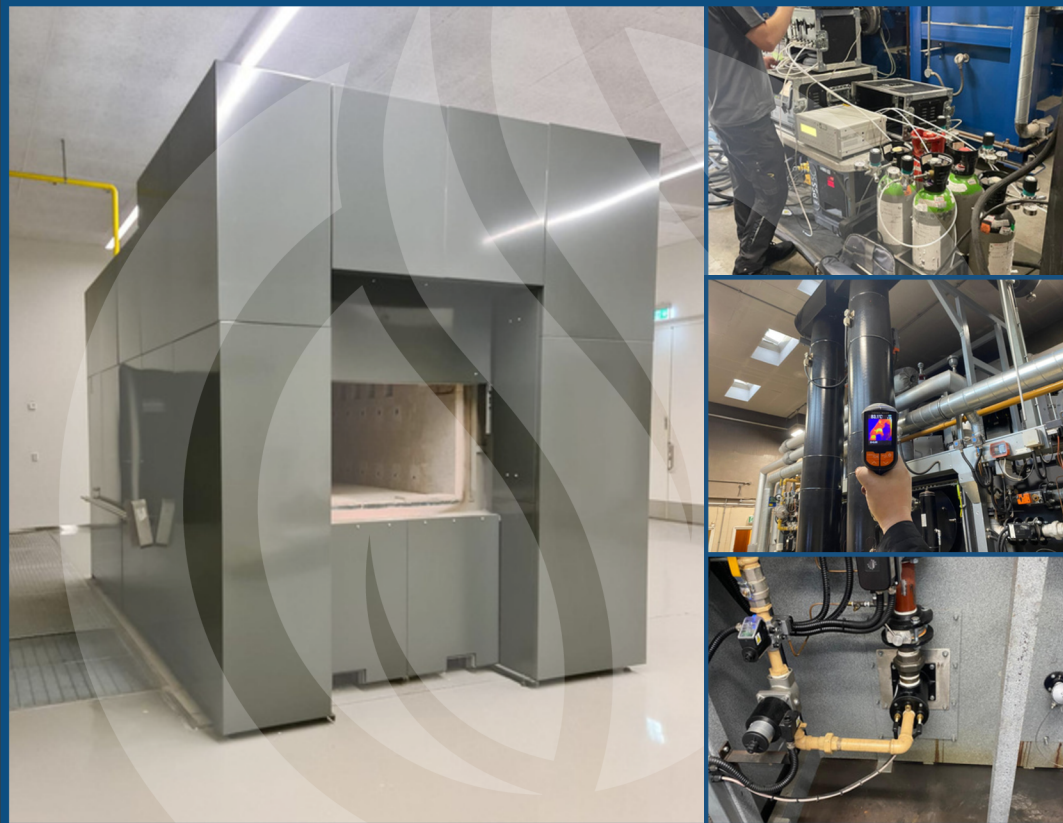




COMPANY BROCHURE

Dedication. Expertise. Performance.



TRUSTED NATIONWIDE SUPPORT



YOUR STRATEGIC PARTNER FOR MAINTENANCE

ECT Crematoria Servicing Ltd provides comprehensive maintenance, servicing, and support for all human and animal cremators, including abatement units and incinerator equipment from any manufacturer.

With a UK network of experienced engineers, we deliver fast, reliable response times across the UK, ensuring your systems are always in safe hands.

PLANNED, PREVENTATIVE, & PERFORMANCE-DRIVEN

With decades of experience servicing cremation and incineration systems across the UK and Europe, ECT has the expertise to maintain any OEM equipment. We begin by assessing your system's current condition, restoring it to an optimal and measurable performance level, and then implementing a long-term servicing and maintenance strategy tailored to your operation.

ECT acts as your one-stop maintenance partner, performing planned and preventative servicing to keep your units performing as designed. We work closely with you to align service schedules with your operational needs, making sure that there's no disruption. Our engineers provide detailed reports on each visit, covering:

- **The condition of the unit on arrival and completion**
- **Recommended future works**
- **Technical performance data for long-term monitoring**

This transparent approach gives you complete peace of mind that your equipment is performing as designed and that any developing issues are addressed early.

NEED AN IMMEDIATE SERVICE OR REPAIR?

Contact a member of the ECT Crematoria Servicing Ltd team today book.

 +44 (0) 161 337 4488



All OEM
Equipment Supported



Over 1000 Services
Completed Annually



95% First-time
Fix Rate



90% of Emergencies
Resolved from Van Stock



85% of Issues Triage
via Technical Helpline



Dedicated ECT
Service Engineers

TECHNICAL ASSISTANCE CENTRE (TAC)



MINIMISE DOWNTIME. MAXIMISE RELIABILITY.

Our dedicated **Technical Assistance Centre (TAC)** provides real-time remote monitoring for all connected systems operated by our strategic partners. This ensures rapid detection and resolution of any operational issues, minimising downtime and protecting your equipment investment.

The TAC team also provides proactive oversight of day-to-day operations, identifying early warning signs and potential maintenance requirements before they escalate. Combined with our responsive on-site support, this gives you complete confidence that your systems are running safely and efficiently, backed by clear Service Level Agreements (SLAs).

	ISSUE	RESPONSE TIME	ON SITE COMMITMENT
INDICATIVE SUPPORT SLA	RESPONSE TO CALL LOGGED	IMMEDIATELY TELEPHONE SUPPORT	-
	SYSTEM DOWN	CONSTANT MONITORING & TELEPHONE SUPPORT	SAME WORKING DAY NEXT WORKING DAY
	INTERMITTENT ISSUE	CONSTANT MONITORING	48 HOURS
	NON URGENT CALL	CONSTANT MONITORING	48 HOURS
	OPERATOR ASSISTANCE	IMMEDIATE TELEPHONE AND REMOTE SUPPORT	-

POWERED BY:



- ✓ 24/7 REMOTE MONITORING
- ✓ INSTANT FAULT DETECTION AND RESPONSE
- ✓ PROACTIVE SYSTEM HEALTH CHECKS
- ✓ CLEAR SERVICE LEVEL AGREEMENTS
- ✓ MINIMUM DOWNTIME. MAXIMUM RELIABILITY

COMPLETE MAINTENANCE & COMPLIANCE SOLUTIONS



PREVENTATIVE MAINTENANCE

Regular, tailored maintenance keeps your systems running at peak efficiency. Each plan is designed specifically for your equipment, your site, and your operating regime, ensuring maximum uptime and longevity.

INSPECTIONS & COMPLIANCE

ECT manages all legislative inspections for your cremation systems, ensuring your operations stay compliant, safe, and inspection-ready year-round; these include:

- Gas & Fuel Handling
- Pressure Relief Valve Testing
- Gas Integrity Checks
- Thermal Surveys of Electrical Cabinets

EMISSIONS TESTING & ENVIRONMENTAL RESPONSIBILITY

We handle CEMS calibration and emissions testing in line with PG5/2(12) and other regulatory standards. Beyond compliance, these tests provide insight into component performance, enabling early intervention and improved efficiency. We also support testing and optimisation of abatement units, reducing harmful emissions such as:

- Mercury
- Particulate Matter (PM)
- Acid Gases (HCl)
- Dioxins & Furans
- Nitrogen Oxides (NOx)

PARTS, CONSUMABLES & MAXIMUM UPTIME

ECT also provides a complete on-site spare parts package for every client:

- Critical Components Stored at Your Site
- Automated Inventory Management & Replenishment
- Stock Carried on Engineer Vans for Immediate Response
- Supported by ECT's Centralised UK Warehouse

Combined, this ensures rapid repairs, minimal downtime, and total confidence in your equipment's performance. At ECT, we don't just maintain machines; we keep your business moving.

service@ectechltd.com | www.ectechltd.com



COMPLIANT, EFFICIENT, & PERFORMING AT ITS BEST



WHY IS REGULAR CREMATOR SERVICING SO IMPORTANT?

- **Protect Operational Continuity:** Regular servicing keeps cremators operating reliably, reducing the risk of unplanned downtime. Even a short shutdown can disrupt multiple services per day and result in significant revenue loss. A single day of downtime can cost thousands in lost income and reputational impact.
- **Ensure Combustion Efficiency:** Poorly maintained systems can lose combustion efficiency over time, increasing fuel consumption and operational costs. Inefficient combustion can also lead to incomplete burning, smoke release, and excessive residue in the secondary chamber, which compromises performance and requires more frequent cleaning.
- **Maintain Environmental Compliance:** Routine maintenance ensures ongoing compliance with the UK's Environmental Permitting Regulations and DEFRA emission limits. Unmaintained cremators are more likely to exceed the 50 mg/m³ particulate limit or the 10% carbon monoxide threshold, leading to fines and possible suspension of operating permits.
- **Extend Equipment Lifespan:** Regular inspection and servicing help protect critical components such as burners, refractory linings, heat exchangers, and PLC control systems.
- **Safeguard Operator Safety & Well-being:** Faulty burners, refractory cracks, or poor airflow control increase the risk of heat leakage and air quality issues within the crematory. Routine checks ensure safe working conditions, stable chamber temperatures, and compliance with HSE ventilation and exposure guidelines.

DID YOU KNOW...



Regular **maintenance is vital** to ensure efficiency, compliance, and asset longevity. Poorly maintained **incinerators can lose 15–20% efficiency**, inflating fuel costs and emissions while risking regulatory penalties.

Preventive maintenance can **extend the operational life of a cremator by 5–10 years** and reduce total lifecycle costs **by up to 25%**. Unplanned emergency **repairs cost up to 50% more** than planned maintenance programmes and further contribute to costly unplanned downtime.



**The Trusted Name in Cremation
Servicing & Support.**

Looking to book a service or learn more about our maintenance and repair solutions, please contact a member of the ECT Crematoria Servicing Ltd team today.

 +44 (0) 161 337 4488

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www.ectechltd.com