



## Dovers Green School

### Corsair Products:

- Cobra Island Canopy
- Condense Canopy
- Matrix SDU
- Full system incl Reznor Heater Battery



### Project Time-line: Full System

- Call on Friday afternoon
- Site visit Monday
- Drawings and calcs Wed
- Order Friday/Approvals 3 days later!
- On-site & Complete: 3 weeks after 1<sup>st</sup> call

So, imagine the situation, the summer mad-rush in its final throes and a builder waiting on site for his ventilation contractor to turn up and install the full system solution. No answers to his calls or his emails and then an email arrives on the installation day saying they had stopped production and would not be able to fulfil the order!! Panic calls to all and sundry without success. UNTIL, one of Corsair's longest-standing distributors got the call and in turn made the call to Corsair.

**ACTION STATIONS!** Although it hurt – a lot – Corsair's Project Team, Designers, Manufacturing Staff and the installation team (with a little help from Projects), pulled out all the stops to deliver this complicated project in 3 weeks from that fateful Friday afternoon (Motto: Never pick up the phone on a Friday afternoon).

### Main Challenges:

- Time-scale
- No site drawings to work from
- Late approval
- A 45 degree pitched roof

### Outcome?

**A Great Success! And more work on its way for our distributor from a new customer!**

### Action:

**Call Corsair; let's see if we can't use our broad portfolio of Solutions to help with your next project**



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