

A-CORN
STAIRLIFTS

OTIS

 **handicare**


GARAVENTA

tempblue
air conditioning

 **DAIKIN**

 **TRANE**

McQuay
Air Conditioning

ESSCO

Electric Sales & Service Ltd.

DOING IT RIGHT THE FIRST TIME!

Haier




OASIS

Vinotemp



Scotsman
Ice Systems

SUB*ZERO

 **WOLF**



OUR VISION FOR THE FUTURE

SWITCHED ON!

To be the best service provider locally and regionally for the supply, installation and maintenance of air conditioning, elevators and appliances by sustaining customer confidence reinforced by delivering quality systems and solutions on time and on budget.

DO IT RIGHT THE FIRST TIME!



Name: Electric Sales & Service Ltd.

Registered Address: Clapham Court,
Wildey, St. Michael,
Barbados

Postal Address: PO Box 79B,
Wildey, St. Michael,
Barbados

Telephone: 1 246 537 0790

Fax: 1 246 426 0791

General email: essco@electricsales.com

Website: www.esscoonline.com

Date of incorporation: 6th November, 1936

Company #: 1074

VAT Registration #: 1000002795262

Facebook: Electric Sales & Service Ltd.

Instagram: @esscobarbados

LinkedIn: ESSCO Barbados- Electric Sales & Service Ltd.

YouTube: Essco Barbados

INTRODUCTION



The company **Electric Sales & Service Ltd.** was incorporated in 1936 by Mr. Lawrence Bancroft and seven small shareholders with a modest capital, engaged in the distribution and service of General Electric products. This was the company's first agency, at a time before electricity was widely available in the island of Barbados, GE is still held today.

During its 80 plus years of operation, the company has seen many changes. The company expanded into heavy earth moving equipment in 1939 with the acquisition of the Caterpillar agency and then Massey–Ferguson in 1945. In 1960 a retail location was established in Bridgetown primarily selling GE appliances. With this new venture, the electrical division was born and growth commenced.

In 1965 the company was sold to USI. (United States Industries), a large American company, and was incorporated under its worldwide umbrella. USI during the 1970's ranked in the top 100 manufacturing companies in the US with sales of over US \$1.5B in 1973.

In 1977 USI decided to pull out of the Caribbean and the company was split into two divisions, mechanical and electrical. The mechanical

division was sold to Plantrac Ltd, a division of Neal & Massy. The electrical division was sold to a local concern and the name **Electric Sales & Service Ltd.** was revived.

The electrical division concentrated on household appliances, air-conditioning, refrigeration and vertical transportation. Today we have continued with these products and many of the product lines still exist such as GE, Otis and Trane.

In 1993 the company was sold to Barbadians who remain to this date as the single largest stake holder.

The company has in recent times focused on the consolidation of its product lines, retraining its staff both in procedure and technical knowledge and in retooling the business for the decades ahead.



Today the company enjoys many excellent associations with only the highest quality suppliers. Many of these relationships go back thirty plus years and this is reinforced by the trust and support received by the company. Our key suppliers and a basic description are:

AIR CONDITIONING

The A/C department is very experienced in all types of air conditioning. From the design, pricing, implementation and final commissioning and hand over we have the capability to handle from mini splits to large chilled water projects throughout the Caribbean. ESSCO has a large dealer network of AC systems sellers all based on discounted pricing.

- Trane
- Daikin/McQuay
- Tempblue



APPLIANCES

We specialize in the personal touch. Our trained salespersons have much field experience with the various products and with the planning and installation. All projects are coordinated from the beginning with the delivery of detailed cut sheet to ensure that all installations proceed smoothly.

- General Electric
- Sub Zero/Wolf/Cove
- Vinotemp/Brama
- Scotsman
- American Range





VERTICAL TRANSPORTATION

We consider ourselves to be the undisputed leader of the market. Our close relationship with our main supplier OTIS and highly trained company employed installers has earned us an excellent reputation in this field.

OTIS has recently appointed ESSCO as the sole distributor for its products in the english speaking Caribbean.

- Otis
- Acorn
- Handicare
- Garaventa
- Matot



TOOLS

ESSCO has developed a number of direct relationships with tool manufactures to supply and repair hand, electrical and gasoline powered tools. The range is extensive and due to direct factory drop shipments, the pricing is pricing is very competitive. There is a growing Tool Dealer network being developed to expand our coverage.

- INGCO
- DeWalt





SERVICES

The largest part of our business is our after sales service.

We currently have a dedicated staff of professional installers and service technicians all constantly trained and retrained by our suppliers and internally on a regular basis. Our team comprises of **20 plus installers** and **49 service technicians**. We have 28 service vehicles to support the technicians along with **2 dedicated delivery trucks**.

ESSCO maintains a stocked Parts Department with a modern software system that tracks our orders. Our **Parts Department** team comprises of **5 team members**. This department occupies a space of over **4,000 square feet**. We aim to stock all suggested parts as recommended by our suppliers and as a result we carry over **7,000 individual items** at a cost of over \$1.0m.

Our staff prides themselves on prompt high quality service. The company executes approximately **450 service jobs** and **200 preventative service contracts a month**. In addition to the above the company has a complete sheet metal shop for all types of sheet metal ductwork fabrication. Our main service goal is to respond to our customers' needs **within 24 hours after initial contact**.



OUR TEAM



The core of ESSCO is its staff. Over the years we have created a strong management team and in turn strong empowered employees. We pride ourselves with the current staff structure that we have which has dedicated areas of responsibility. Our key service-related supervisory staff are listed below along with their contact information.

OUR DEDICATED ENGINEERS

CONTACT	POSITION	MOBILE	EMAIL
Matthew Noel	Engineering Team Leader	256-4520	mnoel@electricsales.com
Benjamin Noel	AC Service Manager	262-5204	bnoel@electricsales.com
Jason Clarke	Projects Manager	832-0814	jclarke@electricsales.com

OUR SERVICE & PARTS STAFF

CONTACT	POSITION	MOBILE
Chesterfield Walcott	Supervisor Preventative Maintenance	256-0028
Winston Farrell	Supervisor AC Service	832-8008
Garry Trotman	Supervisor Elevator Installs/Repairs/Maintenance	256-0077
Denise Bowen	Service Department Coordinator – Appliances	256-0032
Cafie Kellman	Service Department Coordinator – Elevators	256-0030
Tanishia Stuart	Service Department Coordinator – AC Service	256-0028
Sherika Harewood	Service Department Coordinator – AC Service	256-0033
Kemar Gaskin	Supervisor Parts	537-0790

OUR SALES STAFF

CONTACT	POSITION	MOBILE	EMAIL
Carlos Walters	A/C Sales Representative	256-4503	cwalters@electricsales.com
Shawn Batson	Appliance & Tool Sales	262-1131	sbatson@electricsales.com
Vaughndeen Harper	Appliance Sales	256-6485	vharper@electricsales.com
Victor Mapp	AC Service Sales Rep.	256-0027	vmapp@electricsales.com
Paul Innis	Appliance Service Sales Rep.	262-1199	pinnis@electricsales.com
Matthew Mapp	Elevator Service Sales	826-1386	mmapp@electricsales.com
Antonio DaSilva	Elevator Sales	262-7687	adasilva@electricsales.com

OUR TEAM



At ESSCO we constantly update our “Lessons learned knowledge base” with a formal procedure to document both failure and success, this in turn is shared with all staff. We have a comprehensive safety policy with dedicated safety officers in the

field and in the office. In 2007 the staff created an “ESSCO SPORTS AND CULTURAL CLUB” which, although still in its infancy is attracting much interest.



MANAGEMENT



Geoffrey Noel, Dip MEng.
Managing Director

A 35 year veteran of the AC industry starting as an apprentice technician and rising as the largest stake holder of the company.

Peter Gomez, CMA
Managers of Finance & Administration

An accountant from Trinidad, spent 20 years with ANSA McAL Group. Migrated to Barbados in 2014 where he consulted with a number of small companies before joining ESSCO in April 2018.

Brian Foster, Dip Hotel & Institutional Mgt.
Warehouse Manager

15 years in local /regional /international consumer brand Marketing.

Dorrance Parris
DA & Elevator Service Manager

15 years management experience with a demonstrated history of working in the consumer services industry. Skilled in sales, marketing strategy and a strong support professional.

Ian Archer
Parts Manager

30 years' experience in the parts industry with 18 years of Management experience, 5 years of that time was spent working in combination with parts and service together before joining ESSCO in January 2014 and then later promoted to Manager in October 2014.

Ryan Parris
DA Assistant Service Manager

21 years working in the local Appliance industry with 10 plus years of supervisory experience and newly established management experience with strong customer service and a technical background.

Ray Chee-A-Tow
Sales, Marketing & Distribution Manager

Joined ESSCO in mid 2022, with over 30 years of experience in sales and marketing at a senior level.

Shirley Jones , MSc., Dip. HRM
HR Coordinator

Over 20 plus years working as a Human Resources Professional primarily in the banking industry. Brings a wealth of experience in sound human resource practices in the areas of recruitment & talent management, compensation & benefits, performance management and employee engagement.



KEY PROJECTS



SANDALS BARBADOS ELEVATORS - 3 PHASES

Description: Supply & Install (13) OTIS Gen 2 lifts
Owner: Sandals Resorts Inc
Consultant / Builder: Sandals Hotel
Refer to: Andre McDonald

Date Completed: 2016- 2020
Phone: 832 9264

SANDALS BARBADOS AC - PHASE 3

Description: Installation of 466 rooms with CW systems and pipework, 300 rooms with DX splits
Owner: Sandals Resorts Inc
Consultant / Builder: Jada Construction Inc
Refer to: Phillip Temprow

Date Completed: In progress
Phone: 439 5577 **Fax:** 439 6102

HOSPITAL GRENADA

Description: Supply & Install (2) OTIS Gen 2 lifts
Owner: Grenada Ministry of Health
Consultant / Builder: Hospital General Grenada
Refer to: Camille St. Louis

Date Completed: 2020
Phone: 473 440 2649

RNK INVESTMENTS - GUYANA

Description: Supply (8) OTIS Gen 2 lifts
Owner: RNK Investments- Guyana
Consultant / Builder: RNK Investments- Guyana
Refer to: RNK Investments- Guyana

Date Completed: 2019

SANDALS CARIBBEAN RESORTS - ST. LUCIA / GRENADA

Description: Supply & Install (9) OTIS Gen 2 lifts
Owner: Sandals Resorts Inc
Consultant / Builder: Sandals Resort
Refer to: Gilles Bardies

Date Completed: 2018
Phone: 758 452 3081 **Fax:** 758 452 1012

UWI - ST. AUGUSTINE, TRINIDAD

Description: Supply & Install Speed Queen Laundry equipment
Owner: UWI
Consultant / Builder: UWI- St. Augustine, Trinidad
Refer to: Olivia Ramkissoon

Date Completed: 2018
Phone: 868 662 2002 **Fax:** 868 645 7258

PSYCHIATRIC HOSPITAL

Description: Supply & Install complete commercial kitchen and laundry for hospital
Owner: Government of Barbados
Consultant / Builder: ADC Building & Maintenance Ltd.
Refer to: Adrian Christie

Date Completed: 2017
Phone: 439 5577 **Fax:** 439 6102

CAVE SHEPHERD DEPARTMENT STORE

Description: Supply & Install (4) OTIS escalators in department store
Owner: Cave Shepherd
Consultant / Builder: Shelbury Construction
Refer to: Chris Armstrong

Date Completed: 2017
Phone: 433 2949 **Fax:** 433 5750

KEY PROJECTS



HARRISON'S CAVE

Description: Supply & Install (3) Kenetik elevators for Caves

Owner: Government of Barbados

Consultant / Builder: Harrison's Cave

Refer to: Andrea Franklin

Date Completed: 2017

Phone: 417 3700 **Fax:** 417 3709

COST U LESS

Description: 140 ton Packaged DX units with double wall ductwork

Owner: Cost U Less

Consultant / Builder: Nicholls & Edghill Construction

Refer to: Desmond Nicholls

Date Completed: 2013

Phone: 437 4467 **Fax:** 437 4445

WARRENS OFFICE TOWERS

Description: 430 Tons Chilled water system with Air Handlers and ductwork

Owner: Government of Barbados

Consultant / Builder: Jada Construction Inc.

Refer to: Phillip Temprow

Date Completed: 2013

Phone: 439 5577 **Fax:** 439 6102

BAOBABB TOWERS

Description: 400 Tons DX ducted system with Cassette units

Owner: Government of Barbados

Consultant / Builder: Rotherley Construction

Refer to: Allan Evelyn

Date Completed: 2012

Phone: 425 0950 **Fax:** 425 0962

SANDS - ST. JAMES

Description: Luxury condominium, central a/c, VRV, chilled water system

Owner: Unknown

Consultant / Builder: Rotherley Construction

Refer to: Joseph Steinbok

Date Completed: 2009

Phone: 425 0950 **Fax:** 425 0962

PENWOOD HOUSE

Description: Luxury House, 250 ton CW, humidity control, remote monitoring, Custom OTIS elevator, commercial kitchen

Owner: Mr. Smith

Consultant / Builder: Rotherley Construction

Refer to: Joseph Steinbok

Date Completed: 2003

Phone: 425 0950 **Fax:** 425 0962

MILLENNIUM HEIGHTS

Description: 186 apartment condominium, a/c splits, appliances & (2) OTIS elevators

Owner: Millennium Heights

Consultant / Builder: Various

Refer to: Peter Godding

Date Completed: 2001

SHERBOURNE CONFERENCE CENTER

Description: : Conference Center- 960 tons Chilled water system

Owner: Government of Barbados

Consultant / Builder: AdeB Consultants Ltd.

Refer to: Chris Armstrong

Date Completed: 1988- 93

Phone: 426 1227 **Fax:** 427 8317



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