

At Flogas we have recognised that LP Gas distribution is more than supplying a product to the market – it encompasses the broadest aspects of total customer care and support. Flogas has built a significant market share of the LP Gas market. In the Nursing Home sector many nursing home developers and operators have chosen Flogas as their primary energy supplier.

- Flogas is a leading player in the LP gas market and is represented on the Executive and Technical Committees of the Irish LP Gas Association and European LP Gas Association
- Flogas operates as an independent company totally focused on the requirements of the LP Gas business
- Flogas has been awarded the N.S.A.I. Quality System Certificate from the I.S. EN 9000 Series
- The company structures and operational procedures are designed to provide maximum customer service and support using the most up-to-date Information Technology Systems
- The company's national distribution network ensures that all customers, whether using bulk gas or cylinders, receive a guaranteed service level of the highest standard.

### **GAS CONDENSING BOILERS** (AVERAGE EFFICIENCY 95%) **CLEAN • EFFICIENT • ECONOMICAL**



*The Flogas Technical Services Division designed and installed an energy system which included the provision of a bank of high efficiency condensing boilers (average efficiency 95%) for the provision of central heating and hot water to the 50 bed nursing home at Mullinahinch Nursing Home in Monaghan.*

*Gas fires, the kitchen and the laundry in the Nursing Home are also fuelled by Flogas*



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# NURSING HOMES THE COMPLETE ENERGY PACKAGE

FROM



Technical Advisory Service –  
Planning & Design, Installation, After Sales Service

## NURSING HOMES THE COMPLETE ENERGY PACKAGE

FROM



As a leading supplier of Liquefied Petroleum Gas (LP Gas) to Nursing Homes, Flogas has the experience and expertise to undertake any bulk tank installation, safely and professionally.

Flogas can supply LP Gas for:-

- Central Heating, including the installation of high efficiency gas condensing boilers (average efficiency 95%)
- Hot Water
- Cooking
- Gas Fires
- Laundry

Our commitment to provide efficient gas installation and distribution with an outstanding level of customer care is reflected through the continued investment we make in our people and the business.

Choosing Flogas LP Gas opens the door to a versatile and highly efficient energy source, as well as affordable installation and running costs. LP Gas is both lead and sulphur free, therefore kinder to the environment.

This guide invites you to view the complete energy package from Flogas and the benefits that we can provide.

# The Complete Customer

## The Customer Service Team

Our sales representatives are trained technically and professionally, sharing a wealth of knowledge and experience of the LP Gas market. They are supported by the Customer Service Team based at our Drogheda and Cork offices where all administration and customer enquiries are dealt with efficiently.

## Technical Support

The Flogas team of professional engineers and designers offer a comprehensive and free technical advisory service covering all aspects of gas installations including planning and design, supervision, installation, testing and commissioning of the system and ongoing maintenance. Flogas can assist with the mechanical design of a nursing home's energy system. This service also includes conducting energy surveys for existing and potential customers and is provided completely Free of Charge.

## After Sales Service

Flogas has built an enviable reputation for after sales service which is carried out by a nationwide panel of service engineers strategically located around the country. Flogas also operate a 24 hour emergency service facility which ensures continuity of gas supply and operation of gas equipment.

*A delivery taking place to Clover Lodge Nursing Home, Shinrone, Co. Offaly*



# Service from

## Safety Standards

Flogas considers safety a vital issue and the Company operates to the highest national and international standards and codes of practice. We have an experienced Technical Services Team who offer safety training and advice. As an integral part of our safety programme all our drivers undertake bulk tank safety checks at the time of each delivery.

## System Design and Installation

All installation procedures are professionally handled by our customer services team. From initial design to selecting the correct tank sizes and best location through to final installation, testing and commissioning of gas equipment and deliveries of LP Gas, Flogas will ensure that the work is completed smoothly and efficiently, with minimum inconvenience to you and without disruption to the business.

## Gas Deliveries

Arranging gas deliveries is easy and you can choose from our:

**"Top Up Service"** which operates automatically in line with your gas usage and is recommended for the regular gas user or, **"On Demand Service"** where gas is supplied to you following your order on our scheduled delivery service. This system is more suited to the less regular gas user.

If an emergency gas delivery is necessary, even outside of normal business hours, our fully equipped modern tanker fleet can deliver, even in the most difficult conditions.

## Payment Options

We guarantee that our charges for both the gas and the tank rental will be competitive and, what's more, we even offer a choice of ways to pay:

- Direct Debit
- Cheque
- Credit Card

## Gas Delivery Service

Flogas distributes LP Gas from its Marine Terminals located at Drogheda, Cork and Belfast and from its land based terminal in Ballyhaunis. This network of terminals ensures a constant and speedy distribution of LP Gas to customers. This delivery service can operate on a 24 hour per day, 7 days per week basis when required.

Our bulk gas delivery service is backed up by a nationwide network of Flogas distributors and dealers who are specially geared to supply and deliver Propane Gas Cylinders.



First Citizen Residential Nursing Home  
Lanesboro, Co. Roscommon &  
Milltown Co. Kerry.

*"First Citizen Residential were delighted to choose Flogas as our energy supplier to provide Central Heating, Hot Water, Cooking, Gas Fires & Laundry Facilities to our nursing homes".*

Eddie Matthews  
General Manager  
First Citizen Residential



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