



## Haigh Waste Water Management Solutions



Waste Water Experience & Innovation

[www.haigh.co.uk](http://www.haigh.co.uk)

It is the policy of our company to continually improve our products and accordingly we reserve the right to alter specifications and appearance without notice.

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The pulp used for manufacturing this paper is from mills that are certified to ISO 14001. ECF pulp sourced from sustainable forests.

Experience, commitment, innovation and excellence – outstanding solutions from a company that cares.

## Haigh are passionate about Inlet works.

Proven experts in the provision of waste water treatment solutions, Haigh have an established base of customers and installations throughout the UK, USA and Australia. From design through manufacture and installation to after sales support, our partnership focus delivers outstanding results, exceeding expectations and meeting the increasing challenges which the industry face.

We pride ourselves on the dedication of our teams, our commitment to understanding your needs and the continual investment in the latest technologies to maintain our position as the partner of choice.

Since our inception in 1955, we have continually grown our business; identifying new market opportunities and extending our proposition from a parts manufacturer to a total turnkey solutions provider. This has been possible through investment in the best people, understanding the importance of client relationships, and perhaps most importantly, listening to what our customers and the wider industry want.

Our UKAS approved ISO 9001:2008 Quality standard and ISO 14001 Environmental accreditation reflects a company culture committed to continued improvement of products and processes and minimisation of their environmental impact for the benefit of our customers.



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## Engineering Excellence

Working from our key site in Ross on Wye, we undertake all planning and design on one site giving us total control and flexibility over our machine processes. Our in-house machine shop, which houses the very latest CNC lathes and facilities for laser cutting, fabrication and welding, is tangible proof of the investment we make.

Bespoke electrical wiring, in house paint spraying and full post production test facilities allow us to offer complete products from raw materials, all manufactured in a factory controlled environment.

At the point of installation, our planning ensures that as much work as possible is carried out prior to delivery, thus reducing the time and effort required at the installation stage.

Our after sales service is delivered by a UK network of Haigh Service Engineers, all trained and directly employed by Haigh. This ensures quality consistency and the benefits you receive from a dedicated Haigh professional. Product spares are held for a minimum of 10 years giving you the benefit of a longer product life and greater performance. What's more, the design of installations allows for easy upgrade making it possible to meet new specifications for capacity or discharge, thereby 'future proofing' your investment.



## A Total Quality Approach

When we refer to quality within Haigh, this refers to more than the finished product, it refers to all that we do and who we are. Fully accredited to ISO 9001:2008 and ISO 14001, quality is a value which underpins every part of our business:

### People

We work hard to attract the best people to our business, whether in manufacturing or sales support, all Haigh employees are experts. We also invest heavily to retain our staff through ongoing initiatives and training, ensuring that we offer a rewarding workplace for everyone.

### Technology

Our technology is rigorously tested and reviewed to ensure that we are using the best tools to provide the best outcome. Whether on the shop floor, in the commercial offices or for our Engineers on the road, we continually review and invest in the 'best tool for the job.'

### Environment

Quality goes beyond the tangible aspects of our business. It is a cornerstone of all that we do and not least the impact that our operations have on the environment. This is reinforced by our successful accreditation to ISO 14001 and commitment to carbon reduction both in our manufacturing activities and our products performance.



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## Exceeding your expectations

We work hard to exceed expectations offering professional, sustainable and efficient engineering solutions for all waste water processing needs. We achieve this by ensuring that we demonstrate a consultative approach to every project – taking the time to fully understand your needs, defining the scope of works required and offering expert advice and guidance at every stage of your project.

This approach is fundamental to the values of our business – our continual development of computer controlled manufacturing technology and IT underpins our ultimate objective – to supply outstanding solutions every time.

From initial brief to final install and after sales support, we offer a proven structured approach. This helps ensure quality, consistency and best value throughout the project.

Projects vary in complexity; however our standard process is outlined below.

### Enquiry

#### Customer Input

Determining customer requirements and working together at all points is critical to the success of a project. As such clear communication and structure at all stages is fundamental.

#### Queries

Our Tender Engineers are happy to answer any customer queries and your local Haigh Area Sales Manager is also available to discuss any issues.

#### Quotations

Our Tender Engineers will set out a clear quotation defining and detailing our scope of supply, any exclusions and Conditions of Sale, project timescales, milestones and delivery date(s) based on End User requirements.

#### Enquiry Drawing Services

We can advise with regard to installation drawing, setting out the scope of our supply at the quotation stage. Typically 1 day of Haigh design drawing services can be provided within the Product Price for standard products and installations at the quotation stage. We are happy to provide a quotation should you require more extensive or bespoke design drawing work undertaken at the enquiry stage.

Site specific and non standard requirements (e.g platforms, tanks, etc) that will require bespoke Haigh design work and manufacture are to be identified at the enquiry stage.



### Order

#### Order Input

Your order will be allocated to an experienced Contract Engineer who will project manage the contract and be your point of contact. A contract review will be carried out to check all aspects of your order against our quotation, covering both standard and bespoke requirements. Your order will then be acknowledged in writing clarifying points raised by the contract review process, confirming delivery date and who the Contract Engineer will be.

#### Order Drawings

When necessary a site survey will be undertaken to validate customer standard and bespoke requirements.

An installation drawing will be produced and submitted for customer comment / approval.

Detailed manufacturing drawings are produced after client comment / approval of installation drawing.

#### Manufacture and Delivery

Production will be scheduled and loaded from point of order and verification of specification via the contract review process. On completion of manufacture your order will be inspected and tested in accordance with Haigh quality systems prior to delivery. Customers are welcome to inspect equipment at Haigh prior to delivery. If delivery is included as part of your order you will be notified in advance of the date and delivery method.

## Installation

### Pre-installation

Our engineer will conduct a pre installation visit to confirm the site is ready for the equipment; checking critical dimensions, site access and procedures including safety and working conditions. A Risk Assessment and Method Statement will be provided to cover the installation activity.

### On-site Installation

When cranes are included this will be coordinated with delivery to ensure equipment is correctly and safely positioned on site.

Our installation teams are skilled and experienced in the installation of Haigh equipment. One person within each team is appointed as Leading Hand and will be responsible for executing the installation in accordance with the Risk Assessment and Method Statement. The Leading Hand is also responsible for ensuring the installation site is left tidy when the work has been carried out.





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## Post Installation

### Commissioning

On completion of the installation Haigh will commission the equipment. Records are kept at Haigh for the life of the equipment for each installation.

### Guarantee

Haigh equipment has a standard warranty period of 12 months from the date of commissioning or 15 months from date of delivery, whichever is the sooner. The warranty can be extended either when the order is placed or prior to the end of the standard warranty period.

### Service Agreement

Haigh offer a Service Agreement for equipment installed within the UK mainland where we visit the site on a regular basis. Contact our sales team and ask for details our Service Agreement.

### Continuing Support

Haigh Engineers may make occasional courtesy visits to site over the life of the equipment. We listen to comments and feedback objectively, allowing us to improve the performance and design of our equipment.



This structured approach manages and minimises the two key areas of risk relating to any project.

### Health and Safety

- All Haigh Personnel strictly adhere to Health and Safety best practice
- All Haigh Personnel regularly undertake a wide range of Health and Safety training
- Risk Assessments and Method Statements are written for all site installation activities
- Health and Safety processes are regularly audited both on site and in the factory, including assessment by the industry acknowledged Achilles UVDB Verify
- Haigh measure and record company performance with regard to Health and Safety
- There is an open, positive culture of Health and Safety through the whole company.

### Delivery to Customer Requirements

- A simple specification process at the quotation stage
- Clear communication between End User, Contractor and Haigh Contract Engineer
- Experienced Contract Engineer managing project delivery as a single point of contact
- Order specification validation and confirmation via a Haigh site visit
- Detailed drawings by an experienced design team
- Leading integrated manufacturing and planning / project management system
- Experienced site installation teams
- Haigh Guarantee

Haigh equipment is designed with our customers in mind and we appreciate feedback on our range of products and services.



## Product Overview

We are proud of our range of Waste Water Management Solution systems, which we have developed through innovation, expertise and by listening to our customers. At Haigh, we understand your requirements may differ from standard specifications and we welcome you to discuss your bespoke requirements with us.



### 1. The ACE Inlet range - Complete Packaged Inlets

- Incorporating Grit removal, Screening, Screening Handling, Flow Control, Access platforms, Control Systems
- Projects and design simplified and risks removed through standardization, prefabrication and pre-testing of plant
- Single lift onto site, pipe-in pipe-out approach
- Health and Safety, Access and Performance of complete installations designed in as standard
- Produces clean compacted screenings with low odour and exceptional volume reduction results in fewer skips for disposal.

### 2. The ACE Screener range of Combined Screen and Screening Handling systems

- ACE Screener Systems are ideal for fine screening from 2l/s to 100l/s
- No washwater is required
- The equipment can be installed into existing channels, new channels or in prefabricated channels
- Low Odour and Low Volume Screenings can be disposed of with a Carriskip or Carricell depending on site size
- Low Headloss and High Screenings Capture Ratio of 64%
- 2mm, 3mm and 6mm screening versions available
- Modular design allows maximum process flexibility.

### 3. The ACE Package range of Screening Handling systems

- High Performance Screenings Handling equipment achieving up to 40% dry solids and 94% volume reduction
- Conditioning tank and Lisep configurations allow flexible installation design
- Supports output from any type of screen and any capacity
- Available with or without an integrated control panel system.

### 4. The ACE Bandgritter

- Grit removal for up to 150 l/s flow
- Coarse grit removal prior to inlet screen to protect the plant
- Reduces wear and extends plant life
- Off-line process, no moving parts in the main flow.

### 5. The ACE Stormer

- Effective 6mm screening of storm flows up to 100 l/s
- Uses proven ACE Screener technology
- 3mm and 2mm aperture versions available
- Can be fitted in existing storm channels or prefabricated.

### 6. Macerators

- Maceration, Disintegration and Conditioning of Sludge and Raw Sewage up to 100 l/s
- Reliable Haigh Pipeliner and Conditioner range of Macerators
- Ideal for Pump and Process protection and improvement
- Macerated Sludges shown to perform better in digestion processes
- Provides homogeneous solids in suspension for pumping or further processing
- Easy to service.

### 7. Flow Control (Penstocks and Flap Valves)

- Full range of Penstocks and Flap Valves
- Manual and actuated control options
- Manufactured in stainless steel for long life in arduous applications
- Blade mounted seals for ease of maintenance.

### 8. Spares, Service and Service Exchange

- Haigh carry a 24 hour stock of strategic spares
- Service and Maintenance are available either direct from Haigh or via Haigh Approved Maintenance providers
- Macipump Service Exchange units with a Haigh Guarantee are available as a cost effective alternative to new units.





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## Haigh is committed to Carbon Reduction and minimisation of Environmental Impact

This commitment is managed and annually audited via our ISO 14001 compliant Environmental Management System and reflects Carbon Reduction via Haigh activities and Carbon Reduction by the use of Haigh Products.

### Carbon Reduction via Haigh Activities

While there are many different ways of measuring the company 'Carbon Footprint' Haigh uses the Carbon Trust calculator to assist in identification and prioritisation of areas to minimise the Carbon Footprint of the company, and sets measurable specific annual goals accordingly, covering amongst other areas Material usage, Electricity usage, Gas usage, Water usage and Transport.

Objectives are reviewed on a 6 monthly basis at a senior level with a targeted 'Improvement Plan' to meet our objectives. Improvement plans can be contributed to by anyone within the company and there is a healthy awareness of their importance.

### Carbon Reduction via Haigh Products and Product Design

The Haigh Design team incorporate 'Environmental Review Points' in the design of products and systems, to continually improve:

- Increased performance
- Increased reliability
- Power consumption
- Water consumption
- Process improvements
- Minimisation of installation requirements and project length
- Reduced material usage
- Alternative environmentally friendly materials.

Haigh are well placed to work very closely with customers to meet challenging environmental requirements. In particular as all main product manufacturing takes place on a single site in the UK, this can be a transparent, easily auditable processes.

“Objectives are reviewed on a 6 monthly basis at a senior level with a targeted 'Improvement Plan' to meet our objectives”

