

Professional Information Stephen J Benton



Stephen Benton has worked in the RAC Industry since 1985. He is a time served engineer and has had a variety of roles in service, maintenance and commissioning for service companies, an electronic controls company and a UK based refrigeration plant manufacturer. Stephen entered senior management for a large commercial contractor at 23 years old and progressed to service director before leaving corporate employment and setting up his own contracting business. He joined Cool Concerns Ltd in 2003 as a director and joint owner following a long association with Jane Gartshore and has successfully grown the business, with increased diversity and a focus on practical training and consultancy.

Contact Details

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Qualifications and Professional Affiliations

- C&G 207 Part 2 – Refrigeration & Air Conditioning
- C&G Level 2 6127 Technical Certificate
- City and Guilds 2078 Refrigerant Handling
- BRA Level 2 & 3 Brazer Approval
- Engineering Services Skillcard
- Velosi Approved Brazer

- Member of The Institute of Refrigeration - MInstR
- Member of The Institute of Directors - MIoD
- Affiliate member of Institute of Electrical Engineers

Stephen is actively involved in the IoR Service Engineers Section as a member of the management panel. He provides practical guidance and material to help further the education and development of refrigeration engineers.

Cool Concerns Ltd's directors are committed to best practice and education at all levels in the refrigeration & air conditioning industry. The business's commitment is to providing accurate high quality training & consultancy, equipping engineers to deal with the constantly changing environmental, operational and developmental challenges.

Career History

Director, Cool Concerns Ltd, May 2003 to date

- Practical consultancy and trouble shooting
- Manufacturer, supplier and end user support
- Training, both theoretical and practical on site and off
- NVQ Level 2&3 FMA AMA Apprentice training
- City & Guilds 2078 Refrigerant Handling training and assessment
- BRA Brazer training & assessment
- Commissioning & re commissioning
- Natural Refrigerants Consultancy & training (incl HC & CO₂)
- Refrigerant conversion training & consultancy
- Heat recovery technology evaluation and implementation
- Carbon emission reduction consultancy & training
- Project management
- OEM technical support, training & trouble shooting
- Change management advice and implementation
- Strategic business development, direction & planning
- Company finance & accounts

Director, Cooling Matters Ltd, Jan 2002 to Date

- Development of customer base from scratch
- Day to day running of business
- Provide technical consultancy to contractors and manufacturers
- Project management
- Service & installation of refrigerant plant & equipment
- Site trouble shooting
- Plant noise reduction consultancy
- Responsible for growth and direction of company

Service Director, Trembath Refrigeration & Air Conditioning Ltd, Oct 97 to Jan 02

- Provide senior level contact with major food retailing customers
- Responsible for strategic direction and growth of division
- Undertake all maintenance contract pre-qualification and tendering through to contract award
- Provided day to day support and line management for five department managers
- Effectively manage between 40-60 operational and admin staff
- Report monthly performance and progress to executive board of director's.

Other roles include: -

Arctic Circle – Technical Services Manager

Trembath Group Ltd – Service Manager (later promotion to Service Director)

Elm Controls Ltd – Commissioning Engineer

Specialist Areas of Expertise

Stephen has extensive experience in refrigeration, with in depth expertise of the following:

- Commissioning of large commercial installations;
- Commercial refrigeration - practical consulting and troubleshooting (plug-in systems to central plant systems);
- Re commissioning of central plant systems;
- Service management systems selection and implementation;
- Service management & strategic planning / direction;
- Project management;
- Product / manufacturing development support;
- Preparation of specifications for service & maintenance contracts;
- Evaluation and selection of tools & equipment (service & installation);
- Practical & theoretical training for engineers & technicians;
- Safe & efficient application of hydrocarbons in new and existing systems;
- Practical Health & Safety training;
- Engineer development & mentoring;
- Change management advice & implementation;
- Refrigerant application – suitability, selection and application training;
- NVQ Apprenticeship training.

Previous Projects

The following list highlights some of the work successfully carried out by Stephen and illustrates the range of work that can be undertaken.

- Compressor failure investigation resulting in significant savings for the client;
- Field testing of new oil management device for an electronic controls company;
- Undertaking CE electrical compliance work for a UK cabinet supplier;
- Modification to the control systems on housed refrigeration plant for a UK manufacturer;
- Implementation of service management and remote wireless communication system;
- Development of in house training for service engineers working on retail central plant systems;
- Helping companies resolve environmental noise issues;
- Assisting contractors to run and commission central plant systems, including rectification of manufacturing defects;
- Converting CFC and HCFC systems to run safely, efficiently and reliably on HC's;

- Development work on water chillers;
- Development of an engineering and administration team to provide effective service to large retailers;
- Recruitment and selection of key engineering staff for major food retailer;
- Skills auditing of site engineers, leading to training and development programmes for individuals;
- Specialist commissioning and support services for large UK supplier of refrigerated cabinets;
- Development and strategic planning for Eastern European manufacturer including working practices implementation and training;
- NVQ Apprenticeship training and development and assessment;
- Specialist technical support for UK based equipment manufacturer;
- HC refrigerant application on chiller replacement project including risk assessment and site application advice;
- HCFC to HC refrigerant conversion assessment and advice for water chiller applications;
- HCFC Refrigerant phase out and replacement consultancy & training;
- Natural refrigerant deployment – site investigations and advice, customer/engineer training and education seminars in Central America including Panama, Honduras & Costa Rica;
- HC on site trouble shooting and re-commissioning.

Detailed descriptions of any of the above projects can be provided on request. The list is not exhaustive but is representative of the projects undertaken and successfully completed. My background is practical so an emphasis is placed on providing hands on solutions that work.