

Service & Maintenance Overview

Aqua

The Temperature Control People.





Why Aqua?

At Aqua we love temperature control! For over 20 years, our Service team has been supporting companies big and small, across the UK. We keep things simple and hassle-free, leaving you to focus on your business and your customers.

We cover every corner of the UK, so we're there when you need us most. Our engineers are refrigeration experts who thrive on a challenge and come fully equipped with all the industry certifications you'd expect.

The support we offer includes 24/7 emergency breakdown on all makes of equipment, planned preventative maintenance and spare parts.

No task is ever too much for our service engineers. They are the people who keep our customers' businesses moving.

Mike West,
Operations Director



Why Choose a Preventative Maintenance Plan?

Our maintenance plans are built on the ethos that prevention is always better than cure. Regular, planned maintenance will keep your equipment working at optimum efficiency, as well as extending its lifetime and giving you peace of mind. Unexpected failures can seriously impact a business, resulting in downtime, loss of productivity, increased costs, and even health & safety risks.

As a maintenance customer you'll benefit from a host of additional advantages, including:



F-Gas, CO2, Isobutane R290/Propane compliance



Priority response to unplanned outages



Significant cost savings due to efficiency



Extended usable life of equipment



Increased up-time and fewer repairs



Discounted parts



Detailed reporting



Reduced labour rates



Warranty protection



Lower total cost of ownership



Ability to forward plan



Easy budgeting, fixed fee (only replaced parts to pay for)



Stay F-Gas Compliant

The F-Gas Regulation (517/2014) sets out a series of measures that must be adhered to if you're operating equipment containing fluorinated gas. The requirements vary depending on the type and quantity of F-Gas used.

With an Aqua maintenance plan, we'll support you to ensure your legal obligations are met. Aqua are REFCOM registered, and all our engineers are F-Gas accredited, so we're up to date with the very latest requirements. Your plan will include leak testing and full F-Gas compliance as standard.

Plan Options

Aqua offer two levels of preventative maintenance plan - **Standard** or **Premium**. Both can be tailored specifically to your equipment, application and industry sector.

	STANDARD	PREMIUM
Contactable 24/7 - During normal business hours our staff are on hand to answer your call. Outside of this, all calls are handled by our out of hours call centre before being passed to our on-call Service Engineer as appropriate	✓	✓
Dedicated Service Co-ordination Representative - Each customer is assigned a dedicated Service Co-ordinator who will become your advocate within our organisation	✓	✓
Full Gas Compliance (CO2, Propane & F-Gas) - Including required periodic leak checks and provision of the reports and supporting documentation necessary to ensure legislative compliance	✓	✓
Number of Maintenance Visits Per Year - Whilst two visits per year is fine for the majority of our customers, this can be decreased/increased relative to legislation, personal wishes and/or the utilisation/amount of equipment on site	2	2+
Discounted Parts - Only customers that have taken out a PPM contract with us can benefit from reduced parts prices	5%	10%
Discounted Labour Cost - Only customers that have taken out a PPM contract with us can benefit from reduced labour costs	✓	✓
Priority Breakdown Response - Only customers with a PPM contract will get a prioritised response to breakdowns or unplanned outages	✓	✓
Next Working Day Response to Site - Customers on a Standard PPM contract will benefit from a next working day response to breakdowns or unplanned outages	✓	✓
Six-Hour Response to Site - Customers on a Premium contract will benefit from a six-hour response to breakdowns or unplanned outages	✗	✓
Condenser Coil Clean (1/year) - Dirty, damaged and/or oxidised condenser coils can impair the unit's ability to reject heat thereby reducing efficiency and increasing operational costs	✗	✓
Annual Water Sampling - We will carry out annual water sampling and laboratory analysis to determine the current quality of the water used in your cooling system and provide recommendations where necessary	✗	✓
Thermal Imaging - Thermal imaging allows us to detect anomalies in both electrical and mechanical systems that are often invisible to the naked eye and take corrective action before a costly failure occurs	✗	Optional
Discounted Chiller or Boiler Hire - Only customers that have taken out a Premium PPM contract with us can benefit from reduced hire costs for chillers and/or boilers	✗	2.5%
Energy Efficiency Check - We will analyse your system's current energy performance and efficiency and provide recommendations for improvements that will help reduce your operating and energy costs	Optional	Optional
Vibration Analysis - To determine the health of key components such as fans and pumps so that corrective measures can be undertaken before a failure occurs	Optional	Optional
Oil change and Analysis (1/year) - We will analyse the oil within your refrigeration circuit at each change to identify early signs of potential failure, noting levels of moisture and particulates	Optional	Optional
Laser Alignment - Checks to analyse the alignment of shafts (screw compressors, drive motors etc) to prevent any release of refrigerant and oil, component damage or complete system failure	Optional	Optional
Water Treatment - We will develop a water treatment strategy to resolve any identified issues to make sure your system works efficiently and trouble free over its operating life	Optional	Optional
Remote Monitoring Our Aqua Proactive technology closely monitors your system, giving live visibility of performance + a host of other benefits	Optional	Optional

Additional Services



Here's just a few of the other ways our Service team can support you & your business.

Emergency Breakdown

Sometimes things just don't go to plan, so we offer 24/7 emergency breakdown, 365 days of the year. If, for any reason, we can't resolve the fault immediately, then we'll arrange temporary equipment from our rental fleet so that you're back up and operational ASAP.



Spares

We hold an inventory of spare parts at our offices for all main brands. From chiller filters & fan motors to switches & nozzles, support is just a phone call away.

Remote Monitoring

Our Aqua Proactive monitoring system protects your business from downtime and keeps equipment running exactly as it should. The system logs data every 10 seconds and monitors 300 variables. As part of a maintenance plan, we can even monitor your system for you.

Glycol

Chiller glycol – or antifreeze – is essential if your equipment is exposed to an ambient temperature of less than 7°C. Our range covers industrial and food-safe products and is available for same day despatch, UK wide.

Water Treatment

Water treatment is key to preventing contamination and keeping equipment safe. It can be carried out as a one off or as part of a maintenance plan. Services include manual dosage of disinfectants, dispersants and bio dispersants, introduction of automated chemical dosing and microbial monitoring.

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Remote Monitoring Boosts R&D Success for Energy Tech Business

Client

Leading energy technology provider

Challenge

Cooling for R&D project

Solution

Aqua EcoPro Free Cooling Chiller + Aqua Proactive Remote Monitoring

Research & development initiatives often face challenges, not least of all the need for robust temperature control and close monitoring throughout. Aqua helped an energy technology company maximise the reliability, efficiency, and success rate of their latest product development trial with an innovative chiller & remote monitoring package.

Situation

As a business centred around green energy and a strong drive towards Net Zero, our client was very conscious of their energy use from the outset. Whilst their manufacturing process required cooling, they were only too aware that a chiller would be a big energy drain and at odds with their corporate aims.

In addition, the R&D scenario itself can be particularly energy hungry. For example, load is likely to fluctuate, there will be lots of variables and things are likely to need constantly tweaking as the project moves along. In a proper, full manufacturing scenario, the load tends to be more consistent as it's a steady and predictable process.

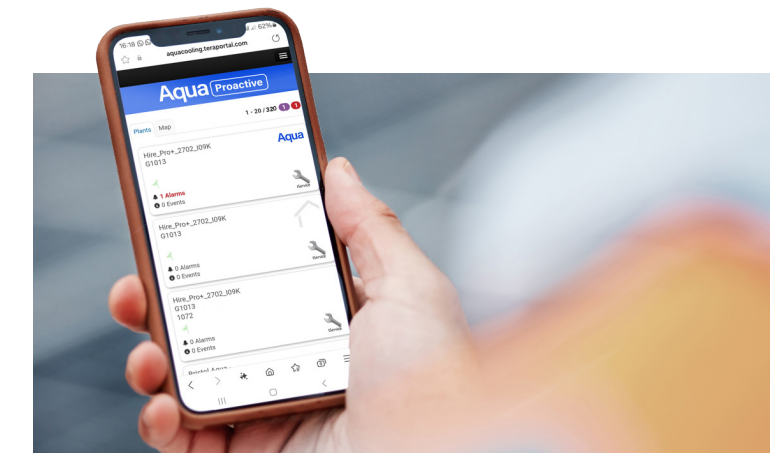
We needed to achieve a fine balance between allowing our client's R&D team to work as efficiently as possible, whilst maintaining reliable temperature control.

Solution

After a site visit to fully understand the site set up and project goals, we supplied and installed a free cooling chiller, connected directly to the client's R&D facility. Our EcoPro chillers have an in-built free cooling coil, resulting in a fully packaged unit. Free cooling dramatically reduces energy consumption and operating costs, with annual energy savings often in excess of 80%. Our EcoPro units also operate on low GWP, boosting their green credentials even further. The benefit of free cooling is that natural air is utilised, whenever the ambient temperature allows, rather than energy intensive mechanical cooling.

To refine things further, we pre-fitted our Aqua Proactive remote monitoring technology to the unit at build stage. The cloud based system monitors 300 variable and logs data every 10 seconds. This enabled our Service team – and the client – to have eyes and

ears on the chiller at all times, without having to be physically on site. As the project progressed, the team could fine tune the controls to ensure the chiller was performing at maximum efficiency.



Results

The remote monitoring system significantly reduced the time our team needed to be on site after commissioning the chiller, therefore cutting overall costs. They could view the system remotely, review live data and adjust the set up accordingly. They also had a wealth of data at their fingertips to identify trends and potential areas for improvements which helped maximise efficiencies and helped the R&D team with their decision making. "Longer term the real time monitoring will add further benefits" explains Aqua's National Service Manager, Pete.

"If the system stops operating as it should, for any reason, it'll trigger an alarm. One of the team will react to that, log on and identify the problem. If it can't be easily resolved, we'll have an engineer despatched to site before the client even knows there's a potential issue. That's great peace of mind for minimal outlay!"



Sales. Hire. Service.

Discover the Aqua
Difference...



0333 004 4433



aquacooling.co.uk



service@aquacooling.co.uk

