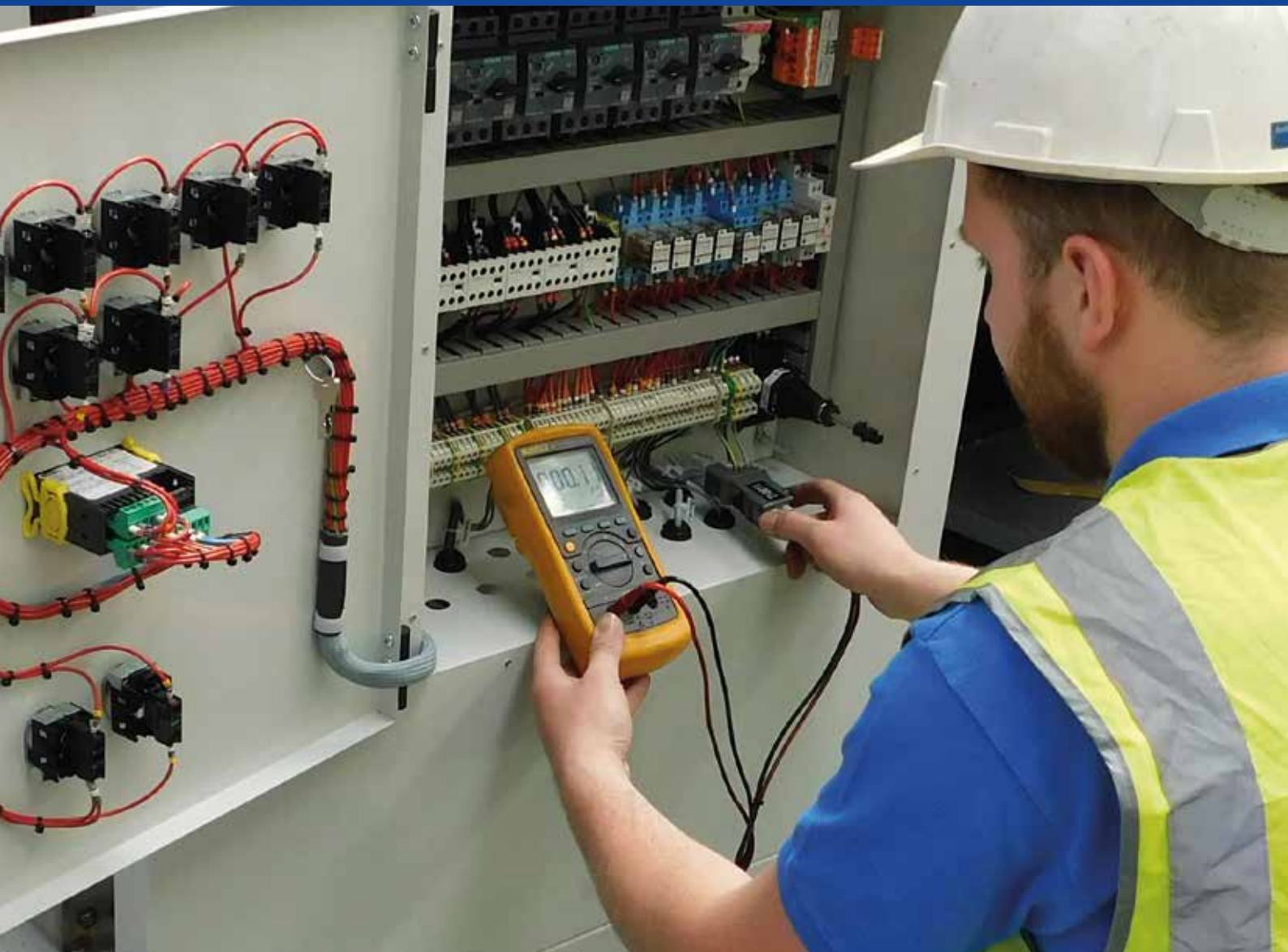




# CHILLER SERVICE AND MAINTENANCE



Supply ✓ Service ✓ Support ✓

## WHO WE ARE

Thermal Exchange and Applied Thermal Control, part of the Scientific Digital Imaging Group of Companies, design, build and service process cooling and temperature control equipment for industrial, medical and scientific applications.

With over 30 years of experience, we are experts in the design, manufacture and maintenance of temperature control, specialist chiller and water-cooling equipment.

Well known for our reliability and excellent service performance, we are a trusted supplier supporting a wide range of industries including laboratory research, medical devices, industrial and advanced manufacturing.

We offer service options for the Thermal Exchange and ATC range of chillers, as well as third-party equipment (subject to availability of parts). Our range of service options means that we have a solution to suit your business practises and budgets.

Our dedicated service team offer free technical advice and telephone support; along with a variety of service solutions to meet our customers' needs and minimise the risk of downtime within their operations.



## WHY CHOOSE US

- » **Nationwide F-gas refrigeration engineers trained specifically to repair and maintain chiller units**
- » **Rapid response and fault diagnosis, including free telephone support**
- » **Stock of genuine spare parts and consumables**
- » **Planned preventative maintenance programmes**

Please telephone Service on **0116 254 6652** to discuss your specific maintenance requirements or email [service@thermalexchange.co.uk](mailto:service@thermalexchange.co.uk)



# OUR SERVICE PLANS

At Thermal Exchange we offer varying packages to meet your business needs



Simple non-contractual service visits are a popular choice with our customers, especially when they're working on a tight budget.

Alternatively, we can provide additional security by offering planned preventative maintenance visits to ensure your cooling system is kept in optimal condition.

For ultimate peace of mind, we provide both preventative maintenance and extended parts and labour warranty under our Platinum service contract agreement.



STANDARD SERVICE VISIT	GOLD	PLATINUM
<ul style="list-style-type: none"> <li>✓ Full preventative maintenance checks and service</li> </ul>	<ul style="list-style-type: none"> <li>✓ Priority callout on emergency breakdowns; within 3 working days</li> </ul>	<ul style="list-style-type: none"> <li>✓ Priority callout on emergency breakdowns; within 2 working days</li> </ul>
<ul style="list-style-type: none"> <li>✓ Discounted parts *</li> </ul>	<ul style="list-style-type: none"> <li>✓ Discounted parts *</li> </ul>	<ul style="list-style-type: none"> <li>✓ <b>All</b> parts included</li> </ul>
<ul style="list-style-type: none"> <li>✓ Expert F-gas trained engineers</li> </ul>	<ul style="list-style-type: none"> <li>✓ Expert F-gas trained engineers</li> </ul>	<ul style="list-style-type: none"> <li>✓ Expert F-gas trained engineers</li> </ul>
<ul style="list-style-type: none"> <li>✓ Comprehensive analysis report</li> </ul>	<ul style="list-style-type: none"> <li>✓ No labour charges and no call-out charges in the event of a breakdown</li> </ul>	<ul style="list-style-type: none"> <li>✓ No labour charges and no call-out charges in the event of a breakdown</li> </ul>
<p>* Any parts used on site will be additional</p> <p><b>Other services we provide;</b></p> <ul style="list-style-type: none"> <li>» New units</li> <li>» Repairs</li> <li>» Hire units</li> <li>» Commissioning</li> <li>» Decommissioning</li> </ul>	<ul style="list-style-type: none"> <li>✓ Free expert technical telephone support from our dedicated Service Department</li> </ul>	<ul style="list-style-type: none"> <li>✓ Free expert technical telephone support from our dedicated Service Department</li> </ul>
	<ul style="list-style-type: none"> <li>✓ Scheduled annual service visit</li> </ul>	<ul style="list-style-type: none"> <li>✓ Scheduled annual service visit</li> </ul>
	<ul style="list-style-type: none"> <li>✓ Comprehensive analysis report</li> </ul>	<ul style="list-style-type: none"> <li>✓ Comprehensive analysis report</li> </ul>

Please telephone Service on **0116 254 6652** to discuss your specific maintenance requirements or email [service@thermalexchange.co.uk](mailto:service@thermalexchange.co.uk)

## WHY YOU SHOULD SERVICE YOUR EQUIPMENT

Having your equipment maintained regularly at a known cost reduces the chances of unplanned expenditure, whilst saving you money and improving the long-term reliability of your equipment. We understand the impact of operating equipment that needs repair, or is working in a suboptimal condition and the huge hidden costs this can bring.

We provide our service customers with peace of mind for valuable applications through scheduled maintenance and emergency call out repairs. Ensuring cooling systems are correctly maintained helps to eliminate down time, meaning that you can achieve maximum output for your research institution, university, independent laboratory or industrial production facility.

## WHAT OUR CUSTOMERS SAY



*Thermal Exchange supplied and service our chiller units associated with high-end analytical equipment. The chiller units operate throughout the year, in hot and cold conditions with minimal breakdowns. This is, in part, due to the regular and thorough servicing provided by Thermal Exchange. I trust their engineers as they have the knowledge and expertise to minimise any downtime.*

Dr. Ashley Howkins PhD, BSc. (Hons.)  
Lead Scientific Officer (Electron Microscopy)  
Brunel University London



*Having a service contract in place removes any unplanned surprises in our budget. Their trained engineers are professional and knowledgeable in our particular industry, which puts our minds at rest that the job will be done efficiently and minimise the risk of any downtime.*

Luke Spooner  
Managing Director  
Freestyle Print

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Web: [thermalexchange.co.uk](http://thermalexchange.co.uk)

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