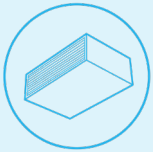
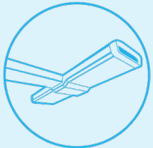
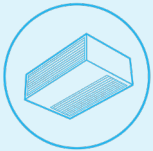




Monodraught



AFTER SALES HVAC

Ensuring optimum performance



THE QUEEN'S AWARDS
FOR ENTERPRISE:
INNOVATION
2018

Monodraught WITH YOU ALL THE WAY



About Monodraught

We design, manufacture, install and maintain sustainable ventilation, cooling, heating and lighting solutions for new and refurbished commercial buildings. As a pioneering company, we are committed to minimising the carbon footprint of every building with our range of standard and bespoke products.

After Sales Service

Our range of enhanced service and maintenance packages give peace of mind and ensure continuous operation. Through data monitoring, we can also provide ongoing analysis and assistance to optimise system performance for many years.



REGULAR SERVICING IS IMPORTANT

1. Legislation

Building Regulations require that buildings are operated in such a way as to use no more fuel than is reasonable. F-Gas regulations require systems to be regularly serviced and leak tested. For schools, BB87 requires controls to be maintained in good working order.

2. Efficient with low running costs

Ensuring systems are operating correctly, repairing faults, replacing parts and updating firmware where necessary maximises system efficiency and minimises running costs.

3. Environment and comfort

Our experts can download and analyse data during service visits to optimise IAQ and thermal comfort. Regular cleaning minimises energy usage and reduces your carbon footprint.

4. Warranty

Equipment warranties are invalid without regular maintenance and regular maintenance reduces the risk of breakdowns and unnecessary disruption.

Benefits of regular servicing by Monodraught

1. Professional support direct from the manufacturer
2. Data analysis by our experts to optimise performance
3. Settings adjusted to suit site requirements
4. Validates product warranty
5. Peace of mind

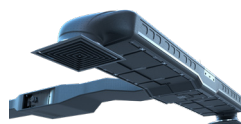
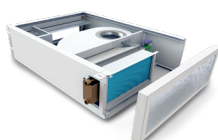


MAINTENANCE PACKAGES

We offer a choice of two contracts to suit your budget and requirements and below explains what's included in each package

	3-year package	1-year package
Cost	Spread over 3 years	One-off charge
On-site service visit including labour	During Year 2	During Year 1
Replacement parts included	Yes (to max £200 per year)	Yes (to max £200)
Labour costs for fitting inclusive replacement parts	Yes	Yes
Discount on additional replacement parts	Yes - 20%	No
Demonstrations for staff to ensure smooth running		✓
Check and update firmware where relevant		✓
Download data for analysis by our in-house experts		✓
Service report with findings and key analysis		✓
Telephone technical support (9am to 5pm, Monday - Friday)		✓

Routines for specific products



Windcatcher X-Air	HTM	Cool-phase	MVHR
<ul style="list-style-type: none"> Update iNVent firmware Check operation of dampers and actuators (internal) Check torsion rods (external) 	<ul style="list-style-type: none"> Update firmware Download data from SD card Check operation of recirculation damper 	<ul style="list-style-type: none"> Update firmware Change filters Check PCM batteries 	<ul style="list-style-type: none"> Update firmware Check operation Clean filters (note: new filters are chargeable)

General maintenance schedule

We allow for the following in our service visits	Year 1 - 4	Year 5+
Erect suitable safe access to max 3m (additional height access by client or chargeable)	✓	✓
Clean ventilation diffusers using anti-bacterial cleaner	✓	✓
Clean motorised damper. Check blades and cogs and clear of any dirt/debris.	✓	✓
Check internal ducting for dirt and debris (visual check)	✓	✓
Check volume control dampers for obstructions.	✓	✓
Check volume control damper motor for correct operation.	✓	✓
Check for obstructions to louvres, report and clean (external)	✓	✓
Check for impact damage (external)	✓	✓
Check operation of manual overrides (where applicable) and check controls.	✓	✓
Inspect unit and fixings (visual check).	✓	✓
Explain operation of the installed systems to any employees	✓	✓
Seek approval for replacements of any parts where value exceeds £200.	✓	✓
Update firmware to latest version where applicable	✓	✓
Download data for expert analysis (where fitted).	✓	✓
Compile detailed service report indicating any replacement parts that may be required	✓	✓
Check Diagonal Tension Rods that provide torsional stiffness (Windcatcher systems)		✓



We are pioneers in the design and manufacture of advanced sustainable ventilation, cooling, heating and lighting solutions for new and refurbished commercial buildings. We deliver outstanding temperature-control and indoor air quality whilst minimising the consumption of both electricity and refrigerants so as to reduce our carbon footprint. Monodraught have over 45 years' experience and our products have saved the equivalent of nearly 390,000 tonnes CO₂ over the last two decades.

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