

# At your service

We'll help you achieve and maintain optimum HVAC performance





## Rest assured

Meeting today's energy challenges, for any commercial premises, demands integrated thinking from every specialist involved in the design, supply, installation, commissioning and service and maintenance of essential building services.

It is a critical support service; if systems are down hospitals can't operate, offices can't run efficiently, and factories can't produce.

Ever increasing energy bills, the need to reduce carbon emissions, and stringent regulations and legislation are driving a pressing requirement for smarter energy efficiency and control in cooling, heating, ventilation and the associated technologies they depend on.

We bring Mitsubishi Electric quality to your service and maintenance contract, using the very latest technology for in-field reporting and diagnostics.

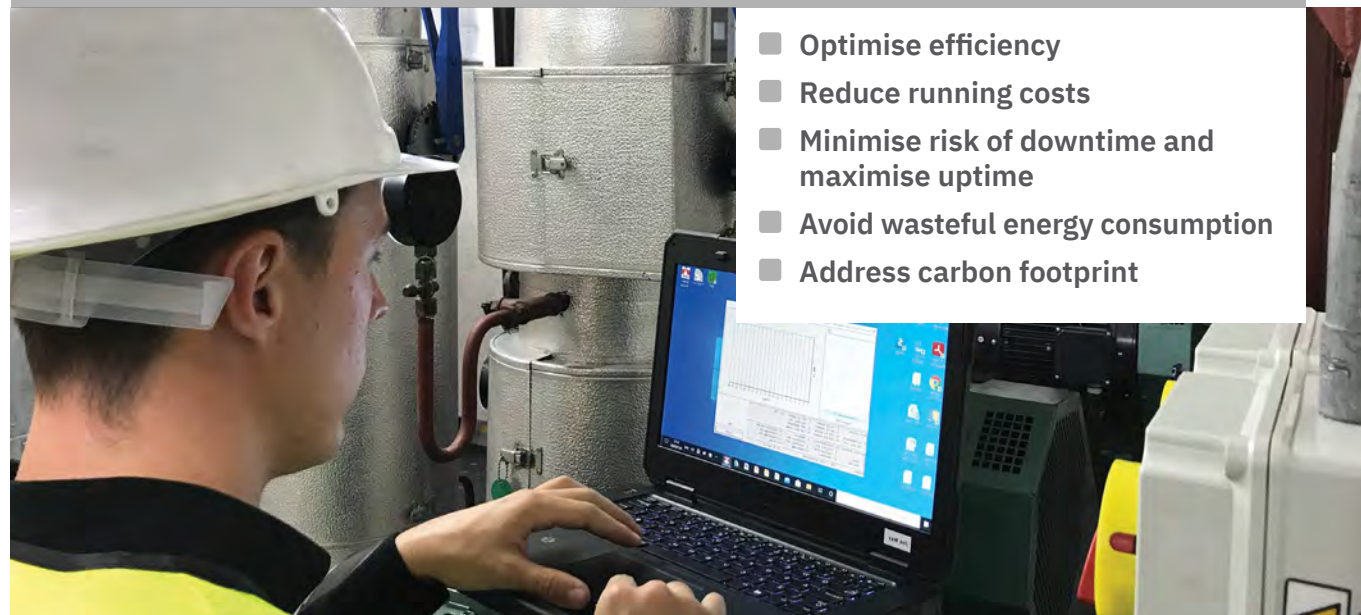
To keep your products working at their optimum performance, we provide comprehensive technical support, and bespoke maintenance packages, to maximise the energy efficiency of building services; providing robust and reliable maintenance through the entire life-cycle of your systems and equipment.

### Expert support wherever you need it

Regardless of equipment manufacturer, Mitsubishi Electric Service & Maintenance covers your needs and reassures customers, stakeholders and end users.

It's our role to deliver an end-to-end service to help you extend the life of your installations, enabling you to:

- Optimise efficiency
- Reduce running costs
- Minimise risk of downtime and maximise uptime
- Avoid wasteful energy consumption
- Address carbon footprint





## More choice, more attention, more confidence

### Experience you can trust

The Mitsubishi Electric Service and Maintenance team are experienced in Chiller and I.T. Cooling technology, serving environments including data centres, shopping centres, food production facilities, and hospitals, where extreme sensitivity to temperature can accept nothing less than engineering and servicing perfection.

**Even small variations in temperature can bring down critical systems. Failures can result in data loss, inconvenience and upheaval, wasted production, and risk to wellbeing.**



### A team to rely on

With Mitsubishi Electric Service and Maintenance your systems are serviced and maintained by expert REFCOM Elite F-Gas certified engineers, so you can be sure you're benefitting from the most up-to-date industry knowledge and best practice in all areas of our Service and Maintenance contracts.

Our team are here to ensure the peak performance of your HVAC systems 24/7/365, bringing a solutions based attitude to every intervention. The team ensure problem-free running of your systems, through remote, cloud-based performance monitoring. From chillers, split system air conditioning, to geothermal heat pumps.

### Your contract, your way

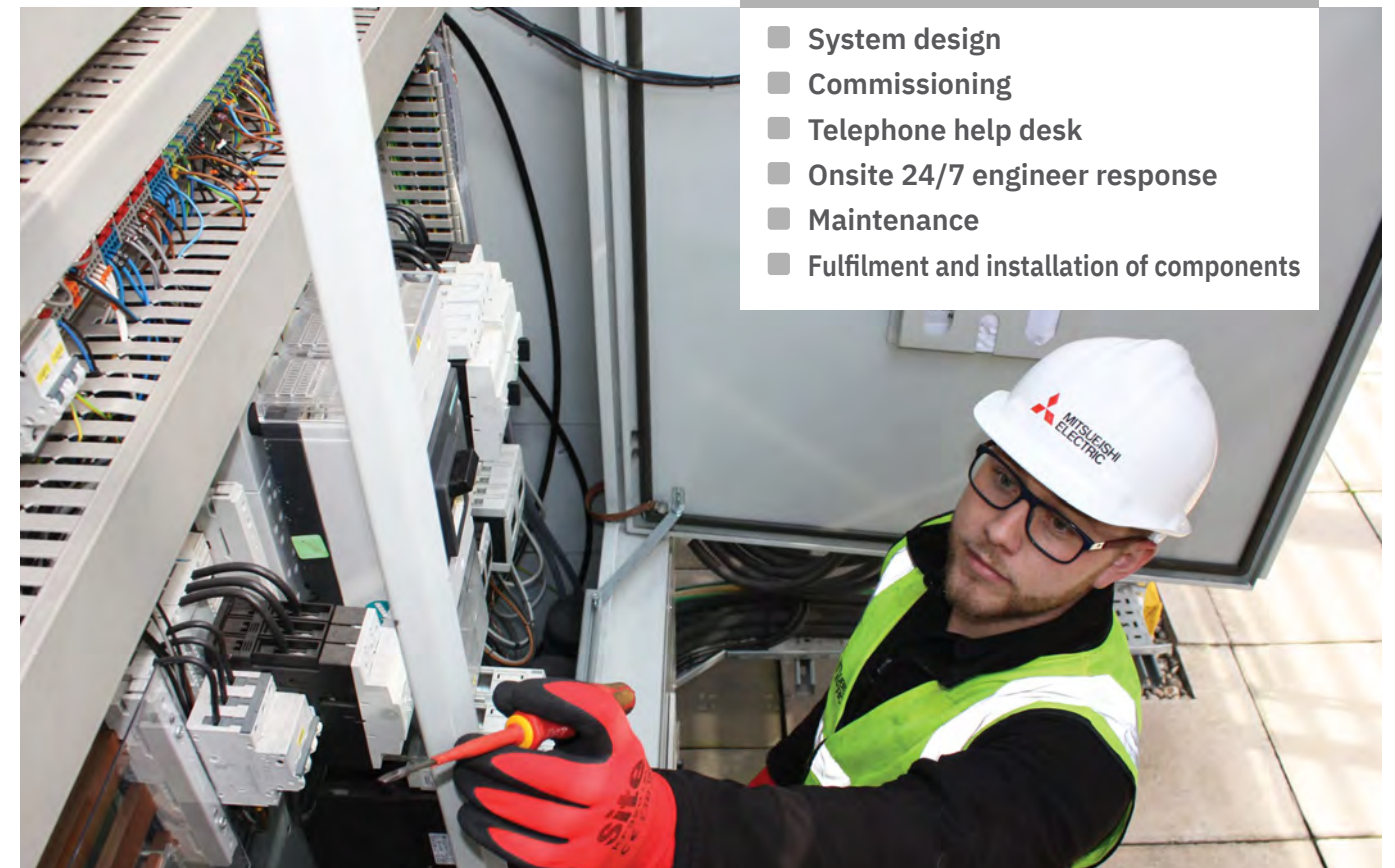
Mitsubishi Electric Service and Maintenance reflects your operational needs and service expectations.

We understand the systems intimately and the care and attention they need to remain functioning, optimal, and efficient. We understand, even more, the importance of a reliable partner to be there for you if things go wrong.

Each contract is bespoke, giving you more choice over those aspects of service and maintenance most important to you.

#### Contracts typically include:

- System design
- Commissioning
- Telephone help desk
- Onsite 24/7 engineer response
- Maintenance
- Fulfilment and installation of components



## How Mitsubishi Electric Service & Maintenance provides **constant reassurance**

The Mitsubishi Electric service and maintenance team does more than respond to your HVAC needs; we help you anticipate them with planned preventive maintenance. Our customer service commitment is to add value by helping you eliminate unnecessary expenditure, and attain the highest levels of efficiency your equipment and systems can deliver.

Each bespoke contract with Mitsubishi Electric is built on **four core pillars of value** for your operations, responsibilities, and peace of mind; the four constituent parts of constant reassurance.



### Optimise System Performance

Our contracts are based on our **overarching commitment to enable you to be optimised at all times.**

Our regular servicing and preventive maintenance of your HVAC systems keeps them in their best operational state.

We foresee issues through **remote monitoring** which, all round, is far more cost effective than remedying problems when they hit. It also ensures **smarter energy consumption.**

One



### Reduce Energy Costs

HVAC systems running at optimum efficiency reduce a building's overall running costs.

They make it less likely that you will need to employ short-term solutions or replace your equipment before having extracted **maximum operational value** from it.

Two

Smarter energy consumption

Remote monitoring

Reduce running costs

Maximum operational value

Anticipate & prevent

Expert team



### Minimise Downtime / Maximise Uptime

**Fixing faults is a short-term approach.**

It costs more to fix an issue than to **anticipate and prevent** it happening to extend the life of an asset.

Trough remote analytics and better decision-making, our team are committed to improving productivity and efficiency within the sector.

Three



### Extend the Lifetime of your Equipment

HVAC equipment today is built to last but needs regular service and maintenance to do so.

Left to its own devices, the equipment won't necessarily develop faults but it will degrade. As it does, it struggles; and a system performing at less than its best will not just cost more to run, it will reach its end-of-life sooner.

Our **expert team** are dedicated to preventing this happening.

Four



## Total support for total reliability

End to end support and maintenance Whether you are a contractor, a consultant, or an end-user, you will be looking to get the most from your HVAC systems. Our onsite services comprise a range of options for partners that can be included in your contract to gain the best outcomes. From commissioning, to fault-finding through regular health-checks and preventive maintenance, we offer a menu of services you can select from to make up a service support proposition that addresses short- and long-term needs.

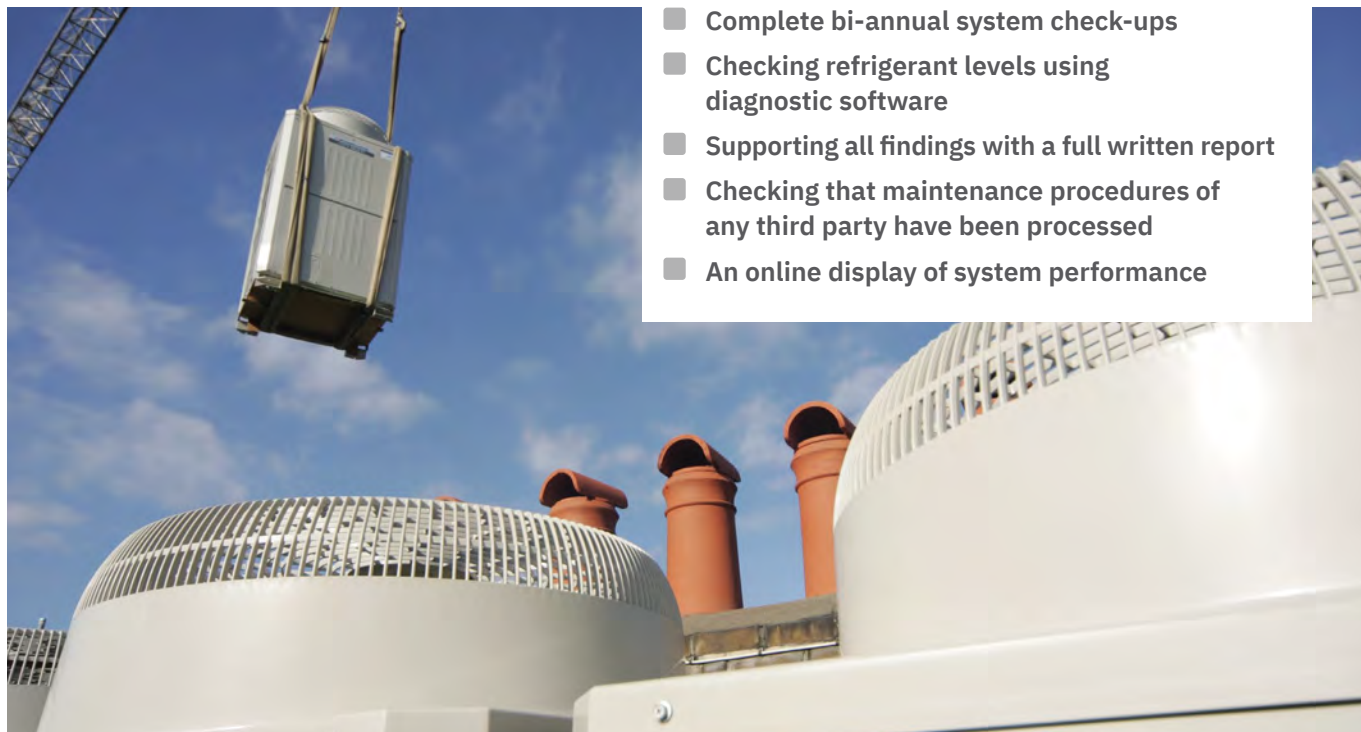
### 1. Installation and commissioning

At the point of installation, we thoroughly inspect and appraise the system. Correct installation from Mitsubishi Electric gives you peace of mind that your equipment will run at optimum efficiency throughout its life. Our mobile commissioning logbooks improve and maintain standards, increase reliability of information, and help safeguard the environment.

### 2. System diagnostic health checks

To ensure optimum performance of all your systems, our System Diagnostic Health Checks closely monitor the operation of any system and typically **include:**

- Complete bi-annual system check-ups
- Checking refrigerant levels using diagnostic software
- Supporting all findings with a full written report
- Checking that maintenance procedures of any third party have been processed
- An online display of system performance



### 3. Fault finding

Mitsubishi Electric can provide a successful, expert troubleshooting service for contractors and consultants to help ensure their customers benefit from maximum system efficiency, at all times. The service includes site inspections and assessments carried out to whatever degree is necessary.

### 4. Service and maintenance for all manufacturers applied products

We provide full service and maintenance support for all brands of HVAC systems. Including full turnkey solutions that work with you from the initial stages of planning all the way through to continual planned service and maintenance.

### 5. Strip downs (model/application specific)

Our specialist team can strip-down and reassemble equipment, providing a useful solution for maintaining inner city sites or other locations which may be difficult to access.

### 6. Remote monitoring

Remotely monitor your equipment through our cloudbased control solution, **MELCloud**, which logs errors and offers support information. MELCloud provides Live Controls, scenes, and weekly and seasonal timers from a single device or location.



### 7. Preventive maintenance packages & warranties

Mitsubishi Electric offer preventive maintenance packages, suited to your bespoke requirements. We can support you at any stage of your product's life-cycle. We can offer full service and maintenance solutions across the entire range of HVAC to suit your requirements.

### 8. Extended warranties

Our personalised warranties let you decide the best options for your equipment and budget needs. Choose the level of cover that's right for you. Turnkey solutions are also available to get you up and running in minimal time.

## Nationwide coverage

### Engineers onsite when and where you need them:


Our highly trained service and maintenance engineers are based nationwide, operating from our network of service offices. We are proud of the national coverage we offer - a rapid response time across almost two-thirds of the UK - providing on-the-road expert engineers at your service.

- 24/7/365 technical support desk available to quickly help you solve issues
- Proactive maintenance visits and schedules arranged at times to suit you
- Fast fulfilment of spare parts requirements and planned installation if required

Contact your local service and maintenance team:

- 1. **Hatfield:** 01707 278683
- 2. **Birmingham:** 0121 607 2375
- 3. **Manchester:** 0161 866 6070
- 4. **Scotland:** 01786 450348
- National Spares:** 0161 866 6089 (option 2)



 Rapid response support you can rely on anywhere, any time: **24/7/365**



## With you every step of the way

### Technical Help Desk

Our team of highly skilled engineers will respond to any product installation, commissioning or fault-finding queries you may have.

Using the latest technology, Mitsubishi Electric has made it simple to obtain quick and effective technical support. Our technical Help Desk handles calls from clients nationwide and provides support wherever you need it.

### Spares Department

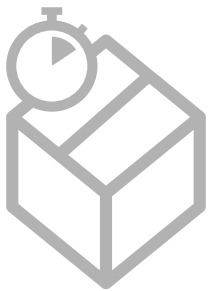
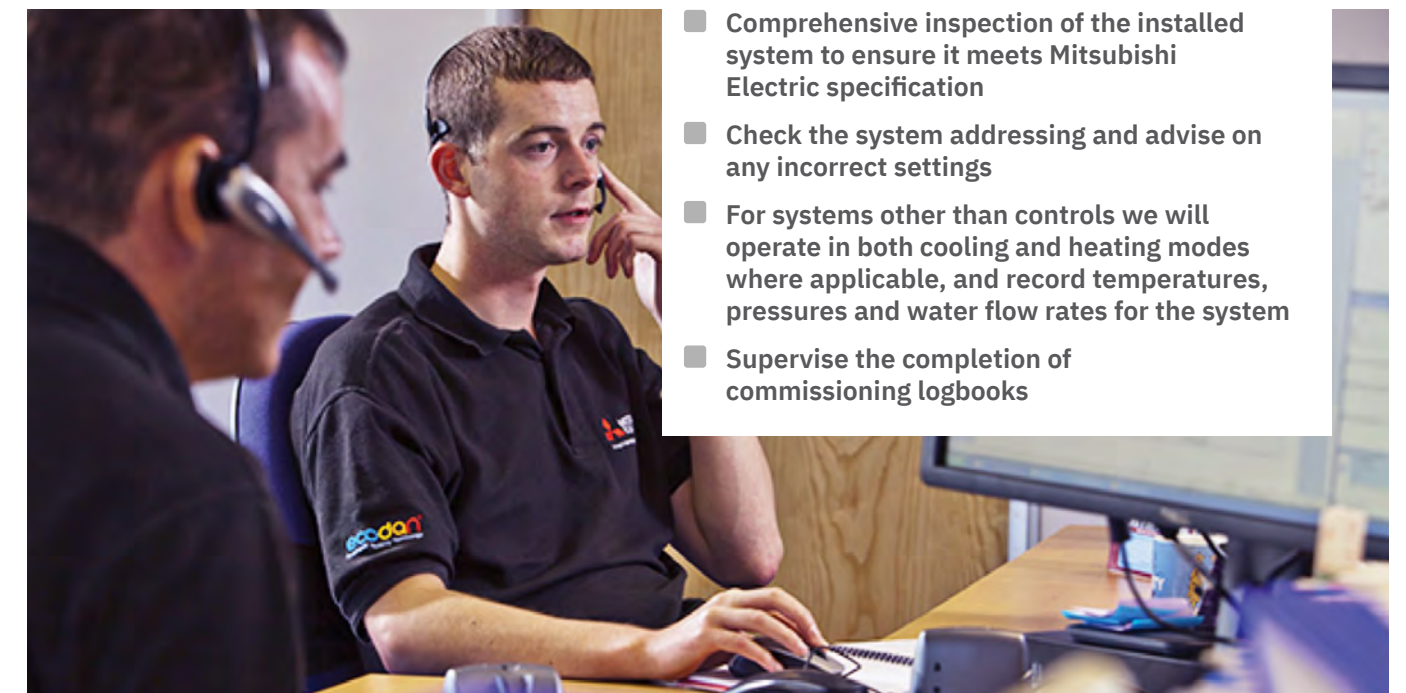
Our dedicated spares department ensures the quick identification, availability and urgent despatch of all spare parts. We pride ourselves on our ability to source parts in the quickest possible time.

### Commissioning

Our assisted commissioning service demonstrates how to effectively commission our systems, enabling you to carry out these tasks unassisted in the future.

The service covers our full product range including **Air Conditioning, Controls, Hybrid VRF, e-Series Chillers and Commercial Heating products.**

During the commissioning process, our engineers will carry out the following tasks:





## Service & Maintenance

### For further information and Service & Maintenance enquiries:

**Hatfield: 01707 278683**

email: [melsmart servicelondon@meuk.mee.com](mailto:melsmart servicelondon@meuk.mee.com)

**Birmingham: 0121 607 2375**

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**Manchester: 0161 866 6070**

email: [melsmart servicemanchester@meuk.mee.com](mailto:melsmart servicemanchester@meuk.mee.com)

**Scotland: 01786 450348**

email: [melsmart servicestirling@meuk.mee.com](mailto:melsmart servicestirling@meuk.mee.com)

**National Spares: 0161 866 6089 (option 2)**



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@meuk\_les  
@green\_gateway



Mitsubishi Electric Living  
Environmental Systems UK



Mitsubishi Electric  
Cooling and Heating UK



mitsubishielectricuk\_les



mitsubishielectric2



BLOG [thehub.mitsubishielectric.co.uk](http://thehub.mitsubishielectric.co.uk)

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**Note:** The fuse rating is for guidance only. Please refer to the relevant databook for detailed specification. It is the responsibility of a qualified electrician/electrical engineer to select the correct cable size and fuse rating based on current regulation and site specific conditions. Mitsubishi Electric's air conditioning equipment and heat pump systems contain a fluorinated greenhouse gas, R410A (GWP:2088), R32 (GWP:675), R407C (GWP:1774), R134a (GWP:1430), R513A (GWP:631), R454B (GWP:466), R1234ze (GWP:7) or R1234yf (GWP:4). \*These GWP values are based on Regulation (EU) No 517/2014 from IPCC 4th edition. In case of Regulation (EU) No.626/2011 from IPCC 3rd edition, these are as follows. R410A (GWP:1975), R32 (GWP:550), R407C (GWP:1650) or R134a (GWP:1300).



[www.greengateway.mitsubishielectric.co.uk](http://www.greengateway.mitsubishielectric.co.uk)  
Mitsubishi Electric UK's commitment  
to the environment