

# The best of both worlds

## Questions & Answers

Following our recent webinar, here is a summary of the questions asked on the day...

# THE COMPLETE CHILLER SOLUTION

### Question 1

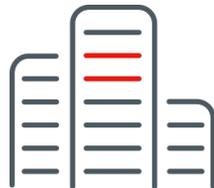
**What has the average size of an e-series project been, so far, in the UK?**

The average project size is approximately 300-400kW currently, so around 4 to 5 modules. However, we have installed e-series on projects using up to 28 modules (2.5MW) across a variety of different capacity ranges and different application types.



### Question 2

**What sort of application have modular chillers been used on?**



At the moment, mainly offices, which reflects the results of the poll conducted during the webinar. Offices make up the majority of the comfort chiller market, but we've also used modular chillers to cool warehouses, libraries, hotels and hospitals.

### Question 3

**When you install multiple e-series modular chiller units, how are they controlled together when you're in a partial load scenario?**



All the units in the group ramp up and down together to meet the load requirements. Both compressors within each 90kW module are fully inverter driven so they can turn down to about 8% of total system capacity.

### Question 4

**What proportion of the UK chiller market is modular compared to traditional, standard chillers?**

The UK modular chiller market is relatively new and therefore quite small, but is growing. The Japanese chiller market on the other hand is more established with around 90% of it being made up of modular chillers and 10% being the more standard, traditional chillers. Modular chillers are therefore sparking quite a bit of interest with consultants and contractors now.



### Question 5

**What is the warranty for the e-series product?**



The warranty for the e-series is 3 years. It's pretty good compared to what most of the industry offers, which is normally about 1 year, so this is a big benefit of our modular chiller range.

### Question 6

**What are the key differences between a modular and traditional chiller, and why should we be looking at modular chillers as an option?**

Modular systems are better suited to a variety of installations for different reasons. The favoured installations for modular chillers can be where there is limited space, in noise sensitive areas, where the client is looking for low running costs, or even when there is a need to quickly replace an older chiller in a short period of time.

### Question 7

**What refrigerant does the e-series use?  
Are there any plans for changing this?**

The e-series utilises R410A refrigerant. We see this still being the case for at least another year, when the current plans will then see Mitsubishi Electric introduce an R32 version.



### Question 8

**How long have Climaveneta chillers been on the market?**

Climaveneta have been manufacturing chillers for over 45 years. Mitsubishi Electric has also been manufacturing various types of chillers for over 30 years.



### Question 9

**Climaveneta provide lots of different types and sizes of chillers, either air cooled or water cooled. However, can you tell us a bit more about the new IT Cooling range?**

Alongside Climaveneta, Mitsubishi Electric also acquired the RC Group, who produce Computer Room Air Conditioning – CRAC units. We will shortly be introducing the new i-NEXT DX CRAC range, available in capacities from 3kW up to 129kW. We also manufacture ‘in row’ and ‘in rack’ systems in either DX or chilled water versions, and later on this year we will be launching our new s-MEXT CRAC range which will connect directly to Mitsubishi Electric Mr Slim outdoor units.



### Question 10

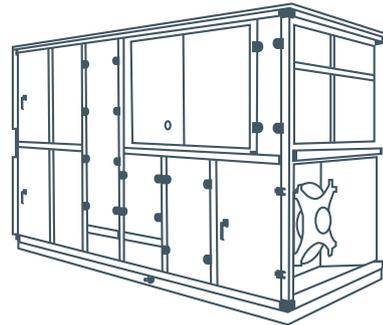
**How do I order the e-series or Climaveneta chiller products?**

Our sales channels are the same as those used for our DX air conditioning products and, as such, you can choose to purchase either directly or through one of our Wholesalers or Value Added Resellers. As chillers are packaged systems they also do not require F-Gas certification to purchase.

### Question 11

**Climaveneta also manufacture other products such as air movement and ventilation systems, so will we see any new models entering the UK market soon?**

We’ve just launched a new range of air handling units, the Wizard range, that are designed for the UK market and operate with Mitsubishi Electric Mr Slim outdoor units. Over the next 12 months we will also add other models to our air handling range.



### Question 12

**What can Mitsubishi Electric provide by way of chiller support compared to the competition?**

We’ve got 10 regional offices based throughout the UK, all of which are staffed with pre-sales engineers who can support any enquiry you have, whether it’s a general enquiry or a request for a quotation. We also have a wide support network of service engineers to assist with commissioning or with any equipment problems on site.

