

At your service

End-to-end support and maintenance packages
for all HVAC and chiller systems



- Nationwide coverage
- 24/7/365 Technical Support Desk
- Fast fulfilment of spare parts
- Best in-field reporting and diagnostic systems
- REFCOM Elite F-Gas certified engineers
- For all manufacturers applied products

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.

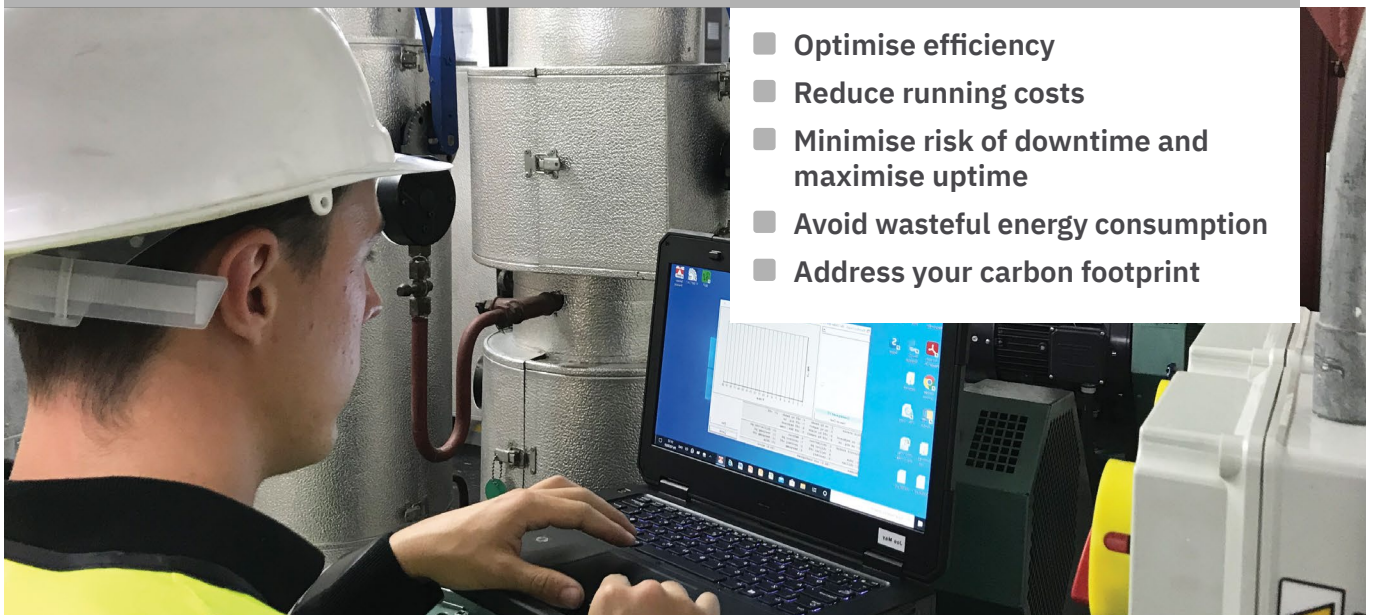
We bring Mitsubishi Electric quality to your service and maintenance contract, using the very latest technology for in-field reporting and diagnostics.

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 your carbon footprint**



More choice, more attention, **more confidence**

Experience you can trust

The Mitsubishi Electric Service and Maintenance team are highly experienced in chiller and I.T. Cooling technology, serving environments including data centres, shopping centres, food production facilities, offices 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. From chillers, split system air conditioning, to heat pumps, the team ensure problem-free running of your systems, through remote, cloud-based performance monitoring.

Your contract, your way

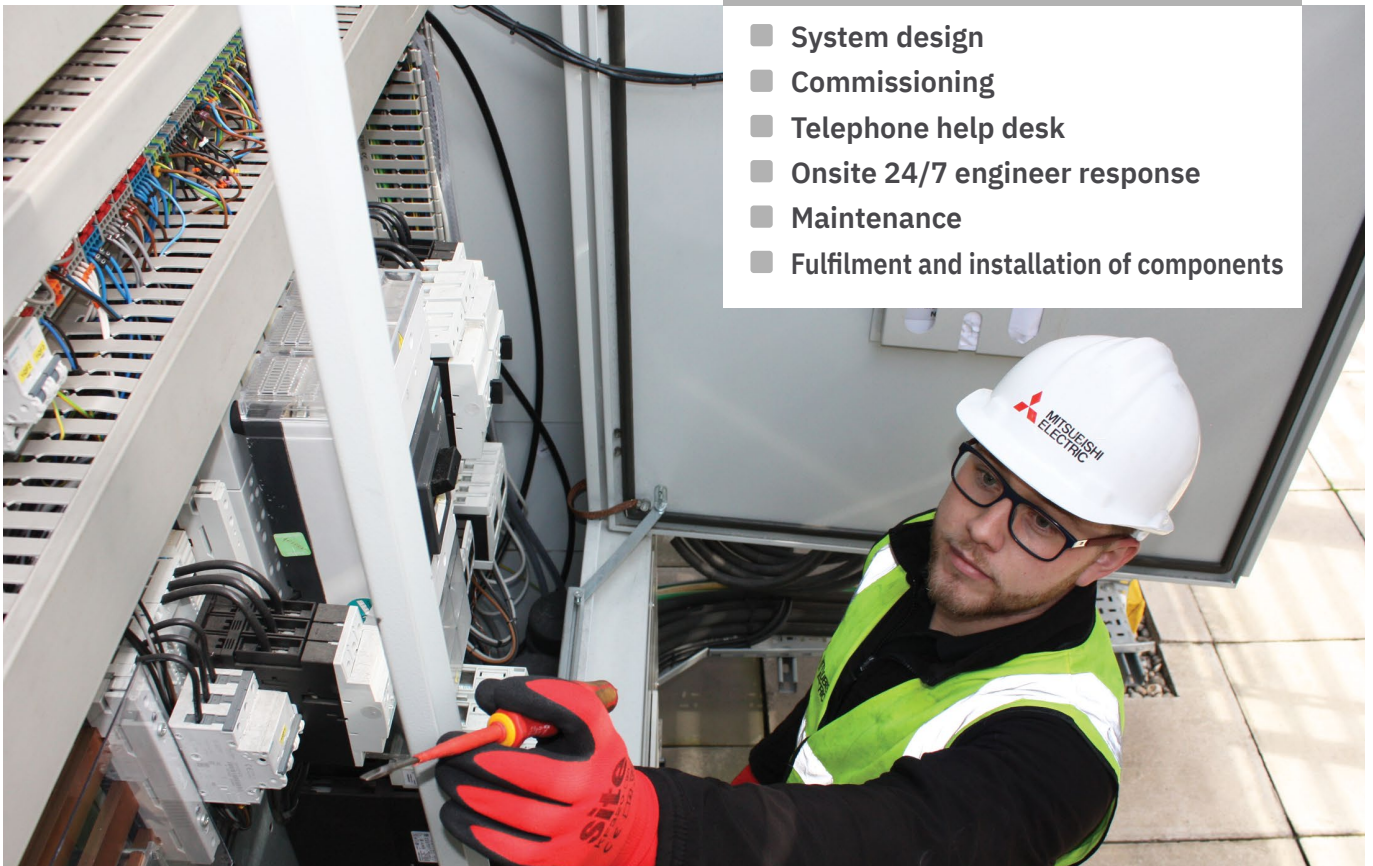
Mitsubishi Electric Service and Maintenance reflects your operational needs and service expectations.

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:

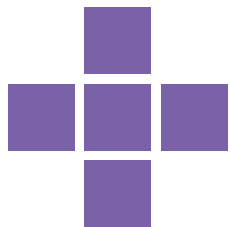
- System design
- Commissioning
- Telephone help desk
- Onsite 24/7 engineer response
- Maintenance
- Fulfilment and installation of components



Mitsubishi Electric Service & Maintenance

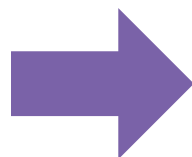
The Mitsubishi Electric service and maintenance team does more than respond to your HVAC and chiller needs; we help you anticipate them with planned preventive maintenance.

Our customer service commitment is to add value by helping you eliminate unnecessary expenditure and achieve the highest levels of efficiency your equipment and systems can deliver.



Our Five Core Pillars of Value

Each bespoke contract with Mitsubishi Electric is built on five core pillars of value for your operations, responsibilities, and peace of mind.



The Road to Net Zero



It's important to view service and maintenance as a key part of your strategy to reduce your carbon footprint.


Our bespoke service packages allow you to select a service support proposition that addresses short- and long-term carbon reduction requirements in your building or estate.



Optimise System Performance

Our primary focus is to ensure your systems are optimised at all times.


Regular service and maintenance keeps your systems in their best operational state. Going beyond that, planned preventative maintenance (PPM) can predict potential problems before they occur. This is far more cost effective than repairing problems and helps ensure smart energy consumption and better occupant wellbeing.

Two 

Reduce Energy Costs

HVAC and chiller systems running at optimum efficiency can help reduce a building's overall running costs and carbon emissions.

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.


Three 

Minimise Downtime / Maximise Uptime

Fixing faults is a short-term approach.

It costs more to fix an issue than to anticipate and prevent it from happening. Prevention also minimises downtime and disruption.

Through remote analysis and better decision-making, our team is committed to improving productivity, efficiency and maximising uptime.

Four 

Extend the Lifetime of your Equipment

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

Without regular service and maintenance, equipment will degrade faster. A system performing at less than its best will cost more to run and reach its end-of-life sooner. Our expert team are dedicated to preventing this from happening.

Five 



Menu of Services

We offer 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 and chiller systems.

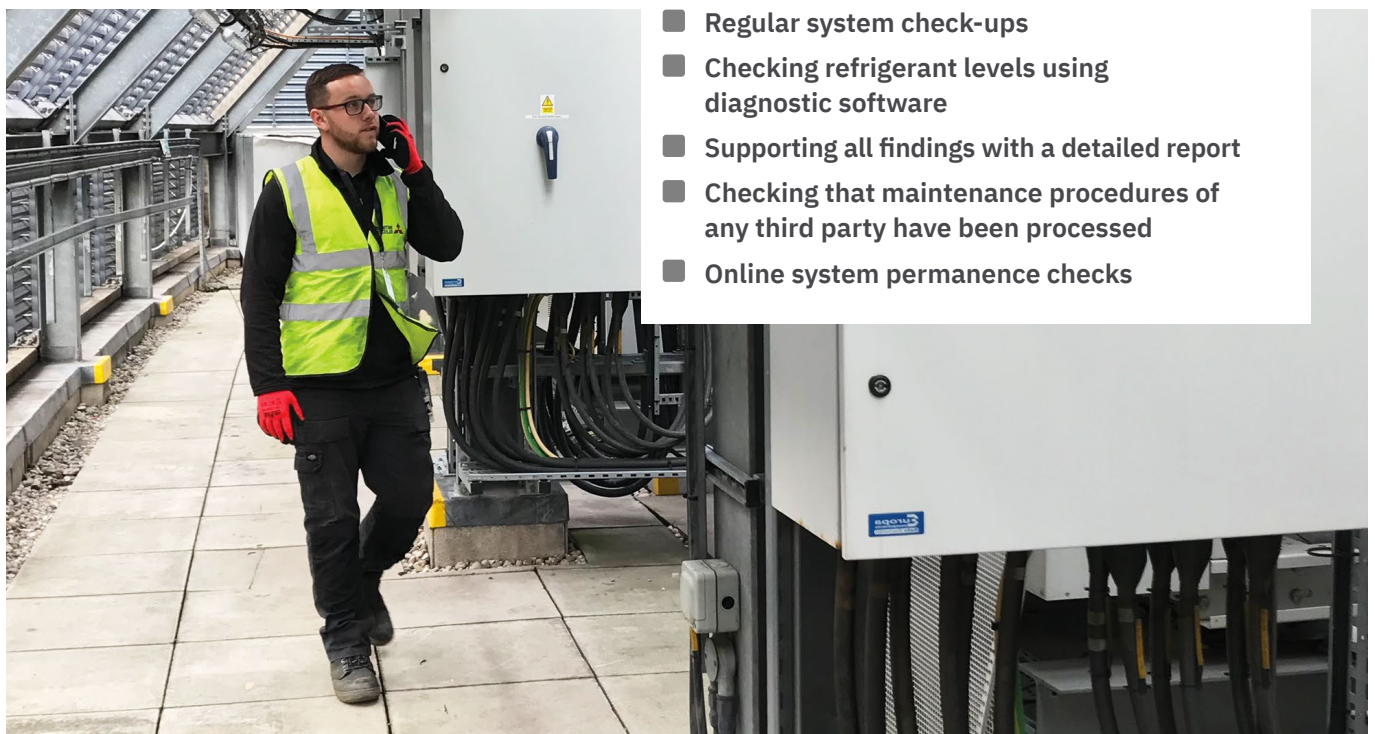
Our onsite services comprise a range of options for partners that can be included in your contract to gain the best outcomes. From commissioning, to fault-finding through regular health-checks and preventive maintenance, we offer a menu of services you can select from to make up a service support proposition that addresses short and long-term needs.

1. Installation and commissioning

It is important to ensure your equipment is correctly set-up and commissioned to ensure optimal efficiency right from the start. At the point of installation, we thoroughly inspect and appraise the system. Correct installation and application gives you peace of mind that your equipment will run at optimum efficiency throughout its life. Our mobile commissioning reports 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:**



- Regular system check-ups
- Checking refrigerant levels using diagnostic software
- Supporting all findings with a detailed report
- Checking that maintenance procedures of any third party have been processed
- Online system permanence checks



3. Fault finding

We provide expert troubleshooting services for contractors, end users and consultants, to help ensure their customers benefit from maximum system efficiency, at all times. The service includes site inspections and assessments tailored to suit your requirements.



4. Service and maintenance for all manufacturers applied products

We provide full service and maintenance support for all brands of HVAC and chiller systems, including full turnkey solutions. We 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

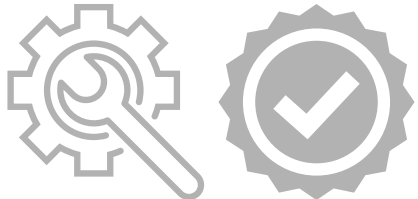
Remotely monitor your equipment through our cloudbased control solution, **MELCloud**, which logs errors and offers support information. MELCloud provides live controls and weekly seasonal timers from a single device or location.

7. Preventive maintenance packages & warranties

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

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.



With you every step of the way

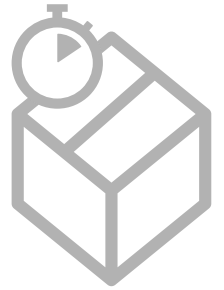
Technical Help Desk

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, Chillers and Commercial Heating products.**

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



- Comprehensive inspection of the installed system to ensure it meets Mitsubishi Electric specification
- Check the system and advise on any incorrect settings
- For systems other than controls we will operate in both cooling and heating modes where applicable, and record temperatures, pressures and water flow rates for the system
- Supervise the completion of commissioning logbooks



Further information and Service & Maintenance enquiries:

1. London:

Service: melservice.south@meuk.mee.com
Maintenance: melservice@meuk.mee.com

2. Birmingham:

Service: melservice.midlands@meuk.mee.com
Maintenance: melservice@meuk.mee.com

3. Manchester:

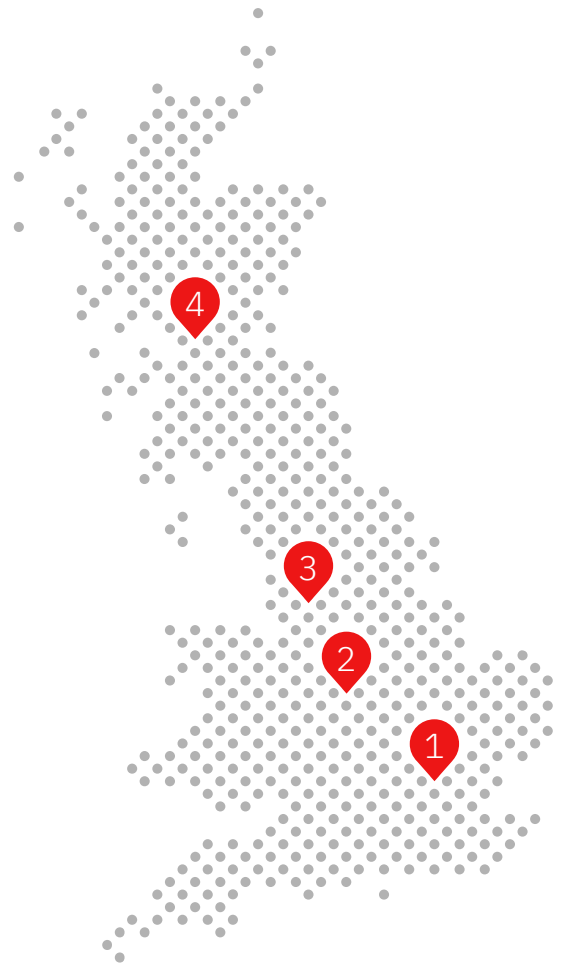
Service: melservice.north@meuk.mee.com
Maintenance: melservice@meuk.mee.com

4. Scotland:

Service: melservice.scotland@meuk.mee.com
Maintenance: melservice@meuk.mee.com

National Service & Maintenance: 01707 278650

National Spares: 01786 450348



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



For further information and Service & Maintenance enquiries:

London:

Service: melservice.south@meuk.mee.com

Maintenance: melservice@meuk.mee.com

Birmingham:

Service: melservice.midlands@meuk.mee.com

Maintenance: melservice@meuk.mee.com

Manchester:

Service: melservice.north@meuk.mee.com

Maintenance: melservice@meuk.mee.com

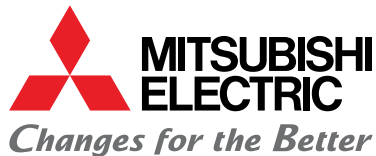
Scotland:

Service: melservice.scotland@meuk.mee.com

Maintenance: melservice@meuk.mee.com

National Service & Maintenance: **01707 278650**

National Spares: **01707 278650** (Option 5)



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website: les.mitsubishielectric.co.uk/end-users/service-and-maintenance

website: recycling.mitsubishielectric.co.uk



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Mitsubishi Electric Living
Environmental Systems UK



Mitsubishi Electric
Cooling and Heating UK



mitsubishielectricuk_les



mitsubishielectric2



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IRELAND Mitsubishi Electric Europe

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Note: The fuse rating is for guidance only and 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), R290 (GWP:3), R32 (GWP:675), R407C (GWP:1774), R134a (GWP:1430), R513A (GWP:631), R454B (GWP:466), R454C (GWP:148), 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

Mitsubishi Electric UK's commitment
to the environment