

At your service

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

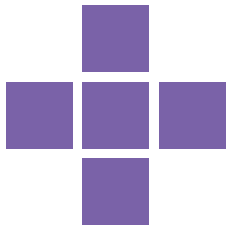


- Nationwide coverage
- 24/7/365 Technical Support Desk
- Fast fulfilment of spare parts
- Best in-field reporting and diagnostic systems
- REFCOM Elite F-Gas certified engineers
- For all manufacturers applied products

Mitsubishi Electric Service & Maintenance

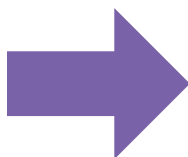
The Mitsubishi Electric service and maintenance team does more than respond to your HVAC and chiller needs; we help you anticipate them with planned preventive maintenance.

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.



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.



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.



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.



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.

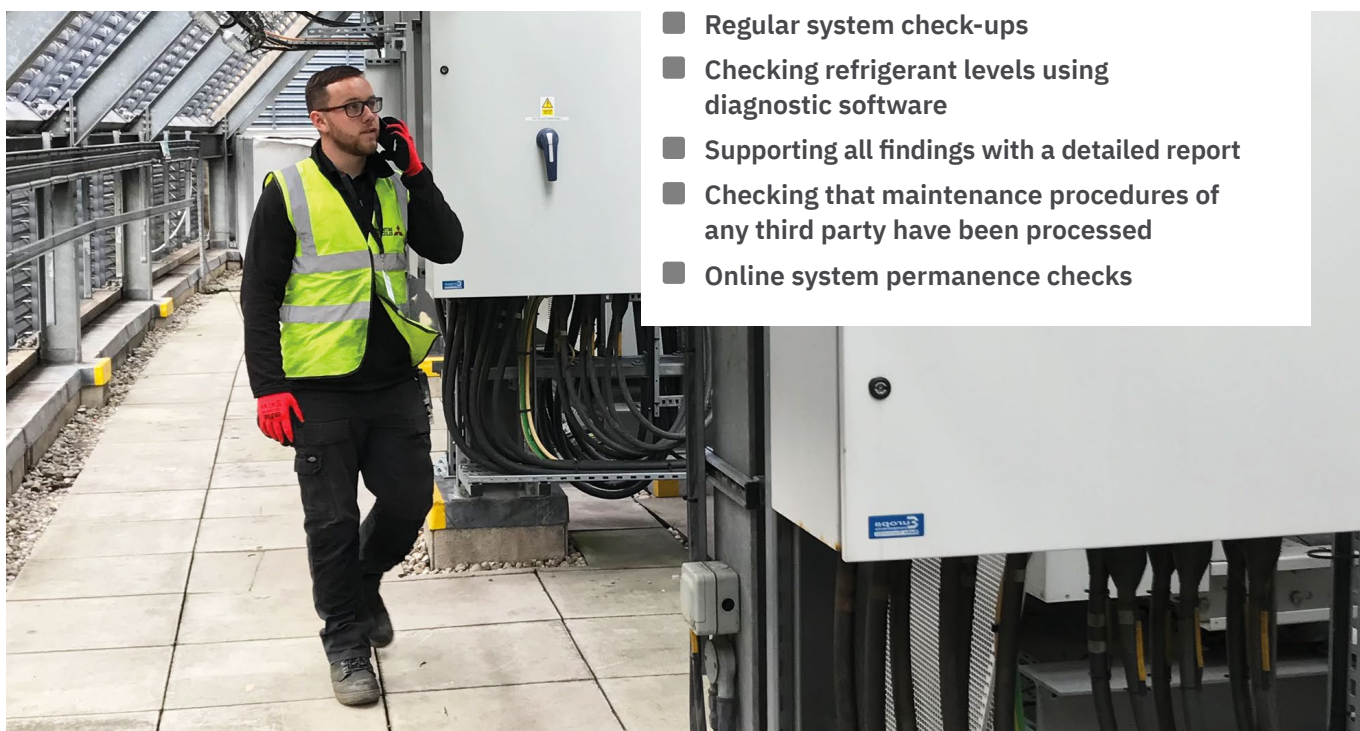
Our onsite services comprise a range of options for partners that can be included in your contract to gain the best outcomes. From commissioning, to fault-finding through regular health-checks and preventive maintenance, we offer a menu of services you can select from to make up a service support proposition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

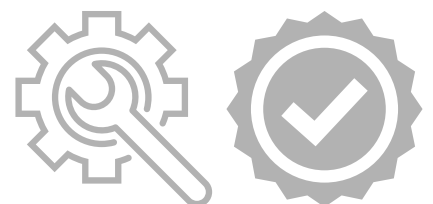
Remotely monitor your equipment through our cloudbased control solution, **MELCloud**, which logs errors and offers support information. MELCloud provides live controls and weekly seasonal timers from a single device or location.

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.



For further information and Service & Maintenance enquiries:

1. London:

Service: melsmartservicelondon@meuk.mee.com

Maintenance: les.service@meuk.mee.com

2. Birmingham:

Service: melsmartservicebirmingham@meuk.mee.com

Maintenance: les.service@meuk.mee.com

3. Manchester:

Service: melsmartservicemanchester@meuk.mee.com

Maintenance: les.service@meuk.mee.com

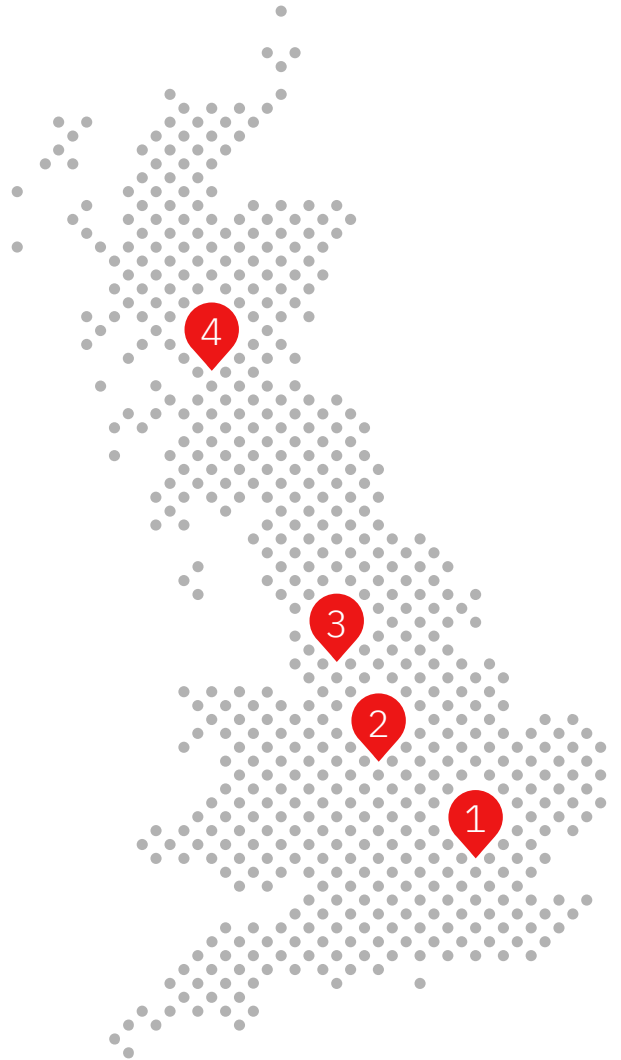
4. Scotland:

Service: melsmartservicestirling@meuk.mee.com

Maintenance: les.service@meuk.mee.com

National Service & Maintenance: **01707 278650**

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



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Environmental Systems UK



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IRELAND Mitsubishi Electric Europe, Westgate Business Park, Ballymount, Dublin 24, Ireland. Telephone: (01) 419 8800 Fax: (01) 419 8890 International code: (003531)

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Note: Refer to 'Installation Manual' and 'Instruction Book' for further 'Technical Information'. 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), 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).

Effective as of February 2023

