


MEL>SERVE
By Mitsubishi Electric



 MELServe
01707 278650

 For further information please visit our website
les.mitsubishielectric.co.uk/installers/melsolve

THE MELSERVE APPROACH

Optimising your equipment

The MELServe team is here to support you on and off-site, throughout the lifecycle of your commercial heating and cooling (HVAC) products.

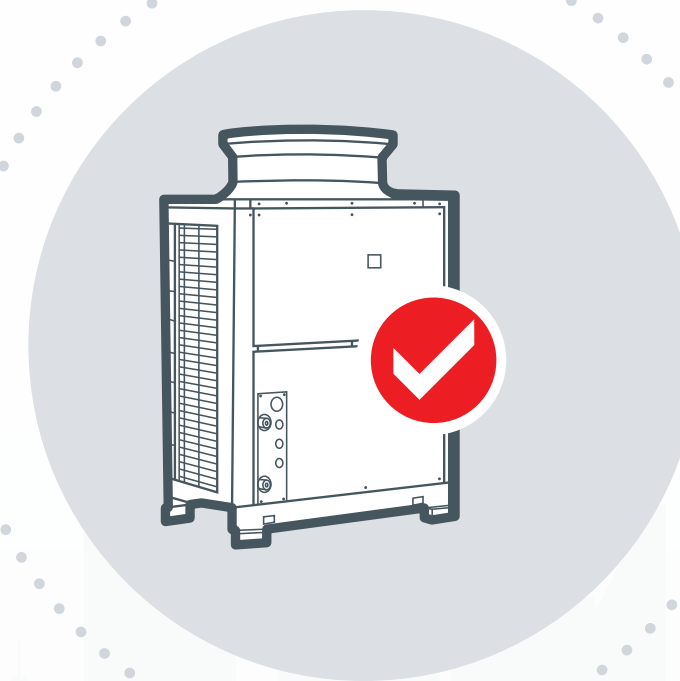
A customer-focused service

With bespoke customer specific services, the MELServe team offers you the confidence and reassurance of the market leading Mitsubishi Electric brand.

Future proof your building

With a dedicated focus on the latest legislation, the MELServe team will help ensure that your building meets your net zero plans.

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1 COMMISSIONING

Across all our commercial Mitsubishi Electric heating and cooling (HVAC) systems, we offer a professional assisted commissioning service.

This involves our engineers carrying out an inspection and appraisal of the installed product at the point of (or just after) installation.

The objective is to demonstrate how to commission our products effectively, so that customers can carry out these tasks unassisted in the future.

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2 SERVICE & MAINTENANCE

For commercial chillers and heat pump products (regardless of manufacturer) we can deliver bespoke end-to-end service and maintenance programmes to extend the life of your systems, enabling you to:

- > Optimise efficiency
- > Reduce running costs
- > Minimise risk of downtime
- > Avoid wasteful energy consumption
- > Lower your carbon footprint.

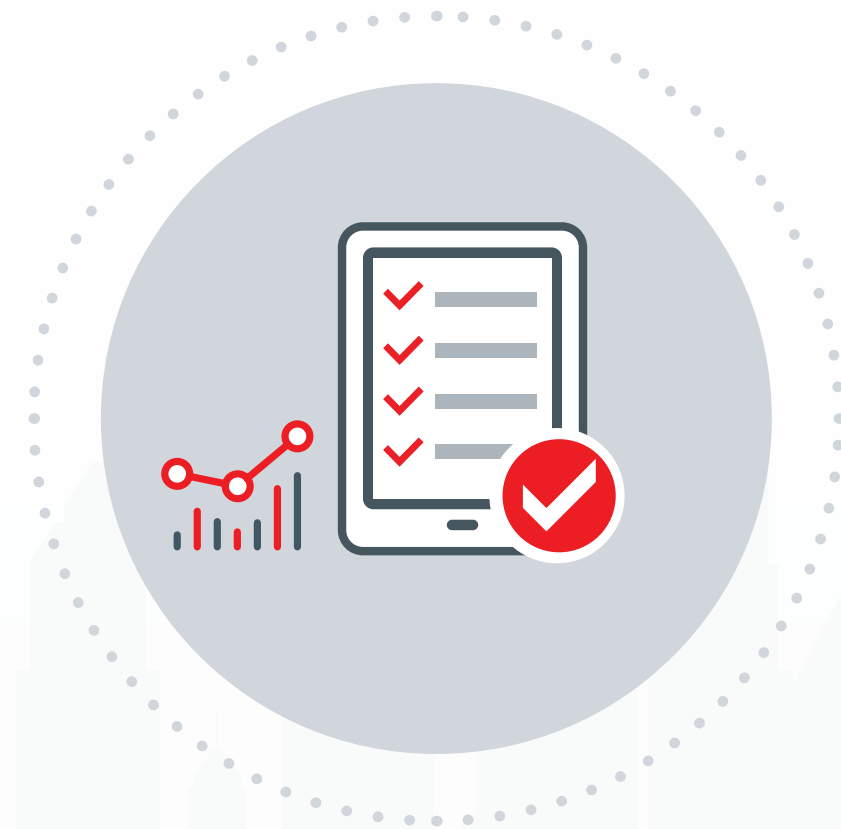
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3 DIAGNOSTIC HEALTH CHECK

Our health check service is carried out on existing commercial Mitsubishi Electric heating and cooling (HVAC) installations to ensure that the system is operating within design parameters. The service is available to both new and existing customers.

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4 **FAULT FINDING**

Our fault finding service is carried out on new and existing commercial Mitsubishi Electric heating and cooling (HVAC) installations to identify problems and offer resolutions. This ensures the product is returned to a fully operational condition in the shortest possible timeframe.

We also provide an expert, troubleshooting service for any applied products which includes site inspections, assessments and suggestions of any remedial work required.

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5 REMEDIAL WORKS

We can carry out remedial works across all commercial Mitsubishi Electric heating and cooling (HVAC) products. This work is carried out to address faults, repair, upgrade or replace existing products to ensure they are operating effectively.

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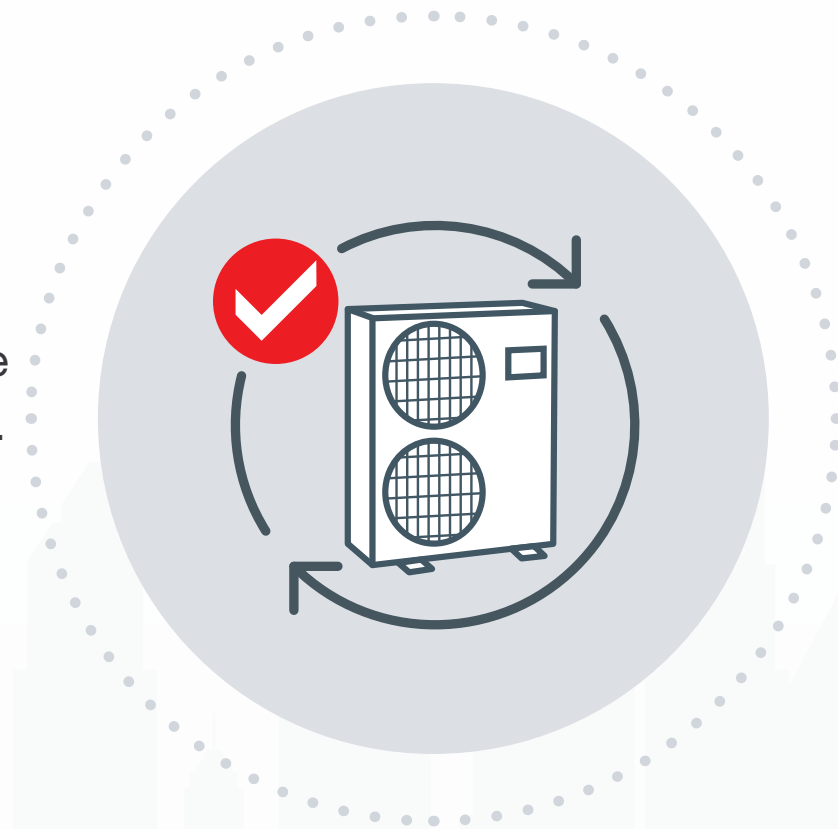
6 RECYCLE AND REPLACE

Reducing the environmental impact of HVAC, Mitsubishi Electric has developed a recycling programme for end-of-life equipment.

In partnership with 3rd party recycling companies this service will give you an easy to use and certificated route for disposal of old equipment.

For the replacement and installation of new equipment such as chillers, we offer a turnkey solution where we work with you from the initial stages of planning, all the way through to commissioning and maintenance.

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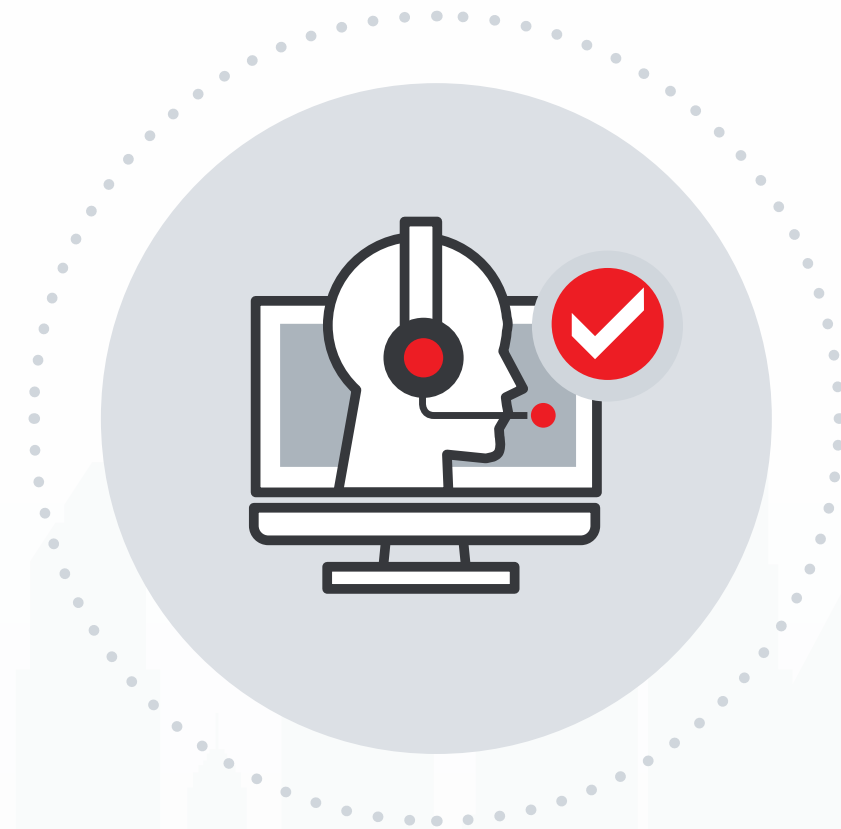


TECHNICAL HELPDESK

Our team of highly skilled engineers is on-hand to respond to your queries regarding all commercial Mitsubishi Electric heating and cooling (HVAC) product installations, commissioning and fault-finding.

Each dedicated support function operates Monday to Friday, 8.00am – 5.00pm and Saturday, 8:00am - 12:00pm. We also offer an out of hours support service.

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WARRANTY AND RETURNS

We offer a range of warranties across our commercial Mitsubishi Electric heating and cooling (HVAC) products. Warranty length is dependent on product type and installation partner. Warranty is claimed by the purchaser of the equipment and can be claimed via the following form.

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[DOWNLOAD WARRANTY FORM >](#)



SPARE PARTS

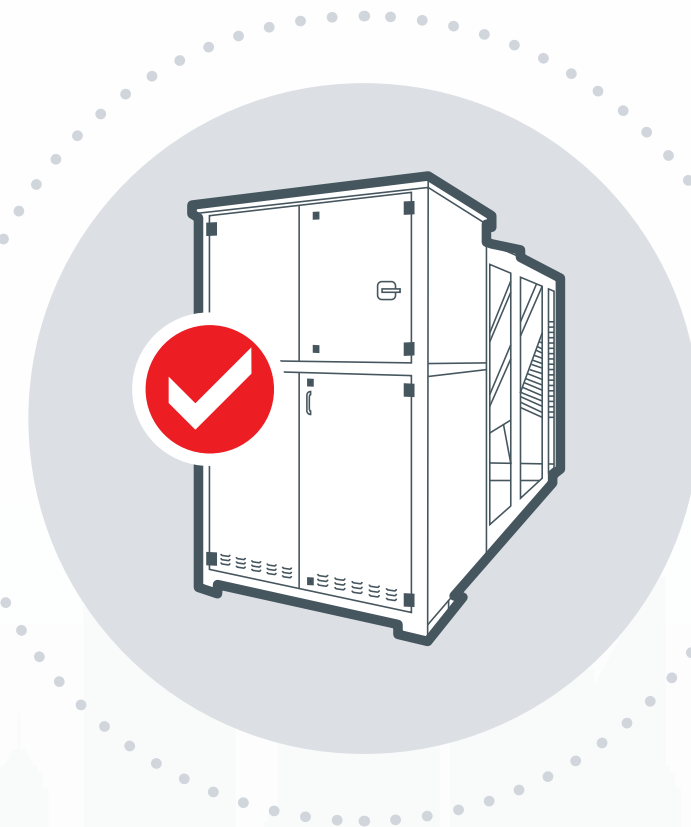
We offer spare parts across all our commercial Mitsubishi Electric heating and cooling (HVAC) systems. This includes Climaveneta and RC Group products.

For chiller and heat pump spare parts, please call on 01707 278650 (Option 5).

For commercial air conditioning systems, spare parts can be ordered via our E-Shop. You can also view parts availability, prices and view your previous order history.

If you would like to speak to us, please call on 0161 866 6089 (Option 2, Option 2) where our dedicated spare parts team will be happy to help with a range of enquires. Our phone lines are open Mon – Fri, 9am – 5pm.

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**MELCloud
COMMERCIAL**

MELCLOUD COMMERCIAL

MELCloud Commercial allows you to remotely manage, monitor and control a selection of commercial Mitsubishi Electric heating and cooling (HVAC) systems in multiple buildings from one central location. MELCloud Commercial offers centralised monitoring and reporting, along with alarm handling, enabling predictive maintenance, and helping to reduce HVAC downtime thanks to remote equipment diagnosis and health checks.

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