

## Expert Help 24/7

### Complete Peace of Mind

Cool Energy can now offer their customer complete peace of mind through their unique remote monitoring service, offering dedicated support 24/7. This service can be tailored to meet each individual site's needs, ensuring that the levels of cooling and duty are maintained.

This revolutionary service monitors a customer's cooling plant 24/7 by using a technical monitoring system, XWEB. This system dials into chillers controllers using a web browser programme, providing real time information which highlights any potential/arising faults.



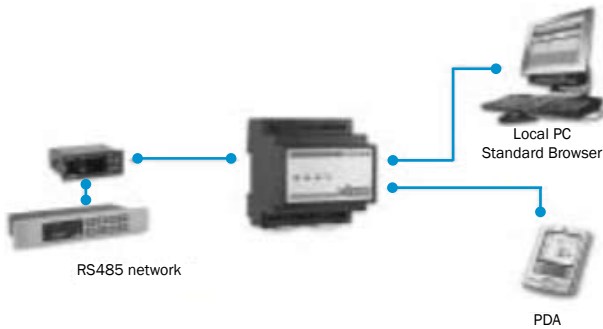
### Avoid Downtime Risk

Remote monitoring is available for all Cool Energy units although most suited to high risk, high value applications.

This is particularly beneficial where a technical presence is not available at all times in industries such as Ice Rinks, Banks and Data Centres where any downtime is costly and where standby systems cannot be installed due to space/budget restriction.

### On-Call Engineers

This information is then sent directly to our on call engineers (see diagram below). From the data received they can resolve many faults and effect adjustments to operating parameters remotely, avoiding expensive and unnecessary call outs.



This unique service offers the equivalent of an engineer on site at all times, monitoring unit's pressure levels, temperatures and any fault alarms.

Should a major fault arise, an engineer is automatically assigned to site to rectify the problem minimising inconvenience to your process.



### Contact Us

Call us free on **0800 840 4210** to find out more. We have depots throughout the UK & Europe

