

MEDICAL CHILLER OVERVIEW

Why Choose Dimplex Thermal Solutions



W-Series

Intelligent Design, Reliability, with Service & Support Second to None -
That's the Dimplex difference major OEM suppliers count on.

Reliability You Can Trust

Our proven track record of designing and manufacturing reliable medical imaging chillers provides:

- 99.96% Uptime
- Lowest Total Cost of Ownership
- Performance in Extreme Conditions

Outstanding Service

GDTs has a dedicated medical service team and technicians to provide:

- 24/7 Service and Support
- Installation/Site Planning Support
- Commissioning, Planned Maintenance

Built-in Redundancy

Medical chillers designed with critical uptime as a focus. Allowing service to be performed without interruption.

- **Two** Independent Refrigeration Circuits
- **Two** Pumps – Each Supplies Flow Requirement
- Choose **Two-** or **Four-**Compressor Configurations

Proprietary Technology

Our proprietary System Intelligence provides even and extended usage of each compressor.

- Rotates Each Compressor into the Lead Position
- Extends Component Life with Even Usage
- Energy Efficient and Quiet Compressors

Base Configuration:

- OSHPD Seismic Certification
- Filter Flow Meter Kit
- Start-Up Plus Package*

Options:

- Salt Water Package
- Vibration Isolation Springs
- City Water Bypass Panel
- Low Ambient Temp. Mode
- Split Chiller and Condenser
- Horizontal Discharge

** The chiller is commissioned 72 hours after receiving completed start-up checklist. 18-month warranty and two preventive maintenance visits during the warranty period.*



Scan to visit the **DTS Medical Imaging** website page.

Sales/Service Contact Information

Tony Trumblee

Medical Account Manager

Direct: (269) 373-7744

Cell: (269) 366-8103

Email: tony.trumblee@dimplexthermal.com

Rachel Childers

Senior Service Manager

Direct: (269) 569-7826

Cell: (616) 437-0869

Email: Rachelc@dimplexthermal.com

Michelle Ray

Medical Sales Representative

Direct: (269) 373-7752

Email: Michelle.ray@dimplexthermal.com

Robert Feight

Medical Service Field Technician

Direct: (269) 569-7293

Cell: (269) 903-8395

Email: Rfeight@dimplexthermal.com

Service Inquiries

24/7 Medical Service Line:

(800) 968-5665 x710

medicalservice@dimplexthermal.com

Available 8 AM-5 PM EST

Emergency service available 24/7

Sales Inquiries

Medical Chiller Sales Line:

(800) 968-5665 x707

medicalsales@dimplexthermal.com

Available 8 AM-5 PM EST

Parts and Accessories

Parts Department Line:

(800) 968-5665 x708

partsdept@dimplexthermal.com

Available 8 AM-5 PM EST

OEM Coordinators:

Aurora Worst

Jessica Hannaford

Lori Loparo

April Endres

Service Technicians:

Robert Feight

James Crocker

Kameron Ganton

PM & Start Up Coordinators:

Gabe Seward

Shannon Battenworth

Warranty Coverage

- 12-month Warranty from Startup
- Full Parts and Labor Coverage
- 24/7 Phone Support
- Chiller Startup Performed by DTS Tech
- Two Planned Maintenance Visits

Post-Warranty Coverage Plan

- Full Service Contracts
 - Four-hour Response Time for Down Units
 - 30-Minute Callback
- Time and Material Services
- Multi-vendor Chiller Support
- 24/7 Phone Support
- Two Planned Maintenance Visits

Attention: All Service emails need to be directed to our Group Emails; individual team member can be listed in the CC if wanted. This approach ensures better coverage and workflow by considering workload, vacations, and the division of duties. By doing so, we can guarantee that all dispatches and inquiries are promptly addressed, minimizing the risk of any being overlooked.