

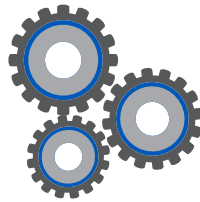
Complete Customer Care

Dimplex Thermal Solutions (DTS) takes a proactive approach to **Complete Customer Care**. Purchasing one of our quality units is only the beginning; we are your process partner for the life of the machine. We know that a properly maintained chiller ensures the dependability and uptime that your process requires.

This commitment sets us apart from the competition:

- Individualized specification and sizing to ensure the ideal unit for your process
- Next-day shipping on most components from our in-house parts warehouse
- 24-hour technical phone support
- Certified contractors located worldwide for quick response
- Operator training on proper care of the chiller
- Comprehensive service packages with extended warranties

Aftermarket Spare Parts



- More than 1,000 parts available for same-day shipping
- Replacement pumps, motors, compressors, evaporators, and glycol for all our brands
- Accessories such as anti-backflow kits, filter kits, and flow meters available to ship within 24 hours
- Detailed consumable, critical, and core component spare parts kits available to make repairs painless by having necessary parts already on the shelf

Downtime is not an option.

Contact us to create a list of consumable, critical, and core components.

Contact partsdept@dimplexthermal.com with your model number and serial number.

Service Evaluation and Repairs



- Factory-trained, certified contractor network located worldwide
- Service available in most areas of the continental U.S. within 24 hours
- Free in-house phone support available 24/7/365 on warranty and non-warranty issues
- Direct access to hundreds of years of chiller experience from DTS technicians and engineers
- Documented maintenance history to proactively maintain the chiller throughout its life cycle

Need a quote for an evaluation today?

Contact partsdept@dimplexthermal.com

Start-up Assistance

DTS' Start-up Assistance provides an on-site Certified Contractor during initial use or relocation of the chiller. This includes a review of the overall operation of the chiller, performance to specification, and its integration into the associated process.

Start-up Assistance includes:

- Inspection of proper installation, circulation, and anchoring
- Inspection of field piping and verification of specified fluid flow and pressure
- Inspection of electrical system including power supply, fan and pump rotation, amp draws, field wiring, and controls system
- Inspection of refrigerant pressures and fine-tuning of the operation to meet the ambient conditions and loads of the associated processes
- Instruction for use, maintenance, and basic troubleshooting for operators and/or maintenance staff

NOTE: Due to broad variations in process facilities, DTS does not perform installation. DTS Start-up should not be set until installation of the process and chiller is plumbed, wired, filled with the appropriate fluids, and ready to place under the heat load.

Planned Maintenance Program

Planned Maintenance Contracts provide regularly scheduled maintenance on DTS cooling equipment and can be purchased at any time. The Planned Maintenance Program can be of great value to facilities that do not staff advanced maintenance personnel.

Planned Maintenance includes inspection of:

- Operation to ensure capacity during seasonal ambient shifts
- Air and water filters
- Water condition and fill levels
- Plumbing lines as well as verification of flow rates/pressures
- Electrical supply, component amperages, and electrical panel wiring
- Refrigeration system, cleanliness of condensing coils, and condition of wear parts

NOTE: DTS and DTS Certified Contractors will change water filters and fill water reservoirs to appropriate levels as needed. It is the customer's responsibility to maintain a supply of these consumable products, available for purchase through our Parts Department. The customer will be advised of any recommended non-warranty work during these visits.

Factory Refurbish Program

At the DTS refurbishment center, factory technicians perform extensive evaluations as well as clean, repair, and factory test the machines to design specifications. Components are replaced, as needed, with in-stock OEM parts or engineering-approved replacements. The savings associated with factory refurbishing is often half the cost of on-site/field repairs and negligible in comparison to the cost of a new unit.