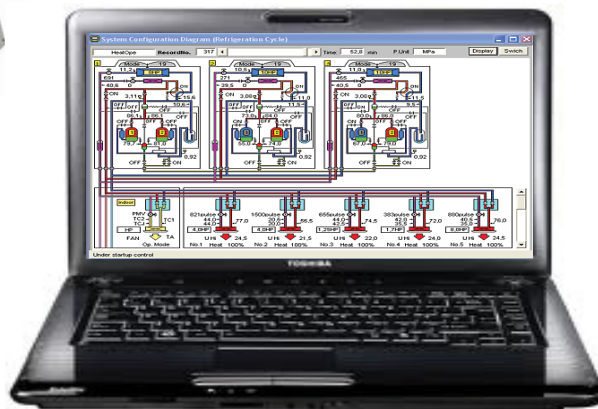


Technical Support Services



Cool Designs Ltd

Raising the Standards in Air Conditioning Distribution

www.cdlweb.info





Cool Designs Ltd offers a full and comprehensive technical service to our customers, starting with a telephone technical response service **07590 775 510 / 07706 293 028** which is available; between 0730 to 1930 Monday to Friday.

To speed up your enquiry could we request that you have the following information to hand.

A) The manufacturer and model number of the equipment you are requesting information on, Cool Designs are an authorised distributor for Toshiba, Ciat and Fujitsu Air Conditioning and Air to Water products :-

B) Any fault codes, fault codes are available via a number of sources, for infra red remote controlled equipment via the LEDs located on the face of the indoor unit or the infrared remote controllers display, from a hard wired remote controllers, (Location is dependant on make and model of remote controller.) Via indoor/outdoor printed circuit board LED lights, on VRF equipment via the outdoor unit, (Switch positions are dependant on make and model).

(For systems that use the LED lights, it could be beneficial to take a video of the light sequence and forward to one of the numbers listed above.)

Lists of fault codes are available via our web site of ; www.cdlweb.info

Having the above information allows our engineers to assist you in a timely manner.

In addition to the telephone support service Cool Designs Ltd can assist on site, for issues which are proving difficult to identify, please contact Cool Designs Technical Support for further assistance or advice.

Our aim is to provide our customer with the best support services in the industry, if the services we offer are not to these standards or you have a specific requirement not listed in this publication please contact us, by telephone; **07590 775 510** , by email; support@cooldesignsltd.co.uk or by post,

Peter Bradley—Technical Manager
Cool Designs Ltd
Unit 16, Cranford Court,
Hardwick Grange,

Cool Designs Ltd

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Technical Assistance for equipment inside of the Manufacturers warranty period.

If we have not be able to assist in diagnosing the problem over the telephone or email, The Company can provide field support for the diagnostics of malfunctions for Toshiba, Fujitsu or Ciat equipment which is within the manufacturers warranty period, this service is available during normal working hours, Monday to Friday.

It is a condition of our attendance that an engineering representative of the installing / service contractor is present for the duration of the visit, in the event of no representation, the visit will be aborted and the Company will invoice for travel / on site time, mileage and or incidental expenses incurred.

This support is in an **advisory** capacity only and it is a condition of the Company that all necessary materials, equipment, ladders, staging, lifting equipment, refrigerant, reclaim units or other specialist equipment is supplied by the Customer during on-site support visits by the Company. The Company may at its discretion make computer monitoring equipment available for on-site use during the course of an investigative visit.

The Company will endeavour to arrange on-site visits for the earliest possible date convenient to the Customer, such visits being subject to the availability of a Technical Support Engineer.

Any site visit carried out by a Technical Support Engineer will be conditional upon; A) The requesting Company having a current and active trading account with Cool Designs Ltd. B) Cool Designs Ltd having supplied the affected equipment.

C) Cool Designs Ltd being in receipt of an authorised site visit request from the requesting company.

The company will issue a site visit request form which asks for the following information: -

Site address
Site contact
Details of the equipment
Brief résumé of the problems being experienced or the purpose of the visit.

The Company will issue an acknowledgement of the request by e-mail.

Cool Design Technical engineers **do not carry spare parts**, unless specifically requested 72 hours prior to the scheduled visit and are subject to availability from the manufacturer. If replacement parts are utilised and it is identified that the problem was **NOT** due to a manufacturing error.

The Company will invoice the Customer at the trade price prevailing at the time of the visit.

In the event of an aborted visit, our scale of charges would be:-

First five hours (Minimum charge) [including travel / site time] £300.00 - Each subsequent hour or part thereof £60.00/hr

Incidental charges are at the discretion of the company and would be notified to the customer prior to invoicing. Mileage @ 40pence per mile, parking, congestion charge, train / air fares, accommodation or other related incidental expenses would be charged to the Customer at cost.

The above is affective from September 2018; agreed discounts are **NOT** applicable to the prices listed above.



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Technical Assistance for equipment outside of the Manufacturers warranty period.

The Company provides field support for the diagnostics of malfunctions for Toshiba, Fujitsu or Ciat equipment which is outside of the Manufacturers Warranty Period, this service is available during normal working hours, Monday to Friday.

This support is in an **advisory** capacity only and it is a condition of the Company that all necessary materials, equipment, ladders, staging, lifting equipment, refrigerant, reclaim units, (Suitable for the refrigerant being used.) or other specialist equipment is supplied by the Customer during on-site support visits by the Company.

The company will not accept liability for any costs associated with the provision of this equipment.

The Company may at its discretion make computer monitoring equipment available for on-site use during the course of an investigative visit.

The Company will endeavour to arrange on-site visits for the earliest possible date convenient to the Customer, such visits being subject to the availability of a Technical Support Engineer.

Any site visit carried out by a Technical Support Engineer will be conditional upon the requesting Company having a current and active trading account with Cool Designs Ltd. And Cool Designs Ltd being in receipt of an authorised site visit request from the requesting company.

The company will issue a site visit request form which asks for the following information: -

Site address
Site contact
Details of the equipment
Brief résumé of the problems being experienced or the purpose of the visit.

The Company will issue an acknowledgement of the request by e-mail.

It is a condition of our attendance that an engineering representative of the installing / service contractor is present for the duration of the visit, in the event of no representation, the visit will be aborted and the Company will invoice for travel / on site time, mileage and or incidental expenses incurred.

Our scale of charges for this service are:-

First five hours [including travel / site time]	£ 300.00
Minimum charge	£ 300.00
Each subsequent hour or part thereof	£ 60.00

Incidental charges are at the discretion of the company and would be notified to the customer at the time of the request. Mileage @ 40pence per mile, parking, congestion charge, train / air fares, accommodation or other related incidental expenses would be charged to the Customer at cost.

Spare/ replacement parts where applicable, will be charged to the Customer at the trade price prevailing at the time of sale. Cool Design Technical engineers **do not carry spare parts** unless specifically requested 72 hours prior to the scheduled visit and are subject to availability from the manufacturer.





The Company can also provide field support to carry out a detailed health check for Toshiba VRF, R407C and R410A equipment.

This support is in an **advisory** capacity only and it is a condition of the Company that all necessary materials, equipment, ladders, staging, lifting equipment, refrigerant, reclaim units, (Suitable for the refrigerant being used.) or other specialist equipment is supplied by the Customer during on-site support visits by the Company. The company will not accept liability for any costs associated with the provision of this equipment.

If required the Company will make computer monitoring equipment available for on-site use during the course of a VRF health check.

The Company will endeavour to arrange on-site visits, during normal working hours, Monday to Friday, for the earliest possible date convenient to the customer, such visits being subject to the availability of a Technical Support Engineer.

Any site visit carried out by a Technical Support Engineer will be conditional upon the requesting company having a current and active trading account with Cool Designs Ltd. And Cool Designs Ltd being in receipt of an authorised purchase order from the requesting company.

The VRF Health Check will comprise of the following:-

- A) Visual inspection of the installation.
- B) Visual inspection of the indoor units and associated controls.
- C) Where required the connection and recording of operational data, (Dyna Doctor (Toshiba VRF diagnostic) Data for system.)
- D) Running system /s in full load cooling
- E) Running systems/s in full load heating
- F) Electronic check of data within remote controllers, where applicable.

On completion of the inspection a comprehensive report outlining our findings, will be issued.

Our scale of charges for this service are:-

£550.00 for the first system (including travel (Excluding Mileage) and subject to site being within mainland UK).

£350.00 per system thereafter, subject to the inspection/s being carried out simultaneously in the same geographical location and within the same working week, (Monday to Friday)

Incidental charges are at the discretion of the company and would be notified to the customer at the time of the request. Mileage @ 40pence per mile, parking, congestion charge, train / air fares, accommodation or other related incidental expenses would be charged to the Customer at cost.

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The Company also provides field support to commission R410A VRF equipment sold by the company.

This support is in an **advisory** capacity only and it is a condition of the Company that all necessary materials, equipment, ladders, staging, lifting equipment, refrigerant, reclaim units, (Suitable for the refrigerant being used.) or other specialist equipment is supplied by the Customer during on-site support visits by the Company. The company will not accept liability for any costs associated with the provision of this equipment.

The Company will endeavour to arrange on-site visits, during normal working hours Monday to Friday, for the earliest possible date convenient to the Customer, such visits being subject to the availability of a Technical Support Engineer.

Any site visit carried out by a Technical Support Engineer will be conditional upon the requesting company having a current and active trading account with Cool Designs Ltd. And Cool Designs Ltd being in receipt of an authorised purchase order from the requesting company.

The VRF Commissioning Service comprises of the following:-

- A) Pre visit, Refrigerant charge calculations, calculated based on information provided by the installing contractor, i.e. pipe lengths, pipe size, equipment list. Carried out prior to attending site, subject to availability of required data.
- B) On site, a visual inspection of the installation, including electrical elements, i.e. size and type of cables used, specifically data cables.
- C) The electrical addressing of the equipment.
- D) Where applicable connection and record operational data using Toshiba Dyna Doctor (Diagnostic) Software.
- E) Equipment operated in all available modes of operation, Heating / Cooling / Fan only etc., whichever is applicable.
- F) Confirm performance of equipment.
- G) Check control configurations.
- H) Adjust control options, based on customer requirements, to a maximum of 20 indoor controllers, additional controllers can be adjusted subject to additional costs as outlined below.
- I) Set up and adjust basic (64 zone) central controller, this does not include BMS controllers or web based controllers.

Our scale of charges for this service are:-

£550.00 for the first system (including travel (Excluding Mileage) and subject to site being within mainland UK).

£400.00* per system thereafter (*excluding the original £550.00 which would remain, subject to the works being carried out simultaneously in the same geographical location and within the same working week, (Monday to Friday)).

Our attendance on site does not imply or approval or otherwise of the installation, the selection, or application of the equipment and it is presumed that the equipment is installed in accordance with the manufacturers specification and recommendations and in accordance with current F-Gas and Electrical regulations.

Incidental charges are at the discretion of the company and would be notified to the customer at the time of the request. Mileage @ 40pence per mile, parking, congestion charge, train / air fares, accommodation or other related incidental expenses would be charged to the Customer at cost.

The above is effective from September 2018; agreed discounts are **NOT** applicable to the prices listed above.





The Company also provides field support to commission R410A / R32 split equipment sold by the company.

This support is in an **advisory** capacity only and it is a condition of the Company that all necessary materials, equipment, ladders, staging, lifting equipment, refrigerant, reclaim units, (Suitable for the refrigerant being used.) or other specialist equipment is supplied by the Customer during on-site support visits by the Company. The company will not accept liability for any costs associated with the provision of this equipment.

The Company will endeavour to arrange on-site visits, during normal working hours Monday to Friday, for the earliest possible date convenient to the Customer, such visits being subject to the availability of a Technical Support Engineer.

Any site visit carried out by a Technical Support Engineer will be conditional upon the requesting company having a current and active trading account with Cool Designs Ltd. And Cool Designs Ltd being in receipt of an authorised purchase order from the requesting company.

The Split Commissioning Service comprises of the following:-

- A) Pre visit, Refrigerant charge calculations, calculated based on information provided by the installing contractor, i.e. pipe lengths, pipe size, equipment list. Carried out prior to attending site, subject to availability of required data.
- B) On site, a visual inspection of the installation, ensuring the installation meets manufacturers standards, including electrical elements, i.e. size and type of cables used, specifically data cables, (where applicable), pipe runs including pipe sizes, pipe supports and insulation, condenser locations, where applicable locations of RBC-AHU1 interfaces.
- C) Where Toshiba Air Handling Interfaces (RBC-AHU1) are utilised our involvement would be to;
 - i) Confirm the interconnecting wiring is correct.
 - ii) Confirm sensor locations are correct.
 - iii) Configure the RBC-AHU1 to the correct configuration applicable to the outdoor equipment installed.
 - iiii) Where applicable confirm any accessories are connected and configured correctly.
- D) The electrical addressing of the equipment.
- E) Equipment operated in all available modes of operation, Heating / Cooling / Fan only etc., whichever is applicable.
- F) Confirm performance of equipment.
- G) Check control configurations.
- H) Adjust control options, based on customer requirements, to a maximum of 2 systems per visit, local remote controllers, (Maximum 2 per system) additional controllers can be adjusted subject to additional costs as outlined below.
- I) Set up and adjust basic (64 zone) central controller, this does not include BMS controllers or web based controllers.
- J) Advise on the filling in of the manufacturers commissioning sheet, where applicable.
- K) Confirm the fitting of any TSI1 or FDP3 interfaces, TCCnet side ONLY.

Exclusions.

Our assistance on site is limited to and includes only equipment supplied by Cool Designs Ltd.

Air balancing of ducted equipment.

Condensate drainage.

Running or configuring of any building management systems connected.





Our scale of charges for this service are:-

£500.00 for the first two split systems

(including travel (Excluding Mileage) and subject to site being within mainland UK).

£150.00* per system thereafter (*excluding the original £500.00 which would remain, subject to the works being carried out simultaneously in the same geographical location and within the same working week, (Monday to Friday)).

Our attendance on site does not imply or approval or otherwise of the installation, the selection, or application of the equipment and it is presumed that the equipment is installed in accordance with the manufacturers specification and recommendations.

Incidental charges are at the discretion of the company and would be notified to the customer at the time of the request. Mileage @ 40pence per mile, parking, congestion charge, train / air fares, accommodation or other related incidental expenses would be charged to the Customer at cost.

The above is effective from June 2018; agreed discounts are **NOT** applicable to the prices listed above.





To book or enquiry about any of the services included in this publication, please contact:-

Cool Designs Ltd Technical Support on;

07590 775 510 / 07706 293 028

Or via email at:

support@cooldesignsltd.co.uk

We draw your attention to the following points, which we recommend are checked prior to our visit.

Cool Designs Ltd technical engineers whilst attending site are deemed to be advisors only, as such the requesting company would be responsible for any and or all site access requirement, permits, permissions to work, risk assessments, method statements, arrangement of any induction courses or any site specific requirements.

We presume that all electrical supplies and control-wiring etc. Are in place, complete and correctly routed to the respective components, where applicable LAN addresses have been correctly set.

We presume that all pipe work is correctly installed, has been suitably pressure tested, (1.3 times allowable working pressure) and is correctly routed to the respective VRF unit and Indoor units.

We recommend that particular attention be paid to adequate evacuation of the system; if necessary, access valves should be provided at strategic points on the pipe work in order to facilitate fitting of vacuum pumps. We would recommend that a vacuum in the order of 2 / 4 Torr should be achieved.

Prior to commissioning all wiring should be electrically tested. The heaters, (where fitted,) should be powered for a minimum of 12 hours prior to starting the system.

We can accept NO responsibility or liability for the quality or the design of the installation itself and our involvement on site does not convey nor imply technical approval of the installation how so ever implied.

Our site attendance is subject to availability and is offered in accordance with our standard terms and conditions, (copies available on request); please provide at least 1 working weeks notice when arranging a visit. Our operatives are governed by the requirement to work safely at all times and to ensure the safety of those under their supervision. In this respect, please ensure that all access points to equipment at high level are adequate.

We draw your attention to the Health & Safety at Works Regulations and relevant legislation.

VRF Commissioning exclusions

All internal and external installation works - Air Balancing on ducted installations - Electrical supply - Out of hours working - Refrigerant gas Oxygen-free Nitrogen for pressure testing - Condensate removal - Crane hire - Local authority approvals - Road Closures - Builders Works Main Contractors Discount (MCD)

All prices quoted are subject to VAT at the appropriate rate at the time of invoicing.

Specification and services are subject to change without notice.



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Contact details;

Cool Designs Ltd Technical Support

07590 775 510 / 07706 293 028

Toshiba Air Conditioning
24/7 technical support

0870 843 0333

Text back service

07624 803 017

(Type fault code in lower case no spaces)



Cool Designs Ltd reserves the right to change the product specifications, data and images without notice

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