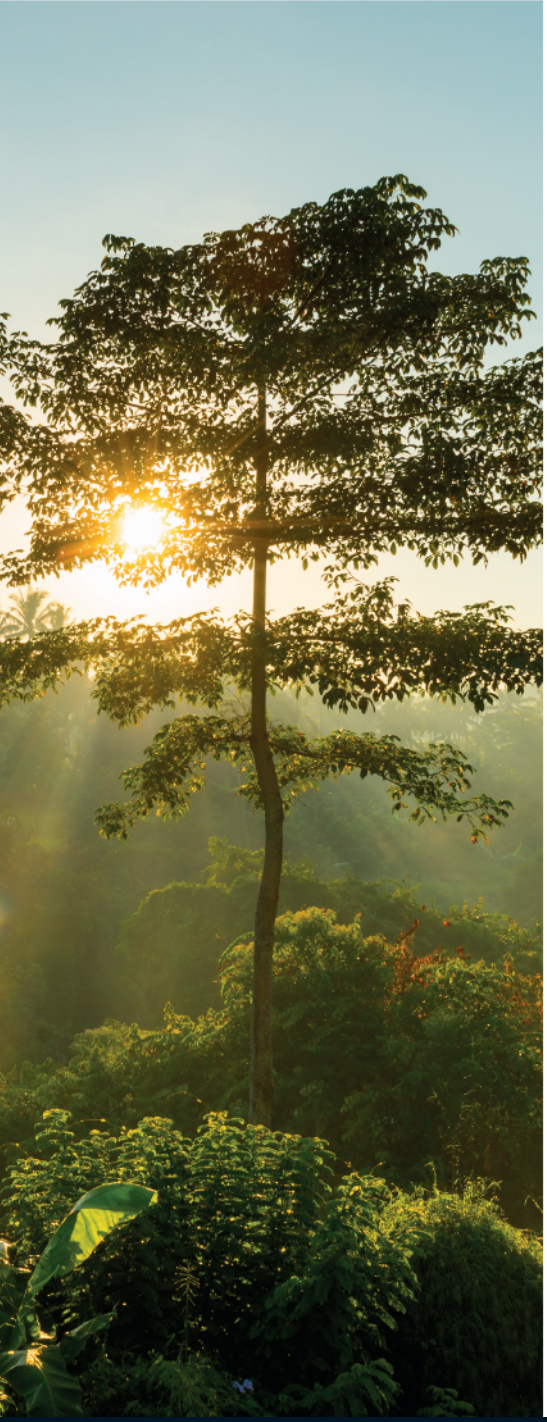
klimatix

RLAC-S

Scroll Chiller
air condensation



Who are we?

We were born with the purpose of bringing innovative solutions to the HVAC market that go beyond the conventional.

Our heritage includes the tradition and expertise of the Mecalor Group, founded in 1960.

The technical experience accumulated over decades gives us solidity in the research and development of products of the highest quality.

Individualized service, from the quotation to after-sales service, is another consolidated differential of the new brand.

The pursuit of international excellence is a determining factor in the motivation of the team, which is eager to exceed your expectations. Be amazed by our dedication.

Welcome to Klimatix, where your project is a priority.

Scroll Chiller air condensation

RLAC-S

- 11 models
- Air condensation
- Scroll compressor
- Refrigerant 410 or R454B (optional)
- Inverter (optional)
- EC Fan (optional)

The Klimatix RLAC-S chiller is a new solution for the air conditioning sector, offering reliable air conditioning and industrial cooling solutions.

It has a compact structure designed to facilitate maintenance and transportation, serving both domestic and international markets, and is compatible with HC (high cube) containers.

Equipped with advanced technology, it allows self-management and demand control, operating up to 10 units in parallel. Available in Standard and High Efficiency versions.

It offers energy savings and flexibility, especially in the High Efficiency version, which guarantees maximum energy efficiency according to ASHRAE 90.1 - 2022 criteria.

Be amazed by Klimatix's operational quality and reliability. Schedule a visit to our plant and find out how we can transform your air conditioning project.

Benefits

Compact Design: Compatible with HC (high cube) containers, easy transportation and service to the domestic and international markets.

Advanced Technology: Equipped for demand control and self-management, operating up to 10 units.

Energy Efficiency: High Efficiency version in compliance with ASHRAE 90.1-2022.

Practical Access: Structure designed for lateral access, with the possibility of removing columns for free movement of components.

Easy maintenance: Electrical panel with individualized control and power panels, guaranteeing safety, practicality and reliable operation up to 55°C.

Wide Range of Options: Available to meet the demands of each installation.

Reliability: 24/7 Operation.

Condensation Control: Carried out independently according to the demand of each refrigeration circuit.

Touch screen HMI: User-friendly interface.

Web Server: Possibility of monitoring data in real time.

Easy Installation: Compact design that facilitates installation.

Low GWP: Equipment prepared for supply with R454B fluid and A2L safety class according to ASHRAE 34.

Applications

The RLAC-S chiller guarantees efficiency in chilled water plants and comfort in a variety of environments.

Nomenclature
RLAC-S

RLAC – **S** – **ST** – **150** – **F** – **0B0** – **380** – * /

RLAC
Chiller for air conditioning

Compressor
Scroll

HE
High Efficiency (ASHRAE 90.1 compliant)

ST
Standard

Capacity

25: 25 TR	100: 100 TR
30: 30 TR	115: 115 TR
40: 40 TR	150: 150 TR
50: 50 TR	175 : 175 TR
60: 60 TR	220: 220 TR
80: 80 TR	

F: Stationary compressor
I: Inverter compressor (RLAC-S-25 to 40)
V: Stationary compressor + frequency inverter (RLAC-S-50 to 220)

0B0: Without hydraulic kit
1B2: Hydraulic kit[1] with 1 pump of 2 bar
1B3: Hydraulic kit[1] with 1 pump of 3 bar
1B5: Hydraulic kit[1] with 1 pump of 5 bar
2B2: Hydraulic kit[1] with 2 pumps of 2 bar[2]
2B3: Hydraulic kit[1] with 2 pumps of 3 bar[2]
2B5: Hydraulic kit[1] with 2 pumps of 5 bar[2]

220 V
380 V
440 V
480 V

Frequency
50 HZ (400 V)

Suffixes - Optional Items

- /A Capacitor bank
- /D Hot gas by-pass
- /F E-Coating Condenser
- /G Soft Starter for compressors
- /H Soft Starter for the pumps
- /I Demand control
- /J NEO monitoring
- /K Water filter[3]
- /L Expansion tank[4]
- /M Air filter
- /N BACnet
- /O Compressor sound enclosure
- /P Heat recovery
- /Q Condensation control
- /R Protection grill
- /E Low GPW refrigerant (R45B)

1 - The Hydraulic Kit includes pumps, filters and valves.
2 - Except 25TR model
3 - Only applicable to configuration 0B0 (without hydraulic kit)
4 - Available in 50L, 100L, 200L and 400L volumes

Technical Description

The RLAC-S chiller was developed for applications in room air conditioning systems, operating in tandem with air handling units. It maintains the water temperature between 5°C and 15°C, guaranteeing precise capacity control according to variations in thermal load. With a compact structure that includes all the necessary components, the RLAC-S is designed for easy transportation on the domestic and international markets and is compatible with HC (high cube) containers.

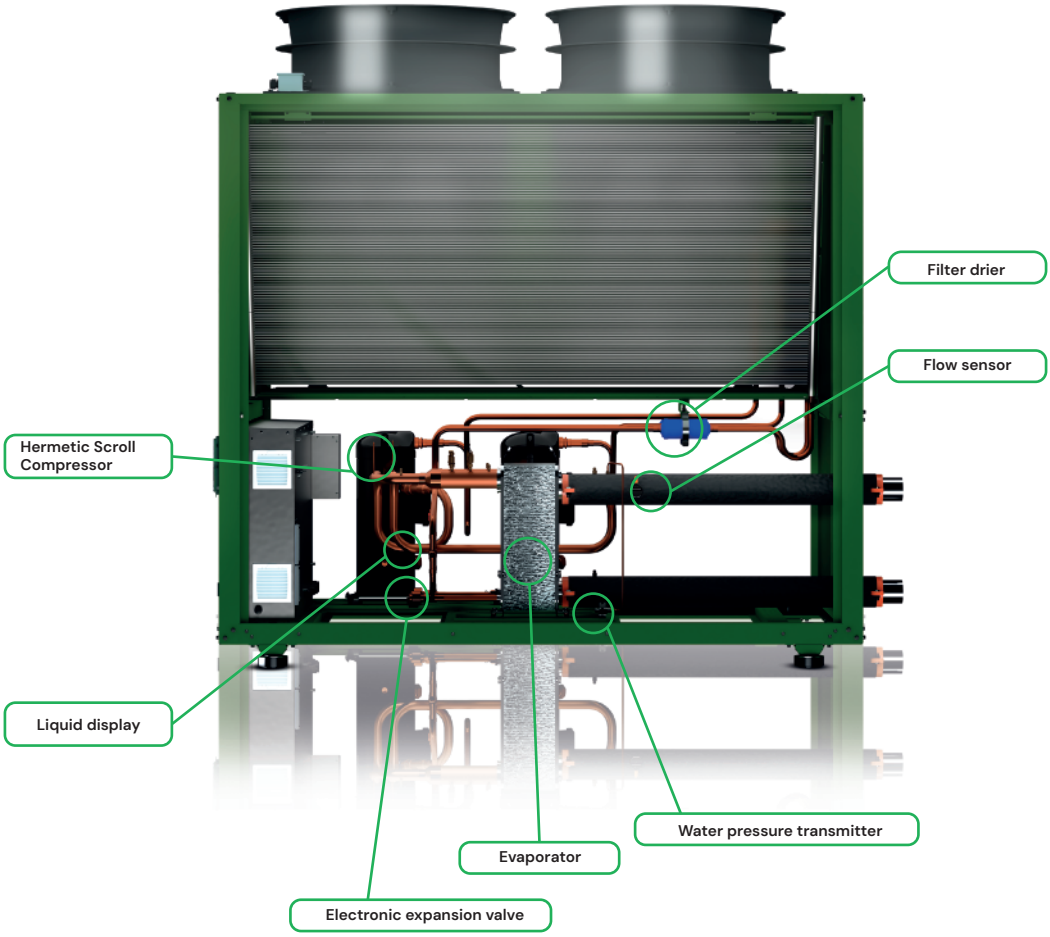
This line of liquid chillers with air condensation and direct expansion includes 11 models, offering a wide range of configurations to meet different needs.

The RLAC-S has two independent refrigeration circuits and is designed for individual operation or in chilled water plants, in which it can operate with a primary circuit with constant flow and a secondary circuit with variable flow. Its on-board automation allows for self-management and demand control, operating up to 10 units interconnected in parallel, which makes modularity flexible and optimizes energy consumption according to the thermal demand of the system.

Available in Standard and High Efficiency versions (meeting ASHRAE 90.1-2022 efficiency criteria). Its compact structure and innovative design ensure superior performance and easy maintenance, making it suitable for a variety of applications in chilled water plants.

Components

Components


Filter drier
Flow sensor
Hermetic Scroll Compressor
Liquid display
Water pressure transmitter
Evaporator
Electronic expansion valve

Characteristics

The RLCA-S Line is made up of 11 models.

Nominal capacities:

- 25, 30, 40, 50, 60, 80, 100, 115, 150, 175 and 220 TR

Operating conditions:

- Ambient temperature from 10°C to 45°C
- Chilled water temperature from 5°C to 15°C

Efficiency according to AHRI 551/591:

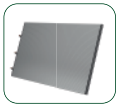
- COP ST of 2.85 to 3.20 KW\KW
- COP HE of 3.10 to 3.41 KW\KW
- IPLV ST of 3.57 to 4.64 KW\KW
- IPLV HE of 4.09 to 5.13 KW\KW

Cooling

Direct expansion with air condensation and R410A refrigerant with zero ODP and A1 safety rating (Non-flammable).

Scroll compressor

With high compression efficiency and a high-performance electric motor, it provides the refrigeration system with high energy efficiency.



Microchannel condenser (MCHE)

Made of aluminum to ensure greater protection against galvanic corrosion, optionally available with e-coating paint with C4 degree of protection, according to ISO 9225, withstanding more than 3,000 hours in the SWAAT test for greater protection in areas with sea air or aggressive atmosphere.

Refrigeration circuit

With piping manufactured using copper, electronic expansion valve, liquid display and filter drier.

Brazed plate heat exchanger (BPHE)

Made of AISI316 stainless steel with double refrigeration circuit, temperature measuring well and Victaulic connection.

Axial fans (ZA Plus - Ziehl Abegg)

AC type electric motor with fixed speed in the Standard version and EC type with high efficiency speed control and low noise level in the HE (High Efficiency) version.

Electrical and control

The refrigeration systems operate with Modbus TCP/IP and Modbus RTU protocols, allowing complete remote access to operating conditions, drive, parameterization and operating history, with the option of integration with the BACnet protocol, if necessary. The electrical components comply with NBR 5410 standards, guaranteeing motor disconnection, protection and drive.

Control and operational monitoring is carried out by a PLC, with a touch screen HMI positioned on the front,

providing an intuitive user experience, with clear access to operating status, detailed histories and system parameterization.

Additional features include digital on/off, fault summary contact, primary pump drive, command for external shut-off valve, analog remote setpoint and digital interface for energy management, which can limit the number of compressors operating in specific situations, such as a generator drive. The units also have light and sound signals to indicate faults.

The electrical panel was designed to individualize the control and power panels, guaranteeing safety and practicality in operation and maintenance, with a temperature limit of up to 55°C.

WEB access allows up to 10 networked units to be viewed and managed. All the equipment is designed and manufactured in compliance with NR-10 and NR-12 standards, guaranteeing total safety and operational efficiency in any environment.

Cabinet

The cabinet is made from galvanized carbon steel and electrostatically painted olive-green RAL 6003.

Optional configurations

Variable speed compressors

Available as an option, consisting of a fixed compressor equipped with a frequency inverter or an inverter compressor with a permanent magnet motor (only available for RLAC-S-25/30/40 models), enabling dynamic control of refrigeration capacity according to process demand and more stable control of water temperature.

In addition, control of the rotation speed of the compressors results in improved efficiency, energy savings and greater stability in the equipment's power supply network, as it reduces the number of compressor starts, which consequently reduces the electric current peaks generated during motor start-up, also reducing wear and tear on the internal components of the compressors.

Heat recovery

Composed of a brazed plate heat exchanger, which takes advantage of 10% to 12% of the capacity of the equipment, using the superheated refrigerant fluid in the compressor discharge pipe to heat water up to 60°C, for use in other applications, mitigating additional energy costs.

Soft Starter

Available for compressors and pumps (if supplied), it provides a gradual start-up, avoiding current peaks and reducing mechanical stress on motor components, resulting in greater stability in the electrical network, increasing equipment durability and promoting greater energy efficiency.

Condensation control

Optional for Standard equipment. The condensation control adjusts the rotation speed of the fans according to variations in condensation pressure resulting from fluctuations in ambient temperature and/or the thermal load of the process. Condensation control must be applied in environments with temperatures below 10°C, allowing a minimum operating temperature of up to -10°C.

NEO monitoring

Monitoring system through dedicated 4G modem that incorporates robust cybersecurity measures, guaranteeing data integrity and confidentiality via a VPN network. The service is free during the warranty period. We also offer the possibility of an SLA and proactive service, including predictive actions in the preventive maintenance contract, provided by our aftermarket team.

Remote panel

Touch screen HMI panel for remote activation, control, parameterization, visualization and resetting of equipment alarms.

Hydraulic kit

Available in a single pump version or configured with two pumps operating in parallel. Both configurations support operation at 2, 3 or 5 bar, except for the 25 TR model, which does not offer the two-pump option. The hydraulic kit includes pumps, filters and valves.

Water filter

The filters vary according to the capacity of the line. The RLAC-S-25 to 115 models use polypropylene filters with a slotted plate filter element, and the RLAC-S 115 to 220 use a basket filter with an AISI 304 stainless steel filter element. These filters are designed to prevent particles from passing into the evaporator, preventing clogging and damage to the component and other elements of the refrigeration system. This option only applies to configurations without a hydraulic kit.

Air filter

Screens mounted on anodized aluminum frames, installed on the face of the condensers to retain dust, insects, leaves and other debris, preserving the microchannel condenser of the equipment.

Hot gas by-pass

With proportional control, by means of electronic expansion valves, it is used to reduce compressor shutdown and start-up cycles at low thermal load, improving response time and system temperature stability and mitigating compressor wear due to excessive start-ups. It reduces the minimum operating capacity of the equipment by 20%.

Capacitor bank

Available for compressors and pumps (if supplied) in order to adjust the power factor to 0.92.

Protection Grill

Screens to isolate the sides and rear of the equipment, preventing unauthorized access by people or animals to the refrigeration and hydraulic circuits of the chiller.

Condensers with e-coating

Condensers with electrophoresis coating against corrosion caused by salt spray or aggressive atmospheres, protection grade C4 according to ISO 9225.

Compressor sound enclosure

The enclosure of the compressors in a structure with noise attenuation allows the sound pressure generated by these components to be reduced in a range of 3 to 5 dBA, significantly reducing the noise generated during operation, making the equipment quieter. Ideal for installations in offices, hospitals or residential areas.

Expansion tank

Its function is to compensate for pressure variations in the hydraulic circuit, keeping it constantly pressurized. Provides greater stability in system pressure. Available in volumes of 50, 100, 200 and 400 liters.

BACnet (Building Automation and Control networks)

Communication protocol for building automation.

Demand control

The demand control system makes it possible to modulate the cooling capacity of an installation with up to 10 pieces of equipment interconnected in parallel and networked via a switch supplied as an option. Through a simple interconnection between the controllers, this feature not only maximizes energy efficiency, but also optimizes the response time of the system and improves water temperature stability.

Web server

The web server is available on all RLAC-S and allows real-time remote monitoring of operating conditions via a browser on two pages: one provides system data and the other the specific conditions of each piece of equipment.

Technical Data - **Standard Version**

	Description	Unit	Model					
	RLAC-S Line		25	30	40	50	60	80
Basic Data	Effective capacity (1)	kW	83	100	124	164	208	269
		TR	24	28	35	47	59	77
	Minimum capacity	%	50	50	50	50	50	25
	Total power consumed (1)	kW	29,1	33,3	40,7	51,3	71,1	93,5
	COP full load (1)	kW/kW	2,85	3,01	3,03	3,20	2,92	2,88
	IPLV (1)	kW/kW	3,57	3,64	3,82	4,31	4,04	4,64
Cooling	Condensation	-	Air					
	Cooling circuits	-	2					
	Cooling fluid	-	R410A					
	Compressors	-	Scroll					
	Number of compressors	-	2	2	2	2	2	
	Condensers	-	Microchannel					
	Fans	-	Axial					
	Evaporator	-	Brazed Plates					
	Expansion valve (2)	-	VET		VEE			
Hydraulic Circuit	Flow rate (1)	m^3/h	14,3	17,2	21,4	28,3	35,7	46,5
	Load loss	kPa	21	31	28	30	34	43
	Connection type (3)	-	Rosca	Victaulic				
	Inlet connections	inch	2	2	3	3	3	
	Outlet connections	inch	2	2	3	3	3	
Electrical	Power supply (4)	-	3Ph/220V/60Hz - 3Ph/380V/60Hz - 3Ph/440V/60Hz					
	HMI	-	4.3-inch Graphic Touchscreen					
	Communication	-	Modbus RTU or TCP/IP					
	Key Switch	-	Yes					
	Drive	-	Three-position button (on, off, and remote activation)					
	Light signal	-	Fault summary					
	Sequence and phase failure	-	Yes					
	Audible signal	-	Yes					
Temperature Sensor	Water outlet	-	Yes					
	Water inlet	-	Yes					
	Evaporator anti-freeze	-	Yes					
	Room air	-	Yes					
	Evaporator refrigerant outlet	-	Yes					
	Condenser refrigerant outlet	-	Yes					
	Low pressure (5)	-	Yes					
Sensors	High pressure (5)	-	Yes					
	Water pressure (6)	-	Yes					
	Water flow	-	Yes					
Construction Details	Width (7)	mm	961	1046	1254	1926	1926	2283
	Length	mm	2354	2821	2623	2824	2824	2908
	Height (7)	mm	1903	2027	2400	2052	2052	2473
	Net weight	kg	558	604	707	998	1153	1707
	Operating weight	Kg	570	618	731	1025	1183	1754
Noise	Noise level (8)	dBA	66	69	69	72	74	73

(1) Operating conditions according to AHRI 551/591; Ambient temperature 35°C; Inlet water temperature 12°C; Outlet water temperature 7°C; Atmospheric pressure 101 kpa

(2) TEV thermostatic expansion valve and VEE electronic expansion valve

(3) BSP internal thread and Victaulic grooved connection included in the equipment

(4) Check the availability of power supply per product model

(5) Pressure transducers installed in the refrigeration circuits at the suction and discharge of the compressors

(6) Chilled water pipe inlet

(7) Net weight refers to the equipment without water. This value is considered for the lifting condition

(8) Sound pressure calculation made for equipment operating at full load (100% capacity according to AHRI 551/591) at a distance of 1 m from the electrical panel;

	Description	Unit	Model				
	RLAC-S Line		100	115	150	175	220
Basic Data	Effective capacity (1)	kW	360	422	514	609	768
		TR	102	120	146	173	218
	Minimum capacity	%	25	25	25	17	17
	Total power consumed (1)	kW	120,5	136,6	179,0	209,0	267,8
	COP full load (1)	kW/kW	2,99	3,09	2,87	2,91	2,87
	IPLV (1)	kW/kW	4,40	4,55	4,52	4,32	4,32
Cooling	Condensation	-	Air				
	Cooling circuits	-	2				
	Cooling fluid	-	R410A				
	Compressors	-	Scroll				
	Number of compressors	-	4	4	4	6	6
	Condensers	-	Microchannel				
	Fans	-	Axial				
	Evaporator	-	Brazed Plates				
	Expansion valve (2)	-	VEE				
Hydraulic Circuit	Flow rate (1)	m^3/h	61,9	72,8	88,6	105,1	132,4
	Load loss	kPa	52	43	35	48	38
	Connection type (3)	-	Victaulic				
	Inlet connections	inch	4	4	6	6	6
	Outlet connections	inch	4	4	6	6	6
Electrical	Power supply (4)	-	3Ph/220V/60Hz - 3Ph/380V/60Hz - 3Ph/440V/60Hz				
	HMI	-	4.3-inch Graphic Touchscreen				
	Communication	-	Modbus RTU or TCP/IP				
	Key Switch	-	Yes				
	Drive	-	Three-position button (on, off, and remote activation)				
	Light signal	-	Fault summary				
	Sequence and phase failure	-	Yes				
	Audible signal	-	Yes				
Temperature Sensor	Water outlet	-	Yes				
	Water inlet	-	Yes				
	Evaporator anti-freeze	-	Yes				
	Room air	-	Yes				
	Evaporator refrigerant outlet	-	Yes				
	Condenser refrigerant outlet	-	Yes				
Sensors	Low pressure (5)	-	Yes				
	High pressure (5)	-	Yes				
	Water pressure (6)	-	Yes				
	Water flow	-	Yes				
Construction Details	Width (7)	mm	2283	2283	2283	2283	2286
	Length	mm	4018	5130	5130	6212	7310
	Height (7)	mm	2473	2473	2473	2473	2473
	Net weight	kg	2232	2783	2885	3727	4259
	Operating weight	Kg	2291	2866	3032	3876	4467
Noise	Noise level (8)	dBA	74	77	81	79	83

(1) Operating conditions according to AHRI 551/591; Ambient temperature 35°C; Inlet water temperature 12°C; Outlet water temperature 7°C; Atmospheric pressure 101 kpa

(2) TEV thermostatic expansion valve and VEE electronic expansion valve

(3) BSP internal thread and Victaulic grooved connection included in the equipment

(4) Check the availability of power supply per product model

(5) Pressure transducers installed in the refrigeration circuits at the suction and discharge of the compressors

(6) Chilled water pipe inlet

(7) Net weight refers to the equipment without water. This value is considered for the lifting condition

(8) Sound pressure calculation made for equipment operating at full load (100% capacity according to AHRI 551/591) at a distance of 1 m from the electrical panel;

Technical data - **High Efficiency Version**

	Description				Model		
	RLAC-S Line	**Unit**	30	**40**	**50**	**60**	**80**
Basic Data	Effective capacity (1)	kW	102	127	164	211	279
		TR	29	36	47	60	79
	Minimum capacity	%	50	50	50	50	25
	Total power consumed (1)	kW	32,3	38,7	48,1	67,9	88,8
	COP full load (1)	kW/kW	3,15	3,30	3,41	3,10	3,14
	IPLV (1)	kW/kW	4,09	4,25	4,70	4,29	5,02
Cooling	Condensation	-	Air				
	Cooling circuits	-	2				
	Cooling fluid	-	R410A				
	Compressors	-	Scroll				
	Number of compressors	-	2	2	2	2	4
	Condensers	-	Microchannel				
	Fans	-	Axial				
	Evaporator	-	Brazed Plates				
	Expansion valve (2)	-	VEE				
Hydraulic Circuit	Flow rate (1)	m^3/h	17,52	22,0	28,3	36,2	48,1
	Load loss	kPa	46	29	31	35	45,7
	Connection type (3)	-	Victaulic				
	Inlet connections	inch	2	3	3	3	3
	Outlet connections	inch	2	3	3	3	3
Electrical	Power supply (4)	-	3Ph/220V/60Hz - 3Ph/380V/60Hz - 3Ph/440V/60Hz				
	HMI	-	4.3-inch Graphic Touchscreen				
	Communication	-	Modbus RTU or TCP/IP				
	Key Switch	-	Yes				
	Drive	-	Three-position button (on, off, and remote activation)				
	Light signal	-	Fault summary				
	Sequence and phase failure	-	Yes				
	Audible signal	-	Yes				
Temperature Sensor	Water outlet	-	Yes				
	Water inlet	-	Yes				
	Evaporator anti-freeze	-	Yes				
	Room air	-	Yes				
	Evaporator refrigerant outlet	-	Yes				
	Condenser refrigerant outlet	-	Yes				
Sensors	Low pressure (5)	-	Yes				
	High pressure (5)	-	Yes				
	Water pressure (6)	-	Yes				
	Water flow	-	Yes				
Construction Details	Width (7)	mm	1046	1254	1926	1926	2283
	Length	mm	2821	2623	2824	2824	2908
	Height (7)	mm	2113	2457	2138	2138	2530
	Net weight	kg	635	708	1062	1217	1711
	Operating weight	Kg	649	732	1089	1247	1758
Noise	Noise level (8)	dBA	70	69	74	76	75

(1) Operating conditions according to AHRI 551/591; Ambient temperature 35°C; Inlet water temperature 12°C; Outlet water temperature 7°C; Atmospheric pressure 101 kpa

(2) TEV thermostatic expansion valve and VEE electronic expansion valve

(3) BSP internal thread and Victaulic grooved connection included in the equipment

(4) Check the availability of power supply per product model

(5) Pressure transducers installed in the refrigeration circuits at the suction and discharge of the compressors

(6) Chilled water pipe inlet

(7) Net weight refers to the equipment without water. This value is considered for the lifting condition

(8) Sound pressure calculation made for equipment operating at full load (100% capacity according to AHRI 551/591) at a distance of 1 m from the electrical panel;

	Description	Unit	Model				
	RLAC-S Line		100	115	150	175	220
Basic Data	Effective capacity (1)	kW	369	432	528	627	792
		TR	105	123	150	178	225
	Minimum capacity	%	25	25	25	17	17
	Total power consumed (1)	kW	114,6	130,2	170,2	198,7	255,3
	COP full load (1)	kW/kW	3,22	3,31	3,10	3,15	3,10
	IPLV (1)	kW/kW	5,03	5,12	4,88	5,13	5,02
Cooling	Condensation	-	Air				
	Cooling circuits	-	2				
	Cooling fluid	-	R410A				
	Compressors	-	Scroll				
	Number of compressors	-	4	4	4	6	6
	Condensers	-	Microchannel				
	Fans	-	Axial				
	Evaporator	-	Brazed Plates				
	Expansion valve (2)	-	VEE				
Hydraulic Circuit	Flow rate (1)	m^3/h	63,6	74,5	91,0	107,7	136,5
	Load loss	kPa	55	45	37	50	40
	Connection type (3)	-	Victaulic				
	Inlet connections	inch	4	4	6	6	6
	Outlet connections	inch	4	4	6	6	6
Electrical	Power supply (4)	-	3Ph/220V/60Hz - 3Ph/380V/60Hz - 3Ph/440V/60Hz				
	HMI	-	4.3-inch Graphic Touchscreen				
	Communication	-	Modbus RTU or TCP/IP				
	Key Switch	-	Yes				
	Drive	-	Three-position button (on, off, and remote activation)				
	Light signal	-	Fault summary				
	Sequence and phase failure	-	Yes				
	Audible signal	-	Yes				
Temperature Sensor	Water outlet	-	Yes				
	Water inlet	-	Yes				
	Evaporator anti-freeze	-	Yes				
	Room air	-	Yes				
	Evaporator refrigerant outlet	-	Yes				
	Condenser refrigerant outlet	-	Yes				
Sensors	Low pressure (5)	-	Yes				
	High pressure (5)	-	Yes				
	Water pressure (6)	-	Yes				
	Water flow	-	Yes				
Construction Details	Width (7)	mm	2283	2283	2283	2283	2286
	Length	mm	4018	5130	5130	6212	7310
	Height (7)	mm	2530	2530	2530	2530	2530
	Net weight	kg	2237	2789	2891	3735	4268
	Operating weight	kg	2296	2872	3038	3884	4476
Noise	Noise level (8)	dBA	76	78	81	80	83

(1) Operating conditions according to AHRI 551/591; Ambient temperature 35°C; Inlet water temperature 12°C; Outlet water temperature 7°C; Atmospheric pressure 101 kpa

(2) TEV thermostatic expansion valve and VEE electronic expansion valve

(3) BSP internal thread and Victaulic grooved connection included in the equipment

(4) Check the availability of power supply per product model

(5) Pressure transducers installed in the refrigeration circuits at the suction and discharge of the compressors

(6) Chilled water pipe inlet

(7) Net weight refers to the equipment without water. This value is considered for the lifting condition

(8) Sound pressure calculation made for equipment operating at full load (100% capacity according to AHRI 551/591) at a distance of 1 m from the electrical panel;

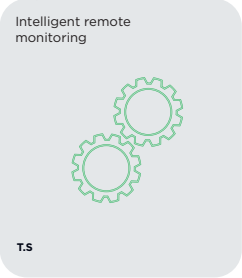
NEO
Platform

Active and predictive support*.

How does it work?

Machine

Platform



T.S

Customer

The operating data from the machine is transmitted to the platform and automatic calls are opened.

NEO Platform

With the report, we have access to the operating information of your equipment in real time, with data stored in the cloud.

Technical Support

We monitor equipment to predict possible failures and ensure greater machine uptime.

Advantages

- Advanced start-up support;
- Fast troubleshooting with remote access during the warranty period;
- Reliable fault diagnosis;
- Prepared to measure energy consumption;
- Trend analysis through operating history;

*Only available for current maintenance contracts.

We serve all of Latin America

Our goal is to simplify your everyday life

We monitor the satisfaction of our customers from sale to the end of the equipment's useful life and take action whenever necessary, through our Active Listening Program.

We only rest when we deliver the best!

1. Free lifetime support in the service channels
2. Stock and supply of original parts
3. Workshop car with high quality tools*.
4. Punctuality in scheduled visits
5. 90% of calls resolved over the phone
6. Monitoring of the visits in real time
7. 80% of calls resolved on the first visit
8. Qualified technicians with more than 15 years of experience

*Available for service in Brazil and Mexico

The information in this catalog is subject to change without prior notice. Version: July 2024

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