

## Technical Support Service A Unique Service from a Unique Company

We can provide an essential service that you don't have time for. Our Refrigeration / Air Conditioning Technical Support Service will:

- Keep you up to date with changes to legislation, standards and technologies;
- Give you practical answers on a range of technical queries;

For an annual charge of £995 + VAT your company will get:

- Access to answers – high quality technical support by email or phone;
- A regular e-newsletter with helpful and practical information;

### Access to Answers

We will provide you with almost instant answers to technical questions by phone or by email:

- Monday to Friday 08.00 to 18.00 service;
- We aim to answer your questions as soon as received, but typically within 24 hours;
- If we don't have an instant answer we will get one as soon as possible;
- The annual fee includes up to 12 hours / year of our time. After that time has been used we are still there for you at our standard daily rate.

### e-Newsletter

This will include topical issues such as:

- The news behind the headlines;
- Information about new refrigerants such as HFOs;
- An update on F Gas revision;
- European standards updates;
- Details of new tools;
- Information about technology developments;
- Updates on qualifications.

### Our areas of expertise include:

- Pressure Equipment Directive;
- EN378 and other RAC standards;
- Refrigerants – HCs, CO<sub>2</sub>, HFOs;
- R22 replacement;
- F Gas;
- HC product development;
- Advice about RAC service tools and equipment;
- Engineer development;
- Refrigerant leak reduction;
- Energy efficiency;
- Independent advice and arbitration;
- Preparation of specifications for systems and service;
- Tender specification and evaluation;
- On site troubleshooting with practical solutions;
- Technical authoring;
- OEM technical support;
- Change management.

**Contact us (Jane Gartshore or Stephen Benton) for more information:**

**01684 290333**

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