

Dear Customers,
new and old,

Over the years, we have supplied over 100,000 cooling devices and, to this day, there has never been any need for a global service network. And this is not just us speaking; the positive feedback from our active customers has never given rise to any such demands.

Failure prevention

Of course, as with any supplier, we cannot guarantee that our cooling devices will always work without a hitch. With this in mind, we are constantly striving to avoid possible sources of error in advance. And how do we do this?

Using various measures that either help prevent service work being required in the first place or that ensure any such issues can be easily fixed. The following areas play an essential role in this approach:

Dual function testing

Each device is checked in an extensive function test following assembly. A second check is also carried out in the shipping department before the device is delivered to the customer.

Use of mass-produced components

Sophisticated mass-produced components are manufactured in large quantities, are extremely reliable and can be sourced quickly if needed for service purposes.

Components from well-known manufacturers

Our components are also manufactured by world famous manufacturers. This translates into high-quality products as well as worldwide availability – compressors from Danfoss or Tecumseh L'Unite, controllers from Carel and fans from ebm-Papst, to name a few of these manufacturers.

In case of service

In the event that service work should nevertheless be needed, our devices offer a very user-friendly design. For example, any qualified worker can carry out a fault analysis of the electromechanical components. Once the fault has been isolated, the faulty component can simply be replaced without any difficulty. Replacing the fan (both external circuit and internal circuit), thermostat or controller, or relay and thermal switch takes hardly any time at all thanks to the sensible design of our devices.

Should refrigerant leak or a compressor need changing, any qualified refrigeration specialist can help, no matter where you are in the world. This in turn is only possible thanks to our consistent use of standard components.

Summary

To sum up, you do not need a global service network for our cooling devices. This reduces costs, which is reflected in the final price of our devices – something you ultimately benefit from as our customer.

Additional information

Instructions and schematics for our devices can be found on our homepage in the information area (Infothek).