

Service

Professional. Reliable. Global.



KKT CHILLERS SERVICES



KKT chillers can handle any challenge, delivering both innovative and energy-efficient chiller and heat pump solutions for a wide variety of applications. Comprehensive services are an integral part of the KKT chillers' philosophy.



AFTER SALES SERVICE
EXPERT SERVICE TECHNICIANS.



START-UP
ChillStart – A PROFESSIONAL START TO EFFICIENT COOLING.



MAINTENANCE
ChillCare – GUARANTEED AVAILABILITY AND SUCCESS.



TRAINING
ChillLearn – EXPERTISE STRAIGHT FROM THE MANUFACTURER.



SPARE PARTS MANAGEMENT
ChillParts – EQUIPPED FOR ANY SITUATION.



FACILITY OPTIMIZATION
ChillTune – MAKING YOUR SYSTEM PERFECT.



RETURNS MANAGEMENT
HASSLE-FREE RETURN TO THE MANUFACTURER.



PRODUCT REGISTRATION
YOUR DIRECT LINE TO KKT CHILLERS.

„Innovation is
our standard.“



reddot award 2014
winner



AFTER SALES SERVICE

EXPERT SERVICE TECHNICIANS.



Service - around the clock.

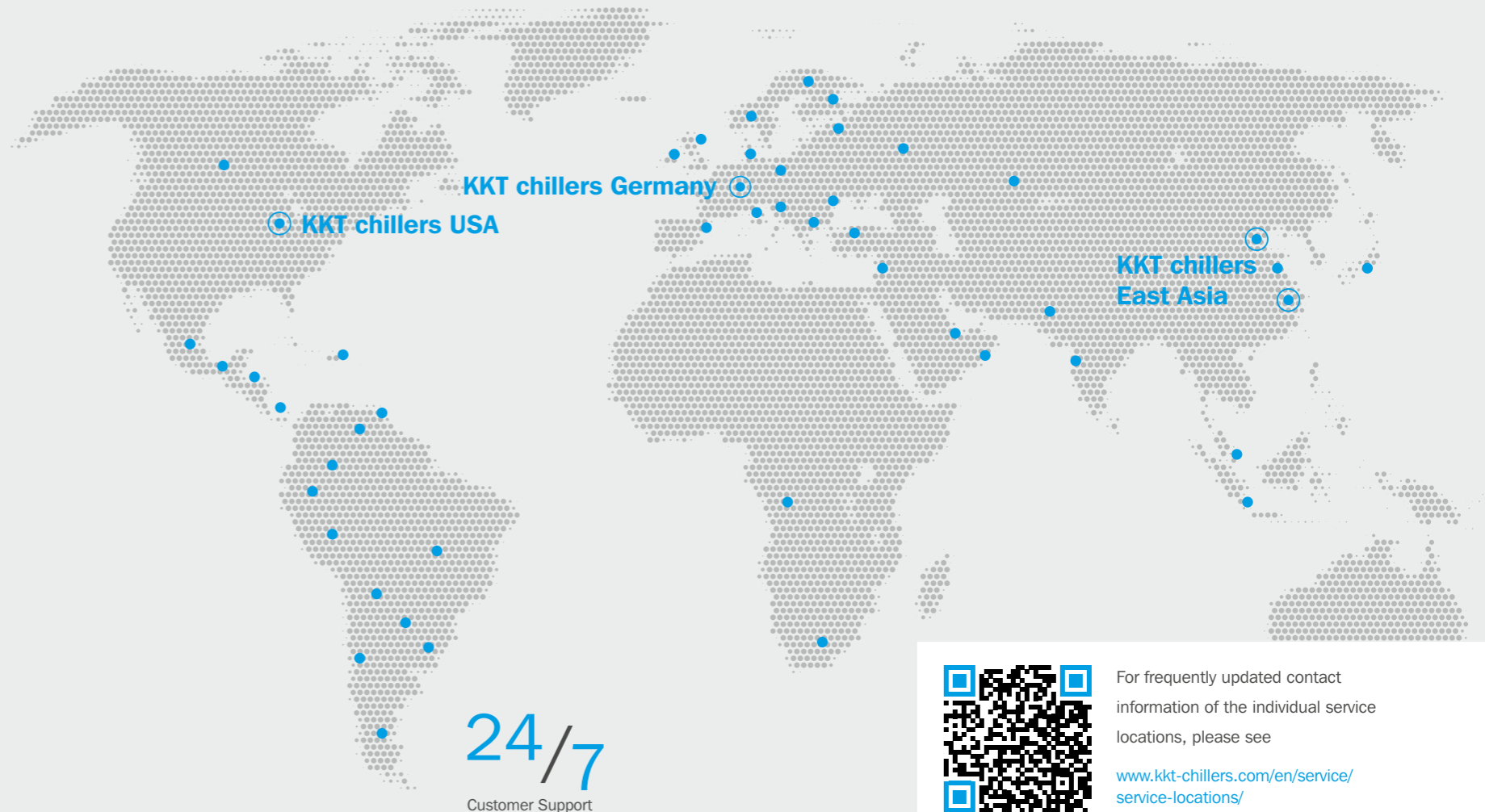
System breakdowns cannot be foreseen. But thanks to KKT chillers' many years of experience and well-structured service organization, we can guarantee fast response and repair.

Should you require help with one of your chillers, you can reach KKT chillers 365 days a year, 7 days a week, 24 hours a day.



Service - around the world.

To ensure quick and reliable maintenance and repair services, KKT chillers runs a close-knit global service network, which is continuously optimized and expanded in keeping with the product portfolio and customer requirements.



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For frequently updated contact information of the individual service locations, please see

www.kkt-chillers.com/en/service/service-locations/



START-UP

A PROFESSIONAL START TO EFFICIENT COOLING.



ChillStart

The smooth interaction of all the individual parts of a system and its alignment with specific requirements and requests is crucial to both its efficiency and reliability in future operations.

YOUR BENEFITS

- ✓ The professional start-up of your installation is handled by experienced and highly qualified service technicians.
- ✓ Preset parameters are adjusted to reflect actual conditions and optimized in line with these considerations.
- ✓ Your facility operates safely from the get-go.

You have a choice of three start-up packages covering different demands.
The KKT chillers service team would be happy to help you choose the right package for your requirements.

ChillStart BASIC

- Start-up following the completion of the check list
- Creation of a system protocol for cooling facilities

ChillStart PLUS

- Operator training (1–5 people) covering the basic functionalities of the control unit as well as methods to identify and repair small malfunctions

ChillStart PREMIUM

- Readjustment of parameters on demand as well as maintenance in accordance with the applicable technical regulations

	Start-up (in acc. with check list)	Operator- instruction	Re-check after 6 months	Facility log book*	Discount on start-up**	Leakage testing	Filling with opera- ting materials
ChillStart BASIC	x			(x)	10%	x	(x)
ChillStart PLUS	x	x		(x)	15%	x	(x)
ChillStart PREMIUM	x	x	x	x	20%	x	(x)

x included
(x) optional at a surcharge
* Comprehensive inspection log book for cooling facilities in appealing design, including important files detailing service contacts, regulations and certificates
** Discount on start-up if you conclude a maintenance agreement for the respective installation



MAINTENANCE

GUARANTEED AVAILABILITY AND SUCCESS.



ChillCare

Frequent customized maintenance appointments help you increase your installation’s productivity and simultaneously reduce repair and operating costs.

YOUR BENEFITS

- ✓
- Maximum safety in operations, protection of people’s health and the environment
- ✓
- Responsibility and liability reduced to a minimum
- ✓
- Considerable reduction in downtime and maximum productivity
- ✓
- Highest reliability and availability of the installed equipment
- ✓
- Overall optimization of your facility performance
- ✓
- Full compliance with safety norms and regulations

ChillCare BASIC

- Preservation of desired condition and functionality
- Removal of any operations-related contamination (not water/liquids)
- Compliance with legal requirements and documentation

ChillCare PLUS

- Service calls (repairs) to maintain or restore the operability of the installation (during regular working hours; excluding materials and repairs in case of damage caused by the customer)

ChillCare PREMIUM

- Spare parts/materials (excl. consumables and operating materials, e.g. additives, filter mats and water filter insets. A discount of 15% applies.)

Your WARRANTY EXTENSION after the agreed warranty period.

	Material	Service (Repairs)	1. maintenance /year	2. maintenance /year	Discount on spare parts*	Leakage testing	Spare parts on site
ChillCare BASIC			x	(x)	10%	(xx)	(x)
ChillCare PLUS		x	x	(x)	15%	x	(x)
ChillCare PREMIUM	x	x	x	x	incl.(15%)	x	(x)

- x included
- (x) optional at a surcharge
- (xx) dependent on CO² equivalent and refrigerant filling volume
- * Spare part discount valid only for units covered by maintenance agreement



TRAINING

EXPERTISE STRAIGHT FROM THE MANUFACTURER.



ChillLearn

KKT chillers’ training courses have been devised for qualified staff who work with the KKT chillers products and are responsible for their start-up, maintenance and repair. Experienced trainers share exactly the expertise participants require – at your location or at the state-of-the-art training center in Kasendorf.

YOUR BENEFITS

- ✓ You expand your technical product expertise.
- ✓ You achieve a sustainable level of knowledge and are able to handle KKT chillers products with confidence.
- ✓ You learn to analyze situations more efficiently and to identify complex malfunctions more quickly.

ChillLearn BASIC

Prerequisites
Technical training/experience

Target Group
Machine operators
Mechanical maintenance staff (metal workers)

ChillLearn PLUS

Prerequisites
Training/experience in electrical engineering

Target Groups
Service technicians (OEM customers)
Maintenance staff responsible for electrical engineering issues (electrical mechatronics technicians)

ChillLearn PREMIUM

Prerequisite
Training/experience in cooling technology

Target Group
Maintenance staff responsible for cooling technology issues (refrigeration mechatronics technicians)

	Start-up	Operation	Troubleshooting	Maintenance/Repair	Cooling Technology	Hydraulics	Electrical engineering
ChillLearn BASIC*	+	+	+	+			
ChillLearn PLUS**	++	+	++	++	++	++	++
ChillLearn EXPERT	++	+	+++	+++	+++	+++	+++

- + Basic knowledge
- ++ extended basic knowledge
- +++ Expert knowledge
- * Specific work on the electronics and refrigeration circuit is not discussed in this course.
- ** Specific work on the refrigeration circuit is not discussed in this course.



SPARE PARTS MANAGEMENT

EQUIPPED FOR ANY SITUATION.



ChillParts

You can preserve your chiller's high quality, reliability and efficiency by using original KKT chillers spare parts when the installation is serviced or repaired.

YOUR BENEFITS

- ✓ Components are checked via the precise quality management system at the manufacturer's plant
- ✓ Swift availability guaranteed thanks to a large spare parts warehouse
- ✓ 100% conformity with the technical specifications of the manufacturer's plant

Idle times due to faults can be significantly reduced with a spare parts package that matches your facility and requirements. Generally, nonproductive times generate higher costs than the storage of spare parts on site.



Online form for spare parts inquiries and orders:

www.kkt-chillers.com/en/service/spare-parts/

FACILITY OPTIMIZATION

MAKING YOUR SYSTEM PERFECT.



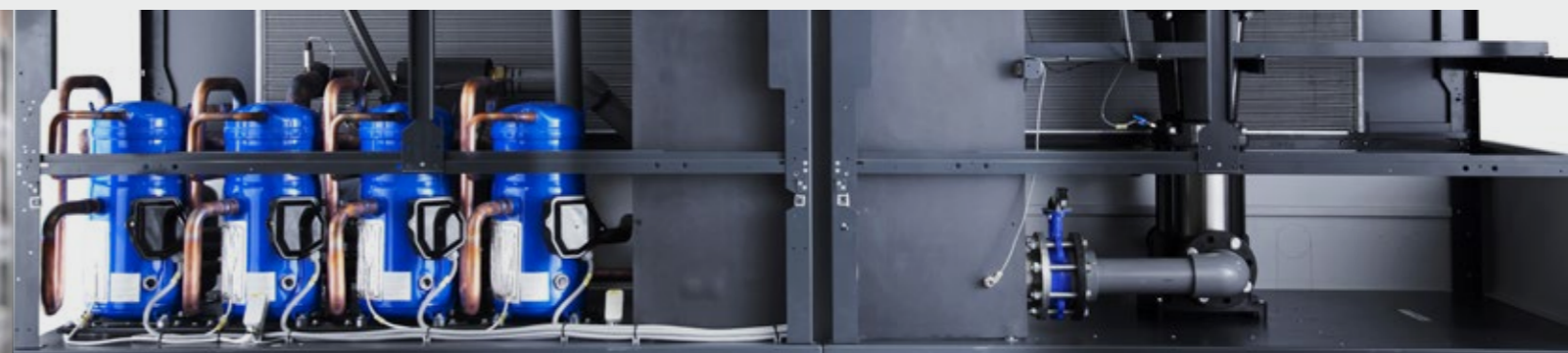
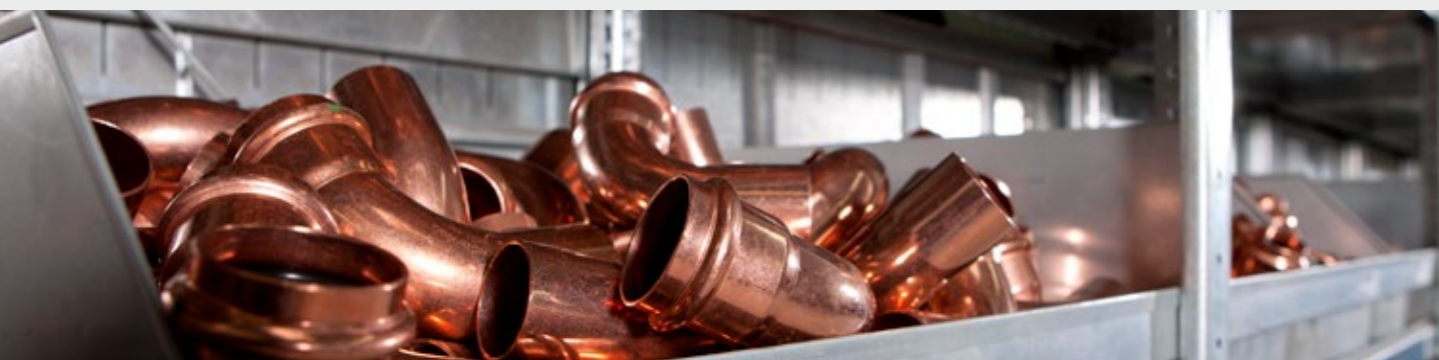
ChillTune

With a large number of applications used, the individual parameters and components are not aligned ideally with the conditions on site. Another common problem is that the application's cooling requirements might have changed over the years.

A facility optimization or modernization of the control technology carried out by KKT chillers ensures the renewal of efficient operations.

YOUR BENEFITS

- ✓ Opening up a significant energy savings potential
- ✓ Reduction in facility downtimes thanks to improved operating conditions



RETURNS MANAGEMENT

HASSLE-FREE RETURN TO THE MANUFACTURER.



Return registration

Would you like to send a chiller or individual component back to the manufacturer's plant for repair or fault analysis? After you have registered your shipment (including a detailed error message), we will assign a return number to the case as soon as possible. Please include this number in the shipping documents.



Online form for return registration:

www.kkt-chillers.com/en/service/returns/

PRODUCT REGISTRATION

YOUR DIRECT LINE TO KKT CHILLERS.



Register your chiller

YOUR BENEFITS

- ✓ Assurance of service availability on site
- ✓ Targeted compilation of spare parts packages (ChillParts)
- ✓ Automated maintenance reminders
- ✓ Frequent expert tips
- ✓ Quick troubleshooting in case of a malfunction
- ✓ Free inspection log book for cooling installations for each registered chiller



Register your chiller now and enjoy the full extent of these benefits:

www.kkt-chillers.com/en/service/product-registration/





kkt-chillers.com