

konvekta
convecta



Konvekta-Lifecycle Management 6

SERVICE & MAINTENANCE

Your investment is important to us – even after it's installed

With your investment in a KONVEKTA-High-Performance Energy Recovery System, you have not only purchased a product, but also reliability, quality, and an optimum return on investment.

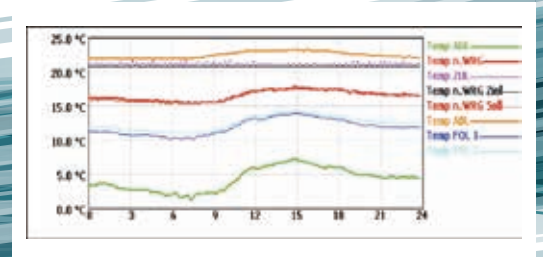
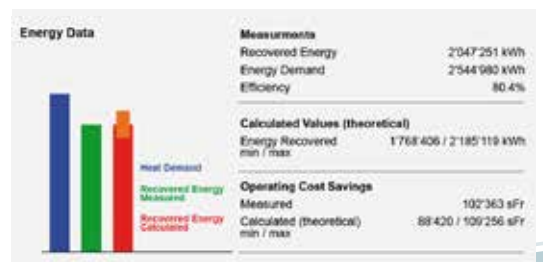
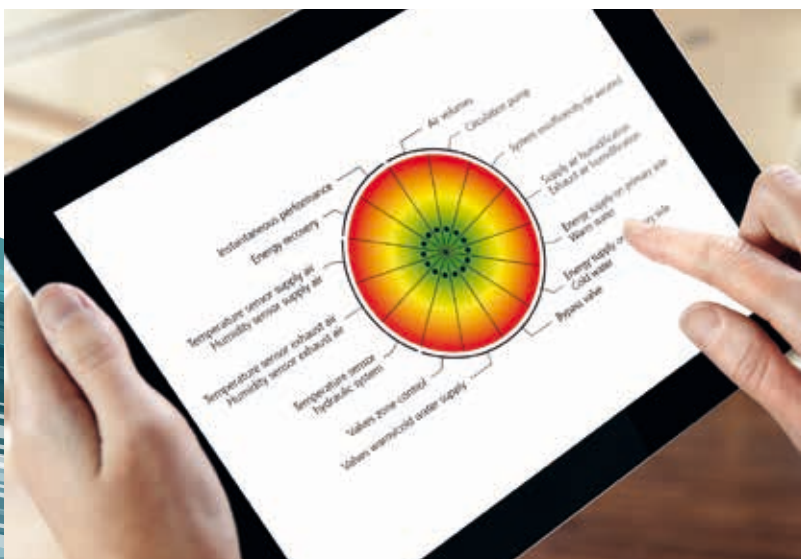
Our work does not end with the delivery, installation and commissioning of the energy recovery system. Since no two systems are identical, components must be synchronized when the commissioning phase is completed. This is typically done with an operational optimization, where all system parameters are optimized at critical operating points.

Konvekta systems are usually equipped with VPN access. This allows our engineers to observe live operation and if necessary, take action to optimize the system.

A poorly controlled system or malfunctioning components will reduce recovery efficiency by up to 80%. Assembly errors, software failure, leaking valves, etc. are rarely or never noticed.

Konvekta energy recovery systems are equipped with a large number of sensors, so that the controller receives accurate performance data. This ensures optimization and maximizes energy efficiency.

Take advantage of our expertise and service and we'll guarantee a highly efficient building with verified energy recovery savings.





Peace of mind with KONVEKTA CARE MODULES

With our CARE MODULES you are certain that your energy recovery system provides expected performance, cost effectiveness, and return on investment year after year!

You choose the appropriate CARE MODULE and we take care of your system.

KONVEKTA Care Modules

Depending on your needs, KONVEKTA offers the package that suits you best. Choose the preferred level of service and we will create a package that matches your needs.

DATA CARE

You keep track of your system data at all times.

System data is retrieved daily by KONVEKTA. You can access the edited and graphically displayed data at all times via our password protected online platform on the KONVEKTA-website. You analyze your data according to your needs or turn to our specialists if further support is needed.

STANDARD CARE

Our professionals analyze your data and support you as needed.

In Addition to the services of the DATA CARE package, our specialists analyze your facility data monthly. Should a problem be detected, we can usually resolve it through external access from our service center. If further interventions are necessary, we respond within 72 hours.

EXTENDED CARE

We monitor your facility regularly and support you when needed.

To ensure that your KONVEKTA-Energy Recovery System meets your expectations for cost effectiveness and financial return, our experts analyze the trend data on a weekly basis and provide the data to you on our password protected website. Our specialists also conduct a comprehensive annual site inspection of your system.

In case of a malfunction, we access your Energy Recovery System directly from our service center and support your maintenance personnel with active consulting to fix the problem. If on-site interventions are necessary, our response time is within 48 hours.



TOTAL CARE

The comprehensive feel good package for you and your KONVEKTA-system.

TOTAL CARE guarantees a response time within 24 hours. Software updates on your KONVEKTA-system are done by us free of charge within the scope of the yearly inspection.

To ensure that your investment remains efficient and profitable on a long-term basis the KONVEKTA Energy Recovery System Controller can be equipped with additional "Auto-Reporting Plus" software. The software compares the actual system performance to the guaranteed performance and reports deviations to the building automation system. This ensures that performance deviations are detected early and can be resolved promptly.

	DATA CARE	STANDARD CARE	EXTENDED CARE	TOTAL CARE
Daily retrieval of system data	✓	✓	✓	✓
Retrieval of the data over the KONVEKTA-online platform by the client	✓	✓	✓	✓
Analysis by client	✓			
Analysis by KONVEKTA		monthly	weekly	daily
Controller intervention by Konvekta		✓	✓	✓
Response time in case of malfunction, within		72 hrs.	48 hrs.	24 hrs.
Reporting and consulting in case of malfunction			✓	✓
Annual system inspection on-site			✓	✓
Annual performance report			✓	✓
Software updates				✓
„Auto-Reporting Plus“ for permanent system monitoring	option	option	option	option

The costs for service and maintenance on site as well as replacement or expendable parts are charged on a time and material basis.

KONVEKTA – your Partner for High-Performance Energy Recovery Systems

With KONVEKTA you not only invest in an energy recovery system, but also receive, at the same time, a long term and sustainable partnership for maximum reliability, cost effectiveness and return on investment.



Founded in 1949, KONVEKTA develops and continuously improves software to energetically and economically optimize energy recovery systems.

Our extensive experience as a system provider generates high quality products with a long lifespan, proven energy efficiency and a high return on investment. Early in the design phase, we find the optimal system configuration for you, based on your requirements.

The trouble-free operation of your valuable high-performance energy recovery system is ensured by us over the entire lifespan by means of permanent performance monitoring and instantaneous reporting in case there is a malfunction.



Our LIFECYCLE MANAGEMENT supports you in continually ensuring the optimum and failure-free functioning of the energy recovery system. Within the CARE MODULES for service and maintenance, optional software packages will allow permanent monitoring of the performance of the entire system. The performance is graphically displayed in a snapshot dash-board and recovered energy data is calculated and presented to you on a password protected web-site. This will guarantee that your investment will pay-off within a reasonable time period and with a maximum return on investment also after years of operation!

**KONVEKTA: We know High-Performance
Energy Recovery Systems best**

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