SERVICE & MAINTENANCE

- Fully customised service & maintenance contracts
- Regular periodic maintenance | 24/7 emergency support | remote support | worldwide support on client location
INTRODUCTION

Heinen & Hopman knows your yacht is an investment in creating a perfect way of spending your rare spare time in life. The air conditioning system has a great impact on the ambience and comfort onboard. When stepping indoors, you expect to chill out in an area with the right temperature and humidity level. Furthermore, the air conditioning should be whisper quiet and - most importantly - work perfectly at all times. We take good care of our clients by offering global 24/7 service and spare parts availability. You can count on us any time you may need HVAC assistance. We support clients with our personal service and proactive advice: before, during and after developing a solution. To keep your HVAC system fit, periodic maintenance is advised as regular preventive check-ups are crucial for a properly functioning HVAC system. A healthy HVAC system minimises the risk of system failure - causing down time at inconvenient moments – and guarantees an optimal indoor climate while simultaneously reducing power consumption. The result: an energy-efficient, healthy and environmentally friendly HVAC system.

Besides offering periodic maintenance, we also offer contractual 24/7 service, including telephonic support and fast action.

In overall you can depend on our service team for:

- Regular periodic maintenance
- 24/7 emergency support
- Remote support
- Worldwide support on location

REGULAR PERIODIC MAINTENANCE

Through a customised maintenance matrix - which states over what period HVAC systems need to be checked - Heinen & Hopman engineers will check the current state of the main components. During those maintenance checks, the crew onboard will be trained to carry out simple maintenance and system checks themselves.

The following contractual contents can be taken into consideration:

- Heinen & Hopman personnel travel to- and leaving client’s site
- Maximum working hours/days onboard and maximum travel hours/days
- Engineers will work according a pre-defined maintenance matrix
- Maintenance records for each HVAC component and/or system will be issued after each service visit
- Maintenance report with day by day work, conclusion and recommendation will be issued after each visit
- Exchange of components on client’s request
- On the job instructions for the crew and on-shore personnel during HVAC system checks
- Preventive health checks with respect to air quality and pollution of ducting
- Inspection of F-gas installation in accordance with the latest mandatory EU regulations
- Spare parts inventory check

Contractual maintenance can be divided into three different disciplines, depending on the installed onboard HVAC system. Each discipline requires trained, skilled and certified engineers to get the job done in a safe and effective way.
Service Engineer - skilled service for all cooling equipment onboard
• Check on F-gas installation in accordance with the latest mandatory EU regulations
• Checks oil levels and quality of it
• Refill/replaces oil or refrigerant
• Checks and repairs refrigerant leaks
• Checks and repairs filter/drier cores and sight glasses
• Checks the power and control panel

Commissioning Engineer - skilled all-round HVAC specialist who is able to provide services for all HVAC related issues
• Tests and calibrates switches, sensors and transmitters
• Checks sound, pressure and air flow measurements
• Checks water flow measurements and adjustments
• Makes adjustments to dampers and controls
• Replaces electrical components
• Performs maintenance and makes adjustments to instrumentation
• Performs maintenance to humidification system
• Performs troubleshooting for PLC controlled HVAC systems
• Tests and makes adjustments to flow control valves
• Checks electrical connections to HVAC components
• Trains and instructs the operations crew

E&I/PLC Software Engineer - skilled engineer who is able to do modifications to HVAC related electrical systems and control/monitoring systems
• Performs checks/modifications to software
• Performs checks/modifications to HMI options and layout
• Performs checks/modifications to control and monitoring systems
• Performs checks/modifications to alarms and alarm signals
• Performs checks/modifications to programmed set-points
• Performs troubleshooting on ICSS/F&G related items
• Performs troubleshooting on network issues (Modbus® and Profibus®)
• Repairs and replaces components within HVAC control panels
• Checks electrical connections of HVAC components
• Trains and instructs the operations crew
• Advice in new features
24/7 EMERGENCY SUPPORT

Per contract, Heinen & Hopman has a dedicated emergency support phone number available in case of any HVAC emergency. At first the call will be registered, so the correct follow-up can be arranged. Depending on the problem, a certified Heinen & Hopman engineer will be in contact within two hours after registration.

Overall the client will receive the following:
- Contract number: 19418xxx
- Emergency phone number: +3133299xxxx
- Dedicated email contact: mro.service@heinenhopman.com
- Guaranteed phone availability: 24/7 at 365 days a year
- Response call centre time: max. 2 minutes
- Response H&H emergency support time: max. 2 hours after call registration

Service levels
In case you want to rely on guaranteed telephonic support by a 24/7 service and fast action, we advise you to conclude a service contract. Heinen & Hopman has defined multiple approaches to determining service levels, in order to meet the client’s needs and wishes. You will get a personal telephone number which is accessible for immediate assistance 24/7. The Heinen & Hopman service team will come into action and send a technician to the relevant site anywhere in the world if remote assistance cannot solve the problem. In agreement with the client, terms & conditions and finally additional requirements are discussed.

24/7 worldwide service with direct response
Remote service for all HVAC related equipment, to be defined in the contract. As a client you can call us anytime and expect direct response - within two minutes - from a dedicated Heinen & Hopman employee. A problem ticket will be generated and immediate technical support will be arranged within two hours.

24/7 worldwide service with response in 24 hours
Remote service for all HVAC related equipment, to be defined in the contract. As a client you can call us anytime and expect direct response - within two minutes - from a dedicated Heinen & Hopman employee. A problem ticket will be generated and technical support will be arranged within 24 hours.

24/7 worldwide service with response on next working day
Remote service for all HVAC related equipment, to be defined in the contract. As a client you can call us anytime and expect direct response - within two minutes - from a dedicated Heinen & Hopman employee. A problem ticket will be generated and technical support will be arranged the next working day.

A 24/7 service and/or maintenance contract often includes onboard spare parts inventory management, remote online assistance and preventive maintenance as well, resulting in an all-in-one contract.
REMOTE SUPPORT

Most trouble and problems can be solved by means of telephone support, as Heinen & Hopman has the knowledge in-house. Heinen & Hopman engineers are able to login into the HVAC system remotely, when installed, and monitor several HVAC systems for conditions and alarms. Besides checking your current system state, parameters and active data, they are able to change and update software settings remotely.

The following contractual contents can be taken into consideration:

• Incident acknowledgement and registration
• Transfer of incident to a qualified engineer
• Analysis and diagnostics of the incident
• Remote (telephonic) service by a qualified technician
• Problem reports and follow-up of actions
• Organize and plan service visit onboard if required
• End of incident to be confirmed by engineer and client in writing

Remote support includes back-up of HVAC specialists where required.

WORLDWIDE SUPPORT ON LOCATION

When problems cannot be solved remotely, a team of Heinen & Hopman service engineers are stand-by to travel to any location and solve the problem onboard. We have a global network of subsidiaries and after-sales centers to offer quick, on-site support.

If you are interested in a fully custom 24/7 service contract, please contact our service department at mro.service@heinenhopman.com for more detailed information.
Heinen & Hopman encourages a more sustainable world. By providing eco-friendly solutions and services, we offer our clients the option of reducing energy consumption and thus CO2 emissions. Visit greenmanifest.info for more information.