

# Service and Maintenance



Not everything is resilient to environmental fluctuations. Sometimes for your company to succeed, you need to master your indoor environment.



## Dehumidifier Service and Maintenance

With over 35 years' experience in dehumidification technology, it's safe to say we know our stuff. Let us help you identify where improvements can be made.

### What a service can do for you

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Improve equipment and system reliability

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Reduce your energy consumption

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Improve health and safety

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Reduce operating costs

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Help deliver consistent production rates

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Improve your humidity control strategy

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Better parts inventory management

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Extend equipment life

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Continuous care of long-term assets will extend the life of your investment, optimise your processes and help maintain safe and effortless operations.

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## Prevent problems and breakdowns

All HVAC +R equipment needs to be regularly maintained to prevent problems and breakdowns. Your equipment was purchased to create specific conditions vital to your operation.

When not maintained, operation can become less efficient and the results you expect are compromised and cost of operation may increase.

Let us help prevent unexpected breakdowns and interruptions to production timelines by identifying excessive wear on parts and suggest early action plans.



“From the first phone call I made to you and to the follow-on communication, was perfect. Thank you.

~ Neil Rattray, Supervisor, BSA (cold/dry room)

We don't just provide solutions, we work with you as a partner to fully understand what you are trying to achieve.

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## What to expect from our Service and Maintenance

### Initial Appraisal:

- Attend site to perform initial service
- Create a health report on the system
- Provide honest feedback on current state of dehumidifier
- Review commissioning documents to cross check current operation of unit

### We will not

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Make you pay for unnecessary new parts

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Say we have to send parts overseas when we can fix them onsite

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### Service inclusions:

A Humiscope service includes the following for each system:

- Assess overall performance of the unit
- Confirm the installation is not compromised
- Clean filters
- Check integrity of rotor
- Check performance of critical components for unit operation
- Review the overall dynamics of the 'focus' space to confirm the unit is still fit for purpose
- Develop a maintenance schedule based on surrounding environment and level of usage
- Report on findings and recommendations.

“Katherine was terrific! Nothing was too much trouble and she couldn't have been more helpful.

~ Peter Schulte, Managing Director, Schulte's (drying room)

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We live and breathe indoor environments and how to control them. Let us optimise your environment to best suit your assets, helping you master your indoors.

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### Detail-oriented approach

We provide fully customised service and maintenance. This means we ensure your units are running optimally for your specific requirements. Giving you peace of mind and the space to concentrate on what matters most - running your business.

### Specially Trained

Our highly skilled, professional technicians can provide a full service of your current set up regardless of the make and model of your dehumidifier. Investing in maintenance ensures each component is operating at optimal levels and energy efficiency.

## We service the following brands:



“ We chose Humiscope because they had a great understanding of our requirements which led to a tailor made option suited to our process and available budget.

~ Dallas Garratt, GM ~ Cap-XX Australia (ultra-dry room)

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We hold ourselves to the highest professional standard. Our clients tell us time and again how easy we are to work with & that we have exceptional communication.

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# 01

## Dedicated

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We are dedicated to our clients and providing the best solution possible.

# 02

## Supportive

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We exist to support our clients, their business and each other

# 03

## Integrity

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We build and maintain trust with our clients by being honest, consistent and not compromising on our values



Call us – obligation  
free – and we can  
talk through your  
specific concerns  
and suggest some  
solutions that would  
work best for you!

# Humiscope

Master your indoors

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