

CASE STUDY



# Rental Dehumidifier 'Saves the Day' at Large National Research Facility



# Humiscope

Master your indoors

# The Client

## Introducing BSA

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BSA is a national contracting company known for its innovative solutions including energy sustainability, advisory, building automation and Internet of Things (IoT).

BSA is essentially a one stop shop for designing, constructing, and maintaining the systems that make Australia's buildings efficient, safe, and comfortable. From highly skilled engineers and in house manufacturers to accomplished and expert project managers, BSA has established long standing relationships with myriad clients across Australia.

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BSA's ability to provide such high-end solutions and maintain well established relationships is through:

### ONE

#### LIVING ITS VISION

to be its clients' indispensable partner for the design, delivery, and management of innovative asset solutions and through:

### TWO

#### WORKING WITH QUALITY

third party organisations that also live up to the high-quality standards and skill set for which BSA is known

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BSA is selective when choosing its third-party partners. Through its long term relationship with Humiscope, it is aware of Humiscope's high standards in providing the best solution for its clients. BSA has chosen to work with Humiscope on several projects over the years.

# The Situation

## Challenge

### Vital Equipment Breakdown

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A commercial cold room within a large research facility uses an industrial dehumidifier to turn its cold room into a cold/dry room. The room stores moisture sensitive material and the dehumidifier is crucial for maintaining precise temperature and humidity control.

BSA's client – a large nationally recognised research facility in western New South Wales, had an industrial desiccant dehumidifier breakdown within one of its commercial cold/dry rooms.

The product being stored needs to remain in a consistent fresh state in an environment that is both cool and dry. This eliminates any issues with mould growth or deterioration of the product.

The wait for replacement parts would have been detrimental to the stored product.



# Enter Humiscope

## Indoor Environment Specialists

Humiscope is a group of engineers, technicians and draftsmen dedicated to our clients and committed to providing energy efficient indoor environment systems: from simple applications to specially engineered solutions.

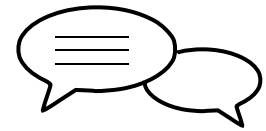
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Neil Rattray, supervisor for BSA Orange, Bathurst, Dubbo and Central, contacted Humiscope.

BSA has worked with Humiscope on several projects over the years, so when one of their clients required specialist expertise on indoor environment control, Humiscope was the clear choice.

Neil contacted John at Humiscope and was impressed by John's expertise and customer service.

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

*~ Neil Rattray  
Supervisor - BSA*

**With over 35 years' experience mastering indoor environments, it's safe to say we know our stuff.**





**Humiscope's large  
rental fleet is  
available for  
long and short  
term hire  
across Australia.**

**We solve indoor climate challenges  
in ways our competitors cannot.**

# The Solution

## Expert Advice Quality Service

John spoke with Neil to discuss the issue and was able to easily ascertain what system would ensure the client's cold dry room would run optimally until replacement parts arrived.

Discussion points:

- 1 Client's business requirements
- 2 Main concern/issue
- 3 Dry, cold room capacity
- 4 Dry, cold room conditions
- 5 Current climate conditions
- 6 Ideal climate conditions

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A 1125 Desiccant Dehumidifier was selected which produces and maintains a dry environment and works perfectly with refrigeration systems.

Humiscope organised the system within 48 hours of receiving the request and delivered and installed it the following day.

Humiscope also sourced replacement parts for the client's dehumidifier.

“ I just want to say a big thank you for your efforts and help in getting the dehumidifier to Narrabri, especially given the flood situation!

~ Neil Rattray, Supervisor - BSA





# The Outcome

## Fast Turn Around Eliminates Issues

Humiscope technician Andrew drove the dehumidifier 12 hours to western NSW and installed the system in the late afternoon.

The following morning he met with Neil and the facility's supervisor to run through equipment handling and offer advice on the most ideal system and set up for their specific needs.

Once the desiccant dehumidifier was installed and the optimal temperature and humidity level set, the humidity in the affected dry cold room was lowered.

The fast turn around meant that the moisture in the cold dry room had not yet become an issue to the moisture sensitive material being stored.



*// Andrew was fantastic! And the poor fellow had such a long drive there and back given the conditions. His commitment to getting the job done was impeccable. Thank you all once again.*

*~ Neil Rattray - Supervisor - BSA*

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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