



**motivair**  
COOLING SOLUTIONS

## Client Services Group

Expertise and support for your  
mission critical facility or process

OUR BUSINESS IS COOLING YOURS™

[motivaircorp.com](https://motivaircorp.com)





# SERVICE SOLUTIONS FROM A VALUED PARTNER

**MOTIVAIR'S CLIENT SERVICES GROUP** offers the product services and support needed for your mission critical facility.

The value of scheduled preventative maintenance goes well beyond the original service contract. It signifies a commitment to minimizing and even preventing costly downtimes through comprehensive analysis and routine maintenance to help create maximum uptime and system reliability.

The Client Services Group's commitment to our customers is simple in that we aim to provide the highest quality product and overall customer experience. We have dedicated resources whose sole purpose is to support our products and everything related to those products.

Whether it is our free over-the-phone technical specialists, our site survey team or our installation group, every aspect of Motivar's Client Services Group is designed to enhance your product experience from day one and forward.

YOUR TRUSTED PARTNER

**Quality Service & Support**

**Professional Services**

**Why Routine Maintenance is Critical**

**Optimizing Your Investment Performance**

**Emergency Response Services**

**Service Plans & Extended Warranties**

A man with a beard is looking at a laptop in a server room. The background is filled with server racks and glowing blue and yellow lights.

# QUALITY SERVICE & SUPPORT

from trained industry professionals

## EXPERIENCE

With over 30 years in business, Motivair has established itself as a world-class supplier of critical cooling equipment. We understand the intricacies of chilled water systems both inside and outside your mission critical facility, which gives us a unique understanding of how your building operates.

## KNOWLEDGE

We take pride in being able to help and support our clients by sharing the combined knowledge of our dedicated team. Each client and each project have unique and individual needs, however the common denominator is often the same; the goal is a seamless transition from procurement to implementation, an area our installation services team is well versed in.

## AVAILABILITY

Our global service group is always backed by our dedicated service support technicians whenever it's

needed. Whether you're looking for advice on system adjustments or scheduling a routine maintenance, our Professional Services team is here to help.

## SINGLE SOURCE RESPONSIBILITY

Whether you are looking for a simple product installation or to engage our services team from site survey to engineering to design, our services team can handle any level of involvement that you are looking for.

### MOTIVAIR'S SERVICE PORTAL

Motivair's Client Services Group is available to assist you or your local service provider with technical support, spare parts sales, warranty support and scheduling maintenance. For the fastest support, please open a ticket within Motivair's Service Portal at <https://www.motivaircorp.com/support/>





# PROFESSIONAL SERVICES

INSTALLATION | COMMISSIONING | PROJECT MANAGEMENT

Choosing the right Motivair solution for your facility is only the first step in a successful project. Once your new equipment arrives, it's important that it gets installed correctly and in a timely manner to keep the project on schedule and on budget. Incremental levels of installation services are available ranging from simple hanging of ChilledDoors® to full Construction Management Services.

## Advantages to using Motivair's Professional Services team

1

**Single Point  
of Contact**

4

**Communication  
Plan**

2


**Regular Project  
Status Updates**

5

**Coordination  
of All Daily Activities**

3

**Project  
Scheduling**



# WHY ROUTINE MAINTENANCE IS CRITICAL

All critical cooling equipment requires routine preventative maintenance and service throughout its service life in order to yield maximum uptime with limited interruption.

Initiating a regular preventative maintenance program creates a proactive approach to limiting costly downtime and possibly preventing failures before they could occur. Often times, symptoms of an upcoming event can be pre-diagnosed, thus providing a proactive approach to system readiness. Critical components can be changed out before end of life to minimize downtime from unplanned events.

**A routine service program is imperative to continuous system uptime and readiness.**

**Improves system uptime**

**Extends equipment life & ROI**

**Reduces unintended disruptions in your business**

**Maximizes system efficiencies**



# OPTIMIZED PERFORMANCE FROM YOUR INVESTMENT

When it comes to initial start-up of your Motivair technology, trust the experts. The Client Services Group's Certified Factory start-up technicians ensure that your equipment is installed correctly and to full product specifications.

Using Factory Certified start-up technicians is strongly recommended to ensure full product warranty coverage and that technicians are scheduled within the system to coincide with your project timeline.

## RELIABLE SUPPORT FROM TRUSTED PROVIDERS

- **Advance scheduling of technician on site**
- **Pre-Startup checklist ensures product has been installed correctly**
- **Multi-point start-up procedure**
- **Powered up run test ensures all components are operating per factory specification**
- **Client sign off ensures full customer satisfaction**





# EMERGENCY RESPONSE SERVICES

In the event of a critical incident, you can leverage Motivair's network of service representatives. We will assess the situation to determine if your equipment can be repaired, reconditioned, or replaced.

Our team of technicians will bring you in-depth knowledge of your system and equipment, as well as the ability to solve operating problems in any environment.

## EMERGENCY RESPONSE SERVICE LEVELS

- NOT AVAILABLE IN ALL AREAS -

**LEVEL 1**  
**4 hour**  
response time

**LEVEL 2**  
**12 hour**  
response time

**LEVEL 3**  
**24 hour**  
response time

**LEVEL 4**  
**48 hour**  
response time

**LEVEL 5**  
**mutual**  
convenience

# SERVICE PLANS & EXTENDED WARRANTIES

## Preventative Maintenance

Maintaining critical equipment is important to ensure reliable operation and optimal product efficiencies. Having a Preventative Maintenance program in place allows you to address potential problems before they occur and schedule solutions to coincide with your site requirements.

Our team can provide you with a comprehensive description of the services entailed with a certified Preventative Maintenance program to allow for complete transparency between you and your service team. The preset costs of coverage allow you to budget accordingly for your system maintenance on an annual basis.

## Extended Parts Warranty

Depending on your warranty coverage needs, comprehensive parts coverage can be extended out from 2 to 5 years from the date of original purchase. Extended Parts Warranty coverage can be pre-purchased any time prior to authorized factory start-up through your authorized Motivair partner. Extended Parts Warranties require a Preventative Maintenance program to be maintained throughout the warranty period. Choosing to extend your parts warranty coverage offers a simple and cost effective way to avoid unexpected expenses should an event occur requiring parts to be replaced.

- **1st Year  
All Parts Warranty Included**

- **Optional 2nd - 3rd Year  
Extended Parts Warranty**

- **Optional 3rd - 5th Year  
Extended Parts Warranty**







# COMPREHENSIVE COOLING SOLUTIONS

**Cooling critical industries. Impacting the world's most advanced technologies.**

## ABOUT US

Motivair Cooling Solutions enables industry leaders to push the boundaries of what's possible by leveraging over 30 years of insights and innovations creating dependable mission critical cooling systems. Based in Buffalo, NY, Motivair creates, develops, and manufactures a portfolio of specialty chillers and high-density computer cooling systems that cools vital industries and impact the world's most complex and advanced technologies.

## THERMAL MANAGEMENT

Motivair's innovative portfolio of customizable, enterprise grade chillers and cooling systems provides a wide range of solutions to support mission critical operations. Our focus on products that can be tailored to your businesses unique needs and an unwavering commitment to excellence has earned us the reputation as an industry leader.

## DATA CENTER AND IT COOLING

Countless businesses and technologies depend on us to keep their production lines moving and data processing. Motivair's ChilledDoor® (s), CDU(s), HDU(s) and supporting products ensure your servers and IT equipment can operate within thermal guidelines to ensure maximum uptime and efficiencies.

# Client Services Group

## Customer focused service support

- National & International Service Support
  - Comprehensive services portfolio
- Dedicated resources to support clients' needs

For additional information on Motivair's Client Services Group visit [motivaircorp.com](https://www.motivaircorp.com)