



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.

**EXPERTISE & SUPPORT FOR
YOUR MISSION CRITICAL
THERMAL TECHNOLOGY**

Manage every aspect of your cooling infrastructure, from planning and design to start up, commissioning and post-sale performance.

Your business depends not only on our products but also our ability to respond when you need us.

Whether you have general question about how to best operate your Motivair technology or need assistance with scheduling maintenance or emergency service, you can trust our experts to be there to help.



Entitlement/ Benefit	Default Product Warranty (1-year)	Silver	Gold	Platinum
Parts Coverage	X	X	X	X
Parts Service Level	Ground included, expediting available	Ground included, expediting available	Onsite (Critical Spare Parts Kits)	Onsite (Critical Spare Parts Kits)
Preventative Maintenance (2 visits per year)		X	X	X
Global Support Center/ Dispatch Support			24x7	24x7

*Check Regional Availability

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.



The Key Advantages to using Motivair's Professional Services team

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.

- 1 **SINGLE POINT OF CONTACT**
- 2 **REGULAR PROJECT STATUS UPDATES**
- 3 **PROJECT SCHEDULING**
- 4 **COMMUNICATION PLAN**
- 5 **COORDINATION OF ALL DAILY ACTIVITIES**

Why Routine Maintenance is Critical

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

- 1 **IMPROVES SYSTEM UPTIME**
- 2 **EXTENDS EQUIPMENT LIFE & ROI**
- 3 **REDUCES UNINTENDED DISRUPTIONS IN YOUR BUSINESS**
- 4 **MAXIMIZES SYSTEM EFFICIENCIES**



Gain 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.

ADDITIONAL SUPPORT FEATURES

- 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

4 hour
response
time

12 hour
response
time

24 hour
response
time

48 hour
response
time

**Mutual
convenience**

EMERGENCY RESPONSE SERVICE LEVELS – not available in all areas –



**Motivair offers comprehensive
service contract levels tailored to fit
your unique operational needs**

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.

Service Plans & Extended Warranties



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

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

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

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.

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

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.

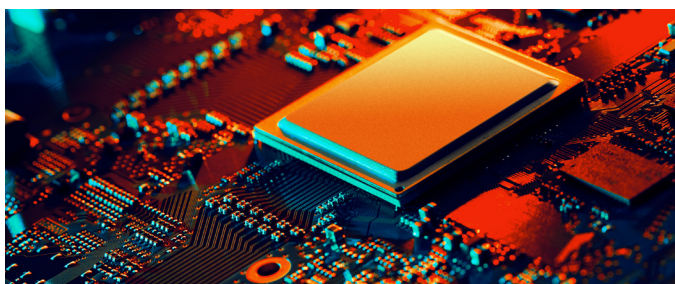
We cool the most advanced technology on the planet

We discover, design, and develop resilient thermal technologies and strategies, and convert that into actionable insights and unparalleled value for our clients.

From climate research to finance, cloud to artificial intelligence, customers trust Motivair's cooling technologies so they can break new boundaries and help deliver tomorrow's innovations faster.

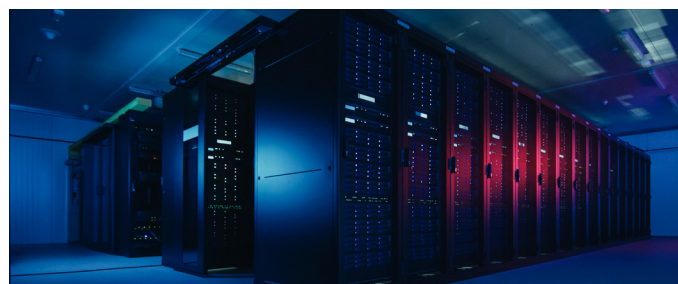
We're helping our clients discover cures for diseases, combat climate change, and make tomorrow's data-driven services more reliable and accessible.

We are touching millions of lives each day by providing the critical cooling technology to support productivity and innovation that is changing our world.



DIRECT-TO-CHIP COOLING

Supercomputing isn't just in the lab anymore. The power of high-performance computing is scaling out as more enterprises and corporations look to utilize artificial intelligence for advanced decision-making and accelerate digital transformation.



DATA CENTER & IT COOLING

Designed for and used by the enterprise data center and supercomputer owners and operators, our cooling technology is engineered to help you leap forward in scale, quality, and speed.



THERMAL MANAGEMENT

When it comes to cooling your critical infrastructure, we work to customize specialty chiller technology for you, rather than selecting from a catalog



CLIENT SERVICES GROUP

Manage every aspect of your cooling infrastructure, from planning and design to start up, commissioning and post-sale performance. Your business depends not only on our products but also our ability to respond when you need us.