

DANTHERM GROUP



DANTHERM GROUP SERVICE  
**YOUR GUIDE**

# WE VALUE OUR CUSTOMERS

We have learned a great deal from our customers about their expectations and their understanding of what a service entails and what can be practically achieved for a sensible cost.

It is inevitable that parts will eventually require replacing, but with regular servicing, the life expectancy of the parts and equipment will be extended.

Good service will dramatically extend the life effectiveness of parts and equipment.

By helping our customers understand what our engineers do on a service visit we have created this tailored guide.

*Maintaining your swimming pool environment is not only important for the benefit of providing a relaxing and enjoyable atmosphere but also in order to maintain moisture levels and therefore protect your investment.*

You are probably aware of the importance of utilizing a humidity and environmental control system to avoid moisture problems building up but are you maintaining your system?

If not, you should ensure that your environment is the most comfortable it can be and protected for the future.

## **National service team**

Our national service team are committed to providing the highest standards of customer and product care and we offer a range of value for money service packages to ensure peace of mind.

## **Service help desk**

Dantherm and Calorex between them have 90 years trading experience supplying and maintaining a wide range of heat pump, ventilation and dehumidification products to UK customers. Skilled and experienced service engineers can best maintain the finest ventilation equipment to keep it operating at peak performance.

Our service philosophy is to provide a service care program to match the high quality of our equipment and a comprehensive range of service options for our customers.

## **Why choose us?**

Our design, development and manufacturing process have ensured that our product brands are synonymous with quality.

We have an exceptional ethos of customer care, shared technical experience and application knowledge that ensures that our people will consistently give of their best and usually exceed our customers' expectations. Our



*Servicing a Calorex Delta*

national service team is committed to provide the highest standards of customer and product care, and offer a range of value for money service products that will give our customers guaranteed peace of mind.

## **What happens during a service visit?**

Our engineers can be booked by contacting the Dantherm office on **01275 876851** and asking for the **Service Department**. The more information that you can give us

about your unit, the better prepared our engineers will be when they arrive at your unit.

### Maintenance activities

- Change filters
- Check fans
- Fridge circuit
- Tidy unit inside and out
- Check heating coil
- Check dampers
- Functionality
- Check terminal units
- Check and clean heat exchangers (Remove)
- Check drain trays and pipes

### Common problems

#### Access to all parts of the unit

Sometimes units can be difficult to get to, especially ducting parts, and it can be very difficult/impossible to check some components properly.

#### Customers need to be accessible

To discuss potential problems and future works by agreeing before any major repairs or large orders take place.

Spare parts not known on other non Dantherm and Calorex units.

Some other manufacturers units are unique and not well recorded. We may not have spares with us for all components at the time of the first visit. For example:

- Replacing filters – some units have specially made filters.
- Belts – may need changing, but we do not necessarily have the correct part number.

#### The importance of customer approval and acknowledgement

Customers need to be available to discuss potential problems and give

approval for further work that may be necessary. This is done to prevent any misunderstandings and to have full detailed knowledge of what is to be completed. Certain works may not be performed without customer approval, such as:

#### Clean a very bad unit

The benefits of cleaning a very bad unit are that it prolongs the lifetime of the unit. Early corrosion can be repaired and important components cleaned. It can also prevent damage to big components, for example fans, which can be expensive to replace.

#### Rectified and tidy modifications to wiring and control panel

Fixing someone else's poor workmanship takes time.

#### Clean and check any component that is impossible to access

#### Unit low on refrigerant – it is a big job to find the leak and repair

The engineer will provide an estimate of time for each unit.

#### Changing worn components

Fans and motors, for example, may show signs of a failure to come. Does the customer want to change now or wait for complete failure?

#### I've had a recent service and the unit's failed. Why?

All components have an expected lifetime, and predicting exactly when failure will occur is impossible. In old unit's, failures will occur, even after a service check has been made. The only way to prevent this is to replace components that look old, but may indeed be ok.

#### Spare parts

We may not have a part in the van, as we cannot carry every spare part with us at all times. However, we do our best to find out as much information on the unit before

arriving at the call-out destination.

High ambient temperatures can influence the pool conditions, free cooling is not effective when external temperatures are very high.

### Life expectancy of components

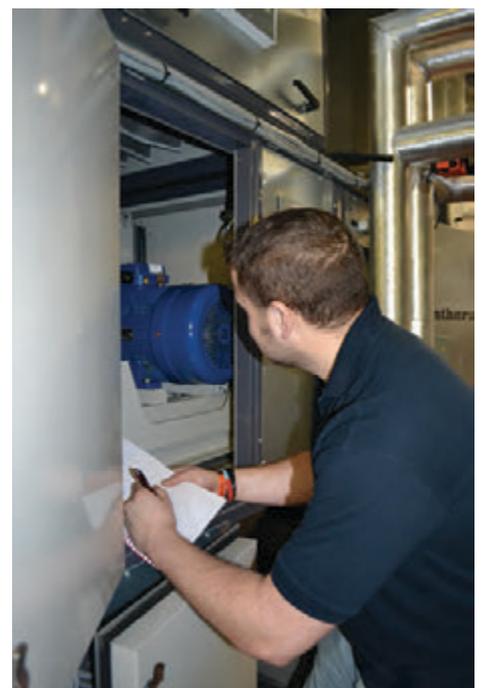
#### Fans

A fan generally is designed for a five-year lifetime. Sometimes noisy operation will give a clue to the end of life, or if the fan is running hot, or the fan is free to turn when switched off. However, at other times the fan will simply fail. Fans are expensive to buy and to fit and are generally only replaced after complete failure.

#### Fan motors

Motors are designed to run for around 5-years. Signs of failure are:

- Too hot
- Smell of ozone
- Discolouring on the terminals
- Bearing noise
- High current readings



Servicing a DanX unit

### Compressors

Compressors are generally designed for a lifetime of 5-years. Signs of failure are:

- Too hot
- Discolouring and burning on the terminals
- Bearing noise
- High current readings
- Low HP reading of gas pressure

### Valves and actuators valves

These valves are sealed for life. Valves fail when the seal breaks down and a leak occurs. There are no checks or warnings of an impending valve failure. Actuators – internal components can become worn and fail. Visual inspection is not possible for this type of failure. The only prevention is to change if the outside looks worn and tired, and only with customer approval.

### Dampers

These are a series of plastic cogs and metal blades. They fail because of the ingress of dirt that will eventually make them seize. Visible dirt can be cleaned on service but flesh and grease is not possible to remove. The bearings are designed for the lifetime of the damper and are not changeable. It is not possible to forecast a damper seizing.

### Control panel components

#### LEA stats

If the unit is fitted with digital electronic temperature controls' then these will control the air and water temperature at the set values within the capabilities of the unit's output. In all cases the controls have been pre-programmed to operate

within the parameters designed for the machine. Once the unit has been installed, the controls will only require setting to their operational set point. The buttons can jam on the control panel – sensors can fail and are an integral part of the unit. The display can fail and solid state components are not designed to be checked or repaired.

### Contactors

These have a life expectancy of 1,000,000 electronic mechanical operations. These can be damaged because of loose wire connections, but we check this during a service. Internal coils can burn out due to age, and can be damaged by power cuts. Internal contacts can wear out over time and any one of three phases can fail.

### Sensors

Humidity – chlorinated air passing over the sensor head can eventually damage the functionality of the probe. This cannot be predicted. Temperature – as above (dirt can give a false reading).

### External problems

Sometimes other equipment can malfunction, giving the impression that your dehumidifier is under-performing. For example:

### Boiler

If the temperature of the water from the boiler is too low, it will not give enough power to the dehumidifier to heat up the air to the pool hall.

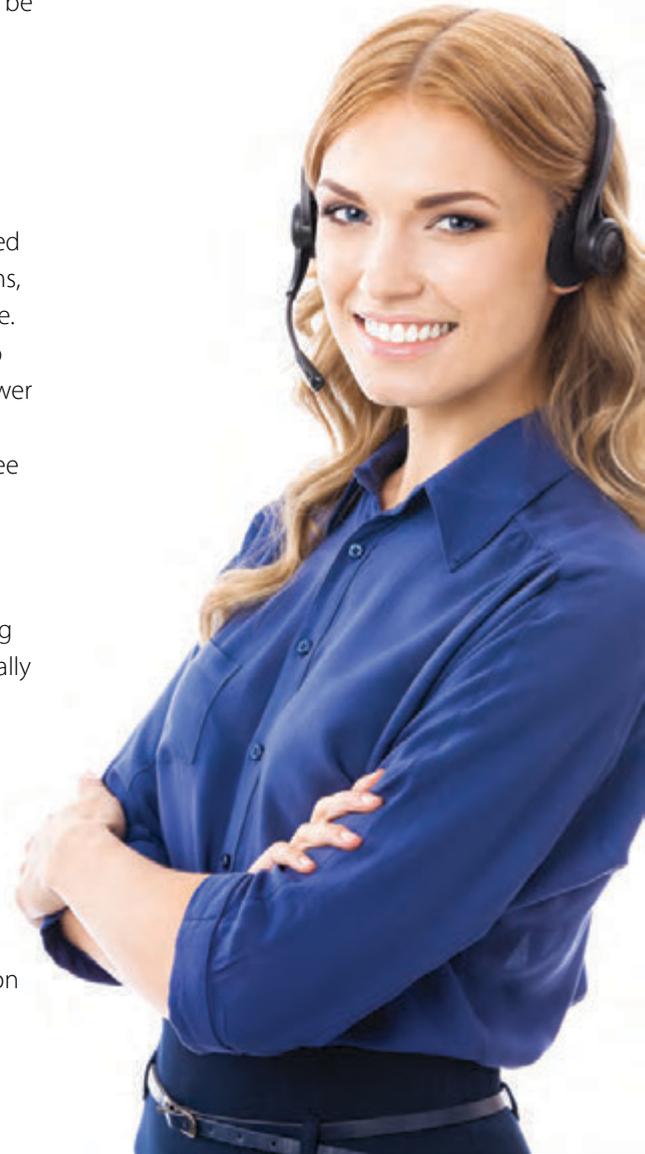
### Ductwork

Sometimes there can be blockages within the ducting. This can reduce the airflow, which reduces the unit's ability to dehumidify and heat the air.

### Pool water pumps

There could be a blockage or failure.

Running conditions not compatible to good operation.



Contact us  
today



In the event of a breakdown our engineers can be booked by contacting Dantherm on **01275 876851** or by emailing **service.department@dantherm.com**