redge

SERVICES



SERVICES CATALOGUE

Specialist support to keep your Redge HVAC unit reliable and efficient because **choosing the best equipment is only the beginning**

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Get the most from your Redge equipment; work with the people who know it best.

Congratulations!

You've chosen efficient, reliable HVAC equipment. That's a great start.

We've worked hard to ensure your Redge products will provide you with years of excellent service.
But to really get the best results from your investment, you also need to make sure your setup is perfect for your unique application, and your maintenance is handled by an expert who really understands every part. That takes specialist knowledge and expertise. And who knows your equipment better than the manufacturer? Redge certified, factory-trained experts can complement your own service provider, and bring the expertise to optimise:

- **Performance and reliability**
- **Service life**
- **Energy efficiency and cost savings**
- **Long-term regulatory compliance**

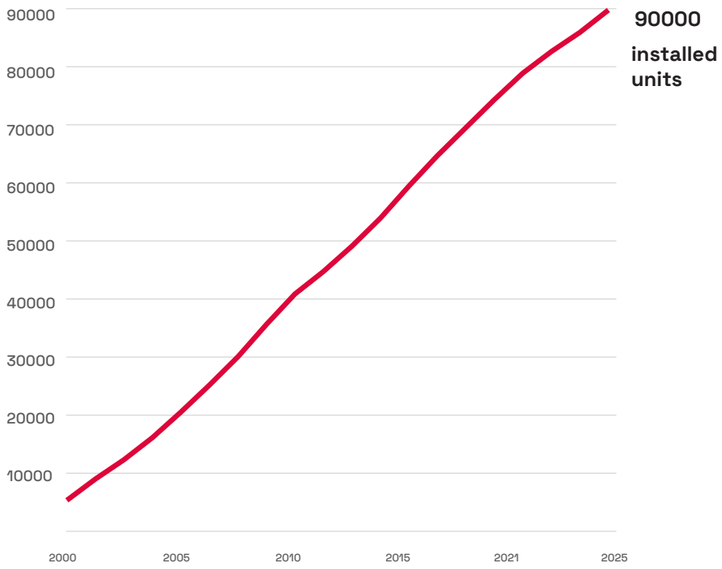
Over the next few pages, we'll outline the options we recommend to maximise the benefits from your Redge equipment.

A trusted name in air conditioning & heating, air treatment & ventilation, and control & supervision

With factories in France and Spain – as well as a dedicated French innovation centre and testing lab – Redge is one of the EU's leaders in HVAC equipment.

With our complete portfolio including rooftop units (RTUs), chillers, air handling units (AHUs), variable refrigerant flow (VRF) systems and control solutions, we are able to support our customers with tailored solutions.
Since 2000 alone, more than 85,000 installed Redge units across Europe provide supermarkets, industrial facilities, storage & logistic centres, shopping malls and much more with the ideal temperature.

Redge: one of the most important install base in Europe





redge
ACADEMY

Dedicated to expertise:
Redge Academy

The HVAC industry is changing fast – with new technologies, regulations, and approaches. At Redge, we're ensuring the next generation of technicians are equipped to keep up. Based at our state-of-the-art production facility, the Redge EMEA University gives our training delegates the in-depth knowledge and skills they need to support today's advanced HVAC-R solutions.

- Online trainings capacities
- Local F2F trainings in the regions





A proud history of innovation Our 4,000 m^2 development centre in Mions, France includes the largest RTU testing facility in Europe. In addition to this core site, we also operate a dedicated Training Center in Porto, reinforcing our global commitment to expertise and customer education. We're constantly working to develop, test, and qualify the systems that keep Redge customers ahead of changing legislation and best practice. For example:

- Most Redge units are Eurovent compliant and exceed the EcoDesign 2021 energy performance thresholds.
- We developed the world's first RTU optimised for use with R32 refrigerant – part of our commitment to meet the industry's low-GWP future.



Optimise your system for efficiency, reliability, and performance

Every application is different. So once your equipment is established, it pays to have an expert visit to complete the process, and tune your setup to give you the best results and longest service life.

System optimisation takes specialist knowledge of Redge systems, and complements your day-to-day maintenance arrangements. It's a three stage process:

1 COMMISSIONING

Your initial commissioning – included in the purchase price for most Redge units – gives your equipment everything it needs to operate well. A certified Redge-trained technician will not only start your unit up but also check your settings, components, and controls, perform a refrigerant leak test, and validate your warranty. However, the commissioning doesn't usually have the opportunity to see and refine how your system works in practice.

2 TUNEUP

Six months after commissioning, we recommend a Commissioning Tuneup to complete the process of tuning your setup to your application and needs. It gives your Redge specialist the opportunity to confirm how your equipment is performing in real conditions, with the building in use, and under a variety of seasonal weather states. This allows them to:

- Give realistic, personalised recommendations about maintenance schedules
- Optimise set points and parameters for maximum efficiency under real conditions
- Set up your system for both cooling and heating modes as seasons shift

Your Commissioning Tuneup also unlocks an additional 6 month warranty for your unit.

3 ANNUAL

We also advise supplementing your basic maintenance arrangements with specialist knowhow on an annual basis. In your Annual Performance Inspection - planned at your convenience during the year - a Redgecertified expert will perform important control checks to ensure your unit and wider system are well maintained and performing as they should (see page 9).

The inspection also allows you to access a Redge Audit on demand – for an in-depth review to help you further optimise your HVAC performance (see page 8).





Redge Care: maintenance and servicing by factorytrained specialists

HVAC units work hard, under a wide variety of difficult conditions. Even the best equipment needs expert maintenance to stay reliable and efficient. And with technology becoming more complex, this is best done by a specialist.

Redge Care offer 3 differents Packs : ESSENTIAL / OPTIMAL / SAFETY with different levels of services and also the First Preventive maintenance pack (Standard Maintenance).

Essential is our basic service for users who want an efficient, reliable, long-lasting system. It provides regulatory compliance, as well as the preventative maintenance and reporting to help you avoid key issues and enjoy a good level of performance.

Optimal is our medium service level, ideal for proactive customers where HVAC is important. As well as the benefits of our Essential package, it gives you remote diagnostics through RedgeCloud, priority call-out, and on-site diagnostics as required, for superior reliability. You'll also receive control upgrades when they become available, to keep optimising your system efficiency.

Serenity is designed to offer total peace of mind for customers whose HVAC systems are critical to the business – or who want to take positive steps to drive down energy consumption. Alongside the benefits of the other service packages, it gives remote control of RedgeCloud-connected equipment to optimise performance in real time, and proactive efficiency optimisation. Intervention within 24 hours is guaranteed, and all parts and labour are protected by a full warranty.

With Redge Service, end user can have energy saving and long life cycle of the unit. We are available to calculate ROI

Redge Care at a glance

Choose the ideal package for your operation:

MAINTENANCE SERVICES OVERVIEW	Standard preventive maintenance		SERVICES CONTRACTS: Essential		Optimal		Serenity	
	Available	Frequency	Available	Frequency	Available	Frequency	Available	Frequency
Electrical control								
Visual inspection of the electrical cabinet	✓	To be define according to your unit and application	✓	Twice a year	✓	Twice a year	✓	Twice a year
Control of the electrical safety devices settings								
Control of the windings & intensity								
Tightening of the electrical connections in the cabinet								
Tightening of the electrical insulations								
Regulation control								
Visual inspection of electronic cards	✓	To be define according to your unit and application	✓	Twice a year	✓	Twice a year	✓	Twice a year
Control of PLC programming								
Service operation and customer type displays check								
Servomotors operation verification								
Sensors and actuators values control								
Sequences (start, stop, ...) & security check								
Parameters & set points setting								
Set points & parameters optimization								
Extraction list of PLC Parameters (Climatic) and analysis								
Aeraulic (for rooftop units) & hydraulic (for chiller units) control								
Visual inspection of the air compartment*	✓	To be define according to your unit and application	✓	Twice a year	✓	Twice a year	✓	Twice a year
Control fans and extractors operation								
Motor fan*/Pump transmission** control								
Measurement or calculation of treatment fan airflow* or waterflow**								
Economizer operation control (depending on the product)								
Heaters controls (optional of heating : ex Gas burner)*								
Recovery module control (option not included)*								
Thermodynamic System & Safety devices control								
Thermodynamic test (Functional test)	✓	To be define according to your unit and application	✓	Twice a year	✓	Twice a year	✓	Twice a year
Exchangers efficiency Report Analysis								
Refrigerating and electrical operations records								
Refrigerant Leak Test (F-Gas test)	✓	To be define according to your unit and application	✓	According to legislation	✓	According to legislation	✓	According to legislation
Digital Report of Intervention / Maintenance Logbook	✓	Each visit	✓	Each visit	✓	Each visit	✓	Each visit
Remote diagnostic	+		+		✓	On demand	✓	On demand
On-site diagnostic	+		+		✓	On demand	✓	On demand
Glycol tax verification**			✓	Twice a year	✓	Twice a year	✓	Twice a year
External hydraulic pump verification**			✓	Twice a year	✓	Twice a year	✓	Twice a year
Standard Condensing cleaning (water)			✓	Twice a year	✓	Twice a year	✓	Twice a year
Oil level check			✓	Twice a year	✓	Twice a year	✓	Twice a year
Oil analysis			★	Once a year	★	Once a year	★	Once a year
Pressure drop in the exchanger**			✓	Twice a year	✓	Twice a year	✓	Twice a year
Alarm report			✓	Twice a year	✓	Twice a year	✓	Twice a year
Filter replacement (labour + parts)			✓	Twice a year***	✓	Twice a year***	✓	Twice a year***
Additional visit for cleaning and filter replacement			★		★		★	
Preferential prices & conditions on spare parts			✓		✓		✓	
Extended scroll compressor warranty			✓		✓		✓	
Inspection with Thermal Imaging Camera			★		★		★	
Heaters maintenance (optional of heating : ex Gas burner)*			★		★		★	
Control Upgrade			★		✓	If available upgrade	✓	If available upgrade
Priority Call					✓		✓	
Cloud/Remote System - eDisplay webview					★		✓	
Labour for Parts replacement					+		✓	
Spare parts							✓	
Intervention within 24 hours							✓	
Energy consumption optimization							✓	Once a year

✓ Included ★ Optional + Preferential price

*for rooftop units only
**for chiller units only ***additional price if more than 2 replacements

Fast, accurate breakdown cover – with guaranteed repairs

When a breakdown happens, it's no time for guesswork. The best way to minimise downtime is to diagnose the fault precisely, and fix it first time.

Any issue out of warranty is stressful. But if your technician identifies the wrong problem – or makes a mistake in the repair – a small interruption can become a big headache.

That's why we spend so long training our Redge-certified technicians to find and correctly identify faults, using specially-prepared units in our factory.

Alongside this hands-on experience, our experts benefit from exclusive production and R&D data, to help them understand exactly what's happening inside your system.

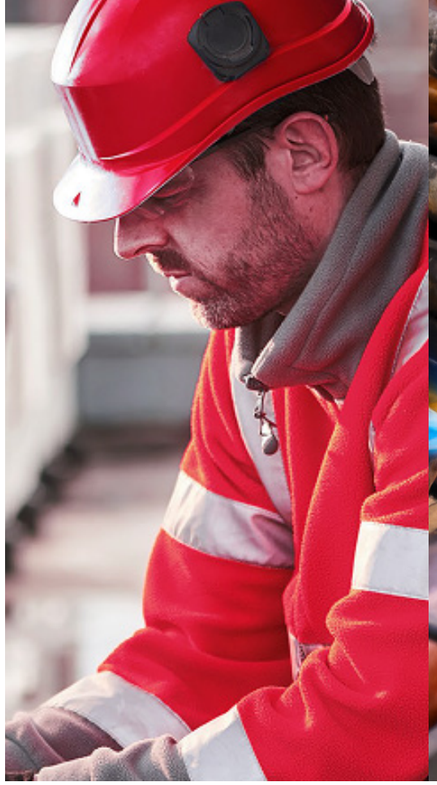
As a result, you get an accurate diagnosis, first time, so your system is back working faster. And you know every repair is carried out in compliance with the manufacturer's guidelines, because we wrote them.
We're so confident, all our repairs are guaranteed for one year.

Need help quickly?
Contact Redge Repairs on
01133530162 / planning.uk@redgeemea.com

Right first time

Don't panic. Trust a Redge repair technician to solve your issue.

- Factory-trained in fault finding on real Redge units
- Work and parts meet Redge manufacturer standards
- Access to exclusive production and R&D data
- All repairs guaranteed for one year





Redge authorised spare parts: get the right part, every time

Our dedicated European Parts Centre doesn't just list a comprehensive stock. We'll support you throughout the procurement process to ensure you get the perfect part for your needs.



If there's one thing worse than waiting for a spare part, it's waiting for the wrong part. And with thousands of Redge components and specifications to choose from, it makes good sense to get support from the manufacturer.

So as well as listing 4,000 original, manufacturer-approved parts, we manage 1,000 part references in stock, representing a total of 30,000 pieces ready to ship — with our experts guiding you through the process from selection to delivery.

Whether you have a serial number, a description, or even a photograph, we'll work with you to ensure you have the perfect part, fast. And if it's the wrong one, we'll replace it free of charge. So you can stop worrying about selecting the right part, and let our expert find it for you.

Put us to the test
Let our experts find the part you need on
01604669100 / spareparts.uk@Redgeemea.com

Your part procurement partner

Confidence, convenience, and the right part – or we'll replace it, free.

On demand, Express shipment possible.

- 4,000 parts listed, with 1,000 stocked ready to send with 1,000 Parts references managed in stock for a total of 30,000 pieces ready to ship!
- Reliable, manufacturer original parts
- Parcel delivery from 48 hours
- Expert selection and procurement support
- Right part guarantee for total peace of mind

Upgrade and renew your HVAC system



The latest technology can help you save money, achieve better performance and air quality, and meet new regulations – but that doesn't always mean you need to replace your whole system. We'll help you find the right answer for your needs.

At Redge, we have a whole range of targeted upgrade solutions that can cut your energy use, enhance your building performance, and keep you ahead of evolving refrigerant legislation and tax frameworks. Our specialists will work alongside you to understand your goals, and recommend the best solution.

Redge AUDIT: IN-DEPTH ANALYSIS TO OPTIMISE YOUR SYSTEM

For a comprehensive view of your system performance, Redge Audit is an additional service available with your Annual Performance Inspection or Redge Care package. A Redge expert will analyse your system performance and efficiency, electrical and frigorific controls, and provide you with a detailed list of recommendations to help you get more from your HVAC investment – both now, and in the future.



UPGRADE TO EFFICIENT EC FAN TECHNOLOGY

Fan motors are one of the biggest power drains in your system. Switching from AC-powered fans to the latest EC (electrically commutated) technology will instantly improve system efficiency and cut energy use. It'll make your system quieter, too.

- Maximise energy savings
- Improve system efficiency
- Reduce fan noise

UPGRADE SOLUTIONS ARE EXISTING AND REDGE IS AVAILABLE TO SUPPORT:

- Fresh air / Air quality management
- Control upgrade,
- Recovery Wheel,
- E-recovery water coil,
- Replacement Gas burner
- Dropin R410A
- Improve air quality

RETROFIT TO F-GAS COMPLIANT R32 REFRIGERANT

Refrigerants with high global warming potential (GWP) are limited by law, and also carry an increasing tax burden based on their carbon dioxide equivalence (CO2e). Switching to a low-GWP alternative like R32 keeps you ahead of regulations, boosts efficiency, and reduces your environmental impact – but needs specialist advice.

- Ensure compliance and limit tax burden
- Minimise environmental impact
- Boost energy efficiency





redge CLOUD

RedgeCloud: online, real-time optimisation and control

Redge Cloud connects your HVAC equipment to the internet – enabling remote, 24/7 monitoring and optimisation of performance and energy efficiency, at both a unit and system level. System alarms can be logged and directed to our specialists for expert diagnosis and a fast response, avoiding serious issues and minimising potential downtime.

It allows:

- Easy dashboard monitoring from any web browser
- Intuitive remote control of system setpoints
- Maximum reliability through expert diagnosis and response
- Reduced energy consumption and operating costs
- Real-time savings calculations from individual maintenance procedures

RedgeCloud is available as an option on all Redge units and with our maintenance packs.

Compliance support: stay ahead of changing regulations

HVAC systems – and the refrigerant they use – are coming under increasing pressure to improve their environmental impact. As specialists in the field, we stay aware of evolving regulations and guidance, so you don't have to.

With refrigerant transition, flammability, and energy standards to consider, there's a lot to think about – and the rules are always changing. Here are just a few of the areas where Redge can help.



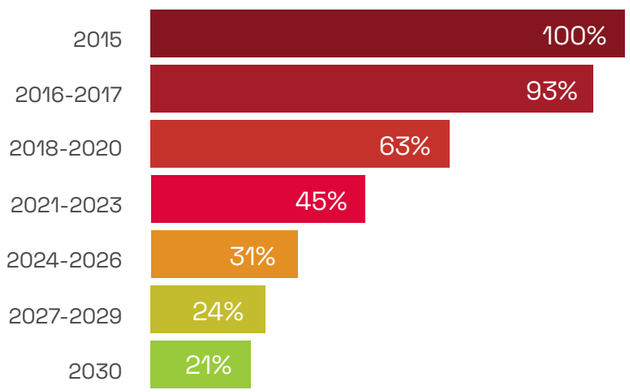
REFRIGERANT TRANSITION AND F-GAS

Many of the refrigerants used in HVAC systems are greenhouse gases – often hundreds of times more powerful than CO2. So they're subject to increasing limits and regulation, based on the global warming potential (GWP) of each refrigerant.

Practically, these "F-Gas" rules affect your system in several ways, such as:

- Bans on some uses of highGWP refrigerants
- Inspection and leak detection requirements
- Advancing quotas based on GWP level, limiting refrigerant supply

Reference values and quotas for placing HFC on the market (in tons of CO2 equivalent)



CO2E TAXATION AND CHECKS

CO2e means "carbon dioxide equivalent". Where a refrigerant's GWP measures its climate impact compared to the same amount of CO2, your CO2e is the total potential impact of all the refrigerant in your system – so it's the refrigerant's GWP multiplied its charge.

This is important for two reasons:

- A growing number of countries are introducing taxes based on CO2e
- Your CO2e decides your inspection and leak detection arrangements.

Redge service can support customer to LOW GWP Transition and reduce Carbon taxes

PED, FLAMMABILITY AND A2L REFRIGERANTS

Many of the modern, low-GWP refrigerants used in today's HVAC systems – such as R32 – have a flammability classification of A2L. This means they're mildly flammable, but have a low burning velocity.

With the precautions outlined in the Pressure Equipment Directive (PED), these refrigerants are very safe to use. The directive gives guidance on:

- Refrigerant charge limits
- System design and use
- Location and ventilation

COMPLIANCE: LET OUR EXPERTS HELP

At Redge, our trained HVAC specialists can help you:

- Stay ahead of changing guidelines and laws
- Choose the right refrigerant for your needs
- Design a safe and compliant A2L system
- Reduce GWP, charge level, and CO2e
- Implement your leak detection and inspection regime

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