

Celsius Hire's Remote Monitoring service is an optional weekly add-on for all Chiller, Boiler and Air Handling Unit (AHU) hire packages.

This service provides both Celsius Hire engineers and the customer with live visibility of key operating conditions, along with instant alerts when system parameters move outside configured limits.

PLEASE NOTE : Remote Monitoring is not available for small portable AC or portable heater units.



Purpose of the Service

The primary aim of Remote Monitoring is to offer customers greater peace of mind through proactive oversight of their hired equipment.

This includes:

- Early identification of performance issues
- Reduction in downtime
- Prevention of unplanned failures
- Improved site safety and compliance
- Faster response times when faults occur

What the Remote Monitoring Device Does

A dedicated monitoring module is installed as part of the hire package.

This device:

- Captures live operational data such as, but not limited to
- Flow and return temperatures
- System pressures
- Alarm status
- Other available electrical / mechanical inputs relevant to the equipment
- Communicates data securely via an integrated SIM
- Provides a customisable dashboard accessible by Celsius Hire engineers
- Sends automatic notifications by email to both Celsius Hire and customer-designated contacts

This module is designed to support the vast majority of standard deployments, with spare input capacity for additional fault or status contacts where available.



Alerts and Notifications

Both the customer and Celsius Hire will receive alerts for:

Alarm Events

- High temperature
- Low temperature
- High pressure
- Low pressure
- Flow loss / pump faults (where sensors exist)
- General alarms / lockouts

Threshold Notifications

Custom limits can be configured at the start of the hire.

For example:

- "High temperature warning at +X°C"
- "Low temperature warning at -X°C"
- "Pressure warning below X bar"

Notifications can be sent to multiple recipients.

Benefits for Customers

- Proactive Issue Detection - Problems are identified before they escalate, reducing risk of plant downtime.
- Shared Visibility - Both parties receive the same alerts, ensuring transparency and enabling faster decision-making.
- Reduced Site Attendance - Minor issues may be diagnosed remotely without the need for a site engineer.
- Enhanced Protection of Critical Processes - Remote monitoring reduces risk for temperature-sensitive or business-critical applications.
- Customisable Setup - Thresholds, contacts and data points can be tailored to suit application needs.

Pricing

Remote Monitoring is charged as a weekly hire rate, added to the customer's chiller, boiler or AHU hire package.

This charge will appear as a separate line item on the hire contract or quotation.



EQUIPMENT TYPE	REMOTE MONITORING AVAILABLE	NOTES
Chillers	✓	Full integration for temperature, pressure and alarms
Boilers	✓	Monitoring of temperatures, pump circuits and fault contacts (where available)
AHUs	✓	Supply/return temperatures, fan status, condensate alarms, etc.
Portable AC	✗	Service not available
Portable Heaters	✗	Service not available

Typical Use Cases

- Temporary cooling for data centres
- Heating or cooling for manufacturing processes
- Leisure centres, hospitals, and laboratories
- Large commercial buildings requiring continuous temperature control
- Critical events and temporary setups with no onsite staff overnight

Optional Enhancements (Site-Dependent)

If the proposed monitoring package is not comprehensive enough, please do ask. Celsius Hire are able to provide more in depth monitoring/control on a case by case basis.

Data Access and Security

- Communication is securely transmitted via encrypted channels.
- Only authorised Celsius Hire personnel and nominated customer contacts have access.
- No customer network integration is required (unit uses its own communications module).



Installation and Setup

At Point of Hire

- Celsius Hire installs the monitoring device on the equipment prior to or during site installation.
- Engineer configures thresholds and tests alert triggers.
- Customer contacts are added for instant notifications.

During Hire

- Data is provided to dashboards and reporting 24/7.
- Alerts are issued in real time.
- Celsius Hire can review historical data for troubleshooting.

Off-Hire

- Device is removed by Celsius Hire during de-installation.
- Dashboard access is closed once the hire ends.

Service Level Agreement (SLA)

Celsius Hire's Remote Monitoring operates with clear time-banded support levels to ensure customers receive the right assistance at the right time.

8:00 AM – 5:00 PM (Full Monitoring)

During core business hours, Celsius Hire provides full active monitoring of all connected equipment. This includes:

- Continuous live data supervision
- Full alarm and threshold alert handling
- Celsius Hire proactively contacting the customer in the event of alarms or system irregularities
- Support from the main engineering and technical team

5:00 PM – 9:00 PM & 7:00 AM – 8:00 AM (Partial Monitoring)

Outside core hours, but within extended operational windows, Celsius Hire provides partial monitoring:

- Alerts continue to be received and reviewed
- Celsius Hire's on-call team will contact the customer if an issue arises
- Response is prioritised based on equipment type, site sensitivity, and severity
- This ensures ongoing oversight without the full engineering team present.

9:00 PM – 7:00 AM (No Monitoring)

Overnight, active monitoring is paused. However, the customer still benefits from Celsius Hire's 0800 702 2161 – 24/7 emergency call-out service, meaning:

- Customers can contact Celsius Hire at any time for urgent issues
- Assistance and escalation are still available, even without live monitoring
- The Remote Monitoring device will retain and upload data once service resumes



Important – Engineer Dispatch Protocol

Across all time periods, engineer attendance is not automatically triggered by an alarm. This follows the same standard breakdown/technical support procedure as with any normal hire contract, further information can be found at <https://www.celsiushire.com/our-service/>

Before any technician is dispatched:

- The customer must speak with Celsius Hire by phone.
- Be In front of the equipment,
- To work through live checks, confirm readings, and verify whether an on-site visit is required.

This protects both parties from unnecessary callouts and ensures the fastest, most accurate resolution path.

Summary

Celsius Hire's Remote Monitoring service enhances operational control, improves reliability and gives customers complete oversight of their hired cooling or heating systems. The service is designed to provide peace of mind through shared visibility, rapid alerting and proactive technical support.