



CHILLER AND BOILER HIRE SPECIALISTS

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CHILLER & BOILER HIRE

Service, Maintenance & Support Guide

This guide sets out how Celsius Hire services and maintains your hire equipment, what we ask of you between service visits, and how our breakdown support and optional monitoring services work. It is organised by product group, so you can go straight to the equipment on your site.

Each product section covers three things: what our engineers do on a scheduled service visit, what we ask of you in between, and the parts of our hire terms that apply. Hire terms are shown in shaded boxes. Where anything here differs from your quotation or hire contract, the quotation and hire contract take precedence.

24/7 BREAKDOWN & TECHNICAL SUPPORT

0800 702 2161

Included with every hire. Free, 365 days a year, with no call-out fee.

SERVICED BEFORE EVERY HIRE

Every unit with mechanical moving parts is **fully serviced and tested** at our depot before it goes out, whatever the length of hire. The on-site intervals below only apply once a hire runs long enough to reach them. These intervals are a guide to how often we aim to visit. Visits may move to fit around urgent or critical work elsewhere, and we will reschedule as soon as reasonably practicable.



QUICK REFERENCE: PLANNED ON-SITE SERVICE INTERVALS

PRODUCT GROUP	PLANNED ON-SITE SERVICE	FILTERS & CONSUMABLES
Chillers over 35kW (incl. heat pump chillers)	Every 6 months	Water-side strainers (if provided as part of hire package) checked at service; kept clean by you between visits
Chillers 35kW & under (incl. heat pump chillers)	Every 12 months	As above
Dry air coolers	Every 12 months	Fin surfaces kept clear by you
Boilers, oil & gas-fired	Every 6 months	Fuel and water filtration, see Boilers section
Boilers, electric	Every 12 months	Water filtration, see Boilers section
Air handling units (incl. low temperature fan coil units)	Every 12 months	Replacement filter set every 6 months on request, free of charge
Portable air conditioners	Pre-hire service only	Filters cleaned by you, per the unit's troubleshooting guide
Indirect fired heaters	Every 6 months	Fuel filtration per fuel type
Portable electric heaters	Pre-hire service only	N/A
Ancillaries (hoses, cables, pump sets, fittings)	At each equipment service visit	N/A

REGISTERED OFFICE

Celsius Hire Ltd, Woodside Road, Eastleigh SO50 4ET
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SUPPORT

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OUR SERVICE

Breakdown & Technical Support

On top of scheduled servicing, every hire includes free 24/7/365 breakdown and technical support, with no call-out fee.

HOW IT WORKS

- 1 Call 0800 702 2161**, day or night. Have the item or serial number, the site address and any alarm code on display to hand.
- 2 Talk it through.** A technical support engineer works through initial checks with you over the phone. Many issues are fixed this way without a site visit.
- 3 Engineer dispatched.** If it can't be fixed remotely, we send a technician at the earliest available opportunity.
- 4 Replacement if needed.** If the equipment can't be repaired in a timeframe that works for you, we arrange a replacement unit from our fleet to keep your cooling or heating running.



Please note. An alarm or fault report does not automatically trigger an engineer visit. Before we dispatch, we need to speak to you by phone, ideally from in front of the equipment where it is safe to do so, so we can run live checks and confirm a visit is needed. This avoids unnecessary call-outs and gets to the right fix faster.

Full details of our service are at celsiushire.com/our-service.

YOUR EQUIPMENT

Servicing & Maintenance by Product Group

Chillers

Covers packaged chillers, heat pump chillers and dry air coolers.

PLANNED SERVICE INTERVAL

Over 35kW: **every 6 months** · 35kW & under: **every 12 months** · Dry air coolers: **every 12 months**

WHAT WE DO ON A SERVICE VISIT

- Visual and operational inspection of the unit
- Refrigerant pressure and level checks, and F-Gas compliant leak checks
- Compressor operation and electrical connection checks, including safety devices and interlocks
- Condenser coil and airflow path inspection
- Pump and pipework check for external leaks and seal condition
- Control panel checks
- Safety and pressure relief valve checks
- Service log completed

Dry air coolers have no refrigeration circuit, so refrigerant and compressor checks don't apply.


WHAT WE ASK OF YOU

- Keep condenser coils, dry air cooler fins and surrounding areas clear of leaves, litter and other debris
- Keep air filters and water-side strainers clean, and tell us if they are clogging faster than expected
- Keep clear space around the unit for airflow and engineer access
- Monitor system water quality and dosing where applicable
- Maintain frost protection (glycol) where ambient or operating temperatures require it
- Report alarms, unusual noise, leaks or a drop in performance straight away, rather than waiting for the next service visit
- Agree any change to setpoints or control parameters with us first

FROM OUR HIRE TERMS

Water connections. You provide the flow and return connection point onto the existing system, any pipework modifications needed, and a mains water supply for initial fill and ongoing top-up.

Water quality & filtration. Flushing, water treatment and water quality checks are your responsibility. Water quality must not harm our equipment, and adequate filtration must be in place to protect both your existing plant and our equipment. If contamination from the site system enters our equipment, any flushing, cleaning or repair needed to put it right is chargeable.

Frost protection. Providing glycol antifreeze for frost protection is your responsibility where required. Any damage caused by inadequate freeze protection is chargeable. We can supply glycol on request.

Electrical. You, or your appointed subcontractor, manage all electrical isolation, distribution, cabling and connection. Power connection and consumption details are on the equipment specification sheet.

Boilers

Covers oil-fired, gas-fired and electric boilers.

PLANNED SERVICE INTERVAL

Oil & gas-fired: **every 6 months** · Electric: **every 12 months**

WHAT WE DO ON A SERVICE VISIT

- Combustion analysis and efficiency check (oil and gas units)
- Burner, ignition and flame sensor inspection
- Safety cut-out and interlock tests
- Flue and exhaust check
- Pump, controls and electrical safety checks
- **Oil-fired:** fuel filter and nozzle inspection, fuel line checks
- **Gas-fired:** gas train and valve checks, leak detection test
- **Electric:** element and contactor checks, RCD and earth checks



WHAT WE ASK OF YOU

- **Oil-fired:** unless you have taken fuel management from Celsius Hire (available on request), keep the fuel tank topped up, never let it run dry and arrange deliveries in good time. In all cases, use approved fuel only and keep the bunded tank area clear and secure
- **Gas-fired:** have the gas supply connection installed, purged, tested and certified by a Gas Safe registered installer up to the connection point, and maintain the gas pressure and throughput on the equipment specification sheet
- **Electric:** provide and maintain the dedicated power supply and isolator on the equipment specification sheet
- **All types:** keep the unit ventilated and clear of combustible materials, keep the flue terminal clear, and report alarms or lockouts straight away rather than repeatedly resetting the unit
- Where the boiler serves an LTHW circuit, the water quality and system responsibilities set out for Chillers also apply

FROM OUR HIRE TERMS

Fuel (oil). Industrial heating oil / white diesel (Gas Oil BS2869 Class A2, 35 sec gas oil) is the only fuel approved for our equipment. Keeping tanks topped up is your responsibility, and running out will cause breakdowns. Taking fuel management from Celsius Hire removes this responsibility.

Fuel (natural gas). You provide a suitably sized connection point onto the existing gas pipework and any pipework modifications needed. You install, purge, test and certify the connection up to that point, and reverse this at the end of the hire.

Electrical. You, or your appointed subcontractor, manage all electrical isolation, distribution, cabling and connection, in line with the equipment specification sheet.

Air Handling Units

Covers air handling units and low temperature fan coil units.

PLANNED SERVICE INTERVAL

Every 12 months

WHAT WE DO ON A SERVICE VISIT

- Fan and motor inspection, with lubrication where required
- Belt and drive checks
- Coil inspection and cleaning
- Electrical and control checks, including safety interlocks and door switches
- Condensate drain check and filter inspection

FILTERS

We supply a replacement filter set every 6 months on request, free of charge. Additional sets, non-standard sizes or more frequent changes are chargeable and reviewed case by case. Some of our units (such as the low-temp fan coils) do not have filter sets as they are 100% return air units.

WHAT WE ASK OF YOU

- Keep filters and grilles clean between changes, checking more often in dusty or high-particulate environments. Replacement filters are available from us
- Keep condensate drains clear and unobstructed
- Keep your side of the ductwork connections sealed and undamaged (if appropriate)
- For low temperature fan coil units, keep the unit clear of obstruction and report condensate leaks straight away
- Report reduced airflow, unusual noise or alarms promptly

Portable Air Conditioners

PLANNED SERVICE INTERVAL

Pre-hire service only

Portable AC units don't run to an on-site service interval. Each unit is serviced and tested before every hire, which suits their short-term, mobile use. Remote Monitoring is not available on this product group.

WHAT WE ASK OF YOU

- Keep filters clean, following the troubleshooting guide supplied with the unit
- Make sure condensate is drained or managed correctly
- Keep the unit clear of obstruction, and keep ducting clear and free from restriction
- Check the troubleshooting guide first, then call the 24/7 line if that doesn't resolve the fault



Indirect Fired Heaters

PLANNED SERVICE INTERVAL

Every 6 months

Fuel Telemetry is available on oil-fired units (see Optional Extras). Remote Monitoring is not available on this product group.

WHAT WE ASK OF YOU

- **Oil-fired units:** unless you have taken fuel management from Celsius Hire (available on request), keep the fuel tank topped up and arrange deliveries in good time
- Keep ducting and flues clear of obstructions and undamaged
- Make sure there is adequate ventilation and fresh air, per the equipment operating guidance
- Keep the unit clear of combustible materials
- Report faults via the 24/7 line



Fuel (oil). Industrial heating oil / white diesel (Gas Oil BS2869 Class A2, 35 sec gas oil) is the only fuel approved for our equipment. Keeping tanks topped up is your responsibility unless you have taken fuel management from Celsius Hire.

Portable Electric Heaters

PLANNED SERVICE INTERVAL

Pre-hire service only

Portable Electric Heaters don't run to an on-site service interval. Each unit is serviced and tested before every hire, which suits their short-term, mobile use. Remote Monitoring is not available on this product group.

WHAT WE ASK OF YOU

- Provide and maintain the power supply on the equipment specification sheet
- Keep vents and grilles clear of obstruction and combustible material
- Report trips or faults via the 24/7 line

Ancillaries

Covers the hoses, cables, pump sets, camlock fittings and adapters supplied with your equipment.

WHAT WE DO

- Inspect ancillaries at each scheduled equipment service visit
- Replace damaged ancillaries as part of routine maintenance, where the damage isn't due to misuse

WHAT WE ASK OF YOU

- Protect hoses and cables from damage, wear and abrasion. Keep traffic, personnel and any material that could damage the equipment clear of the hire products
- Install and route all equipment safely, with cables fully unwound and hot surfaces clear of combustible materials
- Report any visible damage straight away rather than continuing to use damaged items
- Agree any modification or extension to our cabling or hoses with us first

NOT INCLUDED AS STANDARD

Optional Extras

The services below are optional add-ons, charged as a weekly rate and shown as a separate line item on your quotation or hire contract.

Remote Monitoring

Available on chiller, boiler and air handling unit hire. A monitoring device gives both you and our engineers live visibility of key operating conditions, with instant alerts when readings move outside agreed limits. It helps spot performance issues early, cuts downtime and prevents unplanned failures.

See 'Remote Monitoring Spec' for more information.

WHAT THE DEVICE DOES

- Captures live operating data: flow and return temperatures, system pressures, alarm status and other electrical and mechanical inputs relevant to the equipment
- Communicates securely over an integrated SIM, with no connection to your network needed
- Provides an online dashboard for viewing sensors and system performance
- Sends automatic email alerts to Celsius Hire and your nominated contacts for alarm events (high or low temperature or pressure, flow loss, pump faults, lockouts) and for custom thresholds agreed at the start of the hire

COVERAGE BY EQUIPMENT TYPE

EQUIPMENT	AVAILABLE	WHAT'S MONITORED
Chillers	Yes	Full integration for temperature, fluid pressure and alarms
Boilers	Yes	Temperatures, fluid pressure, pump circuits and fault contacts (where available)
Air handling units	Yes	Supply and return temperatures, fan status, fault status alarm
Portable air conditioners	No	Not available
Indirect fired heaters	No	Not available. Fuel Telemetry available on oil-fired units
Portable electric heaters	No	Not available

MONITORING COVER BY TIME OF DAY

TIME	LEVEL	WHAT THIS MEANS
08:00 to 17:00	Full monitoring	Live data supervised continuously, full alarm and threshold handling. We contact you proactively if we see an irregularity, backed by our main engineering and technical team
17:00 to 21:00 and 07:00 to 08:00	Partial monitoring	Alerts are received and reviewed. Our on-call team contacts you if an issue arises, prioritised by equipment type, site sensitivity and severity
21:00 to 07:00	No active monitoring	Active monitoring pauses, but the 24/7 line (0800 702 2161) stays open for urgent issues. The device keeps recording and uploads data once monitoring resumes

In every time band, an alarm does not automatically trigger an engineer visit. Our standard breakdown process applies (see page 2).

INSTALLATION, HIRE AND OFF-HIRE

- **At installation:** we fit the device, configure thresholds, test alert triggers and set up your notification contacts
- **During the hire:** data feeds the dashboard 24/7, alerts are issued in real time, and we can review historical data for troubleshooting
- **At off-hire:** we remove the device during de-installation and dashboard access closes

If the standard package isn't comprehensive enough for your site, ask us. We can scope more in-depth monitoring or control case by case.

Fuel Telemetry

Available on oil-fired boilers and oil-fired indirect fired heaters. Running out of fuel is one of the most common causes of an avoidable breakdown, and Fuel Telemetry gives you and us visibility of tank level so a delivery can be arranged in good time.

- Remote reading of fuel tank level, monitored daily during business hours
- Low-level alerts sent to you and to Celsius Hire, with enough lead time to arrange a delivery
- Links with our fuel management and delivery service, where you have taken that option

Fuel. Industrial heating oil / white diesel (Gas Oil BS2869 Class A2, 35 sec gas oil) is the only fuel approved for our equipment. Keeping tanks topped up is your responsibility unless you have taken fuel management from Celsius Hire.

Site & Installation Exclusions

The hire terms in this guide are the ones that relate directly to servicing and maintenance. The following also apply to every hire, whatever the product, unless your quotation states otherwise:

- Insuring the hire equipment
- Out-of-hours or weekend working
- Planning, landlord, government or highway agency approvals and consents
- Traffic management
- Responsibility for design criteria
- Security fencing or similar
- Specialist lifting or access-for-height equipment
- Any works adjacent to areas affected by asbestos-related material

Full terms are set out in your quotation and our standard hire terms.

Questions about this guide? Call **0800 702 2161** or email hiredesk@celsiushire.com.