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# ENGIE Refrigeration has a long-distance relationship with your chiller.

Remote monitoring, remote maintenance and Internet-based services.

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# COOLCARE: Remote monitoring from ENGIE Refrigeration

Remote monitoring, remote maintenance and a range of Internet-based services covering every aspect of chillers and their system components for maximum reliability and cost optimisation.

## COOLCARE-Service from ENGIE Refrigeration

COOLCARE provides continuous monitoring of your chillers, refrigeration systems and their peripheral equipment – 24 hours a day and 365 days a year. In case of a failure or if certain test or efficiency parameters exceed specified limits, the system automatically notifies selected technicians.

## Competence team for process measuring and control technology

Many chiller suppliers rely on external service providers for remote maintenance – but ENGIE Refrigeration offers its own remote maintenance service. Our own instrument and control engineering department has many years of experience building the basis of the COOLCARE refrigeration system remote monitoring. As a customer, you benefit from two major advantages: shorter reaction times and lower costs.

COOLING TOWERS,  
COLD/COOLING WATER PLANTS,  
PUMPS



## Rapid information and comprehensive analyses

In case of failures, the COOLCARE remote monitoring system informs your employees via SMS or e-mail. The ENGIE Refrigeration service technician responsible for your system will also be informed automatically.

Moreover, the COOLCARE data connection provides many additional advantages: data from the continuous monitoring system is transferred to an automatic data analysis program. Along with current status messages, it can also generate weekly, monthly or annual reports. The customer can access to a comprehensive archive of operating data and status messages offering a high transparency and traceability.

## Energy efficiency optimisation included

The online capabilities include more than just failure monitoring. Continuous optimisation of the system's operating parameters allows to generate cooling in a more and more efficient way. COOLCARE was for instance able to determine that a custom-

er's heat exchanger was dirty, which resulted in an inefficient cooling production. The customer was immediately informed and cleaned the heat exchanger on his own. This saved not only maintenance and travel expenses, but also time.

The COOLCARE team recommended this measurement to the customer after a periodic analysis of his performance data.

## System reliability for special occasions

During the Ice Hockey World Championships, ENGIE Refrigeration provided a special on-duty team for a stadium operator. With a 24-hour monitoring system established especially for this event and a team of service technicians to provide around-the-clock coverage, cooling system reliability was ensured throughout the World Championship.

## COOLCARE provides numerous advantages

1

Cost efficiency

- Significant savings due to reduced on-site maintenance and service interventions, avoidance of travel expenses
- Rapid response times, reduction or avoidance of machine downtimes
- Performance data analysis and optimisation of machine settings for the reduction of energy consumption (e.g. reduction of switching frequency, etc.)

2

Ecological benefits

- Energy analysis of performance parameters and proactive optimisation recommendations

3

High operational reliability

- Monitoring 365 days a year
- Trend recognition and predictive maintenance prevents system breakdowns

4

Safety, speed, reliability

- Redundant alarm communication
- Individual alarm management
- Rapid response and transmission of failure messages via e-mail or to the mobile phone of the service technician and/or customer
- Preventive maintenance
- longer system lifecycle

5

High transparency

- Regular reports and analyses
- Periodical reports (e.g. load profiles)
- Temperature, energy and alarm reports

6

Convenience

- Periodic Data transfer
- Data analysis and reporting to the customer
- Availability of a customer interface to monitor the machines (customer portal)

ENGIE Refrigeration supplies the right cooling for every process: from efficient chillers, environmentally friendly heat pumps and modular re-cooling systems to turnkey solutions such as refrigeration containers or modules. Efficiency, sustainability, cost effectiveness and first-class expertise in technical solutions are hallmarks of every ENGIE Refrigeration project. Our individualised advice and comprehensive services are centred around our customers and their requirements. As a member of the worldwide ENGIE Group, we have a global network of specialists at our disposal and can realise our refrigeration solutions both at home and abroad.

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Optimal use of energies.