

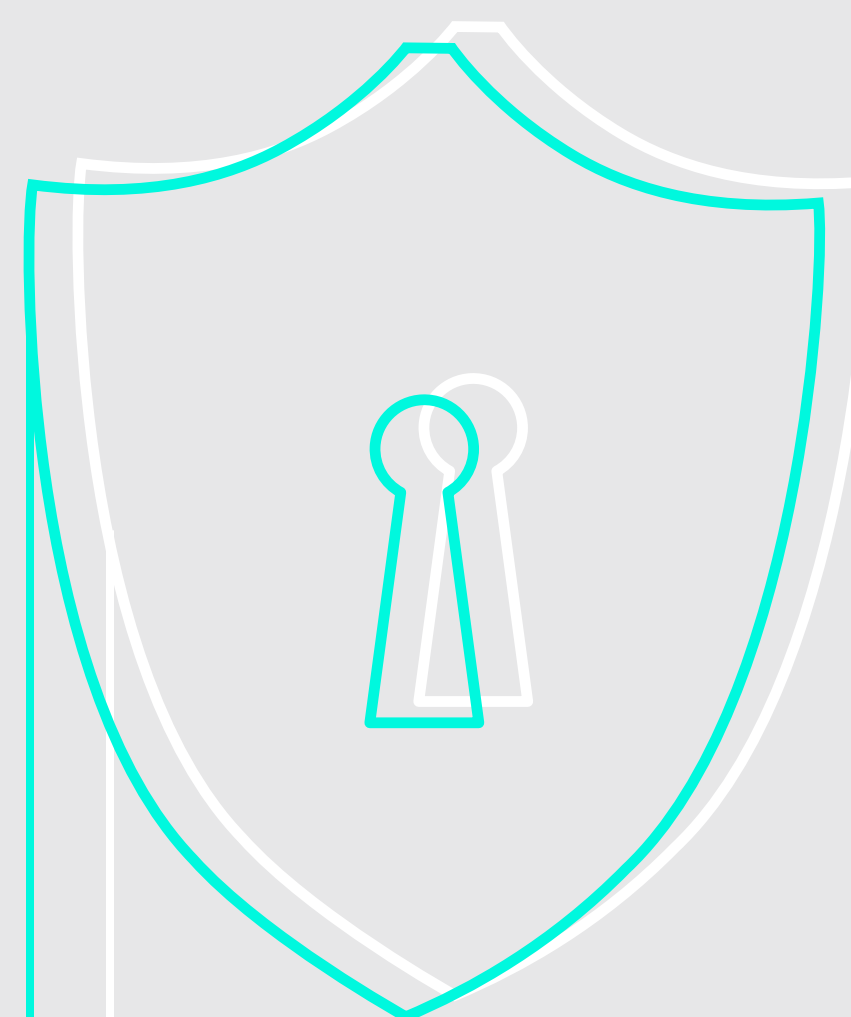
YOUR SYSTEM IN SAFE HANDS

ENGIE Refrigeration stands for
absolute data security



Maximum efficiency and maximum availability – **WITH MAXIMUM DATA SECURITY**

Here at ENGIE Refrigeration our aim is clear: we want to offer you **maximum efficiency and economy** with our cooling and heating systems. Our **digital cloud services** help monitor, control and optimise the required processes by connecting our IoT-enabled machines to the ENGIE cloud and to our CoolCare 4.0 online platform – and thus preparing **your systems for the future**.

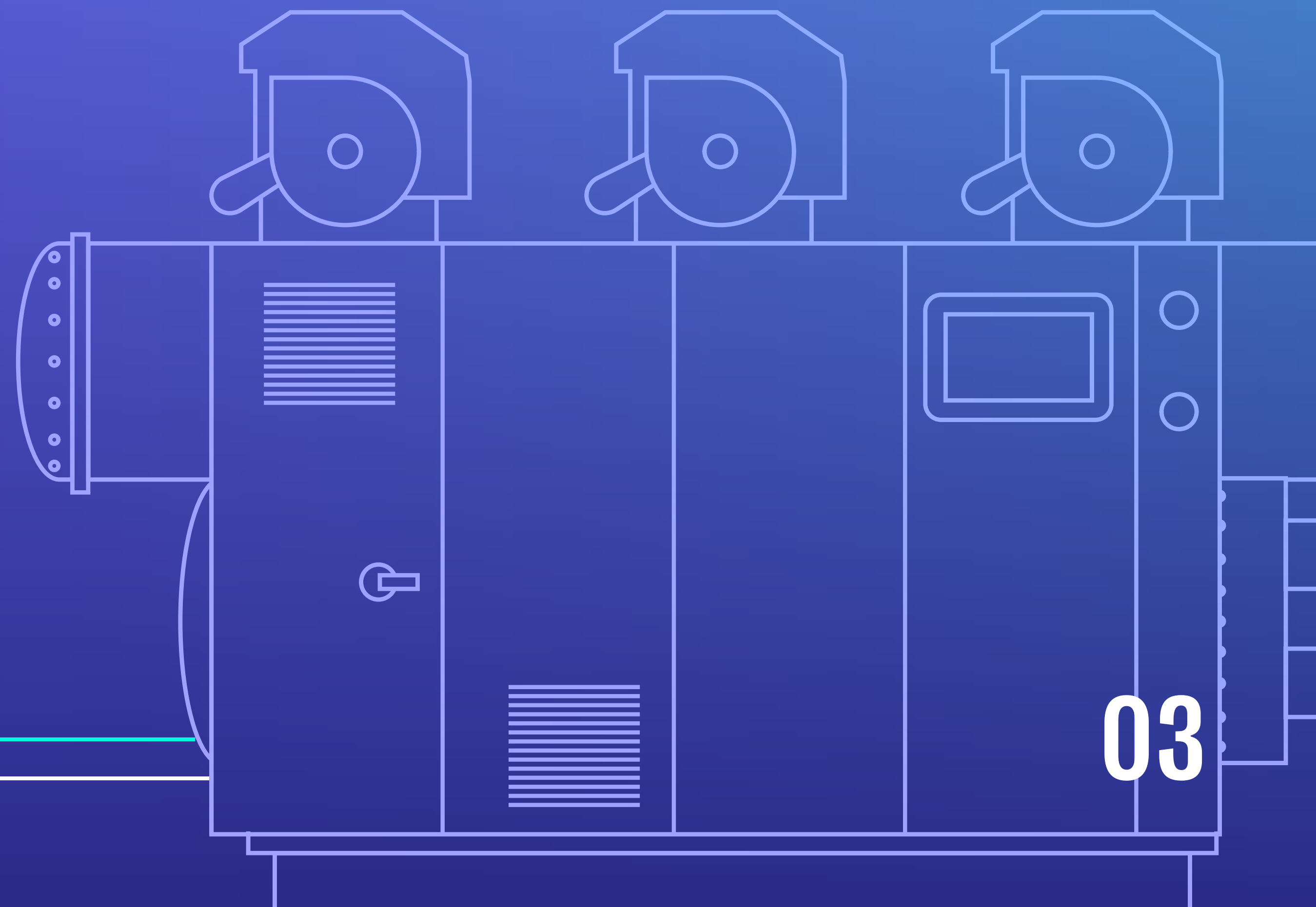


We use a multi-level safety concept to reliably protect your operating data and prevent unauthorised access. For this purpose, we rely on a defense-in-depth strategy, which takes not just ENGIE Refrigeration, but also the component manufacturers and operating companies into account.

Maximum efficiency and maximum availability – **WITH MAXIMUM DATA SECURITY**

Our security concept is designed to meet the current requirements of the EU, in particular

- the requirements of the NIS 2 Directive,
- the Cyber Resilience Act (CRA)
- and the new EU Machinery Directive (2023/1230).
- To this end, our security concept is based on the IEC 62443 series of standards.





“We at ENGIE Refrigeration want to offer our customers the best service in the industry. That’s why we develop innovative digital cloud services that set new standards and offer new opportunities relating to the operational reliability, availability and efficiency of chillers and heat pumps. Naturally, data protection is our highest priority here. Our customers can absolutely rely on that.”

Hans Born

Head of Controls at ENGIE Refrigeration

ABSOLUTELY SAFE:

Thanks to a multi-level security concept, we protect your data along the entire remote communication chain.

From the extensive certifications of the Microsoft Azure Cloud to state-of-the-art encryption protocols for our remote connection: when it comes to data security, we are committed to the highest standards – both technically and organisationally.

For example:

- 2048-bit encryption,
- HTTPS communication,
- 2-factor authentication (2FA),
- IoT security gateways,
- zero trust principles.



COOL CARE 4.0 IS WORTH IT!

Your advantages at a glance

Benefit from remote maintenance for your chiller and heat pump: our new CoolCare 4.0 online platform offers maximum service and maximum data protection.

LOWER COSTS

CoolCare 4.0 significantly reduces the service deployments required by your system. In addition, short reaction times reduce machine downtimes – and can even eliminate them completely in some cases. And all this saves you money.



OPERATIONAL RELIABILITY

We keep an eye on your system with CoolCare 4.0 monitoring – 24 hours a day, 365 days a year. This prevents failures and ensures higher levels of operational reliability.



TRANSPARENCY

Always up to date: CoolCare 4.0 provides operating data in near real time, which you can view anywhere and at any time. That's peak transparency.



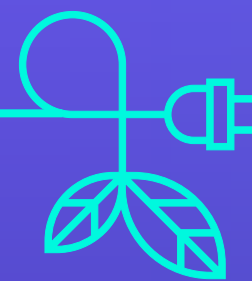
COOL CARE 4.0 IS WORTH IT!

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SUSTAINABILITY

Our assistance comes in the form of green cooling and heat generation: with CoolCare 4.0, you can increase the efficiency of your chiller or heat pump – and achieve even greater sustainability.



CONVENIENCE

CoolCare 4.0 is quick and easy to obtain: the relevant hardware for a secure connection is already integrated in your QUANTUM Water chiller; next on the list are the QUANTUM Air chiller and thermeco₂ high-temperature heat pump. And of course it can be easily retrofitted in all newer models.



SPEED

If an abnormality does occur in your system, CoolCare 4.0 will automatically display this information on the dashboard. It will also notify the service experts at ENGIE Refrigeration – who will react promptly.



Ready for a new level of service?

WE ARE HAPPY TO ADVISE YOU.

ENGIE Refrigeration ensures the right temperature for every process. Around the world, our heat pumps and chillers stand for maximum technical expertise, economy, efficiency and sustainability.

Our aim: to provide our customers with the best solutions for their path towards climate neutrality. To achieve this, we rely on individual consultation, customised concepts and comprehensive services.

As a member of the worldwide ENGIE Group, we have a global network of specialists at our disposal and can realise our refrigeration and heating solutions for you, both at home and abroad.

The experts at ENGIE Refrigeration are here for you:

National/International Service

National/International Sales

With eleven branch offices and around 130 service employees, we are always nearby and available around the clock, anywhere in Germany:



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