

AIR TECHNOLOGY

**AL-KO**

QUALITY FOR LIFE



360° SERVICE SO THAT YOU CAN BREATHE EASY

# ALL SERVICES FROM A SINGLE SOURCE

Planning and Consulting – Customer Service – After Sales

# Sustainable technology for a healthy indoor climate

For more than 50 years AL-KO Air Technology has been providing solutions for clean air wherever people come together. As a leading manufacturer of ventilation and air handling systems, we provide custom-tailored solutions in time-proven AL-KO quality for the complex requirements of various applications.

## Your success is driving us

If you are looking for a high-performance, efficient ventilation and air handling system, you need look no further than trust in AL-KO Air technology. With the support of our dedicated AL-KO team, you know from the start that you are in good hands. We provide customized support throughout the entire life cycle of your ventilation and air handling unit: from planning and consulting, through commissioning and maintenance, to potential retrofitting.

Wherever clean, healthy air is needed, we have the right HVAC system for you. Our 360° service, comprising Planning and Consulting – Customer Service – After Sales, provides you with a comprehensive range of services that are tailored to your individual needs and requirements.



**We provide support from the start, so you can breathe easy.**

## Your benefits



Consulting from the very beginning with the dedicated AL-KO team



Planning support



Fast response time



Tailor-made support throughout the life cycle of the ventilation and air handling unit

## Excellent all-round service from the very start

360° means for you that you receive reliable support from the start. Even in the planning stage, our experienced technicians are at your side with personal and individual advice. You receive custom-tailored technical service throughout the entire life cycle of your unit. Of course, this also includes fast response times and premium spare parts service.



### Planning & consulting

Our experts advise you in the planning and tendering stage. Calculation of the life cycle cost (LCC) gives you an overview of the purchase, maintenance and operating costs. We help you with the energy efficiency evaluation of different HVAC concepts – for all climate zones, worldwide. We offer technical planners and architects high-performance digital tools.

### Customer service

The AL-KO customer service provides professional support from installation to commissioning of your HVAC system. This is ensured by our experienced service technicians, as well as supplementary service packages.

### After sales

Our motto QUALITY FOR LIFE stands for the unique quality of AL-KO products and services and comprises all phases of the product life cycle. After your purchase, we continue to provide service and advice, as well as premium-quality spare parts and individual services.



Support via  
AL-KO  
REMOTE CONTROL



On-site services by AL-KO  
technicians looking back on  
many years of experience



Original-quality  
spare parts



HVAC energy efficiency  
assessment for  
potential retrofitting

# AL-KO service – tailored and reliable

The focus is entirely on the customer – we are not satisfied until you are. Around 60 employees in the back office and in the field advise and support the needs of more than 3,000 customers every year. We provide digital services and tools for you, as well as numerous service packages.

## Digital tools

Our professional sales team is there to assist you throughout the entire planning and tendering phase. Our digital tools also provide additional assistance with planning and configuration. The **AL-KO AIRCLOUD®** allows device configuration, while **KlimaSoft®** supports technical planners

in the design of the HVAC system. The **BIM CONVERTER** offers building planners a practical method for easy and efficient integration of ventilation system data into their Building Information Modeling (BIM).



**AL-KO AIRCLOUD®**  
for device configuration

- Your custom ventilation unit is just five clicks away
- Real-time data as a basis – no ready-made device configurations
- Reliable planning documents
- Data can be used for tenders



**KlimaSoft®**  
certified engineering tool

- High-performance engineering tool for technical planners
- Comprehensive support for the creation of specifications
- Provision of drawings, service texts, noise emissions overviews and additional data sheets
- Individual unit configuration
- Direct connection to AL-KO production



**AL-KO BIM CONVERTER**  
for data integration

- Software with numerous functions for supporting architects and building planners
- Integrates data from the configured AL-KO ventilation systems into a BIM project
- Supports file formats of standard planning and design software
- Support for Autodesk Revit, AutoCAD and LiNear

## Customer service packages

Our customer service packages comprise everything from support with set-up and installation through commissioning. So that your AL-KO unit operates trouble-free at maximum efficiency throughout the entire life cycle.



### Supervision

- Senior installer for mechanical assembly and set-up of your HVAC unit or your components
- Costs are reduced through involvement of your employees
- Guidance for your employees by the AL-KO supervisor
- Warranty for product and service from a single source



### Assembly

- Assembly by AL-KO specialists
- Mechanical set-up and assembly
- Warranty for product and assembly from a single source



### Refrigeration pipework

- Refrigeration pipework for split housings
- Pipework by the manufacturer
- Pipework at the respective installation location of the HVAC unit on the construction site
- Pipework for single and undivided housing already fitted at the factory



### Commissioning of HYDRO-OPT®

- Commissioning by AL-KO control engineers
- Documentation of commissioning
- Warranty for product and commissioning from a single source
- Extensive instruction of the person responsible for your system



### Commissioning of M&C technology

- Commissioning by AL-KO control technicians
- Documentation of commissioning
- Warranty for product and commissioning from a single source
- Extensive instruction of the responsible employees



### Commissioning of refrigeration

- Commissioning by AL-KO refrigeration technicians
- Documentation of commissioning
- Warranty for product and commissioning from a single source
- Extensive instruction of the responsible employees



## After sales packages

Even after the purchase and commissioning of your HVAC system, AL-KO continues to provide support. High performance service packages ensure that everything is just as you can expect from us – that is what we call QUALITY FOR LIFE!



### Maintenance

- Implementation based on the VMDA 24186 performance specification: Part 1 Ventilation and Air Conditioning, Part 3 Refrigeration Technology and Part 4 M&C Technology
- Leakage test in accordance with EU Regulation 517/2014
- Scheduled replacement of wear parts
- Warranty for product and maintenance from a single source



### Inspection

- Inspection by the AL-KO service team
- Efficient troubleshooting
- Functional inspection of the HVAC unit
- Functional inspection of the components
- Inspection of the control system



### Repairs

- Repairs by the AL-KO service team
- Optimization of the M&C parameters
- Replacement of defective components
- Inspection and readjustment of controls and instrumentation
- Recommissioning
- Warranty for product and repairs from a single source



### Retrofitting

- Energy efficiency assessment of the HVAC system on the basis of inspection
- Consultation regarding energy-efficient refurbishment options
- Retrofitting of additional components
- Delivery and assembly of new housings for extending the existing HVAC system
- Services for HVAC systems of other manufacturers also available



### Spare parts management

- Premium quality spare parts
- Fast and easy delivery
- Expert advice
- Support from the AL-KO service team throughout the life cycle of the unit

## Digital services for a sustainable future

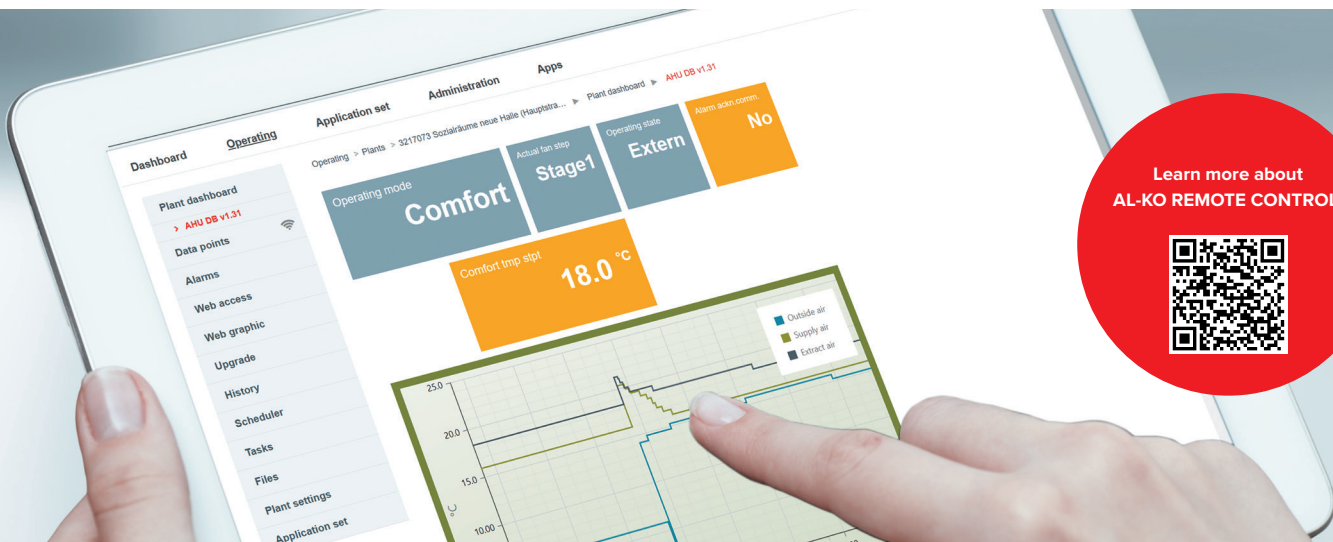
We are constantly searching for solutions that optimally meet the needs of our customers. This includes digital services, which ensure the long-term operation and maintenance of our systems. Today, tomorrow, and thereafter.

## AL-KO REMOTE CONTROL

The web-based AL-KO REMOTE CONTROL servicing system enables secure remote access to linked AL-KO HVAC systems, if the need arises. All important process data is continuously stored, either at a central location or locally.

The use of AL-KO REMOTE CONTROL is based on an annual subscription and is provided at no charge for the first two years for new AL-KO units.

Operation of the AL-KO REMOTE CONTROL is very user friendly: An Internet-capable end device with a standard web browser is sufficient. No special software or hardware is needed – just log in via the portal. The operation is intuitive, the system control is done via operatable web graphics, and for the easy to understand dashboard individual layouts can be set.



## Your AL-KO contact

### Planning & consulting

AL-KO THERM GMBH  
Hauptstrasse 248 – 250  
89343 Jettingen-Scheppach,  
Germany  
Tel.: +49 8225 39 0  
E-mail: klima.technik@alko-air.com

### Customer service

AL-KO THERM GMBH  
Hauptstrasse 248 – 250  
89343 Jettingen-Scheppach,  
Germany  
Tel.: +49 8225 39 2574  
E-mail: service.center@alko-air.com

### After sales

AL-KO THERM GMBH  
Hauptstrasse 248 – 250  
89343 Jettingen-Scheppach,  
Germany  
Tel.: +49 8225 39 2600  
E-mail: airtech.after-sales@alko-air.com

# AL-KO

QUALITY FOR LIFE

## AL-KO AIRTECH

AL-KO Airtech specializes in the manufacturing and distribution of ventilation and extraction systems. Airtech comprises **AL-KO Air Technology** and **AL-KO Extraction Technology**. These divisions develop and produce customized ventilation and air handling systems, as well as a broad spectrum of industrial extraction systems for diverse areas of application. What started out as a village blacksmith's shop in 1931 is now an international brand. Then and now, our brand promise "QUALITY FOR LIFE" stands for unique product and service quality.

## AL-KO Air Technology

- 50 years of experience in ventilation and air handling technology
- More than 10,000 ventilation and air handling units per year
- All systems in time-proven AL-KO quality
- Tailor-made for customer-specific requirements
- All expertise from a single source
  - Planning and consultation
  - Digital tools
  - Air and climate technology
  - Plant control
  - Comprehensive service packages

## AL-KO THERM GMBH

### AIR TECHNOLOGY

Hauptstrasse 248 – 250

89343 Jettingen-Scheppach, Germany

Tel.: +49 8225 39 2260

klima.technik@alko-air.com

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