

# TOSHIBA

Leading Innovation >>>

## Toshiba Solutions

Mallard House ● Office Build ● High Wycombe



“When I selected Toshiba for this project it was due to the performance of the equipment that would meet the clients expectations and with the working relationship I have with Toshiba we would not be let down with reliability, delivery or back up.” - Mark Staniland of Airmaster

Through active communications with Mark Ellis of *Morgan Lovell*, Toshiba were able to provide an alternative true VRF Heat Recovery solution for Mallard House, installed by *Airmaster*.

Although Toshiba was not originally specified for the project, the energy efficiency and cost savings of the equipment meant that Toshiba was the obvious choice. Toshiba understand the importance of our installers, M&Es and End Users alike and find it of paramount importance to provide ‘Legendary Customer Care’. As a result of this, a number of different install options were presented to the customer in order to provide a greater range of choice and costings, as well as to make sure their every need had been accounted for.

The client was keen to provide even air distribution to the building to provide maximum comfort to the occupants and eliminate uncomfortable drafts. We achieved this through utilising ducted units, which maximized the functionality and versatility of the equipment. Two outdoor condensers were needed for this project, 16hp for the first floor and 14hp for the ground floor. The typical SEERs you can be set to achieve on an average office installed VRF Toshiba Triple Inverter Technology System of 16hp would be 7.09 and 6.35 on a 14hp system, whilst also being able to achieve 5.19 and 4.86 SCOP. This translated to a significant energy saving on systems whilst still providing optimum quality and performance. To further this, Timer controls were added to the system, which helps to eliminate any energy wastage by ensuring the system will not be in operation out of office hours.

The client requested fresh air ventilation to the building which we provided via Heat Recovery Air to Air Heat Exchangers which uses recovered air to temper the fresh air coming into the building. This helps reduce the overall load and potentially the size of the air conditioning equipment required to maintain set temperatures. A main advantage point to opting for Toshiba’s AHU’s is the Specific Fan Power that can be achieved.

By maintaining regular and effective communication with both Mark Ellis and Mark Staniland we were able to be confident that we were superseding the clients expectations every step of the way.

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## Toshiba Services

Our vision is to be the No 1 supplier in the UK of the most technologically innovative, energy efficient and environmentally friendly comfort cooling solutions, combined with a first class level of customer support

Providing a number of key services to our customer, these include the following:

- **Spare Parts Availability**—Large stock, European warehouse based in the UK offering a 24hr turnaround from point of order, including online parts availability check and ordering.
- **Pre-Sales Support** - Offering project support and assistance, equipment schedules, mechanical and electrical schematics and equipment selection.
- **Dedicated Training Sessions** - Training sessions are offered to our customers throughout the year and cover all elements from design and application, installation through to servicing and fault finding. The extensive programme can be delivered at one of our dedicated centres free of charge or at the customer's site or premises.
- **Controls** - Full support with an extensive range of standard control systems, bespoke controls and full site support functions to maximise efficiency.
- **Additions Loyalty Scheme** - The original and best scheme in the industry offering the most innovative customer reward scheme that sets the bar in terms of support.
- **Energy Efficient** - Industry leading SEER & SCOP figures on our range of equipment, and a commitment to continuous development of energy efficient sustainable solutions
- **Warranty** - The only air conditioning manufacturer to offer a TPM (Total Peace of Mind) warranty scheme, which emphasises our commitment to our customers and confidence in our equipment, with up to 7 years available with full labour content.
- **Technology** - Leading innovation by introducing reliable, innovative and cutting edge technology in to our air conditioning systems.
- **24 Hour Helpline** - The only manufacturer in the UK to offer a 24hour, 7 days per week technical helpline where you can speak to a trained engineer for support as well as offering a full fault code text back service.
- **Support Tools** - We offer an extensive range of easily accessible support tools including smart phone apps and web based solutions.
- **Network** - A nationwide distribution network, providing easy access to Toshiba equipment, spares parts and services.
- **Technical Engineering Team** - An extensive range of site services available through our fully trained and highly experienced technical engineering team.
- **Carbon Neutral** - Toshiba are the only Carbon Neutral manufacturer of air conditioning products in the UK.
- **Leak Detection** - Toshiba provide the industry's only leak detection system capable of providing Bream points.

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TOSHIBA AIRCONDITIONING

Advancing the **eco**-evolution