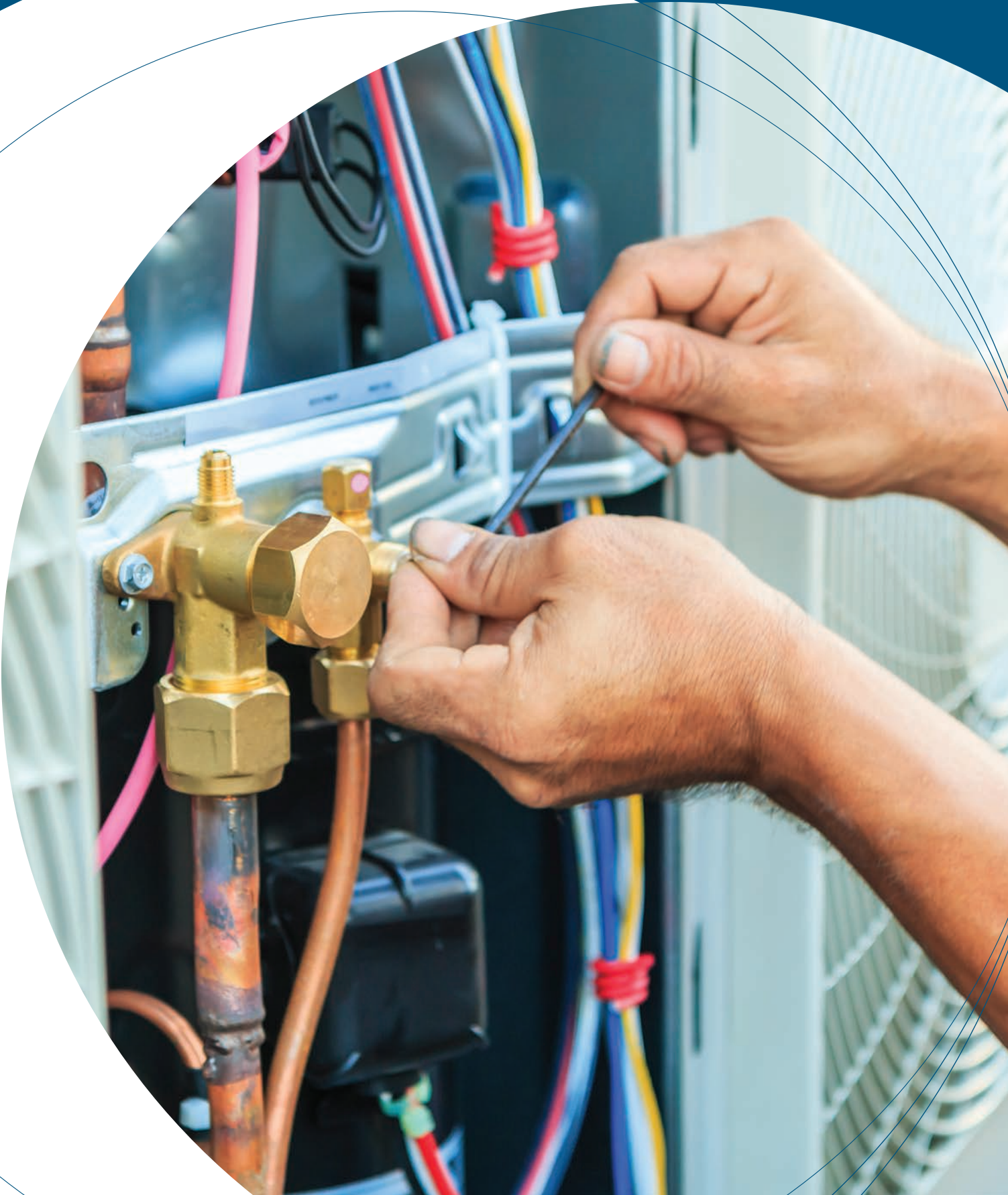




Your HVAC Maintenance Partner





## Welcome!

Our aim is to be our clients & prospective clients preferred partner for the maintenance of heating, ventilation and air conditioning (HVAC) equipment, forging relationships for the benefit of each other, the wider community & the environment. Like the sound of this? Read on....

Maintaining HVAC equipment isn't just about oil cans & cleaning chemicals – it's about trust, about knowledge, about understanding each other, about honesty, about reliability and doing what we say we're going to do.

At Aura we design, install, maintain and repair air conditioning systems, industrial chillers, refrigeration equipment, ventilation plant and heating appliances. We endeavour to support the role of the building facilities manager by providing a reliable & cost-effective HVAC maintenance service. We specialise in this and only this, we are not a general facilities management provider.

Regular maintenance is proven to improve the operation & efficiency of the equipment, is a legal requirement (for certain equipment) and helps prevent operational issues, saving you both time & money.

We look forward to discussing your maintenance requirements & treating you to the 'Aura Experience'!

## Aura Mission Statement

To be our clients preferred HVAC equipment maintenance partner that through our knowledge, passion and exemplary service we improve the comfort of our clients and facilitate their operations by delivering an enduring & reliable solution.

To provide a progressive, rewarding and cohesive atmosphere for employees that fosters respect of the trust customers, colleagues and suppliers place in us.

Conduct all our business with respect for the community and environment.

Hotels & Restaurants

Server Rooms

Offices & Commercial Environments

Laboratories & Clean Rooms

Retail & Leisure

Committed to our H&S responsibilities – even the professionals agree

Accredited & qualified - for your peace of mind





## Service & Maintenance

We understand the level of investment you've put in to the installation of your climate control equipment, so we believe it should be maintained in accordance with the manufacturers/industry guidelines and we'll look after it as if we owned it. With Aura, you get what you pay for.

We realise everyone has different requirements & budgets so we offer the following service packages;

### BRONZE

1 x Major scheduled maintenance visit per year  
1 x Minor scheduled maintenance visit per year  
Service consumables  
1 x Annual F-Gas leak check  
Engineer work sheet & notes/recommendations  
Maximum 72 hour call-out response

### SILVER

2 x Major scheduled maintenance visits per year  
Service consumables & fragrance chemicals  
1 x Annual F-Gas leak check  
30-day service guarantee\*  
Detailed service report with engineer notes/recommendations  
Client document file & F-Gas log sheet  
Maximum 48 hour call-out response

### GOLD

2 x Major scheduled maintenance visits per year  
2 x Minor scheduled maintenance visit per year  
1 x Free call-out visit per year  
Service consumables & fragrance chemicals  
1 x Annual F-Gas leak check  
60-day service guarantee\*  
Detailed service report with engineer notes/recommendations  
Client document file & F-Gas log sheet  
Maximum 24 hour call-out response  
10% Discount on extended warranty cover\*\*

\* Service guarantee - Any call-out due to the maintenance of the equipment serviced by Aura will be FOC in the 30/60 days. This excludes cost of parts.

\*\*Applies to new equipment installed by Aura Air Conditioning and on acceptance of an Extended Warranty Proposal.

Whatever service level you choose, you can be assured you'll get the following as standard;

- Scheduled service visits – we don't arrive unannounced
- Engineers are F-Gas certified/DBS checked/manufacturer trained, plus they are trained to reflect & deliver our positive and efficient service
- Prompt quoting for any remedial works or advisory repairs
- Rapid response to call-outs – 94% of call-outs were responded to in 24 hrs or less during 2014
- 72hr response guaranteed or no call-out fee (excluding out-of-hours/weekend/bank holiday)
- Accurate, detailed service reports with engineer notes/recommendations of any remedial works
- Life-cycle reports on your equipment – we'll notify you in advance so you're not taken by surprise when your old equipment is due for retirement
- Courteous, friendly, knowledgeable staff always ready to help

- Enjoy the Aura experience!

## Heating Appliances & Controls

In addition to the installation & maintenance of air conditioning and ventilation systems, Aura has the expertise to install, maintain & repair commercial heating appliances and building management systems (BMS). If you have;

- Boilers
- Warm air & radiant tube heaters
- Air handling units
- Hot water system

then we can provide you with a comprehensive planned maintenance programme or a one off service / condition report, to ensure you have complete comfort all the time. As well as comfort, we strive to ensure that your equipment is efficient and controlled correctly so that it operates at optimum performance.

To ensure you comply with the latest legislation & regulations, the Aura service package includes;

### SERVICE

1 x Major scheduled maintenance visit per year  
Service consumables  
Gas Safe certification  
Engineer work sheet & notes/recommendations  
Maximum 72 hr call-out response

## Breakdown & Repairs

We understand that occasionally you're HVAC equipment will breakdown and you'll need a helping hand. At Aura we have the staff & engineers with the knowledge and experience to quickly & accurately identify the fault and advise you on what remedial works are required.

At such times it's assuring to know that an engineer will be with you within 24-48 hours\* and you'll receive a quotation for any remedial works within 48 hours of a visit.

We can prove that regular maintenance helps to identify possible operational issues before they cause equipment failure, but if you're unfortunate enough to experience problems then you can rely on The Aura 10 Star Commitment.

### The Aura 10 Commitment

- 1 Dedicated e-mail address [helpdesk@aura-ac.co.uk](mailto:helpdesk@aura-ac.co.uk) for reporting breakdowns & is monitored 24/7
- 2 Where possible the same engineer will attend site for maintenance & repair visits to ensure continuity of support & site knowledge
- 3 Engineer to site within 72 hours guaranteed or no callout fee (excluding out-of-hours/weekend/bank holiday)
- 4 Quotation within 48 hours from engineers visit for any remedial works or advisory repairs
- 5 All our engineers are manufacturer trained so we can identify faults quickly & accurately
- 6 Engineer will provide you with a detailed work sheet & explain what further remedial works are required
- 7 We can arrange the hire of temporary equipment to keep you operational
- 8 Aura only install manufacturers parts to ensure the warranty cover isn't invalidated
- 9 12 month guarantee on repair works including parts & workmanship
- 10 Courteous, friendly, knowledgeable staff always ready to help

\*24 hours or agreed date; this only applies to clients who have a Silver or Gold Service Level Agreement with Aura Air Conditioning.



# TM44 Air Conditioning Inspections

Owners and/or operators of refrigeration and air conditioning equipment with a combined rated cooling output greater than 12kW are required to have an air conditioning energy assessment carried out every five years. The reason for these inspections is to improve efficiency and reduce the electricity consumption, operating costs and carbon emissions for your equipment. The energy inspections highlight improvements to the operation of your existing systems or opportunities to replace older, less energy efficient systems or oversized systems with new energy efficient ones. The inspection will comment on the maintenance regime and whether or not you need to comply with the F-gas Regulations and Ozone Depleting Substances Regulations (e.g. R22).

AURA Air Conditioning has CIBSE qualified inspectors available to assess your equipment and provide you with the required documentation/certificates & register your details with the relevant government agency. If you haven't had your equipment inspected yet or would like further information & assistance, then please speak to us today.



“

*I have dealt with AURA for many years and have always received a very thorough and professional service, be it dealing with air conditioning servicing right through to having a custom designed dust extraction unit designed and installed.*

*All members of staff have been a pleasure to deal with, communication has been excellent. The team have always understood my requirements. I would happily recommend anyone to AURA I have never felt the need to seek any other company to look after Med-Lab's needs.*

”



“

*The service work was done efficiently and without causing any disruption to the working day. The engineer was friendly and flexible*

”



## Extended Warranty Cover

One of the benefits of having your air conditioning equipment installed and maintained by Aura Air Conditioning is that they carry as standard a 12 month installation and 3 year parts-only warranty\*. We are pleased to announce that you can now extend and upgrade your warranty cover for up to 5 years from the installation date, for both parts & labour for a one off fee.

The options are as follows;

**BRONZE** 5 Years Parts only

**SILVER** 3 Years Parts & 3 Years Labour

**GOLD** 5 Years Parts & 3 Years Labour

**PLATINUM** 5 Years Parts & 5 Years Labour



\*From the date of Aura Air Conditioning installing the equipment. Full terms & conditions are available upon request

“

*The Quality of Service we have received from Aura from the time of installation and throughout the warranty period, resulted in us signing up for the Service Contract provided by Aura. In every way it is outstanding, on time, and without problems. They always go the additional mile in assisting us to ensure that we are satisfied. We recommend them as a company without hesitation.*

”

**Applying specialist skills  
across many market sectors:**

- Retail stores
- Hotels
- Restaurants
- Health clubs
- Gymnasiums
- Offices & Commercial environments
- Government buildings
- Schools, colleges and universities
- Laboratories
- Food Production
- Churches
- Conference Facilities

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makes it simple  
to enhance your  
indoor environment.**

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maintenance proposal or  
repair quotation today

Call 01332 344224  
Email [helpdesk@aura-ac.co.uk](mailto:helpdesk@aura-ac.co.uk)



it feels right.....and it is

Aspect House  
City Gate  
London Road  
Derby  
DE24 8WY

tel: 01332 344 224  
email: [helpdesk@aura-ac.co.uk](mailto:helpdesk@aura-ac.co.uk)  
web: [www.aura-ac.co.uk](http://www.aura-ac.co.uk)