

# Nilan Service Center



A unique program  
that ensures  
optimal service  
planning

- how to plan more efficiently  
and save time and money on service visits



Good indoor climate  
Quick response  
Better service planning  
Long service life for the unit  
Low energy consumption  
Saves time and money

## Nilan Service Center

# A strong tool for monitoring ventilation units

Nilan Service Center is an entirely unique program that gives you a comprehensive view and allows you to monitor operation of the different ventilation units and heat pumps. Nilan Service Center is also an ideal tool that you can utilise when advising your customers about how best to optimise operation of their ventilation units and heat pumps. Optimal operation ensures low energy consumption and a good indoor climate free of humidity, rot, and mould. This benefits both the unit and the property as well as the customer, who will enjoy reduced costs.

As a service engineer, you will be able to quickly check the operating status of the ventilation unit or heat pump, and in many cases, you will be able to solve the customer's issue directly from Nilan Service Center. If the heat pump stops, you can help the customer immediately, so the customer does not have to be without heating. That way you can limit repeated service visits, which are time-consuming. In other words - Nilan Service Center will save you both time and money!

### How you benefit:

- Solve the customers' problems directly from Nilan Service Center
- Minimise the number of repeated, time-consuming service visits
- Save driving to and from customers
- Alter the settings of the ventilation unit online
- Be notified immediately when operational errors occur
- Analyse operational errors
- Prepare before making service visits
- Help the customer immediately if their heat pump stops
- Documentation on the operation of the unit with regards to potential damages to the unit or the building
- Online help from Nilan Service that can assist with troubleshooting



## How you benefit:

- Email notifications when alarms occur
- Avoid time consuming service visits
- Prepare before technician visits

# You save time and money

## Services and repairs

If an alarm is triggered on a ventilation unit or a heat pump, Nilan Service Center will send an email notification directly to the service engineer. Since every ventilation unit and heat pump has its own address, it is easy to identify the unit with the error.

Any current alarm will be displayed in Nilan Service Center. This will allow you to identify a potential solution to the problem before you send one of your service technicians on the job.

The problem will often be the result of an incorrect setting on the ventilation unit or the heat pump. Nilan Service Center enables you to change the settings on the unit online. That way, you can avoid sending out a service technician unnecessarily. You thereby minimise repeated, time-consuming service visits.

When an operational error is registered in Nilan Service Center and the issue cannot be solve online, the information in Nilan Service Center can help you determine beforehand which spare parts and tools the service technician will need to take.

Nilan Service Center will save you both time and money.

# Increase the number of service agreements

With Nilan Service Center you will save time on service visits since the service technician can analyse the error in advance and prepare for the visit. The service van can be packed with the tools and parts required so you only have to visit the customer once. In many cases the error can be rectified directly via Nilan Service Center so you avoid visiting the customer altogether. By optimising, you save time that can be used on securing new customers.

If a service customer turns off their ventilation unit, typically in order to save electricity, as the service engineer, you will automatically receive an email notification from Nilan Service Center. If a unit is turned off for a long time, it can result in dampness and subsequent damages to the customer's property, which can be expensive to repair. Another typical issue that may arise if a unit remains turned off is condensation. It forms in the unit and results in damages to the technical components. By means of Nilan Service Center, you can now quickly contact the customer so damages to the building and the unit through humidity can be avoided.

You can choose to vary the level of service in your service agreements, depending on the individual customer's wishes and requirements. The service may consist of servicing the ventilation unit or the heat pump, incl. cleaning the unit. The service agreement can also entail the customer being sent filters for filter replacements when required.

You can have contracts in which you offer online monitoring as an extra service where you monitor operation of the ventilation unit or the heat pump. This will allow you to provide your customers with advice and guidance about how to set the unit to ensure optimal operation with low energy consumption.



## Overview - irrespective of time and place

Nilan Service Center is also available through an app. You will therefore always have access to all the units that are connected, even when you are on the go. If a service customer reports an error on their unit, as a service engineer you can access the unit in question directly and identify the error. The app shows all current data. It registers alarms and the associated alarm codes. That way you can quickly identify the error and, in some cases, solve the issue straight away.

You can take notes about the individual unit both in Nilan Service Center and in the app. This gives you quick access to the history of the unit.

Nilan Service Center can be set to send you an email notification in the event of an alarm. The email will inform you of the alarm code that has been registered. You will receive a notification if the connection to the Nilan Gateway or the unit is interrupted. If a service customer turns off their ventilation unit, the notification will immediately be sent to the service engineer.

### Options with the app:

- See if there is an alarm and which alarm code
- See all current data
- See the Event list
- Read and write notes



Even on the go, you will always be able to access the ventilation units that have been connected

## Nilan Service Center

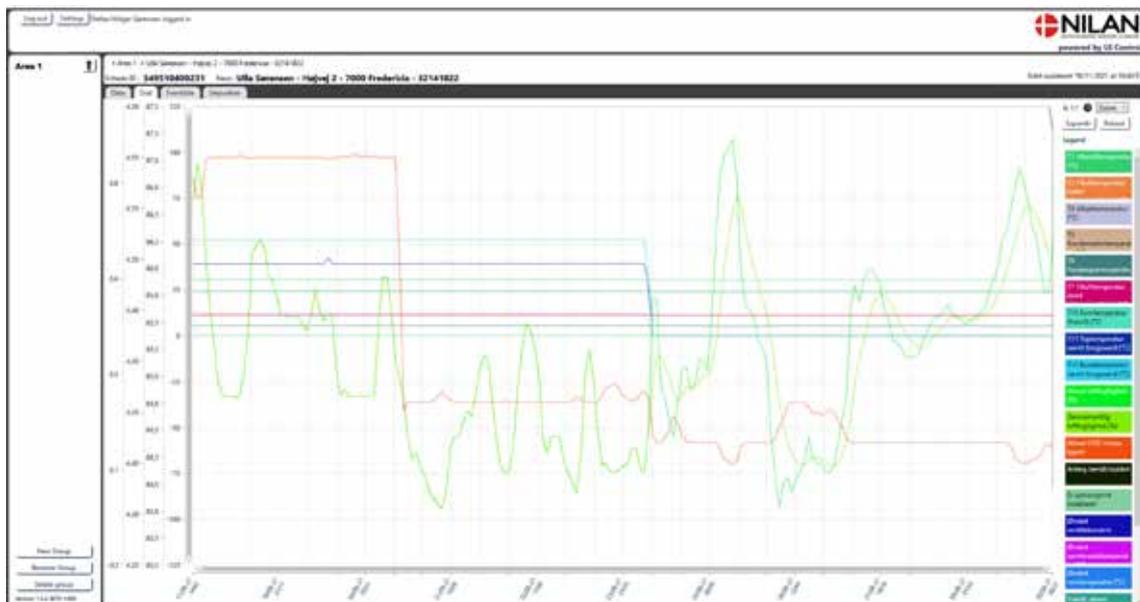
# Follow and optimise operation

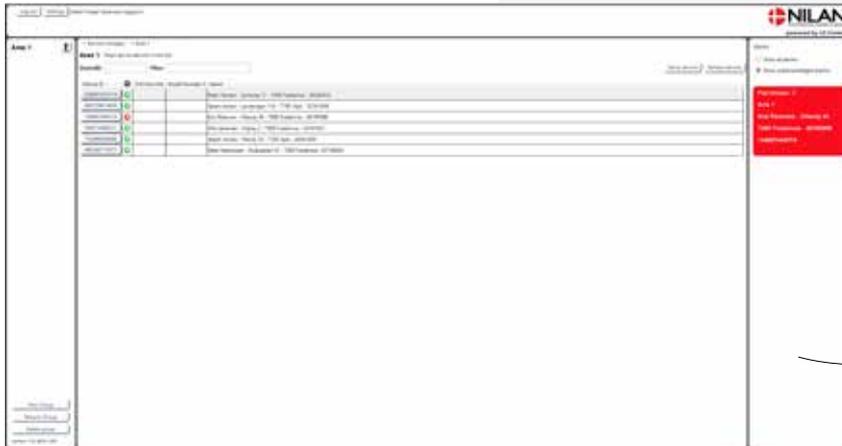
In Nilan Service Center you can always see all curves and data points for the previous two years. Data is logged every 5 minutes. The data that has been logged is used for troubleshooting and optimisation of operation.

In the PC version you can click on the coloured fields on the right side of the screen to activate or deactivate various types of data. You can export data to a csv file for further use.

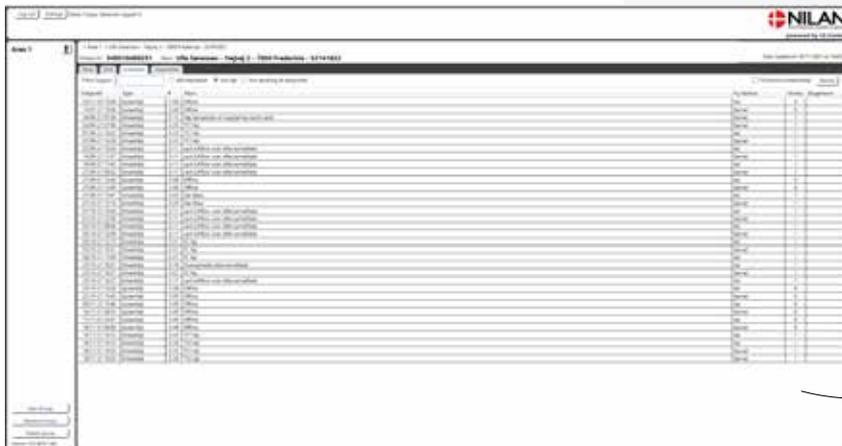
When you make changes in Nilan Service Center, they will be saved in the Event list. At any time, you will be able to see who made the changes and when.

The data log enables you to see the history of the humidity level and you will also be able to see when the unit has been in operation over the past two years.





*This view shows an outline of all the units in the building. The green button indicates that everything is in order. If an alarm is triggered, it will be shown on the right side of the screen.*



*The event list, which shows all alarms and changes to the settings, is available for the previous two years.*



*You can change all the set points.*

## Nilan Service Center

### Structure and user level

Nilan Service Center must be installed on a local computer. You then establish a connection from this computer to those Nilan units that are equipped with a Nilan Gateway (LAN/WiFi). The program always runs at the highest possible security level.

In Nilan Service Center you can set up structured folders and categorise the ventilation units in whichever way you find most suitable for your business.

We recommend that every user has their own unique login. You can assign different user levels to different users depending on the requirements and on their level of technical knowledge. Use Settings for user level to assign the correct and necessary access to the settings.



From Nilan Service Center you can connect to those Nilan units in which a Nilan Gateway (LAN/WiFi) has been installed. You need one gateway per unit.

## Get more information

Our most important task is to assist you with exactly your project. Please do not hesitate to contact us if you want more information about Nilan Service Center and about the options, which this ground-breaking program can offer you.

Nilan's energy efficient ventilation units are a good investment due to their long service life. In other words, this gives you the best value for money



Nilan develops and produces energy friendly ventilation and heat pump solutions of the highest quality. These ensure a good indoor climate and low energy consumption with the greatest possible environmental consideration.

Visit us at [www.en.nilan.dk](http://www.en.nilan.dk) where you can read more about our business and solutions. From our website you can also download information materials and locate your nearest dealer of Nilan products.

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