



SKM AFTERSALES SERVICES



Annual
Maintenance
Contracts



Repairs
Retrofits &
Upgrades



Equipment
Replacement



Rental Solutions



Energy Solutions
(ESCO)



Remote
Monitoring



Spare Parts

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SKM AFTER SALES SERVICES ADVANTAGES





ABOUT SKM

S.K.M Air Conditioning LLC is one of the leading manufacturers of HVAC (Heating, Ventilation and Air Conditioning) equipment in the Gulf.

It was founded with a single-minded objective; to meet the growing needs of indoor environment quality in some of the world's harshest climates.

Driven by its mission "Total Customer Satisfaction", SKM offers a broad portfolio of premium international quality products that have worked efficiently in various geographic locations. SKM has provided solutions for many blue chip projects for the companies, organization and government agencies across the region.

VISION

To grow internationally with competent products and employees to provide consistent quality and customer satisfaction.

MISSION

Total Customer Satisfaction

SKM AFTER SALES SERVICES

PILLARS OF SUCCESS

SKM, in pursuit of its mission of Total Customer Satisfaction, recognizes the Aftersales department and its operational excellence as one of the key pillars of its success.

SKM goal is to develop new and strengthen existing customer relationships, winning their everlasting trust in the brand of SKM through its aftersales service that supports customers in a way that exceeds their expectations in terms of quality, capability, delivery and execution.

APPROACH

SKM aspires to be recognised as a high tech service provider who stands differentiated from the rest by:

- 1) Having the best available talent in the region to ensure reliable service and work of highest quality that exceeds customer expectations.
- 2) Equipped with the latest tools and instruments, SKM field staff ensures fastest quick service delivery and customer issue resolution time.
- 3) Customers support by ensuring consistent stock availability of spare parts that cover all of the equipment manufactured by SKM. In addition to UAE, SKM also has regional stock of spare parts in the region.
- 4) Extended presence and ease of access for the customers by establishing SKM Spare Parts showrooms and channel partners in strategically chosen locations across the region.
- 5) SKM adopts partnership approach towards the customers' operational objectives and leveraging the technology of IoT to craft innovative solutions that help customers achieve those objectives effectively and sustainably.

EXPERIENCE

The SKM Aftersales department is a blend of people having a diverse background within HVAC industry. With their cumulative experience crossing over decades, the team stands second to none when it comes to providing effective HVAC solutions, execution and delivery with total customer satisfaction.



REGIONAL PRESENCE

SERVICE COVERAGE

With Aftersales Head Quarter established in UAE, SKM's Aftersales Department serves directly through its regional aftersales offices in countries of KSA & Kuwait and other countries through its regional partners.



TRAINING & DEVELOPMENT

SKM priority is to make end user comfortable with the equipment being sold. Therefore, it has established SKM Academy located in UAE. It is a training and development centre that aims to impart and enhance technical skills necessary to install, operate and perform troubleshooting on all ranges of SKM equipment. It is available to SKM staff, contractors, distributors and end-users alike.



MANUFACTURING

Having corporate HQ in UAE and manufacturing facilities established in UAE and KSA makes this region SKM's home. With majority of customers based within the region, this enables SKM to assure and provide them swift end to end service and technical support through out the equipment's life cycle.



■ EXPERTISE, QUALITY AND HS&E

EXPERTISE

Through continuously attracting top experienced talent in the region from the HVAC service industry, SKM Aftersales Department has evolved into a strong team that is a diverse blend of people who have worked with top HVAC manufacturers and stands second to none in providing effective HVAC support, service and solutions; executing and delivering them with total customer satisfaction.



QUALITY

SKM Aftersales' performance will be driven and measured by Key Performance Indicators strategically chosen and placed to ensure that SKM Aftermarket's overall organizational goals are met while simultaneously attaining the highest level of customer satisfaction. SKM, as an organization, has been recognized by various quality assurance institutions and have received certifications for meeting globally accepted standards.



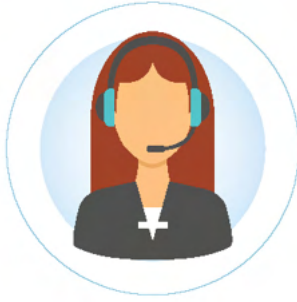
HS&E

SKM regards its workers as its most valuable asset and holds their safety and welfare as its first and foremost priority. SKM understands the importance and benefits of establishing, implementing and maintaining an effective Integrated Management System in Quality, Health, Safety and Environmental Management Systems as part of everyday company operations. This philosophy ensures that SKM meets customer safety standards.



FOCUSED SERVICE STRUCTURE

To ensure focused service to its customers, SKM has segmented its aftersales service into various subfunctional teams. Each of these teams has been structured in a manner that ascertains satisfaction of customer in terms of their information and service requirement at every stage of their service journey with SKM.



CALL CENTER

A centralized helpdesk and call center supported by state of the art application that enables SKM to adopt best practice process in its after sales and services operations through effective utilization of the technology.

SKM call center agents are trained to guide you to right channels within the organisation, register your warranty or break down calls and ensure that your requirements are addressed in timely manner.



WARRANTY & TECHNICAL SUPPORT

SKM recognize that warranty claims for high tech equipment can be a tedious task.

A dedicated warranty and technical support team provides you over the call technical troubleshooting assistance, guides you through the steps necessary to verify your warranty and receive parts without any hassle.



SERVICE CONTRACT TEAMS

SKM dedicated contracts team focuses on customer sites and equipment under our Annual Maintenance Contracts.

The team ensures all the service delivery commitments such as PPM and washing visits are met as per the contract and swift attendance to any breakdown calls.

The team also works closely with customer's site representatives to ensure customer satisfaction.



SERVICE REPAIR TEAMS

SKM repair team specializes in inspecting your air-conditioning equipment in depth and providing you comprehensive health report identifying all the defects that deviate equipment from its designed parameters.

The team of highly trained professionals, armed with latest tools and gadgets, execute the rectification of these snags with skills that translates into highest quality of workmanship with quick delivery of parts to ensure minimum downtime.

SERVICES PORTFOLIO

ANNUAL MAINTENANCE CONTRACT

SKM Annual Maintenance Contracts (AMC) are designed to provide you peace of mind by maintaining and servicing both SKM and non-SKM air-conditioning equipment at regular intervals to ensure its trouble free operation. SKM's Annual Maintenance Contract service provides you unmatched value with:



ADD-ONS

❖ AMC Plus

Additional coil washing visits aiming to maintain heat transfer efficiency of your equipment, helps save energy and reduces break down.

Increased on-site presence of SKM team on your site to ensure trouble free operations.

❖ SKM Smart Connect

- ❖ Leverages power of IoT to connect your Airconditioning equipment to our Command Centre.
- ❖ Real time monitoring of your equipment by SKM.
- ❖ Empowers & enables true predictive maintenance.
- ❖ Bi Annual analysis report.

Service Program:

Carefully designed service programs and checklists that focus on equipment's performance, maintaining its cooling & energy efficiency and meeting customer requirement.

Spare Parts:

Maintaining ample stock of critical spare parts for air-conditioning equipment under SKM contract, which is accessible by its service team 24/7 365 days, thus minimizing equipment downtime.

Customer Centric Processes:

Process driven and measured by KPIs to achieve total customer satisfaction.

Technical Expertise:

SKM technical team is capable of recognizing any issue related to air-conditioning systems. SKM provide analysis reports after every service visit on equipment operation, its deviation from designed operating parameters (if any), root cause analysis, any areas of improvement etc.

Customer Feedback:

Emphasis on continuously improving SKM services using customer feedback and exceed customer expectations.

Emergency Breakdown Services:

24/7 breakdown support and attendance.

SERVICES PORTFOLIO

REPAIR, RETROFIT & UPGRADE

On-call repair services: SKM technical team is armed with experience, expertise and latest tools. They carry out in-depth inspection of defects and deficiency that exist in your airconditioning equipment to produce rectification proposal to restore the equipment back to its optimized operating state in cost effective manner .

Compressor Repair: SKM workshop is equipped with dedicated compressor rebuilding facility that enables you to have your compressors repaired even if they are mechanically damaged, saving you from investing in new compressors. SKM performs extensive repairs for both Semi-hermetic and Screw compressors at its state-of-the-art workshop.

Retrofit & Upgrade: When faced with tight budget constraints that hold you back from replacing old equipment, SKM Aftersales' Retrofit solution provides you option of renewing and modifying your old equipment.

The solution combines Annual Maintenance Contract, which guarantees extension of the modified equipment without having to replace the unit.

SKM technical experts carry out detailed assessment on possibility of both electrical and mechanical upgrades to bring the equipment's operation and efficiency to levels comparable to that of latest available equipment.

Some of the primary retrofit that SKM Aftersales offers are:

- ❖ Electrical control panel upgrades (from Analogue to Microprocessor based controls).
- ❖ Condenser Coil Replacement.
- ❖ Evaporator (cooler) Replacement.
- ❖ Retrofit of R22 Reciprocating units to Screw Compressor unit with R134a.
- ❖ Switching unrepairable compressors to repairable ones.



SERVICES PORTFOLIO

CONDENSER COIL REPLACEMENT

During the useful life of an Air-cooled chiller, generally condenser coils are required to be replaced at least once. With passage of time through its operating life, the coils gradually erode and lose their heat transfer efficiency which ultimately results in higher consumption of energy. The degrading heat transfer efficiency, after a certain point, also impacts the compressors by forcing them to operate with high discharge pressure and resulting in frequent failures.

Replacement coils from SKM

In the course of producing high quality air-conditioning products over the past four decades, SKM has been manufacturing Condenser Coils for these products in line with globally accepted ARI and ASHRAE standards. SKM main manufacturing facility, located in Sharjah (UAE), meets international quality standards of ISO 9001:2015, ISO 14001:2015 and OHSAS 18001:2007.

Leveraging this expertise, experience and competency; SKM has extended its coil manufacturing and coating capabilities for all types of HVAC equipment, irrespective of brand or make, including:

- ❖ Air-cooled Chillers
- ❖ AHUs/ FAHUs
- ❖ Package Units
- ❖ Condensing Units

SKM Aftersales Department offers you complete end-to-end Condenser Coil replacement solution. Our team of experts carry out detailed inspection of your equipment on site to assess the coils details and installation requirements with goal of executing the coil replacement and coating work with minimum shut down time.

Protective Coating Service

SKM also offer protective coating services for condenser coils in your equipment that are in good condition. The protective coating extends the coil's life by preventing the rate of erosion / Corrosion with minimum heat transfer loss. The types of protective coating offered by SKM Aftersales Department are:

- ❖ Aeris Coating
- ❖ Heresite Coating



SERVICES PORTFOLIO

EQUIPMENT REPLACEMENT

❖ *Why replace your HVAC Equipment?*

- ❖ As your HVAC equipment ages, its efficiency drops drastically. Over the years, this drop translates into significant excess energy and maintenance costs. This forces the equipment owner to consider replacing the equipment and reap benefits from improved efficiency and reduced maintenance.
- ❖ For a typical facility, whose 60 to 70% of energy bill is accounted for by energy consumed by HVAC equipment, this low efficiency at the end of useful operating life means significantly excess energy bills.
- ❖ The unit, at the end of its useful operating life also becomes prone to frequent failures and breakdowns, presenting another area of concern due to unavailability of cooling and cost of rectifications.
- ❖ This is further complicated by lack of availability of parts due to old unit parts becoming obsolete.

Benefits of Replacement

- ◆ Positive ROI over life cycle due to better efficiency.
- ◆ Reduced maintenance costs.
- ◆ Less breakdowns.
- ◆ Improved Asset Value.
- ◆ Compliance with environmental and regulatory standards.

❖ *Why SKM?*

- ❖ Full turnkey equipment replacement solution from supplying the equipment to its lifting, installing and commissioning.
- ❖ Equipment designed and built for extreme Middle East summer conditions.
- ❖ Complete range of equipment covering DX Splits, Package Units, Condensing Units, VRFs, FAHU, AHU, FCU, Air-cooled Chillers and High Efficiency Water-cooled Centrifugal Chillers.
- ❖ Availability of spare parts with Regional Spare parts department based in UAE.
- ❖ Price competitive, lesser initial investment and better ROI.
- ❖ Variety of customization options to order Air-conditioning equipment tailor made to meet your site requirements or constraints.
- ❖ Dedicated project in-charge to coordinate with client, relevant authorities and on-site team; orchestrating the execution with Total Customer Satisfaction.

SERVICES PORTFOLIO

SPECIAL SERVICES

Duct Cleaning

IAQ and its Impact on our health

According to studies we spend as high as 90% of our time indoors. While the outside environmental pollution may have effect on us, the impact of quality of the air indoors, also referred to as Indoor Air Quality (IAQ), can be significant with indoor concentration of pollutants being found as high as 2 to 5 times in comparison to outdoor concentrations.

IAQ and Duct Cleaning

Of many elements of air-conditioning, cleanliness of ducts is one of the major areas when it comes to IAQ. Ducts have central role of distributing the air across the air-conditioned space. With same air being recycled several times through the air-conditioning unit, the level of contaminants, primarily introduced into return air by various sources from the air-conditioned space, increases significantly.

Also, the ducts are prone to growth of moulds inside them, adding to the pollutants in the indoor air and leading to both short term and long term health issues.

Cleaning your ducts frequently not only ensures desired levels of IAQ but also improves your energy consumption as the removed dirt and debris from indoor coil and filters enable indoor units to consume less energy to achieve required level of air-flow distribution.

SKM for Duct Cleaning

Being world class HVAC manufacturers and having decades of experience in the industry, SKM understands the intricacies of an HVAC system and thus provides you best in class duct cleaning service that takes all the factors into account that impact your overall air-conditioning system.

Our dedicated duct cleaning team is equipped with tools that enable them to accomplish the task quickly and efficiently. After performing cleaning procedure a comprehensive visual report is provided that entails before and after images that assure you of successful cleanup work.

Potential Health Hazards of poor IAQ

- ◆ Irritation of eyes, nose and throat.
- ◆ Headaches, dizziness and fatigue.
- ◆ Respiratory diseases.
- ◆ Heart diseases and Cancer.



SERVICES PORTFOLIO



SPECIAL SERVICES

SKM Smart Connect - Remote monitoring service

With advancement of technology, SKM has innovated its services by adding SKM Smart Connect, a remote monitoring service for Airconditioning equipment to its service offering portfolio.

Leveraging the power of IOT, this service connects your Air-conditioning equipment to our Command Centre, located in our Aftersales HQ in Sharjah, and enables us to monitor its various operational and performance impacting variables in real time.

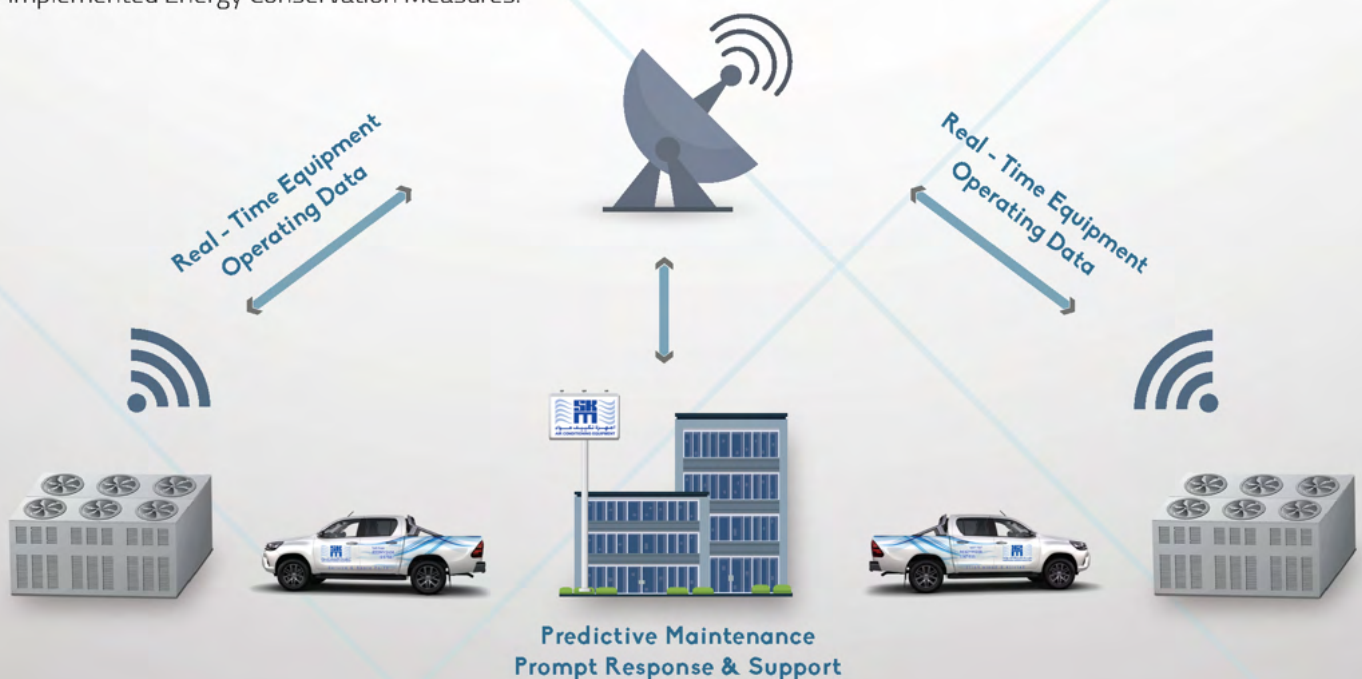
Mentioned below are some of the key features, which make SKM Smart Connect an indispensable service for any facility owner / manager:

24 x 7 Real Time Monitoring – Your equipment will be connected to SKM Command Centre on 24 x 7 basis, assuring your equipment's healthy operation as all the major operating data from the equipment will be constantly monitored by our team of technical experts.

Bi-Annual Reports: The service includes 2 annual reports provided to you every 6 months. The reports entail analysis of key trends observed in operational & performance related parameters of your connected equipment and recommendations on improving the performance of your chiller plant.

Enables True Predictive Maintenance: When combined with our Annual Maintenance Contract services, this service enables SKM to predict potential equipment breakdowns well in advance thus maximizing predictive aspect of maintenance that results in maximum equipment uptime, reduced breakdowns and consistent operation in optimized state.

Empowers business decision supported by data: SKM Smart Connect empowers you to benchmark your equipment's performance Year on Year and assess potential benefits of any Energy Conservation Measures that you may aspire to take. Not only you can back your business decision with equipment data but also carry out better performance measurement & verification of implemented Energy Conservation Measures.





SERVICES PORTFOLIO

CONTROLS & ENERGY

SKM controls and energy solutions are aimed to improve operational efficiency of your HVAC plant. With holistic approach, our team of experts carry out in depth analysis of your current HVAC plant operations, identify key trends that impact its efficiency and propose comprehensive solutions. Some of primary Controls & Energy solution that SKM Aftersales offers are as below:

Optimized Fresh Air Supply

- ❖ FAHUs can account for as high as 40% of total HVAC load.
- ❖ Excess operation has significant impact on your energy bills & Op Ex.
- ❖ In general, buildings observed to have FAHUs that are over designed, causing significant energy wastage.
- ❖ Occupancy based optimized operation is the solution that can result in major energy savings by reduced operation of FAHU and reduced load on chillers.

Chiller Plant Manager

- ❖ Several deficiencies exist in the manually operated chilled water plant.
- ❖ Chillers are run continuously, often more than required to meet small loads causing energy wastage, wear & tear. Operation of corresponding pumps also adds to wastage.
- ❖ Unsequenced operation of chillers burdens one of the chillers more than the other leading to its failure and unavailability of redundancy.
- ❖ Chiller plant manager solution addresses all of the above issues by:
 - ◆ Running minimum number of chillers that satisfy cooling load.
 - ◆ Sequencing chillers, balance their operating hours.
 - ◆ Operating required corresponding pumps.

Adiabatic-Cooling for Air-Cooled Chillers

- ❖ Load on Air-cooled chiller is primarily a function of Chilled Water ΔT and ECAT (Entering Condenser Air Temperature). As ECAT increases, load on the chiller increases. This translate into increases energy consumption.
- ❖ SKM's Adiabatic cooling solution for Air-cooled chillers is designed to significantly lower the ECAT and effectively reduce energy consumed.
- ❖ Another advantage of the solution that it results in increase of chiller's cooling capacity due to lower ECAT with the chiller consuming power within the same range.

RENTAL SOLUTIONS



In line with its objective of serving the customers better and be their as one stop HVAC service solutions provider, SKM rental provides reliable cooling solutions.. For your planned and unplanned cooling needs you can count on our rental solutions to give another dimension to its varied offerings, with the in-house manufacturing and technical expertise that produces equipment of tough built designed to last in UAE.

SKM is committed to deliver Rental Solutions which strike perfect competitive balance, both technically and commercially.

Features



► Total turnkey rental solution.



► Designed to endure harsh weather conditions.



► Ideal for urban as well as remote locations.



► Complete Technical Support.



► A Smart Connect system to remotely monitor performance at SKM.

Diverse Range

❖ Air Cooled Chillers

❖ Free Standing Units

❖ Mobile Power Equipment

❖ Air Handling Units

❖ Package / Roof Top Units

❖ Installation & Accessories



► Can cater all applications

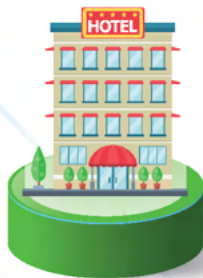
- ❖ **Emergencies:** Quick response and solution delivery at times where your critical cooling assets have broken down.
- ❖ **Events:** Cooling equipment to serve all types of events.
- ❖ **Risk Mitigation:** For critical cooling applications.
- ❖ **Construction Projects:** To ensure appropriate working environment.
- ❖ **Remote Off-grid cooling applications:** To provide cooling where permanent power is not available.



► Suitable for



Airports



Hotels



Hospitals



Malls



Industries



Construction
Facilities



Commercial &
Residential Buildings



Schools

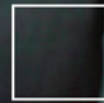
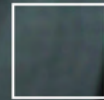
SPARE PARTS

QUALITY

With SKM, you can rest assured of parts being genuine and of highest quality. With HVAC equipment being critical and capital intensive assets for any facility, the importance of their maximum uptime and longevity is undeniable. SKM emphasizes on significance of always using high quality genuine spare parts as low cost alternatives not only fail much frequently but also severely shorten your HVAC equipment's operating life.

AVAILABILITY

SKM Regional Spare Parts Department employs best in class inventory management practices and advanced quantitative analysis to forecast and stock major air-conditioning spare parts to ensure their maximum availability. This makes SKM a trusted partner in fulfilling your spare parts requirements.



AFTERSALES TEAM



Head Office Team – Sharjah



Branch Office - Dubai & Northern Emirates



Branch Office - Abu Dhabi & Western Region



CONTACT US

Sharjah Head Office

Sharjah, United Arab Emirates
Tel: +9716 514 3333
Fax: +9716 514 3300
aftersales@skmaircon.com

Dubai Service Sales Office

P.O Box: 98822
Dubai, United Arab Emirates
Tel: +9714 294 0900
Fax: +9714 294 0029

KSA Service Sales Offices

PC: 34326, 2nd Industrial City,
Dammam, Saudi Arabia
services.ksa@skmaircon.com

Abu Dhabi Service Centre

Abu Dhabi, United Arab Emirates
Tel: +9712 555 7400
Fax: +9712 644 5145
aftersalesauh@skmaircon.com

Kuwait Office

P.O Box: 1215, Dasman, Kuwait
Tel : +965 22289247
Fax: +965 22 494 400
services.kwt@skmaircon.com

Riyadh Branch Tel: +966 11 291 4775

Jeddah Branch Tel: +966 126639357

Dammam Branch Tel: +966 8123335/6



Contact SKM call center at Toll Free number:

800 MYSKM (69756) (UAE only)

800 (124 0105) (KSA Only)