



Service Contract Data Sheet

CHP | Infinium24



The Maintenance and Warranty Programme for Power Therm providing Maintenance Support Operations for shentonggroup CHP's.

Rather than an event-driven maintenance and repair regime, Infinium24 offers reliability and performance of combined heat and power on a managed basis—it's a CHP remote monitoring technology, running 24 hours a day via the internet.

All critical data is logged continuously and sent to us live allowing shentonggroup to predict trends.

Any key component returned to the factory through routine renewal is measured and analysed in detail against the factory specification for performance and condition.

The contract is charged on a fixed hourly rate and includes all parts, labour, travel, fluids, engineers accommodation and sundries

(everything excluding physical damage and misuse) to maintain your Power Therm in accordance with the current and future recommendations of shentonggroup.

The monitoring and Infinium24 maintenance programme is provided by our directly employed engineers, carrying out all the works in a timely, professional and competent manner including a next-working day guaranteed preliminary response to mission critical issues*.

All routine servicing is determined by the running hours on the unit and our service scheduling department will automatically contact you to make an appointment any time our engineers need to visit site.

(* to be defined as a unit that has shut down, cannot be restarted via our remote monitoring system and site staff have checked for external causes and reported this to shentonggroup)



Power Care

Standard Features

- Remote Monitoring
- 24/7 Data collection and analysing
- Next working day guaranteed response to mission critical issues
- Callouts Included
- Automatic Service Visit Scheduling
- Parts & Consumables included
- Fixed Hourly Cost
- Standard and Major Services
- Web based client interface

Distributor:



In line with our policy of continuous development, we reserve the right to change specification without notice.