

Panasonic

AQUAREA SERVICE+
A window to tranquility



AQUAREA
SERVICE+

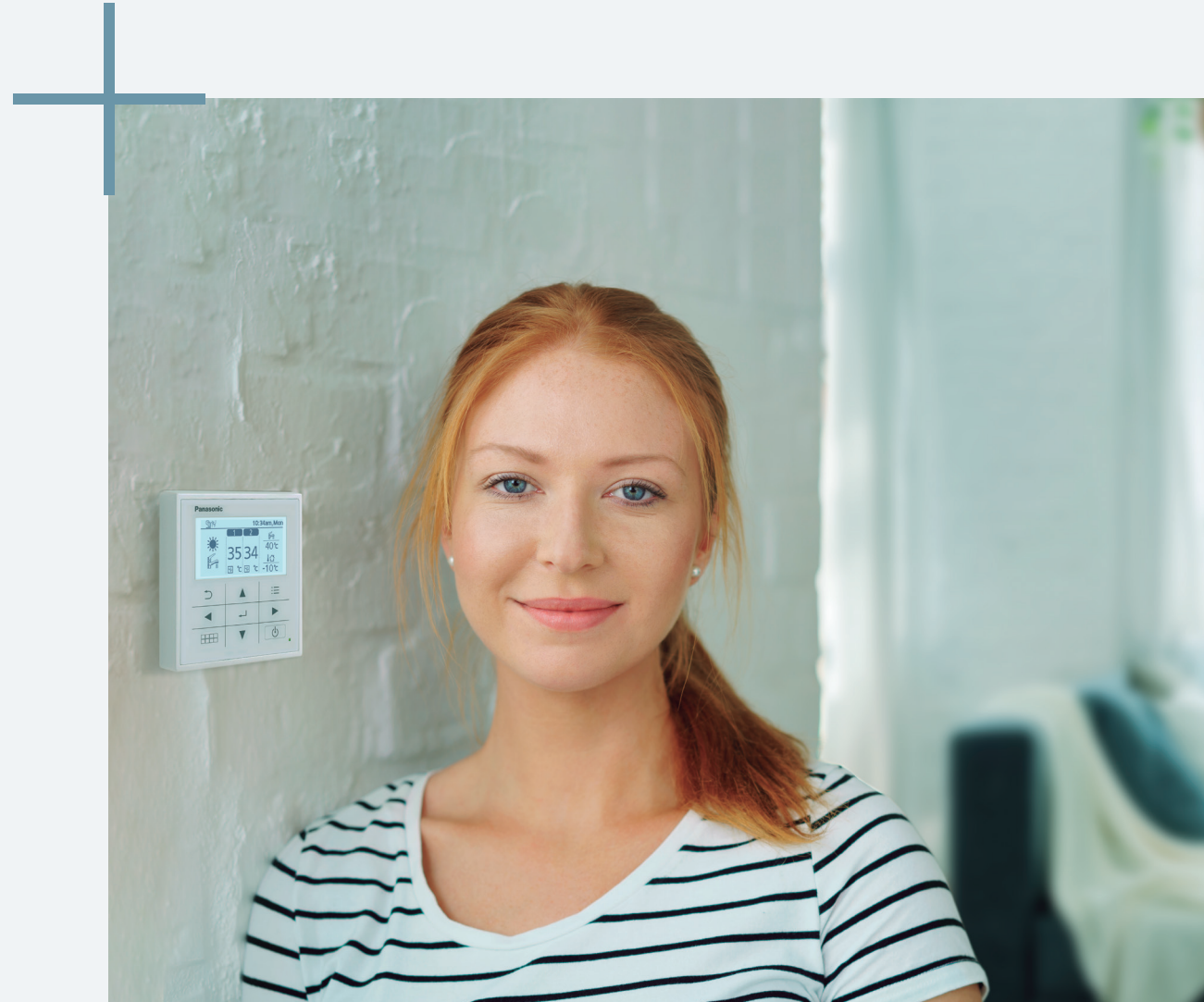
Panasonic

AQUAREA

60 Years
of experience in heat pumps

24/7
Monitoring via IoT
(Internet of Things)

>100K
smart connected heat pumps



A window to tranquility

Let us take care of your Panasonic Aquarea heat pump and you can just relax and enjoy a cosy, warm home.



AQUAREA
SERVICE⁺

Why choose our Aquarea Service+?

By choosing Aquarea Service+, you get the best from your Aquarea heat pump, without any surprises. Thanks to remote monitoring, your heating specialist can take care of everything without bothering you and interrupting your life.



“Just like my car, any heating system requires some regular maintenance in order to keep first day performance and extend its lifetime. With my Aquarea Service+ plan I just relax while someone is taking care of this”

Cecilie M. Thomson



1

Our service technicians are experts in Aquarea heat pumps

2

Problems can be diagnosed remotely, avoiding any unnecessary visits.

3

Application of IoT technology to your Heat Pump offers unique benefits



How to choose your right service package?

Aquarea Service+ offers you the choice of 3 different service packages, so you can select the one which best suits your needs.

AQUAREA
SERVICE+ *COMFORT*

AQUAREA
SERVICE+ *SMART*

AQUAREA
SERVICE+ *PREMIUM*

Great service and support benefits

With an Aquarea Service+ Package, you can benefit from a range of services including:



24/7 IoT monitoring

Parameters of your Aquarea system will be monitored and available to enable helpful remote support.



Aquarea report

Receive customised reports about your heating system, which contain advice and tips to improve performance and efficiency.



Maintenance visit:

All the packages include an annual maintenance visit on your Aquarea heat pump by a Panasonic Service+ technician.



Daily diagnosis check

Panasonic Service+ team reviews your system daily, to monitor for any abnormal parameters in your system.



24/7 Priority support hotline

Call us at anytime, any day if you have questions about your heat pump.



24/7 Response time

Your unit will be supported within 24h either remotely or via home visit .

AQUAREA
SERVICE⁺ *COMFORT*



With your Aquarea Service+ COMFORT subscription you have a convenient package with access to a priority hotline and a yearly heat pump maintenance visit.

You don't have to do anything other than enjoy the comfort of your home.

- **Annual heat pump maintenance**
- **Priority support hotline**



AQUAREA
SERVICE+ SMART



With your Aquarea Service+ SMART subscription you have one less worry. Your heat pump is monitored remotely and if an error occurs, we are the first to know. We will contact you immediately to solve the problem remotely or if this is not possible, coordinate a service appointment with one of our engineers.

You don't have to do anything other than enjoy the comfort of your home.

- Annual heat pump maintenance
- Priority support hotline
- 24/7 IoT remote monitoring
- Aquarea periodical report
- Daily diagnosis check
- Priority support hotline 24/7
- Service support within 24h including weekends
- 20% Discount: Panasonic spare parts
- One complimentary breakdown repair visit



AQUAREA
SERVICE+ *PREMIUM*



With your Aquarea Service+ PREMIUM subscription you have one less worry. Your heat pump is monitored remotely and if an error occurs, we are the first to know. We will contact you immediately and help to solve the problem remotely, or if this is not possible, we will coordinate a service appointment with one of our engineers, with Panasonic labour and spare parts costs covered!

You don't have to do anything other than enjoy the comfort of your home.

- Annual heat pump maintenance
- Priority support hotline
- 24/7 IoT remote monitoring
- Aquarea periodical report
- Daily diagnosis check
- Priority support hotline 24/7
- Service support within 24h including weekends
- Panasonic Spare parts included
- Labour & travel costs included



Service Packages comparison table

Benefits of a subscription	AQUAREA SERVICE+ COMFORT	AQUAREA SERVICE+ SMART	AQUAREA SERVICE+ PREMIUM
On site annual maintenance	✓	✓	✓
Priority support hotline	✓	✓	✓
24/7 IoT remote monitoring		✓	✓
Aquarea periodical report		✓	✓
Daily diagnosis check		✓	✓
Priority support hotline 24/7		✓	✓
Service support within 24h including weekends		✓	✓
Panasonic Spare parts		20% Discount	Included*
Labour & travel costs included		One breakdown repair visit included per year	✓
Pricing incl. VAT (month)	€21.50 per month or €258 annually	€29 per month or €348 annually	€39 per month or €468 annually
Product Code	SVC-A2W-WARR-YR-S	SVC-A2W-WARR-YR-A	SVC-A2W-WARR-YR-P



Complete on site annual maintenance

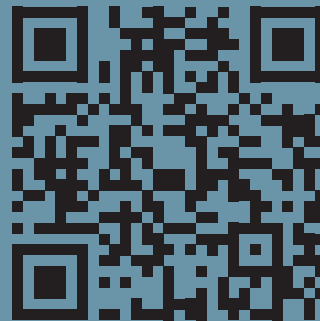
Each year, an Aquarea Service+ engineer will make a visit to your property to ensure a complete maintenance of your system is made, covering the below checks.

General (External Check-Visual)	Operational Check	System Check	Controller Check
✓ Outdoor Unit Secure	✓ External Electrical Isolators	✓ Heat Emitters	✓ Operating hours (Compressor & Back Up Heater)
✓ Condition of Outdoor Unit Casing	✓ Fan Blade & Fan Motor	✓ Anode (DHW Cylinder - if applicable)	✓ Compressor Start/Stop count
✓ Free Airflow around Unit	✓ Strainer/Filter cleaning	✓ Room Thermostat	✓ Energy Consumption
✓ External Electrical Isolators	✓ Pressure Relief Valve(s)	✓ Circulating Pump(s)	✓ Cloud Operating (If connected)
✓ Condition of Insulation (Water & Refrigerant pipe)	✓ System Pressure	✓ DHW valves -Switch over from heating	✓ Pasteurisation Cycle Set
✓ Leaks (Water & Refrigerant)	✓ Electrical Isolators	✓ Booster Heater	✓ Weather Compensation Set
✓ Evaporator Condition (Clean)	✓ Auto Air Vent - Back Up Heater		

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AQUAREA SERVICE⁺

Find out more at
www.aquarea-service-plus.ie



Panasonic
heating & cooling solutions