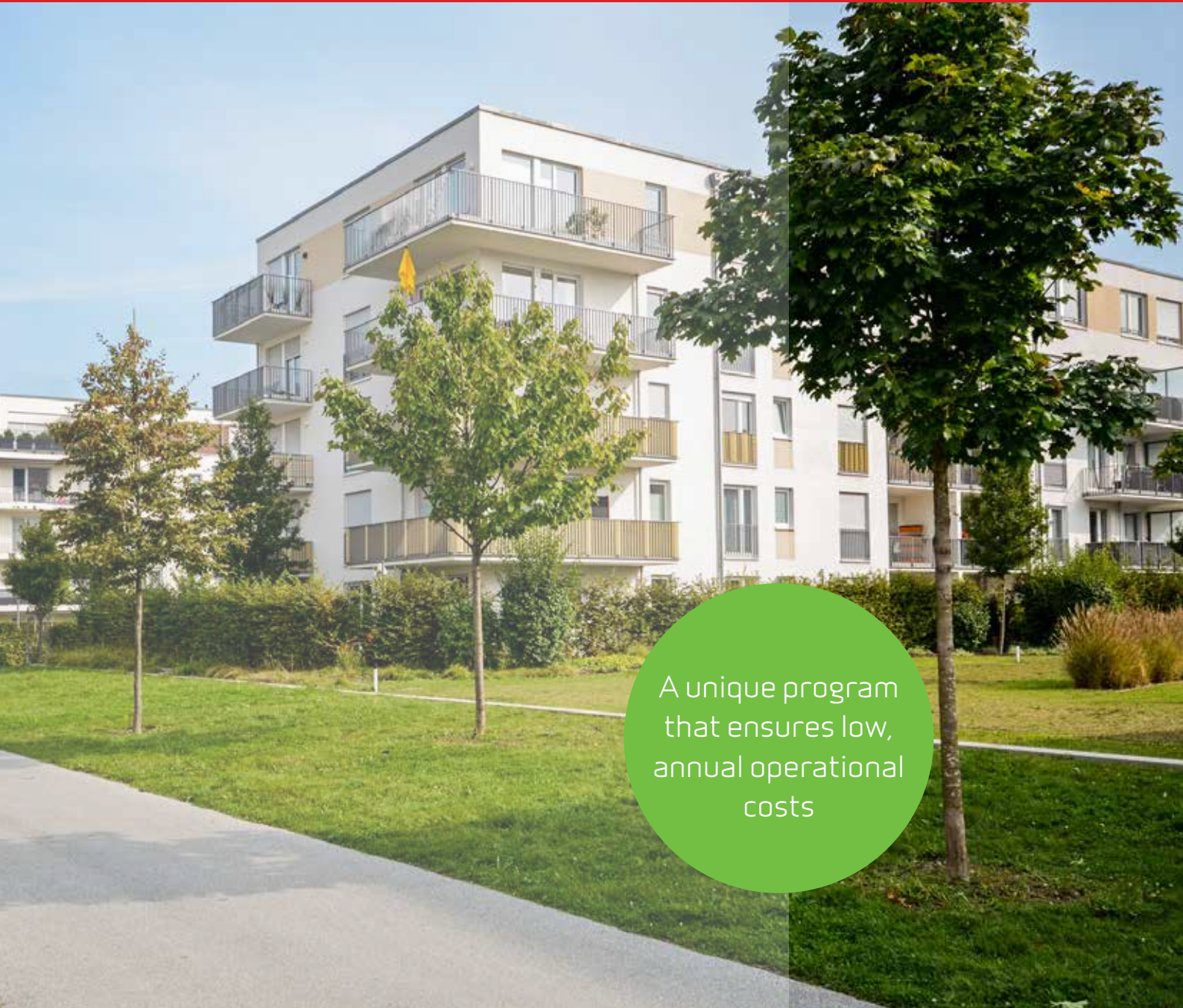


Nilan Service Center



A unique program
that ensures low,
annual operational
costs

- this is how you save time and reduce operating costs of ventilation units in housing associations



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 quickly gives you a comprehensive view, and that allows you to monitor and optimize operation of the ventilation units in your rental properties. Optimal operation benefits both the tenant and the property itself. It ensures low energy consumption as well as a good indoor climate free of humidity, rot, and mould.

As the property administrator, you will easily be able to check temperatures and humidity levels in the associated apartments and properties. In addition, you will be notified directly when the filters in the ventilation units need replacing. Nilan Service Center will save you both time and money!

How you benefit:

- Monitor that operation of the units in the housing association is optimal
- Receive notification if a resident turns off their unit
- Stay informed about when filter replacements are due
- Be notified immediately when operational errors occur
- Access analyses of operational errors
- Prepare before visits from technician



You save time and money

Services and repairs

If an alarm is triggered on a ventilation unit, Nilan Service Center will send an email notification directly to the service administration. Since every ventilation unit has its own address, it is easy to identify the unit that caused the error.

A current alarm will show in Nilan Service Center, and this will allow you to prepare a solution to the problem before a service technician is contacted.

Often the cause of the problem will be an incorrect setting on the ventilation unit. Nilan Service Center allows you to change the settings of the unit online. That way, you can avoid calling out a service technician unnecessarily. You thereby minimise recurring, time-consuming service visits.

When you need to call out a service technician, the information from Nilan Service Center can help establish in advance which parts and tools that are required for the task.

Nilan Service Center will save you both time and money.



How you benefit:

- Receive email notifications when alarms occur
- Avoid time consuming service visits
- Prepare before visits from technician

Look after both buildings and units

Buildings

As a property administrator using Nilan Service Center, you will be able to act quickly if a tenant uses or sets their unit incorrectly, or if you register anomalies or excessive use.

A typical issue that can be solved via Nilan Service Center is for instance a tenant turning off the unit to save energy. When a unit is off, it can result in damages due to humidity in the building, and the repairs can quickly become expensive. It is therefore important that you, as property administrator, can react quickly.



Unit

It is not only the building that can get damaged if the unit is used incorrectly. The ventilation unit can likewise suffer damages if it is off for long periods of time. A typical issue is condensation forming in the unit, which results in damages to its technical components.

The ventilation unit can have serious functional faults without anybody realizing that there is a problem. When you receive a notification from Nilan Service Center, you will be able to act on these faults straight away.

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 have been connected, even when you are on the go. If a tenant reports errors on their unit, as property administrator you can access the unit in question directly and identify the error. The app shows all current data. It registers alarms and shows the alarm code in each case. That way you can quickly identify the fault and, in some cases, solve the issue straight away.

We recommend that you make notes regarding the operation of the unit, so you can easily follow the history of the unit. You can read and write notes in both the PC version and in the app.

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 disrupted. If a tenant turns off their ventilation unit, the notification will be sent to the property administrator immediately.

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

Follow and optimise operation

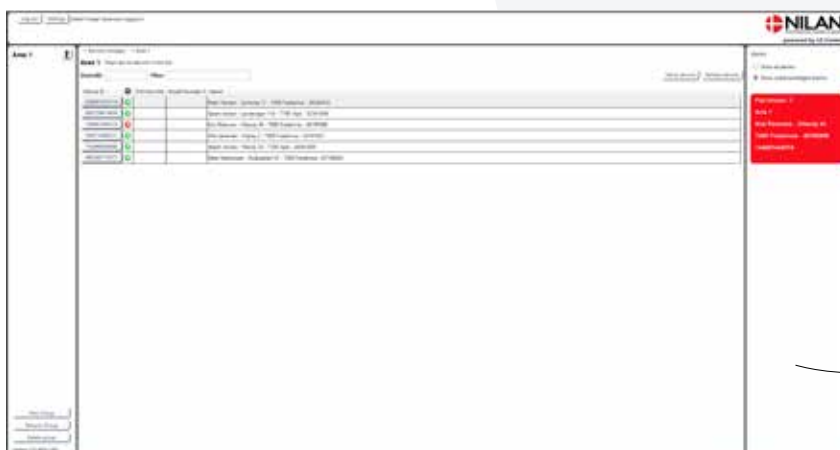
In Nilan Service Center you can always see all curves and data points for the previous two years. Data is logged every 5 minutes. The data that has been logged is used for troubleshooting and optimisation of operation.

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.

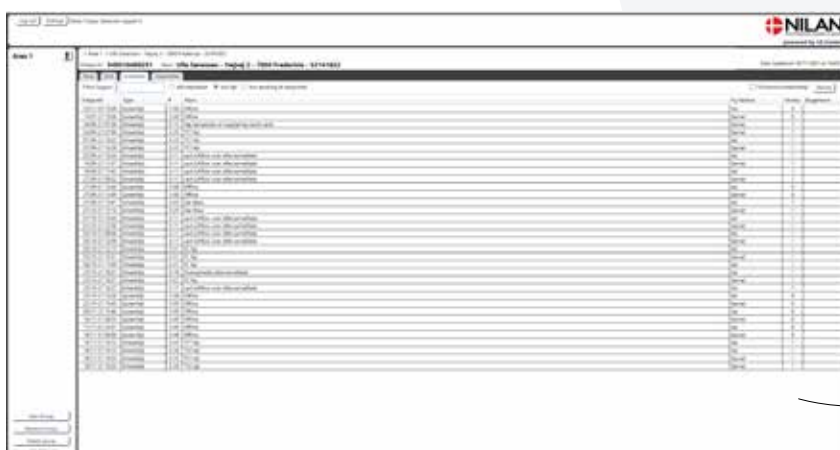
When you make changes in Nilan Service Center, they will be saved in the Event list. At any time, you will be able to see who made the changes and when.

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 can be used as documentation in the event of a dispute regarding mould in a dwelling.





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

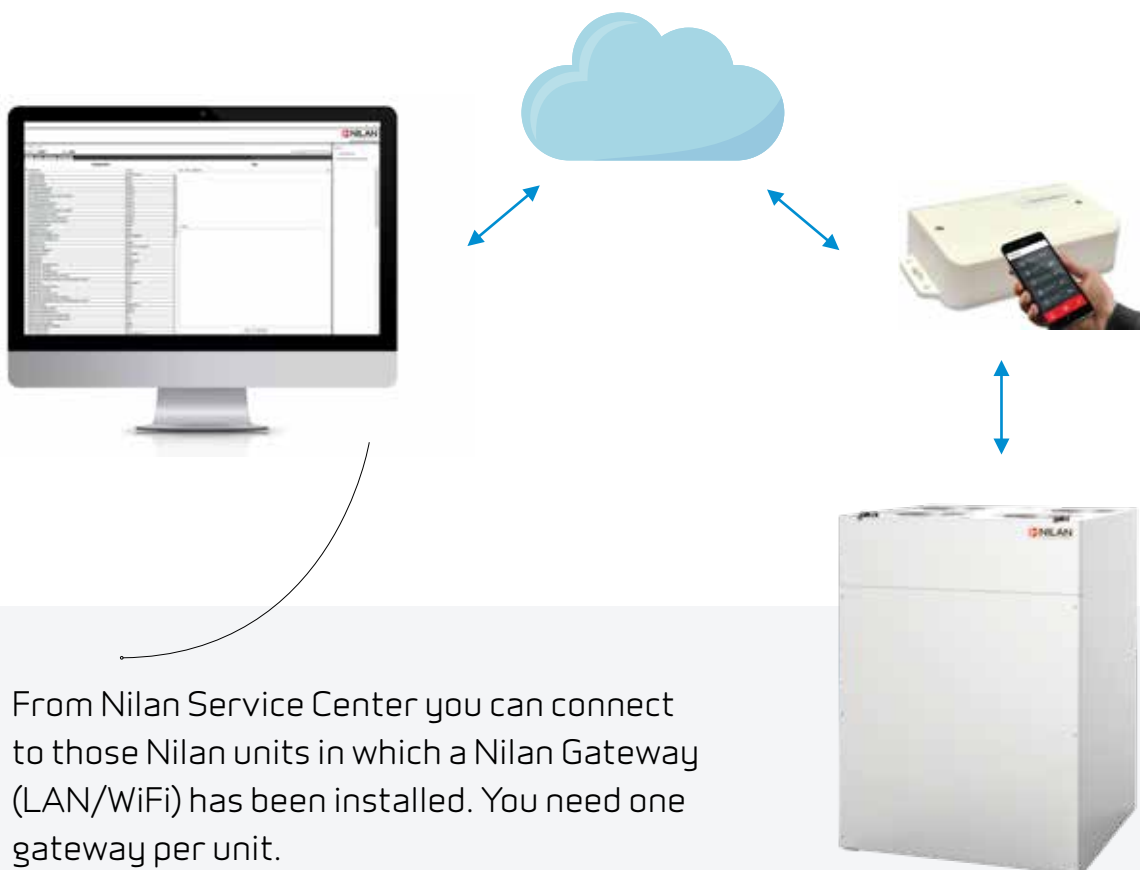
Structure and user level

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 the individual housing association. You may for instance create structures consisting of towns, areas, blocks of flats and street names.

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.

- The property administrator can only see the data. He or she cannot change the settings.
- The caretaker or the associated service partner, who both possess the necessary technical knowledge, can both see and change the settings for the ventilation unit.



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. We therefore offer free consultation which we will advise you on the options for your housing association. 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 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.

OUTSTANDING INDOOR CLIMATE

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2024-0
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