

Our ServicePlus

Sustainable. Digital. Personal.

- High quality and long service life
- Repair- and maintenance-friendly product design
- Ensured spare parts supply with short delivery times
- Long operating times and maintenance intervals
- Digital interfaces for efficient monitoring and control
- Personal consultation by phone, video chat or on site

Hygienically pure steam
for spa and wellness applications



Our ServicePlus⁺

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We are convinced that the investment in **quality and service** pays off. Customers and service partners regularly confirm this to us. And that has positive effects both internally and externally. Long-standing company affiliations and customer relationships speak for themselves.

Discover how we understand service - discover the advantages of **ServicePlus⁺**



Sustainable action from the very beginning

We also define our high level of service through the sustainability of our products. For more than 50 years, the focus of our development work has been the **optimisation of service life, efficiency and ease of maintenance**. Intelligent product design is an important key to the sustainable use of our resources and our environment – and this deserves the best service we can provide.

Long service life saves resources

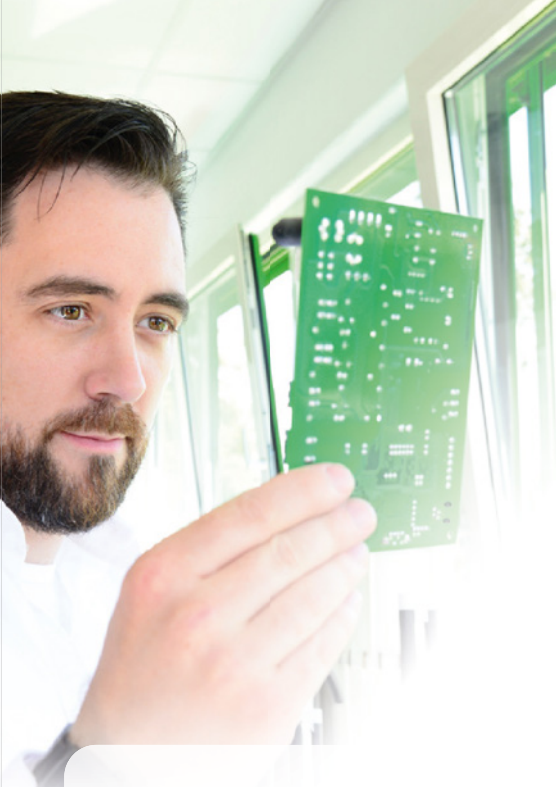
In our products, we only use parts and components that have absolutely convinced our engineers and technicians in terms of **quality**. We also make sure that all components can be replaced individually. We keep spare parts on hand for a long time for replacement at short notice. This not only increases the service life of our products, but also ensures a **sustainable service** in the interest of our customers.

Efficient in production and in operation

The production and operation of our products require energy. To keep our ecological footprint as small as possible, we only use electricity from **renewable energies**. We are also constantly working to optimise the energy efficiency of our production processes. Our products are configured at the factory for **ECO mode** and delivered as climate-neutral as possible. High-precision control technology enables precise control of the required steam amount during operation – efficient and energy-saving.

Less maintenance saves time and money

We attach great importance to designing our products to be maintenance-friendly and sustainable. This means that all **maintenance-relevant components are easily and quickly accessible**. Only **reusable steam cylinders** are used, which can be cleaned easily and without chemicals. The high quality of the materials used and intelligent functions enable **long operating times and maintenance intervals**. Our service in terms of maintenance – uncomplicated, environmentally friendly and in line with your requirements.



Digital service comfort efficiently and wisely connected

Our steam generators can be controlled, read out and parameterised digitally via integrated or external interfaces. Depending on the unit type, different protocols are available.

- Integrated communication protocol Modbus RTU
- Integrated communication protocol BACnet
- CAREL DigitalHUM cloud and gateway



CAREL DigitalHUM cloud and gateway

(currently available for all FlexLine units)

With the CAREL DigitalHUM we offer for our steam generators a digital solution for **remote monitoring and controlling**. This reduces the service effort and thus the costs for maintenance and repair work considerably.

- Optimised planning of routine maintenance work
- Alarm notifications and historical data for detailed analysis in real time
- Sound operational and material planning for repair work
- Task-related user and role management (end customers, service partners, manufacturers)
- User-friendly and clear user interface
- Manage up to 10 humidifiers with one gateway and any number of gateways with one account
- Connection via Ethernet, WLAN or 4G
- Simple plug & play installation



HygroMATIK SPA



Personal consultation professional and direct

We appreciate the direct contact with the customer in a **personal conversation – by phone, by video chat or on site**. You always receive technical information first-hand at all times. Thereby we prefer short and unbureaucratic ways and are happy to take on any challenge.

Via front desk or our technical hotline you will quickly reach the right specialist for your request. The integration of our engineers into the service processes is one of the guarantees for the **high service quality and customer satisfaction**.



Front desk
(General questions)
+49 4193 895-0
hy@hygromatik.de



Technical hotline
(Technical questions)
+49 4193 895-293
hotline@hygromatik.de

HYGROMATIK SPA

member of CAREL group



HygroMatik GmbH
Lise-Meitner-Str. 3
24558 Henstedt-Ulzburg
Germany

T +49 4193 895-0
F +49 4193 895-33
hy@hygromatik.de
www.hygromatik.com

