



PRESS RELEASE

VSOS™ Virtual Service On-Site

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Mydax, the leader in the chiller industry for innovation and reliability, announces a new feature to enhance product support for chillers installed in critical applications. VSOS™ Virtual Service On-Site, offers remote monitoring and engineer support to a chiller, installed in the field, across standard or cellular phone lines. The status of the chiller's running condition and alarm history can be read from a computer at any location for immediate maintenance or troubleshooting. A call-out feature enables the chiller to initiate a call for help, 24 hours a day. If a fault condition is detected, a service person can be dispatched even before the user knows there is a problem.

Intelligent sensors, placed throughout the chiller, are used by Mydax's patented proportional control system to continually adjust the operating state for peak performance. This proportional control is the fundamental foundation for the Low-Thermal-Stress technology, resulting in the most reliable chiller available. For periodic maintenance and inspection, these sensors provide feedback for fluid reservoir level, flow rate, refrigerant pressure, condenser temperature, air temperature, and more.

These same sensors can now be read by technical support personnel by dialing into the chiller from a computer diagnostic center. The sophisticated nature of the Mydax design allows for complete diagnostics and monitoring of the major components and circuits without having to attach external gauges and meters.

Mydax offers 4 hour response time through a strategic alliance with York International. Michael Seibert, Mydax International Service Manager, states "This new capability greatly enhances the effectiveness of service personnel. Prior to dispatching a local service representative, Mydax can evaluate a component failure and identify the most-likely cause. In a mission-critical application, this speeds the time to repair by providing experienced Mydax engineering assistance to the field service technician".

Only Mydax can offer this level of support for your chiller.

For more information, contact Mydax at 800-732-2284 or visit www.mydax.com