HMX

HMX Care

...the *best service*
...at the *right time*
...by the *right people*



Services we offer

At HMX Care, we go beyond routine maintenance and breakdown calls. We offer a complete suite of specialised services designed to maximise the life, efficiency, and reliability of your cooling systems. Whether you need performance optimisation, system upgrades, or technical assistance, we have you covered.



■ Health Audit/Remaining Life Assessment (RLA)

Thorough inspection and data analysis to assess the current condition and predict the remaining useful life of your equipment – helping you make informed decisions on maintenance or replacement



■ Efficiency Enhancement Packages

Custom-engineered packages to improve airflow, reduce energy consumption, and optimise system performance – delivering better ROI and sustainability



■ Performance Trials

On-site testing of airflow, temperature, pressure, and electrical parameters to benchmark your system and identify areas for improvement



■ Training Programs

- Training on the basics of evaporative cooling technology
- Operation and Maintenance (O&M) best practices for your technical team
- Customised sessions based on your team's skill level and needs



■ Troubleshooting Packages

On-demand diagnostics to resolve mechanical, electrical, or control system issues – ensuring minimal downtime and fast turnaround



■ IoT Integration

Smart system monitoring through IoT-enabled devices for real-time data insights, remote diagnostics, and predictive maintenance alerts



■ Retrofit Solutions

Upgrade your existing systems with new-age components to enhance performance, comply with updated standards, and reduce operational risks



■ PLC and VFD Upgrades

Boost your system's intelligence and control with the latest programmable logic controllers (PLC) and variable frequency drives (VFD) for smoother and smarter operations



■ Annual Service Contracts (ASC)

Choose peace of mind with our flexible ASC packages:

- Non-comprehensive ASC: Covers periodic preventive maintenance visits, troubleshooting support, spare recommendations, and annual performance report
- Comprehensive ASC: Includes periodic preventive maintenance visits, troubleshooting support, spares and annual performance report

Both packages are designed to reduce unexpected breakdowns and ensure year-round operational reliability.

Annual Service Contract (ASC) scope

Sr No	Description	Remarks
1	Primary and secondary blower operating status	For applicable model
2	Primary and secondary motor operating status	For applicable model
3	Primary and secondary pulley condition and alignment	For applicable model
4	Primary and secondary belts condition and tension	For applicable model
5	Primary and secondary volume control damper (VCD) operating status	For applicable model
6	Manual/timer/auto water bleed-off operating status	If applicable
7	Magnehelic gauge/differential pressure (DP) switch operating status	If applicable
8	UV and marine lamp operating status	Inspection
9	Tank pressure regulating valve (PRV), inlet and outlet gate valve operating status	Inspection
10	Water level switch operating status	Inspection
11	Mechanical float valve operating status	Inspection
12	Limit switch operating status	Inspection
13	Temperature-RH sensor operating status	Inspection
14	Control panel switch gear operating status	Inspection
15	PLC and HMI status (hardware and program)	Inspection
16	Water tank cleaning	Supervision
17	Heat exchanger water distribution spray pipe cleaning	Supervision
18	Heat exchanger normal water cleaning	Supervision
19	Inspection and rectification for any water leakage in the machine	Supervision
20	Inspection for any rusted parts	Inspection and reporting
21	Air filter condition	Inspection and reporting
22	Heat exchanger chemical cleaning	Once in a year
23	Blower balancing	Once in a year
24	Performance measurement (air volume, temperature at inlet/outlet of machines and electrical parameters)	Once in a year

Note – Inclusions and exclusions will be a part of the detailed offers



Spares – a ready stock of original parts

We maintain a ready inventory of genuine, high-performance spare parts to ensure quick turnaround and minimal downtime for your systems.

■ Mechanical Spares

- Blowers and motors
- Circulation pumps
- Spray pipe assemblies
- Float valves

■ Electrical and Control Components

- PLCs and VFDs
- Limit switches
- Water level sensors
- Control panel components
- Temperature and RH sensors

■ Air and Water Flow Components

- DAMA units
- Cellulose pads
- Filters
- UV assemblies
- Marine lamps
- Inlet/outlet valves

■ Special Additives

- Chemicals specifically formulated to prevent jelly formation in water systems, ensuring smooth flow and longer life of internal components

■ All spares are **OEM-approved** and rigorously tested

Our service network



At HMX Care, we don't just service machines – we protect your investment, optimise your operations, and partner with you for long-term success. With a highly skilled team, genuine spares, and a customer-first approach, we ensure your cooling systems run at peak performance, year after year.

Whether you're looking for preventive maintenance, performance upgrades, or emergency support, HMX Care is your trusted service partner.

Manufactured by:

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