

**Artus**

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**Extended Warranty  
Requirements & Submission  
Form – for Installers, FM,  
Service & Maintenance  
Companies**

Artus REF No PSM-KEY.001

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**Artus**®

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## 1. Project information – please complete

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<b>Project ID</b>	<b>AR</b>
<b>Project Name:</b>	
<b>Site Address:</b>	
<b>Installer Company:</b>	
<b>Maintainer Company:</b>	
<b>Delivery date:</b>	
<b>PC date:</b>	

<b>Model ref:</b>	<b>Unit serial numbers:</b>



## 2. Our Extended warranty process

We are extremely confident in the quality of design, component selection, manufacture and durability of our unit. Therefore, we now offer a market leading extended warranty on the AR60 & AR75 products as outlined below.

For made to order units, the standard 12-month warranty can be extended to 36 months subject to evidencing the completion of the following – please use this as a checklist of compliance:

Who	Step	When	What	Reference	Declaration of completion (pls initial when completed)
INSTALLERS	1	Prior to installation	Attend 'Artus Pre-Start Meeting for Installers'	This doc. Section 3	
	2	Installation	Products are installed in line with Artus Air Ltd requirements	<a href="#">Artus IOM</a> , section 8, accompanying this doc.	
	3	Prior to commissioning	Complete and return 'Artus Pre-commissioning Inspection Checklist'	This doc. Section 4	
	4	Commissioning	Products are commissioned in line with Artus Air Ltd requirements	<a href="#">Artus IOM</a> , section 13 accompanying this doc.	
	5	Post - commissioning	Completion of the 'Artus Post - commissioning checklist'	This doc. Section 5	
	6	Prior to building hand over	Insert name and contact details for ongoing maintenance ownership:	<b>Name:</b> <b>Contact email:</b> <b>Contact tel:</b>	
	7	Prior to building hand over	Complete all sections required in steps 1 to 6 and return to Artus Air Ltd (Aftersales) at: <a href="mailto:support@artusair.com">support@artusair.com</a>		
FM / S&M COMPANY	8	Within 3 months after PC	Attend 'Artus Familiarisation Meeting for Facilities Managers'	This doc. Section 6.	
	9	Maintenance	Products are maintained in line with Artus Air Ltd requirements	<a href="#">Artus IOM</a> section 14, accompanying this doc.	
INSTALLERS & FM / S&M Co.		If an issue arises	Complete and return 'Technical Service Request Form'	Technical Service Request Form <a href="#">from our website</a>	

The **Installer** must complete and return steps 1 to 7 above as a condition towards an extended 36-month unit product warranty.

The **FM / S&M Company** must complete and return steps 8 to 9, as a condition towards an extended 36-month unit product warranty.

The Product Warranty terms are available from our website: [Artus Product Warranty Terms-Conditions](#)



### 3. Artus Pre-Start Meeting for Installers

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#### **Purpose**

The purpose of the Pre-Start meeting is to provide installers with the knowledge and information they need to install Artus units. An Artus unit is a packaged air terminal unit for heating and cooling and differs from a traditional Fan Coil Unit.

The Pre-Start meeting will give a practical overview of the innovative features of Artus compared to traditional designs, highlighting both the ease of installation, configuration and commissioning.

It is recommended that the BMS contractor is in attendance. The unit is self-contained with all controls, control valves and auxiliary equipment required for operation.

This meeting is delivered free of charge by a member of the Artus Air Ltd Aftersales team designed to ensure a positive experience when installing Artus product solutions.

*Please note - the Pre-Start meeting is a requisite of the unique 36-month warranty offering by Artus Air Ltd, on built-to order Artus units.*

#### **Scheduling a Pre-Start Meeting**

Please contact our Aftersales team on +44(0)204 566 8377 to book a Pre-Start meeting. They will bring a demonstration unit to site if you haven't taken delivery of any Artus units by this point. Alternatively, a meeting can be held at Artus Air Ltd premises at 21 Great Chapel Street, London.

Please allow c. 1.5 hrs for this meeting, including questions and answers.

We will follow up with additional information based on the questions raised, and we ask that attendees sign the copy on the next page and return it to us.

#### **Agenda**

1. What makes Artus different
2. What's inside the unit
3. Installation methodology
4. Protection of the units during site work
5. Commissioning and Controls Configuration
6. Accessories
7. Project specifics:
  - a. Project Program (key dates)
  - b. Ceiling integration (as required)
  - c. BMS strategy
  - d. Details of any relevant sub-contracted packages
8. Questions



**Record of Attendance**

<b>Project ID (AR Ref) AR</b>	<b>Project Name :</b>
<b>Site Address:</b>	
<b>Training Venue</b>	<b>AAL Trainer</b>

Name	Job Title	Company	Signature	Date

Signed on behalf of  
 Artus Air Ltd: \_\_\_\_\_  
 Print Name: \_\_\_\_\_  
 Date: \_\_\_\_\_

Approved for FIRST step  
 of 36-month warranty by: \_\_\_\_\_  
 Print Name: \_\_\_\_\_  
 Date: \_\_\_\_\_



## 4. Artus Pre-commissioning Inspection Checklist – please complete

	Cooling	Heating
Temperature Set Point	°C	°C
Entering ChW / LTHW Temperature	°C	°C
Leaving ChW / LTHW Water Temperature	°C	°C
Glycol % (Polypropylene / Ethylene)	% EG / PG	% EG / PG

<b>Pre-commission inspection check list</b>	<b>Yes</b>	<b>No</b>
<b>External</b>		
Artus unit is level in all planes, lock nuts secured, 20mm ventilation gap above unit and free from any obstruction	<input type="checkbox"/>	<input type="checkbox"/>
Air filters present and clean, sufficient clearance for air path with no obstructions.	<input type="checkbox"/>	<input type="checkbox"/>
Heat exchanger clean and free from damage	<input type="checkbox"/>	<input type="checkbox"/>
Wago plugs secure and cable strain reliefs in place	<input type="checkbox"/>	<input type="checkbox"/>
Condensate connection secure, drain hose free from kinks	<input type="checkbox"/>	<input type="checkbox"/>
Pipework connections correct and secure, insulation present and undamaged	<input type="checkbox"/>	<input type="checkbox"/>
Unit chassis and fascia panel undamaged.	<input type="checkbox"/>	<input type="checkbox"/>
Supply voltage is 230V ac, 1ph, 50Hz	<input type="checkbox"/>	<input type="checkbox"/>
Chilled water and/or LTHW system in bypass or isolation mode	<input type="checkbox"/>	<input type="checkbox"/>
<b>Internal</b>		
Quarter turn latches secure, retaining safety catch operational and undamaged.	<input type="checkbox"/>	<input type="checkbox"/>
Electrical enclosure lid secure.	<input type="checkbox"/>	<input type="checkbox"/>
Condensate tray secure and clean	<input type="checkbox"/>	<input type="checkbox"/>
Heat exchanger clean and free from damage	<input type="checkbox"/>	<input type="checkbox"/>
Insulation covers present, clean and secure.	<input type="checkbox"/>	<input type="checkbox"/>
Actuator heads fitted and secure, cables secure and connected.	<input type="checkbox"/>	<input type="checkbox"/>
Condensate pump hoses secure, vent tube secure and unobstructed.	<input type="checkbox"/>	<input type="checkbox"/>
Check fan for free rotation, ensure impeller does not rub on inlet ring.	<input type="checkbox"/>	<input type="checkbox"/>
Unit On/Off switch in "On" position.	<input type="checkbox"/>	<input type="checkbox"/>

Signed: \_\_\_\_\_ On behalf of: \_\_\_\_\_ Date: \_\_\_\_\_  
 Print Name: \_\_\_\_\_ Tel No: \_\_\_\_\_ Site Contact: \_\_\_\_\_



## 5. Artus Post – commissioning checklist – please complete

Cooling Installation and connection checks		
Fan Control Signal (Vdc) <i>(To be set by ABT site or from the BMS for performance validation)</i>	Result:	Comments:
Air Volume (l/s)	Result:	Comments:
Chilled Water Flow and Return Temperature (°C) <i>(3rd Party measurement to Artus)</i>	Result:	Comments:
Chilled Water Flowrate (kg/s) <i>(To be set by ABT site or from BMS for performance validation)</i>	Result:	Comments:
Return Air Temperature (°C) <i>(Visualised from ABT site or from BMS)</i>	Result:	Comments:
Supply Air Temperature (°C) <i>(Visualised from ABT site or from BMS)</i>	Result:	Comments:
General Comments:		

Heating Installation and connection checks		
Fan Control Signal (Vdc) <i>(To be set by ABT site or from the BMS for performance validation)</i>	Result:	Comments:
Air Volume (l/s)	Result:	Comments:
LTHW Flow and Return Temperature (°C) <i>(3rd Party measurement to Artus)</i>	Result:	Comments:
LTHW Flowrate (kg/s) <i>(To be set by ABT site or from BMS for performance validation)</i>	Result:	Comments:
Return Air Temperature (°C) <i>(Visualised from ABT site or from BMS)</i>	Result:	Comments:
Supply Air Temperature (°C) <i>(Visualised from ABT site or from BMS)</i>	Result:	Comments:
General Comments:		

Refer to the Artus IOM manual troubleshoot guide should any issues arise during these checks.  
 Return all valves which have been used in *manual mode* for validation, to automatic mode after test.  
 Remove Temperature Simulation Valve Override Plugs after use.  
 Table above refers only to activities related to the Artus unit and is not a complete commissioning guide for full systems.

Comments:

Signed: \_\_\_\_\_ On behalf of: \_\_\_\_\_ Date: \_\_\_\_\_  
 Print Name: \_\_\_\_\_ Tel No: \_\_\_\_\_ Site Contact: \_\_\_\_\_



## 6. Artus Familiarisation Meeting for Facilities Managers

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### **Purpose**

The purpose of the meeting is to provide operators, Facilities management / Service & Maintenance companies with the knowledge and information they need to use Artus products to their maximum benefit for both for comfort and carbon. An Artus unit is self-access, and has a very slow running fan, and thus differs from a traditional Fan Coil Unit.

This meeting will give a practical overview of the innovative features of Artus solutions compared to traditional designs, highlighting the ease of maintenance and continued optimisation of operation.

This meeting is delivered free of charge by a member of the Artus Aftersales team and aimed at enabling a good experience of working with Artus solutions.

*Please note - the Building Handover meeting is a requisite of the unique 3-year warranty offering by Artus Air Ltd., on built-to order Artus units.*

### **Scheduling an Artus Familiarisation Meeting**

Please contact our Aftersales team on +44(0)204 566 8377 to book an Artus Familiarisation meeting.

Please allow c. 1.5 hrs for this meeting including questions and answers.

We will follow up with additional information based on the questions raised, and we ask that attendees sign the copy on the next page and return it to us.

### **Agenda**

1. What makes Artus different
2. What's inside the unit
3. Service & Maintenance
4. Site attendance and use of 'Artus Aftersales Reporting Form'
5. Questions



**Record of Attendance**

<b>Project ID (AR Ref) AR</b>	<b>Project Name :</b>
<b>Site Address:</b>	
<b>Training Venue</b>	<b>AAL Trainer</b>

Name	Job Title	Company	Signature	Date

Signed on behalf of  
 Artus Air Ltd: \_\_\_\_\_  
 Print Name: \_\_\_\_\_  
 Date: \_\_\_\_\_

Approved for FIRST step  
 of 36-month warranty by: \_\_\_\_\_  
 Print Name: \_\_\_\_\_  
 Date: \_\_\_\_\_





## Discover more

To experience **Artus** or for more information,  
please call **0204 566 8377**

[artusair.com](https://artusair.com)  
[connect@artusair.com](mailto:connect@artusair.com)