



Remote HVAC continuous monitoring and diagnostic service.

This solution is specifically customized for discerning clients that expect the highest quality service and the best comfort from their HVAC system.

Messana mConnect service helps propriety managers and homeowners to control HVAC systems in high-end residences and estates with the goal of improving building operations, maintaining a high level of comfort and reducing energy consumption.

It is particularly suited for second homes and is strongly suggested for the **first year of operation** of a brand new hydronic radiant cooling and heating system.

How does it work?

Messana's qualified personnel analyze, through our control platform, historical data and predictive alerts to identify issues in the HVAC system. In case of warnings, Messana proactively notifies the responsible trades to perform service tasks that prevent future serious issues from developing.

In case of a fault detection, Messana provides remote assistance to diagnose the mechanical issue.

What is included?

Messana's qualified personnel use the web access to analyze the information on the HVAC system to provide the following remote services:

- One-on-one screen sharing training for clients and property managers
- Assist client in initial and advanced system setup
- System fine tuning and optimization for comfort and energy efficiency
- Comfort monitoring to track and improve the environmental conditions
- Temperature, humidity and air-quality setpoint satisfaction analysis
- Warning and alarms watch
- Diagnose issues
- Reports and analysis
- Notify the responsible parties of issues to schedule a service call
- Analyze system performance
- Anti-freezing monitoring and protection
- VIP class remote technical support
- Suggestions on regular maintenance
- Strategies to optimize the operation of the HVAC system for energy saving

How much does it cost?

This service is offered on a yearly flat fee of \$6,000 (\$10,000 for 4-pipe system, \$12,000 for commercial) for the first year and includes one residence. In the subsequent years the price might be reduced by up to 30%.

Only for VIP clients

mConnect puts you in our VIP client list and always guarantees the latest software upgrades of the mControl platform, unlimited storage of historical data and top priority on our future development wish list.