



We are a  
cut above  
the rest

As a **Diamond Quality Partner**  
endorsed by Mitsubishi Electric,  
our customers are assured of  
the highest level of service  
and quality



DIAMOND QUALITY  
PARTNER

# We are endorsed by Mitsubishi Electric as a Diamond Quality Partner

As a market-leading manufacturer, Mitsubishi Electric is forging strong links with professionally accredited installers, such as ourselves, so that together, we raise industry standards to ensure our customers benefit from the highest levels of service they can expect.

Mitsubishi Electric Quality is a dedication to excellence in the development and manufacture of exceptional, eco-friendly products. With a proud reputation for producing innovative equipment of the highest quality, the company has developed this Partner Programme so that you can be sure that your installation is carried out to the same high standards as its manufacturing processes.

**Diamond Quality Partners  
are independently audited  
and are recognised for their  
commitment to excellence  
and quality**







# Why you can rely on the Diamond Quality Partnership

As a Diamond Quality Partner, we have been independently recognised as meeting or exceeding the highest industry standards, ensuring that you will receive the quality and support you need, every step of the way.

## Market leading manufacturer

With your purchase of Mitsubishi Electric heating, ventilation and air conditioning products, you will benefit from innovative, market-leading equipment that is designed to help you achieve the comfortable and energy-efficient buildings you need to make your business effective, whilst minimising your carbon footprint.

## Recognised for professional expertise

By involving us, you can rest assured that you are working with professional, independently-audited experts with a company-wide commitment to excellence in everything we do. We are proud to have been independently proven to deliver consistently high levels of installation and after sales service to ensure you receive the very best solution, whatever your need.

## Future proof solutions

Our strong relationship with Mitsubishi Electric also means that we are completely abreast of the latest technology and legislation, so that we can help deliver a building that complies with the latest regulations to deliver the most comfortable and stable, energy efficient indoor climate possible.





# Diamond Quality Partners - a mark of excellence

We meet the highest standards to benefit our customers

## Adherence to the highest standards

With increasingly tough legislation and a stringent focus on energy efficiency in buildings, today's forward-thinking businesses need absolute confidence that they are using the most advanced and energy-efficient heating, ventilation and air conditioning systems possible.

By choosing to work with us, you can rest assured that we adhere to or exceed the highest standards in the industry covering installation and commissioning, maintenance and servicing as well as health and safety along with a dedicated focus on corporate social responsibility.

## Corporate and financial stability

All of our industry accreditations and certifications have been independently audited by industry experts in order to help us achieve Diamond Quality Partner status. These auditors have reviewed our company thoroughly, looking at everything from the way we run our business, to the way we manage and support our own staff.

This process has rigorously examined our own internal quality assurance processes as well as the tools and equipment we provide our on-site engineers to ensure they are equipped to deliver the standards you expect. Everything has been looked at from the quality of how we install pipework, to how we optimise your system to deliver the best possible year-round performance.

## Professionalism, quality and expertise

We believe that quality should run through every project we do.

That is why we are happy to be audited every year, including random site inspections. That is also why we are proud to be recognised as a Diamond Quality Partner, with every aspect of our work scrutinised including the standards to which we design and install, through to our project management.

We also take great pride in our dedicated team of staff, fully trained, supported and equipped to allow them to deliver the service and support you need.





## Dedicated support for advanced products

Mitsubishi Electric has led the industry in the development and manufacture of pioneering products all designed to deliver reliable, energy efficient comfort to buildings of all ages, designs and use.

Innovation runs through the heart of all Mitsubishi Electric equipment which includes the market-leading advanced VRF (variable refrigerant flow) air conditioning and award-winning products that can simultaneously heat and cool, using the industry's only two-pipe system.

Also unique to Mitsubishi Electric is Hybrid-VRF, which combines the complete flexibility of VRF air conditioning with comfort levels associated with traditional water-based solutions.

As a pioneering manufacturer, the company was also first to launch a wide range of products using the new refrigerant R32, which helps deliver much lower global warming potential for your business.

**All of these advanced products are supported by the latest cloud-based control systems to offer you complete visibility and allow full monitoring and support over the Internet.**

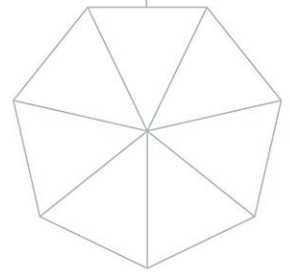


### Complete reassurance

We work closely with Mitsubishi Electric to ensure our engineers have the knowledge, skills and tools required to deliver an advanced solution that will serve you for years to come.

Mitsubishi Electric also provides us with access to the same software and systems that they use themselves, meaning you get the best qualified engineers supported directly by the manufacturer, to ensure you get the very best out of your system.

Our strong relationship with Mitsubishi Electric also allows us to include a **7-year warranty** as standard



# Welcome to the future

As a Diamond Quality Partner, we receive the highest levels of technical support and expertise from Mitsubishi Electric and this includes specifically developed software and tools to allow us to ensure we deliver the solution you need. These Apps and systems are designed to ensure that we can help you get the very best out of your system.

This also means that in addition to demonstrating our adherence to standards, our corporate stability and the skills and qualifications of our personnel, we can use the training, support and technology from Mitsubishi Electric to provide complete reassurance at every step of your project - from initial design to aftersales and maintenance.

Internet-based control systems such as the unique MELCloud App allows your air conditioning to be monitored remotely. It can also be programmed to deliver both performance reports and advance notice of maintenance schedules.

The ME Engineer App means that our engineers have immediate access to the technical information they need when out in the field, and the expert round-the-clock technical support provided by Mitsubishi Electric means you are assured of the highest standards right from the start.







Complete  
reassurance  
every step  
of the way



**Telephone:** 08456171710

**General Enquiries email:**

[info@a1rservices.co.uk](mailto:info@a1rservices.co.uk)

**General Sales Enquiries:**

[sales@a1rservices.co.uk](mailto:sales@a1rservices.co.uk)

**Sales & Technical Support:**

[darren.parker@a1rservices.co.uk](mailto:darren.parker@a1rservices.co.uk)

[alan.brewer@a1rservices.co.uk](mailto:alan.brewer@a1rservices.co.uk)

**Address:** A1R Services Ltd  
Suite F, Ground Floor  
Breakspear Park  
Breakspear Way  
Hemel Hempstead,  
Hertfordshire, HP2 4TZ

**Website:** [www.a1rservices.co.uk](http://www.a1rservices.co.uk)



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