

# VariCOOL Remote Support and Monitoring

## Dear Customer,

The Dairycool team trust that you are enjoying the benefits of your Coolsense VariCOOL Distributed Milk Cooling System.

As you are probably aware a key benefit of the VariCOOL system is that it is remotely connected to both Dairycool Ltd and the Coolsense factory in Hamilton. The cost for this service was included with your new machine for the first two years which is now drawing to an end OR your yearly payment cycling is coming due.

The connection is an important aspect to the operation of the machine and forms a vital part of the VariCOOL methodology of using one machine to look after all of your milk chilling requirements.

Attached is the invoice for the yearly subscription. We trust you understand and enjoy the benefits in VariCOOL, but please have a read of the below and feel free to contact us if you have any further questions or need to know more.

## WHY have the Connection?

By using the visibility of the remote connection, you can quickly determine if there is an issue. Your dealer will give you a prompt response whether it is the machine or another on farm contributing factor.

## The Benefits

- With VariCOOL non-critical issues, parameters can be checked, a fault identified and the machine reset all remotely. From there if a part is required it can be replaced at a more convenient time (e.g. in between milkings).
- If the issue cannot be rectified remotely we can identify what is needed, and with ONE farm visit to resolve the problem. This saves both time so milk is kept safe from excessive temperatures, and money charges for travel and technicians time.
- The connection includes factory back up for technical support and diagnosis for 12 months. Not only have you got your local dealer, but the reassurance that the factory can see the same information in Real Time as the technician on site ensuring any diagnosis time and down time is kept to an absolute minimum.
- Both you and your staff can access milk temperature graphs including vat temperatures, milk inlet temperatures, wash cycles, start and finishing times all identified on the graph from the VNC App on your phone.

*Stay connected and keep ahead of the latest technologies*