

GREENMILL TRADE BULLETIN

**INSIDE
ISSUE #18**

► Our Customer Experience Team

We are continually looking to further improve the Greenmill customer experience.

► New Focustomer numbers are in

The latest Greenmill numbers for Response Time, Quotes and Accuracy.

► New Air Purification product launch

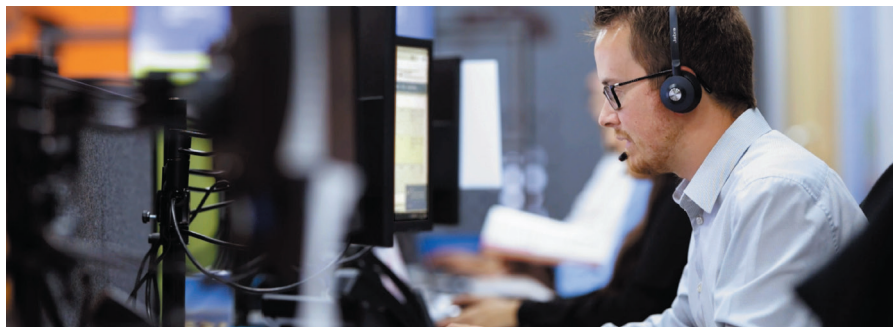
TADIRAN Airow 3TM is the new plug-and-play room purification device.

► Still installing systems using R-410A?

Neil Roberts, Senior Technical Sales Manager, discusses the future of refrigerants.

A champion customer experience team

By Sam Williamson Customer Experience Manager



The customer experience is at the centre of everything we do at Greenmill. We are continually looking for ways to develop and further improve the experience that every customer receives, from your first point of contact with Greenmill, through to quoting, delivery and after-sales follow-up.

In the first half of 2023, myself and my team have been realigning our focus, with even more emphasis on the complete "customer experience", rather than simply sales, service or support. This realignment is reflected in our new "Customer Experience Team" title - a small change on the surface, but one which much more accurately describes what we do on a daily basis.

Ultimately, our role is to serve and support all Greenmill customers. However, my team are always striving to

deliver much more than this. We work hard to ensure you receive the right products, at the right time, as efficiently as possible, so you're 100% satisfied.

We know that a customer's time is valuable, which is why we are continually improving our response times. Whether contacting us by phone, email or WhatsApp, our average response time is now down to just 5.4 seconds, and only 47 minutes for a quote.

From day one, my team are trained to ask the right questions about a project. There's no point being fast if we're not getting your orders correct. We regularly assess our accuracy, record and review any errors, and continually aim to improve on our current 98.8% accuracy rate.

If you have any questions or comments about your customer experience, myself and the team would love to hear from you.

FQCUSTOMER

Average Response Time

Whether you prefer to contact us by phone, email or WhatsApp, the team's average response time is now a super-fast 5.4 seconds.

Quote Response Time

We know your time is valuable and you need to get prices to your customers. So our average quote response time is just 47 minutes.

Accuracy Rate

There's no point being fast if we get your order wrong. We now get 98.8% of your orders 100% correct. And we are continually looking to improve on the remaining 1.2%.



Take care of staff with a Clean Air Purification Device



- Affordable & maintenance free
- Online training & certification
- Perfect for wall mounts
- Certified against Covid & mould
- Installation time under 5 minutes*

*Under normal circumstances



Greenmill are very pleased to announce that we are the UK distributor for Tadiran Airow 3™, an exciting and innovative new air purification technology from Israel.

We spend 90% of our time indoors, where the air is up to 5 times more polluted than the air outside. Recent experience with the global COVID pandemic demonstrates the vital importance of cleaner, purified air within our indoor spaces.

Historically, the UK has lagged behind other countries in the clean air movement. Which is why Greenmill is excited to partner with Tadiran and offer a patented clean air solution for all our air-conditioned public, private and commercial spaces.

Airow 3™ is a plug-and-play device that is quickly and easily fitted to pretty much any wall-mounted AC unit. Installed in under 5 minutes*, the maintenance-free device very effectively reduces airborne pollutants, pathogens and mould, delivering cleaner, purer, healthier air.

From offices and hospitality to hotels, banks and gyms, the Airow 3™ helps any organisation to improve air quality for staff, or customers. And because the Airow 3™ is so quick and easy to install, it's the perfect add-on to an AC Engineer's standard service & maintenance programme.

Measuring just 96mm wide and 26mm deep, the Airow 3™ is discreetly mounted behind the air filters, directly onto the AC unit coil. The product is supplied with everything you need for a speedy installation including, the Airow 3™ device,

power supply, clips for universal mounting, installation manual and safety sticker. To assist engineers, we've also created a simple 2 minute installation training video, presented by Greenmill Product Specialist, Simon Makin, along with a completion certificate to support best practice.

Find out more about the Tadiran Airow 3™ air purification device, plus technical info, FAQs, downloads and FREE marketing resources on our new specialist website:

www.cleanairsolutions.uk.com



Quick, easy & effective solution for providing clean air



Patented Technology

For those of you that are interested, there's some pretty clever patented technology behind the innovative TADRAN Airow 3™ air purification device.

Put simply, the device generates a small current that breaks apart oxygen molecules, and these react with water in the surrounding air to create hydrogen peroxide.

The AC unit distributes the hydrogen peroxide right through the air conditioned space, where it attaches to pollutants including viruses (like COVID), bacteria and mould, causing them to decompose, leaving cleaner, purified air.

www.cleanairsolutions.uk.com

For more about how it works and to check out the accreditations go to www.cleanairsolutions.uk.com



Scan here to visit our dedicated website



<p>Members of Camden BRI</p> <p>Camden BRI Member</p> <p>The Prestigious UK Based Laboratory Membership.</p>	<p>TÜV Rheinland CERTIFIED</p> <p>TÜV Rheinland</p> <p>IEC 60335-2-65 Certified</p>	<p>RECOGNIZED COMPONENT</p> <p>Intertek</p> <p>Intertek US</p> <p>UL 867 CSA 22-2 No187-20 Certified</p>
<p>Meets California ozone emissions limit: CARB certified</p> <p>California Air Resources Board (CARB)</p> <p>Listed as CARB-Certified Air Cleaning Device ID Number G-21-438</p>	<p>CE</p> <p>CE Marking</p> <p>TADRAN AIROW 3 meets all the legal requirements for CE marking and can be sold throughout the EEA.</p>	<p>Verified ZERO OZONE UL2998</p> <p>TADRAN AIROW 3 meets UL 2998 Does not emit more than 0.005PPM as tested per UL 867.</p>



If you are still installing systems using R-410A, you need to read this!

R-410A was first introduced back in the early 1990s and has been a staple for the air conditioning industry for more than 20 years, but that is about to change.

Since the introduction of the last F-Gas legislation in 2015 there has been a steadily increasing pressure to reduce the use of higher global warming potential (GWP) refrigerants (>1500 GWP).

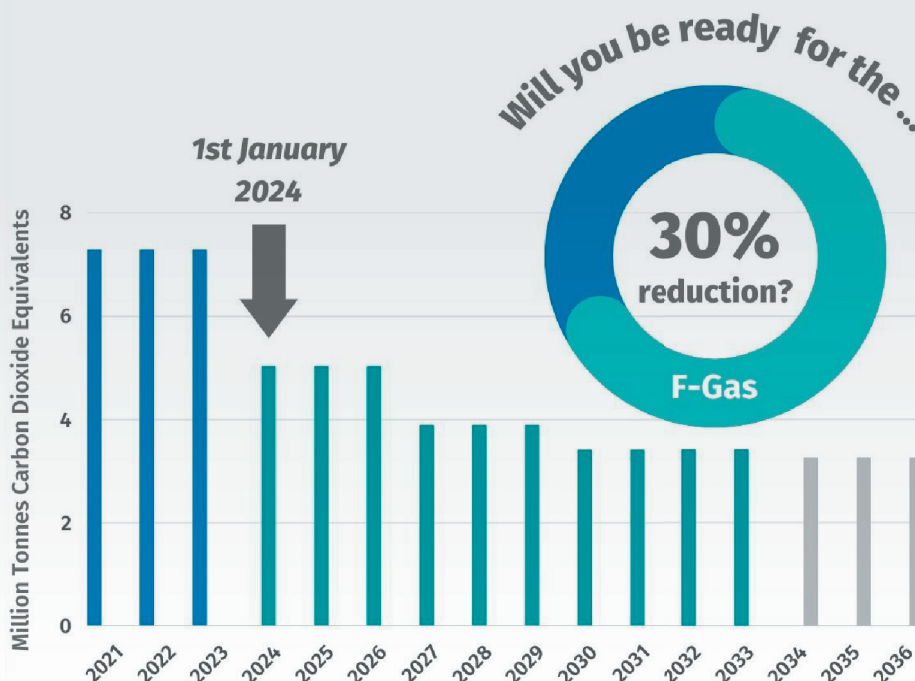
By Neil Roberts
Senior Technical Sales
Manager, Climalife



With a GWP of 2088, R-410A is one of the highest GWP refrigerants still used in large volume applications, and as such is at high risk of availability issues in the not too distant future. Many manufacturers have switched to using the much lower GWP R-32 (675 GWP) for new equipment, and this is certainly taking some of the pressure away, but there is still a very large service requirement for existing systems.

Great Britain F-Gas Phasedown

On January 1st 2024 the next cut in the F-Gas phasedown comes into effect, which is equivalent to a 30% cut compared to 2023 values. As the phasedown is related to the refrigerant GWP, what this means in reality, is that if the industry does not move to lower GWP refrigerants in 2024, there will be 30% less R-410A available in the marketplace which may lead to difficulties in product availability during 2024.



What can be used to replace R-410A?

For many new installations R-32 is an available option for many split systems with a rapidly increasing choice of sizes. For new chillers R-32 and R-454B (466 GWP) are often used in scroll compressor systems with R-1234ze (7 GWP) recently being introduced using either scroll, turbo or screw compressors. But these low GWP refrigerants are not suitable for use to replace R-410A in existing equipment. R-1234ze has a very different performance than R-410A and is only suitable for equipment designed for R-1234ze. R-32 and R-454B have a different safety classification (A2L) than R-410A (A1), and therefore under the Pressure Equipment Safety Regulation (PE(S)R) it is very likely it will be illegal to use these refrigerants in existing equipment.

However, there is a new lower GWP product that has been introduced to the market that can be used to retrofit R-410A in existing systems. R-470A has a GWP of 980, is non-flammable with an A1 safety classification, and therefore can be used in existing equipment.

The performance of R-470A is likely to be slightly different to R-410A but reports from the refrigerant manufacturer indicate sufficient performance from early trials performed on split AC systems.

Trials are ongoing but as the only current R-410A retrofit option available, R-470A is looking like a very promising option to move away from high GWP R-410A to a lower GWP option.

Whilst R-410A is still relatively available, it makes sense to check out R-470A, as with all retrofit products, there is likely to be a small learning curve so better to gain experience before the phasedown pressure is on and be ready for when the phasedown bites.

More information about R-470A including property data and theoretical system performance, is available on enquiry.

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