

# Virtual-Tech<sup>®</sup>

SECURE REMOTE ACCESS &  
WIRELESS MONITORING SYSTEM

Our ongoing Virtual-Tech<sup>®</sup> monitoring service redefines the concept of factory service and support by remotely tracking all the critical functions of your dehumidifier 24/7 — in real time.

Stored securely on our central server, all daily performance metrics of your dehumidifier are captured and analyzed using complex computer algorithms. Should anomalies of any nature arise, the system will automatically generate notifications by email to specified emergency contacts, including your service and maintenance personnel. A PoolPak<sup>®</sup> factory-trained technician can also be contacted for additional support.

Virtual-Tech<sup>®</sup> is PoolPak's revolutionary approach to ensuring peak dehumidifier performance and the absolute lowest overall cost of ownership in the industry. It's also one of the reasons PoolPak<sup>®</sup> is the number one choice for discriminating engineers, contractors, owners and service technicians.

## TRULY IS A GAME CHANGER

Through a simple Ethernet connection (Wi-Fi and cellular network options also available), this incredible innovation allows factory engineers to remotely monitor, analyze, fine-tune or troubleshoot over 100 critical dehumidifier functions via the Internet to deliver truly exceptional product performance and reliability.



## SAFEGUARD YOUR DEHUMIDIFIER

Virtual-Tech<sup>®</sup> delivers unparalleled value and peak performance for the lifetime of your dehumidifier and is included with every unit we build!

- 24/7 Remote Monitoring
- Remote System Control
- Performance Trouble Alerts
- Maintenance Reminders



# Virtual TECH®



24/7 REMOTE MONITORING

## VIRTUAL-TECH® ADVANTAGES

- Real peace of mind – 24/7 dehumidifier monitoring for life
- Robust online reporting of real-time performance data
- A standard feature on every PoolPak® unit
- Simple plug and play Ethernet connection
- Optional WiFi and cellular connections available
- Works in parallel with BACnet and Modbus
- Secure access and control via computer, tablet or smart phone
- Historical operating data logs on PoolPak® servers
- Remote access and control for authorized service personnel
- Connection activates premium extended 1st year labor warranty:
  - ▶ Allows remote assisted unit start-up
  - ▶ Authorized technicians fine tune unit performance remotely.
  - ▶ Real-time monitoring of all sensors including refrigeration pressures.

## EXTENDED WARRANTY

One of the most important factors in assuring a lifetime of service and reliability with sophisticated dehumidification equipment is expert installation, start-up and commissioning.

When your installing contractor takes advantage of PoolPak's factory-assisted startup with our WebCheck™ monitoring, you'll have 90-days of intensive remote factory monitoring to ensure your system is providing peak performance. When Virtual-Tech® is connected at start-up, we automatically provide you and your contractor with a premium, one-year extended labor warranty.

*(Conditions apply, see Warranty Statement for details.)*

## MONITORING

- Performance analysis using sophisticated computer algorithms
- Performance logging and analysis reports by email
- Scheduled service and maintenance reminders by email
- Alarm service with automated emails to registered emergency service contacts



PoolPak is a Dehumidified Air Solutions company and member of Dehumidified Air Services, a coast-to-coast service network of local customer support specialists. Backed by the real-time remote monitoring of Virtual-Tech® technology and direct access to the engineers who designed and built your dehumidifier, Dehumidified Air Services is the only organization in North America that has the scale and expertise to deliver trouble-free pool dehumidification and unparalleled customer service.

