



Service, Maintenance, Support



About 'CRITICAL'

Was founded in 2011, the activities are in design, supply, installation, repair, service and maintenance of **Mechanical, Electrical and Process (MEP)** utilities works

Today, the group is an unique Engineering Services firm that offers unsurpassed critical facility support, with extensive experience in consulting, project and construction management and services for critical facilities environments. This allows us to extend our expertise and services throughout the region, providing MEP solutions for critical facilities covering the following areas;

- Manufacturing Plants & Factories
- **Data Centers**
- Military
- Telecommunication Industries
- Hospitals & Medical Centers
- Laboratories
- Government Buildings & Educational Institutions
- Commercial Building & Complex

Our experience allows us to understand clients' needs to optimize and deliver services to meet our clients' specific needs, standards and requirements, by providing the highest level of professionalism and total customer satisfaction.



We Strategies Your Critical Services

PEACE OF MIND

- **Quality, Reliability, Responsiveness, Transparency**

A solution to suit your requirements . Our transparent service products are focused to be adapted to meet your specific needs.

- **Complete Transparency For Clients**

As a end user, you need reliable partnerships. We can help you master the challenge of delivering your business on time, on budget and turn-key ready. Our project managers and site supervisors make sure your mobility solution is finished on time and to specification.

- **Expert Partnership**

We can really be the difference here. We will team up with you to ensure the transit flow in your business never stops by making sure the equipment operates effectively.



24x7x365

A SINGLE SOURCE FOR CUSTOM SERVICE SOLUTIONS

A total service solutions are provided for a full spectrum of power, climate, and connectivity systems critical for today's infrastructure. We keep your businesses running without fail. With a single point of contact you get custom service back by our regional presence and factory trained experts.

Critical Sales & Services is on manned hotline standby **24x7x365**, and is set up to support emergency service for critical equipment and system. Service contract customers receive 24x7x365 on-site guarantee.



Selecting Preventive Maintenance From Critical Sales & Services

NOT ONLY Solve Problems, BUT Prevent Them

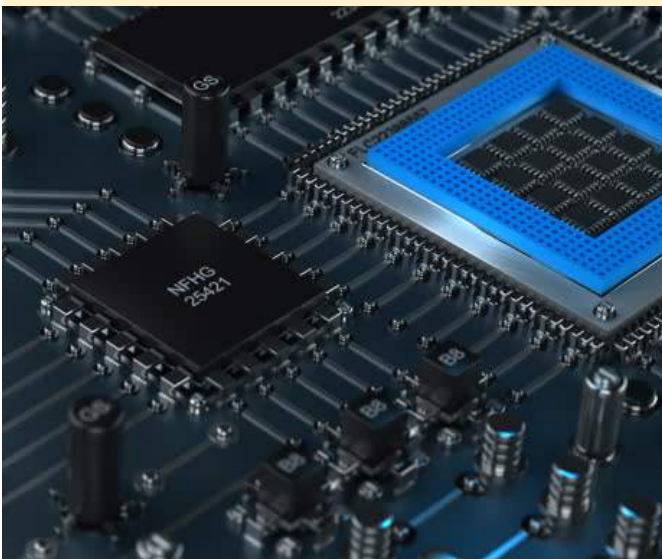
When you are buying a preventive maintenance contract from Critical Sales & Services, you are buying a peace of mind. You can be confident that your critical systems will function correctly and with the least possible downtime. The idea is not to merely service your equipment. Rather, the plan is to avoid problems before they occur through preventive maintenance. You have purchased equipment with high reliability. With regular maintenance, you can keep it that way.

- Delivering high reliability by adding another layer of redundancy. This is achieved by combining industry leading service with cutting edge equipment.
- Extending product lifecycle and optimizing capital expenditure of the equipment.
- Providing risk management at a fixed cost, which aids in budget preparation and promotes fiscal responsibilities.
- Giving you better control of your business environment, proactive management rather than a reaction to circumstances.



Scope of Works for Continuous Availability

- Start up preparation and installation
- Visual inspection of equipment & system
 - Status check of alarm circuits
 - Operational test of system
- Temperature check on all breakers, connections & associated controls
- Check all nuts, bolts, screw and connectors for tightness and heat discoloration
 - Cleaning for foreign objects
- Engineering change notices and production enhancements
- A review of system performance with customer to discuss questions & schedule repairs



Products We Service, Maintain & Support

Data Center

- Computer Room Air Conditioning (CRAC)
- Uninterruptible Power Supply (UPS)
- Batteries
- Power Line Conditioner (PLC)
- Water Detection System (WDS)
- Aspirating Smoke Detection (ASD)
- Transient Voltage Surge Suppressor (TVSS)
- Automatic Transfer Switch (ATS)
- Environmental Monitoring System (EMS)
- Building Management System (BMS)

ACMV Plant Room

- Chiller
- Pump
- Cooling Tower
- AHU/MAU/FCU/ACSU

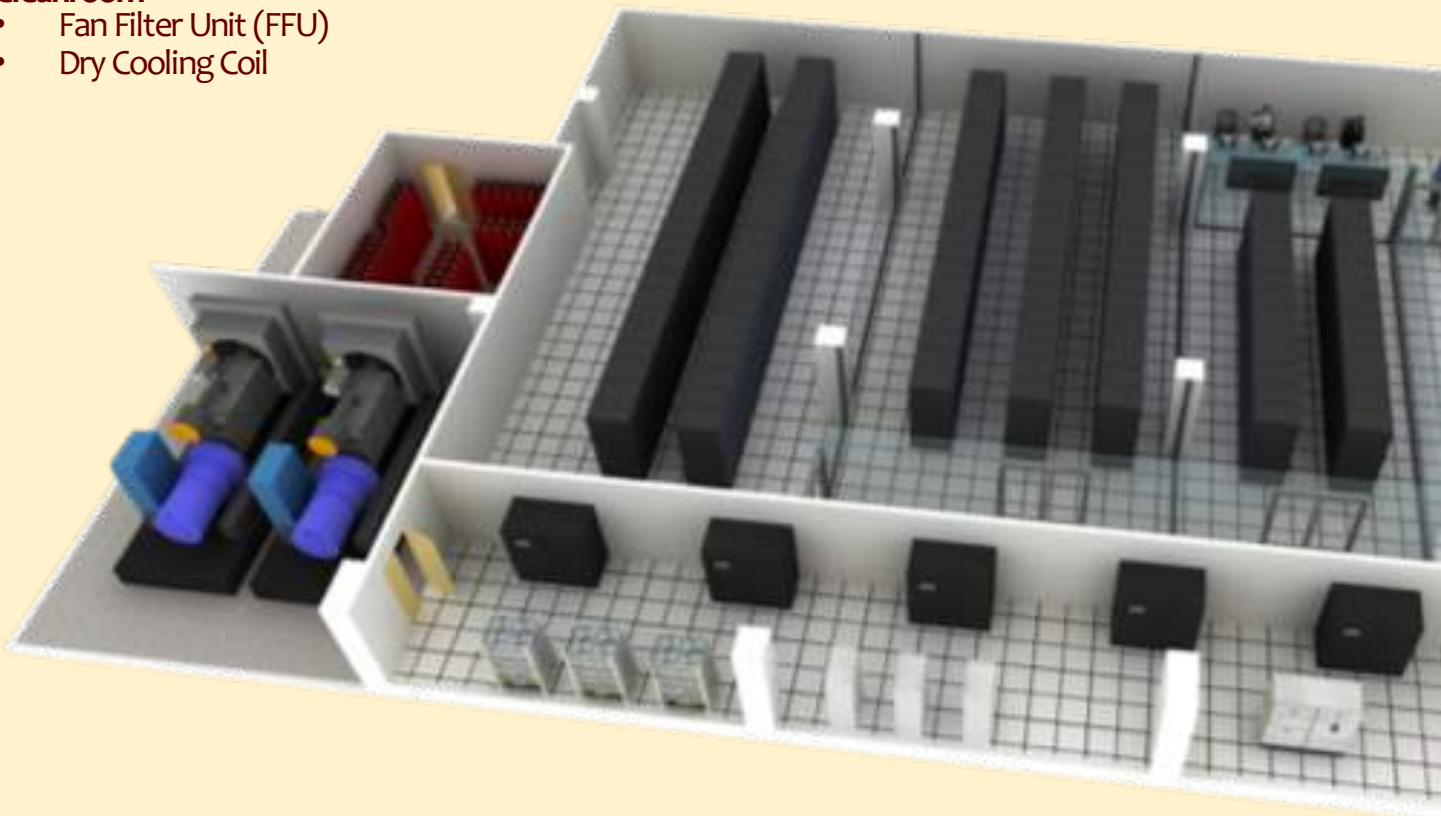
Process Utilities

- Compressed Dry Air
- Helium, N₂, Hot Water, Steam

Cleanroom

- Fan Filter Unit (FFU)
- Dry Cooling Coil

**24 HOURS A DAY
7 DAYS A WEEK
365 DAYS A YEAR**



Regional Offices in Malaysia



Sales & Services Offices

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Test & Assembly Factory

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