

SERVICE & MAINTENANCE

 **CRITICAL**[™]
GROUP OF
COMPANIES

W / www.critical-eng.com
E / admin@critical-eng.com

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' 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.



NOT ONLY SOLVE PROBLEMS, BUT PREVENT THEM



When you are buying a preventive maintenance contract from 'CRITICAL', you are buying a peace of mind. You can 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 al nuts, bolts, screw and connections 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



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
- He, Ar, O₂, N₂
- Hot Water, Steam
- RO/DI
- Scrubber
- Exhaust

Cleanroom

- Fan Filter Unit (FFU)
- Dry Cooling Coil



24 hours a day
7 days a week
365 days a year

Our Presence



Sales & Services Offices

Penang
4,6,8 Cangkat Bukit Belah
11920 Bayan Lepas
Penang, Malaysia
T / +604 649 6033

Kuala Lumpur
RK30A, Jalan Villa 3
Anggerik Villa, Off Jalan
Semenyih
43500 Kajang
Selangor DE, Malaysia
T / +603 8723 2033

Ho Chi Minh
Vincom Center Tower
72 Le Thanh Ton,
17th Floor, Unit 11,
Ben Nghe Ward, District 1,
Ho Chi Minh City, Vietnam

Tests & Logistics

Penang
17, Lorong Valdor Jaya 3
Golden Gateway Perindustrian
Valdor
14200 Sungai Jawi
Penang, Malaysia

Ho Chi Minh – Sales & Services

The map shows the geographical outlines of Southeast Asia, including Malaysia, Singapore, and Vietnam. Three orange location markers are placed on the map: one in Vietnam (Ho Chi Minh), and two in Penang, Malaysia. Lines connect these markers to their respective labels.

Penang – Sales & Services

Penang – Tests & Logistics

Kuala Lumpur – Sales & Services