

FAQ (*Frequently Asked Questions*)

1) How does MASTERKOOL work?

- MASTERKOOL Cooling Fans combine a high-pressure compressor with an elegant 26" fan and unique nozzles and misting spray technology to create an evaporative mist, which reduces temperatures by up to 10 DEGREES CELSIUS.
- The system is designed to enhance area where air-conditioner is not practical or affordable (such as an outdoor area, or large well ventilated indoor area). Its cooling application serves a variety of businesses such as:
 - Restaurants
 - Cafés
 - Factories
 - Horse Stables
 - Theme Parks
 - Clubs
 - Hotels/Resorts
 - Public Parks
 - Sporting Teams
 - Outdoor events or ceremonies
 - Pubs
 - Schools/Uni's/Childcare
 - Driving Ranges
 - Construction Sites
- The system produces small water droplets which flash evaporated, resulting in an average drop of 5° to 10° Celsius. Through this process, you will see more lowered operating cost, energy saving and environmental friendliness – no ozone depleting substance.
- The MASTERKOOL system incorporates a high pressure pump and a spray nozzle designed to produce water droplets as small as 5 microns.
- 1 MASTERKOOL standard pump (PI20) is able to work with 1 to 8 MASTERKOOL 4-nozzle fans, and our larger pumps (PI80) are able to cater for up to 25 Fans.
- MASTERKOOL Cooling Fans can be set on timer controlled devices, which are designed to turn the MASTERKOOL System on and off at certain times of the day. Ask us how: info@masterkool.com.au / 1800 67 68 19.

Is humidity a problem?!

The Masterkool cooling system is reviewed by Australian engineers, and used in countries globally where humidity is very high, such countries as Thailand, China, Singapore, and yet... The Masterkool cooling system will proceed to cool efficiently and effectively.

Fan size – Can a Masterkool misting ring and nozzle set, be used with different fans, or even our own fans?

Masterkool misting rings have been proven to successfully work using the combination of our unique high-pressure pump manufactured for the system, and our industrial fan, aesthetically designed specifically for the system.

This combination has been proven to reduce temperatures, and hence why we will only sell a complete set to our customers, to ensure the ultimate evaporative cooling will take place.

2) How far the MASTERKOOL can cover the designated area?

- One MASTERKOOL fan can be set to cool in a specific direction or oscillate to cool approximately a 50 sq. meter area.

3) What is the distance from the MASTERKOOL Pump to the furthest Fan should the high pressure hose be connected, before pressure will be lost on the line?

- From the MASTERKOOL Pump to furthest MASTERKOOL fan, the high pressure hose should not be longer than 300 meters.

4) Can MASTERKOOL affect our health? Will we get wet while using the system?

- The system produces water droplets as small as 5 microns. When small water droplets hit a designated area they flash evaporate and leave no water particle. Through this 'Flash

Evaporation process', there will be no negative affect on our health, (N.B, please use fresh water).

5) Why is MASTERKOOL system more expensive than other normal electric fans?

- The MASTERKOOL unit looks like a normal electric fan but the system is specifically designed to produce flash-evaporative droplets, resulting in radical temperature reductions.
- Also, the complete MASTERKOOL system and its components, can withstand the daily wear of intense high pressure (1000psi).
- The MASTERKOOL system, although perceived to have a high initial cost outlay, is a great investment for your staff, and customers, (whilst also has the success of having low operating cost).

6) Where is MASTERKOOL factory located?

- The MASTERKOOL products are completely assembled in the most perfect assembly line, with ultimate quality control. Essential components are imported from the Sates, Europe and leading countries in Asia. The in-depth information under the intellectual property rights cannot be fully provided, but our main goal is to deliver to you, our customers, the most unique and successful in Evaporative Misting Technology.
- Our Australian dispatch office is based in Queensland, and is headed by qualified staff to provide you with all your Cooling needs.

7) Is it difficult to install the MASTERKOOL system? Is there a warranty which comes with the system?

- There are two main MASTERKOOL products, a fixed unit (with a wall mounted/pedestal fan, connected through high pressure hosing to a pump unit), and a portable system.

1) PORTABLE 'ICE' UNIT INSTALL INFORMATION:

- We believe the portable system should be assembled using the instructions included, and should only take approx 30mins to complete.

2) FIXED UNIT INSTALL INFORMATION:

- In regard to our fixed unit, we offer the option of completing your own installation (using our step-by-step installation guideline), or having one of our *approved* MASTERKOOL installation agents throughout Australia undergo the installation for you.
- Note, you have 12-month warranty on ALL MASTERKOOL products and parts, from date of purchase.

SAFETY, PLEASE NOTE:

- In our step-by-step installation and warranty information, we discuss the requirement for power at each fan location, and a mains water outlet for the MASTERKOOL pump location. (We only recommend a certified plumber and electrician to install power/water).

8) How difficult is to perform maintenance?

- Basic maintenance includes cleaning the MASTERKOOL Pump and includes changing the water filter, cleaning the MASTERKOOL nozzles in nozzle solution provided and the oil for MASTERKOOL Pump, **every three-month intervals**. This maintenance is very easy, and **MUST** be done to ensure smooth running of your MASTERKOOL Cooling System.
- If you are unable to complete this maintenance routine, you may contact our support team on 1800 67 68 19 for a service agent to guide you through the process (FREE OF CHARGE SERVICE), or you may wish to have an Authorised MASTERKOOL repair agent carry out this procedure for you – which will incur a cost (for labour and parts used). Please contact 1800 67 68 19 to discuss.

9) Is there any working proof this product works?!?!

Listed below, are global successful installations of the MASTERKOOL product(s) in action!

Coffee Club
Vroom Café
Richardson Hotel
Stamford Plaza
Stamford Grand
One Steel Factories
Kuraby Hotel

M.K. Plaspack
B.B.K. Electric
Gecko Topaz Thai Sporting Goods
M.K. Plaspack
B.B.K. Electric
Gecko Topaz
Lemon Grass
Ho Kitchen Seafood
Bush Garden
Siam Sport Syndicate PLC
Patravadi Theater
Ban Thai Beach Resort & Hotel
Andaman Restaurant
Index Furniture
Pata Department Store, Pinklao
Victory Point at Victory Monument
Wat Don Wai and Don Wai Market
Sampran Elephant & Crocodile Show & Farm
Scala Movie Theater
First Apparel Factory
Phra Haruethai School
Sarasas Ektra School
RCA Driving Range
Phra Haruethai Church
Surin Hotel
Lai Mai Restaurant
Wan-Fah Restaurant
TMC Industrial Co., Ltd.
King Cobra Show by Andaman Graphics
Glitter
Gloria Jeans Coffee
The Judge Advocate General's Department
Bangchak Petroleum PLC
Kra-ton Restaurant
RBSC Sports Club
Thai Shell Exploration & Production PLC
Etc.

Country References:

MASTERKOOL product is sold in **Australia**, *as well as*:

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|------------|----------------|------------|----------------|--------------|
| ▫ Kenya | ▫ South Africa | ▫ Sudan | ▫ Greece | ▫ Hungary |
| ▫ Slovenia | ▫ Serbia | ▫ Hawaii | ▫ Pakistan | ▫ Bangladesh |
| ▫ Iran | ▫ Turkey | ▫ Malaysia | ▫ Sri Lanka | ▫ Hong Kong |
| ▫ Bahrain | ▫ China | ▫ Thailand | ▫ Saudi Arabia | |

10) Is it possible to expand the system?

- You can further expand the system. One MASTERKOOL standard pump (PI20) is able to work with 1 to 8 units of MASTERKOOL 4-nozzle fans. You can expand your system quite easily. Please contact MASTERKOOL to discuss: 1800676819.

11) How much will MASTERKOOL System can reduce temperature?

- Average drop of temperature is 10°C. It depends on the surrounding temperature and humidity level in the weather, and the open environment the fans are located.

12) How long the system can run?

- All MASTERKOOL parts are in a strong industrial grade, but should be serviced and maintained regularly to ensure a long life. Please refer to our Maintenance guide (discussed above in "section 8")

13) After the installation, can MASTERKOOL System be moved?

- Yes, it is the re-installation process, which can be discussed with MASTERKOOL for all/any advice.
