CAREL

tera

connect · collect · process

tERA

the service ERA starts now

carel.com

tERA
your new service ERA

Welcome to the new CAREL platform for centralised system management! tERA is the new platform that can quickly make your business into a provider of services.

simple and fast access to all the information you need; optimise your work and become more competitive; offer your customers a cutting-edge proposal using the most advanced technology and your own unique skills

You can now exploit a new platform of services using the latest technology available on the market and widely used in other applications: the concepts of the internet of things, smart machines, cloud computing, wireless connectivity, smartphone and tablet applications are making inroads into the HVAC/R market in a completely new way.

Global market trends are focusing on service proposals, and the servitization process is already underway. In this scenario, customers no longer want an individual product, nor even a system solution, but rather require a complete service proposal. Every link in the supply chain needs to help add global value for the end user.

The first step in providing an advanced service proposal in the HVAC market is creation of the network. Connectivity is now standard for all users, however still far from reality for HVAC systems. There are already several solutions available for remote access to individual units, however a global platform for sharing information across a network and processing the data acquired is something new. Now a centralised remote management system can be created for HVAC applications, starting from the new tERA platform.

plug&play

Wherever your system,
Wherever you are…
…you can have your system in your
pocket in just a few steps

Scalable solution

10, 100, 1000 systems
10, 100, 1000 users…
…the information you need will always
be available

Your ideas

For all your new ideas…
For all your customers' needs…
…you have a simple tool to turn your
ideas into reality

Connect - getting started is easy!

The proposal is already complete and your system is ready in just a few steps. Use the parts of our solution you need, we'll take care of the rest.

Connectivity to your system is simple and immediate, via the unique identification code assigned. You can freely choose which communication channel to use during installation: the platform can either use Wireless GSM or an Ethernet line, with secure and reliable solutions.
You can access all system information from any device: from your PC in the office, or smartphone or tablet wherever you're working offsite.

GSM solution

If it's hard to connect to the site's network, you can use a channel that works independently from the local infrastructure. The tERA Wireless GSM subscription lets you access your system using a pre-configured solution. The installation box already includes the SIM card for transmitting your data. All you need to do is register the new installation on the tERA website and all your information will be available in just a few clicks. Through partnerships with international phone network providers, your data are transmitted over a secure and reliable line: Machine2Machine connectivity (M2M) is available via a protected private channel (VPN – Virtual Private Network).
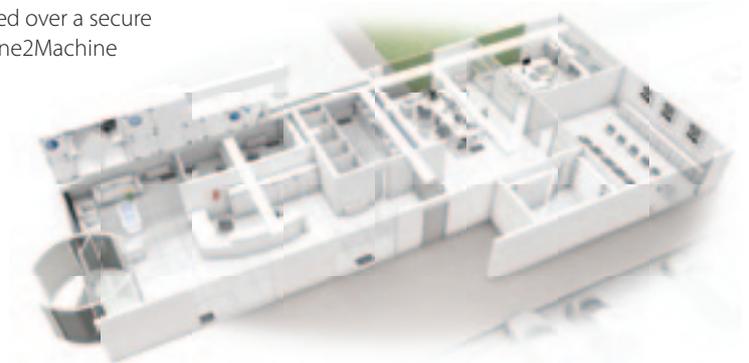
Ethernet solution

If your site's network is accessible or local mobile phone is not reliable, you can choose the tERA Ethernet subscription. The installation box is already configured to automatically connect to your system's router. No configuration of static IPs or router parameter settings are required to activate your subscription. With advanced SSL encryption SW, access to your data is secure and fast.

pCO blue line: tERA Ready

The Carel proposal is increasingly service-oriented. If your system uses a new generation Carel controller, activating the subscription is simpler still. To access the site simply connect the Ethernet cable and register your unique identifier code on the tERA website. pCO Blue Line controllers include all the advanced data transmission logic and encryption SW for connecting the system without requiring an additional box.
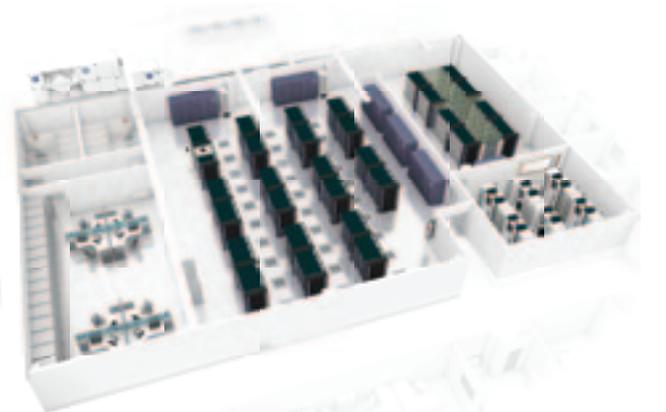
Collect - the solution adapts to your needs and grows as you grow

The solution adapts to your needs and grows as you grow: you can start with analysis of just a few sites or choose to compare data from thousands of systems, with increasingly detailed information.

Often the development of this type of platform requires considerable investment. By applying economies of scale and establishing solid partnerships with technology providers, tERA offers scalable architecture.

Operating parameters and alarms on units installed all over the world can be accessed for comparison and optimisation from just one device, for comparison and optimisation.
Data traffic, management and maintenance of server data are already included, so there are no hidden extra costs.

Security is one of the main focuses of our solution.
Access your data from your own private area of the website, using your unique access credentials. All data are protected both during storage, using encrypted keys to access the information, and during transfer. Indeed, the most secure HTTPS encryption protocols are applied for data transfer to PCs and mobile devices.
The infrastructure CAREL provides is guaranteed for continuous operation, 24 hours a day, 7 days a week. Physical and logical security of the data saved is ensured by the same advanced procedures used in the banking sector.

Your data are secure!
The most advanced security procedures are systematically applied:
- transmission protected with SSL and HTTPS protocols
- data integrity guaranteed by relational databases
- MD5 access password encryption

Cloud Server

tService

the ready-to-use solution for your service center

Make your maintenance service faster and more effective with tailor-made remote control solutions for service centers.

Cut maintenance costs through remote analysis of system operation

A customer is complaining about a system operating problem but for them your unit is just a big black box? Get all the information you need at a simple click: you can thus resolve minor configuration problems directly from your office, wherever you are.

For more serious problems, fast data analysis gives you all the information you need before taking action and lets you know what components you have to take with you to restore correct system operation.

For structural problems, you can connect via remote and upgrade the unit's control SW. tService offers a complete step-by-step procedure for keeping your system under control and restoring correct operation.

Improve customer service levels through faster troubleshooting

Want to amaze your customers with advanced technical service? Something quite different from the market standard, a more convincing proposal: plan repairs even before the customer realises there's a problem, through a combination of data analysis and alarm notification. Your service personnel receive alarm signals and can check system status directly from a smartphone or tablet. they can thus assess whether that customer needs them to change their day's schedule.

Functions available when activating tService

- Read and write variables in real time
- Logging even at 10 second intervals
- Alarm management with email notification
- Report and graphs of up to 300 variables
- Live trends
- Programmable controller SW upgrade

check system status

receive alarm notifications

analyse site behaviour

t Display
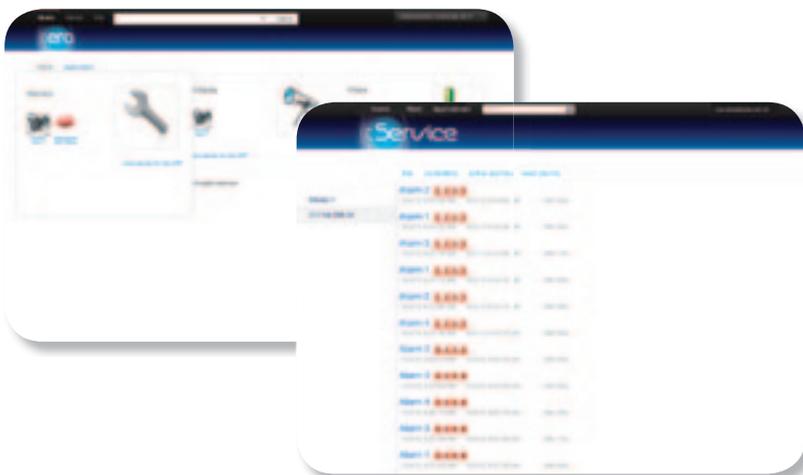
your system is in your pocket at all times

Take your system's data, customise it and take it with you wherever you go!

Want to give your customers the possibility to remotely monitor their own systems? This solution offers a basic application with customisable interface to let users monitor site data and modify settings as if they were actually standing in front of their unit. tDisplay can also be used to easily check if there are any problems and decide what action to take, rather than "discovering" a malfunction when arriving on site.

Functions available when activating tDisplay:

- dead and write variables in real time
- display alarms in real time

Offer site owners access to their main system information. The App also offers the possibility to customise the interface with photos, notes and geolocation services

change the settings via remote

use custom graphics

tTrace

trace analysis of your systems

Compare different systems and evaluate unit performance

Use advanced graphs to compare all the main system parameters. Check site operation before and after updating the configuration: in this way, you can easily highlight the advantages of the new settings.

You can analyse and compare similar systems so as to define best unit performance. Define your most critical KPIs and check which configuration best suits the specific environmental conditions of the system.

Create a dashboard of the system for the building manager. You can offer a custom layout with all the main information on site operation, automatically sent to selected recipients at regular intervals. Customers are thus assured that expert personnel are keeping their units under control and will be satisfied with the service offered.

### Functions available when activating tTrace:

- Logging even at 10 second intervals
- Report and graphs of up to 300 variables
- Line graphs, bar charts and pie charts
- Scheduled delivery of custom reports

receive custom reports

Calculate the KPI of each unit and compare performance between systems: highlight the best configurations and optimise system operation quickly and easily.

Send customers custom periodical reports with all the main information on their system: assure them that everything is under control

check performance
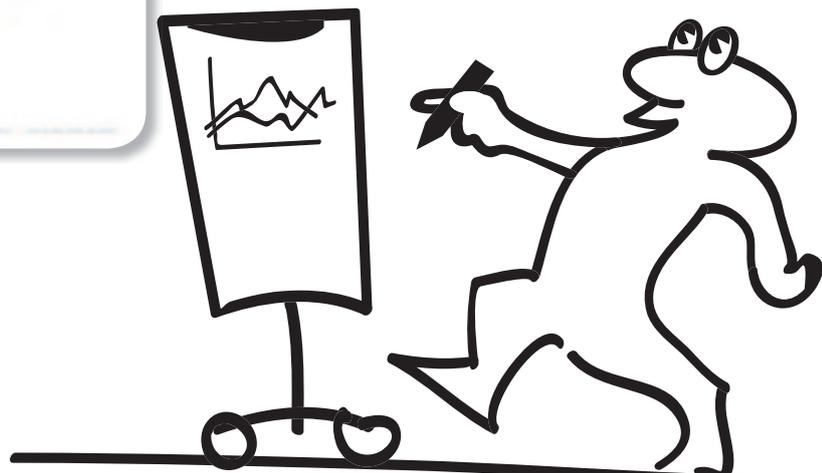
Process - make your own website with the services that best suit your business

Bring together users, systems and applications based on your own specific needs.

Use the tERA platform to create your own website. As administrator of your own private area, you define your users and control access to the various systems. For each site, you can put together the best package of applications to ensure customers are provided with all the services they need.
Browse the website and select the required system or the application. Use the advanced search functions to easily and quickly find what you're looking for. The platform includes different applications that can be combined as required to optimise your work and offer the customer additional services.

tERA: a service at your service!

Access this new world with a simple subscription: you can find everything you need to enhance your offering with services that carry high added value. Use interfaces that are optimised for analysis via PC, smartphone or tablet. The platform can also transfer your information to mobile Apps customised with your own interface.

Use CAREL as an expert partner to build your new service proposal. tERA combines different technological platforms to ensure a cutting-edge solution: mobile connectivity, cloud computing and remote control SW are integrated into one immediately accessible service.
The tERA platform represents your ally for optimising your work and proposing your customers new services.