



# Meet Sinclair Global Group

QUALITY ENHANCES PARTNERSHIP



# where we are





RU

### Sinclair and Sinclair Global Group

Sinclair brand name, with its long-lasting tradition, has been continuously gaining popularity and trust. Sinclair has its partners in many countries and has been growing year by year which evoked the necessity of establishing Sinclair Global Group.

Sinclair Global Group is a group of particular people, particular companies, with common visions and goals. All its members use the same business and marketing strategies to strengthen the position of Sinclair brand name in the world. Sinclair Global Group provides maximum support to its members in all fields of business world to fulfil expectations of everyone.

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JO

# who we are



## Sinclair Global Group

Sinclair brand name has been on the market for many years. We are a professional company with strong team, wide product range and partners all over the world creating a comprehensive community - Sinclair Global Group.

Cornerstones of Sinclair Global Group are a long-term partnership, loyalty and quality products with competitive prices.



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## We are your solution for

### Extreme weather conditions

No matter if hot or cold, we can deal with it. Sinclair brings you comfort through wide range of air-conditioning systems offering solution for any kind of project.

### Eco-friendly home & office

Sinclair air to water heat pump product range provides ecological and energy-saving solution for heating, cooling and hot water supply.

# what we do



## Quality products

Sinclair produces residential and commercial air-conditioners on the top quality production lines. Strict quality control, meticulous component selection and exhaustive testing are essential for us. Failure rate of the products is well below 1%. Sinclair works with technical universities in the field of development and holds several patents on the heat pump segment. Its S-THERM+ has won the main prize at several exhibitions as the TOP Energy product. Sinclair Global Group cooperates with its partners when developing new products with emphasis on quality, energy efficiency and user friendly solutions.

## Environmentally friendly products

Since the very fast-paced industrial revolution and development during 19th and 20th centuries, the mankind has made its vivid mark on the planet Earth and nature. The European Union is the leading community in the world taking steps towards decreasing the CO<sub>2</sub> emissions and protecting nature. The EU norms concerning any harmful substances are getting stricter every year and we have to react.

Environmental protection is also the key issue for Sinclair Global Group. Sinclair strives to apply and develop the latest technologies that would help to implement new products with more significant energy savings having minimum impact on the environment. The whole Sinclair product range complies with the European Union's strict norms and sometimes even surpasses them.





# how we do

## Business strategy

Sinclair believes in a steady, long-term and healthy development, backed with hard work and strong ethical codex.

Long-term success of any brand name depends on having satisfied customers. They are satisfied when they receive a high-quality, reliable and technically advanced product, with an appropriate price level, good design and strong after-sales support they might need. The most valuable form of advertisement is done free of charge – by the customers who are happy to own a product of a good quality and recommend it to others.



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Sinclair highly appreciates and strives for a long-term cooperation with their partners and seeks to help their partners grow and steadily develop their business. Sinclair does its best to help with any issues partners might face and act flexibly and fast to react to any development on the market.







## Product and technical trainings

Be professional and make the customers feel comfortable. These are the reasons why Sinclair has put so much effort into establishing a new training center located at the headquarters. Customers may test the products in person with the assistance of fully trained engineers.

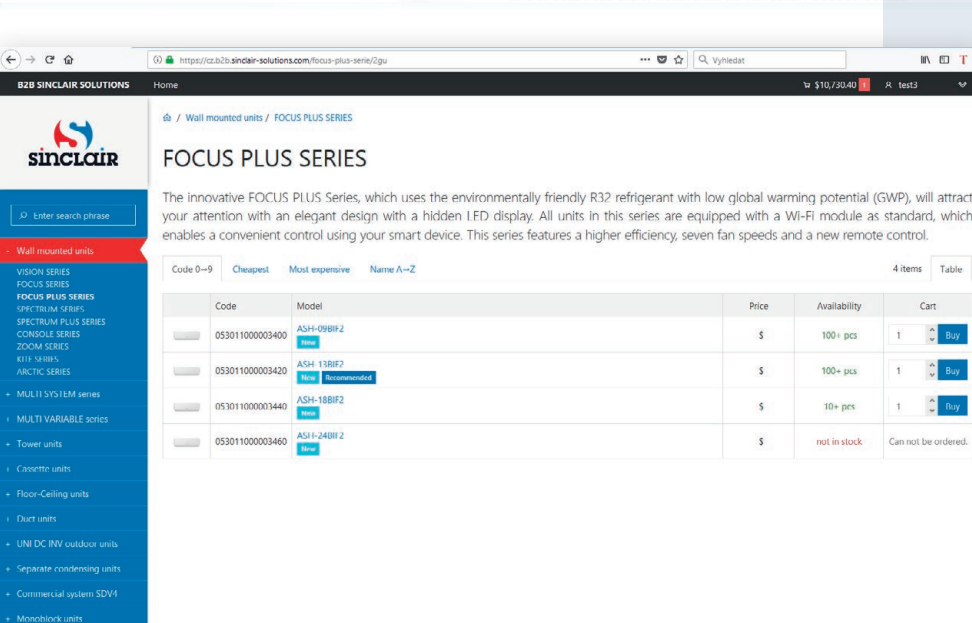
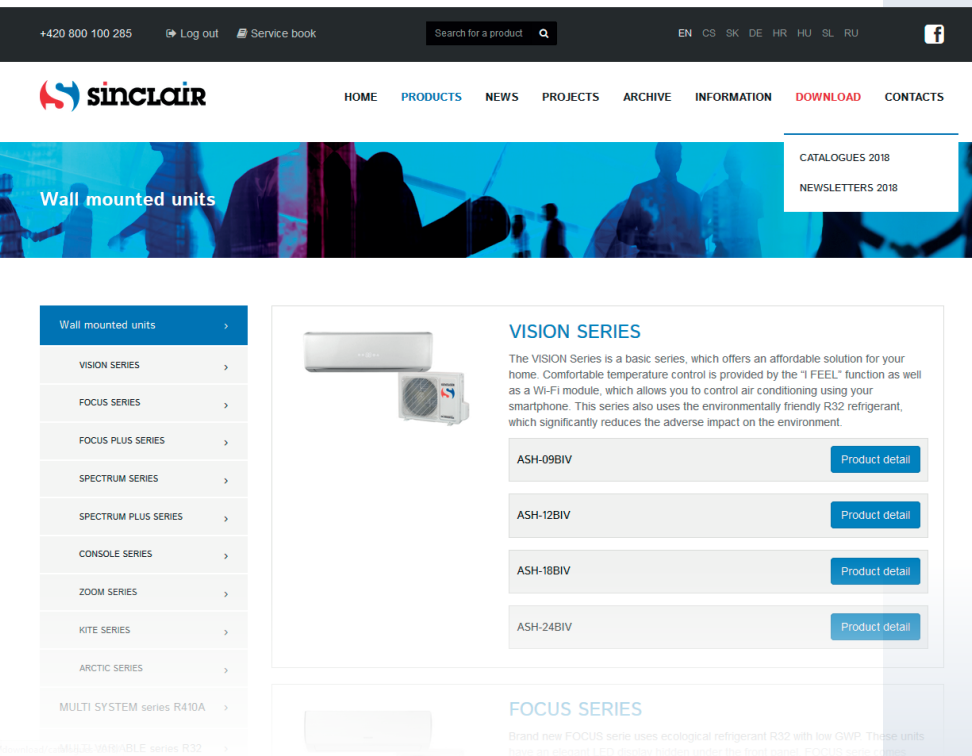


Different products are connected in full operation, enabling simulation of various faults. This provides hands-on experience for the trainees how to solve standard error states.





# simplify



## Business platforms

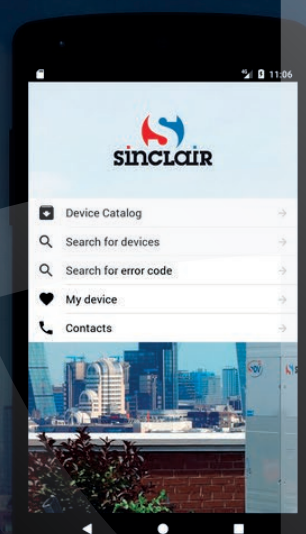
Living in such hectic times arises the necessity to make communication more efficient and smooth. Therefore Sinclair strives to create user friendly platforms which help partners in their everyday issues and business.

- » Sinclair general website: end users can download operational manuals, pictures and accessory options for their products there.
- » Sinclair B2B portal: the installation companies can download service manuals, pictures and technical reports there.
- » Sinclair S2P portal: the distribution partners can take advantage of the e-shop where they can see a history of their orders, immediately check products availability and their price.



# Database of system error states

The Sinclair TechHelp application is designed for quick search of information about the error states of Sinclair air conditioners.

[Download for Android](#)[More information](#)

## Technical support

Sinclair helpdesk: Service men and installers can use this tool to communicate with Sinclair technical support team about any troubleshooting issues.

Sinclair TechHelp: This is an offline application for a very easy navigation and immediate help. By means of this application installer companies can identify errors and find an effective solution even out of reach of signal and without the need to download a relevant service manual.

## Service e-book

Each air conditioner can be registered in the system with its unique serial number, with the possibility to record installation date, all services performed on the unit, part exchanges, guarantee repairs etc.


+420 800 100 285

Log out

Service book

Search for a product

EN CS SK DE HR HU SL RU



HOMEPRODUCTSNEWSPROJECTSARCHIVEINFORMATIONDOWNLOADCONTACTS

Service book

Sinclair – Service book

Dear SGG partners, using this tool in relation to your customers is just at your discretion. It is up to you whether you offer a 5-year guarantee to a particular customer or not. We hope that this tool will make your everyday work easier and will help you prove your professionalism towards your customers.

Search by serial number of outdoor unit, address or company name:

Search

MY DEVICE

REGISTRATION OF NEW DEVICE

WARRANTY CONDITIONS

DOWNLOAD

Outdoor unit model name

Outdoor unit model name

?

Outdoor unit serial number

Outdoor unit serial number

?

Indoor unit model name (not applicable to mobile devices and accessories)

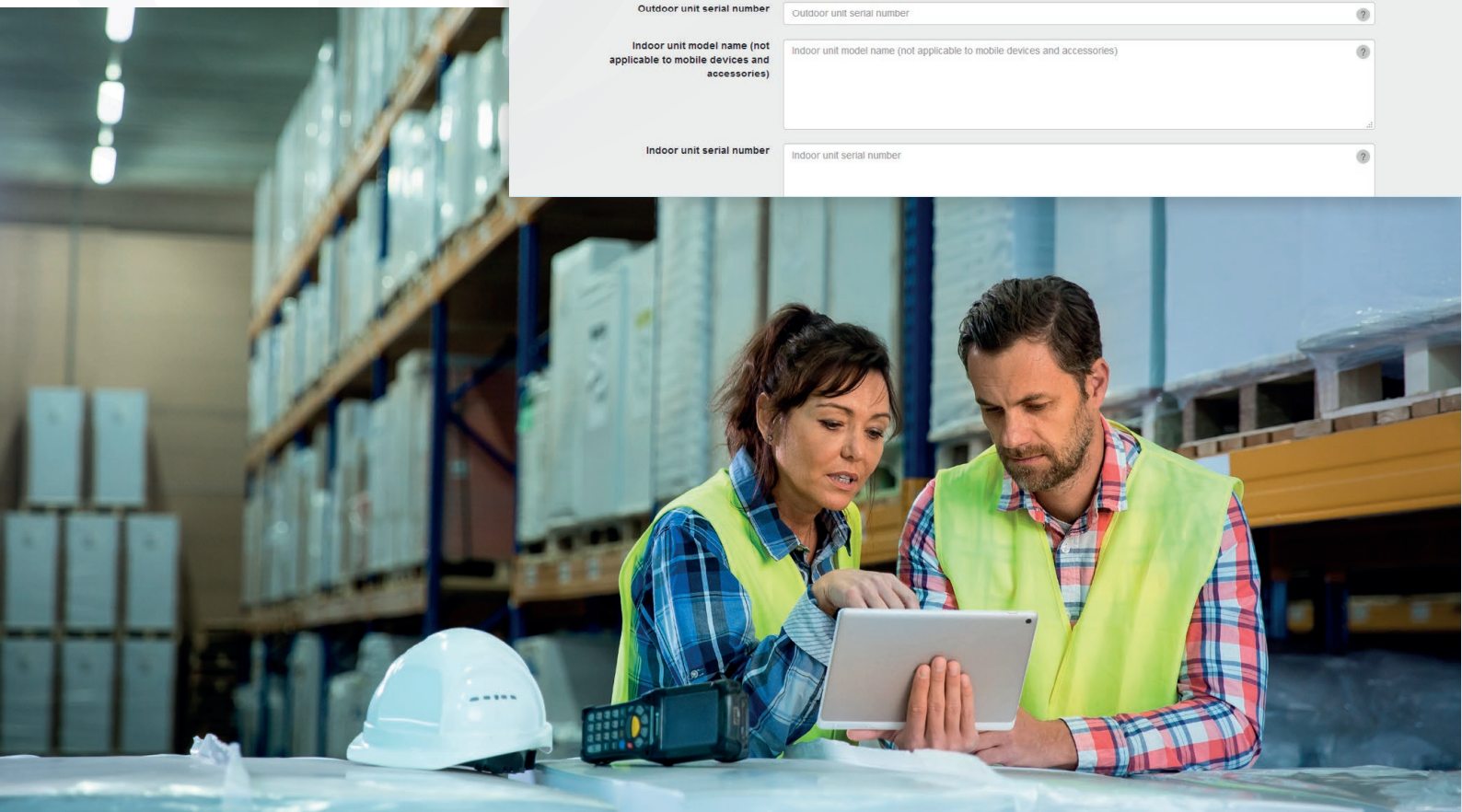
Indoor unit model name (not applicable to mobile devices and accessories)

?

Indoor unit serial number

Indoor unit serial number

?



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**PARTS**

Date: 12-5-17

**ORDER No.**



2170700327

**MODEL:** ASH-09AP, MS-H07AIZ  
MS-H12AISW PT, ASH-09AIK,  
ACH-12FCI2  
ASH-09AIK, ACH-12FCI2,  
ASH-09AIK, ACH-12FCI2

**REF. No.** A216020000780

**ITEM No.** 90EMGB70010331  
Jumper cap

**PRICE CODE:** AE

**Q'TY:** 1 PC/SET(S)



90EMGB70010331

## Spare parts management

One of the keys for customers' satisfaction is to provide a great after-sale service which goes hand in hand with the availability of spare parts. To be able to provide spare parts as efficiently and as quickly as possible, Sinclair established a new spare part center with a strategic location between two main warehouses.

Spare parts are always available for the whole product range, even for the products which were discontinued many years ago. Each spare part is dispatched with a detailed description for easy identification.





# logistics



All warehouses are conveniently located in the heart of Europe with the size over 10.000 m<sup>2</sup>.

Sinclair has a very strong logistics team and well-thought procedures which help to deliver the goods in a very short time. Sinclair cooperates with strong forwarders from all over the world and seeks optimal solutions for their customers.

Sinclair also provides an alternative to deliver the goods all over the world via direct shipments.





## Serial number evidence

Sinclair has been implementing serial numbers evidence to help to diminish loading mistakes, to identify particular installation company and to have a more precise history of each unit.



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# marketing support



## Sinclair brand name worldwide

Sinclair Global Group aims to develop the Sinclair brand name worldwide to its best potential.

The graphic studio prepares unified marketing strategy and materials to make Sinclair brand quickly recognisable with its own style.





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# sponsoring

## Supporting talents

Active sports cultivate and hone strength, endurance, focus, technique, precision and discipline. These are all values that help develop long-term success in any effort and area. Sinclair supports talents at various levels of wide range of sport activities.



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# reference



Well-performed installation and good knowledge of products are necessary for the lifespan of the air-conditioners, therefore Sinclair aims to cooperate with partners who are experts in the field.

Sinclair provides detailed technical trainings for its partners to be able to offer the best solution for individual projects and install and service the systems with highest professionalism.

Sinclair has partners in 30 countries and is continuously developing cooperation in new ones. Sinclair offers to its partners a wide, reliable product portfolio, unified strategy and help with any issue that might arise.

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- Residential air conditioning
- Commercial air conditioning
- Heat pumps



