



Purchasing Site-Specific AHU Parts and Spares

How To Guides



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Figure 1. Typical ECE air handling unit. Every ECE AHU is fitted with a unique "Buy Spares Here" QR plate giving direct on-site access to site-specific parts and spares via the ECE Client Portal.

Video Duration: 4 minutes 44 seconds

Applies to: All ECE Air Handling Units fitted with a "Buy Spares Here" QR Asset Plate

Document Status: Controlled technical instruction

1. Purpose

This booklet accompanies the video demonstrating how to locate the asset plate and purchase AHU-specific parts and spares directly via the ECE Client Portal.

Each AHU is fitted with a unique Buy Spares Here plate which provides direct access to:

- Site-specific spare parts listings
- Correct replacement components for that AHU
- Lifecycle documentation
- Factory-traceable part identification

This ensures the correct parts are ordered for the exact unit installed on site.



Figure 2. The "Buy Spares Here" plate, showing the QR code, web address, ECE branding and unique 18-digit reference number.

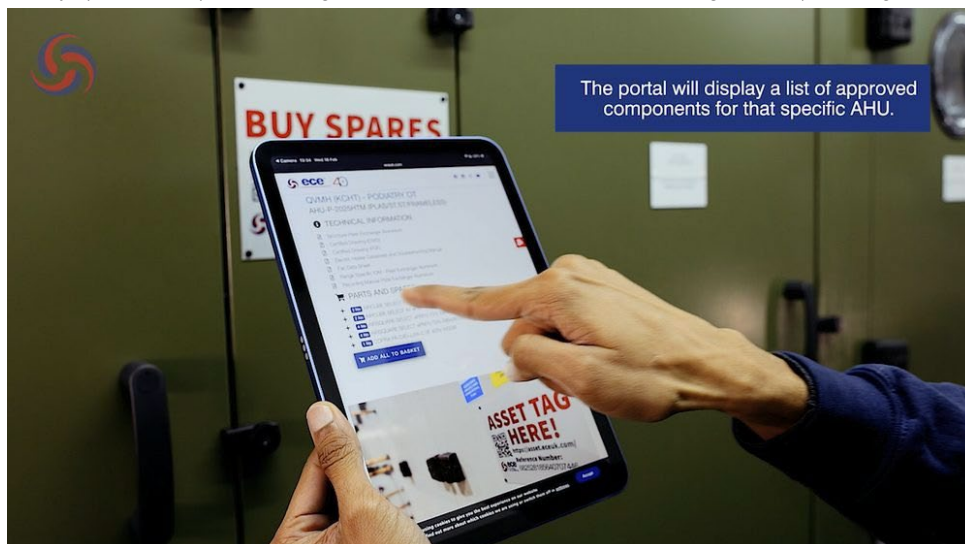


Figure 2b. Site-specific AHU page loaded in the ECE Client Portal showing the approved component list for the identified unit.

2. Important AHU Information

- ECE AHUs are bespoke. Do not assume that information, access arrangements, terminal numbers, wiring colours, component selections or controls logic from another AHU applies to the AHU being reviewed or worked on.
- The certified drawing and current project-specific documentation are the primary sources for the AHU arrangement and component technical information.
- Where component technical information is checked, it must be checked against the certified drawing and related manufacturer data for the exact AHU.

IMPORTANT: Always use the project-specific asset information, certified drawing, relevant ECE product-range IOM, quotation scope and component information for the exact AHU being reviewed or worked on.

3. Safety and Competency Requirements

- Only competent and authorised personnel should carry out this procedure. The required competency depends on the task being undertaken.
- Before starting, confirm the correct AHU, asset tag, certified drawing, relevant ECE product-range IOM and any applicable wiring diagram, controls description, component technical information or manufacturer data sheet.
- Follow all site-specific RAMS, permits, PPE, isolation and access requirements.
- Where the task requires physical access to the AHU, do not open access doors, remove panels or work inside the AHU unless fans and relevant equipment are isolated, stationary and safe to access.
- Do not bypass safety devices, interlocks, alarms or controls.
- Stop and escalate if the AHU identity, current technical information, safe isolation, access condition or required competency cannot be confirmed.

Task-specific requirements:

- Only competent and authorised personnel should review, use or act on AHU spares information or ordering information.
- Confirm the AHU identity using the asset tag and ECE Client Portal before relying on project-specific spares information or ordering parts.
- Use the current certified drawing, relevant ECE product-range IOM, component schedule and manufacturer data where applicable.
- Do not order, approve, remove or replace components unless the correct AHU identity, component reference, part information and revision status have been confirmed.
- Stop and escalate if the asset tag does not match the AHU, the certified drawing revision cannot be confirmed, required information is missing, or the spares information does not match the installed AHU.

4. Before You Begin

- Access the AHU asset information via the ECE Client Portal using the asset tag or 18-digit reference number where available.
- Confirm the AHU reference, project name, location and latest document revision.
- Review the certified drawing, relevant ECE product-range IOM, quotation scope, component schedule and manufacturer data sheets where applicable.
- Review the wiring diagram, controls description and commissioning information where the task involves electrical, controls or BMS interfaces.
- Confirm the required personnel, tools, PPE, access equipment, permits and isolation method before starting work.



Figure 2. Site personnel in PPE reviewing the certified drawing. Confirm AHU identity and document revision before relying on any project information retrieved from the portal.

5. Required Tools, Equipment, PPE and Information

- Mobile phone or tablet with camera
- Internet access
- Buy Spares Here QR asset plate or 18-digit reference number
- Correct AHU reference
- Site purchasing or order approval information

6. Procedure

6.1 Location of the “Buy Spares Here” Plate

The plate is typically located:

- On the fan section access door
- On a prominent external access panel
- In a clearly visible position for maintenance personnel



Figure 3. “Buy Spares Here” plate installed on an AHU access door, showing QR code, web address and 18-digit reference number.

The plate includes:

- QR code
- Web address (https link)
- Unique 18-digit reference number
- ECE branding

6.2 Accessing the Portal via Mobile Phone

Method 1 – Using the QR Code (Recommended)

- Unlock your mobile phone.
- Open the camera application.
- Point the camera at the QR code.
- Wait for the link preview to appear.
- Tap the link notification.
- The ECE Client Portal page will open automatically in your browser.

No additional QR scanning app is required on most modern smartphones.

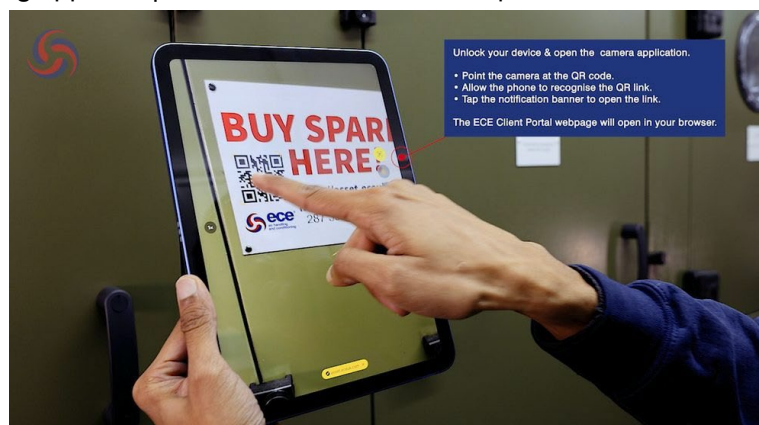


Figure 4. Scanning the “Buy Spares Here” QR code with a mobile device camera. Tap the notification banner to open the ECE Client Portal.

Method 2 – Using the Website Address

If QR scanning is unavailable:

- Open your internet browser.
- Enter the website address shown on the plate:

<https://asset.eceuk.com/>

- Press Enter.

6.3 Entering the 18-Digit Reference Number

Once on the Client Portal page:

- Locate the reference number input field.
- Enter the full 18-digit asset code displayed on the plate.
- Press Enter or Submit.

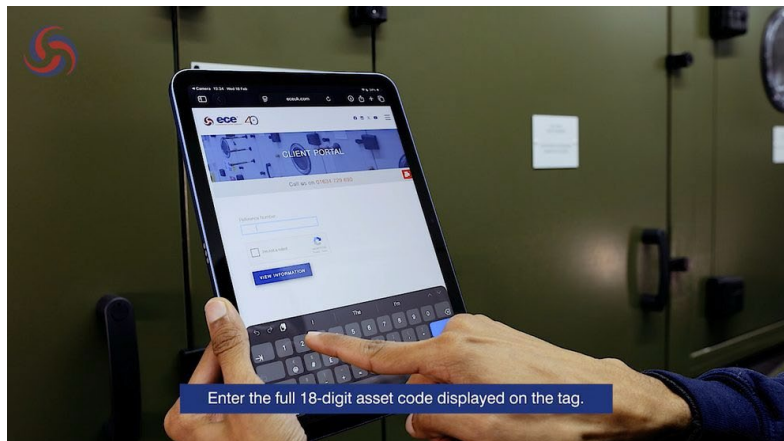


Figure 5. Entering the 18-digit asset code on the ECE Client Portal entry page.

Entry Tip:

To minimise errors:

- Enter the number three digits at a time.
- Pause and visually confirm each group.
- Ensure all 18 digits are entered correctly.

6.4 Accessing the Site-Specific AHU Page

After entering the code, you will be taken to the site-specific AHU information page.

This page contains:

- Technical documentation
- Asset data
- Parts and spares specific to that individual AHU

All items shown relate directly to the unit identified by the 18-digit reference.

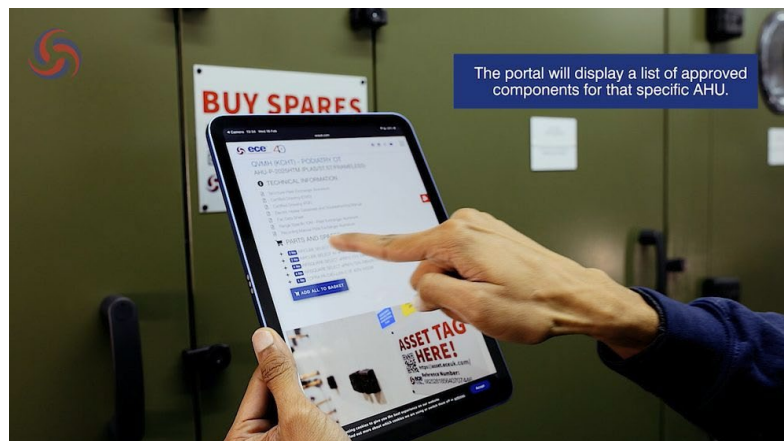


Figure 6. Site-specific AHU page loaded in the ECE Client Portal showing the approved component list for the identified unit.

6.5 Purchasing Parts and Spares

The portal will display a list of approved components for that specific AHU.

Typical items available include:

Mechanical Components

- Replacement fans
- Cooling coils
- Heating coils
- Plate recuperators
- Dampers

Controls Components

- Sensors
- Actuators
- Control modules
- Control panel items

Door Furniture & Hardware

- Handles
- Hinges
- Bridge clamps
- Compression latches
- Neoprene tape (seal replacement)

Each item is matched to the AHU configuration to ensure compatibility.

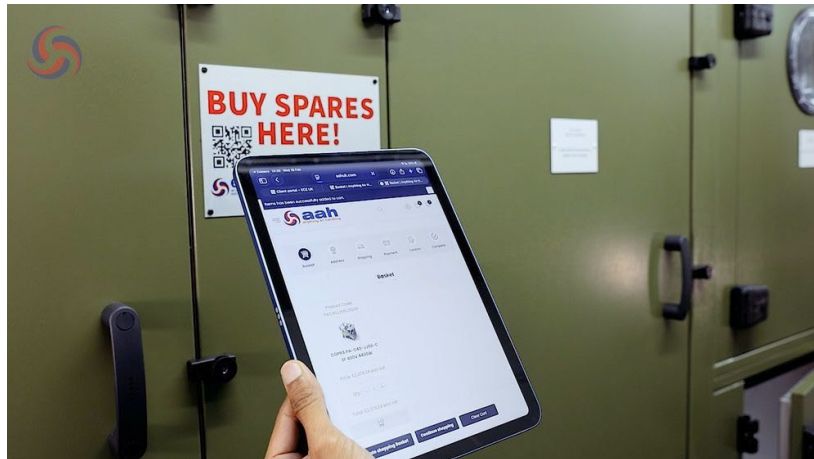


Figure 7. Product page displayed in the AAH spares portal showing approved component listing for the identified AHU.



Figure 8. Selecting an individual part. Product code and AHU configuration shown on the product detail page.

6.6 Ordering Process

- Select the required part.
- Confirm quantity.
- Add to basket.
- Review order.
- Proceed to checkout.
- Confirm delivery details.

Ensure the asset reference number matches the physical unit before placing order.

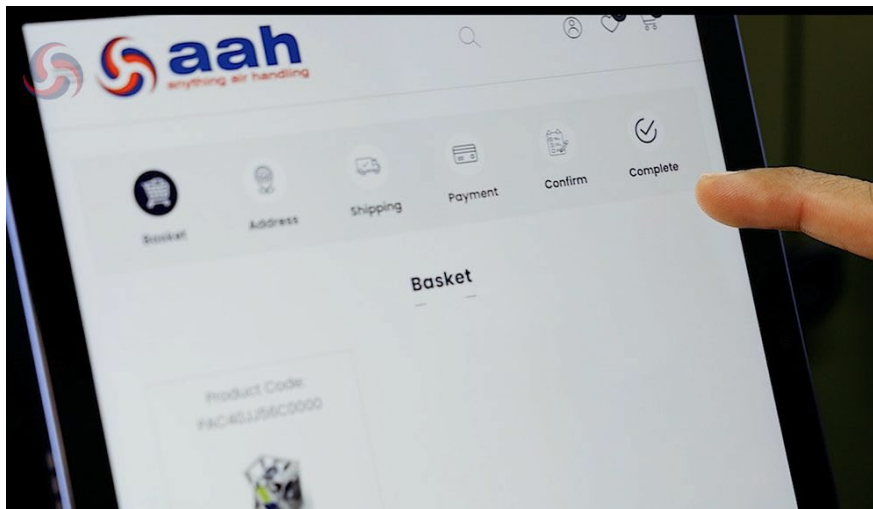


Figure 9. Order basket and checkout progress: Basket → Address → Shipping → Payment → Confirm → Complete. Verify the AHU reference matches the physical unit before placing the order.

6.7 Benefits of Site-Specific Spare Identification

- Eliminates incorrect part ordering
- Reduces downtime
- Ensures factory-approved replacements
- Maintains AHU performance and compliance
- Supports warranty integrity
- Simplifies estates management processes

6.8 Lifecycle+ Commitment

This asset-linked purchasing system supports ECE's Lifecycle+ approach by:

- Ensuring traceable components
- Supporting maintenance throughout service life
- Enabling easy refurbishment
- Simplifying future upgrades
- Supporting eventual renewal planning

The asset portal allows equipment to be cared for from factory installation through to renewal.

6.9 Troubleshooting

If the portal does not load:

- Check mobile data or Wi-Fi connection.
- Re-scan QR code.
- Confirm correct website address.
- Re-enter reference number carefully.
- Ensure all 18 digits are included.

If access fails, contact ECE support quoting the reference number.

7. Verification / Functional Test

- Correct AHU-specific spares page opens.
- Part description, component reference and AHU reference match the asset information.
- Quantity, delivery address and purchasing approval are confirmed before ordering.

8. Stop-and-Escalate Conditions

STOP: Stop work or stop the review and escalate to the responsible ECE/project technical contact if any of the following apply:

- The AHU reference, asset tag, certified drawing or document revision cannot be confirmed.
- The information found does not match the physical AHU, installed component or project scope.
- Safe access, safe isolation or required site permits cannot be confirmed.
- A required component technical detail, wiring detail, control signal or manufacturer data sheet is missing.
- The task would block or compromise AHU maintenance access, withdrawal routes, isolators, terminal boxes or emergency access.
- The spares page does not relate to the correct AHU.
- The required part is not listed or the component identity is uncertain.
- The proposed replacement does not match the certified drawing or manufacturer data.

9. Final Checks

- Confirm the AHU, component, wiring, control function or approval item has been left in the intended safe and complete condition.
- Confirm access doors, panels, terminal boxes, covers, guards, isolators and labels are secure where applicable.
- Confirm no tools, temporary materials, loose items, debris or packaging remain in or around the AHU.
- Confirm any alarms, faults, abnormal indications or unresolved comments have been recorded and escalated.

10. Records to Complete

Record enough evidence to prove that the task, review or test has been completed using the correct AHU information and by competent personnel.

- AHU reference confirmed
- Part reference confirmed
- Order reference recorded
- Any unmatched or unavailable parts escalated

Evidence item	Required entry
AHU reference / asset tag	To be completed
Certified drawing revision / document revision	To be completed
Person completing task / review	To be completed
Date completed	To be completed
Result / status	Pass / fail / comment / not applicable
Outstanding actions	To be completed or marked none

11. Completion Checklist

- Correct AHU and guide number confirmed.
- Latest asset information and certified drawing checked.
- Relevant IOM, wiring diagram, controls description or manufacturer data checked where applicable.
- Safety and competency requirements confirmed.
- Procedure completed or approval review completed.
- Verification / functional test completed.
- Stop-and-escalate conditions checked and no unresolved stop condition remains.
- Records to Complete section completed.
- AHU returned to safe condition or review status recorded.

12. Task-Specific Completion Checks

- Buy Spares Here plate located
- QR code scanned or website entered
- 18-digit code entered correctly
- Site-specific AHU page accessed
- Required parts identified
- Correct items added to basket
- Order confirmed

13. Learning Outcome

After completing this guide, the user should be able to complete or review Purchasing Site-Specific AHU Parts and Spares Via ECE Client Portal – “Buy Spares Here” Asset Plate using the correct AHU information, with clear safety controls, defined verification, completion records and escalation criteria.