**Questions & Answers From YORKworks Training Sessions**

**Question 1:** Can we include the price of the configuration in the search list?

**Answer:** Yes, this is currently under development. The price of each configuration will be added to the search list and capability for sorting and filtering will also be included.

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**Question 2:** Can we add 0.018 m2.K/kW fouling factor?

**Answer:** Yes, this can be currently manually amended. It will be included in the next release as a choice in the drop down list.

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**Question 3:** Can we have more part load points?

**Answer:** Yes, the program currently offers only calculation for 4 part load points. Capability for 10 part load points is being added for future release

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**Question 4:** What is the minimum ambient temperature at which we can rate the unit at part load?

**Answer:** The actual temperature depends on the unit configuration, the load point and the operating conditions. Typically, the limit is around 6°C. If you try to rate at temperatures below 6° C, the program may return 0 values indicating that the conditions are outside the envelope of the calculation engine. The Engineering group is currently reviewing to extend the size of this envelope.

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**Question 5:** Is the program certified?

**Answer:** No, YORKworks Europe program as such is not certified. However, YLPA and YVAA products and their performance are in the process of being certified through the Eurovent program. Additionally, YORKworks Europe uses a calculation engine to predict performance that is AHRI certified.

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**Question 6:** What is the reference point of the percentage used for part load calculation?

**Answer:** When using the set capacity feature, the unit is configured in the factory so that its maximum capacity corresponds to the set capacity at the design conditions. When calculating the part load performance, the percentage load always refers to the set capacity value. For instance, if you select a unit with a set capacity of 750kW and ask for one part load point at 50%, then the 50% load point will give 350 kW.

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**Question 7:** Can you please include the sound value on the part load report?

**Answer:** Definitely, this is an omission that will be corrected in the next release.

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**Question 8:** Can you have access to the sound spectrum?

**Answer:** Sound spectrum capability for full and part load performance is already developed but currently disabled in the released version of YORKworks. It will be activated as soon as we are satisfied with the requirements of our quality assurance testing . Overall sound values predictions (Sound Power and Sound Pressures) have already been validated by our engineering group and successfully passed our quality assurance testing.

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**Question 9:**  Can you please add a facility to include a quotation letter in YORKworks?

**Answer:** This could be included in YORKworks, but requires preliminary agreement with European Sales management on the template to be used. This review will be undertaken early next year.

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**Question 10:**  What additional reports will be offered?

**Answer:** We are currently planning to include the following reports in the next releases: Order form, Internal Pricing Report, AVM Location and point load information, SMART Specification, Annual Energy Cost Model. All these reports will be printable in word or pdf format. If you have a specific requirement, we will be happy to review and work towards its inclusion into YORKworks.

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**Question 11:**  Will drawings be available in YORKworks?

**Answer:** The plan does not consider including drawings in YORKworks in the short term. Our strategy is to offer drawings in various formats on the intranet to start with until the facility is included in YOKRworks .

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**Question 12:**  Can the user specify which options he would like to see automatically selected when opening a new unit?

**Answer:** This was not included in our short term plan, however we will give it some consideration and increase its priority. It is however too early to give an indication of when this will be released.

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**Question 13:**  When I select a unit, I lose the search results. Can this be improved?

**Answer:** Initial objective was to display enough information on the search list to accurately pick the unit that will match your customer’s need. That is why the results were not kept in memory. We are aware of this inconvenience and are looking at a correction.

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**Question 14:**  There is an issue with Glycol percentage stuck at 50%. Can this be corrected?

**Answer:** Definitely, this has been already corrected and a new setup will be issued shortly

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**Question 15:**  The datasheet does not show any information about limitation for VPF application. Can this be added?

**Answer:** This information is currently available in the Engineering Guide and was not planned to be added on the datasheet. However, we will give it some consideration and review how this can be efficiently added. It is however too early to give an indication of when this will be released.

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**Question 16:**  Can the program be available in other languages?

**Answer:** Translation is currently amongst our top priorities and will be released in the next releases. This will include French, Spanish, Italian, German, Hungarian, Swedish, Polish, Czech. Please contact us if an additional language is requested.