



Welcome to Daikin UK



Contents

Daikin: a broader perspective

Why Daikin?	2
Daikin a global view	3

Welcome to Daikin UK

Daikin UK offices and contacts	4
--------------------------------	---

Working with Daikin

Training centres	6
Opening an account	8
Finding the right resources	9
Partnering with Daikin: the benefits	10
The Certified Installer programme	11
The D1 Partnership programme	12

Pre-sales and project support

My Daikin business portal	14
Daikin Etool	15
Software tools and apps	16
Applications and quotations support	18
Sales and orders support	19
Lease and finance solutions	20
Workshop services	21
Deliveries	22
Goods returns	23

Post-sales and service support

Technical helpdesk	24
Service apps and tools	24
Service, on-site support and maintenance	26
Spare parts	28
Warranties	29



Why Daikin?

Our customers can depend on Daikin for the ultimate in comfort, so that they are free to focus on their own working and home lives.

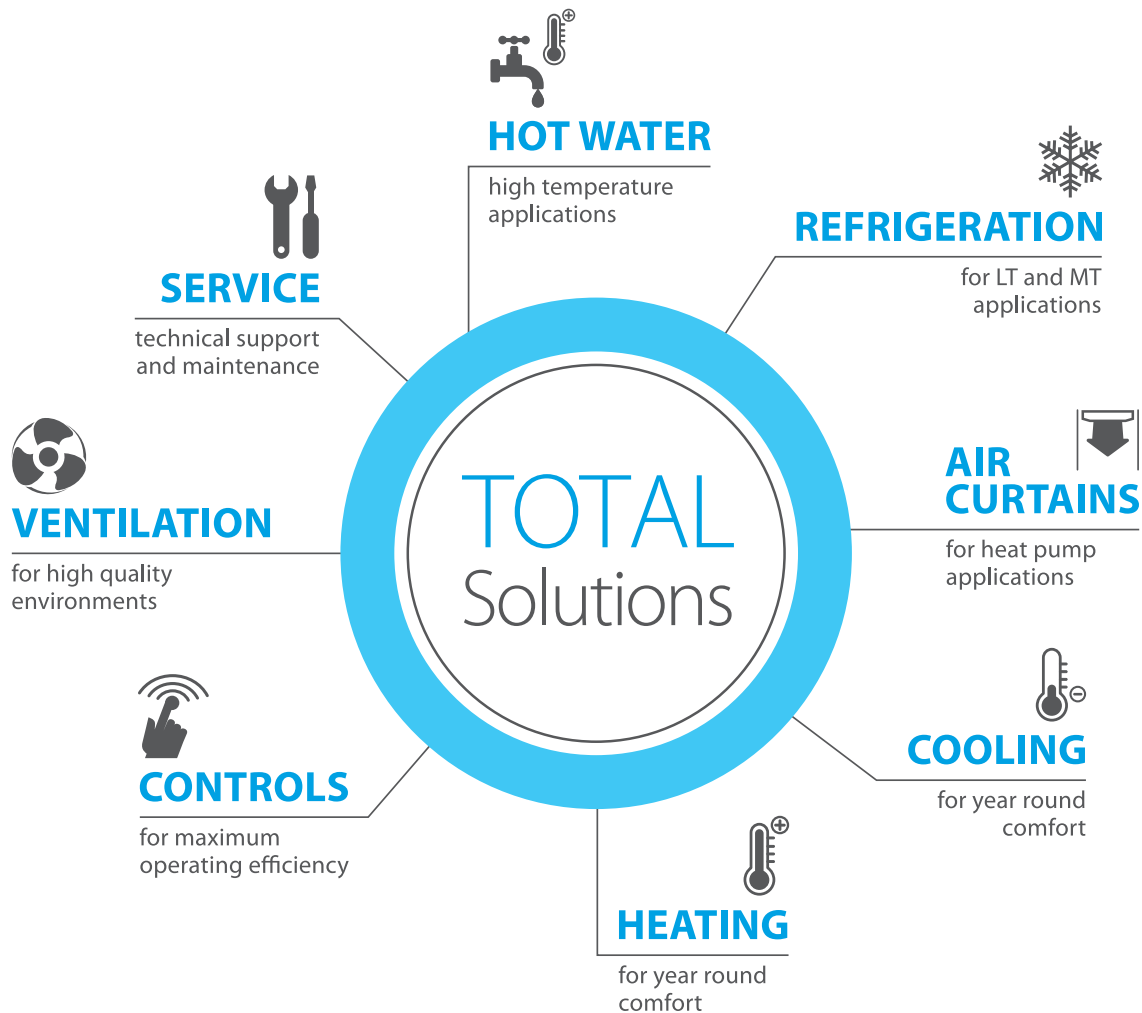
We dedicate ourselves to technological excellence, a design focus and the highest quality standards so that customers can trust and rely on the solutions we deliver.

Our commitment to the planet is absolute.

Daikin products are at the forefront of low energy consumption and we continuously innovate to reduce further the environmental impact of HVACR solutions.

We lead where others follow. And we will continue our global leadership in HVACR solutions to relentlessly redefine new standards of efficiency, control and comfort.

Our 90 years' experience encompasses specialist expertise in all market sectors, enabling us to deliver added value in long-lasting relationships based on trust, respect and credibility.



Daikin Global

Daikin Industries Limited is a multinational corporation listed on the Japanese stock market, with sales of over \$19.6 billion in 2015-2016, and a leading global manufacturer and supplier of HVAC (heating, ventilation and air conditioning) equipment, including heat pump and refrigeration solutions for residential, commercial and industrial customers.

Daikin Europe

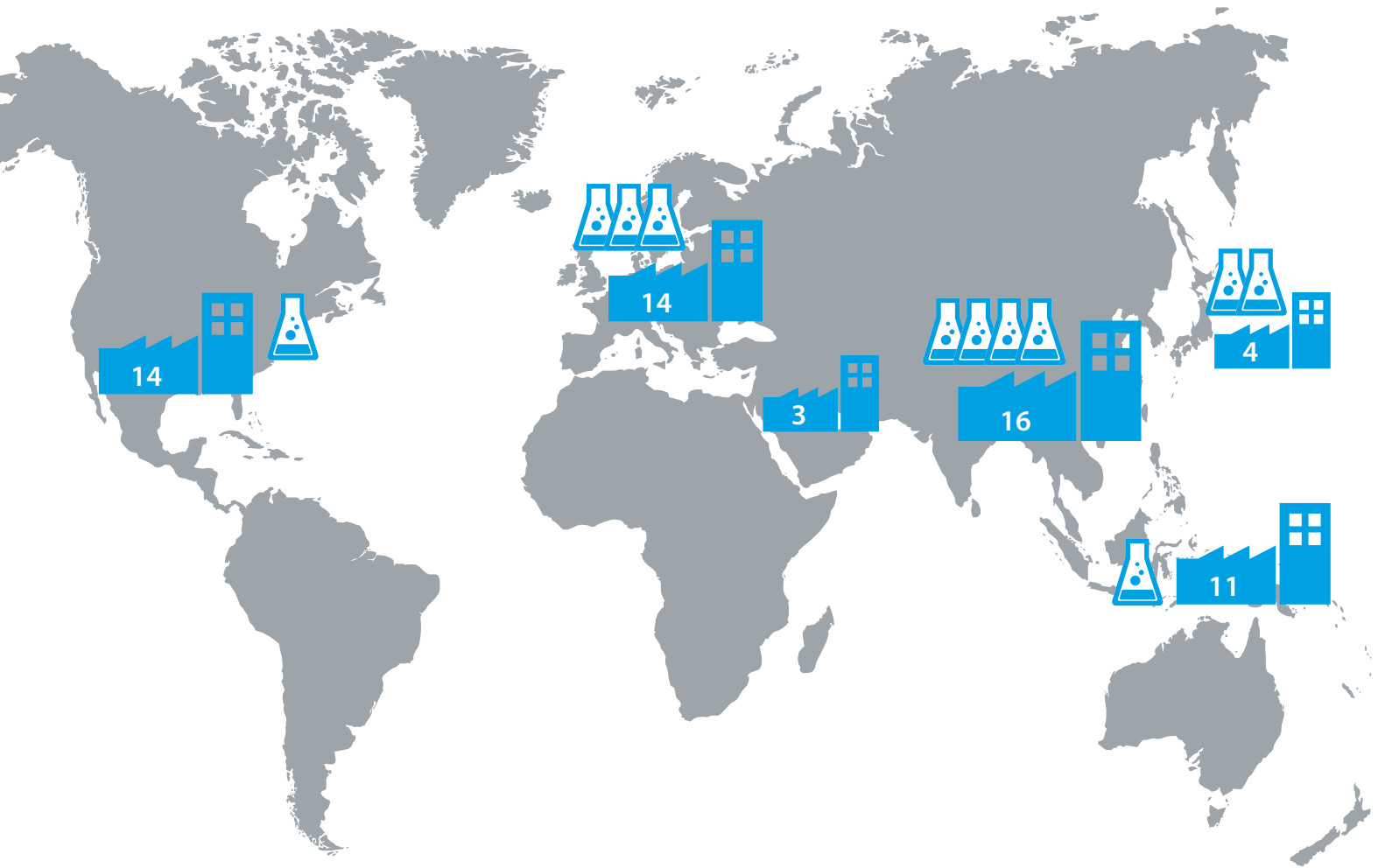
A fully owned subsidiary of Daikin Industries Limited, Daikin Europe N.V. (DENV) is Daikin's sales, development and manufacturing headquarters for Europe, the Middle East and Africa, with net sales of over €2 billion in 2015-2016.

The Daikin Europe Group currently includes our headquarters in Ostend, five highly advanced production facilities in Belgium, Czech, Germany, Italy and Turkey, four sales offices and 17 affiliated sales companies throughout the EMEA region. Across the entire Daikin Europe Group, the company employs more than 6,000 people.

Daikin Airconditioning UK Ltd is a wholly owned subsidiary of Daikin Europe NV. The focus of our business is the sales and distribution of Daikin air conditioning products whilst fully utilising the advantage of our European Group Manufacturing Division.

Daikin Group philosophy

1. Create new value by anticipating the future needs of customers
2. Contribute to society with world-leading technologies
3. Realise future dreams by maximising corporate value
4. Think and act globally
5. Be a flexible and dynamic group
6. Lead in applying environmentally friendly practices
7. Bearing our relationship with society in mind, take action and earn society's trust
8. The pride and enthusiasm of each employee are the driving forces of our group
9. Be recognised worldwide by optimally managing the organisation and its human resources
10. Cultivate an atmosphere of freedom, boldness, and "best practice, our way"



Production facilities air conditioning



Production facilities chemicals

Daikin UK

Offices and contacts

Business functions	Address	Sales teams	Sales support functions	Training centre	Service teams
1. Head office	The Heights Brooklands Weybridge Surrey KT13 0NY 0845 641 9000*		<ul style="list-style-type: none"> › Corporate planning › Logistics › Credit control › HR › Marketing marketing@daikin.co.uk › Returns 0845 641 9150* / returns@daikin.co.uk › Training 0845 641 9260* / training@daikin.co.uk 		<ul style="list-style-type: none"> › Workshop › Technical helpdesk 0845 641 9200* › Spare parts 0845 641 9230* / spares@daikin.co.uk › Warranty 0845 641 9275* / warranty@daikin.co.uk
2. National Technology Centre	21 Woking Business Park Albert Drive Woking Surrey GU21 5JY			✓	
3. Weybridge office	The Heights Brooklands Weybridge Surrey KT13 0NY 0845 641 9000*	<ul style="list-style-type: none"> › London South sales team 0845 641 9355* › London North sales team 0845 641 9360* › Corporate Clients team › Projects team › Applied team 	<ul style="list-style-type: none"> › London applications & quotations team londonnorthsales@daikin.co.uk londonsouthsales@daikin.co.uk › London sales order support team london.orders@daikin.co.uk 		London and Eastern region 0845 641 9274* weybridgeservice@daikin.co.uk Please call this number for site visits in the South East including London, the Home Counties and East Anglia.
4. London Central	7 Harp Lane London EC3R 6DP	<ul style="list-style-type: none"> › London Central sales team 0845 641 9350* 	<ul style="list-style-type: none"> › London applications & quotations team londoncentralsales@daikin.co.uk › London sales order support team london.orders@daikin.co.uk 		
5. Bristol office	Maple House Brotherswood Court Great Park Road Almondsbury Bristol BS32 4QW 0845 641 9320*	<ul style="list-style-type: none"> › Western sales team 	<ul style="list-style-type: none"> › Western applications & quotations team bristolsales@daikin.co.uk › Western sales order support team bristol.orders@daikin.co.uk 	✓	Western and Midlands region 0845 641 9278* bristol.service@daikin.co.uk Please call this number for site visits in the South West, Midlands and Mid & South Wales.
6. Birmingham office	2470 Regents Court The Crescent Birmingham Business Park Birmingham B37 7YE 0845 641 9370*	<ul style="list-style-type: none"> › East Midlands sales team › West Midlands sales team 	<ul style="list-style-type: none"> › Midlands applications & quotations team birmingham.sales@daikin.co.uk › Midlands sales order support team birmingham.orders@daikin.co.uk 	✓	
7. Manchester office	17b Cobra Court Blackmore Road Manchester M32 0QY 0845 641 9340*	<ul style="list-style-type: none"> › Northern sales team 	<ul style="list-style-type: none"> › Northern applications & quotations team manchestersales@daikin.co.uk › Northern sales order support team manchester.orders@daikin.co.uk 	✓	Northern England and North Wales region 0845 641 9284* manchesterservice@daikin.co.uk Please call this number for site visits in Northern England and North Wales.
8. Leeds office	Regus 1200 Century Way Leeds LS15 8ZA 0845 641 9340*	<ul style="list-style-type: none"> › Yorkshire & North East sales team 	<ul style="list-style-type: none"> › Northern applications & quotations team manchestersales@daikin.co.uk › Northern sales order support team manchester.orders@daikin.co.uk 		
9. Glasgow office	Unit 2, Glasgow Airport Business Park Marchburn Drive Paisley PA3 2SJ 0845 641 9330*	<ul style="list-style-type: none"> › Scotland & Northern Ireland sales team 	<ul style="list-style-type: none"> › Scotland applications & quotations team glasgowsales@daikin.co.uk › Scotland sales order support team glasgow.orders@daikin.co.uk 	✓	Scotland and Northern Ireland region 0845 641 9279* glasgow.service@daikin.co.uk Please call this number for site visits in Scotland and Northern Ireland.

* Call charges to 0845 numbers are made up of a service charge (to the organisation you are calling) and an access charge (to your phone provider).
0845 calls to Daikin UK cost 0p per minute service charge. Please check your phone company's access charge separately.
Your mobile provider may charge more for these calls, if 0845 numbers are not included in your mobile package. Please check with your mobile provider.

Daikin UK has a network of offices and training centres around the UK. The Daikin UK headquarters are in Weybridge, Surrey. However, we recognise that being close to our customers, is vital to our shared success. So Daikin UK has a national network of regional sales teams, training and service centres to ensure that we provide an efficient and expert local response to your needs.



1 Head office / Weybridge office

Daikin Airconditioning UK Limited
The Heights, Brooklands
Weybridge, Surrey KT13 0NY

2 National Technology Centre

21 Woking Business Park
Albert Drive, Woking
Surrey GU21 5JY

3 London Central office

Daikin Airconditioning UK Limited
7 Harp Lane
London EC3R 6DP

4 Bristol office

Daikin Airconditioning UK Limited
Maple House, Brotherswood Court
Great Park Road, Almondsbury
Bristol BS32 4QW

5 Birmingham office

Daikin Airconditioning UK Limited
2470 Regents Court, The Crescent
Birmingham Business Park
Birmingham B37 7YE

6 Manchester office

Daikin Airconditioning UK Limited
17b Cobra Court, Blackmore Road
Manchester M32 0QY

7 Leeds office

Daikin Airconditioning UK Limited
Regus 1200, Century Way
Leeds LS15 8ZA

8 Glasgow office

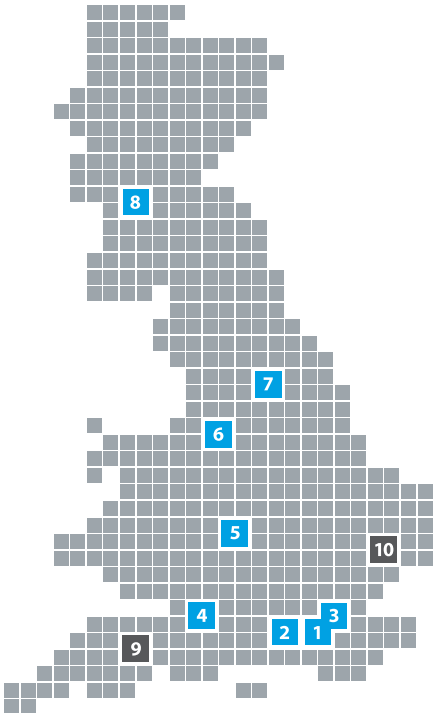
Daikin Airconditioning UK Limited
Unit 2, Glasgow Airport Business Park
Marchburn Drive
Paisley PA3 2SJ

9 PGL Training

Clyst Works
Clyst Road, Topsham
Exeter EX3 0DB

10 GAH Heating Limited

Building 846, Bentwaters Parks
Rendlesham
Woodbridge IP12 2TW



Working with Daikin

Training centres around the UK

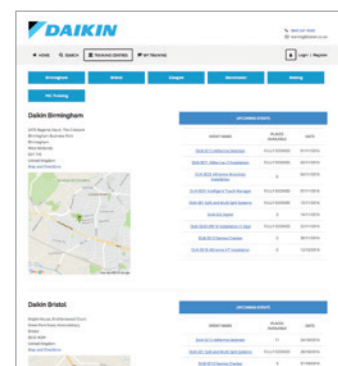
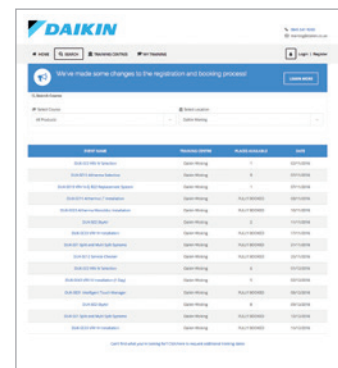
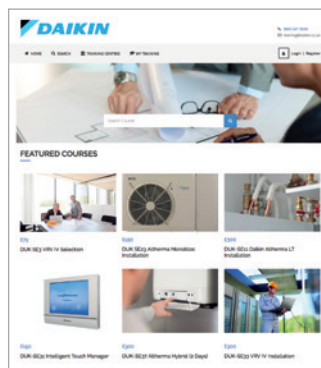


Daikin continually invests in all our regional training centres to ensure that they are equipped with the very latest training rigs, using R410A and R32 refrigerants. So our customers can benefit from the most valuable, hands-on training to hone the skills needed to be at the forefront of our ever-changing market.

daikintraining.co.uk

At every training centre, a range of half, one and two day courses is available, focusing on installation, commissioning, maintenance, service and fault-finding. Short web-based training sessions can also be delivered for customers looking for refresher courses on specific products, where previous product course attendance pre-requisites have been fulfilled.

Book training courses online at daikintraining.co.uk, where you can view the available training topics and dates available at our training centres around the UK. Once registered, you will have an individual training account to help you keep a log of training undertaken and print off training records and certificates.





National Technology Centre

The Technology Centre in Woking is Daikin's largest training and demonstration facility in the UK, with over two floors covering an area close to 1000m². The facility is able to hold three training events at one time, with additional equipment demonstration facilities and a dedicated suite for conducting web based live training events.

The centre includes VRV Heat Recovery, VRV Heat Pump, Water Cooled VRV, R22 Replacement VRV-Q, as well as a variety of Split and Sky Air systems. A dedicated controls area demonstrates the many different configurations for individual and centralised controls and BMS interface options available on Daikin systems.

The first floor is dedicated to Heating products with eight individual working bays containing a wide selection of systems to allow for practical hands-on training of commissioning and fault diagnosis.

To find out when courses are scheduled at Daikin UK regional training centres, PGL Training and GAH and to check availability and book a place, please go to the Daikin UK booking website at daikintraining.co.uk

To view our latest training courses,
please go to daikintraining.co.uk

Opening an account



Once you have successfully completed training, you will be able to open a trading account so that you can purchase from Daikin UK.

Your sales engineer will assist you through this process. You will be asked to complete the following:

1. An account application form
2. F-Gas certificate

All new account applications are reviewed by our credit control department, who check your company's financial and trading record.

As you would expect, any dormant company, or account linked with a director of a company who has previously gone into administration, will not meet our trading requirements.

Assuming everything is satisfactory with your company checks, you will be given a credit limit that reflects your company status and trading history, so that you can grow your business with Daikin's support.

We aim to get you up and running with Daikin as soon as possible. Once the initial training is complete, it usually takes just five days to open your account, on receipt of your account application form. So we look forward to building a closer working relationship with you without delay.

Finding the right resources



It's a great idea to familiarise yourself with the many support teams, tools and resources that Daikin UK offers to its customers.

Remember: we're here to help you. So if you have any queries, please don't hesitate to ask your local sales engineer or any of our supporting departments, who will be more than happy to help you.

Here's an overview of the resources available to you in person, online and where you can read more about what's on offer to assist you.

Support tool / service	How we can help you	Where you can find it	Read more in this brochure
Training	View the latest training courses, view available training dates and book online	Visit daikintraining.co.uk	Page 6
Certified Installer portal	Website where Daikin Certified Installers can order a welcome pack and dedicated Certified Installer tools and marketing resources	Visit ci.daikin.co.uk	Page 11
D1 Partner portal	VIP portal for Daikin D1 Business Partners and D1+ Premium Partners to access their business development fund and dedicated D1 resources	Visit d1.daikin.co.uk	Page 12
My Daikin business portal	Find team contact details, software, technical information, installation manuals and marketing resources	Visit my.daikin.co.uk	Page 14
Daikin E-tool	The easy way to generate quotes and place orders for Split and Sky Air products online in as little as three minutes	Visit daikinetool.co.uk	Page 15
Applications and Quotations support	Help with applications queries and quotation requests to assist your pre-sales technical decision making process	Call your local Applications & Quotations team	Page 18
Sales and Orders support	Help with day to day orders fulfilment	Call your local Sales Order Support team	Page 19
Finance and Leasing options	Organise stress-free leasing options with flexible financing to eliminate upfront payments and improve cash flow	Visit www.daikin.co.uk/shireleasing	Page 20
Workshop modifications	Arrange modifications to standard Daikin equipment to suit your exact requirements – including repainting, strip and rebuilds, Blygold treatments	Speak to your local sales engineer	Page 21
Deliveries and returns	Find more information about our delivery options and goods returns procedure	Visit https://my.daikin.eu/dauk/en_GB/home/sales/quotes-orders-deliveries-returns.html	Page 22-23
Technical helpdesk	Technical support and guidance if you are experiencing on-site issues when commissioning or diagnosing faults	Call 0845 641 9200 or email technicalhelp@daikin.co.uk	Page 24
Service, on-site support and maintenance	Dedicated on-site support and maintenance is available from our regionally focused, highly skilled service teams	Contact Eastern, Western or Northern Region Service Centre closest to the site where your equipment is installed	Page 26
Spare Parts Bank	Online ordering for 700,000 spare parts, 24 hours a day, 365 days a year	Order from www.daikin.co.uk/spares . Or request a user ID at spares@daikin.co.uk	Page 28
Warranties	Benefit from a range of warranties and extended warranties for our Air Conditioning, Applied and Heating equipment	Visit https://my.daikin.eu/dauk/en_GB/home/service-support/warranty.html	Page 29

Partnering with Daikin:

The benefits

A partnership approach between manufacturer and installer is a vital ingredient for shared business growth. Daikin UK offers a range of installer programmes to help support your business through three stages of growth:

- > **Certified Installer:** for companies with one day's training from Daikin and achieving £20,000 turnover
- > **D1 Business Partners:** for companies with two days' training and one year's trading history with Daikin UK, achieving £50,000 turnover and fulfilling quality criteria as on page 13
- > **D1+ Premium Partners:** for companies with five days' training from Daikin and one year's trading history with Daikin UK, achieving £200,000 turnover and fulfilling quality criteria as on page 13

All of these programmes recognise installers' professionalism and consistent high standards – and will help you to build your business further, by providing the tools and resources to increase your business opportunities and serve existing customers more effectively.



Benefits	Ci	D1	D1+
Online portal:			
Merchandise ordering		✓	✓
Indirect sales records		✓	✓
Training booking	✓	✓	✓
Business development fund management		✓	✓
Dedicated support contacts		✓	✓
Printing own certificates	✓	✓	✓
Warranty certificate	✓	✓	✓
Co-branded brochures	✓	✓	✓
Dedicated account manager	✓	✓	✓
Welcome pack including marketing merchandise	✓		
Ability to claim R32 tooling via the portal	✓	✓	✓
Credit account (£10k credit subject to T&Cs)	✓		
Installer locator on website		✓	✓
Training days	Unlimited free for 12 months	10 days free	Unlimited free
Business development fund on all spend, D1 banded from £1000-£3000, D1+ 2%		50% contribution	75% contribution
Extended warranty*	Up to 5 years	Up to 7 years	Up to 7 years
Standardised commissioning forms	✓	✓	✓
Priority helpdesk		✓	✓
Spares discount		10%	15%
Priority spares contact		✓	✓
Strategic support team: 2 days dedicated support from Daikin team			✓
D1 Conference		✓	✓
Awards		✓	✓
Daikin D1 Inner Club		✓	✓
Access to Training Centres	✓	✓	✓

*For details of our warranty terms and conditions on specific product ranges, please see page 29.

The Certified Installer programme

As you begin to build your relationship with Daikin, the Daikin Certified Installer programme is designed to promote and maintain the highest standards of practice and performance, helping you to grow your business through the extra credibility that comes from working with a market leader.



The Daikin Certified Installer programme provides opportunities for a closer relationship with Daikin UK, plus a host of business-building benefits. To become a Certified Installer, you simply need to achieve £20,000 turnover with Daikin UK and complete one day of training.

You can then become a Certified Installer and enjoy:

- > **Certificate:** To demonstrate your status as a certified installer to customers
- > **Competence:** Unlimited free training for the first 12 months, then five free days' training per year
- > **Credibility:** Association with Daikin brand
- > **Credit account:** £10,000 credit limit (subject to T&Cs)
- > **Certified Installer web portal (ci.daikin.co.uk)**
- > **Corporate merchandise pack** available free to order from **ci.daikin.co.uk**
- > **Claim** your free R32 gauge from **ci.daikin.co.uk**
- > **Co-branded** marketing material available to download from **ci.daikin.co.uk**
- > **Contact:** Dedicated account manager
- > **Commissioning forms**



Free corporate merchandise pack available when you go online



Extended 5 year warranty is available for Certified Installers, see page 29 for further details.

To apply to become a Certified Installer, please talk to your Daikin UK Sales Engineer or go to ci.daikin.co.uk and register your interest.

The D1 Partnership programme

For companies with an even stronger relationship with Daikin, D1 status is renowned in the industry as a mark of quality, giving customers assurance of professionalism, training and accreditation that sets D1 contractors apart from the crowd.

D1 Partnership also offers a range of enhanced benefits for contractors, to ensure that as a D1 Business Partner or Daikin Premium Partner, our customers can depend on Daikin for a level of service and support that's unique in the industry.

The Daikin D1 Partner programme recognises installers who have achieved D1 Business Partner or D1+ Premium Partner status by virtue of sales, professionalism and consistent high standards – and helps them build their businesses further.

The D1 Partnership offers installers a vast range of benefits including project and technical assistance, comprehensive training and advanced marketing and communication support.

D1 Business Partners and D1+ Premium Partners benefit from being in a programme that rewards and promotes them, provides the business support they need and proactively strives to meet their future demands.

The D1 Partnership is right for your business if you want to:

- › Achieve Partner status
- › Future-proof your business
- › Use cost effective marketing tools
- › Access a dedicated technical helpline
- › Benefit from an extended warranty
- › Receive discount on spare parts
- › Benefit from a Business Development fund

D1 Business Partners and D1+ Premium Partners are selected by Daikin UK for their high standards of installation and expertise. Daikin UK also positively encourages and supports D1 Business Partners and D1+ Premium Partners to become part of independently recognised organisations that look to continually raise industry standards. This provides the end user with peace of mind that the installer is publicly endorsed and supported by Daikin UK.

All Daikin products typically come with a three year manufacturer's warranty. However, because of Daikin UK's belief in the high standard of D1 Business Partner installations, D1 Business Partners and D1+ Premium Partners are offered up to seven year warranty (subject to conditions). This benefit can be passed on to the customer, signalling confidence in the quality of both the product and the installation.



d1.daikin.co.uk

Achieve D1 Business Partner or D1+ Premium Partner status and enjoy:

- › **Extended 5 and 7 year warranties** are available for D1 Business Partners and D1+ Premium Business Partners – see page 29
- › **Dedicated technical support:** all D1 Partners have priority access to Daikin UK's dedicated technical support helpdesk. Your engineers will receive the top quality technical advice they need, when they need it most – see page 24
- › **D1 Portal:** logon to **d1.daikin.co.uk** for easy access to your business development fund, marketing resources and warranty extensions
- › **Business development fund:** submit your claims easily online via the D1 portal **d1.daikin.co.uk** to spend on training, branded workwear, specialist tools, merchandise and promotions
- › **R32 gauges:** premium quality mechanical and digital versions – now available to claim via **d1.daikin.co.uk**
- › **Marketing resources:** logon to the D1 portal **d1.daikin.co.uk** to create Daikin marketing materials featuring your brand and contact details
- › **Free training:** you'll get the highest quality training and hands-on instruction at our industry-leading training centres. You can also access Daikin training online at **daikintraining.co.uk**
- › **Sales leads:** gain enquiries from our website Installer Locator at **www.daikin.co.uk/installer** and receive notifications about jobs in your area from people looking for Daikin products and installers
- › **Discounted spare parts:** Receive discount on spares with Partner status



D1 Business Partner eligibility

To become a D1 Business Partner and maintain D1 Business Partner status, you will need to meet the following criteria each year:

- › Invoiced sales of £50,000 during either:
 - 1st January to 31st December in the previous year
 - 1st January to date in the year of application
 - Previous 12 months up to date of application
- › Two days' training at a Daikin UK Training Centre within the last 12 months
- › One year's trading history with Daikin UK
- › A site visit will be required to check installation standards
- › 100% adherence to Daikin UK payment terms
- › F-Gas Refrigerant Safe Handling Certification



D1+ Premium Partner eligibility

Achieving D1+ Premium Partner status shows customers that you are committed to the Daikin brand and Daikin UK is committed to your business in every respect. D1+ Premium Partners qualify for additional benefits to strengthen their long-term growth strategies.

To become a D1+ Premium Partner and maintain D1 Premium Partner status, you will need to meet the following criteria each year:

- › Invoiced sales of £200,000 during either:
 - 1st January to 31st December in the previous year
 - 1st January to date in the year of application
 - Previous 12 months up to date of application
- › Five days' training at a Daikin UK Training Centre within the last 12 months, one of which must be a service & maintenance course
- › In addition to the quality criteria required of D1 Business Partners, D1+ Premium Partners will also need to provide:
 - BESA or Refcom Elite Certification
 - Public Liability insurance (minimum cover £1,000,000)

To apply for the D1 programme, please talk to your Daikin UK Sales Engineer or go to d1.daikin.co.uk and register your interest.

Pre-sales & project support

Designed to help you

Daikin UK has a full range of support & resources designed to help you deliver the most efficient HVAC system – from design and selection of your system, to quoting and ordering your units, through to aftersales servicing and maintenance.

my.daikin.co.uk



My Daikin business portal: for technical and marketing information

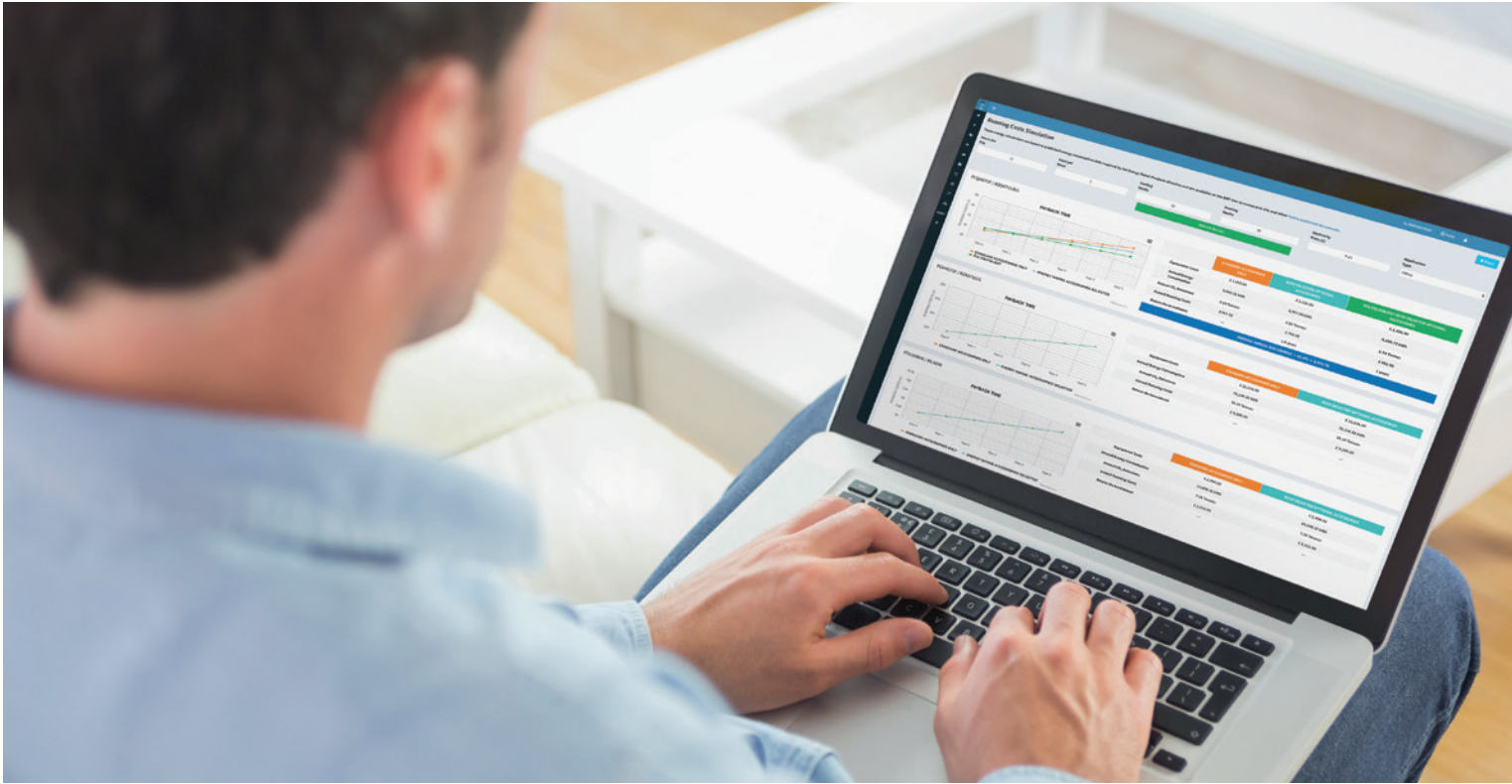
My.daikin.co.uk is a business portal that offers everything you need:

- › **Library** – so you can search by product range, product type and resource type
- › **Software finder** – search for our full range of software tools available to you
- › **Sales and orders** – easy to find contacts for all our sales, applications and order support teams, finance contacts and information about deliveries and returns
- › **Service and support** – details of all our service support contacts, on-site and workshop services, spares, maintenance and monitoring, service tools and warranty policies
- › **Training** – direct link to our training website
- › **Partnership programmes** – access to information and updates on our valued partner programmes
- › **Marketing tools and offers** – all the latest case studies, incentives, factory trip information, image and logo guidelines

The **my.daikin.co.uk** business portal allows you to:

- › Experience an extranet of resources that thinks with you and learns your preferences
- › Find information in seconds via a powerful search
- › Customise your options so you can see the information that's most relevant to you
- › Access via your desktop, laptop or mobile device, with mobile optimised display

Register now or login at
my.daikin.co.uk



daikinetool.co.uk

Daikin E-Tool for quick and easy Split and Sky quotes and orders

The E-Tool from Daikin UK enables you to generate quotes and place orders for Split and Sky Air products online, at any time of day or night – and on any device.

What's more, the E-Tool is so easy to use that you can generate a full quote in as little as three minutes! And if you have any questions, you can always request a call-back from an engineer.

The Daikin E-Tool provides wide-ranging additional support so that you can deliver an enhanced professional service to your customers and manage all your projects with renewed efficiency.

You will need to register for the Daikin E-Tool: to qualify you must have an account with Daikin Airconditioning UK.

- › See all your important quote and order information
- › Create new projects and browse existing projects easily on your dashboard
- › Compare and filter R410A and R32 units on the same screen
- › Create estimated cost projections for standard and energy saving accessories
- › Calculate the annual energy consumption, CO₂ emissions and running costs
- › Assess ROI system by system, on running costs simulation page
- › View all available accessories, data sheets and additional energy-saving options
- › Export and print your quotation, ECA eligibility statement and ROI evaluation
- › Review your quote with a net price that reflects your preferential trade discount
- › Place orders rapidly with one-page order process
- › Get a support call from our team within 30 minutes of placing an order

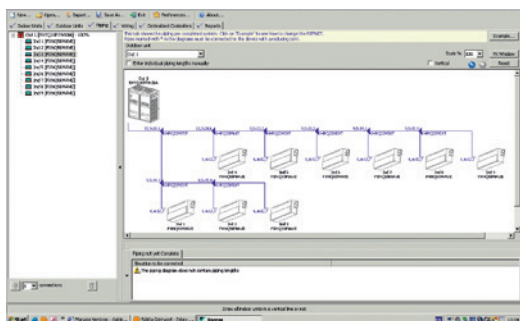


Register now or login at
daikinetool.co.uk

Software

Tools and apps

Air conditioning software tools



VRV Xpress

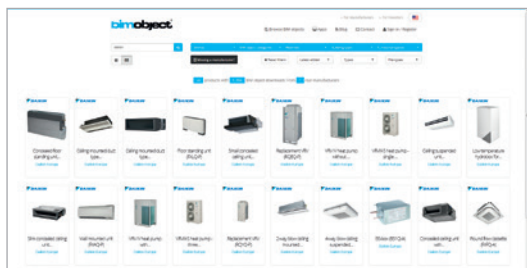
VRV Xpress is a software engineering tool allowing quick or very detailed VRV system designs to be produced for every design stage.

- › Select indoor units and connect to outdoor units
- › Automatic generation of piping diagram with joints
- › Automatic generation of wiring diagram
- › Select possible centralised control systems
- › Visualise result in MS Word, MS Excel and AutoCAD

Supporting tools

NEW Building Information Modelling (BIM) support

- › BIM is improving efficiency in the design and built phase
- › Daikin is among the first to supply a full library of BIM objects for its VRV products



<http://bimobject.com/en/product/?freetext=daikin>

Ventilation Xpress

Selection tool for ventilation devices (VAM, VKM). The selection is based on given supply/extract airflows (including fresh up), and given ESP of the supply/extract ducting:

- › Determines size of electrical heaters
- › Visualisation of psychrometric chart
- › Visualisation of selected configuration
- › Required field settings mentioned in the report

Enhanced Capital Allowance website

The Enhanced Capital Allowance (ECA) scheme provides businesses with enhanced tax relief for investment in energy-saving equipment that meets specified Government criteria. It allows 100% of the investment to be written off against taxable profit in the year the investment is made.

The Energy Technology List (ETL) is a definitive list of all the products that qualify for the ECA, typically by meeting or exceeding efficiency standards. Daikin equipment included in the list includes split, Sky Air, VRV, ventilation and chillers.

Daikin UK offers web resources at www.daikin.co.uk/eca to help you browse Daikin systems that are on the ETL and select VRV, Split and Sky Air products that meet the ECA requirements.

By 'creating a project', you can also print a statement of eligibility for any qualifying equipment you have purchased or installed. This statement can be used to support a claim for ECA.

Please visit this web resource using Chrome as your browser.

Ecodesign Directive and Energy Labels

The Ecodesign Directive defines the minimum standards for the environmental characteristics of heaters, water heaters and combi appliances.

Since 26 September 2015, condensers up to 12kW output and tanks of up to 500 litres must be marked with a label showing their energy efficiency. Legislation covering larger systems came into force in January 2018.

Daikin helps you to meet your obligations regarding the Ecodesign Directive and energy labelling. Our energy labels show the precise efficiency class, both for individual products and for packages.

Labels and product fiches for individual products and combined packages are provided as standard on delivery. Labels are also available as downloads from the Energy Label Generator at www.daikineurope.com/energylabel/lot1_2/Daikin.

Other useful Daikin Apps:

- › **Load calculation tool:** helps you to calculate the heat and cool load of your building
- › **Astra:** AHU design software

To discover all the software tools available, visit the Software Finder at my.daikin.co.uk

Supporting tools

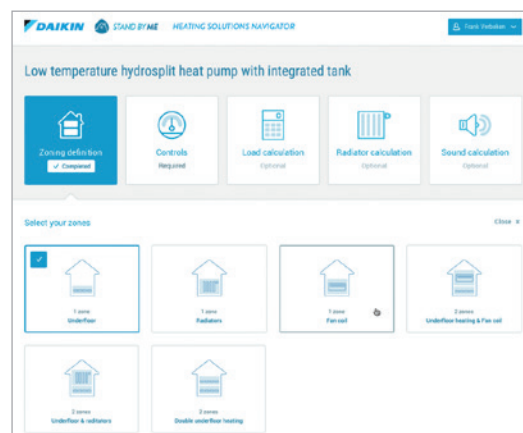
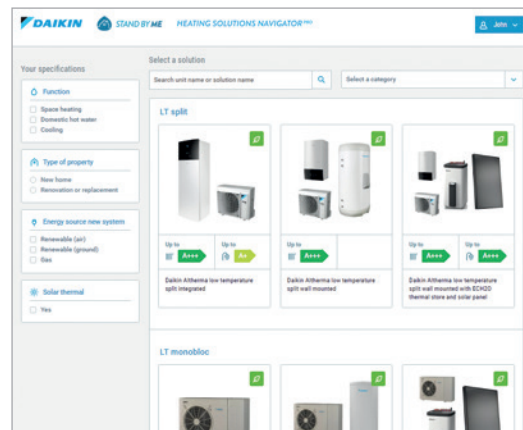
Heating Solutions Navigator

Daikin's new Heating Solutions Navigator is designed to help you create the best solution for your customer's home.

The Heating Solutions Navigator is a versatile toolkit on Stand By Me, which brings together all the tools required to complete the design and selection of a system. It's so simple to use, you can create a solution for your customer in just five minutes – on your computer or mobile device.

The Heating Solutions Navigator helps you to:

- › Quickly see the wide array of Daikin Heating Solutions available
- › Check all the options specifically for your installation
- › Link easily to the installation specific literature
- › Estimate the required heat load – from a simple snapshot to a detailed room-by-room calculation
- › Create custom made piping & wiring diagrams
- › Use the flue gas selection tool for gas based solutions
- › Set the configuration of your installation
- › Compare economic and environmental benefits of the Daikin system versus a conventional heating installation
- › Store all your leads on your Stand By Me account
- › Track projects from lead, installation and commissioning to inviting your customers to select after-sales services



Stand By Me

Stand By Me is a new one-stop resource, providing a complete project management and customer after-care solution. It provides easy online access to everything in one place including:

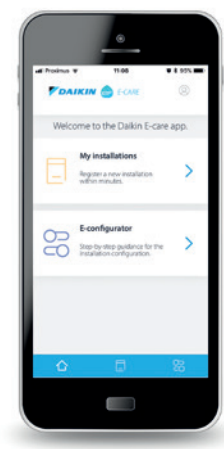
- › Heating Solutions Navigator selection tools and reports
- › Online commissioning and handover
- › Remote metering tools required for MCS and RHI
- › Database of project leads and commissioned installations
- › End-user warranty registration and extension offers
- › End user service and maintenance package options

It couldn't be easier. So get connected to Stand By Me today on standbyme.daikin.co.uk

NEW E-care app

All-in-one app

- › Register your installation on Stand By Me via simple **QR code** scanning
- › Quick configuration of your heat pump in **only 7 steps**
- › Diagnosis of malfunction by QR code scanning and error code input



Applications & quotations

Support during system design and selection



Daikin UK has an experienced Application & Quotation team in each region to assist with your pre-sales technical decision making process.

For any product application queries or quotation requests, please don't hesitate to contact our team in your region from 09.00 – 17.30 on one of the numbers below:

Region / Branch	Department	Email	Telephone Number
London South	Applications & Quotations	londonsouthsales@daikin.co.uk	0845 641 9355
London North	Applications & Quotations	londonnorthsales@daikin.co.uk	0845 641 9360
London Central	Applications & Quotations	londoncentralsales@daikin.co.uk	0845 641 9350
Bristol	Applications & Quotations	bristolsales@daikin.co.uk	0845 641 9320
East Midlands	Applications & Quotations	birminghamsales@daikin.co.uk	0845 641 9370
West Midlands	Applications & Quotations	birminghamsales@daikin.co.uk	0845 641 9370
Manchester	Applications & Quotations	manchestersales@daikin.co.uk	0845 641 9340
Leeds	Applications & Quotations	manchestersales@daikin.co.uk	0845 641 9340
Glasgow	Applications & Quotations	glasgowsales@daikin.co.uk	0845 641 9330

Use these direct line numbers / emails to contact your local team the fastest way.

Sales & orders support

The technology and team to assist you

At Daikin UK, our goal is to support your business opportunities. That's why we've invested in both the technology and the people to help make it as quick and simple as possible for you when placing that all important order.



When you're ready to order, you can place any Sky and Splits orders at any time of day or night via the Daikin Etool (see page 15) and our Sales Order Support team will call you within 30 minutes of placing your order to check that everything is just right.

For any other orders, or if you prefer to speak first to one of our Sales Order Support staff, please contact our team in your region from 09.00 – 17.30 on one of the numbers below:

Region / Branch	Email	Telephone Number
London South	london.orders@daikin.co.uk	0845 641 9355
London North	london.orders@daikin.co.uk	0845 641 9360
London Central	london.orders@daikin.co.uk	0845 641 9350
Bristol	bristol.orders@daikin.co.uk	0845 641 9320
East Midlands	birmingham.orders@daikin.co.uk	0845 641 9370
West Midlands	birmingham.orders@daikin.co.uk	0845 641 9370
Manchester	manchester.orders@daikin.co.uk	0845 641 9340
Leeds	manchester.orders@daikin.co.uk	0845 641 9340
Glasgow	glasgow.orders@daikin.co.uk	0845 641 9330

Use these direct line numbers / emails to contact your local team the fastest way.

Lease and finance options



Fast track your finances with speedy lease plans on Daikin systems.

www.daikin.co.uk/shireleasing

Stress-free leasing options give you and your customers a smoother cash flow.

An innovative range of flexible financing options from Daikin UK and Shire Leasing eliminates large upfront payments for you and your customers.

This means you can manage your cash flow more effectively and your customer can spread their capital costs – using their money elsewhere for business growth.

It's easy and stress-free to arrange. Simply go online to create a quote for your customers. If your customer decides to go ahead, you can get a finance decision (subject to credit status) from Shire Leasing within four hours.

Once an application is approved, and your customer has e-signed it, you will get a purchase order for the equipment and installation. Order your equipment from Daikin UK.

When your customer has signed off the completed installation, send Shire Leasing your equipment and labour invoices. You'll be paid in as little as 24 hours.

How to successfully offer Daikin finance

1. To register for an account, complete the registration form at www.daikin.co.uk/shireleasing
2. Once your account is approved, you can apply for finance and receive a finance decision from Shire Leasing within 4 hours.
3. Once approved (subject to credit status and conditions) electronic documentation can be sent to the customer for e-sign without delay.
4. Shire Leasing will then send you a purchase order for the equipment and installation.
5. Simply order the equipment directly from Daikin.
6. Once the installation is complete and your customer has signed-off the installation, send Shire Leasing the invoice for Daikin's equipment and the labour costs.
7. You will receive payment as early as 24 hours, resulting in no strain on your cashflow!



To find out more or register for an account go to www.daikin.co.uk/shireleasing

Workshop services

The Daikin UK workshop team offers a range of bespoke services to meet our customers' needs.

Workshop

At our workshop in Bristol, we modify standard Daikin equipment to current specifications in order to meet our clients' needs. We can offer bespoke modifications to suit your exact requirements – please speak to your sales engineer to discuss how we can help you.

Typical modifications include:

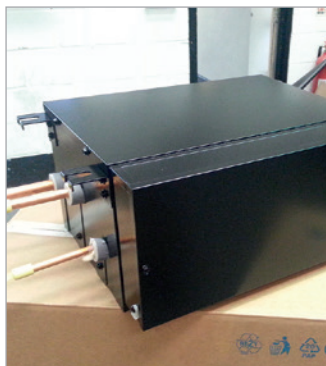
- › Creating weather-proof enclosures for VAM Total Heat Exchangers
- › Repainting indoor and outdoor units
- › Customisation of controls
- › Adding multi-box valves
- › Strip and rebuilds
- › Blygold coating

Bespoke re-sprays

If you require visible units to be less obtrusive, for aesthetic or planning reasons, we offer a customised unit repainting service to any specified RAL or BS finish.

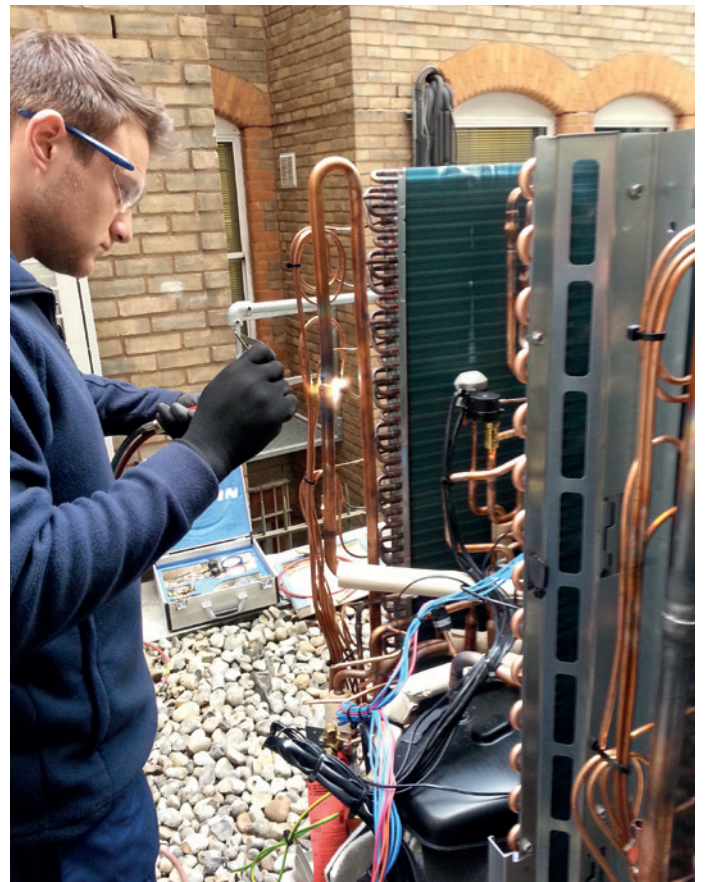
Our offering provides a uniform, long lasting and professional finish. This service usually takes 2-3 weeks (assuming availability of the standard product) and is available for all units.

For more information, please speak to your sales engineer who will liaise with the workshop to provide you with a quote and lead time.



Strip and rebuild

Strip and rebuild offers the benefit of time and cost savings by having VRV outdoor units delivered to site in portable components, so they can be transported to the roof without the need for cranes and road closure applications.



Blygold treatment for heat exchangers

Daikin UK offers additional treatment for Heat Exchangers to protect against corrosion and pollution, ensuring the long term efficiency of the units.

We apply a Blygold treatment to the coil and fins. This is recommended for salt laden air (coastal) projects or areas in which high levels of pollutants can create a barrier between the air and the heat exchanger.

Lead time: 2-3 weeks

Applicable units: All condensers

Deliveries

Delivery Type	Time	New Pricing	Order processing Deadline
Standard Delivery - Weekday (excluding Spares)			
Next Day Delivery	08:00 - 17:30	Free of Charge	Order processed by 14.00 the previous working day
Timed Delivery - weekday (excluding Spares)			
Before 13:00	08:00 - 13:00	£50.00	Order processed by 14.00 the previous working day
After 12:30	12:30 - 17:30	£45.00	Order processed by 14.00 the previous working day
Time specific normal hours	Between 08:00 - 17:30	£220.00	Requires two working days' notice
Time specific out of hours	Before 08:00 & after 17:30	£390.00	Requires two working days' notice
Sameday (geographical restrictions apply)		£220.00	Order processed by 11:00
Weekend Deliveries			
Saturday /Sunday time specific		£390.00	Requires two working days' notice
Saturday Delivery <15kg	07:00 - 18:00	£35.00	Requires two working days' notice
Saturday Delivery >15kg	08:00 - 17:00	£110.00	Requires two working days' notice
Public Holidays	-	Variable	Requests processed on an individual basis
Spare Parts Delivery Service			
Next Day Delivery - Weekday			
Online orders	07:00 - 18:00	Free of Charge	Orders received by 14:00 previous working day
Next Day Delivery <20kg	07:00 - 18:00	£10.00	Orders received by 14:00 previous working day
Next Day Delivery >20kg	07:00 - 18:00	£60.00	Orders received by 14:00 previous working day
Next Day Delivery Before 13:00 <20kg	07:00 - 13:00	£20.00	Orders received by 14:00 previous working day
Next Day Delivery Before 13:00 >20kg	07:00 - 13:00	£90.00	Orders received by 14:00 previous working day
Weekend Deliveries			
Saturday Delivery <20kg	07:00 - 18:00	£35.00	Orders received by 14:00 previous working day
Saturday Delivery >20kg	07:00 - 18:00	£60.00	Orders received by 14:00 previous working day
Special Vehicle - Weekday / Weekend			
Hiab: kerbside drop	-	From £390.00	Requires two working days' notice
FORS (fleet operator recognition scheme)		From £390.00	Requires two working days' notice
Flat Bed		From £390.00	Requires two working days' notice
Two man delivery service		From £390.00	Requires two working days' notice

* Information available from your local Daikin Sales Order Support team.

Notes:

- › Weekday hours: Monday - Friday 08:00 - 17:30
- › Out of Hours: before 08:00 or after 17:30
- › 98% of UK mainland postcodes are covered under the Next Day delivery service
- › Standard delivery will normally be made by a single driver on an 18T rigid lorry equipped with tail lift and pump truck. Alternative sized vehicles may be utilised from time to time. If you face site restriction at your nominated delivery address and a vehicle other than an 18T rigid lorry is required, notification is needed two working days prior to delivery
- › Next day delivery is subject to postcode restrictions, full details of delivery areas can be obtained from the business portal on my.daikin.co.uk (deliveries to Scotland, Off shore UK Islands, Northern Ireland and the ROI may be subject to 2 to 5 day delivery routes)
- › Time specific deliveries are +/- 30 minutes from the requested time
- › Hiab pricing (vehicle with lifting arm) is based on kerbside drop. Deliveries requiring further lifting capabilities or outside of normal hours (08:00 - 17:30) may incur additional charges. Prices can be requested at time of order
- › Two man deliveries can be requested for heavier items and deliveries above ground level
- › Delivery address, site contact name and number are required for every delivery
- › Our drivers are not permitted to make part delivery against a delivery note. Additional charges may apply for refused deliveries



Goods returns

Daikin UK policy for acceptable returned goods

Goods returns timescales

Daikin UK allows returned goods within the following timescales:

Units & accessories: 10 working days from date of invoice

Spare Parts: 1 month from date of invoice

Within these timescales, Daikin may accept unwanted goods provided they are boxed in the original packaging, in perfect condition and have not been used.

Arranging goods returns

To arrange the process of returning goods, please complete a Goods Returns Form available from the Sales and Orders section of my.daikin.co.uk and fax or email:

Fax: 0845 641 9150 or **email:** returns@daikin.co.uk

Conditions of returned goods

All returned items are subject to a minimum 20% restocking/administration charge with the following collection charges applied to the final credit:

Collected goods up to 15kg: **£15**

Collected goods over 16kg: **£90**

All returned goods will be fully inspected by our technical engineers. If returned goods are in a non-satisfactory condition then Daikin reserves the right to decline the return or apply an increase to the restocking charge.

Damaged items

Daikin will only accept claims for damages when the goods have been signed for as damaged on the delivery note and you have notified Daikin Returns Team within three working days of delivery. If you identify damage at point of delivery, you are entitled to refuse the delivery and contact us to arrange for a new unit to be sent out.

If you only notice hidden damage after unpacking the units, claims must be reported within three working days from the delivery date to Daikin Returns Team along with photographs of the damage.

What happens next

Once the Goods Return Form is received, an email will be sent to the confirmation email address provided notifying you of the goods for collection and a date for this to be carried out. If you have any queries regarding this date please respond to the email address provided as soon as possible.

Once inspected and confirmation is received that the goods are in perfect condition, a credit will be raised against the original invoice.

Please note returns for chillers and made to order units will not be accepted

Goods covered by warranty

Once a unit has been installed and commissioned, any faults or breakdowns that occur should be reported to our warranty department on:

Telephone: 0845 641 9275 or **email:** warranty@daikin.co.uk



Post-sales & service support

Technical helpdesk

The Daikin UK technical helpdesk offers an invaluable service, providing technical support and guidance when you are experiencing on-site problems when commissioning or diagnosing faults.

Your call will be answered by one of Daikin UK's fully trained engineers.

To help provide a quick and efficient response please make sure you have the full model number of the unit to hand.

And remember that using the D1/D1+ PIN number gives our D1 Business Partners and D1+ Premium Partners priority access to our engineers.

For support with Air Conditioning systems, please contact:

Tel 0845 641 9200
Mon - Fri 8.00 - 17.00

For support with Heating systems, please contact:

Tel 0845 641 9277
Mon - Fri 8.00 - 19.00 & Sat 09.00 - 15.00

Email technicalhelp@daikin.co.uk
SMS Fault Code Service 07797 801908



If you need a quick explanation of a fault code, please send the fault code to our SMS Fault Code Service on 07797 801908 and receive a quick text back.

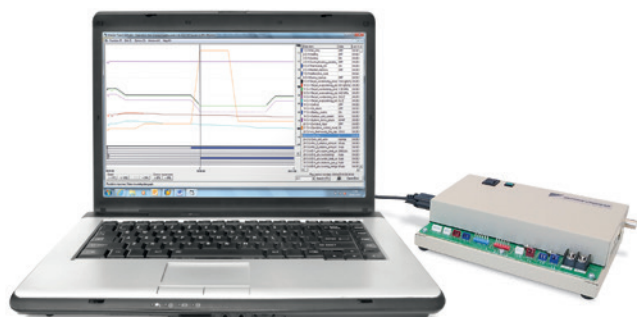
We aim to provide you with expert technical support and guidance. However, please note that the final diagnosis is the responsibility of the site engineer.

Daikin service tools

Service checker (part no. 999165T)

The service checker type 3 can read and record the operational data from various Daikin equipment. This data consists of thermistor readings, pressure sensor values, solenoid valve operation, expansion valve pulses, operation modes etc.

Software version 1.53 or later is required for connection to VRV IV systems.



DChecker

The DChecker is a service tool used to capture operational data from the following equipment, Split-Multisplit, Sky-Air & Altherma products. This will record and graph all sensor data, PCB inputs & outputs from indoor and outdoor units. From the operational data this will help to identify any operational issue.

Please note the DChecker is a USB interface which provides a direct wired link to the main PCBs and enables real-time data to be viewed on a laptop running windows. Software included.

Inverter analyser RS UK0917A (part no. 136 8521)

The inverter analyser can be used to check the inverter outputs on all VRV models (can also be used on various Split & Sky Air units).

Daikin Service App

The Daikin Service App has been developed with service engineers in mind to offer support whilst working on Daikin VRV, Split & Sky Air and Altherma equipment.



The Service App covers various functions to help field engineers to fault find on Daikin equipment.

The Daikin Service App functions include:

- › Replacement PCB dip switch settings
- › Pressure transducer and temperature thermistor checks
- › Mobile version of Spare Parts Bank

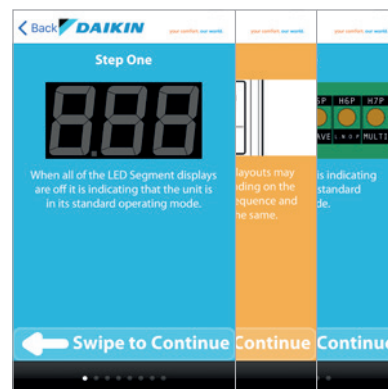
Outdoor field setting functions include:

- › Fan coil & BS box count
- › Refrigerant recovery mode
- › VRV III & IV short wiring and piping test
- › VRV emergency modes
- › VRV diagnosis modes

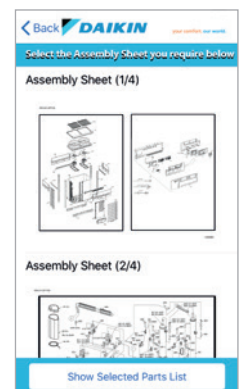
Indoor field settings include:

- › BRC setting codes
- › Altherma dip switch settings
- › Altherma controller settings
- › Split and Sky Air fault code recovery

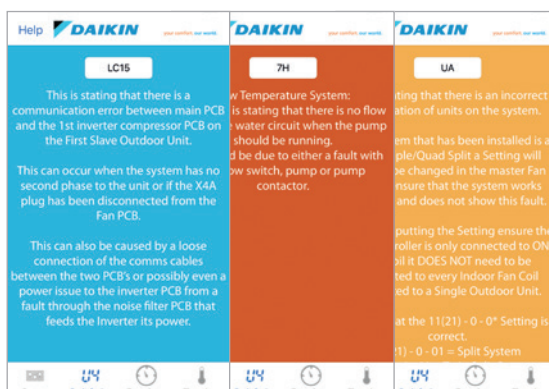
Plus much more...



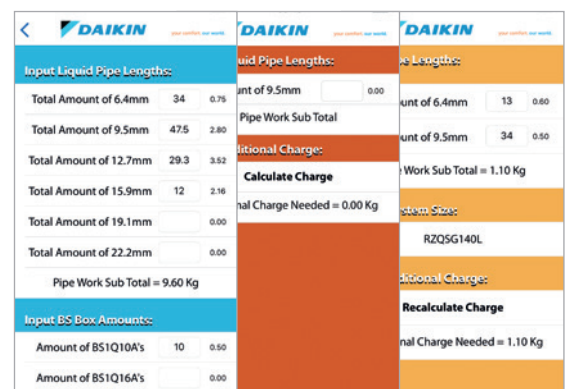
Simple step by step guides for setting functions



Spare Parts Bank integration



Individual fault diagnosis



Individual charge calculations

Service, on-site support and maintenance

The Daikin UK service department supplies a range of services to support our customers.

Commissioning and project support

Commissioning

Daikin UK offers a full commissioning service, which includes the charging of additional refrigerant, setting up of all Daikin control systems, operation testing and validation. A detailed commissioning report is produced per system to aid you with handover of the project. If you require dedicated support throughout your project, we can now offer an extended service to meet all your project requirements.

Dedicated project support

For larger projects, Daikin UK Service department offers complete Project Support from the point of order to system handover. Our service engineers will assist you throughout the project, providing a dedicated contact for technical queries and support, installation checks and commissioning.

As part of our Project Support service, we conduct surveys during the installation to ensure it is installed to our specification and rules, witness the strength/pressure test on the DX side, evacuate the systems, charge with any additional refrigerant and configure any ITM controls prior to commissioning.*

Prior to project commencement, our service engineer will meet with you to:

- › Discuss project time scales and schedule Daikin UK engineer attendances
- › Discuss potential installation restrictions/issues
- › Identify potential issues and give advice on how to avoid
- › Source copies of the site drawings

Our service engineer will liaise with you throughout the project to agree sign off dates, commissioning dates and schedules. We will then commission the system, ensuring all systems are operating correctly according to the site requirements.

Upon completion, a commissioning document is produced including:

- › Installation Certification Reports – number of reports depends on number of checks
- › Pressure/Strength Test Certificate
- › Evacuation Verification Certificate
- › Commissioning Reports
- › F-Gas Log

If you would like Daikin UK Project Support, please speak to your sales engineer who will liaise with service management team to assign you a dedicated service engineer.

* Daikin do not provide the refrigerant on commissioning



Post-installation and service support

Service support on-site

We can provide service engineers to assist you with on-site commissioning or service support. All work is documented in a report and sent for your records. So that we can give you the best service possible, it is important to ensure that you are in attendance at that time.

Maintenance contracts

Commercial customers: if you would like Daikin UK to support you with commercial maintenance contracts, we can offer a full service package for account holding customers.

Domestic customers: Daikin UK offers heat pump maintenance options, available on Stand By Me (see page 17) for Daikin Altherma systems.

Comprehensive maintenance package

For total comfort and peace of mind, all parts, labour and call-outs are covered in the unlikely event of a heating or hot water failure.* This heat pump maintenance package also includes an annual maintenance visit, to help keep your customers' systems running efficiently throughout the year and minimise the risk of any breakdowns.

Annual maintenance visit

Daikin UK also offers a basic heat pump maintenance option, which entitles you to an annual maintenance visit. During the visit, our engineer will ensure that your Altherma heat pump is operating within the optimum conditions to maximise energy efficiency. Any potential issue can then be dealt with by a Daikin engineer.

*subject to t&c's



Remote monitoring & energy analysis tools

For VRV – Daikin Cloud Service

Daikin Cloud Service provides 24/7 remote access to your VRV. The web based platform provides extensive graphical detail on the system energy usage. This provides the following benefits for users of VRV that want to measure and improve their systems energy consumption.

- › Visualization of VRV energy consumption and trend insights
- › The total Energy consumption for multiple sites and the detail analysis
- › Operation monitoring for each indoor and outdoor unit
- › Set a target for energy saving and measure the result
- › Increase energy efficiency with active monitoring by Daikin professional engineer (optional)
- › In addition to the above, the Daikin Cloud Service will also monitor the operation data of your air conditioner. This system will log error messages and can predict potential failure by detecting abnormal trends in operation. It is possible programme this system to automatically inform the service providers of this information
- › Unique online monitoring system
- › Continuous analysis of operation data
- › Instant notification of predictions & alarms
- › Access to operation data of the last 30 minutes in case of prediction or alarm

For Applied products – Daikin On Site (D.O.S)

Daikin On Site provides 24/7 real time access to control and monitor connected plant (chiller or ahu). The web application also provides a user friendly dashboard to display operational data and log of historical data.

- › Possible to rotate chillers (master /slave) to balance loads
- › Online scheduling
- › Automatic alarm notification
- › kWh monitoring to analyse energy performance (optional)
- › Daikin expert is available to support remotely on request (optional)

A range of packages is available to support your installation. Please contact your sales engineer for more details.

For service support, please contact the Regional Service Centre closest to the site where your equipment is installed:

London and Eastern Region Service Centre

Phone number	Operating Hours	Email address
0845 641 9274	Mon - Fri: 09.00 to 17.00	weybridgeservice@daikin.co.uk

Western and Midlands Region Service Centre

Phone number	Operating Hours	Email address
0845 641 9278	Mon - Fri: 09.00 to 17.00	bristolservice@daikin.co.uk

Northern England and North Wales Region Service Centre

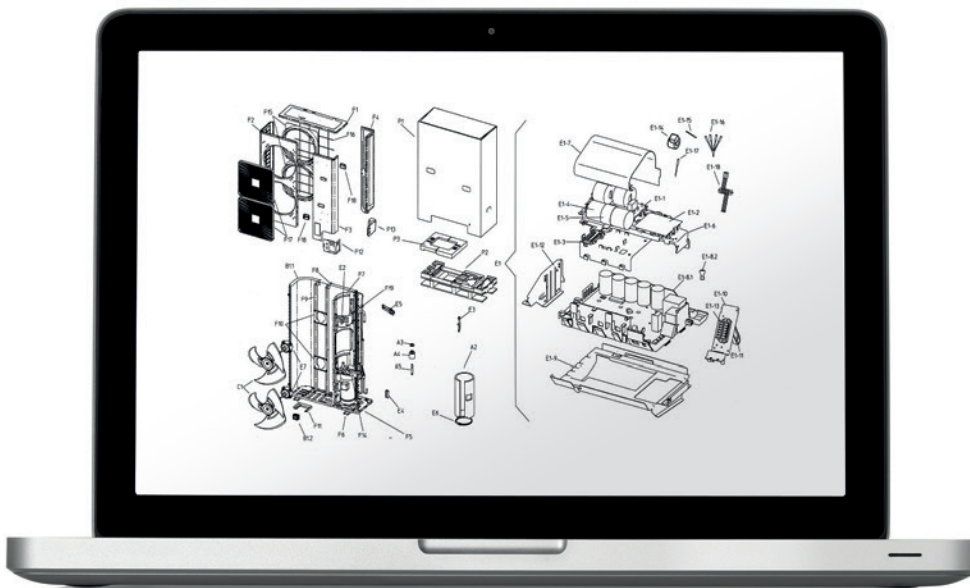
Phone number	Operating Hours	Email address
0845 641 9284	Mon - Fri: 09.00 to 17.00	manchesterservice@daikin.co.uk

Scotland and Northern Ireland Region Service Centre

Phone number	Operating Hours	Email address
0845 641 9279	Mon - Fri: 09.00 to 17.00	glasgowservice@daikin.co.uk

Spare parts

Available to order online 24 hours a day



If a component fails, Daikin has over 14,000 spare parts based in the UK, supported by our European parts centre that holds 700,000 parts. This helps us to achieve our target of delivering 97% of critical A parts within two days.

The Spares department is available to help you Monday to Friday 8.30am to 5.30pm.

To contact the Spares team directly

Tel 0845 641 9230

Fax 0845 641 9299

Email spares@daikin.co.uk

If you hold a direct account with Daikin UK, you can send and view your spare parts orders online using our Spare Parts Bank.

The Spare Parts Bank is available 24 hours a day 365 days a year and enables you to select, quote and order your parts online at any time of the day.

You can access spare part codes and drawings and email your spare part order to us, all from within the Spare Parts Bank.

There are no delivery charges on any orders received via the Spare Parts Bank. So order your spares the easy way online at www.daikin.co.uk/spares

A mobile version of the Spare Parts Bank is also available via the Daikin Service App more information can be found on page 25.

Register for spare parts bank

If you require a user name and password please email spares@daikin.co.uk quoting your company name, Daikin account number, company address, contact phone number and email address.

Final price and availability is subject to written confirmation from DAUK.

For FREE delivery on all spare parts, use the Spare Parts Bank at www.daikin.co.uk/spares

Warranties

For details of our warranty terms and conditions, optional variations and claims procedures, go to www.daikin.co.uk or visit our business portal my.daikin.co.uk

Daikin UK warranties

Daikin UK offers a range of warranties and extended warranties for our Air Conditioning, Applied and Heating equipment (warranties on refrigeration equipment are now via Hubbard Products Ltd).

Our warranties have been enhanced to meet the needs of our customers and, as such, offer different terms for customers belonging to our D1 partner programme, Certified Installer scheme, and standard terms for other customers.

Making a warranty claim

If you have a component failure and it is within the warranty period then we are here to help. After you have spoken to our Technical Helpdesk to confirm diagnosis, simply contact the warranty team.

Contact the warranty team on:

Tel 0845 641 9275 Fax 0845 641 9299

Email warranty@daikin.co.uk

Product	Daikin UK Direct D1+ Premium Partner & D1 Business Partner	Daikin UK Direct Certified installer Partner (Ci)	Daikin UK Direct Contractor Standard Warranty
AIR CONDITIONING EQUIPMENT			
Split & Sky Air systems (Matched Pairs only)	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
High Sensible Sky Air Split Systems (Advertised Mis Matched High Sensible combinations only)	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
Multi Split Systems (standard combinations only)	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
VAM / VKM Total heat exchangers	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
VRV Outdoor units & VRV Indoor fan coils (Including Split fan coils with BPMK box connection) Except VRV-Q	5 Years Standard / 7 Years – when commissioning sheets & ongoing maintenance records (inc year 1) are uploaded on the D1 / D1+ portal and based upon (min) D1 status being held and maintained with Daikin UK	3 Years Standard / 5 Years – when commissioning sheets & ongoing maintenance records (inc year 1) are uploaded on the Ci portal and based upon (min) Ci status being held and maintained with Daikin UK	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items). Commissioning sheets & ongoing maintenance records (inc year 1) must be provided
RZQ200 / 250 Commercial Split (Standard Combinations Only)	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
Daikin / Biddle Air Curtains (connected to Daikin VRV Condensing Units)	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
Low Temp and High Temp Hot Water Modules connected to Daikin VRV or Multi Split Con unit	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
Daikin Manufactured Air Conditioning Accessories	7 Years	5 Years	3 Years Standard / 5 Years Can be Purchased (on whole orders only / not single items)
REPLACEMENT VRV-Q (with new fan coils)	5 Years / Please refer to our specific VRV-Q Warranty Terms & Conditions shown in our Price list or available on request	3 Years / Please refer to our specific VRV-Q Warranty Terms & Conditions shown in our Price list or available on request	3 Years / Please refer to our specific VRV-Q Warranty Terms & Conditions shown in our Price list or available on request
COMMERCIAL HEATING EQUIPMENT (Equipment only sold to contractors that have completed the relevant Daikin UK training courses and in agreement with Daikin UK)			
Flex outdoor unit	3 Years if commissioned by D1 or D1+ 5 Years if commissioned by Daikin UK	1 Year if commissioned by Ci 3 Years if commissioned by Daikin UK	1 Year if commissioned by contractor 3 Years if commissioned by Daikin UK
DOMESTIC HEATING EQUIPMENT (Equipment only sold to contractors that have completed the relevant Daikin UK training courses and in agreement with Daikin UK)			
Altherma Outdoor unit	5 Years	3 Years	3 Years
Altherma Hydro Box	5 Years	3 Years	3 Years
Altherma domestic hot water cylinder	5 Years	3 Years	3 Years
Altherma Hybrid	5 Years	3 Years	3 Years
Daikin Manufactured Heating accessories	5 Years	3 Years	3 Years
APPLIED EQUIPMENT			
Air Cooled Chillers – All must be commissioned by Daikin UK (except price listed chillers)	3 Years / Extended warranty can be purchased up to a maximum of 5 Years	1 Year / Extended warranty can be purchased up to a maximum of 5 Years	1 Year / Extended warranty can be purchased up to a maximum of 5 Years
Water Cooled Chillers – All must be commissioned by Daikin UK (except price listed chillers)	3 Years / Extended warranty can be purchased up to a maximum of 5 Years	1 Year / Extended warranty can be purchased up to a maximum of 5 Years	1 Year / Extended warranty can be purchased up to a maximum of 5 Years
Condenserless Water Chillers - Must be commissioned by Daikin UK	3 Years / Extended warranty can be purchased up to a maximum of 5 Years	1 Year / Extended warranty can be purchased up to a maximum of 5 Years	1 Year / Extended warranty can be purchased up to a maximum of 5 Years
Chilled water fan coils	3 Years	1 Year	1 Year
Packaged Equipment UATY units	3 Years	1 Year	1 Year
Modular Air Handling Units (including when connected to Daikin UK ERQ or price listed chillers)	3 Years	1 Year	1 Year
3RD PARTY CONNECTABLE CONDENSING UNITS			
ERQ CONNECTED TO DAIKIN / BIDDLE AIR CURTAIN	1 Year D1+ or D1 commissioned ERQ / 3 Years Daikin UK commissioned ERQ / 7 Years Air Curtain	1 Year ERQ / 5 Years Air Curtain	1 Year ERQ / 3 Years Air Curtain
ERQ connected to 3rd Party	1 Year D1+ or D1 commissioned ERQ / 3 Years Daikin UK commissioned ERQ	1 Year	1 Year
ERAD connected to 3rd Party or Daikin UK Equipment. All ERAD's must be commissioned by Daikin UK	3 Years – Must be Daikin UK commissioned ERAD	1 Year - Must be Daikin UK commissioned ERAD	1 Year - Must be Daikin UK commissioned ERAD
VRV condensing units, solely connected to 3rd Party Equipment	1 Year D1+ or D1 commissioned VRV / 3 Years Daikin UK commissioned VRV	1 Year	1 Year
OTHER ITEMS			
SPARE PARTS	1 Year	1 Year	1 Year
All other equipment & accessories	1 Year	1 Year	1 Year
AIR PURIFIER	1 Year	1 Year	1 Year

We wish you every success in designing and installing air conditioning systems – and look forward to you developing a closer working partnership with Daikin UK.

Remember that we're here to help you at every stage of your journey, so please do contact us if we can support you in any way.

Don't forget to register or login to **my.daikin.co.uk** for all your supporting tools.



The present brochure is drawn up by way of information only and does not constitute an offer binding upon Daikin UK. Daikin UK has compiled the content of this brochure to the best of its knowledge. No express or implied warranty is given for the completeness, accuracy, reliability or fitness for particular purpose of its content and the products and services presented therein. Specifications are subject to change without prior notice. Daikin UK explicitly rejects any liability for any direct or indirect damage, in the broadest sense, arising from or related to the use and/or interpretation of this brochure. All content is copyrighted by Daikin UK.

All terms and conditions in this brochure are valid from publication until an updated version of this Welcome Pack is issued, at which time the terms and conditions in the most recently published version will supersede any previous terms and conditions.



Daikin Europe N.V. participates in the Eurovent Certification programme for Air conditioners (AC), Liquid Chilling Packages (LCP), Air handling units (AHU) and Fan coil units (FCU). Check ongoing validity of certificate online: www.eurovent-certification.com or using: www.certiflash.com

Daikin Airconditioning UK Limited The Heights Brooklands Weybridge Surrey KT13 0NY Tel 0845 6419000 Fax 0845 6419009 daikin.co.uk

Scottish Region 0845 641 9330	Northern Region 0845 641 9340	Midlands Region 0845 641 9370	Western Region 0845 641 9320	North London 0845 641 9360	Central London 0845 641 9350	South London 0845 641 9355
---	---	---	--	--------------------------------------	--	--------------------------------------