



Your questions answered

Trim charge included

VRV system size	Reclaimed R-410A refrigerant	R-32
	Daikin material code	Daikin material code
Size 4 to size 16 horsepower (inclusive)	UK.FS/VRV/CTS4-16	UK.FS/VRV/R324-16
Size 18 to size 24 horsepower (inclusive)	UK.FS/VRV/CTS18-24	UK.FS/VRV/R3218-28
Size 26 horsepower and above	UK.FS/VRV/CTS26-54	
Service includes		
Daikin service on-site to assist with refrigerant system commissioning	Yes	Yes
All refrigerant required to cover trim charge for installation	Yes	Yes

FAQs

Q: How can you be so confident about being able to supply the R-410A now and in the future?

A: To help ensure the security of refrigerant supply in the UK, from 2019 the trim charge refrigerant we supply as part of our Commission with confidence service is reclaimed refrigerant. This reclaimed refrigerant is certified to AHRI700 standard and therefore identical in quality to virgin refrigerant but it has much lower CO₂eq emissions generated during manufacture and has zero impact on the F-gas quota.

Q: How are you able to guarantee the cost to us for a long period, when the market price for gas is changing so often?

A: Of course there is no guarantee that the market price won't change, but we are happy to take the risk, so you don't have to. This means you can quote for Daikin VRV with transparency and trust.

Q: Can I just buy the R-410A from you separately?

A: No. Trim charge (regardless of how much is required) is included in our packages and cannot be purchased separately. So, when it comes to the R-410A, we'll take care of the ordering, the transportation, and any leftover gas in the bottles. That way you won't have wasted gas sitting in your engineers' vans, or bottle rental charges to worry about. All this becomes our hassle, not yours.

Q: How are you able to give a set cost based on a range of VRV system sizes?

A: Our VRV range is vast, but we wanted to make things simple. For outdoor units, we based our three system ranges mainly on the liquid line diameter increase (as this affects the trim charge required). For indoor units we didn't take this into consideration as it would have been too complex and we're able to provide everything that could be connected to the system (including AHUs).

Q: How do I get a quote for these packages?

A: Simply ask your sales engineer or local applications team to add these options to the VRV quote we've provided.

Q: Can I apply my trade discount to the package prices quoted?

A: No. The Daikin material codes and associated prices shown are what you will see on your quotes, your order acknowledgements and your invoices from us.

Q: Do I need to place a separate order for these packages because they are for a service rather than equipment?

A: No. As your packages will be included with your VRV quote, simply order against the quote reference and both the equipment and packages will be included in your order acknowledgement. Then, when you are ready to take advantage of your package, simply let our site service team know your original Daikin order reference.

Q: What happens if I place an order for the packages but change my mind when it comes to installing?

A: No problem. The packages are there if you need them and to give you certainty of cost. However, if they are no longer the best option for you at the time of install, simply ask our support team to cancel these items from your order.

Q: How much notice do you need to attend site?

A: We ask for 10 working days' notice to ensure we can meet your site date. In circumstances where this is not possible, we cannot make any guarantees, but will do our very best to meet your desired timeframe.

Q: What information do you need before your site visit?

A: In order to get your systems fully operational as quickly as possible, we need to know how much gas to bring and have a good understanding of the site before arrive. So we would ask that you provide the system sizes, the fan coils connected plus the 'as installed' pipe lengths, sizes and routes with your site request. You can easily do this with our VRVxpress software.

Q: Do we need to be on-site when you attend?

A: A representative from your own company should be on-site with us during our visit.

Q: What will you do when it comes to 'commissioning assistance'?

A: Essentially, this gives you an extra pair of hands, ears and eyes on-site when it comes to your refrigeration system. Our main aim is to work with you to ensure that your refrigeration system is left fully operational and you can be confident handing over to your client. We're there to help identify any issues that may stop this from happening. We'll undertake a visible system check and ensure that your system successfully completes its test run. After our visit, we'll provide a Daikin-branded report detailing the positive outcome (so you can include this in your client pack).

Q: What needs to be ready prior to your attendance?

A: Your systems should be pressure tested, evacuated and electrically ready prior to our arrival.

Q: What if my project requires more than one system to be commissioned on different days (for example, floor-by-floor handover)?

A: No problem. Our pricing is calculated per system. We will work together with you to understand your site's requirements and book our service on-site accordingly.

Q: What if we need to do commissioning out of hours or out of mainland UK / Northern Ireland?

A: Our packages assume normal working hours and sites in mainland UK and Northern Ireland, but if your site is outside of this, no problem, just give our site service team a call and we will give you a quote based on your needs.

Q: As these packages mainly cover the refrigeration system, what if we also want help with our controls setup while you're on-site?

A: As our VRV system flexibility is vast and every site is different, it was difficult for us to include this in our set cost. However, we are always available to help. Just give our site service team a call and we'll give you a personalised quote.

The present leaflet 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 leaflet 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 leaflet. All content is copyrighted by Daikin UK.



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



FSC