



# Reclaim with confidence

## Your questions answered

**Q: How do I order the Reclaim with confidence service?**

A: Ordering is exclusively via the dedicated page on the D1 portal: <https://d1.daikin.co.uk/resources-and-tools/reclaim-with-confidence> where a form including site details will need to be completed. If you contact the office, they will direct you to the D1 portal.

**Q: When will you contact me to confirm the Reclaim date after I have entered the details online?**

A: A-Gas will contact you as soon as possible after you have entered the details on the D1 portal. They will confirm the details and liaise with you regarding the date you require the Reclaim service to be carried out.

**Q: How do you charge for Reclaim with confidence?**

A: The charge is based on the amount of refrigerant on your site that needs reclaiming. The pricing is per visit based on the total F-gas quantity on-site that is recovered. Details of this charging structure are available via the Reclaim with confidence data sheet or on the online form when you enter your project details.

**Q: Can I order directly from A-Gas?**

A: The service arrangement is exclusively available through Daikin for Daikin D1 partners.

**Q: Can A-Gas recharge systems?**

A: The service is for recovery and reclaim of F-gas refrigerants only.

**Q: Can I use Reclaim with confidence for A2L's such as R32?**

A: As of January 2023 this service can also be used for A2L (i.e. R32).

**Q: Can Reclaim with Confidence be used with non-Daikin equipment?**

A: Reclaim with confidence has primarily been launched to support Daikin equipment, however recovery from other manufacturers' equipment can also be provided.

**Q: Do I need to collect cylinders from the wholesaler?**

A: All the required cylinders will be brought to site on the Rapid Recovery vehicle, so you no longer need to collect cylinders. When completing the initial requirements document, it is important to identify the different refrigerant types and mass in kg on site, so the correct type and number of cylinders can be brought for the recovery.

**Q: Does the Rapid Recovery team have PPE for the site?**

A: Yes, they have all the required PPE to attend a range of sites including hard hats, gloves, overalls, eye protection and safety shoes. They also carry vehicle safety barriers to ensure the safety of the operation during the recovery process.

**Q: Will the Rapid Recovery team attend if I need the gases recovered the next day?**

A: Please contact Daikin through the online form and complete the site information where you wish the recovery to take place. This information will be forwarded instantly to A-Gas who will contact you by phone directly to define the exact requirements and make detailed arrangements for the recovery. The service operates 24/7 so we will endeavour to meet your requirements, no matter how urgent.

**Q: Why should I contact Daikin for the Reclaim with confidence service, rather than contact A-Gas direct?**

A: Daikin UK has entered into a partnership with A-Gas which gives you additional benefits. The arrangements Daikin has agreed with A-Gas will be available to all of our D1 Business Partners and D1+ Premium Partners.

T A: o thank you for recovering refrigerant via Daikin, you'll gain extra Business Development Fund rewards based on the quantity of refrigerant you reclaim. For every kg of R410A recovered, a credit will be made into your D1 Business Development Fund for the following year.

**Q: Do I need to attend alongside the Rapid Recovery team?**

A: Yes, you will need to be on-site to represent your customer and communicate any special arrangements, as well as liaising with your site contacts to ensure the recovery can be carried out as quickly and efficiently as possible.

**Q: What happens when an obsolete refrigerant such as R22 or R407C is recovered?**

A: These will be reclaimed. However, a credit will not be available for your business development fund, but you will not be charged for incineration.

**Q: What happens to the gas recovered as part of the Rapid Recovery service?**

A: The gases will be returned to the A-Gas facility for cleaning, separation and either reclamation or safe disposal if required.

**Q: Where do I get the certificate following the recovery of the gases?**

A: Following the Reclaim job, your certificates will be emailed to you. In case of any issues, please contact [reclaimwithconfidence@daikin.co.uk](mailto:reclaimwithconfidence@daikin.co.uk) with your account number and job reference.

**Q: What happens if the condensers are on the roof and difficult to access?**

A: The Rapid Recovery service is set up for a flexible approach that enables the recovery to take place from the back of the vehicles using a 250 foot hose extension, if required. Alternatively, the recovery machine is on wheels and can be moved closer to the condensers or onto a roof using a goods lift or site crane.

**Q: What size is the recovery machine, so I can see if the goods lift is large enough?**

A: Width 730 mm, Length 1,180 mm, Weight 250 kg.

**Q: Will the oil be recovered from the system?**

A: The Reclaim with confidence service recovers service reclaims the gas, although quantities of oil will also be recovered as part of this process. However, some oil may be left in the compressor sump or low-lying areas of the system.

**Q: Does the machine need to be outside during the recovery operation?**

A: Most of the recovery machines are now electric, so they can be placed inside. Depending on their availability, your job may have to be completed with a diesel-powered machine. If that is the case, then that machine will have to be placed outdoors.

**Q: Do the machines need a power supply to operate?**

A: Only for the non-diesel machines. This will be confirmed by A-Gas during the initial booking process.

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](http://www.eurovent-certification.com) or using: [www.certiflash.com](http://www.certiflash.com)

