



# Connected Services

When you take advantage of our **Connected Services offer**, you're choosing enhanced control. By monitoring the current operating condition of your equipment, we'll help you minimise downtime and prevent failures.

## Highest standards of support

Daikin aims to provide safe and healthy air environments while striving to make our business activities 100% carbon neutral by 2050. Through our award-winning programme, you and your clients can help reduce the carbon impact of HVAC systems throughout their lifetime.

By choosing to benefit from Daikin's Connected Services, you will be empowering partnerships and collaboration across all stakeholders while keeping your Daikin equipment in premium condition. The Connected Services offer means that you get access to your connected assets anytime, anywhere.

## Continuous monitoring

Automated early-warning and predictive notifications highlight when your equipment is not operating at its best; allowing for timely preventative and corrective actions.

Coupled with near-real time data and historic profiling, our Connected Services platforms provide continuous insight into the performance of your equipment, helping to identify cost saving opportunities, increase the lifetime of your equipment and reduce the risk of unscheduled downtime.

## Benefits:

- › Peace of mind – with control over operation and maintenance budgets
- › Reduce energy costs – by assessing operational parameters based on efficiency analysis
- › Minimise downtime and limit disruption – by mitigating failures through early warning notifications
- › Lower through-life costs – with intelligent algorithms to predict potential issues\*
- › Control and measure systems – with remote site assessment, dashboards and access to real-time and historical data
- › Ensure optimal performance – by utilising Daikin's expertise, quick alarm resolution and remote service
- › Improve energy efficiency – with enhanced control and energy metering available
- › Available across three levels to suit your requirements, either as standalone or fully integrated into Daikin's Service Plans

## Details of service offer

Daikin's Connected Services provides access to your connected assets at all times.

<b>Web platform</b>	Through a supplied secure 4G connection, or via a local ethernet point, access is granted to the subscription-based web platform.
<b>Platform end-point</b>	The platform end-point is determined by the connected asset. For all VRV applications, you will subscribe to Daikin Cloud service, and for all applied chiller and AHU assets, you will be connected to Daikin on-site.
<b>Functions &amp; notifications</b>	Each platform will provide access to a range of functions, from automated fault code notifications, alarm and parameter history to real-time data profiling and energy monitoring. Predictive alert notifications are also available for VRV units, identifying performance degradation prior to system failure.
<b>Choice of packages</b>	Our offers are flexible to meet the budgetary and operational requirements of each facility, our partners and end-users: <ul style="list-style-type: none"> <li>• <b>Monitor</b> provides connection and access to the web platform, allowing notifications and alerts to be directed to your site representative and/or maintenance team.</li> <li>• <b>Diagnostics</b> will, in addition, send the alerts to the Daikin service desk for first-line technical support.</li> <li>• <b>Maintenance</b> combines our diagnostics package with a Daikin delivered maintenance regime for your equipment. Please see relevant brochures for more information.</li> </ul>
<b>High security</b>	Data transfer is fully secure via event-based outbound communication, and connections are encrypted over HTTPS. Provides total data privacy (conforming to EU data privacy Chapter 5) and geo-redundant storage security, and the platforms are password protected.

## Service commitment

Daikin will monitor the connection to ensure that the assets are online and alert notifications are achievable. Based on the service level provided, Daikin will work to ensure your assets are operating to the best of their ability, giving peace of mind that your facilities are monitored and functional.

## Additional terms and conditions

<b>Inclusions</b>	<ul style="list-style-type: none"> <li>• SIM and data charges where necessary</li> <li>• Remote asset monitoring is provided within normal working hours, unless expressly stated</li> </ul>
<b>Exclusions</b>	<ul style="list-style-type: none"> <li>• Callouts and corrective action outside of first-line technical response</li> <li>• Failures due to Lighting strikes, Floods, Snow, adverse weather conditions should not be included.</li> <li>• Any incurred cost due to systems out of operation, i.e., hotel bedrooms</li> <li>• Damage to 3rd party items due to water damage from equipment</li> <li>• Connectivity failure due to force-majeure (network providers)</li> </ul>
<b>General terms</b>	<ul style="list-style-type: none"> <li>• Daikin reserves the right to increase the price on an annual basis – if servicing costs increase due to inflationary drivers</li> <li>• If the end user cancels the arrangement prior to the end of the term, then costs incurred to date will come due</li> <li>• Ancillary equipment is required for secure connection (priced separately if not existing)</li> </ul>

## Next steps:

Please contact your Daikin sales engineer or our service team directly at [servicesales@daikin.co.uk](mailto:servicesales@daikin.co.uk) to obtain a quotation for Connected Services. To enable us to give you a cost of service we need to know the following:

- › Models and volumes of the equipment installed
- › Which package is required – Monitor, Diagnostics or Maintenance?
- › Preferred connectivity option; 4G\* or local ethernet?

For further information, please contact your preferred Daikin service partner or the Daikin service team on [servicesales@daikin.co.uk](mailto:servicesales@daikin.co.uk)

\* 4G signal must be available by the iTAB/iTM. If not, additional costs may be incurred.

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