

Installers

Enhanced Service Package

Daikin's Service with confidence **Enhanced** package allows you to differentiate your offer by providing an all-inclusive suite of support to your customer, incorporating automated fault notifications, annual energy report and remote diagnosis capability. An extended 10-year warranty is also assigned while the support package is in place.



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 can help reduce the carbon impact of HVAC systems throughout their lifetime. Choosing our Service with confidence package and promoting it to your customers means you benefit from the highest standards of support, including commissioning and remote monitoring. The enhanced **10-year warranty** provides the assurance of an ongoing partnership with Daikin long into the future.

Benefits:

- › System validated by Daikin's Commission with confidence
- › Automated fault notifications and access to remote diagnostics platform
- › Annual energy report providing opportunity to further engage your customer

Complete peace of mind

Daikin supported commissioning is a prerequisite of your Service with confidence package, ensuring the systems are fully charged and remote monitoring is configured. Annual service and maintenance, including F-gas checks and spare parts (warranty spares are included, wear and tear spare parts are not included), will be provided by yourself or another provider through a separate arrangement.

Fault codes and energy reports will help you maintain the system to a high standard. At the end of life, you may wish to purchase an additional service to recover the gas for reuse and safely recycle or dispose of the equipment.




Service commitment

Prior to the service commencing, your system must be validated via our Commission with confidence service during commission, ensuring best practice, correct configuration and correct gas charge. For the duration of the warranty period, Daikin will support you with information and fault codes to help you proactively maintain the system.

We will provide an annual energy report helping you to improve the efficiency of the unit and discuss energy upsell opportunities with your client. Service with confidence will add real value to your relationship with your client.

Details of service offer

The Service with confidence offer means you have access to additional services to ensure the system gets the best possible start and ongoing care. You will also have access to information to enable accurate and timely diagnosis and repair. The following service offers are part of the package:

	Commission with confidence is a prerequisite and not included with Service with confidence.
Annual energy report	You will have access to an annual report on the energy usage, identifying areas of focus, and where there may be deviations from what might be expected.
Remote monitoring	You will have access to Daikin fault codes to enable early diagnosis and repair. Remote access to real-time trend data and automated Daikin fault codes.

Service maintenance visits

The Service with confidence package supports your negotiations for a long-term maintenance agreement with your client, ensuring maintenance is performed through the extended warranty period and in line with Daikin's recommendations.

Additional terms and conditions

Inclusions	<ul style="list-style-type: none"> Warranty includes all Daikin products connected to the outdoor systems
Exclusions	<ul style="list-style-type: none"> System upgrades Refrigeration, boilers and other specialist equipment are excluded Failures due to lightning strikes, floods, snow, adverse weather conditions should not be included Any incurred cost due to systems out of operation, i.e., hotel bedrooms Damage to third party items due to water damage from equipment Non-Daikin parts and other manufacturers' equipment such as lift-pumps Filter cleaning Wear and tear components
General terms	<ul style="list-style-type: none"> Daikin reserves the right to increase the price on an annual basis if servicing costs increase due to inflationary drivers If the end user cancels the arrangement before the end of the term, costs incurred to date will become due Extended warranty to 10 years Service could be carried out by a Daikin engineer or Daikin-trained service partner Warranty period will start from the commissioning date Ancillary equipment is required for secure connection (priced separately if not existing)

Pricing schedule

Please see the price list document. These include the costs for licensing, access to the remote monitoring portal (Daikin Cloud Service) and the annual energy report. End client charges and the cost of the maintenance regime remain the responsibility of the service provider.

Next steps:

To generate a price for Service with confidence – Enhanced package the following information will be required:

- Whether Commission with confidence has been performed or ordered during commission (this is a prerequisite of the 10-year warranty)
- The number of systems installed (order code UK.FS/VRV/SWCE/1 per system)
- The number of Daikin iTM's in place (material code UK.FS/VRV/SWC/CORE per iTM)
- Whether the system is connection ready (router and security gateway in place)
- How the system will be connected to the Daikin Cloud platform (4G or local ethernet)

Once this information is gathered, you will be able to build the cost for the package. For further information or support, please contact your Daikin sales representative or the Daikin service team on servicesales@daikin.co.uk

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