



# Enhanced Service Package

Daikin's Service with confidence **Enhanced** package promises complete management for your chosen system and provides a boosted 10-year warranty. It's the perfect upgrade for long-term reassurance.



## 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 Daikin air conditioning backed by our Service with confidence package means you benefit from the highest standards of support, including remote monitoring. The enhanced **10-year warranty** provides the assurance of an ongoing partnership between Daikin and your service provider long into the future.

## Benefits:

- › System validated by Daikin
- › Remote monitoring – early fault detection and responsive corrective action
- › Annual energy report – identification of lost efficiency and corrective action
- › Extended 10-year warranty – extra peace of mind
- › Warranty standard parts included – financial stability and accurate budgeting

## Complete peace of mind

Daikin supported commissioning is a prerequisite of your Service with confidence package, ensuring your systems are fully charged and remote monitoring is configured. Your service provider will carry out regular service visits throughout the lifetime of the system, including F-gas checks, with spare parts provided as required (warranty spares are included, wear and tear spare parts are not included).

Fault codes and energy reports will help them to maintain your 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 dispose of the equipment.



## Service commitment

The package supports the system throughout its 10-year warranty period. Prior to the service commencing, the system must be validated via our Commission with confidence package, ensuring best practice, correct configuration and correct gas charge.

Throughout the 10-year warranty period, the system will be continuously monitored by Daikin's intelligent cloud platform while undergoing a proactive maintenance regime, delivered by our engineers or via an accredited service partner of your choice. In addition, an annual energy report will provide actionable insights into the performance and efficiency of your equipment; providing you peace of mind through operational and cost security.

## Details of service offer

Our Service with confidence offer provides enhanced services to ensure your system gets the best possible start and ongoing care. Access to real-time performance data and automated notifications enables accurate diagnosis allowing for timely repairs, minimising unscheduled downtime. The package includes:

<b>Annual energy report</b>	Daikin will provide a report on the energy usage through the year, identifying areas of focus, and where there may be deviations from what might be expected.
<b>Remote monitoring</b>	Your service partner will have access to Daikin fault codes to enable early diagnosis and repair.
<b>Service maintenance</b>	Periodic visits in-line with Daikin's recommended service requirements (costed by your chosen service provider).
<b>Extended warranty to 10 years</b>	Warranty standard parts are included for a period of up to 10 years.

## Service maintenance visits

Regular maintenance visits will be scheduled throughout the warranty period, in line with Daikin's recommendations. This ensures that your equipment adheres to all legislative requirements and remains in a fully operable condition, reducing the potential for unscheduled downtime.

## Additional terms and conditions

Please see the terms and conditions from your installer and service partner.

## Pricing schedule

A separate schedule of costs will be provided by Daikin or your Service Partner.

## Additional commercial arrangements or considerations

Daikin can also provide other service offers such as filter cleaning and end-of-life system recycling offers. Please contact us via [servicesales@daikin.co.uk](mailto:servicesales@daikin.co.uk) for further details or contact your Daikin representative.

## Next steps:

The service can be delivered by your preferred Daikin service partner or by Daikin directly. In order to give you a cost for the package we need to know the following:

- › Whether the system has benefited from Commission with confidence during commission.
- › Is the system equipment list available?
- › Can the system be connected to the Daikin Cloud platform via 4G/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)



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