



Consultants & End Users

Ultimate service package

Daikin's Service with confidence **Ultimate** package, including a 15-year lifetime warranty, protects businesses from the unexpected costs of unplanned repairs and breakdowns. You're choosing certainty for the life of your installation.



A lifetime 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 your clients benefit from the highest standards of support and remote monitoring. The enhanced **15-year warranty** will give surety based on an ongoing partnership between Daikin and your client long into the future.

Benefits:

- › Systems validated by Daikin
- › Remote monitoring, diagnosis and troubleshooting
- › Annual energy report – identification of lost efficiency and corrective action
- › Regular servicing
- › Warranty throughout the lifetime¹
- › Warranty standard parts and labour included
- › Spare parts included
- › System refrigerant gas provided² throughout lifetime
- › Gas and equipment removed for recovery at end of life

Complete peace of mind

Daikin will support during the initial install to ensure optimal performance throughout the system's lifetime. This will be followed by commissioning support for your chosen installer to ensure the system is efficiently configured, remote monitoring is set up, and the system is fully gas charged.

Daikin engineers will carry out regular service visits throughout the lifetime, including F-gas checks, providing spare parts and gas top-ups as required. At the end of the system life, Daikin will recover the gas for reuse and support the safe recycling or disposal of the equipment.



Service commitment

Daikin will support the system throughout its 15-year warranty period. Throughout its life, we continue to proactively support the system, maintaining and replacing components and topping up gas, as required. At the end of life, we'll reclaim the gas and equipment to complete the circular economy.

Details of service offer

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

Prerequisites	Climate360 Activate is a prerequisite and not included with Service with confidence.
Annual energy report	Daikin will provide a report on the energy usage for the year, identifying areas of focus.
Annual service and maintenance	Daikin service engineers will attend 2-4 times a year to inspect, maintain and change components as required. Also available for callouts.
Remote monitoring	Daikin will have access to Daikin fault codes to enable early diagnosis and repair.
Annual F-Gas checks	The refrigerant circuit will be checked for total charge and integrity.
5, 8, 10 year planned component changes	Daikin service engineers will change sensors, thermistors and other components on a routine basis, or as required.
Gas supplied during breakdown	Daikin engineers will top up or replace gas as required during maintenance activity.
End of life Reclaim with confidence	When the system reaches end of life, Daikin will remove the gas as part of its Reclaim with confidence service.
End of life equipment reclaim	Daikin will collect the equipment as part of the end of life equipment reclaim offer.

Legislation and certification requirements

F-gas inspection requirements will be met. When it comes to reporting and diagnostics, it remains the responsibility of the equipment operator to ensure data is readily available and make Daikin aware of any issues.

Additional terms and conditions

Inclusions	<ul style="list-style-type: none"> Service contract by Daikin throughout the lifetime of the unit Repairs for proactive and reactive failures are included in the lifetime of the units All work is within normal working hours Lifetime includes all Daikin products connected to the outdoor systems
Exclusions	<ul style="list-style-type: none"> Callouts due to items outside those expected as part of a standard maintenance package Filter cleaning Out of normal hours callout and response time, such as at weekends System upgrades Refrigeration, boilers and other specialist equipment are excluded Specialist access equipment to maintain systems Failures due to lightning strikes, floods, snow, adverse weather conditions should not be included Any incurred cost due to systems out of operation, e.g. hotel bedrooms Damage to third party items due to water damage from equipment Non-Daikin parts and other manufacturer's equipment such as lift pumps
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 Lifetime of the unit is defined as 15 years Service must be performed by a Daikin engineer, or a Daikin-referred service partner Warranty period will start from the commissioning date

Additional commercial arrangements or considerations

System gas charge that may be required, not related to standard service requirements, will be charged at a £/kg, set at publication date of Daikin Price Book [approx. annually] and stated in Daikin Price Book.

Next steps:

Please contact your Daikin sales engineer to obtain a quotation for Service with confidence. Daikin will provide a handover document at the start of the process defining the different elements of the offer. The service is delivered directly via Daikin. To enable us 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

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FSC

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