



COMMISSION WITH CONFIDENCE

TRIM CHARGE INCLUDED!

VRV System Size	Standard service		Premium service	
	Ex-VAT price (non-discountable) per system	Daikin material code	Ex-VAT price (non-discountable) per system	Daikin material code
Size 4 to size 16 horsepower (inclusive)	£990	UK.FS/VRV/CTS4-16	£1,390	UK.FS/VRV/CTC4-16
Size 18 to size 24 horsepower (inclusive)	£1,490	UK.FS/VRV/CTS18-24	£1,890	UK.FS/VRV/CTC18-24
Size 26 horsepower and above	£1,990	UK.FS/VRV/CTS26-54	£2,390	UK.FS/VRV/CTC26-54
Service includes				
Daikin service on-site to assist with refrigerant system commissioning	Yes		Yes	
All refrigerant required to cover trim charge for installation	Yes		Yes	
Initial cloud set-up	No		Yes	
Energy & system monitoring for 1 year	No		Yes	
1 annual monitoring report	No		Yes	

FAQs

Q: How can you be so confident about being able to supply the R410A now and in the future?

A: To help ensure the security of refrigerant supply in the UK, from 2019 the trim charge refrigerant we supply as part of our Commission With Confidence service will now be reclaimed refrigerant. This reclaimed refrigerant is certified to AHRI700 standard and therefore identical in quality to virgin refrigerant but it has much lower CO₂e emissions generated during manufacture and has zero impact on the F-Gas quota.

Q: How are you able to guarantee the cost to us for a long period, when the market price for gas is changing so often?

A: Of course there is no guarantee that the market price won't change, but we are happy to take the risk, so you don't have to. This means you can quote Daikin VRV with confidence.

Q: Can I just buy the R410A from you separately?

A: No. Trim charge (regardless of how much is required) is included in our packages and cannot be purchased separately. So, when it comes to the R410A, we'll take care of the ordering, the transportation, any leftover gas in the bottles (so you don't have wasted gas worth money sitting in your engineers' vans), and the rental (and potentially lost) bottle charges. All this becomes our hassle, not yours.

Q: How are you able to give a set cost based on a range of VRV system sizes?

A: Our VRV range is vast but we wanted to make things simple, so for outdoor units, we based our three system ranges mainly on the liquid line diameter increase (as this affects the trim charge required). For indoor units we didn't take this into consideration as it would have been too complex and, anyway, we know that everything that could be connected to the system can be provided by Daikin (including things like AHUs).



Q: How do I get a quote for these packages?

A: Simply ask your sales engineer or local applications and quotations team to add the package to your VRV quote from us.

Q: Can I apply my trade discount to the package prices quoted?

A: No. The Daikin material codes and associated prices shown are what you will see on your quotes, your order acknowledgements and your invoices from us.

Q: Do I need to place a separate order for these packages because they are for a service rather than equipment?

A: No. As your packages will be included with your VRV quote, simply order against the quote reference and both the equipment and packages will be included in your order acknowledgement. Then, when you are ready to take advantage of your package from our Site Service Team, simply let them know your original Daikin order reference.

Q: What happens if I place an order for the packages but decide at the time of install that they no longer best suit my needs?

A: No problem. The packages are there if you need them and to give you certainty of cost. However, if they are no longer the best option for you when it comes to the time of install, then simply ask our Sales Order Support Team to cancel these items from your order.

Q: How much notice do you need to attend site?

A: We would ask for 10 working days' notice to ensure we can meet your site date. In circumstances where this is not possible, then we cannot guarantee to meet your timescale, but we will do our very best to try.

Q: What information do you need before your site visit?

A: Obviously, we need to know how much gas to bring and we want to have a good understanding of the site before we arrive to ensure that we can concentrate on helping you get your systems fully operational as quickly as possible when we are there. So we would ask that you give us the system sizes, the fan coils connected plus the 'as installed' pipe lengths, sizes and routes with your site request. You can easily do this with our VRVxpress software.

Q: Do we need to be on-site when you attend?

A: A representative from your own company should be on-site with us during our visit.

Q: What will you do when it comes to 'commissioning assistance'?

A: Essentially, this gives you an extra pair of hands, ears and eyes on site when it comes to your refrigeration system as our main aim while we are there is to work together with you to make sure that your refrigeration system is left fully operational and you can be confident in your handover to your client.

We are there to help identify any issues that may stop this from happening. We'll undertake a visible system check and we'll ensure that your system successfully completes its test run. After our visit, we will provide a Daikin-branded report detailing the positive outcome (so you can include this in your client pack).

Q: What needs to be ready prior to your attendance?

A: Your systems should be pressure tested, evacuated and electrically ready prior to our arrival.

Q: What happens if I have more than one system on my project and my systems need to be commissioned on different days (for example, floor by floor handover)?

A: No problem, our pricing is per system pricing. We will work together with you to understand your site's requirements and book Daikin service on-site accordingly.

Q: What if we need to do commissioning out of hours or out of UK mainland/Northern Ireland?

A: Our packages assume normal working hours and sites in UK mainland and Northern Ireland, but if your site is outside of this, no problem, just give our Site Service Team a call and we will give you a quote based on your needs.

Q: As these packages mainly cover the refrigeration system, what if we also want you to help with our controls set-up while you are on-site?

A: As our VRV system flexibility is vast and every site is different, it was difficult for us to include this in our set cost. However, we are always available to help. Just give our Site Service Team a call and we'll give you a personalised quote.

Q: What do we need on-site when it comes to the cloud package?

A: You will need to ensure that you have an I Tab Controller or I Touch Manager on-site plus a network connection (as the system is web-based).

Don't worry too much, as when we see an order for this package, our specialist team will be in contact with you to go through your site-specific requirements prior to our arrival. Most of these requirements you'll be doing anyway during your own normal controls set-up. However, if you would like some additional assistance in this respect, then just let our specialist team know when they call and we can give you a personalised quote.

Q: You say you will monitor the system via the cloud. What happens with the information?

A: Daikin Cloud Service provides access to a web-based platform that monitors the energy usage of the VRV system as well as the operating data (for example: temperatures and pressures). The operating data is monitored 24/7 and any abnormal trends in performance are detected. It's easy to assign 'nominated' contacts to the web page so they can view this data. The service is proactive too, as an email is sent in case of any abnormality/ alarm which means that action can be taken before the issue becomes serious.

Monitoring energy consumption provides a platform that helps us analyse and identify wastage and then make recommendations to improve efficiency. This information will be included within a yearly report from Daikin UK.