



Service with Confidence

For Consultants and
Corporate Users





A global challenge

Humanity is facing its greatest ever challenge: climate change has become a global emergency. Human activity has already caused global temperatures to rise by more than 1°C from pre-industrial levels, and if we had continued with 'business as usual' we would risk catastrophic crop failures, famine and flooding affecting 80% of people across the world.

Currently, the expected rate of warming is 3°C by the end of the century. But we need to reduce that figure to below 1.5°C if we want to mitigate the most serious risks to people and the planet. To achieve this target, the UK Government has committed to achieving **Net Zero Greenhouse Gases by 2050**. And the energy, construction and HVAC industries have a huge role to play, by powering Britain's transition to low-carbon heating. And that means **moving away from F-gases**.

The UK is aiming to reduce F-Gas emissions by 68% between 2015 and 2030. At Daikin, we're committed to playing our part – **and we're helping you play yours too, through our Service with Confidence promise.**

Service with Confidence is our guarantee of complete product support, including commissioning and remote monitoring. It comes with our promise to supply sustainable reclaimed refrigerant for maintenance. So you can rely on total lifetime management of every Daikin R410A VRV system installed.

It's a step towards a circular economy that benefits everyone.

As part of our Partner with Confidence programme, **Service with Confidence is your opportunity to choose a more sustainable future** – with a team you can trust and stable operational costs, so you can make the most of our environmentally responsible, future fit technology.

Because, at Daikin, we're more than just an equipment supplier or maintenance provider: we're defining the HVAC industry of tomorrow – one that's fit for a low-carbon future.

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Why a Circular Economy matters

In a circular economy, we shift away from the current “make-use-discard” approach to consumption, towards a system which values reducing waste, reusing materials and recycling wherever possible.

And there’s no better example than used refrigerant.

As restrictions tighten around the production of F-gas refrigerants, demand is expected to exceed supply for virgin refrigerant within the next decade.

But that’s not the case for reclaimed refrigerant.

Reclaiming refrigerant avoids the carbon emissions associated with manufacturing new F-gases, meaning its use doesn’t count towards F-gas quotas – in fact, reclaimed refrigerant helps to eliminate waste from our system.

Since November 2020, all Daikin VRV units manufactured and sold across Europe use Certified Reclaimed Refrigerant: we call these our **L∞P by Daikin** VRV systems.

A positive change

At Daikin, we’re committed to acting responsibly when it comes to our environment. As a leader in environmental legislation and innovation, we’re already ahead of F-gas regulations. But we’re not stopping there.

By using Certified Reclaimed Refrigerant, such as the R410A used in **L∞P by Daikin** VRV units, you can help to ensure the **security of refrigerant supply** in the UK while improving your environmental footprint.

Together, we can reduce our F-gas emissions, and support a better future for everyone.

To discuss your requirements, or add Service with Confidence to your quotation, speak to your Daikin Account Manager today.



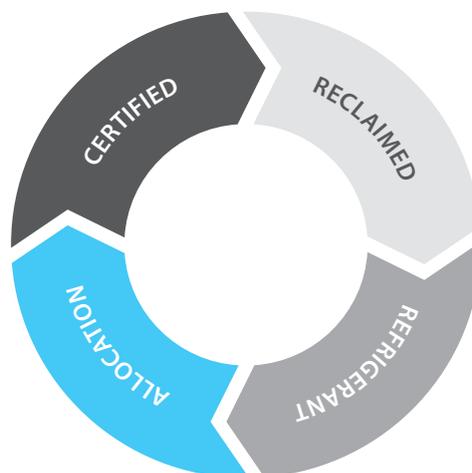
External certified quality

Reclaimed refrigerant meets AHRI700 certification standards, just like virgin refrigerant.



Certified allocated quantity

Through an audit process we ensure the reclaimed refrigerant is administratively allocated to the VRV systems manufactured for Europe.



Reclaimed within Europe

Reclaimed refrigerant reused within Europe is not part of the quota set by the F-gas regulation.



Refrigerant is a valuable asset

A huge source of R410A is available in existing installations. Together we can create a circular economy of refrigerant supply, use, recovery and reclaiming.

For comfort and performance that lasts Choose Daikin VRV



For your next air-conditioning project, there's no better solution than a **L∞P by Daikin VRV** system.

When you choose Daikin as your supplier, you're choosing the **perfect balance of high-performance air conditioning with low environmental impact.**

Every **L∞P by Daikin VRV** system uses reclaimed refrigerant which meets the highest quality standards – for superior performance and outstanding energy efficiency.

And these advantages only become greater when they're backed by our Service with Confidence package, giving you a complete, hassle-free VRV solution.



Your hassle-free VRV solution

Zero impact on F-gas quotas

The R410A Certified Reclaimed Refrigerant used in our units is assessed by an independent laboratory and guaranteed to meet AHRI700 certified standards, meaning it's the **same excellent quality** as virgin refrigerant – but with a **much lower environmental impact.**

Superior technology

Our **L∞P by Daikin VRV** systems are some of the **most reliable on the market.** With world-leading performance combined with the highest energy efficiency standards, there's **no need to compromise** on any aspect of your building design goals.

Designed for a lifetime of success

With a proper maintenance regime, Daikin VRV systems are guaranteed for 15 years. **That's at least 15 years of confidence and sustainable performance** with every unit. And that assurance starts from the moment it's installed, with high-quality installation and commissioning support, plus system charging on-site with reclaimed refrigerant.



For long-term value
and complete cover

From one lifetime
to the next



At Daikin, we have complete confidence in the quality of our products throughout their lifetime. And we want you to share in that confidence, too. That's why we offer Service with Confidence.

Service with Confidence offers certainty of product support and reclaimed refrigerant supply throughout the entire lifetime – up to 15 years – of every **L∞P by Daikin** VRV system installed. For total lifetime management that keeps every unit running at optimum performance.

Service with Confidence offers everything from dedicated project support and remote monitoring packages to annual energy reports, diagnostics and troubleshooting, combined with complete service and maintenance support. So your system has complete backup for a lifetime of efficient performance.

And with our cover **available in three tiers**, you can be certain of one thing: whichever package you choose, you'll have one **expertly maintained, high-performing system** that keeps on giving **long into the future**.



Lifetime partnership and support

At Daikin, our commitment to innovation means our VRV units are designed for power, efficiency and longevity. That's why we offer some of the market's **longest warranty terms** as a guarantee of our performance.

With up to 15-year warranty available, you'll be equipped with not only the reassurance that comes with Daikin's lifetime management and our R410A supply guarantees, but with our first-rate service throughout, optimising each unit's **operating lifespan, performance, energy consumption and running costs.**

Service with Confidence is the security that you'll have our support for the long haul.



First-class technology

With Service with Confidence, every VRV unit is set up to the highest standards from the start – with high quality installation and commissioning, fully charged with reclaimed refrigerant. It's just one way we set up each system for optimum performance throughout its lifetime.

But we won't stop there. Our network of experts can provide extra service and monitoring support throughout the lifetime of every unit – everything from annual energy reports, to remote diagnostics and technical support should you ever need it.

With Service with Confidence, we proactively monitor and maintain units so they perform with all the longevity you expect.



A more sustainable approach

We all have our part to play in being kinder to the planet. And we can start by working together to **reduce waste, lessen our impact** on the environment and **run our businesses more sustainably.**

The recycled refrigerant in our VRV units is just the first step: options such as ongoing maintenance helps prevent unexpected breakdowns, and remote monitoring ensures we identify minor issues before they become costly problems.

Service with Confidence means every VRV can operate with efficiency – for less waste and less downtime, too.



True peace of mind

What could be better for your peace of mind than **guaranteed performance, clear and transparent costs** and the knowledge that you have a long-term partner by your side?

Whichever level of Service with Confidence package you choose, you'll know what costs to expect and budget for – without the worry of unexpected bills in the future.

In fact, **our Ultimate Service package** includes remote monitoring and the capability for system optimisation, for even more support in the search for **balance between comfort and responsible energy consumption.** Plus, by predicting and preventing breakdowns and offering technical advice, we'll maximise the uptime of your system.

Service with Confidence is your guarantee of having one less thing to worry about.

Service with Confidence offers the promise of a true partnership for the lifetime of our R410A VRV systems. For guaranteed optimum performance, minimised risk, and a more sustainable future for everyone.



Three tiers of service

A lifetime of assurance

By choosing Service with Confidence, you gain so much more value than even our high-quality technology alone can offer. You'll gain complete lifecycle management for your chosen system, an environmentally responsible addition to your portfolio and guaranteed performance for years to come.

Whether you're a consultant looking to specify a reliable product for your client, or a corporate client who needs a transparent, all-inclusive service package – you're in safe hands with Daikin for the lifetime* of any system we install.

From a **guaranteed lifetime* supply of reclaimed refrigerant****, to **remote monitoring and maintenance** that maximises performance, and minimises cost. Explore our three service packages to see what we can offer.

To discuss your requirements, or add Service with Confidence to your quotation, speak to your Daikin Account Manager today.



Our **Essential Service package** includes the most fundamental cover you might need. With a **7-year warranty** on every Daikin VRV system, plus **free of charge components provided** should any parts which succumb to wear and tear, it's much-needed peace of mind for one transparent cost.

Plus, if you should want any additional extras, such as an annual energy report from Daikin UK, we can provide these additions to your Service with Confidence package too – simply ask us for a quotation. We can provide a tailored service, fit for every business.



When you choose our **Enhanced Service package**, not only will you benefit from a boosted **10-year warranty** on every Daikin VRV unit, you'll benefit from long-term peace of mind, too.

We'll include annual energy reports as standard, so you can keep an eye on running costs and ensure your unit keeps running as expected. Plus, with our remote monitoring and commissioning service included too, it's the perfect boost for long-term reassurance.



In an uncertain and risky economy, the Service with Confidence **Ultimate Service package** including lifetime* warranty protects businesses from the unexpected costs of unplanned repairs and breakdowns.

Instead, you'll have total confidence, backed by our remote monitoring service, annual energy reports and diagnosis and troubleshooting packages. Our refrigerant supply and Reclaim with Confidence packages are also included as standard, supported by quality service from Daikin.

Plus, we offer the **industry's longest warranty terms – up to 15 years**, for true end-to-end lifecycle management.

* Up to 15 years

** Available through our Ultimate Service package

What's included?

	Essential Service	Enhanced Service	Ultimate Service
Project Support with Confidence	£	£	✓
	£	✓	✓
Remote monitoring	£	✓	✓
Diagnosis and troubleshooting	£	£	✓
Annual energy report	£	✓	✓
Service contracts	£	✓	✓
Warranty	✓ 7 years	✓ 10 years	✓ Lifetime*
Spare parts	£ Wear and tear	£ Wear and tear	✓
	£	£	✓
Refrigerant gas supply***	£	£	✓
Equipment recovery with confidence	£	£	✓

£ Available from Daikin at an extra cost, please ask your Daikin Account Manager for more details.

✓ Customers choosing the Enhanced Service option with a 10 year warranty must have a service contract included as part of this option. The service contract can be provided, either via a D1/D1+ installer or direct from Daikin.

✓ Included as part of your customer's Service with Confidence package.

£ Customers choosing the Essential Service option with a 7 year warranty must additionally have a Service contract, available either via a D1/D1+ installer or direct with Daikin.

*** Refrigerant gas is provided by Daikin during standard service and maintenance activities. If refrigerant gas is required for other reasons (see detailed T&Cs) then refrigerant gas is provided at a fixed £/kg, published at the start of each year.

Our promise to you

- › **Always transparent pricing** – no surprises or unexpected bills
- › **Guaranteed supply of R410A refrigerant** throughout the lifetime* of your Daikin VRV unit**
- › **The environmentally responsible choice** – even more so than units using R32 refrigerant with low global warming potential

* Up to 15 years

** Available through our Ultimate Service package



Service components

Project Support with Confidence

For Ultimate Service customers, Daikin service engineers will attend site during the installation to advise on best practice. The quality of the installation is critical for the longevity and optimal performance of the system, so making the right decisions at this stage will have benefits throughout the life of the equipment.

Commission with Confidence

For complete confidence from start to finish throughout the selection and installation of your next VRV system, there's **Commission with Confidence**.

Our Commission with Confidence service includes refrigerant supply, system charging and commissioning assistance – including the setup of all Daikin control systems, operation testing and validation.

We'll include the supply of R410A refrigerant trim charge as part of your commissioning package, too. So you can enjoy complete confidence, while ensuring your system is set up for maximum efficiency.

Remote monitoring

Choose enhanced control when you take advantage of Daikin's **remote monitoring** offer. The **Daikin Cloud Solutions** range of monitoring solutions help to increase the lifetime of your equipment and reduce the risk of unexpected issues. Using monitoring and prediction logic in combination with real-time data, not only can we avoid any potential system downtime, we can **help you identify even more cost saving opportunities**.

Diagnosis and troubleshooting

Should a problem occur with one of our systems, or there's simply an unexpected change, the Daikin Service team offers **diagnostic and troubleshooting support** from fully trained engineers. So you can enjoy the reassurance of knowing dedicated and highly qualified experts trained on the full range of Daikin solutions are always here to help.

Annual energy reports

Taking data from Daikin's Cloud Solutions remote monitoring equipment, an annual energy report will help to optimise your VRV system's operating performance and minimise costs over the long term. The detailed report will include recommendations for potential energy performance improvements.

Service contracts

An annual service contract ensures your systems remain optimised for peak performance throughout their lifetime. Take greater control of your energy costs, ensure ongoing system integrity and rest assured knowing your safety features are always operational and that your system is compliant with the latest standards and regulations.

Plus, for even more comfort and peace of mind, all parts, labour and call-outs are covered in the unlikely event of a system breakdown.



Extended warranty

With Service with Confidence, you can enjoy extended warranty terms of **up to 15 years** – that’s an entire lifetime for your VRV system. The Daikin UK service team will take care of maintenance and servicing as part of our Ultimate Service guarantee.

With 7 and 10-year warranty packages also available through the Service with Confidence programme, that’s even more flexibility.

Spare parts

Should the worst happen, we’ve got it covered. In the event of a breakdown we’ll supply spare parts as quickly as possible, with 97% of critical parts delivered within two days.

Original Daikin spare parts are manufactured to the same design and quality standards as Daikin units. So you can rest assured that after maintenance or repair, any system will continue to perform at the same high level you expect. We have over 25,000 spare parts based in the UK, supported by our European centre which holds another 700,000 parts.

Refrigerant gas supply

Should a breakdown occur, or a system repair be required, there’s no need to worry about the supply of refrigerant gas. We’ll keep our promise to provide every system with gas throughout its lifetime – even where there’s loss due to breakdown or damage* – and simply top the unit up once your repairs have been completed.

* Replacement refrigerant required due to system damage may incur additional costs

Reclaim with Confidence

Our fixed fee **Reclaim with Confidence** service saves almost 70% of time and costs on-site in recovering refrigerant when it’s time to repair or replace your VRV systems. We’ll recover refrigerant for reclaiming quickly, easily and cost-effectively – and best of all, completely hassle free.

Plus when you Reclaim with Confidence, you can be sure that the refrigerant is recovered and reclaimed to AHRI700 standard for future use in the market. So you’re doing even more good for the planet.

Equipment Recovery with Confidence

Equipment Recovery with Confidence ensures that when any Daikin VRV system comes to the end of its lifespan, we will support your de-commissioning teams with an offer of equipment recovery – either from site, or a third-party location. Available as a kerbside collection, we’ll reclaim and/or recycle your unit’s components for future remanufacture. It’s just one way we’re minimising the environmental impact of the system over its lifetime, while contributing to ‘cradle to cradle’ system design and the development of a circular economy in building services.

To discuss your requirements, or add Service with Confidence to your quotation, speak to your Daikin Account Manager today.



Our Mission

Daikin aims to provide safe and healthy air environments while striving to make our business activities carbon neutral by 2050.

We will do this by:

- › Promoting energy efficient technologies and energy management solutions
- › Adopting refrigerants such as R32 with lower global warming potential; developing next generation refrigerants; and recovering and reclaiming refrigerants in use
- › Reducing the environmental impact of materials throughout the entire life cycle of our products – from procurement and manufacture to recovery and recycling

Together we can be part of the climate solution.



Daikin units comply with the European regulations that guarantee the safety of the product.



Daikin Europe NV 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

Daikin products are distributed by:



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Daikin Airconditioning UK Limited The Heights Brooklands Weybridge Surrey KT13 0NY Tel 01932 879000 daikin.co.uk

London South 01932 879355	London Central 01932 879350	London North 01932 879360	Western Region 01932 879320	Midlands Region 01932 879370	Northern Region 01932 879340	Scottish Region 01932 879330
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