



Reclaim with Confidence

Your questions answered

Q] How do I order Reclaim with Confidence service?

A] Ordering is exclusively via the dedicated page on the E-Tool, <https://daikinetooll.co.uk/reclaim-with-confidence/> where a form including site details will need to be completed. If you contact the office, they will direct you to the E-Tool.

Q] When will you contact me to confirm the Reclaim date after I have entered the details online?

A] A-Gas will contact you as soon as possible after you have entered the details on the Daikin E-Tool. They will confirm the details and liaise with you regarding the date you require the reclaim service to be carried out.

Q] How do you charge for the Reclaim with Confidence Service?

A] The charge is based on the amount of refrigerant on your site that needs reclaiming. The pricing is per visit based on the total F-Gas quantity on site that is recovered. Details of this charging structure are available on the Reclaim with Confidence data sheet or on the E-Tool when you enter your project details.

Q] Can I order direct from A-Gas?

A] The service arrangement is exclusively available through Daikin for Daikin D1 partners.

Q] Can A-Gas recharge systems?

A] The service is for recovery and reclaim of F-gas refrigerants only.

Q] Can I use Reclaim with Confidence for A2L's such as R32?

A] Currently the Service is only for A1 refrigerants such as R410A, R407C and R22.

Q] Can Reclaim with Confidence be used with non-Daikin equipment?

A] Reclaim with Confidence has primarily been launched to support Daikin equipment, however recovery from other manufacturers equipment can also be provided.

Q] Do I need to collect cylinders from the Wholesaler in readiness for the Reclaim with Confidence service?

A] All the required cylinders will be brought to site on the Rapid Recovery vehicle, so you no longer need to collect cylinders. When completing the initial requirements document, it is important to identify the different refrigerant types and mass in kg on site, so the correct type and number of cylinders can be brought for the recovery.

Q] Does the Rapid Recovery team have PPE for the site?

A] Yes, they have all the required PPE to attend a range of sites including hard hats, gloves, overalls, eye protection and safety shoes. They also carry safety barriers to ensure the safety of the operation during the recovery process.

Q] Will the Rapid Recovery team attend if I need the gases recovered the next day?

A] Please contact Daikin through the Etool at <https://daikinetool.co.uk/reclaim-with-confidence/> and complete the site information where you wish the recovery to take place. This information will be forwarded instantly to A-Gas who will contact you by phone directly to define the exact requirements and make detailed arrangements for the recovery. The service operates 24/7 so we will endeavour to meet your requirements, no matter how urgent.

Q] Why should I contact Daikin for the Reclaim with Confidence Service, rather than contact A-Gas direct?

A] Daikin UK has entered into a partnership with A-Gas which gives you additional benefits. The arrangements Daikin has agreed with A-Gas will be available to all of our D1 Business Partners and D1+ Premium Partners.

To thank you for recovering refrigerant via Daikin, you'll gain extra Business Development Fund rewards based on the quantity of refrigerant you reclaim. For every Kg of R410A recovered, a credit will be made into your D1 Business Development Fund for the following year.

Q] Do I need to attend alongside the Rapid Recovery team?

A] Yes, this would be advised as it will be your customer's site and you will understand any special arrangements as well as having the site contacts to enable the recovery to be carried out as quickly and efficiently as possible.

Q] What happens when an obsolete refrigerant such as R22 or R407C is recovered?

A] These will be reclaimed. However a credit will not be available for your business development fund, but you will not be charged for incineration.

Q] What happens to the gas recovered as part of the Rapid Recovery service?

A] The gases will be returned to the A-Gas facility for cleaning, separation and either reclamation or safe disposal if required.

Q] Where do I get the certificate following the recovery of the gases?

A] This will be available on the Daikin portal for download following the recovery process along with the waste consignment note, both of which you can share with the end user to prove the refrigerant has been disposed of safely and reclaimed responsibly.

Q] What happens if the condensers are on the roof and difficult to access?

A] The Rapid Recovery service is set up for a flexible approach which enables the recovery to take place from the back of the vehicles using a 250 foot hose extension, if required. Alternatively Recovery machine can be moved closer to the condensers as it is on wheels and can be moved to a roof using a goods lift or site crane.

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