



**DAIKIN APPLIED SERVICE**  
*Technically better...*



Daikin Applied Service  
**Total HVAC  
Solutions**

Tailored service and maintenance packages  
for all your business needs

**AHUs**

**CHILLERS**

**PROJECTS**

**SERVICE**

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# Daikin Applied Service

## *Technically better...*

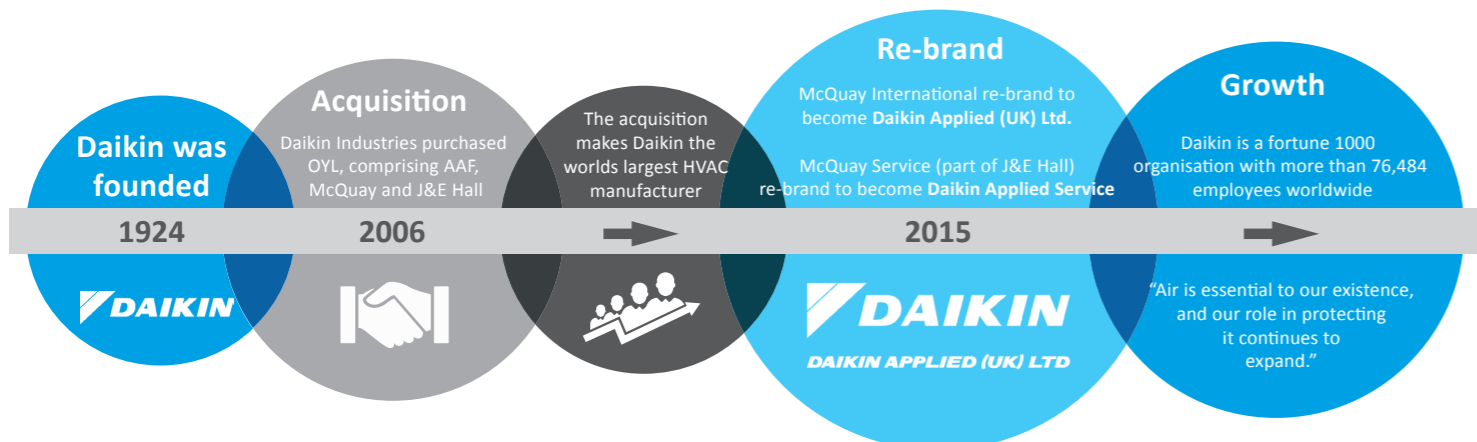
Daikin Applied UK (DAPUK) is the market leader in energy efficient Air Handling Units (AHU) and Chillers, specialising in large scale bespoke projects from data centres and hospitals to pharmaceutical facilities and process cooling.

DAPUK offers world leading end-to-end solutions for facilities managers and engineering professionals within the HVAC community.

As an innovation leader, we aim to achieve net zero emissions of greenhouse gasses, while providing a safe and healthy environment. We guarantee our products and services can help you achieve your perfect climate whilst addressing energy efficiency and climate change.

Our fully managed service and maintenance programme is available on all brands of HVAC equipment, making Daikin Applied Service the natural choice to manage your critical HVAC plant.

Our complete offering is further enhanced by Daikin On Site - remote monitoring, which enables proactive monitoring and diagnosis of AHUs and Chillers at any time, from anywhere. This is topped with access to a reliable network of technical and on-site support services throughout the UK, helping you monitor and manage your system to keep it running seamlessly.



# Economical solutions

## Bespoke service & maintenance packages

Daikin Applied Service offers maintenance, repairs and support on ALL brands of HVAC systems and applied system solutions; covering air handling units, chillers, split air conditioning, VRV and heat pumps.

### Service capabilities

- > Flexible maintenance contracts tailored to your business needs
- > ALL brands of HVAC equipment is maintained
- > 24/7 emergency call out service
- > Four hour response time
- > Dedicated team of qualified site service engineers
- > Remote monitoring with Daikin On Site (DOS)
- > On site training for front-line personnel
- > Agreed service level requirements
- > Full chiller running logs taken on every service visit
- > Spares availability & support on all brands
- > Retrofitting & refurbishments
- > F-Gas Registered

### Benefits of a maintained system

- > Lower operation costs and energy usage
- > Extended life-cycle of assets
- > Fast and reliable remote diagnostics with Daikin On Site
- > Reduced equipment downtime and costly repairs

### Accreditations



### Our Customers



# Reduce Building energy costs

## Complete service and energy solutions

Daikin Applied Service provides a range of service and maintenance packages which includes energy monitoring and retrofit solutions that are self financing with short term payback periods, where HVAC equipment replacement is not an option.

We can help to optimise your buildings' overall efficiency and energy performance through our range of service solutions that incorporate managing plant replacement from project inception through to design, installation and commissioning, plus building energy rating surveys, as well as advice on best fit building management systems (BMS). With a bespoke Technical Service Solutions department we have full capability to meet any customer demand.

## Pro-active maintenance

We understand that your HVAC equipment plays a crucial role in the smooth running of daily operations. Modern systems provide not only cooling, but heating, humidity control and air quality. All these factors are fundamental in providing an effective and efficient working environment. It is therefore vital that your equipment is operating at peak efficiency at all times.

## Retrofitting and refurbishments

Many ageing chillers can benefit from modernisation with upgrades and modifications to improve operation and efficiency, so that equipment can continue to provide years of dedicated cooling.

Where HVAC equipment replacement is not an option, we can optimise your buildings' overall efficiency and energy performance through a bespoke programme by:

- › Equipment servicing and surveys
- › Plant and equipment replacement
- › Installation and commissioning
- › Energy efficiency packages
- › Building energy rating surveys
- › Self-financing with short term payback periods
- › Building management system (BMS) advice

## Health & safety

The health and safety of our people and customers is our number one priority. Our staff undertakes extensive, on-going training to ensure they understand how to create a safe working environment.



# Service packages Tailor made to suit your needs



	BUSINESS Saver	BUSINESS Standard	BUSINESS Plus
Conforms to SFG20 maintenance standard	✓	✓	✓
F-Gas leak test	✓	✓	✓
Unit controller set points, safeties and running conditions logged	✓	✓	✓
Equipment condition report	✓	✓	✓
Four visits per annum (1 major / 3 minor)		✓	
Calibration of all sensors, probes and safety switches		✓	✓
System Diagnostics		✓	✓
Oil Analysis		●	✓
Thermography	✓	●	●
Multi-site visits & bespoke offering			●
Daikin on Site remote monitoring			●
1 point vibration analysis			●
System water analysis			●
Condenser coil cleaning			●

● Optional extras that can be tailored to your needs.

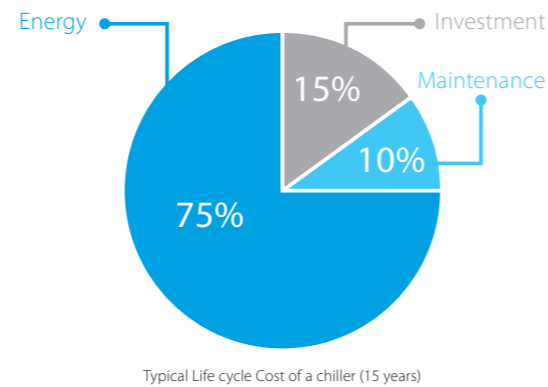
# Why

## Daikin Applied's remote monitoring?

Operating costs like energy and maintenance typically account for 85% of the system's total lifetime cost. Undiscovered energy waste and incorrect operation will increase costs and can even lead to unscheduled interruptions.

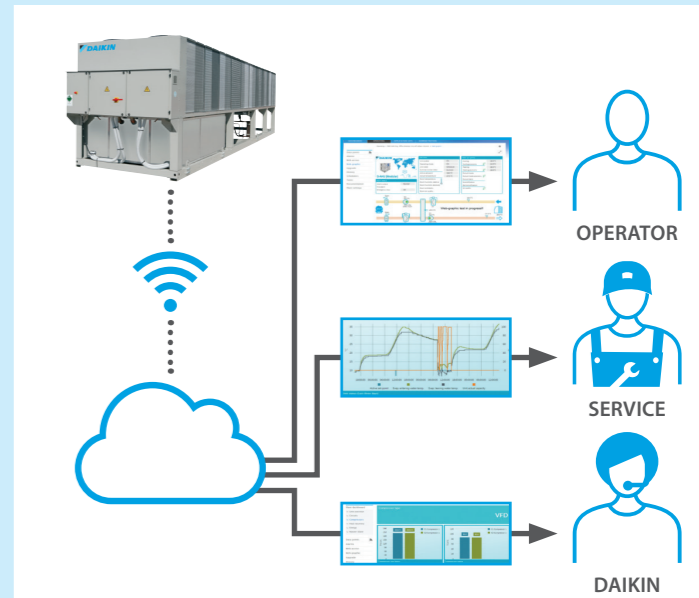
Using Daikin Applied's remote monitoring results in optimum use and costs over the system's entire lifetime:

- › Enhanced control and measuring
- › Monitors the system
- › Reduces risks at the earliest possible moment
- › Keeps the system running as it was intended to



## Remote monitoring of Daikin Applied products

- 1** Insight wherever and whenever required, full visibility and traceability of the HVAC installation.
  - › Real-time information and trend insights
  - › No local software required
  - › Personal access to the web-based user interface
  - › Reports
- 2** With Daikin Applied's remote monitoring, we team up operators and specialists.
  - › User-friendly operator information
  - › State-of-the art tool providing best-in-class service
  - › Remote solutions when possible, avoiding onsite interventions
- 3** Converting all expertise to maintain highest energy efficiency and uptime.



# What is Daikin on Site?

## A solution for customer specific needs

Daikin on Site (DOS) remote cloud server collects operational data from the control system of a Daikin Applied Chiller or Air Handling Unit plant.

Daikin's Smart Centre then turns this data into useful information on a web user interface.

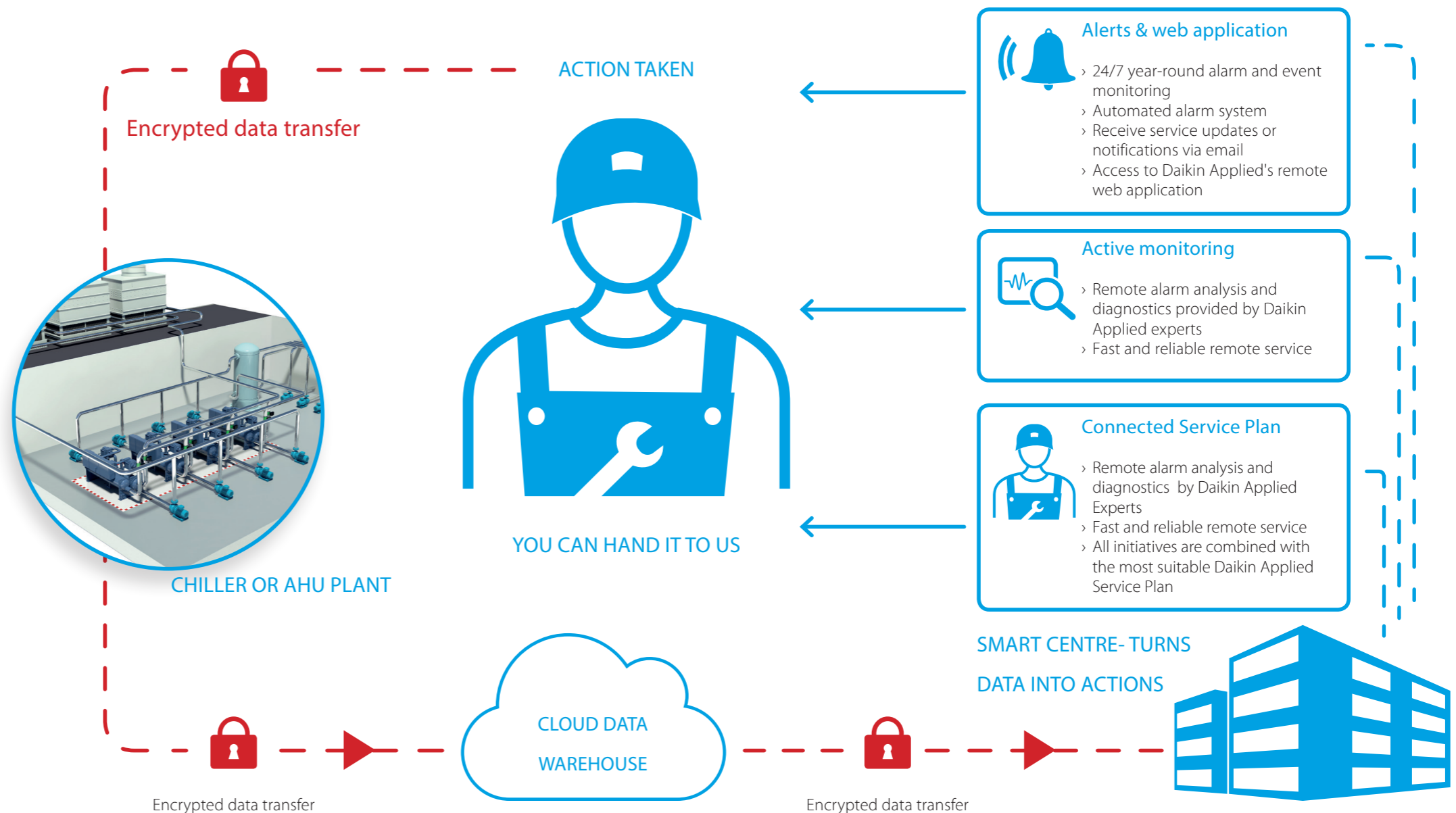
Daikin Applied's remote monitoring has predefined user roles like:

- › Operator
- › Service provider
- › Daikin specialists

## Features

- › Increase uptime, reduce unscheduled interruptions
- › Optimise efficiency and reduce energy waste
- › Increase lifetime and avoid wear by misuse
- › Gives insight into the optimum use of equipment, including advice from Daikin Applied expert's

We will combine Daikin Applied's remote monitoring with complementary service programme best suited to your needs.





## Main features



### Cloud technology to hand

Complex plants have to satisfy contradictory requirements. They need to be accessible 24/7 but commissioning and maintenance costs must be kept to a minimum. Daikin Applied's remote monitoring is a web-based remote monitoring and service system which uses the benefits of cloud technology. Remote maintenance allows your system to be accessed any time, anywhere. All important process data are collected constantly and automatically stored centrally. This gives you a decisive lead in know-how, ideal for building a sustainable business.



### Always up-to-date and in control

Daikin Applied's remote monitoring uses standard web browsers, so it's suitable for any web-compatible devices and it operates in real time. Users log in to the portal to access plant information without any need for special cables or extra software.



### Insight into operational data for enhanced control and reliability

Daikin Applied's remote monitoring enhances control and maintenance programmes. Diagnostics, system upgrades and settings optimisation are carried out remotely where possible. If a visit is required, the service engineer will arrive already prepared, boosting your efficiency.



### Available as part of the Daikin Applied Service Business Plus package

Daikin Applied Service can adopt DoS as part of their condition based maintenance packages, offering tailored monitoring programs within the Business Plus package, refer to our service brochure for more information.



### Simple, effective connection

Most Daikin Applied Chiller and AHU controllers have a built-in IP interface. The system uses this to connect to Daikin Applied's remote monitoring, minimising connection costs and effort. We also have wireless modem communication to avoid interference with your IT infrastructure and LAN costs.



### High security

You can trust Daikin Applied's remote monitoring to be secure in all aspects such as data privacy, data storage security and data transport.

- › All connections are encrypted (HTTPS) to prevent wiretapping and man-in-the-middle attacks
- › CSA security attestation
- › Data privacy conforming to EU data privacy Chapter 5
- › Geo-redundant data storage in Northern Europe



### Operational data insights deliver long-term savings

The major benefit of Daikin Applied's remote monitoring is that your system's data and process data are collected and stored centrally during the system's life-cycle. The data is available whenever needed to make evaluations and to provide valuable information about the system's operating state, reliability and efficiency.

Daikin Applied's remote monitoring is the ideal tool for optimising maintenance and operating costs long term, and for giving you a documented view of your system's capacity requirements.

For more information email [info@daikinapplied.uk](mailto:info@daikinapplied.uk) or visit [www.daikinapplied.uk](http://www.daikinapplied.uk)

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