



**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**

# Daikin Applied Service

## Technically better...

Daikin Applied is the market leader in energy efficient AHU and Chiller products and after sales service. With more than 90 years of experience in air conditioning and climate control solutions, we know what it takes to create the perfect climate.

In 2006 McQuay International was acquired by Daikin Industries the global Applied AHU and Chiller manufacturing, service and spares business.

Following the acquisition, McQuay International was re-branded to Daikin Applied. Now, further strengthened by Daikin Industries we continue to develop leading AHU and Chiller technologies as well as providing market leading service and maintenance programmes.

With McQuay's heritage still at the forefront, our mission is to provide our customer with a total HVAC solution and deliver high-quality AHUs, Chillers and after sales service which is designed and built to achieve maximum comfort, energy efficiency, reliability and value add.

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 to ensure it is running efficiently and to its maximum life-cycle.

Our complete offering is further enhanced by Daikin On Site - remote monitoring, which enables proactive monitoring and diagnosis of AHUs and Chiller 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.

As an innovation leader, we guarantee our products and services can help you achieve your perfect climate.



# ECONOMICAL SOLUTIONS

## Bespoke Service & Maintenance Packages

Daikin Applied Service offers, full after-sales support for the maintenance and repair of ALL brands of HVAC systems including, chillers, AHUs, split systems and VRVs, as well as remote monitoring on your critical HVAC plant.

Operating 24/7 throughout the UK, Daikin Applied Service offers world leading end-to-end service solutions for Facilities Managers and engineering professionals within the HVAC community. Daikin Applied Service are also well positioned to assist commercial clients with any Ground or Air Source Heat Pump service and maintenance requirements.

### Service capabilities

- › Flexible maintenance contracts
- › 24/7 Emergency call out service
- › 4 hour response time
- › Site dedicated service engineers
- › F-Gas Register
- › Daikin on Site remote monitoring
- › On site training for 'front line' service requirements
- › Agreed service level requirements
- › Full chiller running logs taken on every service visit
- › Full spares availability & management
- › Retrofitting & refurbishments

### Benefits

- › ALL manufacturers HVAC equipment maintained
- › Lower energy use for maintained systems
- › Reduce breakdown costs and business impact
- › Tailor made packages to suit your business needs
- › Extends the useful life-cycle of assets decreasing the need for capital replacements
- › Equipment downtime is decreased and the number of major repairs are reduced

### Our Customers



## 2017 FUTURE OF DAIKIN APPLIED

From 2006 until 2017 Daikin acquired several air-conditioning and heating manufacturers to enforce their position in the market. OYL Industries, parent company of McQuay International, AAF International and J&E Hall, ROTEX GmBA, Airfel, TEWIS

# 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 solution that incorporates 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.



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			✓

### Accreditations



14001: EMS 539595 | 9001: FS 67147

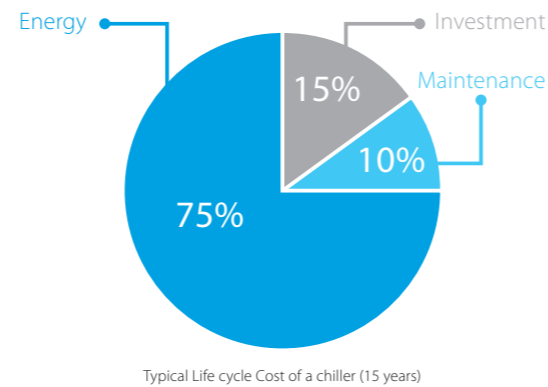
# Why

## 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.

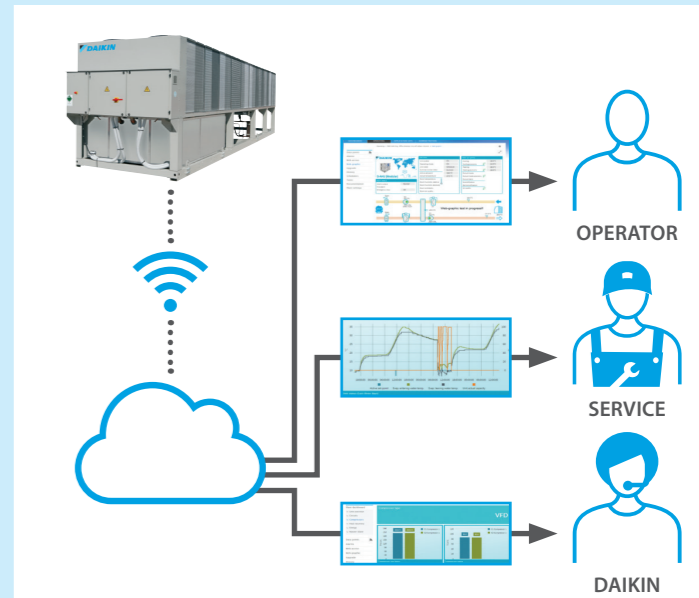
Using Daikin Applied's remote monitoring results in optimum use and costs over the system's entire lifetime:

- › 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.

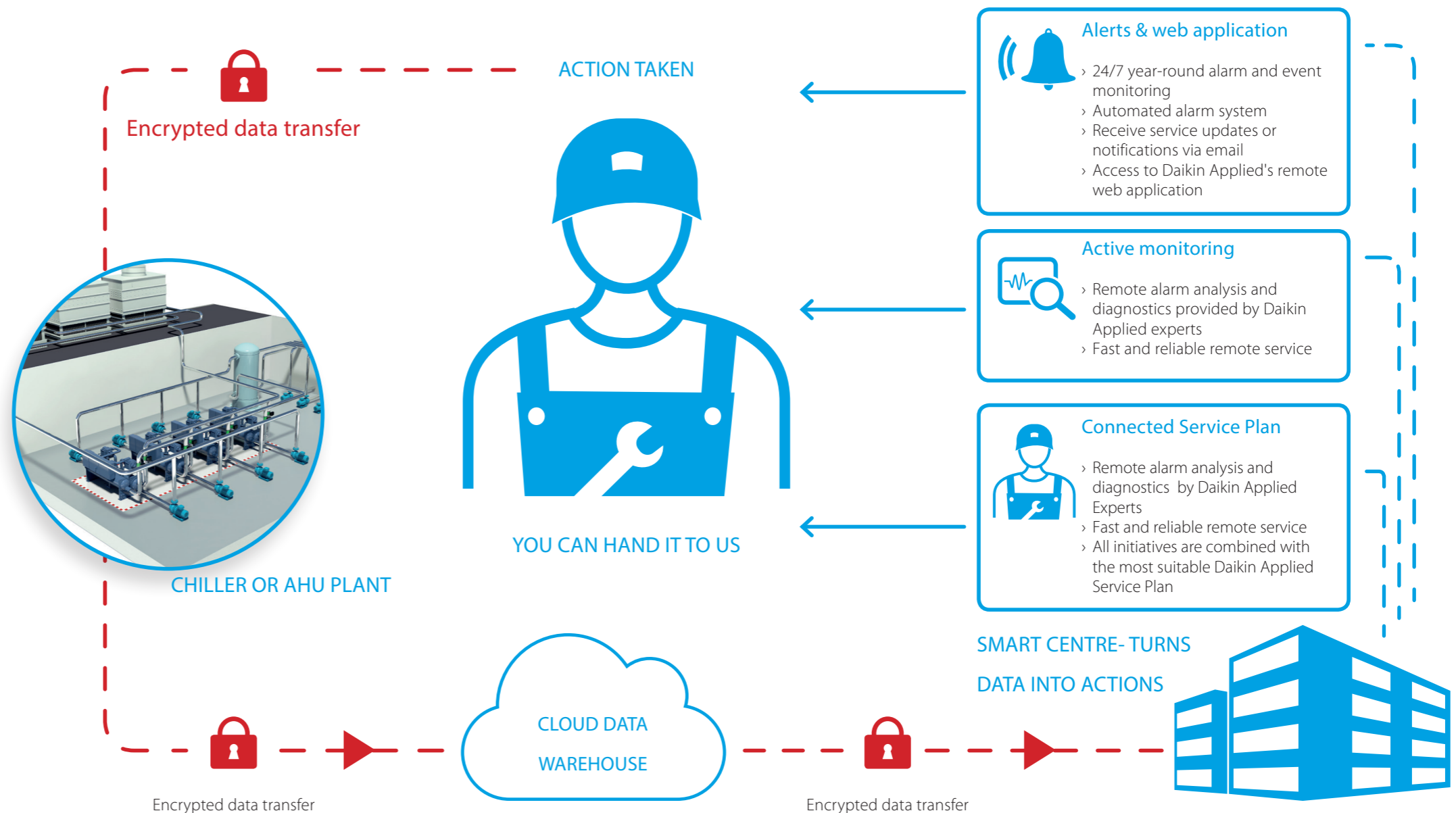
Daikin Applied's remote monitoring has predefined user roles like:

- › 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@daikinappliedservice.uk](mailto:info@daikinappliedservice.uk) or visit [www.daikinappliedservice.uk](http://www.daikinappliedservice.uk)

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