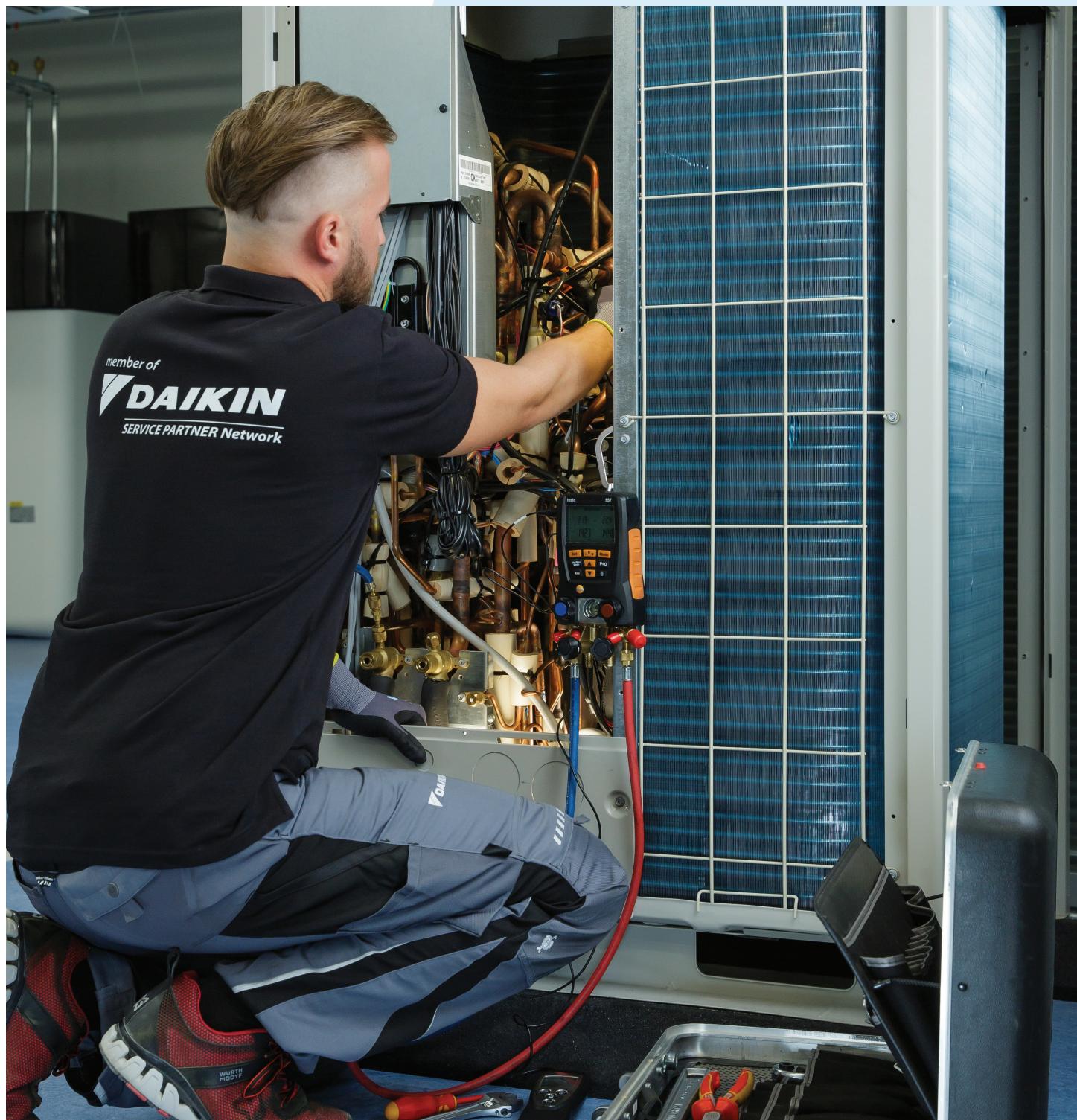




DAIKIN APPLIED SERVICE

Connect & maintain Maintenance

Smooth operations



Our approach

Let Daikin Service ensure that your HVAC system is properly maintained. A seasonal tune-up, a critical repair, a system diagnosis to get to the bottom of an issue - we do it all. Our expert, factory-trained technicians will save you time and money, keeping you informed of what is going on with your equipment with written reports and regularly scheduled site visits. Seasonal startup and shutdown of your HVAC system, where required, provide additional touchpoints to ensure that your building is operating at its highest efficiency. Combined with our extensive parts inventory and centralized distribution, you get best-in-class service. We have a fleet of temporary heating and cooling solutions for emergency situations and planned shutdowns.

Maintenance plans

To ensure that your equipment is maintained in optimal condition and for a lifetime, our maintenance involves a specialist who not only checks that all components are functioning correctly but who also performs necessary cleaning and adjustments. This regular care is vital for preventing unexpected breakdowns.

- Our plans include preventive and predictive maintenance
- Our proactive approach focuses on regular inspections and the immediate correction of minor issues before they develop into major problems. Our predictive maintenance utilises advanced diagnostics and data analysis to foresee potential failures before they occur.
- Both types of maintenance are supported by our specialised service technicians who use only authentic Daikin parts.

Predictive services

If you want to go one step further in extending the lifetime of your machine, we offer you our predictive services. Predictive maintenance services **anticipate failures before they happen to mitigate the risk of failure.**

Some of the specialized services in our portfolio are:

- Oil analysis
- Water analysis
- Refrigerant analysis
- Vibration analysis
- Thermographic analysis
- Eddy Current test

For those who have in-house maintenance capabilities, Daikin Service can also **guide your team and be on standby for more complex technical needs** with predictive maintenance.

- Descaling/brushing
- Cleaning filter indoor units (VRV only)
- Mechanical inspection (star gate) of screw compressor/Overhaul
- Maintenance of ancillary equipment, such as pumps, cooling towers, ... (turnkey projects only)

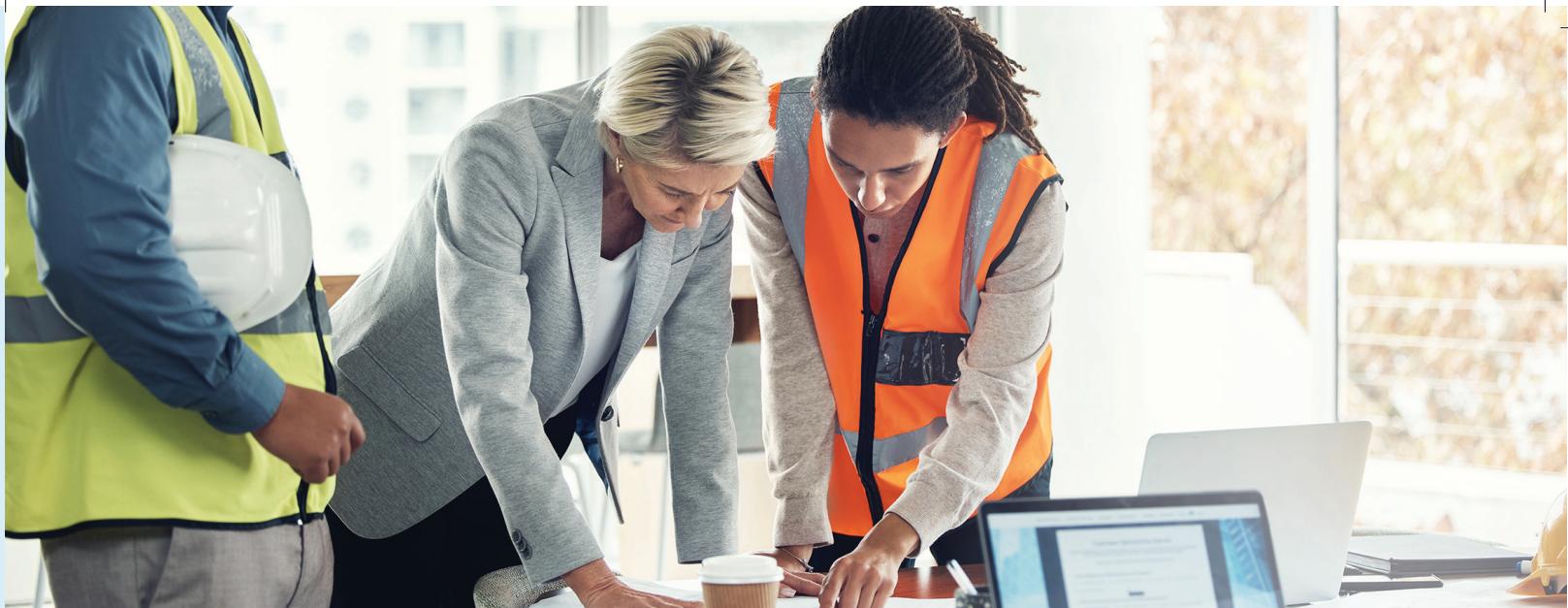
Proactive services

With proactive maintenance services, **we support you with proven experts, offerings and processes to ensure customers get the help they need from a trusted advisor.** We are at your service with:

- Priority planning in case of repairs
- Diagnostic analysis within 48 hours
- Technical helpdesk assistance
- Visits during business hours
- Visit reports and service history logbook
- Discounted price on labour for repairs (contract > =3 years)
- Contingency planning

Daikin's service technicians can perform all of the vital maintenance your system needs to **ensure your equipment is running at peak efficiency.** From proper cleaning to software upgrades and necessary maintenance, our techs will maximize your system to help extend the life of your equipment. It includes:

- F-GAS leak detection and logbook validation
- Annual preventive maintenance
- Seasonal preventive maintenance
- System diagnostics
- Condenser cleaning
- Air filters cleaning
- Daikin On-site system inspections & report



Full peace of mind

Our Proactive and Predictive services can be complemented with an **Extended Warranty on your equipment**. You can choose to cover the future costs of repairs, both for labour and for spare parts, that are caused by wear and tear. That way you have a clear image of the total cost of ownership.

If you operate a business for which 24/7 uptime is critical, then this package is also for you.

It's clear, with this plan Daikin has your back, so you can focus on your business and what you do best.

The 'Full peace of mind' package can be topped up with services that fast-track any potential interventions needed, such as:

- Fast intervention times (<4 hours in certain circumstances)
- Stock on site
- Priority access to rental equipment
- Training for your staff
- A technician on site

Commissioning

A well-functioning installation starts with a proper commissioning. That is why at Daikin we can do this commissioning for you or you can **work with one of the many installers that we have trained** to do so.

Additional support services



Energy audit on-site
(HVAC equipment only)



Energy inspection
(if applicable -EBPD legislation)



Installation of energy meter



Refrigerant recovery



Controls & engineering consultancy support

Daikin360

Integrated Service Solutions

We understand that your building is one of your company's most significant investments, and a cornerstone of growth and success. Our expertise in HVAC systems, delivered through Daikin360 Integrated Service Solutions, can help by creating an ideal environment and quality air that propels your people

and customers forward. Plus, our **advanced energy-saving solutions** and **protective maintenance plans** can help you control your maintenance and operational costs. You can count on Daikin for **advanced technology, agility and reliability**.



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