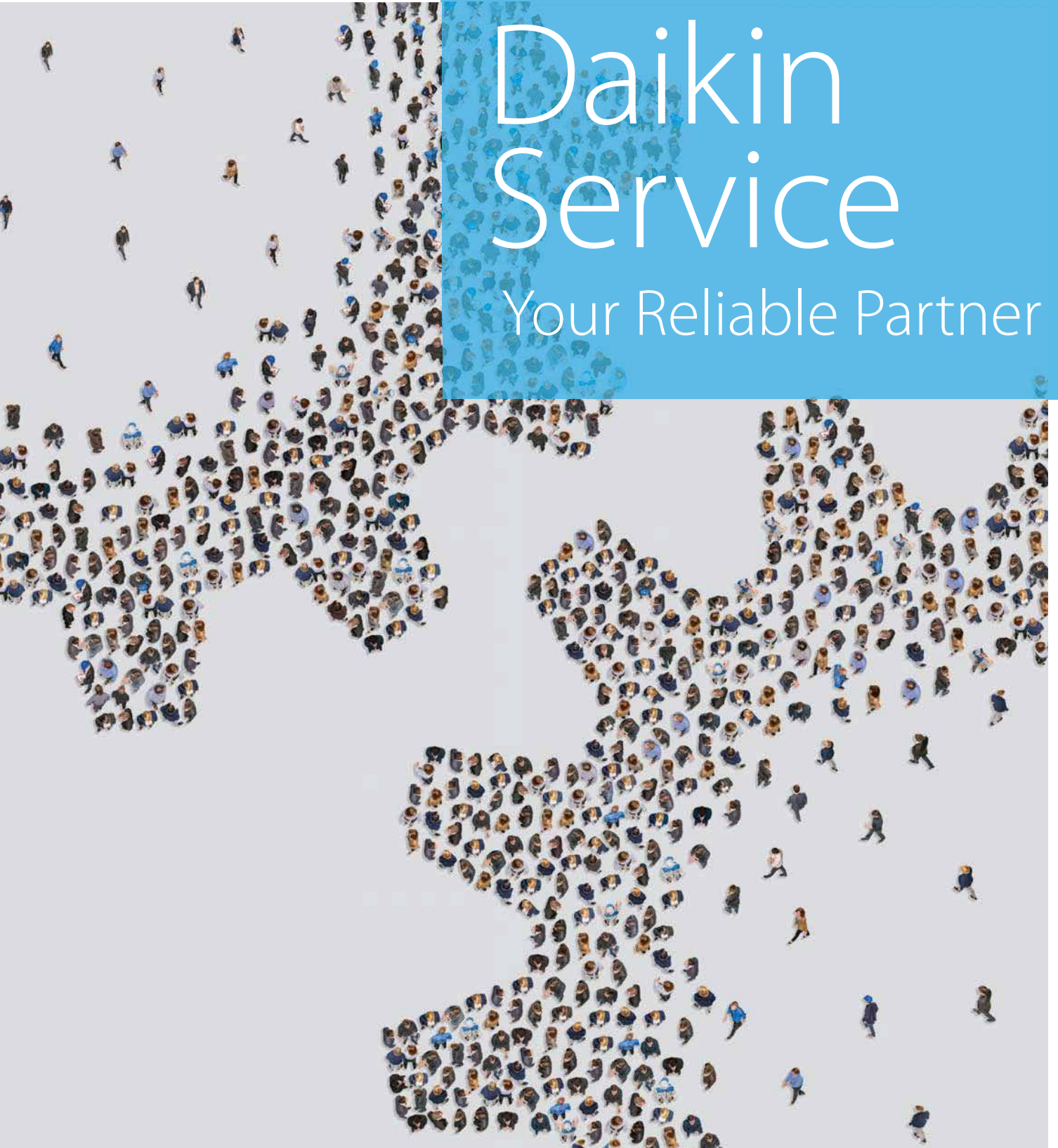


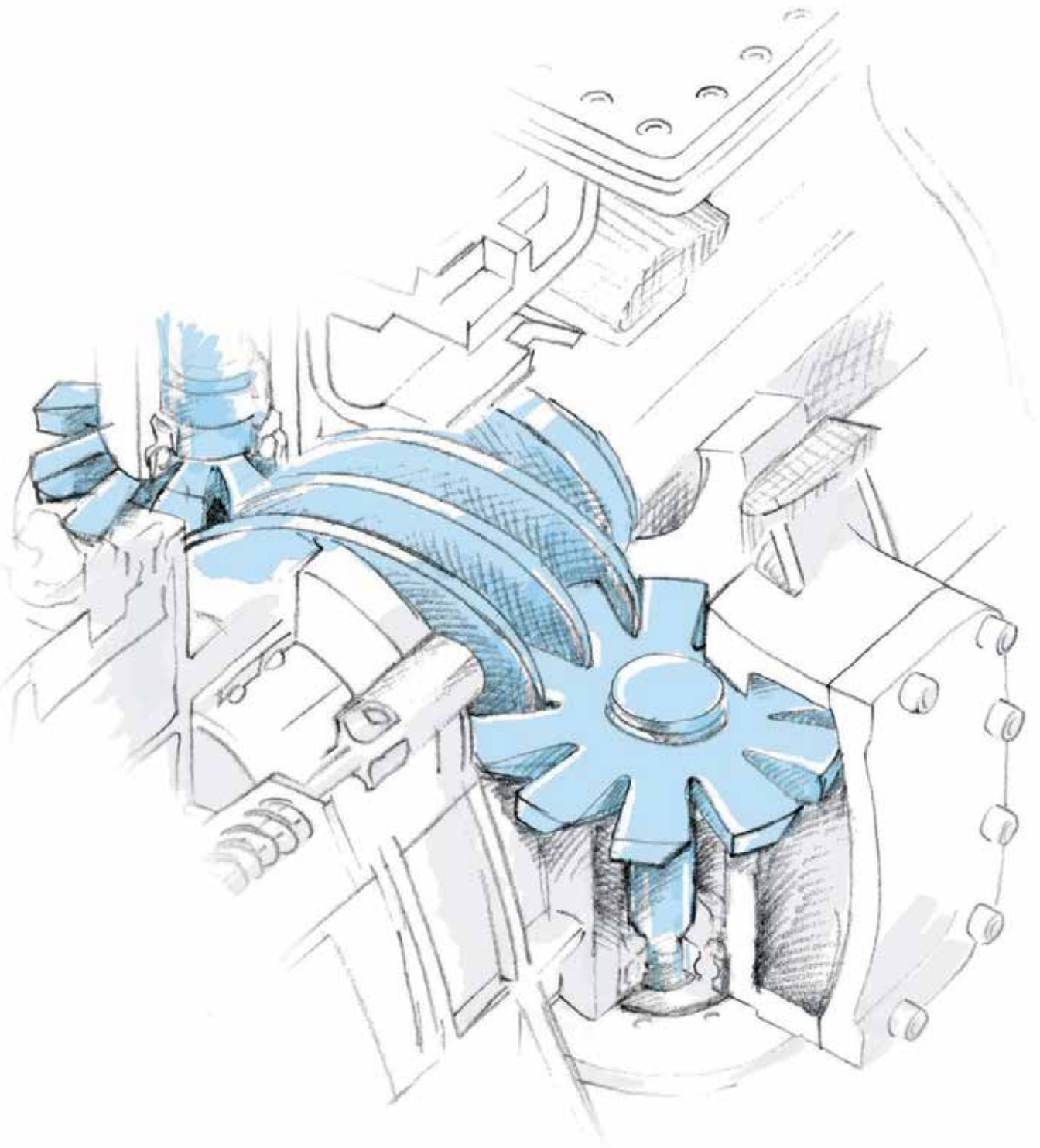


Innovative & Efficient Solutions For You

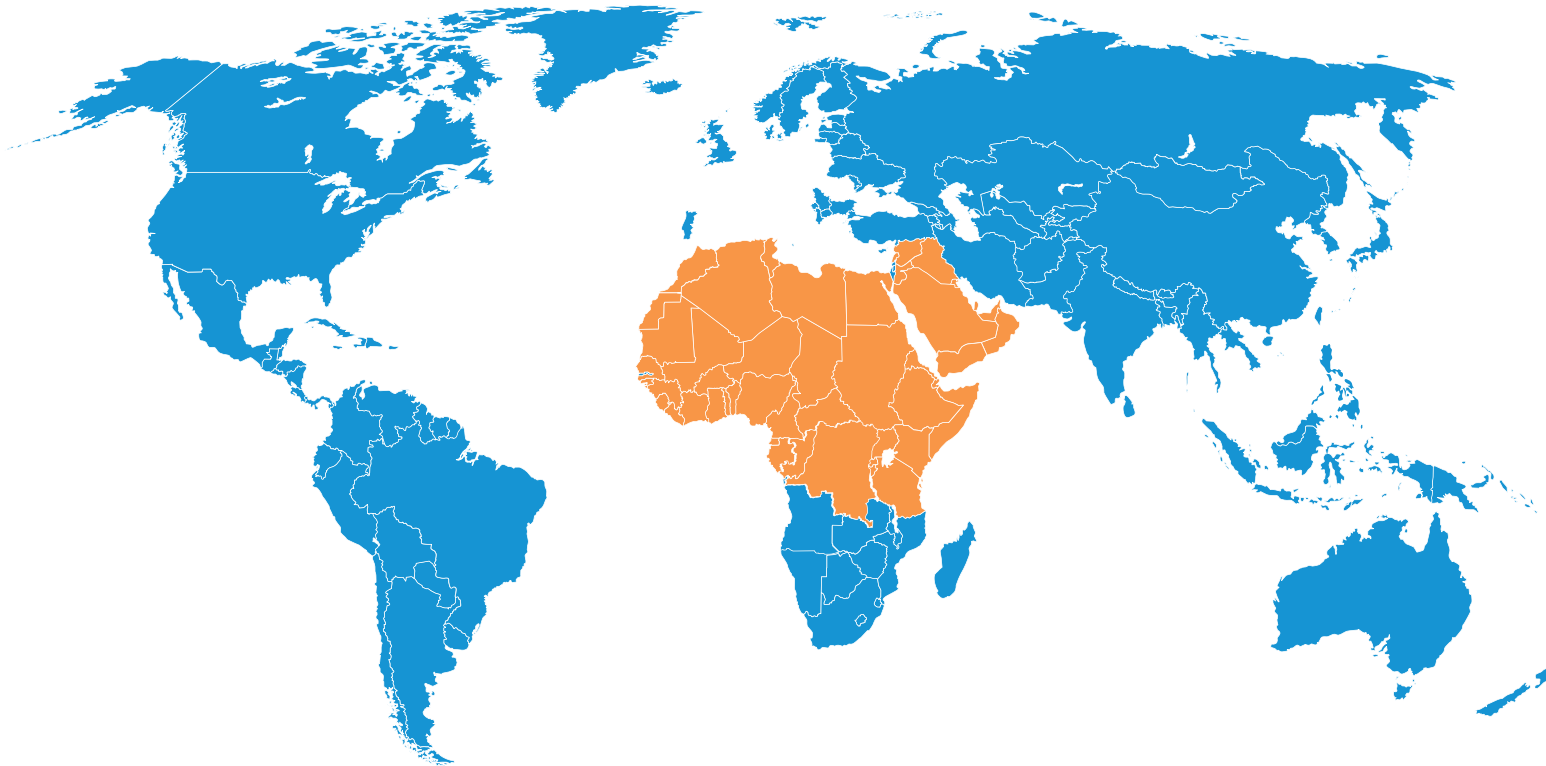
Daikin Service

Your Reliable Partner





Expert services from the brand you trust



The world's most prestigious companies look to Daikin products and systems to deliver engineered and flexible solutions. No matter what the building type is, Daikin has the reliable products, knowledgeable applications expertise and responsive support to fit all your HVAC requirements.

Daikin Middle East and Africa is the regional office for all sales and after-market support for the entire product line for Daikin: VRV, DX systems, Chillers and Airside. We provide full sales and service support to our clients and partners across the region.

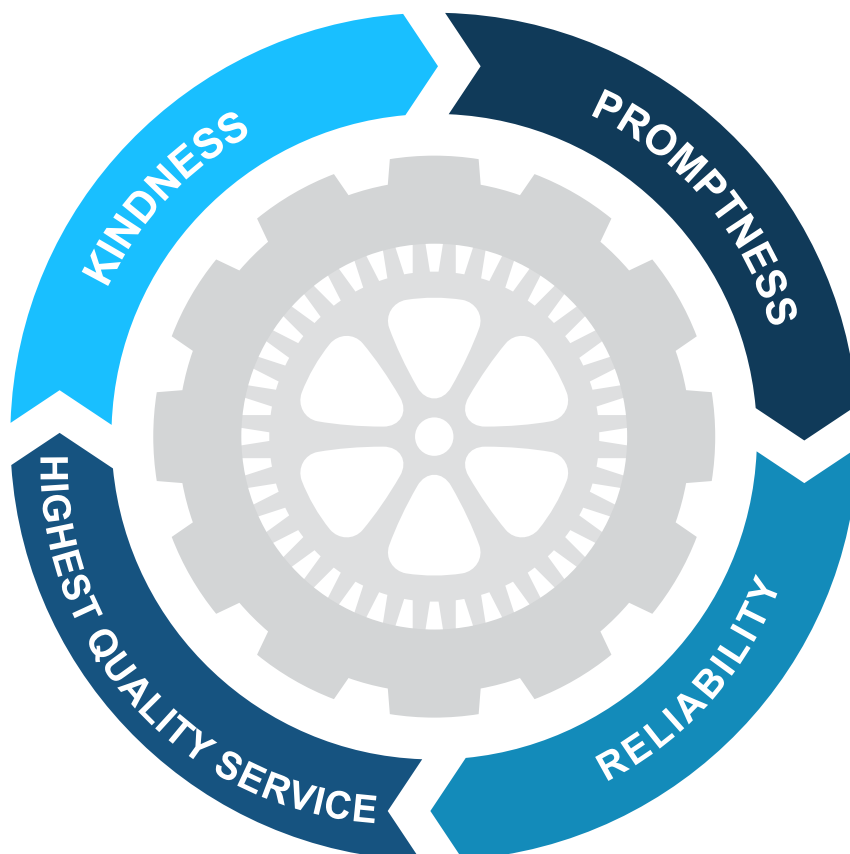
Our company is multi-cultural, fast growing, dynamic and rewarding. The result is a unique work environment, built on 3 company values: **Absolute Credibility, Enterprising Management and Harmonious Personal Relationships**



A well-maintained HVAC system adds value and continuity. Taking steps to prolong your installation's working life lets you focus on your core business.

Daikin Philosophy

- » Create New Value by Anticipating the Future Needs of Customers
- » Contribute to Society with World-Leading Technologies
- » Realise Future Dreams by Maximizing Corporate Value
- » Think and Act Globally
- » Be a Flexible and Dynamic Group
- » Be a Company that Leads in Applying Environmentally Friendly Practices
- » With Our Relationship with Society in Mind, Take Action and Earn Society's Trust
- » The Pride and Enthusiasm of Each Employee Are the Driving Forces of Our Group
- » Be Recognized Worldwide by Optimally Managing the Organisation and its Human Resources, under Our Fast & Flat Management System
- » An Atmosphere of Freedom, Boldness, and "Best Practice, Our Way"
- » After-Sales Service Policy is Reliability, Kindness, Promptness with Highest Quality Service



Sustainable solutions

tailored to your needs

Daikin products are as good as their name. That's why Daikin offers a range of services that offer increased efficiency, life cycle economy and guaranteed satisfaction, not to mention peace of mind. At Daikin, we understand that HVAC is a big investment – not just for the initial installation, but also in terms of maintenance. That's why we also want to keep your system running efficiently. Whether you want to talk to technical assistance, find the perfect service plan or optimise your system, Daikin is there for you.

Optimisation and upgrades



Intelligent remote
monitoring



Upgrading /
optimisation

Keep the installation in top condition



Service plan

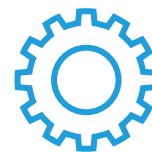


Installation support



Commissioning

Parts and repairs



Spare parts



Repair service



Whether it's technical support, a service plan or an upgrade, you can count on the experts at Daikin Service to ensure your system performs reliably and efficiently.

Integrated solutions from the experts

An efficient HVAC system is a healthy HVAC system. Keeping it in top working condition is critical for the well-being of a building's occupants. Our intelligent remote monitoring helps you identify most of the problems before they even occur. And if your cooling or heating loads changed over time, or your system is no longer performing optimally, consider upgrading. You may not need a full replacement – optimising or modernising an existing installation is often more

cost-effective and environmentally friendly. Daikin will team up with you to select the best technical and financial solution. We help you:

- › track energy use and performance with remote monitoring, preventing unexpected breakdowns
- › comply with regulations via retrofits
- › upgrade to more energy-efficient equipment
- › do your part to protect the environment

Preventive system solution from day one

You purchased the most efficient equipment available, right sized it to match the building's requirements and had experts commission it to ensure it operates optimally, as specified. You probably want to keep it that way. Daikin Service and our partners can help you keep your investment fit by:

- › deploying only highly qualified Daikin staff and authorised Daikin partners for maintenance and repairs
- › being proactive from day one, assisting with the installation process and providing an effective commissioning
- › taking a predictive maintenance approach
- › using only genuine parts
- › tailoring our Daikin service plans to suit your needs

On-time quality solutions

Daikin's experts are ready to assist you when you most need it. Our world-class logistics provide the necessary parts promptly and our engineers deliver the best-in-class service, repairing your equipment efficiently. Allow our professional service team to put their expertise to work for you by:

- › offering quick delivery of quality spare parts for all models
- › ensuring professional repair and emergency support services
- › responding quickly to minimise the downtime of your installation

Daikin After-Sales Service Portfolio



Services offered

- » Annual Maintenance Agreements
 - o Comprehensive Maintenance Agreement
 - o Labour Maintenance Agreement
 - o Inspection Maintenance Agreement
 - o Remote Monitoring Service
 - o Air Conditioning Intelligent Network

- » Repairs and overhauls
 - o Onsite repairs
 - o Compressor rebuilding of various types
 - Centrifugal compressor, Screw compressors, Reciprocating compressors

- » Upgrades
 - o Retrofitting | Refurbishing HVAC equipment
 - o HVAC system upgrade
 - o Tube replacement
 - o Controls solutions
 - o Energy-saving services

- » Special Service - NDT
 - o Eddy current test
 - o Oil test and analysis
 - o Vibration analysis
 - o Thermal imaging
 - o Chilled water analysis

- » VRV Project Management

- » Training & Development

- » Spare Parts Support

Serviced Products

VRV / DX



Unitary / Rooftop



Air Side



Applied / Chillers



Maintenance Agreements

Daikin Middle East and Africa FZE provides support to its installed base by providing the customised solution to the asset owners and facility management teams across GCC and Africa.

Various combination of labour, maintenance, consumables, operation, etc. are used to serve our prestigious customer base, backed up by our factory trained team of technicians.

The agreements can encompass various HVAC products like VRV/DX, Unitary Products, AHU, FCU, Applied Chillers, Cooling Towers, Pumps, etc.

Some of the agreement types:

» Comprehensive Agreement

Includes all preventive services, all breakdown labour, all parts, material and consumables to give peace of mind to customers

» Labour Agreement

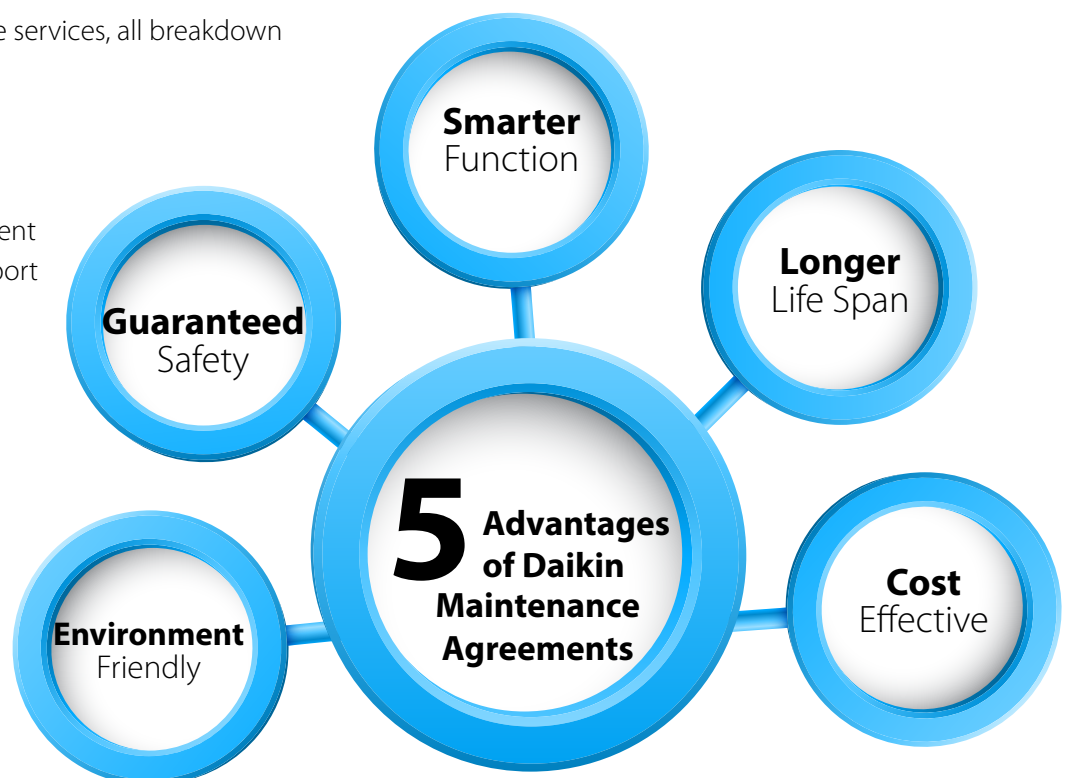
Includes all preventive services, all breakdown labour

» Inspection Agreement

Includes specialised inspection of equipment and submission of report

» Remote Monitoring Services

Includes specialised attention by monitoring your equipment and provide timely feedback



Daikin Middle East and Africa maintains more than 150,000 refrigeration tons of air conditioning equipment in the Gulf and Africa regions and provides support to the entire distribution network.

Protect your building assets through **Daikin Factory Service solutions**

We understand that the customer demands the best service when it comes to managing their building facilities. The need to provide a safe, comfortable and quality building environment, with lower operating cost, always comes as a priority.

Daikin Factory Service offers solutions to help you get the most of your operations budget by controlling the maintenance costs and projecting the needs of your HVAC equipment. Our contract offers the following options:

- » Planned preventive maintenance visits
- » Emergency call out and repairs
- » Support 365x24 service back up, as per agreement
- » 24-hour operation of the Chiller Plant
- » All parts and consumables (including compressors, if required)
- » Remote monitoring of equipment
- » Megger test for all compressor motors
- » Thermal imaging
- » Oil analysis
- » Vibration analysis
- » Eddy current testing of heat exchangers
- » Chilled water analysis

Some of the **Prestigious Projects** that we are associated with:

In the GCC:

- » One&Only Royal Mirage, Dubai
- » Mövenpick Hotel
- » Al Rostamani Building
- » Emirates Holidays
- » Dynatrade Executive Staff Accommodation
- » Almarai
- » Crowne Plaza Sohar, Oman
- » Royal Court of Affairs, Oman
- » Abu Dhabi Investment Council Tower
- » Latifa Hospital
- » Dubai Health Authority Clinics
- » Medcare Hospital
- » Al Raha Mall and Hotel
- » Mercure Grand
- » Four Points by Sheraton
- » Conrad Hotel
- » Qasr Al Sarab Desert Resort by Anantara
- » Ramada Chelsea Hotel
- » Centro Barsha
- » Wafi Property
- » JA Jebel Golf Resort
- » Various schools
- » Dubai Air Show Facility
- » Musanada School
- » Abu Dhabi Vegetable Oil Company
- » Lamprell Petrochemicals

In KSA:

- » HQBP, Jeddah
- » Novotel Hotel, Riyadh
- » Isuzu Factory, Dammam
- » Tatweer Head Office, Riyadh
- » Saudi Investment Bank – Main Building, Riyadh
- » Saudi Investment Bank – Annex Building, Riyadh
- » Sumitomo Institute, Rabigh
- » Jeddah Ports Building, Jeddah

Control Solutions

Controlling the HVAC Equipment is key to achieve proper operation. Controls are one of the most important key elements in implementing an HVAC System. No matter how reliable and good your system could be, without proper control, it is almost impossible to fully operate and optimise the equipment.

We have a team of expert Control Specialists who could implement the most complicated control

logic and support to integrate our various products with the BMS.

From Daikin VRV's I-Touch Manager to Microtech III, our specialists could help support our clients to program, implement and commission these sophisticated controllers.



Which system offers the best solution?

I want Daikin to monitor my air conditioning system to guarantee the highest efficiency

Intelligent Network

- » Keep your air conditioning system in top condition and trouble-free
- » Automatically select the optimum energy saving setting for your AC system



I want **FULL INTEGRATION** of my Daikin Air Conditioning System via **Daikin Control Solutions** with the option to integrate other third party building facilities

Intelligent Manager

Complete Daikin mini BMS for building climate control

- » Integrate full Daikin Portfolio
- » Integrate third party equipment

Intelligent Controller

- » Detailed and easy monitoring and operation of air conditioning systems (maximum 2 x 64 groups)
- » Integration of basic building control functions possible (i.e. fire alarm, etc)

Multi-zone control via centralised control:

- » Access to daily used functions for multiple indoor unit groups/zones
- » Functions range from ON/OFF control to the setting of weekly schedules

Individual zone control:

- » Access to daily used functions for one indoor unit (group)
- » Units range from easy to use infrared controls to specially developed built-in hotel controls



I want to **INTEGRATE** the control of my Daikin Air Conditioning in a third party control system (Open Protocol Interface)

BACnet Interface

- » Integrate control system for seamless connection between your Daikin Air Conditioning and BMS system

LonWorks Interface

- » Open network integration of Daikin air conditioning monitoring and control functions into LonWorks networks

Modbus Interface:

- » Open network integration of Daikin air conditioning monitoring and control functions into Modbus networks



Alternative integration devices:

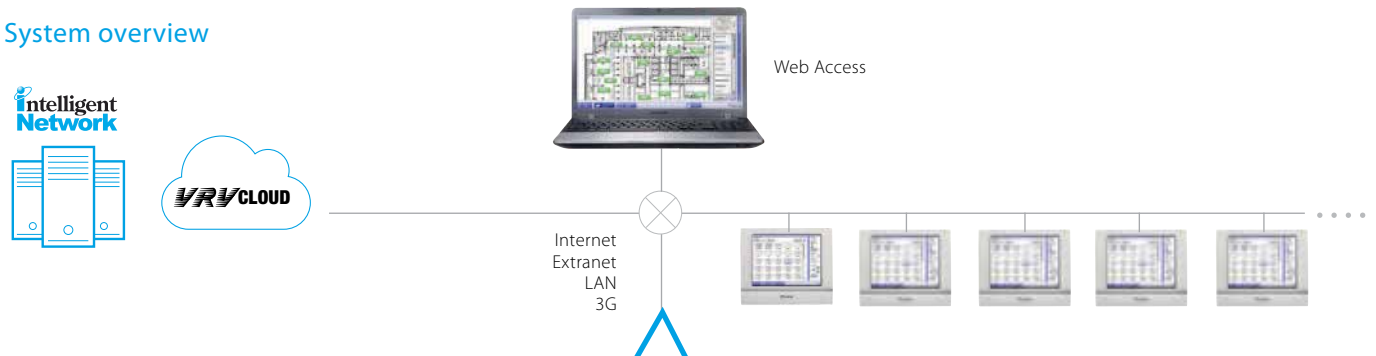
Daikin's adapter PCB's simple solutions for unique requirements

Mini BMS

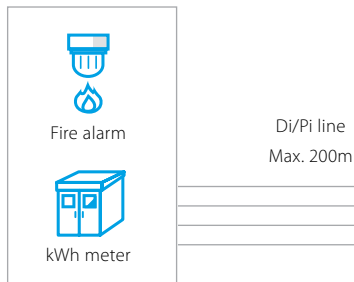
with full integration across all product pillars

- Price competitive mini BMS
- Cross-pillar integration of Daikin products
- Integration of third party equipment

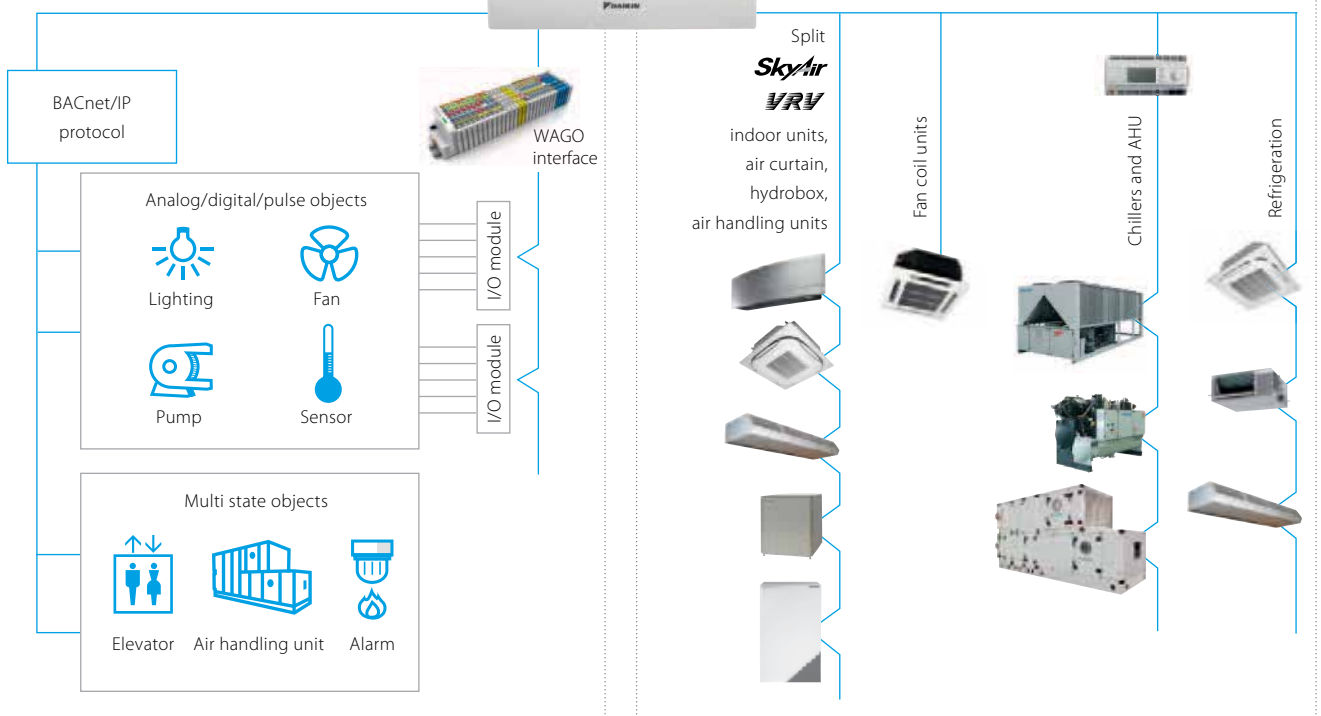
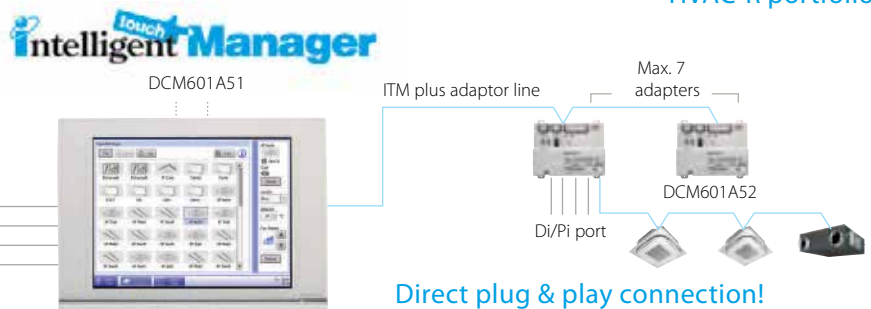
System overview



Integration of third party equipment

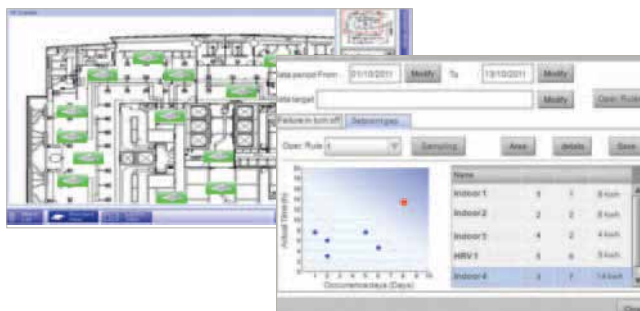


Full control of Daikin HVAC-R portfolio



User friendliness

- › Intuitive user interface
- › Visual lay out view and direct access to indoor unit main functions
- › All functions direct accessible via touch screen or via web interface



Smart energy management

- › Monitoring if energy use is according to plan
- › Helps to detect origins of energy waste
- › Powerful schedules guarantee correct operation throughout the year
- › Save energy by interlocking A/C operation with other equipment such as heating

Flexibility

- › Cross-pillar integration (heating, air conditioning, applied systems, refrigeration, air handling units)
- › BACnet protocol for 3rd party products integration
- › I/O for integration of equipment such as lights, pumps... on WAGO modules
- › Modular concept for small to large applications
- › Control up to 512 indoor unit groups via one ITM and combine multiple ITM via web interface

Easy servicing and commissioning

- › Remote refrigerant containment check preventing on site visit
- › Simplified troubleshooting
- › Save time on commissioning thanks to the pre-commissioning tool
- › Auto registration of indoor units

Functions overview



Languages

- › English
- › French
- › German
- › Italian
- › Spanish
- › Dutch
- › Portuguese

System layout

- › Up to 512 unit groups can be controlled (ITM plus Integrator + 7 iPU (incl. iTM adaptor)
- › Ethernet TCP/IP

Management

- › Web access
- › Power Proportional Distribution (option)
- › Operational history (malfunctions, ...)
- › Smart energy management
 - monitor if energy use is according to plan
 - detect origins of energy waste
- › Setback function
- › Sliding temperature

Control

- › Individual control (512 groups)
- › Schedule setting (Weekly schedule, yearly calendar, seasonal schedule)
- › Interlock control
- › Setpoint limitation
- › Temperature limit

WAGO Interface

- › Modular integration of 3rd party equipment
 - WAGO coupler (interface between WAGO and Modbus)
 - Di module
 - Do module
 - Ai module
 - Ao module
 - Thermistor module
 - Pi module

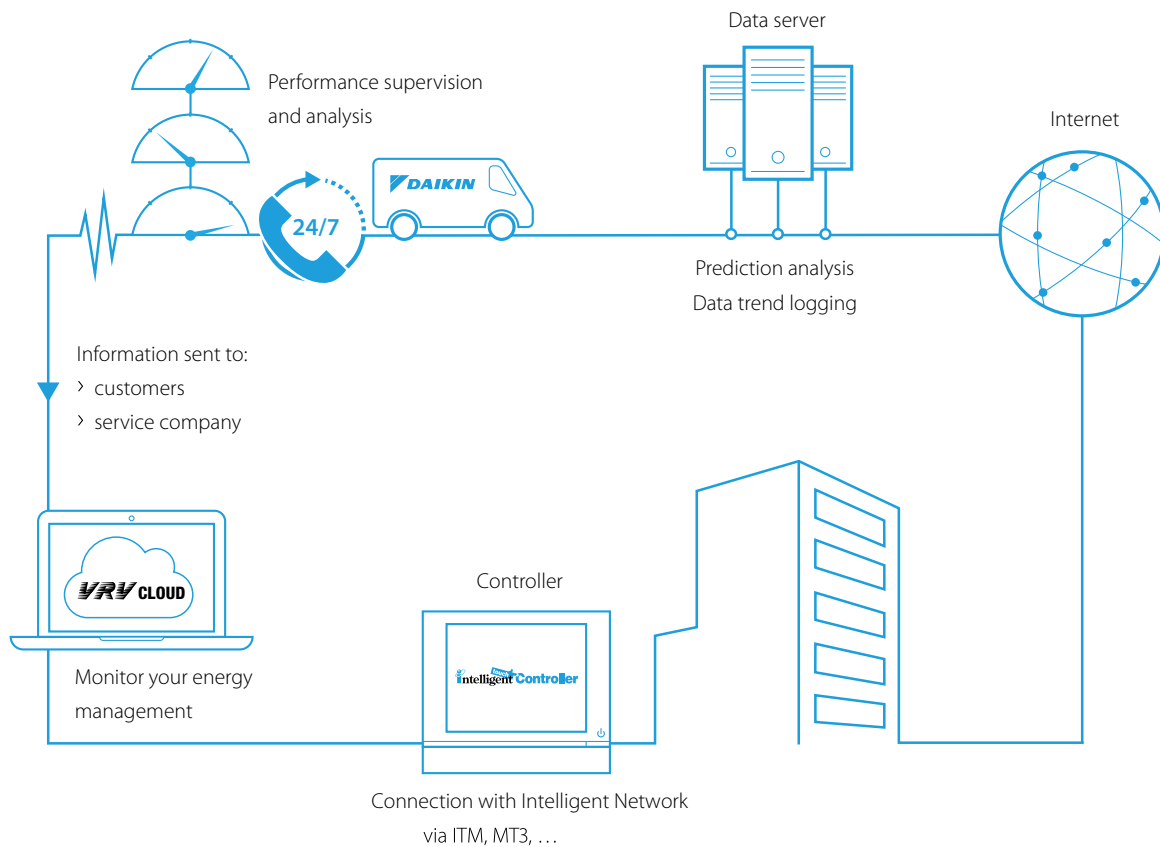
Connectable to

- DX Split, Sky Air, VRF
- Chillers (via POL638.70 controller)
- Daikin AHU
- Fan coils
- Daikin Altherma Flex type
- LT and HT hydroboxes
- Air curtains
- WAGO I/O
- BACnet/IP protocol

intelligent Network

We at Daikin strongly believe that **PREVENTION IS BETTER THAN CURE.** We promote predictive maintenance, resulting in fewer breakdowns, less downtime and less costly repairs. Our unique maintenance plan is tailored to meet the demanding environment in the Gulf.

Through our factory trained specialist staff, we ensure optimum use of advanced tools and instruments resulting in less surprises and more control on preventing a breakdown.

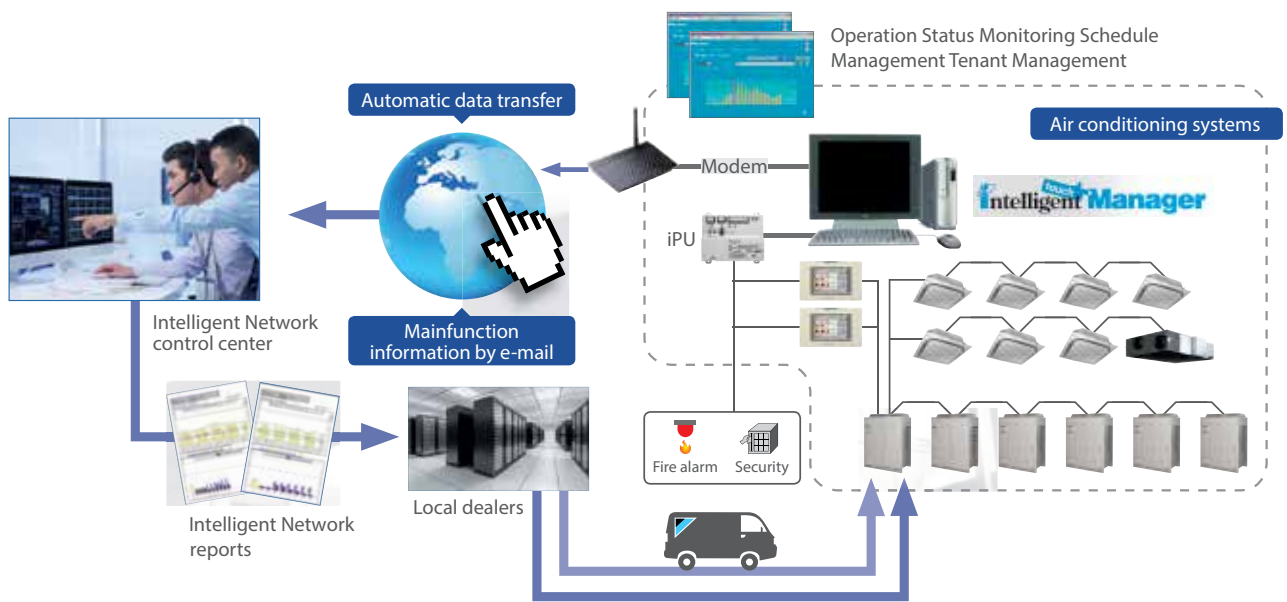


Available for VRV and chillers

“We promote predictive maintenance resulting in fewer breakdown and less downtime”

What is Intelligent Network?

Intelligent Network is an advanced unique service offered for Daikin VRV and Applied equipment that provides a smarter way to maintain your HVAC equipment. Real time failure prediction and error detection on your equipment is possible, including remote technical support that can help you maximise your investment through fast response and cost effective maintenance.





Intelligent Network

As part of your maintenance program, Intelligent Network enables us to provide added value through the ability to predict future breakdowns, continuously monitor your equipment's operational performance, and provide remote service support when required.

Our factory trained staff are ready to provide service to your site and provide monthly and annual summary reports with your system's operational information.

Intelligent Network provides total peace of mind

Imagine if you can predict the future!

Compared with other service companies, in case of breakdown, the customer notifies the service center who then arranges technicians to attend to the site and inspect the breakdown and arranges for procurement of parts to repair the unit.

With Daikin's Intelligent Network, we are automatically notified of any error or possible causes of future failure. The error notification will be sent by email or SMS to ensure that a response team would provide the required support. Via the internet, our team may respond remotely, connecting to the equipment to

diagnose the issue and determine its cause. On the other hand, our team could also be deployed on-site, depending on the type of failure and agreement with the customer.

Once the issue has been identified, Intelligent Network enables us to diagnose and resolve issues remotely. It will also allow us to determine what will be required by our maintenance team before we visit the site. This advanced knowledge can eliminate an additional trip to the customer's facility or reduce the number of trips resulting in quicker problem resolution.

What are the benefits of Intelligent Network?

<p>Reliability</p> <p>Round-the-clock service system. In case of emergency, Specialist Engineers will reach the location within the agreed time.</p>	<p>Comfort</p> <p>Round-the-clock on-line diagnosis of equipment and operational condition along with our unique prediction function will prevent failure.</p>	<p>Low Cost</p> <p>Maintenance fees can be less compared to conventional maintenance as the size of the air conditioning system increases.</p>
<p>Energy Saving</p> <p>Air filters, heat exchangers and operational parameters are automatically monitored for any issues to ensure energy efficient operation</p>	<p>Long Service Life</p> <p>Less Deterioration, thus less costs, by keeping the equipment at its best condition.</p>	<p>Labour Saving</p> <p>Various data reports and suggestions for improvement contribute to efficient equipment management.</p>

VRV Cloud – your smart energy monitor



Visualise and manage consumption intelligently

VRV Cloud is one of Daikin's intelligent remote monitoring services, operating on the i-Net platform. It is a smart visualisation tool that employs a cloud server to simulate and analyse your VRV's operating data. It does more than just track temperature and energy use: it sets annual targets, warns you when you exceed your projected usage, and works with you to manage power consumption.

Daikin's solution for hands-on energy management is simple to use and set up. VRV Cloud interface offers different ways to evaluate or monitor building energy, target energy use, compare overall energy use between locations or analyse operations. It's accessible online – anytime and anywhere, which means you are always in control.

Who benefits from VRV Cloud?

VRV Cloud's analysis tools put you in the driver's seat, whether you're managing just one location or multiple sites. It provides remote monitoring for all your VRV energy and operation data and suggests how you can reduce costs and increase efficiency.

Single-site facility managers can:

- › Track overall site energy usage, by location
- › Monitor energy data on a yearly, monthly and daily basis
- › Identify areas where energy is wasted, such as unnecessary heating or cooling at night
- › Convert data into various forms for ease of use (e.g., per kWh/m, per euros, per CO₂ kg)
- › Set and change heating and cooling points, alarms, etc. (iTM Link)
- › Monitor the system online 24/7

Multiple-site facility managers can also:

- › Display site size in metres, making it easy to compare multiple sites
- › Show overall site energy usage (VRV, lighting, etc.) for one or more locations

Because VRV Cloud is always on duty, you can focus on your core business. It also enables building owners to check data on selected sites or groups and compare multi-building energy data.



INTELLIGENT MONITORING

VRV Cloud means added value

VRV Cloud allows customers to self-manage and determine where operations can be optimised. It provides a realistic target for annual energy consumption, with savings as high as 15%!

- > You plan your annual energy target
- > The cloud server monitors and checks the progress of your plan
- > If action is needed, the cloud server lets you know

Base your annual energy target on customer experience – that is, using the previous year's energy bill to set a target – or let the program recommend an annual energy target using stored data from one year of energy usage. Naturally, you are in control: adjust your settings or your target at any time.

Packaged concept

Since VRV Cloud is a service that works on the i-Net platform, Daikin's intelligent monitoring system, no additional wiring or sensors are required; once the VRV control is installed, you can start monitoring straight away. Start-up is fast, easy and costs less than installing a Building Energy Management System (BEMS).

If you're ready to take control of your system and start saving now, contact Daikin today to find out how VRV Cloud can help you.



VRV Cloud connects you directly to your equipment and allows you to monitor the direct impact of your energy saving measures. More advanced remote monitoring services are available.

VRV Cloud complements the remote monitoring services that operate on Daikin's i-Net platform. Simple controls allow you to quickly access all functionalities.





Regional field intervention
and support

“Whether VRV, Chiller or
typical split unit, we have
the right professional
ready to support you”

“We are available whenever and wherever you need”

Our team of professional Engineers and Technicians are available to support regionally based on-demand.

We can perform start-up and commissioning of Daikin equipment, inspection, troubleshooting, and analysing escalated issues to support our clients and solve the field-related HVAC concerns in the Middle East and Africa, where our local teams are ready to support or through our authorised service providers within our distributor network.





Retrofitting and refurbishing old HVAC systems

Most of the customers with old HVAC systems are always at the edge, waiting for an imminent breakdown to happen and worried about the high cost of repair which could easily break the budget. The usual choice is either to plan for complete equipment replacement, or, to defer the capital investment by accepting the increasingly higher expenditure, due to frequent breakdown and unexpected maintenance costs.

We have developed retrofit kit and upgrade solutions to modernise old and existing HVAC systems, utilising eco-friendly refrigerants, modern control, single-screw inverter technology and PID control logic, thereby

improving the cooling capacity of the old systems and drastically increasing the efficiency.

We work towards the enhancement of the efficiency of heat exchangers by replacing the old/damaged tubes with new factory supplied tubes to increase the longevity of the equipment with increased performance.

Modern equipment provides the better efficiency and reduces carbon footprint. Leading service providers invest on upgrading their equipment to ensure smooth and reliable operation by upgrading the part or complete system.

Benefits of refurbishing old equipment

Reliability

We upgrade the equipment to run smoothly without any breakdowns

Lower Cost

Customer spends 40-60% of the new chiller cost even in the case of major upgrades and the equipment life is extended without the need of replacing it with new equipment.

Free AMC

The customer gets a free maintenance contract with the refurbishment, thereby getting a warranted work. We can assist by formulating the service plan using Annual Maintenance Contract for further years.

Efficiency

After the chiller is upgraded, energy bills are considerably reduced due to inherent technological advantage.

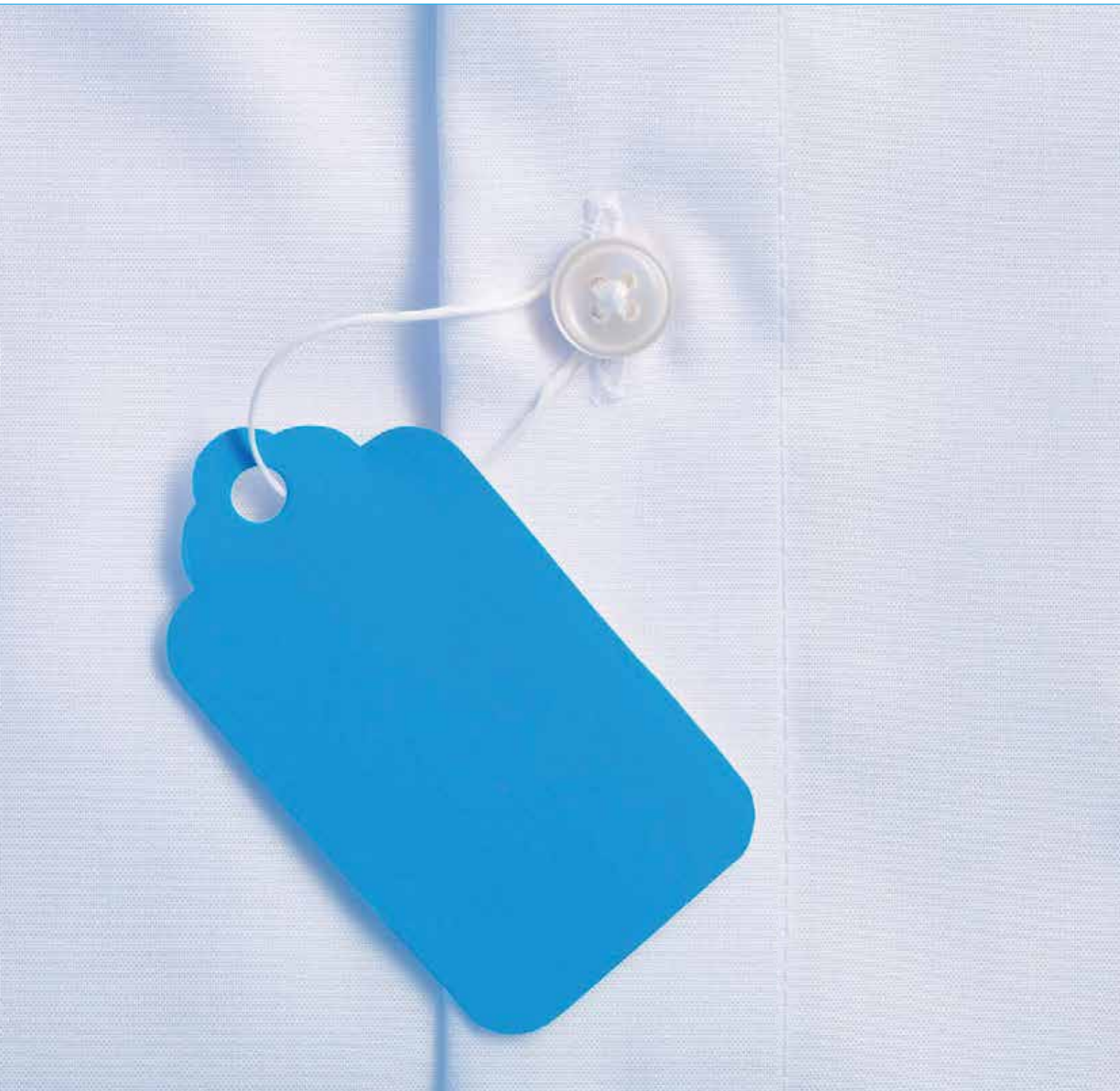
Our experts carry out a complete audit of the equipment and come out with solutions related to upgrade and improve reliability on the following major parts:

- » Compressor
- » Evaporator
- » Condenser
- » Control Panel

Daikin Group has aligned its resources to provide the world-class services and solutions to its aftersales service products also using its world-class R&D Centre. This is applicable to various upgrades and control solution to the DX/VRV and Applied range of products.

The investment on research and development assists in providing premium services to the installed customer base and provides excellent Return on Investment (ROI) for such solutions.

The customised solution on the old products to ensure their reliable and efficient operation using the latest technological advancements has helped us to create loyal and patronising customers.



Maximum comfort at minimum total cost of ownership – Daikin Service offers peace of mind with top energy efficiency across every location.



HVAC System upgrade / replacement

The demand for reduction of energy bills on chiller operation is increasing due to the high utility costs, thereby increasing pressure on end-users and Facility Managers to look for energy-efficient solutions.

OUR ENGINEERED SOLUTIONS ARE AS FOLLOWS:

- » Installing Variable Frequency drives on compressors
- » Providing Heat Recovery Systems
- » Replacing compressor with better efficiency
- » Upgrading control panels

- » Providing Chiller Management System
- » Adding inverters on the Screw compressors
- » Providing Adiabatic Cooling System on Air Cooled Chillers

We are continuously providing engineered solutions to reduce the energy bills. We make sure that the chiller is ready to perform its 100% capacity and if for some reason, we find any part that is not performing to their optimum efficiency, we replace it with the latest high performance component to ensure the chiller is running at its peak performance and not wasting energy.



Non-Destructive Testing (NDT)

The field of Non-Destructive Testing (NDT) is a very broad interdisciplinary field that plays a critical role in assuring that structural components and systems, perform their function in a reliable and cost-effective manner.

Daikin is able to provide the following tests to our valued customers:

- » Eddy current test
- » Oil test and analysis
- » Vibration analysis
- » Thermal imaging
- » Chilled water analysis
- » Refrigerant analysis
- » Endoscopy testing (Boroscope)

These tests indicate the condition of the machines and provide information about predictive maintenance for the equipment. With the test results, we are able to advise our customers what is required to extend the life of chillers or make improvements in other areas.



Advantages of NDT

- » Eddy Current test done on evaporators or water cooled condensers indicate the presence of small cracks and other defects in the tubes
- » Detects surface and near surface defects of the tubes
- » Inspection gives immediate results to ensure quick remedial action
- » Oil testing for particulates and acidity provide indications of metallic wear, carbon build-up and chemical degradation of the refrigerant due to moisture or other contaminants
- » Vibration analysis would indicate if the compressor or the motor has abnormal vibration which could indicate opening and inspecting bearings instead of waiting for the compressor or motor breakdown.
- » Thermal imaging on the electrical panels would indicate any abnormal heat being produced which could eventually result in component failure, short circuiting and possible compressor motor failure.
- » Chilled water analysis would indicate if any metal content or acid contents are present in the water which can eventually result in corrosion or formation of precipitates or algae.





VRV Project Management and Commissioning Services

The VRV technology being a newcomer in the HVAC industry in the Middle East and Africa market may be challenging to install and commission for new contractors or installers. To ensure that all projects are delivered according to Daikin standards and quality of installation, our team of expert engineers offer their services to manage and commission projects regardless of size.

We have delivered landmark projects in the region that set standard in the market, worldwide, in terms of magnitude and complexity. Our project management services aim to fulfill and surpass customer's expectations making sure that our equipment will outperform as a result of proper installation practices, professional commissioning methods and spot-on project management expertise.

Why Daikin VRV?

The Daikin VRV Total Solution provides a single point of contact for the design and maintenance of your integrated climate control system. Our modular units enable you to select the right mix of equipment and technology to ensure that you achieve optimal balance of temperature, humidity and air freshness for the perfect comfort zone with maximum energy efficiency and cost effectiveness.

VRV Mega Projects delivered: **Samrya Twin Towers, Doha, Qatar**



Construction and Installation Phase



Near Completion Phase



Commissioning Phase

Other Prestigious VRV Projects

In GCC:

- » St. Regis Saadiyat Island Resort, Abu Dhabi
- » Jumeirah Golf Estates Villas
- » Wadi Adventure, Al Ain
- » The Palm Jumeirah Monorail Station
- » American University of Sharjah
- » Nigeria World Trade Center
- » Al Wakrah Villas, Qatar

In KSA:

- » HQBP, Jeddah
- » Novotel Hotel, Riyadh
- » Isuzu Factory, Dammam
- » Tatweer Head Office, Riyadh
- » Saudi Investment Bank – Main Building, Riyadh
- » Saudi Investment Bank – Annex Building, Riyadh
- » Sumitomo Institute, Rabigh
- » Jeddah Ports Building, Jeddah



Training and Development

“Our trainers are factory-certified industry experts with years of practical hands-on experience”

We have a well-equipped training academy for Unitary and Applied products, that allow trainees to have a first-hand experience on Daikin equipment.

The Academy offers a variety of courses, related to design, selection, service, installation and maintenance.

Advanced courses related to specialised service, software, tools, checker and centralised controls are also on offer.

Simulators and multimedia modules are utilised to explain technology better and enhance the understanding of all trainees.

Our Regional Training Center hosts a growing audience number in the region. More than 500 trainees per year from the entire region attended our factory grade sessions, to equip HVAC professionals in the market.

Among those who attend our trainings are Industry Consultants, Contractors, Distributors, Dealers, Facility Management companies and Clients who take interest in learning Daikin Technology.

Our Trainers are all factory-certified industry experts with years of practical hands-on experience on our systems, that provide trainees with product knowledge and impart technical skills that would help them deal with complicated problems in the field.

Spare Parts

To achieve best possible availability of high quality spare parts with the right price and quantity to meet growing customer requirements on turnaround time, Spare Parts function relies on two basic principles of customer service: **Speed and Reliability.**

- » Original parts procured from Daikin Factories
- » Sourcing of Chiller spares from USA and Italy
- » Ease of access to obtain spares information like availability and price
- » Good quality individual packing of parts to ensure reliability
- » Dedicated trained staff to meet customer requests and respond to them with consistency and speed
- » Servicing hundreds of clients spanning from Middle East to Africa
- » Spare products for various ranges of VRV, Split AC, Cassettes, Ducted, Rooftop, Chiller, AHU and FCU
- » Enumerated Inventory covers more than 15,000 parts
- » Central warehouse at Free Zone Dubai. Additional warehouses at Dubai and Riyadh to offer prompt local services in UAE and GCC
- » For African customers, service offered from Dubai and Belgium warehouses
- » Committed lead time and quick response
- » Constant monitoring to measure response time and availability
- » Availability of web-based ordering for Channels (SPB link on website)
- » Warranty Spares Support



Energy Saving Service

Intelligent Network provides **total peace of mind**

Daikin, the world's leader in air conditioning has practical solutions to reduce high energy bills on your HVAC system.

In the GCC, the energy bill of any building being cooled down by central HVAC system makes up 70% of the total operational bill.

The remaining 30% account for other electrical equipment in the buildings.

We have energy experts who can carry out energy audit on buildings and prepare engineered solutions which can result in reduction of energy bills. Our solutions are usually focused on the following:



» Chilled Water Flow controls must ensure proper water flow and wasted energy is minimized

» Use of Fresh Air Handling Unit is minimized based on the actual requirement

» Adiabatic cooling on the air cooled chillers

» Efficiency of the equipment serving the facility

» Supervisory Management Control for multi-chiller sites.

» Analysis of energy consumption pattern to save energy

» Optimise set point temperature on building space

Benefits of Upgrades & Energy-Saving Services to Customers are:

- » Guaranteed Return of Investment (ROI)
- » Warranty of 12 months
- » Reduction in carbon footprint
- » The material being used is either from Europe or Japan. Building cooling is not affected

Some of the Prestigious Projects where Upgrades and/or Energy Saving Services were provided:

- » Mövenpick Hotel, Dubai & Doha
- » Jumeirah Beach Hotel, Dubai
- » One&Only Royal Mirage, Dubai
- » Etisalat, Al Ain
- » Sohar Palace, Oman
- » Grand Mosque, Oman
- » Dubai World Trade Center



Innovative and Efficient Solutions for You

RESIDENTIAL

COMMERCIAL

INDUSTRIAL

CONTROLS

SERVICE



In homes, shops, offices and even large-scale buildings, we support comfortable lifestyles in any situation.



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DAME 16-097



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