



# SERVICE OFFERINGS

*Daikin Service at Work*



**BUILDING**

CONVENIENCE ▾ CONFIDENCE ▾ EXCELLENCE

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# REMARKABLE VALUE FOR **EXTRAORDINARY RESULTS**

## **CONVENIENCE**

Make the most of your existing systems with a responsive and reliable partner.

## **CONFIDENCE**

Improve your facility's functionality with the latest advancements to your existing systems.

## **EXCELLENCE**

Capitalize on the latest technology and engineering to yield best-in-class results for your facility.







## SECTION 1

## OUR BRAND PROMISE

Our world is evolving. This decade brings an increased focus on indoor air quality; the desire for intelligent, connected systems; and a rigorous commitment to efficiency and more sustainable solutions. We are all spending more time indoors, and that's projected to increase. **At Daikin, our goal is to make that time as productive and pleasant as possible, with superior quality air.** Let us help you build convenience, confidence and excellence into your buildings, and free up your people to work toward your mission. Whether you need immediate service, routine maintenance or consultative approaches, Daikin is here to help. Daikin Service will make your building the second-best performing employee that props up everyone else.



Find your team today by plugging in your zip code at...

**WWW.DAIKINAPPLIED.COM/GET-SERVICE**

or call **800-432-1342**



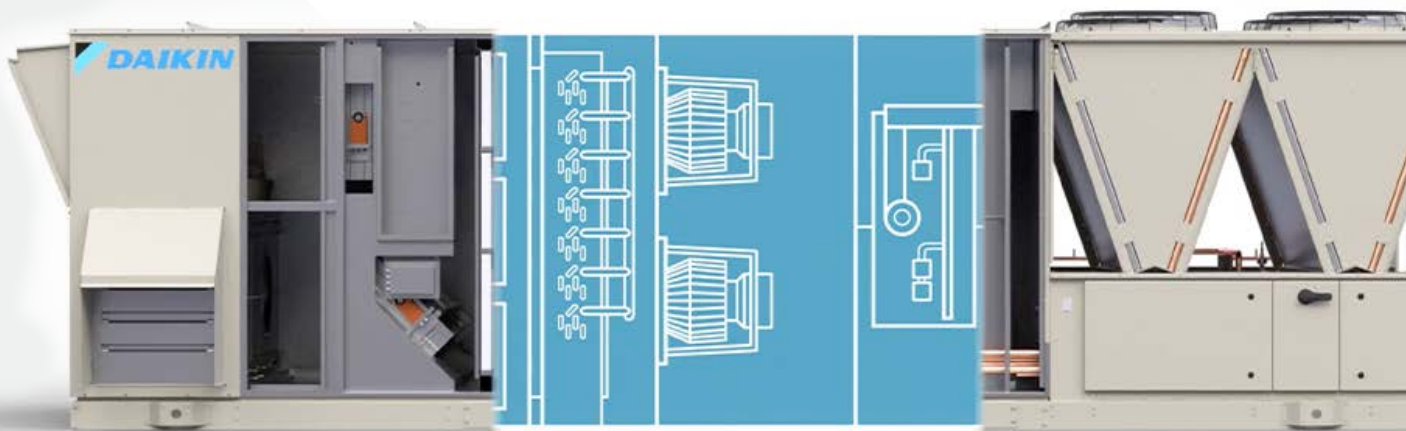


## SECTION 2

## OUR MESSAGE TO YOU

# WHENEVER, WHEREVER, HOWEVER YOU NEED US

We deliver remarkable value for extraordinary results. This means being ready for you whenever, wherever and however you need us. **Your Daikin Service team is on standby with well-outfitted local and global resources.** Whether you're looking to extend the life of your equipment or to drive efficiency into every aspect of your business, our team will identify the solution to meet you where you are today and take you where you want to go tomorrow.





## SECTION 3

## OUR SERVICES &amp; OFFERINGS

# WE MAKE BUILDINGS BETTER

## BUILDING CONVENIENCE, CONFIDENCE, AND EXCELLENCE

Make no mistake about it, your building can be your second-best employee. It's an essential investment to grow your company for the future, so it's critical to help it perform to your employees' – and your customers' – standards. When running as needed, it props people up for success. Daikin Service helps you take your building and infrastructure to the next level, to create better business outcomes through

quality air that makes your building – and your people – more successful.

We can help you build convenience by keeping current systems up and running; build confidence by implementing upgrades to existing systems; and build excellence to make your system and facilities best-in-class.



### CONVENIENCE

- » Maintenance
- » Service Repairs
- » Rental services
- » Parts



### CONFIDENCE

- » Upgrading or modernizing equipment and controls
- » Training
- » Technical Response Center
- » Factory start-up



### EXCELLENCE

- » Consultative building & energy contracting
- » Equipment replacement
- » Equipment additions
- » Building automation

**Daikin Service helps you take your building and infrastructure to the next level to create better business outcomes through quality air that makes your building – and your people – more successful.**



### **BUILDING CONVENIENCE**

Covers basic services to operate equipment and systems as designed. These essential HVAC services are necessary from day one to extend the life of your system. While regular maintenance doesn't cost much up front, the cost of not doing it can mount quickly and unexpectedly.



### **BUILDING CONFIDENCE**

Enhances service offerings to improve and upgrade current HVAC systems and technology. These services let customers keep up with the latest technology, without the need for doing total replacements. These investments are valuable even when your equipment still runs perfectly fine.



### **BUILDING EXCELLENCE**

Makes buildings best-in-class. This strategic approach interweaves the latest advancements in building energy projects to ensure the most innovative solution possible. While Building Excellence can be a larger endeavor, it can help you attract premium tenants and drive dollars to your bottom line.



## SECTION 4

## BUILDING CONVENIENCE

# HVAC FUNDAMENTALS MAXIMIZE THE LIFE OF YOUR SYSTEM

*Daikin Service strives to build convenience into your basic HVAC service needs by being one call away and by taking care of any matter quickly and efficiently.*

## MAINTENANCE

Maintenance routines run from “smooth operator” to “catastrophic failure.” If you’re experiencing a failure, please call us immediately at 800-432-1342. When your system is well maintained, the risk of a catastrophic failure is greatly reduced: it extends the life of the system, keeps the system operating as designed so your tenants are safe and comfortable, and protects your overall budget. Daikin offers custom tailored maintenance programs; choose the one that best suits your needs.

**Daikin offers several  
types of maintenance  
programs; choose the  
one that best suits  
your needs.**



## JUST SO YOU KNOW

HVAC is arguably the most critical component of your building’s systems for your occupant’s health, safety and productivity. In order to keep it running smoothly and facilitate service, it’s crucial to create a record of your system’s basic data:

- » Number of pieces of equipment
- » Size and type of your system
- » Operating hours
- » Accessibility of each piece of equipment
- » Age and condition of equipment
- » Equipment life expectancy



## MAINTENANCE PROGRAMS

If you don't have HVAC experts and technicians in-house, we recommend one of Daikin's Maintenance Programs. Daikin Service offers different types of Maintenance Programs to serve your unique needs.

1

### PREDICTIVE MAINTENANCE

Provide labor and materials to complete routine inspections.

2

### COMPREHENSIVE AGREEMENTS

Provide labor and materials to complete routine inspections; plus labor, parts, materials and refrigerant to complete service repairs.

3

### EMERGENCY SERVICE OPTIONS

Can provide support 24 hours / 5 days a week; 24 hours / 7 days a week; or during normal business hours only.

## MAINTENANCE SUPPORT

For those who have in-house maintenance capabilities, Daikin Service can guide you accordingly and be on standby for more complex technical needs with predictive maintenance. Predictive maintenance services anticipate failures before they happen to mitigate the risk of catastrophic failure. The following predictive tests can save you from a full replacement or a very costly repair:

- » **Eddy Current Testing** evaluates the structural integrity of the copper tubes inside of your chiller to determine if there's risk of rupture that would flood the refrigerant system with water.
- » **Vibration Analysis** determines the bearing integrity on all spinning components inside any piece of equipment, including pumps, fans and chillers, to prevent bearing failure that results in additional component damage.
- » **Infrared Analysis** captures a heat trace map of temperatures. This includes power connections that identify loose wiring, heat transfer problems, water leaks, and temperature stratification. This testing prevents fires and water damage while allowing diagnostic transparency. A picture's worth a thousand words.



## **SERVICE REPAIRS: HELP IS ON THE WAY**

Breakdowns happen and when your equipment has an issue, time is of the essence! Call us at 800-432-1342 to get Daikin Service professionals dispatched quickly, and to execute high-quality repairs to reduce your downtime. Your local team is backed by nearly 100 years of experience that alleviates undue stress in your operations.



## **RENTAL SERVICES: WEATHER THE UNEXPECTED**

Planning for “what ifs” can be a real game changer for building owners, facility engineers and facility managers – not to mention grappling with actual cooling emergencies. Contingency planning can solve long and short-term cooling needs. Daikin Services delivers chillers, dehumidifiers, heat and power solutions, as well as applications expertise and responsive support. Our rental chillers and temporary cooling capabilities are at your service 24/7 throughout the United States and Canada. We offer a complete package with your rental chiller including pumps, flexible water piping connections, and electrical hookups.



**Contact [RentalSolutions@DaikinApplied.com](mailto:RentalSolutions@DaikinApplied.com) for immediate support.**

## **REPLACEMENT PARTS: YOU DON'T HAVE TIME FOR DOWNTIME**

When you need OEM or generic parts to repair your HVAC system, you need them quickly. Daikin Service has an expansive inventory and a centralized distribution center in Dayton, Ohio, to get the right parts to you faster than ever before. To mitigate downtime, we have 80 locations (and counting) across North America to help you take care of your critical parts demand.

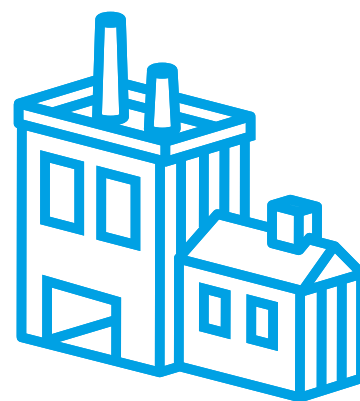
**Find your parts distributor at**

**[DAIKINAPPLIED.COM/DAIKIN-LOCATORS/PART-FINDER](https://www.daikinapplied.com/daikin-locators/part-finder)**



## **FACTORY START-UP: START OFF ON THE RIGHT FOOT**

Secure the ultimate peace of mind by having our experts commission and start-up your HVAC installation. Daikin Service professionals have factory training that independent contractors can't match. Proper commissioning follows specific factory protocol to get your system to operate exactly as it was designed and to fit the owner's project requirements.



**SECTION 5****BUILDING CONFIDENCE**

# IMPROVING & MODERNIZING CURRENT HVAC SYSTEMS

*Daikin Service aims to build confidence by keeping your staff up-to-date on the latest technologies and upgrades for modernizing your existing equipment.*

## **UPGRADE & MODERNIZE: RAISE THE GAME**

Don't get stuck in the past. Your equipment can be upgraded and modernized throughout its life cycle. This helps extend its overall life span well beyond the typical life cycles, improving your building's performance and value. Upgrade or modernize your equipment, systems or services for exponential advantages. The following services highlight a few ways to free up your maintenance team:

### **EQUIPMENT ASSURANCE PROGRAMS**

Extend the life of your equipment. Chillers and Air Handler overhauls are prime examples. In order to extend the full life cycle of these key equipment pieces, critical components need to be periodically replaced. This could add years to your existing equipment and is vital when capital budgets are at risk.





## REFRIGERANT RECOVERY

When the machine stops running from low refrigerant, the cost per pound of new refrigerant can be costly – potentially thousands of dollars if you lose your refrigerant charge. We use specialized equipment to safely recover refrigerant to avoid ozone depletion or greenhouse gas emissions that occur when refrigerant is discharged into the atmosphere.

## CHILLER VARIABLE SPEED DRIVES (VSD)

Can reduce energy consumption and costs while extending the life of the system. The Chiller VSD regulates the frequency and voltage supplied to the electric motor of the system to prevent premature wear and tear. This provides the electric motor with just what it needs rather than running at full force all the time. Variable frequency drives (VFD) can be added to other driven equipment, such as pumps and fans, etc.

## GRAPHIC CONTROL PANEL UPGRADE

Can be improved to create a greater user experience with enhanced capabilities. Increase productivity of your staff by upgrading technology and interfaces for operating equipment.

## PURGE

Safely removes non-condensable (air) from refrigerant by separating air from the refrigerant and purging the air. This reduces the risk of downtime that would cost you productivity.

## FAN ARRAY

Is an innovational technological advancement that allows multiple fans to replace a single fan. This improves efficiency, redundancy, and reliability in your fan system. Your staff will be thankful for enhanced reliability and reduced risk.



## REMOTE SERVICES: GET CONNECTED

Visibility into your equipment data is the path to freedom and control. Daikin Service can connect your chillers and air handlers to the cloud, providing you with remote monitoring capabilities from any connected device. This makes it easy to keep occupants comfortable from any place, any time. It can also allow your Daikin Technician access to conduct remote inspections and assessments, minimizing the cost or time of a truck roll.

## TRAINING: KNOWLEDGE IS THE KEY TO POWER

The Daikin Learning team will help you drive business value by providing excellence in learning to your team members. Daikin Learning is transforming learning into modern, technology-enabled, and scalable solutions – including product-specific training, HVAC fundamentals, and education necessary to establish a high level of proficiency in operating and servicing Daikin products.

Learn about our training courses by visiting  
[DAIKINAPPLIED.COM/TRAINING](https://daikinapplied.com/training)

## TECHNICAL RESPONSE CENTER: WE'RE HERE FOR YOU

Daikin's Technical Response Center provides the answers your staff needs to get the job done. Our team specializes in operational and technical questions, and can troubleshoot any Daikin Applied equipment. Get service, support and care from the people who know your Daikin equipment best.

Submit your questions at

[DAIKINAPPLIED.COM/SERVICE/  
TECHNICAL-SUPPORT](https://daikinapplied.com/service/technical-support)



## SECTION 6

## BUILDING EXCELLENCE

# ACHIEVE BEST-IN-CLASS FACILITIES WITH THE LATEST HVAC & ENERGY SERVICES

*Building excellence in your facility allows you to nurture your organization's goals, occupants and facilities with a holistic approach and personalized results.*

## EQUIPMENT ADDITIONS: LEVEL UP

Many things can change the cooling capacity or HVAC needs in your buildings: a building expansion, a change in tenants or how the building will be used, an increase in the number of occupants, or increasing sustainability and safety measures. Daikin Service professionals can take your building to the next level, carrying out the full turnkey project.



## HVAC & ENERGY OPTIMIZATION ASSESSMENTS: PLAN AHEAD

The best results in any big endeavor start with thorough strategic planning. Daikin Service can help you assess your direction toward progressive, strategic facility management. This is the initial step to investigate and validate what's needed to achieve building excellence. Our team of trusted experts engage with your team to analyze the vitals of your building, including energy usage, Indoor Air Quality (IAQ) and chiller plant optimization. We'll lay out the facts so you can make the best decision for your organization.



## CONSULTATIVE BUILDING & ENERGY CONTRACTING

You're ready for building excellence and looking for the perfect partner to help you achieve your goals. By letting Daikin become your partner for complex HVAC and building energy projects, you will gain more control over the process, project and outcome. In this consultative approach, we will help you identify where your building has potential areas of improvement, based on your goals and comparisons to similar buildings. It's a simple but robust process:

**1**

Daikin's comprehensive contracting begins with a consultative meeting to discuss potential opportunities and client desires

**2**

Through a site survey, we collect data and identify opportunities

**3**

We develop potential solutions and review the results with the client to map the path forward

**4**

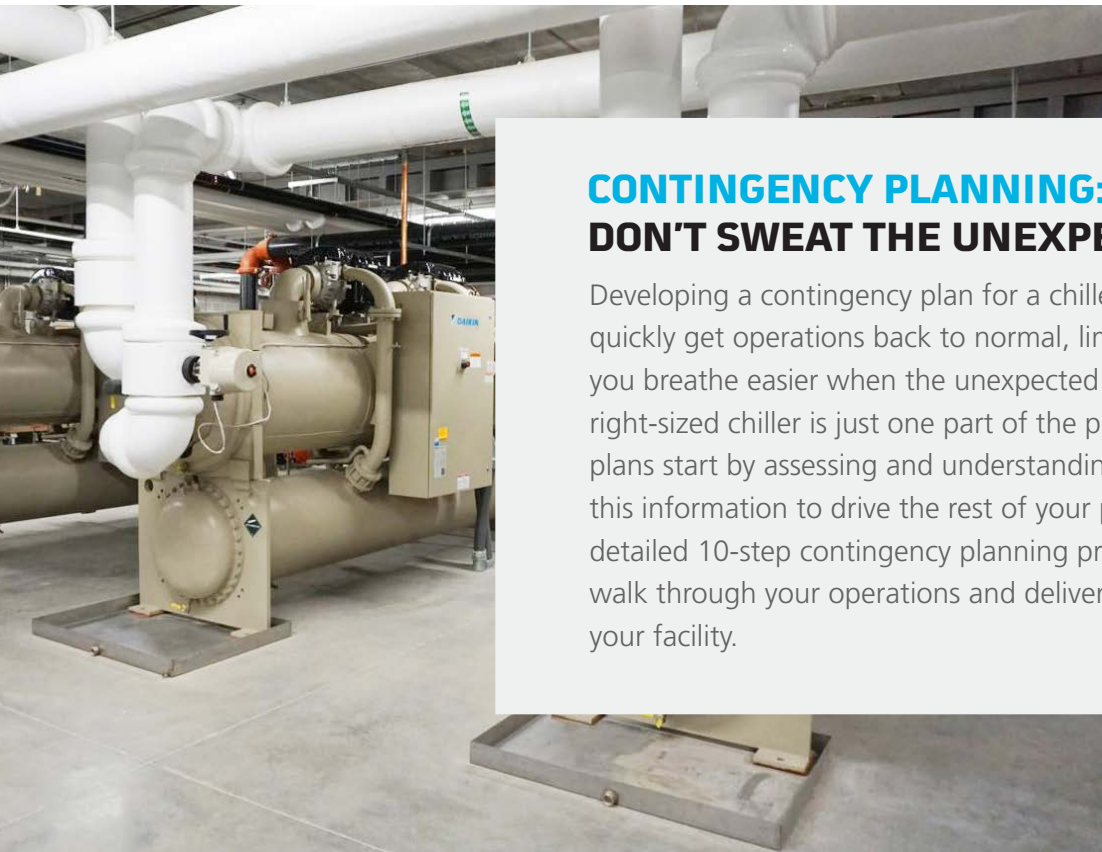
Daikin collaborates with the client to implement carefully chosen solutions

**5**

Daikin oversees the project and manages the full team of professionals to deliver results on-time and on-budget with clean execution

## **BUILDING AUTOMATION: SHIFT TO CONNECTED SYSTEMS**

Due to their cost and complexity, traditional building automation systems used to be reserved for the biggest buildings. But that time has ended. The Internet of Things has opened up building automation to virtually any sized business, enabling remote monitoring, system diagnostics and preventative maintenance at the touch of a finger. Daikin is a leader in differentiated cloud-based HVAC technology that delivers unmatched customer value across the lifecycle. Our scalable cloud-based solutions will fit your needs, providing the intelligence and confidence you need to ensure optimal performance over the life of your HVAC system.



### **CONTINGENCY PLANNING: DON'T SWEAT THE UNEXPECTED**

Developing a contingency plan for a chiller outage can help you quickly get operations back to normal, limit financial loss and help you breathe easier when the unexpected happens. Selecting the right-sized chiller is just one part of the process. The best contingency plans start by assessing and understanding your financial risk, and use this information to drive the rest of your plan. Daikin Service offers a detailed 10-step contingency planning process, including a site visit to walk through your operations and deliver a personalized plan for your facility.

### **ASSET MANAGEMENT PLANNING: BE PREPARED**

Imagine shifting from a reactive mode – for example, being hit suddenly with unexpected HVAC operating costs from a chiller at the end of its life – to proactive mode – being able to plan for the date an HVAC capital expense will occur. When you track your assets, you'll gain clarity on capital and operational expenses, as well as on monthly workflow. Daikin Service has a

proprietary asset management system that allows us to track the data from an individual unit or an entire system, to minimize guesswork and surprises. By helping you anticipate risk, we can provide a plan with enough notice to give you more options. We can also help you gauge whether you are on par, ahead of or behind peers and industry standards.





## FINANCING YOUR PROJECTS:

Procure your service projects using the right financing option for you. Your Daikin Service team can facilitate processes that are transparent, seamless, timely and cost-effective. We can design a procurement platform no matter what your needs, large to small...indirect versus direct contracts.



## COOPERATIVE PURCHASING: POWER IN PARTNERSHIP

Cooperative purchasing networks ensure full compliance to their respective sector by ensuring jobs are competitively bid on a regular basis. Vendors must meet all national mandates and provide competitive quotes. Purchasing organizations enjoy increased

purchasing power and a simpler buying process. Participants have access to Daikin's full scope of advanced technology solutions, including commercial HVAC systems, comprehensive HVAC services, and turnkey solutions. Daikin holds the following contracts:

### STATE & LOCAL, FEDERAL, NON-PROFIT GOVERNMENT & PRIVATE SECTOR

**OMNIA Partners** is the largest and most trusted cooperative purchasing organization covering both the private and public sectors. OMNIA Partners contracts are competitively solicited and publicly awarded by a government entity serving as the lead agency. Its scale and compliance processes allow it to deliver more contracts, in more verticals, with transparent, value-driven pricing. [omniapartners.com](http://omniapartners.com)

Daikin Applied holds contracts with the **GSA** (United States General Services Administration) to provide federal agencies with advanced technology for commercial and light industrial HVAC solutions and labor services. [gsa.gov](http://gsa.gov)

Daikin Applied holds a contract with **COSTARS**; the Commonwealth of Pennsylvania's cooperative purchase program which serves registered and eligible local public procurement units and state-affiliated entities. COSTARS serves as a conduit for its members to leverage Daikin Applied's HVAC solutions in a cost effective and efficient manner. [dgs.pa.gov/COSTARS](http://dgs.pa.gov/COSTARS)

Daikin Applied holds contracts with **BuyBoard**, a local government purchasing cooperative, to provide equipment, supplies, and labor services to state and local government agencies in the states of Texas, New Mexico, Oklahoma, and Arkansas. [buyboard.com](http://buyboard.com)

### HEALTHCARE

**Premier GPO:** Premier's negotiated contracts with leading manufacturers ensure that participants get the products and services they need – and use – across all care settings. [premierinc.com](http://premierinc.com)

**HealthTrust:** HealthTrust strengthens provider performance and clinical excellence through an aligned membership model and the delivery of total spend management advisory solutions that leverage our operator experience, scale and innovation. [healthtrustpg.com](http://healthtrustpg.com)

**Intalere:** Intalere helps healthcare organizations optimize their overall health by connecting them with the right manufacturers, distributors, and vendors within our network who negotiate discounts on their behalf. They collaborate with clients to tailor solutions in a highly personalized approach. [intalere.com](http://intalere.com)




**MAINTENANCE, REPAIRS, AGREEMENTS**

Customer Value / Daikin Value Proposition

	Executive	Facility Director	Facility Manager	Maintenance Staff	Daikin's Value
Quality			×	×	Provide quality services that are demonstratable and meet customers' expectations of high standards
Stability			×		Provide assurance/trust that we will be there consistently and long term
Reduced Effort			×	×	Provide services to help customers with limited people resources be more productive
Risk Reduction	×	×	×		Help identify potential risks, assist in plans to address risks, provide data to track variables that proactively warn that risk is increasing
Expertise		×	×	×	Provide proven people, offerings, and processes to customers who need help from someone they can trust
Availability			×	×	Be there in an emergency response situation
Responsiveness			×	×	Be there when a customer reaches out

**REMOTE INSPECTION / MONITORING**

Customer Value / Daikin Value Proposition

	Executive	Facility Director	Facility Manager	Maintenance Staff	Daikin's Value
Information	×	×	×		Provide facility data so customers know where they are, where they should be, and where they could go. Data gives them the answers they need: are they behind, on par, or ahead of peers and/or industry standards
Innovation		×	×		Provide innovative products and services that help the customer solve problems and meet objectives more effectively, more efficiently or less expensively
Reduced Effort			×	×	Provide services to help customers with limited people resources be more productive
Responsiveness	×	×	×		Be there when a customer reaches out

At Daikin, our goal is to make **YOUR** time as productive and pleasant as possible, with superior quality air



TECHNICAL SERVICES					
Customer Value / Daikin Value Proposition					
	Executive	Facility Director	Facility Manager	Maintenance Staff	Daikin's Value
Reduced Effort			×	×	Provide services to help customers with limited people resources be more productive
Availability			×	×	Be there in an emergency response situation
Expertise			×	×	Provide proven people, offerings, and processes to customers who need help from someone they can trust
Responsiveness			×	×	Be there when a customer reaches out
Transparency			×	×	Will train and provide data to customer when it is needed

PROCUREMENT SERVICES					
Customer Value / Daikin Value Proposition					
	Executive	Facility Director	Facility Manager	Maintenance Staff	Daikin's Value
Reduced Effort		×	×		Provide services to help customers with limited people resources be more productive
Availability		×	×	×	Provide quick procurement methods in an emergency response situation
Expertise		×	×		Provide proven people, offerings, and processes to customers who need help from someone they can trust

OPTIMIZATIONS					
Customer Value / Daikin Value Proposition					
	Executive	Facility Director	Facility Manager	Maintenance Staff	Daikin's Value
Expertise		×	×		Provide proven people, offerings, and processes to customers who need help from someone they can trust
Reduced Effort			×	×	Provide services to help customers with limited people resources be more productive
Cost Reduction		×			Help customers identify cost reduction opportunities, quantify potential savings and provide services to execute savings measures


**MODERNIZATIONS**

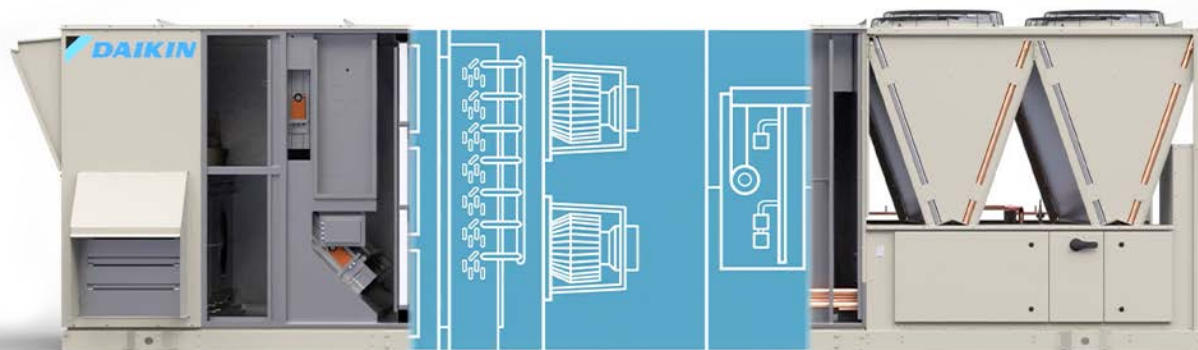
## Customer Value / Daikin Value Proposition

	Executive	Facility Director	Facility Manager	Maintenance Staff	Daikin's Value
Marketability	×				Help make their building asset best in class
Reduced Effort			×		Provide services to help customers with limited people resources be more productive
Expertise		×	×		Provide proven people, offerings, and processes to customers who need help from someone they can trust
Risk Reduction	×	×			Help identify potential risks, assist in plans to address risks, and provide data to track variables that proactively warn that risk is increasing
Cost Reduction	×	×			Help customer identify cost reduction opportunities, quantify potential savings and provide services to execute savings measures.

**ANALYSIS**

## Customer Value / Daikin Value Proposition

	Executive	Facility Director	Facility Manager	Maintenance Staff	Daikin's Value
Information		×	×	×	Provide data so customers know where they are, where they should be, and where they could go. Data gives them the answers they need: are they behind, on par, or ahead of peers and/or industry standards
Expertise		×	×	×	Provide proven people, offerings, and processes to customers who need help from someone they can trust
Risk Reduction		×	×		Help identify potential risks, assist in plans to address risks, provide data to track variables that proactively warn that risk is increasing





## BUILDING MANAGEMENT SYSTEMS

### Customer Value / Daikin Value Proposition

	Executive	Facility Director	Facility Manager	Maintenance Staff	Daikin's Value
Information	×	×	×		Provide facility data so customers know where they are, where they should be, and where they could go. Data gives them the answers they need: are they behind, on par, or ahead of peers and/or industry standards
Innovation					Provide innovative products and services that help the customer solve problems and meet objectives more effectively, more efficiently or less expensively
Reduced Effort					Provide services to help customers with limited people resources be more productive
Responsiveness					Be there when a customer reaches out

## EQUIPMENT REPLACEMENTS

### Customer Value / Daikin Value Proposition

	Executive	Facility Director	Facility Manager	Maintenance Staff	Daikin's Value
Marketability	×				Help make their building asset best in class
Reduced Effort			×	×	Provide services to help customers with limited people resources be more productive
Expertise		×	×		Provide proven people, offerings, and processes to customers who need help from someone they can trust
Risk Reduction	×	×			Help identify potential risks, assist in plans to address risks, and provide data to track variables that proactively warn that risk is increasing
Cost Reduction	×	×			Help customer identify cost reduction opportunities, quantify potential savings and provide services to execute savings measures.




**ASSESSMENTS**

## Customer Value / Daikin Value Proposition

	Executive	Facility Director	Facility Manager	Maintenance Staff	Daikin's Value
Marketability	×				Help make their building asset best in class
Expertise		×	×		Provide proven people, offerings, and processes to customers who need help by someone they can trust
Cost Reduction	×	×			Provide services to help customers with limited people resources be more productive
Risk Reduction	×	×			Help identify potential risks, assist in plans to address risks, provide data to track variables that proactively warn that risk is increasing
Vision/Social Responsibility	×				Help make their facilities best in class so they can make the world better, healthier, greener, etc.
Information	×	×			Provide facility data so customers know where they are, where they should be, and where they could go. Data gives them the answers they need: are they behind, on par, or ahead of peers and/or industry standards
Reduce Anxiety	×	×			Create comfortable and safe environments so people in the building can be productive and highly satisfied

**PLANNING**

## Customer Value / Daikin Value Proposition

	Executive	Facility Director	Facility Manager	Maintenance Staff	Daikin's Value
Risk Reduction	×	×			Help identify potential risks, assist in plans to address risks, provide data to track variables that proactively warn that risk is increasing
Availability		×	×		Provide a plan so we can be there in an emergency response situation as quickly as possible
Cost Reduction	×	×	×		Help customers identify costs associated with catastrophic events and mitigate them with a risk mitigation plan
Expertise		×	×		Provide proven people, offerings, and processes to customers who need help by someone they can trust
Marketability	×				Help make their building asset best in class
Information		×	×		Provide facility data so customers know where they are, where they should be, and where they could go. Data gives them the answers they need: are they behind, on par, or ahead of peers and/or industry standards
Reduced Effort		×	×		Provide services to help customers with limited people resources be more productive

# REMARKABLE VALUE

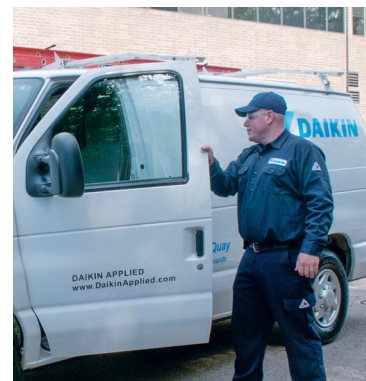


# EXTRAORDINARY RESULTS



# DAIKIN SERVICE OFFERINGS

*Daikin Service at Work*



LEARN MORE AT  
**DAIKINAPPLIED.COM**



SCAN ME

