

Daikin Cloud Service Residential for remote monitoring helps installers maintain control

Vienna, October 2024 – Daikin has boosted online support for installers with the expansion of **Daikin Cloud Service (DCS) Residential** to include air-to-air heat pumps and split units. This service equips installers with the tools to remotely monitor and control customer unit settings across a range of parameters, while enabling swift diagnosis and resolution of service issues.

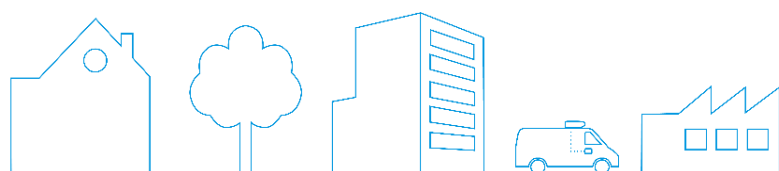
DCS Residential – designed for installers, delivering customer service excellence

Empowering installers with the best innovations, tools and services has always been central to Daikin's mission. The advanced remote access capabilities offered by Daikin Cloud Service Residential allow installers and engineers to work from anywhere. They are able to stay in touch while monitoring, finetuning and controlling installed systems 24/7 to assure reliable home comfort and optimised energy consumption. Online access promotes proactive fault analysis, and improves intervention times for faster, more effective service.

New features and capabilities

Leading the way in remote access, DCS Residential is designed to increase home servicing efficiency, while addressing key installer service needs. Advanced functionality provides support in three ways:

- **User settings** – Access to user controls allows installers to effectively monitor and adjust settings remotely when issues arise from setting errors, reducing the need for home visits.
- **Field settings** – Control over a comprehensive range of field settings enables installers to fine-tune advanced options, such as adjusting for fireplaces, managing Daikin's 'intelligent eye' technology, and correcting targeted room temperature.
- **Data capture and analysis** – With 36 D-checker data points, plus the ability to view up to two months of data history, installers can continuously monitor critical information. A new visualisation feature with new graphic display and the availability of error codes simplifies trend analysis and enables faster problem identification.

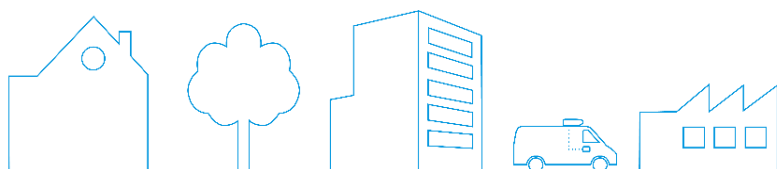


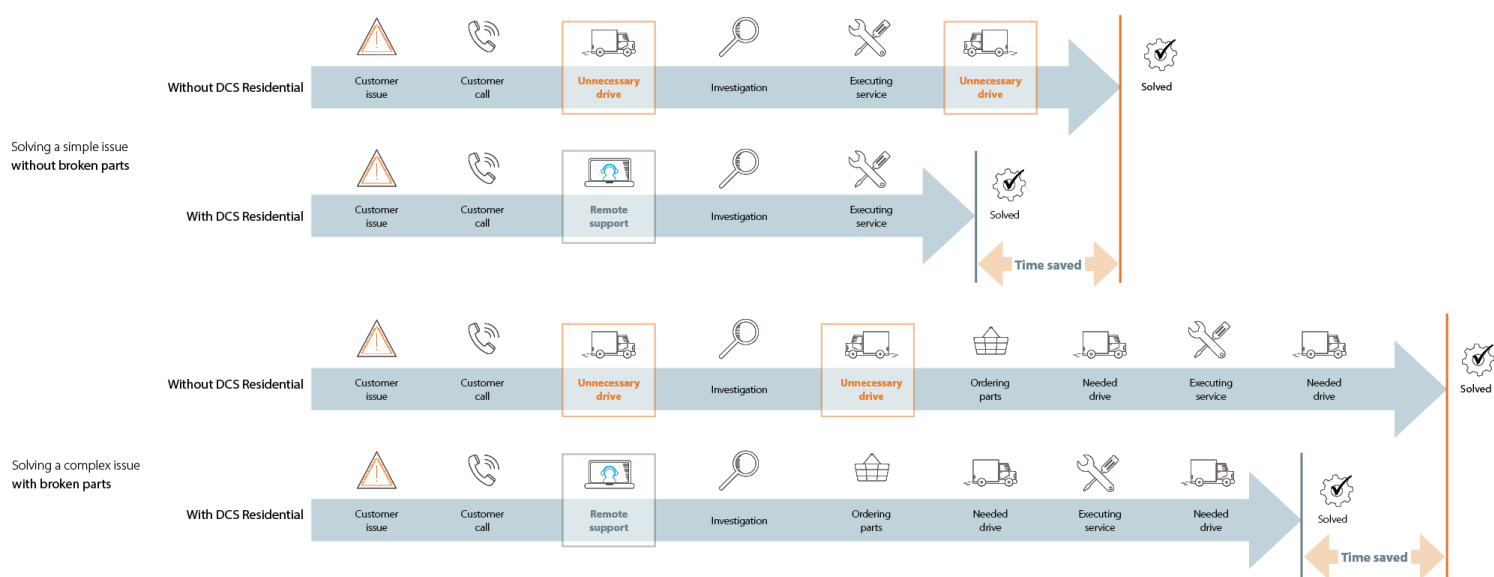


Clear benefits

DCS Residential offers **advantages for both installers and their customers:**

- Simple issues with no product or part defects, which represent over half of customer callouts, can be resolved swiftly by adapting user and field settings remotely online.
- For more complex scenarios requiring a home visit, remote monitoring allows advance planning and ordering of parts. That results in faster servicing and most often eliminating the need for repeat visits. By cutting down on travel, remote monitoring frees up installers and increases available installation capacity. That creates more opportunities to identify and help new customers.
- The fast service response and expert support provided by DCS Residential are valued by customers. They help strengthen customer loyalty and reputation, as well as generate new orders through recommendations.





Overview of the benefits of Daikin Cloud Service Residential

Hiroshi Nishihara, General Manager – Service & Solutions of Daikin Europe: “Daikin Cloud Service Residential has been well received by installers and their customers. It’s an essential part of the product support we provide and offers a key differentiator in the market. We are excited to expand our remote monitoring portfolio to assist installers in managing and developing their businesses.”

Further information

Visit the [Daikin Cloud Service Residential webpage](#)

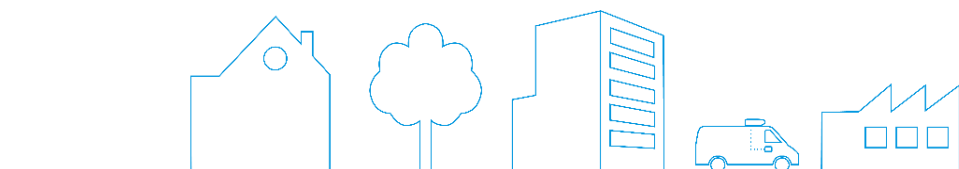
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About

100 years Daikin

The story of Daikin has always been shaped by groundbreaking ideas, technological innovations, and dedicated people. It began in 1924 when the young Japanese engineer Akira Yamada founded an enterprise in Osaka to manufacture aircraft radiators with a 15-member team. Today, 100 years later, the Daikin Industries Ltd. group brings **future-proof solutions for heating, cooling, ventilation, air purification, and refrigeration to global markets**. More than 98,000 employees in 175 countries continue the company's legacy of leading technologies to advance low carbon heating and cooling, while ensuring the highest level of comfort. For its fiscal year 2023 the global Daikin Group reported a record sales result of € 28 billion sales (1 April 2023 – 31 March 2024).

Read more on [100 Years Daikin](#)



Daikin Industries Ltd.

Daikin Industries is a **worldwide leader in heat pump, air conditioning, and air filtration technology**, employing more than 98,000 people. Founded in Osaka in 1924, it is the **only manufacturer in the world that develops and manufactures HVAC-R equipment, compressors and refrigerants in-house**. Daikin has been recognized as one of the world's top 100 most innovative companies by Clarivate (UK) and LexisNexis (USA) for its leadership in technology research and intellectual property patents. For its fiscal year 2023 (April 1, 2023 – March 31, 2024), the Daikin reported a record sales result of €28 billion.

Read more on www.daikin.com

Daikin Europe N.V.

The Daikin Europe Group is a **leading provider of heating, cooling, ventilation, air purification and refrigeration (HVAC-R) technology** across Europe, Middle East, and Africa. Daikin designs, manufactures, and offers customers a broad portfolio of products, maintenance services, and turnkey solutions **for residential, commercial, and industrial applications**. The group currently employs over 13,800 people across more than 59 subsidiaries and operates 14 manufacturing sites in Belgium, the Czech Republic, Germany, Italy, Spain, Austria, the United Kingdom, Turkey, the United Arab Emirates, and the Kingdom of Saudi Arabia. Headquartered in Ostend, Belgium, for over 50 years, the Daikin Europe Group is a subsidiary of Daikin Industries Ltd.

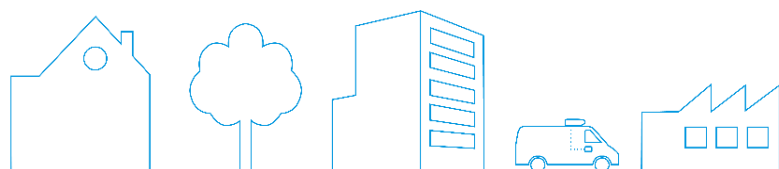
Read more on www.daikin.eu

Daikin Airconditioning Central Europe

Daikin Airconditioning Central Europe, founded in 1999 with its headquarters in Vienna, Austria, operates as a subsidiary of Daikin Europe. Its portfolio includes **products and total solutions for heating, cooling, ventilation, air purification, and refrigeration in residential, commercial, and industrial settings**. With over 700 employees and 3,400 partners, the company manages sales and service activities across **16 countries in Central and Eastern Europe**, including Austria, Albania, Bosnia and Herzegovina, Bulgaria, Croatia, the Czech Republic, Hungary, Kosovo, Montenegro, Moldova, North Macedonia, Poland, Romania, Serbia, Slovakia, and Slovenia.

With 'Your Daikin World' at the Vienna headquarters and the 'Daikin Inspiration Park,' the HVAC-R industry and the construction sector have access to two state-of-the-art B2B-experience centers for co-creating tailor-made solutions for hotels, retail, offices, and large commercial applications. Across the CE-region Daikin runs 10 out of 116 B2B-trainings centers across Europe. Consumers and homeowners receive consultations at four B2C-Experience centers in Vienna, Belgrade, Bratislava and Budapest.

Read more on www.daikin-ce.com



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