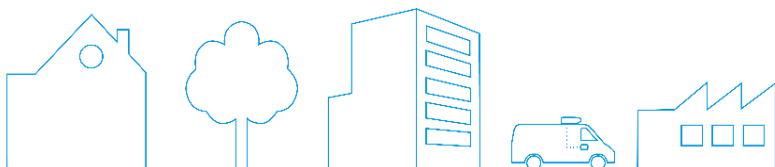


## Open for all heat pump installers: Daikin's "Stand By Me – Certified Partner" support program for every step – from installation to after-sales care

Vienna, February 2025 – "Stand By Me – Certified Partner" is Daikin's Europe-wide support program for heat pump installers for the technology of the **Daikin Altherma heat pump ranges**. The online platform "Stand By Me" already bridges the gap between installer and end user for an optimal user experience of Daikin solutions in the **residential sector**. In addition, the trust label "Stand By Me – Certified Partner" supports installers in handling **Daikin Altherma 3 R-32<sup>1)</sup>** heat pumps as well as the **new Daikin Altherma 4 R-290** heat pump range with low Global Warming Potential refrigerant Propane<sup>2)</sup>. The offered training and certifications are intended to ensure **safe and effective installation and after-sales care**, ultimately leading to customer satisfaction.



## Driven by care: Daikin to support professionals at every step

Daikin's commitment to installers is at the heart of its success. On the occasion of the **market launch** of the **new Daikin Altherma 4 R-290 heat pump**, Europe's No. 1 manufacturer of hydronic heat pumps<sup>3)</sup> is promoting its professional support and service offer for installers with the “Stand by Me – Certified Partner” certification program.

## Why does “Stand by Me – Certified Partner” matter



“This certification program provides installers and their customers the reassuring **certainty of top-notch installation quality and reliable after-sales service**. Through **hands-on training** from Daikin experts, the installer community gains all the necessary knowledge to apply the Daikin Altherma heat pump technology. This equips them well for the trend towards **sustainable heating solutions in the residential sector** and allows them to benefit from the support of a globally trusted brand”, says **Seref Isildak**, General Manager Strategic Business Unit Residential at Daikin Central Europe.

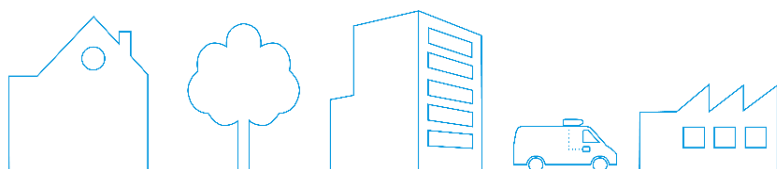
## Benefits of the certification

### Program 1 for Daikin Altherma 3 R-32 heat pumps

- Stand By Me – Certified Partners are certified to handle **Daikin Altherma 3 R-32 heat pumps** throughout their lifecycle (installation, commissioning, repair and maintenance).

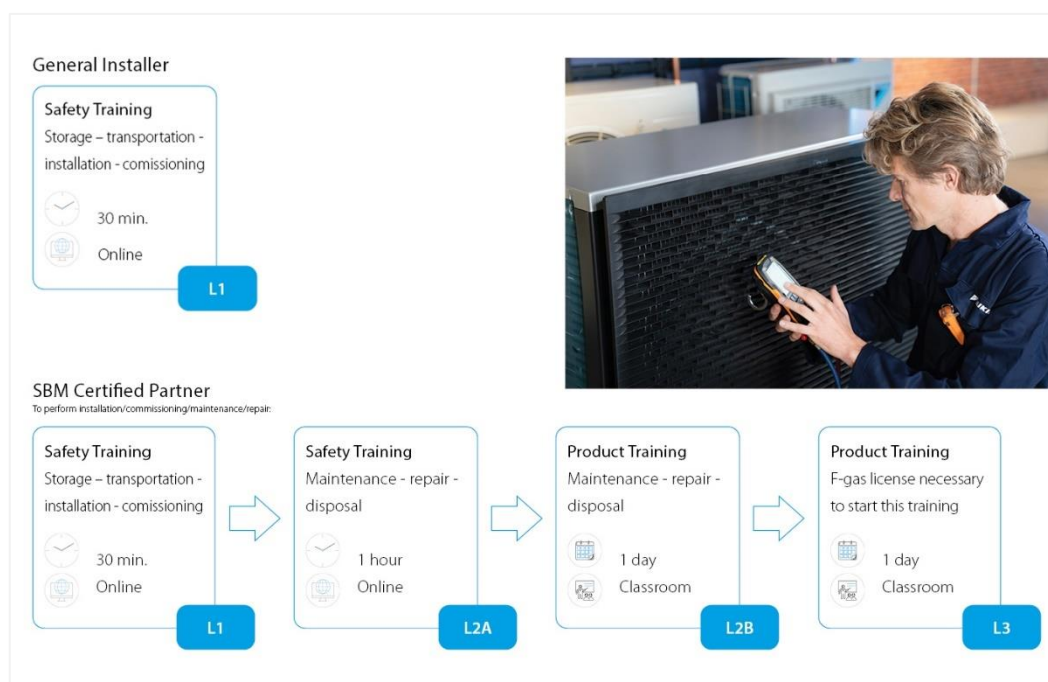
### Program 2 for Daikin Altherma 4 R-290 heat pumps

- The program includes **three safety-focused modules** and **one product-specific module**.
- Stand By Me – Certified Partners are certified to handle **Daikin Altherma 4 R-290 heat pumps** throughout their lifecycle (installation, commissioning, repair and maintenance).



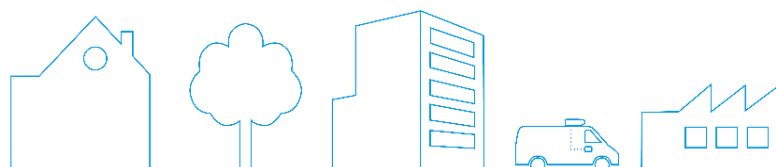
- **Flexible certification options** are available: By completing just training level 1 (L1), installers gain the essential skills needed to install and commission Daikin Altherma 4 R-290 heat pumps as so called **General Installer**.
- To become an **Stand By Me – Certified Partner** (SBM Certified Partner), completing all training levels (L1, L2, and L3) in addition to the F-gas license is essential.

## Training journey from installation to disposal for the Daikin Altherma 4 R-290 heat pump range



## Comparison of competences for the Daikin Altherma 4 R-290 heat pump range

	General Installer	SBM Certified Partner
Installation	✓	✓
Commissioning	✓	✓
Maintenance	✗	✓
Repair	✗	✓
Disposal	✗	✓
Training Required	1 Training (L1)	4 Trainings (L1 to L3)
F-gas Certification	not required	required



With **116 training centres across Europe** – 10 out of them in the CE-region – and a growing network of skilled professionals with **over 3,400 HVAC-R partners in Central Europe** alone, Daikin is simplifying the path to partnership for new installers through hands-on and online learning opportunities.

The “Stand by Me – Certified Partner” program is open for all installers to register for all training levels via: <https://www.sbm-cp.daikin.eu/>

Visit Daikin at ISH25



SAVE  
THE DATE

Join us  
at **ISH25**  
March 17-21 2025



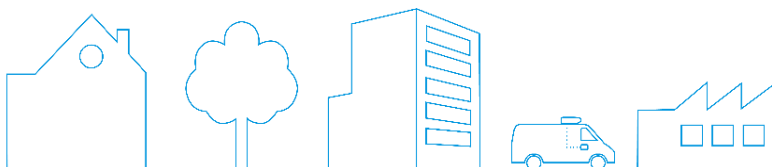
From **17-21 March, 2025**, Daikin will introduce its most versatile portfolio to date, running on a variety of refrigerants and tailored to diverse needs at **ISH25, the world's leading trade fair for HVAC + Water**, in Frankfurt, Germany. At the 1,000 m<sup>2</sup> stand, visitors can explore the new **Daikin Altherma 4 R-290 heat pump** and an **extended Multi+ range using R-454c**, both addressing the needs of the residential housing market. For larger applications, the new **VRV with CO<sub>2</sub>** will be unveiled, as well as the **Daikin Chiller, using R-290**, which allows a modular set-up for industrial purposes.

- March 17-21, 2025
- Messe Frankfurt, Ludwig-Erhard-Anlage 1, 60327 Frankfurt am Main, Germany
- Hall 12.0 Stand E41

#### References:

- 1) R-32 has a Global Warming Potential of 675 – see also [Regulation - EU - 2024/573 - EN - EUR-Lex](#) ANNEX VI
- 2) R-290 has a Global Warming Potential of 0,02 – see also [Regulation - EU - 2024/573 - EN - EUR-Lex](#) ANNEX VI
- 3) Source: BRG Building Solutions, June 2024 data/report

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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](http://www.daikin.com)

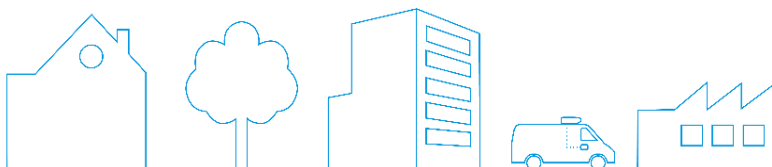
### Daikin Europe N.V.

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](http://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](http://www.daikin-ce.com)

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