

Daikin *One* Cloud Services Launches, Bringing HVAC Pros Unsurpassed Service Opportunities

Technicians can now monitor, diagnose and tune system performance without entering a customer's home

HOUSTON, June 7, 2021 – Using the newly launched Daikin *One* Cloud Services, Daikin *Comfort Pro* contractors can grow their business and connect with their customers using a cloud-based tool that allows them to configure, monitor, diagnose and adjust the performance of Daikin systems remotely, potentially eliminating the need to send a truck and technician to a home.

Daikin *One* Cloud Services – developed by Daikin North America LLC (Daikin), a subsidiary of Daikin Industries, Ltd. (DIL), the world's largest manufacturer of heating, cooling, and refrigerant products – brings contactless service to a new level. Using it, Daikin *Comfort Pros* (DCPs) can literally engage with their customers on visualized comfort issues and then take action.



Exclusively available to DCPs, Daikin *One* Cloud Services is a cloud-based portal for office computers and a mobile web app for smart devices. DCPs who have been given permission by the customer can remotely monitor system data ranging from temperatures, humidity, and indoor air quality to heating and cooling demand, plus critical and minor errors. Technicians can access not only current, live data but also history back to the day the system was cloud-connected.

“Being able to diagnose and adjust system performance without entering a customer's home can be a game-changer for DCPs, one that can help build customer confidence and loyalty,” explained Dennis Thoren, Vice President of Controls Engineering. “It allows our DCPs to provide their customers with advanced levels of service and more peace of mind than previously possible. For example, if a customer's cloud-connected system issues an alert,



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notifications can alert technicians immediately via the Daikin *One* Cloud Services phone app.”

Homeowners choose what level of access to give technicians, who can be granted complete 24/7 monitoring and adjustment access, to 24/7 monitoring settings only coupled with limited two-hour access windows. Permissions can be changed at any time. If the homeowner shares complete system access, technicians can not only see and monitor the system, but also make adjustments via thermostat menus, including the installer set-up menu – all without having to go to a customer’s home.

“Certainly, that’s a time and money saver for DCPs, but homeowners will also see this as a real advantage,” said Marc Bellanger, Director of Marketing and Communications. “It’s contactless service that doesn’t disrupt their lives, while still enabling technicians to keep their system optimally tuned and high-performing.”

Daikin *One* Cloud Services requires a Daikin *One+* Smart thermostat. Homeowners need an active Daikin *One* Home app on their smart device that’s connected to their system via the Daikin Cloud. The service is compatible with conventional split systems, Daikin *Fit*, mini- and multi-split systems, *VRV* and *VRV LIFE* systems.

For more information, visit the new Daikin *One* Cloud Services website at <https://daikinone.com/cloudservices>.

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About Daikin

Daikin Industries, Ltd. (DIL) is a Fortune 1,000 company with more than 76,000 employees worldwide and is the world’s number 1 air conditioning company. Daikin North America LLC (Daikin) is a subsidiary of DIL. Daikin and its affiliates manufacture heating and cooling systems for residential, commercial and industrial use and are sold via independent HVAC contractors. Daikin engineering and manufacturing is located at [Daikin Texas Technology Park](#) near Houston, TX. For additional information, visit www.northamerica-daikin.com.