Daikin’s Residential Cloud Service remote monitoring helps installers stay in control

**Brussels, 16 September 2024 – Daikin has boosted online support for home installers with the expansion of Daikin Cloud Service (DCS) Residential to include air-to-air heat pumps and split units. Daikin Cloud Service Residential 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. Pioneered by Daikin, 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** -The ability to access user controls allows installers to effectively monitor and adjust settings remotely where issues arise due to setting errors, lowering the need to make home visits.
* **Field settings -** Control over a comprehensive range of field settings also allows installers to finetune more advanced settings. These include, for example, adjusting for fireplaces, the operation of Daikin’s ’intelligent eye’ technology and targeted room temperature correction.
* **Data capture and analysis** - With 36 D-checker data points, plus the ability to view to two months of data history, installers can monitor continuously critical information for the residential units. A new visualisation feature with new graphic display and the availability of error codes helps to simplify 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 enabled by DCS Residential is valued by customers. It helps in a variety of ways: to promote customer loyalty, build a strong reputation and create new order opportunities 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 domestic installers in managing and developing their businesses.”

For further product information, visit our dedicated page [here](https://www.daikin.eu/en_us/service/operate_maintenance_repairs/remote_monitoring/daikin-cloud-service-residential.html).

**About Daikin Europe N.V.**

The Daikin Europe group is the leading provider of heating, cooling, ventilation, air purification and refrigeration (HVAC-R) technology in Europe, Middle East, and Africa. Daikin designs, manufactures, and offers customers a broad portfolio of products, maintenance services as well as turnkey solutions for residential, commercial, and industrial purposes. To date, Daikin Europe has over 13,800 employees across more than 59 subsidiaries. It has 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 the global group Daikin Industries.

**About Daikin Industries Ltd.**

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

Read more on [www.daikin.eu](http://www.daikin.eu) and [www.daikin.com](http://www.daikin.com).

**Media Contacts Daikin Europe N.V.**

Kevin Viader – Mail: [viader.k@bxl.daikineurope.com](mailto:viader.k@bxl.daikineurope.com)