

Daikin Altherma 3  
H-Split heat pump  
11, 14, 16 kW





EAB(H/X)-D



BRC1HHDK



EPGA-DV

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# Daikin Altherma 3

## H-Split 11, 14, 16 kW

powered by Bluevolution with R-32

### R-32, the environmentally-friendly refrigerant

#### Bluevolution

The Bluevolution technology combines highly efficient compressor technology developed by Daikin, together with the future of refrigerants: R-32.

BLUEVOLUTION

**R-32**

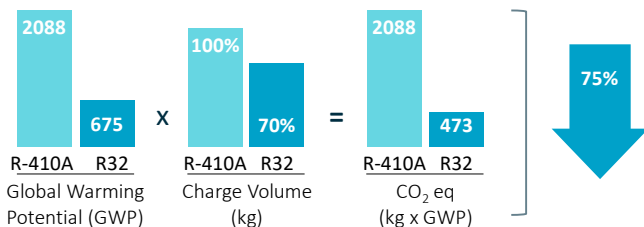
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 **DESIGN AWARD 2018**



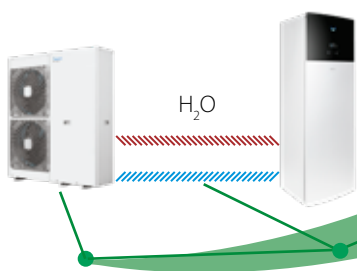
#### Environmentally-friendly

Thanks to the combination of its lower Global Warming Potential (GWP) (675 vs. 2,087, 5 for R-410A) and reduced refrigerant charge, R32 has a 75% lower CO<sub>2</sub> equivalent than R410A, making it better for the environment.



### The hydrosplit concept

Looking ahead to a better future



**Sealed R-32 refrigerant circuit**

Reduced risk of refrigerant leakage.

**Water connections**

Only water connections between the indoor and outdoor units.

No refrigerant inside the house

**With R32, the future is now**

Pioneers in the use of R32 in air-to-water heat pumps, Daikin places an absolute priority on the reduction of our environment impact.



## Gas injection advantage

### Higher capacity at low ambient

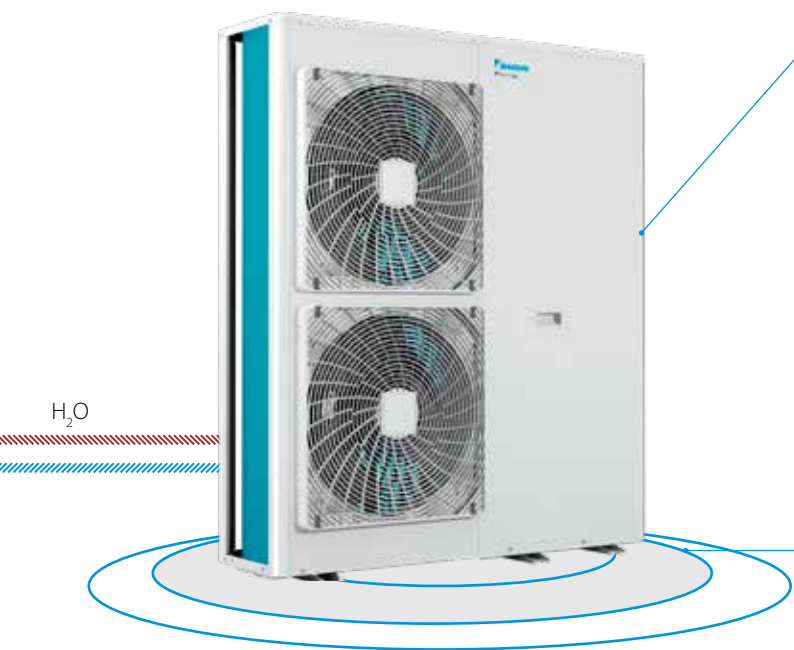
The Daikin Altherma 3 H-Split 11, 14, 16 kW outdoor unit is equipped with a new gas injection scroll compressor allowing the unit to operate even when it's down to -28 °C outside.

Moreover, the heating capacity at low ambient temperature (-7/35 °C) sees an improvement of 35% compared to its predecessor.

## Convenient for sensitive urban areas

### Low sound installer setting

In order to fulfil the requirements of the most sound sensitive urban areas, the unit can be set up in low sound mode, reducing the sound level by -3 dB(A).



## Higher performances

### Leaving water temperature

With a leaving water temperature of 60 °C at -10 °C outside, the Daikin Altherma 3 H-Split heat pump is perfect for:

- › New build applications using underfloor heating
- › Renovation applications using radiators

### Top energy performances

Thanks to the use of R32, the unit reaches the highest energy performances represented by the best energy labels.

### Daikin Altherma 3 H-Split 11, 14, 16 kW outdoor unit

The outdoor unit EPGA-DV is available in size 11, 14, 16 kW 1 phase and is connectable to:

- › EAB(H/X)-DV wall mounted indoor units
- › EAVH-DV tank integrated floor standing indoor units



(3) According to EU n°811/2013 label lay-out 2019, on a scale from G to A+++.



# Daikin Altherma 3 H-Split

with integrated domestic hot water tank

## Why choose Daikin floor standing unit with integrated domestic hot water tank?

The Daikin Altherma 3 H-Split floor standing unit is the ideal system to deliver heating, domestic hot water for new build and low energy houses.

### Easy to install

#### Small footprint & practical handles



The floor standing unit is designed with easy handling in mind, with practical handles that make it much easier to manoeuvre. With an integrated hot water tank it offers a smaller footprint and easy access to all the hydraulic components.



# Advanced user interface

## The Daikin Eye

The intuitive Daikin eye shows you in real time the status of your system.



### Blue

When the Daikin Eye indicates a blue colour, it means the boiler is functioning properly. The Daikin Eye will flash on and off when it's running on stand by mode.



### Red

When the Daikin Eye indicates a red colour, it means the boiler is out of commission and requires a maintenance check.



## Quick to configure

Log in and you'll be able to completely configure the unit via the new user interface in 9 steps. You can even check if the unit is ready for use by running test cycles. You can upload the settings on a USB stick and download it directly into the unit, or via the cloud.

## Easy operation

Work super-fast with the new user interface. It's easy to use with just a few buttons and two navigational knobs.

## Beautiful design

The user interface is designed to be very intuitive. The high contrasted colour screen delivers stunning and practical visuals that really help you as installer or service engineer.

# The floor standing unit answer all needs

## Heating only models - EAVH-D

The heating only Daikin Altherma 3 models provide domestic hot water and space heating in an efficient way.

## Colour



White

## Capacity and sizes



180 or 230 l  
1,650 or 1,850 mm

**R-32****BLUEEVOLUTION**

Single Phase EPGA-DV

## Low Temperature H-Split (R32) Heat Pump

Outdoor Units			Single Phase		
			EPGA11DV 11kW, 1-phase, 230V	EPGA14DV 14kW, 1-phase, 230V	EPGA16DV 16kW, 1-phase, 230V
Description	Height x Width x Depth	mm	1436 x 1156 x 351		
Weight		kg	143		
Nominal capacity	Heating (a/b)	kW	11.10 / 11.30	14.50 / 14.50	16.50 / 15.60
	Cooling (c/d)	kW	10.50 / 10.70	11.10 / 11.90	13.50 / 11.90
Nominal input	Heating (a/b)	kW	2.16 / 2.91	2.91 / 3.96	3.45 / 4.21
	Cooling (c/d)	kW	2.21 / 3.30	2.72 / 3.97	3.42 / 3.97
Seasonal space heating efficiency*	Space heating (Average climate) 35°C	Class	A++	A+++	
		Efficiency	175	178	182
		SCOP	4.44	4.51	4.61
	Space heating (Average climate) 55°C	Class	A++		
		Efficiency	130	132	134
		SCOP	3.32	3.37	3.43
COP	Heating (a/b)		5.15 / 3.88	4.99 / 3.65	4.78 / 3.71
EER	Cooling (c/d)		4.75 / 3.23	4.09 / 2.99	3.94 / 2.99
Operation range	Heating	°C	-28 to +35		
	Cooling	°C	+10 to +43		
	Domestic Hot water	°C	-28 to +35		
Sound pressure / power level	Heating	dBA	48 / 64	49 / 64	52 / 66
	Cooling	dBA	55 / 68		
Refrigerant charge	R-32	kg	3.5		
Water Connections (Diameter)		inches	1" (Male)		
Maximum piping length OU to IU[1]		m	10[1]		
Power supply			1-phase / 230V / 50Hz		
Recommended fuses		A	32		

Nominal capacity and nominal input tested according to EN 14511

Heating (a): Ambient air temperature 7°CDB and leaving water temperature 35°C (A7/W35). Heating (b): Ambient air temperature 7°CDB and leaving water temperature 45°C (A7/W45)

Cooling (c): Ambient air temperature 35°C and leaving water temperature 18°C (A35/W18). Cooling (d): Ambient air temperature 35°C and leaving water temperature 7°C (A35/W7)

Sound pressure / power measured according to EN 12102 under conditions of EN 14825

[1] Spare pump capacity can be utilised to extend the interconnecting pipe length. All design parameters must be known to calculate longer pipe lengths.

Heating only EAVH-D6V

## Low Temperature H-Split (R32) Heat Pump



Indoor Unit (wall hung)			Single Phase	
			EAVH16SU18D6V	EAVH16SU23D6V
Compatible outdoor unit	EPGA11-16DV			
User interface (Must be ordered separately)	BRC1HHD(W/S/K)			
G3 Kit (must be ordered separately)	EKUHWG3D			
Function	Heating Only			
Casing	Colour	White		
	Material	Resin + Sheet Metal		
Dimensions	Height x Width x Depth	mm	1,650 x 595 x 625	1,850 x 595 x 625
Weight	Unit / Packed Unit	kg	109 / 126	118 / 135
Operating range	Heating	Min-Max.	15°C - 60°C	
	DHW	Max.	60°C(1)	
Sound power level	Nom.	dBA	44	
Sound pressure level	Nom.	dBA	30	
Tank	Water Volume	Litres	180	230
	Maximum water pressure	bar	10	
	Material		Stainless steel (EN 1.4521)	
	Load profile EN16147		L	XL
	Standing heat loss	W	56	73
	Energy efficiency rating		A	A
Hydraulic characteristics	Standing heat loss @ 45K dT	kWh/24h	1.4	1.8
	Water connections Indoor/outdoor	inch	G 1" (female)	
	Water connections DHW / Recirc	inch	G 3/4" (female)	
	Water connections Space heating	inch	G 1" (female)	
Minimum water volume		litres	20	
Minimum flow rate		l/min	20	
Backup heater power supply (ii)	Phase		1~ / 3~	
	Frequency	Hz	50	
	Voltage	V	230	
	Maximum capacity	kW	6 (2 step)(iii)	
	Maximum running current	A	26	
	Recommended fuse rating	A	20(iv)	

Notes:

- Power supply is for backup heater only. Indoor unit switch box and circulation pump are supplied via the outdoor unit.
- Tank temperature up to 75°C possible with booster heater only operation (if available in the system).
- Backup heater steps electronically setup on the indoor unit interface. i feet
- 4 pole 20A curve 400V tripping class C (refer to wiring diagram)



## Accessories:

Accessory Ref	Description
BRC1HHDW	Madoka Heating - White
BRC1HHDS	Madoka Heating - Silver
BRC1HHDK	Madoka Heating - Black
AFVALVE1	Anti-freeze valve for glycol free systems (two required per heat pump)
EKPCCAB4	PC cable – to upload field settings from PC to unit
EKRSC1	Optional remote temperature sensor for outdoor unit*
KRCS01-1	Optional remote temperature sensor for indoor unit*
EKRP1HBA	Optional PCB kit for remote alarm monitoring, run and fault indication, solar interlock for heat pump and bivalent operation
K.FF600ASN	Pair of flexi-feet for mounting outdoor unit
K.HOSE750	Pair of flexible hoses (Length 750mm, 19mm tough PVC coated insulation, 1" FBSP x 28mm compression)
K.HOSE750EL	Pair of flexible hoses with elbow (Length 750mm, 19mm tough PVC coated insulation, 1" FBSP x 28mm compression)
BRP069A62	Smart Comfort Controller app
EKUMBPART	3rd party tank connection kit - Dry pocket sensor
K.ELECMETV	Electric meter for domestic RHI - Single-phase (Metering for performance compliant) MID Class A electric meter to measure the electricity consumption of the Daikin Altherma heat pump
K.ELECMETW	Electric meter for domestic RHI - Three-phase (Metering for performance compliant) MID Class A electric meter to measure the electricity consumption of the Daikin Altherma heat pump



BRC1HHDK



## Features:

- › Integrated stainless steel domestic hot water tank of 180 or 230 l
- › PCB board and hydraulic components are located in the front for easy access
- › Small installation footprint of 595 x 625 mm
- › Integrated back-up heater choice of 6 or 9 kW
- › Outdoor unit extracts heat from the outdoor air, even at -28°C



# Daikin Altherma 3 H-Split

wall mounted indoor unit



## Why choose Daikin wall mounted unit?

The Daikin Altherma 3 H-Split split wall mounted indoor unit offers heating and cooling, with an optional connection to deliver domestic hot water.

### High flexibility for installation and domestic hot water connection

- › All hydraulic components included means no third party components are required
- › PCB board and hydraulic components are located in the front for easy access
- › Compact dimensions allows for small installation space, as almost no side clearances are required
- › The unit's sleek design blends in with other household appliances
- › Combine with a stainless steel domestic hot water tank



# Advanced user interface

## The Daikin Eye

The intuitive Daikin eye shows you in real time the status of the system.



### Blue

When the Daikin Eye indicates a blue colour, it means the boiler is functioning properly. The Daikin Eye will flash on and off when it's running on stand by mode.



### Red

When the Daikin Eye indicates a red colour, it means the boiler is out of commission and requires a maintenance check.



## Quick to configure

Log in and you'll be able to completely configure the unit via the new user interface in 9 steps. You can even check if the unit is ready for use by running test cycles. You can upload the settings on a USB stick and download it directly into the unit, or via the cloud.

## Easy operation

Work super-fast with the new user interface. It's easy to use with just a few buttons and two navigational knobs.

## Beautiful design

The user interface is designed to be very intuitive. The high contrasted colour screen delivers stunning and practical visuals that really help you as installer or service engineer.

# Stainless steel tank

## EKHWSU-D

Connect your Daikin Altherma 3 H-Split wall mounted unit with a stainless steel tank to achieve efficient domestic hot water heating production, more details on page 14.



## Flexibility in providing domestic hot water

### Heating only models - EABH-D

The heating only Daikin Altherma 3 H-Split models provide domestic hot water and space heating in an efficient way.



### Reversible models - EABX-D

In addition to its core heating and hot water function, Daikin Altherma 3 H-Split can provide cooling during hotter weather.

This cooling function is provided via emitters such as an underfloor system or heat pump convectors.





## Single Phase EPGA-DV

# Low Temperature H-Split (R32) Heat Pump

Outdoor Units			Single Phase		
			EPGA11DV 11kW, 1-phase, 230V	EPGA14DV 14kW, 1-phase, 230V	EPGA16DV 16kW, 1-phase, 230V
Description			1436 x 1156 x 351		
Dimensions	Height x Width x Depth	mm			
Weight		kg	143		
Nominal capacity	Heating (a/b)	kW	11.10 / 11.30	14.50 / 14.50	16.50 / 15.60
	Cooling (c/d)	kW	10.50 / 10.70	11.10 / 11.90	13.50 / 11.90
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	Cooling (c/d)	kW	2.21 / 3.30	2.72 / 3.97	3.42 / 3.97
Seasonal space heating efficiency*	Space heating (Average climate) 35°C	Class	A++	A+++	
		Efficiency	175	178	182
	Space heating (Average climate) 55°C	SCOP	4.44	4.51	4.61
		Class	A++		
COP	Heating (a/b)	Efficiency	130	132	134
		SCOP	3.32	3.37	3.43
EER	Cooling (c/d)		5.15 / 3.88	4.99 / 3.65	4.78 / 3.71
Operation range	Heating	°C	4.75 / 3.23	4.09 / 2.99	3.94 / 2.99
	Cooling	°C		-28 to +35	
	Domestic Hot water	°C		+10 to +43	
Sound pressure / power level	Heating	dB(A)	48 / 64	49 / 64	52 / 66
	Cooling	dB(A)		55 / 68	
Refrigerant charge	R-32	kg		3.5	
Water Connections (Diameter)		inches		1" (Male)	
Maximum piping length OU to IU[1]		m		10[1]	
Power supply				1-phase / 230V / 50Hz	
Recommended fuses		A		32	

Nominal capacity and nominal input tested according to EN 14511

Heating (a): Ambient air temperature 7°CDB and leaving water temperature 35°C (A7/W35). Heating (b): Ambient air temperature 7°CDB and leaving water temperature 45°C (A7/W45)

Cooling (c): Ambient air temperature 35°C and leaving water temperature 18°C (A35/W18). Cooling (d): Ambient air temperature 35°C and leaving water temperature 7°C (A35/W7)

Sound pressure / power measured according to EN 12102 under conditions of EN 14825

[1] Spare pump capacity can be utilised to extend the interconnecting pipe length. All design parameters must be known to calculate longer pipe lengths.

## Heating and Cooling EABH(X)-D

# Low Temperature H-Split (R32) Heat Pump



Indoor Unit (wall hung)			Single Phase			
			EABH16D6V	EABH16D9W	EABX16D6V	EABX16D9W
Compatible outdoor unit			EPGA11-16DV			
User interface (Must be ordered separately)			BRC1HHD(W/S/K)	BRC1HHD(W/S/K)	BRC1HHD(W/S/K)	BRC1HHD(W/S/K)
Function			Heating Only	Heating Only	Reversible	Reversible
Dimensions	Height x Width x Depth	mm	840 x 440 x 390			
			Leaving water temperature range		Heating	
Pump	No. of speeds	°C	-		+5 to +22	
			Expansion vessel volume			
Minimum water volume		litres	10			
Minimum flow rate		l/min	20			
Water connections			1" (female)			
Back-up heater fuse rating	6kW 1ph 230V	A	32	-	32	-
	9kW 3ph 400V	A	-	16	-	16

Notes: i) Back-up heaters are three step control, 1 phase 2-4-6 kW and 3 phase 3-6-9 kW

**Notes:**

- \* Only one optional remote sensor can be installed. Sensor connects to indoor unit.
- For compatible cylinders, see page 10
- Outdoor unit requires mounting on three flexi feet
- \*\*Recommended to achieve minimum outdoor unit ground clearance of 150mm.

## Accessories:

Accessory Ref	Description
BRC1HHDW	Madoka Heating - White
BRC1HHDS	Madoka Heating - Silver
BRC1HHDK	Madoka Heating - Black
AFVALVE1	Anti-freeze valve for glycol free systems (two required per heat pump)
EKPCCAB4	PC cable – to upload field settings from PC to unit
EKRSC1	Optional remote temperature sensor for outdoor unit*
KRCS01-1	Optional remote temperature sensor for indoor unit*
EKRP1HBA	Optional PCB kit for remote alarm monitoring, run and fault indication, solar interlock for heat pump and bivalent operation
K.FF600ASN	Pair of flexi-feet for mounting outdoor unit, 100mm tall
UK.FF600H150	Pair of flexi-feet for mounting outdoor unit, 150mm tall**
K.HOSE750	Pair of flexible hoses (Length 750mm, 19mm tough PVC coated insulation, 1" FBSP x 28mm compression)
K.HOSE750EL	Pair of flexible hoses with elbow (Length 750mm, 19mm tough PVC coated insulation, 1" FBSP x 28mm compression)
BRP069A62	Smart Comfort Controller app
EKUMBPART	3rd party tank connection kit - Dry pocket sensor
K.ELECMETV	Electric meter for domestic RHI - Single-phase (Metering for performance compliant) MID Class A electric meter to measure the electricity consumption of the Daikin Altherma heat pump



BRC1HHDK



## Features:

- › Combine with a stainless steel tank to provide domestic hot water
- › PCB board and hydraulic components are located in the front for easy access
- › Compact dimensions allows for small installation space, as almost no side clearances are required
- › Integrated back-up heater choice of 6 or 9 kW
- › Outdoor unit extracts heat from the outdoor air, even at -28°C



# Domestic hot water tank

## Hot water heating installation options



### Domestic hot water tank



#### Comfort

- > Available in 150, 180, 200, 250 and 300 litres in stainless steel EKHWSU-D

#### Efficiency

- > High-quality insulation keeps heat loss to a minimum
- > Efficient temperature heating: from 10°C to 50°C in only 60 minutes

#### Reliability

- > At necessary intervals, the unit can heat up water up to 60°C to prevent the risk of bacteria growth

### EKHWSU-D

## Hot Water Cylinder

Domestic hot water cylinder			SB.EKHWSU150/EKEXP	SB.EKHWSU180/EKEXP	SB.EKHWSU200/EKEXP	SB.EKHWSU250/EKEXP	SB.EKHWSU300/EKEXP
Description			150L unvented cylinder (Including EKEXPVES)	180L unvented cylinder (Including EKEXPVES)	200L unvented cylinder (Including EKEXPVES)	250L unvented cylinder (Including EKEXPVES)	300L unvented cylinder (Including EKEXPVES)
Suitable for			R32 Split and Monobloc systems				
Energy efficiency class			B				
Standing heat loss (ErP)	W		45	50	55	60	68
Storage volume	L		145	174	192	242	292
Standing heat loss	kWh/24h		1.1	1.2	1.3	1.4	1.6
Max water temperature	°C		75				
Booster heater capacity	kW		3				
Power supply			1-phase / 230V / 50Hz				
Recommended fuses	A		20				
Height	mm		1015	1175	1283	1553	1763
Diameter	mm		595				
Empty weight	kg		45	50	53	58	63
Material inside cylinder			Stainless steel (EN 1.4521)				
Piping connections (diameter)	Water inlet H/E	inch	3/4 (female)				
	Water outlet H/E	inch	3/4 (female)				
	Cold water in	inch	3/4 (female)				
	Hot water out	inch	3/4 (female)				

#### Features:

- > This stainless steel unvented cylinder is the ideal partner for Daikin Altherma R32 Split and Low temperature monobloc systems
- > Fitted with a 3kW immersion heater as standard
- > Quick and easy installation with semi pre-plumbed G3 safety kit included
- > Supplied with 3-way valve



# Always in control

## Daikin Online Controller

The Daikin Online Controller application can control and monitor the status of a heating system and allows you to:

### Monitor

- › The heating system status
- › Energy consumption graphs

### Schedule

- › Schedule the set temperature\* and operation mode with up to **6 actions per day for 7 days**
- › Enable **holiday mode**
- › View in intuitive mode

### Control

- › Control space heating and domestic hot water via room thermostat
- › Control leaving water temperature for domestic hot water

### Main features

- › Tank temperature monitoring
- › Equipped with GDPR (data protection)
- › Remote firmware update of LAN Adapter
- › Control over multiple unit locations





# Madoka for Heating



reddot award 2018  
winner



## The beauty of simplicity



Silver  
RAL 9006 (metallic)  
BRC1HHDS



Black  
RAL 9005 (matt)  
BRC1HHDK



White  
RAL9003 (glossy)  
BRC1HHDW

## User-friendly wired remote controller with premium design

### Intuitive control with a premium design:

The smooth curves of the Madoka for Heating controller offer a sleek, refined shape which is distinguished by its striking blue circular display. Presenting a clear visual reference with large easy to read numbers, the controller features are accessed through three touch buttons, which combine intuitive control with easy adjustability for an enhanced user experience.

### Three colours to match any interior design:

Madoka for Heating will complement perfectly any interior design scheme. Silver gives an additional touch to stand out in any interior or application, while Black is an ideal match for darker, stylish interiors and White offers a sleek, modern look.

### Easily-set operation parameters:

Setting and fine-tuning your controller is simple and helps you attain higher energy savings and more comfort. The system enables you to select the space operation mode (heating, cooling or automatic), set the desired room temperature and control the domestic hot water temperature.

### Easy Update via Bluetooth:

It is strongly recommended that the user interface has the latest software version. To update the software or check if updates are available, you need a mobile device and the Madoka Assistant app.

This app is available from Google Play and the Apple Store



[www.daikin.eu/madoka](http://www.daikin.eu/madoka)

# Daikin Altherma HPC

floor standing model



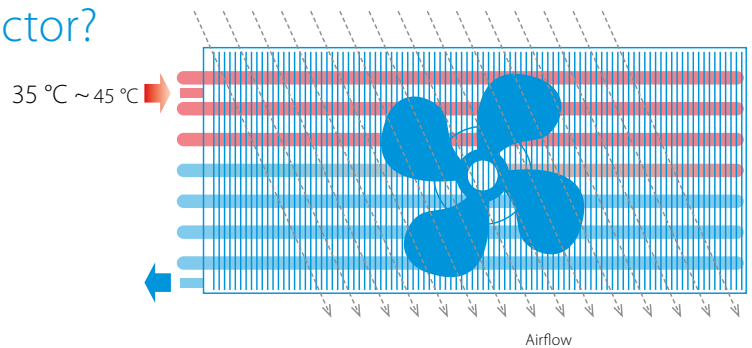
By providing cooling and heating, Daikin Altherma HPC can be used with underfloor piping and can replace outdated radiators. The unit is available in three models (floor standing, wall mounted and concealed) and is ideal for any bedroom or living area thanks to its silent operation.



## What is a heat pump convector?

The way a heat pump convector works is similar to a radiator, as both use convection to heat a room. A radiator creates convection by running water through its pipes. With a heat pump convector, a radiator's convection process is faster because there is a small fan behind it speeding up the heating cycle.

A heat pump convector creates the same room temperature as a traditional radiator, but with lower water temperatures which leads to longterm energy savings for users.



- › Optimized for new build houses
- › Can be selected at low water temperature (35 °C) which makes it ideal for heat pump applications



## Slim design



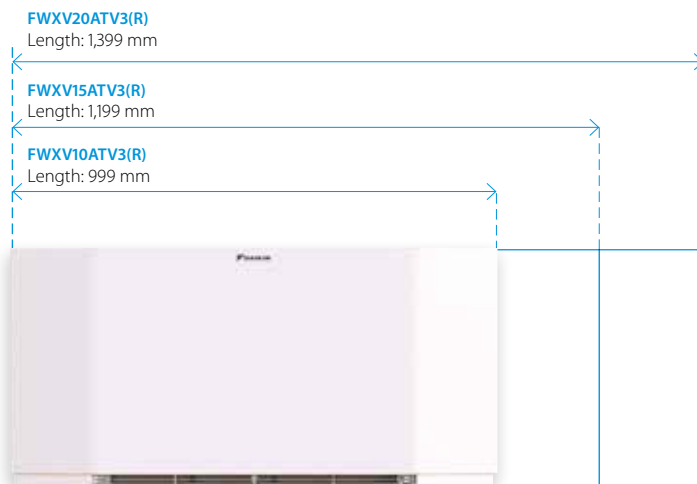
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The floor standing Daikin Altherma HPC measures 135 mm (depth), this heat pump convector can fit in any house or apartment.



## Fast and high capacity

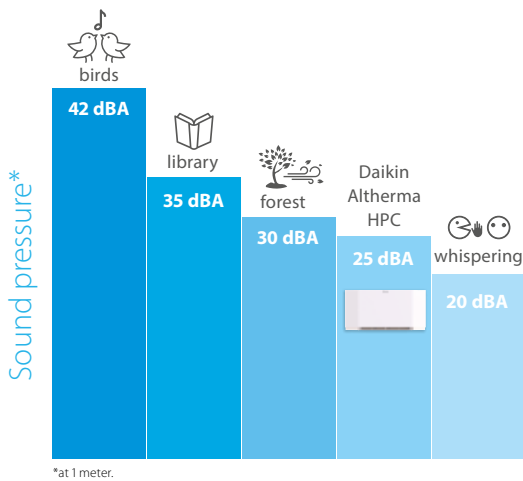
The Daikin Altherma HPC combines the advantages of residential underfloor heating and radiators. It delivers high capacity heating or cooling faster and can be selected at ultra-low temperatures (35/30 °C regime).





## Discreet

As the unit reaches its set point, a continuous modulating fan gradually reduces its speed and creates less noise. The unit's sound pressure measures 25dB(A) at 1 m when the fan is on a low-speed setting.



## DC Inverter

Daikin Altherma HPC uses the latest technologies to consume less electricity down to 3W of standby power input.



## Controllers

Daikin offers a wide variety of controllers that are functional and have a great design.

### EKRTCTRL1



- > Built-in controller
- > Fully modulating
- > Multicolor display

### EKRTCTRL2



- > Built-in controller
- > 4 speed selection

### EKWHCTRL1



- > Wall controller
- > Fully modulating
- > In combination with EKWHCTRL0

### EKPCBO

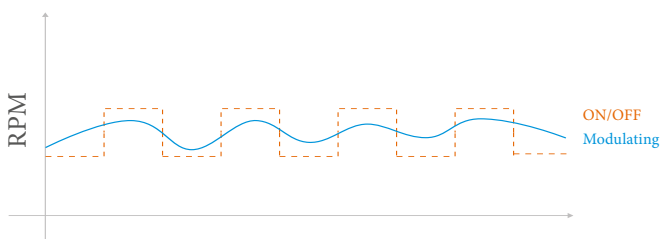


- > Built-in controller
- > ON/OFF
- > In combination with external thermostats



## Modulated airflow

When there is less heating demand, the unit modulates its airflow to slow down the fan rate, and in the process, lowers the operational sound. A standard ON/OFF fan running simultaneously at full speed can increase sound pressure.



\* Only applicable for EKRTCTRL1, EKWHCTRL1.



## Perfect combination

This heat pump convector fits perfectly within the Daikin Altherma 3 range.





# Stand By Me

## A complete customer after-care solution.

With your customer's new Daikin installation and Stand By Me warranty and maintenance options, you can rest assured they are benefiting from the best comfort, energy efficiency, usability and service available on the market. Stand By Me provides an easy way to hand over the system to your customer. Simply complete the commissioning details on [standbyme.daikin.co.uk](http://standbyme.daikin.co.uk), add your customer's email address and they will receive a code so they can create an account on Stand By Me and select their warranty and maintenance options.

- ✓ Installation database
- ✓ Easy commissioning
- ✓ End user warranty registration

**Stand By Me** provides a live dashboard of your project leads and, once the system is commissioned, your existing installations. So you can review and manage which products were installed, where and when.

Hand over couldn't be simpler either. Simply complete the commissioning details, add your customer's email address and they will receive a code so they can create an account on **Stand By Me** and select their warranty and maintenance options.

Warranty registration (previously on KEY) is now all done on **Stand By Me**. Once you've commissioned the system and emailed the code to your customer, your database will show you if the end-user has completed the warranty registration and the length of time remaining on their warranty\*.

- ✓ Installation database

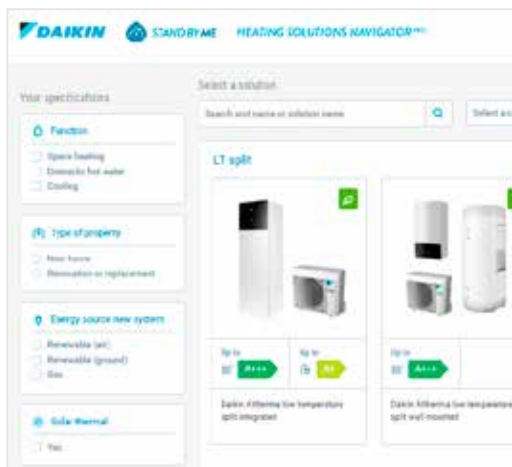
**Stand By Me** means that social housing providers no longer need physical access to properties in order to read meters for RHI reports. Remote monitoring of meters on **Stand By Me** provides a daily summary of the energy produced, consumed and the system efficiency, which can be submitted to Ofgem for RHI reporting. The Daikin remote metering cloud has been designed specifically for Daikin Altherma Hybrid systems and connects with your installed meters to provide all the information needed for quarterly RHI reporting.

## Heating Solutions Navigator

The Heating Solutions Navigator is a versatile toolkit on Stand By Me, which brings together all the tools required to complete the design and selection of a system and allows you to showcase Daikin heating solutions to your customers.

The Heating Solutions Navigator helps you to:

- > Quickly see the wide array of Daikin Heating Solutions available
- > Check all the options specifically for your installation
- > Link easily to the installation specific literature
- > Estimate the required heat load – from a simple snapshot to a detailed room-by-room calculation
- > Use the embedded Pipe Sizing tool to calculate the maximum hydronic piping length from the indoor unit to the outdoor unit
- > Create custom made piping & wiring diagrams
- > Use the flue gas selection tool for gas based solutions
- > Set the configuration of your installation
- > Compare economic and environmental benefits of the Daikin system versus a conventional heating installation
- > Store all your leads on you Stand By Me account
- > Track projects from lead, installation and commissioning to inviting your customers to select after-sales services



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[daikin.co.uk](http://daikin.co.uk)

Heating installer line: 01932 879070

Dedicated homeowner support line: 01932 879271

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