



Daikin UK Commercial Installer and Partner Programme 2025

Your toolkit for business growth

D-carbonise
Partner





Knight selects VRV IV+ heat recovery for prime Edinburgh office refurb



'Easy' ducted solution ensures comfort in new tenant's huddle zones



Daikin heat recovery systems give prime office building new lease of life



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Double first in decarbonisation as university graduates to VRV5 technology



High efficiency complements high-end development at Southend

Partnering with Daikin

At Daikin UK, we believe that strong partnerships between manufacturers and installers are essential for mutual growth and long-term success. That's why Daikin's Commercial Installer and Partner Programme is designed to support your business at every stage, providing the tools, training, and recognition you need to stand out in the industry.

Our Commercial Installer and Partner Programme is structured to help you enhance your skills, grow your business, and gain credibility in an increasingly competitive market. Whether you're just starting out with Daikin or looking to establish yourself as a leading provider, we offer different levels of partnership to suit your needs.

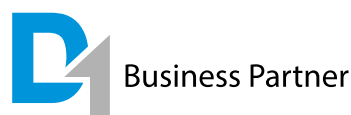


Certified Installer: Laying the foundations for success

Becoming a Certified Installer helps your business strengthen its relationship with Daikin by providing specialist training, technical support, and industry recognition.

Certified Installers gain credibility and visibility, making your business more attractive to potential customers. Additionally, you benefit from marketing resources that reinforce your reputation as reliable and skilled installers. By becoming a Certified Installer, you demonstrate a commitment to quality installation, superior customer service, and continued professional growth.

To qualify, your company will need to have completed at least one Daikin training course and achieved sales with Daikin of £20,000.



D1 Business Partner: A mark of quality and expertise

As you grow your skills and business with Daikin, the D1 Business Partner programme offers additional benefits and recognition.

D1 Business Partners are recognised for high standards of professionalism, technical expertise, and installation quality. As a D1 Partner, you'll receive enhanced business support, exclusive access to promotions, and additional resources to help you attract more customers and increase your competitive edge.

To qualify, your company will need to have completed two Daikin training courses. You'll also need to have at least one year's trading history with Daikin UK, and achieve sales with Daikin of £60,000 while meeting key quality criteria.



D1+ Premium Partner: The highest level of recognition

For businesses that have demonstrated outstanding expertise and commitment to the highest standards, Daikin offers the prestigious D1+ Premium Partner status.

D1+ Premium Partners enjoy all the benefits of the D1 Business Partner programme, plus additional exclusive incentives, marketing support, and priority access to Daikin's latest innovations. This status signifies the highest level of trust and professionalism, giving your business an even stronger competitive advantage.

This level is reserved for companies that have completed three Daikin training courses, have been trading with Daikin UK for at least a year, and achieved sales with Daikin of £225,000, while meeting the highest quality standards.



D-carbonise Partner: Showcase your sustainability credentials

As the industry moves towards a more sustainable future, Daikin UK is committed to supporting businesses in their efforts to reduce carbon emissions and embrace greener practices.

D-carbonise Partner status is designed to help companies differentiate themselves in the market by demonstrating their commitment to sustainability.

Alongside your Certified Installer, D1 Business Partner or D1+ Premium Partner status, you can also gain formal recognition for your efforts to help decarbonise your business, our industry and the wider construction market.

As a D-carbonise Partner, you'll boost your credibility, while gaining the tools and resources to help you win new projects and stay ahead of the competition. This is an ideal opportunity to align your company with the future of sustainable heating and cooling solutions, reinforcing your reputation as an industry leader in environmental responsibility.

The benefits



Daikin's Commercial Installer and Partner Programme is designed to help grow your business, enhance your reputation, and deliver the highest levels of service to customers. By partnering with Daikin, you'll gain access to:

- › **Specialist training** to ensure you stay at the forefront of the industry
- › **Technical support** to help you deliver the best possible solutions
- › **Marketing and branding opportunities** to boost your visibility and credibility
- › **Exclusive funding and discounts** to enhance your profitability
- › **No-fuss warranties** to support your installations
- › **Recognition and endorsement** from a globally respected brand

Whichever level suits your business best, partnering with Daikin gives you the backing of a trusted industry leader, helping you expand your reach, increase customer confidence, and secure long-term success.

Join us today and take your business to the next level with Daikin UK.



Benefits	Ci	D1	D1+	Daikin D-carbonise Partner
Partner Programme benefits				All benefits below already included according to your Ci, D1 or D1+ status
Online portal				
Daikin merchandise ordering	✓	✓	✓	
Business development fund	✓	✓	✓	
Dedicated support contacts	✓	✓	✓	
Printing own certificates	✓	✓	✓	
Warranty certificate	✓	✓	✓	
Co-branded brochures	✓	✓	✓	
Dedicated account manager	✓	✓	✓	
Credit account (£10k credit subject to T&Cs)	✓			
Business development fund	£500	2% of invoiced sales up to £4,500	2% of invoiced sales uncapped	
Access to training centres	✓	✓	✓	
Free unlimited training days	✓	✓	✓	
Spares discount		10%	15%	
Priority spares contact		✓	✓	
Standardised commissioning forms	✓	✓	✓	
Priority helpdesk		✓	✓	
Installer Locator on website	✓ (subject to signing up to Lead Management Tool)	✓	✓	✓
Partnership event invitations		✓	✓	
Reclaim with Confidence services	Additional BDF of £3 per kg of reclaimed refrigerant	Additional BDF of £3 per kg of reclaimed refrigerant	Additional BDF of £3 per kg of reclaimed refrigerant	Additional BDF of £5 per kg of reclaimed refrigerant
Ability to claim R32 tooling via the portal using business development fund	✓	✓	✓	
R32 VRV Outdoor Units (Accelerator)	N/A	Double your BDF earned for each R32 VRV outdoor unit	Double your BDF earned for each R32 VRV outdoor unit	
No fuss warranty	✓	✓	✓	
Reward for sharing F-Gas records	✓	✓	✓	

*For details of our warranty terms and conditions on specific product ranges, please see partner.daikin.co.uk

The Certified Installer programme



Partnering with Daikin UK as a Certified Installer gives you access to a wealth of opportunities designed to help your business grow. This programme is tailored to support installers with training, resources, and exclusive benefits - all while boosting your credibility with customers through association with a globally trusted brand.

Becoming a Certified Installer is simple:

1. Achieve £20,000 sales with Daikin
2. Complete one Daikin training course
3. Obtain F-Gas Certification for your business

Exclusive benefits for Certified Installers:

By joining the Daikin Certified Installer programme, you gain access to invaluable business-building advantages, including:

- › **Professional recognition:** receive a certificate to showcase your expertise and certified status
- › **Ongoing training:** enjoy unlimited free training
- › **No-fuss warranty:** paperwork-free claims by phone, e-mail or WhatsApp, with parts delivered free and a credit note towards your labour
- › **Enhanced credibility:** strengthen customer trust with Daikin brand association
- › **Dedicated online portal:** manage your certification and access resources at partner.daikin.co.uk
- › **Marketing support:** access co-branded marketing materials via the Partner Portal
- › **NEW! Business development fund:** receive up to £500 to spend on Daikin tools, equipment and merchandise
- › **NEW! Sales leads:** if you're doing residential installations, gain leads from the Lead Management Tool and get listed on our website Installer Locator
- › **Efficiency tools:** use easy templates for commissioning, maintenance, and inspection forms
- › **Financial benefits:** get a credit account with a £10,000 limit (subject to T&Cs)
- › **NEW! Sustainability Bonus:** claim an additional BDF of £3/kg on reclaimed refrigerant through our Reclaim with Confidence service
- › **Personalised support:** work with a dedicated account manager



No-fuss warranties

We're proud to offer a "no fuss" approach to our warranties, with fast claims by phone, e-mail or WhatsApp. Parts are delivered free and you'll get a credit note towards your labour, all without tiresome paperwork and waiting times.

For details of our warranty terms and conditions on specific product ranges, please see partner.daikin.co.uk.

Get started today

Take your business to the next level by becoming a Daikin Certified Installer. Contact your Daikin UK Sales Engineer or register your interest at partner.daikin.co.uk.

Your path to Certified Installer status

Joining the Daikin Certified Installer programme is straightforward and rewarding. Once you reach £20,000 sales with Daikin UK and complete a Daikin training course, your Sales Engineer will guide you through the proposal process.

Following approval, you'll receive an exclusive link to register for the Partner Portal - your gateway to a range of benefits designed to support and grow your business



The Partner Portal

The Partner Portal is your all-in-one hub. Gain instant access to a wealth of resources and financial perks via partner.daikin.co.uk, including:

- › £500 Business Development Fund to spend on Daikin tools, equipment and merchandise
- › Customisable digital marketing materials featuring your branding alongside Daikin's logo
- › Certified Installer certificate download to showcase your recognised status
- › Exclusive case studies and high-quality images to enhance your marketing efforts

The Partner Portal is an essential tool for managing your projects and certifications with ease. From here, you can:

Manage projects & warranties

- › Upload documents for warranty extensions
- › Generate professional warranty certificates for your customers
- › Download commissioning, inspection, and maintenance templates
- › Track your sales and training courses
- › Request additional user access for your team
- › Share your F-Gas records by 31st January each year and get £200 added to your Business Development Fund

Get valuable business resources

Explore the My Daikin Portal Library for data books, O&M manuals, and an image library

- › Order exclusive Daikin merchandise
- › Claim Daikin tools & R32 gauges
- › Download Daikin & Certified Installer logos for your promotional materials

Managing your Ci account: flexible & user-friendly

The Partner Portal offers two levels of access to suit your business needs:

- › **Administrators** can request additional users, submit claims, order merchandise, and extend warranties.
- › **Standard Users** can extend warranties and use marketing tools but cannot request new users or submit claims.

The D1 Partnership programme

The Daikin D1 Partnership Programme is designed for installers who have demonstrated high standards of professionalism, technical expertise, and installation quality. Being part of this programme means your business is recognised for excellence and supported with exclusive benefits to help you grow.

D1 status is widely respected across the industry, serving as a mark of quality that sets D1 contractors apart. As a D1 Business Partner or D1+ Premium Partner, you gain access to a host of benefits, including extended warranties, marketing support, and technical assistance.

Daikin UK actively supports its D1 and D1+ partners in becoming part of independently recognised organisations that drive continuous improvement in industry standards. This recognition provides peace of mind to customers, knowing that their chosen installer is backed by Daikin's endorsement and expertise.

No fuss warranties

We're proud to offer a "no fuss" approach to our warranties, with fast claims by phone, e-mail or WhatsApp. Parts are delivered free and you'll get a credit note towards your labour, all without tiresome paperwork and waiting times.

Business Development Fund (BDF)

As part of our partnership programmes, Daikin UK rewards loyalty through our Business Development Fund (BDF). All D1 Business Partners are eligible to receive a BDF amounting to 2% of their invoiced sales, up to £4,500 for D1 Partners. For D1+ Premium Partners, the fund is uncapped, giving you greater flexibility. As a Partner you can utilise your BDF contribution on approved activities, helping to further develop and grow your business.

Why become a D1 partner?

Becoming a D1 Business Partner or D1+ Premium Partner gives you access to numerous benefits designed to support and grow your business, including:

- › Achieving recognised Partner status
- › Future-proofing your business
- › Access to cost-effective marketing tools
- › A dedicated technical helpline
- › Discounts on spare parts
- › Business Development Fund (see page 10)
- › Sustainability incentive for reclaimed refrigerant
- › Project and technical assistance
- › Free training for your team

For the full range of benefits, please see page 3.



D1 Business Partner eligibility

To become a D1 Business Partner and maintain D1 Business Partner status, you will need to meet the following criteria each year:

- › Invoiced sales of £60,000 during either:
 - › 1st January to 31st December in the previous year
 - › 1st January to date in the year of application
 - › Previous 12 months up to date of application
- › Two training courses at a Daikin UK Training Centre or online within the last 12 months
- › One year's trading history with Daikin UK
- › A site visit will be required to check installation standards
- › 100% adherence to Daikin UK payment terms
- › F-Gas Refrigerant Safe Handling Certification

Achieving D1+ status

D1+ Premium Partner status is awarded to installers who have consistently delivered outstanding sales performance and maintained the highest standards of professionalism and expertise. This elite status signifies a strong partnership with Daikin UK, ensuring that D1+ partners receive even greater support, recognition, and opportunities to expand their business.



D1+ Premium Partner eligibility

Achieving D1+ Premium Partner status shows customers that you are committed to the Daikin brand and Daikin UK is committed to your business in every respect. D1+ Premium Partners qualify for additional benefits to strengthen their long-term growth strategies. To become a D1+ Premium Partner and maintain D1 Premium Partner status, you will need to meet the following criteria each year:

- › Invoiced sales of £225,000 during either:
 - › 1st January to 31st December in the previous year
 - › 1st January to date in the year of application
 - › Previous 12 months up to date of application
- › Three training courses at a Daikin UK Training Centre or online within the last 12 months, one of which must be a service & maintenance course
- › In addition to the quality criteria required of D1 Business Partners, D1+ Premium Partners will also need to provide:
 - › BESA, Refcom Elite or Quidos Premium certification
 - › Public Liability insurance (minimum cover £10,000,000)



partner.daikin.co.uk

Exclusive benefits for D1 and D1+ Partners

Achieve D1 Business Partner or D1+ Premium Partner status and enjoy:

- › **No-fuss warranty:** paperwork-free claims evaluated by phone, e-mail or WhatsApp, with parts delivered free and a credit note towards your labour
- › **Dedicated technical support:** all D1 Partners have priority access to Daikin UK's dedicated technical support helpdesk. Your engineers will receive the top quality technical advice they need, when they need it most
- › **Partner portal:** log on to the partner portal for easy access to your business development fund, marketing resources and warranty extensions
- › **Business development fund:** submit your claims easily online via the partner portal to spend on training, branded workwear, specialist tools, merchandise and promotions
- › **Double BDF points for R32 VRV:** accelerate the change to lower GWP refrigerant systems and double BDF points whenever you purchase an R32 VRV outdoor unit
- › **Sustainability bonus:** Claim an additional BDF of £3/kg on reclaimed refrigerant through our Reclaim with Confidence services.
- › **F-Gas records reward:** share your F-Gas records by 31st January each year and get £200 added to your Business Development Fund
- › **R32 gauges:** premium quality mechanical and digital versions – now available to claim via the Partner portal
- › **Marketing resources:** log on to the partner portal to create Daikin marketing materials featuring your brand and contact details
- › **Free training:** you'll get the highest quality training and hands-on instruction at our industry-leading training centres. You can also access Daikin training online at daikintraining.co.uk. Bespoke training is available on request
- › **Sales leads:** gain enquiries from our website Installer Locator at www.daikin.co.uk/installer and receive notifications about jobs in your area from people looking for Daikin products and installers
- › **Discounted spare parts:** Receive discount on spares with Partner status

To apply for the D1 programme, please talk to your Daikin UK representative



Partner Portal

Maximise the value of your D1 Partner Programme with industry-leading support, exclusive tools, and unmatched business benefits.

As a member of the D1 and D1+ network, you can access the Partner Portal (<https://partner.daikin.co.uk>) - your go-to hub for essential resources, support, and business development tools.

Essential resources

- › Extend and manage your warranties
- › Generate and print warranty certificates for your customers
- › Access commissioning, inspection & maintenance templates
- › Download your official D1 certificate
- › Track your sales and training progress for the year
- › Manage user access to the Partner Portal for your team
- › Browse the My Daikin Library for data books, O&M manuals, an image library, and more

Priority help & support

- › Register your engineers for the D1 priority helpdesk

Business Development Fund (BDF)

- › Submit and track your BDF claims
- › Order branded merchandise through our trusted branding partners
- › Purchase essential tools such as R-32 gauges

Marketing support

- › Download and customise Daikin brochures with dual-branding options
- › Access a comprehensive library of case studies, videos, and images
- › Download and use official D1 logos for your marketing materials

Managing your D1 account

There are two levels of access for the Partner portal, Administrator and Standard - and you can have any number of users at either level.

- › **Administrators** will be able to view the sales figures and see and redeem the Business Development Fund. They are also able to request additional users and register your company engineers for the priority help desk.
- › **Standard** users will not be able to view the sales figures, or see or redeem the Business Development Fund. They can however access the rest of the portal so they can use the marketing tools available.

D-carbonise Partner

- + Increased business development fund
- + Double rewards on R-32 VRV outdoor units
- + Bonus payments for reclaiming refrigerant
- + Extended 'no fuss' warranties
- + Inclusion in website installer locator
- + Unlimited training days
- + Co-branded marketing
- + Partnership event invitations
- + Claim R-32 tooling support
- + Priority helpdesk & spares
- + Dedicated account manager



We've made partnering with us **better than ever**

Now there are even more advantages to becoming a Daikin Commercial Partner, including extra rewards for sustainability, when you purchase R-32 VRV outdoor units or reclaim refrigerant. In fact, we've created a whole new way of rewarding and recognising partners who lead the way in decarbonisation. For our Certified Installers, D1 and D1+ Partners, we're providing extra credentials and benefits when you become a Daikin D-carbonise Partner, helping you win more work with major customers.

Join today and find out more at daikin.co.uk/partner

D-carbonise Partner

NEW! D-carbonise Partner Status

As the industry transitions towards a greener future, Daikin UK is committed to helping businesses embrace sustainability and reduce carbon emissions. Our new D-carbonise Partner status is designed to support and recognise companies that are dedicated to decarbonisation, setting them apart in a competitive market.

Becoming a D-carbonise Partner demonstrates your leadership in sustainable heating and cooling solutions, helping you differentiate your company through its commitment to environmental responsibility.

D-carbonise Partner status gives you formal recognition for your sustainability efforts while gaining the tools and resources to help you win projects, attract new customers, and stay ahead of industry changes. This is your opportunity to align with the future of heating and cooling solutions, reinforcing your reputation as a leader in environmental responsibility.

Why become a D-carbonise Partner?

Sustainability is more than just reducing carbon emissions. It's about addressing the three key pillars of ESG (Environmental, Social & Governance):

- › **Environment:** Carbon reduction road mapping & decarbonisation solutions
- › **Social:** community contributions & charitable initiatives
- › **Governance:** third-party approved audits for credibility & transparency

By becoming a D-carbonise Partner, you'll be part of a sustainable supply chain that tackles Scope 3 carbon emissions, adds social value, and sets measurable standards of excellence in sustainability.

In turn, Daikin is helping to build a trusted network of professional contractors who drive project success while positioning Daikin UK and its supply chain as industry leaders.

What it means to be a D-carbonise Partner

Joining the programme reflects your commitment to sustainability through:

- › High-quality installations that adhere to best practices
- › A structured path to carbon reduction for businesses engaged in the programme
- › Investment in sustainable Daikin products such as VRV5, CZ-HT and Reclaim with Confidence services

As a Daikin D-carbonise Partner, you take on a vital role in driving the transition to a more sustainable future. This partnership signifies your responsibility to uphold the highest industry standards, ensuring that every installation is not only efficient but also environmentally responsible.

Your commitment extends beyond product adoption. It involves continuous learning, staying ahead of evolving regulations, and educating clients on the benefits of low-carbon HVAC solutions.

By championing best practices and advocating for energy-efficient technologies, you become a trusted leader in the industry, helping businesses and communities reduce their carbon footprint. All while reinforcing your own reputation as a sustainability-driven professional.

The benefits

Becoming a D-carbonise Partner comes with a range of benefits designed to support your business growth and sustainability efforts:

- › **Brand recognition & promotion**
 - › Featured case studies and visibility on Daikin's installer locator
 - › Website promotion and exposure to corporate clients & key accounts
 - › Increased opportunities with corporate clients, consultants and specification professionals
- › **Green accreditation & financial support**
 - › BDF funding towards your independently verified Carbon Reduction Plan
 - › Enhanced credibility with industry-recognised certifications
- › **Networking & sponsorship opportunities**
 - › Invitation to Daikin sustainability webinars and events
 - › Invitations to exclusive industry networking events
 - › Higher Business Development Fund contributions
- › **Financial support**
 - › 100% BDF contribution for Reclaim with Confidence services
 - › 100% BDF contribution for accreditation costs
 - › 50% BDF contribution for dual-branded charity and sponsorship initiatives

By becoming a D-carbonise partner, your business will not only enhance its sustainability credentials but also gain a competitive edge in the industry. It's your opportunity to take the lead in delivering high-quality, sustainable solutions while benefiting from exclusive support, funding, and promotional opportunities.

Becoming a D-carbonise Partner: The Criteria

When you become a D-carbonise Partner, you align your business with Daikin's vision of a decarbonised future, driving innovation, energy efficiency, and environmental responsibility in every project.

To ensure that all partners uphold the highest standards of environmental and operational excellence, we have outlined a set of criteria for participation. These criteria focus on decarbonisation strategies, sustainable practices, industry accreditations, and collaboration opportunities. By meeting these requirements, you'll not only strengthen your commitment to sustainability but also enhance your reputation as a leader in delivering energy-efficient, eco-friendly solutions.

1. Verified carbon reduction plan:

Your company should have an independently verified carbon reduction plan..

2. Supply Chain Sustainability School Bronze Level:

Your company must achieve at least the Bronze level in the Supply Chain Sustainability School

3. Industry membership:

Your company must have at least one membership in recognised industry bodies such as Refcom Elite, BESA, Quidos Premium, or MCS, or equivalent approved bodies

4. Social value plan:

Your company should have a social value plan outlining how it creates positive, measurable impacts on society and environment

5. Collaborative case studies:

Your company should collaborate with Daikin on case studies where feasible

6. Purchase of Daikin decarbonisation products:

Your company should be purchasing Daikin Decarbonisation products like R-32 VRV, CZ-HT, and Reclaim with Confidence services

7. F-Gas records sharing:

F-Gas records should be shared on a system-by-system basis, providing detailed information on each system (e.g., system type, initial charge, additional charges, end-of-life recovery data). Customer/site names are not required

The deadline for submitting this information is 31st January each year

Get started today

Join us in leading the change, driving innovation, and achieving lasting impact with Daikin's decarbonisation technologies.

Contact us on **d-carbonise@daikin.co.uk** to take the next step in sustainability and position your business as a leader in the green transition.

Business Development Fund

As a Certified Installer, D1 Business Partner, D1+ Premium Partner or D-carbonise Partner, you'll be rewarded for your loyalty with exclusive financial benefits. Your Business Development Fund grows based on the value of Daikin products you purchase, giving you more resources to reinvest in your business.

	Invoiced sales (January to December of previous calendar year)	Business Development Fund - Available between April and February of current financial year
Certified Installer	£20,000	£500
D1 Business Partner	>£60,000	2% of invoiced sales, up to a maximum of £4,500
D1+ Premium Partner	>£225,000	2% of invoiced sales, uncapped
D-carbonise Partner	Must already have a D1/D1+ Partner status	Must already have a D1/D1+ Partner status

Your Business Development Fund balance is available to view on the **Partner portal**.

Certified Installers: When you gain approval for Certified Installer status, you will receive £500 into your Business Development Fund, to be spent on Daikin products and services.

D1 Business Partners: During the first year you qualify as a D1 Business Partner, and before you have built up a Business Development Fund, you will receive £1,000 into your Business Development Fund to welcome you to the programme.

D1+ Premium Partners: Your Business Development Fund is completely uncapped, allowing you to claim the full 2% of all invoiced sales in the previous calendar year.

D-carbonise Partners: Your Business Development fund will be administered through your Certified Installer, D1 Business Partner or D1+ Premium Partner account on the Partner Portal.

How the Business Development Fund works

The Business Development Fund (BDF) is designed to help you reinvest in your business, giving you access to valuable Daikin products, services, and business growth initiatives

- › **Certified Installers** can use their BDF exclusively on Daikin tools, equipment and merchandise, contributing up to 25% towards the total cost. Please refer to the table on the next page for a list of approved activities.
- › **D1 Business Partners and D1+ Premium Partners** enjoy greater flexibility and may use their fund across a range of approved activities to support your business development. Depending on the activity, your BDF can cover between 25% and 100% of the total cost. Please refer to the table on the next page for details on the contribution levels for each activity.
- › If you're also a **D-carbonise Partner**, you can claim 100% of your BDF towards our refrigerant reclaim with confidence services and industry memberships, plus 50% towards approved charity and sponsorship initiatives.

For anything other than Daikin products and services, prior approval is required. Please contact Daikin UK Marketing at **d1@daikin.co.uk** before going ahead.

How to claim your BDF

Follow the steps below to ensure your Business Development Fund claims are processed seamlessly. Be sure to submit your claims before the annual deadline at the end of February to avoid missing out on your benefits.

- › On completion of any standard approved marketing activities, pay your suppliers as usual
- › You may then submit a claim on the Partner portal and upload the supporting documents including invoices and visual evidence, for review by Daikin UK Marketing
- › Claims for activities during March - February must be submitted by 28th February in the end of that period
- › Subject to all your accounts being in order, you will be paid by credit note
- › Activities that meet, one or more of the following criteria will need to be approved in writing by a Daikin UK director or National Sales manager prior to the activity taking place and the claim being submitted:
 - Cost per head is equal to or more than £500
 - Exceeds £5,000
 - Activity is based abroad
 - Activity includes a hotel stay (minimum 1 night)

For further information, please contact your sales engineer or email **d1@daikin.co.uk**

Issued May 2025

Making a Claim

You can use the fund for a variety of opportunities, all designed to add professional impetus to your business. The table below shows the current activities approved by Daikin UK, the percentage of BDF you can claim, and the documents required when submitting a claim. All claims must be submitted via the Partner portal. A separate claim must be made for each different type of activity.

Activity	Ci	D1	D1+	D-carbonise	Documents required to support claims				
	% BDF contribution	% BDF contribution	% BDF contribution	% BDF contribution	Invoice	Photos / Evidence of Branding	Daikin Personnel present	Guest List	Pre Approval
Warranty Extension Costs	up to 25%	up to 50%	up to 75%		✓				
Daikin Tools (see list on page 23)	up to 25%	up to 50%	up to 100%		✓				
R-32 Gauge	up to 100%	up to 100%	up to 100%						
Premises AC & Air Purifiers	up to 25%	up to 50%	up to 100%		✓				✓
Daikin with Confidence Services	up to 25%	up to 50%	up to 75%	up to 100%	✓				
Advertising		up to 50%	up to 75%		✓				
Website Development		up to 50%	up to 75%		✓				
Daikin UK Training Courses		up to 50%	up to 75%		✓				
Accreditations		up to 50% Maximum contribution £2000	up to 75% Maximum contribution £2000	up to 100% Maximum contribution £2000	✓				
College & Professional Training Courses		up to 50%	up to 75%		✓				
Vehicle Livery & Signage		up to 50%	up to 75%		✓	✓			
Workwear		up to 50%	up to 75%		✓	✓			
Daikin Merchandise	up to 100%	up to 100%	up to 100%		✓	✓			
Factory Visits		up to 100%	up to 100%		n/a		✓	✓	✓
Daikin UK Partnership Events		up to 100%	up to 100%		✓		✓	✓	
Bespoke Dual Branded UK Events/ Trips		up to 50%	up to 75%		✓	✓	✓	✓	✓
Bespoke Dual Branded International Events			up to 75% Maximum contribution £5000		✓	✓	✓	✓	✓
Dual Branded Charity / Sponsorship		up to 25%	up to 50% Maximum contribution £500	up to 75% Maximum contribution £1000	✓	✓			✓

Terms & Conditions

Access to your Business Development Fund is from April at the start of each financial year, subject to conditions:

- › Daikin UK will co-fund approved activities from 25% to 100% depending on the activity type and your partnership status
- › Contributions are made at the discretion of Daikin Airconditioning UK Ltd
- › All activities must be completed by 28th February of the financial year for which the Business Development Fund is allocated
- › All claims, with invoices and visual evidence, must be submitted by 28th February of the financial year for which the Business Development Fund is allocated
- › Contributions will be paid via credit note subject to accounts being in order
- › Claims that receive credit notes a minimum claim value to be processed is £100. Multiple claims can be submitted to make up this value.
- › Invoice payments on account cannot be withheld pending Business Development Fund credit notes nor can the entitlement be deducted from amounts due
- › Approved activities must follow the prescribed guidelines
- › Balances cannot be carried over into the next financial year
- › Contributions are offered on a 'non tax paid basis'. It is your responsibility to declare any applicable rewards to HMRC via your P11D form. If in doubt you should seek advice on this
- › All advertising / branding activities must be Daikin exclusive (i.e. no other HVAC manufacturer can be featured in the publication / merchandise / event)
- › All advertising / branding activity must use the latest Daikin or Ci/D1/D1+/D-Carbonise Partner logos, as per the logo guidelines on pages 24. Any claims submitted using out-of-guidelines logos will not be approved for payment. The current approved logos can be found on <https://partner.daikin.co.uk/marketing-and-literature>

Approved activities

Advertising

Advertising is an essential element of a partner's local marketing strategy. We appreciate that your advertisements will be designed to promote the services of your business and you may want to add product brand logos to illustrate your product offering. However if the Business Development Fund is to be used for advertising, we do insist on Daikin exclusivity. i.e. no other HVAC manufacturer's logo or equipment can appear in the advertisement..

As per our terms & conditions, all advertising / branding activities must include the Daikin logo and be Daikin exclusive (i.e. no other HVAC manufacturer can be featured in the publication / merchandise / event). The size of the logo should never be less than 9mm width. All advertising / branding activity must use the latest Daikin or Daikin D1 Business Partner / D1 Premium Partner logos, as per the logo guidelines on pages 23-25. The current approved logos can be found on <https://partner.daikin.co.uk/my-rewards>

Events

D1 Business Partners / D1+ Premium Partners can use the Business Development Fund to support a customer hospitality or a business event.

You must satisfy the following criteria for your event to be considered:

- › The event is organised and sponsored as a Daikin exclusive event
- › The venue must be appropriately branded
- › Events must be multi customer events (i.e. attendees are from different companies, not just one client)
- › A minimum of 10 adults per event must be invited, 50% of whom must be your customers or prospects (a guest list must be submitted with your claim)
- › A Daikin representative must be in attendance
- › A golf day or a heat pump seminar, for example, would be considered as an appropriate event
- › Invitations must display the Daikin logo with wording "sponsored by Daikin"
- › Photographs of the event must be taken to show branding and Daikin representative present
- › Activities that meet, one or more of the following criteria will need to be approved in writing by a Daikin UK director or National Sales manager prior to the activity taking place and the claim being submitted:
 - Cost per head is equal to or more than £500
 - Exceeds £5000
 - Activity is based abroad
 - Activity includes a hotel stay (minimum 1 night)



Please submit your request via pre-approval form on the **Partner portal** with full details of the proposed activity for approval.

- › Invitations where one of the above criteria is met should also have the following wording in the invitation:
"This invitation is not made with the intention of influencing a third party to obtain or retain business or a business advantage; or to reward the provision or retention of business or a business advantage, or in explicit or implicit exchange for favours or benefits."

A claim on the Business Development Fund must be made after the event has taken place. Any events cancelled, for whatever reason, will not be eligible for claims against the Business Development Fund. When submitting your claim, you must attach the required documents including: invoice(s), dual branded invite, guest list, photos of the event showing Daikin personnel in attendance along with Daikin branding where appropriate.

Contributions are limited to the main package costs of the event. Out-of-pocket expenses, additional bar bills, or similar costs will not be reimbursed.



Daikin Training (Travel & Accommodation)

If you are too far away to travel to and from a Daikin technology centre in one day to attend a course, then you can use your Business Development Fund towards the cost of travel and accommodation whilst attending our training courses.

Conditions apply:

- › You must be attending the nearest technology centre to your business
- › A maximum of two nights' accommodation can be claimed per year
- › Standard contribution rates apply
- › Accommodation rate eligible to claim will be B&B or DB&B
- › No extras can be claimed
- › Travel – only train and flight economy class tickets* are eligible for claims. We do not accept claims for mileage / fuel costs
- › You must be either 3 hours or more away or 150 miles away from the technology centre. Routes will be calculated from your business address to the technology centre address using Google maps
- › Travel can only be claimed in conjunction with an overnight stay at a hotel

* Flights only apply for those travelling from NI & Channel Islands

Accreditations

Association Accreditations

At Daikin we are committed to helping to raise industry and business standards. That's why D1 Business Partners, D1+ Premium Partner and D-carbonise Partners can use their Business Development Fund to claim back membership costs towards certain accreditation bodies.

Below are the accreditation bodies that you are eligible to claim for:

- › BESA
- › Refcom Elite
- › Quidos Premium
- › MCS (Microgeneration Certification Scheme)
- › Trustmark
- › Planet Mark or approved equivalents

College & Professional Training Courses

At Daikin we are committed to helping to raise industry and business standards and that's why, as a D1 Business Partner / D1+ Premium Partner, you are able to use your Business Development Fund to contribute towards the cost of college and professional training courses.

Below is a list of some examples (not exhaustive) of the courses that are eligible to claim:

- › F-Gas
- › Safe handling of refrigerants
- › Portable appliance testing
- › Pipe work & brazing
- › Scaffold training
- › Asbestos awareness
- › Safety harness use & inspection
- › AC inspectors

Please note: you can book courses and access Daikin training online at **daikintraining.co.uk**

Dual Branded Merchandise

As a D1 Business Partner / D1+ Premium Partner, you can spend your Business Development Fund on dual branded promotional gifts such as mugs, pens, diaries, USB sticks and mouse mats using your own suppliers. Please note that we insist on brand exclusivity (other than your own brand obviously) i.e. no other HVAC manufacturer can be featured in the merchandise.

The gift must carry the Daikin logo (please refer to the logo guidelines on pages 23-25) and may include D1 Business / D1+ Premium Partner logo as well as your own company logo. Logos should be of equal size. Please note: gifts that contain alcohol will need prior approval by Daikin UK Marketing department (<https://partner.daikin.co.uk>). Standard contributions apply.

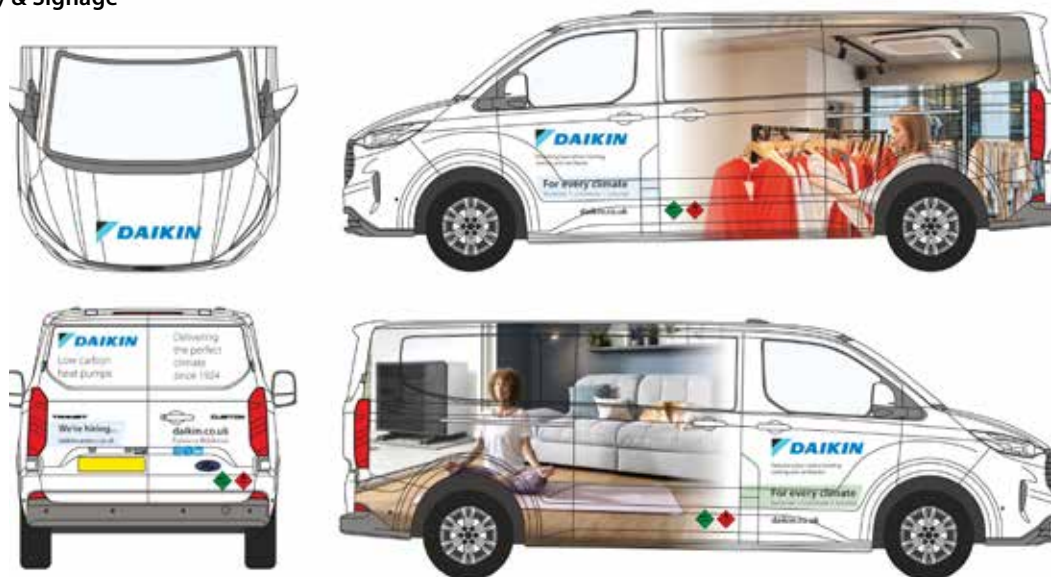
Workwear

For a dual branded option, you can source your own garments and display your own company logo as well as the D1 Business Partner / D1+ Premium Partner & Daikin brand logo. Please note that we insist on brand exclusivity (other than your own brand obviously) i.e. no other HVAC manufacturer can be featured on the workwear.

Please also note that any workwear showing the Daikin or D1 logos must use the current logos, as per the logo guidelines on pages 23-25.

Any claims submitted using previous logos (as used up to 2016) will not be approved for payment. Photos showing the whole of the garments, front, back, sides & sleeves must be submitted when making a claim. Standard contributions apply.

Vehicle Livery & Signage



The Business Development Fund can be used to create livery for your vehicle fleet or produce signage for your business premises.

Where possible, you should use the D1 Business Partner / D1+ Premium Partner & Daikin logo and this should feature prominently on your company signage and on both sides and rear of the vehicle.

Please note that we insist on brand exclusivity (other than your own brand obviously) i.e. no other HVAC manufacturer can be featured on the vehicle livery or signage.

Please also note that any vehicle livery or signage using the Daikin or D1 logos must use the current logos, as per the logo guidelines on pages 23-25.

Any claims submitted using previous logos (as used up to 2016) will not be approved for payment. When submitting your claim, you must provide photos showing the whole of both sides and back of the vehicles.



Partner Portal Co-Branded Merchandise

You can now order co-branded merchandise direct from the **Partner portal**. A wide range of merchandise is available, from gadgets to office supplies and quality work wear all of which can be co-branded with your company logo and the Daikin logo.

Simply log into the **Partner portal**, under the My Rewards / Promotional Merchandise tab and start shopping with our merchandise partner, Dowlis Inspired branding. Once you've chosen which products you'd like to order, upload your logo during the check out process and your Business Development Fund (BDF) contribution will automatically be deducted at 100% contribution.

Once you have placed your order you'll be contacted directly by Dowlis to approve any artwork proofs and the products will be delivered directly to your door. So don't delay, log on to the **Partner portal** today and start redeeming your Business Development Fund.





Daikin Partnership Events

As a D1 Business Partner or D1+ Premium Partner, you gain access to Daikin's exclusive hospitality events - a premium experience designed to reward your loyalty and strengthen our partnership.

Partnership Events

To make doing business with Daikin even more rewarding, Daikin offers a Partnership hospitality programme offering an exciting calendar of events.

Our events bring together top-tier corporate hospitality, exquisite dining, first-class entertainment, and stays in five-star hotels at must-visit locations. From luxury getaways to special VIP weekends, these events are designed to create lasting memories while strengthening business relationships.

As a D1 Business Partner or D1+ Premium Partner, you have the opportunity to attend these exclusive events, with **100%** of the cost covered through your Business Development Fund. Join us for unforgettable moments, premium networking, and unparalleled hospitality.





Charity / Sponsorship

As a Daikin partner, you can use the Business Development Fund to support local charities, community projects, and initiatives - strengthening your brand while making a difference. By sponsoring activities such as local school programmes, grassroots football teams, and community events, you enhance your community presence and build goodwill.

You can use your Business Development Fund to contribute towards these initiatives at the following levels:

- › D1 Business Partner – 25% contribution (up to £500)
- › D1+ Premium Partner – 50% contribution (up to £1,000)
- › D-carbonise Partner – 50% contribution (up to £2,000)

To qualify, events must be co-branded and display the Daikin logo where appropriate.

Please note prior approval is required. Please submit your request via the pre-approval form on the Partner portal with full details of the proposed activity for approval.

Website Development

The Business Development Fund can be used to finance the production or upgrading of your company website. The website must carry the Daikin logo and may include D1 Business / D1+ Premium Partner logo.

When Daikin has brand and product exclusivity on your website (other than your own brand obviously), Daikin UK will co fund the website development up to a maximum of 50% of the cost for D1 Business Partners & 75% for D1+ Premium Partners, provided that no other HVAC manufacturer is featured on the website for at least 12 months.

If you wish to feature other products/brands, Daikin UK may co fund the website development with a reduced contribution, subject to prior approval. However we reserve the right to reject Business Development Fund claims if Daikin representation is not deemed sufficient.

Product images should be taken from the My Daikin Business Portal (my.daikin.co.uk). There should also be a link to the Daikin UK website www.daikin.co.uk.

Please ensure that any website uses the current Daikin or D1 logos as per the logo guidelines on pages 23-25. Any claims submitted using previous logos (as used up to 2016) will not be approved for payment. We will not support any claims where Daikin appears in the URL.

Website Identity

Please note that Daikin does not authorise the use of the Daikin or D1 name or brand identity within a website URL, as this can be misleading that the website is a Daikin owned or managed website.

Daikin does not authorise the use of the Daikin or D1 brand guidelines within the design or formatting of the website pages, i.e. you must ensure that the website does not look like a Daikin owned or managed website.

Any claims for website development that contravene these guidelines will not be approved. Additionally, Daikin will take any legal measures necessary to protect our brand identity and intellectual property.

Bespoke Activities

D1+ Premium Partners may wish to use their fund towards an activity that is not listed in this document. For these activities, prior approval is required.

Please submit your request via the pre-approval form on the **Partner portal** with full details of the proposed activity for approval.

Factory Visits

D1 Business Partner and D1+ Premium Partners can spend your business development fund on taking your VIP customers to visit Daikin's European factories in Belgium, Czech and Italy, subject to the following conditions:

- › Factory visits will be funded at a rate of 100% contribution
- › All factory visits and dates are subject to Daikin Europe being able to offer us a date and are subject to change once offered due to unforeseen circumstances at the factory
- › Once a date has been agreed between Daikin Europe, Daikin UK and the D1/D1+ Partner for a visit, any cancellations made after this time will be subject to cancellation fees and deducted from the fund
- › A Daikin UK staff member must be present on all factory visits
- › The travel arrangements are in accordance with the Daikin policy, which may be subject to change at short notice

To request a factory visit, please submit the request form which can be found on the **Partner portal**.



Premises AC

Certified Installers, D1 Partners and D1+ Partners can apply for the Business Development Fund to be used towards the cost of having Daikin AC in their premises (cost of Daikin equipment only). All requests must be pre-approved by the Daikin Regional Sales manager. All applications must be made through Premises AC application form on the Partner Portal.

- › Certified Installers can apply for up to **25%** contribution from their Business Development Fund
- › D1 Partners can apply for up to **50%** contribution from their Business Development Fund
- › D1+ Partners can apply for up to **100%** contribution from their Business Development Fund

The equipment order must be for one of the following:

1. Companies Business Premises / Office
2. Business Owners' home
3. Staff Members' home

You must also agree to have a case study should Daikin require one.

Daikin Air Purifiers

Certified Installers and D1 / D1+ Partners can purchase Daikin Air Purifiers via your Business Development Fund.



Daikin Air purifiers minimise asthma and allergy symptoms by removing dust particles, pollen and other allergens from your indoor air, helping to keep you healthy by filtering out airborne bacteria and viruses.

So, whether you wish to purchase air purifiers for your offices, home or employees' homes, they can all be claimed through the Business Development Fund at the following contribution rates:

- › Certified Installer - 25% contribution
- › D1 Business Partner – 50% contribution
- › D1+ Premium Partner – 100% contribution



Claim Procedure:

- › Please order through the normal purchasing procedure (pro shop or regional office)
- › Your order will be placed, shipped and invoiced in the normal manner (you will be invoiced for the full amount).
- › Make your claim via the **Partner portal** and attach a copy of the invoice.



MC30YB



MC55VB



MC55VB



MCK55W



MCK70ZBFW



MCK70ZBFW

Reclaim with Confidence services

Daikin UK presents a unique refrigerant reclaim service for everyone participating in our partner programme. Offering on-site F-Gas recovery, our Reclaim with Confidence service is available via A-Gas, exclusively in partnership with Daikin.

- › **Ci/D1/D1+ Partners:** for every Kg of R410A recovered, **£3** will be credited to your business development fund for the following year.
- › **D-carbonise Partners :** for every Kg of R410A recovered, **£5** will be credited to your Business Development Fund for the following year.



Business Development Claims

You can also claim back some of the costs of this service via your Business Development Fund at the following contribution levels:

- › Certified Installer - 25% contribution
- › D1 Business Partner – 50% contribution
- › D1+ Premium Partner – 75% contribution
- › D-carbonise with Daikin Partner - 100% contribution

Simply submit a claim uploading a copy of the invoice via the Partner portal.

For full details on the Reclaim with Confidence service, please see the datasheet.

Business Development Fund Credit

For every Kg of R410A recovered, between £3 to £5 depending on status will be credited to your Business Development Fund for the following year.

Daikin Specialist Air Conditioning Tools

The Business Development Fund can be used to equip your field engineers with approved Daikin specialist tools, ensuring installations and services are carried out to the highest standards.

Contributions from the Business Development Fund can be used up to the maximum of 25% for Certified Installers, 50% for D1 Business Partners and 75% for D1+ Premium Partners contribution against the purchase of the following Daikin specialist tools at trade price:

Tool	Reference No
Servicing Checker (Type 4)	999176T
Inverter Analyzer RSUK0917E	2238609
D-Checker Set DCUSB01	999495P
Bluetooth Adaptor BTSC/L2S	999168T
Adaptor BTSC/L2S	999172T
Insulation Kit for RA Connection S-ISO	999169T
Tool Motorised EXP Valve ID 17.5mm	99S0038
Tool Motorised EXP Valve ID 24.5mm	999132T
Tool Motorised EXP Valve ID 22.0mm	999133T
Tool Motorised EXP Valve ID 24.0mm	999134T

Claim Procedure:

- > Please order the tools you require through the normal purchasing procedure via our spares department
- > Your order will be placed, shipped and invoiced in the normal manner. (You will be invoiced for the full amount)
- > Make your claim via the **Partner portal**

R-32 Gauges

To facilitate the industry transition to lower GWP R-32 refrigerant, Daikin branded R-32 gauges are also available to buy on the Partner portal.

Contributions from the Business Development Fund can be used up to 100%.



Partner logo guidelines

Certified Installer logo



4 colour logo



Single colour black logo



Single colour white logo

D1 Business Partner logo



4 colour logo



Single colour black logo



Single colour white logo

D1+ Premium Partner logo



4 colour logo



Single colour black logo



Single colour white logo

D-carbonise Partner logo



To enhance your professional image and reputation for product quality and service excellence, the new Certified Installer / D1 Business Partner / D1+ Premium Partner logos can be used in all marketing materials.

Please note: All new applications for funding from the D1 Business Development Fund must feature the logos as above. Any claims submitted using previous logos (as used up to 2016) will not be approved for payment.

The logos are available in low and high resolution formats and must be used as a single whole unit at all times. The component parts must never be separated and used as individual elements.

The logos can be used freely on company letterheads, quotations, business cards, advertisements, vehicle livery, signage, websites etc. for as long as you qualify for the relevant status. Certified Installers / D1 Business Partners / D1+ Premium Partners / D-carbonise Partner who fail to meet the prescribed standards will lose their relevant status and the right to reproduce the logos.

The Certified Installer / D1 Business Partner / D1+ Premium Partner / D-carbonise Partner logos can be used in the following colour formats:

4 colour logo – Whenever possible the 4 colour logo should be used and preferably against a white background.

Single colour black logo – The black logo can be used where single colour printing is the only option.

Single colour white logo – The white logo can be used against a coloured or dark background (e.g. branding on work wear and merchandise).

When using the Certified Installer / D1 Business Partner / D1+ Premium Partner / D-carbonise Partner logos the minimum allowable size is 22mm width or 50% of the size of your company logo, whichever is greater.

All logos can be downloaded from the **Partner portal** (<https://partner.daikin.co.uk>)

Daikin logo guidelines

The Daikin logo is the most important element of the Daikin brand so it is essential that it appears in the correct form.

Correct usage means compliance with the guidelines on the size, colour and positioning of the logo. It also relates to the proportions of the logo in relation to your company logo.



1 Maintain the combination

Never use any part of the logo by itself

The triangle and the logotype should never be used separately.



2 Maintain relative size

Never change the relative size of the parts

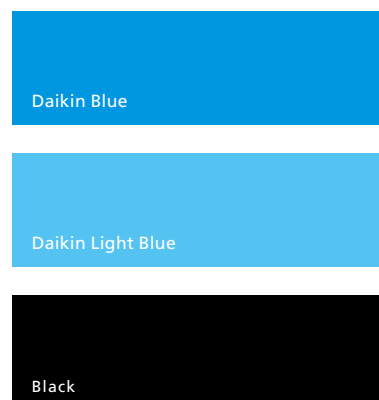
The combination of the triangle and the logotype and the relative size of the two parts should never be changed.



3 Use the right colours

Strictly use the corporate colours

The Daikin Logo should be displayed using corporate colours. Corporate colours should always be reproduced correctly, using the proper specifications.



DIC 577, Pantone Process Blue,
CMYK 100/10/0/0,
RGB 0/151/224

DIC 68, Pantone 306,
CMYK 60/0/0/0,
RGB 84/195/241

DIC 582, Pantone Process Black,
CMYK 0/0/0/100,
RGB 0/0/0

4 Maintain clear space

Observe the clear space rules and size

When displaying the Daikin Logo, maintain the specified clear space, and clearly display the logo separate from all other elements. Avoid going smaller than minimum size.



When using the Daikin logo, it is vital that the correct logo is used with either a white, light colour or dark background.

There are three Daikin logos that can be used; full colour, white and black.

The **full colour logo** is the preferred logo and should be used over the black or white version where possible. However, it should only be used on a white or very light background. Please do not add the Daikin logo to a white block onto a coloured background.

If the logo is being used on a black or a dark colour (on a polo shirt, for instance), then the **white Daikin logo** should be used. See example on black and blue background.

If the logo is being used on a light or bright colour (such as hi-vis), the **Daikin black logo** should be used..

All logos can be found on the **Partnerr portal** (<https://partner.daikin.co.uk>).



Please ensure the Daikin logo is used correctly and avoid the following errors



Do not separate the parts.
(Never use any part of the logo by itself)



Do not modify the shape by elongating, flattening, or using italics.



Do not display at an angle.



Do not outline.



Do not apply a shadow.



Do not use a 3D or other dimensional effect.



Do not position other elements inside the clear space.



Do not display in a manner that makes the logo appear to be joined as a single element with any other element, even if it is outside the specified clear space.



Do not add any other element to the Daikin Logo, even if it is outside the specified clear space.



Do not change the relative size of the parts.



Do not use the single color version when printing conditions permit use of the full color version.



Do not combine the Daikin Logo as a part of other marks.

All the resources you need for business growth



Daikin UK offers many support teams, tools and resources to help grow your business.

Here's a quick overview of some of the most important resources available to you in person and online.

Remember: we're here to help you. So if you have any queries, please don't hesitate to ask your local sales engineer or any of our supporting departments, who will be more than happy to help you.

Support tool / service	How we can help you	Where you can find it
Training	View the latest training courses, view available training dates and book online	Visit daikintraining.co.uk
Certified Installer portal	Website where Daikin Certified Installers can order a welcome pack and dedicated Certified Installer tools and marketing resources	Visit partner.daikin.co.uk
D1 Partner portal	VIP portal for Daikin D1 Business Partners and D1+ Premium Partners to access their business development fund and dedicated D1 resources	Visit partner.daikin.co.uk
My Daikin business portal	Find team contact details, software, technical information, installation manuals and marketing resources	Visit my.daikin.co.uk
Daikin Pro-shop	The easy way to generate quotes and place orders for products online in as little as three minutes	Visit daikin.co.uk/proshop
Pre Sales and Customer Sales support	Help with application queries and quotation requests to assist your pre-sales technical decision making process	Call your local Applications & Quotations team
Sales and Order support	Help with day to day orders fulfilment	Call your local Sales Order Support team
Finance and Leasing options	Organise stress-free leasing options with flexible financing to eliminate upfront payments and improve cash flow	Visit www.daikin.co.uk/shireleasing
Solutions Centre customisation and modifications	Arrange modifications to standard Daikin equipment to suit your exact requirements – including repainting, strip and rebuilds, Blygold treatments	Speak to your local Daikin representative
Deliveries and returns	Find more information about our delivery options and goods returns procedure	Visit https://my.daikin.eu/dauk/en_GB/home/sales/quotes-orders-deliveries-returns.html
Technical helpdesk	Technical support and guidance if you are experiencing on-site issues when commissioning or diagnosing faults	Call 01932 879200 or email technicalhelp@daikin.co.uk
Service, on-site support and maintenance	Dedicated on-site support and maintenance is available from our regionally focused, highly skilled service teams	Contact the Service region closest to the site where your equipment is installed
Spare Parts Bank	Online ordering for 700,000 spare parts, 24 hours a day, 365 days a year	Order from www.daikin.co.uk/spares . Or request a user ID at spares@daikin.co.uk
Warranties	Benefit from a range of warranties and extended warranties for our Air Conditioning, Applied and Heating equipment	Visit https://my.daikin.eu/dauk/en_GB/home/service-support/warranty.html

Daikin UK Offices and contacts

Business functions	Address	Sales teams	Sales support functions	Training centre	Service teams
1. Head office	The Heights Brooklands Weybridge Surrey KT13 0NY 01932 879000		<ul style="list-style-type: none"> › Corporate planning › Logistics › Credit control › HR › Marketing marketing@daikin.co.uk › Returns returns@daikin.co.uk › Training 01932 879260 / training@daikin.co.uk 		<ul style="list-style-type: none"> › Technical helpdesk 01932 879200 › Spare parts 01932 879230 / spares@daikin.co.uk › Warranty 01932 879275 / warranty@daikin.co.uk
2. National Technology Centre	21 Woking Business Park Albert Drive, Woking Surrey GU21 5JY			✓	
3. National Solutions Centre	Units 25-27, Thornbury Industrial Estate Brunel Way, Thornbury Bristol BS35 3UW				› Workshop
4. Weybridge office	The Heights Brooklands Weybridge Surrey KT13 0NY 01932 879000	<ul style="list-style-type: none"> › London South sales team 01932 879350 › London North sales team 01932 879350 › Corporate Clients team › Projects team › Applied team 	<ul style="list-style-type: none"> › London Pre-Sales and Customer Support team londonouthsales@daikin.co.uk londonnorthsales@daikin.co.uk › London Sales Order Support team londonorders@daikin.co.uk 		<p>London and Eastern region</p> <p>01932 879274 weybridgeservice@daikin.co.uk</p> <p>Please call this number for site visits in the South East including London, the Home Counties and East Anglia.</p>
5. London Central office	7 Harp Lane London EC3R 6DP	› London Central sales team 01932 879350	<ul style="list-style-type: none"> › London Pre-Sales and Customer Support team londoncentralsales@daikin.co.uk › London Sales Order Support team london.orders@daikin.co.uk 		
6. Bristol office	Maple House Brotherswood Court Great Park Road Almondsbury Bristol BS32 4QW 01932 879320	› Western sales team	<ul style="list-style-type: none"> › Western Pre-Sales and Customer Support team bristolsales@daikin.co.uk › Western Sales Order Support team bristol.orders@daikin.co.uk 	✓	<p>Western and Midlands region</p> <p>01932 879278 bristol.service@daikin.co.uk</p> <p>Please call this number for site visits in the South West, Midlands and Mid & South Wales.</p>
7. Birmingham office	2470 Regents Court The Crescent Birmingham Business Park Birmingham B37 7YE 01932 879370	› Midlands sales team	<ul style="list-style-type: none"> › Midlands Pre-Sales and Customer Support team birminghamsales@daikin.co.uk › Midlands Sales Order Support team birmingham.orders@daikin.co.uk 	✓	
8. Manchester office	17b Cobra Court Blackmore Road Manchester M32 0QY 01932 879340	› Northern sales team	<ul style="list-style-type: none"> › Northern Pre Sales and Customer Support team manchestersales@daikin.co.uk leedssales@daikin.co.uk › Northern Sales Order Support team manchester.orders@daikin.co.uk leeds.orders@daikin.co.uk 	✓	<p>Northern region</p> <p>01932 879279 northern.service@daikin.co.uk</p>
9. Glasgow office	Unit 2, Glasgow Airport Business Park Marchburn Drive Paisley PA3 2SJ 019329330	› Scotland & Northern Ireland sales team	<ul style="list-style-type: none"> › Scotland Pre Sales and Customer Support team glasgowsales@daikin.co.uk › Scotland Sales Order Support team glasgow.orders@daikin.co.uk › Northern Ireland Sales Order Support team northernireland.orders@daikin.co.uk 	✓	<p>Please call this number for site visits in Northern England, North Wales, Scotland and Northern Ireland.</p>

Daikin UK has a network of offices and training centres around the UK. The Daikin UK headquarters are in Weybridge, Surrey. However, we recognise that being close to our customers, is vital to our shared success. So Daikin UK has a national network of regional sales teams, training and service centres to ensure that we provide an efficient and expert local response to your needs.



1 Head office / Weybridge office

Daikin Airconditioning UK Limited
The Heights, Brooklands
Weybridge, Surrey KT13 0NY

2 National Technology Centre

21 Woking Business Park
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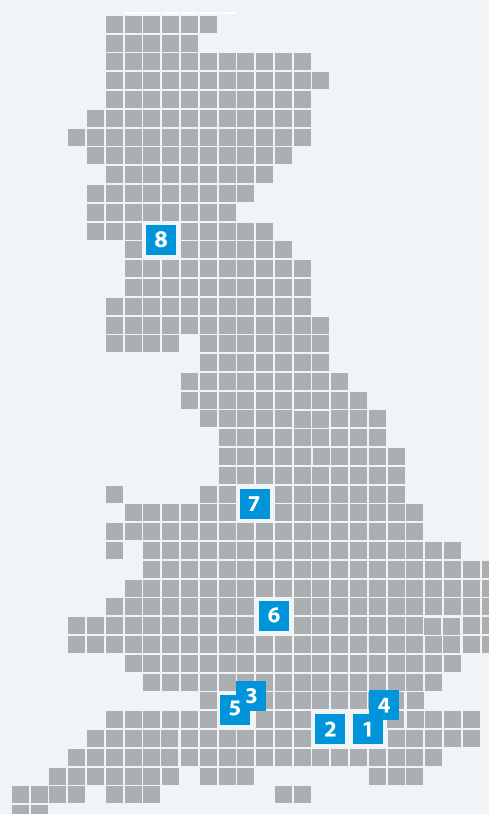
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