



# Daikin UK Installer and Partner Programme 2019

Your toolkit for business growth









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# Daikin UK

## Offices and contacts

Business functions	Address	Sales teams	Sales support functions	Training centre	Service teams
<b>1. Head office</b>	The Heights Brooklands Weybridge Surrey KT13 0NY <a href="tel:01932879000">01932 879000</a>		<ul style="list-style-type: none"> <li>› Corporate planning</li> <li>› Logistics</li> <li>› Credit control</li> <li>› HR</li> <li>› Marketing <a href="mailto:marketing@daikin.co.uk">marketing@daikin.co.uk</a></li> <li>› Returns <a href="tel:01932879150">01932 879150</a> / <a href="mailto:returns@daikin.co.uk">returns@daikin.co.uk</a></li> <li>› Training <a href="tel:01932879260">01932 879260</a> / <a href="mailto:training@daikin.co.uk">training@daikin.co.uk</a></li> </ul>		<ul style="list-style-type: none"> <li>› Technical helpdesk <a href="tel:01932879200">01932 879200</a></li> <li>› Spare parts <a href="tel:01932879230">01932 879230</a> / <a href="mailto:spares@daikin.co.uk">spares@daikin.co.uk</a></li> <li>› Warranty <a href="tel:01932879275">01932 879275</a> / <a href="mailto:warranty@daikin.co.uk">warranty@daikin.co.uk</a></li> </ul>
<b>2. National Technology Centre</b>	21 Woking Business Park Albert Drive, Woking, Surrey, GU21 5JY			✓	
<b>3. National Solutions Centre</b>	Units 25-27 Thornbury Industrial Estate Brunel Way, Thornbury Bristol, BS35 3UW				› Workshop
<b>4. Weybridge office</b>	The Heights Brooklands Weybridge Surrey KT13 0NY <a href="tel:01932879000">01932 879000</a>	<ul style="list-style-type: none"> <li>› London South sales team <a href="tel:01932879355">01932 879355</a></li> <li>› London North sales team <a href="tel:01932879360">01932 879360</a></li> <li>› Corporate Clients team</li> <li>› Projects team</li> <li>› Applied team</li> </ul>	<ul style="list-style-type: none"> <li>› London applications &amp; quotations team <a href="mailto:londonsouthsales@daikin.co.uk">londonsouthsales@daikin.co.uk</a> <a href="mailto:londonnorthsales@daikin.co.uk">londonnorthsales@daikin.co.uk</a></li> <li>› London sales order support team <a href="mailto:londonsouth.orders@daikin.co.uk">londonsouth.orders@daikin.co.uk</a> <a href="mailto:londonnorth.orders@daikin.co.uk">londonnorth.orders@daikin.co.uk</a></li> </ul>		<p>London and Eastern region <a href="tel:01932879274">01932 879274</a> <a href="mailto:weybridgeservice@daikin.co.uk">weybridgeservice@daikin.co.uk</a></p> <p>Please call this number for site visits in the South East including London, the Home Counties and East Anglia.</p>
<b>5. London Central</b>	7 Harp Lane London EC3R 6DP	› London Central sales team <a href="tel:01932879350">01932 879350</a>	<ul style="list-style-type: none"> <li>› London applications &amp; quotations team <a href="mailto:londoncentralsales@daikin.co.uk">londoncentralsales@daikin.co.uk</a></li> <li>› London sales order support team <a href="mailto:londoncentral.orders@daikin.co.uk">londoncentral.orders@daikin.co.uk</a></li> </ul>		
<b>6. Bristol office</b>	Maple House Brotherswood Court Great Park Road Almondsbury Bristol BS32 4QW <a href="tel:01932879320">01932 879320</a>	› Western sales team	<ul style="list-style-type: none"> <li>› Western applications &amp; quotations team <a href="mailto:bristolsales@daikin.co.uk">bristolsales@daikin.co.uk</a></li> <li>› Western sales order support team <a href="mailto:bristol.orders@daikin.co.uk">bristol.orders@daikin.co.uk</a></li> </ul>	✓	<p>Western and Midlands region <a href="tel:01932879278">01932 879278</a> <a href="mailto:bristolservice@daikin.co.uk">bristolservice@daikin.co.uk</a></p> <p>Please call this number for site visits in the South West, Midlands and Mid &amp; South Wales.</p>
<b>7. Birmingham office</b>	2470 Regents Court The Crescent Birmingham Business Park Birmingham B37 7YE <a href="tel:01932879370">01932 879370</a>	<ul style="list-style-type: none"> <li>› East Midlands sales team</li> <li>› West Midlands sales team</li> </ul>	<ul style="list-style-type: none"> <li>› Midlands applications &amp; quotations team <a href="mailto:birminghamsales@daikin.co.uk">birminghamsales@daikin.co.uk</a></li> <li>› Midlands sales order support team <a href="mailto:birmingham.orders@daikin.co.uk">birmingham.orders@daikin.co.uk</a></li> </ul>	✓	
<b>8. Manchester office</b>	17b Cobra Court Blackmore Road Manchester M32 0QY <a href="tel:01932879340">01932 879340</a>	› Northern sales team	<ul style="list-style-type: none"> <li>› Northern applications &amp; quotations team <a href="mailto:manchestersales@daikin.co.uk">manchestersales@daikin.co.uk</a></li> <li>› Northern sales order support team <a href="mailto:manchester.orders@daikin.co.uk">manchester.orders@daikin.co.uk</a></li> </ul>	✓	<p>Northern England and North Wales region <a href="tel:01932879284">01932 879284</a> <a href="mailto:manchesterservice@daikin.co.uk">manchesterservice@daikin.co.uk</a></p> <p>Please call this number for site visits in Northern England and North Wales.</p>
<b>9. Leeds office</b>	Regus Leeds City West Building 3, City West Business Park, Gelderd Road Leeds, LS12 6LN <a href="tel:01932879340">01932 879340</a>	› Yorkshire & North East sales team	<ul style="list-style-type: none"> <li>› Northern applications &amp; quotations team <a href="mailto:leedssales@daikin.co.uk">leedssales@daikin.co.uk</a></li> <li>› Northern sales order support team <a href="mailto:leeds.orders@daikin.co.uk">leeds.orders@daikin.co.uk</a></li> </ul>		
<b>10. Glasgow office</b>	Unit 2, Glasgow Airport Business Park Marchburn Drive Paisley PA3 2SJ <a href="tel:01932879330">01932 879330</a>	› Scotland & Northern Ireland sales team	<ul style="list-style-type: none"> <li>› Scotland applications &amp; quotations team <a href="mailto:glasgowsales@daikin.co.uk">glasgowsales@daikin.co.uk</a></li> <li>› Scotland sales order support team <a href="mailto:glasgow.orders@daikin.co.uk">glasgow.orders@daikin.co.uk</a></li> </ul>	✓	<p>Scotland and Northern Ireland region <a href="tel:01932879279">01932 879279</a> <a href="mailto:glasgowservice@daikin.co.uk">glasgowservice@daikin.co.uk</a></p> <p>Please call this number for site visits in 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  
Albert Drive, Woking  
Surrey GU21 5JY

**3 National Solutions Centre**

Units 25-27 Thornbury Industrial Estate  
Brunel Way, Thornbury  
Bristol, BS35 3UW

**4 London Central office**

Daikin Airconditioning UK Limited  
7 Harp Lane, London  
EC3R 6DP

**5 Bristol office**

Daikin Airconditioning UK Limited  
Maple House, Brotherswood Court  
Great Park Road, Almondsbury  
Bristol BS32 4QW

**6 Birmingham office**

Daikin Airconditioning UK Limited  
2470 Regents Court, The Crescent  
Birmingham Business Park  
Birmingham B37 7YE

**7 Manchester office**

Daikin Airconditioning UK Limited  
17b Cobra Court, Blackmore Road  
Manchester M32 0QY

**8 Leeds office**

Daikin Airconditioning UK Limited  
Regus 1200, Century Way  
Leeds LS15 8ZA

**9 Glasgow office**

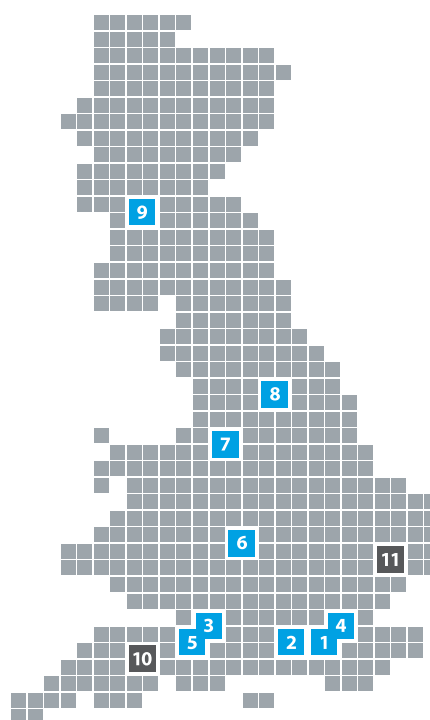
Daikin Airconditioning UK Limited  
Unit 2, Glasgow Airport Business Park  
Marchburn Drive  
Paisley PA3 2SJ

**10 PGL Training**

Clyst Works  
Clyst Road, Topsham  
Exeter EX3 0DB

**11 GAH Heating Limited**

Building 846, Bentwaters Parks  
Rendlesham  
Woodbridge IP12 2TW





# 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
<b>Training</b>	View the latest training courses, view available training dates and book online	Visit <a href="http://daikintraining.co.uk">daikintraining.co.uk</a>
<b>Certified Installer portal</b>	Website where Daikin Certified Installers can order a welcome pack and dedicated Certified Installer tools and marketing resources	Visit <a href="http://ci.daikin.co.uk">ci.daikin.co.uk</a>
<b>D1 Partner portal</b>	VIP portal for Daikin D1 Business Partners and D1+ Premium Partners to access their business development fund and dedicated D1 resources	Visit <a href="http://d1.daikin.co.uk">d1.daikin.co.uk</a>
<b>My Daikin business portal</b>	Find team contact details, software, technical information, installation manuals and marketing resources	Visit <a href="http://my.daikin.co.uk">my.daikin.co.uk</a>
<b>Daikin E-tool</b>	The easy way to generate quotes and place orders for Split and Sky Air products online in as little as three minutes	Visit <a href="http://daikinetool.co.uk">daikinetool.co.uk</a>
<b>Applications and Quotations support</b>	Help with applications queries and quotation requests to assist your pre-sales technical decision making process	Call your local Applications & Quotations team
<b>Sales and Orders support</b>	Help with day to day orders fulfilment	Call your local Sales Order Support team
<b>Finance and Leasing options</b>	Organise stress-free leasing options with flexible financing to eliminate upfront payments and improve cash flow	Visit <a href="http://www.daikin.co.uk/shireleasing">www.daikin.co.uk/shireleasing</a>
<b>Solutions centre customisation and modifications</b>	Arrange modifications to standard Daikin equipment to suit your exact requirements – including repainting, strip and rebuilds, Blygold treatments	Speak to your local sales engineer
<b>Deliveries and returns</b>	Find more information about our delivery options and goods returns procedure	Visit <a href="https://my.daikin.eu/dauk/en_GB/home/sales/quotes-orders-deliveries-returns.html">https://my.daikin.eu/dauk/en_GB/home/sales/quotes-orders-deliveries-returns.html</a>
<b>Technical helpdesk</b>	Technical support and guidance if you are experiencing on-site issues when commissioning or diagnosing faults	Call 01932 879200 or email <a href="mailto:technicalhelp@daikin.co.uk">technicalhelp@daikin.co.uk</a>
<b>Service, on-site support and maintenance</b>	Dedicated on-site support and maintenance is available from our regionally focused, highly skilled service teams	Contact Eastern, Western or Northern Region Service Centre closest to the site where your equipment is installed
<b>Spare Parts Bank</b>	Online ordering for 700,000 spare parts, 24 hours a day, 365 days a year	Order from <a href="http://www.daikin.co.uk/spares">www.daikin.co.uk/spares</a> . Or request a user ID at <a href="mailto:spares@daikin.co.uk">spares@daikin.co.uk</a>
<b>Warranties</b>	Benefit from a range of warranties and extended warranties for our Air Conditioning, Applied and Heating equipment	Visit <a href="https://my.daikin.eu/dauk/en_GB/home/service-support/warranty.html">https://my.daikin.eu/dauk/en_GB/home/service-support/warranty.html</a>

# Partnering with Daikin:

## The benefits

A partnership approach between manufacturer and installer is a vital ingredient for shared business growth. Daikin UK offers a range of installer programmes to help support your business through three stages of growth:

- › **Certified Installer:** for companies with one day's training from Daikin and achieving £20,000 turnover
- › **D1 Business Partners:** for companies with two days' training and one year's trading history with Daikin UK, achieving £50,000 turnover and fulfilling quality criteria as on page 8
- › **D1+ Premium Partners:** for companies with five days' training from Daikin and one year's trading history with Daikin UK, achieving £200,000 turnover and fulfilling quality criteria as on page 8

All of these programmes recognise installers' professionalism and consistent high standards – and will help you to build your business further, by providing the tools and resources to increase your business opportunities and serve existing customers more effectively.



Benefits	Ci	D1	D1+
Online portal:			
Merchandise ordering		✓	✓
Indirect sales records		✓	✓
Training booking	✓	✓	✓
Business development fund management		✓	✓
Dedicated support contacts		✓	✓
Printing own certificates	✓	✓	✓
Warranty certificate	✓	✓	✓
Co-branded brochures	✓	✓	✓
Dedicated account manager	✓	✓	✓
Welcome pack including marketing merchandise	✓		
Ability to claim R32 tooling via the portal	✓	✓	✓
Credit account (£10k credit subject to T&Cs)	✓		
Installer locator on website		✓	✓
Training days	Unlimited free for 12 months	10 days free	Unlimited free
Business development fund on all spend, D1 banded from £1000-£3000, D1+ 2%		50% contribution	75% contribution
Extended warranty	up to 5 years	up to 7 years	up to 7 years
Standardised commissioning forms	✓	✓	✓
Priority helpdesk		✓	✓
Spares discount		10%	15%
Priority spares contact		✓	✓
Strategic support team: 2 days dedicated support from Daikin team			✓
D1 Conference		✓	✓
Awards		✓	✓
Daikin D1 inner Club		✓	✓
Access to Training Centres	✓	✓	✓

\*For details of our warranty terms and conditions on specific product ranges, please see [d1.daikin.co.uk](http://d1.daikin.co.uk)

# The Certified Installer programme

As you begin to build your relationship with Daikin, the Daikin Certified Installer programme is designed to promote and maintain the highest standards of practice and performance, helping you to grow your business through the extra credibility that comes from working with a market leader.

Becoming a Certified Installer is as easy as **A B C**

- > **Achieve** £20,000 turnover
- > **Begin** Daikin training (1 day)
- > **Certify** your business

The Daikin Certified Installer programme provides opportunities for a closer relationship with Daikin UK, plus a host of business-building benefits.

#### As a Certified Installer, you will enjoy:

- > **Certificate:** to demonstrate your status as a certified installer to customers
- > **Competence:** unlimited free training for the first 12 months, then five free days' training per year
- > **Credibility:** association with Daikin brand
- > **Credit account:** £10,000 credit limit (subject to T&Cs)
- > **Certified** Installer web portal ( [ci.daikin.co.uk](http://ci.daikin.co.uk) )
- > **Corporate** merchandise pack available free to order from [ci.daikin.co.uk](http://ci.daikin.co.uk)
- > **Claim** your free R32 gauge from [ci.daikin.co.uk](http://ci.daikin.co.uk)
- > **Co-branded** marketing material available to download from [ci.daikin.co.uk](http://ci.daikin.co.uk)
- > **Contact:** dedicated account manager
- > **Commissioning forms**

**Extended 5 year warranty is available for Certified Installers**

To apply to become a Certified Installer, please talk to your Daikin UK Sales Engineer or go to [ci.daikin.co.uk](http://ci.daikin.co.uk) and register your interest.







ci.daikin.co.uk

To become a Certified Installer, you simply need to achieve £20,000 turnover with Daikin UK and complete one day of training.

Once you meet these eligibility criteria, your sales engineer will complete a proposal form for you.

When your proposal as a Certified Installer is approved, you will receive a link from your Sales Engineer to complete an online form to set you up with access to the Certified Installer portal.

You will then receive a certificate to prove your Certified status and have access to all the resources available to you as a Certified Installer.

**Certified Installers benefit from a range of benefits on the ci.daikin.co.uk portal including:**

- › Free R32 gauge worth over £150
- › Free merchandise pack including:
  - 8 t-shirts
  - 4 fleeces
  - 4 rucksacks
  - 4 multi-tools
  - 8 pens
  - 8 pads
  - 8 mugs
- › Free digital marketing material to download, co-branded with your business and Daikin's logo
- › Access to Certified Installer certificate to download
- › Access to case studies and images to download



Free corporate merchandise pack available when you go online

# The D1 Partnership programme

For companies with an even stronger relationship with Daikin, D1 status is renowned in the industry as a mark of quality, giving customers assurance of professionalism, training and accreditation that sets D1 contractors apart from the crowd.

The Daikin D1 Partner programme recognises installers who have achieved D1 Business Partner or D1+ Premium Partner status by virtue of sales, professionalism and consistent high standards – and helps them build their businesses further.

D1 Business Partners and D1+ Premium Partners are selected by Daikin UK for their high standards of installation and expertise. Daikin UK positively encourages and supports D1 Business Partners and D1+ Premium Partners to become part of independently recognised organisations that look to continually raise industry standards. This provides the end user with peace of mind that the installer is publicly endorsed and supported by Daikin UK.

All Daikin products typically come with a three year manufacturer's warranty. However, because of Daikin UK's belief in the high standard of D1 Business Partner installations, D1 Business Partners and D1+ Premium Partners are offered up to seven year warranty (subject to conditions). This benefit can be passed on to the customer, signalling confidence in the quality of both the product and the installation.

D1 Business Partners and D1+ Premium Partners benefit from being in a programme that rewards and promotes them, provides the business support they need and proactively strives to meet their future demands.

The D1 Partnership is right for your business if you want to:

- › Achieve Partner status
- › Future-proof your business
- › Use cost effective marketing tools
- › Access a dedicated technical helpline
- › Benefit from an extended warranty
- › Receive discount on spare parts
- › Benefit from a Business Development fund. See page 10
- › Depend on project and technical assistance
- › Gain free training for your team

For full range of benefits, please see page 5.



## 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 £50,000 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 days' training at a Daikin UK Training Centre 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



## 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 £200,000 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
- › Five days' training at a Daikin UK Training Centre 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 or Refcom Elite Certification
  - Public Liability insurance (minimum cover £1,000,000)



[d1.daikin.co.uk](http://d1.daikin.co.uk)

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

- › **Extended 5 and 7 year warranties** are available for D1 Business Partners and D1+ Premium Business Partners
- › **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
- › **D1 Portal:** logon to [d1.daikin.co.uk](http://d1.daikin.co.uk) for easy access to your business development fund, marketing resources and warranty extensions
- › **Business development fund:** submit your claims easily online via the D1 portal [d1.daikin.co.uk](http://d1.daikin.co.uk) to spend on training, branded workwear, specialist tools, merchandise and promotions
- › **R32 gauges:** premium quality mechanical and digital versions – now available to claim via [d1.daikin.co.uk](http://d1.daikin.co.uk)
- › **Marketing resources:** logon to the D1 portal [d1.daikin.co.uk](http://d1.daikin.co.uk) 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](http://daikintraining.co.uk)
- › **Sales leads:** gain enquiries from our website Installer Locator at [www.daikin.co.uk/installer](http://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 Sales Engineer or go to [d1.daikin.co.uk](http://d1.daikin.co.uk) and register your interest.





# D1 Business Development Fund

When you become a D1 Business Partner or D1+ Premium Partner, your loyalty is recognised through various levels of a Business Development Fund, according to the value of goods you have purchased from Daikin UK in the relevant period.

	<b>Invoiced sales (January to December of previous calendar year)</b>	<b>Business Development Fund Available between April and February of current financial year</b>
<b>D1 Business Partner</b>	£50,000 - £74,999	£1,000
	£75,000 - £99,999	£1,500
	£100,000 - £124,999	£2,000
	£125,000 - £149,999	£2,500
	>£150,000	£3,000
<b>D1+ Premium Partner</b>	>£200,000	2%

Your business development fund balance is available to view on the D1 Partner Portal ([d1.daikin.co.uk](http://d1.daikin.co.uk))

## How the Business Development Fund works

You may spend your fund contribution as you please, provided it is for an approved activity. These approved activities are designed to stimulate and support business growth. If you have any doubts, please check first with Daikin UK Marketing ([d1@daikin.co.uk](mailto:d1@daikin.co.uk)) that your proposed activity is acceptable. Any bespoke activity – such as sponsoring a local sports team – must be approved in advance.

D1 Business Partners: The fund will pay up to 50% of the total cost of the approved activity you choose.

D1+ Premium Partners: The fund will pay up to 75% of the total costs of the approved activity you choose.

Process:

- On completion of any standard approved marketing activities, pay your suppliers as usual
- You may then submit a claim on the D1 Partner Portal ([d1.daikin.co.uk](http://d1.daikin.co.uk)) 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 28 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 one of the three Daikin UK directors (Angela McGinlay, Hiroyasu Ishikawa, Mark Dyer) prior to the activity taking place and the claim being submitted:
  - Cost per head is equal to or more than £400
  - Exceeds £4000
  - 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](mailto:d1@daikin.co.uk)



# 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 DAUK and the documents required when submitting a claim.

All claims must be submitted via the D1 Partner Portal ([d1.daikin.co.uk](http://d1.daikin.co.uk))

A separate claim must be made for each different type of activity.

Activity	Eligible to Claim	Invoice	Photos / Evidence of Branding	Guest List	Pre Approval
Advertising	D1/D1+	✓	✓		
Website Development	D1/D1+	✓	✓		
Events	D1/D1+	✓	✓	✓	✓ See T&C's
Daikin UK Training Courses	D1/D1+	✓			
BESA, Refcom Elite and MCS Accreditation	D1/D1+	✓			
College & Professional Training Courses	D1/D1+	✓			
Vehicle Livery & Signage	D1/D1+	✓	✓		
Workwear	D1/D1+	✓	✓		
Sponsorship	D1/D1+	✓	✓		✓
Merchandise	D1/D1+	✓	✓		
DAUK Specialist AC Tools	D1/D1+	✓			
Additional Specialist Tools	D1+	✓			✓
Factory Visits	D1+	N/a	N/a	✓	✓
Bespoke Activities	D1/D1+	✓	If applicable	If applicable	✓

# 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 up to a maximum of 50% of the cost for D1 Business Partners & 75% for D1+ Premium Partners
- 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
- Invoice payments cannot be withheld pending D1 credits nor can the entitlement be deducted from amounts due
- Approved activities must follow the prescribed guidelines
- D1 Business Partners / D1+ Premium Partners must make use of the business development fund on approved activities by 28th February. 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 using the Daikin or D1 logos must use the current logos, as per the logo guidelines on page 19. Any claims submitted using previous logos (as used up to 2016) will not be approved for payment.



# 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 air conditioning manufacturer's logo can appear in the advertisement. The size of the logo should never be less than 9mm width.

## Events

D1 Business Partners / D1+ Premium Partners can use their business development fund to support a customer hospitality or a business events.

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 one of the three Daikin UK directors (Angela McGinlay, Hiroyasu Ishikawa, Mark Dyer) prior to the activity taking place and the claim being submitted:
  - Cost per head is equal to or more than £400
  - Exceeds £4000
  - Activity is based abroad
  - Activity includes a hotel stay (minimum 1 night)



Please submit your request via pre-approval form on the D1 Partner Portal ([d1.daikin.co.uk](http://d1.daikin.co.uk)) 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."*





## DAUK Training (Travel & Accommodation)

If you are too far away to travel to one of our technology centres and back in one day to attend a course, then you can also 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

Please note: you can book courses and access Daikin training online at [daikintraining.co.uk](http://daikintraining.co.uk)

## Accreditations

### Association Accreditations

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 can use your business development fund to claim back membership costs towards certain accreditations bodies.

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

- BESA
- Refcom Elite
- MCS (Microgeneration Certification Scheme)

### 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



## Daikin Merchandise

Daikin has a range of branded merchandise available which D1 Business Partners / D1+ Premium Partners can purchase using their business development fund. Daikin Merchandise will be funded at a rate of 100% rather than the standard contribution. This accessible via the D1 Partner portal ([d1.daikin.co.uk](http://d1.daikin.co.uk))



## Dual Branded Merchandise

D1 Business Partners / D1+ Premium Partners may elect to spend a proportion of the business development fund on dual branded promotional gifts such as mugs, pens, diaries, USB sticks and mouse mats. 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 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 ([d1@daikin.co.uk](mailto:d1@daikin.co.uk)).

## 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 page 19. Any claims submitted using previous logos (as used up to 2016) will not be approved for payment.



## Website Development

The business development fund can be used to finance the production or upgrading of your company website. Product images should be Daikin products taken from the Daikin Business Portal ([my.daikin.co.uk](http://my.daikin.co.uk)). There should also be a link to the Daikin UK website. [www.daikin.co.uk](http://www.daikin.co.uk)

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 website.

Please ensure that any website uses the current Daikin or D1 logos as per the logo guidelines on page 19. Any claims submitted using previous logos (as used up to 2016) will not be approved for payment.

## 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 page 19. Any claims submitted using previous logos (as used up to 2016) will not be approved for payment.







# 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 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
VRV Service Checker (Type 3)	999165T
VRV Service Checker (Type 4)	TBC
Skyair D, F(5Hp over) 24mm	999134T
R410A 17.5mm	99S0038
Inverter Analyzer	2238609
D Checker	999495P
Mobile Monitoring Tool (Bluetooth Adaptor)	999168T
Adaptor BTSC/L2S	999172T
Insulation Kit for RA Connection S-ISO	999169T

### 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 D1 Partner Portal ([d1.daikin.co.uk](http://d1.daikin.co.uk))

## Additional Specialist Tools

D1+ Premium Partners can also claim for specialist industry specific tools. For example: Refrigerant Recovery Units, PAT testers. Vac Pumps, Zoomlock & Charging Scales. Approval should be sought prior to purchase.

Please submit your request via the [## R32 Gauges](http://pre-approval form on the D1 Partner Portal (d1.daikin.co.uk) with full details of the proposed activity for approval.</a></p></div><div data-bbox=)

To facilitate the industry transition to lower GWP R32 refrigerant, Daikin branded R32 gauges are also available to buy on the D1 portal with 100% of the cost being deducted directly from your BDF. ([d1.daikin.co.uk](http://d1.daikin.co.uk))





## Sponsorship

You can use the business development fund to sponsor local projects and initiatives, subject to conditions. We would encourage partners to support projects such as local school activities, local football team etc.

Please note prior approval is required. Please submit your request via the pre-approval form on the D1 Partner Portal ([d1.daikin.co.uk](http://d1.daikin.co.uk)) with full details of the proposed activity for approval.

## Factory Visits

D1+ Premium Partners may elect to spend a proportion of the business development fund on taking their 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+ 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

To request a factory visit, please submit the request form which can be found on the D1 Portal ([d1.daikin.co.uk](http://d1.daikin.co.uk))







## D1 Conference & D1inner Club (Travel Expenses)

Throughout the year, D1 Business Partners / D1+ Premium Partners may have the chance to attend Daikin's exclusive hospitality events. Wherever stated in the invitation and pre-event communications, you can use your business development fund towards the cost of plane/ train travel if:

- You are travelling independently to a venue at which an event is being hosted
- You need to make a connecting train/plane journey to a central departure point e.g. Heathrow
- The cost of travel is not already included within the guest place e.g. for a group trip from one destination
- Contributions will be at 100%



## 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 D1 Partner Portal ([d1.daikin.co.uk](http://d1.daikin.co.uk)) with full details of the proposed activity for approval.



# 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

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 new 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 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 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 logos the minimum allowable size is 22mm width or 50% of the size of your company logo, whichever is greater.

Certified Installer logos can be downloaded from the Certified Installer Portal ([ci.daikin.co.uk](http://ci.daikin.co.uk))

D1 Business Partner / D1+ Premium Partner logos can be downloaded from the D1 Partner Portal ([d1.daikin.co.uk](http://d1.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

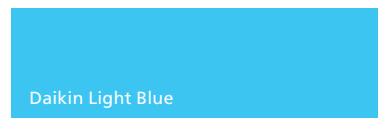
**Strictly use the corporate colours**

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



Daikin Blue

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



Daikin Light Blue

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



Black

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 selecting background colours, it is vital that the correct logo is clearly displayed

All logos can be found on the D1 Partner Portal ([d1.daikin.co.uk](http://d1.daikin.co.uk))

K 10%					K 60%
K 20%					K 70%
K 30%					K 80%
K 40%					K 90%
K 50%					K 100%

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.



Daikin UK Marketing Department  
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This edition is valid from April 2019 and supersedes all previous D1 Partner information.

