DAIKIN

HERO
CLOUD SERVICES

Off-site monitoring and control of your HVAC system investment. Identifies and recommends maintenance solutions. Adjusts your system to help optimize comfort and energy savings.

Daikin *HERO* Cloud Services

Daikin *HERO* Cloud Services is a remote monitoring and system control service for Daikin HVAC systems* and connected ancillary equipment**. When the *HERO* Cloud Services are integrated with the HVAC system, users have the ability to visualize system data and operation status of connected HVAC equipment using animated piping diagrams. Daikin *HERO* Cloud Services also include predictive logic alerting users of potential compressor and refrigerant leaks in Daikin *VRV* systems.

* Compatible with select models. Please visit daikincomfort.com to learn more.

** Ancillary equipment: pumps, boilers, fans, lighting, etc. can be connected via WAGO® or the BACnet™ protocol

Elevate control through remote monitoring:

» **Time and cost-saving opportunities –** Helps reduce unnecessary truck rolls and expands awareness of potential system issues.

» **An owner-oriented design with a customizable dashboard** – Provides a quick overview of all connected sites, Daikin HVAC systems, and ancillary equipment.

Daikin *HERO* Cloud Services is based upon a recurring licensing fee to access site information. Licenses can be purchased in 1-year, 3-year, or 5-year increment and first-year access is included with the purchase of the *HERO* Simple Edge or *HERO* Pro Edge hardware.

IOT Monitoring Center

Daikin *HERO* Cloud Services monitor your Daikin HVAC systems and connected ancillary equipment 24/7, to help optimize system operation.

- Remote monitoring to help manage and diagnose system performance.
- Uses predictive logic to notify of impending failures.
- Visualize system performance through the integrated dashboard from a web browser or the Daikin *HERO* Cloud Services App.
- Streamline service and maintenance for each site.

- The Daikin *HERO* Simple Edge offers a secure cellular communication to the Daikin *HERO* Cloud Services using a built-in SIM card.
- The Daikin *HERO* Pro Edge can be connected to the internet via the building's Ethernet network. An optional LTE router can also be used for communication to the Daikin *HERO* Cloud Services as an alternative to using the building Ethernet network.

Daikin *HERO* Simple Edge

Daikin *HERO* Pro Edge

The Daikin *HERO* Cloud Services can offer advantages for building owners, contractors, and Daikin representatives:

Building Owners

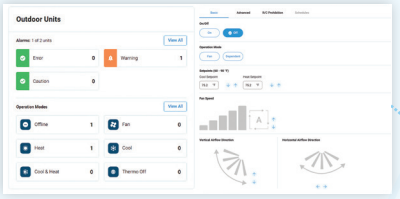
- Peace of mind
- Remote monitoring and control
- Multisite access
- Intuitive user interface

Daikin Representatives

- Remote access to all buildings in your territory
- Continuous commissioning
- Provide a service solution to the end-user
- Commissioning reports, maintenance check and system health check

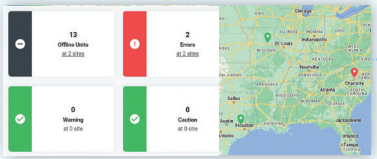
Contractors

- Remotely diagnose technical issues
- Easy troubleshooting using multiple tools, live data, graphs, history trends, alarm console, etc.
- Error prediction and notifications



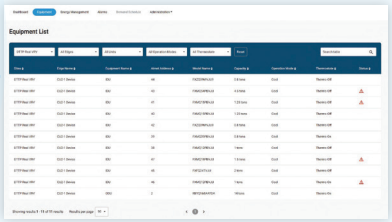
Remote monitoring and control anytime, from anywhere

Trending and report generation



Multisite access and map view

- **Monitor and control** your building no matter where you are
- **Manage multiple sites**
- **Visualize energy** consumption and **benchmark** between different sites **to help reduce energy costs**
- **Remote diagnostic** support to help increase your systems lifetime
- **Predictive maintenance** to alert of potential breakdowns
- **Remote troubleshooting** in case of malfunctions



Remote alarms for pre-diagnostics with advanced predictive logic

Energy Consumption

Optimization recommendation by Daikin experts

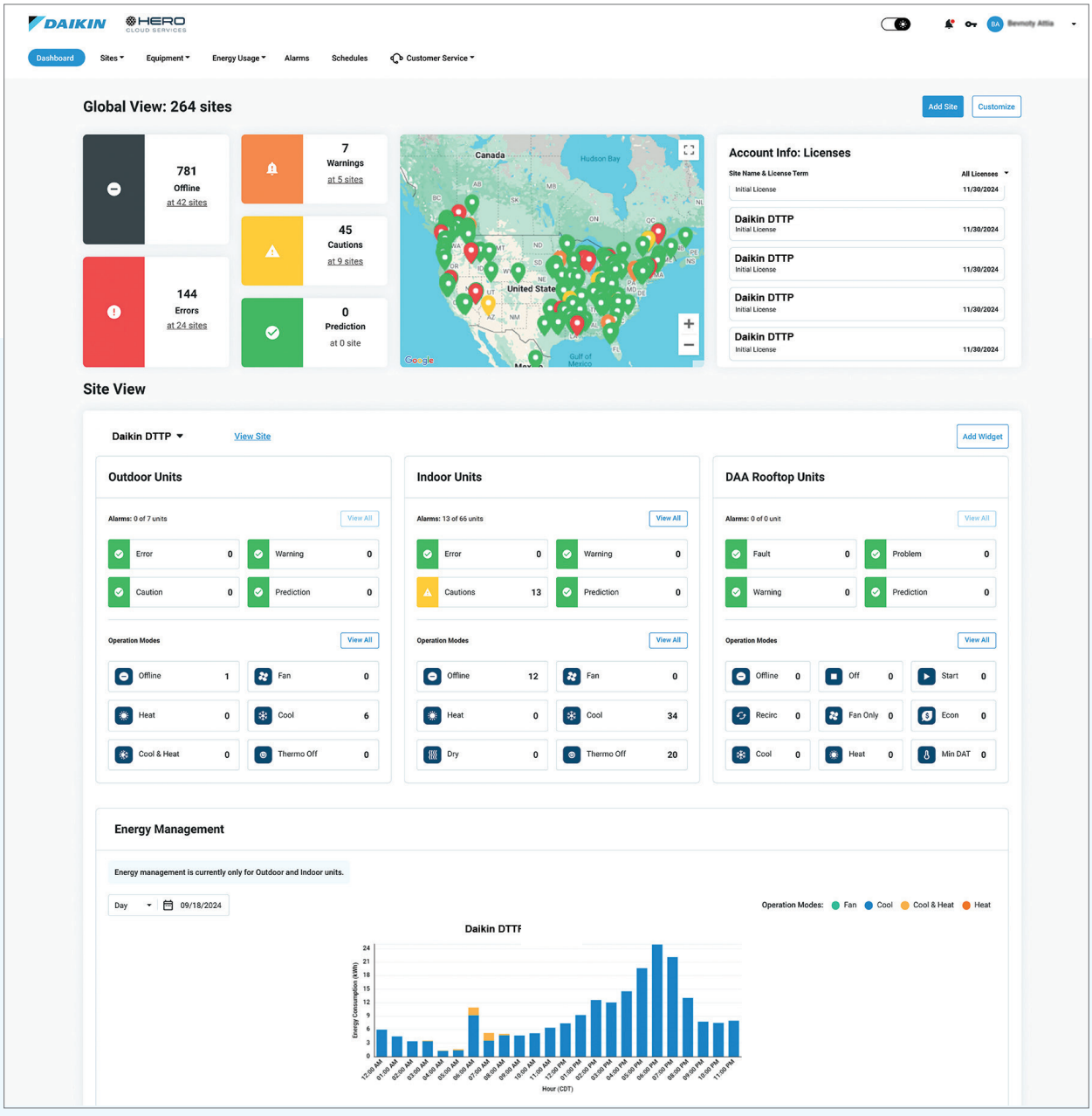
MULTISITE DASHBOARD

The Daikin *HERO* Cloud Services dashboard offers an overview of the accessible sites and provides the status of the total number of units displaying alarms, errors, warnings, or offline. The dashboard can be customized using the "Customize" button on the top right side of the page to fit the user's role. The Customize button allows users to add or remove the widgets (Map, Subscription, and Energy management). For example:

» The Subscription widget will display the currently subscribed sites and the expiration date.

» The "Energy Management" widget offers customized bar chart views for the energy consumption of the selected site. This widget will also give users a quick view of their site's outdoor unit and indoor unit error status and mode of operation.

On the top right of the dashboard, users can switch to dark mode, check the current errors through the notification icon, request site access control through the "key icon," and edit the user profile.



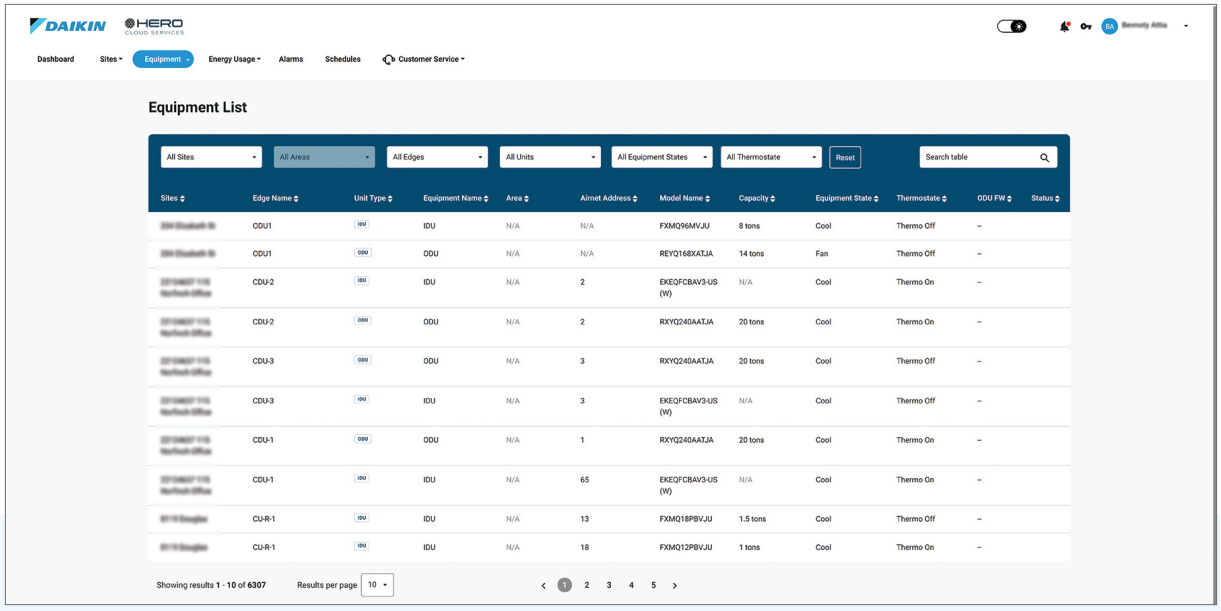
EQUIPMENT LIST/DETAIL

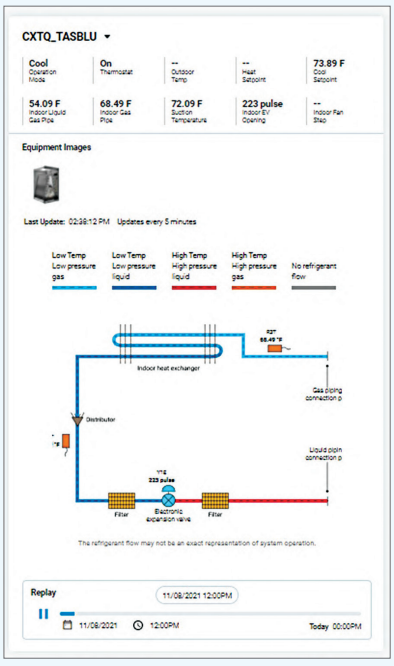
» The "Equipment List" tab lists all equipment for each site, including the *VRV* Indoor Unit (IDU) and Outdoor Unit (ODU), Daikin Applied Rooftop Units (RTU), Daikin Comfort Technologies RTU with DDC and connected ancillary equipment via *WAGO* and *BACnet*. The filter or the search bar allows users to search for specific units.

» The "Equipment Detail" page can be viewed by selecting the desired equipment row.

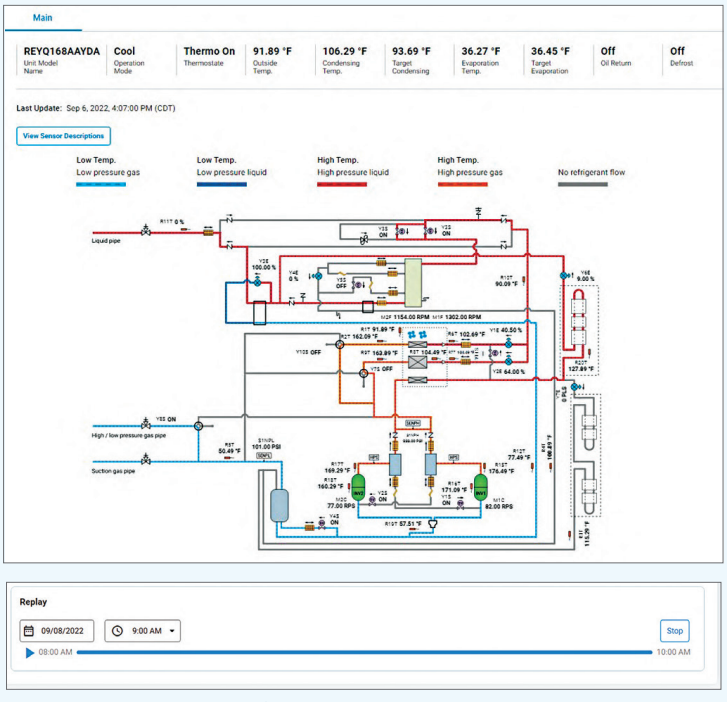
Equipment Details

The piping diagram provides dynamic graphics with real-time data for sensor values with the option to view the sensor description. System operation data is updated





IDU Piping Diagram

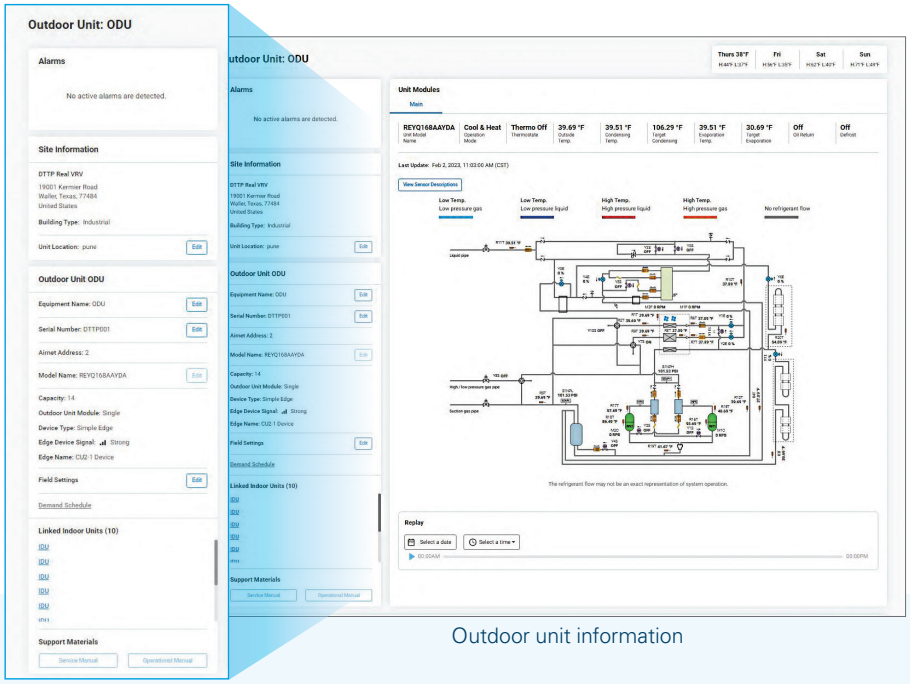


ODU Piping Diagram

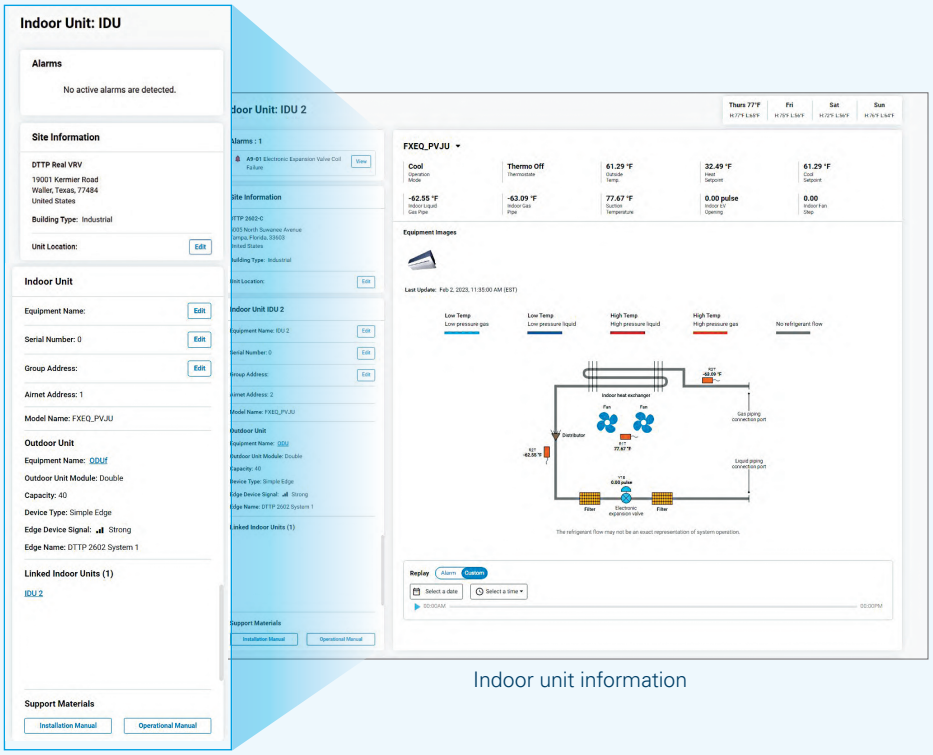
in 1 min increments based upon a change of value. In addition, system data can be "Replayed" in 2 hour increments from the stored data (5 years) on the piping diagram.

The "Outdoor Unit" information side widget provides the outdoor unit model name, serial number, Airnet Address, and linked indoor units and allows remote configuring of the outdoor unit field settings. It also includes links to the manuals for the displayed equipment.

» The "Indoor Unit" information side widget provides the indoor model name, serial number, Airnet Address, group address, and linked outdoor/indoor units.



Outdoor unit information

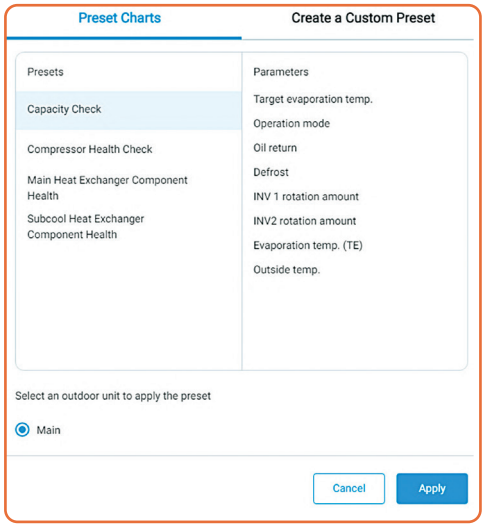


Indoor unit information

Trend Data

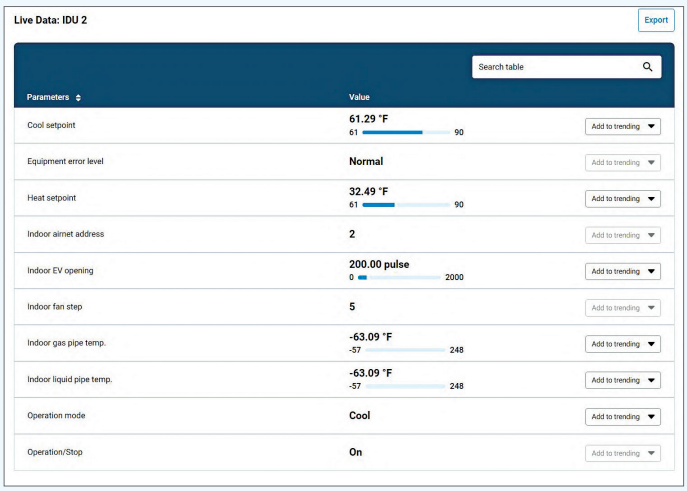
The Trend Data charts section provides four separate graphs (based on the unit of measurement) to make detailed plots of the selected data. The chart can be plotted for a specific day or week. The data is available for the past five years. Errors are displayed (red arrow) on the trend graph with the time stamp of error occurrence.

The Preset Chart provides preset data points that can be added to the trend graph to visualize the system health. Users also have the ability to create their own custom preset data points that can be labeled and saved to their profile.

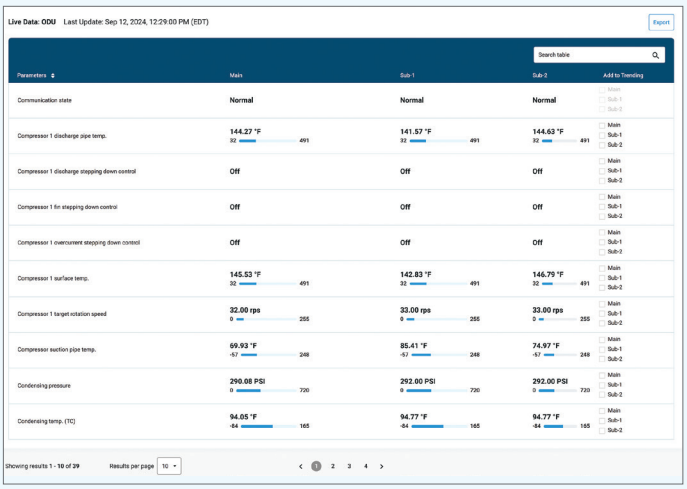


Live Data

The live data from the unit is available for viewing. Users can use the navigation buttons to view additional data or search for particular data. In addition, the data points can be added directly to the trend graphs using the "Add to trending" button. Data can be viewed for a single IDU or for the Main, Sub-1 and Sub-2 for the *VRV* ODU.



Indoor unit Live Data



Outdoor unit Live Data

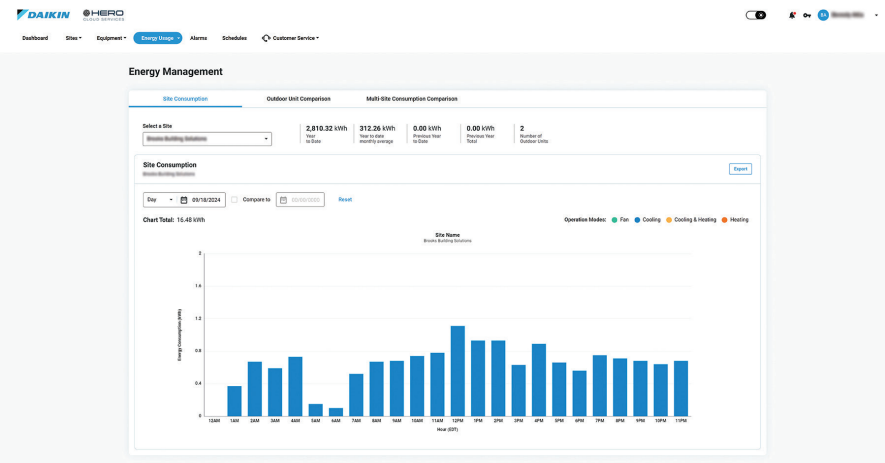
ENERGY USAGE

The Energy Usage view provides detailed energy monitoring for the connected *VRV* systems. There are 2 selections in the Energy Usage drop down: Energy Management and Runtime. Three types of charts are available on the energy management page:

1. Site Comparison
2. Outdoor Unit Comparison
3. Multisite Consumption

The bar chart allows the user to view energy data for the selected site. The energy consumption data bars are broken down into modes of operation of the outdoor unit, such as Cooling, Heating, Cooling & Heating, and Fan modes.

When the mouse pointer hovers on a bar in the graph, a tooltip displays the actual energy consumption value with more details. The compare feature of the graph provides a way to compare the selected data with past data. Also, the plotted data can be exported using either PNG or CSV file formats.



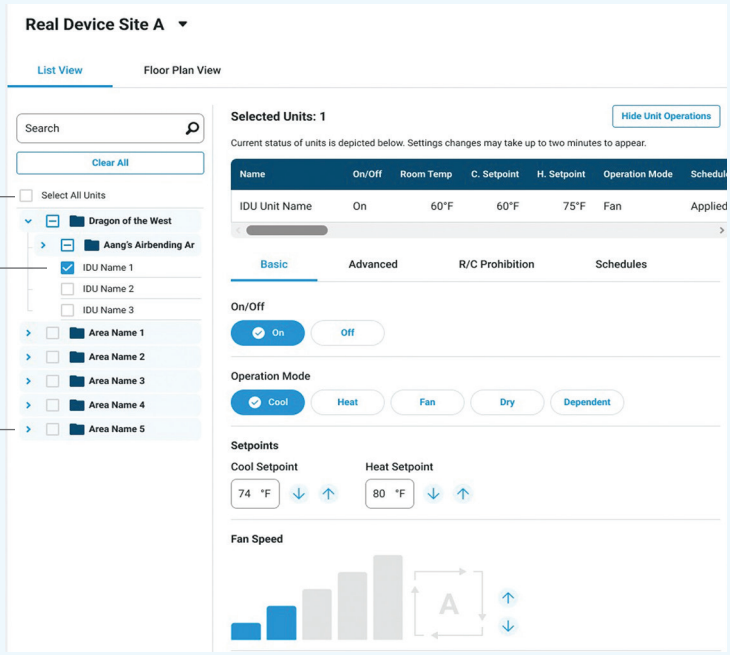
EQUIPMENT CONTROL

Control of the *VRV* indoor unit and ancillary equipment connected via *WAGO* and *BACnet* protocol is available when utilizing the Daikin *HERO* Pro Edge hardware. The user can perform global, zone or individual unit control. When units are selected, an overview of the unit's operation status will be available. The control will be available through Basic, Advanced, R/C prohibition and the Schedules tabs.

Global Control
Perform global controls on all equipment at a site

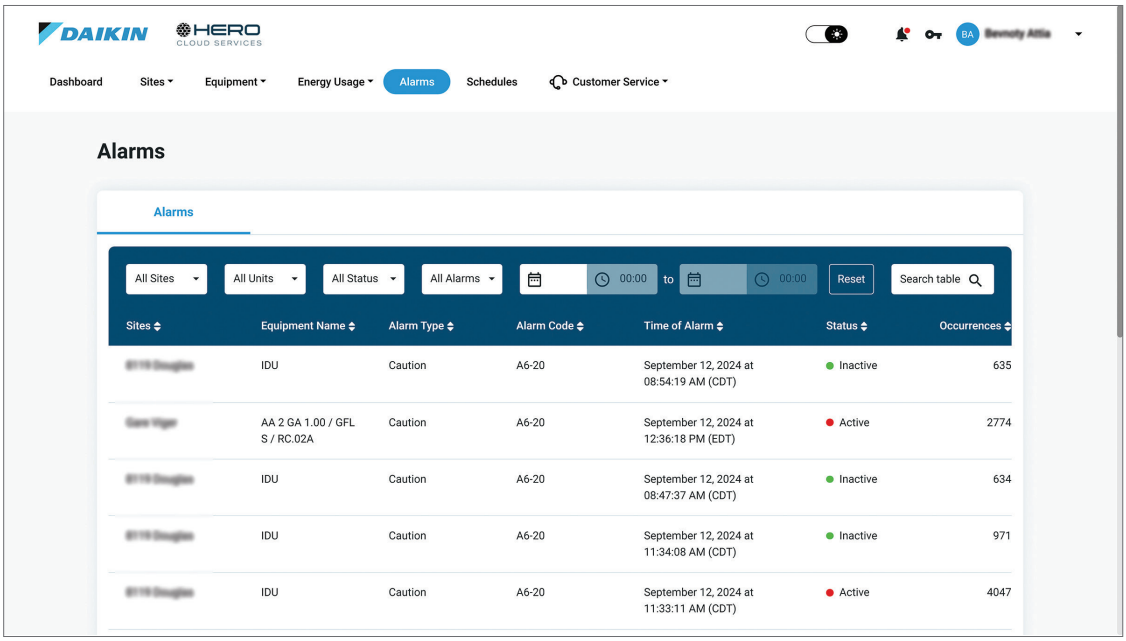
Unit Control
Perform unit controls on an individual unit at a site

Zone Control
Perform unit controls on a group of units at a site

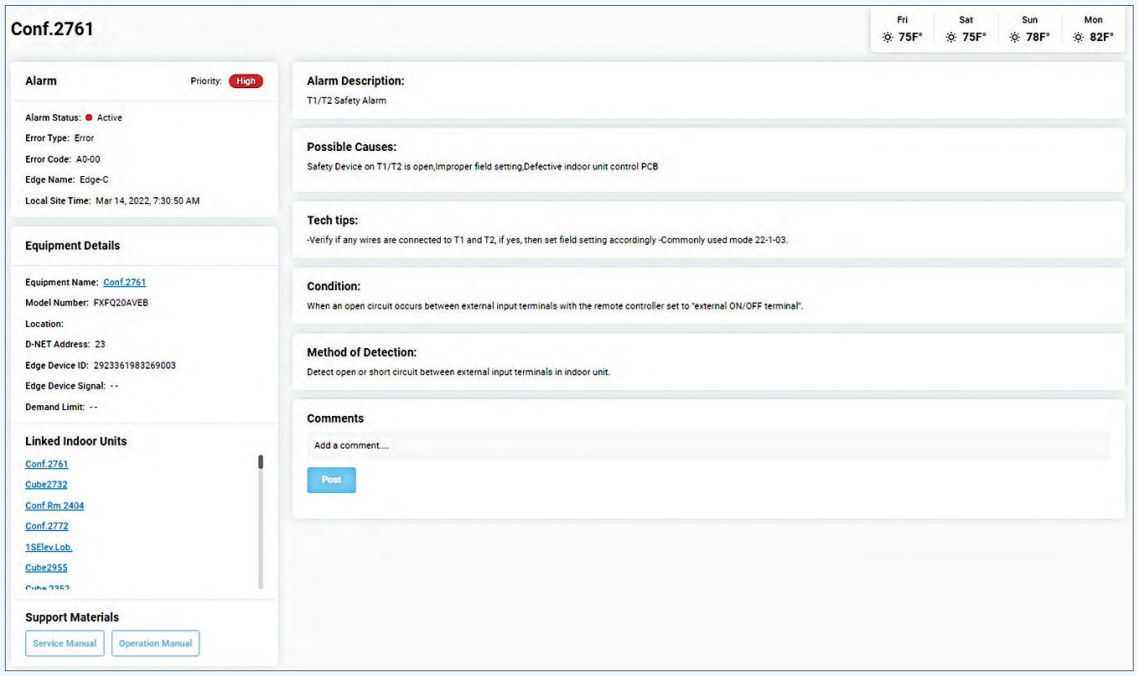


ALARMS CONSOLE

The Alarms Console provides users with a view of current active or inactive alarms (for all connected equipment with an alarm output) with the option to filter among sites, units, and statuses for a specific duration.



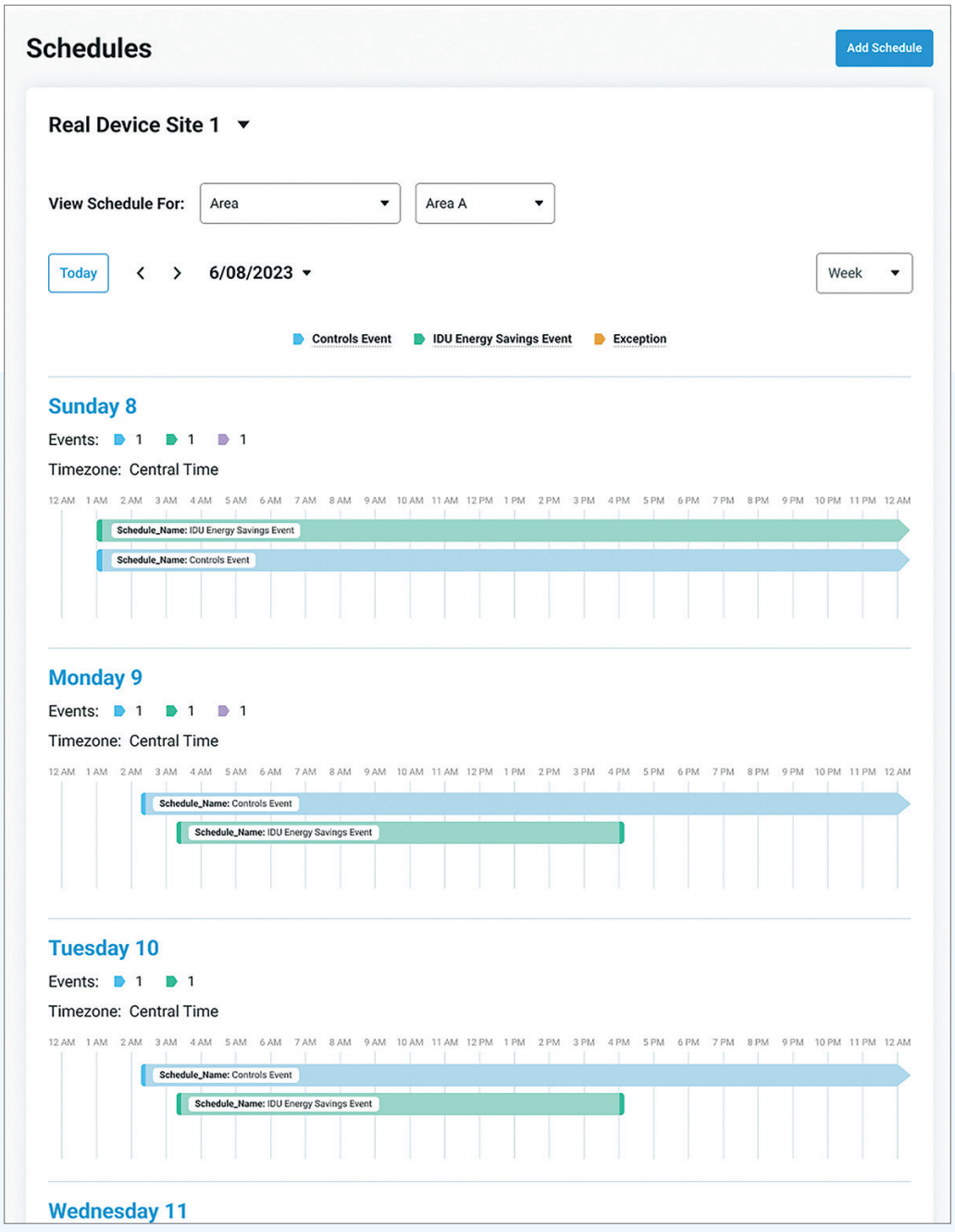
The Error Details page provides information on the error generated along with possible causes and technician tips. It also provides the comments section so a history can be created of actions that were taken on the equipment. Support materials are also available, so the technician never has to leave the Daikin *HERO* Cloud Services to get more information.



SCHEDULE

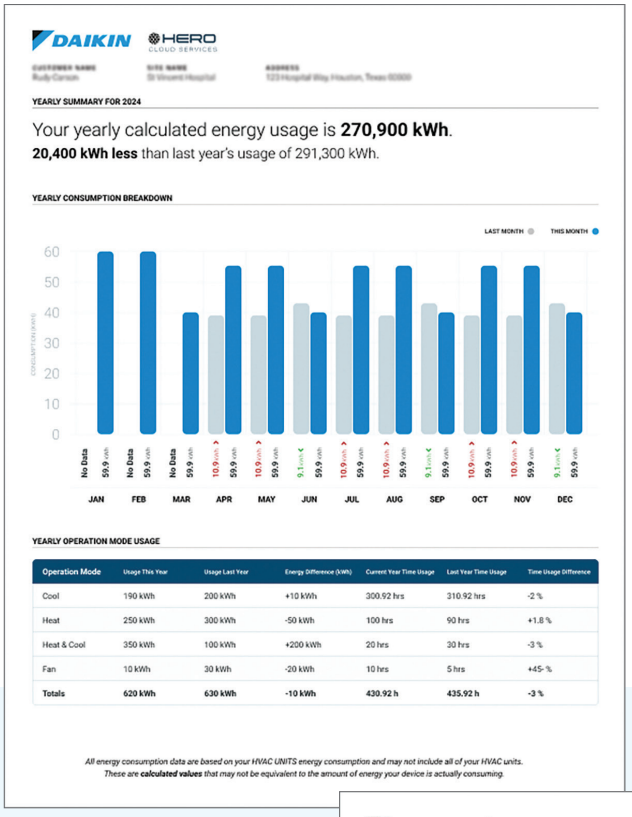
» The Schedule feature is available for *VRV* indoor units and equipment connected via *WAGO* and *BACnet* protocol when utilizing the Daikin *HERO* Pro Edge hardware. There are 3 schedule types.

1. **Control Event –** Used to set on/off, mode, setpoints, etc.
2. **IDU Energy Savings Event –** Reduce energy usage of the IDU by adjusting setpoint to meet Critical Peak Pricing events.
3. **Exceptions –** Schedule system operation during special events (holidays, outside normal operating hours events).



Energy Report

Daikin *HERO* Cloud Services can provide weekly, monthly and yearly reports which will show the total energy consumption for the connected Daikin *VRV* equipment.



DAIKIN HERO CLOUD SERVICES

YEARLY SUMMARY FOR 2024

Your yearly calculated energy usage is **270,900 kWh**.
20,400 kWh less than last year's usage of 291,300 kWh.

YEARLY CONSUMPTION BREAKDOWN

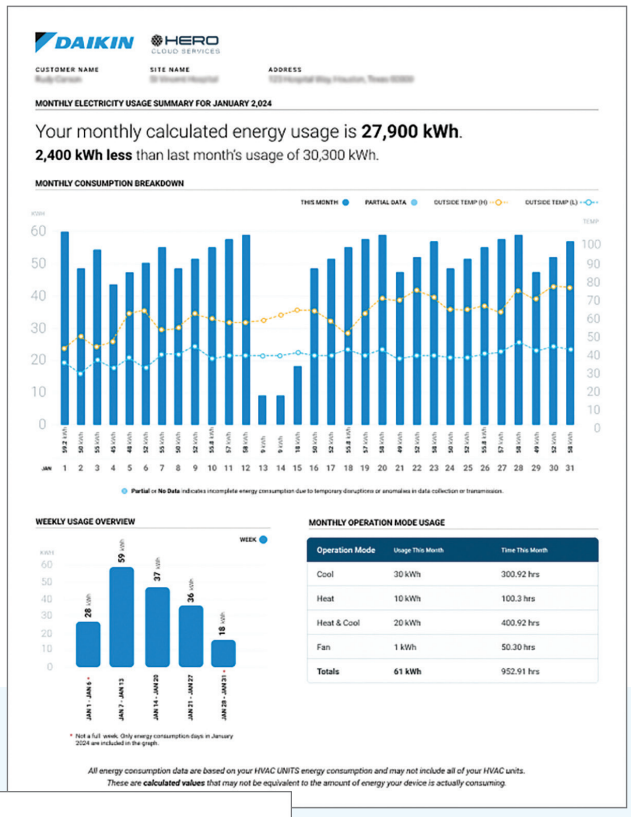
LAST MONTH · THIS MONTH

JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

YEARLY OPERATION MODE USAGE

Operation Mode	Usage This Year	Usage Last Year	Energy Difference (kWh)	Current Year Time Usage	Last Year Time Usage	Time Usage Difference
Cool	190 kWh	200 kWh	+10 kWh	300.92 hrs	310.92 hrs	-2 %
Heat	250 kWh	300 kWh	-50 kWh	100 hrs	90 hrs	+1.8 %
Heat & Cool	350 kWh	100 kWh	+200 kWh	20 hrs	30 hrs	-3 %
Fan	10 kWh	30 kWh	-20 kWh	10 hrs	5 hrs	+45- %
Totals	**620 kWh**	**630 kWh**	**-10 kWh**	**430.92 h**	**435.92 h**	**-3 %**

All energy consumption data are based on your HVAC UNITS energy consumption and may not include all of your HVAC units.
*These are **calculated values** that may not be equivalent to the amount of energy your device is actually consuming.*



DAIKIN HERO CLOUD SERVICES

CUSTOMER NAME · SITE NAME · ADDRESS

MONTHLY ELECTRICITY USAGE SUMMARY FOR JANUARY 2,024

Your monthly calculated energy usage is **27,900 kWh**.
2,400 kWh less than last month's usage of 30,300 kWh.

MONTHLY CONSUMPTION BREAKDOWN

THIS MONTH · PARTIAL DATA · OUTSIDE TEMP (H) · OUTSIDE TEMP (L)

JAN 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Partial or **No Data** indicates incomplete energy consumption due to temporary disruptions or anomalies in data collection or transmission.

WEEKLY USAGE OVERVIEW

WEEK

28 kWh · 59 kWh · 37 kWh · 36 kWh · 18 kWh

JAN 1 - JAN 6 * · JAN 7 - JAN 13 · JAN 14 - JAN 20 · JAN 21 - JAN 27 · JAN 28 - JAN 31 -

* Not a full week. Only energy consumption days in January 2024 are included in the graph.

MONTHLY OPERATION MODE USAGE

Operation Mode	Usage This Month	Time This Month
Cool	30 kWh	300.92 hrs
Heat	10 kWh	100.3 hrs
Heat & Cool	20 kWh	400.92 hrs
Fan	1 kWh	50.30 hrs
Totals	**61 kWh**	**952.91 hrs**

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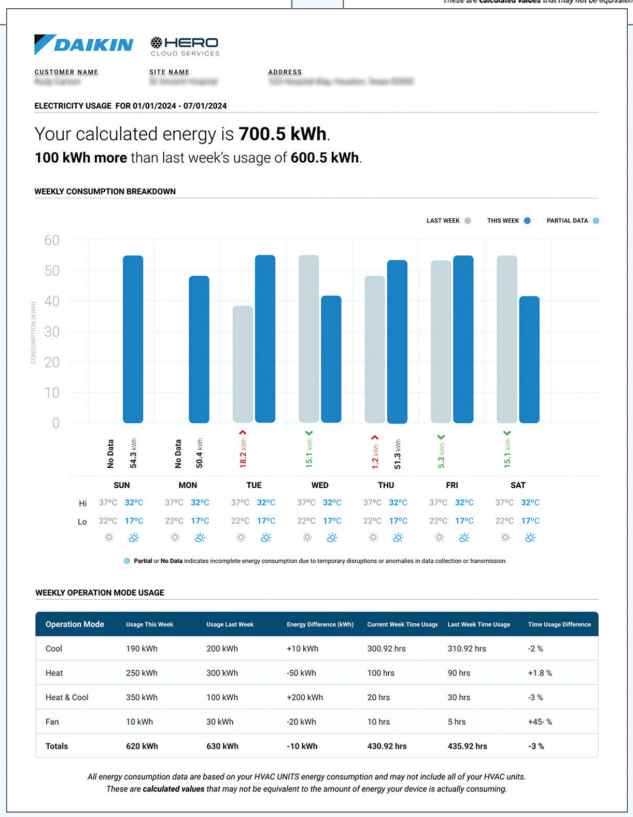


DAIKIN HERO CLOUD SERVICES

CUSTOMER NAME · SITE NAME · ADDRESS

ELECTRICITY USAGE FOR 01/01/2024 - 07/01/2024

Your calculated energy is **700.5 kWh**.
100 kWh more than last week's usage of **600.5 kWh**.

WEEKLY CONSUMPTION BREAKDOWN

LAST WEEK · THIS WEEK · PARTIAL DATA

	SUN	MON	TUE	WED	THU	FRI	SAT
	No Data	No Data	18.2 kWh	15.1 kWh	1.2 kWh	5.3 kWh	15.1 kWh
	54.3 kWh	50.4 kWh			51.3 kWh		
Hi	37°C 32°C	37°C 32°C	37°C 32°C	37°C 32°C	37°C 32°C	37°C 32°C	37°C 32°C
Lo	22°C 17°C	22°C 17°C	22°C 17°C	22°C 17°C	22°C 17°C	22°C 17°C	22°C 17°C

Partial or **No Data** indicates incomplete energy consumption due to temporary disruptions or anomalies in data collection or transmission.

WEEKLY OPERATION MODE USAGE

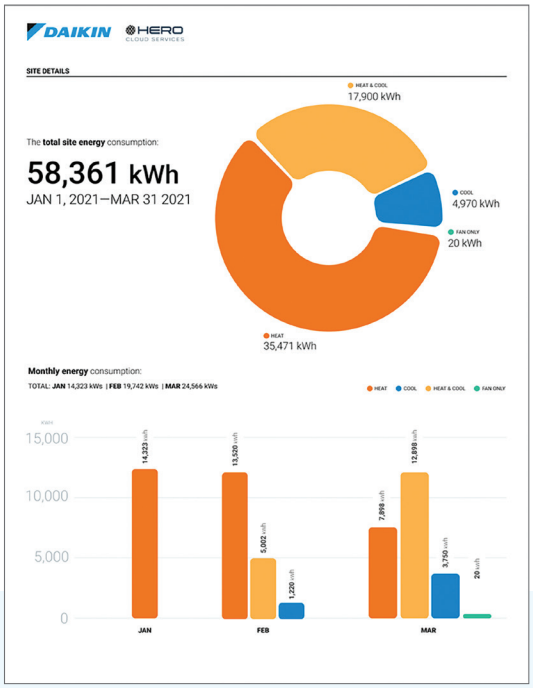
Operation Mode	Usage This Week	Usage Last Week	Energy Difference (kWh)	Current Week Time Usage	Last Week Time Usage	Time Usage Difference
Cool	190 kWh	200 kWh	+10 kWh	300.92 hrs	310.92 hrs	-2 %
Heat	250 kWh	300 kWh	-50 kWh	100 hrs	90 hrs	+1.8 %
Heat & Cool	350 kWh	100 kWh	+200 kWh	20 hrs	30 hrs	-3 %
Fan	10 kWh	30 kWh	-20 kWh	10 hrs	5 hrs	+45- %
Totals	**620 kWh**	**630 kWh**	**-10 kWh**	**430.92 hrs**	**435.92 hrs**	**-3 %**

All energy consumption data are based on your HVAC UNITS energy consumption and may not include all of your HVAC units.
*These are **calculated values** that may not be equivalent to the amount of energy your device is actually consuming.*

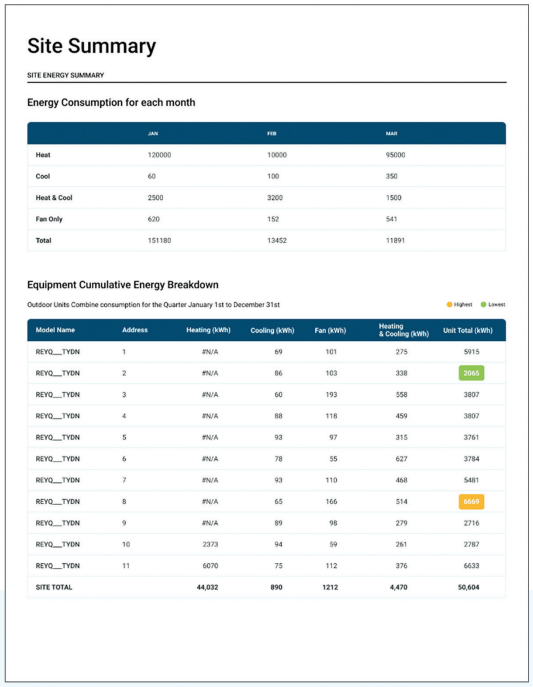
Quarterly Site Report

The quarterly site energy reports can provide a summary of the connected Daikin *VRV* equipment, the energy consumption of the outdoor units and visualize energy consumption by the operation mode. A quarterly site report is also available for alarms generated on the Daikin HVAC system and connected ancillary equipment.

Quarterly Energy Report



Quarterly Site Summary



Site Summary

SITE ENERGY SUMMARY

Energy Consumption for each month

	JAN	FEB	MAR
Heat	120000	10000	95000
Cool	60	100	350
Heat & Cool	2500	3200	1500
Fan Only	620	152	541
Total	151180	13452	11891

Equipment Cumulative Energy Breakdown

Outdoor Units Combine consumption for the Quarter January 1st to December 31st — Highest — Lowest

Model Name	Address	Heating (kWh)	Cooling (kWh)	Fan (kWh)	Heating & Cooling (kWh)	Unit Total (kWh)
REYQ___TYDN	1	#N/A	69	101	275	5915
REYQ___TYDN	2	#N/A	86	103	338	2065
REYQ___TYDN	3	#N/A	60	193	558	3807
REYQ___TYDN	4	#N/A	88	118	459	3807
REYQ___TYDN	5	#N/A	93	97	315	3761
REYQ___TYDN	6	#N/A	78	55	627	3784
REYQ___TYDN	7	#N/A	93	110	468	5481
REYQ___TYDN	8	#N/A	65	166	514	6669
REYQ___TYDN	9	#N/A	89	98	279	2716
REYQ___TYDN	10	2373	94	59	261	2787
REYQ___TYDN	11	6070	75	112	376	6633
SITE TOTAL		44,032	890	1212	4,470	50,604

Quarterly Alarms Report

SITE ALARMS AND PREDICTION SUMMARY

Total Alarms:

251

JAN 1, 2021—MAR 31 2021

84 AVERAGE MONTHLY ALARMS

12 TOTAL UNRESOLVED ALARMS

423 AVERAGE MONTHLY PREDICTIONS

1,269 TOTAL PREDICTIONS

Alarm Occurences

ALARM — PREDICTION

500
400
300
200
100
0

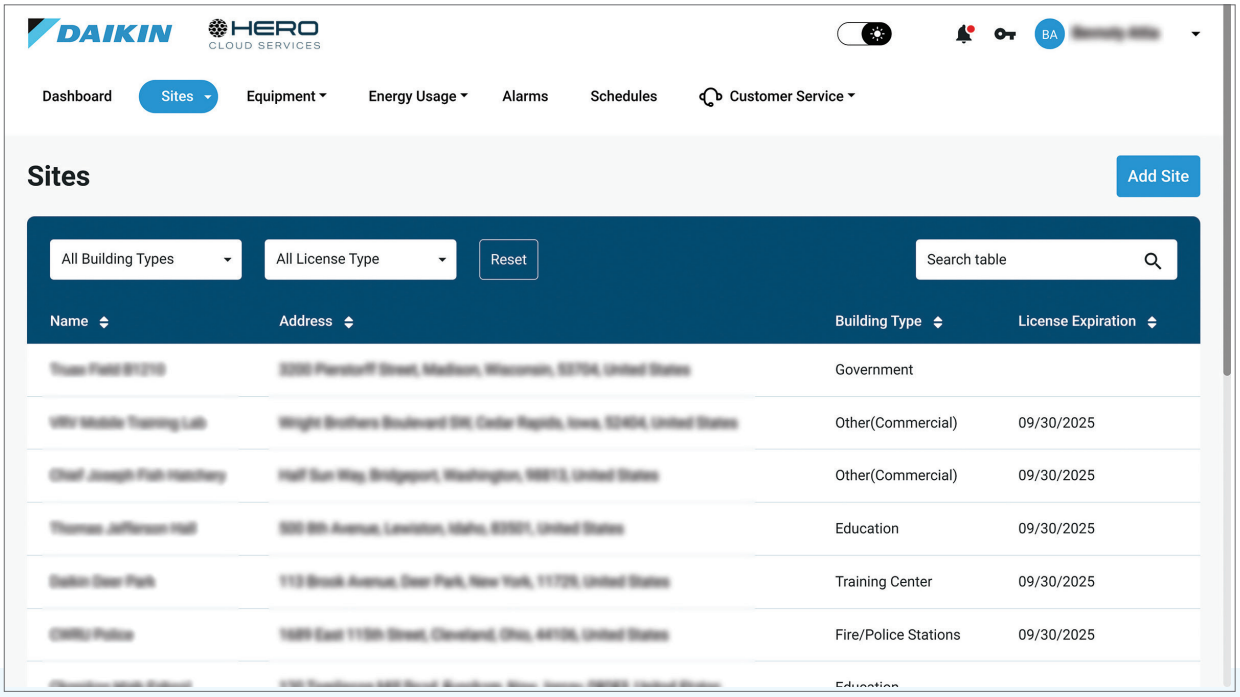
129 — 438 — JAN
129 — 320 — FEB
55 — 166 — MAR

Total Alarms and Predictions generated in Outdoor Unit — Highest — Lowest

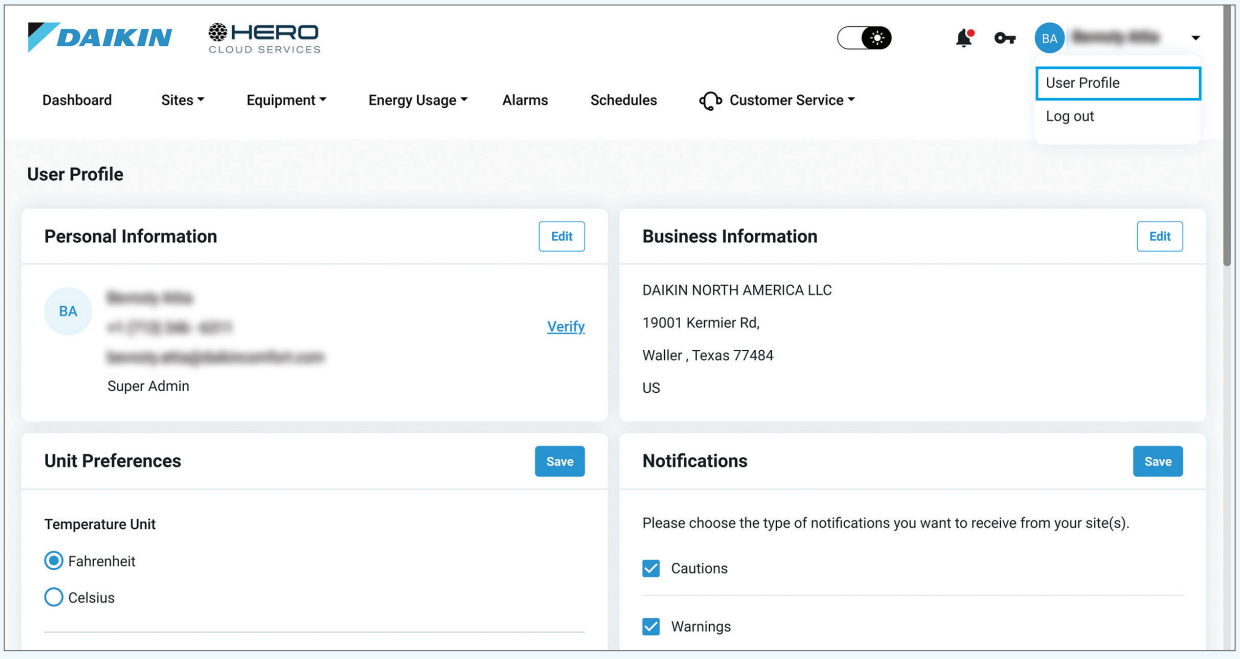
Model Name	Aircnet Address	Equipment Name	Alarms	Predictions
(ODU MODEL NAME)	(ODU ADDRESS)	(UNIT NAME)	43	160
(ODU MODEL NAME)	(ODU ADDRESS)	(UNIT NAME)	39	103
(ODU MODEL NAME)	(ODU ADDRESS)	(UNIT NAME)	56	145
(ODU MODEL NAME)	(ODU ADDRESS)	(UNIT NAME)	31	166
(ODU MODEL NAME)	(ODU ADDRESS)	(UNIT NAME)	47	188
(ODU MODEL NAME)	(ODU ADDRESS)	(UNIT NAME)	3	171
(ODU MODEL NAME)	(ODU ADDRESS)	(UNIT NAME)	10	20
(ODU MODEL NAME)	(ODU ADDRESS)	(UNIT NAME)	59	37
(ODU MODEL NAME)	(ODU ADDRESS)	(UNIT NAME)	21	177
(ODU MODEL NAME)	(ODU ADDRESS)	(UNIT NAME)	26	55
		TOTAL	335	1,222

SITES (ADMINISTRATION)

The Sites page (administration) provides sites, users and device management. Multiple user roles are available to fit different user types (Manufacture Rep, Distributor, Contractor, Engineer, Building Owner). A site, a user or a device can be added or edited by an admin user role.



The User Profile is adjustable according to individual preferences, allowing modifications to various elements such as personal information, business information, temperature units, time format, notification choices, and report selections.



SPECIFICATIONS

	Daikin *HERO* Simple Edge	Daikin *HERO* Pro Edge
Model	DSE40A71	DGE601A71
Description	Daikin *HERO* Simple Edge Cloud Communication Adaptor	Daikin *HERO* Pro Edge
Maximum Connections	64 Indoor Units / 1 Outdoor Unit	128 IDU / 14 ODU (512 IDU / 56 ODU with the use of Plus adaptors)
Communication to Outdoor unit	Proprietary	Proprietary
Communication to Cloud	LTE-CAT-M (Verizon) Continental United States, Alaska, Hawaii, and Canada.	Ethernet or optional LTE router
Power	16VDC supplied by Outdoor Unit, less than 3W	24VAC 36VA
Operating Temp Range	-22 to 125°F (-30-52°C)	14 to 122°F (-10-50°C)
Storage Temp range	-22 to 158°F (-30-70°C)	-22 to 158°F (-30-70°C)
Operating Humidity Range	Less than 95% RH (Non-condensing)	Less than 85% RH (Non-condensing)
Storage Temp range	Less than 95% RH (Non-condensing)	Less than 85% R H(Non-condensing)
Installation Elevation	Less than 6500 ft. (2000 m)	Inside Controls Enclosure
Dimensions (W x H X D)	6.2" X 3.8" X 1.7" (160 mm X 96 mm X 42 mm)	9.05"X3.2"X5.75" (230mm X 81mm X 146mm)
Weight (Mass)	1.0 lb. (0.46 kg)	3.35 lb (1.52kg)
Communication wire	9-33/64 ft. (2900 mm)	Maximum wiring distance between units 3,280 ft. Total wire length 6,560 ft.
Conversion harness	0.55 ft. (170 mm)	N/A
Enclosure Rating	IP66	N/A
Daikin *HERO* Cloud Services		
Compatible Browser	Google Chrome™, Safari®	
Compatible Devices	PC, MAC®, Smartphone, and Tablet with internet connection	
Requires Subscription	Yes	
URL	www.daikinhero.com	

FOR QUESTIONS OR SUPPORT:

1-833-HERO-100 • daikinhero.support@daikincomfort.com

About Daikin:

Daikin Industries, Ltd. (DIL) is a global Fortune 1000 company and is recognized as one of the largest HVAC (Heating, Ventilation, Air Conditioning) manufacturers in the world. Founded in 1924, Daikin is celebrating 100 years of HVAC worldwide leadership. DIL is primarily engaged in developing indoor comfort systems and refrigeration products for residential, commercial, and industrial applications. Its consistent success is derived, in part, from a focus on innovative, energy-efficient, and premium quality indoor climate and comfort management solutions.

Learn more at www.daikincomfort.com

For more information scan QR code to go to the *Daikin* HERO Cloud Services landing page.

ADDITIONAL INFORMATION

Before purchasing this appliance, read important information about its estimated annual energy consumption, yearly operating cost, or energy efficiency rating that is available from your retailer.

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