



Bringing the world's  
leading climate  
solutions to you



Experience your perfect  
climate with Daikin

With more than 95 years of experience  
in air conditioning and climate control  
solutions, we know that a perfect  
climate requires more than just heating  
and cooling, wherever you are.



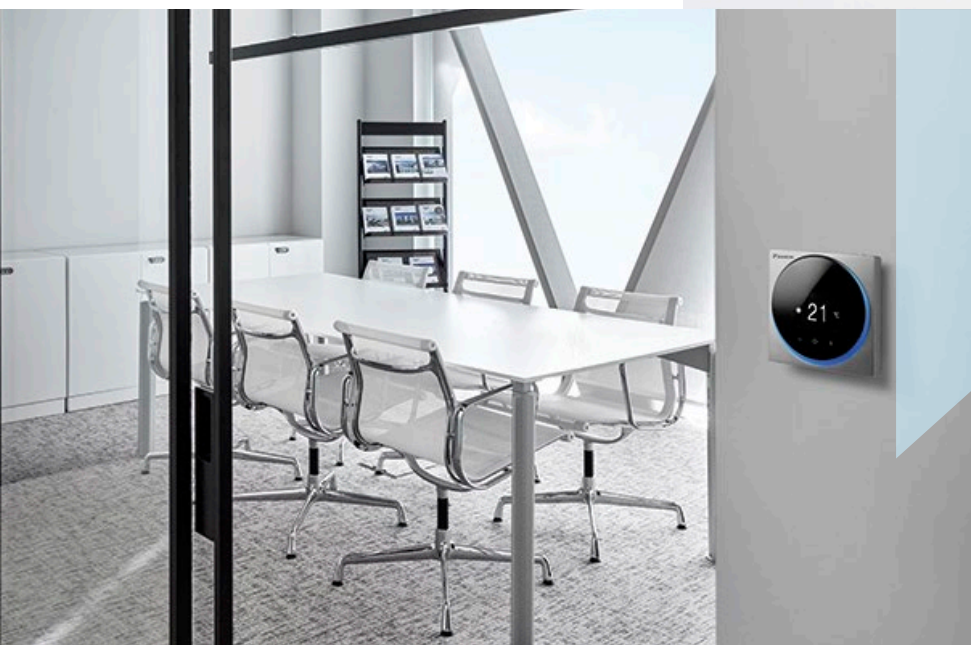
A hand with a black watch reaches out from the bottom left towards a sunset over a mountain landscape. The sun is low on the left, creating a bright glow and lens flare. The background shows rolling mountains and a body of water in the distance.

At Daikin, the future of the world's  
air is our greatest concern.

We use our expertise about air,  
our feeling for innovation, and our  
mastery of technology to improve  
the air we breathe.

THIS IS OUR MISSION

reliability com





At Daikin South Africa we will continue to dedicate ourselves to technological excellence and design to the highest quality to deliver the comfort you have come to trust.

THIS IS OUR PROMISE

# fort control

## Leaders in HVACR

We will stay at the forefront of low energy consumption and innovate to further reduce the environmental impact of Heating, Ventilation, Air Conditioning, Refrigeration (HVACR) solutions.

## Environmentally responsible

We will continue to protect the environment in everything we do. All our policies, practices and processes are developed and implemented with environmental sustainability at their core.

## Relationships that matter

Our expertise in all market sectors, combined with over 90 years' experience enable us to deliver added-value in long-lasting relationships based on trust, respect and credibility.

## An innovative mindset

We will drive innovation and go the extra mile to do things differently. We will deliver on our brand's core values and enjoy sustainable success with continued growth.

# Our 95 year legacy, a global story

Air is essential to our existence, and our role in protecting it continues to expand. Since our founding in 1924, we have devoted ourselves with unbridled passion to overcoming the ever-evolving challenges of air and become the leading manufacturer of air conditioning equipment.

It was in 1924 when our passion for innovation was founded. Innovation is part of our DNA, which helps us not only to create and develop the best products in the HVACR market, but also to be a leader in delivering future air solutions.

Daikin Air Conditioning South Africa (Pty) Ltd are a wholly owned subsidiary of Daikin Industries Ltd Japan and are the distributor of Daikin air conditioning products in Southern Africa.

In 1969 a distribution agreement was concluded between Centurator, a leading South African Air Conditioning company and Daikin Industries Ltd of Japan to import and supply their full range of air conditioning products to the South African market. In 1998 Daikin Industries purchased Centurator.

Today, the Daikin Europe Group boasts a powerful sales network of 17 affiliate companies, 4 sales offices and an entire network of independent distributors and sales contacts in more than 50 countries throughout Europe, the Middle East and Africa (EMEA).

## What makes us unique?

Using our unique cutting-edge technology, we continue to deliver outstanding products and system solutions that ensure comfortable and sustainable living environments for all people and regions of the world.

This has been, and always will be, the Daikin mission.

Daikin is involved in all facets of the manufacture, sales and servicing of a wide range of air conditioning products.

Our teams of specialists meet the needs of every region, climate and culture by providing control over the four elements of air including temperature, humidity, airflow and cleanliness.

We have a worldwide presence in over 150 countries. This gives us many advantages, not only in sales and manufacturing, but also in keeping in touch with local requirements and desires for the solutions that we provide.

By being actively involved in all these regions and countries, we know what our customers want and can anticipate their needs. That is why we also manufacture in different regions all over the world.

## The Daikin Group's core values are:

### Absolute Credibility

- a commitment to building relationships based on trust and openness with customers, colleagues, business partners, and communities.

### Enterprising Management

- a commitment to building the company through encouraging and rewarding the initiative and excellence of all employees.

### Harmonious Personal Relations

- a commitment to a workplace in which everyone works together with dedication to meet Daikin's goals and challenges









## A future-focussed factory

In 2020, the Daikin factory in Belgium was named 'Factory of the Future' for the second time. This accolade for innovative companies was first awarded in 2017.

Among 265 participating companies, (65% of which are SMEs), DENV was one of five companies recognised for their substantial growth and commitment to delivering world-class production. The Factory of the Future award is presented by Made Different, a joint organisation that promotes the future of manufacturing in Belgium.

### What defines a Factory of the Future?

According to Made Different, a Factory of the Future embodies Industry 4.0 (the fourth industrial revolution), a vision based on seven criteria to measure the success of a manufacturing company in the 21st century.

These seven criteria range from a factory's ability to incorporate world-class technologies, to developing smart and sustainable production

with a focus on technology. Moreover, this vision also upholds a human-centric approach, viewing employees as a significant asset for the future development of a company.

### Embracing change

As the regional headquarters for the multinational Daikin Industries, Ltd., DENV's production site in Ostend, Belgium, is responsible for the development, digital connection, testing, production and commercialisation of climate solutions for Europe, the Middle East and Africa.

With the recent expansion of its Daikin Research & Development (R&D) Centre, DENV began implementing a "Factory Reform Plan," based on Kaizen, the Japanese philosophy of continuous improvement.

Since starting the "Factory Reform Plan," DENV has achieved 30% higher productivity on the production line and in the press department, 30% reduced inventory, and a faster production plan.

By focusing on change as the key to success, DENV strengthened its position as an innovation and development hub for Daikin Global.

## Our group strategy

**The pride and enthusiasm of each employee are our driving force.**

### Produce

- › close to the market as a '3S' factory, strong against market changes
- › Smart, Simple, Slim.

### Reduce

the environmental impact of our products across the entire lifecycle.

### Innovate

Develop new smart products and solutions, focused on our customer' needs.

### Diversify

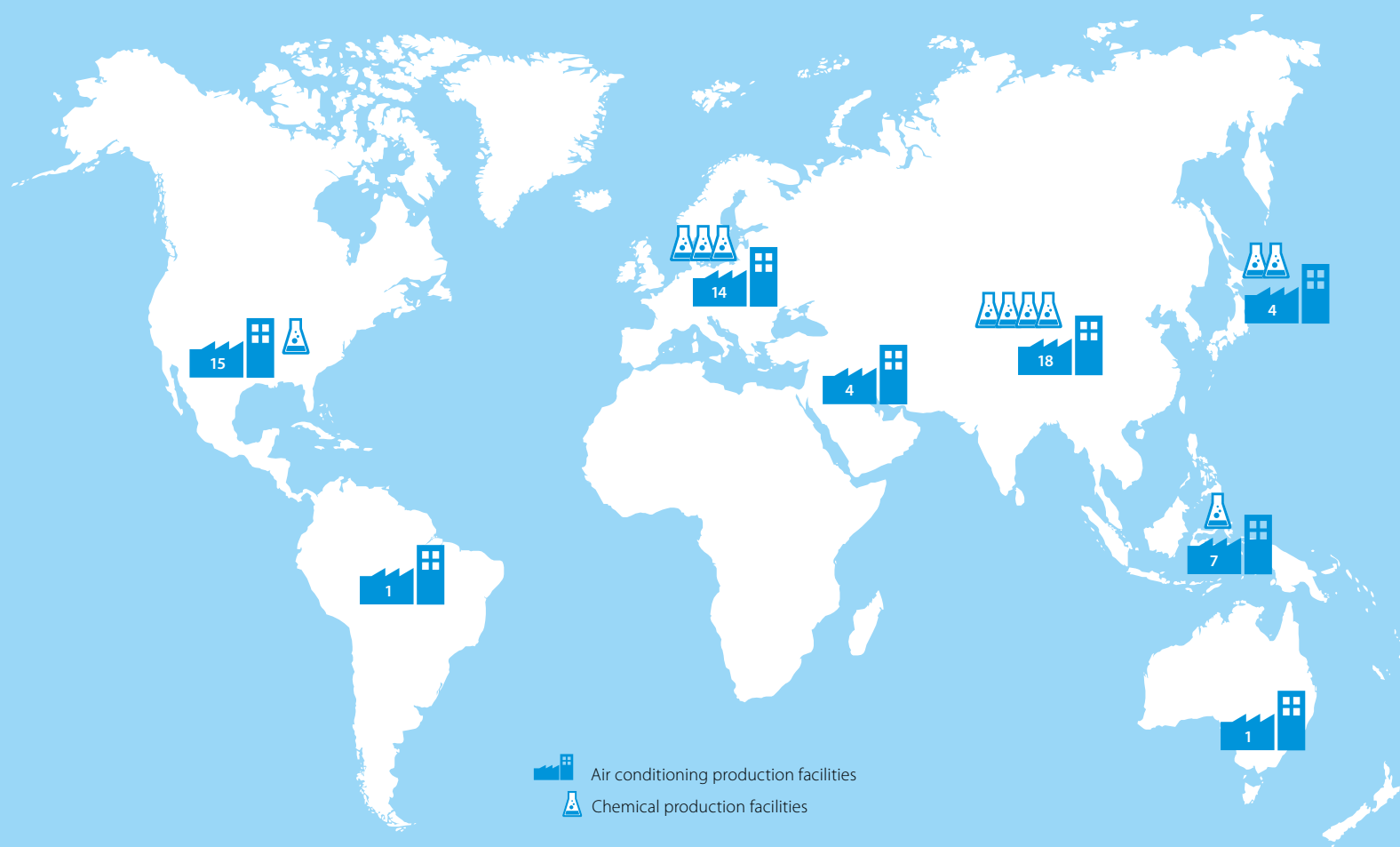
Expand the air conditioning business and invest in growth of heat pumps, refrigeration and applied products.

### Empower

Create a work environment where people work with enthusiasm and experience growth.

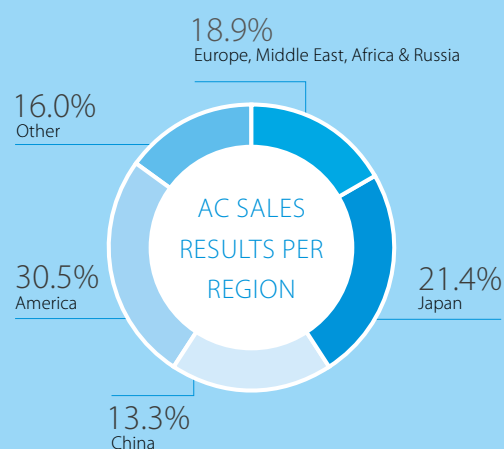


**Daikin is the world's leading air-conditioning specialist from Japan and the only air-conditioning company in the world which makes its own compressors and refrigerants.**



### Daikin is the world's no.1 manufacturer for good reason

- > Net Sales over **\$17 billion**
- > Over **100 worldwide** production bases
- > Sold in over **150 countries**
- > We are **Air specialists**
- > **3 core technologies**
- > We are in pursuit of the optimal solution **R-32**
- > Investment in advanced R&D center of over **\$300 million**
- > **Over 50%** of presidents at subsidiaries are **local hires**
- > Founded in **1924**
- > Unlocking human potential **people-centered management**





# Perfect climate wherever you are



No matter the size of your space, whether you're a homeowner, shopkeeper or hotel manager, our heating and cooling solutions will meet all your needs. With our reliable climate control solutions, you will never have to sacrifice comfort for energy efficiency.

## Comfort

**We work with you to design climate based on heating, cooling humidity control, ventilation and purification**

- Smart programming technologies allow you to control your climate from anywhere
- Innovative technologies, such as our Intelligent Eye, create optimal air flows
- Ventilation and air purification creates indoor air

## Reliability

**With over 90 years of experience, we know how to create reliable climate solutions**

- Certified Daikin Installer guarantee top service
- Continuous testing throughout the production process ensures our zero-effect policy
- Our European Development Centre leads the market in developing climate control technologies

## Energy savings

**Our energy efficient technologies save you energy and money**

- Use renewable energy sources, such as the air or sun, to reduce carbon footprint
- Energy management tools allow you to optimise your energy consumption
- Signature technologies, such as our inverter maximises efficiency

## Tailored Solutions

### Small offices

Our Sky Air solution is ideal for smaller spaces, with separate controls for each unit.

### Medium-sized office buildings

Our VRV solutions are ideal for small to medium-sized spaces, with options to control your units centrally or individually.

### Large office buildings and skyscrapers

Chillers and Air side equipment are the optimal solution for medium-sized to large spaces, and cover all of your climate needs using a centrally managed system.





## Small spaces

From central heating and air conditioning, to smart control systems and solar options, we have heating, hot water and cooling solutions for every room in your house.

We offer the widest range of air conditioning solutions to cool or heat your home with maximum efficiency and our high-end air purification technologies guarantee that the air in your home is safe and healthy.

Our Ceiling Cassettes are engineered to provide optimal airflow in all types of small or large spaces, freeing up wall and floor space.

### Living Room

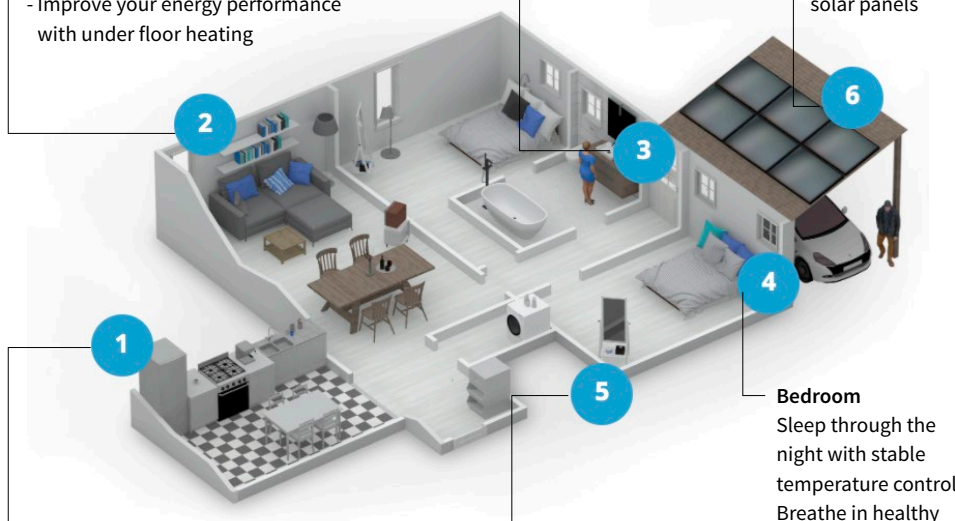
- Our Intelligent Eye ensures optimal airflow
- A variety of indoor units to suit your interior
- Improve your energy performance with under floor heating

### Bathroom

- Hot water produced by renewable energy

### Roof

- Reduce your energy consumption and save money with solar panels



### Kitchen

- Smart controls allow you to manage your energy consumption
- Energy modes reduce your running costs
- Hot water produced by renewable energy

### Patio

- Durable outdoor units perform in all weather conditions

### Bedroom

- Sleep through the night with stable temperature control
- Breathe in healthy air, free of mould and allergens

## Larger spaces

From large offices to multi-level skyscrapers, we create a climate that is pleasant in all spaces.



We work with you on-site to develop a personalised solution for your building based on needs, requirements, location, building restrictions and more. Whether you need a plug-and-play solution, or something completely customised, we have the resources to provide either.

Daikin process cooling systems are engineered to accommodate demanding environments for a variety of industrial and office applications.

Our energy efficient technologies will help you reduce your carbon footprint and cut your operating costs substantially.

You also benefit from our zero defect policy, which means we repeatedly test each unit during production to ensure that it runs perfectly for years to come, and use only the highest quality components, many of the produced in house, so there is minimised downtime when servicing.

## Smart programmes for all spaces

We have designed smart programmes to make climate control easy throughout the entire building and our Building Management System (BMS) allows you to integrate and control all aspects of your building (heating, cooling, electricity, lighting, elevators, etc.)

### Kitchen & restroom

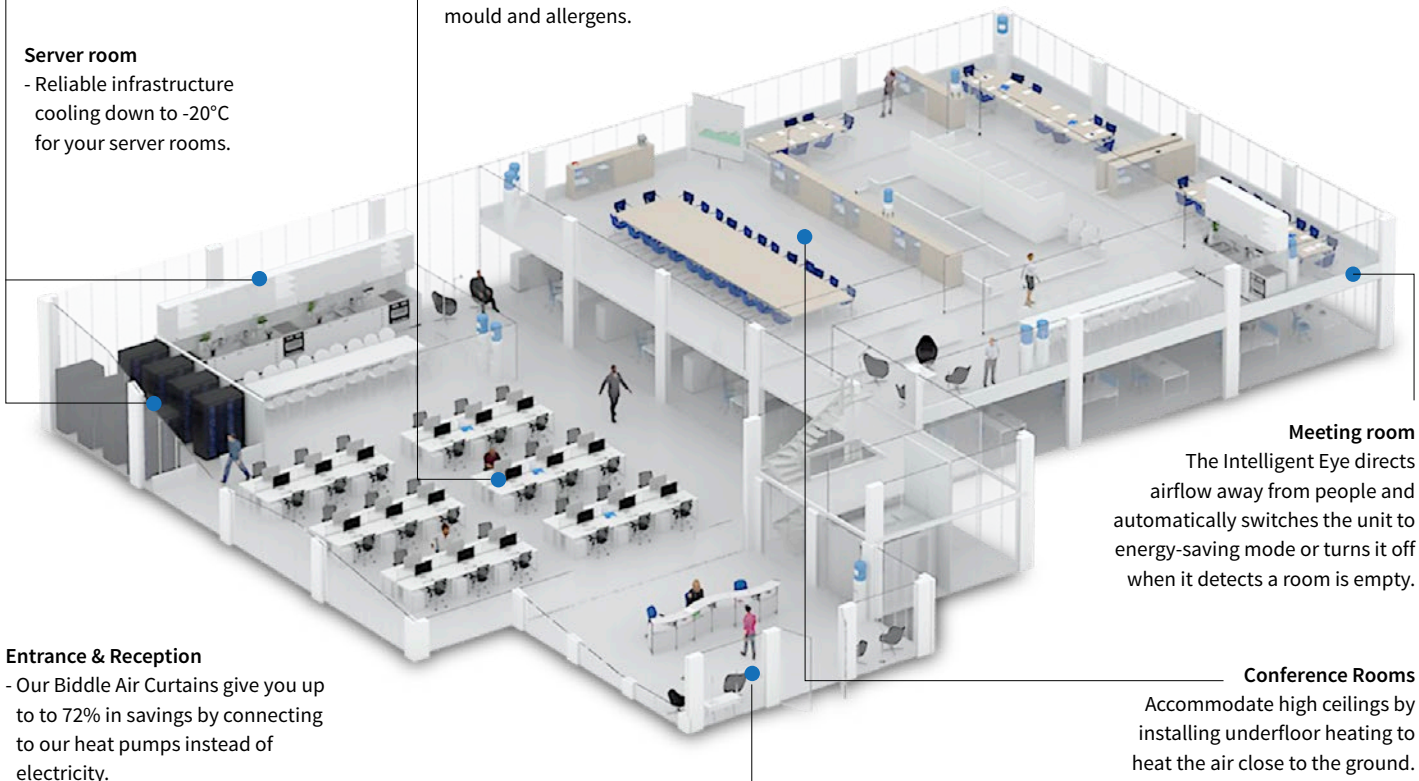
- Easily integrate hot water solutions for kitchens and restrooms.

### Server room

- Reliable infrastructure cooling down to -20°C for your server rooms.

### Office spaces

- The unique, fully flat cassette integrates seamlessly into false ceilings and won't disturb office concentration with its quiet operation.
- Breathe in fresh and healthy air that is free of mould and allergens.



### Meeting room

The Intelligent Eye directs airflow away from people and automatically switches the unit to energy-saving mode or turns it off when it detects a room is empty.

### Conference Rooms

Accommodate high ceilings by installing underfloor heating to heat the air close to the ground.

### Entrance & Reception

- Our Biddle Air Curtains give you up to to 72% in savings by connecting to our heat pumps instead of electricity.



## Industrial applications

Daikin process cooling systems are engineered to accommodate demanding environments for a variety of industrial applications.

### Chillers

Daikin chillers interface to a wide range of air handling and fan coil units and are well-suited to critical industrial applications where precise temperature control, down to  $\pm 0.5^{\circ}\text{C}$ , is paramount. Regardless of system size or climate control needs, there is a Daikin chilled water system to suit your requirements.

Daikin chillers offer the ultimate in flexibility and control, reflecting the advanced technology at their core. Unique in their precision, power, low operating noise, easy maintenance and low running costs, Daikin chillers represent the sure and safe route to an indoor environment that is comfortable, clean and consistent.



### Wineries

With Daikin climate control solutions, we guarantee optimal thermal conditions during every stage of the winemaking process. Optimum control of temperature and humidity conditions contributes to the making of wine. To ensure proper storage of harvested grapes and wine fermentation, wineries are turning to Daikin for precise control. Daikin provides a 'total solution' that not only includes the wine-making process but also air conditioning solutions for restaurants and gift shops that also need climate control on the wine farm.

## High performance process cooling systems

Processes deserve maximum performance at the lowest possible energy consumption levels. Daikin in-house developed inverter technology ensures high efficiency levels both at full and partial loads. In the agriculture sector, a managed climate increases crop yields and lengthens fruit and vegetable storage times by controlling all climate variables in a greenhouse.



Aside from food production, transport and storage, we also provide reliable process cooling and stable temperatures for the petrochemical, pharmaceutical, manufacturing and winemaking sectors. Each of these industries rely on effective and efficient climate control for their livelihood.



## Data centre cooling

Large data centers have high energy requirements. While the servers themselves consume considerable energy, industry experts concur that cooling represents the largest energy draw—up to 40 or 50 percent of all the power going into the data center.

That's because heat is the greatest risk to data.

Daikin has reliable and energy efficient technical cooling solutions that meet the demands of both large and small telecom shelters, servers rooms and laboratories. Keep your IT equipment running smoothly with Daikin cooling solutions that are engineered to accommodate large amounts of heat generation by data centres and technology hubs.

## Refrigeration

Daikin offers a complete refrigeration portfolio for any application. From small shops to large industrial applications to even transport applications. Our refrigeration units are engineered for reliability and energy efficiency for all types of small and large commercial applications. Each Daikin unit is rigorously tested in our factories throughout its assembly. With leading technologies and designs, our refrigeration units are considered the most durable solution on the market. Anti-corrosion treatments and resistant casing ensure a long life, even in severe weather conditions.

Our heat recovery and inverter technologies significantly reduce your energy costs. Considered best-in-class solutions for commercial refrigeration, Daikin refrigeration units are up to 50% more energy efficient than other units. This high efficiency results in a high return on your investment, but it also safeguards the future competitiveness of your operation.



# Daikin's Green Heart

Taking action with the future of the earth in mind

Daikin South Africa is committed to providing homes, businesses and industry with the most efficient and safest solutions to meet all your cooling and heating needs, today and in the future.

Environmental sustainability is a fundamental objective for Daikin. We conduct our business in accordance with green principles, because it makes sound economical as well as ecological sense.

Daikin is contributing to the Sustainable Development Goals by creating value for the comfort and health of people, the cities they live in and the environment they depend on.

The Sustainable Development Goals or SDGs, defined by the United Nations in 2015, are a set of 17 global development goals that aim to contribute to global sustainable development and aim to tackle broad topics such as poverty, health, education, energy, global warming and gender equality. The target goal set for the SDGs to be achieved is 2030.

## Value creation for people

Daikin aims to contribute to people's health and comfort by applying innovative technologies to provide cooling, heating, humidity and overall better air quality. In addition, by providing refrigeration solutions, Daikin seeks to contribute to the reduction of global food loss by providing solutions for an optimal food cold chain.

## Value creation for cities

Daikin aims to create value for cities by expanding our business focus from just equipment lifecycles to encompassing building and city lifecycles, and making buildings and entire cities more energy-efficient and sustainable.

## Achieve net zero CO<sub>2</sub> emissions value creation

Daikin aims to achieve net zero CO<sub>2</sub> emissions by recovering and recycling refrigerants while at the same time creating products and solutions that minimise CO<sub>2</sub> emissions. Additionally, Daikin invests in forest protection and is contributing to many reforestation projects around the world.

For more information on the Sustainable Development Goals, please visit: [www.un.org/sustainabledevelopment/sustainable-development-goals](http://www.un.org/sustainabledevelopment/sustainable-development-goals)





**We are aiming for sustainable growth and a sustainable society through technological strength and outstanding human resources**

- Masanori Togawa, President and CEO, Daikin Industries, Ltd.



## Our environmental policy is based on the following fundamental principles

- 01 Taking the total product life cycle into account, we will design our products and processes to minimise the use of energy and resources. This includes recycling where possible, and limiting packaging waste.
- 02 Measures will be taken to efficiently manage refrigerant and to stimulate the design and manufacture of refrigerant-based products with a reduced environmental impact.
- 03 The necessary information and training will be given to employees in order to continually realise these policy objectives.
- 04 Our environmental management initiatives will be communicated in such a way that all levels of the organisation are well informed concerning its objectives and application.
- 05 These environmental management initiatives will be periodically evaluated via checks and audits in order to continuously improve our environmental performance.
- 06 All Daikin products, processes and services will meet at least the applicable legislation.

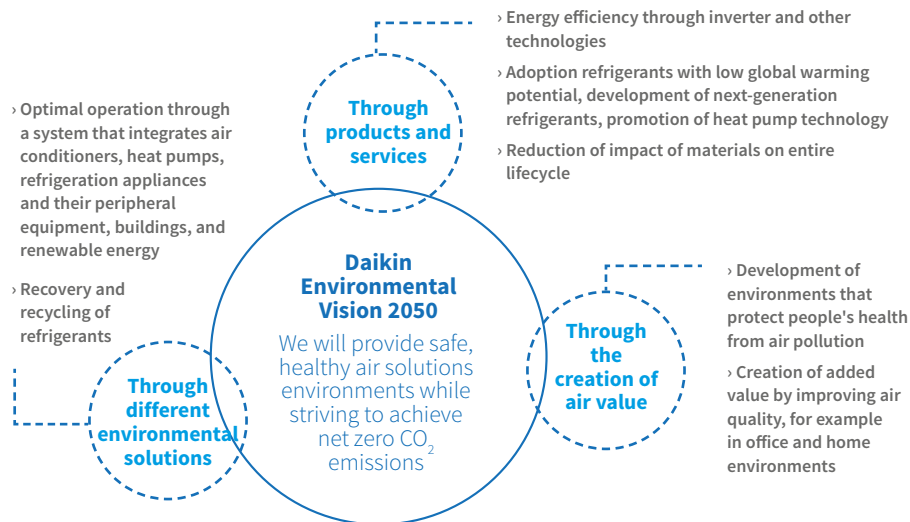


# Environmental Vision 2050

We are keenly aware of our responsibility to protect the environment in everything we do, and all our policies, practices and processes are developed and implemented with environmental sustainability at their heart.

Daikin has formulated an **Environmental Vision 2050**, the aim of which is to contribute to solving increasingly serious global environmental problems over the long term.

With the aim of reducing to net zero the CO<sub>2</sub> emissions caused by our business activities and our products and services, we set targets and implement measures every five years under our Fusion strategic management plans.



Using the Internet of Things (IoT), Artificial Intelligence (AI) and open solutions, we will meet the world's needs for air solutions that provide

safe and healthy environments, while at the same time contributing to solving global environmental problems.

## Goals to achieve the vision

### Model environmental responsibility

Daikin intends to be a model company by providing training and information on the environmental impact of its activities. It supports and communicates with external organisations, its neighbours and the community at large, and is represented in working groups within the relevant industries.

### Increase product recycling and waste reduction

Our concern for recycling and waste reduction continues through all phases of the product (production, transport and logistics, installation, maintenance, etc.), up to and including responsibly dealing with the product at the end of its useable life.

### Manage chemical substances and preparations

Daikin strives for optimum safety with respect to the handling and storage of chemicals. This includes the search for newer and safer products to replace existing technologies.

### Develop products with reduced environmental impact

Daikin is committed to complying with all environmental legislation. In addition, its green procurement guidelines further ensure that its products are state of the art with respect to reduced environmental impact.

### Reduce environmental impact from refrigerants and improve the energy efficiency of our products

Daikin is committed to reducing the greenhouse gas emissions of its products by reducing the impact of refrigerants and improving energy efficiency.

### Continue efforts at a global level

Daikin continually adapts its environmental policy to the changing global, European and local legislative frameworks. It stimulates and promotes the strict application of all relevant legislation and formulates recommendations to facilitate implementation.





## Corporate Social Responsibility

Daikin has grown rapidly as a global corporate group. This expansion has brought with it greater demands from society and a need for greater Corporate Social Responsibility (CSR).

Our view not only raises our corporate value and contributes to society's sustainable development, but helps to fulfill our social responsibilities in all our relationships with our stakeholders worldwide.

We want to contribute to society via our business activities, based on legal compliance and ethics, while being highly sensitive to the needs of every region when we make our contribution to society.

We are endeavouring to make CSR a continuous and integral part of our business activities so that they contribute to better business performance. Our CSR activities will always be carried out

through open, two-way communication and will ensure that we are always accountable for, and transparent in, everything we do.

### Key CSR themes

**Four key themes have been defined for the value we provide:**

- › The environment
- › New value creation
- › Customer satisfaction
- › Human resources

**We have established five CSR themes fundamental to our business activities:**

- › Corporate governance
- › Respect for human rights
- › Supply chain management
- › Stakeholder engagement
- › Communities



### Our Core Values

**Daikin's foundation is based on three key corporate principles which are promoted strongly among our employees:**

- › Absolute credibility
- › Enterprising management
- › Harmonious personal relations

We aim to evolve individually by challenging ourselves to accomplish our ambitious goals and by believing in our infinite potential. And together, we strive to become an overwhelmingly first-class global corporate group. A group in which our employees can have pride and enthusiasm, and where they are supported by deep relationships of mutual trust between management and employees.

# Tech Talks

Why our clients choose us above our competitors

1) World number one in air conditioning

**World's industry leader in air conditioning with company sales over billion U.S. dollars in total net sales. Sales in our air conditioning business established Daikin as the global No. 1 position. Net sales of the Daikin Group exceeded two trillion yen in FY 2015.**

2) Lifetime support + more than 50 years in South Africa

**We offer a selection of support and maintenance services to ensure your system achieves optimal performance throughout its lifetime.**

3) World market leader and inventor of VRV

**Daikin developed VRV, the world's first multi-split type air conditioner for commercial buildings. This epoch-making development has drastically innovated air conditioning standard of commercial building.**

4) Focus on quality

**Innovation and quality are keystones of Daikin philosophy. Daikin's quality is continuously reinforced by the intensive training of our sales network and improvements in our products and production processes. Daikin's manufacturing operations are also based on an integrated zero defect policy.**

5) Focus on energy savings with inverters

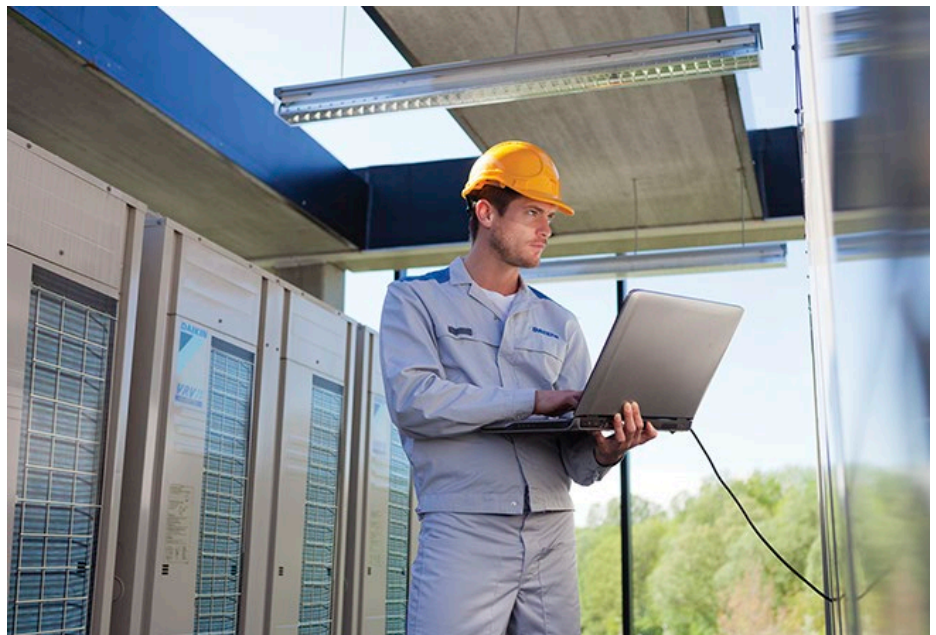
**An inverter is energy saving technology that eliminates wasted operation in air conditioners by efficiently controlling motor speed. Air conditioners with inverters have less power loss and can save in energy.**

6) Over 100 world wide production bases

**because of its many local bases, Daikin designs and quickly delivers products to match the specific needs of local customers. Daikin has earned a high reputation for an after sales service with promptness, reliability, and kindness that provides comprehensive support to its global air conditioning business.**

8) More than 300 million USD investment in R&D

**Our Technology and Innovation Center aims to develop the world's No. 1 technology and create products of dreams and new value. The TIC was built in anticipation of achieving even further growth and development by maximizing the opportunities these changes bring.**



7) Better durability and heat transfer

**When other manufacturers are moving towards low quality Aluminium condenser, Daikin patronises 100% inner grooved copper tubes which ensure better durability and heat transfer. It also leads to smaller size IDUs & ODUs with better heat transfer efficiency.**

9) R32

**R-32 is a next generation refrigerant that efficiently carries heat and has lower environmental impact. Air conditioners transfer heat while circulating refrigerant between the indoor and outdoor units. R-32 efficiently conveys heat, and can reduce electricity consumption up to approximately 10% compared to that of air conditioners using refrigerant R-22.**





こだわり

THE JAPANESE  
PHILOSOPHY OF  
KODAWARI

‘Kodawari’ means passion,  
persistence, commitment  
and attention to detail. It is an  
uncompromising, devotion  
to one's art, profession, or  
activity.

AT DAIKIN, THIS IS OUR RELENTLESS PURSUIT

## Contact us

### Johannesburg

10 Silverstone Street  
Raceway Industrial Park  
Gosforth Park  
Germiston  
+27(11) 997 4400

### Cape Town

Unit 1 & 2 Edison Way  
Century Gate Business Park  
Century City  
+27(21) 528 3500

### Durban

35 Intersite Avenue  
Unit B1, Umgeni Business Park  
Springfield  
+27(31) 263 2992

