



# ASP & Dealers'

TRAINING CATALOGUE

APRIL 2023 - MARCH 2024

Raising standards and  
developing expertise

## Table of Contents

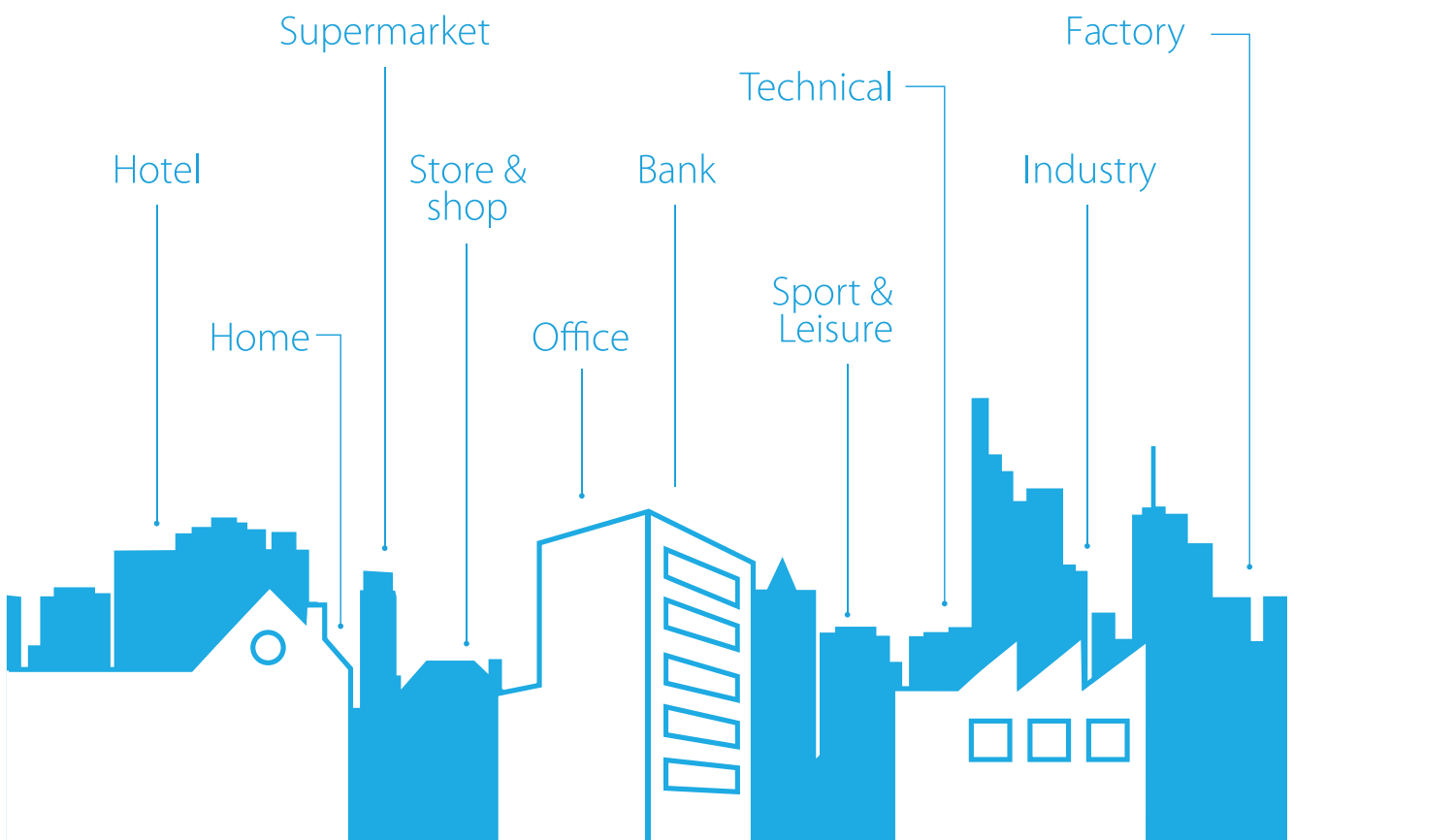
Welcome to Daikin Academy (Middle East & Africa)	3
<b>General Information</b>	
(Enrollment / Course Schedule / Refreshment / Training Materials / Gate Pass Permit)	4
UAE Dealers Courses	5
Dealers Policy and Etiquette (UAE Dealers)	6
VRV 4+ HP_ HA Installation Course (UAE Dealers)	7
F(A)HU/AHU - Installation & Basic Troubleshooting (UAE Dealers)	8
Understanding Controls In VRV DX (UAE Dealers)	9
VRV Centralized Interfaces (BACnet/Modbus) (UAE Dealers)	10
Daikin Cloud Interface for VRV Units (UAE Dealers)	11
AHT- Supermarket Cabinet _Service Course (UAE Dealers)	12
Monoblock/Split/Bi-Block _Service Training (UAE Dealers)	13
Multi Compressor Rack_Service Training (UAE Dealers)	14
Zeas Refrigeration Service Training (Refrigeration Unit with VRV Outdoor) (UAE Dealers)	15
ASP Policy, Etiquette and Service Fundamentals (ASP&SubCon)	16
VRV 4 + Indoor + FAHU/AHU - Troubleshooting (ASP&SubCon)	17
DX Inverter Unit, Non Inverter unit and Package unit - Basic Understanding & Installation (ASP&SubCon)	18
DX Inverter Unit, Non Inverter unit and Package unit - Troubleshooting (ASP&SubCon)	19
ITC and ITM - Basic understanding, installation and troubleshooting (ASP&SubCon)	20
Bacnet and Modbus - Basic understanding, installation and troubleshooting (ASP&SubCon)	21
Registration Form	22
Location Map	23

# WELCOME

The world's most prestigious companies look to Daikin products and systems to deliver engineered solutions for any project.

No matter what building type, Daikin has the right products, applications, expertise and responsive support to fill all your HVAC requirements. Daikin Middle East and Africa, with headquarters in Dubai, is the regional hub of Daikin Industries and is responsible for promoting, selling, and providing after-market support for the full range of air conditioning products available in GCC, Middle East and Africa.

Our company is multi-cultural, fast growing and dynamic. We have built a unique work environment, strengthened by 3 core values: **Absolute Credibility, Enterprising Management and Harmonious Personal Relationships.**



## GENERAL INFORMATION

---

Achieving the maximum returns from these trainings relies on determining the appropriate course for your career objectives. This begins with carefully evaluating the course content and identifying what best matches your requirements.

Class sizes are limited, hence, confirmations will be provided based on chronological order of registrations. All trainings are held at the Daikin MEA Training Center at Jebel Ali Freezone, Dubai, UAE.

## REGISTRATION

---

To attend a course listed in this training catalogue, please complete the enrollment form (on page 22) and e-mail it to your Sales Responsible and to [academy@daikinmea.com](mailto:academy@daikinmea.com).

## CONFIRMATION

---

Confirmation of enrollment along with hotel and travel information will be sent to the student(s) within five working days after receipt of your paid application. Should you fail to receive an enrollment confirmation letter within two weeks prior to the start of class, contact us to make sure that we have received your application.

Upon receipt of your confirmation, please check it carefully and contact us through [academy@daikinmea.com](mailto:academy@daikinmea.com) for any discrepancies.

## COURSE SCHEDULE

---

Classes begin at 9:30AM and run until 5:30PM. Travel arrangements must be made to accommodate this schedule. Applicable for Daikin MEA Training Center trainings only.

## REFRESHMENT

---

Lunch and free flowing coffee and tea throughout the class will be provided.

## TRAINING MATERIALS & CERTIFICATES

---

Students attending the training will receive soft copies of the materials. Certificates of attendance will be provided upon successful completion of the course.

## GATE PASS PERMIT

---

A gate pass will be provided to every student prior to the day of the training. Students must print a copy of the Gate Pass and bring necessary identification like Emirates ID, passport, or work permit, to be presented at the JAFZA gate. Location map is provided on Page 23.

## CONTACT DETAILS

---

Daikin MEA Academy  
P.O. Box 18674  
Jebel Ali Free Zone Dubai, UAE  
Phone +971 4 8159 300  
Email [academy@daikinmea.com](mailto:academy@daikinmea.com)  
[www.daikinmea.com](http://www.daikinmea.com)

---

# UAE DEALERS COURSE SCHEDULE

Recommended for Technicians, Installers and Service Engineers

Contents / Topic	Training Period (Customer Requirements)	Product Pillar
Dealers Policy and Etiquette	07-Sep-23	VRV
VRV 4+ HP_ HA Installation Course	28-Sep-23	VRV
F(A)HU/AHU - Installation	12-Oct-23	VRV
Understanding Controls In VRV DX	27-Oct-23	Controls
VRV Centralized Interfaces (BACnet/Modbus)	02-Nov-23	Controls
Daikin Cloud Interface for VRV Units	14-Dec-23	Controls
AHT- Supermarket Cabinet _Service Course	16-Nov-23	Refrigeration
Monoblock/Split/Bi-Block _Service Training	09-Nov-23	Refrigeration
Multi Compressor Rack_Service Training	23-Nov-23	Refrigeration
Zeas Refrigeration Service Training (Refrigeration Unit with VRV Outdoor)	30-Nov-23	Refrigeration

# AUTHORIZED SERVICE PROVIDERS (ASPS) COURSE SCHEDULE

Recommended for Technicians, Installers and Service Engineers

Contents / Topic	Training Period (Customer Requirements)	Product Pillar
ASP Policy, Etiquette and Service Fundamentals	08-Jun-23	VRV
VRV 4 + Indoor + FAHU/AHU - Troubleshooting	22-Jun-23	VRV
DX Inverter Unit, Non Inverter unit and Package unit - Basic Understanding & Installation	29-Jun-23	DX
DX Inverter Unit, Non Inverter unit and Package unit - Troubleshooting	07-Jul-23	DX
ITC and ITM - Basic understanding, installation and troubleshooting	14-Jul-23	Controls
Bacnet and Modbus - Basic understanding, installation and troubleshooting	21-Jul-23	Controls

# Dealers Policy and Etiquette (UAE Dealers)

Recommended for Technicians, Installers and Service Engineers

Daikin Dealers are integral to our local business. It is important that we have a mutual understanding on how we conduct business and that we understand how we value our customers in the context of after sales support.



## COURSE OVERVIEW

- Safety Policy of Daikin
- Updates on Dealer's Policy
- Key Performance Indicators (KPIs)
- Accountability of Dealers
- Dealer's After Sales Audit



## COURSE DETAILS

### INSTRUCTOR

Asif Mohammed

### COURSE LOCATION

Daikin Training Center,  
JAFZA Dubai, UAE

### COURSE DURATION

Half Day

### COURSE SCHEDULE

September 07, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# VRV IV+ High Ambient Installation Course

(UAE Dealers)

Recommended for Technicians, Installers and Service Engineers

## PRODUCT COVERED:

- RXYTQ14T

## CLASS PREREQUISITES:

- Basic knowledge of refrigeration and air conditioning is essential
- Prior knowledge of product portfolio will be added advantage
- 2-year minimum practical field experience of handling air conditioning

The VRV IV+ Installation Course is a half-day intensive training designed to provide basic classroom instruction, demonstrations and hands-on exercises to help students familiarize themselves with the product features and installation requirements of the VRV IV+.



## COURSE OVERVIEW

- Main product features
- Feature changes from previous models (VRV III, VRV IV, etc.)
- System Operation
- Field Setting
- Commissioning and Test Run
- Basic Troubleshooting



## COURSE DETAILS

### INSTRUCTOR

Asif Mohammed

### COURSE LOCATION

Daikin MEA Training Center,  
JAFZA Dubai, UAE

### COURSE DURATION

1 Day

### COURSE SCHEDULE

September 23, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# F(A)HU with VRV Condensing Unit (UAE Dealers)

Recommended for Technicians, Installers and Service Engineers

## PRODUCT COVERED:

- RXYTQ-T
- EKEQ-FCBA Control Board
- EKEXV Expansion Valve Kit
- Italy Modular AHU
- Dubai AHU

## CLASS PREREQUISITES:

- Basic knowledge of refrigeration and air conditioning is essential.
- Prior knowledge of product portfolio will be added advantage.
- 2 years minimum practical field experience of handling air conditioning
- Laptop is required for every student to connect service tool (D-checker) with DX units.

This training course is designed to provide basic classroom instruction, demonstrations and hands-on exercises to help students familiarize themselves with the product features and installation requirements of the F(A)HU with VRV condensing unit.



## COURSE OVERVIEW

- Product introduction
- Principal control methods and field settings
- Modular AHU
  - Components description
  - Unit functions and logics
  - Installation and commissioning
- Measurement on ESP and airflow
- Basic wiring connection and setup of EC fan motor and VFD
- AHU Factory Visit
- Final Review Test



## COURSE DETAILS

### INSTRUCTOR

Asif Mohammed

### COURSE LOCATION

Daikin Training Center,  
JAFZA Dubai, UAE

### COURSE DURATION

1 Day

### COURSE SCHEDULE

October 12, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch



# Understanding Controls in VRV/DX

Recommended for Dealers, Subcontractors and External/Internal Technicians

To ensure that our dealers are fully aware on basic features of available Daikin controls in the market and inline to Daikin standard and practices prescribed. Henceforth, to have confidence on handling Daikin product as well as handling the customer complaint and demand.

This training wil give an overview of individual and centralized control systems used to control VRV, Sky Air and other equipment. It will also show applications for hotel, office, shops, PPD, multi-tenant, and cloud control.



## COURSE OVERVIEW

- Basic theoretical ideas
- Quick installation training
- Application to real life situation
- Based on experience discussion
- Do's and don'ts



## COURSE DETAILS

### INSTRUCTOR

Benjamin Brusola

### COURSE LOCATION

Daikin MEA Training Center,  
JAFZA Dubai, UAE

### COURSE DURATION

1 Day

### COURSE SCHEDULE

October 27, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# VRV Centralized Interfaces

(BACnet/Modbus/Lonworks)

Recommended for Technicians, Installers and Service Engineers

## PRODUCT COVERED:

- DMS502B71
- EKMBDXA
- DMS504B51

## CLASS PREREQUISITES:

- This program is intended for technicians who have basic knowledge of electronics.
- Basic D3 compatible control product knowledge on the above described control options is required.
- Students must bring their own laptop.

This is a one-day intensive controls training course designed to provide basic classroom instruction and demonstrations to help students familiarize themselves with the installation set up, connectivity, and commissioning set up of VRV centralized interfaces solution (BACnet/ Modbus/Lonworks).



## COURSE OVERVIEW

- BACnet/Modbus/Lonworks Installation & set up
- Commissioning & troubleshooting



## COURSE DETAILS

### INSTRUCTOR

Benjamin Brusola

### COURSE LOCATION

Daikin Training Center,  
JAFZA Dubai, UAE

### COURSE DURATION

1 Day

### COURSE SCHEDULE

November 02, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# Daikin Cloud Interface for VRV Units

Recommended for Technicians, Installers and Service Engineers

## PRODUCT COVERED:

- DCM601A51
- MCS341-DS1

## CLASS PREREQUISITES:

- This program is intended for technicians who have basic knowledge of electronics.
- Basic D3 compatible control product knowledge on the above described control options is required.
- Students must bring their own laptop.

This is a one-day intensive Daikin Cloud training course designed to provide basic classroom instruction and demonstrations to help students familiarize themselves with the basic installation set up, connectivity, and commissioning along with open demonstration.



## COURSE OVERVIEW

- Setup and commissioning of Daikin Cloud



## COURSE DETAILS

### INSTRUCTOR

Benjamin Brusola

### COURSE LOCATION

Daikin MEA Training Center,  
JAFZA Dubai, UAE

### COURSE DURATION

1 Day

### COURSE SCHEDULE

October 27, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# AHT- Supermarket Cabinet \_Service Course

(UAE Dealers)

Recommended for, Technicians, Installers and Service Engineers

This training course is designed to provide basic classroom instruction and demonstrations to help students familiarize themselves with the product features, installation, and troubleshooting requirements of AHT refrigeration product range.

## CLASS PREREQUISITES:

- Basic knowledge of refrigeration and air conditioning is essential.
- Prior knowledge of product portfolio will be added advantage.
- Practical experience of handling refrigeration equipment's such as supermarket cabinets, deep freezer, cold rooms.
- Laptop might be required for every student.



## COURSE OVERVIEW

- Product line up
- Installation procedure
- Basic function & features
- Commissioning & test run
- Component description
- Wiring detail and system operation
- Unit functions and logics
- Troubleshooting



## COURSE DETAILS

### INSTRUCTOR

Narender Kumar

### COURSE LOCATION

Daikin Training Center,  
JAFZA Dubai, UAE

### COURSE LENGTH

1 Day

### COURSE SCHEDULE

November 16, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# Monoblock/Split/Bi-Block \_Service Training

(UAE Dealers)

Recommended for Technicians, Installers and Service Engineers

This course aims to provide our ASPs with complete knowledge to understand the selection process of standard products Zanotti MONOBLOCK, SPLIT, BI-BLOCK range in the market based on Daikin's standards and practices.



## COURSE OVERVIEW

- Basic theoretical ideas
- Zanotti Monoblock units
- Zanotti Bi-Block units
- Zanotti Split units
- Exercises and application training
- Best practices in troubleshooting
- Overview of tools, schedule formats & templates

### KEY TAKEAWAYS:

- Clear understanding about Daikin – Zanotti product selection process
- Ability to be independent and face customer requests efficiently
- All selection tools, templates and selection procedures in hand



## COURSE DETAILS

### INSTRUCTOR

Narender Kumar

### COURSE LOCATION

Daikin Training Center, JAFZA Dubai, UAE

### COURSE LENGTH

1 Day

### COURSE SCHEDULE

November 09, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# Multi Compressor Rack Service Training

(UAE Dealers)

Recommended for Technicians, Installers and Service Engineers

This training course is designed to provide basic classroom instruction and demonstrations to help students familiarize themselves with the product features, installation, and troubleshooting requirements of Multi Compressor Rack refrigeration product range.



## COURSE OVERVIEW

- Product line up
- Installation procedure
- Basic function & features
- Commissioning & test run
- Component description
- Wiring detail and system operation
- Unit functions and logics
- Troubleshooting



## COURSE DETAILS

### INSTRUCTOR

Narender Kumar

### COURSE LOCATION

Daikin Training Center,  
JAFZA Dubai, UAE

### COURSE LENGTH

1 Day

### COURSE SCHEDULE

November 23, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# Zeas Refrigeration Service Training

## (Refrigeration Unit with VRV Outdoor) (UAE Dealers)

Recommended for Technicians, Installers and Service Engineers

This training course is designed to provide basic classroom instruction and demonstrations to help students familiarize themselves with the product features, installation, and troubleshooting requirements of Zeas Refrigeration product range



### COURSE OVERVIEW

- Product line up
- Installation procedure
- Basic function & features
- Commissioning & test run
- Component description
- Wiring detail and system operation
- Unit functions and logics
- Troubleshooting



### COURSE DETAILS

#### INSTRUCTOR

Narender Kumar

#### COURSE LOCATION

Daikin Training Center,  
JAFZA Dubai, UAE

#### COURSE LENGTH

1 Day

#### COURSE SCHEDULE

November 30, 2023

#### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# ASP Policy, Etiquette and Service Fundamentals (ASP&SubCon)

Recommended for ASPs, Technicians, Installers and Service Engineers

Daikin has a high benchmark on quality and after sales support. It is important that our partners understand this culture of serving our customers and delivering the best support in the market to ensure that our ASPs are fully aware of our service procedures and follow the recommended practices prescribed by Daikin.



## COURSE OVERVIEW

- Safety Policy of Daikin
- Updates on ASP Policy
- Key Performance Indicators (KPIs)
- Auditing ASP Workmanship
- Accountability of ASPs
- Job Costing and Rates
- Customer Service Attitude



## COURSE DETAILS

### INSTRUCTOR

Asif Mohammed

### COURSE LOCATION

Daikin Airconditioning LLC,  
Al Quoz Office

### COURSE LENGTH

Half Day

### COURSE SCHEDULE

June 08, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch



# VRV 4 + Indoor + FAHU/AHU - Troubleshooting (ASP&SubCon)

Recommended for ASPs, Technicians, Installers and Service Engineers

This course aims to train our ASPs on correct technical diagnosis and troubleshooting of the VRV IV+ Indoor + FAHU/AHU and help them respond to customer demands based on Daikin's standards and practices.



## COURSE OVERVIEW

- Presentation of case studies
- In-depth analysis of AC problems
- Hands-on diagnosis of AC
- Best practices in troubleshooting



## COURSE DETAILS

### INSTRUCTOR

Asif Mohammed

### COURSE LOCATION

Daikin Airconditioning LLC,  
Al Quoz Office

### COURSE LENGTH

1 Day

### COURSE SCHEDULE

June 22, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# DX Inverter Unit, Non Inverter unit and Package Unit - Basic Understanding & Installation (ASP&SubCon)

Recommended for ASPs, Technicians, Installers and Service Engineers

This course aims to provide our ASPs with complete knowledge of our key DX products and equip them with the skills and confidence to respond to customer demands based on Daikin's standards and practices.



## COURSE OVERVIEW

- Basic theoretical ideas
- Dos and Don'ts
- Quick installation training
- Application in real-life situations
- Review and analysis of actual experiences



## COURSE DETAILS

### INSTRUCTOR

Asif Mohammed

### COURSE LOCATION

Daikin Airconditioning LLC,  
Al Quoz Office

### COURSE LENGTH

1 Day

### COURSE SCHEDULE

June 29, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# DX Inverter Unit, Non Inverter unit and Package unit - Troubleshooting (ASP&SubCon)

Recommended for ASPs, Technicians, Installers and Service Engineers

This course aims to provide our ASPs with complete knowledge on troubleshooting our key DX products and equip them with the skills and confidence to respond to customer demands based on Daikin's standards and practices.



## COURSE OVERVIEW

- Presentation of case studies
- In-depth analysis of AC problems
- Hands-on diagnosis of AC
- Best practices in troubleshooting



## COURSE DETAILS

### INSTRUCTOR

Asif Mohammed

### COURSE LOCATION

Daikin Airconditioning LLC,  
Al Quoz Office

### COURSE LENGTH

1 Day

### COURSE SCHEDULE

July 07, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# ITC and ITM - Basic understanding, installation and troubleshooting (ASP&SubCon)

Recommended for ASPs, Technicians, Installers and Service Engineers

This course aims to provide our ASPs with complete knowledge on centralized controls on VRV and equip them with the skills and confidence to respond to customer demands based on Daikin's standards and practices.



## COURSE OVERVIEW

- Basic theoretical ideas
- Dos and Don'ts
- Quick installation training
- Application in real-life situations
- Review and analysis of actual experiences
- Best practices in troubleshooting



## COURSE DETAILS

### INSTRUCTOR

Benjamin Brusola

### COURSE LOCATION

Daikin Training Center,  
JAFZA Dubai, UAE

### COURSE LENGTH

1 Day

### COURSE SCHEDULE

July 14, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

# Bacnet and Modbus - Basic Understanding, Installation and Troubleshooting (ASP&SubCon)

Recommended for ASPs, Technicians, Installers and Service Engineers

This course aims to provide our ASPs with complete knowledge of available third party control protocols in the market and equip them with the skills and confidence to respond to customer demands based on Daikin's standards and practices.



## COURSE OVERVIEW

- Basic theoretical ideas
- Dos and Don'ts
- Quick installation training
- Application in real-life situations
- Review and analysis of actual experiences
- Best practices in troubleshooting



## COURSE DETAILS

### INSTRUCTOR

Benjamin Brusola

### COURSE LOCATION

Daikin Training Center,  
JAFZA Dubai, UAE

### COURSE LENGTH

1 Day

### COURSE SCHEDULE

July 21, 2023

### DAIKIN TO PROVIDE

Instruction Materials  
Coffee Break  
Lunch

Daikin Middle East and Africa FZE

# REGISTRATION FORM

Course Title \_\_\_\_\_

Dates \_\_\_\_\_

Course Location \_\_\_\_\_

Company Name \_\_\_\_\_

Mailing Address (City, P.O. Box) \_\_\_\_\_

Submitted By \_\_\_\_\_ E-mail Address \_\_\_\_\_

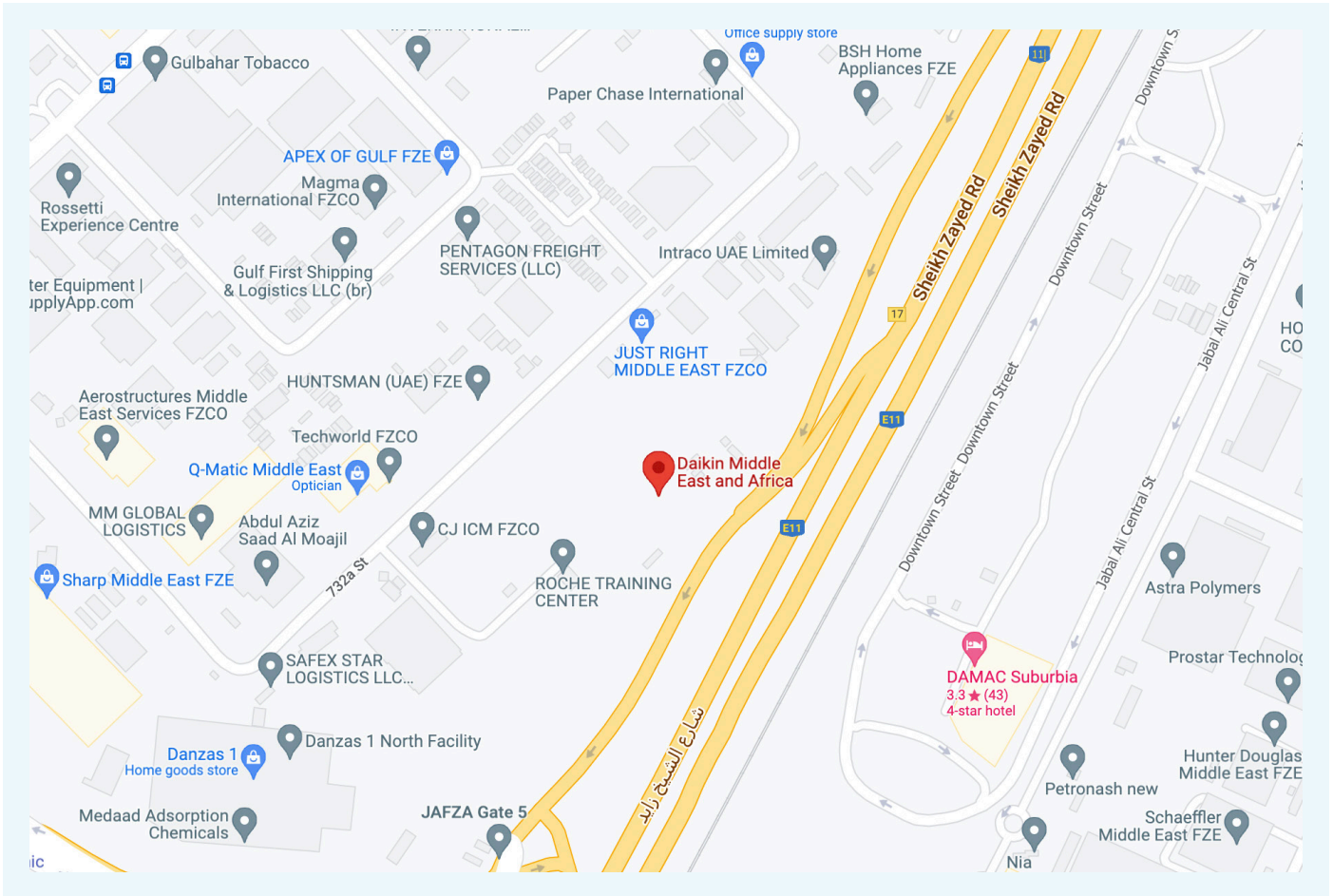
Office Number \_\_\_\_\_ Mobile Number \_\_\_\_\_

Person In-charge \_\_\_\_\_ E-mail Address \_\_\_\_\_

Mobile Number \_\_\_\_\_ Designation \_\_\_\_\_

Sl No.	Name	Designation	Length of Experience	E-mail Address

# LOCATION MAP



## Daikin Middle East and Africa FZE

### Training Center

Plot MO0426, Jafza North, Jebel Ali Free Zone

P.O. Box 18674, Dubai, United Arab Emirates

**Phone:** +971 4 8159 300

**Fax:** +971 4 8159 311

**E-mail:** [academy@daikinmea.com](mailto:academy@daikinmea.com)



# Daikin Service Your Reliable Partner

## Global company, local presence

You will find Daikin offices and distributors in almost every country. These local teams deliver manufacturer services for your local needs. Nevertheless, they are all part of Daikin's worldwide service network.

## Daikin - your partner

'Absolute credibility' is one of Daikin's core values. We are committed to building long-term relationships based on trust and openness. Sustainable customer relationships are what have made Daikin the world leader in HVAC equipment.

## World-class logistics

Wherever you are, Daikin genuine parts are rapidly delivered to your door, thanks to an extensive Sales network of warehouses and distributors.

## Dedicated people

To ensure the quality of the service we deliver, we invest continuously in the know-how and skills of our staff. We train and update them on the latest technical developments and service methods.

The present publication is drawn up by way of information only and does not constitute an offer binding upon Daikin MEA. Daikin MEA has compiled the content of this publication to the best of its knowledge. No express or implied warranty is given for the completeness, accuracy, reliability or fitness for particular purpose of its content and the products and services presented therein. Specifications are subject to change without prior notice. Daikin MEA explicitly rejects any liability for any direct or indirect damage, in the broadest sense, arising from or related to the use and/or interpretation of this publication. All content is copyrighted by Daikin MEA.

## **DAIKIN MIDDLE EAST AND AFRICA FZE**

P.O. Box 18674, Plot MO0426, JAFZA North, Jebel Ali Free Zone, Dubai, UAE | Tel: +971 (0) 4 815 9300 | Fax: +971 (0) 815 9311

E-mail: [info@daikinmea.com](mailto:info@daikinmea.com) Web: [www.daikinmea.com](http://www.daikinmea.com) Toll Free: 800-DAIKIN (324546)



SERVICE - JAN2023