



Innovative & Efficient Solutions For You

Raising standards  
and developing  
expertise



# ASP & Dealers Training Catalogue

April 2016 - March 2017



Middle East & Africa

## Academy



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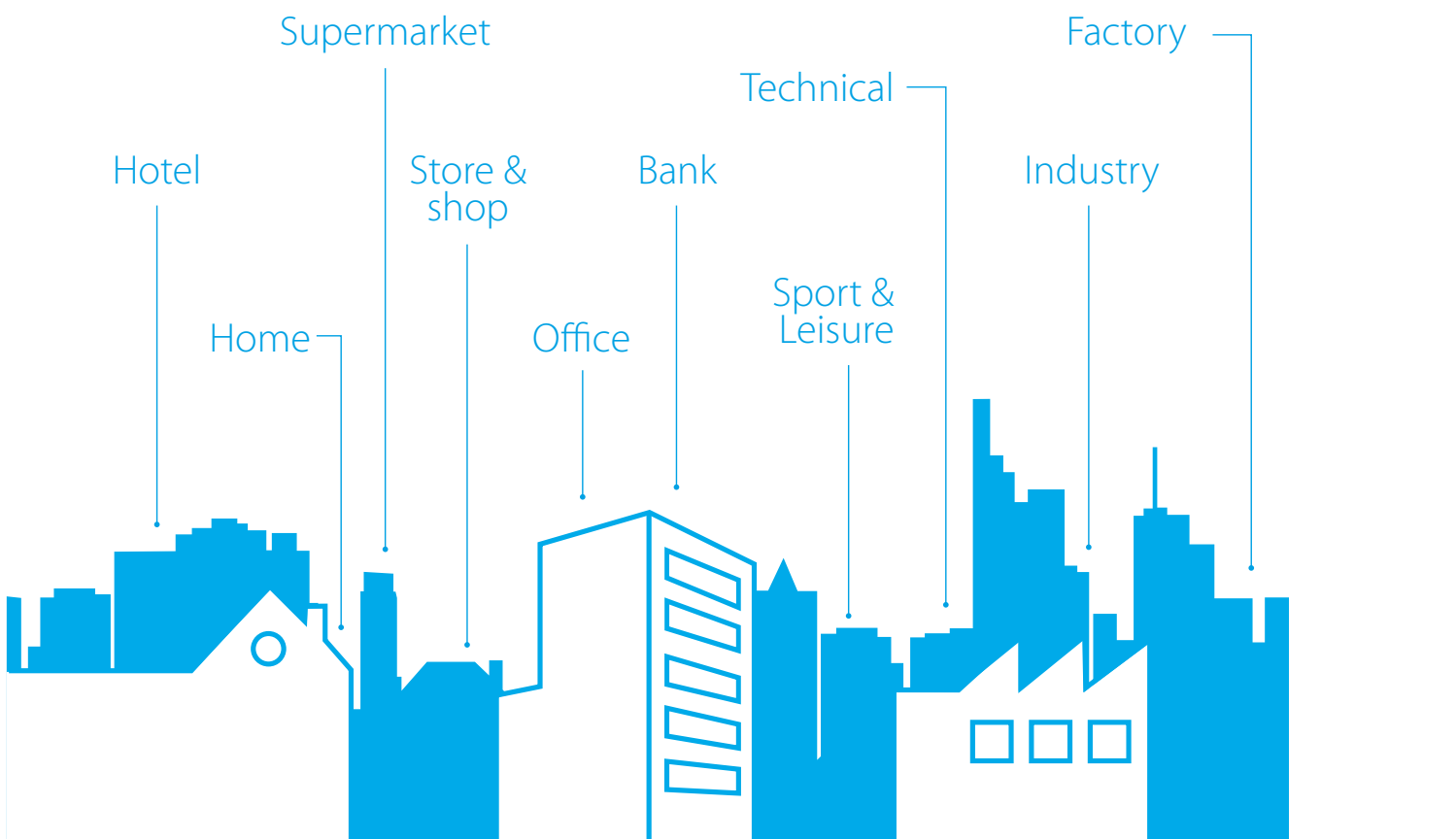
# Welcome

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 is the regional headquarter for Daikin Industries, located in Dubai, responsible for promoting, selling, and after market support for the full range of Air Conditioning Products sold in the GCC, Middle East and Africa.

Our company is multi-cultural, fast growing and dynamic. The result is a unique work environment, built on 3 core values:

**Absolute Credibility, Enterprising Management and Harmonious Personal Relationships.**



## Enrollment

To obtain the most effective training, carefully match your student(s) with the appropriate courses by evaluating the course content and objectives with them. Class size is limited and is offered on a first-register, first-attend basis. Confirmation of enrollment along with hotel and travel information will be sent to the student within five working days after receipt of your paid application.

Upon receipt of your confirmation, check it carefully and contact us through [academy@daikinmea.com](mailto:academy@daikinmea.com). If you find any discrepancies, Please verify your enrollment. If you do not 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.

## Course Schedule

Classes begin at 9:30 am until 5:30 pm

Travel arrangements are made to accommodate this schedule

## Refreshment

Lunch, Tea / Coffee will be provided

## Training Materials & Certificate

Students attending our classes will be provided with training materials with electronics files and shall be given a Certificate at the end of the course.

## Gate Pass Permit

Students attending our classes must print a copy of the Gate Pass provided by the training center and bring work permit or passport to be presented at any Gate within JAFZA. (See page 13 for location map)

## Registration

To attend a course listed in this training catalogue, please complete the enrollment form (on page 12) and e-mail to: Sales Responsible & [academy@daikinmea.com](mailto:academy@daikinmea.com)

### **Daikin Middle East and Africa**

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[www.daikinmea.com](http://www.daikinmea.com)

# Authorized Service Providers (ASPs) Courses

Recommended for ASPs, Technicians, Installers and Service Engineers

Training Courses	Course Length	Date
ASP Policy and Etiquette	Half Day	Apr 27, 2016
ASP Service Fundamentals, Installation and Troubleshooting Course	1 Day	Apr 28, 2016 May 31, 2016 Sep 1, 2016 Feb 2, 2017
ASP Analytical Course	1 Day	Sep 29, 2016 Nov 13, 2016 Dec 4, 2016

# UAE Dealers Courses

Recommended for UAE Dealers, Split Unit Installers

Training Courses	Course Length	Date
Dealers Policy, Etiquette, After Sales Support, Audit and KPI	Half Day	Apr 13, 2016
Dealers Service Fundamentals, Installation and Troubleshooting Course	1 Day	Apr 14, 2016 Sep 28, 2016 Nov 14, 2016





# ASP Policy and Etiquette

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.



## 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

### Course Location

Daikin Middle East & Africa FZE  
Training Center Dubai, UAE

### Course Length

Half Day

### Course Schedule

April 27, 2016

### Daikin to provide

Instruction Materials  
Coffee Break  
Lunch



# ASP Service Fundamentals, Installation and Troubleshooting Course

Recommended for: ASPs, Technicians, Installers and Service Engineers

To ensure that our ASPs are fully aware of our service procedures and follow the recommended practices prescribed by Daikin, we offer the basic course of Installing, commissioning and troubleshooting split units.



## Course Overview:

- » Daikin Safety Policy
- » Pipe Processing and Lay Out
- » Electrical Wiring
- » Installation
- » Leak Testing
- » Basics of Vacuuming
- » Handling R410A and R32
- » Charging
- » Troubleshooting
- » Testing the System
- » Minimum Information Report Requirement



## Course Details

### Course Location

Daikin Middle East & Africa FZE  
Training Center Dubai, UAE

### Course Length

1 Day

### Course Schedule

April 28, 2016 | May 31, 2016  
Sep 1, 2016 | Feb 2, 2017

### Daikin to provide

Instruction Materials  
Coffee Break  
Lunch





# ASP Analytical Course

Recommended for: ASPs, Technicians, Installers and Service Engineers

Apart from the basic service knowledge, we believe that relating the practical and theoretical concepts are important in analyzing complex problems related to refrigeration and air conditioning. We have launched the ASP Analytical Course to cover the gap.



## Course Overview:

- » Psychrometric Chart
- » Mollier Chart



## Course Details

### Course Location

Daikin Middle East & Africa FZE  
Training Center Dubai, UAE

### Course Length

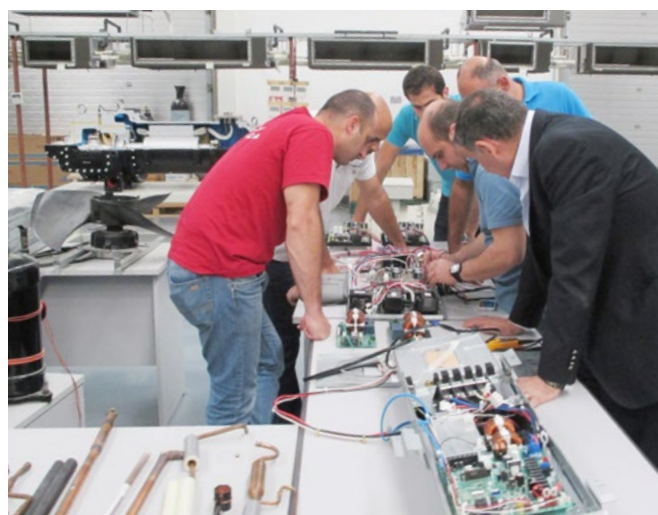
Half Day

### Course Schedule

Sep 29, 2016  
Nov 13, 2016  
Dec 4, 2016

### Daikin to provide

Instruction Materials  
Coffee Break  
Lunch



# Dealers Policy and Etiquette

Recommended for ASPs, 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

### Course Location

Daikin Middle East & Africa FZE  
Training Center Dubai, UAE

### Course Length

1 Day

### Course Schedule

April 13, 2016

### Daikin to provide

Instruction Materials  
Coffee Break  
Lunch



# Dealers Installation and Troubleshooting Course

Recommended for Dealer Technicians, Installers and Service Engineers

To maintain awareness among our dealers and to follow the recommended practices prescribed by Daikin, we offer the basic course of installing and troubleshooting Daikin split units.



## Course Overview:

- » Daikin Safety Policy
- » Pipe Processing
- » Electrical Wiring
- » Installation
- » Leak Testing
- » Basics of Vacuuming
- » Handling R410A and R32
- » Refrigerant Charging
- » Troubleshooting
- » Commissioning the System



## Course Details

### Course Location

Daikin Middle East & Africa FZE  
Training Center Dubai, UAE

### Course Length

1 Day

### Course Schedule

Apr 14, 2016  
Sep 28, 2016  
Nov 14, 2016

### Daikin to provide

Instruction Materials  
Coffee Break  
Lunch



## Daikin Academy (Middle East & Africa)

# 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 \_\_\_\_\_

## Attendees List

[illegible]



# Location Map



## Daikin Middle East and Africa FZE

WH BC-06, Southzone 1, Jebel Ali Free Zone

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# Location Map





# Innovative and Efficient Solutions for You

RESIDENTIAL



COMMERCIAL



INDUSTRIAL



CONTROLS



SERVICE



In homes, shops, offices and even large-scale buildings, we support comfortable lifestyles in any situation.



## DAIKIN MIDDLE EAST & AFRICA FZE

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Daikin Middle East and Africa



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