Daikin’s vision to emerge as an industry leader in India’s market continues to grow strong. With an understanding of the principle of ‘change is the only constant’, the Company caters to evolving customer aspirations with a renewed focus on eco-friendly technologies. Therefore, ‘continuity’ and ‘change’ are the major growth drivers for Daikin.

As the leader in India’s Heating, ventilation, and air conditioning (HVAC) segment, we are formulating and adopting new strategies. Our current manufacturing capacities coupled with local research & development will ensure that we serve new markets and new geographies such as Sri Lanka, Bangladesh and East Africa.

Daikin focus on innovation by leveraging technologies, such as IOT will find its way into our products in the near future. The smart technological innovations are designed to increase convenience and efficient management of air-conditioning equipment. Air quality remains at the core of everything we do at Daikin, so we will continue to introduce products that help customers to breathe better quality of air.

Daikin is engaged and committed to nation building. We are proud to have successfully established the Daikin Japanese Institute of Manufacturing Excellence (DJIME), an initiative of Government(s) of Japan and India. This initiative will lead to skill development and increase employability of Indian youth.

We think about the holistic wellbeing of our customers, stakeholders and the entire planet.

Our vision, mission and investments on people, processes, manufacturing, products and technology will play a pivotal role in creating a truly global organisation with a sustainable focus.
Strengthening Leadership

Daikin is a global leader in air-conditioning solutions with a robust presence in India, which is among its fastest growing markets globally. At Daikin, we have made significant investments in the country to realise our ambition of gaining a leadership position. Our infrastructure investment outlay of establishing the Neemrana manufacturing unit in Rajasthan remains unparalleled among Heating, Ventilation and Air Conditioning (HVAC) companies till date in India.

Indians appreciate quality products and our product range is ideally suited to consumers who are willing to enjoy the superior Daikin experience that is now available across the length and breadth of the Indian subcontinent. We are committed to provide unmatched consumer experience with a network of highly trained sales and service teams and our strong channel partner network.

Our commitment towards developing Daikin India remains unwavering and thus, we are introducing strategic initiatives that will help develop the organisation’s cultural and professional fabric. Therefore, we are focussed on products, processes and people to help develop the brand Daikin as the market leader.

With Daikin India making headroom within the Daikin global network, it is imperative that we infuse resources that continue to nourish the fundamentals of the business across the sub-continent. India, having gained the status of a global manufacturing base for Daikin, is ready to serve the neighbouring counties with similar weather and consumer preferences.

Today, Daikin India truly mirrors the Daikin philosophy of growing and serving the market, protect the environment and building communities to support business and human outcomes, worldwide.

For Daikin India, its vision to be a “leading volume zone” air-conditioning manufacturer is underlined by its ability to now serve East Africa, Sri Lanka, Bangladesh and Nepal. Daikin India, since 2010 grew at a healthy rate winning the confidence and trust of the discerning Indian customers. Decorated with accolades and awards, Daikin India truly marks the return of the “Samurai” for Japanese organisations operating in the complex Indian business ecosystem.

Daikin India is now extending its best practices, human capital, distribution principle and manufacturing capabilities to other countries with a view to grow business and cement consumer affinity. Our philosophy to be the No.1 brand across emerging markets will be reinforced with Daikin India now developing and nurturing the business potential across new territories.
DAIKIN – A GLOBAL CORPORATE CITIZEN

Enhancing the Quality of Life
As the world’s leading air-conditioning company, Daikin is committed towards delivering air-conditioning solutions that enhance quality of life globally.

A diverse multinational company, Daikin Industries Ltd. was founded in 1924. With its headquarter at Osaka, Japan, the Daikin family has over 64,873 members engaged in about 90 production units and a large customer base in over 150 countries worldwide. As the world’s sole manufacturer that develops a long line of products from refrigerants to air-conditioners, Daikin advocates comfortable living on the strength of advanced technologies.

Today, the world is a single global market, where Daikin continues to address new challenges as it moves ahead towards realising its objectives.

Key Numbers

<table>
<thead>
<tr>
<th>Daikin Global</th>
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</thead>
<tbody>
<tr>
<td>Date of Establishment</td>
</tr>
<tr>
<td>11th February 1934</td>
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<tr>
<td>Net Sales</td>
</tr>
<tr>
<td>22 billion USD*</td>
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<tr>
<td>Paid-in Capital</td>
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<tr>
<td>850 million USD</td>
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<tr>
<td>Advanced R&amp;D Investment</td>
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<tr>
<td>300 million USD*</td>
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</tbody>
</table>

*As on 31st March 2018, 1 USD = 110 Yen

DAIKIN – THE INDIAN CORPORATE CITIZEN

Accelerating Prominence

Vision
To be India's most preferred air conditioning company

Mission
- To contribute to the society by providing the most advanced air conditioning solutions
- To ensure continuous customer satisfaction
- To establish Daikin as a brand of trust and confidence in which our customers, dealers and employees are proud of

Philosophy
- Absolute credibility
- Enterprise management
- Harmonious personal relations

Environment Policy
Daikin Airconditioning India is committed to protecting the environment and the ozone layer.

We ensure this in all our operations, right from pre-sales and installation to after-sales support of air-conditioning solutions by:
- Deploying a group management philosophy and environment guidelines
- Adapting procedures for refrigerant handling, resource conservation and waste management
- Constantly improving the environmental management systems
- Preventing pollution and adverse environmental impacts
- Legal compliances
Daikin Airconditioning India Ltd. is a wholly owned subsidiary of Daikin Industries Ltd., Japan, which is one of the leading global manufacturers of both commercial and residential air-conditioning systems.

We launched our superior air-conditioning solutions in India in 2000 and gained the discerning customers’ trust with our high-quality and innovative product portfolio. Our quest for innovation has ensured that we remain the market leaders for both commercial-use and high-end residential air-conditioning systems. An ISO 14001-certified company, we strive to keep customers at the centre of our business universe with a ‘Quality First’ global philosophy. At Daikin, we undertake steps to realise our dream of a greener world.

Looking Back with Pride

**2000**
Entered India’s market in a Joint Venture (JV) with Usha Shriram Group at 80:20 stakes, respectively, as Daikin Shriram Airconditioning Pvt. Ltd.

**2002**
Introduced the Variable Refrigerant Volume (VRV) technology in India

**2004**
Converted to Daikin India, a wholly owned subsidiary of Daikin Industries Ltd., Japan

**2009**
Commenced production at the manufacturing plant in Neemrana, Rajasthan

**2010**
Made fresh investments of ₹250 crores, taking the total to ₹743 crores

**2012**
Commenced production of high-wall split air-conditioners with the HFC32 refrigerant
Daikin India Network

We enjoy a comprehensive pan-India distribution network, which ensures round-the-clock customer reach. Our stocks of spare parts and tools, well-equipped service centres and trained workforce provide us a competitive edge. Additionally, our nation-wide spread of warehouses ensures availability, proper storage and timely delivery of products across the country.

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<th>Daikin India Network Details</th>
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<tr>
<td><strong>11</strong></td>
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<tr>
<td>Branch Offices (Sales &amp; Service)</td>
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<td><strong>15</strong></td>
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<tr>
<td>Sales Offices</td>
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<td><strong>5</strong></td>
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<td>Mother Warehouses</td>
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<td><strong>22</strong></td>
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<tr>
<td>Supporting Warehouses</td>
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</table>

Quick Facts

**Daikin India**

- **Net Sales**: ₹3,250 crores*
- **Investment in India**: ₹2,000 crores
- **CAGR**: 118%

*As on 31st March, 2018

2007
- Relocated the headquarters of Daikin India to Gurgaon
- Commenced the McQuay Chillers business in India

2008
- Celebrated the groundbreaking ceremony of Daikin India’s manufacturing base at Neemrana, Rajasthan

2016
- Opened a Research and Development (R&D) Centre at Neemrana, Rajasthan

2017
- Opened the second production facility at Neemrana, Rajasthan
Experience is pure bliss with every Daikin product.

Every Daikin product provides a blissful experience to the end customer. At Daikin, we utilise innovative and eco-friendly technologies to deliver a harmonious environment around customers. Our products help create an ambience that captivates with compelling aesthetics and advanced functionality.

Full Range of Split ACs

- 1TR to 4.65TR
- Inverter and Non-Inverter
- High Energy Efficiency
- Super Quiet Operation
- Self-Diagnosis Function

- Sophisticated Design
- Long Piping Length
- Durability
- Environment Friendly

Wall Mounted Split Type

Floor Standing Type

Ceiling Mounted Cassette (Round Flow) Type

Ceiling Suspended Type

Air Purifier

Single Way Cassette Type

Ceiling Mounted Cassette Type

Ceiling Mounted Cassette Type (3x3)
Widest Range of VRV Systems

- 3.2TR to 16TR (single Outdoor Unit (ODU) capacity)
- ODU combination up to 48TR
- High Coefficient of Performance (COP)
- Environment friendly
- Efficient and high-performance systems
- Flexibility in design and operations
- Long piping length
- Compact and space saving

Wall Mounted Type

Ceiling Suspended Type

Slim Ceiling Mounted Duct Type

Ceiling Mounted Cassette (Round Flow) Type

Ceiling Mounted Duct Type

Ceiling Mounted Cassette Corner Type

Ceiling Mounted Cassette (Double Flow) Type

Floor Standing Duct Type

Compact Ceiling Mounted Cassette Type

Floor Standing Type / Concealed Floor Standing

FXUQ – Four Way Flow Ceiling Suspended

TFA – Outdoor Air Processing Unit

Heat Reclaim Ventilation

VRV Air Cooled Outdoor Unit

VRV Water Cooled Outdoor Unit

VRV Air Cooled Outdoor Unit
Ductable, Rooftop and Packaged ACs

- Wide range – 1TR to 50TR
- Flexible and comfortable air discharge
- Versatility
- Long piping length
- Switchable fan speed
- Durability
Chillers

McQuay is now an integral part of Daikin. The collective strength of McQuay and Daikin promises to elevate the quality of life in the best way possible. The varieties of chillers offered include:

- Wide range – 2TR to 2,700TR (single unit capacity)
- Multiple compressor design, offering excellent redundancy
- High COP complying to green building norms

- Single-compressor Centrifugal Chiller
- Double-compressor Centrifugal Chiller
- Water-cooled Screw Chiller
- Air-cooled Screw Chiller
Control Systems

We, at Daikin, believe that even the most advanced technology should be accessible in its simplest form. Our user-friendly control systems are easy-to-use for all our air-conditioning solutions. The flexibility of our control systems enables the technology to interact with customers, leading to an optimum utilisation of resources and conservation of energy.
HFC32 The OZONE GUARD from Daikin

People today are more aware of the harmful effects of global warming and are coming together to address this issue. Along this line, we have phased-out all R-22 models and started using the green refrigerant HFC32 or R-32. We are also offering worldwide free access to patents for equipment that use the next-generation refrigerant, R-32. Refrigerant choice is a key in saving the depleting ozone layer and reducing global warming.

HFC32 or R-32
The most balanced refrigerant, has:

- Zero ODP
- Superior energy efficiency (10% better than HFC410A)
- Less global warming impact (Life Cycle Climate Performance (LCCP))
- Less conversion cost (almost the same as conversion to HFC410A)
- Acceptable flammable (class A2L)

HFC32 or R-32

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<th>Energy Efficiency</th>
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HFC410A

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Propane (HFC290)

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TECHNICAL SUPPORT AND AFTER-SALES SERVICES

We are focused on the pursuit of Total Service Quality to provide as much comfort and support to our customers as possible.

Our extensive technical and after-sales support team is devoted to one purpose: Customer Satisfaction. By combining extensive technological knowledge and experience, we ensure promptness, reliability and care, in accordance with Daikin’s global standards.

**Promptness**

Whether it is a call to provide technical support, deliver a spare part or respond to an inquiry, the response of our technicians is always prompt.

**Reliability**

Our dedicated and well-trained team deals with problems using technical expertise to provide the most reliable solutions.

**Care**

Daikin emphasises the importance of communicating with customers and strives to provide an exceptional level of service.

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**Air Conditioning Technology Development Centre (ACDC)** at the factory is the cornerstone for continuous learning and development at Daikin India.

**VRV training session at Neemrana**

**Briefing session on the assembly line at the factory at Neemrana**

**Problem-solving sessions for technicians at ACDC at Neemrana**

**Live product demonstrations for technicians at the factory at Neemrana**
Our Daikin Solution Plaza (DSP) is a one-stop shop that offers all Daikin products under one roof.

These solution plazas are located across India and offer our entire array of state-of-the-art engineering products in an interactive environment for customers. This is a unique concept that helps us enjoy greater visibility, while getting closer to our customers by offering the actual touch and feel of the products. These brand stores have the entire residential, light-commercial and commercial range of Daikin air-conditioning products on display. These products bring with them avant-garde technology from Daikin Global that offers lower cost of ownership, along with unmatched quality and durability. Daikin air-conditioners are now available to the consumers through 400+ pan-India solution plazas. DSPs have been specially designed by Daikin to provide unmatched quality and services.
CONTRIBUTING TO SUSTAINABLE SOCIAL DEVELOPMENT WITH ENVIRONMENTAL CONSCIOUSNESS AND QUALITY AS KEY PILLARS

The Daikin Group provides customers with the ultimate convenience and comfort through high-quality products and services. Further, it practices a shared Code of Conduct that includes quality standards and vigorous environmental protection.

The world is transitioning to low-carbon societies. Anticipating this change, the Daikin Group is conducting its business activities while simultaneously engaging in Corporate Social Responsibility (CSR). This approach allows the Group to create new values, provide environment-friendly products and services on a global scale, and mentor human resources that make these activities possible.

At Daikin, we have reduced greenhouse gas emissions from production and raised the environmental awareness of our employees. Besides, we have also undertaken environmental initiatives that have tremendous potential to become the cornerstone of our environmental strategy. These initiatives include contribution to society through the use of green technologies, as well as global expansion and enhancement of environment-friendly products. Additionally, we also entered the heating business on a full scale using the heat pump technology. Moreover, we established a structure for the applied solutions business. These actions have helped the Daikin Group to manufacture products that meet the environmental and quality needs of countries and regions across Asia, Europe and the US.
Reiterating its commitment to the Indian market, Daikin India commissioned its first R&D centre in India at Neemrana, Rajasthan.

It is spread over 5,135 square metres and currently employs 117 engineers dedicated to develop bespoke products for the diverse Indian weather condition. The facility aims to have 150 employees by end of 2018. This initiative is intended to increase Daikin’s manufacturing competitiveness in the country.

**Project investment of about**

₹3,436 million

**Spread across a sprawling area of**

160,000 sq. mtrs.*

**Area**

5,135 sq. mtrs.

---

**Lab Facilities: Operational and Planned**

- Two psychometric labs of 3TR and one lab of 5TR are fully operational, with one multi-chamber lab of 25TR capacity.
- One full anechoic chamber is available for running sound test.
- 10 HP product reliability test lab is operational. CFM test lab will be operational by September, 2018 and one 11TR psychometric lab will be ready by November 2018.

**Test Facilities**

- Cyclic corrosion test
- Salt spray test
- Thermal shock test
- Vibration test
- Environmental test
- Drop test

**Other Facilities**

- Concept room
- Mock-up area
- Device test room (electronic parts test room)

*The area mentioned covers R&D and manufacturing unit.*
**DAIKIN INDIA MANUFACTURING PLANT**

Daikin’s manufacturing plant at Neemrana, Rajasthan, aims to create products that will add comfort to the lives of people. It is supported by a network of production bases throughout the world and showcases the application of advanced technology and equipment.

At Daikin, we have an automated and centrally controlled comprehensive quality control system that manages quality and production data to facilitate high-quality production within scheduled time.

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**Projected annual production capacity**

<table>
<thead>
<tr>
<th>Unit</th>
<th>Capacity</th>
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<tbody>
<tr>
<td>High-wall AC units</td>
<td>1,50,000</td>
</tr>
<tr>
<td>Cassette units</td>
<td>1,00,000</td>
</tr>
<tr>
<td>VRV units</td>
<td>50,000</td>
</tr>
<tr>
<td>Ductable units</td>
<td>20,000</td>
</tr>
<tr>
<td>Chiller units</td>
<td>1,000</td>
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</tbody>
</table>

*Figures to be achieved by 2020.
We are aware of the important role that a congenial working environment plays to help produce superior products. Hence, we ensure to provide an amiable workplace environment for our team members. Besides, our quality control system and corporate activities help us to ensure compliance with international quality checks and environmental management standards.

E-waste Guidelines

Products mentioned in this brochure comply with Restriction of Hazardous Substances (RoHS) regulations as per E-waste (Management & Handling) Rules, 2011 and should not be mixed with general household waste at the end of their useful life. For more details, kindly visit our website www.daikinindia.com or contact our customer care centre at 011 4031 9300 or 1860 180 3900.

In all of us, a green heart

At Daikin India, our ambition is to serve India’s market primarily with locally manufactured products. By reducing the supply lead time and meeting market needs in terms of product specifications, we plan to strengthen our India operations.

Our manufacturing facility is designed in line with our global philosophy of being an organisation committed to environmental protection and completely recycles the water used for its operations. The Daikin Neemrana facility incorporates Daikin’s global Environmental Management System (EMS), which has been implemented in the factory and promotes adopting procedures for refrigerant handling, resource conservation and waste management.
DAIKIN INDIA AIR CONDITIONING TECHNOLOGY DEVELOPMENT CENTRE

Air Conditioning Technology Development Centre (ACDC) is a state-of-the-art training facility, established with a vision to impart all-round skill and knowledge training to Daikin India’s staffs, partners, associates and students in the field of HVAC. Within the industry and across the country, ACDC is unmatched in terms of size, volume and training infrastructure.

Following are the key highlights of the facilities provided at ACDC:

Lecture Rooms
Lecture rooms are used to impart theoretical knowledge.

ACDC has three lecture rooms with:
- Projectors
- Remote-controlled screens with LAN connection
- Panaboard
- Surround-sound Technology
- Sitting capacity of 18 trainees per lecture room

Practice Rooms
Practice rooms are dedicated to our diversified product lines where actual air-conditioning units are made available to the participants for practical training.

ACDC has four practice rooms:
- Practice Room 1 – RA
- Practice Room 2 – SA
- Practice Room 3 – Chiller
- Practice Room 4 – VRV

A dedicated Brazing Shop with nine brazing stations is made available for the participants.

A Loading Facility is capable of accommodating 48 trainees and four trainers at any given time.
17th August 2017 was a historic day for Daikin India, as it started its training academy, Daikin Japanese Institute of Manufacturing Excellence (DJIME) under the JIM collaboration between government of India and Japan.

This academy has been set up to upskill the youth of India on Japanese manufacturing practices and increase employability factor to the masses through ‘Skill India’ and ‘Make in India’. The institute has been accredited by the Ministry of Economy, Trade and Industry (METI) and digitally launched by the Prime Ministers of both the countries on 14th September 2017.

Daikin started DJIME under the ‘Learn & Earn’ model from its world-class training centre, ACDC in Neemrana, with an all-female batch of 30 students, to drive gender diversity and further our PM’s vision on ‘Beti Bachao Beti Padhao’. Moving on, a new campus is being developed in Neemrana on a 5-acre land allotted to Daikin by the Rajasthan government, which shall be operational by the end of 2019.

1st All-Female Batch at DJIME
THANK YOU INDIA

FOR GIVING US THE ‘MOST ENERGY EFFICIENT AIR CONDITIONER’ AWARD

Daikin India’s Managing Director & CEO, Mr. Kanwal Jeet Jawa, receiving the Award from the Minister of State (I/C) for Power, New & Renewable Energy, Shri. R K Singh
PARTNERING EXCELLENCE

DAIKIN INDIA PARTNERS WITH DELHI DAREDEVILS TILL 2020
Cool, calm and collected

The character of Pichonkun represents ‘morning fresh’ dew drops, akin to Daikin air-conditioners. The character first appeared in a TV commercial aired in Japan, to highlight the humid-control feature of Daikin air-conditioners. Its comforting and friendly appearance was instantly appreciated by all. Named after the refreshing sound produced by the falling of a water droplet, Pichonkun portrays a world of calm and peace for consumers.