

ARE NOW

DAIKIN COMFORT TECHNOLOGIES NORTHEAST

Onsite Service Request

Item Code: ☐ Tech Service ☐ VRV Startup ☐ VRV Controls Startup

Send to: DNETechServices@daikincomfort.com

Instructions for submitting an Onsite Service visit:

Daikin Northeast will provide one Technical Support Specialist to be on-site to assist with advanced troubleshooting & system operational issues. The installing contractor must provide a minimum of one technician on-site to perform or oversee any mechanical, electrical, piping or control related tasks necessary to successfully complete the service call. This form must be filled out in its entirety, signed, and dated.

1st Choice

2nd Choice

Requested Service Date:

(DNE technicians are often booked out 1-2 weeks in advance)

CRM Project #:

(If applicable)

Reason(s) for Service Visit

Startup ☐ (for VRV startup, please include the Pre-Startup Checklist form along with this service visit form)

No/Insufficient Heating ☐

No/Insufficient Cooling ☐

Outdoor Unit not operating ☐

Indoor Unit not operating ☐

System is noisy ☐

Other ☐

Error Code

Detailed description of issues:

Contractor Information

Company Name:

Address 1:

Address 2:

City:

State:

Zip:

Phone:

Email Address:

Service Fee Schedule

4 Hours on site (Minimum): \$975

8 Hours on site: \$1,950

Additional hours over 8 in one calendar day: \$275/hr

**Service visit appointments are to be held during normal business hours (Mon-Fri, 9:00am - 5:00pm), unless prior written approval is provided by Daikin Northeast. A \$200 cancellation fee will apply to any appointment canceled within 48 hours.

Job Site Information

Company Name:

Address 1:

Address 2:

City:

State:

Zip:

Site Contact:

Phone:

Systems

QTY:

Ductless:

☐

Light Commercial:

☐

Rooftop Units:

☐

VRV:

☐

Unitary:

☐

Other:

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DAIKIN COMFORT TECHNOLOGIES NORTHEAST

Onsite Service Request

System Breakdowns

If Multi-Zone or VRV

#1 Model#:	<input type="text"/>	Serial #:	<input type="text"/>	# of Indoor Units:	<input type="text"/>	# of BS Boxes:	<input type="text"/>
Location:	<input type="text"/>						
#2 Model#:	<input type="text"/>	Serial #:	<input type="text"/>	# of Indoor Units:	<input type="text"/>	# of BS Boxes:	<input type="text"/>
Location:	<input type="text"/>						
#3 Model#:	<input type="text"/>	Serial #:	<input type="text"/>	# of Indoor Units:	<input type="text"/>	# of BS Boxes:	<input type="text"/>
Location:	<input type="text"/>						
#4 Model#:	<input type="text"/>	Serial #:	<input type="text"/>	# of Indoor Units:	<input type="text"/>	# of BS Boxes:	<input type="text"/>
Location:	<input type="text"/>						
#5 Model#:	<input type="text"/>	Serial #:	<input type="text"/>	# of Indoor Units:	<input type="text"/>	# of BS Boxes:	<input type="text"/>
Location:	<input type="text"/>						
#6 Model#:	<input type="text"/>	Serial #:	<input type="text"/>	# of Indoor Units:	<input type="text"/>	# of BS Boxes:	<input type="text"/>
Location:	<input type="text"/>						
#7 Model#:	<input type="text"/>	Serial #:	<input type="text"/>	# of Indoor Units:	<input type="text"/>	# of BS Boxes:	<input type="text"/>
Location:	<input type="text"/>						
#8 Model#:	<input type="text"/>	Serial #:	<input type="text"/>	# of Indoor Units:	<input type="text"/>	# of BS Boxes:	<input type="text"/>
Location:	<input type="text"/>						

Control Information

Intelligent Touch Controller (iTC):	Yes <input type="checkbox"/>	No <input type="checkbox"/>	BACnet Gateway:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Intelligent Touch Manager (iTM):	Yes <input type="checkbox"/>	No <input type="checkbox"/>	LonWorks Gateway:	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Remote Controller types:	<input type="text"/> <input type="text"/> <input type="text"/>				

Name: Signature: Date:

Note: Failure to provide a service tech on site will result in a \$975 half-day fee and rescheduling of the appointment. Daikin Northeast cannot service equipment without the servicing contractor on site.