

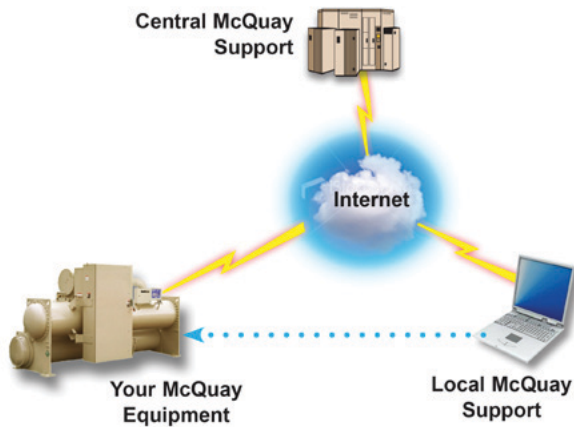


# D-Net<sup>®</sup> Performance Services

## Enhanced Service Offering for McQuay Equipment

### Experience a Higher Level of Support

New D-Net Performance Services from McQuay mean smarter maintenance support for your HVAC equipment. Proactive equipment evaluations and remote technician support can help you maximize your investment through faster response, cost effective support, and a minimum of maintenance surprises.

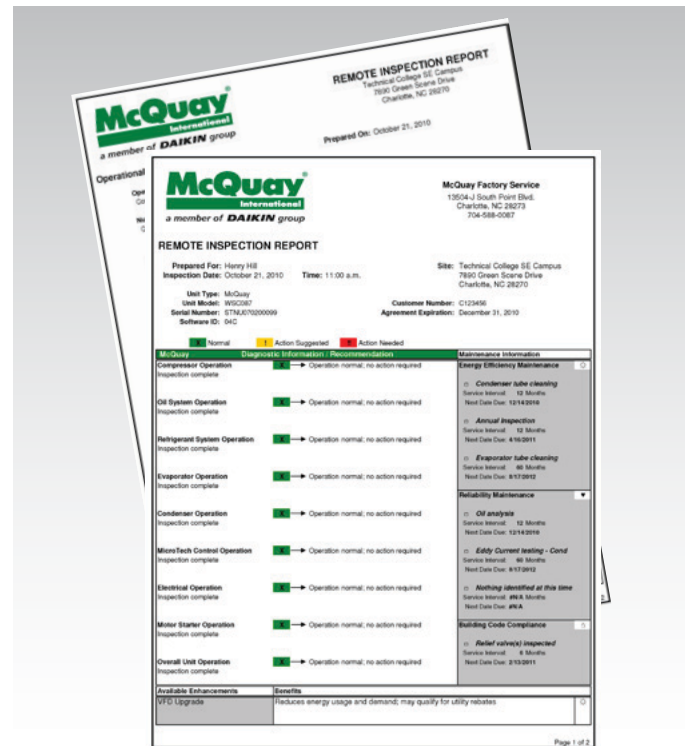


D-Net Performance Services are web-based service capabilities that allow McQuay to provide you with enhanced maintenance and service support.

As a part of your maintenance program, D-Net services enable McQuay to provide added value through the ability to continuously monitor your equipment's operational performance and to provide remote service support.

### Proactive Support

Qualified technicians regularly evaluate your site to provide monthly and annual summary reports with valuable information.

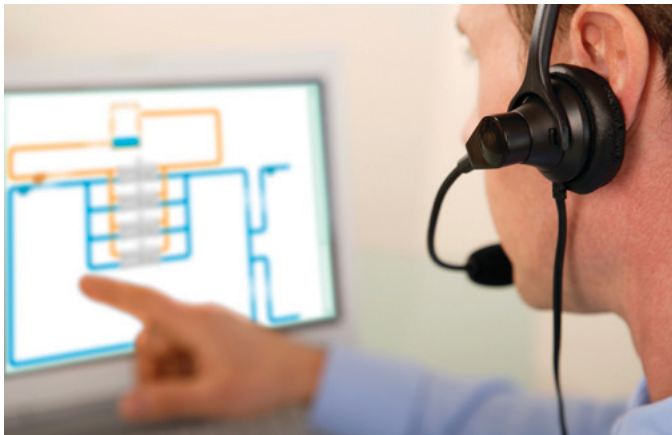


A comprehensive summary for each piece of equipment allows you to take maintenance action proactively and minimize emergency service situations and expenses.

# Experience a Higher Level of Support

## Faster Service Response

Historically, when an operational issue occurred and McQuay was notified, McQuay would respond by sending a technician to diagnose the issue on site. Today, D-Net allows McQuay to respond remotely, connecting to the equipment to diagnose the issue and determine its cause. With this capability McQuay can respond to your needs rapidly, regardless of our proximity to the site.



## Quicker Issue Resolution

Once the issue has been identified D-Net enables McQuay to diagnose and/or resolve issues remotely. Even a remote diagnosis helps us determine what will be needed prior to going to the site. This advanced knowledge can eliminate a trip to the facility or reduce the number of trips resulting in quicker problem resolution.

### Monday morning

With D-Net a service technician has a head start on diagnosing and resolving issues before heading to the jobsite.



### Tuesday afternoon

A second trip to the job site is unnecessary because the issue was resolved on the first trip.

By remotely diagnosing and/or resolving problems, D-Net Services can reduce or eliminate the number of service trips to a job site.

## Peace of Mind for Your Bottom Line

With a maintenance program incorporating D-Net Performance Services you will benefit from our ability to:

- Evaluate issues quickly and/or resolve them faster
- Show upcoming maintenance needs
  - Helping you to budget for them
  - Enabling maintenance based on actual site requirements
  - Reducing issues that may result in equipment failure and the associated downtime
- Use regular documentation to facilitate informed decisions regarding maintenance or system enhancements, and lifecycle upgrades.

Ask about D-Net enhanced support options from McQuay Service – delivering piece-of-mind to your bottom line.

For more information about D-Net Performance Services contact your local McQuay Service office. To find a McQuay Service Office near you, visit [www.mcquay.com](http://www.mcquay.com).

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