



Off-site monitoring for your  
VRV system investment.  
Identifies and recommends  
maintenance solutions. Adjusts  
your system to help optimize  
comfort and energy savings.

## The *HERO* Cloud Service and *HERO* Simple Edge

The Daikin *HERO* Simple Edge provides a connection of a Daikin *VRV*\* system to the *HERO* Cloud Services network for remote monitoring. The *HERO* Simple Edge is mounted onto the outdoor unit, and the built-in SIM card provides wireless connectivity.

When a Daikin *VRV* system is connected to the *HERO* Cloud Services, users now have the ability to visualize their system data for each connected indoor and outdoor unit. The animated piping diagram provides the operation status of each unit which is also tied to predictive logic alerting users of potential compressor or sensor failures and refrigerant leaks. The *HERO* Cloud Services also helps optimize the equipment operation based upon outdoor unit ambient temperatures.

### Elevate control through remote monitoring:

- » **Time and cost-saving opportunities** – Helps reduce unnecessary truck rolls and expand awareness of potential system issues.
- » **An owner-oriented design with a customizable dashboard** – Provides a quick overview of all connected sites and *VRV* systems.

*HERO* Cloud Services is based upon a recurring licensing fee to access site information. Licenses can be purchased in 1-year, 3-year, or 5-year increments, with no additional cost for the first-year access after the device is activated.

\* Compatible with select Daikin *VRV* models.  
Please visit [daikinac.com](http://daikinac.com) to learn more.



## HERO Cloud Services monitors your Daikin HVAC systems 24/7 to help optimize system operation.

The result? A cloud-based tool that can help you run your building efficiently without sacrificing comfort due to unexpected downtime.

- » Remote monitoring to help manage and diagnose system performance.
- » Uses predictive logic to notify of impending compressor or sensor failures.
- » Visualize system performance through the integrated dashboard (web-based access from phone, laptop, and tablet).

- » Streamline service and maintenance for projects.
- » Secure cellular communication to the HERO Cloud Service using a built-in SIM card.

HERO Cloud Services license options: 1-year, 3-year, and 5-year licenses. Learn more at [www.daikinhero.com](http://www.daikinhero.com)



Daikin HERO Simple Edge

### There are many benefits Daikin HERO Cloud Services can offer:

#### Building Owners

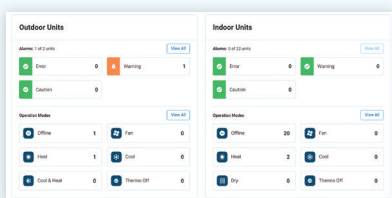
- » Peace of mind
- » Remote monitoring via the energy dashboard
- » Multisite access
- » Intuitive user interface

#### Daikin Representatives

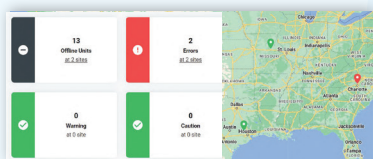
- » Remote access to all buildings in your territory
- » Continuous commissioning.
- » Provide a service solution to the end-user

#### Contractors

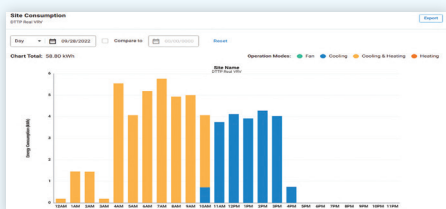
- » Remotely diagnose technical issues.
- » Easy troubleshooting using multiple tools, live data, graphs, history trends, alarm console...etc.
- » Error prediction and notifications



Remote monitoring anytime, from anywhere

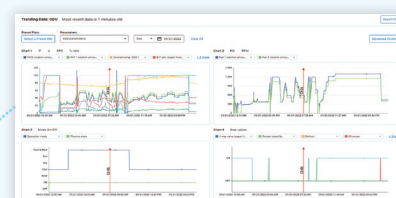


Multisite access and map view



Energy Savings

- Monitor and control your building no matter where you are
- Manage multiple sites
- Visualize energy consumption and benchmark between different sites to help reduce energy costs
- Remote diagnostic support to help increase your systems lifetime
- Predictive maintenance to help prevent breakdowns
- Remote troubleshooting in case of malfunctions



Trending and report generation

Name	Location	Status	Alarm
Office Unit 1	Room 101	Normal	None
Office Unit 2	Room 102	Warning	High Temperature
Office Unit 3	Room 103	Normal	None
Office Unit 4	Room 104	Warning	Low Pressure
Office Unit 5	Room 105	Normal	None
Office Unit 6	Room 106	Warning	High Voltage
Office Unit 7	Room 107	Normal	None
Office Unit 8	Room 108	Warning	Low Flow
Office Unit 9	Room 109	Normal	None
Office Unit 10	Room 110	Warning	High Humidity
Office Unit 11	Room 111	Normal	None
Office Unit 12	Room 112	Warning	Low Voltage
Office Unit 13	Room 113	Normal	None
Office Unit 14	Room 114	Warning	High Pressure
Office Unit 15	Room 115	Normal	None
Office Unit 16	Room 116	Warning	Low Temperature
Office Unit 17	Room 117	Normal	None
Office Unit 18	Room 118	Warning	High Flow
Office Unit 19	Room 119	Normal	None
Office Unit 20	Room 120	Warning	Low Humidity

Remote alarms for pre-diagnostics with unique predictive logic



Optimization recommendation by Daikin experts

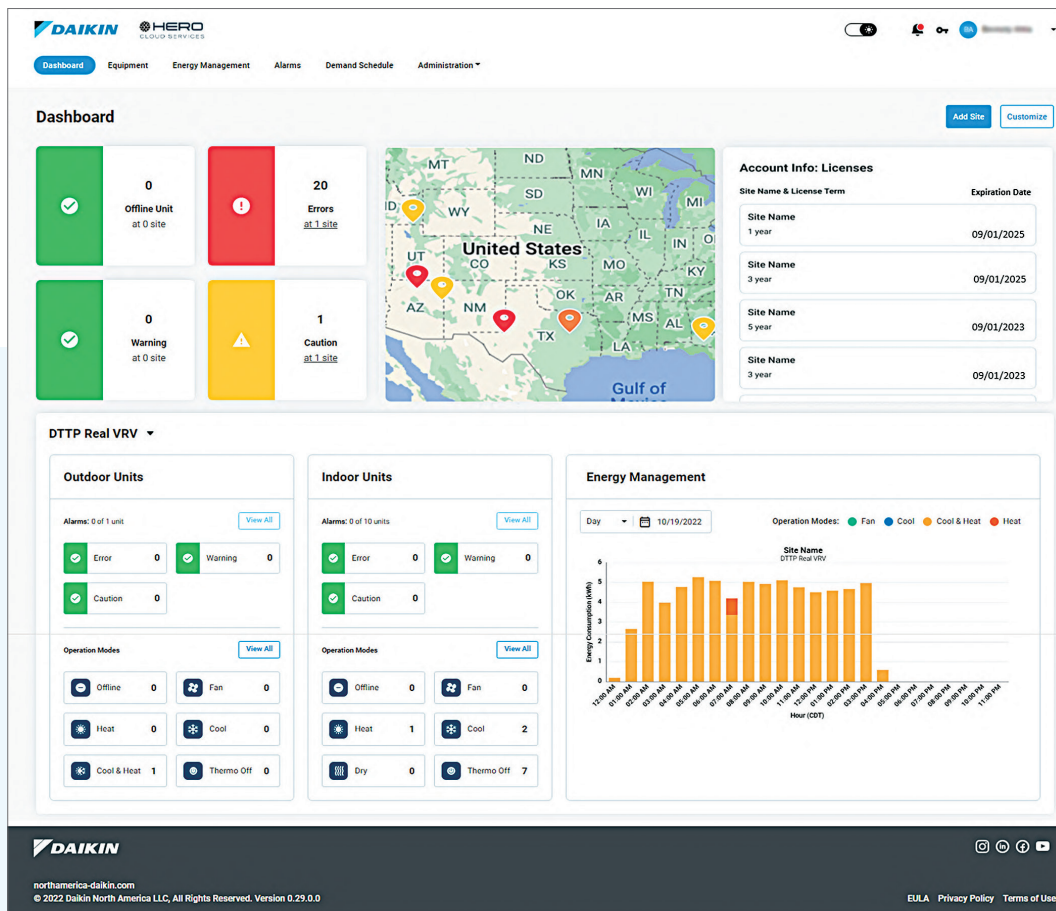
## Multisite Dashboard

The *HERO* Cloud Services dashboard offers an overview of the accessible sites and provides the status of the total number of units displaying alarms, errors, warnings, or offline. The dashboard can be customized using the “Customize” button on the top right side of the page to fit the user’s role. The Customize button allows users to add or remove the widgets (Map, Subscription, and Energy management). For example:

- » The Subscription widget will display the currently subscribed sites and the expiration date.

- » The “Energy Management” widget offers customized bar chart views for the energy consumption of the selected unit. This widget will also give users a quick view of their site’s outdoor unit and indoor unit error status and mode of operation.

On the top right of the dashboard, users can switch to dark mode, check the current errors through the notification icon, request site access control through the “key icon,” and edit the user profile.





## Equipment List/Detail

- » The “Equipment List” widget lists all equipment for each site, including the indoor (IDU) and outdoor (ODU) units. The filter or the search bar allows users to search for specific units.
- » The “Equipment Detail” widget can be viewed by selecting the desired equipment row.

### Equipment Details

The piping diagram provides dynamic graphics with real-time data for sensor values with the option to view the sensor description. System operation data is updated in 1 min increments based upon a change of value. In addition, system data can be “Replayed” in 1 hour increments from the stored data (5 years) on the piping diagram.

**Equipment List**

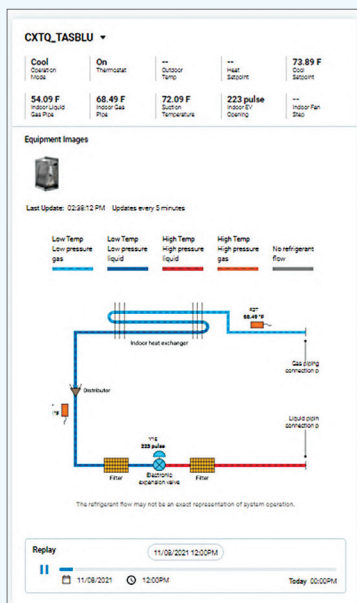
Dashboard **Equipment** Energy Management Alarms Demand Schedule Administration

All Sites All Units All Operation Modes Reset Search table

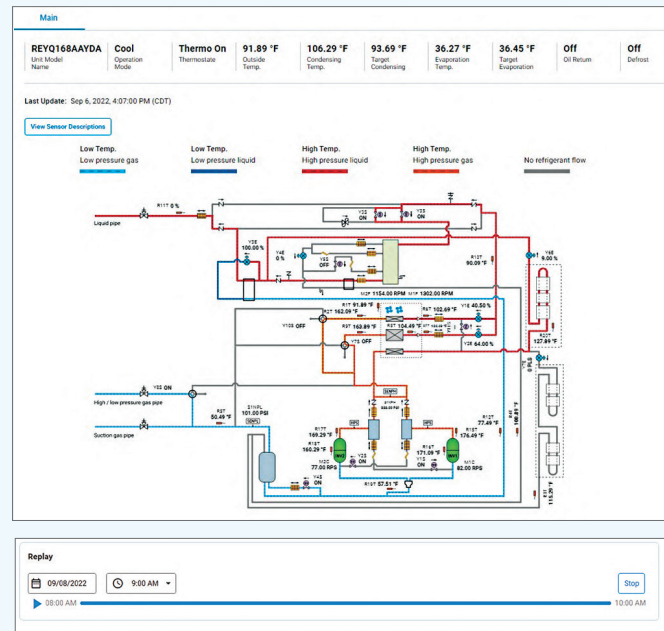
Sites	Equipment Name	Airnet Address	Group Address	Model Number	Capacity	Operation Mode	Status
Building C	Cube2928	47	NA	FXFQ20AVEB	0 tons	Cool / On	
Building C	Cube2951	48	NA	FXFQ20AVEB	0 tons	Heat / Off	
Building C	Cube2957	49	NA	FXFQ20AVEB	0 tons	Cool / On	
Building C	Cube2759	50	NA	FXFQ20AVEB	0 tons	Cool / On	
Building C	Cube2967	51	NA	FXFQ20AVEB	0 tons	Heat / Off	
Building C	Cube2955	52	NA	FXFQ20AVEB	0 tons	Cool / On	
Building C	Cube2959	53	NA	FXFQ20AVEB	0 tons	Heat / Off	
Building C	Elev.Lobby	54	NA	FXFQ20AVEB	0 tons	Cool / Off	⚠
Building C	1SElev.Lob.	55	NA	FXFQ20AVEB	0 tons	Heat / Off	
Building C	Hall 2400	74	NA	FXFQ20AVEB	0 tons	Heat / Off	

Showing page 1 - 8 of 80 results Results per page 10

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IDU Piping Diagram



ODU Piping Diagram

## EQUIPMENT LIST/DETAIL (CONT.)

The “Outdoor Unit” information side widget provides the outdoor unit model name, serial number, Airnet Address, and linked indoor units and allows remote configuring of the outdoor unit field settings. It also includes links to the manuals for the displayed equipment.

» The “Indoor Unit” information side widget provides the indoor model name, serial number, Airnet Address, group address, and linked outdoor/indoor units.

### Outdoor Unit: ODU

**Alarms**

No active alarms are detected.

**Site Information**

DTP Real VRV  
19001 Kermer Road  
Waller, Texas, 77484  
United States  
Building Type: Industrial  
Unit Location: pure [Edit](#)

**Outdoor Unit ODU**

Equipment Name: ODU [Edit](#)  
Serial Number: DTP001 [Edit](#)  
Airnet Address: 2  
Model Name: REYQ18AAVDA [Edit](#)  
Capacity: 14  
Outdoor Unit Module: Single  
Device Type: Simple Edge  
Edge Device Signal: [Strong](#)  
Edge Name: ODU 1 Device  
Field Settings [Edit](#)

**Linked Indoor Units (10)**

IDU  
IDU  
IDU  
IDU  
IDU  
IDU  
IDU  
IDU  
IDU  
IDU

**Support Materials**

[Service Manual](#) [Operational Manual](#)

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**Linked Indoor Units (10)**

IDU  
IDU  
IDU  
IDU  
IDU  
IDU  
IDU  
IDU  
IDU  
IDU

**Support Materials**

[Service Manual](#) [Operational Manual](#)

Thurs 38°F  
starts 5:07 PM  
Fri 40°F 5:30 PM  
Sat 42°F 5:45 PM  
Sun 41°F 5:45 PM

### Unit Modules

REYQ18AAVDA Cool & Heat Thermo Off 39.69°F 39.51°F 106.29°F 39.51°F 30.69°F OFF OFF

Last Update: Feb 2, 2023, 11:03:00 AM (EST)

**Refrigerant Flow**

Low Temp Low pressure gas Low Temp Low pressure liquid High Temp High pressure liquid High Temp High pressure gas No refrigerant flow

The refrigerant flow may not be an exact representation of system operation.

**Replay**

Select a date Select a time

00:00AM 00:00PM

### Indoor Unit: IDU

**Alarms**

No active alarms are detected.

**Site Information**

DTP Real VRV  
19001 Kermer Road  
Waller, Texas, 77484  
United States  
Building Type: Industrial  
Unit Location: [Edit](#)

**Indoor Unit**

Equipment Name: [Edit](#)  
Serial Number: 0 [Edit](#)  
Group Address: [Edit](#)  
Airnet Address: 1  
Model Name: FXEQ\_PVJU

**Outdoor Unit**

Equipment Name: ODU [Edit](#)  
Outdoor Unit Module: Double  
Capacity: 40  
Device Type: Simple Edge  
Edge Device Signal: [Strong](#)  
Edge Name: DTP 2602 System 1

**Linked Indoor Units (1)**

IDU 2

**Support Materials**

[Installation Manual](#) [Operational Manual](#)

### Indoor Unit: IDU 2

**Alarms**

1

**Site Information**

DTP 2602-C  
403 North Sandover Avenue  
Denton, Texas, 76205  
United States  
Building Type: Industrial  
Unit Location: [Edit](#)

**Indoor Unit IDU 2**

Equipment Name: IDU 2 [Edit](#)  
Serial Number: 0 [Edit](#)  
Group Address: [Edit](#)  
Airnet Address: 2  
Model Name: FXEQ\_PVJU

**Outdoor Unit**

Equipment Name: ODU [Edit](#)  
Outdoor Unit Module: Double  
Capacity: 40  
Device Type: Simple Edge  
Edge Device Signal: [Strong](#)  
Edge Name: DTP 2602 System 1

**Linked Indoor Units (1)**

IDU 2

**Support Materials**

[Installation Manual](#) [Operational Manual](#)

Thurs 77°F  
4:17 PM  
Fri 77°F 4:30 PM  
Sat 77°F 4:45 PM  
Sun 77°F 4:45 PM

### FXEQ\_PVJU

Cool Thermo Off 61.29°F 32.49°F 61.29°F

-62.55°F -63.09°F 77.67°F 0.00 pulse 0.00

Indoor Liquid Indoor Gas Indoor Temperature Indoor Fan Speed Indoor Fan Stop

**Equipment Images**

Last Update: Feb 2, 2023, 11:35:00 AM (EST)

Low Temp Low pressure gas Low Temp Low pressure liquid High Temp High pressure liquid High Temp High pressure gas No refrigerant flow

The refrigerant flow may not be an exact representation of system operation.

**Replay**

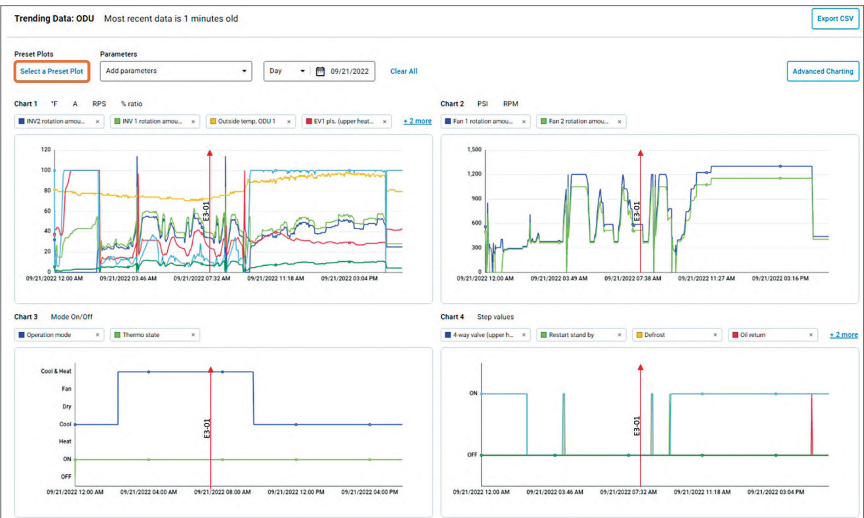
Select a date Select a time

00:00AM 00:00PM

Trend Data

The Trend Data charts section provides four separate graphs (based on the unit of measurement) to make detailed plots of outdoor or indoor unit data. The chart can be plotted for a specific day or week. The data is available for the past five years. Errors are displayed (red arrow) on the trend graph with the time stamp of error occurrence.

The “Preset” button offers preset data points for items like the Capacity Check and Compressor Health Check, and provides the ability to create a customized preset chart.



The screenshot shows the 'Preset Charts' interface. It has a 'Create a Custom Preset' section with a 'Presets' list and a 'Parameters' list.

**Presets:**

- Capacity Check
- Compressor Health Check
- Main Heat Exchanger Component Health
- Subcool Heat Exchanger Component Health

**Parameters:**

- Target evaporation temp.
- Operation mode
- Oil return
- Defrost
- INV 1 rotation amount
- INV2 rotation amount
- Evaporation temp. (TE)
- Outside temp.

Below the lists, there is a section 'Select an outdoor unit to apply the preset' with a radio button for 'Main'.

Live Data

The live data from the unit is available for viewing. Users can use the navigation buttons to view additional data or search for particular data. In addition, the data points can be added directly to the trend graphs using the “Add to trending” button.

The screenshot shows the 'Live Data: IDU 2' interface. It has a search bar and a table of parameters.

Parameters	Value	Add to trending
Cool setpoint	61.29 °F	<input type="button" value="Add to trending"/>
Equipment error level	Normal	<input type="button" value="Add to trending"/>
Heat setpoint	32.49 °F	<input type="button" value="Add to trending"/>
Indoor airnet address	2	<input type="button" value="Add to trending"/>
Indoor EV opening	200.00 pulse	<input type="button" value="Add to trending"/>
Indoor fan step	5	<input type="button" value="Add to trending"/>
Indoor gas pipe temp.	-63.09 °F	<input type="button" value="Add to trending"/>
Indoor liquid pipe temp.	-63.09 °F	<input type="button" value="Add to trending"/>
Operation mode	Cool	<input type="button" value="Add to trending"/>
Operation/Stop	On	<input type="button" value="Add to trending"/>

Indoor unit Live Data

The screenshot shows the 'Live Data: ODU' interface. It has a search bar and a table of parameters.

Parameters	Main	Add to trending
Accumulator oil return	Off	<input type="button" value="Add to trending"/>
Backup operation	Off	<input type="button" value="Add to trending"/>
Communication state	Normal	<input type="button" value="Add to trending"/>
Compressor 1 current	0.00 A	<input type="button" value="Add to trending"/>
Compressor 1 discharge pipe temp.	64.89 °F	<input type="button" value="Add to trending"/>
Compressor 1 discharge stepping down control	Off	<input type="button" value="Add to trending"/>
Compressor 1 fin stepping down control	Off	<input type="button" value="Add to trending"/>
Compressor 1 fin temp.	66.69 °F	<input type="button" value="Add to trending"/>
Compressor 1 overcurrent stepping down control	Off	<input type="button" value="Add to trending"/>
Compressor 1 predicted operating current	0.00 A	<input type="button" value="Add to trending"/>

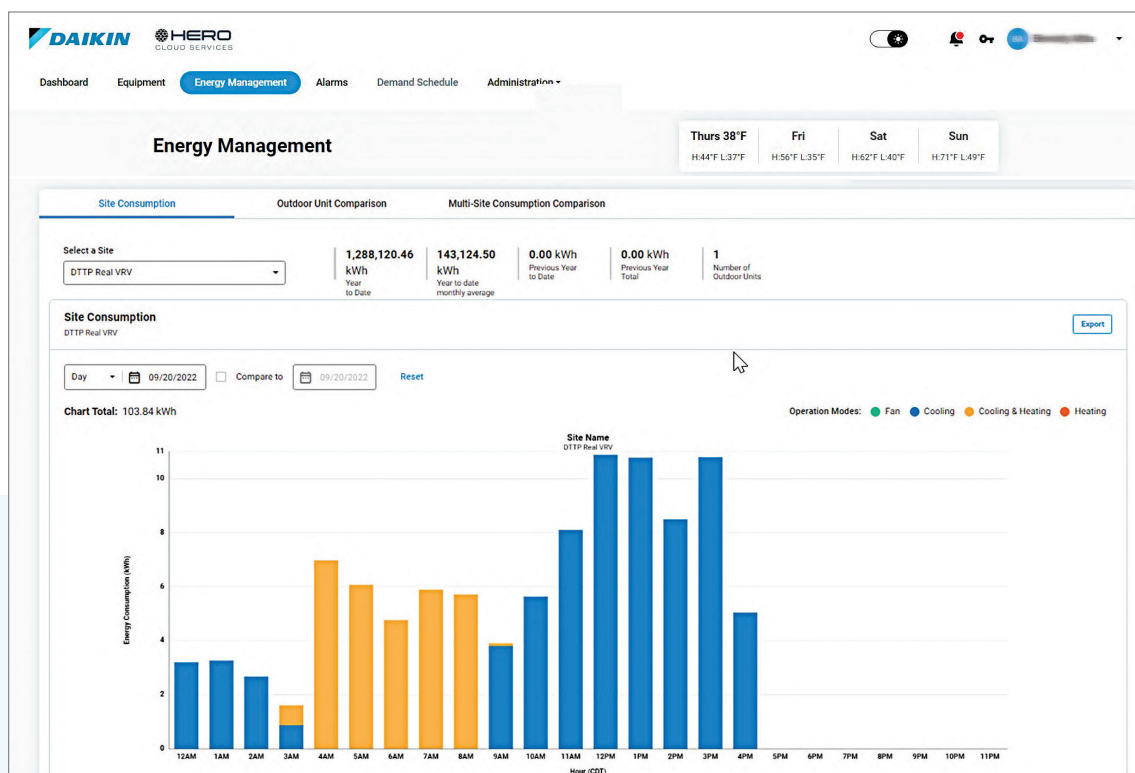
Outdoor unit Live Data

## Energy Management

The “Energy Management” widget provides detailed energy monitoring for the connected equipment. Three types of charts are available on the energy management page:

1. Site Comparison
2. Outdoor Unit Comparison
3. Multisite Consumption

When the mouse pointer hovers on a bar in the graph, a tooltip displays the actual energy consumption value with more details. The compare feature of the graph provides a way to compare the selected data with past data. Also, the plotted data can be exported using either PNG or CSV file formats.



The bar chart allows the user to view energy data for the selected site. The energy consumption data bars are broken down into modes of operation of the outdoor unit, such as Cooling, Heating, Cooling & Heating, and Fan modes.



## Alarms Console

The widget provides users with a view of current active or inactive alarms with the option to filter among sites, units, and statuses for a specific duration.

Sites	Equipment Name	Alarm Type	Alarm Code	Time of Alarm	Status	Occurrences
DTTP Real VRV	ODU	Error	U4-13	January 28, 2023 at 08:34:00 AM (CST)	Inactive	10
DTTP Real VRV	IDU	Error	SF-00	January 28, 2023 at 08:24:00 AM (CST)	Inactive	4
DTTP Real VRV	ODU	Caution	CJ-00	January 19, 2023 at 12:00:00 AM (CST)	Inactive	25
DTTP Real VRV	ODU	Warning	E3-00	January 18, 2023 at 11:58:01 PM (CST)	Inactive	29
DTTP Real VRV	ODU	Error	E2-01	January 18, 2023 at 11:56:01 PM (CST)	Inactive	33
DTTP Real VRV	IDU	Caution	A0-01	January 18, 2023 at 11:52:43 PM (CST)	Active	2
DTTP Real VRV	IDU	Warning	F3-22	January 18, 2023 at 11:50:18 PM (CST)	Inactive	2
DTTP Real VRV	IDU	Error	A6-20	January 18, 2023 at 11:47:53 PM (CST)	Inactive	2
DTTP Real VRV	ODU	Caution	CJ-00	January 18, 2023 at 11:04:58 PM (CST)	Inactive	24

The Error Details widget provides information on the error generated, possible causes, and technician tips. It also provides a comments section to create a history of actions taken on the equipment. Support materials are also available, so the technician never has to leave the Daikin *HERO* Cloud Services dashboard to get more information.

**Conf.2761**

**Alarm** Priority: High

Alarm Status: Active  
 Error Type: Error  
 Error Code: A0-00  
 Edge Name: Edge-C  
 Local Site Time: Mar 14, 2022, 7:30:50 AM

**Equipment Details**

Equipment Name: [Conf.2761](#)  
 Model Number: FXFQ20AVEB  
 Location:  
 D-NET Address: 23  
 Edge Device ID: 2923361983269003  
 Edge Device Signal: --  
 Demand Limit: --

**Linked Indoor Units**

[Conf.2761](#)  
[Cube2732](#)  
[Conf.Rm.2404](#)  
[Conf.2772](#)  
[1SElev.Lob.](#)  
[Cube2955](#)  
[Pulse 7949](#)

**Support Materials**

[Service Manual](#) [Operation Manual](#)

**Alarm Description:**  
T1/T2 Safety Alarm

**Possible Causes:**  
Safety Device on T1/T2 is open, Improper field setting, Defective indoor unit control PCB

**Tech tips:**  
-Verify if any wires are connected to T1 and T2, if yes, then set field setting accordingly -Commonly used mode 22-1-03.

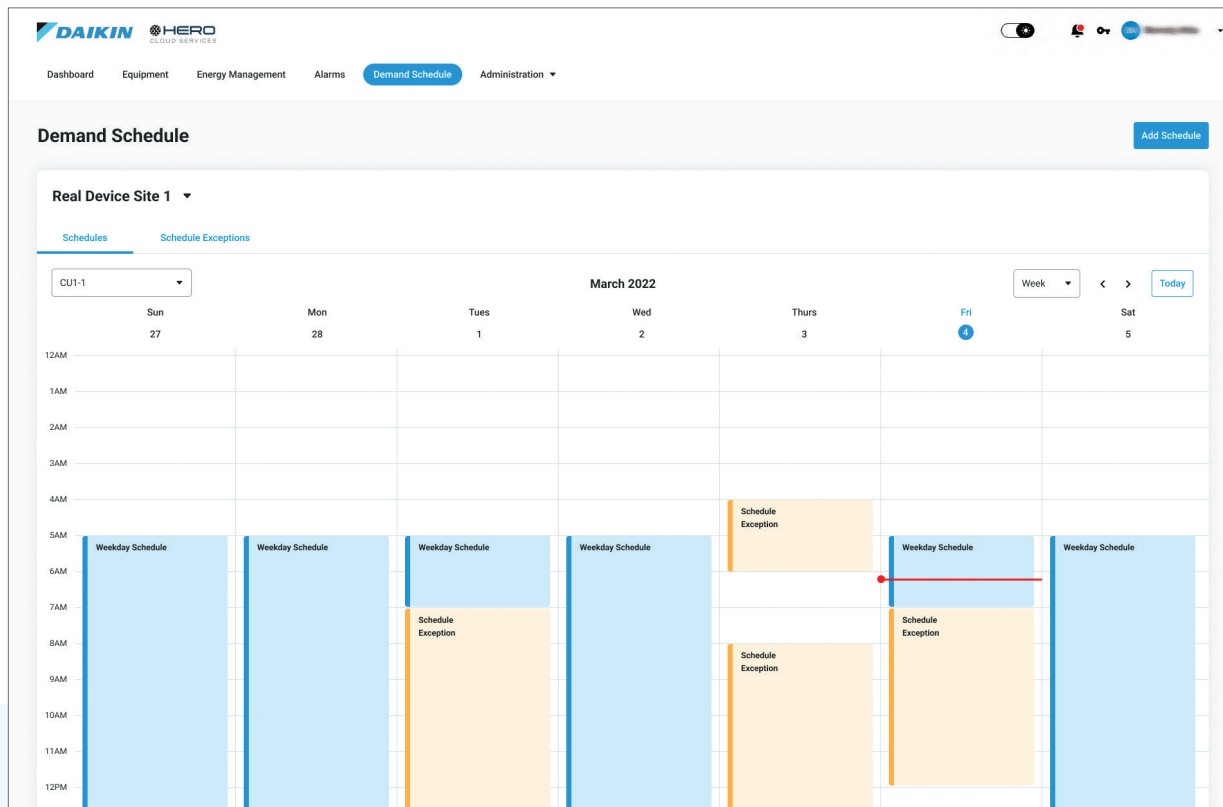
**Condition:**  
When an open circuit occurs between external input terminals with the remote controller set to "external ON/OFF terminal".

**Method of Detection:**  
Detect open or short circuit between external input terminals in indoor unit.

**Comments**  
 Add a comment...  
 Post

## Demand Schedule

Provides monitoring and configuration for the outdoor unit demand limit and low noise schedule operation



## Administration

The “Administration” widget provides user management with customizable access for the specified user type. In addition, multiple user roles are available to fit different user types (manufacturer rep, distributor, Dealer, Engineer, Building owner) to support quick access and identification.

**Administration**

Users

All Sites 31 total users Search table

Name	Email	User Type
vruser9 test test	vruser9@test.com	Building Owner
vruser8 test	vruser8@test.com	Sales Representative
vruser11 test	vruser11@test.com	Sales Representative
vruser test	vruser2@test.com	Daikin Admin
vruser ten	vruser10@test.com	Building Owner
tester mail	mironbad@googl.win	Service Contractor

<i>HERO Simple Edge</i>	
<b>Model</b>	DSE40A71
<b>Description</b>	<i>HERO</i> Simple Edge Cloud Communication Adaptor
<b>Maximum Connections</b>	64 Indoor Units / 1 Outdoor Unit
<b>Communication to Outdoor unit</b>	Proprietary
<b>Communication to Cloud</b>	LTE-CAT-M (Verizon) Continental United States, Alaska, Hawaii, and Canada.
<b>Power</b>	16VDC supplied by Outdoor Unit, less than 3W
<b>Operating Temp Range</b>	-22 to 125°F (-30-52°C)
<b>Storage Temp range</b>	-22 to 158°F (-30-70°C)
<b>Operating Humidity Range</b>	Less than 95% RH (Non-condensing)
<b>Storage Temp range</b>	Less than 95% RH (Non-condensing)
<b>Installation Elevation</b>	Less than 6500 ft. (2000 m)
<b>Dimensions (W x H X D)</b>	6.2" X 3.8" X 1.7" (160 mm X 96 mm X 42 mm)
<b>Weight (Mass)</b>	1.0 lb. (0.46 kg)
<b>Communication wire</b>	9-33/64 ft. (2900 mm)
<b>Conversion harness</b>	0.55 ft. (170 mm)
<b>Enclosure Rating</b>	IP66
<i>HERO Cloud Services</i>	
<b>Compatible Browser</b>	Google Chrome, Safari
<b>Compatible Devices</b>	PC, MAC, Smartphone, and Tablet with internet connection
<b>Requires Subscription</b>	Yes
<b>URL</b>	<a href="http://www.daikinhero.com">www.daikinhero.com</a>

**FOR QUESTIONS OR SUPPORT:**

1-800-DAIKIN1 • [daikinhero.support@daikincomfort.com](mailto:daikinhero.support@daikincomfort.com)

## About Daikin:

Daikin Industries, Ltd. (DIL) is a global Fortune 1000 company and is recognized as one of the largest HVAC (Heating, Ventilation, Air Conditioning) manufacturers in the world. Founded in 1924, Daikin is approaching 100 years of HVAC worldwide leadership. DIL is primarily engaged in developing indoor comfort systems and refrigeration products for residential, commercial, and industrial applications. Its consistent success is derived, in part, from a focus on innovative, energy-efficient, and premium quality indoor climate and comfort management solutions.



Learn more at [www.daikinac.com](http://www.daikinac.com)



Scan to watch a video overview  
of Daikin *HERO* Cloud Services.

## ADDITIONAL INFORMATION

Before purchasing this appliance, read important information about its estimated annual energy consumption, yearly operating cost, or energy efficiency rating that is available from your retailer.



Our continuing commitment to quality products may mean a change in specifications without notice.  
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CB-HEROCS\_04-23