



Daikin *HERO* Cloud Services Sell Sheet

Deliver smart HVAC service, reduce costs, and build strong customer relationships

Daikin *HERO* Cloud Services is more than HVAC monitoring — it's a recurring revenue opportunity and a value-add solution that can strengthen customer relationships. By offering *HERO*, sales professionals position themselves as trusted advisors who deliver peace of mind, efficiency, and long-term savings.

- » **Elevate your service contracts** with real-time monitoring, customized dashboards, and proactive alerts.
- » **Around-the-clock monitoring capabilities of Daikin and non-Daikin systems** with predictive intelligence to spot issues long before they become failures.
- » **Help limit costly truck rolls with real-time visibility:** Trend five years of operational data, review alarms remotely, and turn insights into action without rolling a vehicle.
- » **Territory-wide visibility** through a multi-site dashboard — efficient portfolio oversight with reporting that sparks meaningful customer touchpoints.
- » **Build service contracts** with flexible 1-, 3-, or 5-year terms — plus, every device purchase includes the first years monitoring at no additional cost.
- » **Catch issues before customers notice** and potentially prevent small problems from becoming costly failures and limit emergency callouts. Supports predictable, profitable operations.
- » **Integrates with your customer's BMS** or operates as a complete standalone platform, providing flexibility.



Owner positioning sales pitch:

"You want your buildings and systems to run smoothly, and you want the tools to manage them efficiently. Daikin HERO Cloud Services can deliver real-time visibility into HVAC units across your portfolio, with predictive alerts that help identify potential issues before they impact operations. HERO can help you plan smart maintenance, cut unnecessary truck rolls, limit energy waste, and manage all your sites from a single dashboard — putting control, clarity, and confidence back in your hands so you can stay proactive, not reactive."

	HERO Pro Edge	HERO Simple Edge
Application	Cloud based VRF central controller and Mini-BMS for building	Remote monitoring for a single system
Equipment compatibility	Compatibility: » D3/D4: Daikin VRF, VRF-S, Mini & Multi Split » BACnet®/IP: Daikin Applied Rebel®, Oxygen8 and other 3rd party equipment such as RTU, Lights » WAGO® I/O: Remote Inputs / Outputs	Daikin VRF IV or newer
Connectivity to cloud	Customer provided Internet connection	On-board cell connection (SIM included in the device)

HERO Simple Edge	
Model	Description
DSE401B71	HERO Simple Edge (USA & Canada)
HSE1YRSUB	HERO Simple Edge 1-Year License Renewal
HSE3YRSUB	HERO Simple Edge 3-Year License Renewal
HSE5YRSUB	HERO Simple Edge 5-Year License Renewal

HERO Pro Edge		
	Model	Description
<i>HERO D4 Pro Edge</i>	DGE601B71	HERO D4 Pro Edge
	HD4PE1YRSUB	Basic Subscription Renewal for 1 Year – DGE601B71
	HD4PE3YRSUB	Basic Subscription Renewal for 3 Years – DGE601B71
	HD4PE5YRSUB	Basic Subscription Renewal for 5 Years – DGE601B71
	DGE601A54	D4 Plus Adaptor
	DGE601A75	D4 Plus Unit
	DGE601A751	Power supply unit for D4 Plus Unit.
<i>HERO Pro Edge</i>	DGE601A71	HERO Pro Edge
	HGPFE1YRSUB	Basic Subscription Renewal for 1 Year – DGE601A71
	HGPFE3YRSUB	Basic Subscription Renewal for 3 Years – DGE601A71
	HGPFE5YRSUB	Basic Subscription Renewal for 5 Years – DGE601A71
<i>Options common to HERO D4 Pro Edge and HERO Pro Edge</i>	DGE601A72	DIII Plus Adapter for HERO Pro Edge and iTM
	DGE601A53	DIII Plus Adapter Slot (For Use with DGE601A72)
	DGE009A71	Pro Edge BACnet Client (10 Devices)- Monitor up to 10 BACnet Devices
	DGE009A72	Pro Edge BACnet Client (50 Devices)- Monitor up to 50 BACnet Devices
	DGE002A71	Power Proportional Distribution PPD – Tenant Billing
	HGPFETEN-01	Individual Tenant access option – monitor and controls assigned indoor units (no access to system data)
	WAGO® I/O – Multiple	Monitor and control third party units using I/O contacts.
	1ODULIC-1	HERO Cloud Services Outdoor Unit Activation Fee (Need when connecting more than 14 outdoor unit systems)
BRD72A-L	D3/D4 Conversion Adaptor	

Scan to learn more



BACnet® is a trademark of ASHRAE.

Our continuing commitment to quality products may mean a change in specifications without notice.

© 2026 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. · Houston, Texas · USA · www.daikincomfort.com

PF-HEROSALES_03-26