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| **Making cool sounds for audio retailer**  Bang & Olufsen, Bexleyheath, UK |

***“It’s so quiet”* – That was the first reaction of a high-end audio and video equipment retailer, after his shop became the first London retailer to upgrade to a Daikin Sky Air R-32 system throughout, integrating a Seasonal Smart Roundflow cassette indoor unit.**

The system is part of Daikin’s Bluevolution range, featuring energy-efficient R-32 refrigerant, which has a lower GWP.I n a business where audio quality is the keyword, it is important to keep extraneous sound to a minimum. But with lots of bright lights and electronic equipment at work all day, it’s also essential to keep things cool.

*“For us it’s all about the customer experience,”* says Paul Blake, Director of Bang & Olufsen, Bexleyheath, South-East London. *“The old system had become quite noisy, so we had to switch it off every time we did an audio demonstration. That was not good for the customer experience, as without air conditioning, the temperature inside the shop could reach an unbearable 40oC in high summer.”*

The retailer has enjoyed a long association with Daikin. Founded in 1989, it moved to its current premises on Broadway in 1996. As part of the fit-out for the new store, a Daikin R-22 split system – then state-of-the-art technology – was installed throughout. With the present EU total phase out of R-22, Daikin’s new generation of Sky Air units made business sense for its HVAC refurbishment.

London based Daikin installer, Technicool Air Conditioning, took less than a day to remove the old components and fit the new 7kW system. Technicool’s Spencer Johnson says: “*It was a straightforward* *installation. The replacement of refrigerant pipework was less than ten meters between the indoor and outdoor units and the unit came pre-charged with refrigerant, which also saved time.*

As it was the first installation of its kind, a Daikin engineer was on site the following day to check the installation and formally commission the system.

Paul Blake explained: *“A customer originally recommended Daikin to us. We felt that having the latest in air conditioning technology was in keeping with the B&O brand image.* *The old Daikin unit had served us well over 20 years. Which is a pretty impressive life-span.”*

Daikin's Round Flow cassette delivers all year round high performance, integrating energy-saving inverter technology efficiency with seasonal efficiency features. The Round Flow cassette's minimal visual impact, even temperature distribution and quiet operation now contribute to create an inviting atmosphere for B&O clients and staff, delivering a comprehensive, energy-efficient solution with minimal maintenance requirements.

**To find out more visit** [**www.daikineurope.com/commercial/bluevolution**](http://www.daikineurope.com/commercial/bluevolution)

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**Editors’ notes:**

**About Daikin Europe N.V.**

Daikin Europe N.V. is a major European producer of air conditioners, heat pumps and refrigeration equipment, with approximately 5,500 employees throughout Europe and 10 major manufacturing facilities based in Belgium, the Czech Republic, Germany, Italy, Turkey and the UK.

Globally, Daikin is renowned for its pioneering approach to product development and the unrivalled quality and versatility of its integrated solutions. With more than 90 years’ experience in the design and manufacture of heating and cooling technologies, Daikin is a market leader in heat pump technology. Daikin VRV and Daikin Altherma are the most sold heat pump systems in Europe, with over 500,000 systems delivered to date.

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