

Daikin Library FAQ

1. How do I access the new library?

- a. To access the new library, click the following URL: <https://library.daikincity.com>
- b. From Daikin City (<https://www.daikincity.com/v3/#/home>), click on the Documents Library menu item

2. Is there a tutorial video available?

To access the tutorial video, click the link : [New Daikin City Library Intro video](#)

3. What new features are available in the new library?

- a. **HOME PAGE with SMARTER SEARCHING & EASIER NAVIGATION:** The brand-new home page displays a global search dialog box. With a few different options, simply select the path which best suits you.
 - i. Intelligent Search Bar
 - ii. Browse by Product
 - iii. Browse by Asset Type
- b. Use any of the above to get a listing of all available assets right at your fingertips.

4. What kind of assets are available in the new library?

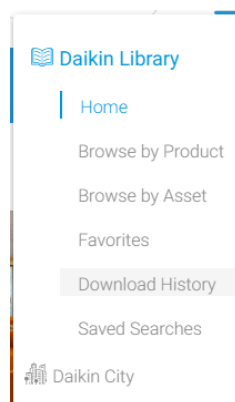
- a. Catalogs (Product, Technical, Parts)
- b. Images (Product, Service, Badges, Dimensional, Illustrations, Installation, etc.)
- c. Presentations (Training, Sales, Service, Application, Controls, Marketing, Tools)
- d. Brochures, Flyers, Warranty Certifications, and much more!

5. Can I use my Daikin City login to access the new library?

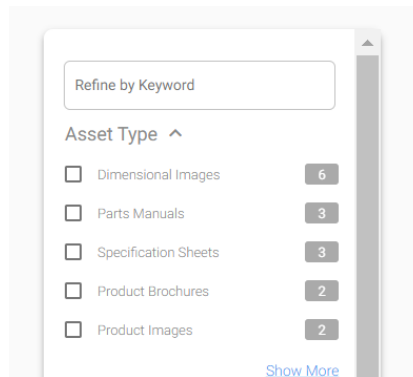
- a. Login to Daikin City for profile-based additional content and assets:
 - i. Product-based documents are available to all Daikin City users without login.
 - ii. Additional access-based assets are credential based, determined when a user logs in.

6. Can I view my download history?

Quickly access your download history to select multiple pieces of media to redownload if needed. To access your download history, login to the library and simply select download history via the hamburger menu option toward the top right of the screen.



7. **How can I get login access to the new library?** For new access, please register in Daikin City by clicking [here](#), or contact daikincity@daikincomfort.com.
8. **Can I access the library from a mobile device?** A responsive web design makes online searching, browsing, downloading, and sharing a breeze from your phone, tablet, or desktop.
9. **How long will the What's New items appear?** The "What's New" items appear based on the time they were added. Ten 'What's New' items are displayed at a time always showing the latest by published/upload date.
10. **Can wildcard characters be used in the search bar?** Yes, the asterisk can be used in the search bar to produce more search results, especially when searching by Product Code. Example search would be DZ14*
11. **Can I refine my search once I select filter options?** Yes, after selecting filter options, type in search criteria in the Refine by Keyword textbox to further refine your results.



12. **Can I expand and collapse the navigation menu in the search results screen?** Yes, click the carrot next to the navigation item name to collapse the menu or click the "[Show More](#)" link underneath the menu to show more items.

