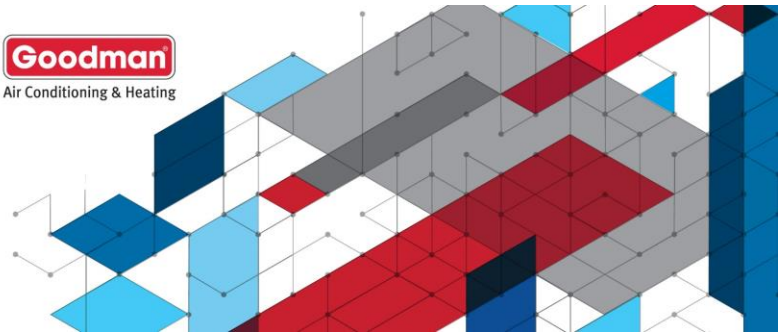
DAIKIN AMANA HEATING & AIR CONDITIONING

Goodman Air Conditioning & Heating

PRODUCT MARKETING NEWS



C-GN-PC-3069

Date: August 4, 2026

To: Daikin, Goodman and Amana® brand Internal, Sales and Distribution

From: Digital Tools and Technical Service Team

Subject: **Daikin *Tech Hub* 2.0 App Update Now Available**

We are pleased to announce Daikin *Tech Hub* 2.0 update, delivering improvements in performance, usability, security, and data reliability compared to the previous version. This latest version is available for download from Apple's App Store and Google Play – users are encouraged to update to the latest version for the best experience.

Available on the App Store

ANDROID APP ON Google play

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Key Enhancements Compared to Previous Version

1. Performance and Reliability

- Faster application startup and synchronization
- Improved search performance for products and technical information
- Smoother navigation and enhanced in-app browser stability

2. Security

Enhanced login process for a more secure and reliable authentication experience

3. Offline Access and Data Management

- Offline access for Field Settings
- Server-synced bookmarks across devices
- Improved database architecture for better performance and scalability

4. Product Information

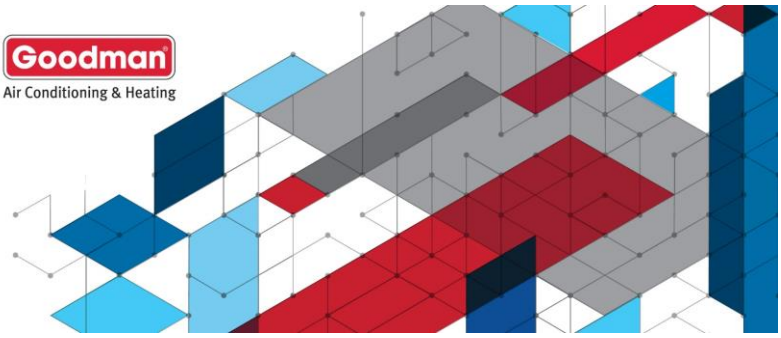
- Better organization of technical specifications
- Improved video tagging and accessibility
- Resolved model-based error code issues

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5. Data Quality

Eliminated incorrect data issues affecting: Field Settings, Refrigerant Calculator and System Compatibility Tools

6. Downloads

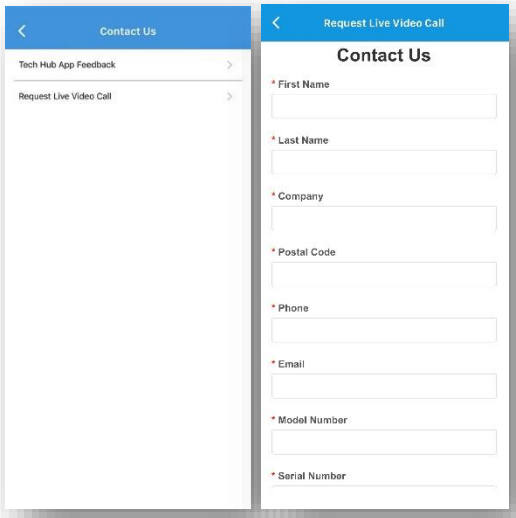
Faster and more reliable document downloads

7. NEW: Live Video Call Support

Technicians can now connect directly with Daikin Technical Support

through real-time video assistance.

- Request live video support directly from within the *Tech Hub* app
- Allow Daikin experts to visually inspect equipment and help provide more accurate troubleshooting assistance
- Reduce equipment downtime through faster issue resolution
- Receive step-by-step guidance for complex service scenarios
- Fully integrated with existing *Tech Hub* tools for a seamless field service experience



Important Note

Due to the upgraded database architecture in Version 2.0, all previously synced data will be re-downloaded upon first login after updating the app. This is expected behavior and is intended to help users have access to the most current and accurate information.

Key Dates and Information

Item	Availability Date	ACCESS
Daikin *Tech Hub* App: Video Call Functionality	Available	Available on Apple App Store and Google Play Store
Daikin *Tech Hub* update information	Available	Demo Video

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