From:	Richie Lovorn
To:	"Support"
Subject:	RE: 0278000237
Date:	Thursday, April 23, 2020 9:38:00 AM

Hello! Just checking in to see if you have heard anything from your source again? Im getting asked for a status as this job is in its closing stages in we're in a rush to get this unit done. Thanks again.

From: Richie Lovorn <richie@westover-usa.com>
Sent: Tuesday, April 21, 2020 8:09 AM
To: 'Support' <support@hms.se>
Subject: RE: 0278000237

Daikin unit # FDMQ24RVJU
Daikin Wired Remote Controller # BRC1E73 wired into P1P2
It is in Master setting as it has to be for our BACnet interface. In Slave setting it crashes our BACnet communication. In Master I'm able to see it on our system but the P1P2 communication fails between Intesis Interface device, Daikin unit and Daikin wired remote controller. On the Intesis LED1 is steady red and error code U5 is displayed on the Diakin Wired remote controller. No cable was provided with this unit. We pulled 2, 18g tffn wires from wired remote controller to unit P1P2 and 2 more 18g tffn wires from unit P1P2 to the intesis and we have purchased a usb power supply to a wall box like a cell phone charger powering the intesis.

From: Support <support@hms.se>
Sent: Tuesday, April 21, 2020 6:32 AM
To: Richard Lovorn <richie@westover-usa.com>
Subject: CRM:0278000237

Thank you for your patience,

Here's what I heard from my colleague:

- Can you please Provide the model number of the AC and the remote control if used?
- Do you have a Daikin wired remote controller on the P1P2 bus?
- have you checked the Master/slave settings?
- Have you used the cable provided with the unit? had this being modified in any way?