

**KOLIN PHILIPPINES INTL., INC.**  
**2025 Social Media Summary of Reports**

	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date Jan - Dec. 2025
<b>Facebook, Instagram and Tiktok</b>													
Service Request	281	221	313	425	338	233	194	222	189	210	250	246	3,122
Product Inquiry	44	143	695	670	204	53	41	38	27	88	155	217	2,375
Parts Inquiry	28	23	34	34	47	34	25	60	36	23	26	22	415
ASP Applicant	6	11	14	11	5	9	10	10	13	7	7	7	110
Complaints	4	10	11	13	11	8	6	8	3	3	3	3	90
Others (unresponsive)	142	105	149	244	223	138	99	116	103	124	102	113	1,658
Job Applicant	267	290	252	339	547	853	476	271	201	190	197	236	4,119
General Inquiry	419	408	915	967	847	469	374	423	273	345	435	354	6,229
Total number of Transactions	1191	1211	2383	2726	2222	1797	1225	1148	845	994	1175	1201	18,118
<b>Performance Monitoring (Facebook)</b>													
Likes as of	84,130	84,305	89,623	94,471	98,105	100,362	100,623	102,095	103,560	104,538	116,966	N/A	
% Growth	1.89%	0.21%	6.31%	5.41%	3.85%	2.30%	0.26%	1.46%	1.43%	0.94%	11.89%	-	
Followers as of	95,385	95,576	100,913	105,889	109,558	111,769	111,897	113,279	114,660	115,540	116,936	119,007	
% Growth	1.83%	0.20%	5.58%	4.93%	3.46%	2.02%	0.11%	1.24%	1.22%	0.77%	1.21%	1.77%	
Average daily views	294	262	426	641	510	578	469	369	351	763	998	937	
<b>Performance Monitoring (Instagram)</b>													
Followers as of	2,615	2,633	2,673	2,710	2,753	2,768	2,787	2,787	2,793	2,768	2,897	2,894	
% Growth	0.73%	0.69%	1.52%	1.38%	1.59%	0.54%	0.69%	0.00%	0.22%	-0.90%	4.66%	-0.10%	
<b>Performance Monitoring (Tiktok)</b>													
Followers as of	1,444	1,488	1,526	1,665	1,850	1,884	1,932	1,958	1,977	1,999	2,036	2,055	
% Growth	0.91%	3.05%	2.55%	9.11%	11.11%	1.84%	2.55%	1.35%	0.97%	1.11%	1.85%	0.93%	
Profile views	141	292	431	1,099	1,068	293	316	314	176	257	248	801	

Prepared by:

*Nicole Agnes S. Fernandez*  
 Nicole Agnes S. Fernandez  
 Senior Customer Complaint Specialist

Noted by:

*Rhenalyn Bacligano - Manzano*  
 Rhenalyn Bacligano - Manzano  
 OP-Supervisor

KOLIN PHILIPPINES INTERNATIONAL INC.  
 SUMMARY OF SERVICE JOB REQUEST FROM SOCIAL MEDIA ACCOUNT (FACEBOOK, INSTAGRAM AND GOOGLE ACCOUNTS)  
 FOR THE MONTH OF DECEMBER 1-31,2025

Facebook & Instagram							
DATE	CC	CHECK-UP	REPAIR	INSTALL	SURVEY	UNRESPONSIVE	TOTAL
Total number of customer							
1	12	4				7	23
2	11	5				5	21
3	8	7				2	17
4	9					4	13
5	9	5				7	21
6	4	3			1	4	12
7	4			1		1	6
8							0
9	18	3				13	34
10	10	4		1		8	23
11	6	1				5	12
12	7	2				1	10
13	6	1				1	8
14	4					4	8
15	10	2				5	17
16	11	3				4	18
17	6	3				3	12
18	2	1				1	4
19	1	2				4	7
20							0
21	4	2				7	13
22	9	4				1	14
23	6					9	15
24							0
25							0
26	16	1				6	23
27	1	1				2	4
28	5					5	10
29	7	3				4	14
30							0
31							0
<b>OVERALL TOTAL</b>	166	57	0	2	1	113	339

Total related service request with corresponding SJR

Overall total number of service request with corresponding SJR

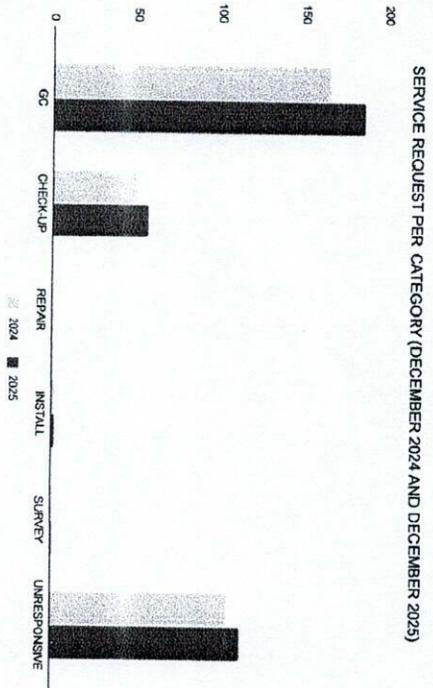
246

Tik-Tok Accounts							
DATE	CC	CHECK-UP	REPAIR	INSTALL	SURVEY	UNRESPONSIVE	TOTAL
Total number of customer							
1							0
2							0
3							0
4							0
5							0
6							0
7							0
8							0
9							0
10							0
11							0
12							0
13							0
14							0
15							0
16							0
17							0
18							0
19							0
20							0
21							0
22							0
23							0
24							0
25							0
26							0
27							0
28							0
29							0
30							0
31							0
<b>OVERALL TOTAL</b>	0	0	0	0	0	0	0

Total related service request with corresponding SJR

0

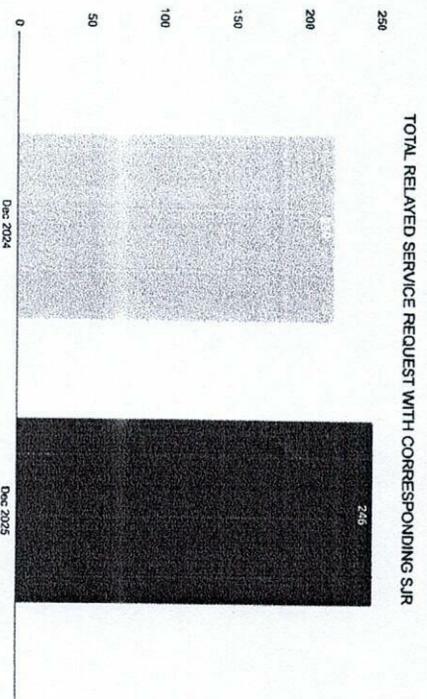
**BAR GRAPH 1. SERVICE REQUEST PER CATEGORY (DECEMBER 2024 AND DECEMBER 2025)**



Prepared by:  
*[Signature]*  
 Ms. Charlene Reagin  
 Social Media Assistant

This report presents a summary of the overall service requests received for the month of December 2025. A total of 359 service requests were recorded, including those that remained unresponsive. Out of this total, 246 requests had corresponding Service Job Reports (SJRs).  
 By comparison, the total number of service requests recorded during the same period last year was 219, indicating a notable increase in service demand this year.

**BAR GRAPH 2. TOTAL RELATED SERVICE REQUEST WITH CORRESPONDING SJR**



Noted by:  
*[Signature]*  
 Ms. Blaine M. Anderson  
 OP - Supervisor

**KOLIN PHILIPPINES INTERNATIONAL INC.  
 CUSTOMER FEEDBACK THROUGH SOCIAL MEDIA (FACEBOOK, INSTAGRAM AND TIKTOK ACCOUNTS)  
 FOR THE MONTH OF DECEMBER 2026**

**Facebook and Instagram**

No. of Customer	Respondents	With rating & Comments	Rating only	No response	Cancelled	No Show	2nd action	Survey	WFCC	Open SJR	Total
246	115	76	39	68	23	1	1	0	0	38	246

**Tiktok Account**

No. of Customer	Respondents	With rating & Comments	Rating only	No response	Cancelled	No Show	2nd action	Survey	WFCC	Open SJR	Total
0	0	0	0	0	0	0	0	0	0	0	0

**Overall Total**

No. of Customer	Respondents	With rating & Comments	Rating only	No response	Cancelled	No Show	2nd action	Survey	WFCC	Open SJR	Total
246	115	76	39	68	23	1	1	0	0	38	246

Prepared by: *AV* 01/05/2026  
 Alexeise Vidal  
 Customer Feedback Assistant - Fb Page

Noted by: *RM*  
 Ms. Rhenalyn Manzano  
 OP-Supervisor

Customer Feedback and Confirmation Daily Monitoring  
 Facebook inbox and Instagram  
 For the Month of DECEMBER 2025

DATE	No. of Customer	Respondents	With rating & Comments	Rating only	No response	Cancelled	No Show	2nd action	Survey	WFCC	Open SJR	Total	Remarks
1	16	11	6	5	3	2						16	
2	16	8	6	2	3	5						16	
3	15	10	8	2	4	1						15	
4	9	4	3	1	3	2						9	
5	14	8	6	2	5	1						14	
6	8	4	2	2	2	1	1					8	CCF-25-12-136 Soomed No Show
7	5	3	3		2							5	
8	0	0										0	
9	21	14	6	8	3	3					1	21	
10	15	8	4	4	6	1						15	
11	7	2		2	5							7	
12	9	6	5	1	1	1					1	9	
13	7	6	5	1	1							7	
14	4	1	1		2						1	4	
15	12	4	3	1	6	1		1				12	
16	14	11	9	2	2	1						14	
17	9	4	3	1	2	2					1	9	
18	3	0			3							3	
19	3	0			2						1	3	
20	0	0									0	0	
21	6	2		2	4							6	
22	13	4	2	2	6	1					2	13	
23	6	1		1	3						2	6	
24	0	0									0	0	
25	0	0									0	0	
26	17	2	2			1					14	17	
27	2	2	2									2	
28	5	0									5	5	
29	10	0									10	10	
30	0	0										0	
31	0	0										0	
<b>Total</b>	<b>246</b>	<b>115</b>	<b>76</b>	<b>39</b>	<b>68</b>	<b>23</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>38</b>	<b>246</b>	

Note:  
 On Friday (Nov 26), they messaged me if we were already confirmed for the Saturday schedule. Yes, I agreed and confirmed it, but yet hindi sila natuloy. We were waiting for them sa house but they did not come. No follow-up message din nung Saturday kaya wala kaming idea bakit hindi sila nakapunta.

Validation:  
 The ASP was unable to attend to the customer due to heavy traffic in Cainta, as several roads and highways were closed for the Cainta Festival celebration. The technician was also unable to update their office or contact the customer due to lack of mobile data.

The process center will manage the back-office adjustments for the ASP and coordinate with the customer on the day of the service.

Called customer for validation but no response. Already left a message

Prepared by: *Alexeise Vidal* 01/01/2026  
 Alexeise Vidal

Noted by: *Rheneza E. Manzano*  
 Ms. Rheneza E. Manzano

Daily feedback, validation and confirmation to customer  
 Tiktok Account  
 For the Month of DECEMBER 2025

DATE	No. of Customer	Respondents	With rating & Comments	Rating only	No response	Cancelled	No Show	2nd action	Survey	WFCC	Open SJR	Total	Remarks
1		0										0	
2		0										0	
3		0										0	
4		0										0	
5		0										0	
6		0										0	
7		0										0	
8		0										0	
9		0										0	
10		0										0	
11		0										0	
12		0										0	
13		0										0	
14		0										0	
15		0										0	
16		0										0	
17		0										0	
18		0										0	
19		0										0	
20		0										0	
21		0										0	
22		0										0	
23		0										0	
24		0										0	
25		0										0	
26		0										0	
27		0										0	
28		0										0	
29		0										0	
30		0										0	
31		0										0	
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

Prepared by: *avidal* 01/05/2025  
 Alexeise Vidal  
 Customer Feedback Assistant - Fb Page

Noted by: *Rheilyn B. Manzano*  
 Ms. Rheilyn B. Manzano  
 OP-Supervisor

**Kolin Philippines Int'l, Inc.**  
**Summary Report of Product Inquiry received from Facebook, Instagram and Tiktok**  
**For the month of December 2025**

The total number of product inquiries received through social media accounts (Facebook, Instagram and Tiktok).

Table no. 1: Total number of customers per nature of Inquiries.

Table no. 2: Total number of customers for Product line inquiries.

Breakdown:

Product inquiries received through Inbox.

Table no. 3: Nature of Inquiries

Table no. 4: Inquiries per Product line

Product inquiries received through comments.

Table no. 5: Nature of Inquiries

Table no. 6: Inquiries per Product line

Product inquiries received through Tiktok

Table no 7: Nature of Inquiries

Table no 8: Inquiries per Product line

Product inquiry monitoring

Table no. 9: Bar graph

Total number of Product Inquiries received through social media accounts ( Facebook, Instagram and Tiktok).

Table no. 1

Nature of Inquiries	Total
Features and Specs Inqu	7
Price Inquiry:	126
Dealer Inquiry:	27
Product Inquiry:	57
Total Number of Custome	217

Table no. 2

Nature of Inquiry and the Product Line	Airconditioner					Aircon Essentials					Other Appliances					No specific product / All Kolin Product	Other Product or Not in product line	Total		
	Window type	Split Type	Light Commercial	Portable Aircon	Air Purifier	Dehumidifier	Air Curtain	Air Cooler	Air Cooler w/ Purifier	UV Air Purifier	Air Circulator	Water Dispenser	Coffee-Tea Bar	Personal Ref	Showcase Chiller				Industrial Fan	Household Fan
Features and Specs Inqu	1	1	0	0	0	0	0	0	0	0	4	1	0	0	0	0	0	0	0	7
Price Inquiry:	10	8	0	0	0	0	0	0	0	3	96	0	0	0	1	3	0	5	0	126
Dealer Inquiry:	1	2	1	1	0	1	0	0	0	1	9	0	0	0	0	1	0	10	0	27
Product Inquiry:	4	7	0	0	0	1	0	2	0	0	3	0	0	2	0	0	0	38	0	57
Total Inquiry:	16	18	1	1	0	2	0	2	0	4	112	1	0	2	1	4	0	53	0	217

Total Product Inquiry from Inbox.

Table no. 3

Nature of Inquiries	Total
Features and Specs Inqu	7
Price Inquiry:	43
Dealer Inquiry:	24
Product Inquiry:	22
Total Number of Custome	96

Table no. 4

Nature of Inquiry and Product Line	Window type	Split Type	Light Commercial	Portable Aircon	Air Purifier	Aircan Essentials						Other Appliances						No specific product / All Product	Other Product or Not in product line	Total	
						Dehumidifier	Air Curtain	Air Cooler	Air Cooler w/ Purifier	UV Air Purifier	Air Circulator	Water Dispenser	Coffee-Tea Bar	Personal Ref	Showcase Chiller	Industrial Fan	Household Fan				
Features and Specs Inqu	1	1	0	0	0	0	0	0	0	0	4	1	0	0	0	0	0	0	0	0	7
Price Inquiry:	8	8	0	0	0	0	0	0	0	1	17	0	0	0	1	3	0	5	0	0	43
Dealer Inquiry:	1	2	1	1	0	0	0	0	0	1	9	0	0	0	0	1	0	8	0	0	24
Product Inquiry:	3	7	0	0	0	0	0	0	0	0	2	0	0	1	0	0	0	6	0	0	22
Total Inquiry of Product L	13	18	1	1	0	1	0	2	0	2	32	1	0	1	1	4	0	19	0	0	96

Total Product Inquiry from Comment.

Table no. 5

Nature of Inquiries	Total
Features and Specs Inqu	0
Price Inquiry:	82
Dealer Inquiry:	1
Product Inquiry:	35
Total Number of Custome	118

Table no. 6

Nature of Inquiry and the Product Line	Window type	Split Type	Light Commercial	Portable Aircon	Air Purifier	Aircan Essentials						Other Appliances						No specific product / All Product	Other Product or Not in product line	Total	
						Dehumidifier	Air Curtain	Air Cooler	Air Cooler w/ Purifier	UV Air Purifier	Air Circulator	Water Dispenser	Coffee-Tea Bar	Personal Ref	Showcase Chiller	Industrial Fan	Household Fan				
Features and Specs Inqu	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Price Inquiry:	1	0	0	0	0	0	0	0	0	2	79	0	0	0	0	0	0	0	0	0	82
Dealer Inquiry:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Product Inquiry:	1	0	0	0	0	0	0	0	0	0	1	0	0	1	0	0	0	32	0	0	35
Total Inquiry of Product L	2	0	0	0	0	0	0	0	0	2	80	0	0	1	0	0	0	33	0	0	118

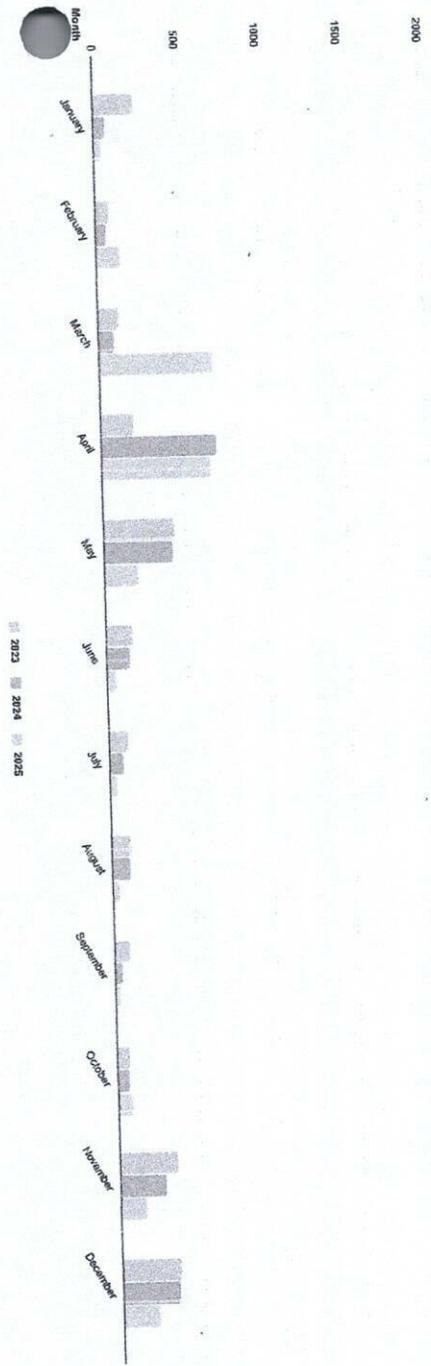


Product Inquiry Monitoring

Table no. 9

Month	2023	2024	2025
January	239	71	44
February	78	58	143
March	119	90	695
April	194	708	670
May	430	420	204
June	156	135	54
July	113	85	41
August	111	109	38
September	93	44	27
October	74	68	88
November	352	275	155
December	356	347	217
<b>Total:</b>	<b>2315</b>	<b>2410</b>	<b>2376</b>

Product Inquiry Monitoring



Metricool Analytics for the month of December as of January 2, 2025

Date of Posting	Product / Content	Interactions (Reactions, Comments, Shares, and Clicks)	Link Clicks	Reach	Video Views & Video Time Watched	Engagement
12/01/2025	Factory Sale Countdown 1	605	-	4,588	9,521	8.98%
12/02/2025	Factory Sale Countdown 2	221	-	3,402	6,588	6.5%
12/03/2025	Factory Sale Countdown 3	196	-	3,607	7,782	5.43%
12/03/2025	Factory Sale Countdown 4	1,831	235	174,682	200,255	1.05%
12/04/2025	Kolin Table Top Air Circulator	207	-	159,295	135,075 (Reels)	0.38%
12/05/2025	Job Vacancies	305	39	5,664	10,121	5.36%
12/05/2025	Factory Sale Day 2	2,650	1	9,847	24,787	26.91%
12/06/2025	HOLIDAY	147	1	3,259	5,897	4.51%
12/07/2025	Kolin Table Air Circulator	401	-	178,679	158,657 (Reels)	0.22%
12/10/2025	Kolin Air Circulator	726	-	227,897	220,909 (Reels)	0.32%
12/12/2025	Kolin Industrial Fan	313	-	50,544	58,761 (Reels)	0.62%
12/13/2025	Kolin Certus AI	360	-	10,594	11,885 (Reels)	3.4%
12/14/2025	Kolin Certus AI	788	7,463	4,505	16,036	10.56%
12/16/2025	HOLIDAY	231	-	4,211	8,029	5.49%
12/20/2025	Kolin Christmas Check List	135	-	3,461	3,940 (Reels)	3.9%
12/22/2025	HOLIDAY	332	-	3,684	8,099	9.01%
12/23/2025	Kolin Air Purifier and Air Circulator	304	-	2,261	4,939	13.45%
12/25/2025	Christmas	217	1	2,202	4,476	9.85%
12/31/2025	New Year	253	-	2,088	3,992	12.12%

## Overview

This report provides a comprehensive analysis of product-related inquiries received through Kolin Philippines' official social media platforms—Facebook, Instagram, and TikTok—for the month of December 2025. The primary objective is to assess customer engagement trends, analyze the distribution of inquiries across product categories, and generate actionable insights that can further strengthen customer experience initiatives. These insights are intended to support ongoing efforts to refine marketing strategies, enhance communication approaches, and better align promotional activities with seasonal demand patterns.

For December 2025, Kolin Philippines recorded a total of **217 product-related inquiries** across all monitored social media channels, as reflected in the consolidated summary. The majority of inquiries were generated through **post comments (118 inquiries)**, followed by **Facebook Inbox messages (96 inquiries)** and **TikTok interactions (3 inquiries)**. Consistent with previous reporting periods, customers predominantly sought information on **pricing, dealer locations, product features and specifications, and overall product availability**, indicating sustained consumer interest in essential product information during the purchase decision process.

Analysis by product category reveals a strong concentration of inquiries toward Kolin's **air-conditioning and air circulation products**. Air circulators emerged as the most inquired product line, accounting for **112 inquiries**, while **split-type air conditioners** followed with **18 inquiries**, positioning them among the top-requested categories for the period. **Window-type air conditioners** generated **16 inquiries**, with a notable focus on the **Quad Series**. Additionally, **53 inquiries** did not specify a particular model, suggesting broad brand interest and indicating that many customers are in the early stages of product consideration.

From a geographic perspective, customer interactions remained heavily concentrated in **Metro Manila and CALABARZON**, reaffirming these areas as Kolin's strongest markets in terms of digital engagement and inquiry volume. Furthermore, recurring inquiries about key product lines—such as the **Kolin Air Circulator, Kolin Certus AI, and Kolin Quad Series**—highlight increasing consumer awareness and interest in Kolin's newer product innovations, reinforcing the effectiveness of current brand visibility and promotional efforts.

## Analysis and Insights

The December 2025 data indicates a continued long-term decline in product inquiries when compared with the same period in 2023 and 2024; however, a notable **month-on-month recovery** was observed. Total inquiries rose significantly from **155 in November to 217 in December**, reflecting a strong rebound in customer engagement that contrasts with the broader three-year downward trend. This resurgence suggests increased consumer activity during the holiday season, when customers are more inclined to browse products and seek information online.

The gradual increase in inquiries was primarily driven by heightened product visibility, **Factory Sale promotions**, and ongoing **Holiday Campaigns**. In particular, customer interest in the newly released **Kolin Certus AI** and **Air Circulators** contributed significantly to the surge, with inquiries largely focused on product features, pricing, and availability. However, it is important to note that a portion of the Air Circulator inquiries was generated through automated ad responses, indicating that some engagements did not reflect strong purchase intent and may have been driven more by campaign mechanics than genuine consumer interest.

From a year-on-year perspective, a comparison between **2024 and 2025** reveals an overall decline in total product inquiries received in 2025. This suggests that while short-term promotional activities and seasonal campaigns can effectively stimulate engagement, broader market factors or shifts in consumer behavior may be influencing long-term inquiry volumes.

On a positive note, seasonal promotions further amplified engagement by encouraging potential buyers to explore product offerings and reach out through **Facebook, Instagram, and TikTok** for additional information. Despite the overall positive performance, a minor challenge arose in **December** regarding stock

availability of the free **Air Circulator** included in the Holiday Promo. This concern was promptly addressed through close coordination with the **Marketing and Sales Departments**, preventing further escalation and ensuring that customer expectations were managed effectively.

Overall, the results underscore the strong impact of **product launches and seasonal promotions** in driving social media inquiries and enhancing customer interaction, while also highlighting the importance of inventory readiness and sustained engagement strategies to support long-term growth.

### Recommendations

Based on the observed decline in product inquiries from 2023 to 2025, it is recommended that the company further strengthen and recalibrate its promotional initiatives to enhance product visibility and stimulate sustained customer engagement. While seasonal campaigns have proven effective in driving short-term inquiry spikes, a more refined and consistent content strategy is needed to address the long-term downward trend.

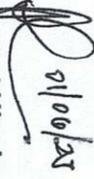
One key recommendation is to develop **more Filipino-focused and culturally relevant content** that resonates with the target consumers. By incorporating relatable household scenarios, lifestyle-driven narratives, and localized storytelling, Kolin can foster stronger emotional connections with consumers, drive higher engagement rates, and encourage more meaningful product inquiries across Facebook, Instagram, Youtube, and TikTok.

In addition, **continuous but more strategically timed content posting** related to new product releases particularly the **Kolin Certus AI and Air Circulators** is recommended to sustain consumer interest beyond initial launch periods. Content should focus on practical benefits, real-life usage, and value propositions to attract inquiries with stronger purchase intent, rather than passive or automated engagements.

To further streamline the customer journey, it is also recommended to **regularly publish updated dealer lists and purchasing guides**. Providing clear and accessible information on product availability and authorized dealers can help reduce repetitive inquiries related to basic dealer information, allowing customer interactions to focus more on product-specific concerns and accelerating the path to purchase.

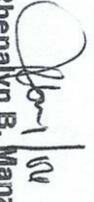
Overall, the data reinforces the importance of **accessible product information and strategic content placement** across social media platforms. Aligning these efforts with data-driven insights and consumer behavior patterns will help improve inquiry quality, strengthen digital engagement, and support long-term growth in customer interest.

Prepared by:

  
Ms. Andrei Nicole U. Almario

Social Media Assistant

Reviewed by:

  
Mrs. Rhenalyn B. Manzano

OP - Supervisor



# Parts Inquiries Analysis Report

Period Covered: December 2025

## 1. Summary

This report presents an analysis of all parts-related inquiries received during December 2025. A total of 22 inquiries were recorded and classified into four categories: major parts, minor parts, plastic parts, and incomplete submissions.

The analysis covers the volume and nature of inquiries, sources of requests, and the company's response actions. Key insights and recommendations are also provided aimed at improving inquiry management, enhancing customer experience, and strengthening service efficiency.

## 2. Inquiry Breakdown

Total Inquiries: 22

- Major Parts – 13 inquiries (59.1%)
- Minor Parts – 2 inquiries (9.1%)
- Plastic Parts – 4 inquiries (18.2%)
- Incomplete Inquiries – 3 inquiries (13.6%)

Observation: Major parts inquiries account for the largest portion of requests (59.1%), followed by plastic parts (18.2%).

## 3. Sources of Inquiries

- Direct Customers – 14 inquiries (63.6%)
- Unauthorized Technicians / Service Centers – 14 inquiries (36.4%)

Observation:

The majority of inquiries originated from direct customers, while a notable portion came from unauthorized technicians or service centers, emphasizing the importance of clear communication regarding authorized parts distribution.

## 4. Response Overview

### a. Plastic Parts (4 inquiries)

Breakdown of Requests:

- Remote Controllers – 1 (25%)
- Air Filters – 3 (75%)

Actions Taken:

- Customers were provided with direct Lazada purchase links for commonly replaceable items such as remote controllers and air filters.

### b. Major & Minor Parts (15 inquiries)

Actions Taken:

- In line with company policy and safety protocols, major and minor parts were not sold directly to customers.

- Customers were referred to Authorized Service Partners for proper diagnosis, repair, and installation.
- This approach ensures:
  - Ensure accurate fault detection
  - Protects warranty coverage
  - Compliance with safety and installation standards

This policy effectively minimizes the risk of improper installation or misdiagnosis while upholding brand reliability.

### c. Incomplete Inquiries (3 inquiries)

- These inquiries were received via Facebook Messenger without sufficient details (e.g., missing model numbers, unclear descriptions).

## 5. Insights & Recommendations

### 1. Expand Online Accessibility for Common Parts

- Continue providing e-commerce purchase options (Lazada links) for high-demand plastic parts.
- Utilize additional platforms such as Shopee and TikTok Shop to reach a wider customer base and improve convenience.
- Add frequently requested plastic parts to these online catalogs, ensuring customers have multiple trusted channels for purchase.

### 2. Monitor Parts Availability Across Branches

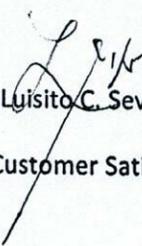
- Regularly track the availability of parts, particularly major parts, across all Kolin branches to prevent delays and minimize customer dissatisfaction.

## 6. Conclusion

During December 2025, a total of 22 parts inquiries were received. The majority involved major parts, requiring proper referral to Authorized Service Partners.

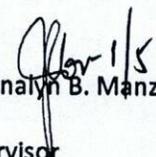
Providing online purchasing options for plastic parts and maintaining strict adherence to service protocols ensured timely and reliable service delivery. Monitoring parts availability and expanding e-commerce channels will further enhance customer convenience, reduce delays, and maintain high service satisfaction levels.

Prepared by:

  
Mr. Luisito C. Seva

Sr. Customer Satisfaction Specialist

Noted by:

  
Mrs. Rhenalyn B. Manzano

OP-Supervisor

CC: Service Service Department

KOLIN PHILIPPINES INTERNATIONAL INC.  
 SUMMARY OF ASP APPLICATION RECEIVED FROM SOCIAL MEDIA  
 FOR THE MONTH OF DECEMBER 2025

LIST OF ASP APPLICANTS

Applicants	7
Social Media Account	
Metro Manila	1
Province	5
No Details	1

December 2025 - Facebook and Instagram

Facebook Name	Contact Person	Date message	ASC Name	Contact Number	Address	Email Address	Status
Toledo Cool-air	Dennis Aguinaldo	12/2/2025	Toledo cool air aircon and refrigeration system trading	9359117250	Luray 2 Toledo City Cebu	Dhenz0989@gmail.com	Attended
Robert Padilla Dillera	Robert Dillera	12/2/2025	JT Technologies, Inc.	9178710945	2461 Topacio Street San Andres Bukid Manila	Jttechnologiesinc@gmail.com	Attended
Lugay Magtala Andrie	Andrie Magtala Lugagay	12/9/2025	ANDRIE AIRCON AND REFRIGERATION SERVICES	0938-6764705 / 0956-7324871	P-4 Poblacion ubay bohol	andrielugay07@gmail.com	Attended
Randz Ocilda	Randy Ocblan	12/9/2025	air-conditioning installer and repair services	9151332414	blk 34 lot 14 kabisig floodway cainta	randyocblan028@gmail.com	Attended
Romel Salvador		12/10/2025					Attended
Chard Serrano	Richard D. Serrano	12/17/2025	Sabzero Aircon & Refrigeration Services	9657145307	Corner Democracia St. Mc Arthur HI-way, Poblacion Mabalacat City, Pampanga	chardserrano1990@gmail.com	Attended
Salvador Bravo	Salvador Bravo	12/22/2025	ADOR REFRIGERATION AND AIRCONDITIONING SERVICES	09998181347/09930035670	245 Punta 2 Tanza Cavite	salvadorbravo513@gmail.com	Attended

Ms. Riza Mae R. Flores  
 Social Media Assistant

Mrs. Rhenslyn B. Manzano  
 OP- Supervisor

CC: Service Accounting & Service Department

## ASP Application Report - December 2025

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### 1. Overview

From December 1 to December 31, a total of seven (7) ASP applications were received. All applications were submitted via the inbox, with no applications coming from other channels. This report summarizes the sources of applicants, completion and response rates, and provides recommendations to improve efficiency and expand reach.

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### 2. Application Summary

Status	Number of Applicants
Completed/Successful	6
Incomplete	1
Total Applications	7

Out of the 7 applicants:

**6 applicants** successfully completed the application process and submitted all required information.

**1 applicant** did not provide the necessary details.

### 3. Geographic Distribution of Applicants

Location	Applicants
Metro Manila	1
Provincial Areas	5

There were 5 applications from Provincial Areas and only 1 from Metro Manila.

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#### 4. Verification and Email Confirmation

All applicants were contacted to verify whether they received an email from the assigned ASP personnel regarding the submission of supporting documents.

Email Confirmation Status Number of Applicants Percentage (%)

Confirmed Receipt	4	66.67%
No Response Yet	2	33.33%

4 applicants (66.67%) confirmed receipt of the email verification message.

2 applicants (33.33%) have not yet responded to the verification message.

---

#### 5. Key Takeaways and Recommendation

**Insight:** All ASP applications during the reporting period were received through the Facebook inbox, with no applications coming from other channels.

**Recommendation:** Coordinate with the Marketing Department to post the specific areas where ASPs are needed. This will improve coverage and ensure proper preparation for the upcoming peak season.

---

#### 6. Conclusion

During the December period, a total of seven ASP applications were received, with the majority coming from provincial areas. Most applicants (86%) successfully completed the application process, and two-thirds confirmed receipt of the verification emails. The data indicates that Facebook inbox remains the primary channel for receiving applications, highlighting the need to diversify outreach to expand coverage. Coordinating with the Marketing Department to publicly share the areas where ASPs are needed will help improve applicant distribution, enhance coverage, and ensure preparedness for the upcoming peak season.

**Job Application Report - December 2025**

<b>December 2025</b>			
<b>Date</b>	<b>Applicant/s</b>	<b>Date</b>	<b>Applicant/s</b>
12/1/2025	15	12/16/2025	6
12/2/2025	11	12/17/2025	12
12/3/2025	11	12/18/2025	13
12/4/2025	6	12/19/2025	13
12/5/2025	7	12/20/2025	0
12/6/2025	10	12/21/2025	25
12/7/2025	8	12/22/2025	10
12/8/2025	0	12/23/2025	16
12/9/2025	6	12/24/2025	0
12/10/2025	6	12/25/2025	0
12/11/2025	3	12/26/2025	22
12/12/2025	8	12/27/2025	0
12/13/2025	9	12/28/2025	0
12/14/2025	12	12/29/2025	0
12/15/2025	7	12/30/2025	0
<b>Total</b>	<b>236 applicants</b>	12/31/2025	0

**Application Sources Breakdown**

<b>Sources</b>	<b>Applicant</b>
Facebook Comment Section	179
Facebook Inbox	57

The majority of job interest came from the Facebook Comment Section (179), followed by the Facebook Inbox (57), indicating that Facebook remains the most effective platform for applicant engagement.

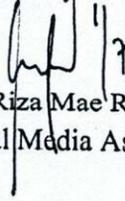
**Observation:**

As seen from the data, the highest number of applicants was recorded on December 21, 2025 and December 26, 2025, which fell on a Sunday and Friday, respectively. This indicates that posting jobs toward the end of the week or just before the weekend may attract more applicants. To maximize reach and engagement, job postings should ideally be scheduled on Fridays, Sundays, or during the weekend to align with peak applicant activity.

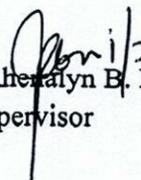
**Conclusion:**

The data for December 2025 shows that Facebook is the most effective platform for attracting applicants, with the majority of interest coming from the Facebook Comment Section, followed by the Facebook Inbox. Additionally, applicant activity peaks toward the end of the week, particularly on Fridays and Sundays, suggesting that scheduling job postings during these days or over the weekend can significantly increase engagement. By leveraging both the right platform and optimal posting days, the company can maximize applicant reach and improve recruitment outcomes.

Prepared by:

  
Ms. Riza Mae R. Flores  
Social Media Assistant

Noted by:

  
Mrs. Rheralyn B. Manzano  
OP-Supervisor

KOLIN PHILIPPINES INTERNATIONAL INC.  
SUMMARY OF COMPLAINT  
FROM THE MONTH OF DECEMBER 1-31, 2025

CCF#	Facebook Name	Customer's Name	Date Message/when feedback was obtained	Message/Concern	Aircon Model	Date of Purchase	Team/ASP	Relayed To	Process center action plan to take	Feedback	Date Attended	Validation	ASP Explant on Date Received	Remarks /Status
CCF-25-12-136	Sam Latza	Latza, Sammy Boy Ledesma	12/01/2025	On Friday (Nov 28), they messaged me if we were already confirmed for the Saturday schedule. Yes, I agreed and confirmed it, but yet hindi sila natayo. We were waiting for them sa house but they did not come. No follow-up message din hung Saturday kaya wala kaming idea bakit hindi sila nakapunta.	KAG-100WCINV	08/24/2023	Eman	Ms. Sheila	Need ASP Explanation	Findings - Dirty Unit. Recommendation - For General Cleaning. Repair Done - General Cleaning. Unit Tested OK	12/06/2025	The ASP was unable to attend to the customer due to heavy traffic in Carla, as several roads and highways were closed for the Carina Festival celebration. The technician was also unable to update their office or contact the customer due to lack of mobile data.  The process center will manage the back-office adjustments for the ASP and coordinate with the customer on the day of the service.	12/01/2025	Closed
CCF-25-12-137	Julius Ceazar Mabalay	Mabalay, Christine	12/09/2025	I have no issues with the technicians, they were able to install the PCB properly. However, they only had a single screwdriver as a tool and did not have a ladder, which I had indicated in my request. Additionally, they had to use a key to try and detach a cover on the PCB.	KSM-IW15-6H1M	02/10/2022	AGD	Ms. Sheila	Need ASP Explanation	N/A	N/A	The ASP admitted that they overlooked the details provided and that it is their duty to remind their technicians to bring complete tools and equipment.  The ASP apologized for the inconvenience and assured that this will not happen again.	12/22/2025	Closed
CCF-25-12-138	Jefferson Palomique	Palomique, Jefferson	12/09/2025	It's just saddening that the quality of your authorized service partner's customer service is not matching the good quality you guys are providing. Maybe they need training or seminar about this. Not just the quality of work, but the way they coordinate with the clients is also important. Making sure that the clients are informed at all times. I spent more than 4 hours waiting for them last time (11/22/2025). Had to move things and prep everything so they can move without issues. Schedule was 10am, told them they can come after lunch if needed in case the cleaners wants to eat first. Sent them a text message at around 10am, no response. Another message at 12:55pm, still no response. I had to call them multiple times around 12:50-12:55pm. No answer. I was able to reach them at 01:39pm and was advise I'll get an update. Received a call around 02:15pm only to find out that they can't make it. Then from the time the tentative sched was set until earlier, they had not communicated with me. If not for your follow-up, I don't think they would've reached out. So, I think, whenever their customer service rep is needs more training. Sorry for the rant but it's just a let down that you guys are doing your best to keep customers properly assisted only to be disappointed with the way your ASP operates. Still thank you Kolin chat support team for the follow ups.	KAG-75WCINV	05/01/2024	Surecod	Ms. Sheila	Need ASP Explanation	N/A	N/A	To address this issue, the ASP will improve schedule planning, confirm appointments earlier, ensure that calls and messages are answered at all times, and strengthen coordination between the admin and technicians to prevent similar issues in the future.	12/22/2025	Closed

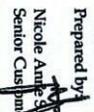
KOLIN PHILIPPINES INTERNATIONAL INC.  
SUMMARY OF COMPLAINT  
FROM THE MONTH OF DECEMBER 1-31, 2025

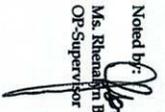
CCF#	Facebook Name	Customer's Name	Date Message/w hen feedback was obtained	Message/Concern	Aircon Model	Date of Purchase	Team/ASP	Relayed To	Process center action plan to take	Feedback	Date Attended	Validation	ASP on Date Received	Remarks /Status
CCF-25-12-139 Socmed Quality of Repair	Clara Arzadon	Arzadon, Clara	12/15/2025	Hindi po nalinis o napurasan ang misingong housing ng AC. Yun lang po talaga ang downside. Kami na lang po ang magpupuras, at hindi na po kailangan bumalik ang technician.	KAG-100W/CINW	05/09/2025	Speedcool	Sir Ryan	Need ASP Explanation	N/A	N/A	The ASP explained that they thoroughly cleaned the unit, including the housing. However, if the customer is not satisfied, they would gladly send a technician to clean the unit again. The customer, however, mentioned that she will not request a technician and will clean the unit housing herself.	12/23/2025	Closed
CCF-25-12-140 Socmed Quality of Repair	Ren Banaybanay	Elumba, John Bernard	12/16/2025	Claim nila (Reblando) na ang fan motor ang may issue at kailangang palitan. Sabi pa nila, napansin na nila na bago nila hawakan ang unit ko, pero hindi nila kami hiniram at hindi nila to isinama sa unang service report nila. Paano nila naman nataman na may issue ang fan motor kung hindi naman to umaandar nung dumating sila? Ibig sabihin, good condition ang unit ko nung hawakan nila. So technically, ang narinig kong ingay sa end ko, kidi-segand ko na lang ba kasi minor lang naman? At ako ang magpapalit ng fan motor kung hindi ako comfortable sa tunog? Hindi ko ba pwedeng isipin na sila ang nakasara niyan since good condition naman nung hawakan nila ang unit ko?	KAG-145W/CINW	05/03/2024	Reblando	Ms. Shelia	Need ASP Explanation	Findings - disalign indoor unit. Recommendation - on - drifting water hose. Repair Done - align indoor unit test run out is okay	12/17/2025	The customer requested a cleaning of their aircon, and after the cleaning, the unit produced minor noise. Technicians initially noticed the minor noise while the customer was at the back and assumed it was acceptable. During subsequent visits, they found that the vibration was mainly caused by the capillary tubing touching the unit body, while the fan motor made normal minor sounds. The capillary was repositioned and the grille adjusted, and the unit was tested multiple times to ensure proper function and cooling. The fan motor replacement was recommended only because the customer insisted, even though the noise was minor.	12/22/2025	For Monitoring 9
CCF-25-12-141 Socmed Quality of Repair	Jane Allawan	Pujeda, James Harold	12/19/2025	Note: Unit was installed on November 20, do DAV-RJJ.	KSG-MF-15W/FY-8K1M32-1	11/19/2025	RJJ	Sir Ryan	Need ASP Explanation	Still waiting for ASP Explanation Yes okay na nacheck na nila yung unit so far walie naman ng problem.				For Monitoring 9

**KOLIN PHILIPPINES INTERNATIONAL INC.**  
**SUMMARY OF COMPLAINT**  
**FROM THE MONTH OF DECEMBER 1-31, 2025**

SUMMARY OF COMPLAINT	
Telesurvey	0
Socmed	6
<b>TOTAL</b>	<b>6</b>

Complaints under the category of:	
Easy Access on Service Hotline	1
Promptness of Service	1
Quality of Repair	3
Neatness of Work Area	0
Courtesy and Grooming	0
No Show	1
Others	1
<b>Total</b>	<b>7</b>
Less:	
Others	1
<b>Final Total</b>	<b>6</b>

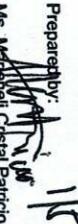
Prepared by:   
 Nicole Anne S. Hernandez  
 Senior Customer Complaint Specialist

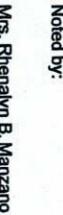
Noted by:   
 Mrs. Rhennan B. Marzano  
 OF-Supervisor

	Date	Origin (Relay)	Origin (DC)	Origin (SOC)	Input Location- For S/JR No. Socrmed/ Telesurvey	Technician Team or ASP Name	Nature of Inquiry	Facebook Name / Customer name	Detractor Rating 0-6	Passive Rating 7-9	Promoter Rating 9-10
1	12/05/2025			1	HO-00282715	Mega Calapan	Service Inquiry	Lilbeth Formanes			10 - Responsive to all my inquiry even though we've moved to the province. Always willing to help. Keep it up!
2	12/05/2025			1	HO-00282139 / HO-00282169	AGD	Service Inquiry	Quincy Tinkang			10 Very Accommodating, and fast service. Thank you!
3	12/05/2025			1	HO-00282289	Godspeed	Service Inquiry	Ave John Carmen			10 - Replies fast. It was easy to communicate. Proactively checks for updates.
4	12/09/2025			1	HO-00282958	IH-GC TEAM SALOMON	Service Inquiry	Santos, Leah / Ronnie			10- Mabilis response Maganda online kesa landline din
5	12/09/2025			1	HO-00282530	Purecool (Installer)	Service Inquiry	Elias Ezar Cabo			10 - Quality of purchased unit is good (booth indoor and outdoor) at a much cheaper price compared to other brands. Technology included in the unit is up to date and after sales service is fantastic — from installation to cleaning service request.
6	12/09/2025			1	HO-00282794	MJRC	Service Inquiry	Joe Samson			Added bonus, there's an active FB group that helps consumers with their Kolin units which is good.
7	12/09/2025			1	HO-00282943	AGD	Service Inquiry	michael angejo pasqual			10 - Responsive and easy to reach out to. Great after sales support.
8	12/10/2025			1	PAM-00020071	In-house & St. Joseph	Service Inquiry	Mr. Danmars España			10 - Best customer service! And ofcourse very good airconditioning units!
9	12/10/2025			1	HO-00282755	Gnasti	Service Inquiry	Johan Alcyone Carriaga			I'll give it a 9, the service did repair my issue relatively quick
10	12/11/2025			1	HO-00283736	Sentinel	Service Inquiry	Kenneth Mabansag			10 - overall experience starting with the customer service is excellent, was able to schedule and cater my request for Air Master they are professional with their job.
11	12/11/2025			1	HO-00283388	J4L	Service Inquiry	Vince Brvds			10 - Very responsive to all my inquiries
12	12/11/2025		1		PAM-00020080	RICKZON	n/a	Gabriel, Gloria			10 - Malamig po talaga, matagal na kaming user. Halos lahat ng unit namin Kolin
13	12/11/2025			1	HO-00283651	Airmaster	Service Inquiry	Joana Altonso			

	Date	Origin TSVY (Relay)	Origin TSVY (DC)	Origin (SOC)	Input Location- For Socmed Team SJR No. Socmed/ Telesurvey	Technician Team or ASP Name	Nature of Inquiry	Facebook Name / Customer name	Detractor Rating 0-6	Passive Rating 7-9	Promoter Rating 9-10
14	12/12/2025			1	HO-00283526	Gnasit	Service Inquiry	Kenneth Raymundo			10. Kolin number 1
15	12/13/2025			1	CEB-00011023	CALR Electronics	Service Inquiry	Kristal Joy Miranda			10 I will truly recommend KOLIN because of the durability of the brand & easy accommodating customer service... Hope you will continue your service...
16	12/15/2025			1	PAM-00020081	Central Summit	Service Inquiry	Joey Jose Gabriel Pavla			10. great product and service
17	12/16/2025			1	HO-00284119	Godspeed	Service Inquiry	Daryl Marcedejas			10 because i like our Aircon tipid sa kuryente talaga to and maling sya we have been using this for 2 yrs plus and still working good, basta maintenance lang every 6 months. 10. for fast that response and for your cleaning service
18	12/16/2025			1	HO-00284135	Surecool	Service Inquiry	Ma Belinda Lucero			
19	12/16/2025			1	HO-00283363	Kenjie	Service Inquiry	Lolita Dardicio		8- it's my first time to try kolin.	
20	12/21/2025			1	HO-00282597 / HO-00282598	NVFS	Service Inquiry	Gerrard Ancheta			Hello, 10/10 would recommend thank you
21	12/21/2025			1	CEB-00011085	KLKA	Service Inquiry	Reymond S. Mosqueda			10- walang hassle, madaling kausap, malinis ang serbisyo. very professional ung mga technician and customer service.
22	12/22/2025			1	HO-00284595	Godspeed	Service Inquiry	John Paul Ng			Well i would definitely recommend kolin too easy contact on messenger and very quick definitely score of 9/10 it could be perfect 10 if the first team didnt flooded the terrace
23	12/22/2025			1	HO-00284511	AGD	Service Inquiry	Jobert Alianza			9 - The service was efficient and easy, with clear communication and a friendly approach. It made the whole experience stress-free and positive.
24	12/23/2025			1	HO-00284612	Bammen	Service Inquiry	Rose Ann Fortuno			We'd like to give the customer service a perfect score of 10, especially for its prompt responsiveness. With that, KOLIN is highly recommended.
25	12/23/2025		1		PAM-00020059	ST. JOSEPH	n/a	Evangalista, Rolando			Thank very much!
26	12/26/2025			1	HO-00284406	Jerico	Service Inquiry	Leira Dianne Rias			10- because I am very satisfied how our AC work
27	12/26/2025			1	HO-00283905	Kenjie	Service Inquiry	Chitzia Tamayo			10. very easy to schedule an appointment here in messenger. thank you
											9- Fast service

Date	Origin TSVY (Relay)	Origin TSVY (DC)	Origin (SOC)	Input Location- For Socrmed Team SJR No. Socrmed/ Telesurvey	Technician Team or ASP Name	Nature of Inquiry	Facebook Name / Customer name	Detractor Rating 0-6	Passive Rating 7-8	Promoter Rating 9-10
12/26/2025			1	HO-00284480	IH	Service Inquiry	Mary Rose Carnias			I appreciate your willingness to help and resolve the problem as soon as you can, even on weekends. I made the right choice choosing your brand and I would gladly tell the news to my colleagues. Rate is 10.
12/28/2025			1	HO-00284480	IH	Service Inquiry	Mary Rose Carnias			I would rate it 9 out of 10 for fast after sales very convenient kase isang message lng po sa social media Ng consuem mabilis magrespona Ng pupuntang technician hind Ako nabigo na kolin brand Ng Alicon Ang pinili ko thank you so much po
1/2/2026			1	HO-00284170	AGD	Service Inquiry	Pamela Yzabel Pahale			10 - The reason is mabilis kayo mag response and na accommodate agad yung need ko in terms of providing and assigning a contact for alicon cleaning. Also, you made sure na ma accommodate kami ng alicon service provider all throughout the process
1/5/2026			1	HO-00285169	AGD	Service Inquiry	Alvin Borabo			Rating of 10 - Customer service is easy to reach out to. Proper follow ups and after-sales care are timely and professionally handled."
Total:			0	2	29					

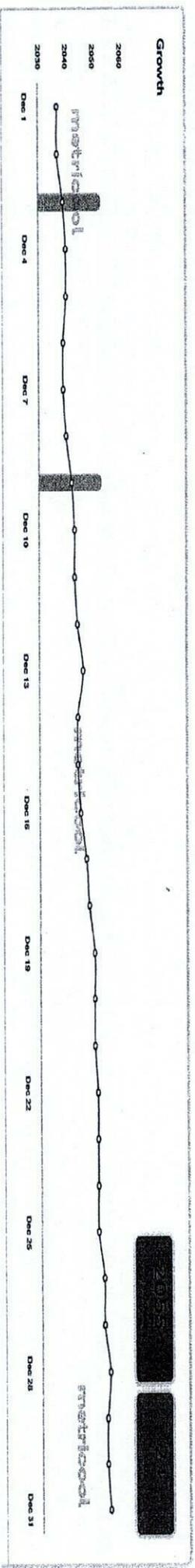
Prepared by:   
 Ms. Marlene Castillo  
 Social Media Assistant

Noted by:   
 Mrs. Rhenalyn B. Manzano  
 OP- Supervisor

CC: Mr. Alvin Rivera and MKTG Dept.

Month / Nature of Inquiry	General Inquiry	Service Inquiry	Product Inquiry	Parts Inquiry	ASP / Dealership Applicant	Job Applicant	Total
January	5	0	2	0	0	0	7
February			3	1			4
March	5						5
April	20	2	35	1	0	2	60
May	65	2	12	2		1	82
June	26	3	10	1	0	0	40
July	10	1	4	0	0	1	16
August	16	2	3	1	0	0	22
September	2		3	0	0	5	5
October	9	1	2			1	13
November	13	2	4				19
December	9		3				12
<b>Total</b>	<b>180</b>	<b>13</b>	<b>81</b>	<b>6</b>	<b>0</b>	<b>5</b>	<b>285</b>

Community Growth



1. Executive Summary

We successfully positioned Kolin TikTok as a strategic channel for customer engagement and lead generation. Through consistent and targeted content, the platform generated 285 confirmed inquiries and transactions across the year, with May recording the highest engagement (82 inquiries).

For December 2025, a total of 12 inquiries were recorded, reflecting sustained customer interest during the holiday season.

As we move into 2026, we should focus on creating technical guidance, empowering users, and continuing content cross-posting to further enhance TikTok's visibility and reach to our customers.

2. Monthly Performance Snapshot: November vs. December 2025

Performance Metrics: November vs. December 2025

Metric	November 2025	December 2025	Variance
Net New Followers	37 (44 acquired)	19	-48.6%
Total Followers	2,036	2,055	+19
Profile Views	261	801	+207.7%
Posts Published	6	2	-66.7%

Metric	November 2025	December 2025	Variance
Post Views	6,193	268,033	+4,228.6%
Likes	84	142	+69.0%
Comments	5	4	-20.0%
Shares	16	22	+37.5%
Total Inquiries	19	12	-36.8%

**Key Insights**

- The significant increase in profile views, post views, likes, and shares in December demonstrates that fewer posts can still achieve higher reach and engagement, likely due to more shareable or trending content.
- A slight decline in comments (-20%) indicates that while overall engagement grew, audience interaction shifted more toward passive engagement (Views, Likes, Shares) rather than direct discussion.
- TikTok continues to serve as a direct channel for customer support and lead generation, reinforcing its value in our digital strategy.
- Reduced posting frequency (from 6 to 2 posts) suggests that strategic content scheduling can maximize visibility and impact, even with fewer uploads.

**3. Customer Feedback & Content Gaps (December 2025)**

Based on December communications, we identified key areas requiring attention:

- 1. Technical Guidance (Creo Series)**
  - Frequent inquiries regarding Self-Clean and Timer functions.
  - Customers requested step-by-step instructions and recommended usage frequency, e.g., "How often should I use clean mode?".
- 2. Noise Awareness & Evaluation**
  - Several inquiries regarding perceived "noisy" units.
- 3. E-commerce Accessibility**
  - Customers requested direct purchase links for Dehumidifiers and Quad series units.

**4. Recommendations for 2026**

- A. Technical "How-To" Video Series**
  - Develop 15-second visual tutorials for the Creo and Quad series.
  - Include recommended usage frequency (2-3 times per month for Self-Clean).
  - Outcome: Reduce repetitive inquiries, empower users, and strengthen brand authority.
- B. Acoustic Education & Evaluation Content**
  - Produce a "Sound Guide" video explaining normal inverter sounds and when to have units checked.
  - Outcome: Improve customer satisfaction, reduce unnecessary service calls, and provide clarity on evaluation.

**5. Conclusion**

We successfully leveraged TikTok as a strategic platform for engagement, support, and lead generation. Our December 2025 review confirms that users are seeking actionable guidance, creating opportunities to convert engagement into measurable transactions. By implementing technical tutorials, acoustic evaluation content, and direct e-commerce pathways, and by continuing cross-posting to maximize visibility, we can enhance customer satisfaction, strengthen brand authority, and drive growth in 2026.

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CC: Marketing Dept. / HR Dept.

**I. EXECUTIVE SUMMARY**

In December 2025, we achieved an **NPS of 90.57%**, categorized as **"Excellent"**, representing a **2.92% increase** from November 2025. This growth was driven by reducing Detractors to zero and an increase in loyal Promoters. Customers consistently highlighted our **fast and responsive social media communication, professional service technicians, and high-quality, durable, and energy-efficient products**. The **Facebook Page** remains the primary channel for product awareness and engagement, serving both as a source of discovery and as a reliable support hub.

Customer feedback shows that responsiveness, ease of communication via Messenger, and proactive follow-ups are key factors driving high satisfaction. Many customers also highlighted the **durability and energy efficiency of Kolan units**, positive installation and cleaning experiences, and the value of the **active Facebook user community** for support and shared knowledge.

The survey results, based on a total population size of 2248 with a confidence level 85% and +/- 7 margin of error, confirm a strong and stable trend in customer loyalty.

**II. NET PROMOTER SCORE**

**A. NPS Customer Category Descriptions**

The table below defines how customers are categorized based on their survey rating.

Category	Description
<b>Detractor (0-6)</b>	This category represents dissatisfied customers who are unlikely to buy our product or suggest it to others owing to a negative experience with our product or services. That may even discourage others from buying our product.
<b>Passive (7-8)</b>	This category represents customers who have a neutral view regarding our products and services we offer. We fairly satisfied them with our products and services, but they're rarely referring to or promoting our products or services to others.
<b>Promoter (9-10)</b>	This category includes our loyal customers who are eager to promote, introduce, and refer our products and services to others, particularly their friends and family, as well as their colleagues.

**B. NPS Rating Interpretation Ranges**

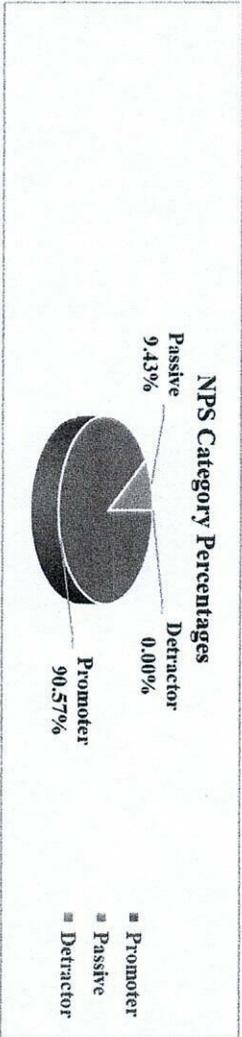
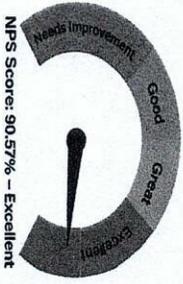
These ranges interpret the final NPS score and help evaluate overall performance.

Score	Rating
-100 to 0	Needs Improvement
1 to 30	Good
31 to 70	Great
71 to 100	Excellent

Note: NPS scores closer to 100 indicate stronger customer satisfaction and loyalty.

**C. NPS Results Summary and NPS Overview**

Category	Number of Customer	Percentage
Detractor	0	0.00%
Passive	10	9.43%
Promoter	96	90.57%
<b>Total customer and NPS Result</b>	<b>106</b>	<b>90.57%</b>

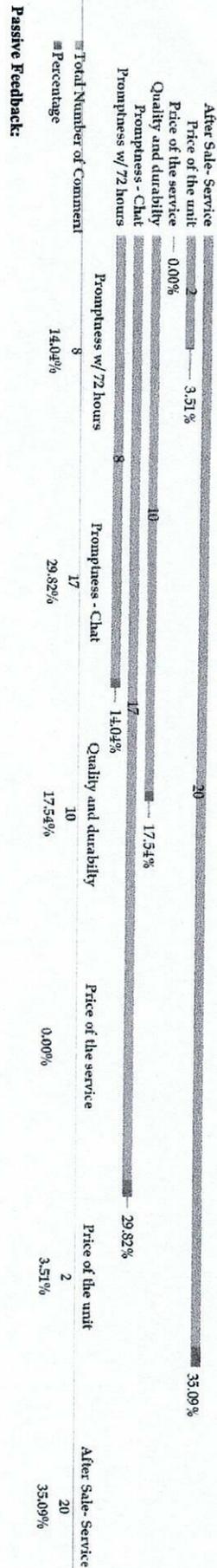


**D. 2.5 Month-on-Month Trends**

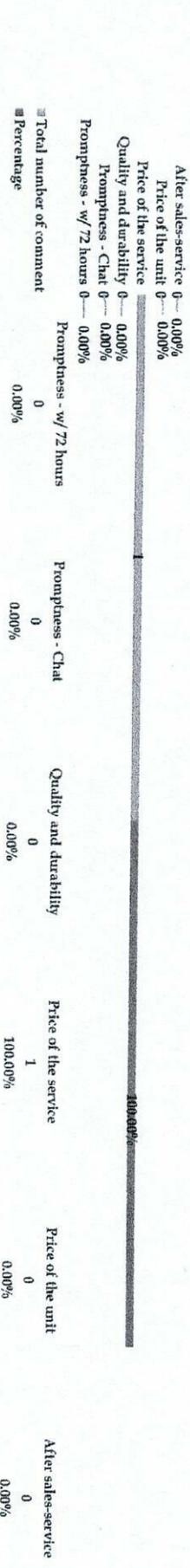
Category	November 2025	December 2025	Change
Promoter	88.24%	90.57%	+2.33%
Passive	11.18%	9.43%	-1.75%
Detractor	0.59%	0.00%	-0.59%
<b>NPS Score</b>	<b>87.65%</b>	<b>90.57%</b>	<b>+2.92%</b>

**E. Comment Breakdown by Category**

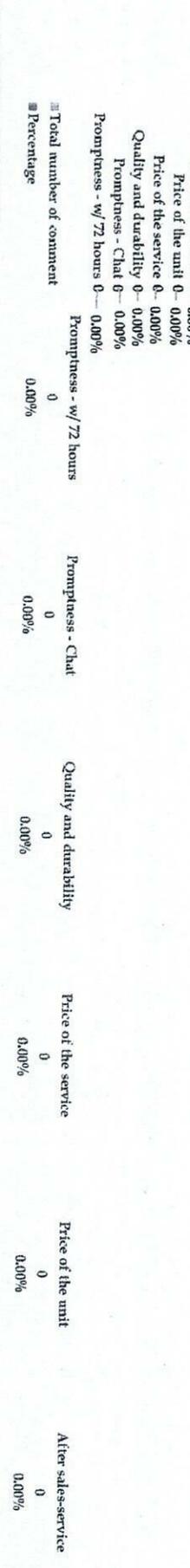
Note: Some customer responses may fall under multiple categories based on the range of feedback provided. Below is the distribution of comment themes per customer group, which gives insight into the main areas driving feedback.  
Promoter Feedback:



**Passive Feedback:**



**Detractor Feedback:**



**III. PRODUCT AWARENESS**

**4. For the survey (how and where did you learn about Kohin and its product)**

Note: Responses in this category may fall under multiple classifications, as a single customer can select or indicate more than one source. Answers may reflect product awareness alone or be associated with NPS scoring. Consequently, the figures presented here are not derived from the total customer base.

Kohin FB Page	Kohin Instagram	Kohin Youtube Channel	Kohin Tiktok account	Google Ads	News Papers	Appliance centers	Refer by a friend/colleague	Refer by a relative	Website	Other (Other Establishment, Google Search, Kohin Old user, Other Facebook Group, Youtube Apps)	No response	Total
80	0	0	1	2	0	19	5	3	0	10	47	167

**B. Social Media Inquiry Distribution for Surveyed Customers**

Note: This covers only inquiries received through all social media platforms. It aims to identify the category or nature of inquiry from customers who were asked about the survey, including those related to product awareness and/or NPS.

General Inquiry	Product Inquiry	Service Inquiry	Parts Inquiry	ASP Applicant	Job Inquiry	Total
10	26	80	0	2	96	214

**C. Origin of Surveyed Customers**

ORIGIN	Number of Customer
TELESURVEY (RELAY)	10
TELESURVEY (DC)	18
SOCHIED	245
Total	273

#### IV. Overview

Our Promoters increased from 88.24% in November to 90.57% in December. Passives decreased from 11.18% to 9.43%, and Detractors were reduced to zero from 0.59%. These results confirm that our social media engagement and service efforts are successfully building loyalty. A total of 106 customers participated in the NPS survey.

In terms of product awareness, the Facebook Page led with 80 mentions (59%), followed by appliance centers with 19 mentions (14%), Google search and returning users at 10 mentions (7%), and referrals from friends or relatives at 8 mentions (6%). Social media inquiries totaled 214, with job inquiries at 96 (45%), service inquiries at 80 (37%), product inquiries at 26 (12%), and general inquiries at 10 (5%). These metrics show that social media is both the primary channel for awareness and the first point of contact for customers.

#### V. Analysis and Insights

Based on customer feedback, we observe the following key insights:

- **Responsiveness and Ease of Communication:** Customers frequently mentioned that they appreciated fast replies, easy messaging on Messenger, and proactive follow-ups, even when located in remote provinces. Responses during weekends and prompt scheduling were highly praised.
- **Professional Service and Technical Competence:** Customers repeatedly noted the professionalism of technicians, the smooth installation process, and efficient after-sales service. Comments like "very professional lang mga technician and customer service" reflect the strong impact of our service team.
- **Product Quality and Value:** Customers highlighted the durability and energy efficiency of Kolin units, noting that the products remain cold and cost-effective over time. Long-time users also expressed satisfaction with continued performance after years of use.
- **Minor Operational Issues:** Some Passives indicated that small on-site issues, such as terrace flooding during service, prevented them from giving a perfect score. This suggests that while service is generally excellent, consistent operational protocols could further enhance satisfaction.
- **Supportive Community:** Customers value the active Facebook group for sharing tips and troubleshooting, which strengthens both engagement and loyalty.

The alignment of high NPS scores with product awareness metrics shows that our social media presence is not only a marketing channel but also a critical operational tool, connecting customers to timely support and fostering long-term satisfaction.

#### VI. Recommendations Based on Customer Feedback:

1. **Ensure Timely Response and Leverage Customer Testimonials**  
Maintain prompt and consistent follow-ups to deliver a seamless customer experience and strengthen long-term relationships. With many customers relying on peer experiences to gauge brand reliability, leverage positive customer stories across social media and marketing campaigns to reinforce trust and credibility. Testimonials also demonstrate the value of Kolin units to prospective buyers researching reviews before making purchasing decisions.
2. **Emphasize Product Value**  
Consistently amplify the key benefits of Kolin units—durability, cooling efficiency, and energy savings—positioning the products as the preferred choice for reliable and comfortable summer cooling.
3. **Uphold Service Excellence and Support Remote Customers**  
Maintain professional service standards and operational consistency to ensure smooth experiences, build customer confidence, and drive word-of-mouth advocacy. For remote areas, ensure responsive ASPs and ready access to parts, guaranteeing reliable service even during peak demand periods.

*These recommendations reinforce ongoing initiatives, complement previous reports, and drive continuous improvement in customer experience and brand trust.*

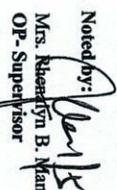
#### VII. Conclusion

December 2025 shows that responsive service, professional support, and durable, efficient products drive both loyalty and awareness. By maintaining these practices, leveraging testimonials, and preparing for summer demand, we can sustain high satisfaction, reinforce trust, and boost product engagement.

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OP-Supervisor

I. EXECUTIVE SUMMARY

In 2025, Koln Philippines International Inc. achieved exceptional customer satisfaction and brand advocacy. From 1,903 survey responses, the annual Net Promoter Score (NPS) reached 87.20 percent, reflecting strong loyalty and minimal detractor presence. December 2025 closed at 90.57 percent, marking a year-on-year increase of 0.64 points compared to December 2024. This growth underscores consistent service quality, effective after-sales support, and timely engagement across digital channels.

Customer awareness of Koln products remained highest through the Facebook Page and Appliance Centers, confirming digital platforms as the primary drivers of brand discovery and engagement. While total awareness responses declined slightly in December, the Facebook Page continued to expand its reach, reinforcing its role as the most influential channel. Overall, strong after-sales service, prompt support, and active digital presence were key factors in sustaining high customer satisfaction and visibility throughout the year.

II. NPS: For the Survey (How likely would you recommend us to your friends and relatives?)

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Detractor	0	0	0	4	0	1	2	0	0	0	1	0	8
Passive	14	16	21	42	24	33	20	16	7	16	19	10	238
Promoter	164	125	105	225	185	172	137	97	80	121	130	96	1657
Total	178	141	126	271	209	206	159	113	87	137	170	106	1903

III. Total Percentage:

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Detractor	0.00%	0.00%	0.00%	1.48%	0.00%	0.49%	1.26%	0.00%	0.00%	0.00%	0.59%	0.00%	0.32%
Passive	7.87%	11.35%	16.67%	15.50%	11.48%	16.02%	12.58%	14.16%	8.05%	11.68%	11.18%	9.43%	12.16%
Promoter	92.13%	88.65%	83.33%	83.03%	88.52%	83.50%	86.16%	85.84%	91.95%	88.32%	88.24%	90.57%	87.52%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

IV. NPS Result:

January	February	March	April	May	June	July	August	September	October	November	December	Total
92.13%	88.65%	83.33%	81.55%	88.52%	83.01%	84.91%	85.84%	91.95%	88.32%	87.65%	90.57%	87.20%

V. Promoter Customer

NPS Comment Criteria	January	February	March	April	May	June	July	August	September	October	November	December	Total	Percentage
After-Sale Service	54	38	31	52	43	40	43	28	22	37	52	20	460	50.72%
Price of the Unit	1	2	0	1	0	1	1	0	1	1	2	2	7	0.77%
Price of the Service	0	0	2	2	0	0	0	1	1	1	1	1	7	0.77%
Quality and Durability	17	16	5	16	10	21	15	7	6	10	20	10	133	16.87%
Promptness - Chat	25	14	13	18	13	15	14	14	6	13	19	17	181	19.96%
Promptness w/ 72 hrs	12	7	9	5	6	11	11	8	4	9	9	8	99	10.97%
Total	109	77	60	92	72	87	85	58	38	69	103	57	987	100.00%

VI. Passive Customer

NPS Comment Criteria	January	February	March	April	May	June	July	August	September	October	November	December	Total	Percentage
After-Sale Service	1	3	5	3	2	2	4	5	1	1	3	0	30	65.22%
Price of the Unit	0	0	0	0	0	0	0	0	0	1	0	0	2	4.35%
Price of the Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Quality and Durability	0	0	0	1	1	1	1	1	1	1	2	1	7	15.22%
Promptness - Chat	0	0	0	1	0	0	0	2	0	1	1	0	4	8.70%
Promptness w/ 72 hrs	0	0	0	0	1	1	0	0	0	1	1	0	3	6.52%
Total	2	3	5	5	4	2	4	8	1	5	6	1	46	100.00%

VII. Detractor Customer

NPS Comment Criteria	January	February	March	April	May	June	July	August	September	October	November	December	Total	Percentage
After-Sale Service	0	0	0	0	0	0	1	0	0	0	1	0	2	33.33%
Price of the Unit	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Price of the Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Quality and Durability	0	0	0	0	0	0	0	0	0	0	0	0	0	50.00%
Promptness - Chat	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Promptness w/ 72 hrs	0	0	0	0	0	0	0	0	0	0	0	0	0	0.00%
Total	0	0	0	0	0	0	2	0	0	0	1	0	6	100.00%

VIII. NPS RESULTS: December 2025 vs. December 2024

Net Promoter Score Comparison

Month	NPS Score
December 2025	90.57%
December 2024	89.93%
Change	+0.64

Customer Category Breakdown

Category	December 2025	December 2024	Change
Detractor	0.00%	0.00%	0%
Passive	9.43%	10.07%	-0.64%
Promoter	90.57%	89.93%	+0.64%
Total Responses	106	139	-33

Key Insight: December 2025 recorded an NPS of 90.57 percent, up from 89.93 percent in December 2024, reflecting a 0.64-point improvement. The growth was driven by a higher proportion of promoters and a slight reduction in passive respondents, while detractor levels remained unchanged. This demonstrates that Kolin's continued focus on consistent service, quick response handling, and digital engagement is successfully reinforcing customer loyalty and advocacy.

IX. Product Awareness: For the Survey (how and where did you learn about Kolin and its products)

Month/Category	January	February	March	April	May	June	July	August	September	October	November	December	Total
Kolin FB Page	24	74	42	126	26	98	61	68	42	31	68	80	740
Kolin Instagram	0	1	1	0	0	0	1	1	0	0	0	0	4
Kolin YouTube Channel	1	0	1	1	3	3	1	2	1	1	0	0	14
Kolin TikTok account	1	1	0	3	2	5	3	1	1	1	0	1	19
Google Ads	0	2	6	2	3	4	1	2	0	1	1	2	24
News Papers	0	0	0	0	0	1	1	0	0	0	0	0	2
Appliance centers	34	26	25	69	24	30	11	12	7	24	23	19	304
Refer by a friend/colleague	5	9	9	14	7	4	6	5	1	11	10	5	86
Refer by a relative	5	7	6	10	9	4	5	2	2	5	11	3	69
Website	0	25	0	1	0	0	0	0	0	0	1	0	27
Other (Google Search, Kolin old user, Facebook Group, Searching in the internet)	17	25	15	50	18	31	7	11	6	20	14	10	224
Total	24	74	42	126	26	98	61	68	42	31	68	120	740

X. PRODUCT AWARENESS COMPARISON

Channel	Dec 2025	Dec 2024	Change
Kolin Facebook Page	80	70	+10
Kolin Instagram	0	0	0
Kolin YouTube Channel	0	1	-1
Kolin TikTok Account	1	0	+1
Google Ads	2	0	+2
Newsapers	0	0	0
Appliance Centers	19	26	-7
Returned by Friend/Colleague	5	11	-6
Returned by Relative	3	2	+1
Kolin Website	0	1	-1
Other (Google Search, Old Users, FB Groups, General Internet Search)	10	18	-8
Total Responses	120	199	-79

## XI. Overview, Analysis, and Insights (NPS and Product Awareness)

Throughout 2025, Kolin maintained consistently high NPS performance, with monthly scores above 80 percent and promoters exceeding 83 percent. Detractors were negligible, reflecting effective issue resolution and a strong reputation for reliability. Analysis of promoter feedback revealed that the primary drivers of satisfaction were after-sales service, prompt chat support, product quality and durability, and responsiveness within 72 hours. More than half of promoter comments specifically highlighted after-sales service, confirming it as Kolin's strongest differentiator, while cost-related concerns were rarely mentioned, indicating that reliability and service experience are valued above price.

Passive feedback mainly focused on follow-ups and response times, highlighting opportunities to convert these customers into promoters through **proactive and consistent communication**. Detractor feedback was minimal, with isolated concerns around product durability or service, and no recurring issues were observed. Maintaining consistent service and clear communication can further reduce passive and detractor cases and strengthen overall loyalty.

Product awareness closely complemented NPS performance. Customers who discovered Kolin through digital platforms, particularly Facebook, demonstrated higher engagement, provided more positive feedback, and were more likely to recommend the brand. While Appliance Centers and referrals remain important touchpoints, digital channels accounted for the majority of customer discovery, emphasizing the importance of a strong online presence. In December 2025, awareness through Facebook increased compared to the previous year, while other channels experienced a slight decline in responses, highlighting the need to sustain visibility and engagement across multiple touchpoints.

The analysis shows a clear connection between customer satisfaction and brand awareness. High NPS scores were reinforced by timely support and exceptional service, which were amplified by active engagement on social media. Simultaneously, sustained digital campaigns and strong appliance center presence maintained awareness and supported advocacy. The slight decline in overall awareness responses during December indicates that **consistent digital and in-store engagement will be crucial to maintain future promoter conversion**. Aligning service responsiveness with digital visibility strengthens trust, enhances loyalty, and ensures long-term advocacy.

## XII. Recommendations:

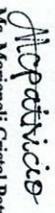
- 1. Ensure Timely Response and Leverage Customer Testimonials**  
Maintain prompt and consistent follow-ups to deliver a seamless customer experience and strengthen long-term relationships. With many customers relying on peer experiences to gauge brand reliability, leverage positive customer stories across social media and marketing campaigns to reinforce trust and credibility. Testimonials also demonstrate the value of Kolin units to prospective buyers researching reviews before making purchasing decisions.
- 2. Emphasize Product Value**  
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Maintain professional service standards and operational consistency to ensure smooth experiences, build customer confidence, and drive word-of-mouth advocacy. For remote areas, ensure responsive ASRs and ready access to parts, guaranteeing reliable service even during peak demand periods.

*These recommendations reinforce ongoing initiatives, complement previous reports, and drive continuous improvement in customer experience and brand trust.*

## XIII. Conclusion

We closed 2025 with strong customer loyalty, high advocacy, and consistent service performance. We maintained a rising NPS through our responsive after-sales service, active engagement on social media, and timely support across digital and offline channels. We recognize that sustaining awareness and trust requires continued focus, and we are committed to strengthening customer experience, reinforcing brand visibility, and driving long-term advocacy as we move into 2026.

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**KolIn Philippines International Inc**  
**Inquiry thru KolIn Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / KolIn Quad Series Pinoy User / Aircon Buddies**  
**For the Month of December 2025**

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	General
Anonymous participant	12/22/2025	Ask ko lang sa mga nakapag pa liris na mismo sa KolIn wala ba silang additional charge sa window type inverter out of warranty na.	wala kapag standard cleaning, meron kapag deep cleaning	12/23/2025	KAUP	WAC - General
Anonymous participant	12/29/2025	How much po palinis ng kolIn window type aircon? Pasig area	800 lang po, pwede po kayo magmessage directly sa fb ni kolIn para maassign po nila kayo sa authorized technician	12/29/2025	KAUP	WAC - General
CleaverStrawbery2671	12/17/2025	Good eye. Ilang months po pwede na palinis yung KOLIN split type? Nung may lang nabil... Salamat po sa sasagot 谢谢	Every 5-6 months po depende din sa paggamit at kung saan nahinall ang ac	12/17/2025	KAUP	SAC - General
Anonymous participant	12/09/2025	Pa Help nmn po paanu ma contact customer service nila sa KOLIN.. kasi 2hours na ako tumawag sa HOTLINE nila wala pa din akong makausap na agent.. Salamat po (creo)	Holiday po katapoon kaya wala tatagalag sasagot. Try niyo po now, tsaka message din po kayo sa fb page nila mabilis din silang sumagot dun	12/09/2025	KCUP	Creo - General
Anonymous participant	12/08/2025	Magkano po palinis ng aircon kolIn creo. 75hp antipolo area po sana silaamts	800 po. Message po kayo sa kolIn, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852-6868 / 0917-811-8982	12/09/2025	KCUP	Creo - General
Anonymous participant	12/07/2025	Required po bang itagay ang rubber plugs/drain pan? Direct naman po sa outdoor ang release ng tubig.	not necessary po kung gusto niyo po na hindi madami sa labas o sobrang basa sa labas, okay lang din na gamitin ang drain pan	12/09/2025	KCUP	Creo - General
Tom	12/22/2025	guys question, bumili ako ng aircon, tapos may mga napansin ako, ok lang ba to?, may iba pa syang lama kaso di ko na masyado pinansin, eho lang ang medyo off ako, yan yung sa harap ng aircon, pasensya na wala kasi ako alam sa aircon, kaya nag tanong ako dito, para malaman ko na din kung ok lang ba yan, kung i babalik ko o hindi, gratia ganyan na lang dawhin ko kahit hindi ko na i balik, mga gantun, kolIn creo	Okay lang po yan kung walang epekto sa cooling performance, possible kaya mayupoi dahil sa pagkainstall	12/23/2025	KAUP	Creo - General
Anonymous member	12/29/2025	normal lang po to parang nag yelo sya habang naka CL mode	Actually, normal po yan kapag ni-inactivate niyo yung self-clean sa Creo, kasi parte po sya ng cycle. Hayran niyo lang po malapos yung process.	12/29/2025	KCUP	Creo - General
Anonymous participant	01/03/2026	Guys mag pa pakabit ako ng aircon, kaso di ko alam kung ano ba yung mga dapat kong malaman, ayoko naman i asa sa mag kakabit, kasi bakla namaya may hindi din sila alam or bakla lokohin ako, or bakla bara bara lang yung gawa, mga gantun, tapos meron din akong nababasa na breaker, ano ba yun, pano ba yun gumagana, may nababasa din ako na brown out, ano ba yun, dapat ba di tanggaliin sa saksekan, o dapat tanggaliin, and once bumalik yung kuryente, may dapat bang baguhin sa settings mga gantun, pasensya na wala ako masyado alam sa aircon, and yung namay ko din kasi na loko na before. KolIn creo 0.75hp nga pala ang aircon ko.	Para mas safe at trusted po, mas maigi po talaga na dumireto sa KolIn para sa installation. Sa authorized installer po, malinaw ang charges at service inclusions, at trained sila sa tanang pagkakatib ng unit niyo. Kung sakaling may follow-up o service po kayo sa future, may malatawagan po kayo agad. Para po sa breaker, mas safe po na ipa-install ito sa licensed o trusted electrician para tama ang wiring at matwasan ang anumang issue. Tunggol naman po sa brownout, mas safe po kung naka-off nuna ang unit. Pagbalik po ng kuryente, hintayin po ng 3-5 minuto bago i-on ulit. Wala naman pong kailangang baguhin sa settings; pwede na pong normal gamitin ulit ang unit. Since KolIn Creo 0.75HP po ang unit niyo, siguradong mas tatagal at gagana ng masyos ang performance kung tama ang installation at electrical setup. Basa tama rin po ang HP sa size ng room at well-maintained ang unit, mas tatagal at mas efficient ang AC niyo.	01/03/2026	KAUP	Creo - General
ZeeZio Belioa	12/09/2025	Ok din po ba ang energy consumption nilo? Chu kaya mas maliid sa kanila in the Long run ng KolIn Quad?	KolIn quad user here. Sobrang tipid sa kuryente, almost 2 years na namin gamit so far wala pa naman nagiging issue. 120kwh lang nagamit namin sa november billing, kasama na ref, washing machine, rice cooker, 24hrs na electric fan, phone and laptop sa pagcharge	12/10/2025	HB	Quad - General
Anonymous participant	12/17/2025	May problem po b kay quad, madami po kc na nakikita ng bebenta ng quad... amonhls to 5 months p lng binebenta na nila. sinat po sa sasagot...	KolIn quad user here. Sobrang tipid sa kuryente, almost 2 years na namin gamit so far wala pa naman nagiging issue. Mostly, sa mga nakikita kong nagbebenta after nila bumili, yung reason ay tumaliit sila ng place at yung butas na naready ay hindi kasya yung ac nila	12/17/2025	KAUP	Quad - General
Anonymous participant	12/29/2025	Hello poi Ma ask ko lang po if tahinik or mangay din si kolIn quad kagaya ng ibang window type? And wala control po ba (like nau turn on ba thru app)?Y!	tahinik lang po si quad basta tama po installation and yes po may smart controller po sya	12/29/2025	KAUP	Quad - General
Zeus Justine Chiraco	12/06/2025	KolIn Full DC Inverter cleaning. Magkano? Pwede rin kaya ireplace yung moldy part? How much as well. Roxas/Scout area, QC	Ilan mode niyo po muna 5-10 mins bago palayin para maluyo, at regular cleaning kung kailangan ng help, pwede ring mag-message sa KolIn FB page—madali naman depende po sa gamit. Mas tahinik at mas tipid sa kuryente ang split-type inverter, pero mas mura at mas madaling i-maintain ang window-type inverter.	12/06/2025	KAUP	KolIn - General
Czarina Eleanor	12/03/2025	Ailin po mas maganda/matibay? Split-type inverter or window type na inverter aircon? thx	Depende po sa gamit. Mas tahinik at mas tipid sa kuryente ang split-type inverter, pero mas mura at mas madaling i-maintain ang window-type inverter.	12/03/2025	HB	Others - General
Anonymous member	12/04/2025	Need pa po ba laging patayin sa breaker yung ac pag naka off or kahit di na po? Mag co-consume pa din ba ng kuryente pag di nakapatay sa misionong breaker? Thanks in advance	Kahit hindi naman po kailangan na ioff yung breaker basta tanggaliin yung saksekan, pero kung ayaw niyong tanggaliin, okay din na ioff ang breaker, nasa sa inyo pa din	12/05/2025	HBAG	Others - General

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Anonymous member	12/06/2025	Pinaka tipid na aircon brand today. Pass sa kolIn scam lumasa kuryente.	For me po, energy-efficient ang AC kung tama ang paggamit, settings, at HP sa size at heat load ng room. Important rin po na well-insulated ang room at mayayos ang ventilation ng outdoor unit para mas efficient ang cooling. Makakatipid kayo kung nasa tamang setting at well-maintained ang AC. Experience ko using Quad, multiple sya basta alagala lang sa cleaning ng filter at AC mismo. naman sliding, kaya kung kailangan ipaclean, hihatiin lang ang base.	12/07/2025	HBAG	Others - General
Anonymous member	12/13/2025	hello po, safe na po ba to? or much better burnil nung Polyurethane foam? or may suggestion po ba kayo pantakip dyan sa mga silwang?	Actually, ganito lang po ang ginamit ko — parang styrofoam lang. Ang casing ng AC	12/14/2025	HBAG	Others - General
Vangie Toledo Ronquillo	12/14/2025	Meon po ba dito nakaaexperience na may di magandang amoy ang lumabas sa aircon? As in sa fan nya nagmumula, kahit magpapalits at magpa pulidown kami nabalik at nabalik pa rin sya. Minsan pag bagong sindi Minsan pag yung makatagal ng nakasindi Saka sya nanganganoy.	Hindi po ba nakatapat yung hose sa drainage nyo? Ty nyo rin po gamitin yung charcoal—may mga bag na ganun, baka makalulod para ma-lessen yung foul odor. Pwede rin po, bago nyo palatayin yung AC, i-fan mode nyo muna for a few minutes (mga 5 minutes) para maluyo muna yung unit.	12/14/2025	HB	Others - General
Daniel Laurence Itable	12/14/2025	Gaano katagal ang lifespan ng aircon na narepair na (leak test, freon, etc)? #	Actually, depende po talaga kung saan nakainstall yung unit. Kung halimbawa malapit kayo sa salty area, mas madali pong ma-corrod at mag-rust yung unit, kaya kailangan mas madalas po yung maintenance.	12/14/2025	HB	Others - General
Anonymous member	12/21/2025	Pipa. Okay lng po b gnyng setting?	yes, samin nasa 23-25c cool mode low fan	12/22/2025	HBAG	Others - General
Jessa Mae Angela Altagano-Pinothemoso	12/23/2025	San po kayo nakakamura pag auto fan or consistent na low?	low lang po gamit narin, hindi pa kami nag aauatlo fan pero its up to your preferences pa din	12/23/2025	KAUP	Others - General
Anonymous participant	12/23/2025	admin sana kick mo yung mga twit na hindi naman autorize ni kolIn dito baka may mabiktima pa. tapos dahil kolIn group to kaila na ba kolIn itaga.	Hindi ko din sure bakti ginawang public itong group hehe kaya baka yung mga nagreklamo sa ac nila na anonymous eh mema lang	12/23/2025	KAUP	Others - General
Anonymous participant	12/04/2025	Ano po reason bakit po ganyan kulay? (WAC)	Report nyo po sa kolIn. Message lang po kayo sa fb page nila o kaya tumawag po sa hotline number nila (02) 8852 6868 / 0917-811-8982	12/05/2025	KAUP	WAC - TS
Anonymous participant	12/20/2025	good evening mga boss magkano mag palagay ng freon split type aircon inverter	Message po kayo sa kolIn, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/22/2025	KAUP	SAC - TS
Jahideen Musa	12/16/2025	Tanong ko lang mga boss ano kaya problema bakit may lumalabas na tubig jan sa taas ng harapan ng aircon, ano kaya possible na cause nilo? salamat. (kolIn, sh)	Message po kayo sa kolIn, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/16/2025	HBAG	Compact - TS
Jahideen Musa	12/16/2025	Tanong ko lang mga boss ano kaya problema bakit may lumalabas na tubig mga boss, ano kayang lumog eto, sa fan ba to niya? prang my lumalagtitik (Creo)	Pa-check nyo po sa kanila, message lang kayo sa page responsive sila don.	12/17/2025	KAUP	Compact - TS
Jay Mund	12/02/2025	We bought our AIRCON last Oct KolIn Creo 1 HP, nag babasa ako dito sa group about sa proper way ng pag set up nya and paano makakatipid sa kuryente. I follow yung mga nababasa ko na set up na 23 Temp In Cool setting and Low Fan, Then sa observation narin itga nya kayang palamigin yung room malit lng yung room narin, need tiga narin mag fan pra mag support yung lamig nya then pag ioff na yung fan ayun parang naka tinig din yung lamig ng Aircon unsatisfying tiga yung lamig nya. Unlike sa non inverter narin na AIRCON before na LG 3/4 Hp lng kaya nya palamigin yung room pero eto itga wala itigang lamig, malamig sya sa una mga 5-10mins pero later on wala parang hindi nag increase yung lamig nya sa room.. we also tried to set up it sa 19 temp cool set then high fan same lang din hindi din sya lumalamig.... May issue kaya itong aircon narin or mali lang tiga set up narin. Heads up narin po sa mga naka experience ng same issue like this... and ano pong dpat gawin unconviente napo kami, bumili ka ng aircon for 24k worth tops parang heater yung nabili narin wala itigang lamig... Thank you so much.	Report nyo po sa kolIn may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/09/2025	KCUP	Creo - TS
Anonymous participant	12/02/2025	Hi good day... We bought our AIRCON last Oct KolIn Creo 1 HP, nag babasa ako dito sa group about sa proper way ng pag set up nya and paano makakatipid sa kuryente. I follow yung mga nababasa ko na set up na 23 Temp In Cool setting and Low Fan, Then sa observation narin itga nya kayang palamigin yung room malit lng yung room narin, need tiga narin mag fan pra mag support yung lamig nya then pag ioff na yung fan ayun parang naka tinig din yung lamig ng Aircon unsatisfying tiga yung lamig nya. Unlike sa non inverter narin na AIRCON before na LG 3/4 Hp lng kaya nya palamigin yung room pero eto itga wala itigang lamig, malamig sya sa una mga 5-10mins pero later on wala parang hindi nag increase yung lamig nya sa room.. we also tried to set up it sa 19 temp cool set then high fan same lang din hindi din sya lumalamig.... May issue kaya itong aircon narin or mali lang tiga set up narin. Heads up narin po sa mga naka experience ng same issue like this... and ano pong dpat gawin unconviente napo kami, bumili ka ng aircon for 24k worth tops parang heater yung nabili narin wala itigang lamig... Thank you so much.	If ganyan po, much better if you consult or have your unit checked. Mag message po kayo sa fb page nila, responsive sila para ma-check ng authorized service partner nila yung unit nyo.	12/04/2025	KCUP	Creo - TS
LovelyFish24	12/08/2025	Pagkakatapos ko po sya i CL ganyan po nangyari? anu po kaya problema.. ON sya ipos bihlang mag off tops mag On narin.. Please Help po.. (Creo)	Report nyo po sa kolIn may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/09/2025	KCUP	Creo - TS

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Anonymous participant	12/08/2025	Nabili ko po siya nung June, ipapa deep cleaning ko po yana lasi 6months na, tapos biglang namalay at nagkaganyan (sa video) linsan ko namin yung Filter niya, ipos nag ON lang ilang minuto lang parang nag ice na yung sa likod.. hindi ko naman mapalinis sa mga palilisan baka hindi na siya kasama sa mapasok sa warranty kasi pinalinis at nabuksan ng iba.. Anu ba dapat ko gawin? ilang bises na ako tumawag sa hotline ng kolIn palaging naka HOLD kasi walang agent na kakausap salin..Sana pi paulungan niyo ako.. Salamat po	Report niyo lang po. Holiday po kahapon kaya sure na wala talagang sasagot.	12/09/2025	KCUP Creo - TS
Eve L Jimiret	12/19/2025	I bought my 0.75 KolIn Creo aircon last September and few minutes ago, nagstart siya mag self-clean. Automatic po ba siya mag self-clean talaga? I did not press anything sa remote. Hoping someone can answer. PTPA Edit: As of 11:32AM, nag shut off yung aircon after ng CL.	Message po kayo sa kolIn, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/19/2025	KAUP Creo - TS
Anonymous participant	12/27/2025	Ganun po ba talaga amoy ng creo bagong kabt at bukas, amoy chemical na ewan?	Sa akin po, wala naman pong kakalibang amoy. Pwede nyo muna pong i-observe. Baka may butas lang po kung sean pumasok yung usok o amoy galing sa labas.	12/27/2025	KCUP Creo - TS
Yvan Laporre	12/29/2025	hello po respect post po normal lang po ba sa kolIn creo tip na pag umaandar parang yun samin, after malilisan may prang humaharppas sa loob haha (quad)	Actually po, normal lang po siya, lalo na kung kakabukas pa lang ng AC. Pero kapag na-achieve na yung set temp, mawawala na rin po yung sound na yun. Pero kung buong operation po ay may unusual sound pa rin, mas okay na ipacheck niyo na po sa KolIn para mas malaman niyo po ang tunay na cause, kanino po kayo nagpalinis? Report niyo po ulit, kung sa kolIn po may 3 month labor warranty naman sila basta related sa cleaning yung issue	46054	KCUP Creo - TS
Anonymous participant 505	45700	Anu po prob pag ganyan tapos pakay yung ilaw pero gumagana yung aircon salamat po sa sasagot. (Quad)	press niyo lang po sa remote yung - at mode ng sabay para bumalik sa celsius natin niyo na po bang lawagan si KolIn mismo para ma-assist ka po sa problem nang AC niyo? Usually po, nagmessage ako sa FB or tumawag sa hotline nila (02) 8852 6868 / 0917-811-8982 kapag need ng service. Baka makatulong po sa concern niyo.	45728	KQSPU Quad - TS
Jimi Cruz	12/26/2025	1st year board replacement, 2nd year thermostat replacement, 3rd year auto resetting leading to no power board replacement again. Pag wala na sa warranty ang board replacement walang warranty ano yun pagdadalal mo na ling na wag muna masira?	Hi po! Mas okay po na direktang kay KolIn kayo mag-message para mas ma-assist kayo. Kapag may ganitong code, mas malaman po na ipa-check agad sa kanila.	12/26/2025	KAUP Quad - TS
Mary Michelle Aircon-De Zuriga	12/28/2025	may naka experience na po ba salnho nag H3 yun kolIn quad window type nila dito?	Usually po, ganito yung nangyayari sa amon: mitsan namamalay yung motor ng outdoor, lalo na kapag matalas yung temperature na na-set. Mas madali po kasing ma-reach yung set temp, at sa same time, baka mas mababa yung actual room temp.	12/28/2025	KQSPU Quad - TS
Morales Yanir	12/30/2025	Hello, Pa-advise po ano possible problem nilong AC. Malingay pero lumalamig. Thank you!	Pero mas okay pa rin po na tumawag kayo sa KolIn para mas ma-assist po kayo nang maayos.	01/02/2026	KAUP Quad - TS
Anonymous participant	12/31/2025	Yung outdoor unit ng Primus Gold ko bigla na lang nag-o-off. And Kapag nangyayari yun, hindi na lumalamig yung hangin sa indoor unit. Kailangan ko pang haassan yung fan speed para mag-on ulit at gumana yung outdoor unit. May need lang po bang need kalikulin aa remote? Thank you PTPA.	Pero much better po na mag-read out kayo sa KolIn para mas malaman niyo po ang exact cause kung bakit ganito yung behavior ng AC niyo. Try niyo po sa FB page nila, responsive naman po din sila.	01/02/2026	KAUP Primus - TS
Sweet Abalain Vlado	12/31/2025	anyone na nakaexperience po, Primus gold unit bigla nalang naguturn off (shutdown) ang unit, iba iba ang time, minsan after 5hrs, or more than 12 hours. hindi naman siya nangyayari before nagstart lang kahapon. i try to uninstall the app po, then remote nalang ginagamit ko, bago din ang battery ng remote, nagstart siya simula d ko inopen ng mga 3days.	Kung may specific time po na mag-turn off yung AC niyo, possible po na naka-activate yung timer. Try niyo po to-check muna. Pero kung hindi naman po naka-activate yung timer, mas okay po na tumawag kayo sa KolIn mismo o mag-message sa FB page nila.	01/02/2026	KAUP Primus - TS
John Paul Silva	12/06/2025	Good Day po . Looking for parts at machcheck ng AC namin taguig area , medyo mahina na yung buaga nva ng hangin eh ... Din lang po	Mag-message o kontakin niyo po yung KolIn para ma-assign kayo sa authorized service nila. Pwede niyo rin subukan sa FB page nila—madali rin po mag-schedule din.	12/06/2025	KAUP KolIn - TS
John Eric Cepe	12/20/2025	ano kaya problem ng aircon namin, nag brownout tapos nung nag na ulit ng kuryente hindi ko na maopen yung aircon ayaw na mag on, ano po kaya possible na problem ng aircon?	Message po kayo sa kolIn, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/22/2025	KAUP KolIn - TS
Anonymous participant	12/29/2025	Ano po kaya ang problema ng aircon na to may kakalibang tunog.	message kayo sa page ng kolIn para maluungan nila kayo haassas concern niyo	12/29/2025	KAUP KolIn - TS

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Anonymous participant	12/30/2025	Ano po possible na mangyari pag daw may nagleak na oil sa copper tube? Thank you sa sasagot.	Possible po na mag-weak cooling or totally hindi na mag-cool yung AC kapag may freon leak. Para sure po kung ano talaga yung main cause, mas okay na ipa-check muna yung unit.	01/02/2026	KALP	Koloin - TS
Ruel Gabunada	12/31/2025	Anong problema nito?	Mas better po na ipa-check niyo na po sa Koloin mismo since may error yung unit. Tiy niyo tin po sa FB page nila—maddaling makakuha ng sagot kasi may sumasagot po agad dun.	01/02/2026	KCUP	Koloin - TS
Anonymous member	01/01/2026	MAGKANO ABUTIN REPAIR NG KOLIN? 5HP FO ISSUE?	Mas better po na kontakin niyo na po yung Koloin para malaman niyo kung magkano po ang abutin, at para ma-ensure din na authorized ang technician na magse-service sa niyo. Tiy niyo tin po sa FB page nila, responsive po sila dun.	01/02/2026	HBAG	Koloin - TS
ProductiveWolff770	12/15/2025	Okay lng ba gamitin setting sa creo thp dry mode 30 minutes after 25 cool auto fan?	kung madaas ang humidity ng room yes okay lang pong gumamit agad ng dry mode kase yun din ginagawa namin pagkabukas then lipat sa cool mode Eto po bakla make-help: TIMER ON Press the TIMER ON button to start the ON time sequence. Press the Temp ▲ or Temp ▼ button multiple times to set the desired time to turn on the unit. Point the remote at the unit and wait 1 second for the TIMER ON to activate. TIMER OFF Press the TIMER OFF button to start the OFF time sequence. Press the Temp ▲ or Temp ▼ button multiple times to set the desired time to turn off the unit. Point the remote at the unit and wait 1 second for the TIMER OFF to activate.	12/15/2025	KCUP	Creo - Remote
Yvan Laporte	12/25/2025	hello po respect post po paano po mag set ng timer sa koloin thp	Press the TIMER ON button to start the ON time sequence. Press the Temp ▲ or Temp ▼ button multiple times to set the desired time to turn on the unit. Point the remote at the unit and wait 1 second for the TIMER ON to activate. TIMER OFF Press the TIMER OFF button to start the OFF time sequence. Press the Temp ▲ or Temp ▼ button multiple times to set the desired time to turn off the unit. Point the remote at the unit and wait 1 second for the TIMER OFF to activate.	12/26/2025	KCUP	Creo - Remote
Anonymous member	12/05/2025	Sino po naka koloin quad user dito? Window type 2.5hp? Any tipid set up.	Hello, quad user tin ako. 23-25 in cool mode, tapos pag gusto ko lumamang agad yung room namin nag medium fan speed ako.	12/05/2025	HBAG	Quad - Remote
Lloyd Kee	12/06/2025	I've just bought Koloin window type 1.5hp quad inverter but haven't installed yet and planning to buy another. Any thoughts of its reliability and electric consumption concerns?Thanks	I've just bought Koloin window type 1.5hp quad inverter but haven't installed yet and planning to buy another. Any thoughts of its reliability and electric consumption concerns?Thanks	12/06/2025	KALP	Quad - Remote
Anonymous member	12/06/2025	Hello po.. kakabili lang namin ng Koloin Quad yesterday. window type. Ngayon lang namin sya ginamit para makapag pahinga compressor. Lumalalang naman po ang room pero ndi po nag ddip ng water yung ac kabit inatanggal na namin yung rubber. Ginamit namin for 3 hours. Normal po ba to?	Una, check niyo po kung nakakabit yung drain plug. Kapag nakakabit, hindi po talaga magdi-drip yan. Kung hindi naman po, i-check niyo po yung installation ng AC niyo. Dapat hindi pantay, o mas mababa yung likod o naka-tilt ng kaurit yung harap para maayos ang	12/06/2025	HBAG	Quad - Remote
Anonymous member	12/23/2025	HELP! Ano po best settings dito? Kakabili lang po. KOLIN QUAD 0.75 HP	23-25c cool mode low fan	12/23/2025	HBAG	Quad - Remote
Lorraine Chaito	12/27/2025	hi po. bañ nalinisn ko na filter nya kelan po mmwala yng orange na dot skrya?	Press lang po ang "Filter" button para ma-reset. Usually po, unilaw ang Filter indicator kapag manunin na ang filter at need nang linisin or naka-250 hours na ng operation ang unit, ito sinasabi sa akin nang nag-message ako sa Koloin.	12/27/2025	KOSPU	Quad - Remote
Anonymous member	12/27/2025	Pa-Help sa settings po. Please. Koloin Quad	Press niyo lang po yung "-" at "Mode" buttons together para bumalik sa Celsius yung display.	12/27/2025	HBAG	Quad - Remote
Anonymous member	12/01/2025	Ano po bang tamang pag set ng room temperature? Sabi kasi samin ng promodiser, dapat i 16 temp muna saka itaas yung temperature kapag malamang na, sabi naman ng iba pagka open ng ac 23+ temp agad. Using koloin full inverter	23-25c cool mode low fan. dyan lang po kami, deretso cool mode	12/01/2025	HBAG	Koloin - Remote
Anonymous participant	12/31/2025	New user po 1.5hp. Ano po recommended settings niyo sa unit niyo? TIA po.	Naka-25°C po sa cool mode, pero kapag mas malamang ang weather, sa 26°C o 27°C po. Mas tipid po kasi sa kurvente kapag mas madaas ang setting.	01/02/2026	KCUP	Koloin - Remote
Anonymous member	12/06/2025	Ano pong setting niyo pag ganitong malamang ang panahon or kapag umulan?	25-26°C po, tapos low setting. Pag gabi naman po, pwede Sleep mode	12/07/2025	HBAG	Others - Remote
Anonymous participant	12/09/2025	Kapag ba nawala warranty card pero meron receipt nung pagbili hindi na macocovered sa warranty?	as long as meron po sa inyo yung resibo, covered pa din ng warranty, wag niyo lang po iwawala para makapagclaim na din, pero mas maganda kapag nakaregister kayo	12/09/2025	KCUP	Creo - Warranty
MeemengPool	12/09/2025	Just got my Koloin Quad thp na AC a week ago. Niregister niyo po ba yung inyo dun sa brochure ng warranty na may QR code kasama nung manual? Tiny ko pero di ko maupload yung pic ng receipt.	yes po, nagregister ako, bale ang ginawa ko sa photo yung receipt nagsesearch ako sa google na pwedeng patabanan yung quality ng photo. by niyo po	12/09/2025	KALP	Quad - Warranty

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Facebook Name	Date of Post	Concern	Response	Date Response	Origin
Via Reyes	12/23/2025	Kapag more than 1 yr na po unit, window type kolin quad series. Not under warranty naba? Nakaimutan ko na kasi sirahi saking mung birnil ko. Pwede ko na ipacleaning sa ibab? TYYY po.	not under warranty sa parts and labor pero meron pang 3 years sa pcb at 10 sa compressor. kaya sa kolin pa rin po kayo magpalinis	12/23/2025	KAUP Warranty
Anonymous participant	12/27/2025	ok lng po ba pagkaka lagay ng aircon or need adjust pa harap?	Actually po, mas okay po talaga kung concrete yung paglilid para maiwasan po yung vibration at ingay ng aircon. Kasi po kapag syro lang, may chance po na pag tumagal na yung ganitil, mag-flat or ma-deflate nyo, kaya po magva-vibrate yung unit pag	12/27/2025	KAUP Installation
Mark Anthony Belga	12/22/2025	nakakabili po ba sainyo ng grill cover na ganilo? (quad face cover)	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/23/2025	KAUP Quad - Parts
JohnGan Gab Berces	12/20/2025	LF PCB board 3TR Kolin Floor Mounted Manila Area	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/22/2025	KCUP Floor Mounted - Parts
Eunz Murillo	12/23/2025	Saan po nakakabili ng Kolin compressor foot bushing?	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/23/2025	KAUP Kolin - Parts
Anonymous participant	12/31/2025	PTPA Hello good morning! Ask ko lang po kung may nabili po bang replacement ng ganilo po? Nabutas po kasi. Saka ok lang po ba nilagyan po muna namin ng tape/microscope for the meantime? Thank you and God bless!	Sa Lazada po meron na pang replacement filter. Check niyo lang po yung exact model ng AC niyo para siguradong tama po ma purchase nyo. May official store po si Kolin dun kaya safe po burnil.	01/02/2026	KAUP Kolin - Parts
Lala Vera	12/04/2025	LOOKING FOR KOLIN WINDOW TYPE CLEANER Good Morning, Baka meron po technician dito maglilinis ng aircon window type 1HP Manual, Mandaluyong Area Pn me Thanks!	Mag message po kayo sa page ng Kolin para makapagpa-schedule sa Authorized Service Partners nila.	12/04/2025	KAUP WAC - ASP
Anonymous participant	12/22/2025	Looking for Kolin Authorized Aircon Cleaner for 0.75Quad Window type near Bantay Ilocos Sur po.	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/23/2025	KAUP WAC - ASP
Anonymous member	12/27/2025	Manunong pong maglilinis ng FullDC Inverter Kolin 75 Window type. Near Mandaluyong, Palapag na rin presyo in comment sec by PTPA	Puede po kayong mag-message sa FB page ng Kolin para masigurong maayos yung maglilinis ng unit.	12/27/2025	HBAG WAC - ASP
Anonymous participant	12/29/2025	meron ba dihang aircon installer sa binahangonan, window type, pa comment kung mag kano.	Mag message po kayo sa page ng Kolin para maassign po nila kayo sa pinakamalapit na technician sa inyong Service Partners nila.	12/29/2025	KAUP WAC - ASP
Anonymous participant	12/29/2025	Sino po naglilinis dito ng AC window type Mandaluyong. Papalilis ako	Puede po kayo magmessage directly sa fb page ni Kolin para maassign po nila kayo sa pinakamalapit na technician sa inyong Service Partners nila.	12/29/2025	KAUP WAC - ASP
Joy Almedras Alzate	12/29/2025	Pa cleaning sana aircon + S window type Kolin Aircon Noveliches Area	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/09/2025	KAUP Creo - ASP
Meng	12/07/2025	LF cleaning Kolin Creo Tarlac area	Pwede po kayong mag-message directly sa Kolin FB page para sa service. Mas malili po silang mag-reply dun.	12/07/2025	KAUP Quad - ASP
John Eric Naig	12/06/2025	LF Cleaning Kolin Quad 1hp Location South Caloocan	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa authorized technical nila 800 lang po pag window type	12/17/2025	KCUP Quad - ASP
Anonymous participant	12/17/2025	Looking for Kolin Authorized Aircon Cleaner for 0.75Quad Window type near or within Luzon Ave pasong lamo qc.	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982 .	12/17/2025	KAUP Pritmus - ASP
Anonymous participant	12/23/2025	meron bang magpa cleaning dito rektas sa Kolin then sirabi na may leak at need ipa reprocess, dagdagan ng freon aircon ko? 13k daw abutin. Para uloy akong magduda. Kasi ang prob ko lang naman talaga eh manduri na syra at amoy alikabok eh ok naman ang lanting, window type Quad Inverter 1hp po lio. nilinis naman pero ang sabi mga weeks na lang daw lalagala nilo. may 2023 ko birnil.	message po kayo sa kolin, may fb page, pwede niyo pong ipacheck yung quotation at anong nagling findings bakit ganun para malaman niyo po bakit nagrecomment na need ng system reprocess	12/23/2025	KAUP Quad - ASP
Christian Kim Angeles	12/11/2025	Kolin Pritmus Gold 2HP Split type Looking for aircon cleaning, Mandaluyong Area. Weekends only	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982 .	12/11/2025	KAUP Pritmus - ASP
Anonymous participant	12/17/2025	may kolin pritmus gold seller po ba dito around pangasinan na for installment?	kung may ac na po kayo, better na ang mag install ay authorized po ni kolin, manoword lang yung warranty niyo kung unauthorized ang mag install	12/17/2025	KAUP Pritmus - ASP
Japoy Cabs	12/01/2025	LF: kolin aircon home service	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/01/2025	KAUP Kolin - ASP
Anonymous member	12/09/2025	LF: cleaning na accredited ng kolin Katangalanang pasig area	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/09/2025	KAUP Kolin - ASP
Anonymous participant	12/09/2025	Saan po ba dito sa Legazpi Albay, ang repair shop ng Kolin?	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	12/09/2025	KAUP Kolin - ASP
Mart Sazon	12/11/2025	saan pwede mag book ng cleaning service ng kolin accredited? at mag kano sya may idea ba kayo? koline creo 75hp unit ko 5months na kasi	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982 . 800 po binayran namin	12/11/2025	KAUP Kolin - ASP

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82	Anonymous participant	12/30/2025	Hello po, meron na po ba dito nakapagpa checkup sa mismong Kolin service center?	Pag kailangan po ng AC ko ng service, usually tumatawag o nagme-message po ako kay Kolin, tapos magpapadala po sila ng service center na malapit sa akin.	01/02/2026	KAUP	Kolin - ASP
83	AdventurousGuaVa9753	01/03/2026	If: cleaner/repair maglink po all lights tapos manawala yung lamang ng AC Loc: Boni Mandaluyong	Message or contact nyo po yung Kolin para ma-assign kayo sa authorized service center na malapit sa area nyo.	01/03/2026	KAUP	Kolin - ASP
84	Anonymous participant	01/04/2026	Meron po kayong trusted cleaner ng Kolin AC nyo? Bakla may maretser po kayo. Dami ko kasi nakikilang tumulungo yung AC Bigla after malinis.	Pwede nyo pong i-message sa FB page ng Kolin, para ma-assign po kayo sa authorized service center nila malapit sa area nyo	01/04/2026	KOSPU	Kolin - ASP
85	Anonymous participant	12/06/2025	LF: window type inverter kolin aircon. San Pedro Laguna LF: BRAND NEW Kolin aircon Window type 2.0 HP location: Makati City	Check nyo po sa website ni Kolin—may list po ng mga dealers doon.	12/06/2025	KAUP	WAC - PC
86	Anonymous participant	12/26/2025	Dayson Araguas	check nyo po sa website ni Kolin dun po makikita yung mga dealer po na malapit sa inyo	12/26/2025	KAUP	WAC - PC
87	Dayson Araguas	12/28/2025	Looking For: Brand New Window Type Inverter 1.5hp-2hp, Preter Kolin Brand, Batangas City	Pwede po niyong i-check sa website ng Kolin para makita mo po ang list of accredited dealers nila. May contact numbers din po doon	12/28/2025	HBAG	WAC - PC
88	Ramil Esquintero	12/04/2025	LF Kolin split type inverter dawao area	Sa mismong authorized dealer po kayo bumili, makikita po yan sa website ng Kolin	12/05/2025	KAUP	SAC - PC
89	Ronald H Santos	12/18/2025	Kindly Quote 1hp split type Kolin Brand. Loc Marikina.	mas maganda pa tin po na bumili kayo sa authorized dealer ng Kolin para incase na may concern po kayo, mas madali nilang matrack kung saan po kayo bumili.	12/18/2025	KAUP	SAC - PC
90	Ronald H Santos	12/18/2025	Kolin 1hp Split type need ko	mas maganda pa tin po na bumili kayo sa authorized dealer ng Kolin para incase na may concern po kayo, mas madali nilang matrack kung saan po kayo bumili.	12/18/2025	KAUP	SAC - PC
91	Anonymous participant	12/26/2025	Ok po ba ang kolin creo?	yes po, full dc na in creo eh plus gold fins narin ganit so mas okay siya lalo na pag nasa area ka na malapit sa bodies of water.	12/26/2025	KAUP	Creo - PC
92	Anonymous participant	12/17/2025	kolin creo o kolin quad po ano pong hp para sa ng 18 sq na room?	both units po ay full dc inverter. Check nyo lang po kung ano dyan ang pinakamataas na cooling capacity, mataas na cooling capacity means mas mahalis magpalamiy, pero dapat yung hp ng ac ay accurate sa room.	12/17/2025	KCUP	Creo/Quad - PC
93	Anonymous participant	01/04/2026	Looking for kolin Creo or quad series. (1hp or 1.5hp) manila area, thank you!	Pwede nyo po i-check ung Kolin website, nandun po lahat ng dealers nila pati po unang numbers para madali nyo pong ma-contact.	01/04/2026	KOSPU	Creo/Quad - PC
94	Ann Ann	12/03/2025	how much po ang giny n ac? (Quad)	nabii ko po sa abenson timoma 20,988, yung 0.75hp, ang alam ko may free item sila ngayon na air circulator na maliit	12/03/2025	HBAG	Quad - PC
95	Eve Robles	12/11/2025	Hello, san po kayo nakabili ng Kolin Quad na goods ang products and services?	mas maganda pa tin po na bumili kayo sa authorized dealer ng Kolin para incase na may concern po kayo, mas madali nilang matrack kung saan po kayo bumili.	12/11/2025	KAUP	Quad - PC
96	Anonymous member	12/21/2025	Goods po ba KOLIN QUAD 0.75HP?	Kolin quad user here. Sobrang tipid sa kuryente, almost 2 years na nanin gamit so far wala pa naman nagiging issue. Mostly, sa mga nakikita kong nagbebenta after nila bumili, yung reason ay lumilipat sila ng place at yung butas na naready ay hindi kasya yung ac nila	12/22/2025	HBAG	Quad - PC
97	Anonymous participant	12/24/2025	MAGANDA BA ANG KOLIN KAG-100WCINV?	yes po super tipid po ng quad series sa kuryente 煤子	12/26/2025	KAUP	Quad - PC
98	Anonymous participant	12/24/2025	Maliid pa din po ba Kolin Quad Inverter window type 1.5hp ngayon? Or may mga bagoing technology na mas maliid ngayon?	yes po quad din po ganit ko subok na maliyap po talaga sa kuryente	12/26/2025	HBAG	Quad - PC
99	Anonymous participant	12/26/2025	Hello Good day! Balak ko sanang bumili ng Kolin Quad inverter full dc na 1.5hp. Question: worth it ba? Ano ang mga issues na naencounter nyo? Thank u Admin!	Hello Good day! Balak ko sanang bumili ng Kolin Quad inverter full dc na 1.5hp. Question: worth it ba? Ano ang mga issues na naencounter nyo? Thank u Admin!	12/26/2025	KAUP	Quad - PC
100	Anonymous participant	12/26/2025	Goods po ba manili sa Shoppee? May nakapag try na po ba? Salamat sa sasagot.	Hello, mas okay mag purchase sa store ng mga authorized dealer. Makikita mo naman sa website nila yung mga dealer na malapit sayo	12/26/2025	KAUP	Quad - PC
101	Anonymous participant	12/28/2025	LF kolin quad window type 1.5hp san juan batangas area or nearby	check nyo po sa website ni Kolin makikita po doon yung mga accredited dealers po na malapit sa inyo	12/29/2025	HBAG	Quad - PC
102	Anonymous participant	12/30/2025	Kolin quad series (KAG-145WCINV). Hello, Ask kolang po kung maganda poba itong model ng kolin at kung maliid ba ito at kung mahabis poba ito makapag palating ng kwarto. Base sa google itong model daw kasi ang may pinakamataas ang cooling capacity compare sa ibang brand and model?	Highly rated rating kaya maliid sa kuryente, mataas ang cooling capacity at inverter yes po, mataas po ang cspt kaya maliid po sa kuryente at may smart controller na po aliso make sure lang po na sa authorized technician po kayo ni Kolin magpainsistal 煤煤	01/02/2026	KCUP	Quad - PC
103	Anonymous member	12/04/2025	Honest review on Kolin Certus	check nyo po sa website ni Kolin, may list po sila ng mga dealer dun kasama na yung contact numbers nila.	12/04/2025	HBAG	Certus - PC
104	Anonymous participant	12/26/2025	Hello. Okay po ba ang Kolin Certus? Planning to buy po. Any pros and cons po? Thank you.	yes po, mataas po ang cspt kaya maliid po sa kuryente at may smart controller na po aliso make sure lang po na sa authorized technician po kayo ni Kolin magpainsistal 煤煤	12/26/2025	KAUP	Certus - PC
105	F Abn Navarro	12/29/2025	LF kolin certus 2hp Ned delawa Paramque Baka merun	Check nyo po yung website ni Kolin, may list po sila ng mga dealer dun kasama na yung contact numbers nila.	01/02/2026	KCUP	Certus - PC
106	MemorablePhoenix7159	12/01/2025	Ano pros and cons na nagbebenta ng kolin pinrus gold sa FB na legit supplier vs sa mail	mas maganda pa tin po na bumili kayo sa authorized dealer ng Kolin para incase na may concern po kayo, mas madali nilang matrack kung saan po kayo bumili.	12/01/2025	KAUP	Pinrus - PC
107	Clinton Blythe Manguang	12/06/2025	LF KOLIN 1HP MANGGAHAN PASIG	Check nyo po sa website ng Kolin 煤煤 list po ng mga dealers doon.	12/06/2025	KAUP	Kolin - PC

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Maria Sarah	12/28/2025	<p>Please Help:                      Unit was reinstalled from previous to my new place . It was perfectly working bago tinanggal. Like 24hr settings. ( almost chilling na kami at matagal mawala un cold breeze sa room even after mag off un unit ) After reinstallation. Hinde na po lumalaming ( like yun usual cold ng normal AC ) at may mga hot spot at pag na off un unit, walang traces ng cold breeze sa loob ng room.                      I tried 16hr, may cold breeze pero feels like HILAW. Mas malamig pa un breeze coming from the fridge 冰箱.                      I contacted 4 different professional HVAC technician. After checking the indoor and outdoor unit, they gave me different reasons.                      1st Tech said Room was too small. (11sqm)                      ( same tech nag install ng unit)                      2nd tech said fit ang unit sa room. So it was low refrigerant. ( so nag refill, but still hinde pa din nalaming ) He suggested na Mag change unit na lang daw ako 煤煤                      3rd tech refrigerant issues daw again , hinde daw na vacuum or may moisture un freon. So another freon refill n nmm.                      4th tech Wala problem sa unit. Low ceiling ang issue kaya hinde nalaming . 煤煤煤煤 ( same ceiling kami ng room ng anak ko. Pero un unit na perfectly working )                      I spent around 5k for the fees and refrigerant.                      Unit is 2 year old . Kolin Primus Gold Cleaned before reinstallation.                      No leak No frozen coils No Error sign                      No Hissing sound Condenser is perfectly working ( according sa mga HAAC tech ).                      Pero hinde talaga nalaming.                      Please help kung ano po possible issues ng AC .                      Marating Salamat po.</p>	<p>magchat po kayo sa fb page ni kolin or lumawag po sa service hotline nla (02) 8-852-6968 or 0917-811-8982 regarding po sa concern nyo</p>	12/29/2025	HB	Kolin - PC
Dustin Maya	11/30/2025	<p>Hello mga ka HB ask ko lang ano kaya magandang AC window type for bedroom na tipid sa kuryente inverter and price 25k to 30k TYIA                      Midea CELEST or Midea AVIGATOR?                      Alin po ang mas maganda sa dawer?                      Need ko po magandang sagot po sana, kc planning to buy po.                      Thank you po. ☺️</p>	<p>Baka gusto nyo po ng iconsider Kolin Quad, user po ako tipid po yung akin. Ang laki na ng natipid ko sa kuryente. Good investment talaga pag full dc inverter.</p>	12/01/2025	HB	Others - PC
Chinnieeee29	11/30/2025	<p>Pa suggest nmm po ng pinaka maliwid na full inverter tipid window type na nasa order sa shoppee                      Pa send link na din sana thanks in advance mga bossing                      ano best ac for tipid window type inverter                      need suggestion ty</p>	<p>would highly recommend kolin, may 2 units na ako from them and malik talaga natipid ko sa kuryente since full dc yung units ko                      kolin quad user po ako. Ang laki na ng natipid ko sa kuryente and wala rin siyang history of repair. Good investment po talaga siya.</p>	12/01/2025	HBAG	Others - PC
BraveRambutan6396	12/01/2025	<p>Any recommendations?                      1st choice Mitsuishi srt yrs model 1.5                      2nd Daikin Queen 1.5                      3rd Panasonic csc/cu model 1.5                      4th Midea Airstill pro 1.5                      Salamat po</p>	<p>Might consider centus ai po. advanced ang features at maganda ang specs. super tipid sa kuryente</p>	12/02/2025	HBAG	Others - PC
Anonymous member	12/01/2025	<p>Need recommendation po. I am asking this po only for legit users based sa experience nyo, hindi po iio para sa mga atente na napebenta ng aircon kaya please lang wag kayo mag offer.                      Ano po ang pinakabest na window type ac para sa room na hindi malatas konsumo sa kuryente? We have Kolin split type sa sala and so far okay naman, pero di ako sure if okay ang window type niva for room.                      Hello ka home buddies! ☺️☺️☺️                      Any recos po for appliances.                      1. Aircon                      2. Automatic Washing                      3. Refrigerator                      thank you po and will appreciate your suggestions</p>	<p>Kolin quad user here. Sobrang tipid sa kuryente, almost 2 years na namin gamit so far wala pa naman nagiging issue. 120kwh lang nagarati namin sa november billing. kasama na ref, washing machine, rice cooker, Zahrs na electric fan, phone and laptop sa pagtacharge</p>	12/03/2025	HBAG	Others - PC
Milini Cruz	12/02/2025	<p>HAIER or SHARP split type inverter ang tipid po at pang matagalang?                      thank you po and will appreciate your suggestions</p>	<p>Might consider centus ai po. advanced ang features at maganda ang specs. super tipid sa kuryente</p>	12/03/2025	HB	Others - PC
Madel Gibbs	12/02/2025	<p>HAIER or SHARP split type inverter ang tipid po at pang matagalang?                      thank you po and will appreciate your suggestions</p>	<p>Might consider centus ai po. advanced ang features at maganda ang specs. super tipid sa kuryente</p>	12/03/2025	HB	Others - PC
Ma Theresa Dominguez	12/02/2025	<p>HAIER or SHARP split type inverter ang tipid po at pang matagalang?                      thank you po and will appreciate your suggestions</p>	<p>Might consider centus ai po. advanced ang features at maganda ang specs. super tipid sa kuryente</p>	12/03/2025	HB	Others - PC

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Anonymous member	12/02/2025	Ano po sa tingin niinyo mas magandang bilhin sa dalawa? Wala pa ako masyadong nababasang feedback sa airsplit po. (Midea) Avigator vs Aursill Pro?	Might consider certus ai po. advanced ang features at maganda ang specs. super tipid sa kuryente	12/03/2025	HBAG Others - PC
Anonymous member	12/02/2025	Any feedback for TCL 1HP Split type? Ilan years lumagali sa iyo ang unit in a year ano na ang nasira na pyeser? Thank you	Might consider certus ai po. advanced ang features at maganda ang specs. super tipid sa kuryente	12/03/2025	HBAG Others - PC
ZeeZo Belioa	12/03/2025	Mga ka Homebuddies. Ask po sana ako ng suggestion sa window type na AC na inverter at malipid na consumption sana.	KolIn quad user here. Sobrang tipid sa kuryente. almost 2 years na namin gamit so far wala pa naman nagiging issue. 120kwh lang nagamit namin sa november billing. kasama na ref, washing machine, rice cooker. 24hrs na electric fan, phone and laptop sa pagtatachange	12/03/2025	HB Others - PC
Aubrey Mae Collado	12/03/2025	Hello looking po ako for an inverter window type aircon. Any recommendations po? Ung matibay po sana at sure na mag lalagat	KolIn quad user here. Sobrang tipid sa kuryente. almost 2 years na namin gamit so far wala pa naman nagiging issue. 120kwh lang nagamit namin sa november billing. kasama na ref, washing machine, rice cooker. 24hrs na electric fan, phone and laptop sa pagtatachange	12/03/2025	HB Others - PC
Stephany Gonzaga	12/02/2025	Hello. any reco po na dehumidifier for a small room? Thanks in advance.	I'm using kolIn's dehumidifier, not sure about price na, pero effective siya lalo na pag sobrang humid ng weather plus i don't have to worry about the electricity bill since inverter natin 'to.	12/03/2025	HB Others - PC
PositiveShark1617	12/03/2025	Pa suggest po Brand and Exact model for 1-1.5hp yung good for long hours of use.	KolIn quad user here. Sobrang tipid sa kuryente. almost 2 years na namin gamit so far wala pa naman nagiging issue. 120kwh lang nagamit namin sa november billing. kasama na ref, washing machine, rice cooker. 24hrs na electric fan, phone and laptop sa pagtatachange	12/03/2025	HBAG Others - PC
Eyy See	12/03/2025	Hello mga ka-home buddies. Any feedback regarding boston bay na brand ng split type aircon? OK ba sya? Thankyouoou	Not related sa product. Pero might consider certus ai po. advanced ang features at maganda ang specs. super tipid sa kuryente	12/04/2025	HB Others - PC
JV Pauly	12/04/2025	Any thoughts on Gree Split Type ACs? Came across their Primo series and mukhang maganda yong features. Hindi lang ako familiar sa brand. Crowd sourcing lang po mga ka HB.	you might also want to add kolIn to your choices, if you want an energy efficient and durable ac	12/04/2025	HBAG Others - PC
Justine Ray Tawantawan	12/04/2025	Maganda at malipid po ba sa kuryente ang TCL AI Eco-Full DC Inverter na split type aircon? Any insights or users po sa brand and type na ito? Your comments are appreciated. Thank you po	Might consider certus ai po. advanced ang features at maganda ang specs. super tipid sa kuryente	12/04/2025	HB Others - PC
Elegantfish7702	12/04/2025	Hello po, may full dc inverter window type po ba si Condura? Or standard inverter lang po yung mga window type aircon nila? Pass po sa mga nabubenta hehe canvasing palang po. Thank you po sa sasagot.	Not related pero might consider po kolIn quad. user here. Sobrang tipid sa kuryente. almost 2 years na namin gamit so far wala pa naman nagiging issue. 120kwh lang nagamit namin sa november billing. kasama na ref, washing machine, rice cooker, 24hrs na electric fan, phone and laptop sa pagtatachange	12/04/2025	HBAG Others - PC
Ronal Nolasco	12/04/2025	Pa reco naman po sa 2 AC type na ito salamaaat	KolIn quad user here. Sobrang tipid sa kuryente. almost 2 years na namin gamit so far wala pa naman nagiging issue. 120kwh lang nagamit namin sa november billing. kasama na ref, washing machine, rice cooker. 24hrs na electric fan, phone and laptop sa pagtatachange	12/05/2025	HB Others - PC
Charito Laude	12/04/2025	Ano pong matibay na brand ng AC inverter po	kolIn quad user po ako. Ang laki na ng malipid ko sa kuryente and wala rin siyang history of repair. Good investment po talaga siya.	12/05/2025	HB Others - PC
Arsiey Punzalan	12/04/2025	Pa-reco naman po ng electric fan for home office. Ung durable, quality at malakas sana. Inverter or not pareo lalo na sa electricity consumption.	kolIn po. yung air circulator nila gamit namin, ang laming kase sa area ko hindi geamong malaring kase malayo yung ac sa pwesko ko pero gumamit kami ng air circulator, ang laling na ng area ko	12/05/2025	HB Others - PC
DelightfulPenguin265	12/04/2025	Hi, im thinking of buying a Daikin queen series since my promo ang isang malapit na supplier samin, wanted to ask lang if ok po ba sya (malipid,matibay etc) or much better n ng add Ng konti cash and buy a carrier arara Need some feedback sa mga may same ac din po	Not related sa product. Pero might consider certus ai po. advanced ang features at maganda ang specs. super tipid sa kuryente	12/05/2025	HBAG Others - PC
Anonymous member	12/05/2025	Humidifier Recos?	KolIn po 30L moisture removal	12/05/2025	H8 Others - PC
Anonymous member	12/05/2025	hello po nangangunguhan lang po kame. ano po mas better split or window type aircon?	Depende po sa gamit. Mts tahnik at mas tipid sa kuryente ang split-type inverter, pero mas mura at mas madaling i-maintain ang window-type inverter.	12/05/2025	HBAG Others - PC
Anonymous member	12/05/2025	Deciding between Carrier Optima vs Panasonic (Basic) aircon inverter. Any thoughts po? TYIA	you might also want to add kolIn to your choices, if you want an energy efficient and durable ac	12/05/2025	HBAG Others - PC
Anonymous member	12/05/2025	Ano pong mas malipid S kuryente? midea, TCL or AUX? 2.5hp po	Might consider kolIn. subok ko na po. super tipid sa kuryente kahit 12-15 hours namin gamit	12/05/2025	HBAG Others - PC

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Anonymous member	12/06/2025	Hello po, ask ko lang among magandang brand na split type po. Pls respect post. Thank you	Try and tested na po yung Kolín units. Check niyo rin po yung CSPF ng mga AC at yung after-sales service nila.	12/06/2025	HBAG	Others - PC
Charmis Joy Ramos	12/06/2025	any suggestions ano yung malipid na window type aircon 1.5 hp	Been using Kolín Quad A Series po for almost 3 years na, and masasabi ko po na malipid sa kuryente at maganda pa yung after-sales service. Basta make sure lang na tama yung HP sa room size at heat load, at well-maintained yung unit, talagang magiging energy-efficient yung AC mo at mas okay ang performance.	12/06/2025	HBAG	Others - PC
Anonymous member	12/06/2025	Ano po ang mas maganda, MIDEA CELEST or AUX PRIMA Q?	Not your choice po, pero puwede niyo rin i-consider yung Kolín.	12/06/2025	HBAG	Others - PC
Anonymous member	12/06/2025	Question po..which is better po sa mga nakagamit. Thank you	Hindi po ito yung choice niyo, pero puwede niyo pong i-consider yung Kolín bilang option.	12/06/2025	HBAG	Others - PC
Clinton Blythe Mangasaang	12/06/2025	LF KOLIN 1HP MANGAGAHAN PASIG	Check niyo po sa website ng Kolín <a href="#">www.kolin.com.ph</a> list po ng mga dealers doon.	12/06/2025	KALP	Kolín - PC
Claude Boiser	12/07/2025	question po. among mgandang brand na window type na aircon and .5 HP lang para malit na kwarto	Mas maigi po kung isama nyo sa computation ang heat load ng room para mas sure po kayo kung ano ang tamaang HP para sa inyong space. Pwede po kayong mag-consider ng Kolín unit, at kung may budget naman, mas magandang punili ng inverter type para sa mas efficient na performance.	12/07/2025	HBAG	Others - PC
HK Serrano	12/07/2025	Hingi lang po opinion ano po mgandang brand ng split type aircon and TV? Yung hindi sama strain at mababa lang konsumo. Tia!	Consider Kolín po	12/07/2025	HB	Others - PC
Shane Galura	12/07/2025	Hello mga ka home asko lng anon split type Ac ang mareco nyo ung suok na sa tibay at tipid sa kuryente pang sala 1.5hp	If you are looking for an energy-efficient AC, always check CSPF and cooling capacity. Mas maganda rin na magpa-survey ka muna para malaman mo kung anong HP ang kailangan sa area mo, kasi isa sa factors kung bakit nakakalipid sa kuryente ay tama ang HP at setting. Pero you may consider Kolín, kasi full DC ang AC nila at reliable din ang after-sales service.	12/07/2025	HB	Others - PC
Karina	12/07/2025	Hello any recos for split type AC for 16sqm room na budget friendly and quality naman ang performance? TIA ☺️	Don't forget Isama sa computation yung heat load ng area mo. - like appliances, window at kahit yung occupants. Para sure, mas maganda magpa-survey ka para makita yung tamaang HP. You can also consider Kolín - full DC na AC plus reliable ang after-sales service!	12/07/2025	HB	Others - PC
Myro	12/07/2025	Hello mga ka Home . Ask lang ano po mas okay sa apat ? Or my ma recommend kayo na bilhan ng mas mababang price. Minisan lng ggamitin pg mag bakasyon sa pinas. Salamat	Consider Kolín unit po	12/07/2025	HB	Others - PC
Anonymous member	12/08/2025	to be installed po sa apartment 22sqm, any reviews about this model?	Kolín centus po super tipid po sa kuryente at mataas ang csfp, then pag bumili po kayo ngayon may free air circulator po basta within the promo period lang po ☺️	12/08/2025	HBAG	Others - PC
Anonymous member	12/10/2025	Looking po ng 1.5 or 2hp inverter window type. Thank you!	Kolín quad user here. Sobrang tipid sa kuryente, almost 2 years na namin gamit so far wala pa naman nagiging issue. 120kwh lang nagamit namin sa november billing. kasama na ref, washing machine, rice cooker, 2ahrs na electric fan, phone and laptop sa pagccharge	12/10/2025	HBAG	Others - PC
BronzeGuava1993	12/10/2025	If meron kamling 22sqm na room, okay na ba ang 1.5HP na inverter split type na AC? Thinking of getting the Carrier Aura Series	Not related sa product. Pero might consider centus ai po, advanced ang features at maganda ang specs. super tipid sa kuryente	12/10/2025	HBAG	Others - PC
Re Na	12/10/2025	Alin po ang mas okay gamitin sa mga dehumidifier na to? TIA	Mas maganda po na i-consider ang moisture level ng room. Kapag sobrang taas, mas mainam na mas marinang ang nakukuha. Tulad ng Kolín dehumidifier na may 30L moisture removal at inverter pa, kayo good investment po siya.	12/11/2025	HB	Others - PC
philip angelo	12/10/2025	gud pm guys ask po sa SPLIT TYPE ano mas maganda at matibay carrier aura or AUX F Thanks	you might also want to add kolín to your choices, if you want an energy efficient and durable ac	12/11/2025	HBAG	Others - PC
Anonymous member	12/10/2025	hallo po ask lng po ako ano po pkkipid na 1.5 hp split type inverter ok po ba tci among model kaya ang maganda?thankyouu po	Kolín po, may new product sila na Centus AI you might want to know more about that, alam ko mas tipid na yan sa kuryente. check mo lang sa page nila yung specs.	12/11/2025	HBAG	Others - PC
Lo Ve Ly	12/10/2025	Hello ☺️ kaBuddies, sino po nka ty na dilo sa mga airpurifier na ito? Alin po mas ok ☺️ . Thank you!	Hello, baka gusto mo rin idagdag sa UV Air Purifier ng kolín. Ayan ang gamit namin sa daluy may uv lamp namin.	12/11/2025	HB	Others - PC
Allengale Nash Pajo	12/10/2025	Need your suggestions kung ok ba? Naka wifi na siya at medyo mura lng. Salamat po	may new product yung kolín na Centus AI you might want to know more about that, alam ko mas tipid na yan sa kuryente. check mo lang sa page nila yung specs.	12/11/2025	HB	Others - PC

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	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
154	Bibha	12/10/2025	Hello, papatulong lang po sana ako. Ano po magandang air purifier at air dehumidifier? Mas prefer ko po sana yung 2in1 na para isahang biliran at space saver natin. Thank you sa mga sasagot.	hello, meron sa kolIn na dehumidifier and air purifier pero separate products yan	12/11/2025	HB	Others - PC
155	Jessica Simbling Pangan	12/10/2025	Hello po ask lang po kung po magandang brand for split type ac Midea or American home po? Tia po	baka po maconsider nyo kolIn primus gold or certus ai po by nyo po kolIn household fan inverter po yan plus safe siya lalo na pag may kids sa bahay	12/11/2025	HB	Others - PC
156	Kilen Kilen II	12/11/2025	Prpa. Nasira na efan naman <input type="checkbox"/> . Pareco po ng standfan na tumatalaga. Ano po mas maganda, bladeless or tower fan? Pareco na rin po. Tyia. <input type="checkbox"/> 剛	Im using kolIn's dehumidifier, not sure about price na, pero effective siya lalo na pag sobrang humid ng weather plus i don't have to worry about the electricity bill since inverter natin to.	12/11/2025	HB	Others - PC
157	Janice Acuf 7 a	12/11/2025	May naka-try na po ba nilo? Okay po ba? model K2 po balak ko bilin. <input type="checkbox"/> .	might consider po ang kolIn primus gold or certus ai, matatas po ang casp kay sa super tipid po sa kuryente at advance features po kolIn po, check nyo lang po sa website nila yung mga dealer malapit sainyo	12/11/2025	HB	Others - PC
158	Anonymous member	12/12/2025	Ano mas okay na brand ng split type aircon na inverter samasung or media or carrier nexsus ano mas ok Mas matibay and malipid po sana.	For big spaces, mas okay po kung magpa-survey kayo para masama sa computation yung heat load at mataman nyo ang lamang HP para sa area. Check nyo rin po yung CSPF at cooling capacity ng aircon 变频 matatas yung rating, mas tipid sa kuryente. Pwede rin nyo po i-consider yung KolIn units. Based sa experience ko, suli po siya, energy-efficient, at reliable pa yung after-sales service.	12/12/2025	HBAG	Others - PC
159	Anonymous member	12/11/2025	LF: 1.5HP INVERTER WINDOW TYPE ALABANG AREA	energy-efficient, at reliable pa yung after-sales service.	12/12/2025	HBAG	Others - PC
160	蔡子 編匠M編子 編 · 蔡子 編翰A	12/14/2025	Hi, any recommendation po for Split Type Aircon for 43 sqm? Thank you. <input type="checkbox"/> .	You can consider KolIn Dehumidifier po	12/14/2025	HB	Others - PC
161	KC Remo Laredo	12/14/2025	Planning to purchase this Dehumidifier, okay po ba ito? Supposedly Condura sana kaso sold out.	You can consider KolIn Dehumidifier po	12/14/2025	HB	Others - PC
162	Al Magbag	12/13/2025	Any reco po for electric dehumidifier? Not too costly pero quality brand.	Consider KolIn Dehumidifier po	12/14/2025	HB	Others - PC
163	Michelle L. Manalang	12/14/2025	Pa recommend naman ng best Dehumidifier TIA po.	Consider KolIn Dehumidifier po	12/14/2025	HB	Others - PC
164	Anonymous member	12/14/2025	Hello po! Ano pong aircon brand ang marecommend nyo? Yung subok na	KolIn Split Type unit po, since full DC na, tipid na talaga sa kuryente.	12/14/2025	HBAG	Others - PC
165	Anonymous member	12/14/2025	Ayung Split type 1hp reco nyo for 13sqm room n tipid sa kuryente? 20-25k budget <input type="checkbox"/> .	KolIn quad user here. Sobrang tipid sa kuryente, almost 2 years na namin ganti so far wala pa naman nagiging issue. 120kwh lang naganti namin sa november billing, kasama na ref, washing machine, rice cooker, 24hrs na electric fan, phone and laptop sa pagcharge	12/15/2025	HBAG	Others - PC
166	Anonymous member	12/14/2025	Need your thoughts po. Ano po kaya best dito sa tallo when it comes to overall performance. Pls wag na po mag offer ng ibang brand. Stick lang dito sa tallo... Fyi, Panasonic same model un sa sala naman. Just curious kung mas ok ba un dalawa. (quad, lg panasonic)	KolIn po	12/15/2025	HB	Others - PC
167	Eloise Estoperez Francisco	12/15/2025	Any dehumidifier reco?		12/15/2025	HB	Others - PC
168	Anonymous member	12/15/2025	Hello po! Need your opinion what unit to buy. Room area is 42 sqm. AC consumption is 20 hrs a day, tapos gusto namin yung malalang talaga na temp. We are considering to buy: 1. Floor Standing Carrier Slim 4hp - mahal ba sa kuryente? Masama ba if matatas naman ang hp rin AC tapos 42sqm lng yung pinapalalang? 2. Floor standingCarrier Opus 3hp - mahal ba sa kuryente? Matibay? 3. Split Type KolIn Primus Gold 3hp - mahal ba sa kuryente? Matibay? 3. Split Type Panasonic 3hp - mahal ba sa kuryente? Matibay? Additional Q: 1. Which is better Floor standing or Split type Wall mounted? Ano po pros and cons. May floor space available naman. 2. 3hp or 4hp? We prefer yung malalang talaga na temp pero still tipid hehe 3. 3hp or 4hp? We prefer yung malalang talaga na temp pero still tipid hehe Matraining salamat po!	Hello, Primus Gold user ako and 2 na ac ko from kolIn the other one is Quad. Been using my Primus for almost 2 years now, and so far wala pang history of repair since alaga ko talaga sa maintenance. Plus maliit na malipid ko sa kuryente kasi nga full dc inverter na.	12/15/2025	HBAG	Others - PC
169	Pia Marie Campo Genitica	12/15/2025	Mga ka home buddies ask ko lang po best na dehumidifier tia	You can consider KolIn Dehumidifier po	12/15/2025	HB	Others - PC
170	Anonymous member	12/15/2025	Good pm. Mag ask lang po ako if normal lang ba every month ipa professional cleaning ang aircon? KolIn certus 1.5 hp. Ginagamit namin sya sa pisinet ship with 9 units only. 3 mos palang ang unit at twice na nagkaproblema ng ganito na hindi lumalalang. Nung una pinacleaning namin kasi yun ang diagnosis nung tech ng kolIn. Ngyon wala pang 1 month hindi na uit malaming yung aircon. Ayaw palitan ng kolIn yung unit namin kasi daw 变频laalibakok 变频 · lang samin eh hindi naman kami sa highway nakapwesto at lalong nasa tago na part yung pisinet namin which is wala din foot traffic kasi need pa sadyan yung pisinet namin dahil nasa likod bahay lang din namin.	Mas okay kung mag message kayo sa page nila para ma-address ng maayos yung concern nyo... para ma-check rin uit kung ano magca-cause ng problem sa unit. Tricky talaga pag madaming heat loads yung area, mas okay kung pa-check nyo yan. Message lang kayo sa page nila	12/16/2025	HBAG	Others - PC

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Facebook Name	Date of Post	Concern	Response	Date Response	Origin
Anonymous member	12/16/2025	Question: TCL or Midea or Carrier. Planning to buy air conditioners	Kolín quad user here. Soibrang tipid sa kuryente. almost 2 years na namin gamit so far wala pa naman nagiging issue. 120kwh lang nagamit namin sa november billing. kasama na ref, washing machine, rice cooker, 24hrs na electric fan, phone and laptop sa pagpacharge	12/16/2025	HBAG Others - PC
Karl Aspiras	12/16/2025	Ano Po ma recommend niyo na dehumidifier Yung maganda at matibay, salamat Po	m using kolín's dehumidifier, not sure about price na, pero effective siya lalo na pag sobrang humid ng weather plus i don't have to worry about the electricity bill since inverter natin 'no.	12/16/2025	HB Others - PC
Aisa Maximo Saguisa	12/16/2025	Any recommendations po ano maganda brand ng aircon 1hp ung tipid sa kuryente	Kolín quad user here. Soibrang tipid sa kuryente. almost 2 years na namin gamit so far wala pa naman nagiging issue. 120kwh lang nagamit namin sa november billing. kasama na ref, washing machine, rice cooker, 24hrs na electric fan, phone and laptop sa pagpacharge	12/17/2025	HB Others - PC
Anonymous member	12/17/2025	Hi! Anonymous muna for now. Looking for po ako ng installer at seller ng split type aircon. Yung reliable po sana, maganda after service isaka yung pwede po yung gives as payment method. Thank you!	Hello, Primus Gold user ako and 2 na ac ko from kolín the other one is Quad. Been using my Primus for almost 2 years now, and so far wala pang history of repair since alaga ko talaga sa maintenance. Plus malaki na nalipid ko sa kuryente kasi nga full dc inverter na. Plus madali pa mag reach out sa kanila sa page.	12/17/2025	HBAG Others - PC
Leigh StoTomas	12/17/2025	Pa-recom naman. Planning to buy a dehumidifier for my bedroom. Which performs better? Simpulus or Trix? Looking at the 2L - 2.5L capacity. Advance thank you for the suggestions.	I'm using kolín's dehumidifier, not sure about price na, pero effective siya lalo na pag sobrang humid ng weather plus i don't have to worry about the electricity bill since inverter natin 'no.	12/17/2025	HB Others - PC
Aaron Canlas	12/17/2025	Looking po gantong remote kolín 1hp inverter. Valenzuela area	check niyo po sa lazada may mga nabibili pong remote dun ng kolín	12/17/2025	KALP Others - PC
Anonymous participant	12/16/2025	If service technician near compostela area.	Message po kayo sa kolín, may fb page po sila o kayo tumawag po kayo sa hotline number (02) 8852 6888 / 0917-811-8982	12/17/2025	KALP Others - PC
Jhaz Dalaida	12/17/2025	Reco po ng dehumidifier na may purifier. Yung heavy duty po. Thanks! . . . /Ad>	Kolín po 30L moisture removal inverter pa	12/17/2025	HB Others - PC
Anonymous participant	12/18/2025	Recommended na durable and quality compressor-type dehumidifier?	I'm using kolín's dehumidifier, not sure about price na, pero effective siya lalo na pag sobrang humid ng weather plus i don't have to worry about the electricity bill since inverter natin 'no.	12/18/2025	HB Others - PC
Anonymous member	12/18/2025	Ano mas ok sa kanila dalawa plano konakc patilan ac ko patihap nmn ano mas ok para po may idea salamat po	might consider po kolín certus ai, new product ng kolín at advance ang feature, malaas ang cspr rating at full dc inverter	12/18/2025	HBAG Others - PC
Shane Galura	12/18/2025	Hello mga ka homebuds . . . asko lang if 46sqm ang sala among split type AC ang mairerecomend niyo ? Yung inverter sana at subok na matibay na □□□□ ha ! □ . -	Kolín quad user here. Soibrang tipid sa kuryente. almost 2 years na namin gamit so far wala pa naman nagiging issue. Mostly, sa mga nakikita kong nagbeberita after nila burnili, yung reason ay lumilipal sila ng place at yung butas na narady ay hindi kasya yung ac nila	12/18/2025	HB Others - PC
Sol Delos Reyes	12/18/2025	For a small apartment, as in studio type ang peg, ano mas okay na aircon? Carrier Aura or Daikin? Yung matipid sana sa kuryente at hindi strain.	daka po maconsider niyo ang kolín primus gold or certus ai po new model ni kolín and advance feature na po at super tipid po sa kuryente □ . □	12/18/2025	HB Others - PC
Lalaine Gerotimo Sinogba	12/18/2025	Ano ang reco niyo mga kapitbahay Carrier aura o midea celest?	mas maganda pa rin po na burnili kayo sa authorized dealer ng kolín para incase na may concern po kayo, mas madali nilang mairack kung saan po kayo burnili	12/19/2025	KALP Others - PC
Anonymous participant	12/19/2025	Nessa magkano nalang bentahan ng kolín squad 1.5hp window type AC? Madalang ko nalang din gamitin at lilipal natin.	Kolín quad user here. Soibrang tipid sa kuryente. almost 2 years na namin gamit so far wala pa naman nagiging issue. Mostly, sa mga nakikita kong nagbeberita after nila burnili, yung reason ay lumilipal sila ng place at yung butas na narady ay hindi kasya yung ac nila	12/22/2025	HB Others - PC
Danie R Ibernardo	12/19/2025	Hello po, ano pong magandang brand ng aircon yung matibay po sana□□ . 精仄 . . . Thank you.□□ . 精仄 . . . /Ad>	Kolín po, might consider po kolín certus ai, new product ng kolín at advance ang feature, malaas ang cspr rating at full dc inverter	12/22/2025	HB Others - PC
Pit Ybat J ez	12/20/2025	Any recommendation po ng Split type Inverter Aircon	Kolín po, might consider po kolín certus ai, new product ng kolín at advance ang feature, malaas ang cspr rating at full dc inverter	12/22/2025	HB Others - PC
Anonymous member	12/21/2025	Ano po ba mas tipid sa kuryente na brand at matibay? Halos 24/7 kasi naka open yung AC, Plan kasi namin mag taas ng HP. Naka 1hp lang kame na LG split type inverter halos 5years mahigit, itong December lang natin. Plan namin mag 1.5hp. Soibrang taas ba ng kuryente ang dagdag niho?	Kolín po, might consider po kolín certus ai, new product ng kolín at advance ang feature, malaas ang cspr rating at full dc inverter	12/22/2025	HBAG Others - PC
Nica Victorio Siagan	12/19/2025	Ano pong window type na inverter ang maganda ?	Kolín quad user here. Soibrang tipid sa kuryente. almost 2 years na namin gamit so far wala pa naman nagiging issue. Mostly, sa mga nakikita kong nagbeberita after nila burnili, yung reason ay lumilipal sila ng place at yung butas na narady ay hindi kasya yung ac nila	12/22/2025	HBAG Others - PC

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Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
Anonymous member	12/22/2025	<p>Hi everyone! Happy holidays!                      Need your help and recommendations. I'm planning my big girl purchase as a fresh grad who's now earning her own money. I want to get an aircon whether split or window type, as an investment since I work at night and my room gets super hot lalo na sa tanghal.</p> <p>My room size is 13sqm and it's on the 2nd floor, directly under the roof. So what I really really looking for is yung malipid sa kuryente, since I'm in charge of paying our electric bill lol. My budget is around 20k to 30k</p> <p>questions:                      Which brand/model do you recommend?                      Split or window type, which is better for my room, cooling + energy?                      Where to buy with good price, and any tips for low or free installation?                      Thank you so much in advance! I honestly don't have much knowledge about this so all tips are super appreciated! ☺️ - /k&gt;</p>	<p>KolIn quad user here. Sobrang ipid sa kuryente, almost 2 years na namin gamit so far wala pa naman nagiging issue. Mostly, sa mga nakikita kong nagbebeha after nila bumili, yung reason ay lumitipap sila ng place at yung bulas na naready ay hindi kasaya yung ac nila</p>	12/22/2025	HBAG	Others - PC
Maria Saenz	12/23/2025	<p>Hello po, Pa reco nmn Best brand ng Air Dehumidifier pls. For 58sqm condo 1bedroom. TIA ☺️ - /k&gt;</p> <p>Planning to buy a ref na malipid sa kuryente and maliit lang since hindi malaki yung unit na iniisahan ko baka may ma-suggest kayooo ☺️</p> <p>Also baka may ma-suggest din kayo na small:                      - Washing machine                      - Water Purifier Pot                      - Foam / Mattress (Semi Double)</p>	<p>I'm using kolIn's dehumidifier, not sure about price na, pero effective siya lalo na pag sobrang humid ng weather plus i don't have to worry about the electricity bill since inverter natin 'o.</p>	12/23/2025	HB	Others - PC
Marianne Nina Damasco	12/23/2025	<p>Any suggestions po Sana na dehumidifier Yung effective po Sana for molds ☺️</p> <p>Hi! Any feedbacks/brand reco ng portable ac??? Thank you ☺️ - /k&gt;</p>	<p>KolIn personal refrigerator po perfect for small room po search nyo lang po sa website ni kolIn para makita nyo po yung features</p>	12/23/2025	HB	Others - PC
Jayelyn Suez J o Campos Castillet	12/28/2025	<p>Split type aircon na hindi ganun ka mahal parang ako hindi mahal lol ☺️   for sala best brand? And malipid maini sana</p>	<p>Pwede po niyong i-check yung mga large-capacity dehumidifiers. You may also consider po ang KolIn Dehumidifier, malipid na rin kasi inverter type</p> <p>You can consider po KolIn Portable Aircon po</p>	12/28/2025	HB	Others - PC
Karen Mateo Clemente	12/28/2025	<p>Unit was reinstalled from previous to my new place. Like 247 - c settings. (almost chilling na kami at malapal manwala un cold breeze sa room even after mag off un unit) After reinstallation, hinde na po tumatamag (like yun usual cold ng normal AC) at may mga hot spot at pag na off un unit, walang traces ng cold breeze sa loob ng room. I tried 167 - c, may cold breeze pero feels like HILAW, Mas malaming pa un breeze coming from the fridge ☺️. I contacted 4 different professional HVAC technicians. After checking the indoor and outdoor unit, they gave me different reasons.</p>	<p>Kung sala po ang paglalarayan, mas mainam po na magpa-survey kayo para mataman ang accurate HP na kailangan sa area, para masama rin po yung heat load. Makakatipid po kayo once tama ang HP ng AC na lalagay. But you can also consider po ang KolIn split type, since naka full DC na po ito</p>	12/28/2025	HB	Others - PC
Jectiz Santos	12/28/2025	<p>Aro pong recommended niyo na split-type inverter aircon? Yung makapal ang copper tubings at hindi madali kalawangin.</p>	<p>Consider mo po KolIn AC</p>	12/28/2025	HB	Others - PC
Clark Co	12/28/2025	<p>Pareco naman po ng budget friendly pero quality na dehumidifier pls ☺️</p> <p>ELP . 850M NA KWARTO. 1 COMPUTER. 3-4 TAO SA LOOB. TABING DUGAT. Pero di man ganon kalagit. Haha pero ramdam silang, PERO YUNG KWARTO KULO B not direct sunlight. Mainit lang Malaga sa tanghal. Aro po mas Okay? 0.75hp or 1hp? And any tips? Gusto ko kasi makatipid. Aha salamat. Normally 7pm nagpobukas kami ac. pabalay ng 4am then 3am to 3pm. Thanks a lot!!!</p> <p>Please Help:</p>	<p>mas better pong ipasurvey po para manarecommend po ni technician kung anong tamang hp po para sa kwarto nyo</p>	12/29/2025	KAUP	Others - PC
Eloisa Mariano	12/29/2025	<p>Unit was reinstalled from previous to my new place. Like 247 - c settings. (almost chilling na kami at malapal manwala un cold breeze sa room even after mag off un unit) After reinstallation, hinde na po tumatamag (like yun usual cold ng normal AC) at may mga hot spot at pag na off un unit, walang traces ng cold breeze sa loob ng room. I tried 167 - c, may cold breeze pero feels like HILAW, Mas malaming pa un breeze coming from the fridge ☺️. I contacted 4 different professional HVAC technicians. After checking the indoor and outdoor unit, they gave me different reasons.</p>	<p>magchat po kayo sa fb page ni kolIn or tumawag po sa service hotline nila (02) 8-852-6968 or 0917-811-8982 regarding po sa concern nyo</p>	12/29/2025	HB	KolIn - PC
Anonymous participant	12/27/2025	<p>1st Tech said Room was too small (11sqm) (same tech nag install ng unit) 2nd tech said fit ang unit sa room. So it was low rehang daw ☺️ 3rd tech rehang daw pa din nalaming) He suggested na Mag change unit na lang daw ako ☺️ 4th tech rehang daw pa din daw again, hinde daw na vacuum or may moisture un freon. So another freon refill n mm. 4th tech wala problem sa unit. Low ceiling ang issue kaya hinde nalaming. ☺️ ( same ceiling kami ng room ng anak ko. Pero un unit nia perfectly working ) I spent around 8k for the fees and refrigerant. Unit is 2 year old. KolIn Primus Gold Cleaned before reinstallation. No leak. No frozen coils. No Error sign</p>	<p>kolIn dehumidifier po up to 30L moisture removal and inverter na po perfect for areas na mataas ang humidity ☺️</p>	12/29/2025	HB	Others - PC
Alex Joon	12/28/2025	<p>Aro po recommended nyo na dehumidifier brand? For living room and room</p>		12/29/2025	HB	Others - PC

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 Inquiry thru Kolin Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolin Quad Series Pinoy User / Aircon Buddies  
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Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
200 Hanna Cruz	12/29/2025	Hi! Ano po most cost-efficient na brand ng Inverter split/window type aircon para sa 20sqm na bedroom? Meron na po ba nakalyo ng chinese brand na GREE? Okay po ba yun or magTCL na lang ako?	kolin quad po if window type super tipid sa kuryente at mataas po ang cspr ayon po ginagamit ko ngayon kaya talagang subok na po ☐ .	12/29/2025	HBAG	Others - PC
201 Anonymous member	12/29/2025	Any recommendation po for 1.5hp window type full dc inverter? Thank you	would highly recommend kolin, may 2 units na ako from them and malak talaga natipid ko sa kuryente since full dc yung units ko	12/29/2025	HBAG	Others - PC
202 Anonymous member	01/02/2026	PTPA ano po ba mas maganda Midea celest pro or Carrier Nexus, thanks	Consider kolin po	01/02/2026	HBAG	Others - PC
203 Riza Raya	01/03/2026	2 storey po kasi yung battery nmin, maliit lng naman kaso facting sunset po kami sa baba meron mng front extension mostly nasa baba krri tumambay so im torn between sala or sa bedroom kami magpapalagay any advice po mga kapibahay! thanks po!	Consider kolin po	01/03/2026	HB	Others - PC
204 Shirley Sebastian	01/03/2026	Any reco for window type inverter? ung malipid sa kuryente ☐ . planning to buy TCL or Hisense sira	Check niyo po ang CSRF at cooling capacity ng AC. Higher rating po, mas tipid sa kuryente. Personally, gamit ko po ang kolin Quad almost 3 years na, at talagang sukit 更节能 efficient talaga. Basta sigurado niyo lang po na lama ang HP at alaga sa maintenance.	01/03/2026	HB	Others - PC
205 Anonymous member	01/04/2026	Anu pong pinagkaba ng Eco Inverter sa Full DC Inverter? And saan po mas makakatipid. Planning to buy TCL or Carrier Aura. Salamat po in advance Mam/Sir..	You can go with kolin po, kasi naka Full DC Inverter na siya, so mas tipid sa kuryente at mas efficient pa sa cooling.	01/04/2026	HBAG	Others - PC
206 Ceas Agrabilo-Tan	01/04/2026	How do you manage the timing and use of your humidifier, dehumidifier, and air purifier?	Humidifier 雾 - Perfect po gamitin kapag feeling nyo dry ang air para moist at comfortable ang paglipid. Dehumidifier 雾 - Gamitin po kapag napapanang nyo sobrang maalisngan o humid sa room. Air purifier 雾 - Pwede po i-on all the time kasi nakakalulong hanggin ang dust, allergens, at pollution, so mas fresh at healthy ang hangin.	01/04/2026	HB	Others - PC
207 Anonymous member	12/23/2025	for window type po . kolin or midea po ?	Kolin quad user here. Sobrang tipid sa kuryente, almost 2 years na namin gamit so far wala pa naman nagiging issue. Masily, sa mga nakikita kong nagbebeha after nila bumili, yung reason ay lumilipat sila ng place at yung butas na naready ay hindi kasaya yung ac nila	12/23/2025	HBAG	WAC - KVC
208 Anonymous member	12/29/2025	Hello po. Between LG at Kolin ano po ang malibay at malipid sa kuryente? 1.5 window type inverter.	I'm using kolin quad po and super tipid po talaga nya sa kuryente dahil full dc inverter po ito and mataas po ang cspr kaya i highly recommended po ang kolin quad 更节能环保	12/29/2025	HBAG	WAC - KVC
208 Anonymous member	12/30/2025	Any feedback sa american home na 1hp window type . Full dc nya kasi na 16k. Compare sa target q n creo for 20k	For me, kung may budget, go with Kolin Creo. Check niyo in po yung CSRF at cooling capacity ng dalawang brand para makita niyo kung saan kayo talaga makakatipid. The higher rating po, yun ang mas tipid sa kuryente.	01/02/2026	HBAG	Creo - KVC
208 Aira Garcia	01/03/2026	Permission to post po. Asking for help para po sa aircon window type inverter for small room. Here po nacoonsider raming bihin: Fujidenzo full dc compact inverter, Midea qube compact full dc inverter or Kolin Creo Inverter. Thankyou in advance po sa sasagot. Happy New Year! 🎉	Kolin Creo po, mas compact siya compared sa iba. Plus, maganda yung add-on features niya, tulad ng self-clean.	01/03/2026	HB	Creo - KVC
211 Anonymous member	12/05/2025	Hihingi lang po sana ng opinion nyo kung alin po mas maganda sa dalawa. Based po sa mga nabasa ko maganda daw po Condura kasi maddaling hanapan ng parts pero mas malipid naman daw po si Kolin kasi full dc inverter (di po ako sure kung may full dc inverter na window type si Condura) tsaka mas budget friendly si Kolin. Pero si Kolin daw po mahirap daw po hanapan ng parts unless sa kanila ka mismo magpapapa service.	Kolin creo. Hindi po mahirap ang parts ni Kolin based sa experience. Tsaka mas maganda din po kasi talaga na sa misingrong authorized nila kayo magpalinis o magpa maintenance kasi mayovoid yung warranty. Maganda po yung after sales nila, sobrang dali message ka lang sa FB page nila o kaya tumawag sa hotline number nila.	12/05/2025	HBAG	Creo - KVC
212 Skyline Sabino	12/05/2025	Alin po kaya mas maganda overall? Pass po muna sa mga sellers dito hehe sa mail ko po balik bumili. Thank you.	Kolin quad user here. Sobrang tipid sa kuryente, almost 2 years na namin gamit so far wala pa naman nagiging issue. 120kwh lang nagamit namin sa november billing. kasama na ref, washing machine, rice cooker, Zahrs na electric fan, phone and laptop sa dagdagacharge	12/12/2025	HBAG	Quad - KVC
213 Anonymous participant	12/04/2025	Any thoughts po, Alin po sa dalawa ang dapat kong bihin. Fujidenzo or Kolin Quad, Parehas po silang Full DC Inverter na. Ty	kolin certus po super tipid po sa kuryente at mataas ang cspr, then pag bumili po kayo ngayon may free air circulator po basta within the promo period lang po 煤炭	12/04/2025	HBAG	Certus - KVC
214 Njao Fernandez	12/10/2025	Question lang ano mas better Carrier Optima or Kolin Certus? Midea Celest VS Kolin Certus AI ASKING FOR RECOMMENDATION PO. THESE 2 ARE MY OPTIONS 20-30K Budget 2hp Split Full DC Inverter.	kolin certus ai po. advanced ang features at maganda ang specs. super tipid sa kuryente	12/10/2025	HB	Certus AI - KVC

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Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
215 JV Pauly	12/03/2025	Tom between these 4 models. Pa-advise po what's the best model to get? Planning to buy 1.5hp split type unit: Carrier Aura Kolin Primus Gold Daikin D-Smart Queen Panasonic Premium Inverter Pros and cons po nila, baka po may idea kayo. Thank you!	Hello, Primus Gold user ako and 2 na ac ko from kolin, the other one is Quad. Been using my Primus for almost 2 years now, and so far wala pang history of repair since alaga ko talaga sa maintenance. Plus malihi na malipid ko sa kuryente kasi nga full dc inverter na.	12/03/2025	HBAG	Primus - KVC
216 Dan Eugenio	12/10/2025	Sa mga may ganitong klase AC, ano review niyo? nag babalik burnill and to pinag pipilian. (TCL, primus, carrier)	If you're looking for an energy-efficient AC, always check CSPF and cooling capacity. Mas maganda rin na magpa-survey ka muna para malaman mo kung anong HP ang kaalaman sa area mo, kasi isa sa factors kung bakit nakakalipid sa kuryente ay lama ang HP at setting. Pero you may consider Kolin, kasi full DC ang AC nila at reliable din ang after-sales service.	12/11/2025	HB	Primus - KVC
217 Mary S Eugenio	12/14/2025	Hi mga ka-Home Buddies! Anyone here using Kolin Primus Gold or Midea Celest aircon? We need your help and thoughts po, tom kasi kami ano pipilin sa dalawa ☐ - 7 PASS PO SA SALESPERSON PLEASE 拜托	Check nyo rin po yung after-sales service burnill po kayo ng brand na reliable sa service para hindi kayo mahirapan kung kaalaman ng service. Personally, mas prefer ko po Kolin kasi malipid talaga, maayos yung cooling, at okay din yung after-sales service.	12/14/2025	HB	Primus - KVC
218 Andhee Mata Sangil	11/30/2025	Hello mga ka-HOMEBUDDIES Sino po meron ganitong aircon for Living area & dining Area. Ask lang po ako. Alin po sa dalawa ang maganda, maday at hindi madaling masira. Thank you po 谢谢 Godbless po (Kolin vs Midea)	Go for kolin po. inverter po at maliis po ang after sales service based sa experience	12/01/2025	HB	Kolin - KVC
219 Anonymous member	12/20/2025	Hi po, planning to buy aircon. Pa suggest naman po ano mas okay kolin or midea?	Kolin quad user here. Sobrang tipid sa kuryente, almost 2 years na namini gamit so far wala pa naman nagiging issue. Mostly, sa mga nakikita kong nagbeberita after nila burnill, yung reason ay lumilipat sila ng place at yung butas na naready ay hindi kasya yung ac nila	12/22/2025	HBAG	Kolin - KVC
<b>Total Inquiry</b>		<b>219</b>				

- Legend:**  
 HB - Home Buddies  
 HBAG - Home Buddies Aircon Group  
 KAUP - Kolin Aircon User Group  
 KQSPU - Kolin Quad Series Pinoy User  
 KCUP - Kolin Creo User Philippines  
 AB - Aircon Buddies

**Table 1. Origin of Inquiries**

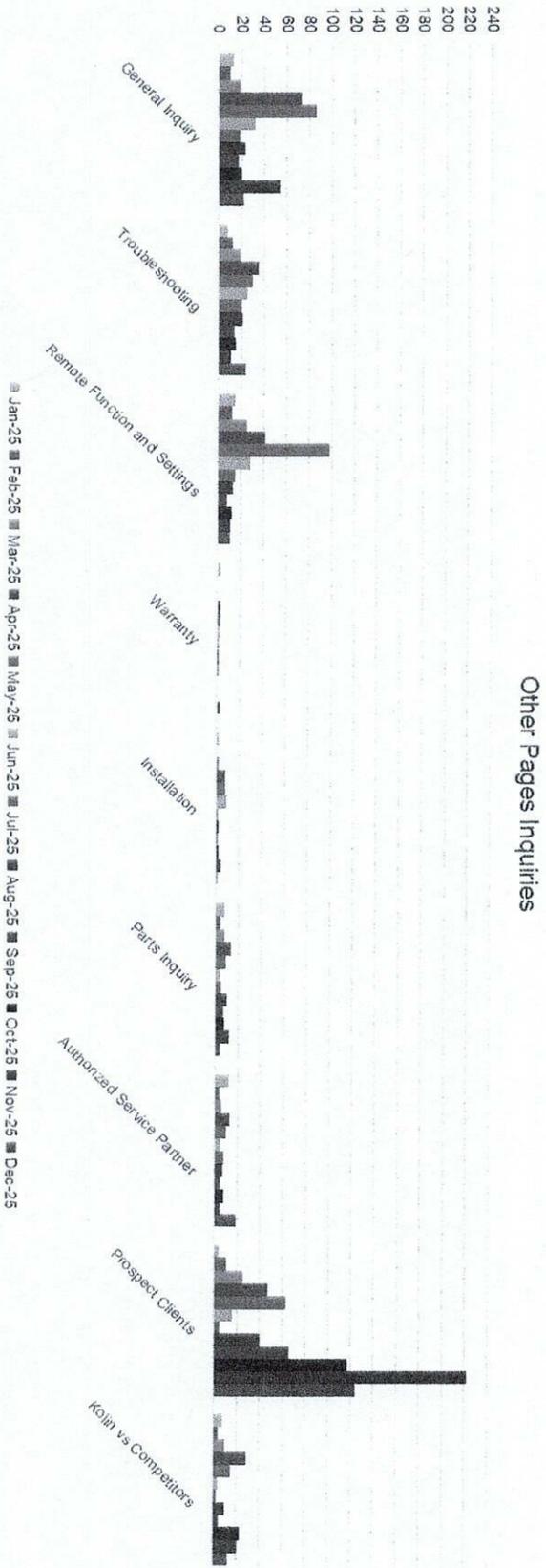
Pages	Number of Inquiries
KAUP	64
HBAG	67
HB	63
KQSPU	6
KCUP	19

Table 2. Summary of Inquiries

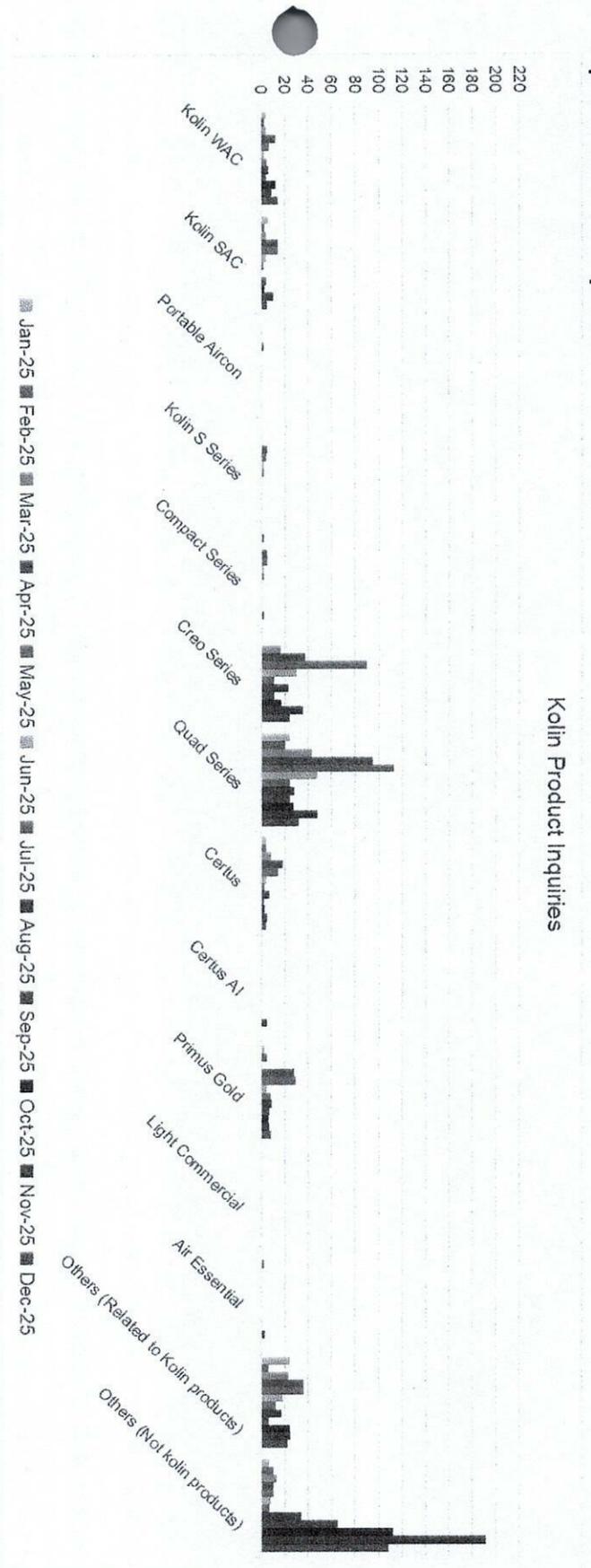
	General Inquiry	Troubleshooting	Remote Function and Settings	Warranty	Installation	Parts Inquiry	Authorized Service	Prospect Clients	Kolinn vs Competitors	TOTAL
Kolinn WAC	2	1					6	3	2	14
Kolinn SAC	1	1						3		5
Portable Aircon										0
Kolinn S Series										0
Compact Series		2								2
Creo Series	6	7	2	1	1	1	1	3	3	24
Quad Series	3	5	6	2		1	3	11	1	32
Certus								3	1	4
Certus AI									1	1
Primus Gold		2						1	3	8
Light Commercial						1				1
Air Essential										0
Others (Related to Kolinn products)	1	6	2			2	7	2	2	22
Others (Not Kolinn products)	9		1					98		108
<b>TOTAL</b>	<b>22</b>	<b>24</b>	<b>11</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>19</b>	<b>124</b>	<b>13</b>	<b>221</b>

Note: Two products of Kolinn have been mentioned in a single post (Quad, Creo)

Graph 1. Other Pages Inquiries



Graph 2. Kolin Product Inquiries



**Kolin Product Inquiry Report through Other Pages**

This report summarizes product-related inquiries, discussions, and potential customer interest in Kolin Air Conditioners gathered from various online communities during the reporting period. The data reflects recurring customer concerns, frequently discussed product lines, and opportunities for brand engagement.

The Home Buddies Facebook group generated the highest volume of inquiries and interactions. Most conversations within this community revolved around product feedback, troubleshooting concerns, and general usage questions, making it a key platform for monitoring customer sentiment and identifying market demand.

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**Key Trends:**

The Quad Series continues to be the most frequently discussed Kolin product line across online communities. Customers commonly raised concerns related to troubleshooting, proper use of remote controls, recommended temperature settings, and inquiries regarding the availability of replacement parts. The Creo Series remains the second most discussed product line and generated similar types of inquiries, particularly those related to usage and general product features.

Consistent with observations from previous months, dehumidifiers remain the most frequently inquired-about product. This ongoing demand highlights the sustained relevance of humidity control solutions among consumers. In addition, there has been a noticeable increase in inquiries requesting recommendations for air conditioner units. Many potential customers are actively seeking guidance on selecting the most appropriate air conditioning systems for their specific needs. In response to these inquiries, Kolin products were promoted as suitable options, with emphasis placed on their energy efficiency, inverter technology, and overall reliability.

During this period, there were no particularly notable or high-impact posts. However, the volume of potential customers engaging in discussions remained significant. This indicates that continued engagement and proactive promotion within these communities can positively influence purchasing decisions and increase brand consideration.

Overall, the observed trends suggest a consistent opportunity to strengthen Kolin's presence in online communities through timely responses, clear product education, and strategic promotion. By maintaining active engagement and reinforcing key product advantages, Kolin can further enhance brand credibility and improve conversion opportunities among potential customers.

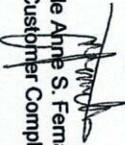
**Recommendations:**

The recommendation for this month remains unchanged from the previous month. The previously raised recommendation on developing educational content focused on humidity control and exploring potential product opportunities remains applicable.

**Customer Engagement and Content Activity**

There were no new posts made during the month of December. This was an intentional decision, as the inquiries received during this period were similar to those from the previous month. To avoid redundancy, the team opted not to publish new content.

**Prepared by:**

  
6/1/26  
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CC:Marketing Dept / Sales / PCCO

**Reviewed by:**

  
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