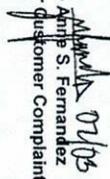
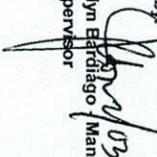


KOLIN PHILIPPINES INT'L, INC.
2026 Social Media Summary of Reports

	January	February	March	April	May	June	July	August	September	October	November	December	Year to Date
Facebook, Instagram and Tiktok													
Service Request	276												276
Product Inquiry	126												126
Parts Inquiry	31												31
ASP Applicant	12												12
Complaints	5												5
Others (unresponsive)	138												138
Job Applicant	371												371
General Inquiry	323												323
Total number of Transactions	1282	0	0	0	0	0	0	0	0	0	0	0	1,282
Performance Monitoring (Facebook)													
Followers as of	121,000												
% Growth	1.67%	-100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!							
Average daily views	740												
Performance Monitoring (Instagram)													
Followers as of	2,959												
% Growth	2.25%	-100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!							
Performance Monitoring (Tiktok)													
Followers as of	2,097												
% Growth	2.04%	-100.00%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!							
Profile views	325												

Prepared by:

 Nicole Ann R. S. Fernandez
 Senior Customer Complaint Specialist

Noted by:

 Rhenalyn E. Ardiago-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 JANUARY 1-31,2026

Facebook & Instagram							
DATE	GC	CHECK-UP	REPAIR	INSTALL	SURVEY	UNRESPONSE VR	TOTAL
Total number of customer							
1							0
2	18	7				17	42
3	9	1				3	13
4	5	2			1		8
5	6	1		1		4	12
6	9	2				2	13
7	5	2				5	12
8	7	2				3	12
9	7	2				6	15
10	8	2				2	12
11	5					3	8
12	8	5				6	19
13	6	6				2	14
14	8	1				7	16
15	9	2				8	19
16	7					3	10
17	3	2			1		9
18	4	1				3	8
19	7	2				7	16
20	8	5				7	20
21	8					8	14
22	10	4				5	19
23	8	2				3	13
24	8	2				6	16
25	4	1				1	6
26	9	1				2	12
27	7					1	8
28	10	1				5	16
29	6					5	11
30	3					7	10
31	5					6	11
OVERALL TOTAL	217	56	0	1	2	138	414

Total delay service request with corresponding sp: 270

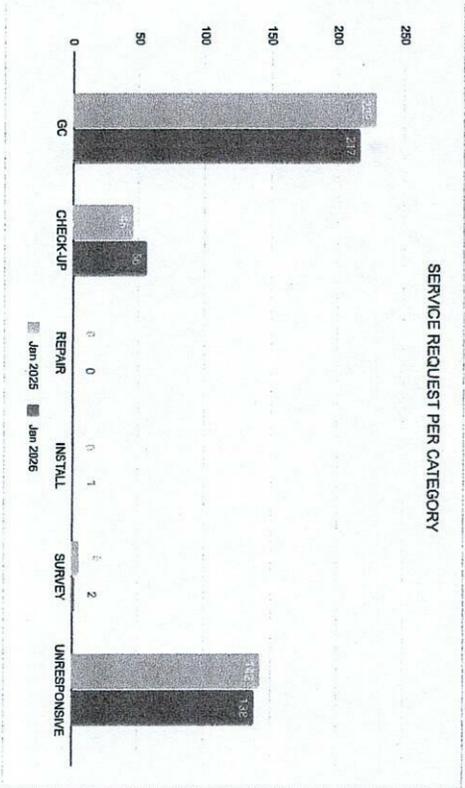
Overall total number of service request with corresponding SJR

276

Tik-Tok Accounts							
DATE	GC	CHECK-UP	REPAIR	INSTALL	SURVEY	UNRESPONSE VR	TOTAL
Total number of customer							
1							0
2						2	2
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
OVERALL TOTAL	0	0	0	0	0	2	2

Total delay service request with corresponding sp: 0

BAR GRAPH 1. SERVICE REQUEST PER CATEGORY



Prepared by:
 Ms. Charlene Aquino
 Social Media Assistant

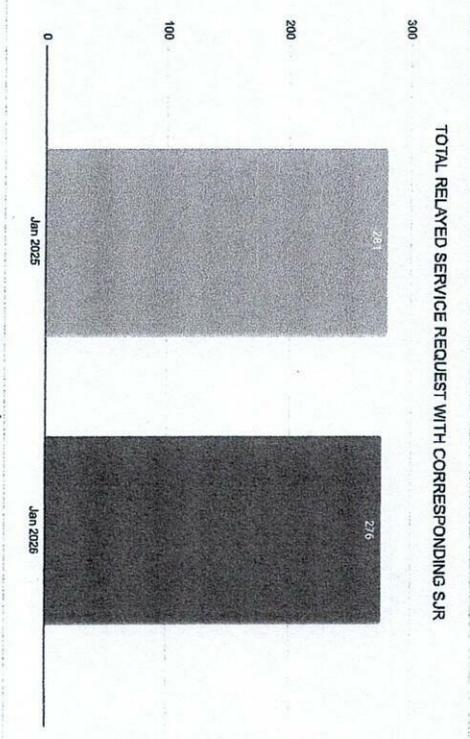
This report presents a comprehensive summary of the service requests received for the month of January 2026, categorized into General Cleaning (GC), Check-up, Repair, Installation, Survey, and Unresponsive requests. A total of 414 service requests were recorded during the reporting period, with 276 requests successfully relayed and supported by corresponding Service Job Requests (SJR).

Based on the data, General Cleaning (GC) remains the most frequently requested service with 217 requests, followed by Check-up services totaling 55 requests. Requests for Repair, Installation, and Survey were relatively minimal, indicating a lower demand for these service types during the month. Meanwhile, 138 requests were classified as unresponsive, highlighting an area for potential improvement in customer follow-up and engagement.

A comparison with January 2025 shows a slight decrease in the overall number of service requests from 281 in 2025 to 276 in 2026. Despite this decline, the distribution of service categories remains consistent, with cleaning services continuing to dominate customer demand, followed by unit check-ups.

Overall, the data reflects stable service trends and effective handling of customer requests with corresponding SJRs. Continuous monitoring of unresponsive cases is recommended to further improve service efficiency and customer satisfaction.

BAR GRAPH 2. TOTAL RELATED SERVICE REQUEST WITH CORRESPONDING SJR



Noted by:
 Ms. Rosemary Rodriguez
 CP - Staff Reviewer

**KOLIN PHILIPPINES INTERNATIONAL INC.
 CUSTOMER FEEDBACK THROUGH SOCIAL MEDIA (FACEBOOK, INSTAGRAM AND TIKTOK ACCOUNTS)
 FOR THE MONTH OF JANUARY 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
276	150	98	52	68	19	0	8	1	0	30	276

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
276	150	98	52	68	19	0	8	1	0	30	276

Prepared by:

Alexeise Vidal
 Alexeise Vidal
 02/02/2026

Customer Feedback Assistant - Fb Page

Noted by:

Rhenalyn B. Manzano
 Ms. Rhenalyn B. Manzano
 OP-Supervisor

Daily feedback, validation and confirmation to customer
 Tiktok Account
 For the Month of JANUARY 2026

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	
Total	0	0	0	0	0	0	0	0	0	0	0	0	

Prepared by: *AV* 02/09/2026
 Alexaisa Vidal

Noted by: *RMB*
 Ms. Rhenalyn B. Manzano

Customer Feedback and Confirmation Daily Monitoring
 Facebook inbox and instagram
 For the Month of JANUARY 2026

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										0	
2	25	18	13	5	5	2						25	
3	10	8	6	2	1	1						10	
4	8	7	4	3	1							8	
5	8	6	6		1	1						8	
6	11	5	4	1	4						2	11	CCEF-26-01-003 Socmed No Show
7	7	4	3	1	3							7	
8	9	6	5	1	3							9	
9	9	7	3	4	2							9	
10	10	5	3	2	4						1	10	
11	5	5	2	3								5	
12	13	9	8	1		3					1	13	
13	12	7	5	2	1	3					1	12	
14	9	6	2	4	2						1	9	
15	11	5	3	2	3	2					1	11	
16	7	4	4		2						1	7	
17	6	3	3		2			1				6	
18	5	2	1	1	1	1					1	5	
19	9	5	4	1	2			1			1	9	
20	13	6	2	4	2	1		2			2	13	
21	8	7	3	4	1							8	
22	14	8	3	5	4			1			1	14	
23	10	4	3	1	4						2	10	
24	10	3	2	1	2	2		1			2	10	
25	5	2	2		1						2	5	
26	10	2	1	1	7			1				10	
27	7	2	1	1	2	1		1			1	7	
28	11	3	2	1	6	1		1				11	
29	6	1		1	2	1					2	6	
30	3	0									3	3	
31	5	0									5	5	
Total	276	150	98	52	68	19	0	8	1	0	30	276	

Note:

January 06

Message/Concern

Wala pong dumating, nag-message, o tumawag sa akin. Noong nakaraang taon po, na-contact naman nila ako, I'm available today (01/13) po if they can. If not po can we resched it this January 21-24.

Validation

The ASP explained that their staff overlooked the service schedule. They have already contacted the client to reschedule the service and prioritized the request. They also apologized to the client and assured that they will double-check the schedule moving forward.

Mabalis at hindi laging bot kausap. Diretso tao, I double check the unit after the cleaning and its good and well cleaned. Mabait po at well dressed for the task

Prepared by: *[Signature]*

Noted by: *[Signature]*

Total Product Inquiry from Tiktok

Table no. 7

Nature of Inquiries	Total
Features and Specs Inqu	0
Price Inquiry:	1
Dealer Inquiry:	3
Product Inquiry:	0
Total Number of Custom	4

Table no. 8

Nature of Inquiry and the Product Line	Window Type	Split Type	Light Commertial	Portable Aircon	Dehumidifier	Air Curtain	Air Cooler	Air Cooler w/ Purifier	UV Air Purifier	Air Purifier or Circulat	Other Appliances					No specific product / All Product	Other Product or Not in product line	Total			
											Air Circulat or	Water Dispense r	Coffee-T ea Bar	Persons l Ref	Showca se Chiller				Induetri al Fan	Househ old 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:	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Dealer Inquiry:	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	3
Product Inquiry:	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Inquiry of Product L	1	0	0	0	0	0	1	0	1	1	0	0	0	0	0	0	0	0	0	0	4

The product inquiry from Inbox and comment through each social media page are represented in the table above (Facebook, Instagram, and Tiktok). This includes the type of inquiry and product line from which our customer inquired.

We categorized it based on the Nature of Inquiry and the Product Line to which it belonged. The factors listed below determine how we classify it.

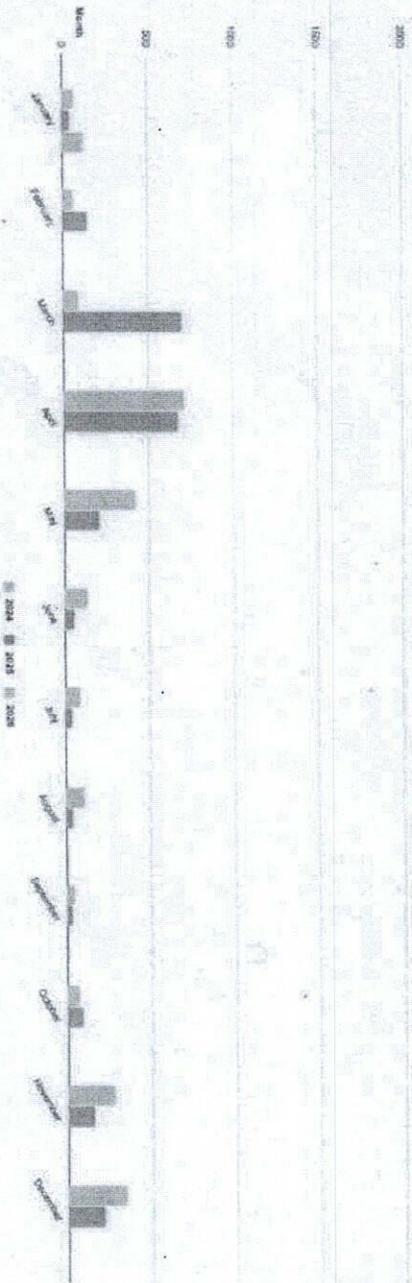
- 1.) Features and specs inquiry: from customers who were interested in knowing the EER, unit dimensions, wattage, and variations of a unit specific to another product or model.
- 2.) Price inquiry: from customers who are interested in knowing the unit price or a quote on a specific product or model.
- 3.) Dealer inquiry: from customers seeking for a branch or dealer where they can purchase our unit, or from some customers looking for a discount and installment because we suggested or recommended visiting or inquiring directly from our accredited dealers.
- 4.) Product inquiry: from customers who are interested in knowing the unit release dates as well as confirmation that a specific product or HP is available from us or our product line.
- 5.) Whereas the query's "no specific products" do not have a specific model but are in our product line, the query's "other products" product is not in our product line.

Product Inquiry Monitoring

Table no. 9

Month	2024	2025	2026
January	71	44	126
February	58	143	
March	90	695	
April	708	670	
May	420	204	
June	135	54	
July	85	41	
August	109	38	
September	44	27	
October	68	88	
November	275	155	
December	347	217	
Total:	2410	2376	126

Product Inquiry Monitoring



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

Date of Posting	Product / Content	Interactions (Reactions, Shares, Comments, and Clicks)	Link Clicks	Reach	Video Views & Video Time Watched	Engagement
01/06/2026	Kolin Holiday Giveaway (Table Top Air Circulator)	4,754	487	514,968	574,185	0.92%
01/11/2026	Kolin Air Purifier & Circulator	3,148	462	451,138	282,423	1.11%
01/13/2026	Kolin Certus AI	4,529	247	440,693	375,313	1.21%
01/15/2026	Kolin Compact Series: Remote Controlled	2,539	389	293,562	273,154	0.93%
01/19/2026	Kolin Coffee-Tea Bar	3,564	497	252,845	197,869	1.8%
01/20/2026	Kolin ASP Application	1,111	1	14,523	6,639	17.44%
01/25/2026	Kolin Portable Aircon	481	-	194,816	194,157 (Reels)	0.25%
01/26/2026	Kolin Versamatch Series	525	-	244,945	276,628 (Reels)	0.21%
01/30/2026	Kolin Water Dispenser	595	-	3,708	7,564	13.62%

Overview

This report presents a comprehensive analysis of product-related inquiries received through Kolin Philippines' official social media platforms—Facebook, Instagram, and TikTok—for the month of January 2026. It aims to evaluate customer engagement patterns, identify prevailing inquiry trends, and examine the distribution of inquiries across product categories and communication channels. The insights generated from this analysis are intended to support data-driven decision-making in marketing, customer engagement, and product positioning, ultimately strengthening Kolin's customer experience and brand performance in the digital space.

In January 2026, Kolin Philippines recorded a total of 126 product-related inquiries across its official social media platforms, with the majority coming from Facebook Inbox (106 inquiries), followed by post comments (16 inquiries) and TikTok Interactions (4 inquiries). Price inquiries dominated with 91 inquiries, while features and specifications inquiries and dealer inquiries each accounted for 14 inquiries, and general product inquiries totaled 7 inquiries. This pattern indicates that customers are primarily focused on pricing and purchase accessibility, emphasizing the importance of clear pricing communication and strong dealer visibility in guiding customers throughout their purchase decision process.

Analysis by product line reveals a strong concentration of interest in Kolin's air-conditioning and air circulation products. Portable air conditioners accounted for the highest number of inquiries, followed by split-type and window-type air conditioners, while air purifiers and air circulators also generated notable engagement. Additionally, a significant number of inquiries were categorized under "no specific product", indicating that many customers are still in the exploratory stage of their purchase decision and are seeking general information about Kolin's product offerings.

From a channel perspective, Facebook remained the primary platform for customer engagement, demonstrating its continued role as Kolin's most effective digital touchpoint for product inquiries. TikTok, while contributing a smaller volume of inquiries, reflects emerging opportunities for audience engagement and brand awareness, particularly among digitally active consumers.

Overall, the January 2026 data reflects sustained consumer interest in Kolin's core product lines and highlights the growing importance of accessible product information, competitive pricing visibility, and multi-platform engagement strategies. These findings reinforce the need for continuous optimization of Kolin's digital communication approach, targeted promotional activities, and customer-centric content to better align with evolving consumer behavior and seasonal demand patterns.

Analysis and Insights

A comparison of January product inquiry data across three consecutive years shows a significant upward trend in customer engagement. From 71 inquiries in January 2024 and 44 inquiries in January 2025, the volume sharply increased to 126 inquiries in January 2026, reflecting a substantial rebound and more than a twofold growth compared to the previous year. This notable increase can be attributed to intensified digital marketing efforts, improved social media engagement strategies, and the collective initiatives of the marketing team and other employees in boosting product-related content across Kolin's official platforms.

The surge in inquiries was primarily driven by heightened product visibility, particularly for Portable Air Conditioners, which generated the highest volume of inquiries among all product lines. Increased interest was also observed in Kolin's air-conditioning and air circulator categories, including split-type and window-type air conditioners, as well as air purifier and air circulator. Furthermore, the sustained impact of the recent holiday campaign and the introduction of newer product innovations such as Kolin Certus AI and Air Purifier and Circulator played a significant role in stimulating consumer curiosity and awareness. Most inquiries were concentrated on pricing, features and specifications, and dealer availability, indicating that customers are actively seeking essential information to support their purchase decisions.

However, a closer review of inquiry sources reveals that a portion of the recorded engagements, particularly for Portable Air Conditioners and Air Purifier and Circulator products, originated from automated responses generated by social media advertisements. This suggests that not all inquiries reflected strong purchase intent, as some interactions were influenced by campaign mechanics rather than organic consumer demand. Despite this, the overall increase in inquiries still signifies improved brand reach and product awareness, highlighting the effectiveness of Kolin's digital campaigns in expanding audience exposure and driving initial interest.

Overall, the January 2026 results demonstrate a positive trajectory in Kolin's digital engagement and product awareness. At the same time, the data underscores the importance of distinguishing between organic inquiries and ad-driven interactions to better assess true consumer intent. These insights provide valuable guidance for refining future marketing strategies, optimizing campaign targeting, and strengthening content approaches to convert heightened awareness into meaningful customer engagement and potential sales.

Recommendations

To further strengthen customer engagement and conversion, Kolin Philippines should continue enhancing the visibility and accessibility of essential product information across its social media platforms. Given that price-related inquiries accounted for the majority of customer concerns, it is recommended to standardize and prominently feature pricing guidance, product comparisons, and key specifications in digital content. Strengthening dealer locator tools, improving response templates, and integrating clearer call-to-action messaging can also help address customer needs more efficiently and reduce repetitive inquiries. Additionally, optimizing Facebook as the primary engagement channel while gradually expanding content strategies on TikTok can maximize reach and audience interaction across platforms.

Moreover, Kolin Philippines should refine its digital campaign approach by distinguishing organic inquiries from ad-generated interactions to better assess genuine purchase intent. Leveraging analytics to segment inquiries by product line and customer intent can support more targeted marketing strategies and improve lead quality. Special focus may be given to high-interest product categories such as Portable Air Conditioners, split-type and window-type air conditioners, and air purifiers, as well as newly introduced products like Kolin Certus AI. Aligning promotional campaigns with seasonal demand and consumer behavior insights will further enhance campaign effectiveness and strengthen the conversion of digital inquiries into actual sales opportunities.

Another recommendation is for Kolin to develop more Filipino-focused and culturally relevant content that aligns with the preferences and experiences of its target consumers. By integrating relatable household situations, lifestyle-oriented narratives, and localized storytelling, Kolin can strengthen emotional connections with audiences, increase engagement levels, and stimulate more meaningful product inquiries across Facebook, Instagram, YouTube, and TikTok.

In addition, timely and seasonally relevant content posting is strongly recommended, particularly for products such as the Portable Air Conditioner. Promoting this product ahead of the back-to-school season can effectively target students who are preparing to move into dormitories or apartments with limited options for installing traditional air-conditioning units. Similarly, the product can be positioned for employees and young professionals living in rental apartments with restrictions on construction or permanent installations. Aligning product promotions with specific consumer needs and seasonal contexts can enhance content relevance, improve audience reach, and drive higher engagement and inquiry rates.

Overall, the January 2026 product inquiry data reflects a significant increase in customer engagement and interest in Kolin Philippines' product offerings, driven by intensified digital marketing efforts, improved content visibility, and growing awareness of key and newly released products. While a portion of inquiries was influenced by automated ad responses, the overall trend indicates positive growth in brand reach and consumer awareness. These findings highlight the importance of continuously optimizing digital communication strategies, improving information accessibility, and leveraging data-driven insights to strengthen customer engagement and support Kolin's long-term marketing and business objectives.

Prepared by:

Ms. Andrei Nicole U. Almarino

Social Media Assistant

Reviewed by:

Mrs. Rhenalyn B. Manzano

OP - Supervisor

CC: Research and Development / Marketing Dept. / Sales Dept.

KOLIN PHILIPPINES INTERNATIONAL INC.
SUMMARY OF PARTS INQUIRY RECEIVED FROM SOCIAL MEDIA
FOR THE MONTH OF JANUARY 2026

Parts Inquiry - January 2026	
------------------------------	--

Facebook Account	
------------------	--

Parts Inquiry	31
---------------	----

Product line							
Window Type	Split Type	Light Commercial	Portable Aircon	Aircon Essentials (Air Purifier / Dehumidifier / Air Curtain / Air Cooler / Air Cooler w/ purifier)	Appliances (Air Circulator / Water Dispenser / Coffee-Tea Bar / Personal Refrigerator / Showcase Chiller)	No Specific Product	Total
8	7	2	0	5	2	7	31

Major Parts	
Compressor	1
Evaporator	2
Condenser	0
Fan Motor	4
PCB Board	3

Minor Parts				
Thermostat	0		Adaptor	1
Sensor	1		Display Board	1
Propeller Fan	0		Swing motor	0
Drainage plug	0		Face cover	0
Air filter	7		Suction Rod	0
O/P	0		Water container	0
N/A	5		Capacitor	0
Remote Control	4		Terminal Board	1
Louver	0		Fan Blade	1

Overall Total	31
---------------	----

Parts Inquiry Facebook and Instagram 2025								
	Facebook Name	Date Messaged	Part/s Needed	Unit Model	Product line	Date Replied	Relayed To	Status
1	Belle Bltrn	12/29/2025	Sensor	N/A	Wac	1/2/2026	N/A	Attended
2	Malla Tornito-Boco	12/31/2025	Air Filter	KSG-IWF-30WIFY-8K	Sac	1/2/2026	Lazada Account	Attended
3	Cyndyrose Reus	1/3/2026	PCB Board	KAG-110RSINV	Wac	1/3/2026	N/A	Attended
4	Ian Kenneth Rebong	1/4/2026	Fan motor	N/A	N/A	1/4/2026	N/A	Attended
5	Zemog Maek Olegna	1/6/2026	N/A	N/A	N/A	1/6/2026	N/A	Attended
6	Geraldine Caalim-Lorenzo	1/7/2026	Evaporator	KSG-IWF-10WIFY-8K	Sac	1/7/2026	Lazada	Attended
7	Jacquelyn Ong Tan	1/10/2026	Remote Controller	N/A	N/A	1/10/2026	Lazada	Attended
8	Meryl Tongio-Principe	1/10/2026	Fan Blade	KF-16SMBDC	Appliances	1/11/2026	Sir Rocky	Attended
9	Mendoza Alvin	1/10/2026	Terminal Board	N/A	Sac	1/11/2026	N/A	Attended
10	SJ Mojica	1/12/2026	Air Filter	N/A	Aircon Essentials	1/12/2026	Lazada	Attended
11	Chicky Geronimo	1/13/2026	Air Filter	KAP-500CHCPUV	Aircon Essentials	1/13/2026	Lazada	Attended
12	Oyo Mallari	1/13/2026	Compressor	KLK-SF40-3D1M	Light Commercial	1/13/2026	N/A	Attended
13	Jingo J. Yico	1/14/2026	Fan motor	N/A	WAC	1/14/2026	N/A	Attended
14	Melissa Lopez - Baniaga	1/14/2026	PCB Board	KLK-SF40-3D1M	Light Commercial	1/14/2026	N/A	Attended
15	Norbz Remulla	1/14/2026	Air Filter	KSM-15CB1INV	Sac	1/14/2026	Head Office	Attended
16	ES S DM	1/14/2026	N/A	N/A	N/A	1/15/2026	N/A	Attended
17	Raymond Gomez Gonzales	1/16/2026	N/A	KSM-IW10-WCT10M	Sac	1/16/2026	N/A	Attended
18	Ruffa Santos	1/16/2026	Air Filter	N/A	Wac	1/16/2026	N/A	Attended
19	Delacruz Roynel	1/17/2026	PCB Board	KSM-IW10-6H1M-O	Sac	1/17/2026	N/A	Attended
20	Miles De Ocampo	1/20/2026	Remote controller	KCF-14SRGDC	Aircon Essentials	1/20/2026	Lazada	Attended
21	Nina Genuino	1/20/2026	Air Filter	N/A	Aircon Essentials	1/20/2026	Lazada	Attended
22	Melody Felipe	1/21/2026	N/A	N/A	N/A	1/21/2026	N/A	Attended
23	Paulene Kong	1/22/2026	Display board	KAG 75WCINV	Wac	1/22/2026	N/A	Attended
24	Darryl Parianes	1/22/2026	N/A	N/A	Sac	1/29/2026	N/A	Attended
25	Maule Manlangit	1/22/2026	Remote controller	N/A	N/A	1/29/2026	N/A	Attended
26	Jhonard Manganaan	1/29/2026	Fan Motor	N/A	Wac	1/30/2026	N/A	Attended
27	Joram Buhat Espiritu	1/30/2026	Evaporator	KAG-145WCINV	Wac	1/30/2026	N/A	Attended
28	Ernesto Belo Jr. (Ai)	1/30/2026	Fan Motor	N/A	N/A	1/30/2026	N/A	Attended

Parts Inquiry TikTok Account 2026								
	Google Account Name	Date Messaged	Part/s Needed	Unit Model	Product line	Date Replied	Relayed To	Status
1	MEURIZ CHILES	1/17/2026	Adaptor	N/A	Appliances	1/18/2026	N/A	Attended
2	A life of a Fur	1/21/2026	Air Filter	KAP-500CHCPUV	Aircon Essentials	1/21/2026	Lazada	Attended
3	SAGS	1/17/2026	Remote Controller	KA-100MCARINV32	Wac	1/12/2026	Lazada	Attended

Parts Inquiries Analysis Report

Period Covered: January 2026

1. Summary

This report presents an analysis of all parts-related inquiries received during January 2026. A total of 31 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: 31

- Major Parts – 10 inquiries (32.3%)
- Minor Parts – 4 inquiries (12.9%)
- Plastic Parts – 12 inquiries (38.7%)
- Incomplete Inquiries – 5 inquiries (16.1%)

Observation:

Plastic parts inquiries accounted for the largest portion at 38.7%, followed by major parts at 32.3%.

3. Sources of Inquiries

- Direct Customers – 24 inquiries (77.4%)
- Unauthorized Technicians / Service Centers – 7 inquiries (22.6%)

Observation:

The majority of inquiries originated from direct customers, reflecting strong end-user engagement. A significant portion also came from unauthorized technicians or service centers, underscoring the need for continued reinforcement of authorized service protocols.

4. Response Overview

a. Plastic Parts (12 inquiries)

Breakdown of Requests:

- Remote Controllers – 4 (33.3%)
- Air Filters – 7 (58.3%)
- Fan blade – 1 (8.4%)

Actions Taken:

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

-For fan blade inquiry, the customer advised that the part may be purchased through the Head Office, and instructions on the ordering process were provided.

b. Major & Minor Parts (14 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 (5 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 Lazada purchase links for high-demand plastic parts.
- Explore expanding availability through additional platforms such as Shopee and TikTok Shop to improve accessibility and convenience.
- Add other frequently requested plastic parts to official online catalogs to provide customers with multiple trusted purchasing channels.

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

For January 2026, a total of 31 parts inquiries were received, with plastic and major parts comprising the majority of requests. Most inquiries came from direct customers.

Providing online purchase options for plastic parts and strictly referring major and minor parts concerns to Authorized Service Partners ensured safe, accurate, and policy-compliant service handling. Further expanding e-commerce accessibility and strengthening inquiry submission processes will help improve efficiency, reduce delays, and enhance overall customer satisfaction.

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 JANUARY 2026

LIST OF ASP APPLICANTS

Applicants	12
Social Media Account	
Metro Manila	2
Province	7
No Details	3

January 2026 - Facebook								
Facebook Name	Contact Person	Date message	ASC Name	Area	Address	Email Address	Status	
1	CJ Cmtch	Cedrick Malaban	1/13/2026	Cmtch Aircon and Refrigeration Services	Quezon Province	Villa Consolacion Lusacan Tiaong, Quezon	airefservices@gmail.com	Attended
2	Hvacservicesph Zabarte	JUDE ELEQUIN	1/17/2026	PARALLELE AIRE AIRCONDITIONING	Bulacan	SJDM, Bulacan	jayequin@parallelaire.com	Attended
3	Sweat Cool	Reynaldo Prudencio	1/20/2026	Sweat Cool Ref & Aircon Installation & Service Center	Metro Manila	471 Quirino Highway Brgy Talpapa Novaliches Quezon City	sweatcool.2004@gmail.com / sweatcoolprudencio@gmail.com	Attended
4	Alvin Masagca	Alvin Masagca	1/20/2026	NPIAN air-conditioning and refrigeration services	Laguna	0276 manabat st brgy san antonio binan laguna	npjlan1379@gmail.com	Attended
5	Aljane Melan	Allan V. Galvez	1/20/2026	Lionaire Refrigeration and Airconditioning services	Cavite	#3,Blk1,Lot1 Daffodil st. Springfield subdivision molino 3 Bacoor cavite	xiaogalvez2019@gmail.com	Attended
6	Juan Ydulzura Janson Jr.	JOHN KRISTOREY JANSON	1/20/2026	JJS APPLIANCE REPAIR SHOP	Bohol	CPG EAST AVENUE, BOOL DISTRICT TAGBILARAN CITY	jjappl@yahoo.com	Attended
7	Jason Aldrin Cargullo	Evelina Chavez Cargullo	1/21/2026	Panatek Refrigeration and Airconditioning Electronics Service Center	Laguna	0442, Brgy San Rafael Purok 4, Maharlika Highway San Pablo City Laguna	jasoncargullo111@gmail.com/Fernancargullo_panatek@yahoo.com	Attended
8	Jehil Gempasao		1/24/2026					Attended
9	Marj Ori	Marjorie Santos	1/27/2026	OneSouth Air Solution	Laguna	Bagumbayan Santa Cruz Laguna	jj.operation2021@gmail.com	Attended
10	Mendoza Alvin		1/28/2026					Attended
11	Don Hernandez		1/29/2026					Attended
12	Jade Sawyer	Willjade Mancio	1/31/2026	M Cooling expert's	Metro Manila	19 e Camaro brgy. fairview	mcoolingexperts@gmail.com	Attended

Prepared by:

Ms. Liza Mae Flores
Social Media Assistant

CC: Service Accounting & Service Department

Noted by:

Ms. Rheralyn B. Manzano
OP- Supervisor

ASP Application Report - January 2026

1. Overview

From January 1 to January 31, a total of twelve (12) Authorized Service Partner (ASP) applications were received. All applications were generated through Facebook, specifically via inbox messages and comment sections. This report summarizes the sources of applicants, application completion and response rates, and provides recommendations to improve process efficiency and expand recruitment reach.

2. Application Summary

Status	Number of Applicants
Completed/Successful	9
Incomplete	3
Total Applications	12

Out of the 12 applicants:

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

3 applicants did not provide the necessary details.

3. Geographic Distribution of Applicants

Location	Applicants
Metro Manila	2
Provincial Areas	7

Out of the total applications received, seven (7) originated from provincial areas, while two (2) were from Metro Manila.

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	5	55.56%
No Response Yet	4	44.44%

5 applicants (55.56%) confirmed receipt of the email verification message.

4 applicants (44.44%) have not yet responded to the verification message.

5. Key Takeaways and Recommendation

Recommendation:

Include a clear and consistent call-to-action in the posting. For example:

“Interested ASPs may apply by messaging us on Facebook or emailing either Ms. Richell Hicban [email address] or Ms. Sheila Garado [email address].”

This ensures potential partners know exactly how to submit their applications, improving the overall efficiency of the recruitment process.

6. Conclusion

From January 1 to January 31, a total of twelve ASP applications were received, with the majority successfully completing the application process. While the recruitment post is visually engaging, the lack of a clear and consistent call-to-action may have caused some applicants to be uncertain about the next steps. Implementing a straightforward instruction, such as messaging via Facebook or emailing the designated contacts, will help guide potential partners, and enhance the overall efficiency of the recruitment process.

KOLIN PHILIPPINES INTERNATIONAL INC.
SUMMARY OF COMPLAINT
FROM THE MONTH OF JANUARY 1-31, 2026

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 Explanati on Date Received	Remarks /Status
------	---------------	-----------------	---	-----------------	--------------	------------------	----------	------------	------------------------------------	----------	---------------	------------	--------------------------------	-----------------

CCEF-26-01-002 Telesurvey No Show		Eddjer, Reyna Claire	01/13/2026	Naglext sila sakin nung november para ipull out yung air cooler and nagconfirm na man ako sa kanila na available kame and as of now wala pong punnunta at nag update samin kung kailan nila ipull out yung unit ko hanggang ngayon. First visit Findings - defective pump motor and Sensor. , Recommendation - Need Parts , Repair Done - Check Up Only (DAG-00016107)	KEA-120BDR	07/14/2025	SOLIS	Sir Ryan	Need ASP Explanation	Findings - Delivery of Unit, Recommendation - Delivery of Unit, Repair Done - Delivery of Unit	02/02/2026	This contradicts the customer's provided screenshot from November 8, which shows that the ASP requested the customer to pull out the unit so they could observe it. The customer confirmed at that time that they would comply with the request. The unit has been delivered, I observe ko pa kung magkakaroon ng problema. I will call you naman if ever	01/20/2026	Closed
CCEF-26-01-003 Scammed No Show	Angelo Mcoy	Bukirin, Angelo	01/13/2026	Wala pong dumating, nag-message, o lumawag sa akin. Noong nakaraang taon po, na-contact naman nila ako. I'm available today (01/13) po if they can. If not po can we resched it this January 21-24.	KSG-1WF-100WFY-BK1M32-1	05/18/2024	LBRB	Engr. Jorge	Need ASP Explanation	Findings - Dirty unit, Recommendation - For cleaning, Repair Done - General cleaning done.	01/14/2025	The ASP explained that their staff overlooked the service schedule. They have already contacted the client to reschedule the service and prioritized the request. They also apologized to the client and assured that they will double-check the schedule moving forward. Mabalis at hindi laging bot kausap. Diretso tao. I double check the unit after the cleaning and its good and well cleaned. Mabait po at well dressed for the task	01/15/2025	Closed

KOLIN PHILIPPINES INTERNATIONAL INC.
SUMMARY OF COMPLAINT
FROM THE MONTH OF JANUARY 1-31, 2026

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 Explanati on Date Received	Remarks /Status	
CCCF-26-01-004	Eugene Javier Solatre	Eugene Solatre	01/19/2026	<p>Good day po. Salamat po sa inspection today at sa clear guidance ng Kolin. Based po sa findings ng Kolin inspector, confirmed po yung major installation issues (short copper line, embedded flare joint, hindi torque-tightened flares, at undersized drain pipe). Ayon po sa instruction ni Kolin, kailangan ng full replacement ng piping from indoor to outdoor. As a family po, we respectfully request na ibang Kolin-trained service provider na po ang mag-handle ng correction, not RJD, dahil po nawalan na kami ng confidence sa workmanship nila at limited lang po ang technical knowledge namin to double-check on site. We also kindly request po na lahat ng correction cost ay ma-charge sa RJD, since installer-related po ang issues. Maraming salamat po sa understanding at assistance ng Kolin. // I'd like to give an update regarding the discussion about returning the installer. Unfortunately, it led to a serious disagreement at home. Our grandfather, who owns the house, became very upset and would not accept any explanation. He insisted that if the same installer will come back, it's better not to proceed at all.</p> <p>This caused a heated argument between him and his daughter—my wife—especially because we spent ₱30,500 for the unit. He blamed us for not buying from Adenison or SM where installers are provided. We explained thoroughly that the issue is not the dealer itself, but the workmanship of the installer, which is beyond our control. We also did our best to reach out to Kolin to make it done properly. Because of this, we are humbly requesting that a different installer be assigned. The situation has already gone beyond the technical issue and is now affecting the peace and relationship within our family.</p>	KS-IW15-MCA11201 M32	01/05/2026	RJD	Engr. Jorge	Need ASP Explanation	Cancelled by customer	01/29/2026	<p>The issue arose when a helper cut a portion of the copper tube without informing the lead technician, as he encountered difficulty fitting the pipe properly. This modification went unnoticed during installation. Other minor issues, such as the positioning of the indoor unit and the embedded flare joint, were due to limited space and customer preferences. The overall problem reflects a gap in communication and supervision during the installation process.</p> <p>To prevent similar issues, all modifications to copper tubes or critical components will require approval from the lead technician. Communication and supervision protocols will be strengthened, and a final inspection checklist will be implemented to verify proper installation before turnover. The team will undergo additional training on correct installation techniques, proper pipe handling, and troubleshooting to ensure high-quality service and avoid repeat incidents.</p> <p>Service cancelled due to an urgent family matter. Customer will contact us again to reschedule.</p>	01/23/2026	Closed	
CCCF-26-01-005	Alexis Argoso	Regis, Tara	01/20/2026	<p>You have awesome chat support. Nagpa-schedule ako ng 11:00 AM para sana may lulong pa ako pag-out ko ng 8:00 AM sa work. However, three times silang lumawag sa akin around 8:00 AM, which I was unable to answer. When I texted them, they did not reply. I even tried calling them, and the first thing they said was that I was not answering their calls. Sana mag-stick na lang sila sa agreed schedule. 12:00 noon na sila nakarating. Pang-3rd time ko na po to nagpa-cleaning, and ngayon lang nangyari na may umingay sa AC. The AC was open from 5:00 PM to 12:00 noon, and 2 to 3 times siyang umingay, each lasting about 5 minutes. Abala po ang Ingray dahil sobrang lakas. Normal naman po na may lulo ng lubid at dumati after cleaning, and we can still adjust and clean those afterward. However, the loud noise is a concern.</p>	KAG-100W/CINV	07/04/2023	PAMPANGA TECHNICAL NS	Sir Ryan	For another visit				<p>Reference Ticket No.: PAM-000202605 Tentative Schedule: 01-21-26 Technician: In house RS: 02/04/2026</p>	N/A	For Monitoring

KOLIN PHILIPPINES INTERNATIONAL INC.
SUMMARY OF COMPLAINT
FROM THE MONTH OF JANUARY 1-31, 2026

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 Explanati on Date Received	Remarks /Status
CCEF-26-01-006		Lucas, Kriann	01/20/2026	The technicians did a very good job checking and cleaning our air conditioner. They were courteous, professional, and made sure the work area was clean after the service. Overall I am satisfied with the quality of the repair and their professionalism. The only concern was the punctuality of the service. I was informed, and also confirmed that the service would be done after lunchtime, but the technicians arrived very late, almost by dinner time. Better time management and clearer updates on arrival time would greatly improve the service. Pa abiso nalang kami next time para naayos namin ung sched din namin	KAG-100WCINV	N/A	Kengle	Ms. Sheila	Need ASP Explanation	N/A	N/A	The technician was delayed due to a vehicle issue (flat tire), which prevented them from arriving at the customer's preferred time of 1 PM. The delay in reporting the situation to the admin also caused the customer not to be informed promptly. The ASP will ensure that any technician delays or issues are reported immediately to the admin so the customer can be informed without waiting. This will improve communication and prevent inconvenience in case of future delays.	01/23/2026	Closed
CCEF-26-01-007	Jomar Dalano	Dalano, Jose Mari Taluod	01/24/2026	The chat response was very responsive, the promptness of service was rated 2 due to rescheduling as the technician informed me that their office asked them to prioritize other customers, while the quality of repair, neatness of the work area, and courtesy and grooming of the technicians were all rated 4, as the service was good, the area was cleaned after servicing, and the technicians were very responsive to my queries.	KSG-1WF-15WFY-8K1M2-1	05/26/2025	MJRC	Ms. Sheila	Need ASP Explanation	N/A	N/A	The ASP assured that they will make every effort to inform the customer early of any changes in their schedule and to arrive on time to avoid delays for the first customer.	01/30/2026	Closed
CCEF-26-01-008		Org, Celeste	01/27/2026	Napuntahan na kami ng mga technician and nag recharge na din sila ng freon and napalitan na din ng evaporator ngayon siya padin, ian na naman, wala na naman lamang at isang gabi ko lang nagalit yung aircon, ilan beses na nila pinupuli out yung unit dapat una palang nakita na nila yung problem sa aircon hindi yung pabalik balik sila	KSM-1W15-4F1M	N/A	Ghastl	Engr. Jorge	Need ASP Explanation	Findings - Not cooling. Pull out indoor & outdoor Unit for further leak test no leak found, pipe leak test & find out leak coming from the flair nut fitting. Recommendation - For Replacement of flair nut fitting 1/2". Repair Done - Replaced flair nut fitting, unit test ok	02/02/2026	The ASP explained that during the first visit, they checked the unit, pulled out the indoor unit, and found a leak in the evaporator, which they replaced and tested, confirming the unit was working properly. On the second visit, the customer complained of weak cooling, and the ASP found the unit undercharged with leaks at the low-side fittings and charging service. They tightened the fittings and completed the charging service. During the third visit, they checked the Freon, decided to pull out both the indoor and outdoor units, and found a leak in the separate piping. The unit is currently under shop repair. The ASP advised that if another leak occurs, they will inform the customer, recommend pulling out the unit if possible, and request a service delay to address the issue properly.	01/30/2026	Closed

KOLIN PHILIPPINES INTERNATIONAL INC.
 SUMMARY OF COMPLAINT
 FROM THE MONTH OF JANUARY 1-31, 2026

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 Explanati on Date Received	Remarks /Status
CCEF-26-01-010	Kai Pacheco	Katrina Enrie	01/30/2026	Sir Pete/Adrian from your Cebu Branch is not very responsive to accredited service providers nor customer's inquiries. Is there any office number that we can contact directly? It's been a week since we tried to contact after sales services and can't fix our broken Kolin AC because can't reach anyone from Kolin to sell us the spare part. JEL AC services also tried to reach your Cebu branch to order the spare part for us yet there was no response so they also waited for a long time.	KSM-1W10-4F-1M-0	N/A	Cebu Branch	Sir Ryan	Need ASP Explanation	Findings - Def. Pcb Assy., Recommendation - For Replaced Pcb Assy., Repair Done - Replaced Main PBC Unit Is Okay	01/30/2026	Waiting for Cebu Branch Explanation		For Monitorin 9
CCEF-26-01-011		Mendoza, NIKKA Ivory	01/30/2026	There was no coordination or even a simple text to inform us that they would arrive on that specific day. The after-sales experience could have been better with proper scheduling and communication. They came without prior coordination and started calling and texting us while we were asleep, but after we agreed to another schedule, they arrived early on the rescheduled date.	KAG-100W/CINV	N/A	St. Joseph	Sir Ryan	Need ASP Explanation	N/A	N/A	Waiting for ASP Explanation		For Monitorin 9

SUMMARY OF COMPLAINT	
Telesurvey	4
Socmed	5
TOTAL	9

Complaints under the category of:	
Easy Access on Service Hotline	2
Promptness of Service	2
Quality of Repair	3
Neatness of Work Area	0
Courtesy and Grooming	0
No Show	2
Others	0
Total	9
Less:	
Others	0
Final Total	9

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

Noted by: 
 Ms. Rhenan B. Manzano
 OP-Supervisor

Job Application Report - January 2026

1. Application Sources Breakdown

Sources	Applicant
Facebook Comment Section	280
Facebook Inbox	91

The majority of job interest came from the Facebook Comment Section (280), followed by the Facebook Inbox (91), indicating that Facebook remains the most effective platform for applicant engagement.

2. Geographic Distribution of Applicants

Location	Applicants per Location	Location	Applicants per Location
No Location Provided	40	Cotabato	10
Camarines Sur	37	CDO	8
Cebu	29	Iloilo, Mindoro	7
Pampanga, Bulacan, Tarlac	23	Bohol, Leyte, La Union	6
Koronadal, Batangas	21	Ilocos Norte	5
Metro Manila, Dumaguete	17	Dagupan, Isabela	4
Rizal	15	Bicol	3
Gensan / Zamboanga	14	Ilocos Sur	2
Sultan Kudarat	13	Pangasinan, Davao, Palawan, Sorsogon	1

The highest number of applicants comes from No location provided (40), followed by Camarines Sur (37) and Cebu (29). Next are Pampanga, Bulacan, and Tarlac (23 each), then Koronadal and Batangas (21 each). Mid-level counts include Metro Manila and Dumaguete (17), Rizal (15), Gensan/Zamboanga (14), and Sultan Kudarat (13). Lower numbers range from Cotabato (10) down to several locations with single-digit applicants, with the lowest at Pangasinan, Davao, Palawan, and Sorsogon (1 each), showing that most locations have relatively fewer applicants compared to the top areas.

3. Key Takeaways and Recommendation

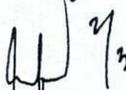
Insight: We currently need 10 Product Merchandisers for the NCR area, the highest among all locations. However, only 17 applicants have applied.

Recommendation: Increase recruitment efforts in the NCR area while continuing to promote openings in other locations to attract more qualified candidates and fill the Product Merchandiser positions.

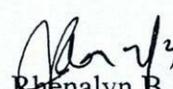
Conclusion:

The recruitment data indicates that Facebook remains the most effective platform for attracting applicants, with the majority of inquiries originating from the comment section. Most applicants are from provincial areas, while key locations such as the National Capital Region (NCR), which has the highest demand for Product Merchandisers, show relatively lower applicant numbers. To ensure all positions are filled, recruitment efforts should be strengthened in NCR while continuing to promote opportunities in other areas to attract more qualified candidates.

Prepared by:


Ms. Riza Mae R. Flores
Social Media Assistant

Noted by:


Mrs. Rhenalyn B. Manzano
OP-Supervisor

I. EXECUTIVE SUMMARY

We began 2026 with strong customer experience performance, as reflected by an overall Net Promoter Score (NPS) of 89.15%, sustaining Kolin Philippines International Inc.'s position within the Excellent range for customer loyalty and advocacy. Although this represents a slight month-on-month decrease of 1.42 percentage points compared to December 2025, overall customer sentiment remains overwhelmingly positive, with nearly 90% of respondents classified as promoters.

Customer feedback throughout January continues to reinforce our core strengths, particularly in after-sales service responsiveness, prompt and humanized chat support, and long-standing brand trust. At the same time, feedback surfaced manageable opportunities for improvement, primarily related to service consistency among Authorized Service Partners. Taken together, these insights confirm that customer satisfaction with Kolin is driven not only by product reliability but also by the quality and continuity of the post-purchase support experience.

The survey results, based on a total population size of 2477 with an 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
Detractor (0-6)	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 or services.
Passive (7-8)	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.
Promoter (9-10)	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

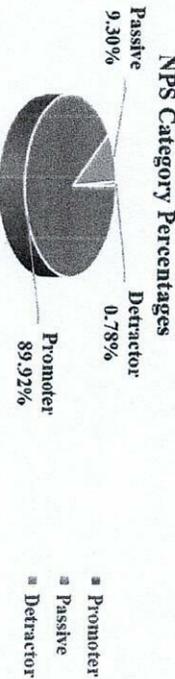
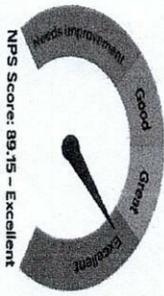
These ranges interpret the final NPS score and help evaluate overall performance.

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	1	0.78%
Passive	12	9.30%
Promoter	116	89.92%
Total customer and NPS Result	129	89.15%



D. 2.5 Month-on-Month Trends

Category	December 2025	January 2026	Change
Promoter	90.57%	89.92%	-0.65
Passive	9.43%	9.30%	-0.13
Detractor	0.00%	0.78%	+0.78
NPS Score	90.57%	89.15%	-1.42

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.

Category	Count	Percentage
After Sale-Service	45	14.55%
Price of the unit	0	0.00%
Price of the service	0	0.00%
Quality and durability	15	4.65%
Promptness - Chat	30	9.15%
Promptness w/ 72 hours	11	3.33%
Total Number of Comment	11	10.89%
Percentage	10.89%	29.70%

Passive Feedback:

Category	Count	Percentage
After sales-service	0	0.00%
Price of the unit	0	0.00%
Price of the service	0	0.00%
Quality and durability	0	0.00%
Promptness - Chat	0	0.00%
Promptness - w/ 72 hours	1	3.33%
Total number of comment	1	3.33%
Percentage	3.33%	66.67%

Detractor Feedback:

Category	Count	Percentage
After sales-service	0	0.00%
Price of the unit	0	0.00%
Price of the service	0	0.00%
Quality and durability	0	0.00%
Promptness - Chat	0	0.00%
Promptness - w/ 72 hours	1	50.00%
Total number of comment	1	50.00%
Percentage	50.00%	0.00%

III. PRODUCT AWARENESS

4. For the survey (how and where did you learn about Kolin 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.

Source	Count	Percentage	Other (Other Establishment, Google Search, Kolin Old user, Other Facebook Growth, Youtube Apps)	No response	Total
Kolin FB Page	109	58.09%	4	80	219
Kolin Instagram	1	0.46%	0	0	1
Kolin Youtube Channel	1	0.46%	0	0	1
Kolin Tiktok account	1	0.46%	0	0	1
Google Ads	5	2.28%	0	0	5
News Papers	0	0.00%	0	0	0
Appliance centers	9	4.11%	0	0	9
Refer by a friend/colleague	6	2.74%	0	0	6
Refer by a relative	3	1.37%	0	0	3
Website	0	0.00%	0	0	0
Other	4	1.83%	4	0	8

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.

Inquiry Type	Count	Percentage
General Inquiry	11	10.89%
Product Inquiry	34	33.33%
Service Inquiry	94	91.55%
Parts Inquiry	4	3.92%
ASP Applicant	4	3.92%
Job Inquiry	133	128.72%
Total	280	273.33%

C. Origin of Surveyed Customers

Origin	Number of Customer
TELESURVEY (RELAY)	19
TELESURVEY (DC)	15
SOCMED	328
Total	362

IV. Performance Overview

Customer sentiment in January 2026 remained stable and highly favorable. Promoters accounted for 89.92% of total responses, reflecting only a marginal decline of 0.65 percentage points from December. Passive responses comprised 9.30%, remaining largely unchanged month-on-month. Detractors represented 0.78% of total responses, marking a minimal increase from the previous month, during which no detractors were recorded.

Despite the emergence of a small proportion of detractors, the overall movement in NPS does not indicate a decline in product quality or service performance. Feedback analysis shows that negative ratings were largely driven by process-related concerns rather than dissatisfaction with core service delivery or product functionality, positioning these issues as targeted improvement opportunities rather than systemic risks.

V. Analysis and Insights

Customer satisfaction in January was strongly influenced by our service responsiveness and accessibility. Approximately 44.55% of promoter feedback referenced resolution within 72 hours, while 29.70% specifically highlighted fast and consistent chat responses as the primary reason for high ratings. Customers consistently expressed appreciation for interacting with real service representatives, frequently describing the experience as "human," "approachable," and "reassuring," especially when compared with chatbot-driven support models of other brands.

Long-term brand loyalty continues to be a defining strength for Kolin. A significant share of feedback came from customers who have been using Kolin products for 10 to over 20 years, often citing "peace of mind," "trusted quality," and "reliable after-sales support" as reasons for sustained patronage and repeated purchases. These insights indicate that product awareness is reinforced through actual ownership experience and service reliability, rather than marketing exposure alone. Service-related interactions remain the dominant driver of customer engagement across our social platforms. We recorded 94 service-related inquiries during the period, underscoring the critical role of post-purchase support in shaping customer perception of the brand. While the majority of feedback praised technician professionalism, punctuality, and courteous behavior, some passive responses pointed to inconsistencies in ASP execution, particularly in schedule adherence and cleaning thoroughness.

One notable detractor rating in January was directly attributed to the customer satisfaction survey process, rather than to any product or service failure. The customer expressed dissatisfaction with multiple survey forms and repeated follow-ups via call and chat, highlighting the need to align feedback collection processes with the same level of convenience customers experience during service interactions.

From a product awareness and discovery standpoint, Facebook remains our strongest channel, accounting for the majority of customer mentions and inquiries, with over 100 recorded engagements. In contrast, awareness through Google Ads, TikTok, and YouTube remains significantly lower, indicating underutilized opportunities to expand reach and balance our predominantly service-driven engagement with more product-focused content.

VI. Recommendations

Based on January 2026 customer feedback and performance trends, we recommend reinforcing service quality standards among Authorized Service Partners through the implementation of a standardized "Meticulous Cleaning and Service Completion" checklist. This initiative will help ensure more consistent service execution and align third-party performance with the standards delivered by our in-house teams.

Maintaining our humanized chat support model should remain a key priority, as customer feedback consistently identifies this as a critical differentiator against competitors that rely heavily on automated systems. Continued focus on response speed, empathy, and clear follow-through will further strengthen customer trust and advocacy.

From a product awareness perspective, we recommend increasing product education and inquiry-driven content on TikTok and YouTube. Strengthening our presence on these platforms will help attract new customers, improve awareness among younger audiences, and support long-term brand growth without compromising our service-led reputation.

VII. Conclusion

January 2026 results confirm that Kolin Philippines International Inc. begins the year with strong customer loyalty, high service credibility, and enduring brand trust. The modest month-on-month change in NPS reflects process-level opportunities rather than a drop in satisfaction. By strengthening ASP service consistency, we are well-positioned to protect our NPS performance while expanding product awareness across additional digital channels.

Prepared by 
Ms. Maureen Cristal Patricia
Social Media Assistant

CC: Marketing Dept/ Sir Alvin

Noted by 
Mrs. Rhelisa B. Manzano
OP-Supervisor

I. EXECUTIVE SUMMARY

January 2026 results show that Kolín Philippines International Inc. continues to enjoy strong customer loyalty, high service credibility, and deep-rooted brand trust.

While the NPS declined slightly from 92.13% in January 2025 to 89.15% in January 2026, the movement reflects process-level opportunities rather than a drop in customer satisfaction. By strengthening ASP service consistency and leveraging digital channels, Kolín is well-positioned to maintain strong NPS and expand product awareness.

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	1												1
Passive	12												12
Promoter	116												116
Total	129												129

III. Total Percentage:

	January	February	March	April	May	June	July	August	September	October	November	December	Total
Detractor	0.78%												0.06%
Passive	9.30%												0.78%
Promoter	89.92%												7.49%
Total	100.00%												8.33%

IV. NPS Result:

	January	February	March	April	May	June	July	August	September	October	November	December	Total
January	89.15%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	89.15%

V. Promoter Customer

NPS Comment Criteria	January	February	March	April	May	June	July	August	September	October	November	December	Total	Percentage
After-Sale Service	45												45	43.00%
Price of the Unit													0	0.00%
Price of the Service													0	0.00%
Quality and Durability	15												15	15.00%
Promptness - Chat	29												29	29.00%
Promptness w/ 72 hrs	11												11	11.00%
Total	100	0	0	0	0	0	0	0	0	0	0	0	100	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												1	33.33%
Price of the Unit	0												0	0.00%
Price of the Service	0												0	0.00%
Quality and Durability	2												2	66.67%
Promptness - Chat	0												0	0.00%
Promptness w/ 72 hrs	0												0	0.00%
Total	3	0	0	0	0	0	0	0	0	0	0	0	3	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	1												1	50.00%
Price of the Unit	0												0	0.00%
Price of the Service	0												0	0.00%
Quality and Durability	0												0	0.00%
Promptness - Chat	1												1	50.00%
Promptness w/ 72 hrs	0												0	0.00%
Total	2	0	0	0	0	0	0	0	0	0	0	0	2	100.00%

VIII. NPS RESULTS: January 2026 vs. January 2025
Net Promoter Score Comparison

Month	NPS Score
January 2026	89.15%
January 2025	92.13%
Change	-2.98

Customer Category Breakdown

Category	January 2026	January 2025	Change
Detractor	0.78%	0.00%	+0.78
Passives	9.30%	7.87%	+1.43
Promoter	89.92%	92.13%	-2.21
Total Responses	129	178	-49

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	109												109
Kolin													1
Instagram	1												1
Kolin Youtube Channel	1												1
Kolin TikTok	1												1
account	1												1
Google Ads	5												5
News Papers	0												0
Appliance centers	9												9
Refer by a friend/colleague	6												6
Refer by a relative	3												3
Website	0												0
Other (Google Search, Kolin old user, Facebook Group, Searching in the internet)	4												4
Total	139	0	0	0	0	0	0	0	0	0	0	0	139

X. PRODUCT AWARENESS COMPARISON

Channel	January 2026	January 2025	Change
Kolin Facebook Page	109	24	+85
Kolin Instagram	1	0	+1
Kolin YouTube Channel	1	1	0
Kolin TikTok Account	5	0	+5
Google Ads	0	0	0
Newsletters	9	34	-25
Appliance Centers	6	5	-1
Referred by Friend/Colleague	3	5	-2
Referred by Relative	0	0	0
Kolin Website	4	17	-13
Other (Google Search, Old Users, FB Groups, General Internet Search)	139	87	+52
Total Responses	139	87	+52

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

- **NPS Performance:** January 2026 NPS (89.15%) shows a slight decline vs. January 2025 (92.13%) but remains strong, reflecting high customer satisfaction and loyalty.
- **Detractor Feedback:** Minor rise in detractors highlights process-level opportunities in after-sale service and chat responsiveness.
- **Promoter Feedback:** Most positive comments relate to after-sale service, promptness, and product quality, confirming Kolin's core strengths.
- **Product Awareness:** Strong growth on Facebook and Google Ads demonstrates effective digital engagement. Decreased awareness via appliance centers and "Other" channels suggests shifting customer discovery behaviors.

XII. Recommendations:

Based on January 2026 customer feedback and performance trends, we recommend reinforcing service quality standards among Authorized Service Partners through the implementation of a standardized "Meticulous Cleaning and Service Completion" checklist. This initiative will help ensure more consistent service execution and align third-party performance with the standards delivered by our in-house teams.

Maintaining our humanized chat support model should remain a key priority, as customer feedback consistently identifies this as a critical differentiator against competitors that rely heavily on automated systems. Continued focus on response speed, empathy, and clear follow-through will further strengthen customer trust and advocacy.

From a product awareness perspective, we recommend increasing product education and inquiry-driven content on TikTok and YouTube. Strengthening our presence on these platforms will help attract new customers, improve awareness among younger audiences, and support long-term brand growth without compromising our service-led reputation.

XIII. Conclusion

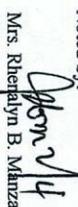
Kolín Philippines continues to demonstrate high customer satisfaction, loyalty, and trust, with minor NPS shifts representing actionable improvement opportunities. By strengthening ASP services and leveraging digital channels, Kolín is well-positioned to sustain performance while expanding brand reach.

Prepared by:


Ms. Margnell Cristal Patricia
Social Media Assistant

CC: Marketing Dept/ Sir Alvin De Rivera

Noted by:


Mrs. Rheralyn B. Manzano
OP-Supervisor

KOLIN PHILIPPINES INTERNATIONAL INC.
NPS Comment Monitoring
January 2026

Date	Origin TSVY (Relay)	Origin TSVY (DC)	Origin (SOC)	SJR No	Technician Team or ASP Name	Facebook Name / Customer name	Detractor Rating 0-6	Passive Rating 7-8	Promoter Rating 9-10
01/05/2026			1	HO-00285169	RJD	Alvin Borabo			10 - Customer service is easy to reach out to. Proper follow ups and after-sales care are timely and professionally handled.
01/05/2026			1	CEB-00011032	KLK	XANDRA R. PRLAS			10 - Hello, if I would rate your service, I would rate your prompt reply and assistance 10. I am really grateful for this. I will rate your ASP 6 as I was a bit disappointed with their service. We have been scheduling the repair a lot of times but they would not come on our agreed date. Instead, they would visit us on a different date when I am not at home or I am busy. Moreover, I would like to rate the technicians who did the repair last Jan. 3 10 as they are approachable and polite and was able to successfully repair my water dispenser.
01/06/2026			1	HO-00285477	RKH	Tess Paje Villas /Jun Villas			almost 10, highly recommend ko sa family and friends , matipid sa consumption, and sana magtagal ang unit syempre sa maintenance na din , kahit na sa lazada app ko inorder 2024 maayos pa din ang unit
01/06/2026			1	PAM-00020320, PAM-00020321	In house	Sherry Rose Ong			9 - good customer service and quality of service
01/07/2025			1	HO-00285882	Gnasit	Kate Cruz			9! I always recommend Kolin to my friends because of the service and quality of products. 🍀

5

4

3

2

1

6	01/07/2025		1	HO-00285495	J4L	Ariane Joyce Vasquez			10. From the moment I reached out, the process was handled with professionalism, efficiency, and care. The team arrived on time, worked diligently, and ensured that everything was completed to a high standard. I truly appreciate the attention to detail and the courteous manner in which the service was delivered.
7	01/07/2025		1	HO-00285174	Godspeed	Sunshine Facldonea			Thank you once again for your outstanding support. It's reassuring to know that I can rely on your team for such quality service, and I will gladly recommend your services to others. Yes will recommend, 9..
8	01/08/2025		1	HO-00285214	Abyr	Willy Grace Arcilla			OK namam ung gawa nila , on time din ung pagdating nila.. hindi lang tinanggal ung misumong box nung aircon, sa ba kase lahat baklas.. un lang. 10
9	01/09/2026		1	PAM-00020352	In house	Kimberly Rivera			Aside from being happy with our aircon unit from Kolin. Kolin customer service is always prompt in assisting me with all my concerns and service schedule. 10. I love Kolin. Efficient and energy saver.
10	01/09/2026		1	HO-00285743	HSB	Princess Almayda			9 - kolin AC products are affordable and hopefully durable in the long run. CS, so far, is good.
11	01/10/2026		1	HO-00285497	J4L	Geraldine Buyain			10 - Very prompt sa pag-reply, and even before, kapag may concern ako regarding the aircon, talagang mabilis siyang naa-address. 1000/10 talaga ang customer service ng Kolin.
12	01/12/2026		1	HO-00285217	Kingsaire	Ernesto reyes			10* very attentive, fast reply with the inquiries, great service, will definitely recommend to others.
13	01/12/2026		1	CEB-00011169	KLKA	Kristofer Gii Trocio			"10! - Chat replies and follow ups are fast. Also, you guys address concerns quick."
14	01/12/2026		1	HO-00285482	AGD	Angelita Matanguihan			I recommend it and rate it 10.
15	01/12/2026		1	HO-00286368	Dreamcool	Mary Rose Hilarton			10 - Ang bait and mabilis maginitis. Maayos rin sila
16	01/13/2026		1	HO-00286051 / HO-00286052	HSB	Jamie Payawal			10- I already did recommend your brand and will continue to recommend it due to great product and great customer support. Thanks
17	01/13/2026		1	HO-00285935	Abyr 1	Batang, Felicia			10 - Maganda yung service ng kolin micron after sales service.

18	01/14/2026			1	HO-00285885	Godspeed	Kathlene Bernardo			9. Would recommend to my fam & friends because of the quality of the unit and great service. I hope you will also reply/give service asap not only in cleaning but also if the unit have problem.
19	01/15/2026			1	HO-00286009	LBRB	Angelo Bukin			10 for the cs - unlike other brands na they leave the problem sa chatbots to sort out things. Sobrang fast ng response and very human ang cs ng kolin. Will recommend the item and commend the after sales agents and cs. Hindi iint ang ulo mo lga
20	01/15/2026			1	HO-00286713	Jerico	Eufemia B. Pura			"Maybe I rate you as 10 because the unit is convenient to use since we don't need light or rechargeable light in going hither and thither our room but when it comes to durability it will be 8 for your advertisement says that the unit may last for 10-12 years, this serves us only for 5 years if I will consider the chance of the Aircon to be repaired for the company can provide the replacement for parts of the unit, it will be 9 though I still need to prepare a certain amount to bring back its function.
21	01/16/2026			1	HO-00286533	Kengie	Ma Noli Paola Pascual			That's all. Thank you!"
22	01/16/2026	1			HO-00286006	CUEVAS	Guevarra, Edwardo			10- I have friend working in your company.
23	01/16/2026			1	HO-00286175	Jerico	Chel Monterola			10 they cleaned it well now the aircon blows strong and it is cold if I need next cleaning please schedule the same company
24	01/16/2026			1	HO-00286290	Abyr	Neil Robles / Sheila Joy Reyes			Recommendation would be perfect 10 since contact services will always be liable if there's any damages (in worse scenario happens). And they would reach out to 3rd party cleaning services for extra hand help of after sales. Thanks.
25	01/16/2026			1	HO-00286536	MJRC	Cyra Jane Bernardo			10 po irate ko para irecommend yung service nyo, since my mother is owner din ng kolin split type. irecommend ko po na for the next 6 months sainyo po ulit kami magpapalitan, bali dalawang unit po. Thank you po ulit!
26	01/16/2026			1	HO-00286622	Barmen	Cristelle Ella Hahii			10. The cs is very helpful and easy to talk with

27	01/16/2026		1	HO-00286427	King's Aire	Karl Xedrick Camba		9 Very prompt and responsive in chat. Service was swift and efficient from start to finish
28	01/16/2026		1	HO-00286515	Jerico	Ojeda, Martin		9, good and quality service
29	01/17/2026		1	HO-00286627	Godspeed	Ryan Juab		10, reliable service and appliance
30	01/18/2026		1	HO-00286992	Carcellar	Irish Gabrielle		10 - I'm really happy with the service. The whole service was seamless and better than I had anticipated. The group was helpful, quick to respond, and obviously dedicated to excellence. I look forward to using this service once more and would without a doubt suggest it to friends and relatives.
31	01/19/2026		1	HO-00286663	Reblando	Ren Banaybanay / エルンババニヤ リョ		10 - I am very impressed with your service, particularly your quick response to customer concerns and efficient assistance. I'm glad I chose this brand for my family's needs. Thank you very much Kolin
32	01/19/2026		1	HO-00286913	RJD	Sheryl Avo		10. Professional and on time
33	01/20/2026	1		HO-00287118	Dreamcool	Filart, Richelle		10 - Old user since 2010. It was recommended by dealer, so far so good that old unit is still working but need to change to save electricity bills. The one got recently was my 4th unit and wala kaming naging problem when it comes to its performance and maintenance.
34	01/20/2026		1	HO-00287265	Kingsaire	Jerome Arsolon		10 good customer service and big help to the customer who needs service repair assistance to their Kolin units
35	01/20/2026		1	HO-00287046	Godspeed	Sofia Oceanar		10. The page is responsive and the authorized partner is right on time with the schedule.
36	01/20/2026		1	HO-00287021	JAL	Catherine Mampoy Hervas		10, very responsive and reliable
37	01/20/2026		1	HO-00286518	JPR	Ali Choa		10-Very satisfied with Kolin. The service was smooth, and the technicians were professional and efficient. Highly recommended."
38	01/21/2026		1	HO-00287306	JJR	Brandon Tan	"5 out of 10	10 - very good
39	01/22/2026		1	HO-00286527	RKH	Richard Dalida	Comment: Customer Satisfaction Surveying is inconvenient, the survey is not in one form. Hassle pa kasi dalawang beses pa magpapalik balik then magfollow up and call pa sayo pag di ka nakapag survey sa second form. Akala ko kasi oks na ung yung unang survey form, u gave all 4s, so medyo makulit ung surveyor. I shall give you 5 dahil dyan. I automate nyo csat survey nyo para convenient."	
40	01/22/2026		1	HO-00285731	Kengie	Louise Gabrielle		10, awesome customer service as always, keep up the good work!
41	01/23/2026	1		HO-00287397	Carcellar	Oscar Jr. Mora		10 - Maganda yung service at maganda ang products. Talagang promote ko ang kolin dito sa amin.

42	01/23/2026	1			HO-00287003	RJD	Fernandine, Frederic k			10 - We always trusted kolin since 2009, O hope the one cleaning for newly purchased aircon product will be brought back like it was before. "
43	01/23/2026	1			HO-00285308	AGD	Sante, Jenalyn	8 - It's long established brand.		"I have been recommending you to my friends ever since. So its a 10. As for the score, I gave a 3 on some areas because these are things they need to improve on, they need to be more meticulous with the cleaning and make sure that the unit would look very clean. There are some oversight on this part and this score hopefully would give them a nudge to improve and be at their best again. "
44	01/26/2026			1	HO-00287582	MJRC	Elsie / Nicole Abes			
45	01/26/2026			1	HO-00287440	King's Aire	Jose Mari S. Sebastian			
46	01/27/2026			1	HO-00287677	Kengie	Ian Dy			Easy to book an appointment and the chat response was superb. Thank you! I would recommend overall rating at 9. Thank you
47	01/27/2026			1	HO-00287745	Jerico	Van Molina			Overall rating is 10.
48	01/27/2026			1	HO-00287738	In-house	Villamor Cabagua Jr			Very responsive!
49	01/29/2026			1	HO-00288022 / HO-00288023	Godspeed	Vin Garcia			10. Approachable technician I'd rate you a 9/10. The service was smooth, professional and met our expectations. Keep up the great work!
50	01/30/2026	1			HO-00288019	TEAM VILLAFUERTE	So, Frederico			10 - Using kolin 20 yrs already.
51	01/30/2026	1			HO-00283594	TEAM SALOMON	Abenina, Stephanie			10 - I know kolin since i was a child
52	01/30/2026			1	HO-00288006	Whitefrost	Neil Son			Excellent after-sales service from Kolin and Whitefrost! The team was very professional, responsive, and accommodating. Special thanks for doing an exceptional job in cleaning our aircon unit—very thorough, efficient, and well-done. It's clear they truly care about customer satisfaction. Highly recommended!
53	01/30/2026			1	HO-00288009	NVFS	GJ Padolina			9. The after sales service is excellent. I have never had trouble booking for cleaning, the technicians are always professional and transparent.
54	01/30/2026		1		PAM-00020593	SENTINE	DIZON, DENNIS			First time namin gumamit ng Kolin, kasi LG at fujidenzo kami, pero in fairness napapalaming nya yung living room namin.
55	02/02/2026			1	HO-00287809	JAL	Rigor panahon			10 - for after sales service .thanks
56	02/02/2026			1	HO-00288347	Kengie	Paulo Bartolome			10.Because of fast reply and scheduling.

57	02/02/2026			1	HO-00288319	Ernan	Joveth Lorenz Timajo			I'll rate it 10. 1. Fast response on the scheduling. 2. Right on time for the schedule. 3. Courteous people online staff and on-site cleaners.
58	02/02/2026			1	PAM-00020601	In-house	Jerome Dayrit			10 - We are very satisfied with the service provided. The team was responsive, professional, and the repair was done well.
59	02/02/2026			1	HO-00285966	RKH	Davis John De Leon			Id say 10 for peace mind and confidence that the repair is being done properly and by authorized and trained technicians
60	02/02/2026			1	HO-00286418	HSB	Laarni Debuton		8 - Good quality aircon and reliable after-sales service	
61	02/02/2026			1	HO-00286790 / HO-00287231	RJD	Prince Karl Cabural			9 - highly recommended with still room for improvement that I can't give perfect score. thanks teams for your excellent aftersales from chat support to actual service, you have been a big help!
Total:		6	3	52						

Prepared by: *[Signature]* *2/4*

Ms. Mariela Cristal Patricia
Social Media Assistant

Noted by:

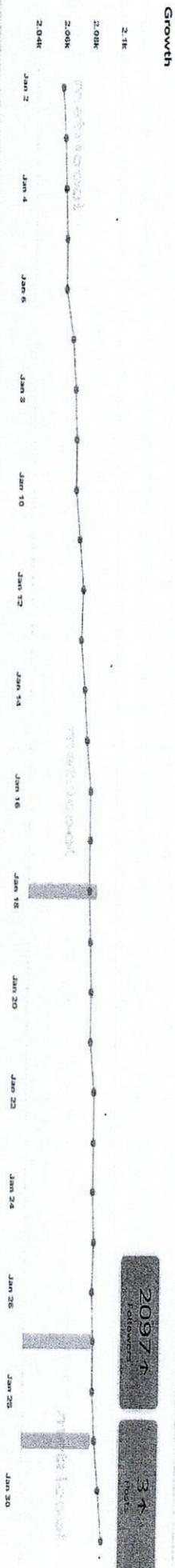
Mrs. Rhenalyn B. Manzano
OP- Supervisor

CC: Mr. Alvin Rivera and MKTG Dept.

1. Executive Summary

January 2026 reflects a strategic recalibration of Kolin's TikTok performance, transitioning from a high-reach awareness phase to a more conversion-oriented platform. While overall visibility metrics stabilized compared to the previous quarter, engagement quality improved significantly. Organic inquiries increased by 208%, generating a total of 37 qualified transactions. This performance indicates a shift in audience behavior, with users actively engaging the brand for product guidance, technical clarification, and maintenance-related concerns.

Month / Nature of Inquiry	General Inquiry	Service Inquiry	Product Inquiry	Parts Inquiry	ASP / Dealership Applicant	Job Applicant	Total
January	27	2	4	3	0	1	37
February							
March							
April							
May							
June							
July							
August							
September							
October							
November							
December							
Total	27	2	4	3	0	1	37



2. Performance Metrics and overview: December 2025 VS January 2026

Metric	December 2025	January 2026	Change
Net New Followers	19	42	+23
Total Followers	2,055	2,097	+42
Profile Views	801	321	-480
Posts Published	2	3	+1
Post Views	268,033	7,642	-260,391
Likes	142	223	+81
Comments	4	38	+34
Shares	22	27	+5
Total Inquiries	12	37	+25

Kolin's TikTok community continued its steady growth, with total followers increasing from 2,055 in December 2025 to 2,097 in January 2026, reflecting a 2.04% increase. Despite a controlled content output of three posts, the account achieved an audience engagement rate of 25.59%, meeting benchmark standards. Most notably, organic inquiries rose from 12 to 37, confirming TikTok's effectiveness as a customer engagement and lead-generation channel rather than solely a visibility platform.

3. Key Insights

Inbox monitoring and comment analysis for January identified a recurring concern related to the Creo Series timer functionality. A significant number of users attempted to operate the timer using the interface logic of previous Kolin models, resulting in confusion and repeated technical inquiries. This issue is attributed not to product performance but to a learning gap caused by differences in user interface design. Addressing this concern through targeted instructional content presents an opportunity to improve customer experience while reducing repetitive service-related inquiries.

Customer interactions also revealed a knowledge gap regarding the proper usage of the Self-Clean feature. While customers recognize its importance, there is limited awareness of the recommended usage frequency. Establishing a standardized guideline of 2-3 times per month will help customers maintain optimal unit performance, reinforce confidence in product reliability, and reduce dependency on support channels for basic maintenance concerns.

4. Recommendations

Content development will focus on concise, educational short-form videos designed to simplify technical features and maintenance procedures. This includes visual tutorials explaining the Creo Series timer setup, and clear demonstrations of the Self-Clean process with proper usage guidance.

Content themes will progressively shift toward a "Summer-Ready" positioning, highlighting energy efficiency, pre-summer maintenance, and optimal cooling practices. This strategy aims to establish Kolin as a trusted authority in home comfort solutions during the pre-peak season.

5. Conclusion

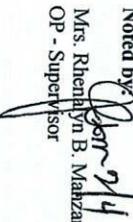
January 2026 performance confirms that Kolin's TikTok platform has evolved into a strategic channel supporting customer education, engagement, and lead generation. By addressing interface clarity, strengthening maintenance awareness, and aligning content with seasonal demand, TikTok will continue to contribute to customer satisfaction and market growth throughout Q1 2026.

Prepared by:


Ms. Maribel Cristal
OP - Social Media Assistant

CC: Marketing Dept. / HR Dept.

Noted by:


Mrs. Rhennilyn B. Manzano
OP - Supervisor

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
1 Anonymous participant	1/24/2026	Normal po ba sa weather ngayon na walang nilalabas na tubig yung aircon nmin? Since katapon pa Open Time - 6:00 AM to 9:00 PM Kolín Window Type 1HP Settings: Cool - Low Fan	Possible po na konti lang or minsan walang tubig na lumalabas sa AC kasi hindi namam ganoon kainit ngayon. Yung tubig kasi galing sa moisture ng hangin—kapatag mas mainit at maalinsangan, mas marami talagang tubig na lalabas. Pag hindi gaanoong mainit, normal lang po na konti Yes, normal lang po yun na may tumutulong na tubig sa likod ng window-type AC. Ganun po kasi sa cooling process, nagcoconvert ng moisture sa hangin yung AC kaya may konting tubig na dumadalo'y palabas	1/24/2026	KAUP	WAC - General
2 Carlo Nolasco	01/09/2026	bagong bili lang po unti ko today 1hp. normal lang po ba nagtutubig sa likod? (creo)	Yung self clean niya mga around 42 minutes. Yung paglanggal sa face cover, cehck niyo po sa manual. may tutorial po doon	01/10/2026	KCUP	Creo - General
3 Dianne Cerona Mostajo	1/27/2026	Hi tanong ko lang po. Ilang oras ba dapat mag self clean mode? At paano tanggalin ang frame nya para ma limisan ang filter nya Kolín creo user po. Ty po. 標籤	Para mas gumanda ang performance ng AC mo, mas mabuting malinis lagi ang filter. 標籤 kahit isang beses sa isang linggo. 標籤 i-activate ang Clean mode ng AC. Maganda rin na ipa-professional cleaning tuwing 6 na buwan. 標籤 kung hindi kayo bumili sa add on filter sa kasalukuan sa Kolín.	1/31/2026	KCUP	Creo - General
4 Anonymous participant	1/31/2026	Hi Po. Yung sa loob Ng Creo na AC, additional talagyan ba Yan Ng HEPA filter if ou, among type Ng filter dapat bilhin na sakto sa size na Yan? Also, ibang ac tech nmn na nag suggest na Hindi daw Good Day. Yung sa loob Ng HEPA filter. If it habe sa allstate. Good Day. Di ko po na reset yung wifi connection ng AC ko Kolín Quad po sya. Naka connect na sya dati but ngayun nag offline. E try ko sana e reset which is pressing both Power and Mode button di po sya gumagana. Any help po? Thanks	uninstall niyo muna yung app, tapos install ulit bago kayo mag connect, reset niyo muna yung AC niyo unplug niyo or off breaker. tapos try niyo mag connect ulit	1/31/2026	KAUP	Quad - General
5 Anonymous participant	1/13/2026	Good Day. Di ko po na reset yung wifi connection ng AC ko Kolín Quad po sya. Naka connect na sya dati but ngayun nag offline. E try ko sana e reset which is pressing both Power and Mode button di po sya gumagana. Any help po? Thanks	Disconnect niyo po muna yung aircon sa app po then try to reconnect po ulit step by step	1/13/2026	KAUP	Quad - General
6 Anonymous participant	1/13/2026	Anyone who's having issues sa Quad series na hindi macontrol ng Google home recently? Lahat ng google speakers ko and kahit sa home app sa phone ayaw. Triny ko na patitan yung app ng Gree+ pero ayaw parin.	Message po kayo sa kolín, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	1/13/2026	KAUP	Quad - General
7 Anonymous participant	1/13/2026	Malaki na po ba yung 5kw for 15 hours na gamit sa Aircon? (Kolín Quad .75) pinasubmeter ko	Depende po sa setting at sa room size pero okay na po yan. mababa na po	1/22/2026	HBAG	Quad - General
8 Anonymous member	1/22/2026	Okay lang din po ba lagi hugasan ito? (quad)	Nope. Vacuum po	1/28/2026	KAUP	Quad - General
9 Anonymous Participant	1/28/2026	Anonymous member 156 sigs po parang will go for kolín na lang. Pero ang dami ko po nababasa na di raw po maganda ang kolín	need po kase ataga sa cleaning maintenance at pasok yung HP sa room. Dalawa na po ac ko na kolín, pati air circulator nila bumili ako. Ginagamit ng kapatid ko	1/13/2026	HB	Kolín - General
10 Anonymous member	01/12/2026	ask lang pwede ba mabasa ung likod ng AC halimbawa mauian po? or required po na my sarili syang bubong? window type non inverter..	Ok lang po. nakadesign namam po ang mga ac na pwede sa araw at ulan	1/22/2026	KAUP	Kolín - General
11 Anonymous participant	1/22/2026	hello ..		1/22/2026	KAUP	Kolín - General
12 Anonymous participant 756	1/24/2026	Ung samín same mahina mag tubig parang nasa weather ATA, then pag mahina ung temp may amoy pa	baka due for cleaning na po yung AC mo. Minsan ganyan na po yung sign na kailangan na talaga ng cleaning.	1/24/2026	KAUP	Kolín - General

Koloin Philippines International Inc
 Inquiry thru Koloin Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Koloin Quad Series Pinoy User / Aircon Buddies
 For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
Anonymous member	1/26/2026	Thank you so much. Been looking for koloin brand pero limited po ata dito sa lugar namin. TCL, everest, Sharp and Fujidezong lang po kasi halos available.	Anonymous member check niyo po sa website ng koloin kung meron po silang authorized dealer sa lugar. Akala ko din po walang koloin dun sa probinsya ko since wala silang showroom sa abensson, pero nagtanong ako sa kanila kung meron silang koloin, pinakita naman sakn yung mga prices nila at available.	1/27/2026	HB	Koloin - General
CapableEagle231	1/21/2026	Ano pong mas magandang aircon na malipid sa kuryente sa malilit lang na kwarto, window type po ba o split type? At anong brand po?	Depende po. kung malawag po yung room, go for split type. kung saktong naman, hindi kakatikan, go for window type. Inconsider din po yung location kung may lagayan ng outdoor unit sa split type. mas mahal lang sa maintenance ang split type compared sa window type pero mas mabilis magpalamig ang split type	1/21/2026	HB	Others - General
Anonymous member 196	1/28/2026	Yan linayahan ng mga di maayos maglilinis ng aircon. Tapos isisisi nila kasi may ilog, creekna malapit. Usually sa mga naglilinis yan ng aircon. Pansin mo, after mo magpalinis, after ilang days or weeks masisira aircon mo. Nasira nila yan nung nilinis nila. Ganyan aircon sa amin dati parating sira talong never ko na pinalinis sa kanila, ayun nagtagal tuloy aircon. 5 years na sya ngayon walang linitis linitis going strong pa rin hahaha samantalang nung lagi pinapalinis lagi ring sira. Authorized cleaner pa mga yun ah at sikat na brand sa pinas hahahahaha	Anonymous member 196 Hindi naman po mali yung sinabi ng technician, uso din po magoogle. Kapag talaga malapit sa creek, ilog, o beach, madalas talagang masisira ang aircon kahit anong brand pa ng aircon. Hanap lang ng gold fins para dagdag proteksyon o kaya paint na anti rust.	1/28/2026	HB	Others - General
Anonymous member	1/28/2026	Pa reco naman po ng aircon na malipid sa kuryente at mathbay. Ano rin po mas ok, window type or split type? Preparing for summer.	Might consider koloin po. Depende din sa room at need niyo kung preferred niyo po ba ang window type or split type. Split type usually po para sa malaking room at kung madaming heatloads.	1/28/2026	HB	Others - General
LivelyRabbit9112	01/07/2026	Hi! I need advice regarding Window-type AC. Ano po ba mas durable and efficient? INVERTER o NON-INVERTER? Planning to buy for condo po, 1HP for room and 1.5HP for living area. And anong brands po ang recommended niyo? Ano po kaya possible issue pag biglang ayaw na maopen yung AC? Ok pa sya kanina. Na off lang sya kanina then nung i-on na, ayaw na maopen. Koloin Window type inverter 1 HP. Thanks po 微笑	Go for inverter po. Nag non inverter po kami for a studio unit pero grabe yung bills namin umaabot sa 3k then switch to koloin quad halos kalahat yung binayaran namin sa bill, 1.5k. Suit and good investment. Maganda din after sales service nila	01/08/2026	HB	Others - General
Anonymous member	46174	Ask lang po ano issue ng full dc inverter window type, parang humina yung lamig niya. Before 25 high fan settings namin super lamig na, now 22 high pero malit pa rin. 1.5years pa lang po yung unit regular cleaning walang palya every 6 months. Thank you!	message po kayo directly sa fb page ni koloin para maassist po nila kayo and maassign sa authorized technician	46174	KAUP	WAC - TS
Excellentrog5169	46266	Asking lang guys anu kaya tito tumutunog sa ac namin? Dati wala ganto tunog. Akala ko may nakapark na sasakyan sa harap ng bahay. Yun pala sa aircon namin ng gagaling yung tunog. (WAC)	Message po kayo sa koloin, may fb page po sila Koloin Philippines o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-81-8982. Baka need na po ng cleaning pero mas maganda na ipacheck niyo po muna sa kanila	46266	KAUP	WAC - TS
Anonymous participant	1/23/2026			1/23/2026	KAUP	WAC - TS

Kolin Philippines International Inc
Inquiry thru Kolin Aircon user Philippines / Home Buddies Aircon Group / Kolin Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
21 Anonymous participant	46174	Ano po kaya problem nag on ng sarili yung split type namin? Wala naman timer na on and tinanggal na din battery sa remote. TIA.	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	46204	KAUP	SAC - TS
22 Anonymous participant	46327	GoodAM, May tunog ba yung mga unit nyo na para bang kulliglit na malinis? 2 days patong unit namin. (creo)	Sa akin po, wala naman pong unusual sound ang AC ko. Tinanggal ko kasi yung rubber sa likod kaya wala akong naririnig na splashing sound. Try nyo rin pong tangalin yung rubber sa drain hole. Puwede rin pong i-check yung installation, baka medyo maluwag lang o hindi fully fix kaya may koning vibration.	46327	KCUP	Creo - TS
23 Marie Shiella	1/15/2026	Any comment. Bought this unit few days ago.. Pero malingay prang lahi bumobomba un. Compressor normal ba? (creo)	Check installation po. Dapat nakasiant yan po sa likod. If okay naman lahat. Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	1/16/2026	KAUP	Creo - TS
24 Anonymous participant	1/24/2026	Hello po. Ask ko lng bakit kaya nagkaka amoy ung kolin creo 1.5hp nmin. Mula nung nabili nung may 2025 ok nman sya hanggang sa napalilis sa accredited service provider nung november 2025. Pero nilong january may amoy na siya. Same settings lng nman po 26deg at low fan. Mlnove ko narin ung vent pero parin amoy. Pero pag sinet ko na sa high fan nawawala amoy.	Try niyo po muna i-activate ung clean mode, baka makatulong po o baka may patay na insect sa loob kaya may unusual smell. Pero kung same pa rin po after niyo mag-clean mode, mas mabuti po na ipacheck mismo sa Kolin. Usually rin po, kapag may basang damit malapit sa AC, o yung likod ng unit ay kanal, puwede rin itong maging sanhi ng unusual smell.	1/24/2026	KAUP	Creo - TS
25 Anonymous participant	1/31/2026	Hello po Tanong ko lang bakit kaya ganun kakabili lang po namin nung aircon (kolin Creo 1.5 HP na po) nung January 8 2026. Ang setting po 20 to 22 mode - cool fan - med/high Ang question ko po Yung aircon malapit sa higaaan namin Pero di namin ganun karamdam yung lamig pero bandang sala naman medyo malamig Pero sa my higaaan namin medyo pirag papawisan pa kami. Nababasa ko po Dito Ang setting 25 mode - cool low fan is malamig naa Simubukan namin yan di po namin mas Lalo ramdam yung lamig. Bat po kaya ganun. ? Parang Hindi po ko satisfied sa lamig e. Kaya balak ko mag clip fan.	Marani pong possible reasons kung bakit hindi gaanong ramdam yung lamig sa higaaan niyo: Posisyon ng AC – Kung masyado pong malapit sa higaaan, nakaharap sa pader; o may nakaharang tulad ng kurting cabinet, hindi pantay yung hangin. Pati din po kung mataas yung pagkakabit ng unit, hindi direktang ramdam sa higaaan. HP ng unit – 1.5 HP usually ok sa kwarto na mga 18–22 m², pero depende rin sa laki ng kwarto at heat load. Kung mas malaki kwarto o mataas ang kisame, puwede hindi masyado malakas yung lamig sa ibang parte. Heat sources – Kung may ibang pirangagalingan ng init sa kwarto (electronics, direct sunlight sa binlana), puwede rin maapektuhan yung lamig. Tip: Puwede niyo i-adjust yung posisyon ng AC o maglagay ng fan para mas maikalat yung malamig sa buong kwarto.	1/31/2026	KCUP	Creo - TS

Koлин Philippines International Inc
Inquiry thru Koлин Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Koлин Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
Anonymous participant 539	1/31/2026	I have the same ac. Super lit lang ng room namin, 1 queen sized bed lang kasya pero 1.5 hp birili ko dahil naka sale siya non. Hindi ko rin ramdam ang lami unless below 20 ang temp tas medium cool. I reached out to koлин at nagpapunta sila ng tech pero ang sabi lang ay lumalaming naman daw ☹️ Lumalaming nga pero need pa na below 20 temp. I think Quad lang ang okay and yung Creo is chaka talaga dahil maraming issues. Yun din kasi sabi ng tech sa amin.	kung masyadong mataas yung HP ng AC mo para sa maliit na room, oversize siya. Kapag ganun, nag-short cycle ito—ibig sabihin, mabilis siyang nag-o-on at nag-o-off. Kaya hindi pantay yung laming; minsan sobrang laming sa isang parte, tapos sa ibang parte hindi gaanoon malmay. Malaki talaga ang epekto niyo sa cooling performance at sa pagiging even ng laming sa buong room	1/31/2026	KCUP	Creo - TS
Yan Laporre	12/29/2025	hello po respect po normal lang po ba sa koлин creo 1hp na pag umaandar may parang sumisipol na paulit ulit?	message po kayo sa page ng koлин para ma-assist nila kayo sa noise na narining mo sa ac mo, send mo lang vid sa kanila mag message na po kayo sa page ng koлин para ma-assist nila kayo sa concern niyo	46054	KCUP	Creo - TS
Ruel Gabunada	12/31/2025	Anong problema niyo? (creo)	hello, Pa-advise po ano possible problem nitong AC. Maingay pero lumalaming. (Quad)	46054	KCUP	Creo - TS
Morales Yanir	12/30/2025	Hello, Pa-advise po ano possible problem nitong AC. Maingay pero lumalaming. (Quad)	hello, Pa-advise po ano possible problem nitong AC. Maingay pero lumalaming. Thank you!	01/02/2026	KAUP	Quad - TS
Anonymous member	1/22/2026	Hello po, Magandang araw! Itatamong ko lang po kung saan kaya nanggagaling ung tunog na to sa ac namin? Last august lang po naman siya nabili at parang 2 days ko na ding narining yang ganyang tunog. Quad full dc inverter 1hp po pala itong samen salamat po sa mga sasagot.	Message po kayo sa koлин, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982. Baka need na po ng cleaning pero mas maganda na ipadcheck niyo po muna sa kanila	1/22/2026	HB	Quad - TS
Anonymous participant	1/24/2026	PTPA Admin pls paki accept naman Anong fix po kaya pag ganitong FC? Magkano po kaya magagasos? (Quad)	Better po na ma-check muna yung AC niyo. Usually, nagbibigay ng quotation yung service center dago mag-repair. Suggested din po na sa Koлин kayo magpa-service para sure na may maasahan kayong after-service. Pwede niyo rin silang i-message sa official Facebook page Koлин Philippines nila para sa appointment	1/24/2026	KAUP	Quad - TS
Arlene Dosal Lobitia	1/28/2026	same . samin from daikin Split Type na after 1 yr eh nagkaleak na, nagpalit kami ng Koлиd Quad Inverter na Window type, ayun 1yr lang din, may leak na . sa lugar ala tiga kasi malapit kami sa ilog and di ko rin pinalinis kasi nga feeling ko rin mas nasisira kakabaklas . haha next time siguro murang AC nalang bibihin ko para kahit 1yr lang, di masyadong masakit . haha	layang niyo po ng ani rust paint, dagdag proteksyon po sa ac niyo. Tsaka kapag malapit po talaga sa ilog, normally advise talaga ng tech , magpalinis ng 3-4 months	1/28/2026	HB	Quad - TS
Anonymous participant	01/07/2026	Ano po issue ng split type Koлин Certus AI Inverter 2.5HP if wala lumalabas na hangin sa gitna only lalo na kapag naka LOW or MID na Mode? Pero kapag naka TURBO, may lumalabas naman.	Message po kayo sa koлин, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	46204	KAUP	Certus AI - 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 lumalaming yung hangin sa indoor unit. Kailangan ko pang taasan yung fan speed para mag-on ulit at gumana yung outdoor unit. May need lang po bang need kalikulin aa remote? Thank you	mag message na po kayo sa page ng koлин para ma-assist nila kayo sa concern niyo	46054	KAUP	Primus - TS

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 January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
35	Ronnie Tolentino	1/19/2026	Hello Po... magtanong lng Po ako kung NASA magkano Po Ang outdoor board ng unit Po natio (Floor Mounted)	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	1/20/2026	KAUP	Light commercial - TS
36	Jhay- R Villamor	1/21/2026	Ano possible issue nito gumagawa nmn kaya lng humihinto ung fan? (Air cooler)	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	1/22/2026	KCUP	Air Essential - TS
37	Anonymous participant	12/30/2025	Ano po possible na mangyari pag daw may nagleak na oil sa copper tube? Thank you sa sasagot.	mag message na po kayo sa page ng kolin para ma-assist nila kayo sa concern niyo	4/6/2024	KAUP	Kolin - TS
38	Anonymous participant	01/10/2026	Good day. Possible ano po kaya sirá? Thank you. ano po kaya mas makakatupid sa kuryente dito? ako po yung nag ask before kasi nasira na kolin namin nag Nakuha kong suggestion midea, fujienzo, carrier, condura. Carrier po sana kaso yung katest nila Aura di daw po inverter? kaya opting to midea.	Maganda po, ma-check muna ung Ac nyo. Try mo po i-message si Kolin sa FB page nila responsive naman po sila dun. Para kung sakaling kailangan ng parts o covered pa sa warranty yung unit, hindi ka na mahihirapan.	01/10/2026	KAUP	Kolin - TS
39	AttractiveGooses3124	1/13/2026	Yung AC namin after ma clean di na kasing lamig gaya dati. Ano kaya naging problem? Expected ko mas malamig since Ang lamig ngayon ng panahon.	Kung sa Kolin niyo po pinaservice at pagkatapos ng cleaning ay may problema, puede niyo po hong ipaback kasi may 3-month labor warranty po ivon. Try mo po message sila sa FB page nila Kolin Philippines	1/14/2026	HB	Kolin - TS
40	Anonymous participant	1/24/2026	Hala, ganitong ganito samin, pati yung burnatho yung buga. Pina service ko kahapon, wala naman nakitang issue. 傑傑傑	Kung sa Kolin service center po yan, pwede niyo po silang pabaliklin o try mo po i-readt out ang Kolin sa FB page nila. Nagre-respond naman po sila door para mas ma-address yung concern niyo.	1/24/2026	KAUP	Kolin - TS
41	Anonymous participant 332	1/24/2026	Hi, new kolin user here, ask ko lang Anu kaya problem Hindi nag close louver pag inoof ang ac? Salamát	Nawala lang po yan sa sync. Pag ganyan po, try nyo lang i-reset yung AC. 搨atayin muna yung unit pati breaker, tapos ibalik. Babalik din po agad yan.	1/24/2026	KAUP	Kolin - TS
42	Gie David	1/24/2026	Hello po! Sa mga naka Kolin Creo Series AC, ano po ang recommended setting para mas makatipid sa kuryente? Salamát po sa sasagot. ☺	Usually, set mo lang sa 23-25°C tapos low fan speed sa Cool mode. Sa gabi, pwede mo na rin gamitin Sleep mode para mas comfy matulog. Kung may malaking window, try maglagay ng block-out curtains or blinds para hindi masyado pumapasok yung init—yun din kasi isa sa reason kung bakit medyo matagal magpalamig yung area.	1/24/2026	KAUP	Kolin - TS
43	Lyn Salvador	4/6/296	Hello new user po kolin creo 1hp tipid settings po ba 25 auto cool?	23-25 in cool mode, tapos pag gusto ko lumamig agad yung room namin nag medium fan speed ako	4/6/296	HB	Creo - Remote
44	EmpatheticFox5407	1/13/2026	Any thoughts about auto mode po?? (creo)	Yung auto mode naka-depende yung pagpapalamig ng ac sa room temp mo	1/13/2026	KCUP	Creo - Remote
45	Aiza Ebardone Libiran	1/13/2026	Hello po. Thank you na po agad sa sasagot ☺ Ano po ang mas malipt? Sleep mode or Cool mode? I have 1.5HP Creo Inverter Windwtype.	eto settings ko kaya nakakatipid ako 23-25 in cool mode, tapos pag gusto ko lumamig agad yung room namin nag medium fan speed ako.	1/13/2026	KAUP	Creo - Remote
46	Anonymous participant	1/14/2026	Ask lang po. Di po ba nakaka damage ng unit kapag nag se set ng 26-27 temp??	hindi po. minsan ganyan din set namin lalo kapag tag ulan	1/14/2026	KCUP	Creo - Remote

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 January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
48	Napa Jr. Nestor	1/25/2026	Paano po paganahin yung clean mode ng creo. Piniipindot ko po kasi yung clean sa remote kaso di nagana. Paano po ba proper way	Pindutin niyo lang po yung CLEAN sa remote, then may lalabas po sa AC na "CL". Hayran niyo lang po matapos yung process.	1/25/2026	KCUP	Creo - Remote
49	Anonymous member	46174	Good afternoon po pwede po mag tanong if pwede ang settings ng 25 tapos naka fan lang for 24 hours. Kolin quad series inverter window type.	pwede naman po pero hindi niyo po mafefeel yung lamig as aircon kasi naka fan mode lang po kayo	46174	KAUP	Quad - Remote
50	Dindo Lumame Soriano	1/16/2026	Pa help naman po hehe, pag open okay naman pero bigla na nag standby dito then hindi na ulit gagana remote. Thanks (quad)	Nakastandby mode po yan. Try niyo pong palitan yung battery	1/16/2026	KAUP	Quad - Remote
51	Dindo Lumame Soriano	1/19/2026	Pa help naman po hehe, pag open okay naman pero bigla na nag standby dito then hindi na ulit gagana remote. Thanks (quad)	Hindi po ba ulit gumagana? may post yata kayo lasta time and ang sabi niyo po doon sa comment, okay na	1/19/2026	KAUP	Quad - Remote
52	KnowledgeableTiger5944	46327	Finally, decided at installed na new Kolin Primus Gold 1.5hp namin sa living room. Anu pong settings niyo mga users para tipid sa kuryente? Mearon kasing mode na SE (Save Energy) kaso 27排 Auto sya. Parang di po ata yun malamig? So far, happy ako kahit medyo pricey sya. 傑程	23-25c cool mode low-medium fan	46357	KAUP	Primus - Remote
53	Anonymous participant	12/29/2025	New user po 1.5hp. Ano po recommended settings niyo sa unit niyo? TIA po.	23-25 in cool mode, tapos pag gusto ko lumamig agad yung room namin nag medium fan speed ako.	01/02/2026	KCUP	Kolin - Remote
54	Anonymous member	1/19/2026	kapag po nakasleep po, nagdadagdag po yan ng 1 temp kada 1 hour	guys question, pano ba gumagana yung sleep mode sa kolin creo?, nalilito ako sa owner's manual, ano mangyayari pag naka sleep mode?.	1/19/2026	KAUP	Kolin - Remote
55	Anonymous participant	1/19/2026	paano po ibalik ung temp from fahrenheit to Celsius	pindutin lang po yung '-' at 'Mode' para burnalik sa celsius.	1/20/2026	KAUP	Kolin - Remote
56	Anonymous participant	1/22/2026	Ano pong best temperature and mode kapag po kaka bukas lang Ng Aircon? Salamat po	23-25c cool mode low fan speed	1/23/2026	KAUP	Kolin - Remote
57	Chano Gonzales	1/16/2026	Ask lang po, maregister padin kaya sa warranty? Napanalunan lang sa raffle, di alam san binili, at wala din resibo. Thanks sa sasagot (Quad)	Try niyo pong alamin dun sa organizer ng event. Need po kase ng resibo para makacclaim talaga ng warranty	1/16/2026	KAUP	Quad - Warranty
58	Dezza Alvarez Jagolino	12/29/2025	Hello po! May pwede po ba mag-assist now ng install ng Kolin Creo? Via vid call sana. Thank you!	sundan niyo lang po yung nasa product manual	46054	KCUP	Creo - Installation
59	Anonymous participant	46113	May alam o ba kyong compatible replacement na remote controller na may backlight sana? Thanks (creo)	Check niyo po sa lazada, may shop po si kolin doon, kung di niyo mahantap, message po kayo sa fb page ng kolin	46143	KCUP	Creo - Parts
60	Anonymous participant	46113	May alam o ba kyong compatible replacement na remote controller na may backlight sana?? Thanks (creo)	Alam ko po, walang backlight ang remote ng Creo, pareho po sa unit ng mother ko. Siguro po, pwedeng gumamit ng universal remote, pero hindi po gumana ang ilang functions ng aircon kapag universal remote ang ginamit.	46296	KCUP	Creo - Parts
61	Micael Abyok Sese	1/23/2026	Hello po baka may face cover po kau Neto (creo)	Message po kayo sa kolin, may fb page po sila Kolin Philippines o kaya lumamag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982.	1/23/2026	KAUP	Creo - Parts

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
62	Anonymous participant	12/31/2025	<p align="center">PTPA</p> Hello good morning! Ask ko lang po kung may nabhihi po bang replacement ng garito po? Nabutas po kasi. Saka ok lang po ba nilagyan po muna namin ng tapel/micropore for the meantime? Thank you and God bless!	available na po yang mga air filter nila sa lazada account ng kolín	46054	KAUP	Kolín - Parts
63	Anonymous participant	01/08/2026	Sino po dito nag papa order ng kolín parts yung original lang po sana located po sa pasig. Salamat po	Message po kayo sa kolín, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	01/08/2026	KAUP	Kolín - Parts
64	Anonymous member	1/14/2026	If board ng kolín ung series inverter baka meron kayo valenzuela areal	Message po kayo sa kolín, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	1/14/2026	HBAG	Kolín - Parts
65	Delacruz Roynel	1/18/2026	Lf pob board kolín	Better po kung sa Kolín ipa-check up yung unit para sure na genuine po yung parts na gagamitin.	1/18/2026	KCUP	Kolín - Parts
66	Jongwook Ban	1/19/2026	Hello i have 2 kolín aircon then 2 outdoor unit stolen So im looking for 2 out door unit Piss help me	message po kayo sa fb page ni kolín or tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	1/19/2026	KAUP	Kolín - Parts
67	Olivar Ferrera	1/23/2026	may nag bebenta po ba ng parts dito like fan motor ?	Better po na ma-service muna. Try niyo po i-message yung Kolín para ma-servichan yung AC niyo at siguradong genuine parts ang mapapalili.	1/24/2026	KOSPU	Others - Parts
68	Niño Conrad Bueno	1/16/2026	LF aircon cleaning po .. budget friendly kolín Windows type 1.5hp	Message po kayo sa kolín, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	1/16/2026	KAUP	WAC - ASP
69	Anonymous participant	1/14/2026	Lf authorized installer ng kolín split type around valenzuela & bulacan area.thank you.	Message po kayo sa kolín, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982. Authorized po kayo para hindi maboid ang warranty	1/14/2026	KAUP	SAC - ASP
70	Anonymous participant	01/09/2026	Looking for Kolín expert. Magpapalín lang ng aircon Full dc inverter Quad series. Calinta location only	Message po kayo sa kolín, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	46266	KAUP	Quad - ASP
71	Anonymous participant	1/15/2026	Lf accredited kolín quad window type cleaning/ parañaque area pakita lng accreditation pm kita	Message po kayo sa kolín, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	1/16/2026	KAUP	Quad - ASP
72	Anonymous participant	1/17/2026	pwde ba na mag message sa kolín page MISMO para magpalín ng Aircon quad hm po kaya	Yes po, dun po ako nagpapaschedule ng AC cleaning. Php 800 po, kasama na po lahat ng fees.	1/17/2026	KAUP	Quad - ASP
73	Anonymous participant	1/31/2026	Good morning po, baka may kilala or alam kayong shop na expert talaga sa cleaning ng Kolín Quad natin po. Any recommendation po? Around QC Quezon Avenue po. Thank you	If authorized po ng Kolín Philippines ang hanap niyo, try niyo po i-message sila directly para ma-assign kayo sa kanilang authorized partner na malapit sa inyo.	1/31/2026	KAUP	Quad - ASP
74	Anonymous participant	12/31/2025	Hello po. meron na po ba dito nakapagpa checkup sa mismong Kolín service center?	depende po yan, pero pwede rin naman sa authorized na nila magpa-check	01/02/2026	KAUP	Kolín - ASP
75	Mary Grace Nepay Cagadas	01/10/2026	hi po. san po kaya pwede magpalín na kolín accredited around cavite area?	Message mo po si Kolín sa FB page nila. Doon po kasi ako nagpa-schedule ng cleaning ng AC ko.	01/10/2026	KAUP	Kolín - ASP
76	Jay Manuba	01/11/2026	LF authorized cleaner ni Kolín. Palínis po ako tomorrow if meron Upper Antipolo Area	Message po kayo sa kolín, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	01/12/2026	KAUP	Kolín - ASP

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
Anonymous participant	1/13/2026	Paano po mag pa schedule ng cleaning sa authorized. Since under warranty pa po.	Mag message po kayo sa page ng Kolín para makapagpa-schedule sa Authorized Service Partners nila.	1/13/2026	KAUP	Kolín - ASP
A-r-ar Valz	1/13/2026	Ipapalínis q po sana ung aircon nmin .:gusto q sana sa kolín mismo para ung warranty hnd maalis..lower antipolo po..	Mag message po kayo sa page ng Kolín para makapagpa-schedule sa Authorized Service Partners nila.	1/13/2026	KAUP	Kolín - ASP
Perl Usero	1/13/2026	Looking for BEST Kolín authorized cleaning services Valenzuela area po. Salamatt	Mag message po kayo sa page ng Kolín para makapagpa-schedule sa Authorized Service Partners nila.	1/13/2026	KAUP	Kolín - ASP
Cyrel Belen	1/17/2026	San po kaya service Center ng AC ng kolín dito sa sta rosa city Laguna?salamat po admin	Pwede mo po i-message ang Kolín para ma-assign ka sa service center na malapit sa inyo. Mas mabilis po ang proseso at mas convenient.	1/18/2026	KAUP	Kolín - ASP
IntelligentParrot1442	1/19/2026	Looking for aircon cleaning service for window and split type. Santolan, Pasig area. Thank you!	Message po kayo sa kolín, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	1/19/2026	KAUP	Kolín - ASP
GorgeousQuince2190	1/25/2026	Authorized po naglilínis ng kolín? San fernando pampanga area po	Message po kayo sa page ng kolín Kolín Philippines	1/26/2026	KAUP	Kolín - ASP
Lovely Palino-Zara	1/26/2026	Saan po kayo nagpapalínis ng ac? Nawala na ata ang fb page ng kolín ph. Hindi ko na mahanap yung lage. Thankies	Meron po. dito po kayo magpaservice Kolín Philippines	1/26/2026	KAUP	Kolín - ASP
Anonymous Participant		Hi, pano po kaya magpa book sa kolín para sa cleaning ng aircon. Thank you	Message po kayo sa fb page nila Kolín	1/30/2026	KAUP	Kolín - ASP
Es CRie	1/31/2026	Ano po kaya sira ng aircon namem,meron po b dito authorized service center	If authorized po ng Kolín Philippines ang hanap niyo, try niyo po i-message sila directly para ma-assign kayo sa kanilang authorized partner na malapit sa inyo.	1/31/2026	KAUP	Kolín - ASP
Danilo Garcia Roque Jr.	01/10/2026	Lf kolín 0.75 HP non inverter window type Pampanga area	Try mo po i-check yung website ng Kolín para makita mo yung list ng mga accredited dealers nila. 傑萊 Try mo po mag-cannas sa iba 傑萊 ibang dealers para makakuha ka ng best deal.	01/10/2026	KAUP	WAC - PC
DelightfulCeleny1782	1/30/2026	pa reco ng subok niyo ng matibay at matipid na inverter window type aircon bukod sa kolín	Ano pong meron at ayaw niyo po sa kolín?	1/30/2026	HB	WAC - PC
Anonymous member	1/24/2026	Hi ok ba kolín brand sa split type aircon?	Yes, mataas kasi yung CSPF, at ok rin po yung after-sales service.	1/24/2026	HB	SAC - PC
MissYouBibi20	1/25/2026	Hi! Ask ko po kung goods ba yung brand na Kolín for split type aircon? Planning to buy Kolín brand for living room and for bed rooms po. Thank you!	Yes po, good na goods po. Madali rin mag-reach out sa kanila, kahit sa FB page nila, responsive po talaga. Better po rin kung pasurvey niyo po yung area niyo para swak po ang HP.	1/25/2026	HB	SAC - PC
Kylie Grace Wisco	1/28/2026	Hi! Tipid din ba split type ng kolín? Any suggestions?	Yes, highly recommended po talaga. Check niyo po sa website nila yung products nila para may reference po kayo at kung anong product yung pasok sa budget niyo	1/28/2026	KAUP	SAC - PC
Anonymous participant	01/10/2026	Hi po, Among feedback niyo po sa Window Type Kolín Creo 1.0 HP? Thanks	So far okay namam po siya, mag-1 year na rin po gamit ng mother ko and wala naman po kaming naging issue. 傑萊 Ang reklamo lang po minsan, sobrang lamig daw 傑萊 pero kidding aside, tipid naman po talaga sa kuryente.	01/10/2026	KCUP	Creo - PC
Carlo Nolasco	01/11/2026	Pa help advise po. 1HP Quad or Creo pinagpipilian ko.	Both are full dc inverter po. Quad higher cooling capacity compared to Creo. Creo, may self cleaning and gold fins, while quad, walang self cleaning and blue fins.	01/12/2026	KAUP	Creo/Quad - PC

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
93 Dale Mar Go	1/14/2026	Hello po. Need some advice po for window type AC. Thank youu	Both are full dc inverter po. Quad higher cooling capacity compared to Creo. Creo, may self cleaning and gold fins, while quad, walang self cleaning and blue fins.	1/14/2026	HB	Creo/Quad - PC
94 Bernard Belmosa	1/16/2026	Good day madlang pepz. ask lng po sana ano po pinag. Kalba nang quad series sa creo series (both kolín) Same capacity po (:75hp) Advantages po nila at disadvantage Salamat po sa tugon	Both full DC inverter. Quad higher cooling capacity, creo no smart feature pero may self cleaning, quad blue fins, creo gold fins	1/16/2026	KAUP	Creo/Quad - PC
95 Anonymous member	1/16/2026	Hello Magandang umaga for kolín user po anu maganda quadro o creo?	Both full DC inverter. Quad higher cooling capacity, creo no smart feature pero may self cleaning, quad blue fins, creo gold fins	1/16/2026	HB	Creo/Quad - PC
96 Anonymous participant	01/09/2026	Sa mga matagal n pong user ng kolín quad 2hp kmsta po mga unit after 3yrs planning to shift carrier to kolín dhl 3yrs lang po tinagal ng carrier xpower ko pls help!thanks/谢谢	Kolín quad user here. wala naman pong nagging concern so far 2 years na din namin gamit at cleaning maintenance lang tsaka cleaning sa filter	01/09/2026	KAUP	Quad - PC
97 Anonymous participant	01/10/2026	LF kolín quad series 145wciniv pa lapag nilang po prices need 3 units thank u!!	Try mo po i-check yung website ng Kolín para makita mo yung list ng mga accredited dealers nila. 试试 Try mo po mag-canvas sa iba 试试 ibang dealers para makakuha ka ng best deal.	01/10/2026	KAUP	Quad - PC
98 Anonymous participant	01/11/2026	okay pa din po ba mga 2hp quad series nyo? san po pinaka cheapest nyong nabihinan loc. ko po ay tondo manila!谢谢 thank you	yes kakabili ko ulit ng quad. so bale dalawa na quad meron ako. Check niyo po sa website ng kolín yung mga authorized dealers nila. canvases po kayo	01/12/2026	KAUP	Quad - PC
99 Marney Rasco Rogando	1/19/2026	ask lang po,saan po ako pwd makabili .75 hp quad series free delivery, free installation,d2 po kmi bihangan laguna,at Hm?	Try mo po i-check yung website ng Kolín para makita mo yung list ng mga accredited dealers nila. Try mo po mag-canvas sa iba 试试 ibang dealers para makakuha ka ng best deal.	1/19/2026	KAUP	Quad - PC
100 Melody Sanjose	1/29/2026	SINO PO GAMIT GANTO TIPID PO BA SA KURYENTE. BALAK KOPO KASE GANYAN IPALIT. SALAMAT PO SA SASAGOT (Quad)	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, 24hrs na electric fan, phone and laptop sa pagchacharge	1/29/2026	KAUP	Quad - PC
101 F Abm Navarro	12/29/2025	LF kolín certus 2hp Ned dalawa Parangue Baka merun	check niyo lang po sa website nila yung mga dealer malapit sainyo nandon narin contact info nila	01/02/2026	KCUP	Certus - PC
102 Anonymous member	1/20/2026	Any reviews po sa Kolín Certus? Planning to buy units split type inverter na AC. Any recommendations po? Thank you!	Based sa specs and features, maganda ang ac. Mataas ang cooling capacity at cspr rating.	1/21/2026	HB	Certus - PC
103 Kristian Manaloto Retritá	1/23/2026	Hello po.. inquiry lang po about kolín certus ok po ba cla like for long term po? Salamat po sa mga sasagot	Yes. Inverter at mataas ang cooling capacity	1/23/2026	HB	Certus - PC
104 Eugene Javier Solarte	01/09/2026	Ano pong honest feedback nyo sa Unit na ito? Certus AI	Based sa specs and features, maganda ang ac. Mataas ang cooling capacity at cspr rating.	01/09/2026	KAUP	Certus AI - PC
105 Anonymous participant	1/13/2026	LF kolín Certus AI 1hp...bulacan or valenzuela area	check kayo sa website nila ng dealer malapit sainyo	1/13/2026	KAUP	Certus AI - PC
106 Anonymous participant	1/14/2026	Any user of kolín certus ai...anu po msasabi nyo?	Very advanced po yung features niya, and you can check the specs and features on their website. Kolín user din po ako, kaya masasabi ko po na maganda ang after sales service nila and madali lang mag book for service.	1/14/2026	KAUP	Certus AI - PC

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
107	Anonymous member	1/15/2026	Any thoughts on this brand? Planning to buy po kasi. Thanks in advance. (certus AI)	Good po full dc inverter at advance features. check niyo po sa website makikita niyo po doon ang features ng ac	1/15/2026	HB	Certus AI - PC
108	SkilledDolphin8588	1/30/2026	full dc inverter po ba ang kolín certus AI? Or regular inverter lang po siya?	Yes po Full DC	1/30/2026	KAUP	Certus AI - PC
109	Anonymous member	01/05/2026	hi sana maapprove po . i'm planning to install a split type ac in our living room po with open kitchen and stairs. Kailangan po ba namin mag cover ng stairs to lessen the elec consumption? please share your thoughts po. thanks much!	Go for kolín po. inverter po at mabilis po ang after sales service based sa experience	01/06/2026	HBAG	Others - PC
10	Maldyn Darilag - Batutay	01/06/2026	For split type ac po, ano mareco niyo?Panasonic, Midea, daikin or carrier? Hello, need help to decide for split type aircon inverter. Budget lang namin is 30k.	Go for kolín po. inverter po at mabilis po ang after sales service based sa experience	01/06/2026	HBAG	Others - PC
111	HumblePhoenix6239	01/06/2026	Option for 2HP is TCL, American Homes & Hisense. Midea sana talaga kaso puro ubos yung stocks. Which is better po kaya sa 3 brands mentioned above?	Go for kolín po. inverter po at mabilis po ang after sales service based sa experience	01/06/2026	HB	Others - PC
112	Mary Divine Cabotaje	01/06/2026	Hello po any recommendations window type inverter aircon? Hi buddies! Question about AC.	Go for kolín po. inverter po at mabilis po ang after sales service based sa experience	01/07/2026	HB	Others - PC
113	DelightfulApricot3259	01/06/2026	May balak kasi kami palalyan ng AC living room namin, sabi nung nag survey 5HP ang ideal but mahirap makahanap ng 5HP sa province sabi nya pwede 4HP pero better daw 4HP na non inverter rather than inverter type. Is this true? Intended usage: might be used daily for a month lang while our pamangkins will be visiting. If wala sila baka occasionally lang siya magamit wala masyado tumatambay sa sala eh hehe Thank you.	Mas maganda pa din po to invest sa inverter kahit madalang gamitin since tipid po sa kuryente. Kayo po kung kaya niyo yung billing. 4HP po yan mas malaki yung consumption sa kuryente	01/07/2026	HB	Others - PC
114	Anonymous member	01/06/2026	Hi ano po AC na maganda matibay at tipid sa kuryente. Okay po ba sa inyo TCL ?	Go for kolín po. inverter po at mabilis po ang after sales service based sa experience	01/07/2026	HB	Others - PC
115	Lucil Lucil	01/06/2026	Good day po, pareco naman po tahirik na window type aircon. Kakabit po sana sa room ng baby, salamat.	Kolín quad user here. Sobrang tipid sa kuryente. almost 2 years na naminin 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	01/07/2026	HB	Others - PC
116	Anonymous member	01/06/2026	Dehumidifier recommendations po please Yung subok niyo na po and ung hindi ganun sobrang lakas sa kuryente. Thank you po! 標標	Kolín po 30L moist removal inverter din	01/07/2026	HB	Others - PC
117	Chicken_Wingz99	01/06/2026	Hello home buddies, badly need help any recommendations for 1.5 hp Aircon. Planning to put sa office room tapos maglalagay kami ng exhaust para mag transfer yung lamig to other room. Yunge energy efficient sana and long lasting	Kolín quad user here. Sobrang tipid sa kuryente. almost 2 years na naminin 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	01/07/2026	HB	Others - PC

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 January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
118 EfficientAvocados202	01/06/2026	hi mga virtual kapibahay I just wanted to ask your opinion po. gusto kasi namin magpalagay ng split type ac in our living room. May ac provider na din po. nagchat gpt na din ako dito pero mas gusto ko padin mahingi yung mga insights nyo. 新 sa mga may ac sa living room, naglagay pa po ba kayo ng cover like curtain or accordion door to cover the stairs? I know na yung cold air will stay sa baba po pero, what if madedetect palagi ni ac un hot air sa taas d po ba makaka affect yun kasi palage aandar yung compressor niya? Sorry na po sa tanong ko, may acs naman kami sa mga room and 1st time naman sa living room. no bashing po sana. 珍般 pic for attention only, thank you. 鍍力筒鍍力筒鍍力筒鍍力筒	Go for kolin po. inverter po at mabilis po ang after sales service based sa experience	01/07/2026	HB	Others - PC
119 Thia's Of Manila	01/06/2026	Good Evening po. Hihingi lang po ng Advice anung masasabi nyo sa AC ng Midea Qube Compact Full DC Inverter. PS. Bet ko talaga CARRIER AURA INVERTER .75 - 1hp pero since Maharlika talaga si Carrier sa Iba muna ko. Hahaha. Salamat po.	Go for kolin po. inverter po at mabilis po ang after sales service based sa experience	01/07/2026	HBAG	Others - PC
120 Anonymous member	01/07/2026	good day po asking lang first time gagamit ng split type aircon ano po na ang pinakitipid sa kuryente at magandang tatak ng split type	Go for kolin po. inverter po at mabilis po ang after sales service based sa experience	01/07/2026	HBAG	Others - PC
121 MagentaNanwahl9688	01/07/2026	Planning to buy AC po for window type. Sa room lang po Hi po! Hello po! Super torn po talaga ako. Bibili na po ako ng split type inverter 1.5hp aircon sa Saturday. Ano po mas okay at tipid sa kuryente? Carrier Aura vs Daikin D-Smart vs Midea Avigator? 傑辦傑程 傑次	Go for kolin po. inverter po at mabilis po ang after sales service based sa experience	01/07/2026	HB	Others - PC
122 Anonymous member	01/07/2026	Hello, torn between carrier, daikin and midea. Which is better po? At sino sakanila ang mas tipid sa kuryente? TIA.	Might consider kolin po. inverter po at mabilis po ang after sales service based sa experience	01/07/2026	HB	Others - PC
123 Anonymous member	01/07/2026	Hi Home Buddies! 傑機 Need your honest reviews please 傑辦 Which is better for a bedroom setup, Midea Avigator or LG Standard Dual Inverter? Looking for something tipid sa kuryente, tahinik, and good for overnight use. Would love to hear your real-life experiences, pros & cons, and if worth the price. Thank you so much! 傑拒傑泉	I don't know po kung naghahanap pa rin kayo ng other choices, but you might consider the Kolin Certus AI. Very advanced po yung features niya, and you can check the specs and features on their website. Kolin user din po ako, kaya masasabi ko po na maganda ang after sales service nia and madali lang mag book for service.	01/07/2026	HB	Others - PC
124 Rein Manio - Ordo	01/07/2026					

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
125 Anonymous member	01/07/2026	ANYONE CAN RECOMMEND PO WINDOW TYPE NA AIRCON NA TIPID SA KURYENTE PREF 煤梅 INVERTER.	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, 24hrs na electric fan, phone and laptop sa pagchacharge	01/07/2026	HBAG	Others - PC
126 Anonymous member	01/07/2026	Hello po. Window type inverter aircon suggestion askle from LG. LG user kami pero right now, may problem sa unit namin. Na-on yung unit, but no airflow. Papatcheck pa namin po. TY! Need your AC recommendation/s: 9.30sqm Most of the time mag isa, paminsan minsan 2 or 3 tao. May mid-end PC on AIO (R7 7700 x 7700XT) and PSS. (Minsan parehas naka On) May window na tinatamaan ng araw Binigo na ko ng LG Dual Inverter na Window Type, pag mag isa okay pa naman, pero pag dalawa na kami hindi sya bumababa ng 25c with Fan na rin. Wala naman preference, pero have looked at Daikin. Thank you in Advance!	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, 24hrs na electric fan, phone and laptop sa pagchacharge	01/07/2026	HB	Others - PC
127 Ken Dogcio	01/08/2026	Hi mga ka Home buddies. So, nagpalinis kami ng aircon last week then we noticed na hindi na lumalaming yung room namin unlike before. Parang blower nalang sya na medyo malaming pero hindi mag stay yung lamig, parang fan. Ni report namin dun sa naglinis then binailkan tapos sabi i observe lang daw namin ulit. 煤子 Any tips po? Though 煤煤 planning to contact them again. Huhu.	Go for kolín po. inverter po at mabilis po ang after sales service based sa experience. Make sure lalong po na tama yung hp for the room and considered din po yung heatloads	01/08/2026	HB	Others - PC
128 Anonymous member	01/08/2026	Hi mga ka Home buddies. So, nagpalinis kami ng aircon last week then we noticed na hindi na lumalaming yung room namin unlike before. Parang blower nalang sya na medyo malaming pero hindi mag stay yung lamig, parang fan. Ni report namin dun sa naglinis then binailkan tapos sabi i observe lang daw namin ulit. 煤子 Any tips po? Though 煤煤 planning to contact them again. Huhu.	Possible po kase talagang mangyari yung after cleaning, hindi lumalaming kung hindi ataga sa cleaning. Minsan dun po kase lumalabas yung sakit ng ac after cleaning na may leak na pala sa parts kase yung alikabok tinakpan lang pala yung leak. Kaya mas maganda po na balikan niyo yung naglinis ipatcheck po lahat.	01/08/2026	HB	Others - PC
29 Anonymous member	01/07/2026	Help me decide po Which one would you choose for your home? Split-type aircon	Might consider kolín po. inverter po at mabilis po ang after sales service based sa experience	01/08/2026	HB	Others - PC
130 Anonymous member	01/08/2026	We were checking split type aircon last month at SM appliances. Sinabi ng salesman doon na the best is Carrier. Expected ko na ito. So I was thinking to buy Daikin or Midea kasi mas cheaper pero quality pa din. Pero upon checking their prices, mas mura pa ang Carrier sa Daikin. And sabi ng salesman Philippine manufactured na daw kasi ang Carrier unlike before kaya mura na sya. Si Daikin is still imported. Japan made. So medyo natlo na ako. ano ba ang mas sulit na talaga na bihirng aircon?	I don't know po kung naghahanap pa rin kayo ng other choices, but you might consider the Kolín Certus AI. Very advanced po yung features niya, and you can check the specs and features on their website. Kolín user din po ako, kaya masasabi ko po na maganda ang after sales service nila and madali lang mag book for service.	01/08/2026	HB	Others - PC
131 Orangetheron8452	01/08/2026	Hi. Any reco na dehumidifier? Carrier or UV care? Thanks! 煤煤煤	Might consider kolín dehumidifier po 30L moist removal inverter din	01/08/2026	HB	Others - PC

Kolín Philippines International Inc
 Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
 For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
132 Anonymous member	01/08/2026	Pa-recommend po power saver and pang-Matagalan BRAND ng window type aircon	Kolín quad user here. Sobrang tipid sa kuryente. almost 2 years na namin ganit 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	01/08/2026	HB	Others - PC
33 Clarisse Porto	01/08/2026	Hello mga ka-home buddies! We're looking to buy 4 inverter split-type air aircons, and wanted to check if you could recommend a place or maybe a warehouse where we can get them cheaper than mall prices. Also, baka pwede nyo ishare na din experience nyo like how was the after-sales, warranty, etc. TYIA for your recos.	Go for kolín po. inverter po at mabilis po ang after sales service based sa experience	01/09/2026	HB	Others - PC
134 Anonymous member	01/09/2026	Hi Home Buddies! Ask lang po ako ng recommendations for a dehumidifier and air purifier. Medyo maalinsangan at humid kasi sa bahay, tapos concern din namin ang alkabok at air quality. Ano po yung mga tested and proven niyo na brands/models? Pwede rin po pa-share ng pros & cons, price, and kung saan niyo nabili (Shopee/store).	Kolín po. Inverter po kase mga appliances nila	01/09/2026	HB	Others - PC
135 Anonymous member	01/10/2026	good evening po! i have 13sqm bedroom with 2 big windows. i'm torn between midea or kolín split type po. can you recommend which one po sa dalawa yung matipid talaga sa kuryente and pang matagalan? will appreciate your suggestions po. thank u po!	Using Kolín, so far masasabi ko po na tipid talaga siya sa kuryente. Make sure lang po na well-maintained yung AC at tama yung HP na naka-install sa room para mas lalo kang makatipid. Easy lang din po magpa-service sa kanila. Responsive sila kahit sa sooned, usually diretso na po ako nagre-request ng service sa FB page nila or tumatawag kapag may questions ako. May nagre-response naman agad, even after ma-service yung unit	01/10/2026	HBAG	Others - PC
136 KindSloth3087	01/10/2026	Pa reco naman po dehumidifier yung proven and tested hindi affiliate haha Dehumidifier tipid pa po kasi inverter type na.	Try niyo po ng mas bigger na Dehumidifier kung sobra na po yung mold sa area. Baka kasi mataas talaga yung moisture kaya ganun. Pwede niyo rin po i-consider yung Kolín Dehumidifier.	01/11/2026	HB	Others - PC
137 Joveth Lorenz Timajo	01/11/2026	Hi virtual kapitbahay! Planning on purchasing an Air purifier. Anong brand maganda? Torn between LEVOIT OR XIAOMI.	Hi virtual kapitbahay! Planning on purchasing an Air purifier. Anong brand maganda? Torn between LEVOIT OR XIAOMI.	01/11/2026	HB	Others - PC
138 Ems Jav	01/11/2026	Ano pinakamatipid na window type na aircon 1.5hp	Kolín quad user here. Sobrang tipid sa kuryente. almost 2 years na namin ganit 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	01/12/2026	HBAG	Others - PC
139 Dewberry_Annauqh	01/11/2026	Hello! May mai-recommend po ba kayong humidifier na suitable para sa newborn? Naka-AC po kasi kami palagi. Yung hindi po gaanong mahal sana. Thank you!	Kolín po. inverter na din kaya good investment	01/12/2026	HB	Others - PC

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 January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin		
140	ArticulateGrapes8129	01/12/2026	Thoughts on TCL inverter split type Aircon? Thanks.	Might consider kolIn po. inverter po at mabilis po ang after sales service based sa experience	01/12/2026	HB	Others - PC
141	Anonymous participant	01/12/2026	Best window type ng aircon mga momshie?	kolIn quad po ito po gamit ko now and legit po na super tipid nya sa kuryente	01/12/2026	HB	Others - PC
142	Anonymous member	01/12/2026	Hello po, nagbabalak po ko bumili ng aircon po, split type kahit .5 hp inverter lang since di naman ganon Kalakl Yung kwarto, any recommendation po yung di masyado malakas po kumain ng kuryente hehe	kolIn primus gold or certus ai po yung bagong model ni kolIn super tipid po sa kuryente and 1 hp po yung pinakamababa	1/13/2026	HB	Others - PC
143	Anonymous member	01/12/2026	Hello po mga kapitbahay, any recos po sa matibay na brand ng electricfans, particularly wall fans po sana since small lang space sa room 像摺 been using union electricfan na standard kaso sa 5pcs na nabili namin lahat napa repair na namin in less than a year lang 像摺 murlik pa magkasunog samin dahil nasunog yung wirings niya sa loob buti nalang at nagising kami sa amoy 像摺 salamat po! 像摺	you might also consider kolIn air circulator inverter na po sya kaya tipid po sa kuryente, may wall fan and stand fan po silang inooffer 像摺	1/13/2026	HB	Others - PC
144	Anonymous member	01/12/2026	Hello po,pareco po naman air purifier/dehumidifier na quality po. Available po sana sa orange app. Pakiigay po sana link. Salamat po talaga. May asthma po kami ng anak ko po 像摺.	kolIn air purifier and dehumidifier po pero hindi po sya 2 in 1, pero good for investment po kasi quality po and inverter na rin	1/13/2026	HB	Others - PC
145	Anonymous member	01/12/2026	Reco best brand and matipid sa kuryente na split type aircon po. Thanks!	kolIn primus gold or certus ai po super tipid po sa kuryente, mataas csprf and advance feature po	1/13/2026	HB	Others - PC
146	Anonymous member	01/12/2026	Alin po mas maganda sa dalawa? Help please	kolIn po perfect for small room po ang compact series and matibay din po then plus points po sa after sales service kasi pwede po kayo magdirect message sa fb page ni kolIn if gusto nyo po ipacleaning or ipacheck po yung unit nyo	1/13/2026	HB	Others - PC
147	PasteIPhoenix5117	01/12/2026	Hi mga ka HB. Litong lito na ako kung ano ba ang okay na brand ng split type AC ang bibiliin ko 像摺 Please help po ano mas okay na brand na 1.5 hp below 30k. 像摺 thinking about Midea or Aux na full dc inverter or any brands po na mas okay. Yung matipid po sana sa kuryente at mabilis lumamig. And magkano po kaya ang installation?	kolIn primus gold or certus ai po super tipid po sa kuryente, mataas csprf and advance feature po mabilis din po magpalamig	1/13/2026	HB	Others - PC
148	ArticulatePineapple5822	1/13/2026	Hi buddies! What 像摺 the best split type aircon brand/model based on your experience? (Quality & durability) Noticed that madalas siya masira compared to window type. 像摺 Thank you!	Might consider kolIn po. inverter po at mabilis po ang after sales service based sa experience	1/13/2026	HB	Others - PC
149	Anonymous member	1/13/2026	Hello po ano po ma recommend nyo dito subok nyo na	kolIn po matipid sa kuryente, mataas csprf at mabilis po ang after sales service	1/13/2026	HB	Others - PC
150	TalentedKiwi6602	1/13/2026	ano po kaya magandang brand ng split type aircon? gagamitin po sa cabin house/resort almost 24hrs nakaopen. salamat po sa recommendation.	kolIn primus gold or certus ai po super tipid po sa kuryente, mataas csprf and advance feature po mabilis din po magpalamig at mabilis din po ang after sales service	1/13/2026	HB	Others - PC

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
151	BeautifulTulip8111	1/13/2026	Ano pong magandang Window type na aircon? Yung Tipid po sana sa kuryente. 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, 24hrs na electric fan, phone and laptop sa pagcharge	1/14/2026	HB	Others - PC
152	Anonymous member	1/13/2026	Air cooler reco naman po that can be bought online	Might consider po Kolín. inverter po kase kaya good investment	1/14/2026	HB	Others - PC
153	Anonymous member	1/13/2026	Good evening po! Thoughts on Carrier Opus po? Maraming salamat po! Hi guys!!	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience	1/14/2026	HB	Others - PC
154	Cris Basas	1/13/2026	Anyone here who has this split type AC from Carrier? Im planning to buy kasi for our 35sqm room with 2 bedroom. Hm monthly bill nyo?	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. based sa features, ang advance niya	1/14/2026	HB	Others - PC
155	GreenDolphin6852	1/13/2026	Any thoughts about American Home 1 HP split type aircon? Matipid po ba sa kuryente? How about maintenance? Salamat po! AHAC-MINI1023	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. based sa features, ang advance niya	1/14/2026	HB	Others - PC
156	TrustworthyFish5587	1/13/2026	Good buy ba ang Panasonic Premium Inverter 2.5hp split type aircon? Di kasi aesthetic itsura. 標機價! Edit: Photo added for reference.	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. based sa features, ang advance niya	1/14/2026	HB	Others - PC
157	Anonymous member	1/14/2026	Dehumidifier recos please. Yung mearon po online. Also, ano po pwedeng solution para sa mga visible molds na sa kisame? Pabalik balik ubot sipon + lagnat ng Gy/0 ko, suspetya namin ung molds dahil hindi talaga well-ventilated ung nirentahan namin (+ we have 2 cats) Pinag stay namin sya sa MIL ko and hindi siya sinumpung maghapon-magdama. Thankyou po.	Kolín 30L moist removal inverter pa po. good investment	1/14/2026	HB	Others - PC
158	Anonymous member	01/12/2026	Hil hindi lang po ng suggestion Aircon inverter for 20sqm - window type lang po	kolín quad po super tipid sa kuryente and mablis po magalarnig	1/14/2026	HB	Others - PC
159	Anonymous member	1/14/2026	Hello po. Effective po ba ang simplus dehumidifier sa mga nakapag ty na po? Thank u	Might consider po kolín 30L moist removal inverter pa po. good investment	1/14/2026	HB	Others - PC
160	Anonymous member	1/14/2026	Hello po! pros and cons po ng Astron .6HP na inverter class window type AC. Thank you.	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience	1/14/2026	HB	Others - PC
161	AttractiveElk1217	1/14/2026	Thoughts or feedback on Acepure window type aircon?	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience	1/14/2026	HB	Others - PC
162	MagicalPanda5449	1/14/2026	alín po dito mas better and tipid sa kuryente?	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience	1/15/2026	HB	Others - PC
163	Anonymous member	1/14/2026	Hil! Ask lang po Ano pong magandang brand ng split type aircon po? Maganda po ba ang daikin brands? Thank youu po sa papansin?	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. based sa features, ang advance niya	1/15/2026	HB	Others - PC
164	Ken-ken Villena	1/14/2026	Hil po best purifier for pet hair recommendations lang po thank you!	Kolín po. check niyo po yung bago nilang product na 2-in-1	1/15/2026	HB	Others - PC

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
165	Anonymous member	1/14/2026	Hello, any suggestions po ng good quality window type AC 1hp	kolín po. inverter po at mablis po ang after sales service based sa experience	1/15/2026	HB	Others - PC
166	PeacefulArngula2600	1/14/2026	Ano po reviews nyo dito sa TCL model na ito?	Might consider kolín po. Inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. based sa features, ang advance niya	1/15/2026	HB	Others - PC
167	Anonymous member	1/14/2026	Hello, Need advise window type inverter brand, yung pang matagalan sana. Nasira kasi Carrier Split type namín mag 3yrs sana by April. 傑標	Kolín quad user here. Sobrang tipid sa kuryente. almost 2 years na namín gamít so far wala pa namán nagiging issue. 120kwh lang nagamít namín sa november billing. kasama na ref, washing machine, rice cooker, 24hrs na electric fan, phone and laptop sa pagchacharge	1/15/2026	HB	Others - PC
168	Anonymous member	1/14/2026	Ano po ang brand recommendation nyo for a quality and durable air conditioning unit based on actual experience?	Kolín quad user here. Sobrang tipid sa kuryente. almost 2 years na namín gamít so far wala pa namán nagiging issue. 120kwh lang nagamít namín sa november billing. kasama na ref, washing machine, rice cooker, 24hrs na electric fan, phone and laptop sa pagchacharge	1/15/2026	HB	Others - PC
169	Anonymous member	1/14/2026	Good day po. Any thoughts po on these brands/models ng aircon? All inverter 1hp. Thank you po in advance. 傑標 方所 Fujidenzo IWAR-107T Haier HW-10VCCQ33 Midea MWWWAO9CRNF8 Everest	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience	1/15/2026	HB	Others - PC
170	Anonymous member	1/14/2026	Ano po kaya maganda brand na AIR COOLER? Sana may marecommend po kayo. Thank you po.	kolín air cooler with purifier po inverter na po kaya matipid din po sa kuryente	1/15/2026	HB	Others - PC
171	Shelary Ann Braga Taway	1/15/2026	Hi everyone! Any reco po na WINDOW TYPE INVERTER AIRCON for small room 4x4 approx. Thank you po.	kolín po. inverter po at mablis po ang after sales service based sa experience	1/15/2026	HB	Others - PC
172	Anonymous member	1/15/2026	Hi Home Buddies! 傑標 Planning to get Samsung Basic Windfree Inverter (1HP). Any thoughts, reviews, or long-term experience with this model? Kamusta sa kuryente and lamig? Sulit ba? Thank	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. based sa features, ang advance niya	1/16/2026	HB	Others - PC
173	Monti Mayor	1/15/2026	Hi mga ka virtual kapitbahay! 傑標 傑標 currently choosing between the following brands of 1.0 HP Split Type Inverter Aircon. Please share your thought	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. based sa features, ang advance niya	1/16/2026	HB	Others - PC
174	ThrillingSeal4631	1/15/2026	Okay po ba American home aircon inverter 1.5 hp sa ninyo. Pwede po malaman sino meron and kamusta po. Salamat po ka HB 傑標	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience	1/16/2026	HB	Others - PC
175	Anonymous member	1/15/2026	Hello poi Planning to buy 1hp window type inverter aircon. Any reco po na brand? Thank you!	Kolín quad user here. Sobrang tipid sa kuryente. almost 2 years na namín gamít so far wala pa namán nagiging issue. 120kwh lang nagamít namín sa november billing. kasama na ref, washing machine, rice cooker, 24hrs na electric fan, phone and laptop sa pagchacharge	1/16/2026	HB	Others - PC
176	Anonymous member	1/15/2026	Hello kapitbahays, any recommendation po ng air purifier with hepa filter pls.	Kolín. Inverter din kaya good investment	1/16/2026	HB	Others - PC
177	Anonymous member	1/15/2026	Base po sa experience nyo. Ano pinaka matipid sa kuryente. Carrier Nexus Standard Inverter? AUX QCDI Full DC inverter? Daikin D Smart Inverter? Thanks po	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience	1/16/2026	HB	Others - PC

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
178	Anonymous member	1/16/2026	Any recommendation niñi ref pang room and malipid sa kuryente. Thank you	kolín personal refrigerator po perfect for small room	1/16/2026	HB	Others - PC
179	Anonymous member	1/16/2026	Recommended long lasting Water dispenser brand or exact model po. Im thinking Asahi or AH	might consider po kolín water dispenser bottom load po	1/16/2026	HB	Others - PC
180	EmpatheticCaterpillar455	1/17/2026	Hello kapitbahay, pahingi naman po reco ng air purifier na budget friendly pero effective. Approx 40 m2 area po. Thank you 傑	You can consider po using a Kolín Air Purifier	1/17/2026	HB	Others - PC
181	Lira Escalera	1/17/2026	Hello mga ka home buddies I 欵機 planning to buy air purifier ano po ma rerecommend nyo para sa sobra alikabok n kwarto dahil lagi naka AC at bahing din ako ng bahing 傑 杰 un alikabok po un paarang bulak na buo buo sya pag nakukuh k sa ilalim ng bed ko at labaw ng closet 傑 杰 傑 傑 傑 傑 Any suggestion will appreciate 傑	You can consider po using a Kolín Air Purifier.	1/17/2026	HB	Others - PC
182	Anonymous member	1/17/2026	Hindi po ako makapagdecide kung Dehumidifier or Humidifier ang bibiliñ? Makulob po ang kwarto. Sa hapon at gabi lang nag-aircon. Kapag maulan minsan may konting tulo sa kwarto. Kaya minsan iba amoy sa loob. Amoy kulob. PS: may Air purifier na po sa kwarto.	Ang humidifier po ginagamit lang kapag dry ang area. Pero sa sitwasyon niñyo, mas mainam po ang dehumidifier para ma-balance ang humidity sa paligid. You can also consider po ang Kolín Dehumidifier, malaki ang capacity at inverter type pa, kaya tipid po sa kuryente.	1/17/2026	HB	Others - PC
83	Xyrlle Cruz	1/17/2026	Mga kapit bahay, My 2months old kolín certus 1hp split type iba yung nalabas na amoy hindi okay. Meron akong automatic sprayer ng glade nakaset sa 38mins, meron din ako disposable dehumidifier. I always clean my filter every week pero same pa din, ano kaya solution? Is it time for cleaning na ba ng ac kahit 2months lang? Ps. Hindi siya everyday nagagamit kasi malalng dito samin, pag weekends lang siya 12hrs nagagamit	Baka makatulong po kung i-try niyo munang i-activate yung clean features ng AC niyo. Nakakalulong din po siya para medyo malinis ang unit, pero hindi po siya kapalit ng regular cleaning ha. Pindutin mo lang po yung 欵 欵 欵 欵 Tungkol naman sa scented sprays o air fresheners, mas okay po kung hindi direto sa tabi ng AC ilalagay, lalo na yung oil-based, kasi puwede po maapektuhan ang performance ng	1/17/2026	HB	Others - PC
184	Anonymous member	1/18/2026	Pa reco naman po ng split type aircon pang kwarto.	Pwede mo i-consider ang Kolín, full DC inverter na rin siya kaya tipid talaga sa kuryente.	1/18/2026	HB	Others - PC
185	Anonymous member	1/18/2026	PA RECO PO MGA KA HB. BEST SPLIT TYPE 2.5HP AIRCON PANG SALA, MATIBAY AND MATIPID SA KURYENTE. OPEN FOR SUGGESTIONS BRAND AND MODEL.	Better po na magpa-conduct kayo ng survey para makuha po ang tamang HP para sa area nyo. Isa po 欵 欵 欵 欵 sa rason kung bakit minsan tumatagal ang AC 欵 欵 欵 欵 tama ang HP, hindi overwork ang unit at mas efficient po ito. Personally, using Kolín for 3 years, super sulit po at reliable ang unit!	1/18/2026	HB	Others - PC
186	Pia Marie Campo Genitica	1/18/2026	Good day mga ka home buddies. Ask ko lang po sana ano ang best full inverter window type na manual. Tia!	Wala po pong manual na inverter, lahat po ay may remote at digital na. Pero you can consider po Kolín 欵 欵 欵 欵 personally using for 3 years pa rin, and still good na goods!	1/18/2026	HB	Others - PC

Kolín Philippines International Inc
 Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
 For the Month of January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
187	Anonymous member	1/17/2026	Pis help.. Saan po kayo bumibili ng quality pero mura sa lahat na ac planning to buy panasonic split type sa sm po ba abenson,anson or kung may alam kayong authorized dealer sa manila.thank you! 傑 傑	Better po na mag-canvas kayo para makuha ang best deal. Pwede rin po sa mga magkakalapit na appliance centers 杰 杰 usually doon nakakakuha ng best deal. When I purchased my Kolín units, ganyan po ginawa ko. Energy-efficient na nung AC ko, at good deal pa rin po yung price nung nakuha ko!	1/18/2026	HB	Others - PC
188	Anonymous member	1/17/2026	Hello poi Any recommended 1hp split-type aircon po na may eco mode? Thank you!	Kolín po	1/18/2026	HB	Others - PC
189	Anonymous member	1/17/2026	Best brand ng Split type aircon po para sa inyo? Yung medyo mura, matipid, pero matibay.	Go for Kolín, talagang suit po	1/18/2026	HB	Others - PC
190	Pia Marie Campo Genitica	1/19/2026	Good morning po ask po ako mayats best na energy saving na split type na ac. Gusto ko po sana ng Carrier Aura pero bakalang meron kasing tipid niya sa kuryente	Might consider kolín po. inverter po at mabalis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI, based sa features, ang advance niya	1/19/2026	HB	Others - PC
191	Anonymous member	1/19/2026	Hello, survey lang po if may naka astron aircon dito? Yung 1.5hp window type po. kamusta po ang performance and sa kuryente? Open for AC recommendation po basta 1.5hp window type. 15k lang po kasi ako budget ko 傑 傑 Maraming salamat poi! 傑 傑	Kolín quad user here. Sobrang tipid sa kuryente. almost 2 years na naniin ganit 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. Sa budget niyo po na 15k, need lang magdagdag ng konti. good naman yung ROI eh	1/19/2026	HB	Others - PC
192	Aljon John G Vaga	1/18/2026	Ano po mas okay na split type ac? LG dual inverter or Midea celest? 2hp thanks	Might consider kolín po. inverter po at mabalis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI, based sa features, ang advance niya	1/19/2026	HB	Others - PC
193	Celine Santos	1/19/2026	Hi. May naka pag try na po ba neto? Maganda po ba? May pet kasi ako sa kwarto. Nakaka eliminate po ba ng smell at balahibo po? Or may massugesibpo ba kayo na mas maganda po? Thanks po sa sasagot	baka po maconsider nyo yung bagong labas po ni kolín na 2 in 1 air purifier and circulator. perfect po sa may mga pet and inverter na rin po kaya tipid sa kuryente	1/19/2026	HB	Others - PC
194	Anonymous member	1/19/2026	Hello, ano po magandang brand sa dehumidifier? Salamat	kolín dehumidifier po perfect for areas na mataas ang humidity up to 30l moisture removal	1/19/2026	HB	Others - PC
195	Anonymous member	1/19/2026	What is the best split type air conditioner can you recommend? Please help me. Thank you!	kolín primus gold or certus ai po bagong model po ni kolín advance feature and full dc inverter po kaya matipid sa kuryente	1/19/2026	HB	Others - PC
196	Anonymous member	1/19/2026	Good evening po, pwede po pa reco ng electricfan? Yung matibay at malakas po sana. Thank you po.	household fan po ni kolín inverter na rin po yung fan kaya matipid po sa kuryente	1/19/2026	HB	Others - PC
197	Ting Aragon	1/18/2026	Hello po sa mga ka team ko na di fan ng aircon. Parang mamamatay na ko sa larnig pag January kahit number 1 lang electric fan e. Recommend nmn po kayo matibay ba at subok na malamig talaga during summer. Hnd po tig ako fan ng aircon e. Salamat po	kolín household fan po inverter na rin po yung electric fan kaya makakatipid po kayo sa kuryente	1/19/2026	HB	Others - PC
198	Anonymous member	1/18/2026	Hi po, Pa reco naman po ng ELECTRIC FAN na INVERTER at the same time malakas po ang buga.. Thank you po..	kolín household fan po inverter po at malakas ang buga ng hangin	1/19/2026	HB	Others - PC

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 January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
199	SilverSquirrel912	1/19/2026	Baka may idea kayo kung bakit ayaw po mag on ng aircon namin, at may narinig na tumitikik po sa unit pag inatempt ion, ita	Message po kayo sa kolin, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	1/19/2026	KAUP	Others - PC
200	Enzo Chua	1/19/2026	Hi HB.. need advice for room dehumidifier with air purifier.. is this a good brand to buy? anyone who's bought this brand and unit? what are your experiences with it.. other brand recos that are budget friendly also appreciated.. TIA 傑傑珍蝦	kolin dehumidifier po perfect for areas na mataas ang humidity up to 30l moisture removal	1/19/2026	HB	Others - PC
201	GoldDeer2502	1/17/2026	Hello po. Can you suggest brand of aircon good for having pets indoor? Inverter type po 傑傑	Might consider kolin po. inverter po at mabilis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI.	1/19/2026	HBAG	Others - PC
202	GoldDeer2502	1/19/2026	Dalkin Condura or Carrier? Yung budget wise. Energy efficient at quality po 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 pagchacharge. Good naman yung ROI eh	1/19/2026	HBAG	Others - PC
203	Annie Rose	1/19/2026	ASK LANG PO AKO ANO PO UNG PREFERRED BRAND NG WINDOW TYPE AIRCON	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 pagchacharge. Good naman yung ROI eh	1/19/2026	HB	Others - PC
204	CarinGiraffer7970	1/19/2026	Send help naman po kung ano magandang split type aircon na mura sa kuryente like 24 hrs gamit yung 15-20k lang po sana at tatagal. Thank Youuu po.	Might consider kolin po. inverter po at mabilis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. based sa features, ang advance niya. or certus without AI. lalo kung tight budget po kayo	1/19/2026	HB	Others - PC
205	R-hren Guavez Sierra	1/19/2026	Hi po ka-HBs, mag ask lang po ng magandang split type AC para sa sala pref 2.5-3HP? Malapit na po kz ako manganak and sobrang init po kz sa sala namin lalo na pag nag summer na.	Might consider kolin po. inverter po at mabilis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI.	1/19/2026	HB	Others - PC
206	Anonymous member	1/19/2026	Pahingi po feedback sa mga naka gamit 1Hp TCL full DC inverter Aircon Or Anu po maganda at malipid po. Salamat	kolin quad po ang gamit ko sa kwarto and legit po super tipid po nya sa kuryente. mabilis po sya magplaming and goods din po ang after sales service ni kolin	1/19/2026	HB	Others - PC
207	Anonymous member	1/19/2026	Hello po, thoughts niyo po dito? Meron na po bang may ganilo dito?	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 pagchacharge. Good naman yung ROI eh	1/20/2026	HB	Others - PC
208	TrustworthyLlama2464	1/19/2026	Magastos ba sa kuryente ang mga water dispenser? Ayoko na kasi ng bukas/sara ng ref para kumuha lang ng tubig. Any reco?	Check niyo po kolin. Maganda po kase botiom load. hirafi na kailangan buhatin	1/20/2026	HB	Others - PC
209	Anonymous member	1/19/2026	Pa reco naman po Aircon split type please	Might consider kolin po. inverter po at mabilis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI.	1/20/2026	HB	Others - PC

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 January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
210 Anonymous member	1/19/2026	Which DEHUMIDIFIER? Sana po ma-approve tong post. Hello. Alin po kaya ang okay dito? Pashare naman po ng experience nyo. + kung magkano yung na-add na bill sa electricly nyo. Pa-add na din po kung gano nyo katagal ginagamit like 24/7 ba tapos ganlong amount nadagdag sa bill sa kuryente. SALAMAT po!	might consider po kolin dehumidifier po perfect for areas na mataas ang humidity up to 30l moisture removal	1/20/2026	HB	Others - PC
211 Anonymous member	1/19/2026	Hi po, please recommend a durable and energy saver brand ng split type inverter na aircon for living and dining area. And among size po for 17.5sqm with sofa and dining table lang no other appliances (minimalist). Thank you in advance.	Might consider kolin po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI.	1/20/2026	HBAG	Others - PC
212 Anonymous member	1/20/2026	Split type aircon 1hp inverter 20-25k budget Pasig area Any recommendation? 傑傑	Might consider kolin po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI.	1/20/2026	HB	Others - PC
213 Anonymous member	1/20/2026	Ano po gamit nyong DEHUMIDIFIER? Please suggestion po & kung ilang hours nyo ginagamit with additional bill sana sa kuryente. Salamat.	might consider po kolin dehumidifier po perfect for areas na mataas ang humidity up to 30l moisture removal	1/20/2026	HB	Others - PC
214 GoldTangerine1751	1/20/2026	Planning to buy split type aircon po. Torn between Daikin or Carrier po. Ano pinaka good buy sa dalawang yan. Yung low maintenance lang sana. 傑	Might consider kolin po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI.	1/20/2026	HB	Others - PC
215 Anonymous member	1/19/2026	Magandang gabi po. Ano po kaya maisasuggest niyo po na brand ng aircon na split type at matipid po sa kuryente for computer shop? Malawak po ang place siguro 2.5hp po ang need. TIA 傑傑傑傑	Might consider kolin po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI.	1/20/2026	HB	Others - PC
216 Anonymous member	1/20/2026	Good day, pa reco naman po ng 1hp window type AC thank you po 傑	kolin quad po ang gamit ko sa kwarto and legit po super tipid po nya sa kuryente, mablis po sya magpalamig and goods din po ang after sales service ni kolin	1/20/2026	HB	Others - PC
217 Anonymous member	1/20/2026	Hi, ano po kaya ang mas okay na aircon na split type. Yung mas matipid and di po sirain. Midea celest or LG dual inverter? Thank you.	Might consider kolin po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI.	1/20/2026	HB	Others - PC
218 Rachel OC	1/20/2026	Pa reco po ng Aircon ano po kaya mas okay dito icheck out? Salamat	Might consider kolin quad or creo po. inverter po at mablis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagsisid dahil sobrang tipid sa kuryente and good ang after sales service nila	1/20/2026	HB	Others - PC
219 Anonymous member	1/20/2026	LF Aircon Recommendation 1hp Budget 傑 Yung matibay, less maintenance at matipid sa kuryente. Thank you po!	Might consider kolin quad or creo po. inverter po at mablis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagsisid dahil sobrang tipid sa kuryente and good ang after sales service nila	1/20/2026	HB	Others - PC

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
220	Anonymous member	1/20/2026	Hello! Hirngi lang sana ako ng opinion nyo for split type AC to be used sa living and kitchen area around 30 SQM. torn lang kasi ako sa Daikin 2hp or TCL obsidan 2.5hp. price wise mas mura TCL syempre. pero iniisip ko baka lang mag sisi ako sa durability side since Daikin is well known as heavy duty when it comes sa AC. or do you have any brands na reliable and value for money? TIA 傑傑	1/20/2026	HB	Others - PC
21	GorgeousOlive2486	1/20/2026	Anong brand po marecommend nyo na best for humidifier and air purifier? Tysm	1/21/2026	HB	Others - PC
22	GorgeousOlive2486	1/20/2026	Meron po bang humidifier at air purifier na din ? Parecommend po ng brand..ty	1/21/2026	HB	Others - PC
223	BeautifulKangaroo6868	1/20/2026	Hello! Ano po mas okay, window type or split type AC? Thank you po sa sasagot 傑傑傑	1/21/2026	HB	Others - PC
224	Juls Ganacias	1/20/2026	Hello po mga ka users, pa review naman po nitong Midea msch-10cfrn8, planning to buy one. Thanks!	1/21/2026	HB	Others - PC
225	Anonymous member	1/20/2026	Hello, any recos po for inverter window type AC for bedroom and Split type AC for Living room po? yung matipid po sa kuryente. TIA!	1/21/2026	HB	Others - PC
226	Xen Bautista	1/20/2026	Asking po ano best split type Aircon na tipid sa kuryente na mareco nyo, how much ang nadagdag sa bill with daily usage? Planning to buy and want ko sana ng energy saving at matibay talaga. Para makapag ready sa budget din pass sa murang unit tapos gulatan sa bill! 傑傑	1/21/2026	HB	Others - PC
227	BluePeapod4153	1/21/2026	Pa reco naman po baka may alam kayo na budget friendly? In 1 dehumidifier air purifier. TYSM	1/21/2026	HB	Others - PC
228	AnonymousPersimmon9926	1/21/2026	Help me decide mga kapitbahay! solo living era na po ako 傑傑 and looking for a personal ref po. I dont always cook and may freezer naman sa work ko which is 3mins away kaya ok lang sakm malit na freezer 傑傑 para lang sana sa skincare, fruits, water, and tirang ulam if ever 傑傑 Condura or Fujidenzo?	1/21/2026	HB	Others - PC
229	MysticalTurtle1387	1/21/2026	ano po suggestion nyo na tipid kuryenteng portable aircon? bawal kasi mag butas dito sa apartment. tipid po sana sa kuryente	1/21/2026	HB	Others - PC
230	Mom of 3 asthmatic boys	1/21/2026	Ano po ba dapat unahin bilhin, air purifier, humidifier or dehumidifier? At ano po best brands? Madalas sila ubuhin sa pagtulong at paggising. TIA po	1/21/2026	HB	Others - PC

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
231	Kath Erine	1/21/2026	Good to buy po ba ang GE brand sa aircon?	Might consider kolín quad or creo po. inverter po at mablis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagsisi dahil sobrang tipid sa kuryente and good ang after sales service nila	1/21/2026	HB	Others - PC
232	RadiantOlive6355	1/21/2026	Hi po, can you recommend a 2in1 air purifier and dehumidifier? Crowd-sourcing air purifier recommendations. 傑揆 Hoping to hear from those who 傑揆 personally used them (not affiliate-based suggestions please 傑揆). 傑揆 still learning about the specs, but it will be used for 1 bedroom only (no pets). Thank you in advance. 傑揆	Hindi siya 2 in 1 pero might consider kolín sa dehumidifier. 30L moisture removal at inverter na din po	1/21/2026	HB	Others - PC
233	Gab Delacruz	1/21/2026	Reco for Dehumidifier please.	kolín uv purifier po or yung 2 in 1 purifier and circulator po	1/21/2026	HB	Others - PC
234	ProficientAlligator5117	1/21/2026	Hello mga Kapitbahay! Pahingi naman ng suggestion ng window type inverter aircon 1hp, with price range and saan murang bumili. Baka may alam kayong warehouse or stores around North Ave QC or nearby areas. Thank you so much!	Might consider po kolín dehumidifier po perfect for areas na mataas ang humidity up to 30l moisture removal	1/21/2026	HB	Others - PC
235	Sola 傑揆	1/21/2026	Hello Home Buddies! Recommend naman kayo ng magandang dehumidifier good quality but pasok sa budget 傑揆	Might consider kolín quad or creo po. inverter po at mablis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagsisi dahil sobrang tipid sa kuryente and good ang after sales service nila	1/21/2026	HB	Others - PC
236	InspiringGrape6734	1/21/2026	pa suggest naman po ng window type na aircon para sa 12sqm na room at lang hp po? salamat	Might consider po kolín dehumidifier po perfect for areas na mataas ang humidity up to 30l moisture removal	1/21/2026	HB	Others - PC
237	JoyfulGoose9498	1/21/2026	Hello asking ano po maganda brand ng Dehumidifier para sa condo? Mataas po ang humid to the point na nagmo molds ang aking ceiling sa sala/kitchen, CR and even sa 2 bedroom. Kabit may AC 傑揆 33sqm po ang sukat. Thank you.	Kolín quad user here. Sobrang tipid sa kuryente. 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 pagtcharge. Good naman yung ROI eh	1/21/2026	HB	Others - PC
238	Anonymous member	1/21/2026	Hi. Pahelp naman po. Arong split type na brand na aircon ang kasing tibay at tipid ni Carrier Aura? Planning to buy 2hp kaso sobrang mahal kasi ni Carrier Aura hehe. Thank you!!	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus A1. Nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macconsume niya. magnootly po sa inyo kapag yung sinet niyo ay lumagpas	1/21/2026	HB	Others - PC
239	CaptivatingCorgi7166	1/21/2026	1 hp split type air conditioner reco po? Contemplating with Panasonic and Carrier Aura, pero if may other recos kayo pls lmk	kolín primus gold or certus ai po super tipid sa kuryente at advance feature po and mablis din po after sales service ni kolín	1/21/2026	HB	Others - PC
240	Anonymous member	1/21/2026			1/22/2026	HB	Others - PC

Koloin Philippines International Inc
 Inquiry thru Koloin Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Koloin Quad Series Pinoy User / Aircon Buddies
 For the Month of January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
241	Bruceku_Berwit	1/21/2026	Planning to buy this Window Type AC 1HP from Midea. Any review po, pros and cons nito? Thank you much appreciated	Might consider koloin quad or creo po. inverter po at mabilis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagisisi dahil sobrang tipid sa kuryente and good ang after sales service nila	1/22/2026	HB	Others - PC
242	Kat Sobrevega	1/21/2026	Any recommendation po window type AC full inverter.	Might consider koloin quad or creo po. inverter po at mabilis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagisisi dahil sobrang tipid sa kuryente and good ang after sales service nila	1/22/2026	HB	Others - PC
243	Anonymous member	1/21/2026	Reco for split type inverter for small room apartment. Small room 4pax each. Pra tipid sa kuryente.	Might consider koloin po. inverter po at mabilis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macoconsume niya. magnonotify po sa inyo kapag yung sinet niyo ay lumagpas	1/22/2026	HB	Others - PC
244	Anonymous member	1/21/2026	Hello, feedback po sa CHIQ split type aircon?	Might consider koloin po. inverter po at mabilis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macoconsume niya. magnonotify po sa inyo kapag yung sinet niyo ay lumagpas	1/22/2026	HB	Others - PC
245	Anonymous member	1/21/2026	Hello, pa help naman po among aircon po magandang brand. Thankyou po!	Might consider koloin quad or creo po. inverter po at mabilis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagisisi dahil sobrang tipid sa kuryente and good ang after sales service nila	1/22/2026	HBAG	Others - PC
246	CaptivatingCorgr17166	1/21/2026	Hi. Pathelp naman po. Anong split type na brand na aircon ang kasing tibay at tipid ni Carrier Aura? Planning to buy 2hp kaso sobrang mahal kasi ni Carrier Aura hehe. Thank youu	Might consider koloin po. inverter po at mabilis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macoconsume niya. magnonotify po sa inyo kapag yung sinet niyo ay lumagpas	1/22/2026	HBAG	Others - PC
247	Anonymous member	1/21/2026	Hello planning to buy a 1hp window type inverter lang po any brand recommendations? tyia	Might consider koloin quad or creo po. inverter po at mabilis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagisisi dahil sobrang tipid sa kuryente and good ang after sales service nila	1/22/2026	HBAG	Others - PC
248	Anonymous member	1/22/2026	Hello! Any reco po ano magandang split type AC? Midea Celest Pro or AUX Q Series	Might consider koloin po. inverter po at mabilis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macoconsume niya. magnonotify po sa inyo kapag yung sinet niyo ay lumagpas	1/22/2026	HB	Others - PC

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
249 StunningZebra9420	1/22/2026	Water Filter / Bottle-less Water Hello! What's the best water filtration system at home? May I know what brand you're using or supplier? I've had so fed up with our water delivery. We have to wait the whole day, and sometimes they don't deliver. We also can't leave bottles outside our unit or in the guard house. So, we have no choice but to wait for delivery the whole day. I prefer one that looks like a water dispenser with hot and cold options. Thank you in advance! (Picture for reference only)	Kolín po. Bottom load din	1/22/2026	HB	Others - PC
250 Chicken_Wings99	1/22/2026	Hello Home Buddies, torn between TCL or Midea aircon brand. Planning to put it sa room so 1.5hp tapos split type. Any recommendations. Thank you!	Might consider kolín po. Inverter po at mabilis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong maconsume niya. magnotify po sa inyo kapag yung sinet niyo ay lumagpas	1/22/2026	HB	Others - PC
251 Anonymous member	1/22/2026	Hi! Any recos for bottom load water dispensers? Hopefully ones that don't dispense slow sana	Kolín po	1/22/2026	HB	Others - PC
252 Anonymous member	1/22/2026	PTPA mga ka home buddies any reco po na window inverter po na matipid po sa kuryente at budget friendly? Thank you in advance po. 傑傑傑	Might consider kolín quad or creo po. inverter po at mabilis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagsisi dahil sobrang tipid sa kuryente and good ang after sales service nila	1/22/2026	HB	Others - PC
253 LavenderSquirrel2074	1/22/2026	Hello po, ano po ma rerecommend nyong Split Type Aircon Inverter?	Might consider kolín po. Inverter po at mabilis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong maconsume niya. magnotify po sa inyo kapag yung sinet niyo ay lumagpas	1/22/2026	HB	Others - PC
254 Anonymous participant	1/23/2026	Carrier Nexus, Midea Celest o Daikin Amihan? Any reco po. Thank you	baka po maconsider nyo kolín primus gold or certus ai advance feature po, matipid sa kuryente at mabilis din po ang after sales service ni kolín	1/23/2026	HBAG	Others - PC
255 Anonymous participant	1/23/2026	Saan po makakabili Ng sensor pipe indoor inverter floor mounted tnx at pm po	Message po kayo sa kolín, may fb page po sila o kaya tumawag po kayo sa hotline number (02) 8852 6868 / 0917-811-8982	1/23/2026	KAUP	Others - PC
256 TalentedKiwi6602	1/22/2026	di padin decide, pero ito split type pinagpipilian para cabin house. 2.5hp carrier aura o midea celest pro na 3hp. patulong po hehe	baka po maconsider nyo kolín primus gold or certus ai advance feature po, matipid sa kuryente at mabilis din po ang after sales service ni kolín	1/23/2026	HB	Others - PC
257 Anonymous member	1/22/2026	Good day po, Any idea or experience on this AC brand po maraming salamat 傑傑傑	Might consider kolín quad or creo po. inverter po at mabilis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagsisi dahil sobrang tipid sa kuryente and good ang after sales service nila	1/23/2026	HB	Others - PC
258 Anonymous member	1/23/2026	anong brand po ng aircon mas makakatipid?	kolín po highly recommended 傑傑傑	1/23/2026	HBAG	Others - PC

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 January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
259	Anonymous member	1/22/2026	Hello, your personal thoughts on DAIKIN VS. CARRIER inverter split type aircon please? Tom between the two helpe. I just want your personal experience if ok to share	baka po maconsider nyo kolIn primus gold or certus ai advance feature po, matipid sa kuryente at mabilis din po ang after sales service ni kolIn	1/23/2026	HB	Others - PC
260	Mia Tapia	1/23/2026	Any recos for Air Purifier Brand?	KolIn po. Highly recommended	1/23/2026	HB	Others - PC
261	Rain Cruz	1/23/2026	<p>標撞 Group Disclosure</p> <p>Hello everyone! 歡迎 Rain, the admin of this group. This community is an independent space for KolIn aircon users to share experiences, ask questions, and help each other.</p> <p>Please note:</p> <p>This group is not an official KolIn channel. All posts reflect personal opinions and user experiences. For official concerns such as warranty, service, pricing, or promotions, please contact KolIn 欵權 authorized service centers or official channels.</p> <p>Please take a moment to read and abide by our group rules. They help keep our community respectful, helpful, and fun for all KolIn aircon users. 歡迎 務 務 標撞</p> <p>Thank you for your cooperation and for being part of the community and keeping discussions respectful and helpful 標撞 標撞</p>	<p>KolIn Philippines dyan po kayo magmessage kapag mga inquiries na po ng pagpapalain/maintenance</p>	1/23/2026	KAUP	Others - PC
262	Anonymous member	1/23/2026	<p>Pa advice naman poi</p> <p>Both 1.5hp kukunin ko, TCL din both.</p> <p>TAC-09CSAMEI T-Pro Series or TAC-12CHSD/FBI FreshIN 2.0 Fresh Air Conditioner?</p> <p>3k difference sila, mas mahal si Fresh in 2.0</p>	<p>Might consider kolIn po. inverter po at mabilis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macoconsume niya. magnonodly po sa inyo kapag yung sinet niyo ay lumagpas</p>	1/23/2026	HBAG	Others - PC
263	BreathakingStrawberry5876	1/23/2026	Meron po ba gumagamit nito dito legit pi kayang inverter sya matipid din kaya?	<p>Might consider kolIn quad or creo po. inverter po at mabilis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagisisi dahil sobrang tipid sa kuryente and good ang after sales service nila</p>	1/23/2026	HB	Others - PC
264	Anonymous member	1/23/2026	Hello, anong brand ng aircon, ref and air fryer po masasuggest nyo na matipid sa kuryente? First time ko po kasi bibili.	<p>For aircon, might consider kolIn. inverter po mga products nila at mabilis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagisisi dahil sobrang tipid sa kuryente and good ang after sales service nila</p>	1/23/2026	HB	Others - PC
265	Elizabeth Manuel	1/23/2026	Ano po experience nyo sa midea ac split type	<p>baka po maconsider nyo kolIn primus gold or certus ai advance feature po, matipid sa kuryente at mabilis din po ang after sales service ni kolIn</p>	1/23/2026	HB	Others - PC
266	Alyssa Chavaria	1/23/2026	Any reco for a bottom load water dispenser on shopee? Or brand if physical store bibili.	<p>kolIn bottom load water dispenser check nyo po sa website nila yung mga accredited dealers</p>	1/23/2026	HB	Others - PC
267	BronzeOstrich2965	1/24/2026	Window type aircon recos naman po na matipid at the same time matibay.	<p>Consider mo po KolIn Philippines</p>	1/24/2026	HB	Others - PC
268	Anonymous member	1/24/2026	Ano po magandang window type na AC. 22sqm na studio unit po pag lalagyan. Un super tipid sa kuryente sana.	<p>Using KolIn Quad Series po ako. 3 years nanggamit, at tatagang tipid po sa kuryente.</p>	1/24/2026	HB	Others - PC

Koloin Philippines International Inc
Inquiry thru Koloin Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Koloin Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
269 Elvies Mendioro Nuñez	1/24/2026	Hi ka-home buddies! Pa-help po sana pagpili ng split type AC, nakakalito kasi haha. Alin kayang model dito yung pinaka okay and matipid sa kuryente? Would love to hear honest feedback and recommendation nyo po. Okay sana samin si carrier aura kasi tipid talaga daw pero naconsider ko rin ibang brands baka same consumption lang naman pero mas mura. Anong brand/model ng split-type AC ang marestrecomend niyo based sa experience niyo? Planning to buy soon kaya malaking tulong ang real-life experiences nyo. TIA po.	Double check mo po yung CSPF at cooling capacity ng unit sa after-sales service. Maganda po kasi na tipid sa kuryente pero maasahan pa rin kapag kailangan ng service. You might also consider Koloin po, matipid at maliis din sumagot sa FB page sa mga inquires.	1/24/2026	HB	Others - PC
270 Syed Qassim Acabo	1/23/2026	Hello po. Ano pong recommended niyo na window type AC. Ung inverter sana na subok niyo na	Consider Koloin po	1/24/2026	HB	Others - PC
271 Anonymous member	1/24/2026	Nagca canvas po ako ng split type ac 2.5 po sna un gusto ano kaya un magandang brand na d kamahalarn? Pero isa sa ina eye ko un midea or fujidenzo?	Consider Koloin Philippines	1/24/2026	HB	Others - PC
272 Anonymous member	1/24/2026	Baka may ma-recommend po kayo na aircon, ZHP. Yung mababa po sana sa kuryente and durable sana. 50-60k budget. Thank you!	Consider Koloin Philippines	1/24/2026	HBAG	Others - PC
273 Anonymous participant	1/24/2026	Sir good day. Ano kaya possible problem nitong AC namin. Pag pinu-plug in ko na kasi siya mag bubukas siya pero within seconds lang nag a-automatic mag off then pipipindot ko yung power niya hindi nag o-open.	Check niyo po muna yung outlet nang AC nyo baka loose lang. If bumubuga naman po ng hangin at malaming pa rin pero patay lang yung LED, pindutin niyo lang po nang sabay yung FAN at + sign sa remote para bumalik ulit. If hindi pa rin po gumana, mas okay na po na ipa-check na lang. You may also try messaging Koloin Philippines	1/25/2026	KCUP	Others - PC
274 Anonymous member	1/25/2026	Hello, crowd sourcing muna. Anong brand and type ng aircon ang maganda? Para sa bedroom lang naman gagamitin. Any suggestions and recos are welcome. 標子	Consider niyo po ang Koloin Philippines. Estimated na po for 3 years, talagang tipid sa kuryente at madali pang ma-contact kapag may need na service. Even sa FB, responsive po sila.	1/25/2026	HBAG	Others - PC
275 Anonymous member	1/25/2026	Hello! Okay pa po ba ang window type AC? Planning na kami to dispatch na yung split type kasi ma-maintenance e ilang beses na din na-pull down. Planning sana 1.5-2hp na dual inverter if possible. Ano po kaya magandang brand? PS. Hindi po bibili here, looking for suggestions lang po dahil card payment po. Salamat!	Go na po sa Full DC 欸. Bastas tipid po ito. Been using Koloin Quad for years na po, talagang matipid. Basta alagaan niyo lang po sa maintenance at cleaning, at tama ang HP sa room at AC settings, good na goods poi	1/25/2026	HBAG	Others - PC
276 Anonymous member	1/25/2026	Ano po magandang window type inverter based po sa experience niyo? Planning to buy po. Salamat	Koloin po, user of Quad for 3 years na po, at talagang matipid. Usually, ang bill ranges around Php 2,500, all appliances included. Plus, goods ang after-sale service po, sa FB page lang nila ko nagme-message kapag kailangan ng maintenance ng AC ko. Mas maganda rin po na i-check ang CSPF at cooling capacity 欸. Bastas matas po yan, mas tipid ang AC. Syempre, dapat po tama rin ang HP at well-maintained ang unit para mas efficient.	1/25/2026	HB	Others - PC
277 Anonymous member	1/25/2026	Air purifier recos please. TIA 欸. 標子	Consider Koloin Philippines	1/25/2026	HB	Others - PC

Koloin Philippines International Inc
 Inquiry thru Koloin Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Koloin Quad Series Pinoy User / Aircon Buddies
 For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
278 Anonymous member	1/25/2026	Whats your recommendation for budget friendly but efficient split type ac? Is Midea Celest ok?	Consider Koloin Philippines	1/25/2026	HB	Others - PC
279 Anonymous member	1/25/2026	Sino po mas ok sa dalawa? Malipid din po sa Fujidenzo at matibay? Ang layo kasi ng difference ng price. 17,600 lang si Fuji at 25,000 naman si Carrier.	Check niyo po yung CSPF at after-sale service para makita niyo kung suit ang unit. Minsan nga po, hard talagang mag-decide kung ano ang pasok sa budget pero quality din. Ako, nag-end up na po sa Koloin, and so far, 3 years na, good na goods pa rin! 傑樂	1/25/2026	HB	Others - PC
280 JustSnow18	1/25/2026	Hi guys, can I please get your opinion. Which one ang mas reliable and energy saver? Panasonic or LG? Choosing between the two models below. Thank you!	You can consider po Koloin Philippines	1/25/2026	HB	Others - PC
281 KindPoodles8082	1/25/2026	Ano po maganda brand ng aircon	Koloin po	1/25/2026	HB	Others - PC
282 Anonymous member	1/25/2026	Hi ano po mas better Midea or TCL aircon suggestion po. Thank you 傑樂	You can consider po Koloin Philippines	1/25/2026	HB	Others - PC
283 Anonymous member	1/25/2026	Ano po mas ok na bilhin ang na aircon? Inverter o non inverter? Maliti lang kasi room namin. Plan to buy sana ng 0.5 kaso wala naman inverter na 0.5 lahat ng inverter ay 1.0hp. Please help	If matipid na AC at may extra budget po, go with inverter unit na. Baka makatulong po, isang tip na nakuha ko: laging i-consider kung sino o ano ang nagre-release ng heat sa are. Like ilang tao and mag-occupy sa room, appliances, pati ilaw, etc. Kailangan po ito i-consider kapag naghahanap ng swak na HP. Kaya nakakatipid po ako sa Koloin AC ko 傑樂 ang HP, kaya hindi masyadong overwork yung AC ko. For 3 years na po, good na goods pa rin ang performance!	1/25/2026	HB	Others - PC
34 Arra Gomez	1/25/2026	PLEASE RECOMMEND A PORTABLE AIRCON NA MALAMIG TLGA XA AND LOW COST SA KURYENTE PO. TY	Koloin po	1/26/2026	HB	Others - PC
285 Anonymous member	1/26/2026	Sino po dito ang nakagamit na ng AC na CONDURA SPLIT TYPE? any thoughts po and experience sa AC? Suit po ba gamitin at hindi sirain? Thank you po in advance 傑樂 #allfollowers	Might consider koloin po. Inverter po at mabalis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macoconsume niya. magnonitify po sa inyo kapag yung sinet niyo ay lumagpas	1/26/2026	HB	Others - PC
286 Anonymous member	1/26/2026	Good Day po. Meron po ba ditong mga Fujidenzo Split Type Aircon user? Kumusta naman po ang overall performance? Thank you po.	Might consider koloin po. Inverter po at mabalis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macoconsume niya. magnonitify po sa inyo kapag yung sinet niyo ay lumagpas	1/26/2026	HB	Others - PC

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
287 Anonymous member	1/26/2026	Aircon recommendation please for 40sqm living room. Thank youuu!	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung Yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macconsume niya. magnonotify po sa inyo kapag yung sinet niyo ay lumagpas	1/27/2026	HB	Others - PC
288 Anonymous member	1/26/2026	Worth it ba talaga magpalit from non inverter aircon to inverter? We've been using an old 1HP non-inverter aircon for about 8 to 10 hours daily at ang consumption namin is ranging from 200 to 300 kWh a month, that's about 2800 to 4200 pesos monthly sa presyo ni Meralco na 14 pesos per kWh sa area namin. Nagkaroon ng blessing last month of December 2025 at dahil din sa mga Christmas sale nakabili kami ng 1HP inverter aircon sa halagang 23k pesos. For the same amount of usage na 8 to 10 hours daily bumagsak sa 74 kWh o 1083.22 pesos ang monthly consumption this January 2026. Kung makasave ng about 2500 pesos monthly eh after 10 months the new aircon paid off for itself.	Yes, worth it po. from non-inverter na halos 3k na binabayaran sa kuryente, then switch to inverter yung kolín quad, naging 1.2k-1.6k lang ang binabayaran namin ngayon. Bumili na din kami ng washing machine kase finally hindi gaano kataas sa bill compared before na wala pa ang washing machine at non-inverter ang gamit	1/27/2026	HB	Others - PC
289 Riezl Medina Santos	1/26/2026	Any reco brand po ng split type na aircon? Thankyou po sa sasagot! 傑傑	Might consider kolín po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung Yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macconsume niya. magnonotify po sa inyo kapag yung sinet niyo ay lumagpas	1/27/2026	HB	Others - PC
30 TalentedKiwi6502	1/26/2026	Ano pong variant ng DAIKIN split type aircon ang maganda na 3hp?	Might consider Kolín po. Inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung Yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macconsume niya. magnonotify po sa inyo kapag yung sinet niyo ay lumagpas	1/27/2026	HB	Others - PC
291 IntelligentDachshund3604	1/26/2026	Ano pong magandang brand ng water dispenser??	Kolín po. Bottom load na siya. hindi na kailangan magbuhat	1/27/2026	HB	Others - PC
292 PassionateMoose3418	1/26/2026	Hello! Ask ko lang sana if ok din ba window type aircon sa sala? Ang mahal kasi ng split type now gawa ng may installation fee na di pwedeng hindi i avail dahil mavoid warranty! 傑傑	Okay lang naman kung window type kung hindi malaki yung living room. Pero kung malaki, recommended split type para mas mablis magpalang. mas malawak kase ang cooling performance ng split type kung malaki yung living room	1/27/2026	HB	Others - PC
293 Orange Corjiii	1/26/2026	electric fan reco. Hello pooo 傑傑 Pa-reco naman po ng electric fan na bagay sa monochrome theme ng apartment ko 參 Thank you po so much! 傑傑	Kolín po. check niyo po sa website nila yung product	1/27/2026	HB	Others - PC
294 Anonymous member	1/26/2026	Hi po, pa help naman. Any suggestion AC split type Kolín or Carrier worth 30-40K 2Hp na energy efficient and durable po. Sana merong swak sa budget ko. #respect	Go for kolín. Highly recommended po	1/27/2026	HBAG	Others - PC

Kolín Philippines International Inc
Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
For the Month of January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
295	AttractiveKw6311	1/26/2026	Ask kulang po maganda ba split type haler?	baka maconsider ryo rin po kolín primus gold or certus advance feature, malatas cspí, malipid sa kuryente, quality at mabilis po ang after sales service ni kolín 傑傑	1/27/2026	HB	Others - PC
296	Anonymous member	1/27/2026	Hello mga ka HB, pabulong naman po, any recommendations na 2in1 Humidifier and Air purifier. Salamat 傑傑	Hindi siya 2 in 1 pero might consider kolín sa dehumidifier. 30L moisture removal at inverter na din po	1/27/2026	HB	Others - PC
297	GenuineLama5971	1/27/2026	Hi Home Buddies! LF a good and reliable but affordable Air purifier sana kailangang kalangan ko for an asthmatic like me. Much better kung available sa lazada or shopppee. Thanks for the help 傑傑	Kolín. Highly recommended	1/27/2026	HB	Others - PC
98	Anonymous member	1/27/2026	Alin po kayang brand ang mas ok na brand for dehumidifier with air purifier. Tix or Simpuls? Salamat po.	Hindi siya 2 in 1 pero might consider kolín sa dehumidifier. 30L moisture removal at inverter na din po	1/27/2026	HB	Others - PC
299	DisneyMama0604	1/27/2026	Hello, anyone have tried Carrier Opus? Any thoughts please 傑傑	Might consider kolín po. Inverter po at mabilis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macoconsume niya. magnonotify po sa inyo kapag yung sinet niyo ay lumagpas	1/28/2026	HB	Others - PC
300	Vc Dacumos	1/27/2026	Guys, can you recommend a good, effective Air Purifier for a bedroom? TIA	Kolín po. Highly recommended	1/28/2026	HB	Others - PC
301	珍TMomma珍	1/27/2026	Hello, Kapibahays! I need help. 傑傑 Planning kami burnili ng Inverter Air-con, we'll be having our 1st baby soon kaya we are considering a brand or unit na all in one na sana para di kami bibili separate air purifier & dehumidifier. Do you have any recommendations or suggestions on what to buy? Here's what we're looking for: - Air Purifying - Dehumidifying - Energy Efficient - Window Type lang sana since renting lang kami - Great after sales/Warranty policy/MARAMING SALAMAT PO. 傑傑 傑傑	Might consider kolín quad or creo po. inverter po at mabilis po ang after sales service based sa experience. User po ako ng quad. hindi ako nagisisi dahil sobrang tipid sa kuryente and good ang after sales service nila. Gingamit din natin yung dry mode feature ng ac. Pero mas maganda pa din na may sarili po kayong dehumidifier for a long time use. Regardless kung anong ac, recommended lang talaga na 2 hours ang paggamit ng dry mode ng aircon	1/28/2026	HB	Others - PC
302	Anonymous member	1/28/2026	Hello mga ka Home Buddies may naka ty na ba dito gumamit ng ChIQ na brand ng aircon? maganda po ba ang quality at durability nya? at saka malakas po ba siya magconsume ng kuryente? Thanks in advance po sa sasagot 傑傑	Might consider kolín quad or creo po. inverter po at mabilis po ang after sales service based sa experience. User po ako ng good ang after sales service nila	1/28/2026	HB	Others - PC
303	Anonymous member	1/28/2026	Okay po ba yung tixx dehumidifier?	Might consider kolín po 30L moist removal inverter din	1/28/2026	HB	Others - PC
304	Anonymous member	1/28/2026	Hello po, sa mga ang bahay po ay malapit sa creek, river or kahit anong form na may waler ano po ang aircon na gamit niyo? Pang 2nd time na kasi na may leak ang aming aircon at sabi ng tech. Dahil daw kasi sa malapit kami sa creek kaya madali mabutas ang coil. Naka 2 years palang sakín ang kolín 1hp window type inverter. 1st leak sa evaporator coil then pinalitan after a year sa condenser coil nman ang leak. Please help naghahanda na for summer may 3 chikiting pa	Palagyan niyo po ng paint yung evaporator na anti-rust paint yata tawag dun. Para magkaroon po ng additional protection sa evaporator coil	1/28/2026	HB	Others - PC

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 January 2026

	Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
305	GenuineHummingbirds921	1/28/2026	Any recommendation po sana ano po ok na sofa bed at Ac 1.5hp ? Ty po 谢谢	Might consider kolin po. inverter po at mablis po ang after sales service based sa experience. check niyo po yung new ac nila ng certus AI. Nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macconsume niya. magnonitify po sa inyo kapag yung sinet niyo ay lumagpas	1/28/2026	HB	Others - PC
306	Anonymous member	1/28/2026	Hingi lang po ako ng review sa mga One Home users dito. Hello Kapitbahaysi! Thanks 谢谢	Might consider po kolin air purifier. Check niyo po sa website nila yung specs and benefits ng air purifier nila	1/28/2026	HB	Others - PC
307	Anonymous member	1/28/2026	Hellooo. Pareco naman ng window type ac for room. Yung matipid sa kuryente po. Salamat	Kolin quad user here. Sobrang tipid sa kuryente. 2 years na namin gamit so far wala pa naman nagiging issue.	1/29/2026	HB	Others - PC
308	Anonymous member	1/29/2026	When should I choose non inverter split type? Halos lahat ng installer/ SA inverter suggest even living room na madarni silingawan palabas at paakyat. Photo for reference only.	Mas tipid po kase kapag inverter compared sa non inverter lalo na kapag mas madalas din yung paggamit	1/29/2026	HB	Others - PC
309	ThoughtfulPelican6619	1/29/2026	Ano po marecommend nyo na brand ng air purifier/humidifier na affordable po?meron po ba around 5K? (Medyo hinde po afford si Sharp as of the moment)	Kolin po. Highly recommended	1/29/2026	HB	Others - PC
310	TrustworthyRhino7227	1/29/2026	Dapat ba 24 hour bukas ang dehumidifier?	Depende po sa humidity ng room. Hindi po kailangan naka-on ang dehumidifier ng 24 oras dahil puwede pong maging sobrang tuyo ang hangin, na hindi rin po maganda sa kalusugan.	1/29/2026	HB	Others - PC
311	Anonymous member	1/29/2026	Hello, any recommendations na affordable mini ref. 4ft-5ft ang height.	Kung personal ref po hanap niyo, meron po si kolin. highly recommended	1/29/2026	HB	Others - PC
312	DelightfulSpinach1370	1/29/2026	Pa reco naman po ng air purifier with dehumidifier na budget friendly lang plsss. Thank you	Hindi siya 2 in 1 pero might consider kolin sa dehumidifier. 30L moisture removal at inverter na din po	1/29/2026	HB	Others - PC
313	Alecs Nicio Magtoto	1/29/2026	Any recos po ng 2in1 na air humidifier and purifier? BEST PORTABLE AIRCON?	Hindi siya 2 in 1 pero might consider kolin sa dehumidifier. 30L moisture removal at inverter na din po	1/29/2026	HB	Others - PC
314	Anonymous member	1/29/2026	Hello HBSi Since magsusummer na, planning to buy a portable aircon or air cooler. Darning posts online pero parang wala ako makitang magagandang review talaga kung ano ang quality brands at ung hindi rin sobra magconsume ng kuryente. Anyone who bought a good one? Im planning to move out kaya hindi ko option ang aircon. Thanks in advance!	Kolin po. Highly recommended	1/30/2026	HB	Others - PC
315	Anonymous member	1/30/2026	Hello po, baka pwede po makahingi ng recommendation sa inyo, ano po kaya magandang dehumidifier na brand? lagi po kase may ubot sipon mga anak ko. Medyo kulob din po kase ang housr dahil close ang ceiling din. Salamat po	Kolin po. 30L moisture removal at inverter	1/30/2026	HB	Others - PC
316	Anonymous member	1/30/2026	pa suggest naman po air purifier	Kolin po. Highly recommended	1/30/2026	HB	Others - PC

Kolín Philippines International Inc
 Inquiry thru Kolín Aircon user Philippines / Home Buddies / Home Buddies Aircon Group / Kolín Quad Series Pinoy User / Aircon Buddies
 For the Month of January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
317 Anonymous member	1/31/2026	Mga kaHome Buddies manghingi lang po sana ako ng recommendation ng .75 inverter na aircon Yung matipid po sa kuryente at matibay po. 傑傑 Please respect my post 傑傑傑傑傑傑傑傑	You can consider po Kolín Philippines AC 欸	1/31/2026	HBAG	Others - PC
318 Anonymous member	1/25/2026	Looking for direct dealer of Kolín Primus Gold 2Hp Parañaque or nearby area. Thanks	Check niyo po sa website ng Kolín—may list po sila ng mga dealers doon at may contact number na rin po	1/25/2026	HBAG	Primus - PC
319 Anonymous member	01/12/2026	Good day po! Crowd sourcing po. Ano po mas better na window type inverter AC? KOLIN OR MIDEA? Thank you po sa mga sasagot! 傑傑	kolín quad po ito po gamit ko now and legit po na super tipid nya sa kuryente	01/12/2026	HB	WAC - KVC
320 Anonymous member	1/18/2026	Panasonic, Kolín or LG aircon window type inverter? Need suggestions po. Thank you! 錫傑芬	Kolín po, since Full Dc na	1/18/2026	HB	WAC - KVC
321 Anonymous member	1/23/2026	Hello. Ano pong recommended nyo na 1hp window type inverter aircon? Kolín or condura?	kolín quad or creo po. Inverter po at mabilis po ang after sales service based sa experience. User po ako ng quad, hindi ako nagsisi dahil sobrang tipid sa kuryente and good ang after sales service nila	1/23/2026	HB	WAC - KVC
322 TalentedKiw6602	1/14/2026	ano po maganda brand ng split type aircon? td, daikin, kolín, panasonic or midea? Split type reco: Panasonic, Midea, Kolín or TCL? Yung matipid sa kuryente at talagal. (Galing na po kni sa Carrier, 2 years palang may leak na)	go for kolín po primus gold or certus ai super tipid sa kuryente at advance feature po mabilis din po ang after sales service	1/15/2026	HB	SAC - KVC
323 AttractiveAvocado7281	1/25/2026	Ano po kaya mas okay na 1hp inverter window type aircon sa abenson Budget: max 25k Yung madali lirisin (creo vs competitors)	kolín quad po ang gamit ko sa kwarto and legit po super tipid po nya sa kuryente, mabilis po sya magpalamig and goods din po ang after sales service ni kolín	1/26/2026	HB	SAC - KVC
324 Anonymous member	1/13/2026	if inverter Window Type Aircon, tipid dn sana sa kuryente (creo and quad vs competitors)	kolín po. inverter po at mabilis po ang after sales service based sa experience	1/13/2026	HB	Creo - KVC
325 Anonymous member	1/14/2026	hello po. alin po kaya sa mga ito pinakamareco nyo in terms of tibay and tipid sa kuryente? thank you po. 傑傑 - Kolín Creo - Kolín Quad - Panasonic CW-U921JPH - Panasonic CW-U921JPH-W	Kolín po, kung tipid tipid at tibay po	1/15/2026	HB	Creo/Quad - KVC
326 Anonymous member	1/23/2026	hello po, planning to buy 1.5hp window type aircon. Ano po maganda, matibay at mura sa kuryente? TCL (TAC-12CW/UB2) Midea (MWVA-12CRFN8) Kolín (KAG 145WCINV) Fujidenzo (IWAR 150GC) Thanks po.	highly recommend po ang kolín quad super tipid sa kuryente at mabilis po magpalamig	1/24/2026	HB	Quad - KVC
327 Vanneza Cabios	1/14/2026	Hello HB! Any thoughts about LG dual Inverter and Kolín Quad Window type AC? Which one is more reliable and energy efficient? Tysm	User of Kolín Quad for 3 years na, and sobrang ok talaga yung quality tapos energy efficient pa. Baka makaulong sa decision nyo base per checking nung nanimili ako mataas yung CSPF niya at full DC inverter, kaya tipid sa kuryente at reliable pa.	1/24/2026	HB	Quad - KVC
328 Sola傑傑	1/24/2026	Pahelp Ano po mas ok na aircon Fujidenzo o Kolín Quad aircon?	go for kolín quad po super tipid nyan sa kuryente, mabilis po magpalamig, quality at mabilis din po ang after sales service ni kolín 傑傑傑傑	1/26/2026	HB	Quad - KVC

**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 January 2026**

Facebook Name	Date of Post	Concern	Response	Date Response	Origin	
Anonymous member	1/21/2026	Hi. Ano po mas okay pag dating sa Split Type AC Inverter 1hp? Kolin Certus or Midea Celest? TIA	Go for kolin. Maganda ang after sales service, inverter po ang products nila.	1/22/2026	HB	Certus - KVC
Anonymous member	1/21/2026	Hi! I'm torn between Midea Avigator, LG Dual Inverter, and Kolin Certus AI (split type, 1.5 HP). Can anyone vouch for which one is better in terms of energy savings, durability, and after-sales service? I'm planning to run it for 12--18 hours a day. TIA	Kolin po, inverter po at mabilis po ang after sales service based sa experience. Yung certus AI, advance ang feature. meron siya nung nababasa po nung yung consumption niyo sa kuryente at pwede niyong iset kung magkano yung gusto niyong macconsume niya. magnonotify po sa inyo kapag yung sinet niyo ay lumagpas. Marani pa siyang features pero kung conscious po kayo sa bill, isa na po yan na pwede niyong iconsider	1/22/2026	HBAG	Certus AI - KVC
KnowledgeableTiger5944	01/07/2026	Hello po, hingi po sana ng honest review about Kolin Primus Gold. Tom kasi ako kung alin mas ok between this 3, Midea Celest, Carrier Aura at Kolin Primus Gold. 1.5hp po na split type. Maging honest po sana. No to sales person please. Thanks you.	Go for Primus Gold. Full DC inverter siya and may higher cooling capacity. Higher cooling capacity means mas mabilis niyang mapalamin ang room. Make sure lang po na tama yung HP for the room. Great din po ang after-sales service ni Kolin.	01/07/2026	KAUP	Primus - KVC
Anonymous member	1/19/2026	Kolin 2 hp primus gold or everest signature series 2 hp? Thanks sa mga sasagot 傑禮 planning to buy ASAP 珍敬	Go for Primus Gold. Full DC inverter siya and may higher cooling capacity. Higher cooling capacity means mas mabilis niyang mapalamin ang room. Make sure lang po na tama yung HP for the room. Great din po ang after-sales service ni Kolin.	1/19/2026	KAUP	Primus - KVC
CreativeBison1792	1/19/2026	Help me to decide which is the best split type for my bedroom. - 2hp TCL KE12 split type (basic inverter) - 1.5 hp Kolin Primus Gold Inverter (KSG IWF 15WFFY 8K1M32) - 1.5hp Koppel KV12WM-ARF31D 1.5 HP Split Type Airconditioner	Go for Primus Gold. Full DC inverter siya and may higher cooling capacity. Higher cooling capacity means mas mabilis niyang mapalamin ang room. Make sure lang po na tama yung HP for the room. Great din po ang after-sales service ni Kolin.	1/19/2026	HBAG	Primus - KVC
Anonymous member	1/25/2026	Would like to know your thoughts po, ano po kaya energy efficient and durable for living room. Kolin Primus Gold or Carrier Aura	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 malaki na natipid ko sa kuryente kasi nga full dc inverter na.	1/26/2026	HBAG	Primus - KVC
Anonymous participant	01/05/2026	HELLO PO MGA KA AIRCON BUDDIES. 1ST TIMER HERE ANO PO MAS MARE RECOMMEND NYO NA AIRCON NA MAGANDA GAMITIN AT MATIPID TALAGA SA KURYENTE. CARRIER MEDIA LG KOLIN HAIER Kolin, LG, Mitsubishi Split Type AirCon Which is better? Which model?	kolin quad po gamit ko now and subok po na super tipid po talaga sa kuryente 傑	01/05/2026	HBAG	Kolin - KVC
Anonymous member	01/06/2026	Kolin, LG, Mitsubishi Split Type AirCon Which is better? Which model?	Go for kolin po, inverter po at mabilis po ang after sales service based sa experience	01/07/2026	HB	Kolin - KVC
ExcitingApricot8080	01/12/2026	Hi kahomebuddies. Can you reco box type inverter aircon na matipid sa kuryente? 12sqm room. Tom between carrier, kolin and midea. Thank you in advance 傑	kolin quad po legit po na super tipid sa kuryente ayan po ginagamit ko	1/13/2026	HB	Kolin - KVC
Anonymous member	1/14/2026	Hello, which is better po, tcl or kolin aircon. 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, 24hrs na electric fan, phone and laptop sa pagchachange	1/15/2026	HB	Kolin - KVC

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 January 2026

Facebook Name	Date of Post	Concern	Response	Date Response	Origin
Anonymous member	1/20/2026	Hi po, looking for Carrier and Kolin direct dealer. Thanks	Try mo po i-check yung website ng Kolin para makita mo yung list ng mga accredited dealers nila. Try mo po mag-canvas sa iba pang ibang dealers para makakuha ka ng best deal.	1/20/2026	HBAG Kolin - KVC
Total Inquiry		340			

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

Table 1. Origin of Inquiries

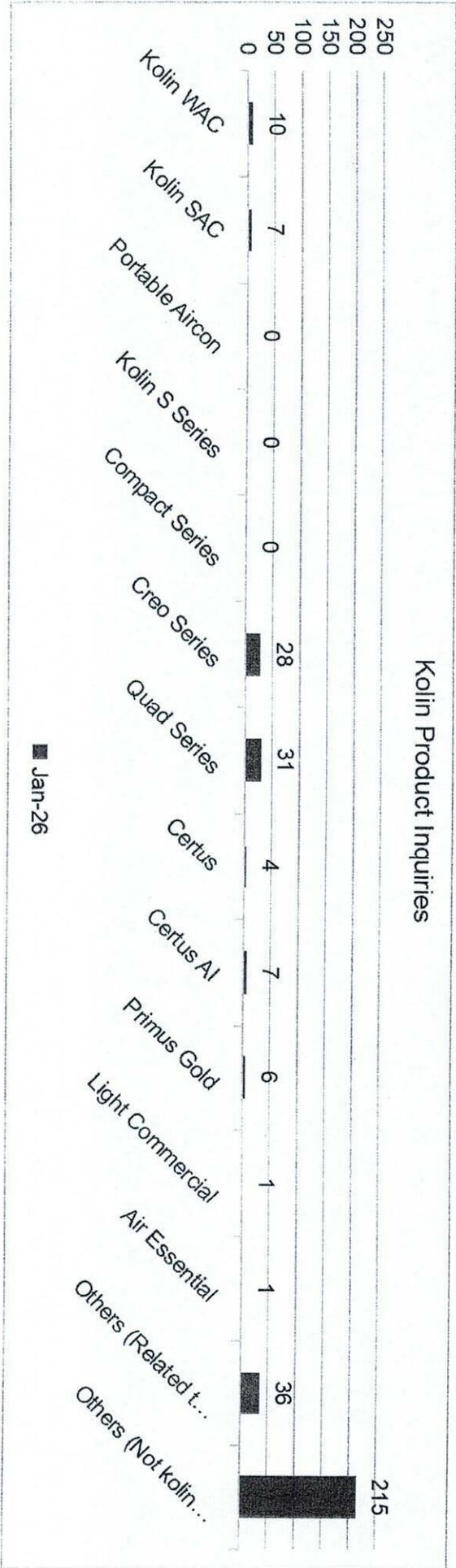
Pages	Number of Inquiries
KAUP	72
HBAG	29
HB	217
KASPU	1
KCUP	21

Table 2. Summary of Inquiries

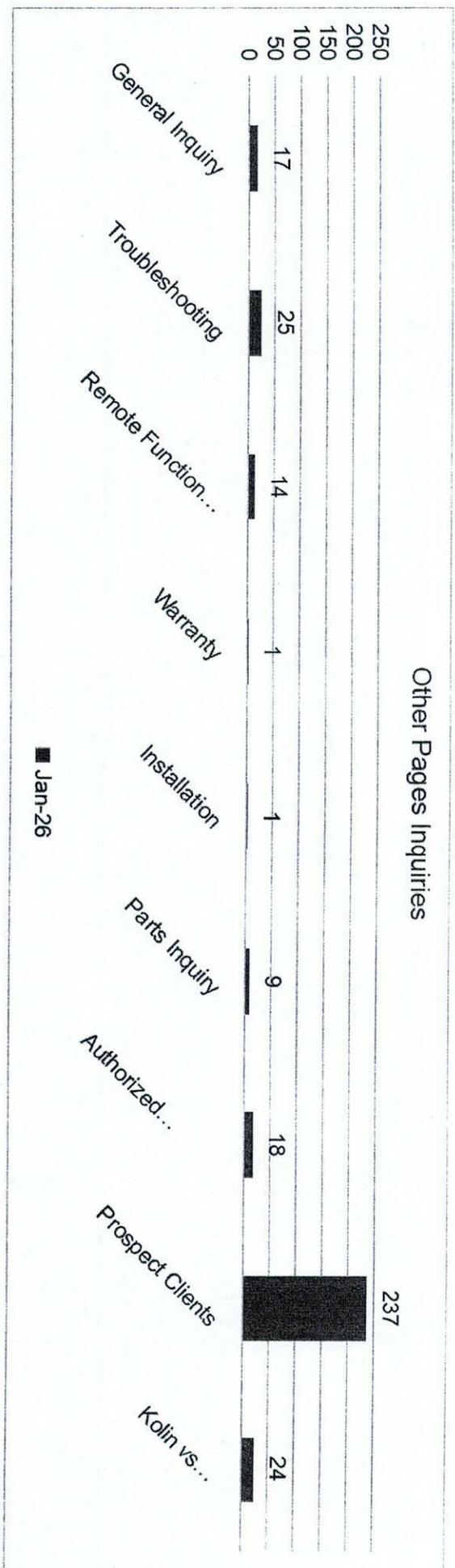
	General Inquiry	Troubleshooting	Remote Function and Settings	Warranty	Installation	Parts Inquiry	Authorized Service	Prospect Clients	Kolin vs Competitors	TOTAL
Kolin WAC	1	3					1	2	3	10
Kolin SAC		1					1	3	2	7
Portable Aircon										0
Kolin S Series										0
Compact Series										0
Creo Series	3	7	6		1	3	4	5	3	28
Quad Series	5	4	3	1				9	5	31
Certus								3	1	4
Certus AI								5	1	7
Primus Gold								1	1	6
Light Commercial								1	4	6
Air Essential								1		1
Others (Related to Kolin products)	4		4			5	12		5	36
Others (Not kolin products)	4					1		210		215
TOTAL	17	25	14	1	1	9	18	237	24	346

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

Graph 1. Kolin Product Inquiries



Graph 2. Others Pages Inquiries



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 January 2026

Kolin Product Inquiry Report through Other Pages

The data reflects the total number of inquiries about Kolin products from various online communities, including Home Buddies, Home Buddies Aircon Group, Kolin Aircon User Philippines, and other related pages. Among these platforms, Home Buddies generated the highest number of inquiries.

Key Trends:

The Quad Series continues to be the most frequently discussed product line. Customer inquiries mainly focused on troubleshooting concerns, remote control functionality such as setting the ideal temperature, and parts availability. Following the Quad Series, the Creo Series ranked second in terms of customer interest.

Consistent with previous months, there remains a high volume of potential clients seeking air conditioners that meet specific criteria such as energy efficiency and durability, which align with Kolin's product strengths. In addition, Certus AI generated notable interest, as potential clients were curious about the product. We highlighted its ability to learn daily usage habits, adjust power consumption based on a target limit, and send notifications when consumption exceeds the set threshold.

One potential client also stood out after expressing interest in Kolin products but believed that Kolin was not available in their area. In response, we advised them to check the Kolin website for authorized dealers or inquire directly with local dealers. We also shared our own experience in purchasing a Kolin product to help address their concern.

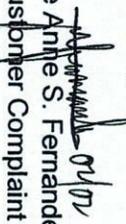
Recommendation:

There is an opportunity to further highlight Certus AI features through simplified explanations or visual content, as interest in smart energy management remains high. One recommended reference is the Certus AI advertisement video (<https://www.facebook.com/watch/?v=1369254004200317>), which the marketing department can use to effectively showcase its advanced features. Additionally, improving awareness of authorized dealer availability by consistently directing customers to the Kolin website or verified dealers can help address concerns regarding product accessibility. This may be supported by regularly including the Kolin website's dealer directory (<https://kolinphil.com.ph/dealers/>) in Kolin posts, allowing customers to easily locate authorized dealers.

Customer Engagement and Content Activity

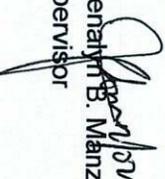
There were no new posts made during the month of January. This was an intentional decision, as the inquiries received during this period were similar to those from the previous month. To avoid redundancy, the team opted not to publish new content.

Prepared by:


Nicole Anne S. Fernandez
Sr. Customer Complaint Specialist

CC:Marketing Dept

Reviewed by:


Mrs. Rhenalyn B. Manzano
OP- Supervisor