

1 **Appendix B: Contact email**
2

3 Dear XXX

4 I got your contact information from XXX in XXX.

5 We are two PhD Fellows at BUILD, Aalborg University mainly working with energy optimization through Fault detection
6 and Diagnosis (FDD) in buildings and their systems within a European project called *SATO* <https://www.sato-project.eu/>.
7 We are currently mapping the industry perspective on FDD, targeting the HVAC companies, BMS companies and third-
8 party software companies, and we therefore thought you would be a very suitable candidate for that because of XXX.

9 Therefore, we wonder if you would be willing to participate in an approximately 1-hour interview (video meeting or a
10 phone call) in XXX month. The results from the qualitative interviews will be used to map the current actual building
11 implementation of FDD in HVAC systems and determine potential barriers. Your personal information and company
12 name will be kept anonymous throughout the whole project.

13 Please reach out if you have any questions. We are looking forward to hearing from you and are happy to share more
14 information with you!

15 Best Regards Simon Melgaard and Kamilla Andersen