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ABSTRACT

An object of the present invention is to provide a technique which, upon detection of failure in a device such as an air conditioner, performs diagnosis of the failure, an emergency run and the like of the appliance. When failure occurs on
5 devices ($3_1, 3_2, 3_3, \dots$), failure information (51) is transmitted to a control center (4) through a communication network (9). The control center (4) allows the device (3) which is the transmission side of the failure information (51) to load failure diagnosis program (61). The device (3) activates the failure diagnosis program (61), so that the failure diagnosis is carried out, and failure position information (53) is transmitted to
10 the control center (4). When it is possible to perform the emergency run, the device (3) is allowed to load an emergency run program (62) from the control center (4), so that the device (3) performs the emergency run. The control center (4) gives repairing information (64) based on the result of the failure diagnosis to a service person (8), whereby the service person (8) enables to easily carry out a repairing job (65) on the
15 device (3) quickly.