

SAMSUNG

Climate Solutions

Climate Solutions Partner Portal

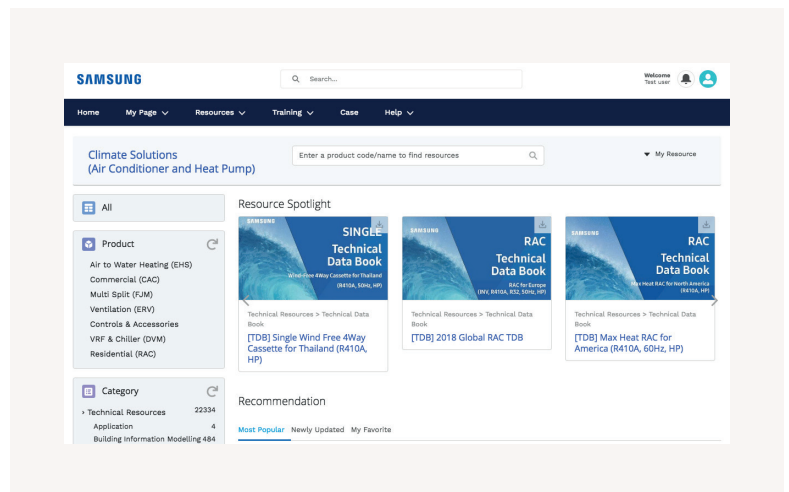


A Resource Bank For All Things Samsung

As one of Samsung's registered Climate Solutions Partners, you will have access to our Partner Portal and its many benefits. Whether you are looking for marketing materials or technical product documentation, requesting technical support or subscribing for training, the Samsung Climate Solutions Partner Portal offers you everything you need to consistently deliver the best results.

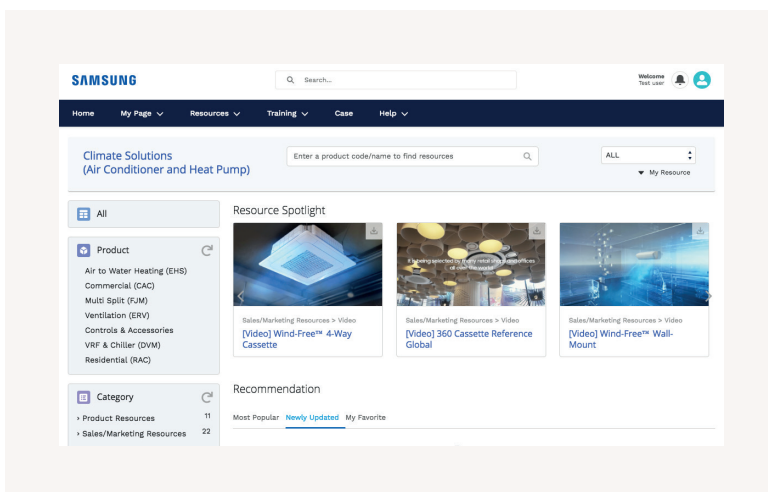
Access Technical Resources

The Technical Resources section allows you to find all relevant information to understand the product's functionality and to prepare and design projects. Ranging from technical data books, BIM files and certificates to exploded views, drawings and different kinds of manuals, a library full of technical information is at your fingertips.



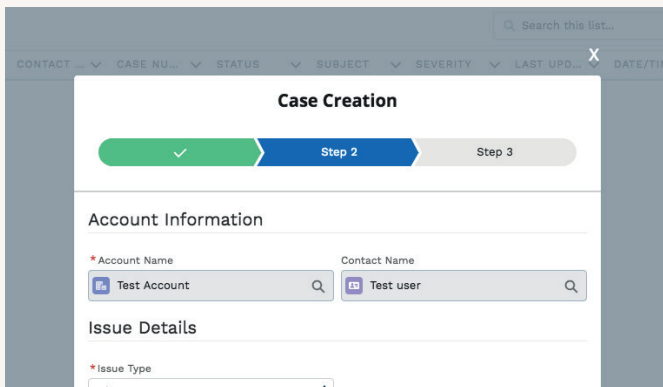
Obtain Marketing Resources

Potential buyers like to know you are on the cutting edge of Samsung's latest innovations. To allow you to align with Samsung's marketing initiatives, the Partner Portal provides you with useful downloadable assets such as images and videos, designed to make your marketing activities easy and effective.



Request Technical Support

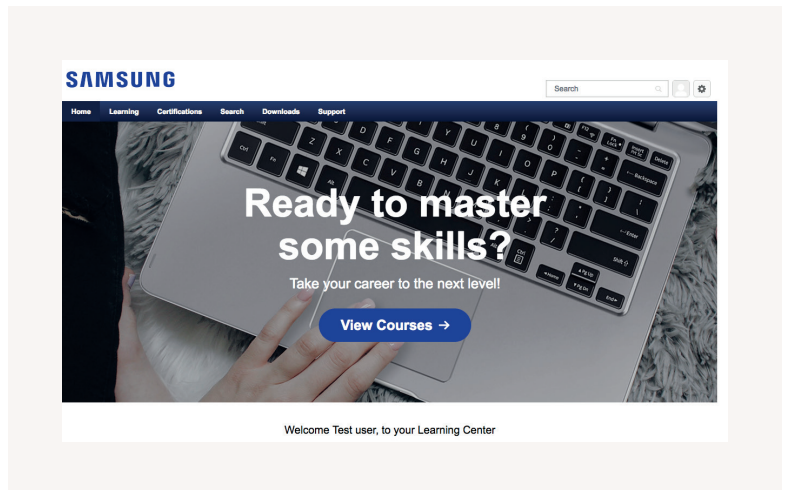
Through the Samsung Partner Portal you can easily request technical support by raising your case using our built-in ticketing system. You can rest assured that our well-trained technical experts will work to solve your issue as soon as possible.



Register for Training

If you are dedicated to becoming a Samsung climate solutions expert, you can access Samsung's educational portal for training sessions by experienced trainers. The portal allows you to search for online courses and materials, test your climate solutions knowledge, and more. The Samsung Business Academy is here to help you succeed.*

* The registration process and availability of training courses may differ per country. Please contact your direct Samsung contact person for more information.



Four steps to get you started



Register

To register for the Samsung Climate Solutions Partner Portal, open your web browser* and go to partnerhub.samsung.com/climate to complete the registration form.



Access

Your information will be verified and your account will be activated. You will receive your personal login credentials.



Manage Account

Keep your account details up to date and invite your colleagues to join.



Search and download

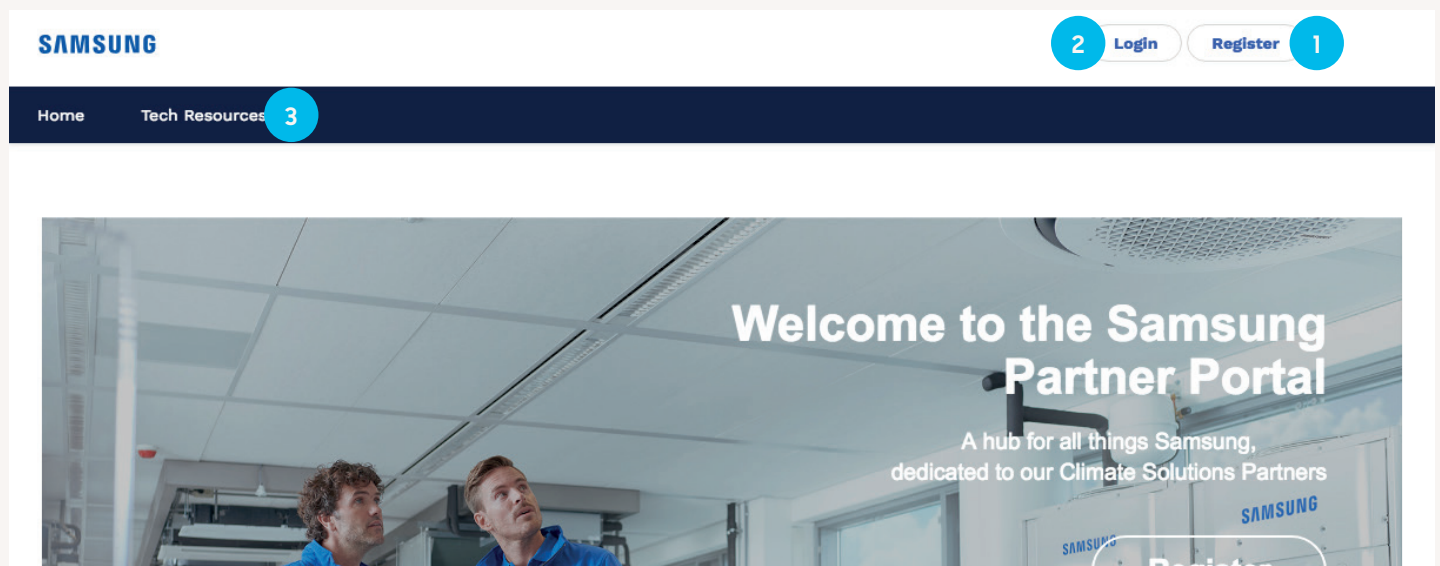
Access a full library of resources, request technical support, or sign up for a Climate Solutions Academy training session.

* The recommended web browser for using the Samsung Climate Solutions Partner Portal is Google Chrome.
The information in this document is solely meant as aid and is subject to change without prior notice.

Access the Samsung Climate Solutions Partner Portal

Registration and login

Go to partnerhub.samsung.com/climate.



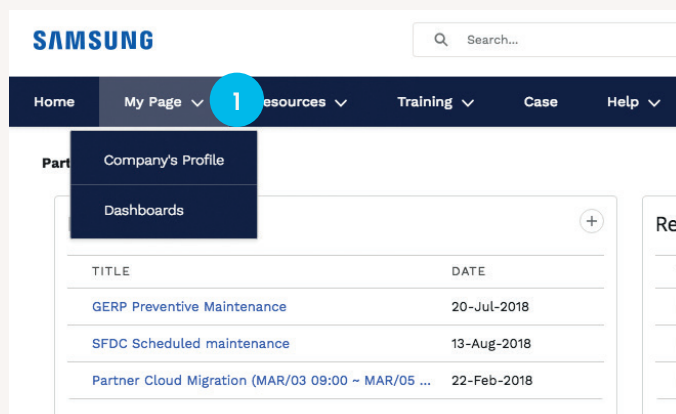
Step 1. To register, please click the 'Register' button after which we will ask you to complete a registration form.

Step 2. To access, please click the 'Login' button.

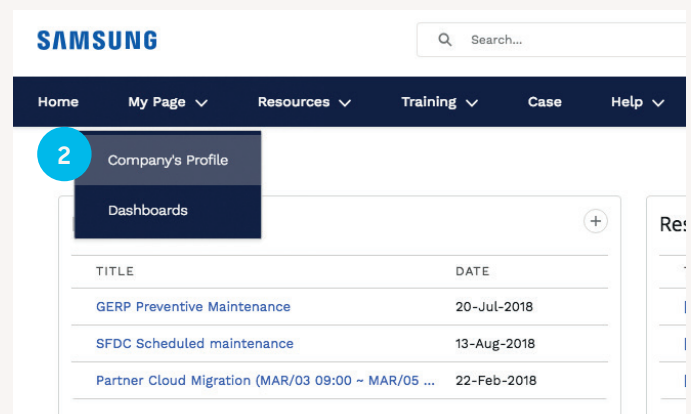
Step 3. To already get access to a restricted selection of information prior to activating your account, please click 'Tech resources'.

Account settings

Via the 'My Page' menu you can view and manage the details for your company account. This includes your account settings and contact information, among other things.



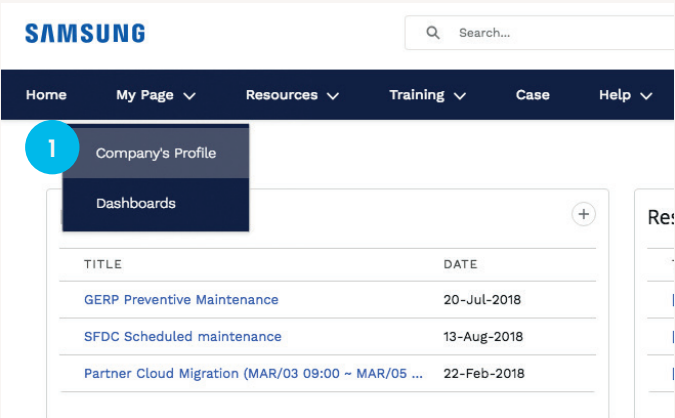
Step 1. Select 'My Page'



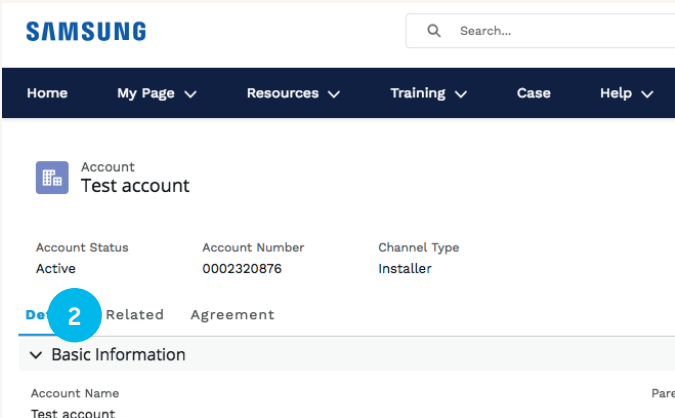
Step 2. Select 'Company's Profile'.

Add a user

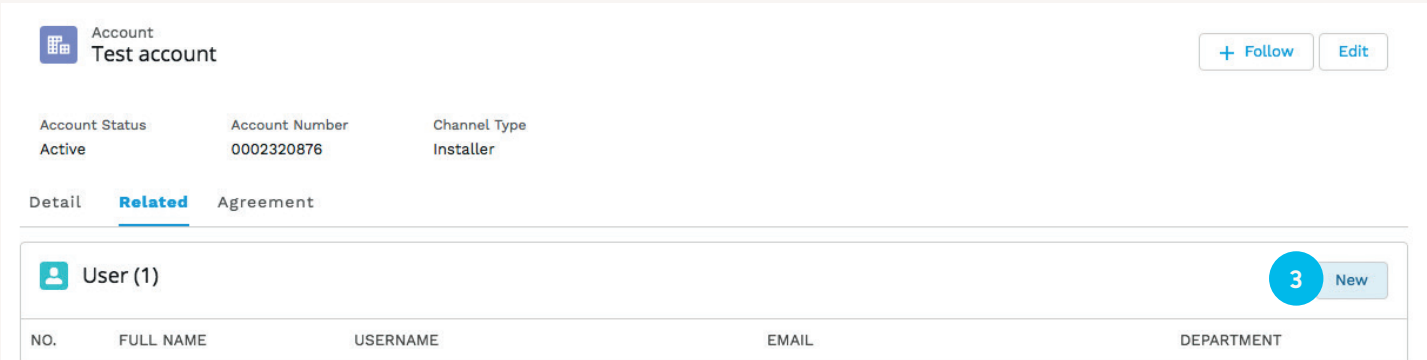
As the company account administrator, you can invite colleagues to connect to the same company account.



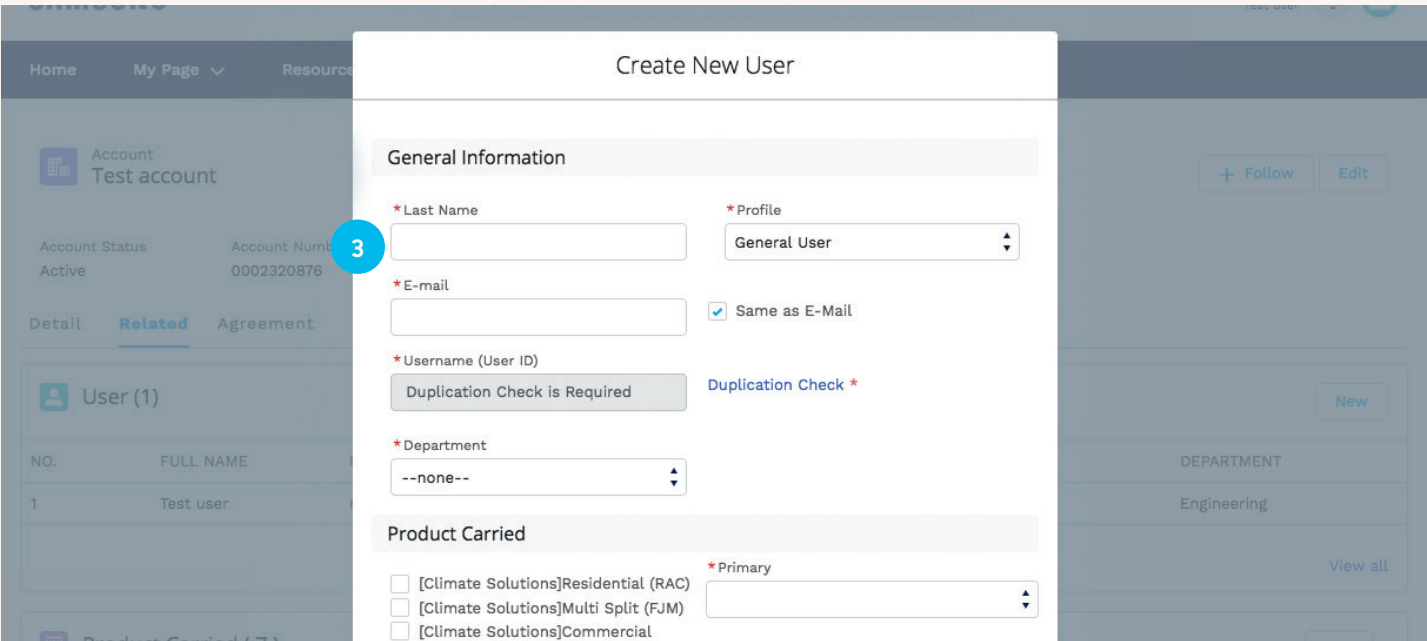
Step 1. Select 'Company's Profile' via the 'My Page' menu.



Step 2. Go to 'Related'.



Step 3. Click on 'New' to create a new user.



Step 4. Fill in the required information, select the products you are interested in, and submit the form.

Find information on the Samsung Climate Solutions Partner Portal

Search for technical and marketing materials

Via the 'Resources' menu you can search for and download all available documentation.

SAMSUNG

Search...

Welcome

Test user

Home

My Page

1

Resources

Training

Case

Help

Climate Solutions

(Air Conditioner and Heat Pump)

2

Enter a product code/name to find resources

ALL

▼ My Resource

All

3

Product

Air to Water Heating (EHS)

Commercial (CAC)

Multi Split (FJM)

Ventilation (ERV)

Controls & Accessories

VRF & Chiller (DVM)

Residential (RAC)

3

Category

Product Resources11

Sales/Marketing Resources22

Resource Spotlight

Sales/Marketing Resources > Video

[Video] Wind-Free™ 4-Way Cassette

Sales/Marketing Resources > Video

[Video] 360 Cassette Reference Global

Sales/Marketing Resources > Video

[Video] Wind-Free™ Wall-Mount

Recommendation

Most Popular

Newly Updated

My Favorite

[EEPROM] AR12NXPBWKXEU, AR12NXWBWKXEU

Product Resources > Manual

Climate Solutions(Air Conditioner and Heat Pump) > Residential (RAC)

Created Date : 12-Oct-2018

DB82-03729C : AR12NXPBWKXEU, AR12NXWBWKXEU

Step 1. Via the 'Resources' menu you can choose between Technical and Marketing Resources.

Step 2. Use the search function.

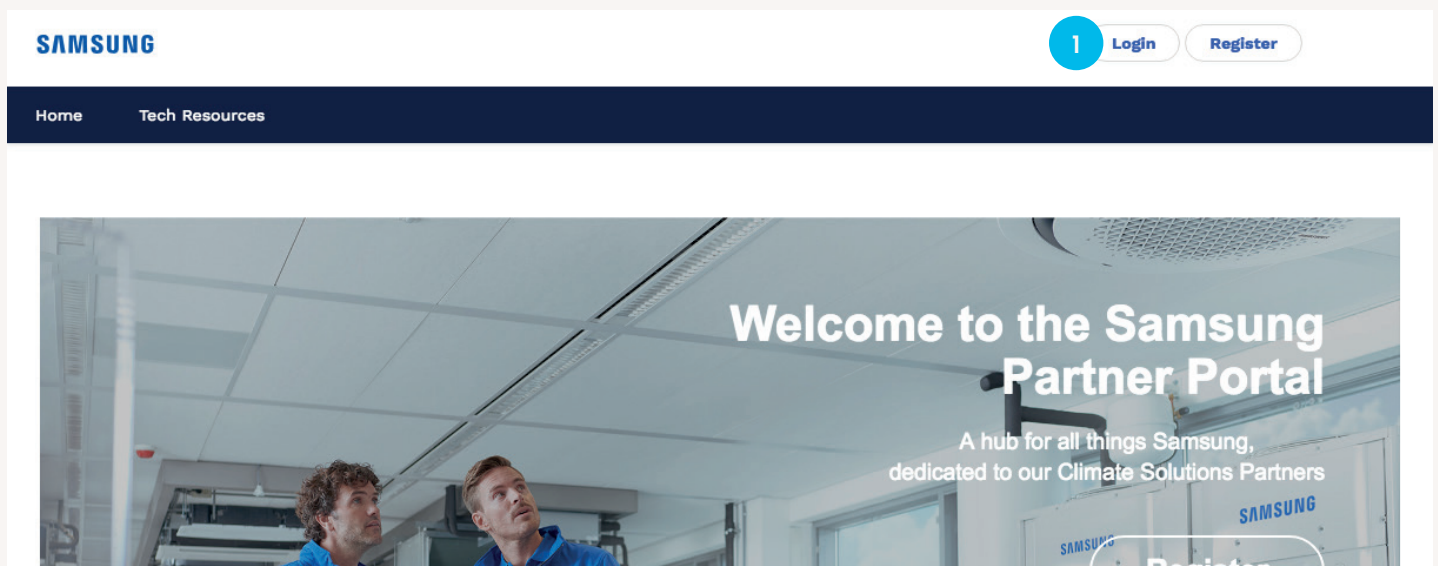
Step 3. Select the relevant product and category classes.

The information in this document is solely meant as aid and is subject to change without prior notice.

Request technical support via the Samsung Climate Solutions Partner Portal

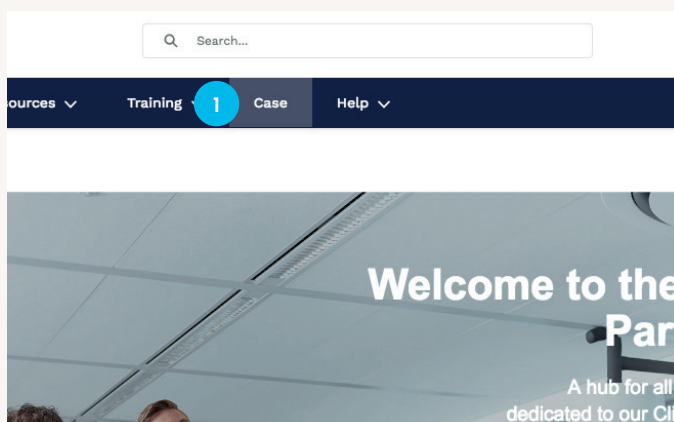
Login

Go to partnerhub.samsung.com/climate.

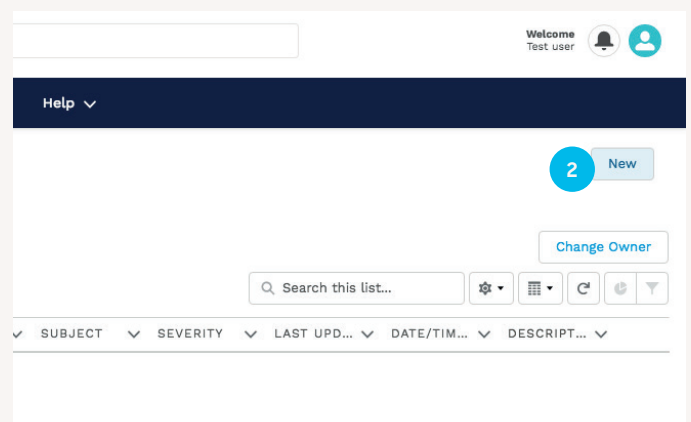


Step 1. To access, please click the 'Login' button.

Create a case



Step 1. Select 'Case'.



Step 2. Click on 'New' to create a new case.

CONTACT ... CASE NU... STATUS SUBJECT SEVERITY LAST UPD... DATE/TI

Case Creation

Step 1 Step 2 Step 3

* Product Category System Aircon

* Request Type Quality

* Product DVM

* Issued Country Netherlands

* Severity 3-Normal

* Preferred End Date 30-Oct-2018

Back Next

CONTACT ... CASE NU... STATUS SUBJECT SEVERITY LAST UPD... DATE/TI

Case Creation

Step 1 Step 2 Step 3

Account Information

* Account Name Test Account

Contact Name Test user

Issue Details

* Issue Type Micom

Model Code Search Model Code...

Notes Wrong version Software

Site Name

Site Address

Back Next

CONTACT ... CASE NU... STATUS SUBJECT SEVERITY LAST UPD... DATE/TI

Case Creation

Step 1 Step 2 Step 3

* Subject Software issue

* Description

B I U

Please provide the correct software version for >>

Upload Files
Upload Files Or drop files

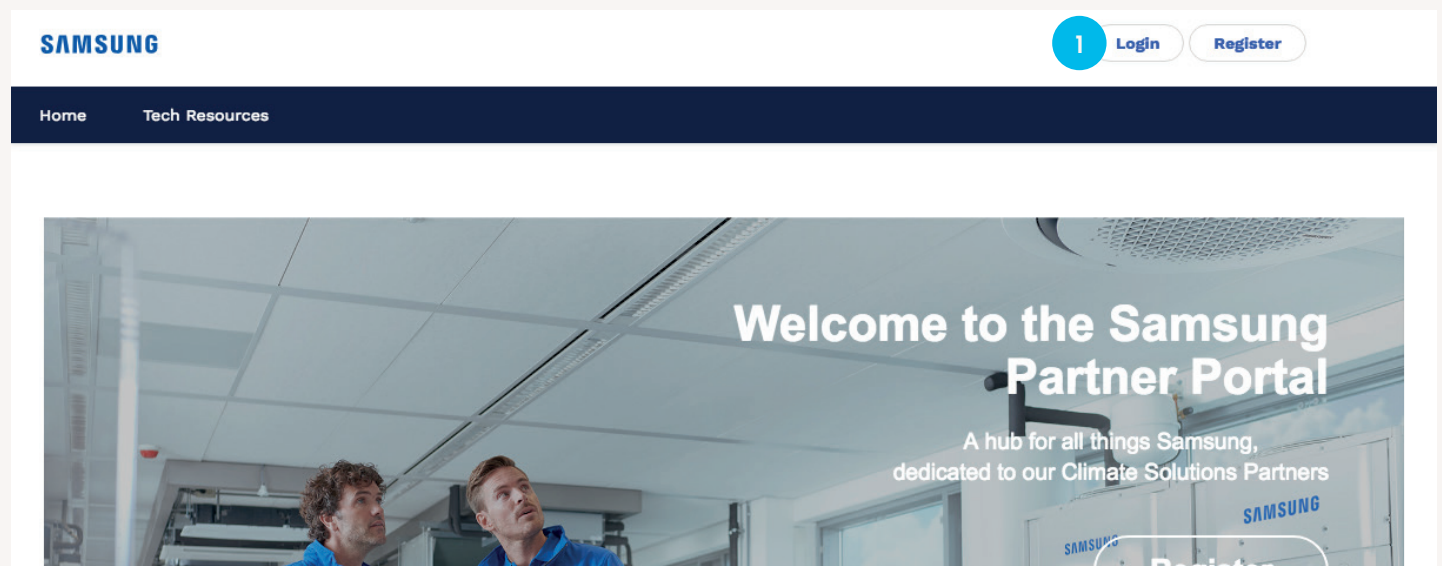
Back Finish

Step 3. Populate the required information for each of the three steps and submit the form. We will contact you within 24 hours after you raised the case.

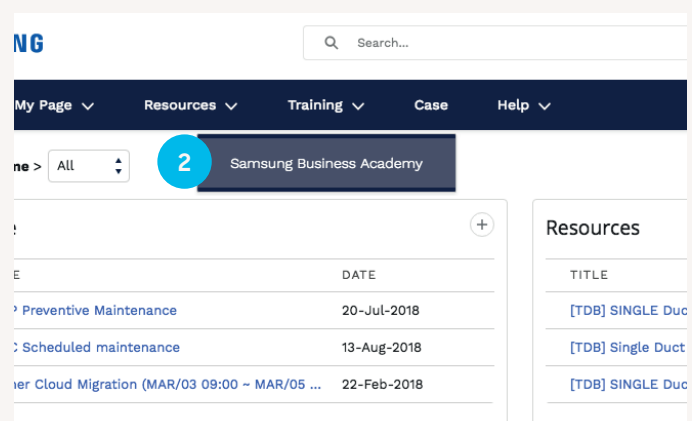
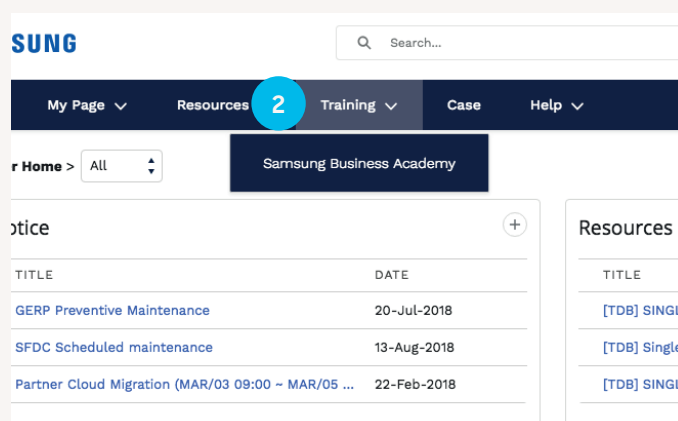
Sign up for training via the Samsung Climate Solutions Partner Portal

Login

Go to partnerhub.samsung.com/climate.

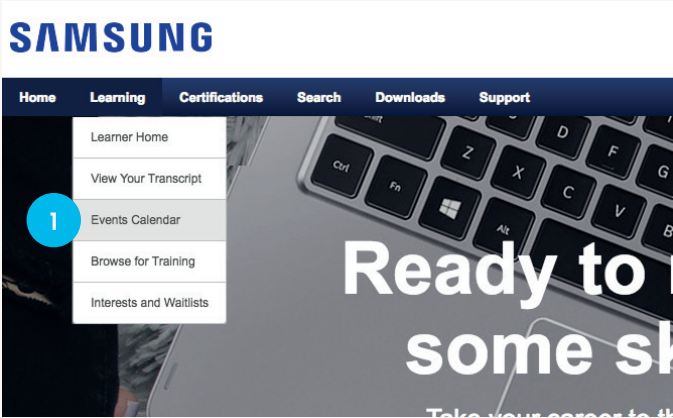
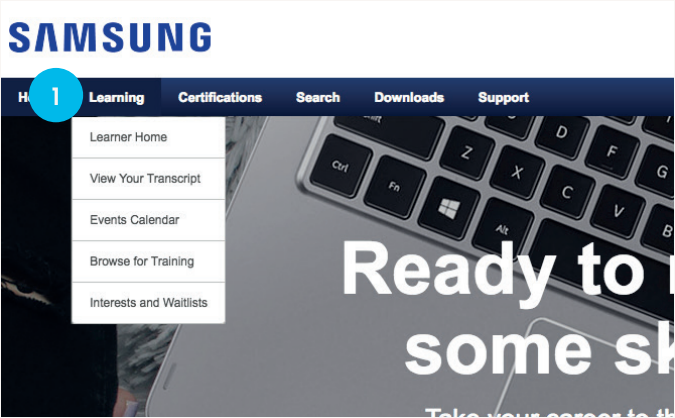


Step 1. To access the Partner Portal, please click the 'Login' button.

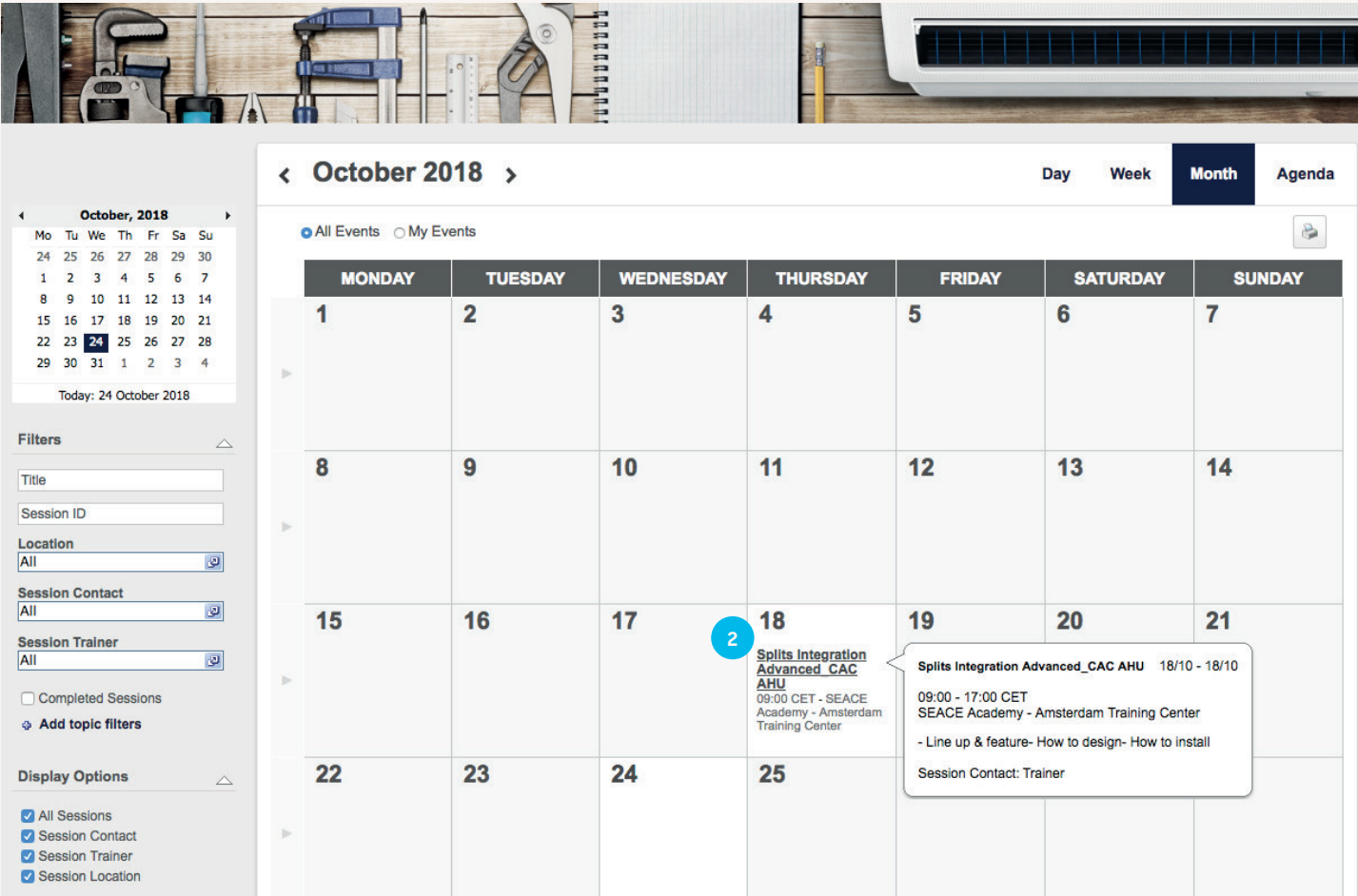


Step 2. To access the Samsung Business Academy, please select 'Samsung Business Academy' from the main menu.

Search event calendar

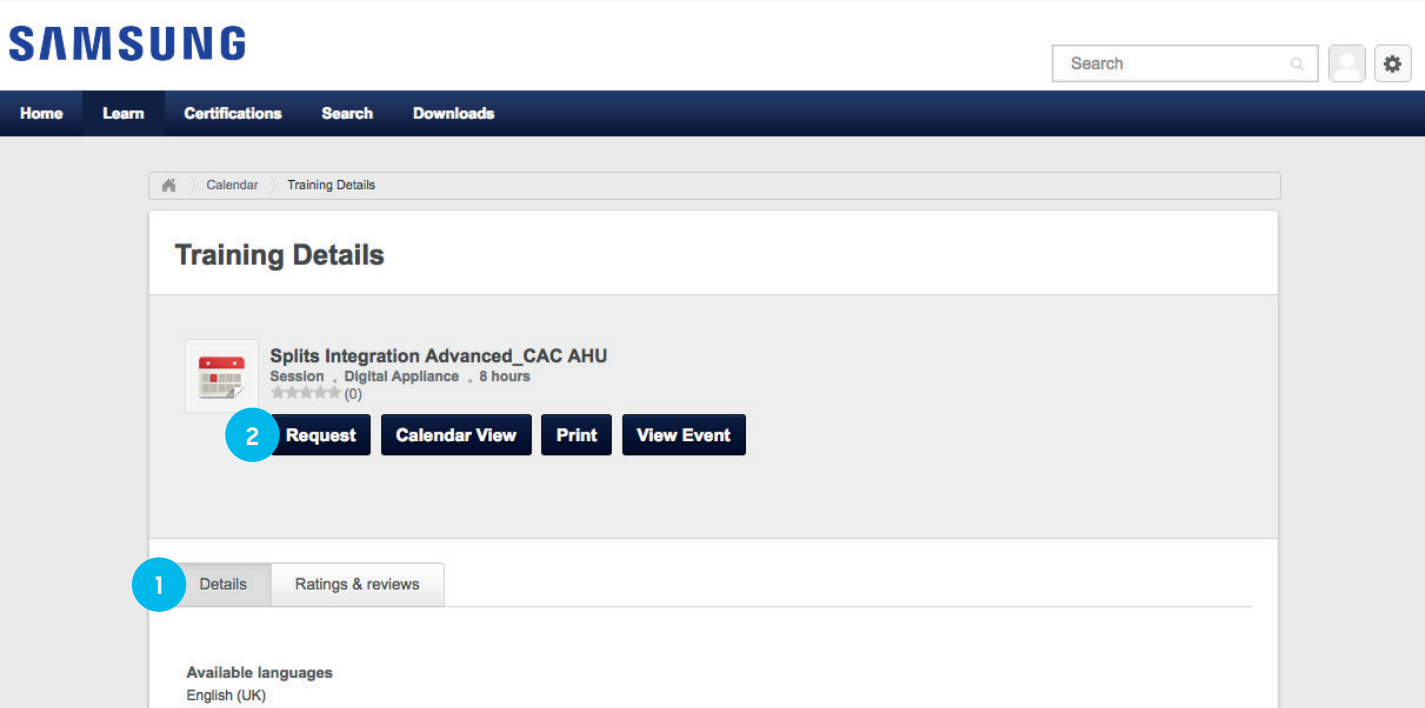


Step 1. Search the online event calendar and scroll through the offered training sessions.



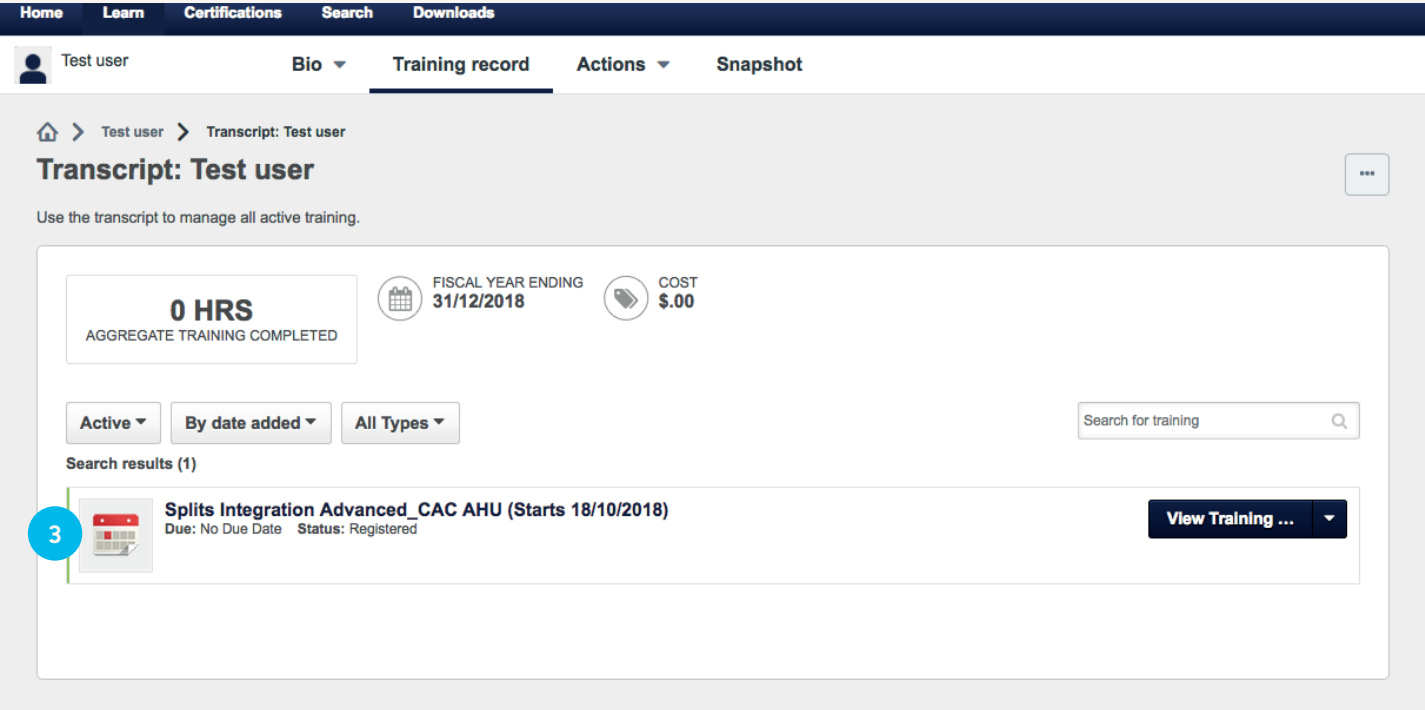
Step 2. Select the training course that you would like attend.

Register for training



Step 1. Check the training details to read all information about the selected training, including available seats.

Step 2. If you want to register for the training day, please click the 'Request' button.



Step 3. If all requirements are fulfilled, your registration will be confirmed by e-mail. The training session will then be added to your training transcript.



Learn more about Samsung Climate Solutions at:
www.samsung.com/climate

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