SAMSUNG

Climate Solutions

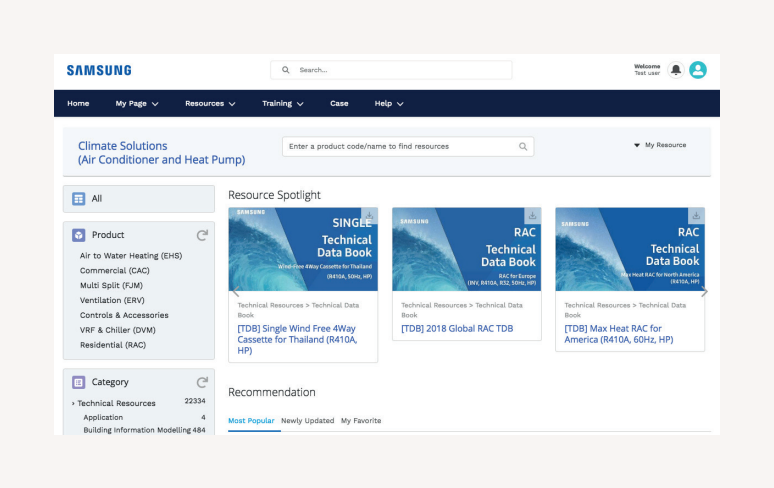
Climate Solutions Partner Portal

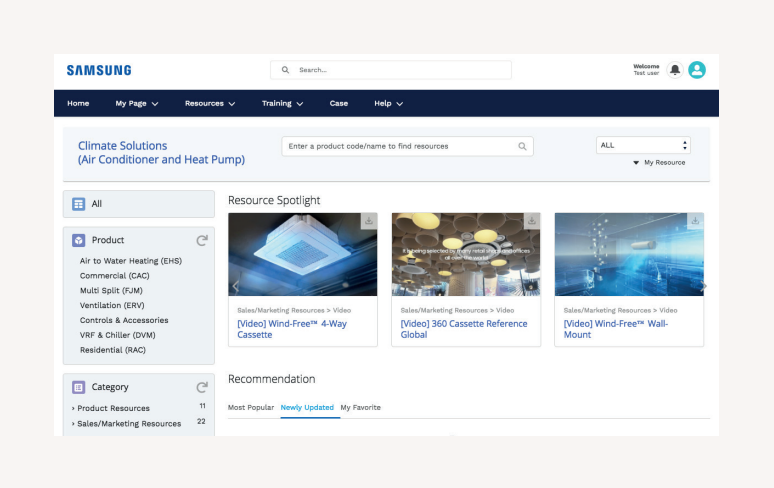
A Resource Bank For All Things Samsung

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.

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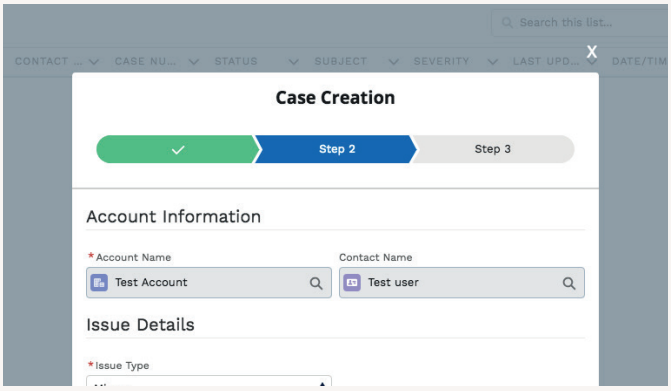


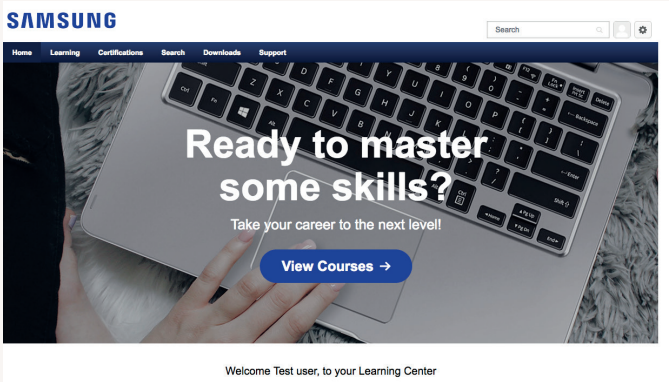
Request Technical Support

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.
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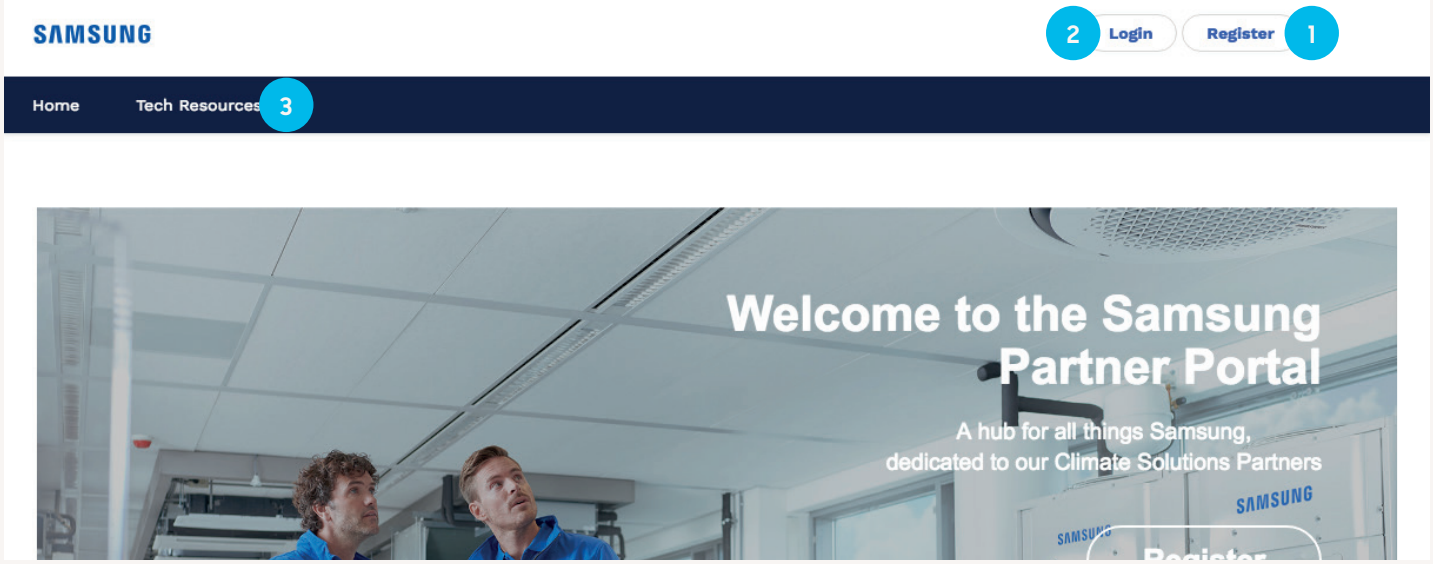
Access the Samsung Climate Solutions Partner Portal

Registration and login

Go to **partnerhub.samsung.com/climate.**



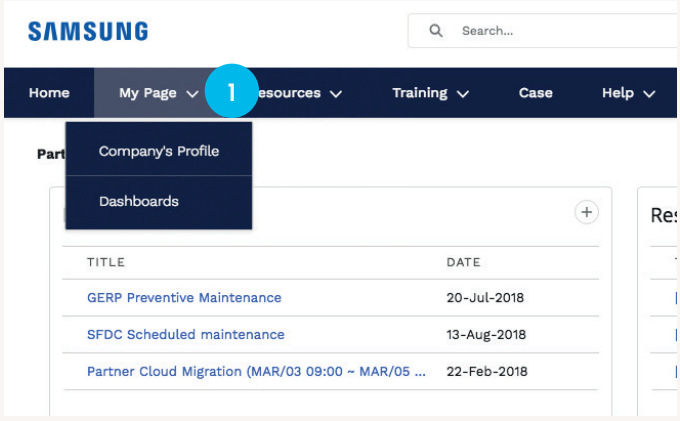
Step 1. To register, please click the 'Register' button after which we will ask you to complete a registration form.

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

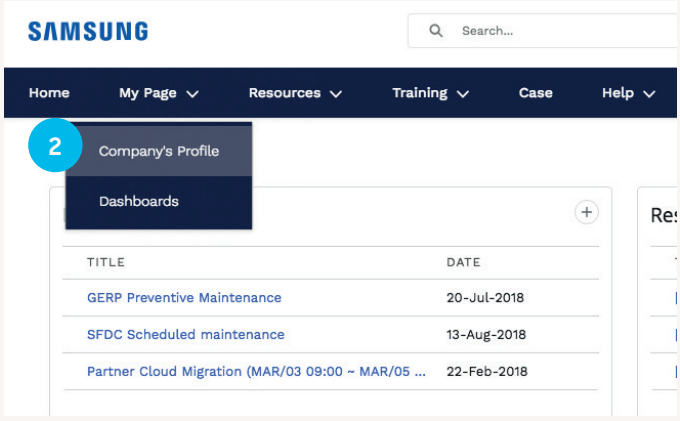
Step 3. To already get access to a restricted selection of information prior to activating your account, please click 'Tech resources'.

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'.

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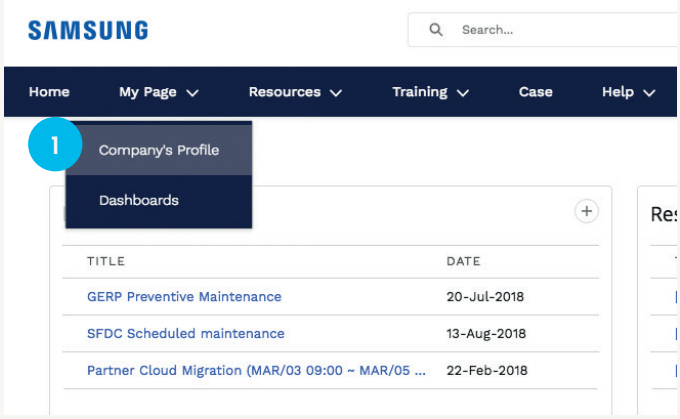
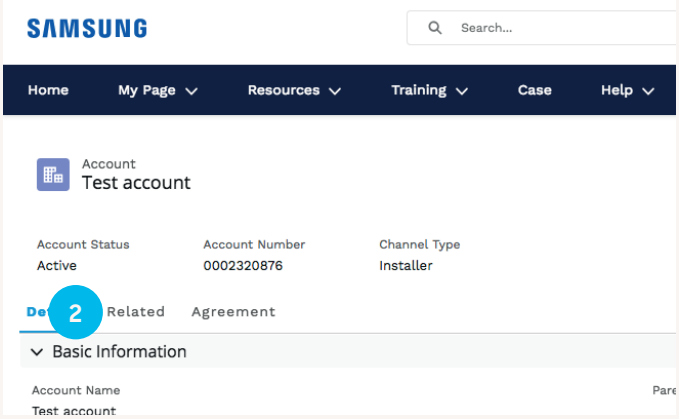
Add a user

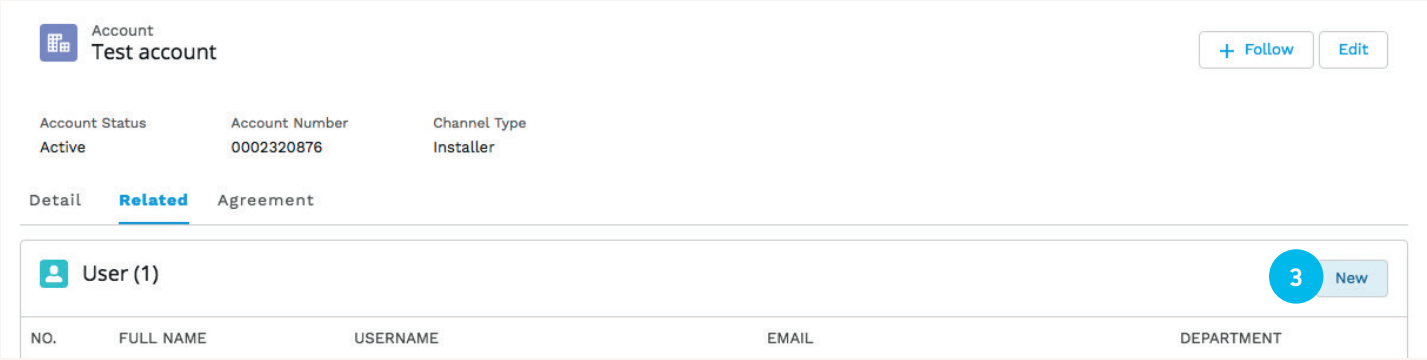
As the company account administrator, you can invite colleagues to connect to the same company account.



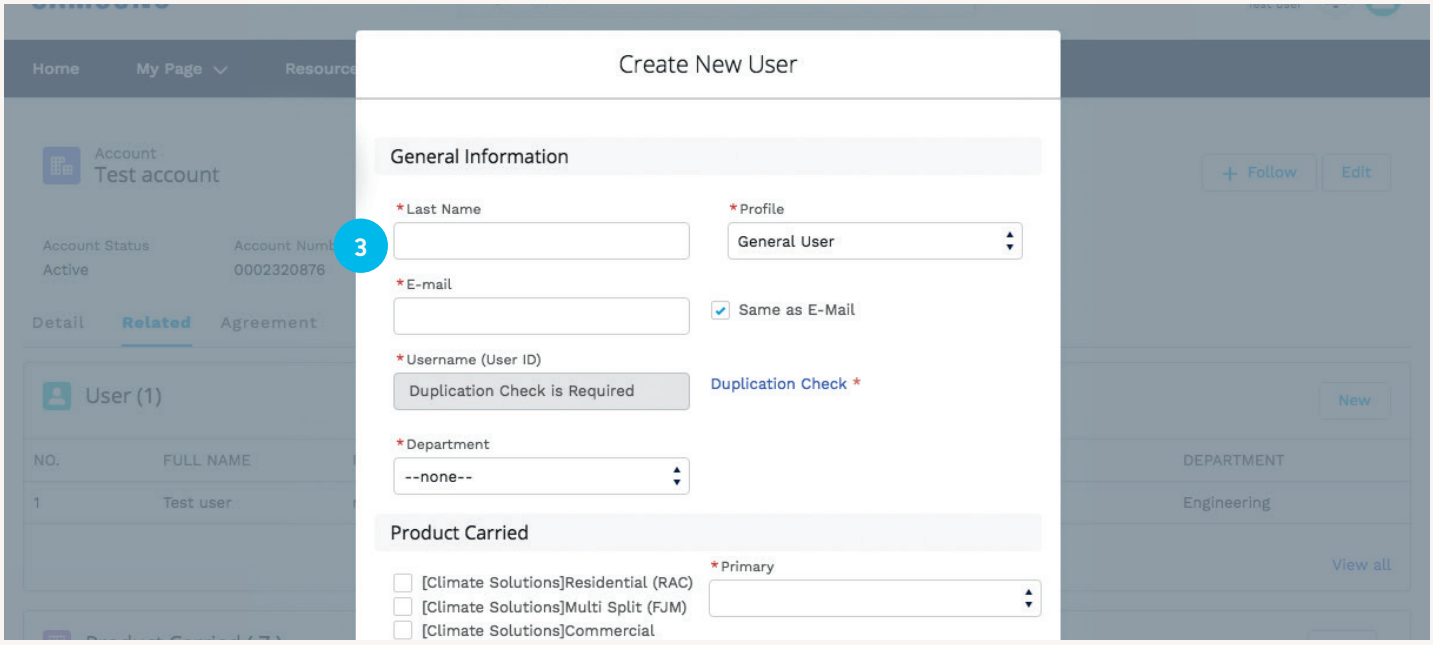
Step 1. Select 'Company's Profile' via the 'My Page' menu.



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.

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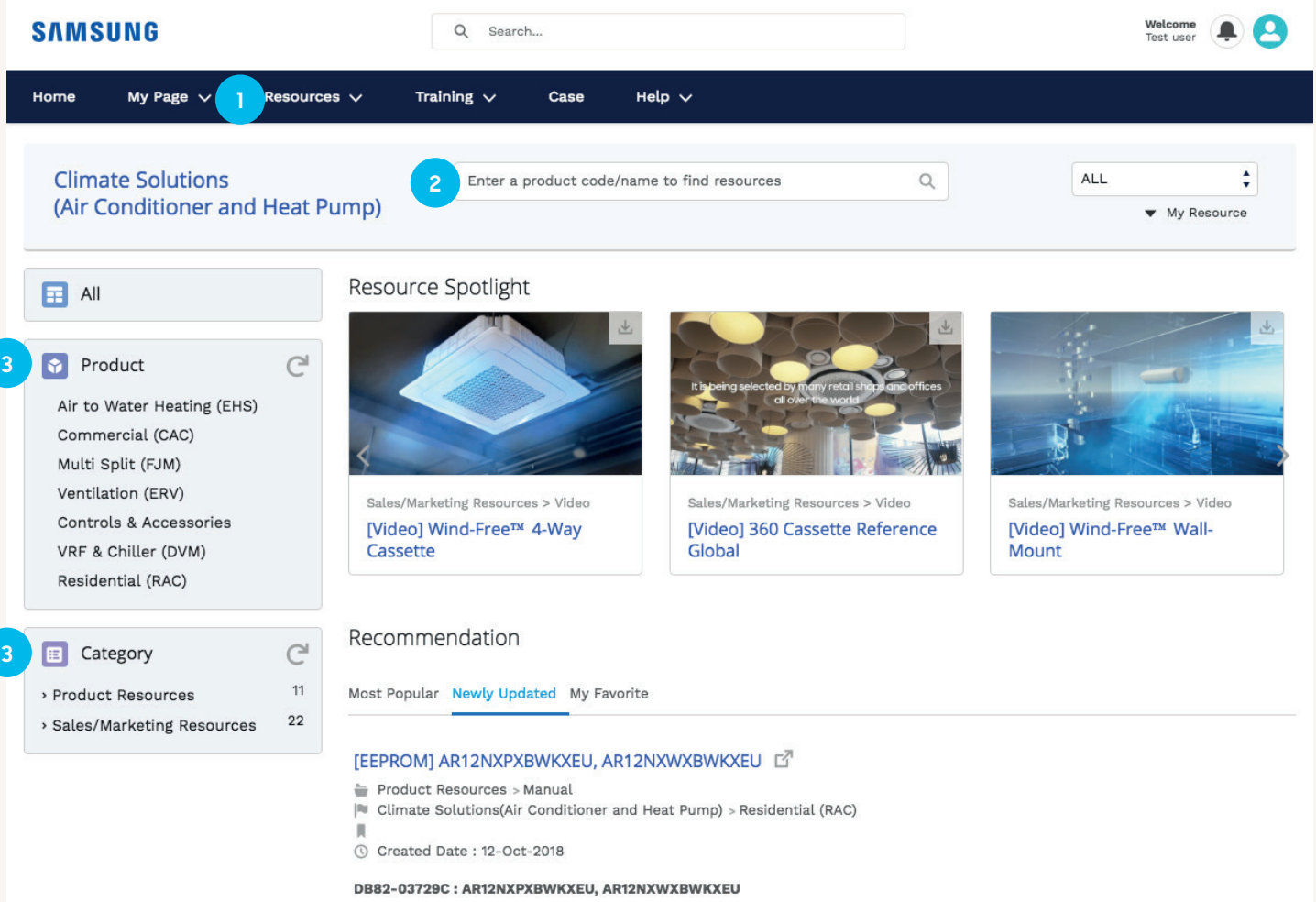
Find information on the Samsung Climate Solutions Partner Portal

Search for technical and marketing materials

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



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.

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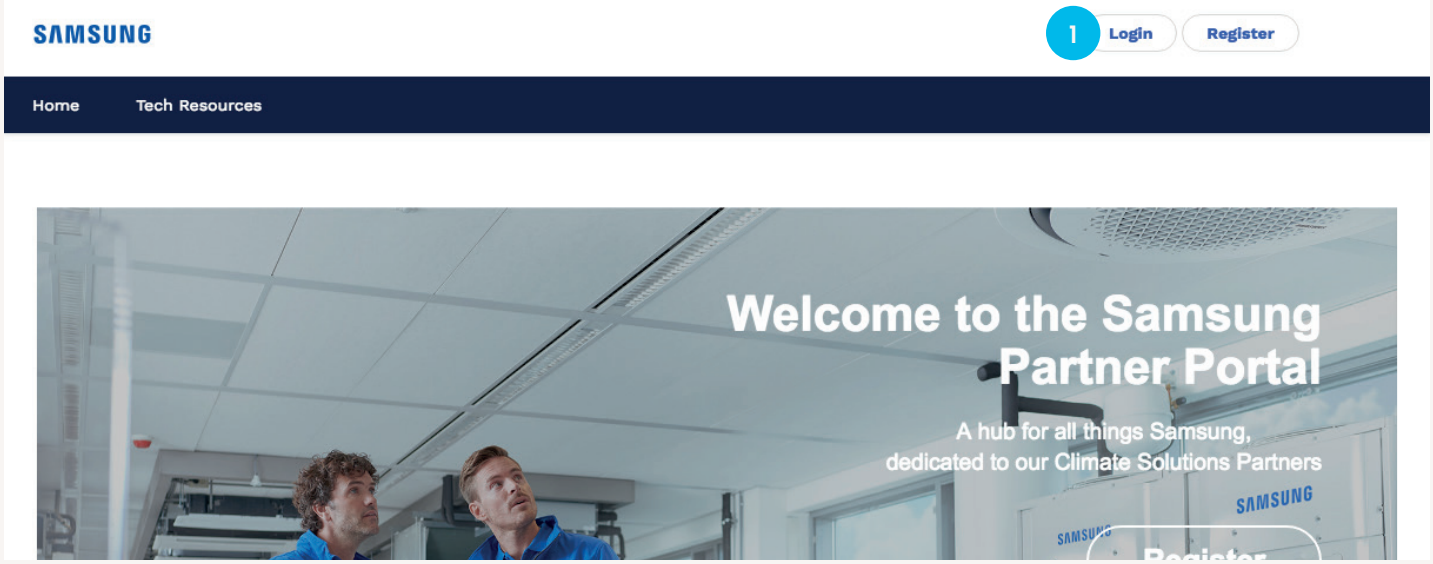
Request technical support via the Samsung Climate Solutions Partner Portal

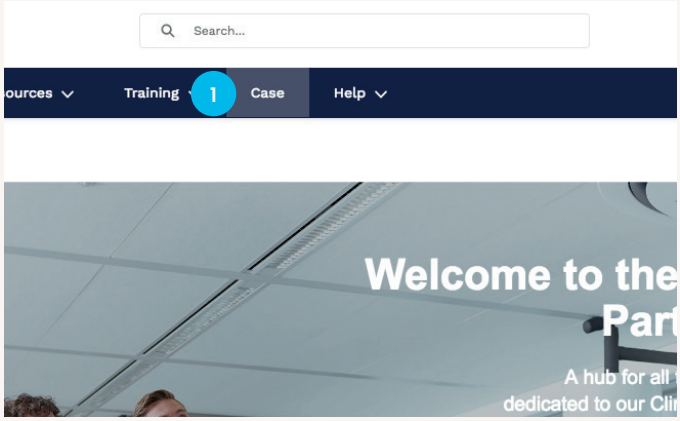
Login

Go to **partnerhub.samsung.com/climate.**

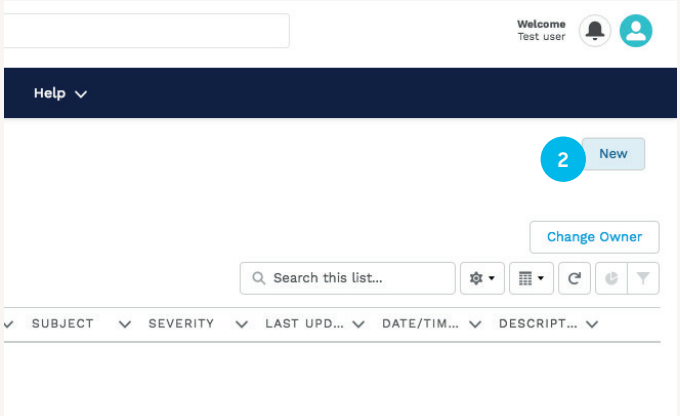


Step 1. To access, please click the 'Login' button.

Create a case



Step 1. Select 'Case'.



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

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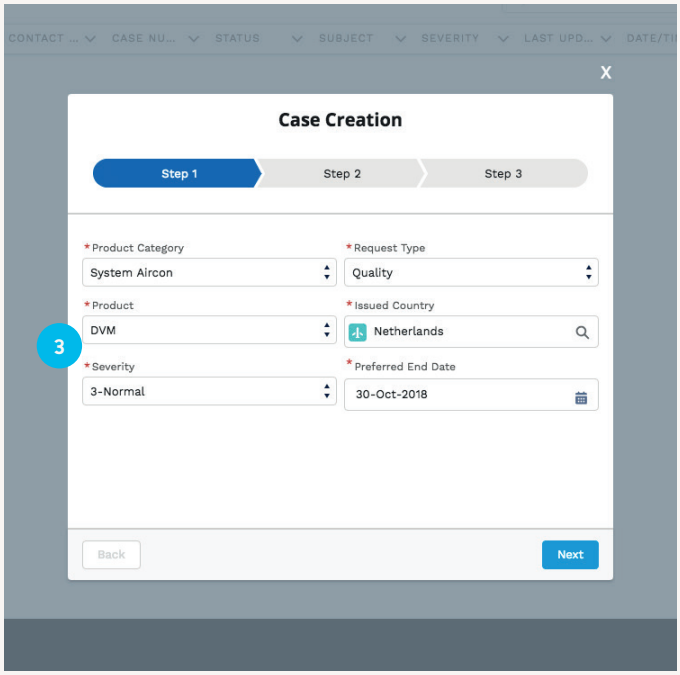

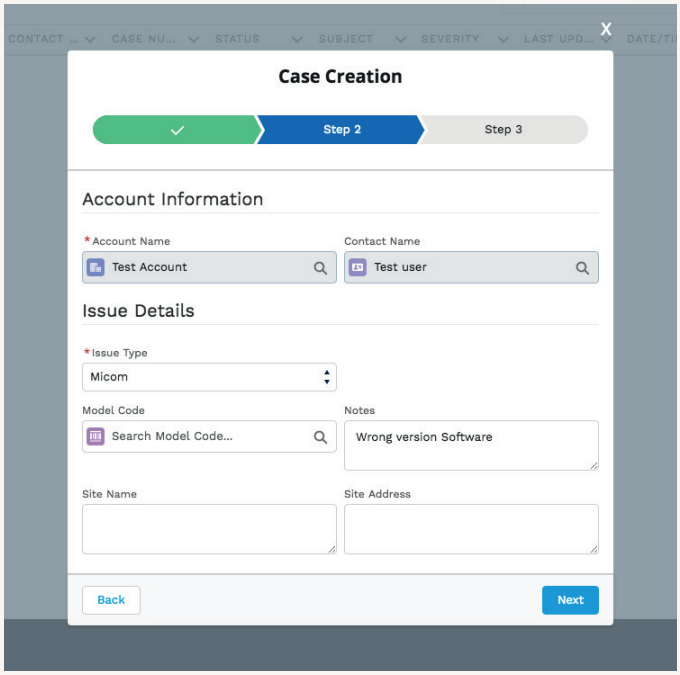

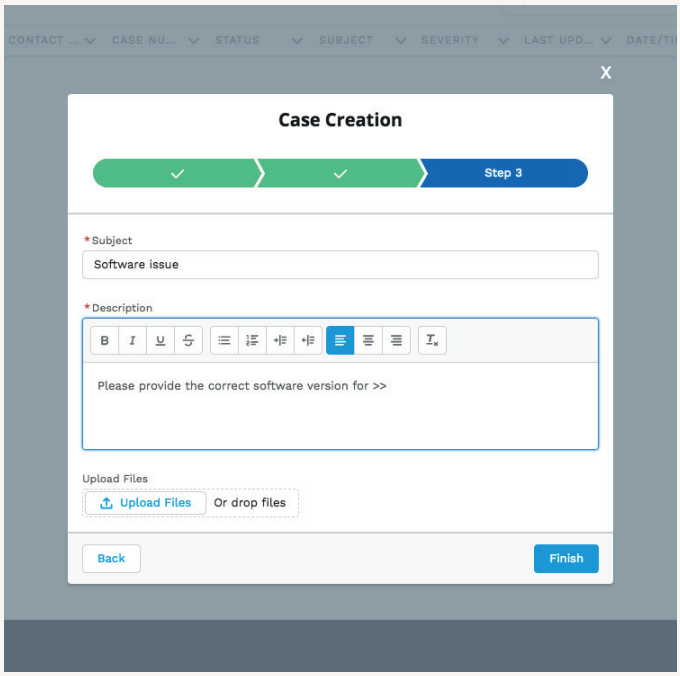

Step 3. Populate the required information for each of the three steps and submit the form.
We will contact you within 24 hours after you raised the case.

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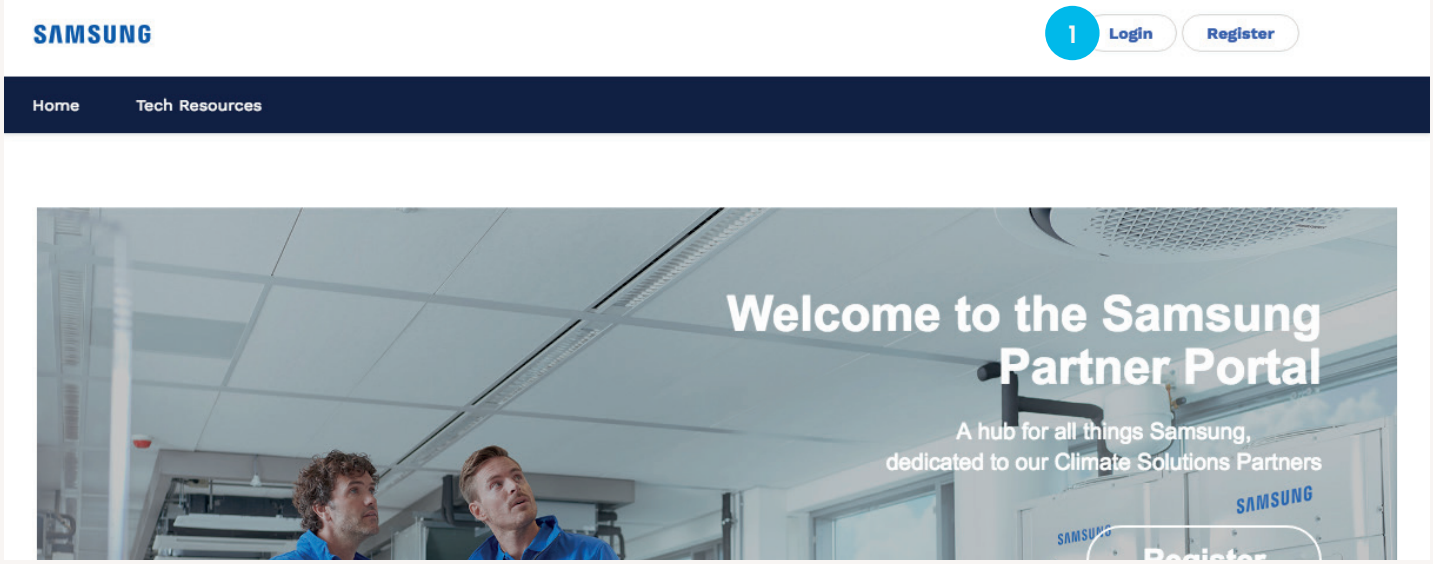
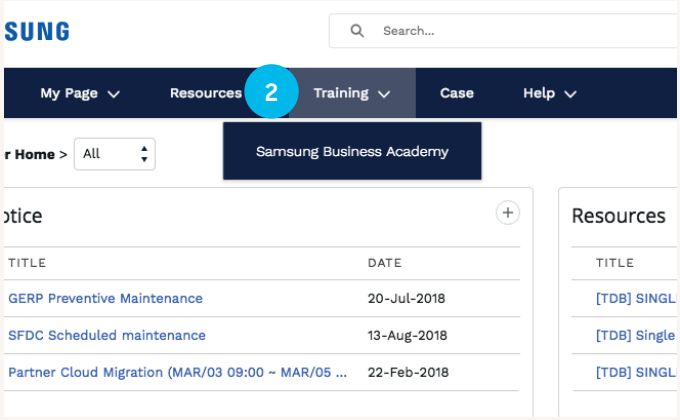
Sign up for training via the Samsung Climate Solutions Partner Portal

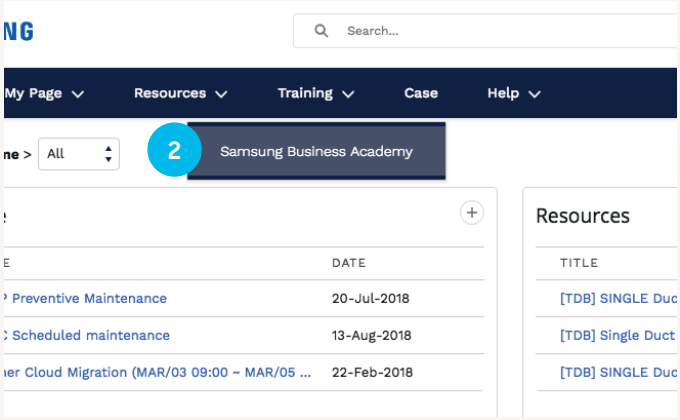
Login

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.

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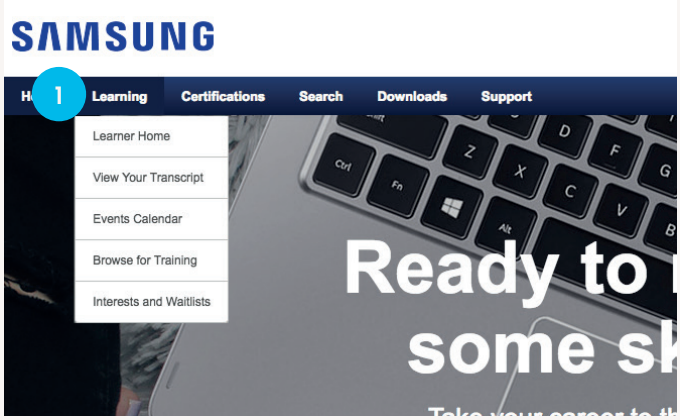
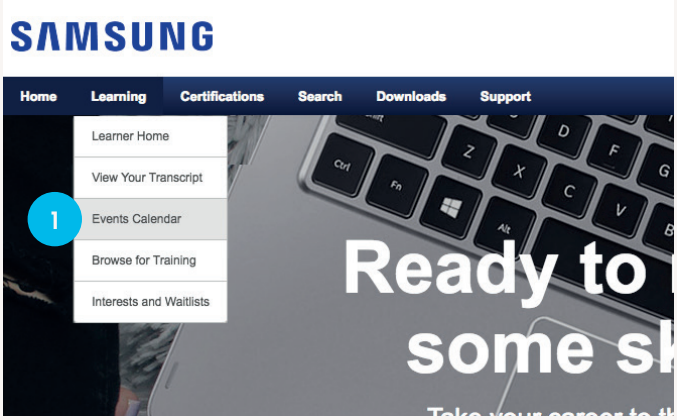
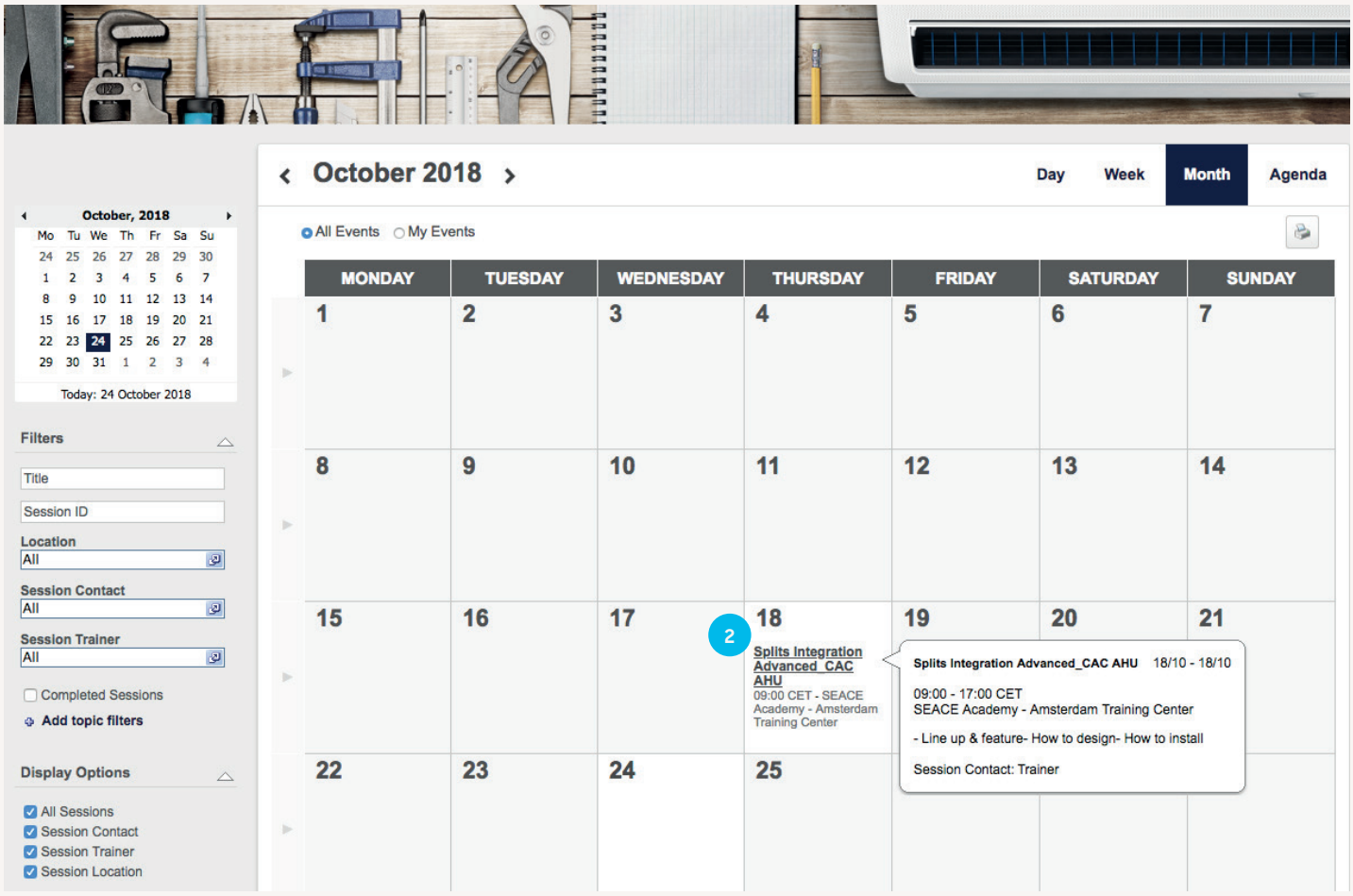
Search event calendar





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.

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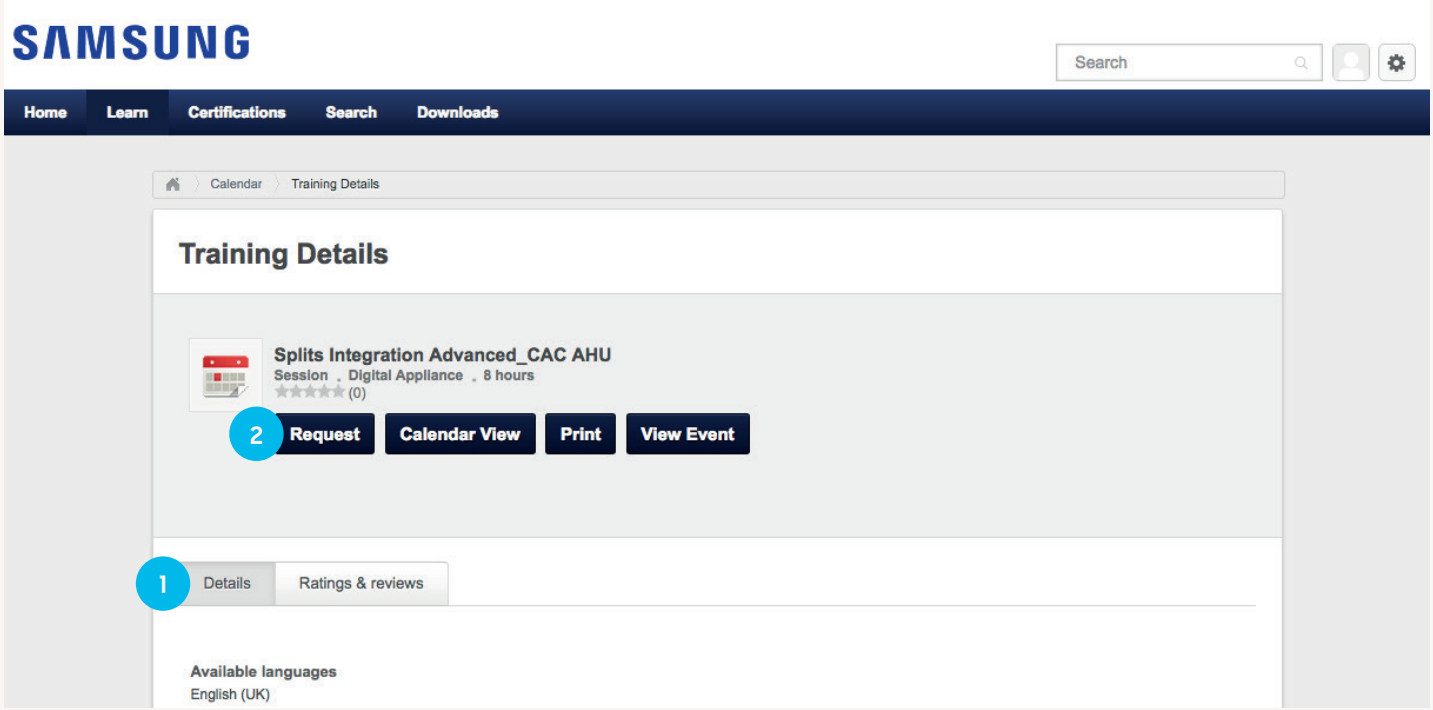
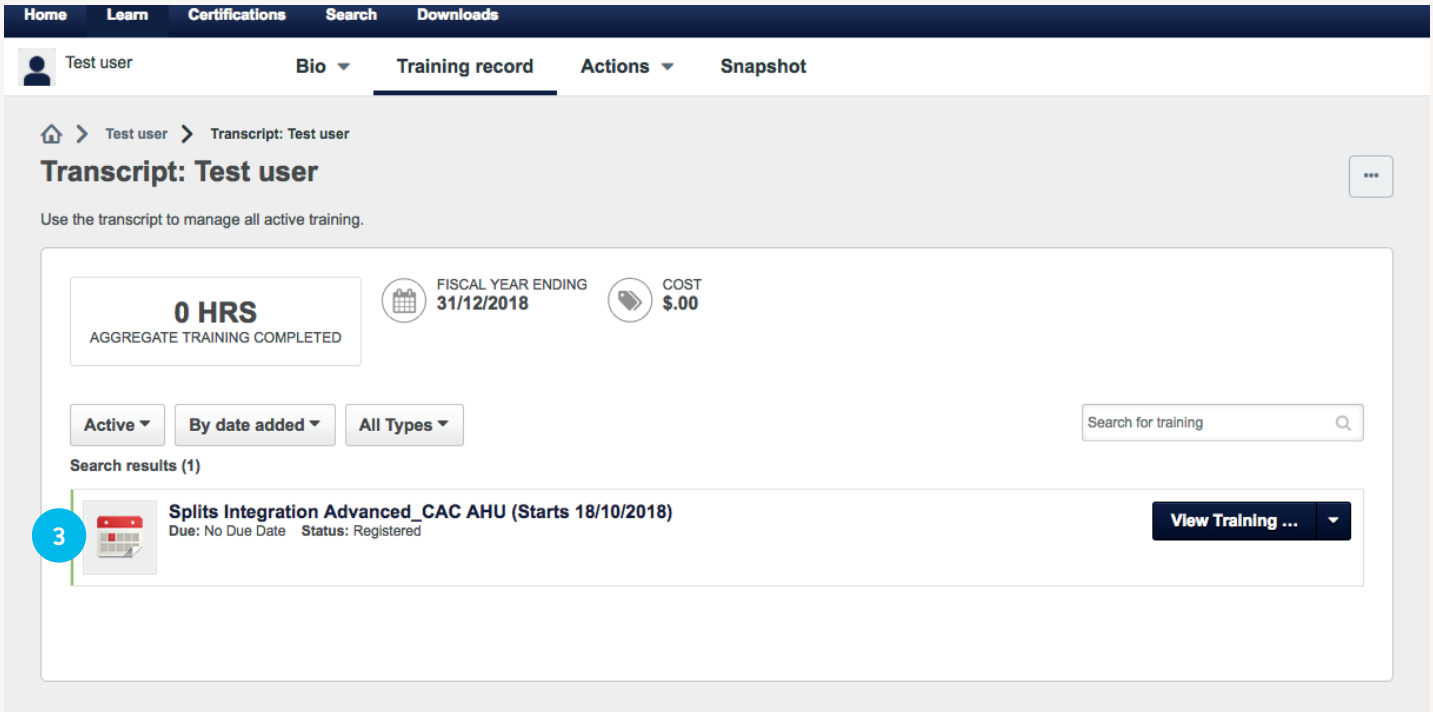
Register for training



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.

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

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Samsung Electronics Air Conditioner Europe B.V.
Evert van de Beekstraat 310, 1118 CX Schiphol
P.O. Box 75810, 1118 ZZ Schiphol
+31 (0)8 81 41 61 00
Netherlands

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