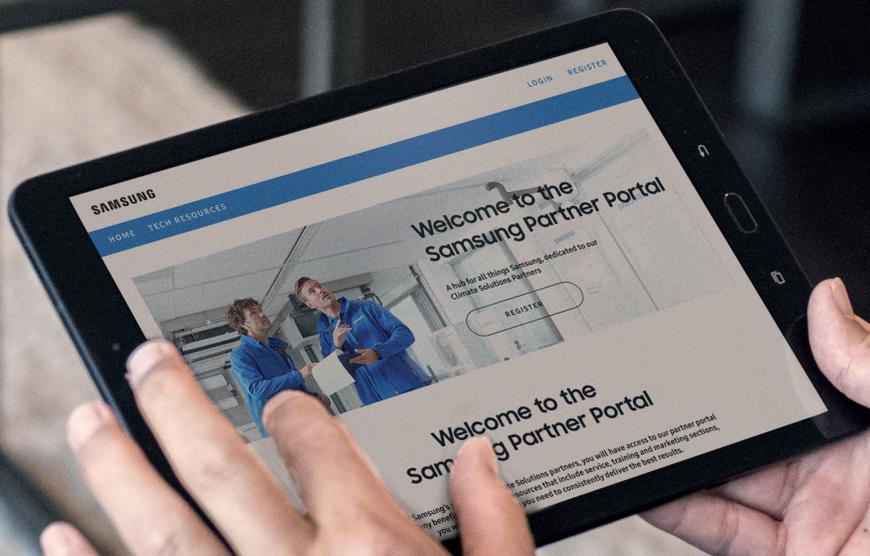


SAMSUNG

Climate Solutions

Climate Solutions Partner Portal

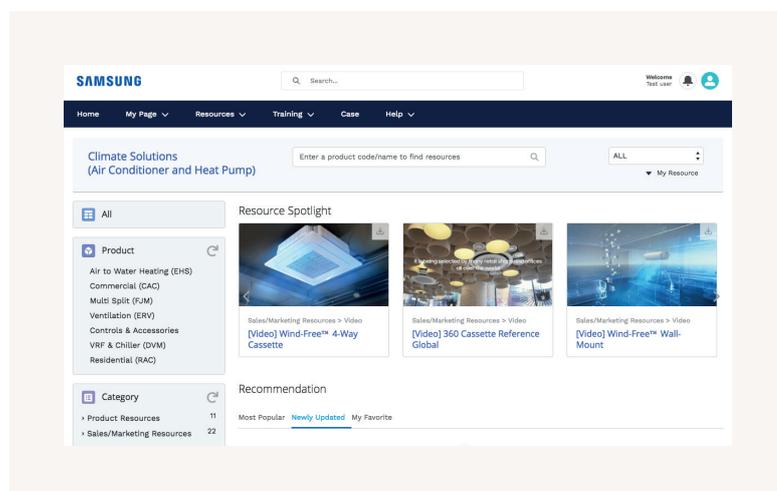
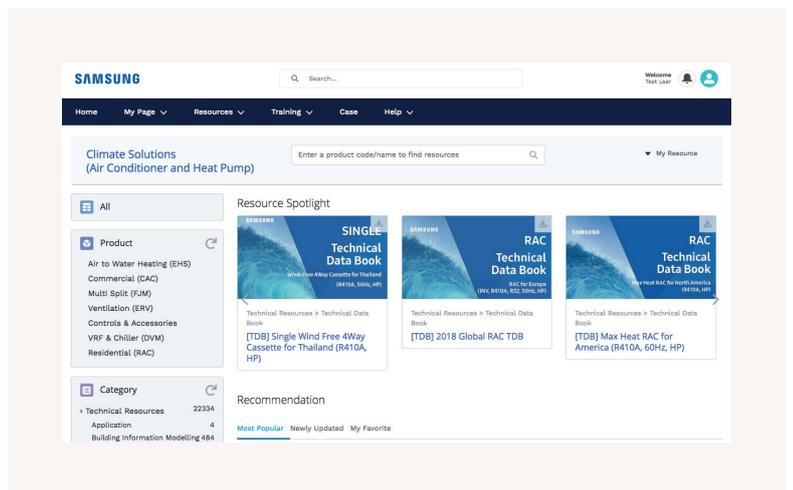


A Resource Bank For All Things Samsung

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.

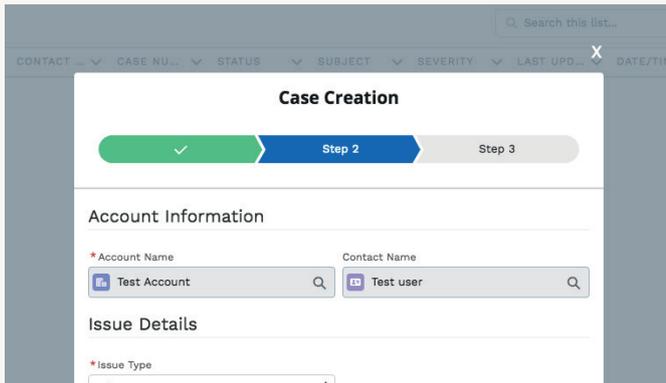


Obtain Marketing Resources

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

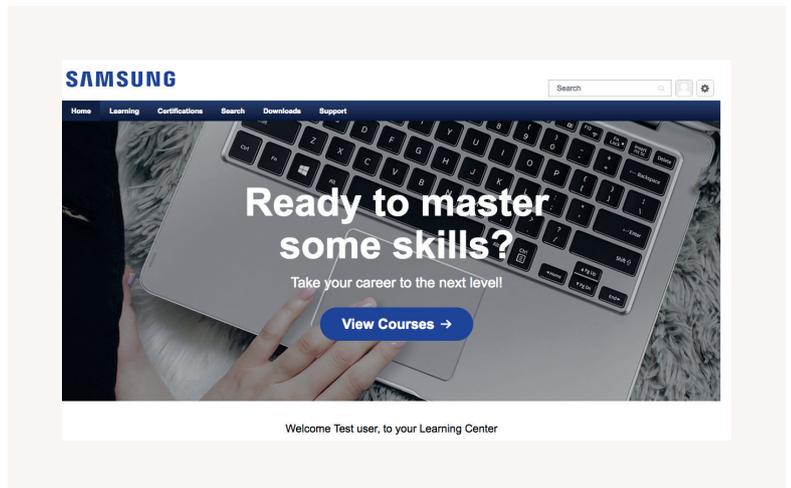
Through the Samsung Partner Portal you can easily request technical support by raising your case using our built-in ticketing system. You can rest assured that our well-trained technical experts will work to solve your issue as soon as possible.



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

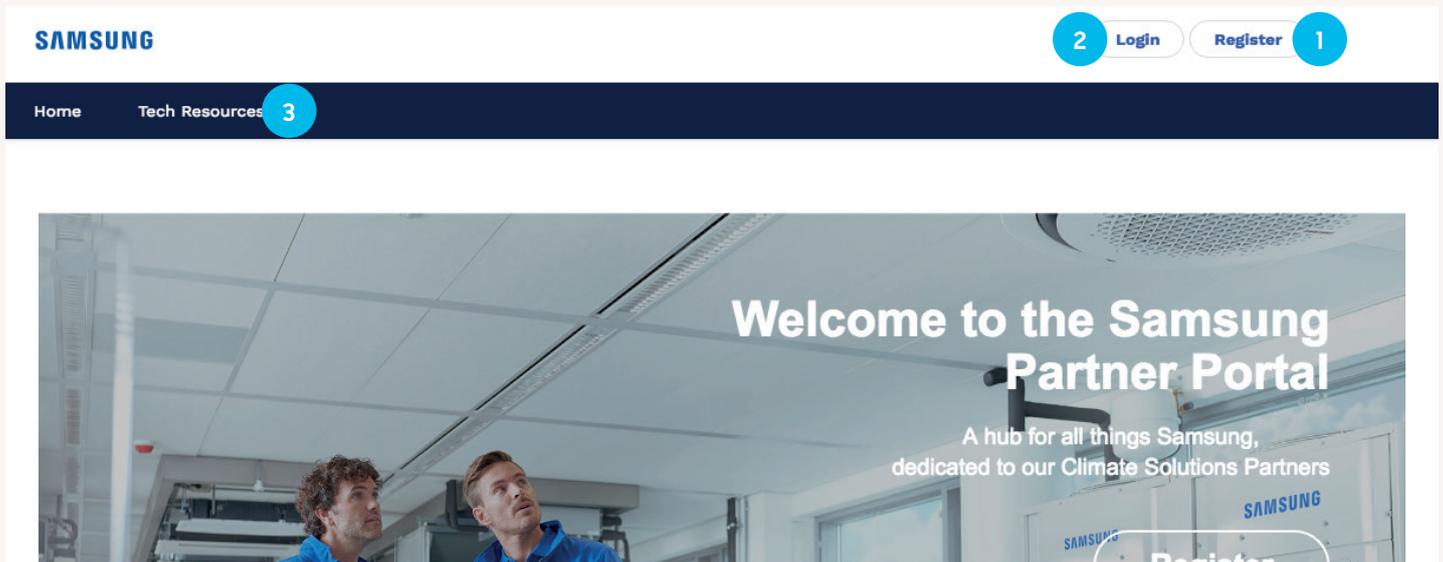
Access a full library of resources, request technical support, or sign up for a Climate Solutions Academy training session.

* 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.



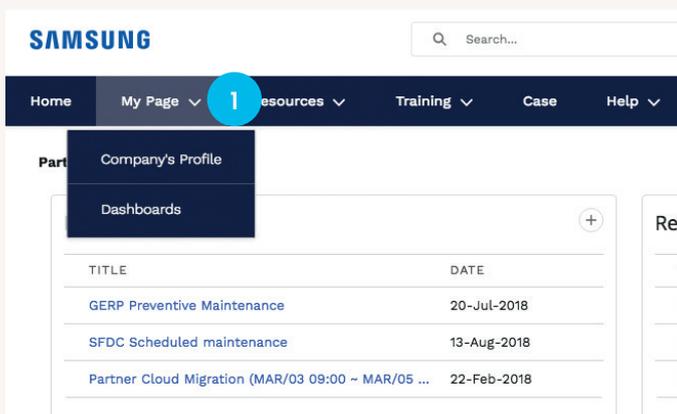
Step 1. To register, please click the 'Register' button after which we will ask you to complete a registration form.

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

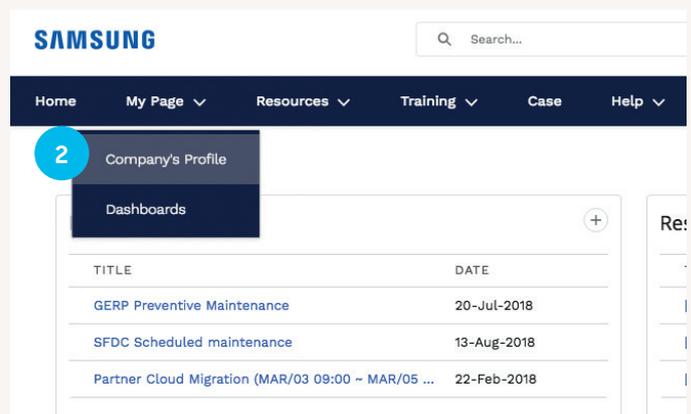
Step 3. To already get access to a restricted selection of information prior to activating your account, please click 'Tech resources'.

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.



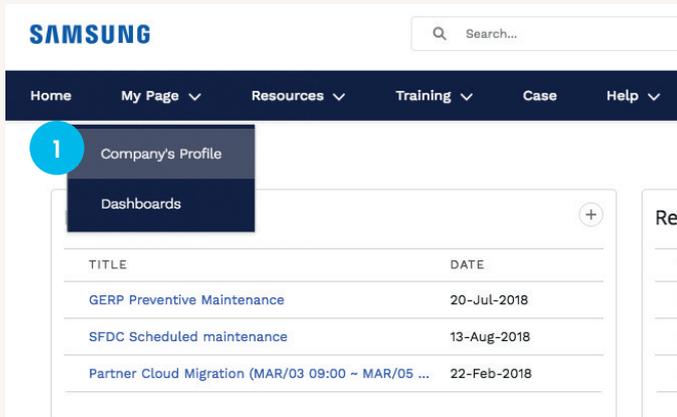
Step 1. Select 'My Page'



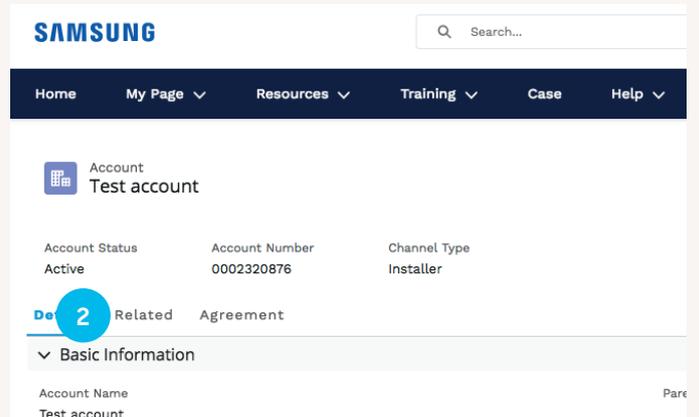
Step 2. Select 'Company's Profile'.

Add a user

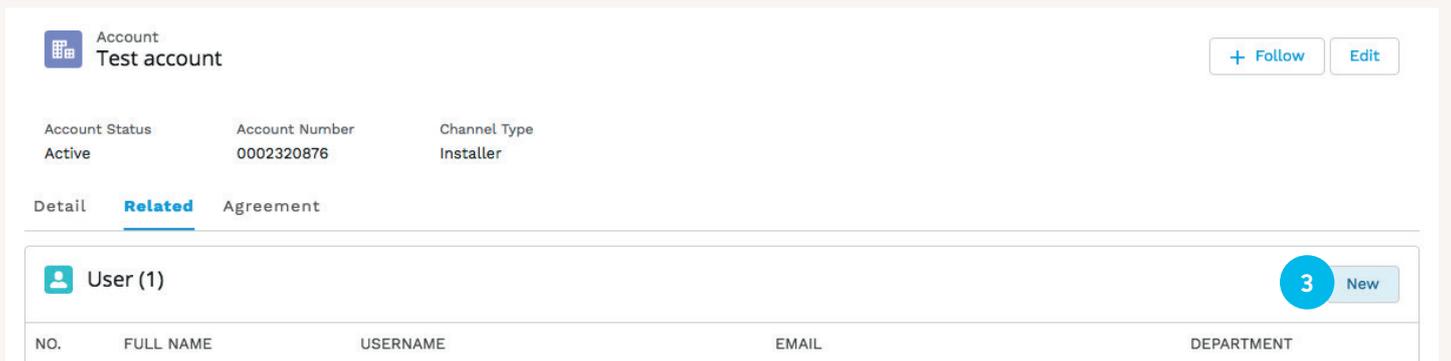
As the company account administrator, you can invite colleagues to connect to the same company account.



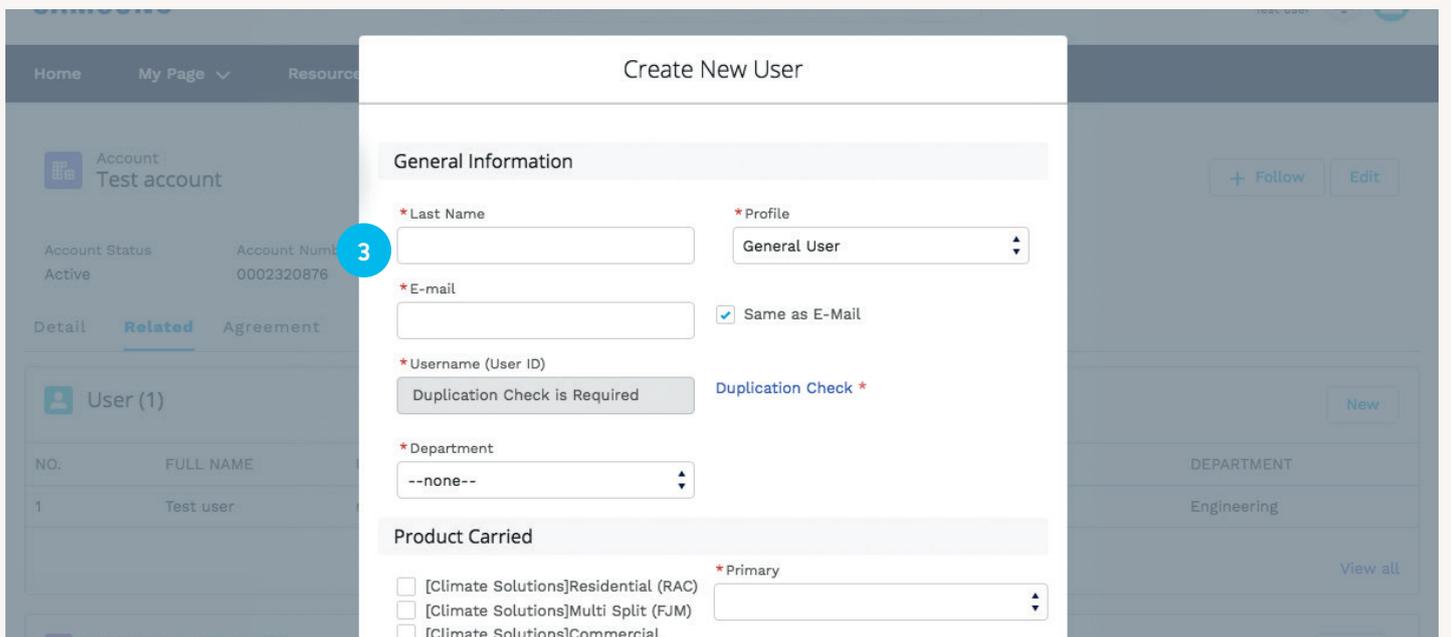
Step 1. Select 'Company's Profile' via the 'My Page' menu.



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.

The screenshot displays the Samsung Climate Solutions Partner Portal interface. At the top, the Samsung logo is on the left, and a search bar with the placeholder text "Search..." is in the center. On the right, there is a "Welcome Test user" message with a notification bell and a user profile icon. Below this is a dark blue navigation bar with the following items: "Home", "My Page", "Resources" (highlighted with a blue circle and the number 1), "Training", "Case", and "Help".

Below the navigation bar is a light blue header section for "Climate Solutions (Air Conditioner and Heat Pump)". It features a search bar with the placeholder text "Enter a product code/name to find resources" (highlighted with a blue circle and the number 2) and a dropdown menu set to "ALL". Below the search bar is a "My Resource" link.

On the left side, there are two filter panels. The first panel, "Product", is highlighted with a blue circle and the number 3. It contains a list of product categories: "Air to Water Heating (EHS)", "Commercial (CAC)", "Multi Split (FJM)", "Ventilation (ERV)", "Controls & Accessories", "VRF & Chiller (DVM)", and "Residential (RAC)". The second panel, "Category", is also highlighted with a blue circle and the number 3. It contains two sub-categories: "Product Resources" with 11 items and "Sales/Marketing Resources" with 22 items.

The main content area is titled "Resource Spotlight" and features three video thumbnails. The first thumbnail shows a ceiling-mounted air conditioner with the text "[Video] Wind-Free™ 4-Way Cassette". The second thumbnail shows a room with many ceiling-mounted air conditioners with the text "[Video] 360 Cassette Reference Global". The third thumbnail shows a room with a wall-mounted air conditioner with the text "[Video] Wind-Free™ Wall-Mount".

Below the "Resource Spotlight" is a "Recommendation" section. It has three tabs: "Most Popular", "Newly Updated" (which is selected), and "My Favorite". Below the tabs, there is a recommendation for a manual: "[EEPROM] AR12NXPXBWKXEU, AR12NXWBWKXEU". The recommendation includes the following details: "Product Resources > Manual", "Climate Solutions(Air Conditioner and Heat Pump) > Residential (RAC)", and "Created Date : 12-Oct-2018". At the bottom of the recommendation, the product code "DB82-03729C : AR12NXPXBWKXEU, AR12NXWBWKXEU" is displayed.

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

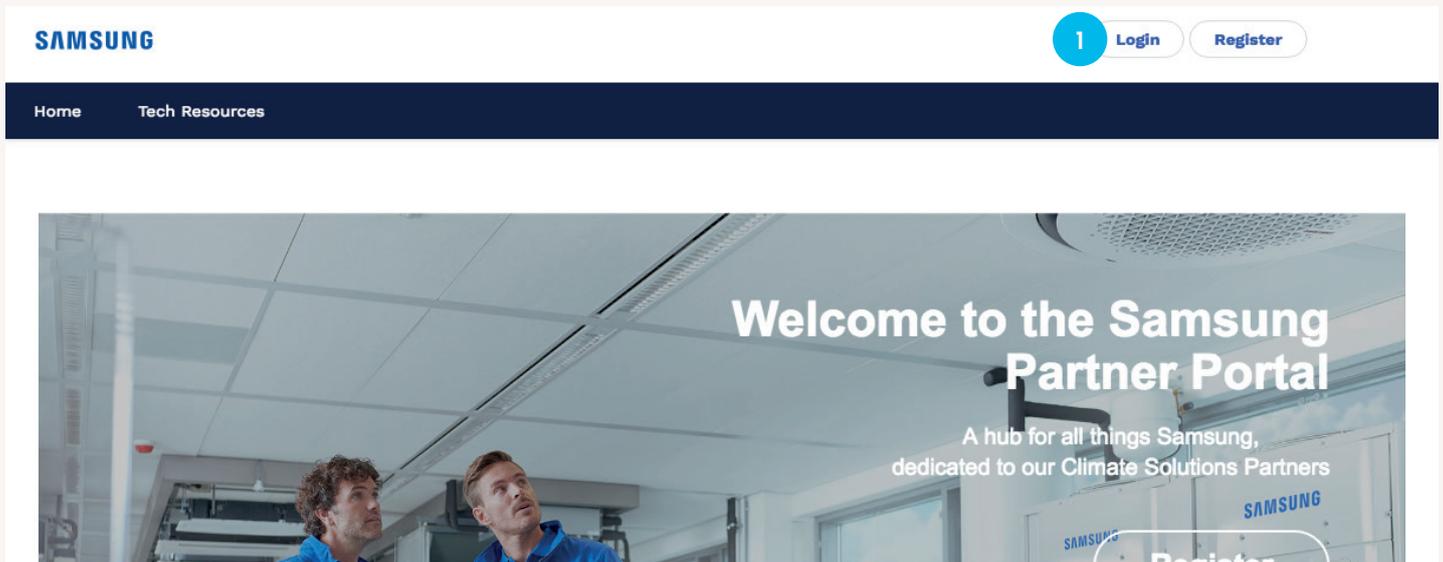
Step 2. Use the search function.

Step 3. Select the relevant product and category classes.

Request technical support via the Samsung Climate Solutions Partner Portal

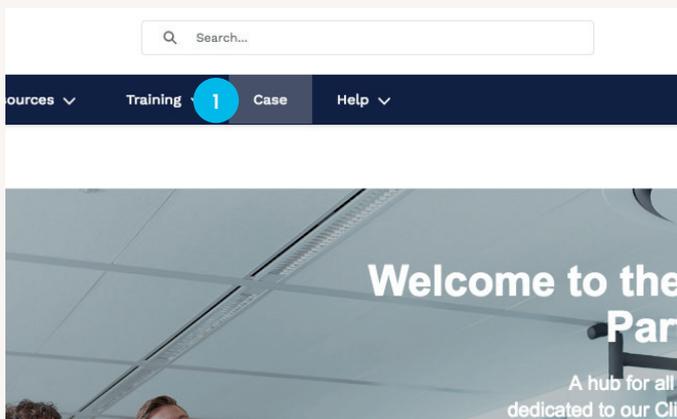
Login

Go to partnerhub.samsung.com/climate.

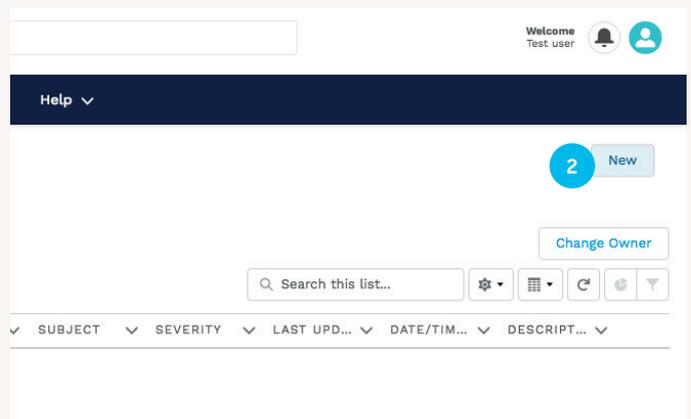


Step 1. To access, please click the 'Login' button.

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: Please provide the correct software version for >>

Upload Files: Upload Files Or drop files

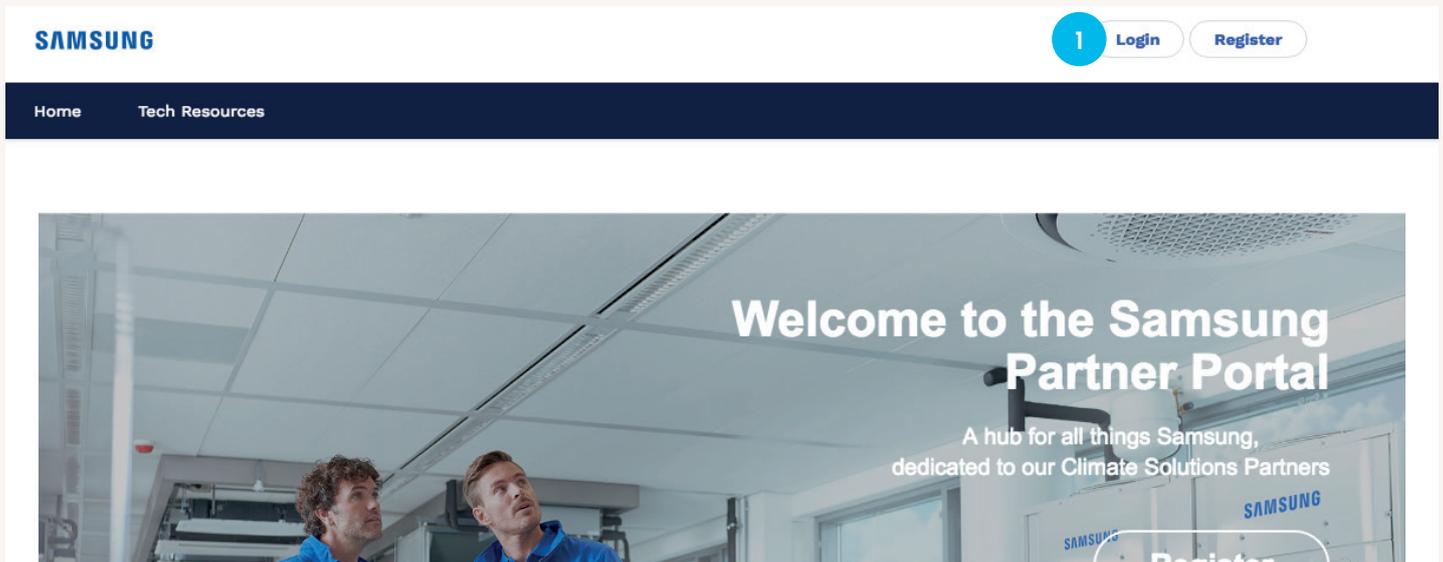
Back Finish

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.

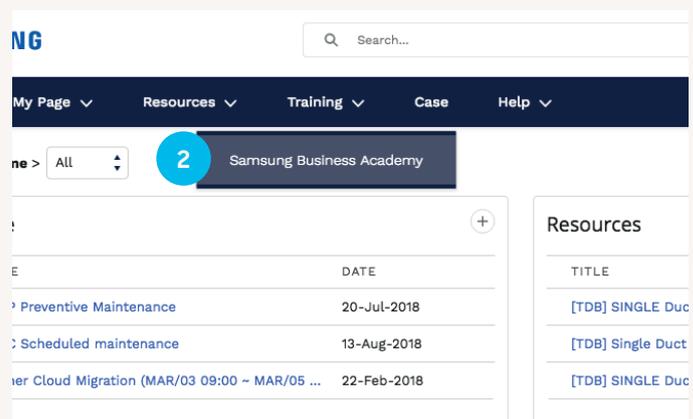
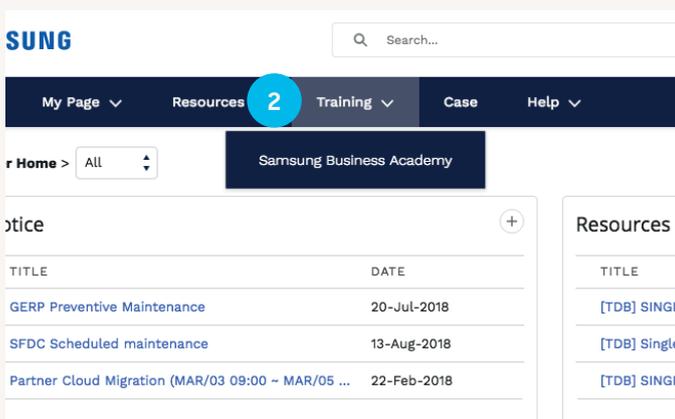
Sign up for training via the Samsung Climate Solutions Partner Portal

Login

Go to partnerhub.samsung.com/climate.

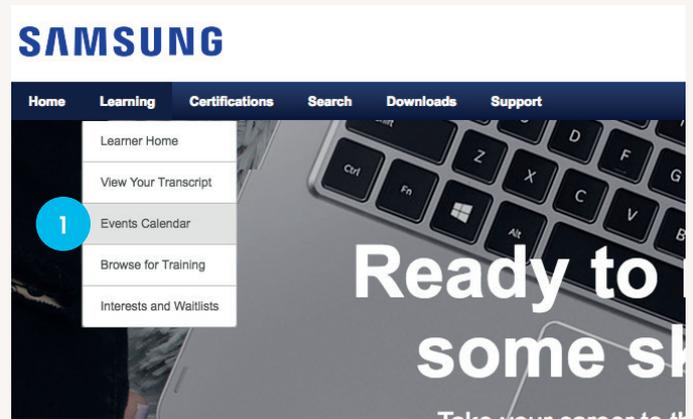
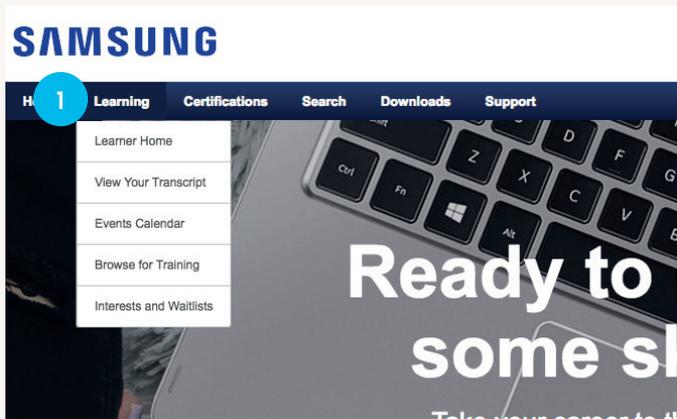


Step 1. To access the Partner Portal, please click the 'Login' button.



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.

The screenshot displays the event calendar interface. At the top, it shows the month 'October 2018' and navigation options: Day, Week, Month, and Agenda. Below this, there are radio buttons for 'All Events' and 'My Events'. The main part of the interface is a calendar grid with columns for each day of the week. On the left side, there is a sidebar with filters and display options. The event 'Splits Integration Advanced_CAC AHU' is highlighted on October 18th, with a blue circle containing the number '2' next to it. A tooltip provides details for this event.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25			

Filters

- Title
- Session ID
- Location: All
- Session Contact: All
- Session Trainer: All
- Completed Sessions
- [Add topic filters](#)

Display Options

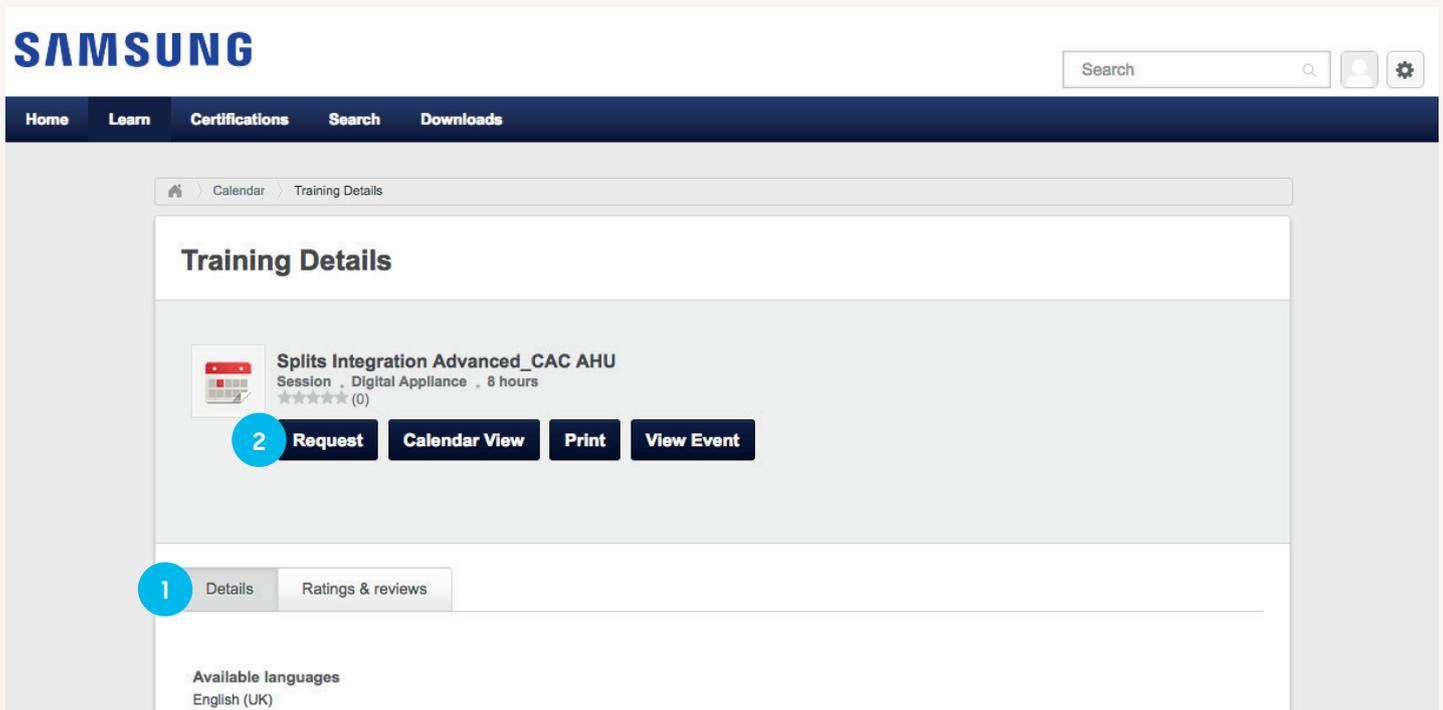
- All Sessions
- Session Contact
- Session Trainer
- Session Location

Event Details (October 18th):

Splits Integration Advanced_CAC AHU
 09:00 - 17:00 CET - SEACE Academy - Amsterdam Training Center
 - Line up & feature- How to design- How to install
 Session Contact: Trainer

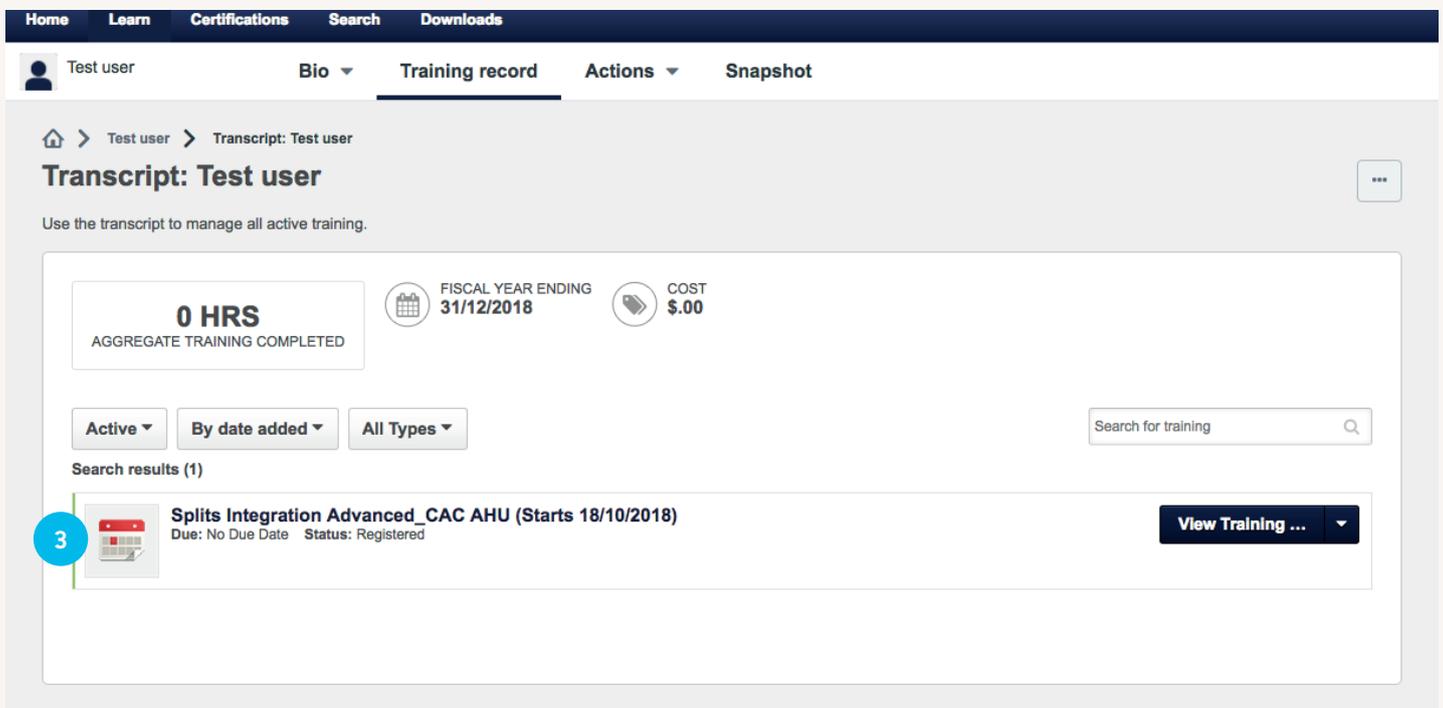
Step 2. Select the training course that you would like attend.

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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