



How to Order Guide





Standard delivery terms:

Daikin South Africa will try to meet your requested delivery date, provided at purchase order, and deliver according to the below standard delivery terms unless requested otherwise. If we cannot meet the requested delivery date, we will provide you with a confirmation date that we can accommodate. Should that date not be to your satisfaction, you can contact CSA...

Equipment list: Unitary, Accessories and Spares

Standard delivery terms for installation companies in RSA is DAP.

Goods will be delivered with an economy shipment by DSV which means delivery occurs between 8:00 – 17:00.

Parcel's weighing 3kg and under are normally delivered under express conditions - the following working day before 12:00.

DEVIATION SCENARIOS



I would like to collect from a **DSV warehouse**

In this instance, you will be provided with a collection number by a Customer Success Agent (CSA). Please ensure that the request to collect is either included in the purchase order or in the body of your email when sending the purchase order. For Webshop orders, the delivery address should be DSV Warehouse.

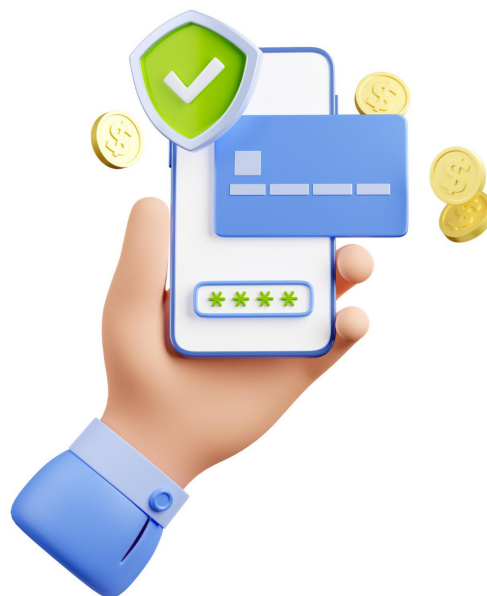
I want a **dedicated time slot** for delivery

Should you request this option, it will be at an additional charge and will need to be communicated at least 24hrs in advance. Please ensure that the request for dedicated delivery is either included in the purchase order or in the body of your email when sending the purchase order.

Daikin customer account creation:

Daikin offers its customers the option to open a prepaid account or to apply for a 60-day account with a credit facility.

The type of account can be discussed with a sales representative who will assist you in opening the account.



Payment and Credit Limit:



If a credit facility is required, an application will be sent to CGIC and there is a 24 to 48-hour turnaround time to receive the outcome of the application.

If you have a prepaid account, the orders will need to be paid for before we will be able to release the stock, for both collections and deliveries.

DAIKIN HAS TWO BANKING ACCOUNTS:



Absa Bank, a local account with a quicker clearing option if an immediate payment is done.



Citibank, an international account with a minimum of a 24-hour turnaround time for funds to clear.

The standard EFT payment has a 24-hour turnaround time, but this could be delayed as some banks have a longer clearing period or if a payment is processed after the bank cut off time, usually after 3.30pm on a weekday.

zapper™ Using a QR Code

Each branch has the Zapper Code available at reception for scanning, or it is available below.

Please be advised that if you have an account where settlement discount is eligible and you opt for the Zapper option, the settlement discount will no longer be applicable, and the full order amount will be required for payment before the order will be released.

How to use the ZAPPER for Daikin payment.

Option 1 Tap to pay

- Install Zapper Merchant app on your Android device
- Select "Tap to Pay" and input the transaction amount as well as your account number.

Option 2 Scan QR code

- Using the camera on your smartphone, scan the QR code
- Once scanned, you can authorize payment through a mobile wallet to complete the transaction.



ZPC001455

Daikin Airconditioning SA

zapper™

Urgent Delivery Options:

Should an urgent delivery be required and the customer cannot wait until the funds have cleared, we can accommodate by using one of the following methods with approval from the managing director.



Payment into our ABSA account and doing an immediate payment and providing us with the proof of payment so that we can verify the payment in our bank account. ABSA to ABSA transactions also clear within an hour.



ZAPPER using a QR Code. Each branch has the Zapper Code available at reception for scanning, or it is available below. Once payment is made it is instantly visible to Daikin Finance department, and your order can be scheduled for collection.

Payment allocations and reconciliation:

All payments are allocated by Infosys in Europe once the funds have cleared in our bank account.

Please ensure that you use your Daikin Account Number as a payment reference for all payments to ensure that funds are accurately allocated.

A remittance is required for all payments and should be sent to creditcontrol@daikin.co.za or sent via the customer portal www.my.daikin.co.za

How to Make a Remittance:

1. Access the portal using [this](#) link.
2. Navigate to the **"My Account"** section in the portal's menu bar.
3. Select **"Account Balance"** and choose the invoices you have settled.
4. Click on **"Remittance Advice"** at the bottom and submit your remittance.
5. Please refrain from selecting disputed invoices for remittance.

[Access the Portal](#)



CUSTOMER PORTAL:

How to get access if no I have no access?

There are a few Options to get access to Daikin Customer Portal.

1. a. By Searching on Daikin South Africa website and going to contact us and filling in online form.
b. Speaking with your Sales Representative and they will arrange account to be activated for Daikin customer portal
2. Once your information has been given, and the account created, Daikin will open access to Daikin Customer Portal which will give you so much more option to navigate to assist your company grow with Daikin, using Daikin equipment.

Contact Daikin South Africa

Full name*

Please fill in your name

E-mail*

Confirm E-mail*

Please fill in your e-mail address

Address*

Please fill in your address

Zip*

Please fill in your zip code

Location*

Please fill in your location

Telephone*

Please fill in your telephone

Company (if applicable)

Please fill in your company if applicable

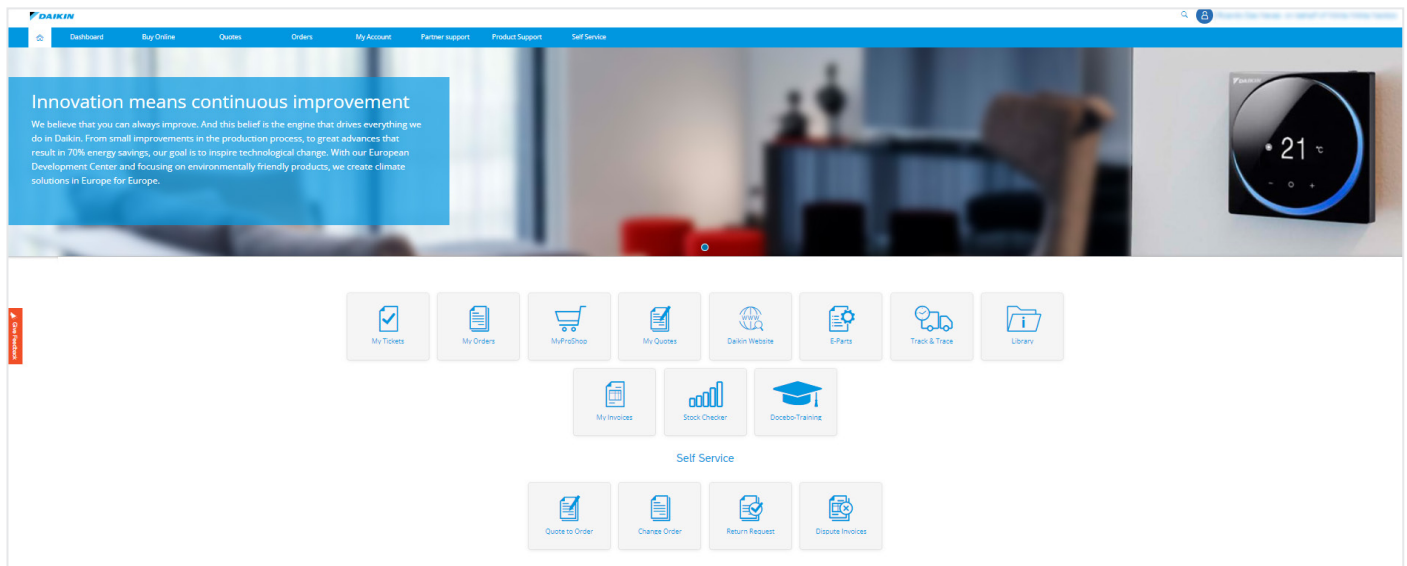
Remark*

Please fill in your remark

What's your query about?*

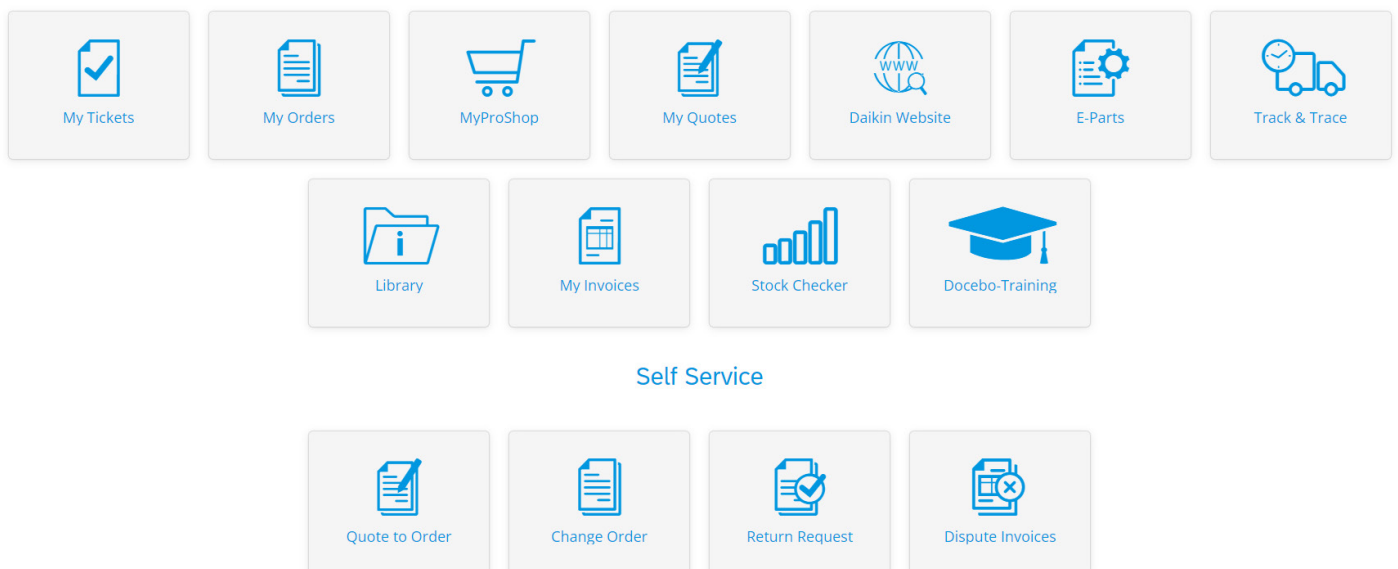
☐ A General Enquiry
 ☐ I want to become a Daikin dealer

Submit



What the Customer Portal has to offer:

Account Balance
 Track & Trace
 My Quotes
 My Orders
 Completed Deliveries
 My Invoices
 My Tickets
 Docebo-Training
 Virtual Showroom
 BIM – Cad Drawings in every platform
 VRV Xpress for your VRV Designs
 Capacity Table Software
 Library
 And much, much more...

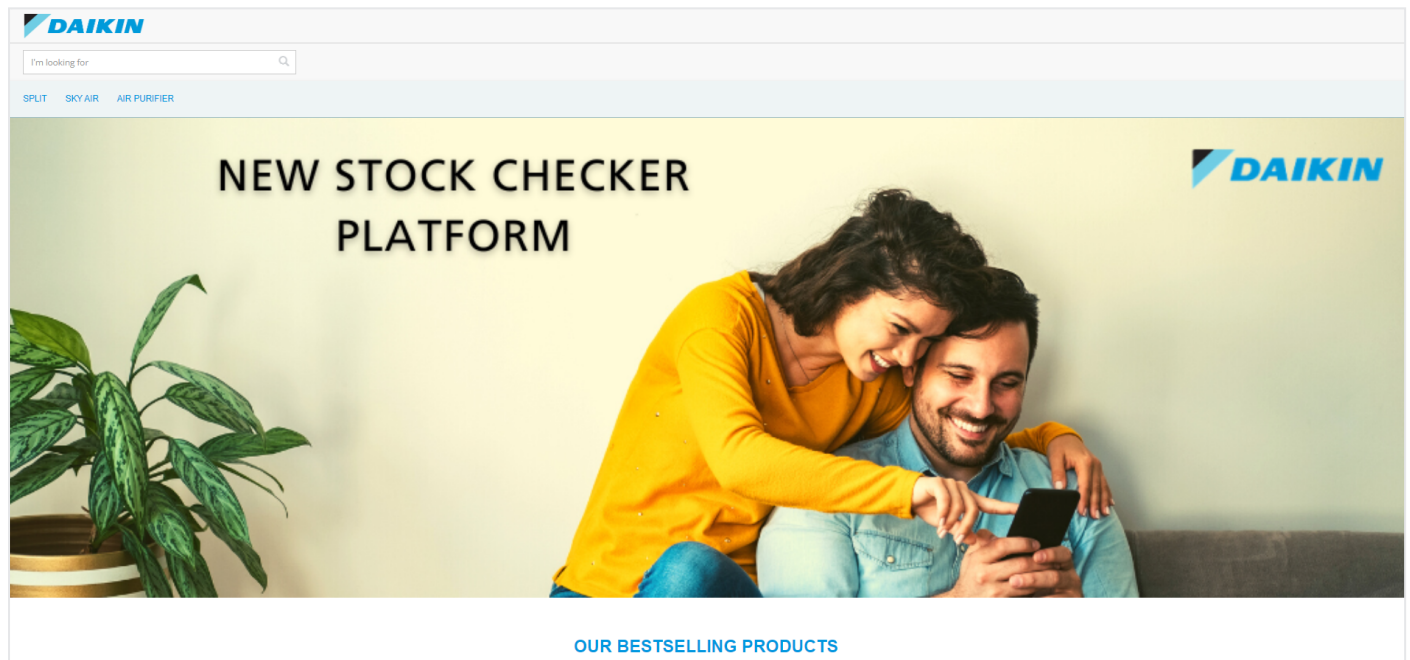


Stock:

Daikin South Africa have warehousing in Cape Town, Durban and Gauteng.

Working with third party logistics partner, Daikin can deliver to sites or to your doorstep.

We always try our best to keep fast moving equipment / system in stock and plan for project keeping +/-R250 million worth of stock across all our range.



How do I check stock?

On Daikin Customer Portal you have option to click on the Tab - **Stock Checker**. This will help keep you updated on livestock, that we carry across all warehouses. Mainly on fast off the shelf equipment / DX systems / standalone systems.



SPARE-PARTS:

PLACING ORDER VIA DAIKIN E-PARTS (ONLINE)

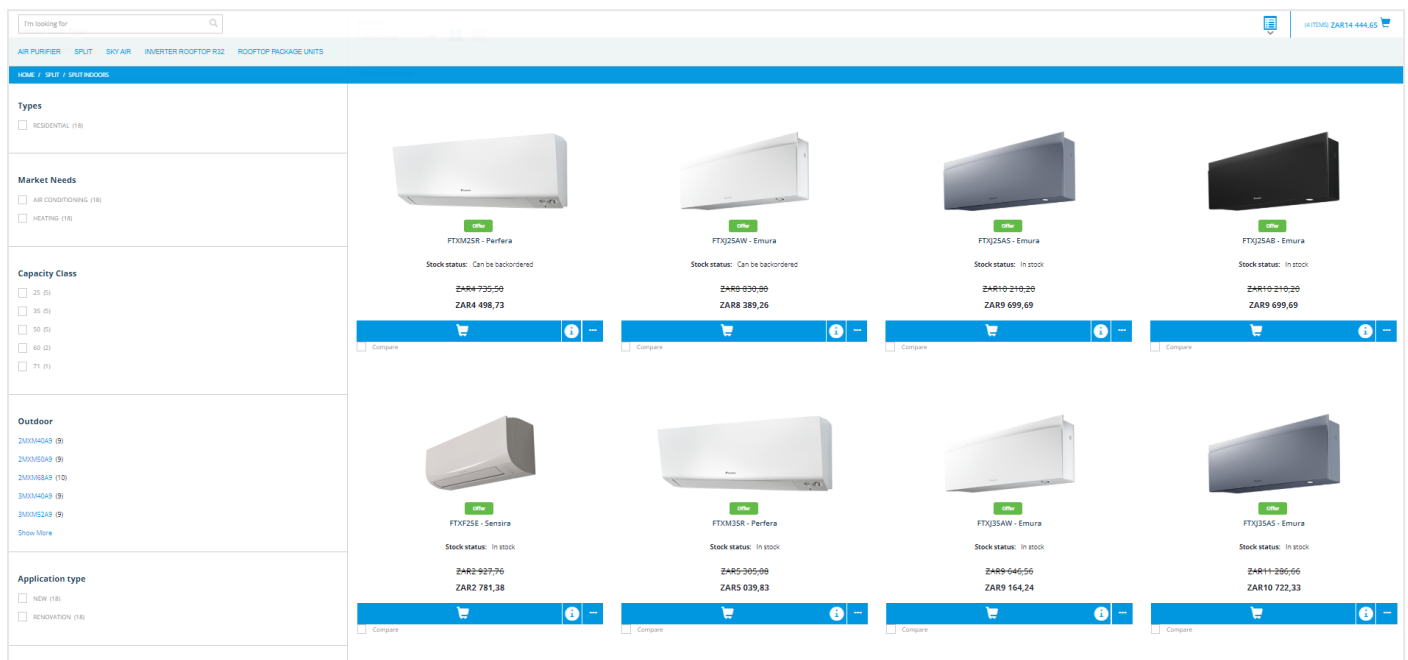
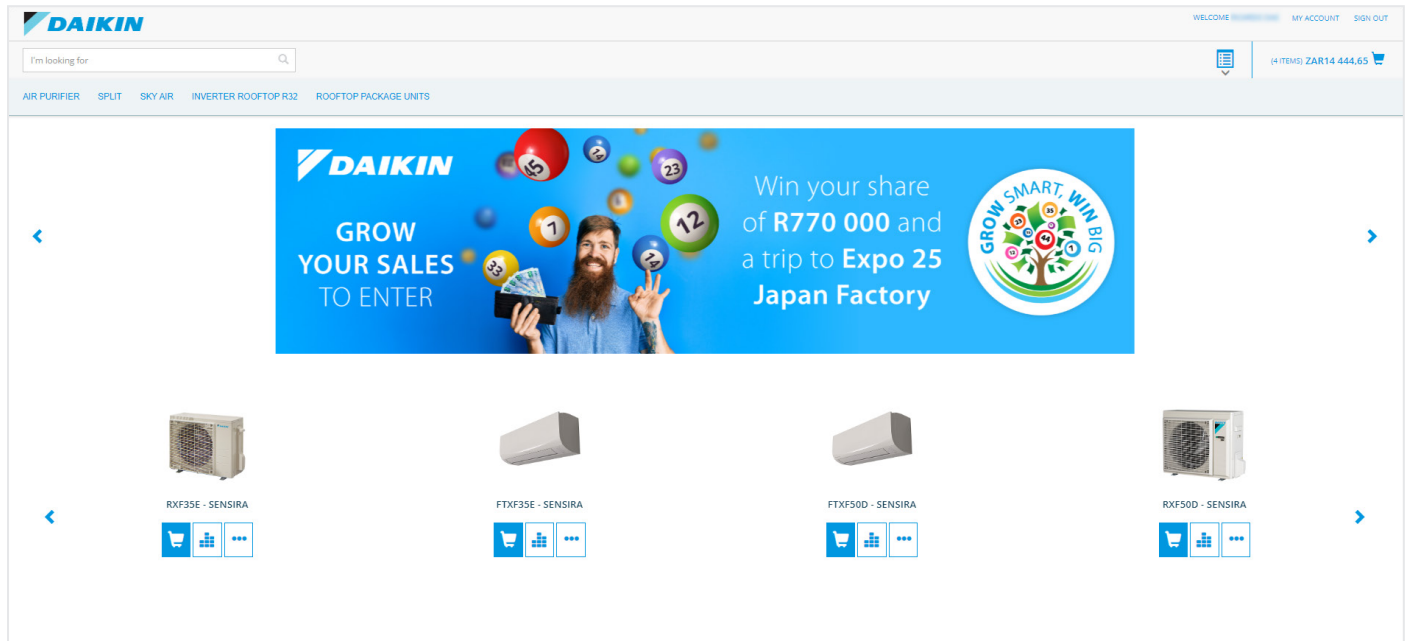
1. Log onto www.my.daikin.co.za and scroll down to e-parts selection.
2. Click and open e-parts section, log onto e-parts with your login credentials.
3. Enter full unit model into model search to go to drawing and part list.
4. Scroll through part list and select part required, alternative click on number of the part in the drawing you require. Selecting number on drawing will take you to the part in the part list. (highlighted)
5. Go to details for your price and availability overview. Note stock location, delivery from local stock will be 2 to 3 days after order confirmation, order ex-Belgium will be 4 to 6 weeks. Collections can only be collected once collection reference has been supplied, 088* number, collection process can take up to 2 hours after order released to the warehouse.
6. Select the part then follow prompts to confirm order for collection or delivery.
7. Collection / delivery will automatically be processed should you have sufficient credit, if cash client, payment can be made to Daikin SA account based on amount shown in your order confirmation. **(Remember to add 15% VAT when making the payment as quoted prices always exclude VAT. We apologise for this inconvenience.)** Cash payment must be forwarded to spares@daikin.co.za with order confirmation email for order release once payment reflects in our banking account.
8. Should you wish to track delivery at any given time, please use your delivery number, should start with 088* and navigate to [DSV ClientZone | Online courier portal](#) and track parcel.

PLACING ORDER – MANUAL REQUEST

1. Dealer forward RFQ to spares@daikin.co.za
2. SPP CSA raise quote and return to requester. (Standard SLA 24hrs)
3. Requester forward PO to Daikin referencing quote number.
4. SPP CSA load order and process into delivery / collection.
5. SPP CSA advise / give feedback on order / delivery / collection status;
6. Stock available ex-Daikin SA stock – advise delivery / collection reference
7. Stock available ex-DENV – advise on lead time and that express option is available should they require quote.
8. Stock unavailable – check if MTO part and advise lead time / part obsolete check alternative and advise status on alternative or part obsolete.
9. Should you wish to track delivery at any given time, please use your delivery number, should start with *88* and navigate to [DSV ClientZone | Online courier portal](#) and Track parcel.

DASA MyProShop

Welcome to Daikin Online Buying Platform this will support our clients in buying DX Systems and building your own systems. It's as easy as clicking "add to cart", and then checking out...



Daikin MyProShop is a closed platform and not open to the public and will only be given to Daikin Dealer Network.

To get access this will need to be arranged with Daikin sales representative that can arrange access to this power tool and buying platform.

Ordering



UNITARY:

PLACING ORDER THROUGH WEBSHOP

1. Enter my.daikin.co.za in your URL address bar (top left in browser). Login and navigate to the MyProShop icon, which will direct you to the WebShop.
2. Should you struggle to login, please contact your sales engineer for assistance.
3. Once logged into your account, you are able to select the items you require and when ready, add to cart for check-out.
4. Upon successful check-out, you will receive an order confirmation. Should there be a credit issue with the account, order would be released once payment has been received (Refer to Payment and Credit Limit),
5. Once order has been processed, you will have three options, namely, delivery of your order, collection of your order and dedicated delivery request (refer to deviations on standard delivery terms). Should you **request a collection**, please email your order number (this will start with "2") through to orders@daikin.co.za and a CSA will be in contact with you shortly. Additionally, you are more than welcome to call and speak to a CSA on [+27 \(0\)21 528 3500](tel:+270215283500) and request to be put through to Unitary department. For collection orders, please allow for minimum of two hours for your order to be ready for collection and for your delivery number 088* to be shared with you. Cut-off time for orders to be collected on the same day is set at 13H00. Additional note – should this be a collection, please use address as DSV Warehouse and to be collected. For payment options for quick payment, please refer to paragraph (xyz)*
6. Should you wish to track delivery at any given time, please use your delivery number, should start with 088* and navigate to [DSV ClientZone | Online courier portal](#) and Track parcel.

PLACING ORDER MANUALLY

1. Purchase order is to be sent through to orders@daikin.co.za where a CSA will process the order received within 8hrs.
2. Once order is loaded, you will receive an automated mail confirmation advising stock that has been allocated and will be processed provided account is in good standing order. Should account not be in order, you will be notified accordingly by the CSA team.
3. Should you wish to track delivery at any given time, please use your delivery number, should start with *88* and navigate to [DSV ClientZone | Online courier portal](#) and track parcel.

Quotes to your customer:

Daikin MyproShop has built in software that allows clients to create own quotation to be shared between your colleagues and be sent to clients. In this same software you can adjust and add own equipment needed for installations and logo's complete with Daikin Image and barcodes for the equipment offered. Once client agrees to offer you can pull your saved quotes to cart and check out for easy delivery.

DAIKIN

WELCOME

MY ACCOUNT

SIGN OUT

I'm looking for

AIR PURIFIER

SPLIT

SKY AIR

INVERTER ROOFTOP R32

ROOFTOP PACKAGE UNITS

HOME / EDIT QUOTATION

Products

Quotation details

Additional documents

Quotation Reference: 000000XCOK Quotation Date:21/10/2024

PRICE TYPE

☒ LIST PRICE ☐ NET PRICE

DISCOUNT

37.3 %

PRICE DISPLAY TYPE

☒ DISPLAY ALL PRICES ☐ ONLY DISPLAY TOTAL ☐ NONE

DAIKIN PRODUCTS

MATERIAL	DESCRIPTION	LIST PRICE	QUANTITY	DISCOUNT	FINAL PRICE	SHEET DESCRIPTION	DIMENSIONAL DRAWINGS	ACTIONS
FTXF25E	Sensira	ZAR4 436.00	1.0	37.3 %	ZAR2 781.37	<input type="checkbox"/>	<input type="checkbox"/>	<div><div></div><div></div><div></div></div>
RXF25E	Sensira	ZAR8 024.00	1.0	37.3 %	ZAR5 031.05	<input type="checkbox"/>	<input type="checkbox"/>	<div><div></div><div></div><div></div></div>

Add Daikin Product

- Please enter a material code -

ADDITIONAL ITEMS

MATERIAL	DESCRIPTION	PRICE	QUANTITY	FINAL PRICE	ACTIONS
<div><div>Add Additional Item</div><div><div>- PLEASE SELECT A PRODUCT -</div><div></div></div><div></div></div>					

VAT:

%

TOTAL: ZAR7 812.42

EXPRESS CHECKOUT

PREVIEW QUOTATION

PROJECT LIST

DAIKIN

WELCOME

MY ACCOUNT

SIGN OUT

I'm looking for

AIR PURIFIER

SPLIT

SKY AIR

INVERTER ROOFTOP R32

ROOFTOP PACKAGE UNITS

My Projects

<

1

2

3

>

PROJECT ID	PROJECT NAME	CREATION DATE	PROJECT VALUE	QUOTATION ID	QUOTATION VALUE	STATUS	ACTIONS
0000849886	Test	21 Oct 2024, 14:38	ZAR8 223.80	000000XCOK	ZAR7 812.42	Draft	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
0000837636	Test 4	11 Oct 2024, 09:53	ZAR50 034.60	000000X8BY	ZAR90 872.42	Draft	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
0000837635	test 3	27 Sep 2024, 13:04	ZAR78 613.92	000000X354	ZAR90 406.00	Draft	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
0000830508	test 3	27 Sep 2024, 13:04	ZAR26 204.64	Create Quotation	-	Draft	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>
0000826050	Systematic Air Test	19 Sep 2024, 15:03	ZAR759 155.76	000000X3IR	ZAR1 011 573.49	Draft	<div><div></div><div></div><div></div><div></div><div></div><div></div></div>

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1

2

3

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DAIKIN

FRIGAIR EXHIBITION

Project name: Test

Reference: 000000XCOK

Date: 21/10/2024

INSTALLER DETAILS

Name:

Phone:

Email:

Address:

Thank you for considering Daikin systems for your project. Daikin are the world leading manufacturer of HVAC products and are renowned for the highest quality products available in the market. This report is designed to offer you a complete overview of the system and we are happy to discuss any aspects of this report with you. Please note that all information contained herein is produced based on our best current understanding of your requirements.

Test

Quotation: 000000XCOK

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DAIKIN

FRIGAIR EXHIBITION

Materials & Prices

Material	Description	Quantity	Unit price	Total price
FTXF25E	Sensira	1.0	ZAR2 781.37	ZAR2 781.37
RXF25E	Sensira	1.0	ZAR5 031.05	ZAR5 031.05

Total

Subtotal - excluding tax

VAT (15%)

Grand Total

ZAR7 812.43

ZAR1 171.86

ZAR8 984.29

Disclaimer: All products and services quoted are subject to Daikin Airconditioning South Africa Ltd standard Terms and Conditions, available on request. Details are subject to revision at any time. Registered number: 1998/000635/07. Vat Number: 4570172587. This document is confidential and may also be privileged. You may not copy it, use it for any purpose nor disclose its content to any other person. Please check the enclosed details carefully and advise us of any discrepancies to avoid potential problems at a later date. All items are supplied loose unless otherwise stated.

Test

Quotation: 000000XCOK

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After Sales Support

Request and Order Support Team

Customer Service Agents (Unitary) – Request's or orders to be sent to orders@daikin.co.za or +27 (0)21 528 3500

- Marriam Davids
 - Michelle Picolo
 - Melidah Matloga
 - Adrian Oliphant – Lead for Distribution deliveries
 - Theodore Williams – Team Lead
-

Spare Parts Support Team

CSA agents (Spares) – Request's or orders to be sent to spares@daikin.co.za or +27 (0)21 528 3500

- Alister Theunissen
 - Jack Maseko
 - Lungiswa Msomi
 - Bradley Richardson
 - Jaques Schonken – Team Lead
-

Sales Managers

- **Cape Town / Durban Branch Manager**

Tory Sabatti - sabatti.t@daikin.co.za or +27 (0)21 528 3500

- **Johannesburg Branch Manager**

Harjeet Chhatwal - chhatwal.h@daikin.co.za or +27 (0)11 997 4400

- **Export Manager**

Michaël Van Schelstraete - vanschelstraete.m@daikin.co.za or +27 (0)21 528 3500

Further Support:

Finance Manager

Tertius Robertson - robertson.t@daikin.co.za or +27 (0)21 528 3500

HR Manager

Letitia van Rensburg - vanrensburg.l@daikin.co.za or +27 (0)21 528 3500

Marketing Manager

Michele Hughes - marketing@daikin.co.za - or +27 (0)21 528 3500

After Sales Support / Training Manager

Marc Brotherhood - brotherhood.m@daikin.co.za or +27 (0)31 263 2992

Technical support team

- **Cape Town**

Glen Bradshaw - bradshaw.g@daikin.co.za or +27 (0)21 528 3500

- **Durban**

Arnold Smith - smith.a@daikin.co.za or +27 (0)31 263 2992

- **Johannesburg**

Telmo De Bastos - debastos.t@daikin.co.za or +27(11) 997 4400

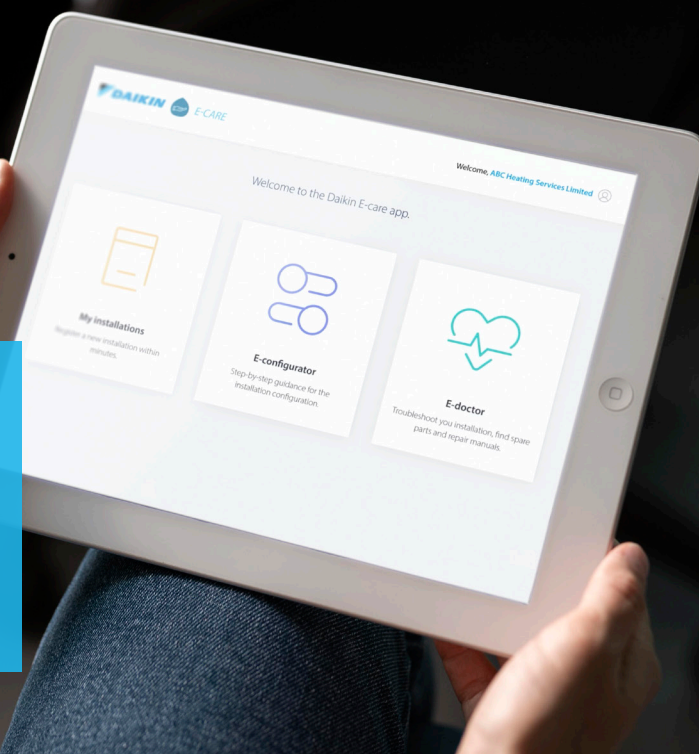
National Service Manager

Brett Norrie - norrie.b@daikin.co.za or +27 (0)31 263 992

Managing Director

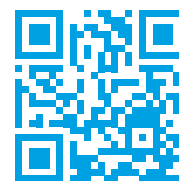
Koen Van Wynendaele - vanwynendaele.k@daikin.co.za or +27 (0)21 528 3500

I have installed
and have a problem.
How to get support?



Technical Support

- For Error diagnosis the installer is to install the Daikin “E-Care” app and navigate to the error code look up.
- If no resolution can be found on the E-Care app then the installer calls 0860 DAIKIN call centre.
- The service co-ordinator will listen to the problem and divert the call to a technician for a possible “quick fix” or to a service supervisor if site intervention is needed.
- If the advice from the Daikin technician is unable to provide a resolution, then the Daikin technician will advise the installer to create a ticket for further assistance.
- To create a ticket the installer must either call back or email service@daikin.co.za mentioning the product and problem.
- The service coordinator then creates a ticket and assigns it to the appropriate supervisor or makes an immediate booking.
- The supervisors will aim to have the ticket closed within **three working days**.
- If the ticket is not able to be closed timeously, then the supervisor will contact the after sales manager to request further support and possible factory intervention.
- If the problem is escalated to factory level, then the site is put on the problem sites list where DASA have a 20 working days target to have a resolution.
- An exclusion to counting these days is days when DASA await feedback from factory or product champion groups.



Contact Us

Online Order Management
my.daikin.co.za

Orders & Admin Contact e-mail
orders@daikin.co.za

Spares Contact e-mail
spares@daikin.co.za

Head Office and Cape Town Sales
Tel: (021) 528 3500 or Fax: (021) 551 8434

Johannesburg and Export Sales
Tel: (011) 997 4400 or Fax: (011) 997 4444

Durban Sales
Tel: (031) 263 2992 or Fax: (031) 263 2730

www.daikin.co.za