

# **Samsung HVAC**

## **Dealer Enrollment Process**

Updated on:  
January 15, 2025

# Contents

1. **What's Changing?**
2. **New and Enhanced Features**
3. **Step-by-Step Enrollment Process**

# Dealer Enrollment Process

**SAMSUNG**

We are excited to announce a new and improved enrollment process for contractors joining our Preferred Dealer Program. This streamlined approach eliminates the need for paper forms, enhances efficiency, and simplifies the overall experience.



## Dealer Enrollment Process

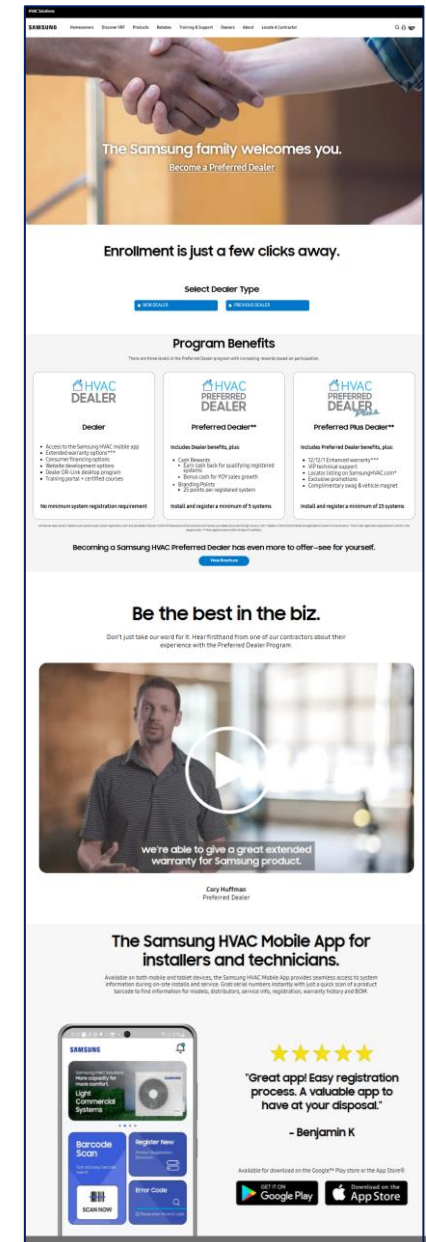
# What's Changing?

Previously, contractors could enroll in the program through one of three methods:

1. Signing and submitting a paper document via an online form.
2. Signing and sending the paper document via email.
3. Having a distribution partner enter the information into B2B.

Moving forward, these methods will be consolidated into a **single online form with e-signature capability.**

This enhancement removes the need for paper documents and enables us to process enrollments more quickly and efficiently.



# Dealer Enrollment Process

## New and Enhanced Features

**Distributor Selection:** Contractors can now specify their preferred distributor branch or location during registration, providing greater flexibility and personalization.

### Select Dealer Type

NEW DEALER

PREVIOUS DEALER

Search Distributors Company Name

SEARCH

<b>Distributor Company Name</b> ABC DISTRIBUTION <b>Distributor Location City &amp; State</b> ROCHESTER, NY	<b>Company Type</b> DISTRIBUTOR <b>SHA Region</b> USA	<b>Status</b> STATUS
<b>Distributor Company Name</b> ABC DISTRIBUTION <b>Distributor Location City &amp; State</b> ALLENTOWN, PA	<b>Company Type</b> DISTRIBUTOR <b>SHA Region</b> USA	<b>Status</b> STATUS
<b>Distributor Company Name</b> ABC DISTRIBUTION	<b>Company Type</b> DISTRIBUTOR	<b>Status</b> STATUS

## Dealer Enrollment Process

# New and Enhanced Features

**Account Reactivation:** Inactive dealers now have the option to reactivate their accounts and retain their original dealer code, ensuring continuity within the program.

### Select Dealer Type

NEW DEALER  PREVIOUS DEALER

Search Dealers Company Name

**SEARCH**

<b>Dealer Company Name</b> (GRANDFATHERED) MISER BROS HVAC	<b>Dealer Code</b> 0101	<b>Dealer Status</b> INACTIVE
<b>Dealer Location City &amp; State</b> BAL TIC, CT	<b>Associated Distributor Company</b> ABC DISTRIBUTION	

## Dealer Enrollment Process

### Step 1

Contractor submits their information through the new online form on [samsunghvac.com/dealers](https://samsunghvac.com/dealers)

After submitting the form, they'll be instructed to check their email to sign the document and complete their registration.

The screenshot shows the 'Step 1: Dealer Company Information' section of the Samsung HVAC Dealer Enrollment form. The header reads 'The Samsung family welcomes you. Become a Preferred Dealer' and 'Enrollment is just a few clicks away.' The form fields include: Selected Distributor: FW Web Company; Dealer Company Name: Sydney's HVAC; Dealer Company Email: www.sydneyshvac.com; Dealer Company Phone: (888) 888-8888; Dealer Company Website: info@sydneyshvac.com. There are 'PREVIOUS' and 'NEXT' buttons at the bottom.

The screenshot shows the confirmation page after form submission. It features the same header and a green box with the text: 'Thank you! Please check your email to complete your registration with your signature.' Below this is the 'Program Benefits' section, which lists three levels of dealer status: Dealer, Preferred Dealer, and Preferred Plus Dealer, each with a list of associated benefits and requirements.

Thank you! Please check your email to complete your registration with your signature.

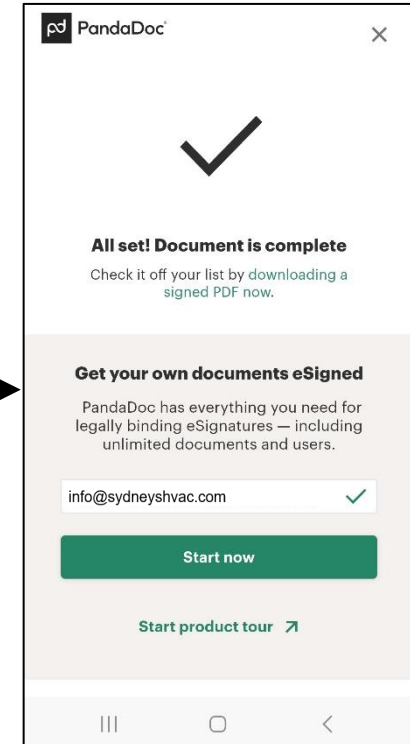
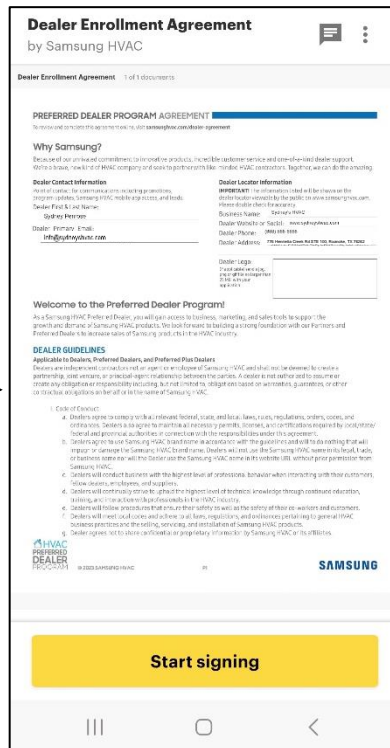
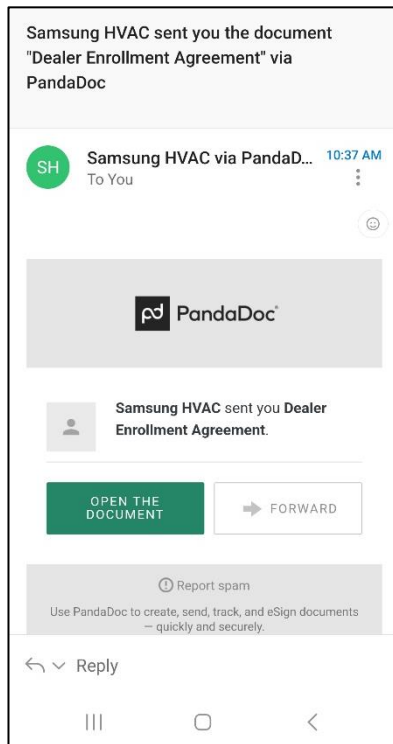


# Dealer Enrollment Process



## Step 2

Contractor will receive an email from **Samsung HVAC via PandaDoc** ([docs@email.pandadoc.net](mailto:docs@email.pandadoc.net)) with a virtual document, pre-populated with their information, to e-sign and complete their registration.



It could take up to 5 minutes to receive the email.

Pre-populating their information means no additional effort is required!

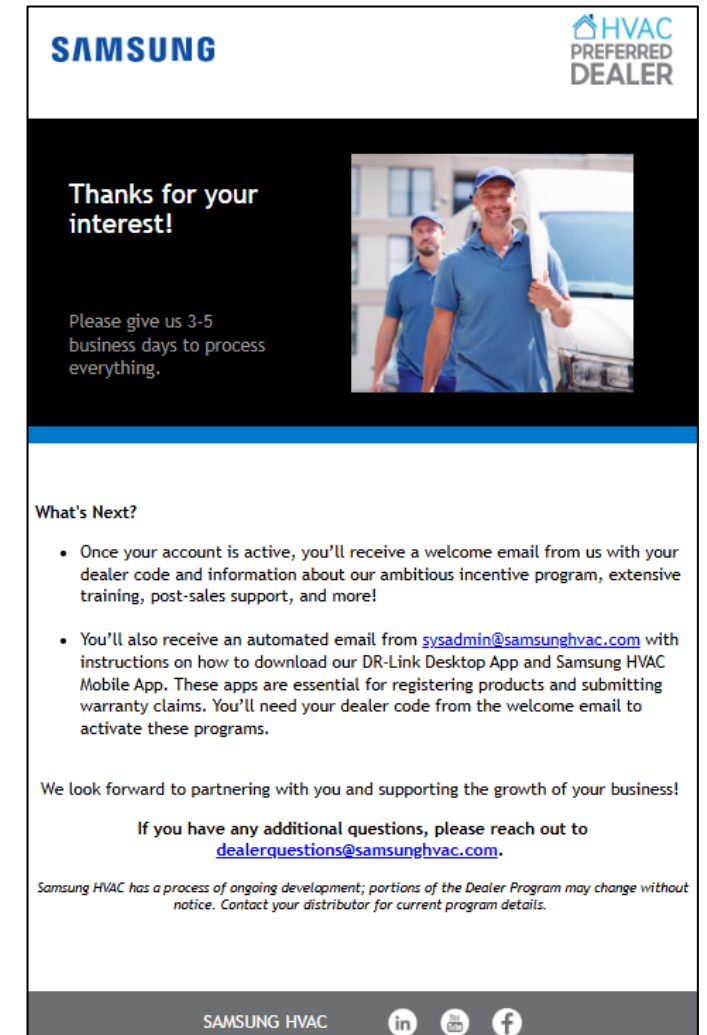
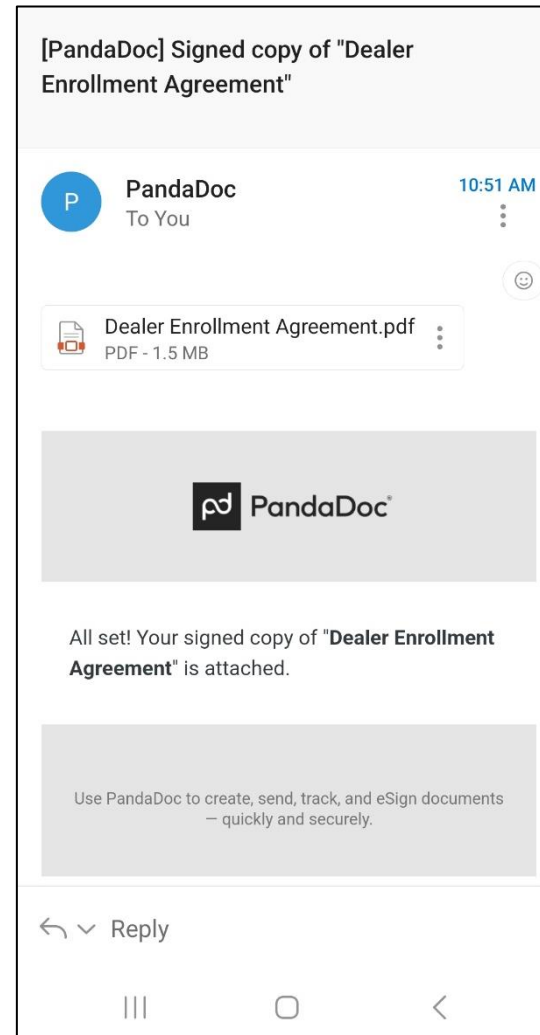
## Dealer Enrollment Process

### Step 3

Once completed, they'll receive 2 emails.

1. From Samsung HVAC via Panda Doc ([docs@email.pandadoc.net](mailto:docs@email.pandadoc.net)) with a copy of their signed agreement.
2. From Samsung HVAC ([dealerquestions@samsunghvac.com](mailto:dealerquestions@samsunghvac.com)) with information on what happens next.

**Please give us 3-5 business days to process registrations.**



# Dealer Enrollment Process



## Step 4

Once their account is active, they'll receive 2 more emails.

The first email will be from [sysadmin@samsunghvac.com](mailto:sysadmin@samsunghvac.com) with instructions on how to download the DR-Link Desktop app and Samsung HVAC mobile app.

This email includes information that is unique to each dealer.

If they lose the email, they can submit a request for this information [here](#).



Welcome to the Samsung HVAC Preferred Dealer Portal **Samsung HVAC B2B Dealer Link [DR-Link]** by **SAMSUNG HVAC America LLC.** !

Dealer Link [DR-Link] is where you can access marketing materials, sales tools, simplified product registration, and branding points.

Please use this information to setup and register **Samsung HVAC B2B Dealer Link [DR-Link]** **Windows, Android, and IOS** version.

1. Download **Samsung HVAC B2B Dealer Link [DR-Link]**

Download Information	
Windows	Android & IOS
Click <a href="#">here</a> to download software.	Search <b>Samsung HVAC</b> in the Google Play Store for Android and App Store for download the mobile application.

2. Register **User**: use below information to register and log in to **Windows, Android, and IOS** version.

Your E-Mail (User ID)	<a href="mailto:info@sydneyshvac.com">info@sydneyshvac.com</a>
Your New Password	Pass#1234_ (**Caution : This is temporary password and strongly recommend change after your initial log in to the system) <b>[Windows Version]</b> 1. Go to My User Information / Log-In Password 2. Click Edit button beside of password box and change password and Save button <b>[Android &amp; IOS]</b> 1. Go to the main menu in the upper left-hand corner 2. Go to My Info 3. Click Change Password and enter Password / Confirm Password MODIFY button
Initial Log-In Key	12345_ (**This key will be required to enter on initial Log In)

3. Register **Software**: use below product key (\*\*This key will be required only for Windows version)

Product Key	ABCDEF-12345678-123456
-------------	------------------------

# Dealer Enrollment Process

## Step 4


The second email is a welcome email from [dealerquestions@samsunghvac.com](mailto:dealerquestions@samsunghvac.com) with their dealer code and more information about the program benefits.



# SAMSUNG

**SAMSUNG** **HVAC PREFERRED DEALER**

Welcome to the Preferred Dealer Program



Get ready to unlock amazing benefits!

---

**You're In!**

Welcome to the Samsung HVAC Family!

**Here is your dealer code |1234**

You'll use this code to take advantage of all the benefits the dealer program has to offer!


Check out the [Preferred Dealer Program Guide](#) to learn more about all the resources now available to you.

---

**To get you started, here are some of the key perks of our program.**



**You can now access our desktop and mobile app.**

If you haven't already, receive an automated email from [sysadmin@samsunghvac.com](mailto:sysadmin@samsunghvac.com) with instructions on how to download our DR-Link Desktop App and Samsung HVAC Mobile App.




These apps are essential for registering products, so you'll want to have these ready to go before you install your first system! Remember, you'll need your dealer code to set up your accounts.

Can't find the email? [Click here to request access again.](#)

Download the app from the [Google™ Play](#) or the [App Store®](#).


**Score some great rewards.**



After registering your first 5 systems, you'll start to earn cash rewards for qualifying registered systems + bonus cash for year-over-year growth. You'll also receive 25 branding points for every qualifying registered system.

---

**Make sure you're up to speed.**



Create your account on our training portal, Samsung Business Academy (SBA), to find in-person and online training courses that best fit your schedule.

[Click here to register](#)

---




**Thank you for your partnership!**

We look forward to partnering with you and supporting the growth of your business.

**If you have any additional questions, please reach out to [dealerquestions@samsunghvac.com](mailto:dealerquestions@samsunghvac.com).**

*Samsung HVAC has a process of ongoing development; portions of the Dealer Program may change without notice. Contact your distributor for current program details.*

---

SAMSUNG HVAC   

**That's it!**

They're officially a Samsung HVAC Dealer.