User Catalogue - Spare Parts Bank

Welcome to Daikin’s Spare Parts Bank

We hope this tool allow you to streamline processes and will serve you as a valuable extension of your Daikin business. You can

- Search Spare Parts list (by model name, parts no. parts name...)
- View Spare Parts Illustration along with the Part List
- Check Ex Warehouse price and availability
- Place Purchase Order for parts required to be ordered
- Get Service Manuals
- Lodge Warranty Claim request

Let’s get started!

Access SPB

On your laptop using Internet Explorer or any suitable browser log in to DAME website using [http://www.daikinme.com/](http://www.daikinme.com/)

The following screen shows up

By clicking on Service & Parts you get to the following Screen
Please choose Service & Parts. The following screen appear

By clicking on Spare Parts Bank the following screen is shown. Click to access Spare Parts SPB icon to proceed further

Enter your User ID and Password given to you on the GSB and Click “Login”
You are now accessing the Global Spare Parts Bank.

Part identification and placing Purchase Order

Enter a model name. The whole model number is not necessary.

Click “Find”.
Click “View”.

Pop-Up will be displayed on the Left Hand corner of the screen every time you Log-In to change the Login Password if you want.
Click on “Detail” to check the description of Parts along with Price and Availability and to proceed to Order.
1. Click on “Part No” to see the Parts Info and detail.

2. Net DAME Price will be displayed

3. DAME Stock Availability is shown which can help to plan procurement

4. Click on “Select” to choose the Parts for Order
Once you click Proceed to Order following will be shown:

- **Click to Order**
- **Warranty Application**
- **Select other parts**
- **Clear out [Select List]**
- **List of Favorites**
- **Add this list to favorites**
- **Download**

To add to favorites Parts

Once you click Proceed to Order following screen appears seeking contact details. The information may be provided as it is mandatory.

You can go back in case there is any error to correct.

To ask for quote if required click Ask for Quotation

Once you click Proceed to Order following screen appears seeking contact details. The information may be provided as it is mandatory.
Once you click “Next” following screen appears
Kindly confirm by clicking "I accept"

In case you want to see Terms and conditions please click on the link as given above on screen
Proceed to confirm Order once you accept Terms and conditions

Can you accept the content mentioned below? Please check and click 'Register' button.

Once you say “Register” the order is confirmed.

You will get an Order reference in system like below
You will get a mail to the ID specified confirming order placed by you. A copy of this order flows to parts@daikinmcquayme.com for confirmation. Our team will get in touch with you to process the Order.

You have completed parts ordering. Further our team will contact you for payments. If payments are already in place, upon your confirmation and availability we will arrange delivery further.
Additional features available for you

**Service Manuals and Engineering Data** - You can also access Service manuals as per below. Once you login to your ID using user name and password the screen that comes before you on screen contains an SM/ED icon. By clicking it following screen is shown.

Choose your options on Document type and Product type and language, click search - you will get the screen below.
Data Search Options

Select “Data Search” of the menu bar. Entering data in any one of the 8 fields will show the results for that field when the “Search data with above conditions” button is clicked.
You can search for a part

1. Find applicable models
   Find respective model name(s) from Parts No. Those models have the part in their bill of materials.

2. Find Original Parts
   Find an original part No. from substitute parts No.
3. Find Repair Information
Find the latest repair information.

**INFORMATION ON REPAIRS OF PART**

For replacing the parts shown in the Current spec. column, please use the parts shown in the Substitute spec. column referring to the instructions below.

**Item: Magnetic switch for CC, SC**

<table>
<thead>
<tr>
<th>Current spec.</th>
<th>Substitute spec.</th>
</tr>
</thead>
<tbody>
<tr>
<td>610407</td>
<td>0439211</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please use [Model Search] menu to search parts list.
4. In case the part is not in use and there is a substitute part, you will see that on the left side of the page

5. Search using name
### 6. Search using Specification

**Data Search**

<table>
<thead>
<tr>
<th>Parts No.</th>
<th>Substitute Parts No.</th>
<th>Repair Info.</th>
<th>Parts Name</th>
<th>Specification</th>
<th>Drawing No.</th>
<th>Parts</th>
</tr>
</thead>
<tbody>
<tr>
<td>JT140A-VE 4 STON</td>
<td>JT140A-VE (LTE KH)</td>
<td>JT140A-VE 4 STON</td>
<td>JT140A-VE 4 STON</td>
<td>JT140A-VE 4 STON</td>
<td>JT140A-VE 4 STON</td>
<td>JT140A-VE 4 STON</td>
</tr>
</tbody>
</table>

### 7. Search using drawing number

**Data Search**

<table>
<thead>
<tr>
<th>Parts No.</th>
<th>Substitute Parts No.</th>
<th>Repair Info.</th>
<th>Parts Name</th>
<th>Specification</th>
<th>Drawing No.</th>
<th>Parts</th>
</tr>
</thead>
<tbody>
<tr>
<td>3PA17405.1</td>
<td>3PA17405.1</td>
<td>3PA17405.1</td>
<td>3PA17405.1</td>
<td>3PA17405.1</td>
<td>3PA17405.1</td>
<td>3PA17405.1</td>
</tr>
</tbody>
</table>

Enter key word(s) to search data.
Wild card (*) can be used.
Please use [Model Search] menu to search parts lists.
8. Search using representative model

You can create a list of favorites to help you choose repeat orders faster.

* Favorites will automatically be deleted in 3 months.
You can also log your Warranty Claim by choosing warranty claim option

Please bear 2 things while lodging any claim **Trouble date shall be maximum of 60 days prior to submission of Claim**

1. Once you click warranty claim you will get access to excel form that you will fill and send to warranty@daikinmcquayme.com
2. Mandatory Condition in case of Compressor Claim: Please send the Scanned copy of Service report to in addition to the claim form to warranty@daikinmcquayme.com

If you have questions, please do not hesitate to contact us at Parts@daikinmcquayme.com

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