

TOSHIBA

TOSHIBA REWARDS PROGRAMME

**Delivering solutions through
innovation & partnership**



Better Air Solutions



Contents

INTRODUCTION	3
TRAINING	4
MEMBER BENEFITS	5
HOW THE PROGRAMME WORKS	6
PLATINUM PARTNERSHIP	7
GOLD PARTNERSHIP	8
SILVER PARTNERSHIP	9
SPENDING YOUR POINTS	10
TERMS & CONDITIONS	11
CONTACT US	12

VRF Units:

- SHRMa R32 VRF
- Mini SMMS VRF
- SMMSu R410a VRF
- SHRMe R410a VRF

RAS Units:

- Haori
- ***NEW*** Daiseikai 10 - (WOOD/WHITE)
- Shorai Edge - (BLACK/WHITE)

Air-to-Water Units:

- Estia R32 Outdoor
- Estia Hydro Unit
- Estia Hot Water Tank

RAV Units:

- Digital Inverter Classic
- Digital Inverter Series 1
- Digital Inverter Series 2

TOSHIBA

Welcome to the Toshiba Rewards Programme

Join us in becoming the No.1 supplier in the UK of the most innovative and energy efficient comfort cooling solutions, combined with a first class level of customer support.

ABOUT TOSHIBA REWARDS

The Toshiba Rewards Programme consists of three accredited partner tiers – Silver, Gold and Platinum in order of status. There is a set revenue threshold requirement for each tier that customers must meet in order to be able to market themselves as an accredited Toshiba Rewards Partner. The programme recognises total spend on new equipment across Toshiba HVAC & Carrier VRF products purchased either directly or via distribution.

All customers who are unable to reach the minimum threshold for the Silver tier but still spend over £10K will still be recognised as a registered partner.

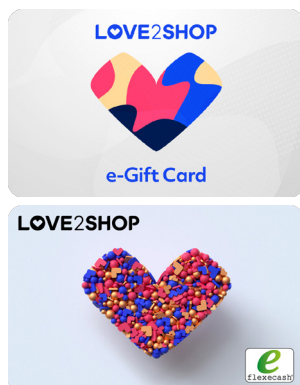
Partners can continue to exchange loyalty points and redeem them for Love2Shop gift cards, a selection of air conditioning products, installation tools and high quality branded clothing and merchandise through their online account on the rewards website.

TO QUALIFY

- You must be a customer of Toshiba Air Conditioning, a customer of an approved Toshiba Distributor or a Toshiba Approved Re-seller.
- Hit the minimum spend threshold.
- You must adhere to F-Gas regulations and be Refcom registered (or equivalent) and fully compliant (F-Gas numbers must be submitted with online registration and will be regularly checked and updated).
- You must complete all account details.
- You must accept the terms and conditions.

THE VALUE OF PARTNERSHIP

We recognise the contribution that our network of installers and distributors make towards our continued success story and in line with our vision statement we have updated our rewards incentive programme to further enhance the benefits available to our loyal customers.



Love2Shop gift cards



Toshiba equipment



Clothing, merchandise and tools



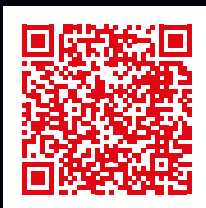
We offer some amazing training opportunities which are accessible either face-to-face at one of our facilities across the UK & Ireland or online enabling you learn at your own convenience.

Once you have become an accredited partner you will have access to an enhanced training offering.

TRAINING MODULES INCLUDE:

- Controls.
- Warranty Qualification.
- VRF Installation and Service.
- Digital Inverter Installation & Service.
- ESTIA Air-to-Water R32 Overview & Technical.

BOOK YOUR PLACE



Our Technical Training and CPD courses are complimentary to our rewards partners. See details below on how to book your place.

Scan the Training QR code, email:
toshiba.training@toshiba-ac.com
or call our dedicated team on:
0330 236 8630 opt 5.



Member Benefits

ACCREDITED PARTNER

Tier	Registered >£10k	Silver >£75k	Gold >£150k	Platinum >£300K
Spend Criteria				
Warranty	See Warranty Guidelines	See Warranty Guidelines	See Warranty Guidelines	10 Years
Toshiba Online Rewards	0.5%	1%	1%	1%
Free Training	Yes	Yes	Yes	Yes
Online Warranty	No	Yes*	Yes*	Yes
Details on Website	No	Yes	Yes	Yes
Vehicle Stickers	No	Yes	Yes	Yes
Discount on Site Services	No	10%	15%	20%
Engineer Kits	No	3	5	10
Office Kits	No	3	5	10
Retrospective Rebate	No	No	0.5%	1%
European Factory Visit	No	No	No	Yes



TRAINING

Enabling our valued customers to deliver the best possible service is a fundamental our mutual to success. That is why we are supporting all tiers with a basic level of CPD and product training, as well as offering more enhanced technical training for our Platinum partners.



RETROSPECTIVE REBATES

While all participating customers benefit from being members of the Rewards scheme, Gold and Platinum members will also be able to earn tailored annual retrospective rebate to help support driving your business. For terms and conditions of the annual retrospective rebate please see page 11.



DISCOUNT ON SITE SERVICES

Silver 10%, Gold 15% & Platinum 20%. Your discounts on services will increase as your partnership status rises.

* warranty is offered as part of the warranty terms document. Online access is in development

How the programme works

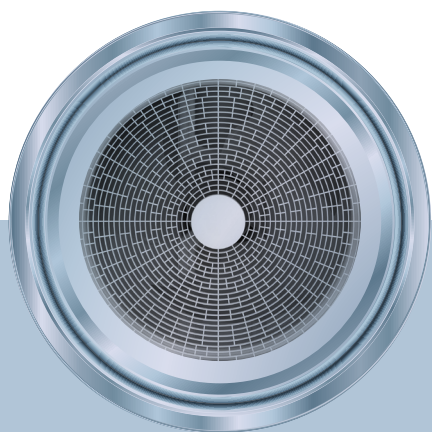
The programme applies to all purchases of Toshiba DX/VRF and Carrier VRF products bought through direct or through one of our approved distribution partners.

On a monthly basis, we will calculate your spends from your purchases, once verified and approved, Toshiba Reward Points will be allocated to your account and these can be redeemed on the online rewards shop or for Love2Shop cards.

We aim to provide a great loyalty programme, if you have any questions, please do pick up the phone and talk to us, we'll be happy to explain everything.

All rewards points are done on a monthly basis and uploaded to your account 60 days post paid invoices on the last working day of that month (Typical example: for sales in January you will receive points by the end of March.)





Platinum partner

Recognising Developing Growth

PLATINUM PARTNERSHIP OUR REQUIREMENTS:

The final and most significant step for our exclusive partners is platinum status. This prestigious tier provides access to business support and a comprehensive suite of benefits not available to other tiers within the programme.

- £300k spend threshold.
- Refcom elite
- Installation & service training for VRF, light commercial, residential & controls.
- Equipment to be maintained & records kept for inspection.
- Maintenance engineer as well as install engineer to be trained.
- Online commissioning sheets to be completed & approved.

Not only does the platinum badge denote your status at the top of the Toshiba rewards scheme, but it's also a statement on our part to award and recognise your excellence in delivering tailored solutions for your customers, and the key contribution to the Toshiba business as a whole.

SOME OF THE IMPORTANT BENEFITS ONLY AVAILABLE TO PARTNERS WITH GOLD STATUS AND ABOVE INCLUDE:



Toshiba online rewards



Parts and labour



Discount on site services



European factory visit





Gold partner

Recognising Developing Growth

GOLD PARTNERSHIP OUR REQUIREMENTS:

- £150k spend threshold.
- Refcom (or equivalent).
- Installation & service training for vrf, light commercial, residential & controls.
- Equipment to be maintained & records kept for inspection.
- Maintenance engineer as well as install engineer to be trained.
- Online commissioning sheets to be completed & approved.

SOME OF THE IMPORTANT BENEFITS ONLY AVAILABLE TO PARTNERS WITH GOLD STATUS AND ABOVE INCLUDE:

Gold status is designed to demonstrate your professionalism and commitment to the Toshiba brand with enhanced support and deliverables as well as provide financial benefits in order to prepare you to hopefully progress along the journey to becoming a platinum member.



Toshiba online rewards



Parts and labour



Discount on site services



Free training





Silver partner

Recognising Developing Growth

SILVER PARTNERSHIP OUR REQUIREMENTS:

- £75k spend threshold.
- Refcom (or equivalent).
- Installation & service training for vrf, light commercial, residential & controls.
- Equipment to be maintained & records kept for inspection.
- Maintenance engineer as well as install engineer to be trained.

As the first step on your journey the revenue requirement for silver has been set at a moderate level to allow easy access for our customers and enable them to utilise the programme to enhance and grow sales whilst progressing through the different levels in the framework.

The scheme has been designed to provide excellent benefits and deliverables not available to registered partners within toshiba rewards scheme. Silver status is designed to assist you in your early stages of your partnership journey and to provide you with support to enable you to grow and hopefully take steps towards gold and platinum levels.

SOME OF THE IMPORTANT BENEFITS ONLY AVAILABLE TO PARTNERS WITH GOLD STATUS AND ABOVE INCLUDE:



Toshiba online rewards



Parts and labour



Discount on site services



Free training



Spending your points

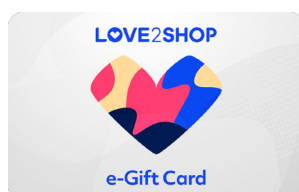
Spending your points is so simple, and with them lasting 12 months that gives you plenty of time. Whether you want to save them for a larger purchase or just spend them as and when they are uploaded.

We have made your journey super easy with a tailored account just for you.

1 POINT = £1 TO SPEND

Points can be redeemed on our online shop which has lots of different choices and options from

- Tools
- Equipment
- BP Fuel Cards
- Love2Shop Gift Cards
- Branded Toshiba Clothing
- Branded Toshiba Merchandise



Love2Shop gift cards



Toshiba equipment



Clothing, merchandise and tools

Everything you need is built into your account from your account & point details, everything you need to know and even get in touch if you need any further assistance.

Click here for
My account

- * Update details
- * Points balance
- * My messages



Click here for
Everything you need to know



Click here to
Get in touch



Terms & Conditions

GENERAL

- The Toshiba Rewards Programme is personal to the registered business and cannot be transferred to any other division of that business or associated or partner business.
- Carrier Solutions UK Ltd reserves the right to (i) terminate the Toshiba Rewards Programme; (ii) to alter or amend the terms and conditions of operation of the Toshiba Rewards Programme; and/or (iii) withdraw or cancel related benefits (including but not limited to the rebate) without any liability on reasonable notice.



REBATE

- The Toshiba Rewards Retrospective Rebate is available to Platinum and Gold Accredited Partners only.
- The Toshiba Rewards Retrospective Rebate is paid in arrears after achieving the partner status.
- To qualify for Toshiba Rewards Retrospective Rebate, Partners must meet the relevant spend levels and training requirements as stipulated by tier outlined in this document.
- Toshiba Rewards Retrospective Rebate is not in addition to any existing historic rebate agreements the partner may hold or have held with Toshiba currently or in the past.
- The Partner is unable to combine any separate rebate agreements together with Toshiba Rewards Retrospective Rebate when making any claim. Toshiba Rewards Retrospective Rebate is due on UK spend only.
- Toshiba Rewards Retrospective Rebates will only be due on fully paid invoices and we can withhold where debts remain outstanding from the Partner.
- All decisions regarding rebates relating to Toshiba Rewards are up to the discretion of the Managing Director of Sales and the decision is final.



SPEND

- To reflect our ongoing commitment to partnership and our customers we are delighted to confirm that all spend on Toshiba, and Carrier DX/VRF new equipment within the UK will be recognised as part of the Toshiba Rewards Programme.
- All Toshiba and Carrier combined spend on new equipment DX and VRF products (excluding applied systems).
- DX & VRF product sales within the UK ONLY whether purchased directly or via distribution will be recognised.
- Spend will be calculated based on total invoiced business in a Calendar Year (1st Jan – 31st December).
- Date of invoice generated by the system will dictate the time-period that the spend falls into.
- Spend on spare parts, Maintenance Services, delivery charges and other services are excluded from recognised revenue.
- Recognition of spend remains solely at the discretion of the Managing Director for Carrier Solutions UK Ltd.

TOSHIBA



OFFICE LOCATIONS

Manchester
Carrier Solutions UK Ltd
Unit 15 S:Park Business Park
Hamilton Road
Stockport
Greater Manchester
SK1 2AE
Tel: 0330 236 8630 - opt 2
marketing.uk@toshiba-ac.com

St Albans
Vokèra Limited
Unit 7, Riverside Industrial Estate
Borderlake House
London Colney
St Albans
AL2 1HG
Tel: 0330 236 8630 - opt 4
marketing.uk@toshiba-ac.com

Telford
Viessmann UK
Hortonwood 30
Hortonwood Roundabout
Telford
Shropshire
TF1 7YP
Tel: 0330 236 8630 - opt 5
marketing.uk@toshiba-ac.com

Plymouth
Carrier Solutions UK Ltd
Porsham Close
Belliver Industrial Estate
Plymouth
Devon
PL6 7DB
Tel: 0330 236 8630 - opt 2
marketing.uk@toshiba-ac.com

DEPARTMENTAL CONTACT DETAILS

Sales Order Processing
0330 236 8630 opt 2 - opt 1
sales.support@toshiba-ac.com

Pre Sales Team
0330 236 8630 opt 2 - opt 2
projects.uk@toshiba-ac.com

Spare Parts
0330 236 8630 opt 2 - opt 3
spares@toshiba-ac.com

Warranty
0330 236 8630 opt 2 - opt 4
warranty@toshiba-ac.com

Technical Support
0330 236 8630 opt 2 - opt 5
technical.enquiries@toshiba-ac.com

Training
0330 236 8630 opt 2 - opt 6
toshiba.training@toshiba-ac.com

www.toshiba-aircon.co.uk