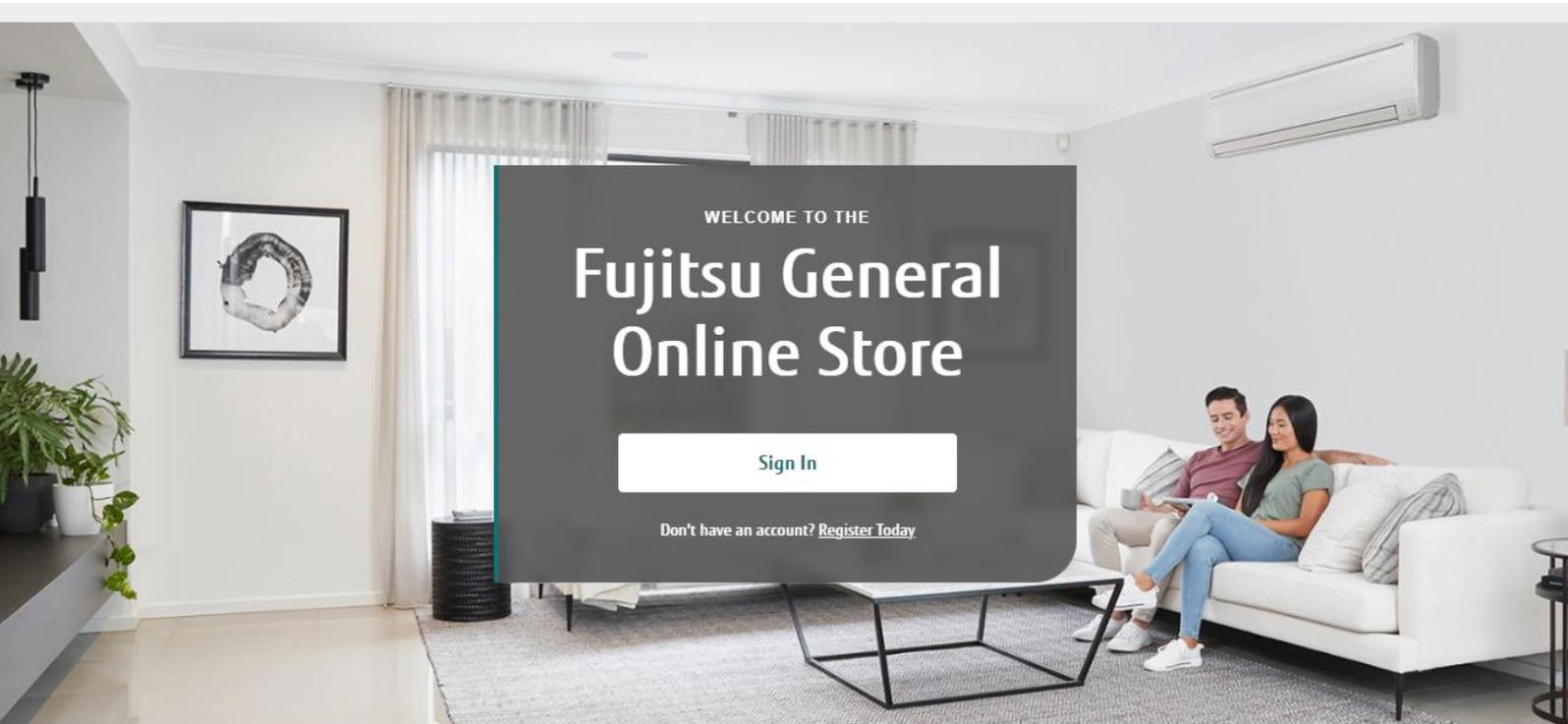


Fujitsu General Online Store User Guide



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Registration

New Company Account

Upon arrival at the shop’s landing page, select the “Register Today” option to navigate to the Partner Portal account registration page. It is imperative to accurately complete all fields with your company’s information prior to proceeding.

Register for Partner Portal

Already a member? [Sign in](#)

Important Note:
If your company already has an account on our Portal, please refer to your company's admin account holder to grant access.

Your Details

First Name Last Name

Position

Email

Phone Mobile

Prior to submission, you must review and provide consent to the Terms and Conditions. Only after accepting these terms can you finalise the registration process by clicking “Submit”.

I agree to the [terms and conditions](#)

Submit

New Staff Account

If your company already has an account on our Portal, please refer to your company's admin account holder to grant access.

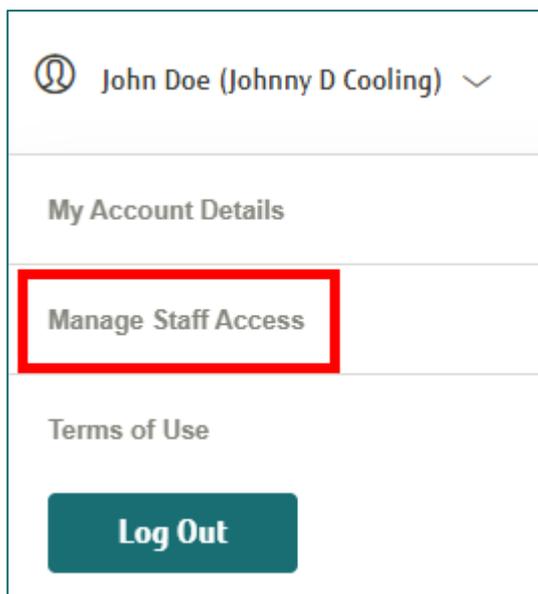
For Admin Account Holder

If you are the admin account holder, head to your respective Partner Portal:

For Australian account holders: <https://www.fujitsugeneral.com.au/partner-portal/>

For New Zealand account holders: <https://www.fujitsugeneral.co.nz/partner-portal/>

In the top-right hand corner, selecting your user will show a drop-down with the option for "Manage Staff Access." From that page, you can select "Add Staff" to create a new user under your parent account.



Here, you will need to fill in the 'User Details' section with the Staff Member's first name, last name, position, email address, and phone numbers.

Please note that the email address used will be the same for logging in and receiving your registration details.

Add New User

User Details

First name Jane	Last name Doe
Position Head of Distribution	
Email janedoe@johnnyd.cooling	
Phone 0412349876	Mobile 0412349876

After entering the user details, the next step is to assign the appropriate permissions. Based on the user's access level, select the necessary permissions using the tick boxes

provided. You have the option to 'Select all' for full access or choose specific areas that will determine what the user can see on their dashboard upon logging in.

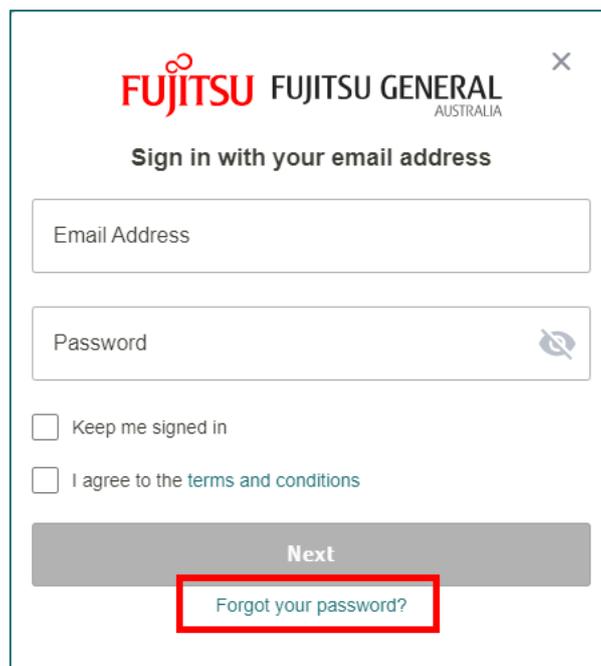
After selecting the desired permissions, click the 'Submit' button to send a request for approval to the Fujitsu Partner Portal. Upon approval, the new user will receive an email notification containing a link to the login page.

Account Security

If you are not receiving any email confirmations, please check your spam/trash folder – if you continue to not receive these emails, please reach out to Fujitsu Assist.

Password

For security purposes, if you are currently signed in, please log out to initiate the password change process. Navigate to the landing page and select the "Sign In" option. This will prompt the login interface, where you will find the "Forgot your password?" link. Proceed by following the on-screen instructions.



The screenshot shows a login form for Fujitsu General Australia. At the top, the logo 'FUJITSU FUJITSU GENERAL AUSTRALIA' is displayed. Below the logo, the text 'Sign in with your email address' is centered. There are two input fields: 'Email Address' and 'Password'. Below the password field, there are two checkboxes: 'Keep me signed in' and 'I agree to the terms and conditions'. At the bottom, there is a grey 'Next' button and a red-bordered link labeled 'Forgot your password?'.

You will be required to verify your account ownership through Multi-factor Authentication (MFA), which involves receiving an MFA code in your email inbox.

Upon successful verification with the MFA code, you will be prompted to create a new password. Enter your desired password and confirm it by entering it again to complete the process.

Multi-factor Authentication

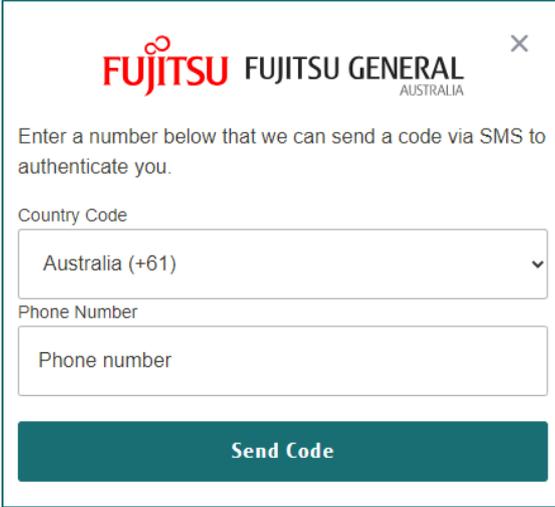
When you sign in, Multi-factor Authentication (MFA) will be necessary. You will have two choices to receive your MFA code:

- **Email:** This method is always accessible and will send the code to the email address tied to your login.
- **SMS:** This method is supplementary and allows you to receive the code on a phone number you designate during your first use of SMS for MFA.

While both methods ensure secure authentication, SMS is recommended as the preferred method due to its enhanced security measure.

Setup SMS MFA

On your first login without SMS MFA, you will be asked to nominate a mobile phone number to receive authentication codes to.



The screenshot shows a web form for setting up SMS MFA. At the top, it displays the Fujitsu General Australia logo and a close button (X). Below the logo, there is a prompt: "Enter a number below that we can send a code via SMS to authenticate you." The form contains two input fields: "Country Code" with a dropdown menu currently showing "Australia (+61)", and "Phone Number" with a text input field containing the placeholder "Phone number". At the bottom of the form is a dark teal button labeled "Send Code".

You must nominate a mobile phone number that you have access to, as you will need it each time you authenticate with SMS.

Once you have sent a code to yourself, you will have to enter it into the space provided on the site – after successfully entering the code you received, you will log in.

Update SMS MFA

To update the mobile phone number associated with your SMS MFA, please contact Fujitsu Assist. Our team will assist in removing the current number linked to your MFA. Once this is completed, you will be prompted to provide a new mobile phone number the next time you opt for SMS MFA.

Remove SMS MFA

As SMS is our preferred method of authentication, we currently do not permit the removal of a user's phone number from our system. If you need to change the mobile phone number for MFA purposes, please follow the procedure for updating SMS MFA.

Products and Parts

Searching



Within the main navigation bar, locate the “Search” tab, distinguished by a magnifying glass icon. Enter the desired part number or product name into the provided field. Upon selecting the magnifying glass icon, the system will generate a list of all products associated with the entered information.

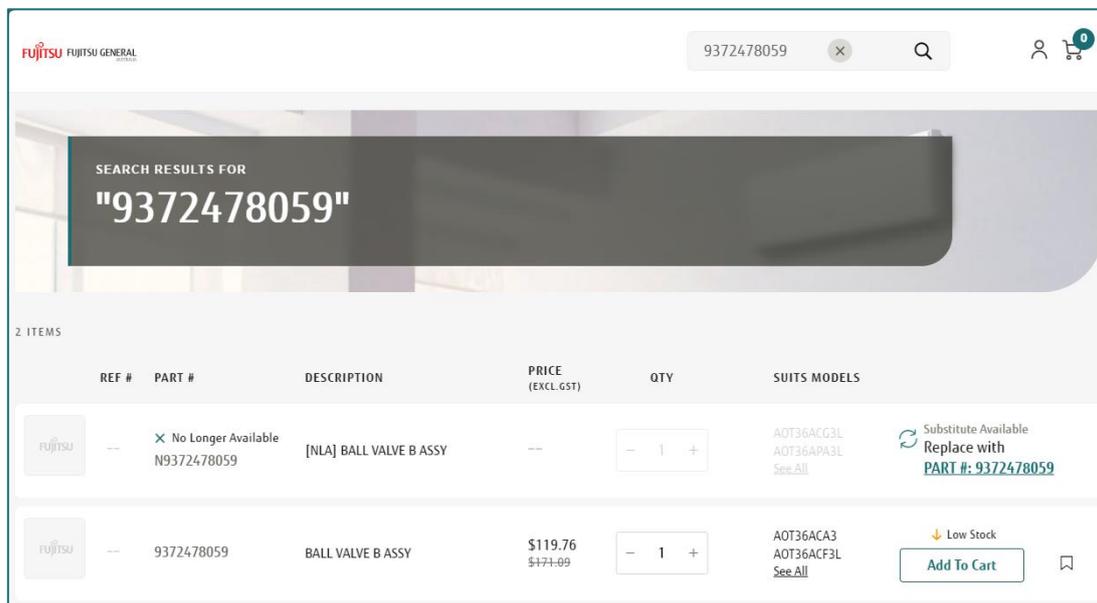
The results displayed, including Spare Parts, Finished Goods, or both, are contingent upon the permissions established within your account.

In instances where multiple prices are listed under the “Price” column, the price applicable to your purchase is the one that is bolded and not struck through. Please note that all listed prices are exclusive of GST (Goods and Services Tax) and freight charges.

Searching for Spares

Input the designated Spare Part code into the Search Bar to retrieve the specific part along with related components based on their descriptions, models, and categories.

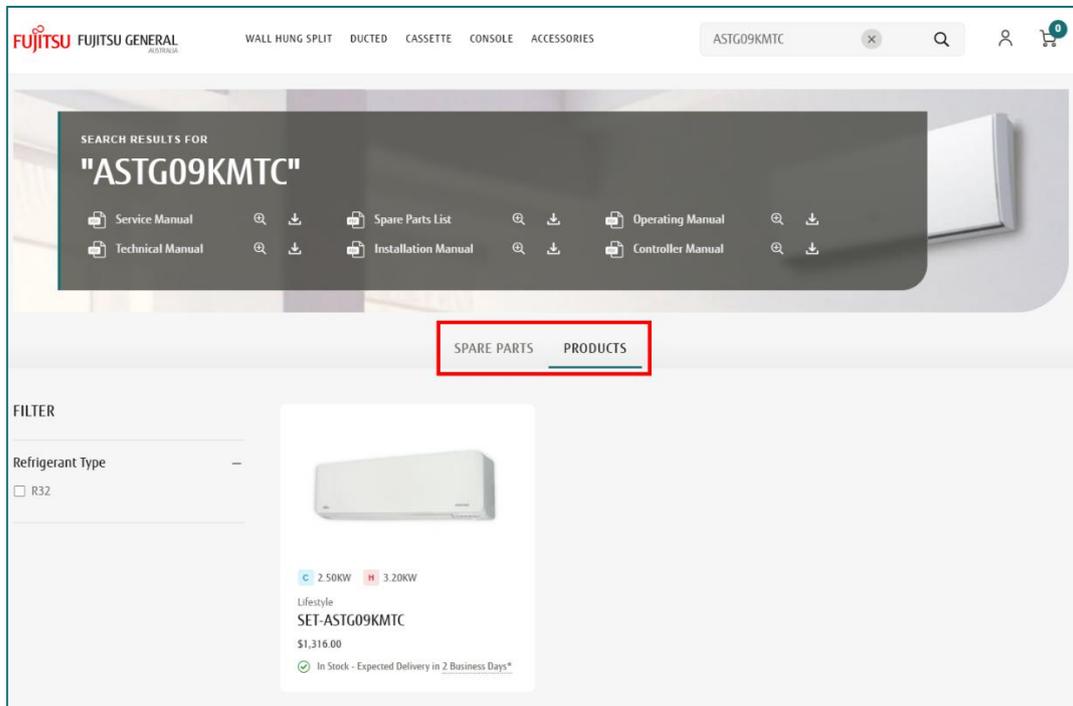
Upon entering a Model code while in the Spare Parts section, the system will display a comprehensive list of all spare parts associated with that model.



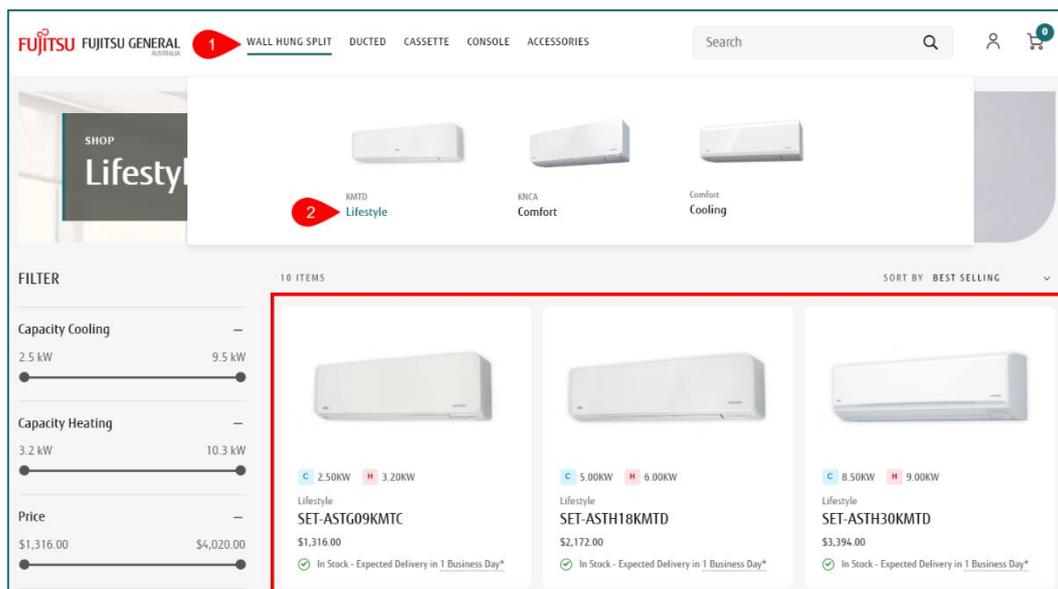
Should a spare part possess a Reference Number (Ref #), this number corresponds to the item’s designated identifier within the service manual for the applicable model.

Searching for Finished Goods

When you search within your account, priority is given to Finished Goods if they are accessible. For instance, a search for "ASTG09KMTC" will display "SET-ASTG09KMTC" provided your account has the necessary permissions. Additionally, tabs are available to explore Spare Parts related to the Finished Goods.



Your navigation bar will list the various categories accessible to you. By hovering over or selecting a category, you can view all the products it encompasses. For example, navigating to "Wall Hung Split" followed by "Lifestyle" will present the complete Lifestyle Range for Wall mounted units.

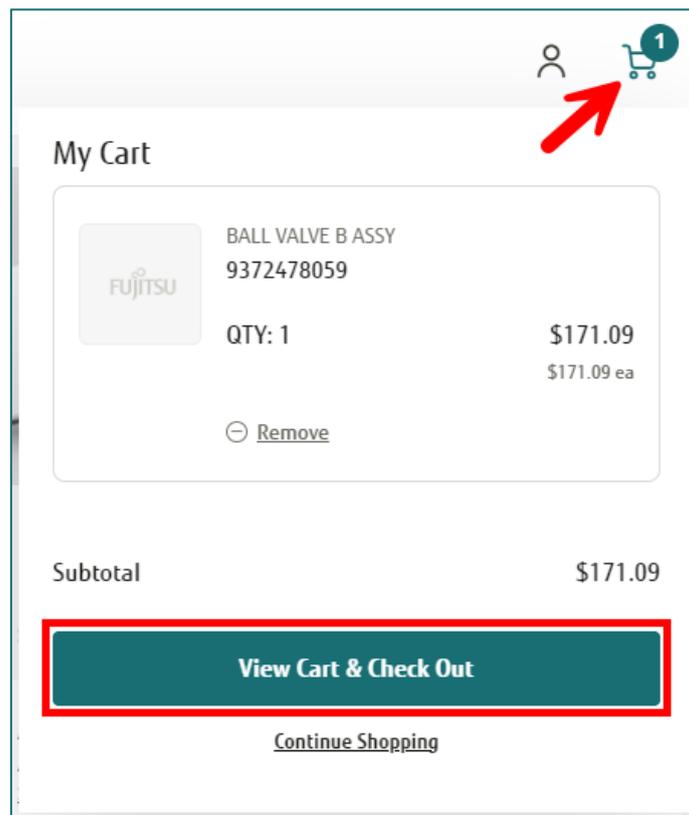


On the left-hand side of the page, you will have filters in which you can narrow down the options you have available.

Creating an Order

After locating the desired part using the search function, proceed by selecting the “Add to Cart” button (). This action will place the item into your shopping cart. Continue this process until all necessary parts for the order have been added.

To review your selections, click on the Shopping Cart icon located at the top-right corner of the screen. Follow the subsequent prompts to specify shipping details and payment information.



Upon completing these steps, confirm the order by clicking on “Complete Order”. A confirmation email will be dispatched to acknowledge the creation of your order. A subsequent email notification will be sent once the order has been dispatched for delivery.

Calculating Shipping Cost

During Checkout, you can estimate the shipping cost before finalising by clicking “Estimate” under the Order Summary module. Please note that Finished Goods shipping is free.

Order Summary	
SUBTOTAL	\$12.15
SHIPPING	Estimate
GST	TBD

Enter your Postcode when prompted and you will be given the Shipping Cost for that order.

Estimate Shipping	
SHIPPING METHOD	PRICE
Metro Region	\$25.00
Recalculate	

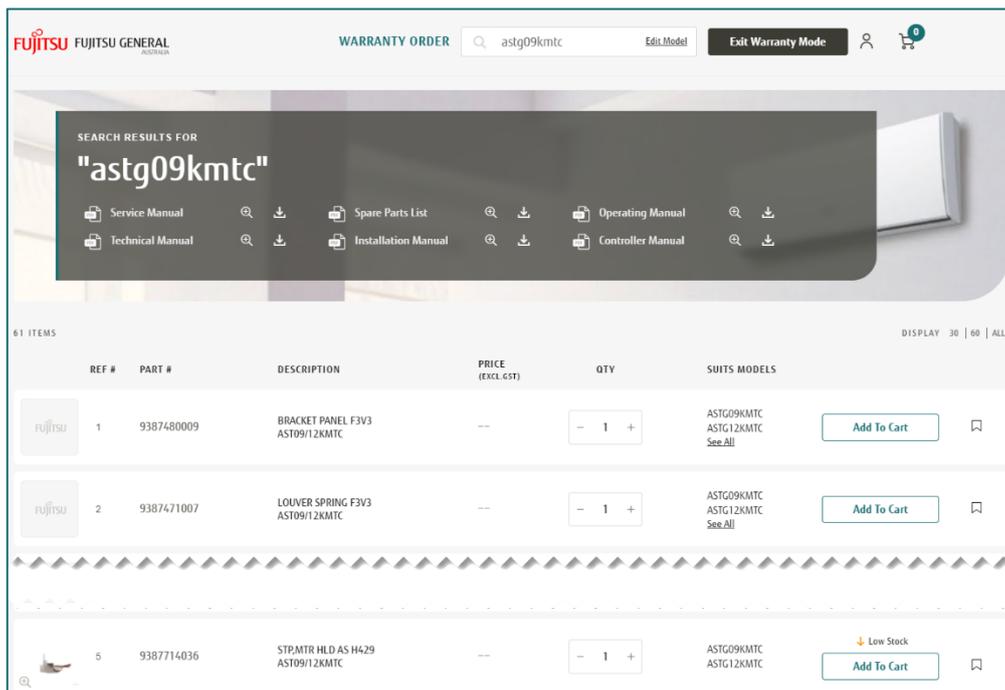
Creating a Warranty Order

If your account is authorised, the landing page will feature a “Warranty Order” button to commence the warranty claim process. You will be prompted to input the model number of the product requiring replacement parts. For illustrative purposes, let’s consider the model ASTG09KTMC.



Warranty Enter your model number to find warranty parts.

[Warranty Order](#)



Proceed to locate and select the necessary Spare Parts for replacement by clicking the "Add to Cart" button for each item.

During the concluding phase of the Warranty Checkout, you will be required to provide detailed information pertaining to the defective unit.

Warranty Checkout

Enter your Model information and continue to checkout

FAULTY UNIT MODEL NUMBER *

10/43 characters

FAULTY UNIT SERIAL NUMBER
(EG. E012345 OR T012345) *

7/7 characters

OTHER CONNECTED UNIT MODEL ⓘ

0/43 characters

OTHER CONNECTED UNIT SERIAL ⓘ

0/7 characters

PURCHASE ORDER * ⓘ

4/50 characters

DATE OF PURCHASE *

📅

FAULT DESCRIPTION *

6/2000 characters

FUJITSU CASE/AUTH NUMBER ⓘ

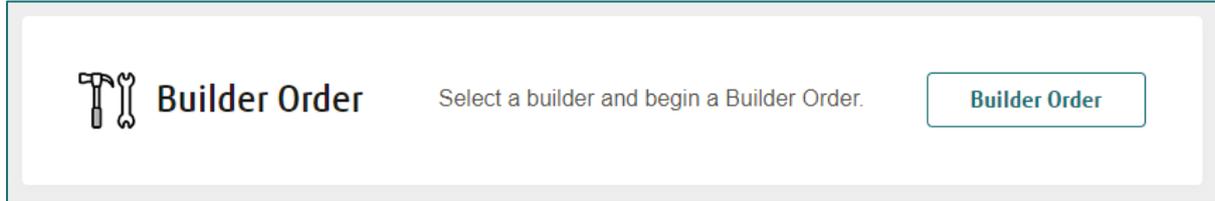
UPLOAD INVOICE ⓘ

📎

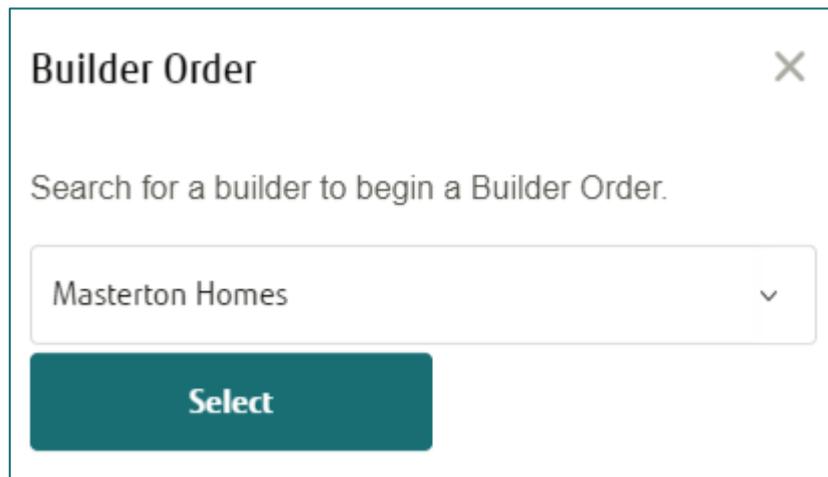
Ensure you fill out all the required details and be descriptive as possible for the "Fault Description".

Creating a Builder Order

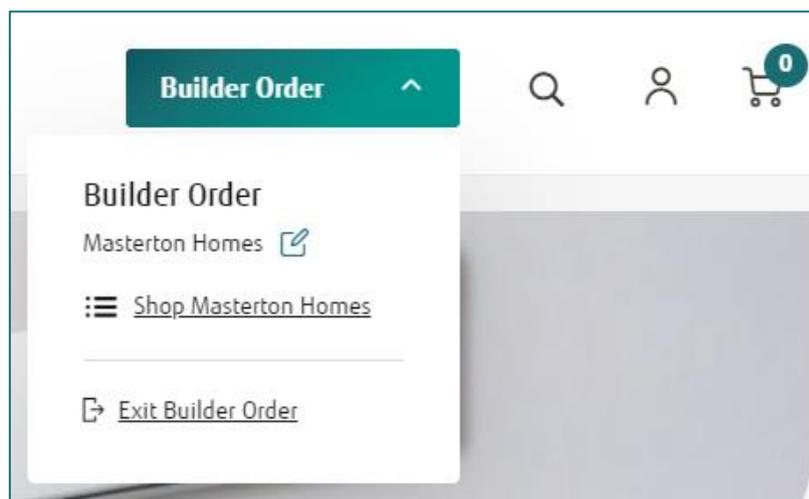
Should your account be granted the requisite permissions, you will notice a “Builder Order” button on the landing page. This button serves as the starting point for the builder order process.



You will be presented with a roster of builders to whom you have been assigned. Please select the appropriate builder for your current purchase from this list.



Following the selection, you may proceed to shop in the usual manner by adding items to your cart and proceeding to checkout. To confirm that you are operating within the Builder Order mode, refer to the navigation bar; it will display a “Builder Order” button to indicate this mode.



Creating a Multisystem Order

Eligible accounts will observe a “Multi” designation within the top navigation bar, indicating the ability to initiate a Multisystem Order.



Prior to commencing the order process, it is recommended to peruse the Product Range Brochure. This will provide a comprehensive overview of the available options and their respective features.



To begin constructing your Multi System, click on the “Build a Multi System” button. This will direct you to the Multi Systems builder interface, where you must specify the number of rooms you intend to accommodate.

Please note that 2-4 rooms is R32 Refrigerant, whereas 5-6 rooms is R410A Refrigerant.



Following this, you will select the appropriate Kilowatt capacity required for each room.

Indoor Cooling Capacity Requirements Per Room

Kitchen [🔗](#)

2.00kW

2.50kW

3.50kW

4.00kW

5.00kW

7.00kW

Main Bedroom [🔗](#)

2.00kW

2.50kW

3.50kW

4.00kW

5.00kW

7.00kW

Spare Bedroom [🔗](#)

2.00kW

2.50kW

3.50kW

4.00kW

5.00kW

7.00kW

For every room, a selection of products compatible with the chosen Kilowatt capacity will be presented. To add a product to your Multi System order, simply click on the corresponding product card.

2 of 5: Main Bedroom

Select an Indoor Unit for Main Bedroom (2.50 kW)

[ALL](#) [CASSETTE](#) [DUCTED](#) [WALL MOUNTED](#)



C 2.50KW H 2.50KW

Bulkhead
ARTH09KSLAP
\$993.00

[🔗 Backorder](#)

[View Product Details >](#)



C 2.50KW H 2.50KW

Compact
AUTH09KVLA
\$721.00

[🔗 Backorder](#)

[View Product Details >](#)



C 2.50KW H 2.50KW

Floor Console
AGTG09KVCA
\$778.00

[🟢 In Stock - Expected Delivery in 1 Business Day*](#)

[View Product Details >](#)



C 2.50KW H 2.50KW

Bulkhead
ARTH09KLLAP
\$1,053.00

[🟢 In Stock - Expected Delivery in 1 Business Day*](#)

[View Product Details >](#)

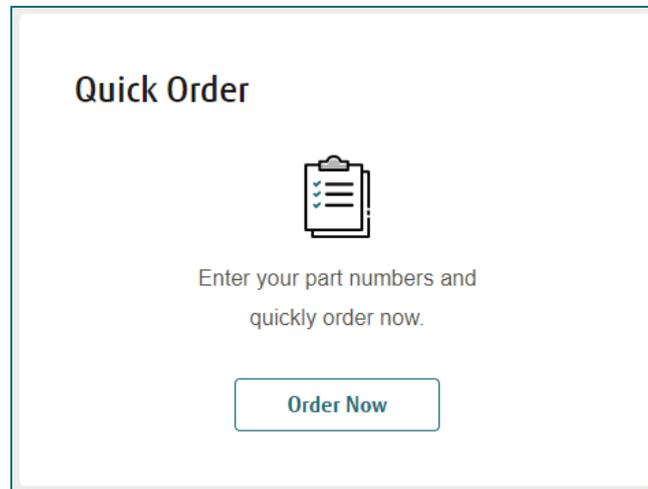
Proceed by selecting units for each room and adding any optional extras as desired. Upon completion, a summary of all selected products will be displayed, offering an opportunity to review and modify your choices if necessary.

Multi System Summary ×				
3 Rooms 🔗				
ROOM	PRODUCT	CAPACITY	QTY	PRICE
KITCHEN (2.00KW)	 Lifestyle ASTH07KMCD	C 2.00KW H 2.00KW	1	\$400.00
MAIN BEDROOM (2.50KW)	 Floor Console AGTG09KVCA	C 2.50KW H 2.50KW	1	\$778.00
SPARE BEDROOM (3.50KW)	 Floor Console AGTG12KVCA	C 3.50KW H 3.50KW	1	\$838.00
OUTDOOR UNIT	 Outdoor AOTH30KBTA4	C 8.00KW H 9.60KW	1	\$3,466.00
OPTIONAL ADD-ONS	Not Yet Started		-	TBD

Once it's added to your cart, you can continue to checkout like you normally would.

Creating a Quick Order

The dashboard features a “Quick Order” module designed to expedite the ordering process. To initiate a quick order, select the “Order Now” button. This will present you with options to either manually input bulk parts or upload a document containing all the parts you require.



Your account permissions will determine whether you can quick order Spare Parts or Finished Goods.

Quick Order ✕

SPARE PARTS **PRODUCTS**

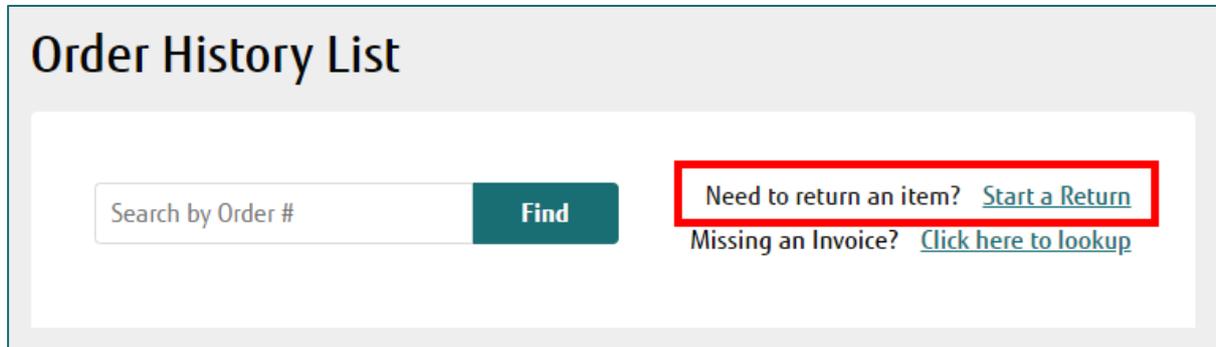
Enter each part number or upload a CSV file of your order below. [Download the CSV Template.](#)

PART #	QTY
<input style="width: 90%;" type="text" value="9709622018"/>	<input type="button" value="-"/> 1 <input type="button" value="+"/>
✓ Product: CONTROLLER PCB ASSY K13RA-1300HSE-C1 \$180.00 \$104.56	
<input style="width: 90%;" type="text" value="9709898000"/>	<input type="button" value="-"/> 3 <input type="button" value="+"/>
✓ Product: FILTER PCB AS K07AQ-0700HUE-FLO \$310.00 \$315.37	

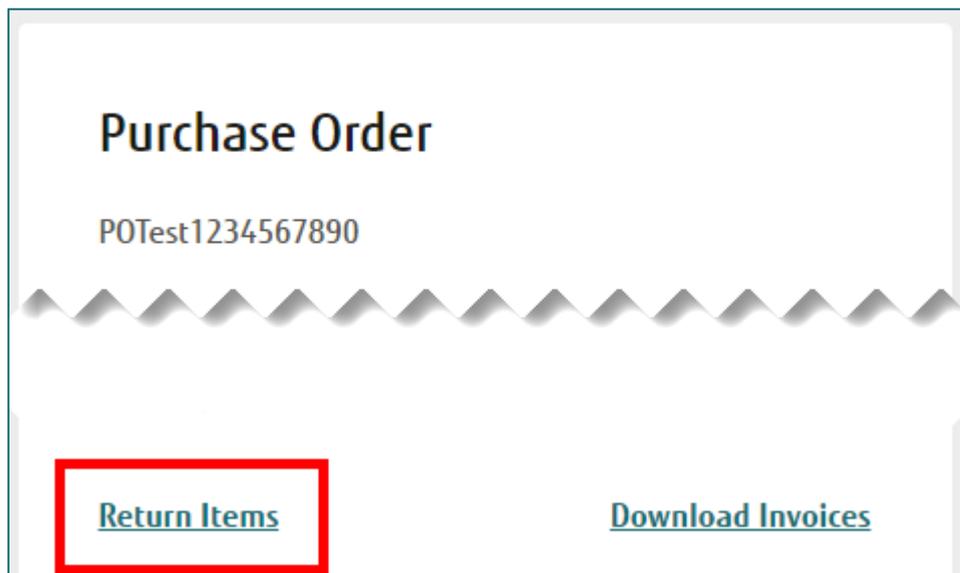
A CSV Template is provided for your convenience. This template includes columns for both the Product Code and the Quantity required. After populating this template with the necessary information, upload the file. The system will automatically populate the details of your order. The final step is to add the items to your cart and proceed to checkout as usual.

Creating a Request for Return

To initiate a Request for Return for your order, you may start the process directly if you have the Invoice Number. Simply access the Order History List and select the “Start a Return” link for the specific order. This will begin the return process for the items associated with that invoice.



If you do not have the Invoice Number on hand, please visit the Order Summary page of the order in question. There, you will find an option labelled “Return Items” on the right-hand side. By selecting this, you will be presented with a list of all invoices linked to the order, allowing you to proceed with the return.



During the selection process, it is crucial to choose the correct serial number for each item you wish to return. Additionally, you must provide a valid reason for the return. If necessary, you have the option to upload an image to support your claim.

Select Items to Return

Invoice #: **7100511**

fujitsu 2.5 KW R32 LIFESTYLE RANGE WALL MOUNTED INDOOR
ASTG09KMTC

1

(of 1)

\$900.00
\$900.00 ea

SERIAL NUMBER *

ASTG09KMTC086231
▼

REASON FOR RETURN *

No longer required
▼

UPLOAD PHOTOS

Upload File(s)

ITEM CONDITION *

New, never opened

Open box

Installed

After selecting the items for return, you will be asked to specify the Pickup Location and include any special instructions that may assist us in processing your return.

Return Details

Pickup Location

1 Blue Stars Air Conditioning Limited
▼

1 Blue Stars Air Conditioning Limited
590-17-20, 621000 Highway
Lamonte P800 2188, AB

[Add New Address](#)

Pickup Date

We will contact you prior to pickup and confirm time and date.

SPECIAL INSTRUCTIONS (OPTIONAL)

I'm unavailable on the Mondays.

Return Credit to

Original Payment Method

ESTIMATED CREDIT: \$900.00

Confirm Return

Return Summary

fujitsu 2.5 KW R32 LIFESTYLE RANGE WALL MOUNTED INDOOR
ASTG09KMTC

SERIAL NUMBER: ASTG09KMTC086231

REASON FOR RETURN: No longer required

PHOTOS: images.jpg

ITEM CONDITION: New, never opened

	-\$900.00
SUBTOTAL	-\$900.00
SHIPPING	TBD
GST	-\$71.63
ESTIMATED CREDIT	\$900.00

[NEED HELP?](#) 1300 364 484 [Contact Us](#)

Once we receive your claim request, we will reach out to you via the email address associated with your account to confirm the return or an alternative resolution.

Order Information

Order History

After logging in, navigate to the "Account" button located in the top-right corner of the screen. Within this section, scroll to the Order History module which displays a record of your most recent transactions.

Order History				View All
CONFIRMATION #	PO #	ORDER DATE	STATUS	
#042043	279028	31-05-2024	Partially Shipped	VIEW DETAILS >
#051287	279011	28-05-2024	Shipped	VIEW DETAILS >
#051287	279012	28-05-2024	Pending	VIEW DETAILS >

To expand the view and see all past purchases, select the "View All" option. By choosing any individual entry or clicking on "View Details", you will be able to access comprehensive information regarding that specific order.

← [BACK TO ALL ORDERS](#)

Confirmation #285782

Fujitsu General Order #3483271

Order Summary

Transaction Date: 13-12-2022

REMOTE CONTROL AR-REF3E
9352446030
\$22.17

QTY: 1 DELIVERY DATE: ASAP
Shipped
TRACKING: #03483271R1

SUBTOTAL	\$22.17
SHIPPING	\$17.00
GST	\$3.92
TOTAL	\$43.09

Purchase Order

DG020689

Shipping Address

John Doe
Johnny D Cooling
123 Jay Street
Penrith, NSW, 2750

MOBILE: 0412 345 987
PHONE: 02 1234 9876
EMAIL: johndoe@johnnyd.cooling

Billing Address

John Doe
Johnny D Cooling
123 Jay Street
Penrith, NSW, 2750

MOBILE: 0412 345 987
PHONE: 02 1234 9876
EMAIL: johndoe@johnnyd.cooling

[Reorder All](#)

Order Status

There are different statuses related to your order.

- **Pending:** Your order has been placed and is waiting to be picked and shipped.
- **Partially Shipped:** One or more items in your order have been shipped. There are still other items that have not been shipped.
- **Shipped:** All items in the order have been shipped.
- **Cancelled:** Your order has been cancelled. If this is unexpected, please contact Fujitsu Assist.

Warranty Lookup

You can look up the warranty information of any serial number by locating the “Warranty Lookup” module at the bottom of the landing page.

Warranty Lookup

Enter a Model and Serial number to view Warranty information (eg AOTG18KMTCT000000).

→

Enter the full model and serial number combined into the input and press the arrow to continue the search. Returned will be the warranty period, the date sold, and when that warranty expires.

Warranty Status

×

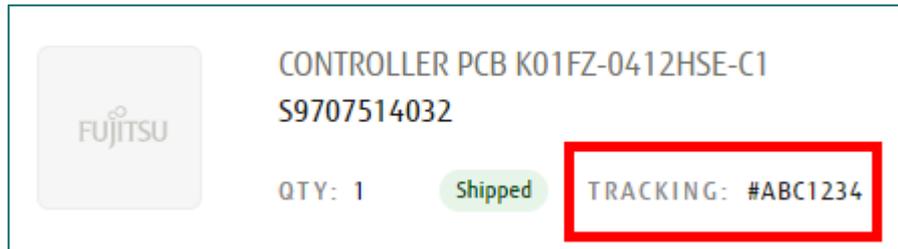
SERIAL NUMBER: AOTG30LFTCT000205

WARRANTY PERIOD:	DATE SOLD:	EXPIRES ON:
60 months	26-9-2012	26-9-2017

Shipments and Deliveries

Tracking Number

Upon dispatch of your order, the Order Status will be updated to reflect either “Shipped” or “Partially Shipped”. To obtain the tracking information, review the shipped items and click on the Tracking # link associated with each line.

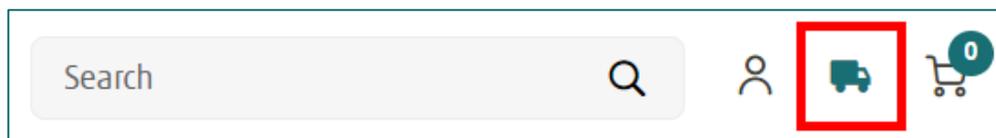


It is important to note that items within the same order may be shipped separately, resulting in distinct tracking numbers for each shipment.

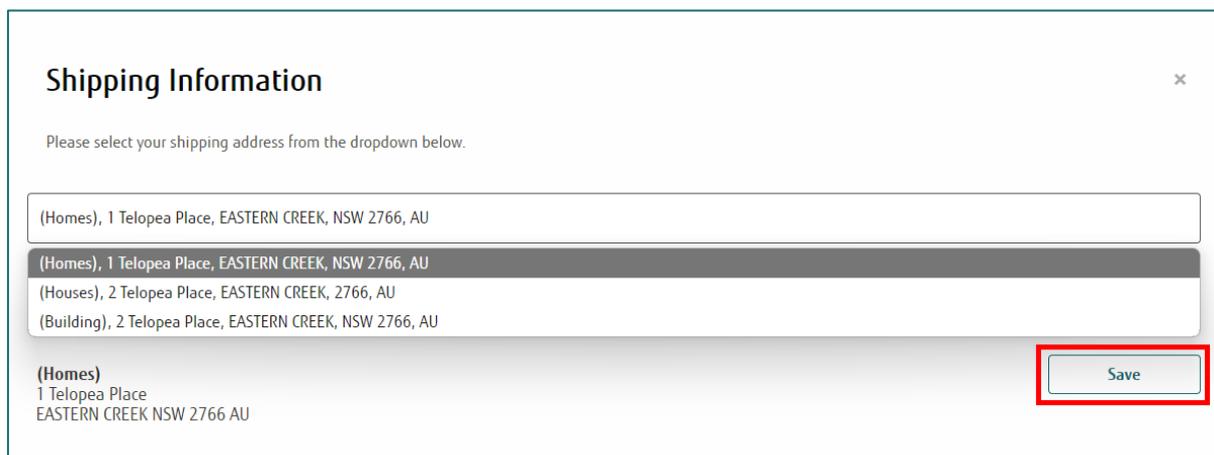
Ship To Address

To get accurate delivery times before reaching checkout, you can select a Ship To address which is saved across sessions.

In the navigation bar at the top of the page, look for the “Truck” icon, which indicates the Ship To Address selector.



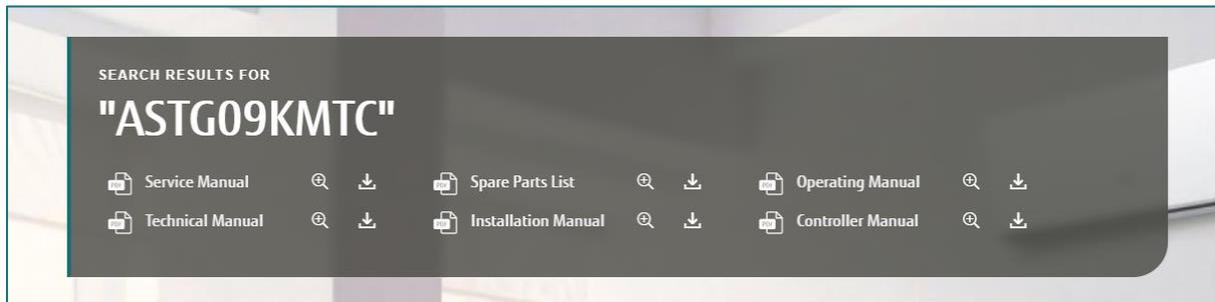
A pop-up will appear, showing all your available Ship To addresses. Simply select your preferred shipping address to view accurate delivery times on products and click the “Save” button to confirm your choice.



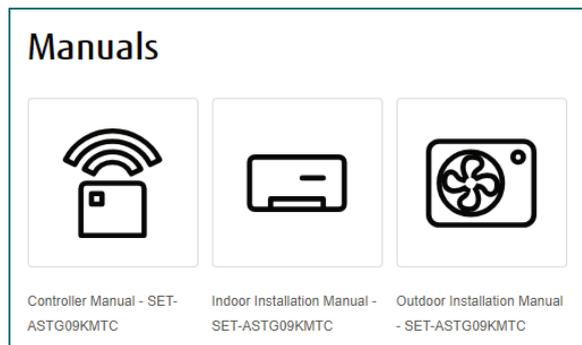
You can always change your delivery address at checkout if you have changed your mind, but please note that delivery times may vary depending on the new location.

Manuals

Utilising the "Search" function, you can locate a Finished Good and access all associated manuals. This may include the Service Manual, Operating Manual, and Spare Parts List.



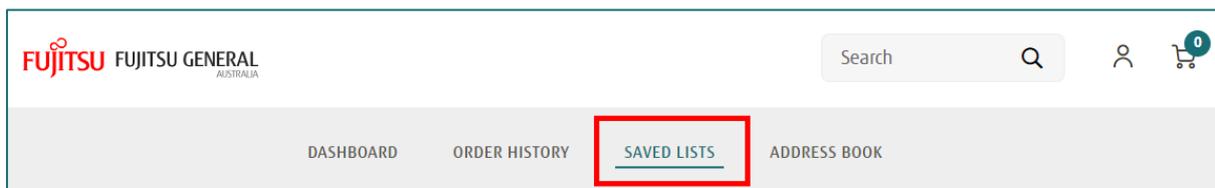
For instance, a search for "ASTG09KMTTC" yields all relevant manuals. Selecting the magnifying glass icon will provide a preview of the document, while the Download button facilitates the transfer of the file to your device.



As an alternative for those with permissions to purchase Finished Goods, navigate to the product display page. Here, you can scroll to the Manuals section to view and download available documentation.

Saved Lists

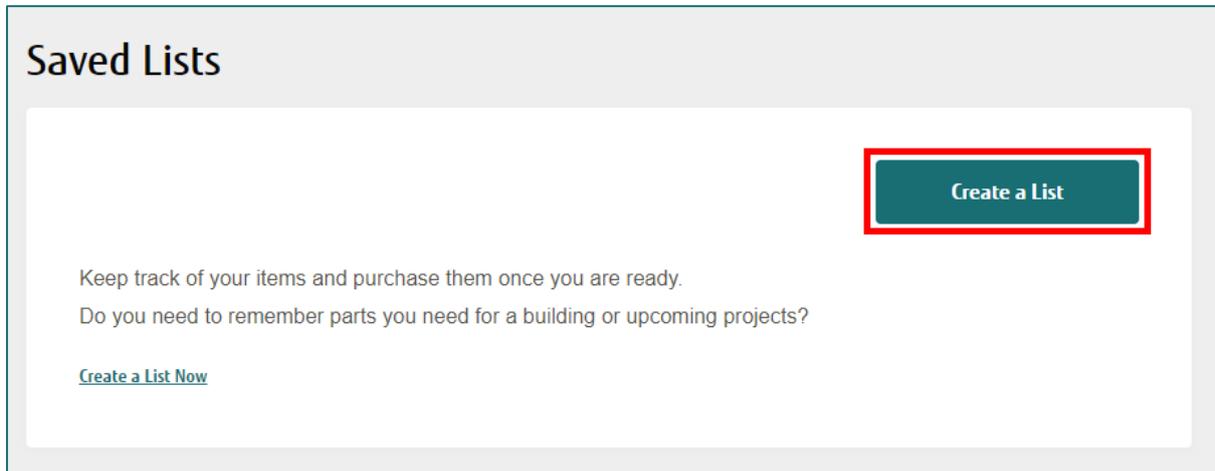
Saved Lists in the Webstore operate akin to a "Wishlist". These lists can be employed to bookmark products that are purchased regularly or intended to buy later. For enhanced convenience, Saved Lists feature an "Add All to Cart" function, streamlining the process of purchasing multiple items.



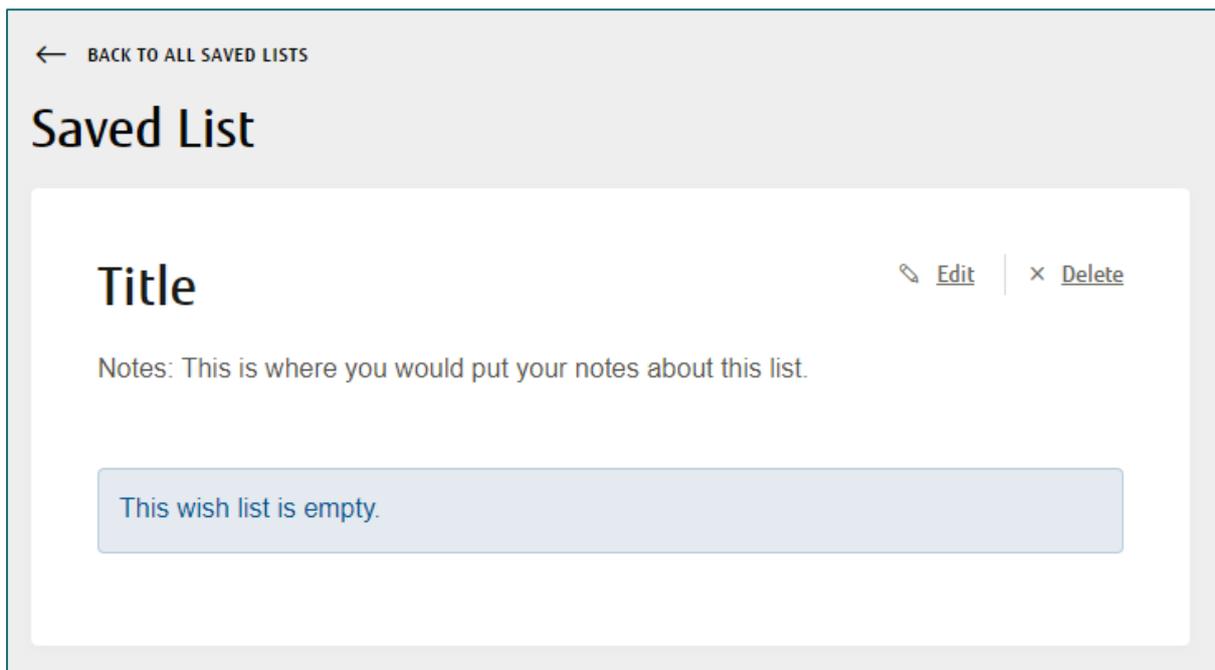
To manage your Saved Lists, navigate to your account dashboard and select the "Saved Lists" option. This will allow you to view and edit your lists as needed.

Create

To begin creating a new Saved List, navigate to the "Saved Lists" page within your account. Here, you will find the "Create a List" button; click on this to initiate the process.

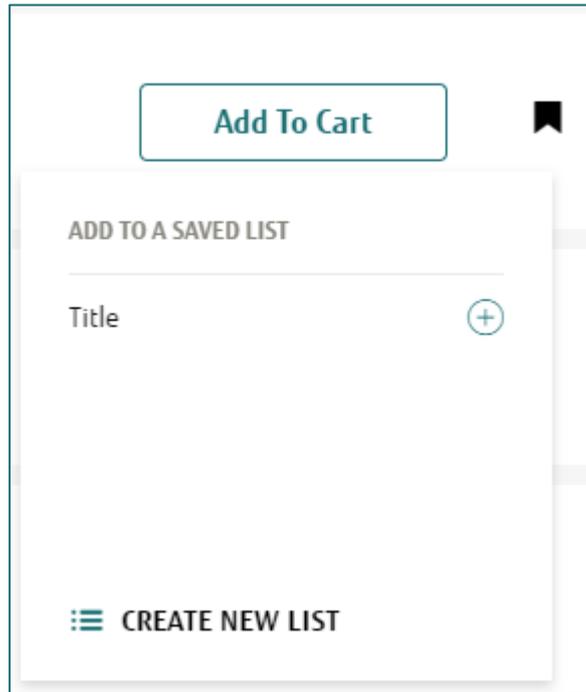


You will then be prompted to enter a Title for your new list, as well as any pertinent Notes that describe or detail the contents of the list you are compiling.



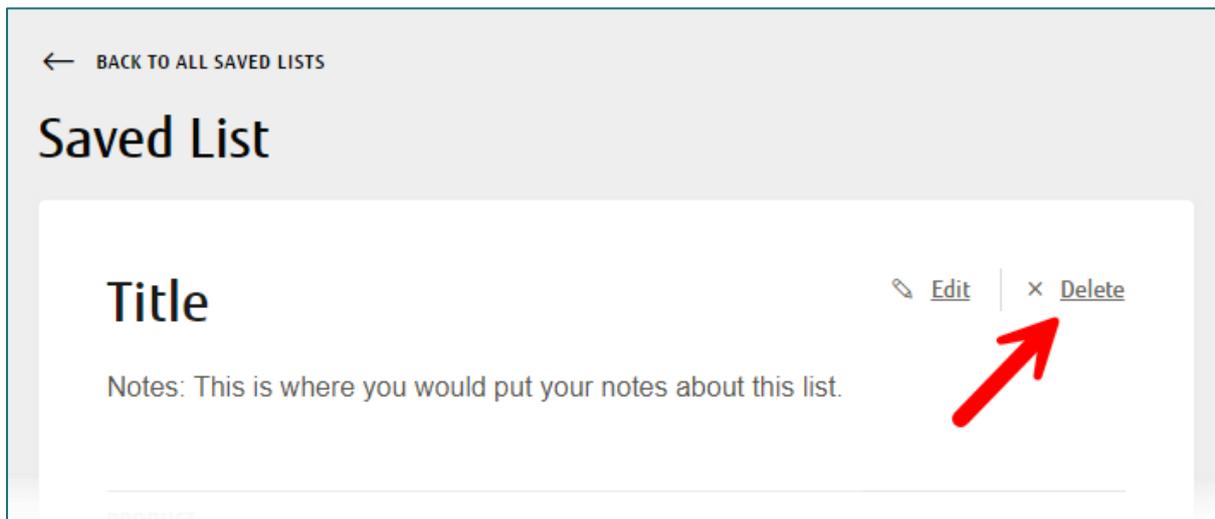
Update

To add a product to a Saved List, simply perform a search for the desired part. Once located, click on the "Bookmark" button, and choose the appropriate Saved List to which you wish to add the product.



Delete

To remove a Saved List, navigate to the list you wish to delete. Once there, simply click on the "Delete" button to permanently erase the list from your account.



Further Assistance

If you require any further assistance, please reach out to Fujitsu Assist:

For Australian customers: <https://shop.fujitsugeneral.com.au/contact-us>

For New Zealand customers: <https://shop.fujitsugeneral.co.nz/contact-us>