Reefer Parts Distribution System

Authorized Service Contractors Customers

DAIKIN Container Refrigeration Units.

Operation Manual

-Sep / 2017 - Version 3.0

Daikin Industries, Ltd.
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1. Functions

1 ) Parts Order Through Internet

Order Through Daikin Home Page
Immediate delivery notice for your order confirmation
Notification of acceptance for your order by e-mail immediately.

2 ) Reference function

Display of your order history for maximum one year.

3 ) Notes

Recommended system requirements (software)

OS : Windows7 or More
Web Browser : Internet explorer
  (version 9.0,10.0,11.0 or Later)
  Google Chrome (the latest version)
2. RPD-System (1/3)

- Start Web Browser
- Access Home Page of Daikin
  https://service.daikin.com/reefer/
- Click 'RPD System Log-in'
- Input User ID and Password
- Go to RPD System Menu

Click 'RPD System Log-in'
Input User ID and Password.

Menu

Parts Order
- Parts Order
- Correction of Parts Order

Reference
- Parts Orders
- Parts Credit

Table of service manual and parts list

Operation Manual for Customer

CAUTION.
Change your password now. Since it was changed at the end, one month has passed.
Click here, change your password.
3. Parts Order (1/4)

- RPD System Menu
- Click "Parts Order"
- Input necessary items
  - Input parts No. through RTBank or direct input.
- Click delivery date
- Confirmation of order
- Close Web Browser
3. Parts Order (2/4)

Click “Parts Order”

**Parts Order**

- Your Order will be received by the nearest Parts Center automatically.
- Input of parts No. by RTBank or by direct Input.
- Immediate delivery Notice before your order confirmation.
3. Parts Order (3/4)

Input Items

1) Delivery place. "Send to"
2) Person
3) Customer order No.
4) Purpose "Urgency or Stock"
5) Memo
6) Parts No. & Quantities.

* : Must Input

- Selection of parts by RTBank
- Select of parts by direct input
  *must be later than RTBank because all will be reset once after using the RTBank.

- Other place
  - Must Input (3/4)
  - Search from Container No. / Model Name

- RTBank
  - Refer to page 19 ~ 23
  - Select the Parts you need

When deliver to a different place, input necessary information as follows

1) Name of company
2) Address
3) Person
4) TEL/FAX
3. Parts Order (4/4)

Delivery check function. Click **Delivery check** after selecting the parts.

Delivery status

* Name of PC (SPC) delivery from nearby PC. Parts will be delivered for our nearest Parts Center

** Name of PC (RPC) within 5 Working days. Parts will be derived from our Parts Center in other regions.

***Info by E-mail
These is parts shortage temporarily and Daikin Japan will inform you delivery time by E-mail later.

Click for order confirmation
4. Correction of Parts Order (1/4)

Click ’Correction of Parts Order’ in the Menu

Select order to be corrected

Selected by:

- Order list which have no confirmed delivery schedule.
- Your order No.

Click ”Correct” for confirmation

Corrected order list will be shown for your confirmation.

Click ”previous” for continuous correction

The quantity or destination cannot be changed if the allocation of inventory has been completed.

In the above case, Please consult the nearest Parts Center.
Correction of Parts Order

- The parts ordered with delivery status " info by E-mail " can be changed.
- Change means change of quantity or cancel.

(Note) Parts ordered with delivery status "*" or "**" cannot be changed. Because these parts are already allocated.
4. Correction of Parts Order (3/4)

Select order to be changed by

- Order list shown
- Input order No.

Click “Correct” then details of the order will appear. Change the quantity.

The address cannot be changed.

Quantity change (Increase/Decrease)

Example: $1 \rightarrow 0$ Quantity change
The address cannot be changed.

Click "Order" for confirmation of change.

The destination can be changed on the condition that the all ordered parts have not been shipped yet.
5. Reference of Parts Order  (1/3)

Click "Parts order" in "Reference" [P 16]

Display of order list [P 17]

Order for 3 – 12 months

Click the "Details" for detailed information [P 17]
5. Reference of Parts Order (2/3)

You can make inquiries about the parts order.

Menu

Parts Order
- Parts Order
- Correction of Parts Order

Reference
- Parts Orders

Operation Manual for Customer

Click ” Parts Orders ”
5. Reference of Parts Order (3/4)

Order list

Click "Reference"

Detailed information of order.
6. Email Notification

The RPD-System provides information by E-mail for your confirmation.

1) E-mail after confirmation of your order.
2) E-mail after shipping of parts from our parts center.

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Example

Dear Sir,

Acknowledged received your order.

Order by:

Your order No. test001 Date: 01/04/2004
Company Name: TESTCOMPANY
Person in Charge: TESTUSER
Address: TESTADDRESS
Phone: 81-00-000000
FAX: 81-11-111111
E-mail: testuser@l-s-create.com

Memo:

Send to:

Purpose: Urgency repair
Company Name: testto_company
Person in Charge: TESTTO_NIKKENIN
Address: TESTADDR of testto
Phone: testtoext
FAX: testtofax

[Parts center use]
RSPM-Ref.No: MVJB0440035
7. Reefer Technical Bank (1/5)

Customers can select parts through illustrated parts breakdown (IPB) utilizing RTBank.

Caution: By each move to RTBank, all data once be deleted.

【RTBank Menu】
Select one from the following 3 methods according to your convenience.
1. Container No. Search
2. Model Search
3. Data Search
7. Reefer Technical Bank (2/5)

【Container No. Search】Search from container numbers

OR

【Model Search】Search from Model Name

Move on to IPB & Parts List
7. Reefer Technical Bank (3/5)

Select parts you need from IPB or Parts List

【IPB & Parts List】 Select by pushing “Detail” and “Select” buttons.
7. Reefer Technical Bank (4/5)

【Shopping Cart】Crick “Shopping Cart” to move on

【Shopping Cart】Confirm selected items & qty. Then push “Proceed to order” button.

Selected items & qty will be reflected onto order list in RPD.

Upper limit:
Number of items ≤ 50
Total number ≤ 999 pcs.

Refer to page 11
**7. Reefer Technical Bank (5/5)**

【Data Search】Parts Properties from parts numbers are available.

- e.g. List Price, Representative Model Name, Substitute (if any), et al.

### Parts Data Search

<table>
<thead>
<tr>
<th>Parts No.</th>
<th>Substitute Parts No.</th>
<th>Repair Information</th>
<th>Parts Name</th>
<th>Specification</th>
<th>Drawing No.</th>
<th>List Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>2161381</td>
<td>2289032</td>
<td>V4A350E</td>
<td>PRINTED CIRCUIT ASSY</td>
<td>EC10091</td>
<td>2P277328-5</td>
<td>72</td>
</tr>
</tbody>
</table>

**Parts Property - Internet Explorer**

- **Original**: 2161381
- **Substitute**: 2289032

**Parts Property**

- **Parts No.**: 2161381
- **Parts Name**: PRINTED CIRCUIT ASSY
- **Drawing No.**: 2P277328-5
- **Specification**: EC10091
- **Model Name**: V4A350E
- **List Price**: USD 722.11
- **Qty**: 1
- **Wiring Symbol**: V4A350E