

Fall 2020 Daikin Ductless Rewards Program

Welcome to the ***NEW* Fall 2020 Daikin Ductless Rewards Program**. This document will familiarize you with the program, enrollment requirements and dealer rewards payment processes. Please review this information carefully and complete the steps indicated to ensure a smooth experience.

Program Overview

The Fall 2020 Daikin Ductless Rewards Program will pay Retail Sales Personnel rewards on qualifying ductless systems purchased and installed from September 15, 2020 through November 15, 2020. The program will be administered by Incentive Solutions on our behalf. Eligible products and their associated reward amounts are detailed in the chart below. Past participants will be automatically enrolled on SalesRewards, and do not need to complete a new profile.

Qualifying Products and Reward Amounts*

Qualifying Systems	Reward
19 Series	\$50
LV, FDMQ Series, Vista (2x2 Cassette), Aurora (Enhanced Capacity), Emura 1:1 (FTXR09TVJUW/S, FTXR12TVJUW/S & FTXR18TVJUW/S**)	\$125
MXS (Multi) & MXL (Enhanced Capacity Multi)	\$150
SkyAir***	\$250
Emura Indoor Unit (CTXG & FTXR models eligible)	Free WI-Fi Adapter**** (Max 2 Per MXS/MXL Unit)

**Complete systems required to be eligible for rewards; Ductless models subject to availability*

****FTXR09TVJUW/S must be matched with RX09RMVJU9, FTXR12TVJUW/S must be matched with RX12RMVJU9 & FTXR18TVJUW/S must be matched with RX18RMVJU9**

*****SkyAir eligible models include RZQ30TAVJU, RZQ36TAVJU, RZQ42TAVJU, RZQ48TAVJU, RZR30TAVJU, RZR36TAVJU, RZR42TAVJU, RZR48TAVJU; Qualifying indoors include FTQ30TAVJUA, FTQ36TAVJUA, FTQ42TAVJUA, FTQ48TAVJUA, FTQ30TAVJUD, FTQ36TAVJUD, FTQ42TAVJUD, FTQ48TAVJUD**

******Branches will flag FREE Wi-Fi Adapter as “No Charge” and use PC846**

For the WI-Fi Adapter offer (Max 2 per MXL/MXS unit), must select Emura indoor units and select model number, quantity and serial number when submitting claim.

COD branches and Independent Distributors will provide a FREE Wi-Fi Adapter to participating dealers that purchase an Emura Indoor Unit at the point of sale, following the process below:

1. **COD** – Branches should flag the FREE Wi-Fi Adapter as “No Charge” in Mincron and use **PC846**.
2. **Independent Distributors** – Distributors will claim the rebate by reporting qualifying sales of Daikin ductless equipment using **PC846**, which will be paid as part of the monthly Rebates Automation statement. Distributors only need to report the equipment sold with the FREE Wi-Fi adapter; no need to report the Wi-Fi adapter or other PS&A items.
 - a. **For the Rewards paid out, independent distributor participants will be billed 20% for each approved claim. Daikin will bill via Rebates Automation.**

Purchases must be completed by November 15, 2020. All installations, claims and supporting documentation must be submitted no later than November 30, 2020.

Terms and Conditions Overview

- Offer limited to one Reward per piece of equipment and serial number.
- Rewards are applicable to multiple units on a single-family dwelling in the Canada only.
- This promotion applies to residential replacement installations only. Commercial installations, residential new construction installations, multi-family installations and self-sales do not apply.
- Products sold through a National Retailer program do not qualify for this program.
- **See Program Guidelines, Qualifications and Terms & Conditions in this document for complete program rules.**
- **Eligible sales may not be combined with other rewards program offers**

Enrollment Instructions

Please follow the instructions outlined below to ensure Retail Sales Personnel are accurately enrolled in the program and are ready to begin entering claims. The SalesRewards website will be active September 15, 2020. Any time after that date Retail Sales Personnel can complete the registration process and begin entering claims. Please contact your distributor with any questions regarding eligibility.

Distributor Opt-In/Opt-Out

In order to participate in the Fall 2020 Daikin Ductless Rewards Program, your local distributor will send the dealer principal a Program Invitation Code. Retail Sales Personnel can use this code to enroll in the program. Retail Sales Personnel should follow instructions given below to complete the enrollment process.

Retail Sales Personnel Enrollment

At the time of registration, participants will be required to enter the 8-digit Program Invitation Code they received from their distributor. Participants will be asked to complete a profile that contains select personal information for tracking and tax purposes. Required information includes participant's cardholder information, dealer information, and tax information such as DOB and SSN. Past participants in the Daikin Retail Sales Person Spiff Program will be automatically enrolled on SalesRewards, and do not need to complete a new profile.

Dealer Claim Process

For each qualifying piece of equipment a Retail Sales Person sells under the Fall 2020 Daikin Ductless Rewards Program during the program period, an online claim for the reward amount is required. To make a claim, please follow these easy steps:

- Log on to www.SalesRewards.cash using your email and password.
- Enter the installation date, product family, model and serial number for the qualifying equipment.
 - You will receive immediate validation that the model and serial number you've entered are valid or invalid.
 - It is not necessary to submit any invoices or attachments for reward claims!
- Complete these steps for each piece of qualifying equipment. Claims will be reviewed and processed daily.
- Once a claim is submitted, approved and funded, Retail Sales Personnel will be sent a reloadable debit card in a plain white envelope to the address provided during enrollment. The debit card will be loaded with the reward payments as more claims are submitted.
 - Check your card balance by clicking on the "Card Balance" tab and visit the provided websites or call the (800) number.
- Reward payments will be batched every two weeks. Once funded, allow 10-15 business days for the card to ship after the first claim is submitted, approved and funded.
- Reference the "Fall 2020 Daikin Ductless Rewards Program - Enrollment Guide" for detailed steps on how to enroll, submit claims and track payments.

Checking Claim Status

You can check the status of your claims at any time by logging into www.SalesRewards.cash and looking for your claim under "My Account". You will be notified via email when the status of your claim changes. Below are the terms you may see when checking the status of a claim.

- **Pending:** Claim has been entered, model number and serial number have been validated and the claim is waiting to be funded.
- **Approved:** Claim has been approved and processed to be paid. Participants will be sent a Visa Pre-Paid Rewards card issued within 4-6 weeks following the first qualifying sale. For subsequent qualifying sales, funds will be applied to the card within 1-2 weeks of approved claim. The card must be activated upon receipt. Follow the activation instructions sent along with your Visa Pre-Paid Rewards Card. Those already in possession of a Visa Pre-Paid Rewards card will receive cash added to their card account.
- **Needs Verification:** Claim may be on hold for various reasons. Participant will be contacted directly via email or phone if further documentation is needed to process the claim. Some examples are: further research due to duplicate serial number.
- **Denied:** Claim has been denied and will not be processed. Some examples of why a claim is denied include: products were sold or installed outside of program dates, model number on claim does not match, invalid or ineligible serial number is entered, and serial number has already been claimed.

Questions

If you have questions regarding:

- Completion of the Retail Sales Person registration process
- Claim entry, claim follow-up, claim status or claim payments
- Any issues or problems with the www.SalesRewards.cash website

Answers

- Call a Sales Rewards representative at **1-800-278-1517**
- Via email at support@rewardhq-cs.com
- Log on to www.SalesRewards.cash and submit a message via “Contact Us”
- For all other program-related questions, contact Jason Grigg (Sales Programs Manager) at jason.grigg@daikincomfort.com

Program Guidelines – Claims Process

- Eligible equipment must be sold during program period of September 15, 2020 through November 15, 2020. Installations and claims and supporting documentation must be received by November 30, 2020.
- Equipment must be installed in Canada only.
- When completing the registration process, use only legal names.
- Only products listed in the Qualifying Product Matrix are eligible for the stated program rewards. All offers depend on product availability. No substitutions or exceptions allowed.
- All claims **must** be submitted online at www.SalesRewards.cash. No claims will be accepted by mail.
- Claims may be audited and dealers may be required to provide a copy of the customer invoice.
- Claims will be loaded to the debit card sent to the Retail Sales Person. Allow 1-2 weeks for claim processing and funds to be loaded to the card. After the first claim, allow 10-15 business days for the debit card to ship. Cards will not be sent to Retail Sales Personnel until the first claim is submitted.

Qualifications

- Dealers must receive a Program Invitation Code from their distributor to register for the new program.
- Retail Sales Personnel claiming the reward must be employed at the dealership for the full month during which the reward is claimed.

Terms and Conditions - Disclaimers

- Offer limited to one reward per piece of equipment and serial number.
- Rewards are applicable to multiple units on a single-family dwelling in Canada only.
- This promotion applies to residential replacement installations only. Commercial installations, residential new construction installations, multi-family installations and self-sales do not apply.
- Products sold through a National Retailer program do not qualify for this program.
- Canadian residents are subject to a T4 miscellaneous income tax for Spiffs totaling \$500 CAD or more annually.

Good Luck and Good Selling!