

**temperzone**  
climate innovations

# Temperzone Customer Support Portal



# Customer Portal – what's it for?

The Customer Support Portal is for anybody who requires support for their Temperzone or Hitachi products, but as a logged in 'Authorised User', there are special features.

- Access to an ever-increasing Knowledge Article Library, containing anything from Conversion Tables, to Installation Guides.
- Requests can be made to create –
  - **Warranty Requests**
  - **Technical Support Enquiries**
  - **Spare Part Enquiries**
- As a logged in 'Authorised User' – you can view Warranty Cases that you are or have been requested to work on, with all required details.

The screenshot displays the Temperzone Customer Support Portal. At the top, the Temperzone logo is on the left, and navigation links for 'Knowledge Base', 'My Support Cases', 'Contact Us', and 'Sign in' are on the right. Below the navigation is a large banner image of two workers in safety gear. The banner features the text 'Customer Support Portal' and a search bar with a dropdown menu set to 'All' and a search icon. Below the banner are three dark blue buttons with white icons and text: 'Warranty Request' (with a shield icon), 'Technical Support Enquiry' (with a speech bubble icon), and 'Spare Parts Enquiry' (with a box and wrench icon). Each button includes a link to log a request. At the bottom, there is a 'Knowledge Articles' section with a book icon and a link to 'Check out our knowledgebase'. A user status bar at the very bottom indicates 'David Vale (dvale@temperzone.com) is signed in'.

# Knowledge Articles

- An ever- expanding Library of useful documents.
- You can search for anything in the knowledge Base using the Search bar on the home screen – you don't need to know the name of the article, just use some key words, for example - 'SAT-3' or 'Split Systems'.



[Home](#) | [Knowledge Base](#) | [My Support Cases](#) | [Contact Us](#) | [Search](#) | [Sign in](#)

[Home](#) > [Knowledge Base - Home](#)

## Knowledge Base - Home

The Knowledge Base contains numerous support references, created by our support professionals who have resolved issues for our customers. It is constantly updated, expanded, and refined to ensure that you have access to the very latest information.

[Handy Hints](#)

[Controls](#)

[Installation](#)

[Component Testing](#)

[Design](#)

# Warranty Request

- Anybody can make a Warranty request on the Portal.
- In order to submit the request form -
  - You must know the Brand and serial number.
  - The unit must still be within the Warranty period.
  - You must enter site contact details, a brief issue description, and any other question highlighted with a \* on the form.
  - You can also attach files if required (photos etc.) to give more detail or support the claim.
- Most questions are Yes/No choices to make the form as quick and convenient as possible.

The screenshot displays the Temperzone Customer Support Portal. At the top, the Temperzone logo is on the left, and navigation links for 'Knowledge Base', 'My Support Cases', 'Contact Us', and 'Sign in' are on the right. Below the navigation is a search bar with a dropdown menu set to 'All' and a search icon. The main content area features three dark blue buttons with white icons and text: 'Warranty Request' (with a shield icon and a red circle around it), 'Technical Support Enquiry' (with a speech bubble icon), and 'Spare Parts Enquiry' (with a box and tools icon). Below these is a 'Knowledge Articles' section with a book icon and the text 'Check out our knowledgebase'. At the bottom right, a small notification states 'David Vale (dvale@temperzone.com) is signed in'.

# Warranty Request

As an Authenticated User, Temperzone will automatically see who is raising a case – but not your relationship with the unit, you could be the Installer/Service Agent, Business/Facilities Manager or even a Landlord or Tenant (Tenants cannot directly raise a case).

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Knowledge Base | My Support Cases | Contact Us | David Vale

Unit Details | Warranty Case Details

### Unit Details

**For the site where the unit is installed you are the: \***  
Select

The more information you give us, the better. Please enter at least one of the serial numbers below

**Please select what product type you'd like to raise a request for: \***  
Select

<b>Customer *</b>	<b>Contact *</b>
Tatou Ltd	David Vale

I confirm I have read and understood Temperzone's Warranty Terms and Conditions \*  
[View Terms & Condition For AUS and NZ](#)

I confirm that this warranty does not cover non-product / non-manufacturing faults and the company/person who has requested this service call may be charged accordingly \*

**Have you already sought assistance from your installer?**  
Select

[Generate a new image](#)  
[Play the audio code](#)

Enter the code from the image

Next

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Knowledge Base | My Support Cases | Contact Us | Search | Sign in

Unit Details | Warranty Case Details

### Unit Details

**Enquiry From? \***  
Select

The more information you give us, the better. Please enter at least one of the serial numbers below

**Please select what product type you'd like to raise a request for: \***  
Select

I confirm I have read and understood Temperzone's Warranty Terms and Conditions \*  
[View Terms & Condition For AUS and NZ](#)

I confirm that this warranty does not cover non-product / non-manufacturing faults and the company/person who has requested this service call may be charged accordingly \*

**Have you already sought assistance from your installer?**  
Select

[Generate a new image](#)  
[Play the audio code](#)

Enter the code from the image

Next

When not logged in, it is similar process to an Authenticated user, except there is a Captcha required (to prove you are not a bot) and you would need to put in contact details manually.

# Warranty Request

The Brand and Serial number are key to any Warranty request – at least 6 characters must be entered in to find the correct unit information.

The more information you give us, the better. Please enter at least one of the serial numbers below

Please select what product type you'd like to raise a request for: \*

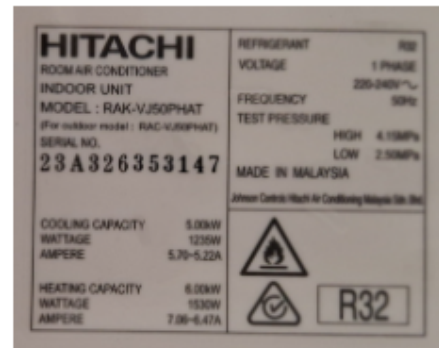
Hitachi

Please enter the serial number of the unit: \*

3839969

Model \*

RAK-25NHA2





# Warranty Request - 2<sup>nd</sup> page

- As an Authenticated User, you will be asked if you wish to complete the work yourself and if so, confirm that you have read, understood and will abide by the Terms and Conditions for the product you are working in and the location relevant to you.
- Secondly, the page will ask for Contact details and site address. As an Authenticated user, your details are automatically loaded.
- The Unit Address and Site Contact details will need to be completed by you, then...

Unit Details ✓ Warranty Case Details

### Enquiry From

**Enquiry From?**  
Installer/Service Provider

**As a Service Provider I want to complete the work myself**  
 No  Yes

**This confirms acceptance of the Temperzone/Hitachi One Time Warranty Acknowledgement terms and conditions. \***  
[View Terms & Condition For Hitachi AU / Temperzone AU / Temperzone NZ / Hitachi NZ](#)

### Your Details

**Customer \***  
[Redacted]

**Case Contact \***  
[Redacted]

### Unit Address & Site Contact Details

**Unit Address \***  
[Enter a location] [...]

<b>Unit Suburb</b> [ ]	<b>Unit City</b> [ ]
<b>Unit State/Province *</b> [ ] [...]	<b>Unit Post Code *</b> [ ]
<b>Unit Country *</b> [ ]	
<b>Site Contact First Name *</b> [ ]	<b>Site Contact Last Name *</b> [ ]
<b>Site Contact Phone Number *</b> [ ]	<b>Site Contact Email *</b> [ ]

## Warranty Request - 2<sup>nd</sup> page (cont)

- ...from there, you can add some detail of the fault description in your own words.
- Then there are questions regarding specifics about the issue and details regarding the site.
- Finally, you can attach files (like Photos or Videos) before submitting the claim.

### Fault Details

**Fault Description ( e.g. unit leaking water, unusual noises, intermittent issues, won't power on) \***

**Is there a fault code or flash pattern displayed on the unit? \***

No  Yes

**Is the unit running on mains power? \***

No  Yes

**Where on site is the unit located (e.g. Building B, Level 3, Left side of house)? \***

**Are any third-party BMS, thermostat or accessory connected to the unit? \***

No  Yes

**How is the unit used? \***

Select

**Is the unit safely accessible? \***

No  Yes

**Have you attended and inspected the unit first? \***

No  Yes

**Are ladders required? \***

No  Yes

**Is there a site induction required? \***

No  Yes

**Are there any site-specific requirements? \***

No  Yes

**Is there anything else that may impact the Service Provider doing any required work? \***

No  Yes

**Upload Files**

You can upload a maximum of 5 files, each up to 9MB.

# Technical Support Enquiry

- Anybody can make a Technical Support Request on the Portal.
- In order to submit the request form -
  - You must provide Brand and would ideally have a serial number.
  - You must enter contact details, a brief issue description, and any other question highlighted with a \* on the form.
  - You can also attach files if required (photos etc) to give more detail or support the claim.
- Most questions are Yes/No choices to make the form as quick and convenient as possible.

The screenshot displays the Temperzone Customer Support Portal. The header includes the Temperzone logo and navigation links: Home, Knowledge Base, My Support Cases, Contact Us, and Sign in. A search bar is positioned below the navigation. The main content area features three prominent service tiles: Warranty Request, Technical Support Enquiry (highlighted with a red circle), and Spare Parts Enquiry. Each tile includes an icon, the service name, and a call-to-action link. Below these tiles is a Knowledge Articles section with an icon of an open book and the text 'Check out our knowledgebase'. At the bottom right, a user status indicator shows 'David Vale (dvale@temperzone.com) is signed in'.

# Technical Support Enquiry

Like Warranty Requests, the form asks for a Serial number, but it is not a required field – it will, however, help diagnose specific issues if we can ensure exactly which model has an issue.

The screenshot shows the 'Create a Tech Support Request' form. At the top, there is a navigation bar with the Temperzone logo and links for 'Knowledge Base', 'My Support Cases', 'Contact Us', and a search icon. The user's name 'David Vale' is displayed in the top right. The form title is 'Create a Tech Support Request'. Below the title, there is a dropdown menu labeled 'Please select what product type you'd like to raise a request for: \*' with 'Select' as the current option. A text instruction follows: 'The more information you give us, the better. Please enter at least one of the serial numbers below'. Below this is a text input field labeled 'Please include any unit/model details if you are unable to provide a Serial Number'. The 'Contact Details' section shows 'Customer \*' as a blank field and 'Contact \*' as 'David Vale'. A large text area for 'Fault Description ( e.g. unit leaking water, unusual noises, intermittent issues, won't power on): \*' is provided at the bottom.

This screenshot shows a section of the form with several diagnostic questions, each with radio button options for 'No' (selected) and 'Yes':

- Is there a fault code or flash pattern displayed on the unit? \***  
 No  Yes
- Fault Code**  
[Text input field]
- Have you checked the batteries in the remote control and replaced them if necessary? \***  
 No  Yes
- Have the unit filters been cleaned in the last 3 months? \***  
 No  Yes
- Are all modes and settings (e.g. temperature, fan speed) configured correctly? \***  
 No  Yes
- Are there obstructions around the unit affecting airflow to the outdoor unit? \***  
 No  Yes
- Have you attended and inspected the unit first? \***  
 No  Yes
- How is the unit used? \***  
[Dropdown menu with 'Select' option]
- Are any third-party BMS, thermostat or accessory connected to the unit? \***  
 No  Yes
- Is the unit running on mains power? \***  
 No  Yes

Below these questions is an 'Attach a file' section with the text: 'You can upload a maximum of 5 files, each up to 9MB.' and an 'Upload' button with an upward arrow icon. At the bottom of the form is a blue 'Submit' button.

# Spare Parts Enquiry

- Anybody can make a Spare Parts Enquiry on the Portal.
- In order to submit the request form -
  - You must provide Brand and would ideally have a serial number
  - You must enter contact details, a brief issue description, and any other question highlighted with a \* on the form.
  - You can also attach files if required (photos etc.) to give more detail or support the claim.

The screenshot displays the Temperzone Customer Support Portal. At the top, the Temperzone logo is on the left, and navigation links for 'Knowledge Base', 'My Support Cases', 'Contact Us', and 'Sign in' are on the right. Below the navigation is a search bar with 'All' and 'Search' options. The main content area features three dark blue buttons: 'Warranty Request', 'Technical Support Enquiry', and 'Spare Parts Enquiry'. The 'Spare Parts Enquiry' button is highlighted with a red circle. Below these buttons is a 'Knowledge Articles' section with a book icon and the text 'Check out our knowledgebase'. At the bottom right, a user status bar indicates 'David Vale (dvale@temperzone.com) is signed in'.

# Spare Parts Enquiry

Like Warranty Requests, the form asks for a Serial number, but it is not a required field – it will, however, help ensure that the correct part is requested.

The screenshot shows the Temperzone website's Spare Parts Enquiry form. At the top, the Temperzone logo is on the left, and navigation links for Home, Knowledge Base, My Support Cases, Contact Us, and a search icon are on the right. The user's name, David Vale, is displayed in the top right corner. The form itself is titled "Please select what product type you'd like to raise a case for: \*" and features a dropdown menu with "Select" as the current option. Below this, a text instruction reads: "If you know the serial number of the unit you need a part for, please enter it: Please note: Indoor and Outdoor units have their own Serial Numbers". This is followed by a text input field with the label "Please include any unit/model details if you are unable to provide a Serial Number". The "Contact Details" section contains two columns: "Customer \*" with a redacted name (indicated by a horizontal line) and "Contact \*" with the name "David Vale". A large text area is provided for "Please describe the part you are inquiring about, including part numbers if known: \*". At the bottom of the form, there is an "Attach a file" section with the instruction "You can upload a maximum of 5 files, each up to 9MB." and an "Upload" button. A "Submit" button is located at the very bottom of the form.

# My Support Cases

When you become an Authenticated Portal User, you will have direct access to information on Warranty Cases you are working on or being asked to work on by us.

The screenshot displays the Temperzone Customer Support Portal. At the top, the Temperzone logo is on the left, and navigation links for Home, Knowledge Base, My Support Cases (highlighted with a red box), Contact Us, Search, and Sign in are on the right. Below the navigation is a large banner image of two workers in safety gear. The banner contains the text "Customer Support Portal" and a search bar with "All" and "Search" options. Below the banner are three dark blue buttons: "Warranty Request" with a shield icon and the text "Click here to log a Warranty Request"; "Technical Support Enquiry" with a speech bubble icon and the text "Click to log a Support Enquiry"; and "Spare Parts Enquiry" with a box and tools icon and the text "Click to log a Spares Enquiry". At the bottom is a "Knowledge Articles" section with a book icon and the text "Check out our knowledgebase". A user status bar at the very bottom indicates "David Vale (dvale@temperzone.com) is signed in".

# Getting Started as an Authenticated Portal User


We will send you an invitation to our Portal, from there, just follow the instructions in the email (right), and then you will be able to view all your cases details.


TEMPERZONE CUSTOMERS TEST

## Sign in

Sign in to access Temperzone Customers Test

[No account? Create one](#)

 - Temperzone Technical Support

To:  Test User 5

Dear David,

You have been invited to our portal. To redeem your invitation, please click the link below and follow these steps:

**Step 1**  
Click on the link below to be taken to the registration redemption page.  
[Please Click Here](#)

**Step 2**  
Click on the Register button

**Step 3**  
On the Sign-In page, **do not attempt to sign in**. Instead, click the **"No Account? Create One"** link.

**Step 4**  
Provide a valid email address, then click the **Next** button.

**Step 5**  
Enter the code received in your email, then click the **Next** button.

Regards,  
Temperzone Team



Redeem invitation

Sign up with an invitation code

\* Invitation code

# Verifying your identity and logging in

Once set up, you can log into the Portal at any time, by just putting in your email address and filling in the one-off security code that will be emailed to you on each log in.


TEMPERZONE CUSTOMERS TEST

← testuser5@temperzone.com

**Enter code**

We just sent a code to testuser5@temperzone.com

Next

 **Temperzone Customers Test (via Microsoft)** <account-security-noreply@accountprotection.microsoft.com>

To: 🕒 Test User 5

Temperzone Customers Test

## Account verification code

To access **Temperzone Customers Test's** apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

Account verification code:

**23148887**

TEMPERZONE CUSTOMERS TEST

← testuser5@temperzone.com

**Enter code**

We just sent a code to testuser5@temperzone.com

Didn't receive it? Please wait for a few minutes and [try again](#).

Next

# Editing your profile

When you first log in (or any time after), you can update your profile to suit your needs, including how you would rather be contacted.

The screenshot shows the 'Profile' editing page in the Temperzone user interface. At the top, there is a navigation bar with the Temperzone logo, a home icon, and links for 'Knowledge Base', 'My Support Cases', 'Contact Us', and a search icon. The user's name 'David Vale' is displayed in the top right. Below the navigation bar, the breadcrumb 'Home > Profile' is shown. The main heading is 'Profile'. On the left, there is a profile card with a placeholder image and the name 'David Vale', and a 'Profile' tab. The main content area contains instructions: 'Please provide some information about yourself. The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site. The **Email Address** and **Phone** number are required but will not be displayed on the site. Your **Organization** is required, and a **Title** is optional. They will be displayed with your comments and forum posts.' Below this is the 'Your Information' section with the following fields: 'First Name \*' (David), 'Last Name \*' (Vale), 'E-mail \*' (testuser5@temperzone.com), 'Business Phone' (Provide a telephone number), 'Organization Name', 'Title', 'Nickname', and 'Web Site'. There is a 'Public Profile Copy' text area and a 'Preferred Language' dropdown menu. At the bottom, there is a question 'How may we contact you? Select all that apply.' with four checked options: 'Email', 'Fax', 'Phone', and 'Mail'. An 'Update' button is located at the bottom right.

temperzone  
David Vale

Home > Profile

## Profile

Please provide some information about yourself.

The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.

The **Email Address** and **Phone** number are required but will not be displayed on the site.

Your **Organization** is required, and a **Title** is optional. They will be displayed with your comments and forum posts.

### Your Information

<b>First Name *</b> David	<b>Last Name *</b> Vale
<b>E-mail *</b> testuser5@temperzone.com	<b>Business Phone</b> Provide a telephone number
<b>Organization Name</b>	<b>Title</b>
<b>Nickname</b>	<b>Web Site</b>

**Public Profile Copy**

**Preferred Language**

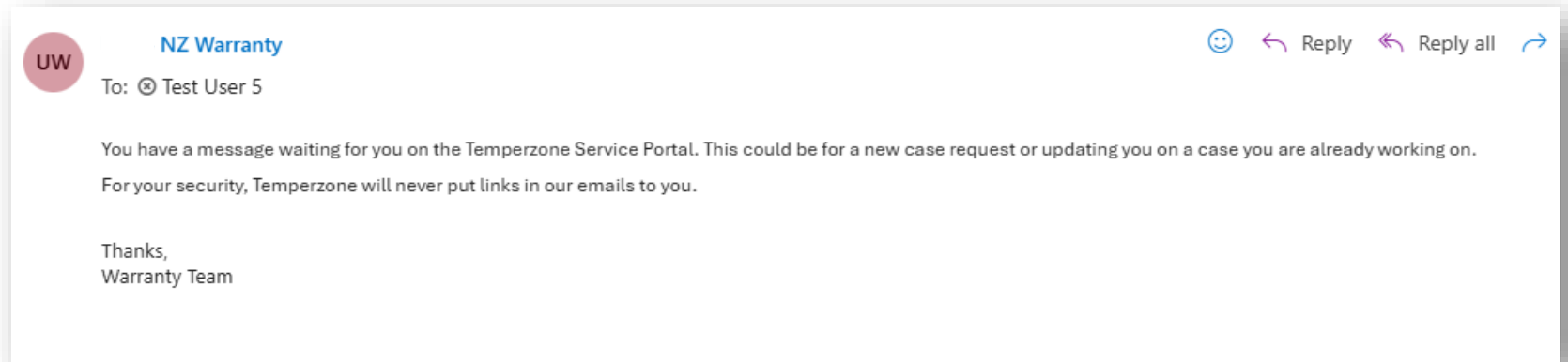
How may we contact you? Select all that apply.

- Email
- Fax
- Phone
- Mail

Update

# Receiving updates

Whenever you are Assigned a new case, or if there are any updates to your existing cases, you will receive an email to prompt you to check the Portal.



Case Number	Site Contact Address	Brand	Case Type	Customer	Case Contact	Service Agent	Case Status	Submitted On
CAS-01378-Y7N2		Hitachi	Warranty	Default Account	Dummy Portal Contact	Tatou Ltd	Warranty - Case Assigned	11/24/2025 12:07 PM
CAS-01309-W2W5M1		Temperzone	Warranty	1 Heat Limited	Nathan Rose	Tatou Ltd	Warranty - Agent Query	11/10/2025 8:56 AM
CAS-01305-G4J0X7		Temperzone	Warranty	1 Heat Limited	Nathan Rose	Tatou Ltd	Warranty - With Agent	11/6/2025 1:16 PM
CAS-01298-Y7Y2W9		Temperzone	Warranty	Default Account	Dummy Portal Contact	Tatou Ltd	Warranty - Agent Accepted	10/22/2025 12:14 AM

When you want to see the details of a case that you have either been assigned or you are actively working on, click the  and then Edit Warranty Case.

# Accepting or Rejecting a Case Request

[Update](#)

## Overview

<b>Case Number</b> CAS-01307-C7T2K9	<b>Brand</b> Temperzone
<b>Serial Number</b> 719402	<b>Model</b> —
<b>Customer *</b> David Vale Ltd	<b>Contact *</b> Vale David

## Service Provider Status

<b>Service Provider Case Acceptance</b> <div style="border: 1px solid #ccc; padding: 2px;"><div style="border-bottom: 1px solid #ccc; padding: 2px;">Accepted <span style="float: right;">▼</span></div><div style="padding: 2px;">Select</div><div style="background-color: #f0f0f0; padding: 2px;">Accepted</div><div style="padding: 2px;">Rejected</div></div>	<b>Case Status *</b> Warranty - Agent Resolved
<b>Service Provider Ready to Invoice</b> <input checked="" type="radio"/> No <input type="radio"/> Yes	<b>Service Provider Invoice</b> <a href="#">Choose File</a> No file selected
<b>Service Provider Comments *</b>	

Whenever we assign a case to you, we understand that you may not always be in a position to be able to do the job, simply choose whether to accept or reject the assignment and click the update at the top right-hand corner of the form.

# Communicating with Temperzone on active cases

You can communicate directly with us from the Case via the Portal Case Comments, you can also attach files via the Portal Comments.

Once you have finished, you click submit and we will receive it.

Whenever you are finished with the Case form, click Update in the top right-hand corner and any changes or updates you have made will be saved to the case and you will receive a message to say that your updates were saved.

The screenshot displays a web interface for a case titled "Warranty - Agent Resolved". The main form has a status of "Accepted" and includes three sections: "Service Provider Resolved" with radio buttons for "No" and "Yes" (where "Yes" is selected), "Service Provider Ready to Invoice" with radio buttons for "No" and "Yes" (where "No" is selected), and "Service Provider Comments" with a text area containing "This is resolved". An "Add a Comment" modal is overlaid on the form, featuring a text area for the comment, a file attachment section with a "Choose Files" button and "No file chosen" text, and "Submit" and "Cancel" buttons. At the bottom right of the main form, there is a blue button with a plus icon and the text "Add comment".

# Temperzone communicating with you on active cases

Whenever there are any updates to Portal Comments on your existing cases, you will receive an email to prompt you to check the Portal.

UW

UAT - NZ Warranty

To: Test User 5

  Reply  Reply all 

You have a message waiting for you on the Temperzone Service Portal. This could be for a new case request or updating you on a case you are already working on.

For your security, Temperzone will never put links in our emails to you.

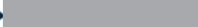
Thanks,  
Warranty Team

## Portal Case Comments

[Add comment](#)

7 minutes ago

Modified on 11/24/2025 1:27 PM

David Vale → 


This is a test reply from temperzone.

Created by David Vale



12 minutes ago

Modified on 11/24/2025 1:21 PM

 → David Vale

This is a test comment

Created by # Portals-Temperzone Service Portal - Dev

 Ducting.jpg (46.50 KB)

# Resolving and invoicing a case

Once the job is complete, you can change the Status of the Case to 'Warranty – Agent Resolved'.

Once that is done you have the option to attach an invoice by checking the tick box and then attaching an invoice as shown in the view below.

NOTE: You will not be able to close the form after checking the tick box unless you have either attached an invoice OR unchecked the tick box.

Service Provider Case Acceptance

Please indicate that you have Accepted, Acknowledged, Resolved or Rejected this warranty case \*

Warranty - Agent Resolved

Please add your case resolution notes

Fixed it!

Check this box to submit your invoice

Service Provider Invoice \*

Choose File No file selected

Service Provider Case Acceptance

Please indicate that you have Accepted, Acknowledged, Resolved or Rejected this warranty case \*

Select

Warranty - Agent Resolved

Portal Case Comments

Add comment

3 minutes ago  
Modified on 11/24/2025 1:38 PM

David Vale → David Vale  
Sorted  
Created by # Portals-Temperzone Service Portal - Dev

15 minutes ago  
Modified on 11/24/2025 1:27 PM

David Vale → Dummy Portal Contact  
This is a test reply from temperzone.  
Created by David Vale

David Vale → David Vale