

## S2 Service – Customers Guide.

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### Finding the web portal.

The portal can be found at <https://www.hubbardproductsservice.com> or is available as a link from the Support section at <https://www.hubbard.co.uk/>

#### SUPPORT

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### Using S2 Service.

Please note that this is a button and link driven system using web forms. This means that the back button on your browser does not work. This will just expire the page you were looking at.

Also please use the 'Tab' key or a mouse left click to move between input fields. Do not use the 'Enter' key. This may activate a button or link unexpectedly.

Any text coloured maroon will be a link to a download or open up another program of the system in another tab.

To close a tab once complete and dependant on the browser used. Click on the 'X' on the tab at the top of the page. Do not close off the 'S2 Customers Menu' tab if not finished else the logon process will need to be restarted.

Any input fields with a red border are mandatory and must be completed.

The links at the top of each page once logged will link to a help page which may contain extra information.

### Requesting access.

To register on the S2 system an access request will need to be submitted. Please click on 'Request Access' on the logon page.

#### S2 Logon.

User Name

Password

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The following page will be displayed.

## S2 Service – Customers Guide.

### S2 Logon.

Email Address

Company

Address

Post Code

Name

Telephone

System Reference

Access Requirements

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Complete all the mandatory and non-mandatory fields if possible. And click 'Submit Access'.

This generates an email which is sent to the support team.

From this a user account is created linked to customer records on Hubbard Products Limited back office systems.

An email will then be sent back to the email address as entered in the access request with a username and temporary password. Please allow 48 hours for a response.

### Logging on.

### S2 Logon.

User Name

Password

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Enter your username which will be your email address and password. Then click 'Logon'. If this is a temporary password from the introductory email then the following page will be displayed.

### S2 Logon.

A new password must be saved before logon can be completed.

New Password  Minimum 8 Characters

Validate New Password  Minimum 8 Characters

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## S2 Service – Customers Guide.

Enter and validate a new password. Minimum of 8 Characters and click 'Save'. Then re-enter the new password on the logon page and click 'Logon'.

### **Forgotten password.**

For a forgotten password make sure your email address is entered in the username field. Then click on the 'Send Password' button. The existing password will be sent to your email address.

**S2 Logon.**

User Name

Password

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### **Contacting support.**

On the Logon page and at the bottom of every page once logged in is a 'Contact Support' link. To request support when encountering problems completing a new return request or with any other aspect of the portal. Please click on the link and complete the form as below.

**Contact Support.**

Name

Company

Email Address

Telephone

Problem / Request

If support is requested once logged in then the contact details will automatically be completed. Complete the Problem / Request section and click 'Submit'. An email with these details will be sent to the support team. Please allow 48 hours for a response.

### **The S2 Customers Menu.**

**S2 Customer Menu**

- [Inventory](#).
- [Call Live Status](#).
- [Call Search](#).
  
- [New Return](#).
- [Returns Search](#).
  
- [Account Maintenance](#).

[Logoff](#).

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For the purpose of managing service calls the 'New Return' and 'Returns Search' links can be ignored.

To logoff click on the 'Logoff' link at the bottom of this page. This will return the Logon screen.

Also there are links to download this guide again and the Returns guide if required.

## Inventory.

This is primarily used when raising a new call, to review Asset specific call history, to review the current maintenance schedule or to review the current coverage.

The screenshot shows the 'Inventory.' form with the following fields and values:

- Selection: S2CUST01 | S2 FISH SUPPLIES [Reset]
- Location Select: S2 FISH SUPPLIES (GRIMSBY)---30 FISH STREET, FISH IND EST, GRIMSBY---GR130AP---S2LOCN02 [Set]
- System Item Select: \$36EL21AS---360ALPHA EL-12-1 TR UNIT [Set]
- Inventory Search: [Empty] [Search] [Reset]
- Inventory Select: AB66NRX---\$36EL21AS---0 [Set]
- [Reset All]

At the bottom, there are links: Service Guide | Returns Guide | Contact Support.

All Assets associated with this user account are available from the 'Inventory Select' dropdown. Select one and click 'Set'.

This close-up shows the 'Inventory Select' dropdown menu with the following options:

- AB66NRX---\$36EL21AS---0 [Set]
- AB66NRX---\$36EL21AS---0
- AB66NRY---\$36EL21AS---0
- AX12RGJ---\$36EL21AS---1
- YW02GBH---\$39M4A---0

Or enter an Asset number (or part of) manually and click 'Search'. Additionally, Assets can be searched for using the 'Customer ID' as show on page 7. The 'Inventory Select' dropdown is then filtered as the example below. Select one and click 'Set'. If the search returns only one result, then that Asset is automatically loaded.

Click 'Reset' to clear the 'Inventory Search' selection.

The screenshot shows the 'Inventory Search' field containing 'AB66'. The 'Inventory Select' dropdown is filtered to show only three options:

- AB66NRX---\$36EL21AS---0 [Set]
- AB66NRX---\$36EL21AS---0
- AB66NRY---\$36EL21AS---0

If only one Customer account or Location is associated with your user account, then that is automatically selected.

If this is a Customer account, then any associated Locations are available for selection. Select one and click 'Set'. This will filter the Assets specific to that location.

This is a full screenshot of the 'Inventory.' form, identical to the one at the top of the page. It shows the 'Location Select' dropdown menu expanded, with a red arrow pointing to the 'Set' button next to it.

As the example below shows.

## S2 Service – Customers Guide.

**Inventory.**

Selection

Location

System Item Select

Inventory Search

Inventory Select

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If multiple Customer accounts or Locations are associated with your user account, then they can be selected for additional filtering here. Select one and click 'Set'.

**Inventory.**

Selection

System Item Select

Inventory Search

Inventory Select

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Also the 'Inventory Select' dropdown can be filtered using 'System Item Select' (The type of unit). Select one and click 'Set'.

Click 'Reset All' to remove all filtering and show full Asset selection from 'Inventory Select'.

Selection

System Item Select

Inventory Search

Inventory Select

Once the Asset is selected then the following page is loaded.

**Inventory.**

Serial  Item

Customer ID

Customer

Location

Warranty Type

Installed  Duration  Days Warranty Expires

Latest Tacho Reading  Recorded On

Schedule	Schedule Description	Last Visit	Days	Next Visit	
PM	PREVENTATIVE MAINTENANCE	05/06/2016	121	04/10/2016	<b>DUE</b> <input type="button" value="Raise Call"/>

**There are no component items under warranty.**

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## S2 Service – Customers Guide.

The following actions are available from this page.

- Click 'Show or Hide Address' to show or hide either the Customer or Location Address.
- Click 'Edit' to update the 'Customer ID' which is your reference for the asset. And available for selection alongside the asset number.
- Click 'Reset' to return to the Asset selection page.
- Click 'Reset All' to return to the Asset selection page and reset any filtering.
- Click the 'Raise Call' link to raise a break down call.
- Click the 'Raise Call' link against a specific Maintenance schedule to raise a specific type of call.

Click 'Show or Hide' on the following sections to show or hide additional information.

The '**Contract Details**' section shows any non-warranty coverage associated with this Asset. The warranty coverage being displayed in the header section.

Hide Contract Details				
Contract	Start	Finish	Contract Type	Contract Type Description
67346733	30/04/2015	29/04/2020	TOTAL5	TOTAL CARE 5 YEAR

The '**Associated Inventory**' section show any other Assets recorded at the same Location. Click 'Set' to select it.

Hide Associated Inventory			
Serial	Item	Ref	
Set	AB66NRX	\$36EL21AS	0

The '**Unit Details**' section show individual serialised components that comprise the Asset.

Hide Unit Details			
Unit Serial	Unit Item	Unit Item Description	Unit Type
4438469343	A7870-04	F/ASSY 2FS EVAPORATOR HP	EVAPORATOR Master

The '**Contact Details**' section shows contacts associated with the Asset and actions available to them. Typically this shows portal access and the email recipients for call status updates.

Hide Contact Details		
Action	Name/Company	Email/Telephone
SITECONT	BOB SKATE	bob.skate@s2fish.co.uk
	S2 FISH SUPPLIES	01473892253
SITECONT	NEAL	neal@neal.com
	S2 FISH SUPPLIES (HULL)	

The '**Components Used Warranty**' section show any parts used from previous calls against this asset that still have a 'Parts' warranty.

Show Components Used Warranty
There are no component items under warranty.

The '**Call History**' section show all previous calls associated with this Asset. Click on the 'Call' link to open up the specific call on a new page or click on the 'Report' link to download a PDF of the latest report.

Hide Call History						
Call	Call Type	Open Date	Status	Suspension	Finish Date	Report
201763-1	OOO	05/06/2016	1 HOUR+ OVERD			
201762-2	PM	05/06/2016	FINISHED		05/06/2016	201762-2
201762-1	PM	05/06/2016	SUSPENSION	ITEMS	05/06/2016	201762-1
201708-2	OOO	02/06/2016	FINISHED		02/06/2016	201708-2
201708-1	OOO	02/06/2016	SUSPENSION	ITEMS	02/06/2016	201708-1

## S2 Service – Customers Guide.

To add or update the 'Customer ID' a customer specific searchable alternative to the Asset number. Click 'Edit'. Enter or update the 'ID'. Click 'Save' to update the system or 'Reset' to cancel the update.

The first screenshot shows a form for asset AB66NRY with the following fields: Customer ID (empty), Customer (S2CUST01), Location (S2LOCN01), Warranty Type (WARR-12), Installed (30/04/2015), and Echo Reading (5432). Buttons for Edit, Reset, and Reset All are visible.

The second screenshot shows the same form with the Customer ID field updated to 63223. The Save and Reset buttons are now visible.

The third screenshot shows the same form with a green 'Record saved' message at the top. The Customer ID field remains 63223.

### Raise a Call.

In the example below we are going to raise a breakdown call against asset 'AX12RGJ'. After clicking on the 'Raise Call' link on the Inventory page the page below will be displayed. The following may need to be populated. If the input field has a red border then it is mandatory and will need to be populated.

The 'Call Maintenance' form for asset AX12RGJ includes the following fields and options:

- Call: 0, Line: 1, Show Call Detail button
- Reported Address: (empty text area)
- Serial: AX12RGJ, Item: S36EL21AS
- Call Type: OOO, OUT OF ORDER
- Purchase Order: (empty text field with red border)
- Valid Input Masks: &&&### (3 LETTERS AND 3 NUMBERS), \*\*\*\*\* (6 CHARACTERS)
- Location: S2LOCN02, S2 FISH SUPPLIES (GRIMSBY), Hide Address button
- Location Address: 30 FISH STREET, FISH IND EST, GRIMSBY, GR130AP
- Telephone: 07831602464
- Office Contacts: BOB SKATE---bob.skate@s2fish.co.uk, Set button
- Office Name: (empty text field with red border), Telephone: (empty text field with red border)
- Contact Email: (empty text field with red border), Fax: (empty text field)
- Site Contacts: ALAN ROE---alanr@s2fish.co.uk, Set button
- Site Name: (empty text field with red border), Telephone: (empty text field with red border), Paste button
- Contact Email: (empty text field with red border), Fax: (empty text field)
- Maint Report: (empty text area)

The '**Reported Address**' field. If the location address is not at the location specified, then enter the correct address here. The support team will update the system to reflect this change.

## S2 Service – Customers Guide.

The **'Purchase Order'** field. Enter a purchase order number. This may be mandatory. This may also require specific formatting to validate that number. Help is available by clicking on the 'Call Maintenance' link.

### Call Help.

Definition of Purchase Order number input mask formats.

#### Mask Definition

### Numbers. 0-9.  
&&& Letters of either case. A-Z or a-z.  
\*\*\*\* Any character allowed.  
(-@.+=)Fixed characters. Must be duplicated exactly.

The **'Office and Site Contacts'** fields. Either select an existing contact from the Office or Site Contacts dropdowns if available or enter new contacts. The 'Name' which is always mandatory and one of either 'Telephone' or 'Email' is required. If an email is entered, then the new contact will be automatically available next time. Note that 'Site Contacts' can be copied from 'Office Contacts' by clicking on 'Paste'.

The **'Maint Report'** field. A full description of the problem that caused this breakdown call to be raised. Minimum 30 characters.

Once complete click 'Save' at the top of the page. A 'Web Request' email will be sent to the support team and a copy sent to the email address associated with your account.

## Call Live Status.

The 'Call Live Status' page shows the status of all 'Open', 'Planned' and 'Suspended' calls associated with your user account and is self-updating every 5 minutes but with a button for a quick 'Refresh' if required. Of more use where a number of calls are being processed at any one time. All column can be sorted into an ascending or descending order. By clicking on the appropriate button. Click on the 'Call' link to open up the specific call on a new page.

**Call Live Status.**

Refresh

^ v ^ v Cust ID ^ v Live Status ^ v Type v At ^ v Serial ^ v Location

**Planned**

201763-1	63223	1 HOUR+ OVERDUE	OOO	13/09/2016 00:00	AB66NRY	S2 FISH SUPPLIES (HULL)
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## Call Search.

**Call Search.**

Selection: S2CUST01 S2 FISH SUPPLIES [Reset]

Location Select: S2 FISH SUPPLIES (GRIMSBY)---30 FISH STREET, FISH IND EST, GRIMSBY---GR130AP---S2LOCN02 [Set]

System Item Select: \$36EL21AS---360ALPHA EL-12-1 TR UNIT [Set]

Inventory Search: [Search]

Inventory Select: AB66NRX---\$36EL21AS---0 [Set]

Start: 22 06 2016 Finish: 22 09 2016 Date Type: OPENED

Queue: [Queue Group: ]

Suspension: [Chargeable: ]

Call Type: [Call Group: ]

Status: [Live Status: ] Open Only: YES

Call: [Search] [Reset] [Reset All]

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Call search is split into two sections. Asset filtering and Call filtering.

All Assets associated with this user account are available from the 'Inventory Select' dropdown. Select one and click 'Set'.

Inventory Select	AB66NRX---\$36EL21AS---0	Set
	AB66NRY---\$36EL21AS---0	
Start	2	09
Queue	AX12RGJ---\$36EL21AS---1	
Suspension	YW02GBH---\$39M4A---0	

Or enter an Asset number (or part of) manually and click 'Search'. Additionally, Assets can be searched for using the 'Customer ID' as show at the top of page 7. The 'Inventory Select' dropdown is then filtered as the example below. Select one and click 'Set'. If the search returns only one result, then that Asset is automatically loaded.

Click 'Reset' to clear the 'Inventory Search' selection.

Inventory Search	AB66	Reset
Inventory Select	AB66NRX---\$36EL21AS---0	Set
Start	AB66NRY---\$36EL21AS---0	
Queue	2	

If only one Customer account or Location is associated with your user account, then that is automatically selected.

If this is a Customer account, then any associated Locations are available for selection. Select one and click 'Set'. This will filter the Assets specific to that location.

### Call Search.

Selection	S2CUST01	S2 FISH SUPPLIES	Reset
Location Select	S2 FISH SUPPLIES (GRIMSBY)---30 FISH STREET, FISH IND EST, GRIMSBY---GR130AP---S2LOCN02		
System Item Select	\$36EL21AS---360ALPHA EL-12-1 TR UNIT		
Inventory Search		Search	
Inventory Select	AB66NRX---\$36EL21AS---0		

As the example below shows.

### Call Search.

Selection	S2CUST01	S2 FISH SUPPLIES	Reset
Location	S2LOCN02	S2 FISH SUPPLIES (GRIMSBY)	Reset
System Item Select	\$36EL21AS---360ALPHA EL-12-1 TR UNIT		
Inventory Search		Search	
Inventory Select	AX12RGJ---\$36EL21AS---1		

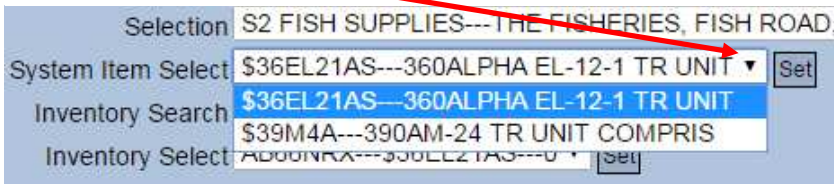
If multiple Customer accounts or Locations are associated with your user account, then they can be selected for additional filtering here. Select one and click 'Set'.

### Call Search.

Selection	S2 FISH SUPPLIES---THE FISHERIES, FISH ROAD, OTLEY, SUFFOLK---IP69NP---CUSTOMER---S2CUST01		
System Item Select	\$36EL21AS---360ALPHA EL-12-1 TR UNIT		
Inventory Search		Search	
Inventory Select	AB66NRX---\$36EL21AS---0		

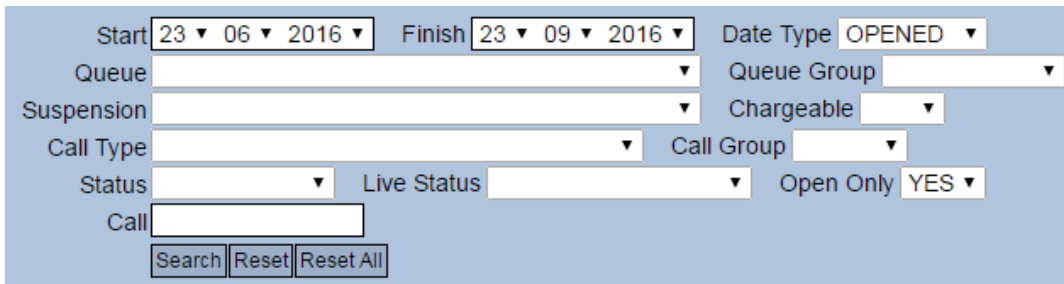
## S2 Service – Customers Guide.

Also the 'Inventory Select' dropdown can be filtered using 'System Item Select' (The type of unit). Select one and click 'Set'.



Selection: S2 FISH SUPPLIES---THE FISHERIES, FISH ROAD,  
System Item Select: \$36EL21AS---360ALPHA EL-12-1 TR UNIT [Set]  
Inventory Search: \$36EL21AS---360ALPHA EL-12-1 TR UNIT  
Inventory Select: \$39M4A---390AM-24 TR UNIT COMPRIS [Set]

The Call filtering section defaults to all calls within the last 3 months. All filtering apart from entering a specific call number is available as a dropdown.



Start: 23 ▾ 06 ▾ 2016 ▾    Finish: 23 ▾ 09 ▾ 2016 ▾    Date Type: OPENED ▾  
Queue: ▾    Queue Group: ▾  
Suspension: ▾    Chargeable: ▾  
Call Type: ▾    Call Group: ▾  
Status: ▾    Live Status: ▾    Open Only: YES ▾  
Call:   
[Search] [Reset] [Reset All]

Details of each call filtering option is listed below.

**Start and Finish.** Enter a range of dates to search from.

**Date Type.** Date search can be either an 'Opened', 'Planned' or 'Finished' range.

**Queue.** Filter by what queue the calls are currently in. Leave blank for any queue.

**Queue Group.** Filter by what queue group the calls are currently in. Leave blank for any queue group.

**Suspension.** Where Queue Group or Status of 'SUSPENSION' will return all suspended calls. This will filter by a specific call suspension type. Leave blank for ignore suspension type filtering.

**Chargeable.** Filter on Chargeable or Non Chargeable calls. Leave blank to ignore chargeable filtering. A chargeable call will typically where the problem is caused by Customer damage.

**Call Type.** Filter on call type. Leave blank for any call type.

**Call Group.** Filter on call group. Leave blank for any call group.

**Status.** Filter on call status. Leave blank for any call status.

**Live Status.** Filter on live call status. Live call status differs from call status as it takes into account of engineer status updates during the working day. For example this can be used to check if the engineer is overdue at the assets location. Leave blank for any live call status.

**Open Only.** To filter out calls that are either finished or invoiced.

**Call.** Enter a specific call number. Entering a call number overrides any other filtering and forces the call number to be entered.

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**Reset Button.** Resets the Call filtering section.

**Reset All Button.** Resets the Call and Asset filtering sections.

**Search Button.** Run the Call search. Note a wide date range may take a long time to run and the number of calls returned is restricted. If so a more exacting search may be required.

In the following example a selection of finished breakdown calls is returned.

All column can be sorted into an ascending or descending order. By clicking on the appropriate button. Click on the 'Call' link to open up the selected call on a new page.

**Call Search.**

Selection: S2 FISH SUPPLIES---THE FISHERIES, FISH ROAD, OTLEY, SUFFOLK---IP69NP---CUSTOMER---S2CUST01 [Set]

System Item Select: \$36EL21AS---360ALPHA EL-12-1 TR UNIT [Set]

Inventory Search: [Search]

Inventory Select: AB66NRX---\$36EL21AS---0 [Set]

Start: 23 06 2015 Finish: 23 09 2016 Date Type: OPENED

Queue: [Queue Group]

Suspension: [Chargeable]

Call Type: OOO---OUT OF ORDER Call Group: [Call Group]

Status: FINISHED Live Status: [Live Status] Open Only: NO

Call: [Search] [Reset] [Reset All]

[v]	[^ v]	[^ v]	[^ v]	[^ v]	[^ v]	[^ v]
	Cust ID	Live Status	Type	At	Serial	Location
201724-1		FINISHED	OOO	03/06/2016 08:30	AB66NRX	S2 FISH SUPPLIES (HULL)
201708-2	63223	FINISHED	OOO	02/06/2016 20:15	AB66NRY	S2 FISH SUPPLIES (HULL)

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This example below shows summary details of a call. The various buttons are used to show or hide additional sections.

Call Inquiry: [Review](#)

Schedules Due: PM PREVENTATIVE MAINTENANCE 04/10/2016 DUE

Open Calls: 201763-1 OOO OUT OF ORDER 05/06/2016

Call: 201708 Line: 2 [Hide Call Header] [Show Call Detail]

Opened: 02/06/2016 13:06

Serial: AB66NRY Item: \$36EL21AS

Customer ID: 63223

Call Type: OOO OUT OF ORDER

Purchase Order: 123456

Location: S2LOCN01 S2 FISH SUPPLIES (HULL) [Hide Address]

Location Address: 1 FISH LANE  
HULL  
HU120AP

Telephone: 07831602464

Planned On: 02/06/2016 Start: 20:00 Finish: 20:15

Live Status: FINISHED Status: FINISHED Date: 02/06/2016 20:15

Suspension: [Suspension]

Engineers Report: FINISH OFF THE INTERNAL REPORT UPLOAD TEST [Hide Engineers Report]

[Show Visit]

[Show Items Used]

[Hide Call Line Selection]

Report	Live Status	Status	Date	Suspend Type
1. 201708-1	SUSPENSION	SUSPENSION	02/06/2016 16:00	ITEMS [Set]
2. 201708-2	FINISHED	FINISHED	02/06/2016 20:15	

[Show Forms Summary]

[Show Documents]

## S2 Service – Customers Guide.

The 'Show or Hide Call Details' button swaps between summary and full call detail. An example below shows full call details.

Call Inquiry: [Review](#)

**Schedules Due** [PM](#) [PREVENTATIVE MAINTENANCE](#) [04/10/2016](#) [DUE](#)

**Open Calls** 201763-1 [OOO](#) [OUT OF ORDER](#) [05/06/2016](#)

Call  Line  [Hide Call Header](#) [Hide Call Detail](#)

Opened

Customer   [Show Address](#)

Location   [Show Address](#)

Serial  Item

Customer ID

Call Type

Cover Type

Cover Start  Finish  Contract

Final Tacho Reading

Purchase Order

Fix Code

Responsibility

**Fault Codes**

Engineer

Location   [Hide Address](#)

Location Address

Telephone

Planned On  Start  Finish

Live Status  Status  Date

Suspension

Office Name  Telephone

Contact Email  Fax

Site Name  Telephone

Contact Email  Fax

Engineers Report  [Hide Engineers Report](#)

Tacho Reading

[Show Visit](#)

[Show Items Used](#)

[Hide Call Line Selection](#)

Report	Live Status	Status	Date	Suspend Type	
1. 201708-1	<input type="text" value="SUSPENSION"/>	<input type="text" value="SUSPENSION"/>	<input type="text" value="02/06/2016 16:00"/>	<input type="text" value="ITEMS"/>	<input type="text" value="Set"/>
2. 201708-2	<input type="text" value="FINISHED"/>	<input type="text" value="FINISHED"/>	<input type="text" value="02/06/2016 20:15"/>		

[Show Forms Summary](#)

[Show Documents](#)

The 'Show or Hide Call Header' button shows or hides the Call header section.

The 'Show or Hide Address' buttons show or hide full address details.

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The **'Show or Hide Engineers Report'** button shows or hides the full text from the engineer's report.

The following specific buttons expand to show additional detail.

**Visit.** Per visit times recorded by the engineer specifically the time arrived at site, travel time and mileage to site. And the call number any travel charges are recorded against.

**Items Used.** Per visit component items used, labour time and any refrigerant used or reclaimed will be recorded here.

**Call Line Selection.** If visible then the call has multiple visits. Click 'Set' on the left to select the specific call visit. Also links available to display the may call suspension or finish report for each visit.

**Form Summary.** List of all forms generated for this call. Including the invoice once generated.

**Documents.** Thumbnail links to photographs or links to other documents typically PDFs associated with this call. Including comments about each photograph or document.

Start Work

On Way

At Site

Travel Time  Mileage

Leave Site

Finish Work


Travel Time  Mileage

Item	Qty	Description
LABOUR	0.25	Start <input type="text" value="00:00"/> Finish <input type="text" value="00:15"/>

Report	Live Status	Status	Date	Suspend Type	
1. 201708-1	SUSPENSION	SUSPENSION	02/06/2016 16:00	ITEMS	<input type="button" value="Set"/>
2. 201708-2	FINISHED	FINISHED	02/06/2016 20:15		

Form	Description	
1 TRASUS	SUSPENSION REPORT	201708-1-TRASUS-01.pdf
2 TRA000	WORK REPORT	201708-2-TRA000-01.pdf

Comment



**Warranty Claim Status.**

**Warranty Claim Status.**

From Claim Open Date: 01 12 2016 To Claim Open Date: 01 03 2017  
 Open Claims Only: YES  
 Search Reset

Call	Claim Date	Serial	Claim Status	Name
208372	27/02/2017	20100	IN PROGRESS	
208142	17/02/2017	20313	IN QUERY	
208063	15/02/2017	71501	IN QUERY	
207948	10/02/2017	80440	AWAITING CLAIM	
207942	09/02/2017	71398	IN QUERY	
207925	09/02/2017	80441	AWAITING CLAIM	
207914	09/02/2017	80319	IN QUERY	

For customer that have requested visibility of the processing of warranty claims the following page above is available.

This defaults to show all open ‘in progress’ claims irrespective on the date range selected.

To see all the claims, select NO from the ‘Open Claims Only’ dropdown. Adjust the Claim Open Date range as required using the Day Month Year dropdowns. And click ‘Search’ as below.

Also the columns can be sorted by Call, Claim Date, Serial, Claim Status and Customer Name if required by clicking on the appropriate button.

Click ‘Reset’ to clear that selection.

**Warranty Claim Status.**

From Claim Open Date: 01 11 2016 To Claim Open Date: 24 11 2016  
 Open Claims Only: NO  
 Search Reset

Call	Claim Date	Serial	Claim Status	Name
206213	24/11/2016	716021	ACCEPTED	
206197	24/11/2016	8039111	ACCEPTED	
206184	24/11/2016	716036	IN PROGRESS	

To see a list of all the possible claim status, click on the ‘Warranty Claim Status’ help link at the top of the page.

Also to drill down into the detail click on the ‘Call Number’ link.

An example on the following page shows this detail.

**Warranty status key**

- UNALLOCATED
- IN QUERY
- IN PROGRESS
- AWAITING CLAIM
- ACCEPTED
- REJECTED
- OUT OF WARRANTY

## Warranty Claim Inquiry.

Call	207985	Claim Date	13/02/2017	Serial	203112	
Warranty Type	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
Installed	06/07/2014	Duration	1095	Days	Warranty Expires	05/07/2017
Location	00011512	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Show Address
Claim Comments	EEV POWER HEAD FAULTY REPLACE AND RE INITIALISED					
Claim Status	ACCEPTED					
<b>Forms Summary</b>						
FGAS	FGAS INSPECTION REPORT	<a href="#">207985-1-FGAS-01.pdf</a>				
INV	INVOICE	<a href="#">207985-1-INV-01.pdf</a>				
TRAOOO	WORK REPORT	<a href="#">207985-1-TRAOOO-01.pdf</a>				

Note.

The 'Claim Date'.

The 'Warranty Expiry Date'.

Any 'Claim Comments' that have been entered.

And the current 'Claim Status'.

Also there are links to download a copy of the Work Report and or Invoice if required.

**Account Maintenance.**

On the main menu click on the 'Account Maintenance' link and the page below will be displayed in a new tab.

**Account Maintenance.**

Name

Company

New Email Address

Verify New Email Address

New Password  Min 8 Characters

Verify New Password  Min 8 Characters

Telephone

Fax

[Service Guide](#) | [Returns Guide](#) | [Contact Support](#)

On this page the account details can be updated.

Name and Company are mandatory input.

If no change is required to the email address or password, then these can be left blank.

If the email address is changed, then this will be used as the logon username next time the system is used.

Email address must be of a valid format and the password must be at least 8 characters in length.

Once complete click 'Save' or click 'Reset' to restore the settings if required.

Close the tab once the review is complete.