

SB13050020 – Electronic warranty claim procedure

1. Accessing the warranty claim menu

1. Sign in

A registration identification must be available linked to a customer.

Use the Registration form otherwise to obtain one or contact our Customer Service to clear your access

2. Click the Warranty button

3. Warranty Claim menu

- Claim Request
- Claim Status – View and manage open claims
- Claim Archive – View closed claims

The image consists of three overlapping screenshots of the Oliva Torrass website, illustrating the steps to access the warranty claim menu. Red arrows indicate the flow from the login form to the warranty button and then to the claim menu options.

- Top Screenshot:** Shows the main website with the 'Registered users' section. The 'User name' and 'Password' input fields are highlighted with a red box.
- Middle Screenshot:** Shows the user logged in, with the 'Warranty' button in the left-hand navigation menu highlighted by a red box.
- Bottom Screenshot:** Shows the 'AFTER SALES SERVICE - WARRANTIES' page, where the 'Claim Request', 'Claims Status', and 'Claims Archive' buttons are highlighted with a red box.

SB13050020 – Electronic warranty claim procedure

2. Identify the kit

1. Click in the Claim Request tab

2. Type the kit serial number and hit the Send button to proceed

3. Optional – The claim affects more than one kit serial number. The serial numbers must belong to the same kit model

- a. Tick the box
- b. Type the kit serial number and hit the Send button to proceed
- c. Hit the End button to terminate

Use the "Where can I find the Serial Number" button to call the kit assembly drawing and identify where the SN can be read

The image displays two screenshots of the Oliva Torras website's warranty claim process. The left screenshot shows the 'AFTER SALES SERVICE - WARRANTIES' page with the 'Claim Request' tab selected. A red box highlights the 'Claim Request' tab. Below it, a checkbox is highlighted with a red box and an arrow pointing to instruction 'a'. A text input field and a 'SEND' button are also highlighted with red boxes and arrows pointing to instruction 'b'. A 'Where can I find the Serial Number?' button is highlighted with a red box and an arrow pointing to instruction 'c'. The right screenshot shows the same page after the 'SEND' button is clicked. The 'SEND' button is now disabled, and the 'END' button is highlighted with a red box and an arrow pointing to instruction 'c'. The 'Where can I find the Serial Number?' button is also highlighted with a red box and an arrow pointing to instruction 'c'. The page displays the text 'Serial Numbers included on this warranty claim: SN01970011C'.

SB13050020 – Electronic warranty claim procedure

3. File the claim

1. Customer claim id. - optional

2. Enter application specification

3. Enter a brief failure description

4. Pre-select material claimed

- (a) Select from Spare Part list
- (b) Type OT Spare Part P/N
- (c) Type non OT Spare P/N

The screenshot shows the 'AFTER SALES SERVICE - WARRANTIES' form. Key elements include:

- GENERAL INFORMATION:** Warranty Claim no: 1760, Request date: 06/05/2013, Delivery date: 12/03/2012, Requested by: Customer.
- VEHICLE INFORMATION:** Fields for TRANSPORTER (TS TD1 2.0), Chassis Number, Mileage, and various technical specifications like Refrigerant Type (R-134a) and Compressor type (TM 08 / 13 / 16 / 16 UP-LPF 90 / 120 / 150 / 170).
- PHOTOGRAPHS AND DOCUMENTS:** Sections for 'Attach Documents' and 'Attach Photographs', each with an 'Add' button and an 'Examine' button.
- LIST OF PRODUCTS:** A table with columns for units, code, description, gross price, and amount. It lists parts like 'BACK IDLER PULLEY 868' and 'POLY-V BELT 6PK0776'. Below the table are fields for adding non-OT spare parts.

5. Select a shipping address

6. Attach files

- (a) Documents
- (b) Images

ACTIONS:

- (a) Save changes
- (b) Edit request – Modify or add information
- (c) Close – Save and return to Claim Status list
- (d) Send request – Submit for approval

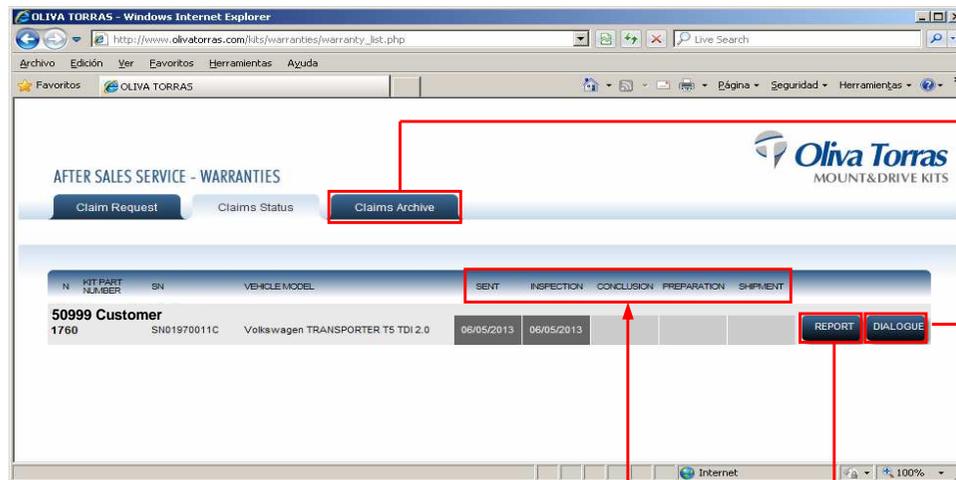
The screenshot shows the 'AFTER SALES SERVICE - WARRANTIES' status page. It features a table with the following data:

CLAIM NUMBER	VEHICLE MODEL	SENT	INSPECTION	CONCLUSION	PREPARATION	SERVICE
1760	50047 Thermo King Berlin	06/05/2013				

Below the table, a message states: "Your Warranty Claim no 1760 has been sent correctly. In the list you can view and edit the request at any time, which is the state's request to access the report to update and maintain any information sent on the request dialogue with the After Sales Service. In order to avoid unnecessary expenses, do not ship parts back without the explicit request from Oliva Torras."

SB13050020 – Electronic warranty claim procedure

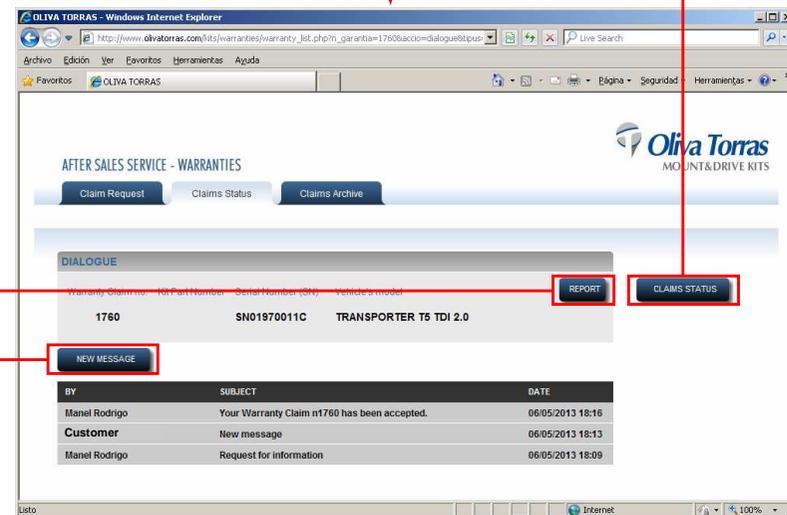
4. Claim Status



Claims APPROVED with material shipped and Claims REJECTED will be closed and moved to the Archive

Return to Claim Status window

Open dialogue box



5 different status for an open claim

- SENT – claim has been submitted
- INSPECTION – claim under study
- CONCLUSION – claim APPROVED or REJECTED
- PREPARATION – material under process
- SHIPMENT – material is shipped

Open Claim report

Send message to OT. All messages will remain within the claim file