



BFP - QUARTA 3 ® Client Interface

User manual

NOTE: the BFP – Quarta 3 ® Client Interface is optimized for Internet Explorer, although works also with other Web Browsers.

1) Access the program using the following link (or copy and paste the link in your Internet Browser):

https://quality.brevinifluidpower.com:37173/quarta3/qweb/accesso.aspx?COD_RIFERIMENTO=CFG2DSK_A4V_PRTCFG1-CFG2DSK000001&chiuso=1&comboazienda=QPAP

NOTE: after opening the above link, you might visualize warning messages like the one below, or similar. In

this case, select "YES" and the option with the red shield: * "Continue to this website":







2) Insert the Username and password you received from us in a separate E-mail in the below fields:

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Puarta3	User Password Language English	
Insert Here your USERNAME Insert Here your PASSWORD		

NOTE: For the FIRST ACCESS ONLY, you will be prompted the below window, requiring you insert YOUR OWN PASSWORD:



After the above password change, always use YOUR OWN password for any new access.





3) A new window will open as below:



In the following pages there is a short description of the Software BFP – Quarta3 Client Interface functions.





4) CLAIMS

Claims have two environments:

Claim Form (Claims, see below) and Claims Registry (Claims – Claim List, see below).

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arend Oraven	Creation Date 21/05/2015 05:12:10 Status Creation									
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UNIT D1, ALLEN	1000 BUSINESS PARK Tel. +333/HS/890100	₽ 01	de 🗢 Problem	≑ Type	Protocol	Status	Record Date		≑ hem	Item Description
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NOTE: you can always GO BACK to the initial page by clicking on the button marked below:



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000946	TEC14 - Oil Leakage (External or Internal)	Technical	RN 14710	Work In Progress	14/11/2014		HT1C1010001	Motor HT C 160 C4 M10 DB002 N XC	нот	e Button	
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000464	TEC14 - Oil Leakage (External or Internal)	Technical		Closed	08/07/2014	27/04/2015	K0060384.000	POWER PACK MK16-PF-MST2B5/C			
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Clicking on the "funnel" button opens the Filters Option Window (see below):

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Once the search is completed, if there are matching records the window will show the number of matching elements:

https://quality.brevinifluidpower.com:37173/ - Apply Filters - Wi	indows Internet Explorer	
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Contains	POWER	

If you select "Confirmation Apply" the register will show only the matching records and on top line will appear the sentence "Item Description Contains":

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Clicking on the Record Number (file Number) will open the selected Claim Form





The Claim Form has the following fields (Mandatory Fields are in Blue):

art New C	Claim Attach File	e Save Sign an	d Forward Claim Prin	t Previous Next Delete
N Chin	D01014	V		It's mandatory to select Claim Type
Creation User	Gerard Cravan	Creation Date	06/07/2015 09:12:50 State	us Creation
		CUST	OMER	
Customer	C#18001	BREVINI IRELAND LTD		
Signalizer			Email ger.craven@brevini.ie :	
Address	UNIT D1, ALLENWOOD BUSI	NESS PARK	Tel. +353/45/890100]
Town	ALLENWOOD CO KILDARE		Zip Code	
Customer Prot.				

File Number, Company Data and User E-mail are automatically loaded by the System for any new claim, and cannot be edited. **Claim Type** (Administrative, Commercial, Logistical or Technical) must be specified selecting it from the pop up window.

Customer Prot. Field should be filled with Customer's file reference number and/or other reference text to help future search.

If you need to attach files to the claim, you should use Attach file Window:







Claim Details Problem field must be filled (select from pop up Window) and you should also add other available info on ITEM (product) and Motivation:

		CLAIM DETAIL	
Problem			
Item			
Batch code	Seria	al Number	
Quantity	Invoi	ice/DN Ref.	
Instal. Date	Failu	ire Date	
Motivation			
Hotvatori			
		1	In this field you should
		•	add all relevant info
			about the claim, to be
			completed with any
I declare that I	have read and accept the information in the	e condicioni general sales	attachments
Accept	General Sales Conditions		

NOTE: by filling this field with the product serial number (visible on the product tag) and hitting TAB or ENTER the system automatically loads the Item part number (Description) and Item Code.

If the serial number is not available, you can always either fill the part number directly on the ITEM field or start a search for it by typing a part of the part number (Description) or of its Item Code and hit "Enter". A new window will open where you can select the right part number:

	K Remove Filter	Clean Content	<u>close</u>	Г	You can refine the coard
	Item Code Contains V ARS	*			Tou can renne the searc
Nº Elen	ments: 1296 List on more panese V 100 V	•		_	adding further info in the
		1 2 3 4 5 6 7 8 9 10	11 12 13		fields and clicking on
OK	Item Code	Description			
[ok]	ATTREZZATURA - TAPPO CHIUSURA G3/8 A SCOMPARSA	HH20550044-00			"Execute"
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOV)FASE 10	30317200000/10			
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 100	30317200000/100			
[ok]	ALB-ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 110	30317200000/110			
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 120	30317200000/120			
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOV)FASE 130	30317200000/130			
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[ok]	ALB.ARS-X25 C25 X AMBIENTI SALINI (NIPLOY)FASE 50	30317200000/50			
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (NIPLOY)FASE 60	30317200000/60			
[ok]	ALB.ARS-AGS C25 X AMBIENTI SALINI (HOLOY)FASE 70	30317200000/70			
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Once you find the right item, click on the corresponding [ok] button to select it. If the claim is about a Service or is related to more than one product It may not be required to fill the product field. In this case, please add relevant info in the "Motivation" field.





It is mandatory to click on the Accept box below, before submitting the claim. The General Sales Condition link will open the file where you can find the information.



NOTE: while filling a new claim it is always advisable to click on SAVE button after every operation, in order to avoid losing your work if any problem occurs:



You must then click on "Sign Claim", once you complete filling the Claim Form, to forward the claim to BFP. This will open a new window like this:



Please remember that if you forget to click on "Sign Claim" and then confirm with "Execute", the claim will remain in the Status "Creation", and **BFP cannot see it nor process it**.

Information about the claim status and our Feedback can be found in the RED OUTLINED box "Response to Customer" – see example below:

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Response to customer	-





5) Returns

Returns have two environments:

Return Form (Return) and Returns Registry (Returns – List returns).

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dress UNIT D1, ALLENWOOD BUSINESS PARK TeL +353(45/080100	000506	Techico	13996	Work in Progress	Standard	22/07/2014	
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On Reperction MI RMA RALA	000854	Tecnico	14925-14990	Work In Progress	Standard	26/01/2015	
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RESPONSE TO CUSTOMER							
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Clicking on the "funnel" button opens the Filters Option Window (see below):

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Once the search is completed, if there are matching records the window will show the number of matching elements:





Apply Filters				Г	
Protocol Contains 'motors'		n° elements: 1	> Confirmation Apply 🥻 🗲		Click HERE to apply search
Parameters			> Remove filter 🐝		
Save search Select a search Add parameter Add one of the parameters used recently	meter Grund Comparison o	of Status Change	> Execute Add		Click HERE to remove search, then close window with the red X on top right
	Contains	MOTORS			

If you select "Confirmation Apply" the register will show only the matching records and on top line will appear the sentence "Item Description Contains":

Returns - List Returns								
č 1/1 🗲	Protoco	ol Contains 'motors'						
Code	¢ Type	Protocol	Status	Return	Record Date	Closure Date		
000820	Tecnico	Martin Griffin Motors	Work In Progress	Urgent	08/01/2015			
$ \rightarrow $								
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Clicking on the Record Number (file Number) will open the selected Claim Form





The Return Form (RMA) has the following fields:

107	inid power		Return		
		🗸 📄 🍃 🗸	< > <	Please s	select Return
Retun N.	001169	Type Ret.	~	Туре	
Creation User	Gerard Craven	Creation Date	07/2015 10:35:41	Status Creation	
		CUST	OMER		
Customer	CEIE001	BREVINI IRELAND LTD			
Contact			Email ger.cra	ven@brevini.ie	
Address	UNIT D1, ALLENWOOD BU	ISINESS PARK	Tel. +353/4	15/890100	
own	ALLENWOOD CO KILDAR	E	Zip Code	-	
			Debuse		

File Number, Company Data and User E-mail are automatically loaded by the System for any new claim, and cannot be edited. **Return Type** (Logistical or Technical) should be specified selecting it from the pop up window.

Protocol Field should be filled with Customer's file reference number and/or other reference text to help future search.

If you need to attach files to the claim, you should use Attach file Window:







Requested Returns (RMA) fields must be filled. Mandatory fields are in Blue: **Item (Part Number) and Item Quantity**. About Problem, please select from pop up Window and you should also add other available info in the Customer Comment Field:

	On Reparation RMA RMA	
《 1/1 》	REQUESTED RETURNS	
Problem Item Batch		Ck RN
Quantity Inst. Date Customer Comment	Invoice/DN Ref. Failure Date	In this field you should add all relevant info about the claim, to be
Bfp Comment		completed with attachments if any

NOTE: by filling this field with the product serial number (visible on the product tag) and hitting TAB or ENTER the system automatically loads the Item part number (Description) and Item Code.

If the serial number is not available, you can always either fill the part number directly on the ITEM field or start a search for it by typing a part of the part number (Description) or of its Item Code and hit "Enter". A new window will open where you can select the right part number:

🥭 ht	tps://	quality.brevinifluidpower.	.com:37173/ -	"Find data to f	ill fields" - W	indows Internet Expl	orer	close		
D N	° Elem	ents: 1296	Item Code [Description [Contains Contains agese	ARS			·····		You can refine the search adding further info in the
		T					1234567891	0 11 12 13		fields and clicking on
	OK	<u>Item Code</u>					Description			»Francisco (
1	ok]	ATTREZZATURA - TAPPO CHI	USURA G3/8 A S	COMPARSA			HH20550044-00			"Execute"
1	ok]	ALB.ARS-AGS C25 X AMBIENT	TI SALINI (NIPLO	V)FASE 10			30317200000/10			
1	ok]	ALB.ARS-AGS C25 X AMBIENT	TI SALINI (NIPLO	V)FASE 100			30317200000/100			
1	ok]	ALB.ARS-AGS C25 X AMBIENT	TI SALINI (NIPLO	OV)FASE 110			30317200000/110			
1	ok]	ALB.ARS-AGS C25 X AMBIENT	TI SALINI (NIPLO	OY)FASE 120			30317200000/120			
1	ok]	ALB.ARS-AGS C25 X AMBIENT	TI SALINI (NIPLO	V)FASE 130			30317200000/130			
1	ok]	ALB.ARS-AGS C25 X AMBIENT	TI SALINI (NIPLO	Y)FASE 40			30317200000/40			
1	ok]	ALB.ARS ARS C25 X AMBIENT	TI SALINI (NIPLO	Y)FASE 50			30317200000/50			
1	ok]	ALB.ARS-AGS C25 X AMBIENT	II SALINI (NIPLO	Y)FASE 60			30317200000/60			
1	ok]	ALB.ARS-AGS C25 X AMBIENT	TI SALINI (MIRLO	Y)FASE 70			30317200000/70			
1	ok]	ALB.ARS-AGS C25 X AMBIENT	TI SALINI (NIPLO	OY)FASE 80	_		30317200000/80			
1	ok]	ALB.ARS-AGS C25 X AMBIENT	TI SALINI (NIPLO	V)FASE 90			30317200000/90			
1	ok]	ALB.C25 -ARS/AGS-FASE 10					30309200000/10		\sim	
	al-1	ALB (35 - ABC/AGC-EACE 30				<u> </u>	20200200000/20			

Once you find the right item, click on the corresponding [ok] button to select it.

If the claim is about a Service or is related to more than one product It may not be required to fill the product field. In this case, please add relevant info in the "Motivation" field.

It is not recommended to send more than one item or Part Number with the same RMA, but when this is necessary you can add a new line clicking on the small [+] button and filling the same information as above for the new item.





It is mandatory to click on the Accept box below, before submitting the RMA. The General Sales Condition link will open the file where you can find the information.



NOTE: while filling a Return it is always advisable to click on SAVE button after every operation, in order to avoid losing your work if any problem occurs:



You should click on "Sign Return", once you complete filling the Claim Form, to forward the claim to BFP. This will open a new window like this:



Please remember that if you forget to click on "Sign Return" and then confirm with "Execute", the Return will remain in the Status "Creation", and BFP cannot see nor process it.

Once you forward the Return Request, this will be processed and you will receive an E-mail, sent to the address specified in the form - the login E-mail address - with the RMA as a PDF attachment (see example below) – please note that in the RMA there are the Shipping address and the instructions:







WARNING:

It is MANDATORY to quote the RMA NUMBER in the Delivery Documents AND ATTACH A COPY or the RMA outside the parcel or case. If not, GOODS WILL NOT BE ACCEPTED by the incoming goods department.

Useful info:

If you cancel the confirmation E-mail by mistake, You can always retrieve the RMA (once it has been accepted) by selecting the Return Number from the Register and opening the Return Form, then clicking in the RMA link as shown below:

_% _	DTEVINI uid power		Return
	📄 🔍		< >
Retun N. Creation User	000820 Vanni Catellani	Type Ret. Tecni	co /2015 08:23:20 Status Work In Progress
		CUSTO	MER
Customer	CEIE001	BREVINI IRELAND LTD	
Contact	Gerard craven		Email ger.craven@brevini.ie
Address	UNIT D1, ALLENWOOD E	BUSINESS PARK	Tel. +353/45/890100
Town	ALLENWOOD CO KILDA	RE	Zip Code
Protocol	Martin Griffin Motors		Return Urgent
4 1/1 >		REQUESTED	RETURN Click Here to print a new copy of the RMA
Problem	TEC05 - Missing or Wrong) Component	
Item	SH7VR11A00022	Motor SH7VR 160 ON SAR LM	REN 24 1 75 VSC 15 XXXX 000 V 160 080 XX XX
Batch		Serial Number 1401-039043/1	-2-3 Ok RN 🗹
Quantity	3	Invoice/DN Ref.	
Inst. Date		Failure Date	
Customer Comment			
When this bo goods have l	ox is ticked, it mea been received	ns the	When this box is ticked, it means we confirmed the correspondence between the goods declared in the RMA and what we really received in terms of part numbers and Qty.

Further information and feedback can be found looking in the RED OUTLINED boxes "Bfp Comment" – see example below:

Bfp Comment





6) External Assistance

External Assistance have two environments:

Assistance Form (External Assistance) and its Registry (External Assistance List.









Clicking on the "funnel" button opens the Filters Option Window (see below):

 1/3 Reques 000013 	* 😵		External Assistance - E	External Assistance Li	st			
 Reques 000013 	4							
 Reques 000013 								
000013	t 🌻 Problem	Ф Туре	Protocol	Status	Record Date	Closure Date	Item Code	Item Description
	TEC09 - Irregular Functionality or Out of Setting	System Start-up	Commissioning 3 ships, 6 thruster systems 6	@ Closed	20/02/2014	23/05/2014	OPIAUDUOAAH	Pump H1V 160 S F2/1 DX LS+TP3 161-11
000014	TEC09 - Irregular Functionality or Out of Setting	Problems Resolutiom		Closed	20/02/2014	20/02/2014	56CV11B00037	Pump 56CV 075 M AC 06 D 18 HER 42 4
000015	TEC19 - Noisy or Vibration	Drohlems Resolution	OD05769	Closed	06/03/2014	15/07/2014	C4000413.000	DOWER DACK MC4.V1C-R1-DG14.MEG
000010	TEC05 - Missing or Wrong Component	Problems Resolution	DEC 904 201201122	Closed	27/03/2014	11/07/2014	05101070101 CLD	Motor AGS 400 D C25 (HD)Painting C3H
000013	TEC09 - Irregular Eurotionality or Out of Setting	Problems Resolution	Impianto CE4 Chanavev installato a Rheme.	Closed	03/04/2014	05/05/2014	56CV12A00050	Pump 56CV 128 M BE 11 D 23 HER 42 42
000025	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution		Closed	09/04/2014	06/05/2014	S5AV1F100032	Pump SSAV 093 ME S13 04 DX V NLP0X
000026	TEC09 - Irregular Functionality or Out of Setting	Problems Resolution	Doha (Qatar) e Abu Dhabi (Emirati Arabi)	Sales Direction	09/04/2014		0MFAVRURMB1	Motor H2VR 75 S L2/1 2EM24 75-72 31-45
000027	TEC13 - Clogged or Dirty	System Start-up	prova	Closed	10/04/2014	17/04/2014	PROVA	ATTIVITA' DI PROVA/VERIFICA FUNZ
000028	TEC14 - Oil Leakage (External or Internal)	Problems Resolutiom	ITALMIX - SOC AGRICOLA SAN DANIELE	Assistance Execution	14/04/2014		6V22CIR00007	Pump SH6V 130 ME BF 11 SX 23 HIR 00
000030	TEC05 - Missing or Wrong Component	Problems Resolutiom	RIF. GEMMO	Closed	17/04/2014	11/07/2014	CTM14400011	Geared motor CTM1022 S 609 CF F01 HR
000031	TEC12 - Wrong or Missing Machining	Problems Resolutiom	RIF, CTM 1022	Closed	17/04/2014	05/06/2014	CTM14400011	Geared motor CTM1022 S 609 CF F01 HF
000032	TEC16 - Low or Erratic Pressure	Problems Resolutiom	TEST	Closed	24/04/2014	21/05/2014		
000033	TEC03 - Blocked or Not Sliding	Problems Resolutiom	FLUIDSYSTEM- urgente	Closed	24/04/2014	02/09/2014	S6CV12A00129	Pump 56CV 128 M BF 11 D 27 HME 25 2
000034	TEC09 - Irregular Functionality or Out of Setting	Problems Resolutiom	ITALMIX - ENERSAB	Closed	24/04/2014	19/05/2014	S6CV12A00046	Pump 56CV 128 M BF 11 5 23 HIR 42 42
000035	TEC09 - Irregular Functionality or Out of Setting	Problems Resolutiom	ITALMIX- AZ. AGR. F.LLI BORTOLIN	Closed	06/05/2014	21/05/2014	S6CV11B00140	Pump S6CV 075 M AC 06 5 18 HIN 42 4
00036	AVV - System Start Up (External Service)	System Start-up	RIF. CLIENTE NS. CLIENTE "O.M.D. S.R.L	. Closed	12/05/2014	21/05/2014		
000037	TEC14 - Oil Leakage (External or Internal)	Problems Resolutiom	RIF. ASCOM - DISTRIBUTORE HPV74	Closed	16/05/2014	23/05/2014	HPV7400194	PROPORTIONAL VALVE HPV74 05 03 H
00038	TEC09 - Irregular Functionality or Out of Setting	Problems Resolutiom	KOLUMAN	Closed	23/05/2014	10/10/2014	SH11C108200007	Motor SH11C M 125 ME OE SAO LM2 R
00039	TEC09 - Irregular Functionality or Out of Setting	Problems Resolutiom	ITALMIX - JEULIN SA	Sales Direction	27/05/2014		56CV11B00140	Pump 56CV 075 M AC 06 5 18 HIN 42 4
00040	TEC09 - Irregular Functionality or Out of Setting	Problems Resolutiom		Closed	28/05/2014	03/06/2014	BLT60001	PROPORTIONAL HOME LIFT POWER U
00041	TEC09 - Irregular Functionality or Out of Setting	Problems Resolutiom	ITALMIX - ZOOGAMMA	Closed	30/05/2014	11/07/2014	S6CV12A00029	Pump 56CV 128 M BF 11 5 27 HIR 42 42
00042	TEC03 - Blocked or Not Sliding	Problems Resolutiom		Closed	04/06/2014	09/06/2014		
00043	TEC09 - Irregular Functionality or Out of Setting	Problems Resolutiom		Sales Direction	04/06/2014		K0060327.000	POWER PACK MK1-PG-MST2A6/C-T1P
00044	TEC09 - Irregular Functionality or Out of Setting	Problems Resolutiom	FLUID SYSTEM - TURCHIA	Closed	06/06/2014	12/06/2014	56CV12A00137	Pump 56CV 128 M BF 11 D 27 HME 25 2
00045	TEC09 - Irregular Functionality or Out of Setting	Problems Resolutiom	FLUID SYSTEM - FRANCIA	Closed	10/06/2014	02/09/2014	56CV12A00129	Pump 56CV 128 M BF 11 D 27 HME 25 2
00046	I ECU3 - Blocked or Not Sliding	Problems Resolution	Zitech a/o Bondioli - BS	Closed	13/06/2014	11/07/2014	56CV11B00140	Pump 56CV 075 M AC 06 5 18 HIN 42 4
00048	TEG14 - Oil Leakage (External or Internal)	Problems Resolution	ITALMIX - SAN DANIELE ENERGIA	Assistance Preparation	19/06/2014		6V22C1600005	Pump SH6V 130 ME BF 11 SX 23 HIR 06
00049	TECU9 - Irregular Functionality or Out of Setting	Problems Resolution	Udine	Closed	20/06/2014	11/07/2014	SPFTM11005C0	CENTRALE × ELEVATORI 1,5 kW - 15
00050	EC12 - Wrong or Missing Machining	Problems Resolutiom		Closed	23/06/2014	04/07/2014	HR1C0010001	Motor HR C XX 080 B4 M09 DB001 N XXX
							-	
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pply	Filters							
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Once the search is completed, if there are matching records the window will show the number of matching elements:

Item Description Contains 'S6CV' > Confirmation Apply 1 Click I Parameters > Remove filters > Remove filter (Select a search > > > Select a search > > > Add parameter Remove parameter ? > Add one of the parameters used recently > > >	HERE to anniv caa
n° elements: 25 Parameters Save search Select a search Image: Save search Select a search Image: Save search Add operameter Semove parameter Add one of the parameters used recently Image: Save search	initia to apply sea
Save search Disable header filters > Execute Add Select a search Image: Click Header filters Image: Click Header filters Select a search Image: Click Header filters Image: Click Header filters Add one of the parameter used recently Image: Click Header filters Image: Click Header filters	
	HERE to remove n, then close windo ne red X on top righ
Item Description V Contains V S6CV	

If you select "Confirmation Apply" the register will show only the matching records and on top line will appear the sentence "Item Description Contains":

20			External Assistance - E	xternal Assistance List				
《 1/1	Item Description Contain	ns 'S6CV'						
A Request	Problem	\$ Туре	Protocol	Status	Record Date	Closure Date	Item Code	Item Description
000014	TEC09 - Irregular Functionality or Out of Setting	Problems Resolutiom		Closed	20/02/2014	20/02/2014	S6CV11B00037	Pump S6CV 075 M AC 06 D 18 HER 42 42 2
000024	TEC09 - Irregular Functionality or Out of Setting	Problems Resolutiom	Impianto CF4 Chanavey installato a Rheme-N	Closed	03/04/2014	05/05/2014	56CV12A00050	Pump S6CV 128 M BF 11 D 23 HER 42 42 2
000033	TEC03 - Blocked or Not Sliding	Problems Resolutiom	FLUIDSYSTEM- urgente	Closed	24/04/2014	02/09/2014	56CV12A00129	Pump S6CV 128 M BF 11 D 27 HME 25 25 2
000024	TC09 - Irregular Functionality or Out of Setting	Droblame Recolution	ITAL MIY ENEDGAD	Classed	NF00120140	19/05/2014	SACV17400046	Dump SACV 178 M RE 11 S 73 HIR 47 47 77

Clicking on the Record Number (file Number) will open the selected Claim Form





The External Asssitance Formhas the following fields:

	Claim Attach	File Save Sign an	d Forward Clair External Aseist	n Print Pre	evious Next Delete
Estimate Number Creation User	000117 Vanni Catellani	У У Д Д		Status	Please select Assistance Type
	- 29	CUS	TOMER		
Customer					
Signalizer			Email catellar	oi, vanni@brevinifluidpowe	l/com
Address			Tel.		
Town			Zip Code		
Protocol	1		Assist. Place		

File Number, Company Data and User E-mail are automatically loaded by the System for any new claim, and cannot be edited. **Assistance Type** (System startup, Application certification or Problems Resolution) should be specified selecting it from the pop up window.

Protocol Field should be filled with Customer's file reference number and/or other reference text to help future search.

If you need to attach files to the claim, you should open Attach file Window:







Request Detail fields must be filled. Mandatory fields are in Blue: **Problem.** Please select from pop up Window and you should also add other available info in the Customer Comment Field:

			REQUEST DETAIL	
Problem				▼
Item				
Batch		Serial Number		In this field you should
Qtà		Invoice/DN Ref.		add all relevant info
Inst. Date		Failure Date		about the Request, to be
Motivation				completed with
				atta abra anta if a nu
				attachments ir any

NOTE: by filling this field with the product serial number (visible on the product tag) and hitting TAB or ENTER the system automatically loads the Item part number (Description) and Item Code.

If the serial number is not available, you can always either fill the part number directly on the ITEM field or start a search for it by typing a part of the part number (Description) or of its Item Code and hit "Enter". A new window will open where you can select the right part number:



Once you find the right item, click on the corresponding [ok] button to select it.

If the Request is related to a System with more than one BFP product, it may not be required to fill the product field. In this case, please add relevant info in the "Motivation" field.





It is advisable to fill the APPLICATION DATA part of the Form, see below, with all the available information about the application. Attachments such as pictures, drawings and the Hydraulic scheme of the machine are always recommended, as will allow us to better understand the problem and therefore prepare the Service accordingly.

	APPLICATIO	N DATA	
Machine Type			Total work hours
Drive Type			
Engine Type			Engine power (Kw)
Engine speed (rpm)			Motor-pump drive ratio
Hydraulic layout available?	If Yes please attach it		
Working cycle available?	If Yes please attach it		
Theoretical flow rate (I/min)	Measured flo	w rate (l/min)	
System pressure relief valve setting (bar)	Measured per	ak pressure (bar)	
Measured casing pressure (mean) (bar)			
Ambient temperature (°C)	Work tempera	iture (°C)	
Filter Type (A = Suction - M = Pressure - R= Return)	Filter grade	Beta Ratio (x)	Bypass Work hours since last filter change
A			Yes No
м			Yes No
R			Yes O No O
Hydraulic fluid type			Reservoir capacity (L)
ISO viscosity grade	Viscosity index		Work hours since last fluid change

It is mandatory to click on the Accept box below, before submitting the RMA. The General Sales Condition link will open the file where you can find the information.

I declare that I have read and accept the information in the condicioni general sales Accept <u>General Sales Conditions</u>





NOTE: while filling a Request for Assistance, it is always advisable to click on SAVE button after every operation, in order to avoid losing your work if any problem occurs:



You should then click on "Sign Return", once you complete filling the Form, to forward the same to BFP. This will open a new window like this:



Please remember that if you forget to click on "Sign Return" and then confirm with "Execute", the Return will remain in the Status "Creation", and BFP cannot see nor process it.

Further information and feedback can be found looking in the RED OUTLINED boxes "Response to Customer" – see example below:

	RESPONSE TO CUSTOMER
Response to customer	

Please remember also that General Assistance Conditions will apply. In order to organize the Service, once you submit the Service Request Form we'll ask you to confirm you accept said conditions by signing a form that will be sent via E-mail to the login E-mail adress.

By signing said Service Conditions, you will accept that the cost related to the Service is Invoiced to Your Company, following a Service Price List also avaiable upon request.