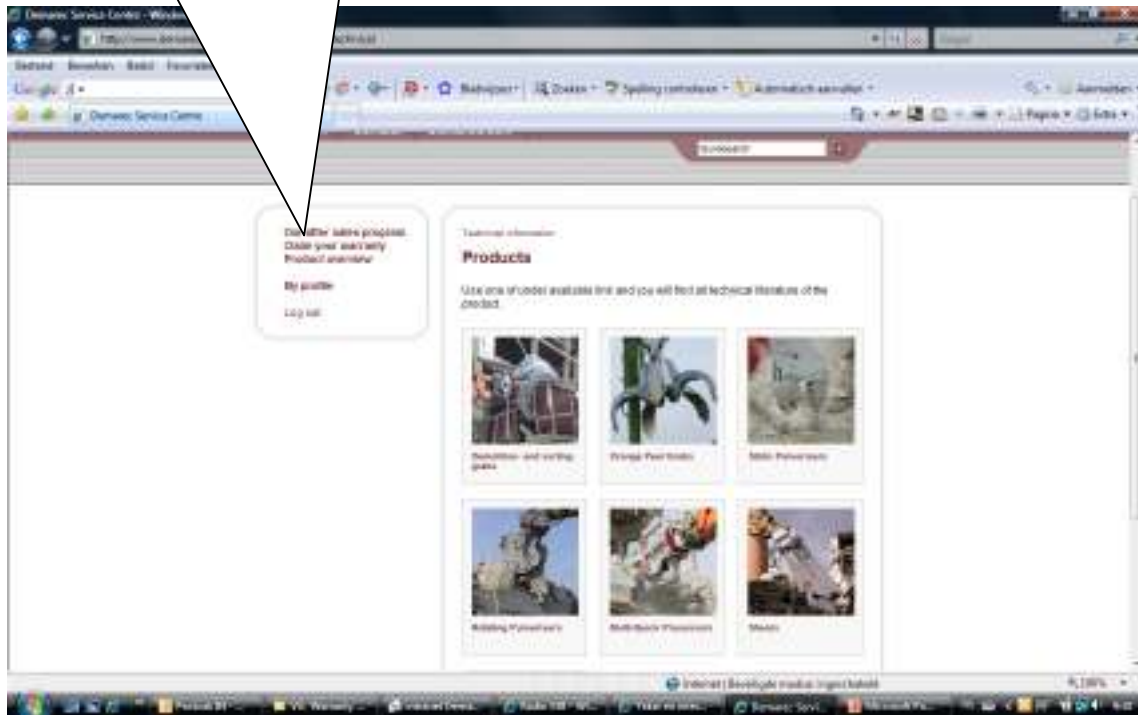


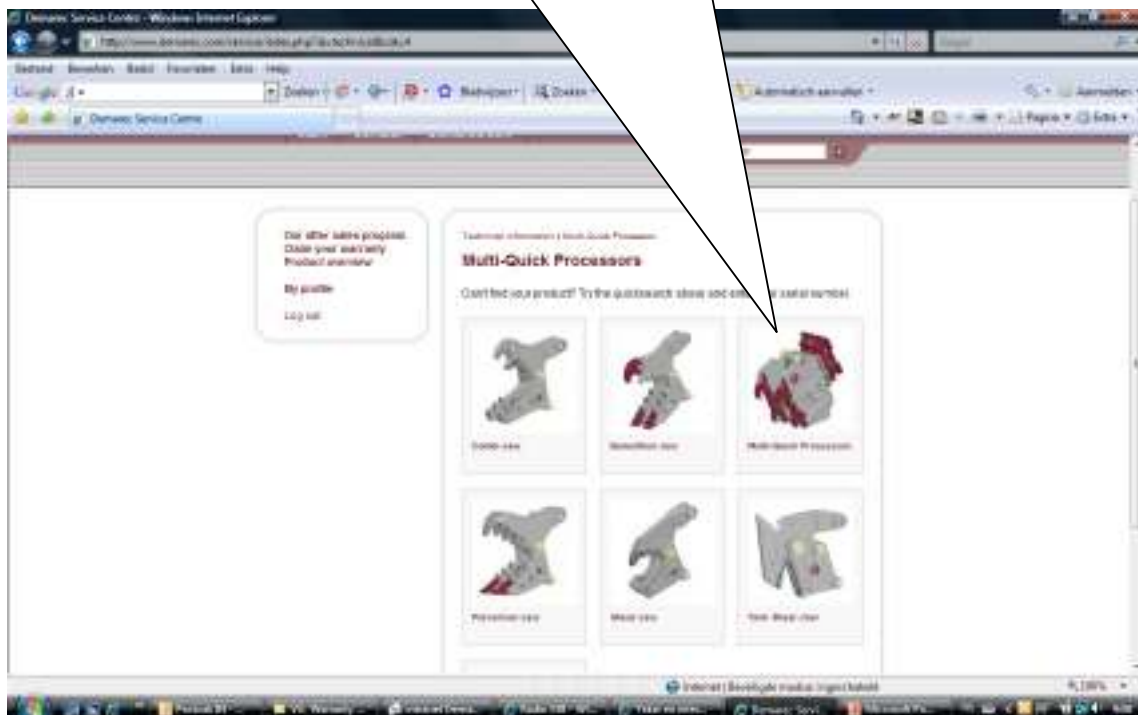
# Instruction Intranet

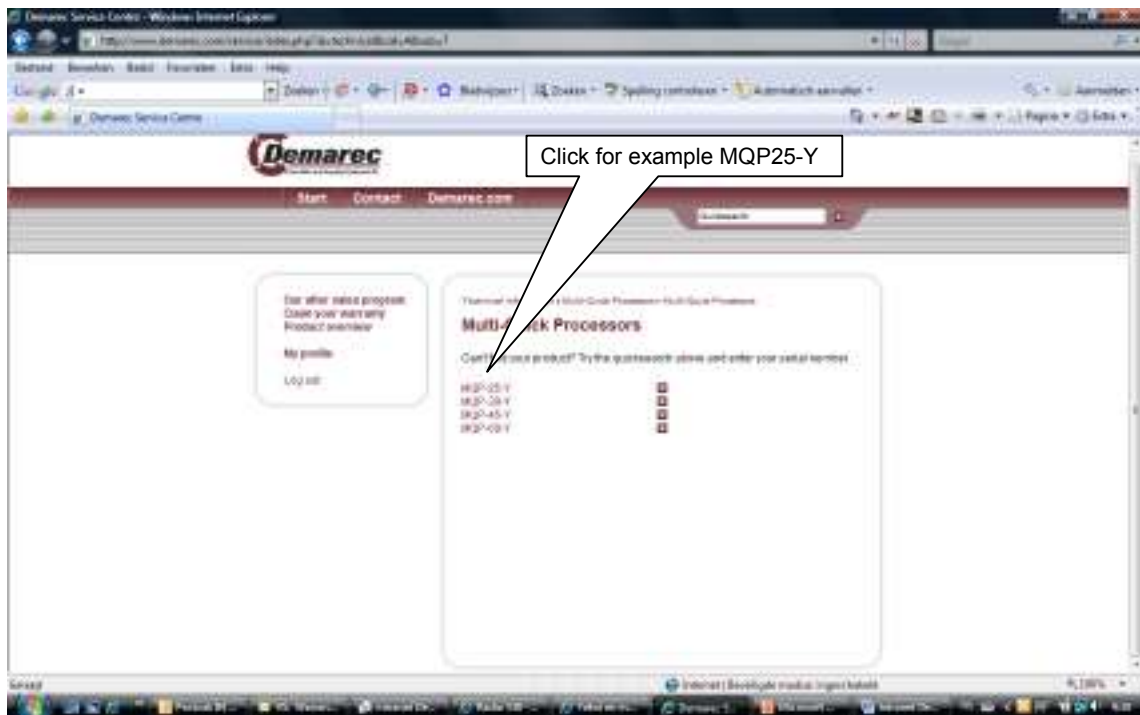
When you are logged in please follow the next instruction to claim warranty:  
Go to Product overview. You will see overview of our Demarec products. See below.

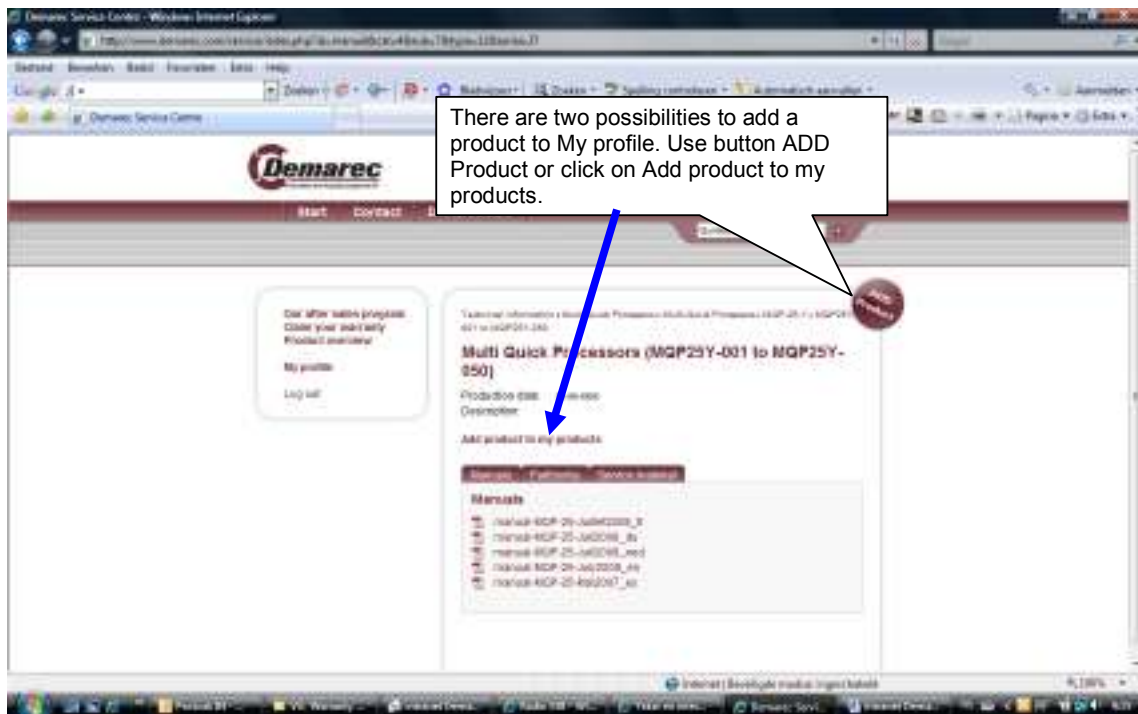
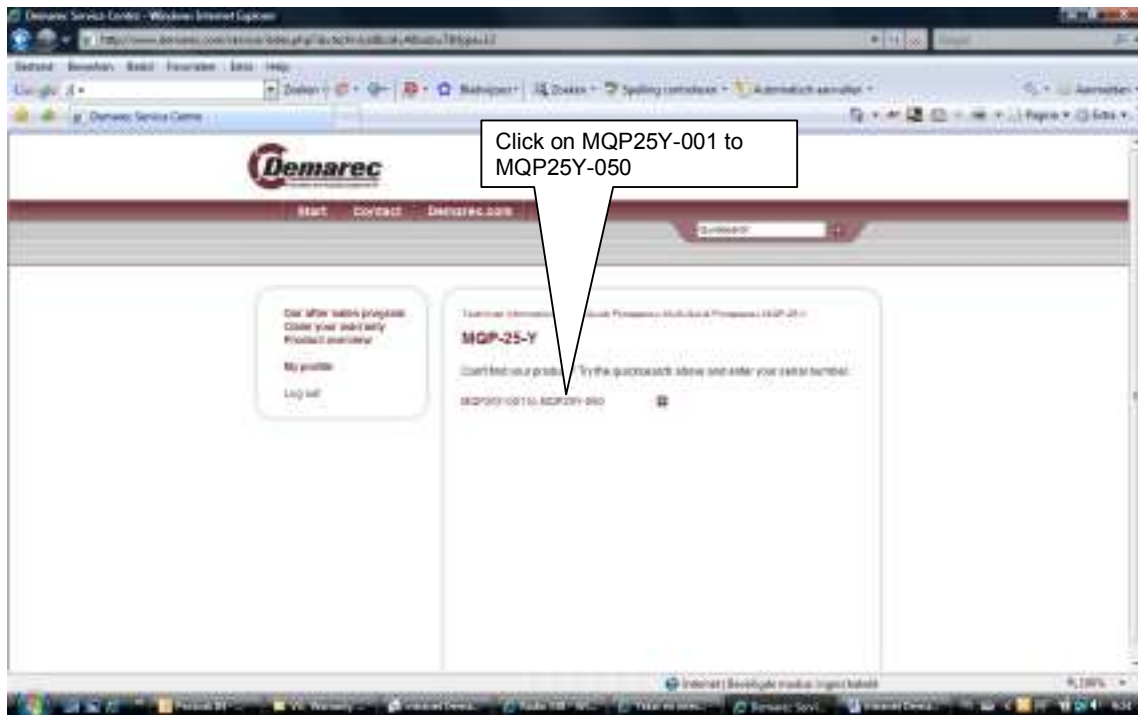


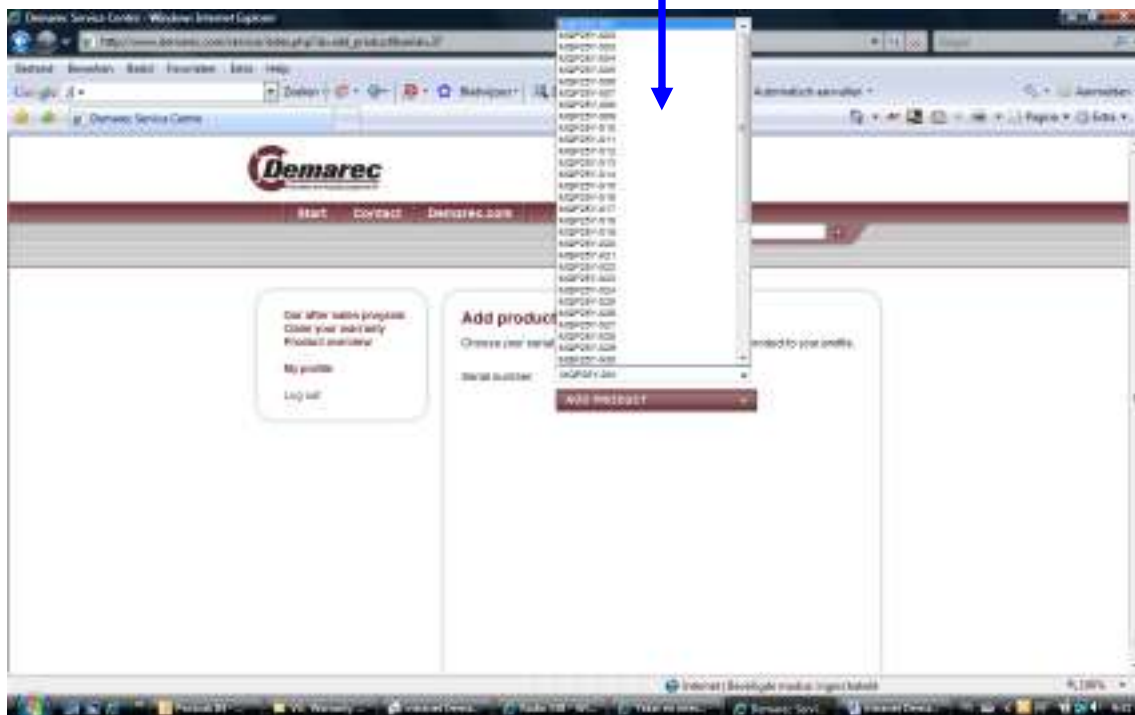
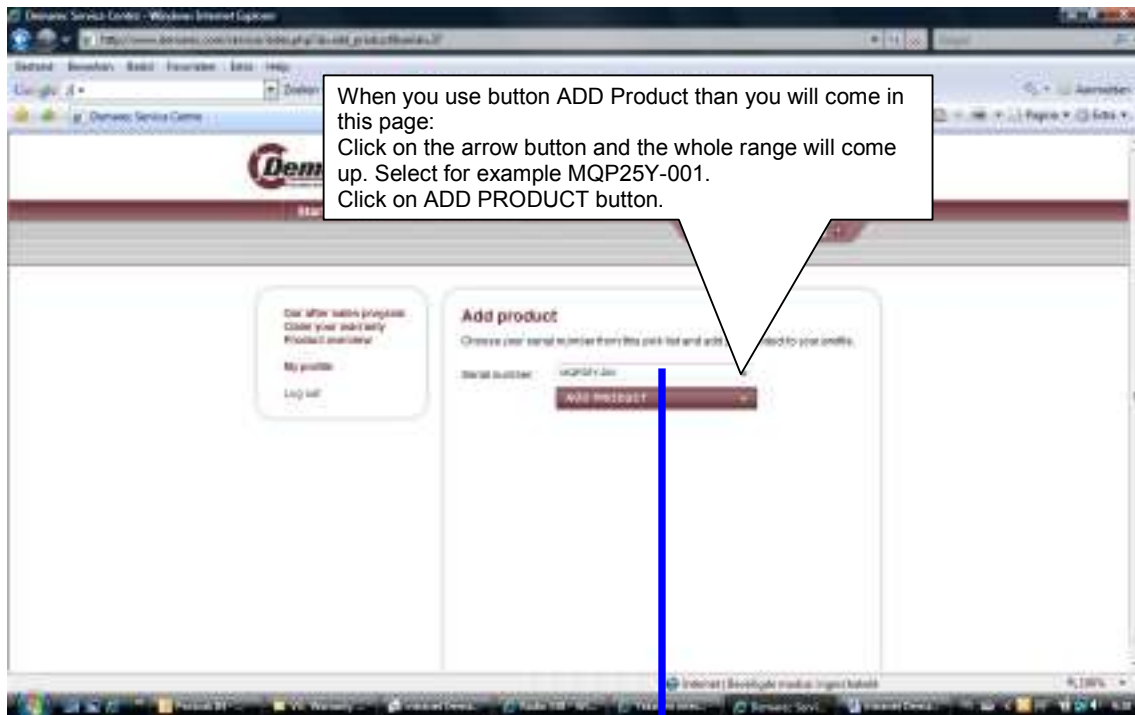
Click for example Multi-Quick Processors. You will come in the next page.  
In future customer has to select product which he has bought.

Click on Multi Quick Processors

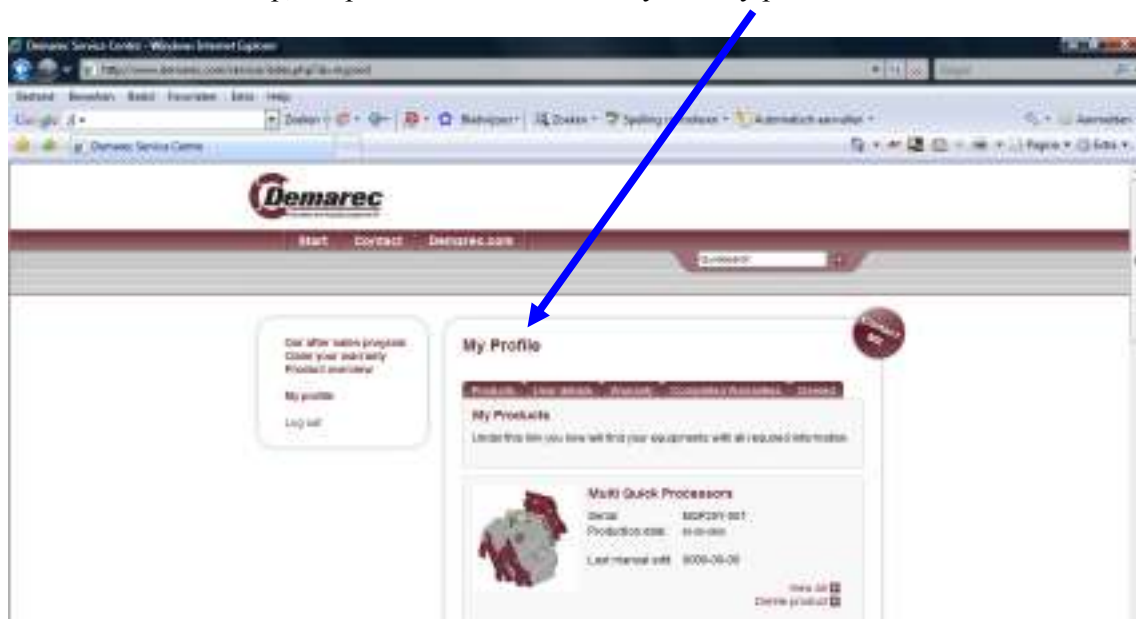








Then this will come up, the product is now added in your: My profile.



Click button: Claim your warranty.



Now you are able to fill in the complete warranty claim. Also you could add files: pictures or other necessary information.  
 Note: best is to make folder when you have to send more than one file or picture. There is just the possibility of two different files.

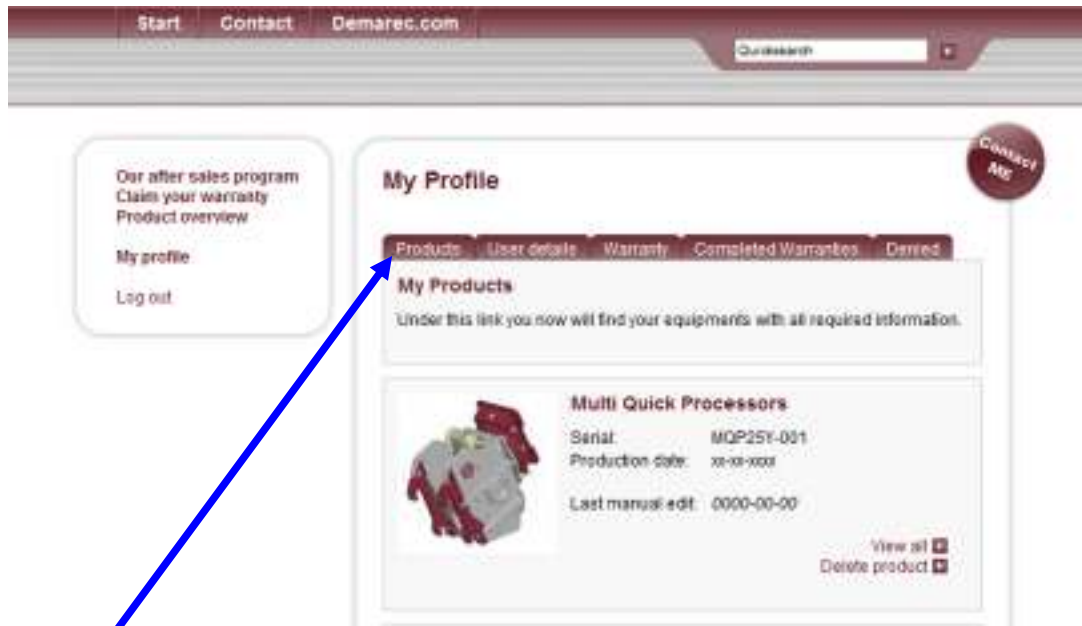
The screenshot shows the 'Product' section of the warranty claim form. It includes fields for 'Serial number', 'Date of Delivery', 'Date of Failure', 'Who operated', 'Faulty code', and 'Description of failure'. Below these is a section for 'Add a file' with two buttons: 'Add a file 1' and 'Add a file 2'. A blue arrow points to the 'Add a file 1' button. The 'Repair' section is partially visible below.

This screenshot shows the 'Repair' section of the warranty claim form. It includes a text area for 'When failure occurred' and a table for 'Parts replaced'. The table has columns for 'part no.', 'qty', and 'description'. Below the table are sections for 'Labor' and 'Transport cost', each with a table for 'hours' and 'description'. At the bottom, there is a checkbox for 'I accept the warranty claim conditions of Dematic' and a red button labeled 'CLAIM WARRANTY'.

Please read and accept our warranty conditions. Then use button CLAIM WARRANTY to submit the claim. You will receive a mail of the status of the claim.



## Instructions what you could under: My profile.



Products: this will give you the complete overview of the products you have sold.  
Note: you have to add this products as described above.

User details: Under this button you find your detail info. You could change it and use button SEND to inform me. The system administrator will inform you.

Our after sales program  
Claim your warranty  
Product overview  
  
My profile  
  
Log out


### My Profile

Products
User details
**Warranty**
Completed Warranties
Denied

#### Warranty

It is our ambition to process your warranty claim as quickly as possible and normally within 14 days after its registration in our digital report system. This is however not possible if your report lacks some of the compulsory and necessary information.

[Click here for the the warranty conditions.](#)



**Warranty No: N90444-7 (2009-03-27)**  
Warranty status: Warranty claimed  
Own reference: hermano2  
Serial: DRG15DD-001  
Date of delivery: 2008-10-20  
Date of failure: 2009-03-21

[View all](#)

Warranty: Under this button you find all submitted, in process and discussion claims. You could change only the discussion claims and use button SEND to inform me. Product Support will inform you about the status.

Our after sales program  
Claim your warranty  
Product overview  
  
My profile  
  
Log out

### My Profile

Products
User details
Warranty
**Completed Warranties**
Denied

#### Completed Warranties

The warranty's shown below are the warranty's that are completed and archived. Check the link "**warranty**" for your uncompleted claimed warranty's.

Warranty No.:	Own reference:	Serial:	View:
N90444-10 (2009-03-29)	herman1	DSP45-011	<a href="#">View</a>

Completed Warranties: you will find an overview of the closed and approved claims. Open claim with button: View.

Our after sales program  
Claim your warranty  
Product overview  
  
My profile  
  
Log out

### My Profile

Products
User details
Warranty
Completed Warranties
**Denied**

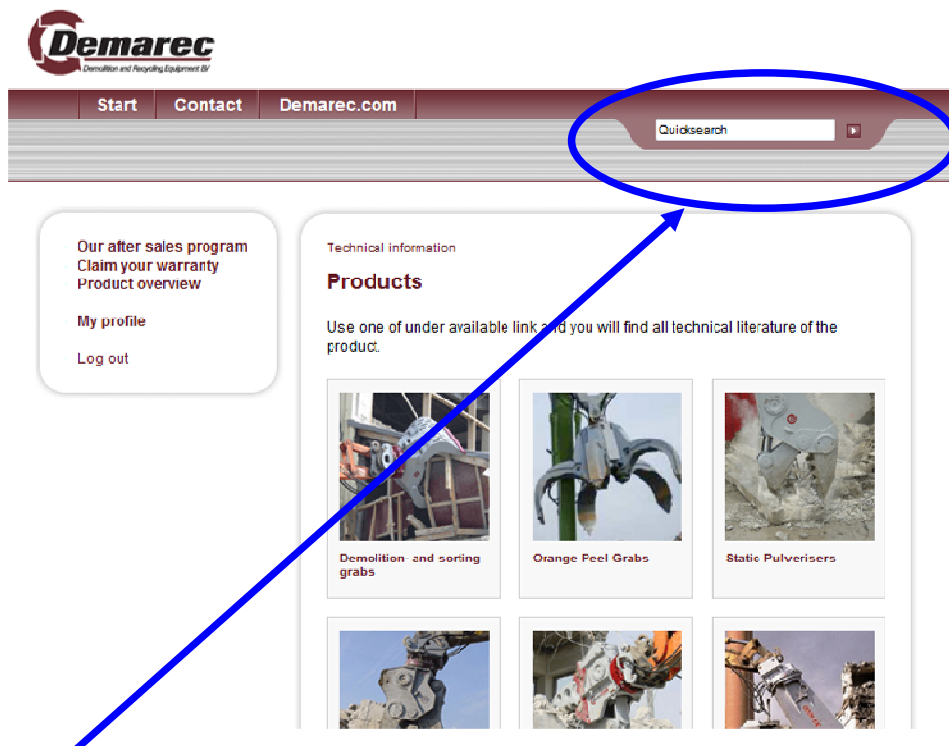
#### Denied Warranties

The warranty's shown below are denied.

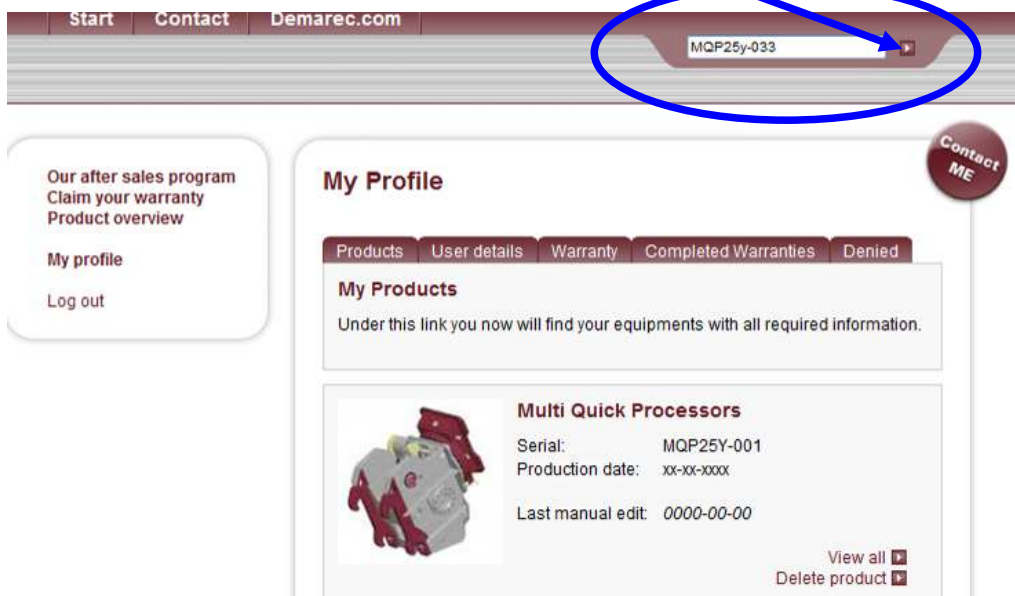
Warranty No.:	Own reference:	Serial:	View:
N90444-9 (2009-03-27)	hermano3	DRG15DD-001	<a href="#">View</a>
N90444-8 (2009-03-29)	hermano4	DSP45-011	<a href="#">View</a>

Denied: you will find an overview of rejected claims. Open claim with button: View.



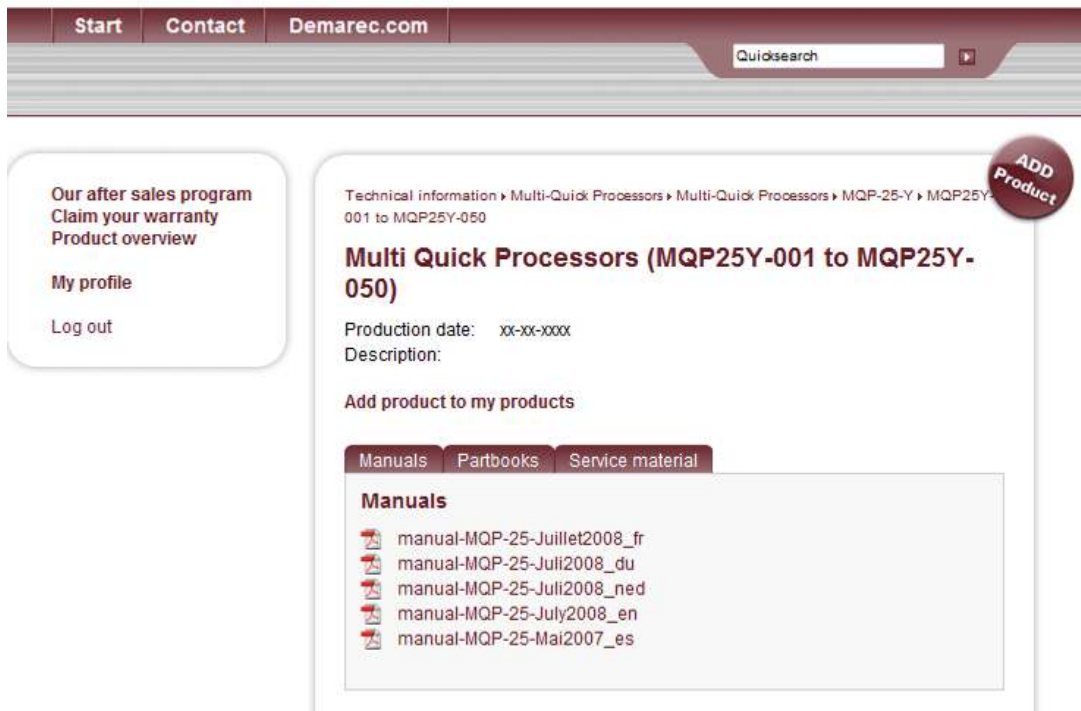


Quick search: Use button Quick search to go directly to the available literature. Put the serial number of the tool in and hit the arrow.





Open link MQP25Y-033 and you will find the available literature: Manual, Partsbook and Service material.



When you need more support please use Contact button, After Sales will contact you.

