

Claims & Returns

Access and registration of issues via EasyParts

- Accessible for customers registered in [EasyParts](#).
- The EasyParts Claims & Returns system should be used for [spare parts purchased from Global Sabroe Parts](#).
- The ROC system should be used for warranty issues related to product sale from Sabroe Factory!



- Find Claims & Returns system under Support in EasyParts.

HOME PRODUCTS REMAN ORDERS CARTS SERVICES 0 items

- Enquiry
- Claims & Returns**
- Extended Warranty
- New Oil Analysis - Enhanced

WELCOME TO EASYPARTS

Industrial refrigeration spare parts

- SABROE® Frick® Gram® Stal®
- Ordering and technical support
- Prices and live availability
- Warranty & claim system.

More information on [Sabroe.com](#)

- [Easyparts training & User guides](#)
- [Documentation marketing material, manuals etc](#)
- [Extended 3-year warranty](#)

Claims & Returns

Overview of your warranty, claims & return issues

The screenshot shows the 'My requests' page in the EasyParts system. The page includes a navigation bar with 'HOME', 'NEW REGISTRATION', and 'REGISTRATIONS LIST'. A search bar is located above the request list. The request list has columns for 'Id', 'Subject', 'Requester', 'Created', 'Last activity', and 'Status'. Callouts provide instructions on how to create a new claim, search for requests, and understand the different request statuses.

Johnson Controls

• Create a new claim or return request.

Anne Pouplier

HOME NEW REGISTRATION REGISTRATIONS LIST

Search requests

• Search free text in all your request issues.

• Your requests can have these 3 different statuses.
• You can filter on the status.

My requests

Id	Subject	Requester	Created	Last activity ▲	Status
4996	Project Ice: Delivery of 3188.029 instead of 3188.092	Anne Pouplier	1 hour ago	1 hour ago	OPEN
4997	Return of 3188.066	Anne Pouplier	1 hour ago	1 hour ago	OPEN
4998	Return of 3188.027LL + 3188.090	Anne Pouplier	1 hour ago	1 minute ago	AWAITING YOUR REPLY
4995	Project RTM supermarket: Return of 3084.545	Anne Pouplier	2 hours ago	a few seconds ago	AWAITING YOUR REPLY
4994	Claim regarding 3188.028	Anne Pouplier	2 hours ago	a few seconds ago	SOLVED
4993	Warranty issue regarding 3043.276	Anne Pouplier	2 hours ago	a few seconds ago	SOLVED

• Subjects of your requests.
• If you make subject titles with exact descriptions it is easier to find old enquiries.
• If you have many requests, then use the search function to search in the list.

Claims & Returns

Easy to create new issues

HOME NEW REGISTRATION REGISTRATIONS LIST

Submit a request

- Create a new claim or return request.

Type of Request*

-

IREF Warranty claim – Installed parts purchased from the Parts Center only

HVAC Warranty claim – Installed parts purchased from the Parts Center only

Missing, Incorrect or Damaged Parts upon Delivery

Return Request - Excess Items

Long Life Upgrade Registration

This reference will help you identify the claim in our customer portal

Parts Order Confirmation Number*

31131131

Items are in original packing with*

Intact Seal

Detailed Description of Items (Please enter item number, description and quantity for each item)*

3 x 3188.027LL / Service Kit Ring plate
6 x 3188.090 / Service Kit Half Section Bearings
1 x 3188.063 / Service kit oil filter CMO/HPO 20 and T/CMO30

Additional Information

We have used fewer than expected for service jobs and would like to return.

- Choose between types of requests.
- Fill in the form with as detailed and specific information as possible.

Before you return any parts!

Please await the RMA (Return Material Authorization) slip from the IR Parts Centre
Return your parts together with the RMA slip.

Handling days of returned parts = 10 working days (unless external examination is needed).

Claims & Returns Notifications emails

- You will get a notification in your mail box, when there are updates to your requests.
- You can reply to notification mails, so you don't have to log into the Claims & Returns system in order to update your requests.

Send

To... Johnson Controls International plc <support+id4998@jci-parts-warranty.zendesk.com>

Cc...

Subject RE: [4998] Re: Return of 3188.027LL + 3188.090

Hello

Please inform me about return address.

Best regards
Xxxx XXXXXXXX

From: Johnson Controls International plc [mailto:support@jci-parts-warranty.zendesk.com]
Sent: 16. september 2020 10:49
To: Anne Pouplier <Anne.Pouplier@jci.com>
Subject: [4998] Re: Return of 3188.027LL + 3188.090

- Please type your reply above this line -##

Your request (4998) has been received and is being reviewed by our support staff.

To add additional comments, reply to this email.

Unable to log in to: SharePoint.

- You can also choose to reply to/update your requests directly in the EasyParts Claims & Returns system.

HOME NEW REGISTRATION REGISTRATIONS LIST

Search requests

Status: Any

My requests

Id	Subject	Status
4996	Project Ice: Delivery of 3188.029 instead of 3188.092	OPEN
4997	Return of 3188.066	OPEN
4998	Return of 3188.027LL + 3188.090	AWAITING YOUR REPLY
4995	Project RTM supermarket: Return of 3084.545	AWAITING YOUR REPLY