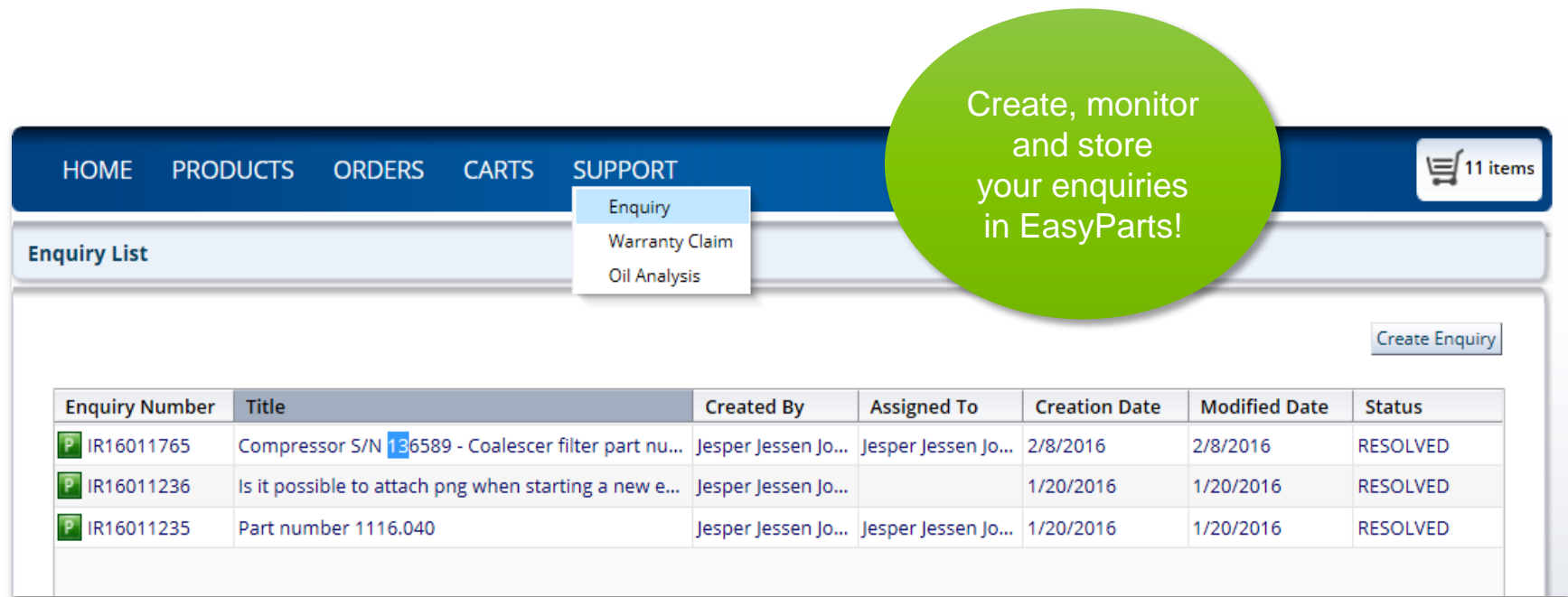


# EasyParts

## Enquiry system – technical support

### The enquiry system gives you easy access to technical support

- Get support related to IR and HVAC spare parts.
- Experienced technicians will respond to your enquiries.
- Notification emails are sent directly to your mailbox.



Create, monitor and store your enquiries in EasyParts!

HOME PRODUCTS ORDERS CARTS SUPPORT

Enquiry List

Enquiry  
Warranty Claim  
Oil Analysis

Create Enquiry

| Enquiry Number | Title   | Created By          | Assigned To         | Creation Date | Modified Date | Status   |
|----------------|---|---------------------|---------------------|---------------|---------------|----------|
| P IR16011765   | Compressor S/N 136589 - Coalescer filter part nu...   | Jesper Jessen Jo... | Jesper Jessen Jo... | 2/8/2016      | 2/8/2016      | RESOLVED |
| P IR16011236   | Is it possible to attach png when starting a new e... | Jesper Jessen Jo... |                     | 1/20/2016     | 1/20/2016     | RESOLVED |
| P IR16011235   | Part number 1116.040                                  | Jesper Jessen Jo... | Jesper Jessen Jo... | 1/20/2016     | 1/20/2016     | RESOLVED |

# EasyParts

## Enquiry system – find and create enquiries

Johnson Controls

Logout

Item Search  Go

HOME PRODUCTS ORDERS CARTS SUPPORT

Enquiry List

Enquiry  
Warranty Claim  
Oil Analysis

11 items

Create Enquiry

| Enquiry Number | Title   | Created By          | Assigned To         | Creation Date | Modified Date | Status   |
|----------------|---|---------------------|---------------------|---------------|---------------|----------|
| IR16011796     | P/N 8765.2034 price update                            | Jesper Jessen Jo... | Henrik Sandberg     | 2/9/2016      | 2/9/2016      | OPEN     |
| IR16011765     | Compressor S/N 136589 - Coalescer filter part nu...   | Jesper Jessen Jo... | Jesper Jessen Jo... | 2/8/2016      | 2/8/2016      | RESOLVED |
| IR16011236     | Is it possible to attach png when starting a new e... | Jesper Jessen Jo... |                     | 1/20/2016     | 1/20/2016     | RESOLVED |
| IR16011235     | Part number 1116.040                                  | Jesper Jessen Jo... | Jesper Jessen Jo... | 1/20/2016     | 1/20/2016     | RESOLVED |

- Find Enquiry under SUPPORT.
- Click to create a new enquiry

- Titles of your enquiries.
- If you make titles with exact descriptions it is easier to find old enquiries.
- If you have many enquiries then use the search function in your browser (ctrl + F) to search in the list.

- Overview of all your existing enquiries.
- The enquiry number is a unique tracking number.
- The green icon indicates, that the enquiry has been updated by Technical Support Team.

- Assigned to column shows the name of the technician in Technical Support Team responsible for each enquiry.

- Creation Date – use it to sort your enquiries after newest or oldest date.
- Modified Date – shows the latest update of your enquiry.

- Status of an enquiry can be either Open or Resolved.

# EasyParts Enquiry system - submit a new enquiry

The screenshot shows the 'Create Enquiry' form on the Johnson Controls website. The form includes a subject line, a description field with rich text editing tools, a priority dropdown menu, and an attachment section. Green callout boxes with arrows point to specific parts of the form, providing detailed instructions on how to fill them out.

**Callout 1 (Top Right):** Describe your problem, request or question as exact as possible. It makes the response time shorter.

- Always add serial number and/or unit number, if possible.
- Part number, if known.
- The answer you need, e.g. spare part number, lead time, price.

**Callout 2 (Middle Left):** Use priority to indicate urgency of the enquiry:

- Standard = normal priority
- Break down = urgent priority
- Walk through = top urgent priority

**Callout 3 (Bottom Right):**

- Pictures, Excel files with parts numbers etc. can be added as attachments.
- Click Submit to create the new enquiry.

# EasyParts

## Enquiry system – number and status

Johnson Controls

Logout

Item Search  Go

HOME PRODUCTS ORDERS CARTS SUPPORT 7 items

### Enquiry Details

- Your new enquiry is now created.
- The enquiry number is sent to your email.

**Compressor S/N 136589 - Coalescer filter part number ?**

Hi parts support  
I need part number for coalescer filter for unit number 506247

pleas advise

Enquiry Number **N** IR16011765  
Assigned To  
Priority Standard  
Status OPEN

- The enquiry is awaiting to be assigned to a technician in our Technical Support Team.
- Status of the enquiry is open.

Add Comment Add Attachment

| File Name                            | Added By            | Added Date |
|--------------------------------------|---------------------|------------|
| IR201611765_EL+Drawings+SABlight.pdf | Jesper Jessen Jo... | 2/8/2016   |

No data to display.

# EasyParts Enquiry system – updates on your enquiry

The screenshot displays the Johnson Controls EasyParts Enquiry system interface. At the top left is the Johnson Controls logo. A navigation bar contains links for HOME, PRODUCTS, ORDERS, CARTS, and SUPPORT. A search bar and a shopping cart icon with '7 items' are on the right. The main content area is titled 'Enquiry Details' and shows an enquiry for a compressor part. A green callout box highlights the enquiry status and technician assignment. A blue callout box highlights the technician's response. A table below shows an attached PDF file, and a comment from the technician is shown at the bottom.

**Enquiry Details**

**Compressor S/N 136589 - Coalescer filter part number ?**

Hi parts support

I need part number for coalescer filter for unit number 506247

pleas advise

**Enquiry Information:**

- Enquiry Number: IR16011765
- Assigned To: Jesper Jessen
- Priority: Standard
- Status: RESOLVED

**Attachments:**

| File Name                            | Added By            | Added Date |
|--------------------------------------|---------------------|------------|
| IR201611765_EL+Drawings+SABlight.pdf | Jesper Jessen Jo... | 2/8/2016   |

**Comments:**

Jesper Jessen Joergensen 2/8/2016

You need P/N 1528.043

- Your enquiry has been assigned to a technician in our Technical Support Team.
- Status of the enquiry is resolved, meaning the Technical Support Team has added an answer (see blue field in the bottom).

- Answers and other comments from the Technical Customer Support can be found in the blue field in the bottom.
- Whenever your enquiry is updated, you will receive a notification in your mail box.