

EasyParts

Long-life – how to register & return

It is important to register the long-life upgrade of the compressor in EasyParts for more reasons:

Warranty

- The 3-year warranty of the long-life compressor parts only is guaranteed, if the compressor is registered with serial number on easyparts.johnsoncontrols.com
NB! Other conditions also have to be met in relation to the warranty. More info about warranty on www.sabroe.com/en/parts/

Return

- You have to register the long-life upgrade in order to be able to return the replaced parts and get credit for the long-life deposit (see slide 1-2)
- All communications regarding return and credit of the long-life deposit will go through the notifications mails or ticket in EasyParts (see slide 3-4)

Credit

- Credit of the long-life deposit (see slide 5)

1

Go to the EasyParts website: <https://easyparts.johnsoncontrols.com>
Log in to get access to the registration form.

[Ref Parts](#) | [Register](#) [Login](#)

Item Search

Go

2

Choose "Services" and then "Claims & Returns" in the menu.

[HOME](#) [PRODUCTS](#) [ORDERS](#) [CARTS](#) [SERVICES](#)

Enquiry

Claims & Returns

Oil Analysis

WELCOME TO EASYPARTS

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Long-life – how to register & return

3 Click on "New Claim".

4 Choose "Long Life Upgrade Registration" in the field "Type of Request".

5 Fill in the rest of the form with all relevant information.

Mandatory fields can't be left blank. They are marked with a red asterisk *
Especially the following fields are important to fill in correct:

- Serial number of compressor
- Collection Address
- Ready for Collection Date
- Ready for Collection Time Window

Click on SUBMIT in the bottom of the form to complete the registration.

6 NB! Soon after the ticket has been submitted, the Parts Centre will send you a RMA (return material agreement) order number.

The RMA number is return reference number.

Afterwards Parts shipping department will contact you regarding the shipping details and send you a return label.

Form fields visible in the screenshot:

- HOME NEW CLAIM CLAIMS LIST
- Search requests
- My requests
- Type of Request* (Dropdown menu with options: Warranty Claim - Only Installed Parts, Missing, Incorrect or Damaged Parts upon Delivery, Return Request - Excess Items, Long Life Upgrade Registration, OC Receiving Inspection)
- Parts Order Confirmation Number*
- Customer Order Reference
- Reference to your Order
- Serial Number of Compressor*
- Compressor/Unit Type*
- Evaporating T**

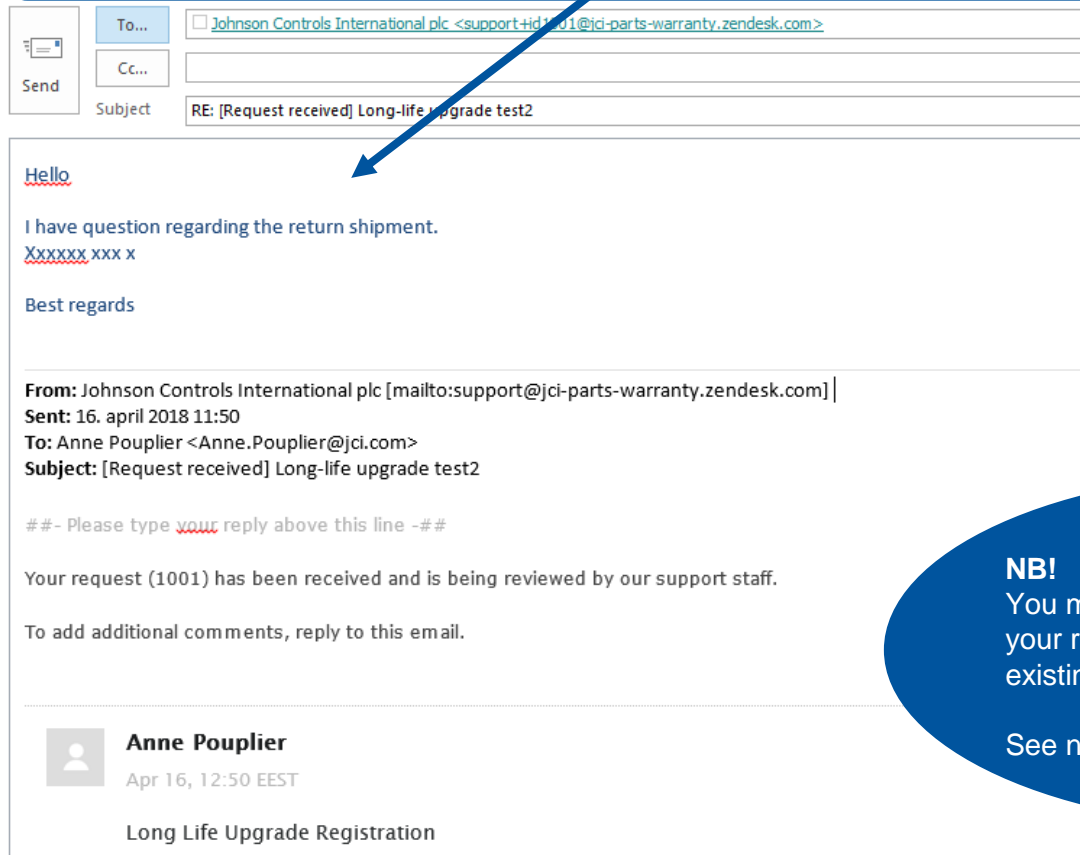
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Long-life – notifications emails

1

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.



To... Johnson Controls International plc <support-1001@jci-parts-warranty.zendesk.com>

Cc...

Subject RE: [Request received] Long-life upgrade test2

Hello

I have question regarding the return shipment.
Xxxxxx xxx x


Best regards

From: Johnson Controls International plc [mailto:support@jci-parts-warranty.zendesk.com] |
Sent: 16. april 2018 11:50
To: Anne Pouplier <Anne.Pouplier@jci.com>
Subject: [Request received] Long-life upgrade test2

##- Please type your reply above this line -##

Your request (1001) has been received and is being reviewed by our support staff.

To add additional comments, reply to this email.

 **Anne Pouplier**
Apr 16, 12:50 EEST

Long Life Upgrade Registration

NB!

You may also choose to reply to/update your requests directly in EasyParts on the existing tickets/requests.

See next slide.

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Long-life – open existing tickets

1 You may also choose to reply to/update your requests directly in EasyParts.

Go to EasyParts and find "Services" and then "Claims & Returns" in the menu.

2 Click on the link to open the ticket.

3 Add your reply and click on the Submit button.

HOME PRODUCTS ORDERS CARTS SERVICES

- Enquiry
- Claims & Returns
- Oil Analysis

Search request: Status: Any

My requests

Id	Subject	Requester	Created	Last activity	Status
1005	Long-life upgrade test 3				
1001	Long-life upgrade test2				
1000	Long-life upgrade test1				

HOME NEW CLAIM CLAIMS LIST

Request #1000 - Enquiry Details

Long-life upgrade test1

Anne Pouplier Today at 11:47
Long Life Upgrade Registration

Message:
Hello
I have a question regarding the return shipment.
Xxxx xxx x
Best regrds

Submit

Anne Pouplier submitted this request

Status
OPEN

Type of Request
Long Life Upgrade Registration

Type of Request (test)
--

Date of Claim
April 16, 2018

Parts Order Confirmation Number
PO test

Claim Reason
--

Customer Order Reference
CO test

Items are in original packing with
--

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Credit of long-life deposit

Replaced parts must be returned to the Parts Centre for effective re-use and recycling. Therefore, we have added a refundable return deposit to each long-life upgrade set ordered.

The long-life deposit will be credited as soon as the Parts Centre receives the full quantity of the replaced parts.

24 hours after the credit is issued, it will be available in EasyParts under the return (RMA) order number.

1 Look up the return (RMA) order number in EasyParts. Click on Filter button to find the order.

2 Get access to download the invoice for an order under info the red icon.

HOME PRODUCTS ORDERS CARTS 552 items

My Orders

Order Number: 10859529
 Order Creation Date From:
 Order Status: <All>
 Customer PO Number:
 Order Creation Date To:
 Buyer Name:
 Filter

Order Number	Order Date	Customer PO Number	Buyer Name	Order Status	
10859583	6/29/2017			Booked	
10859564	6/29/2017			Booked	
10859529	6/29/2017			Booked	
10859503	6/29/2017			Booked	
10859038	6/28/2017			Booked	
1085897	6/28/2017			Closed	

Info

Order Number	Invoice Number	Invoice Date	Download
10859529	21360195300	6/29/2017	21360195300.pdf