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.

2. Choose "Services" and then "Claims & Returns" in the menu.
EasyParts
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 asterix *. 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.

---

* Mandatory fields are marked with a red asterix.*
EasyParts
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.

Hello

I have question regarding the return shipment.

XXX 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 xxxxx 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.
EasyParts

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.
EasyParts
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.