

FLITELab*

FLITELab* Service Mode and Product Registration



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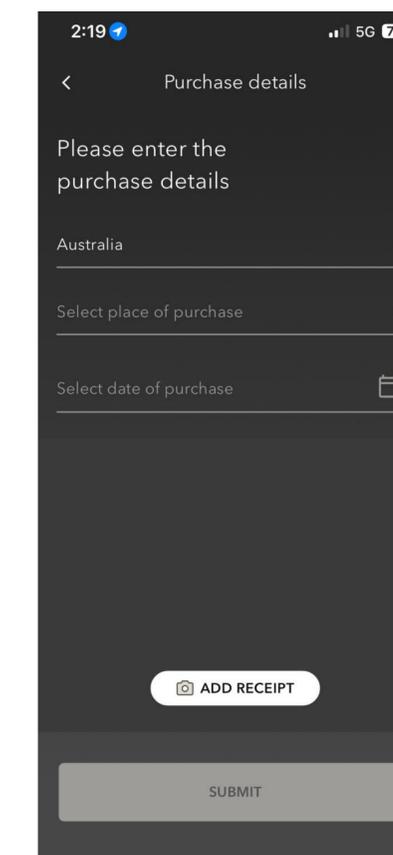
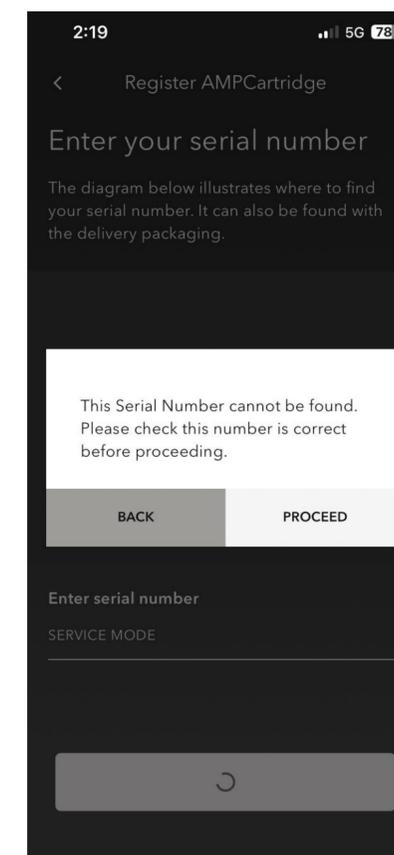
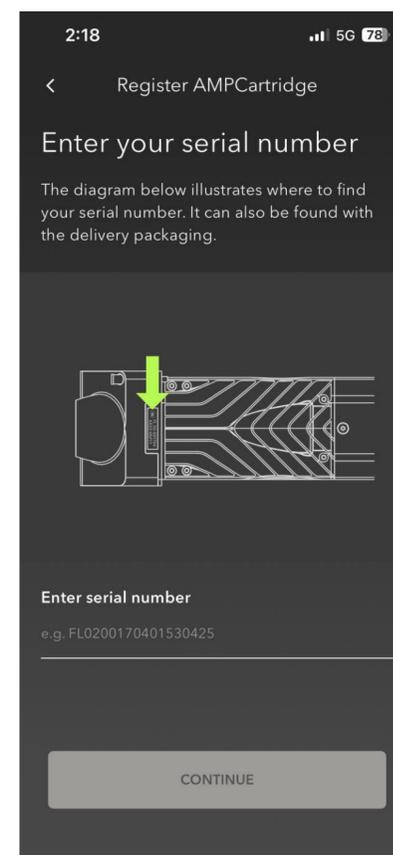
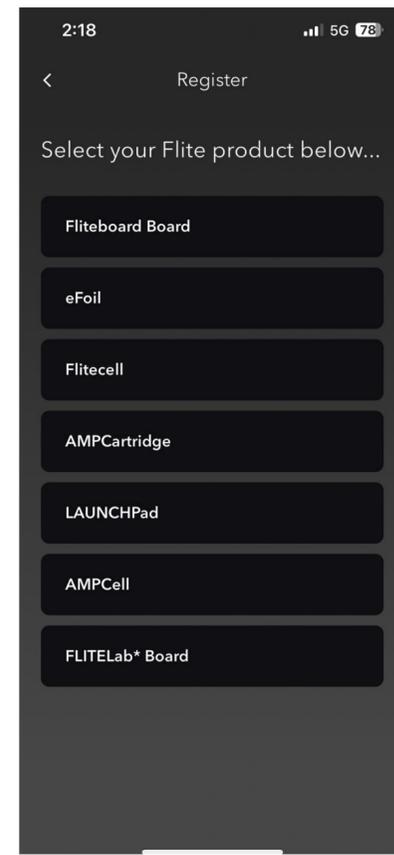
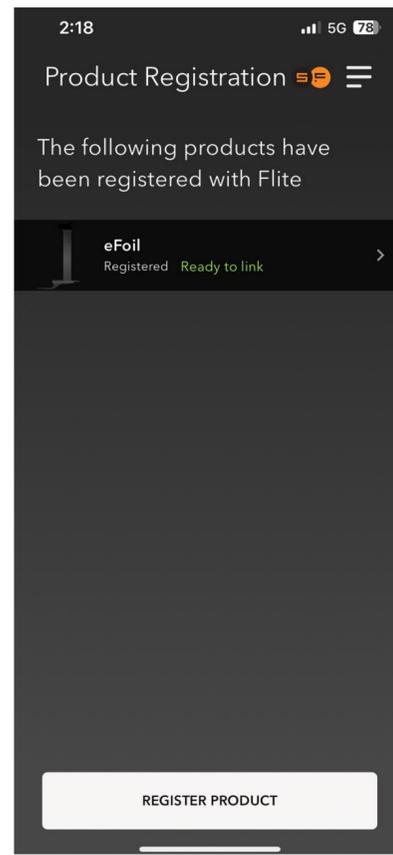
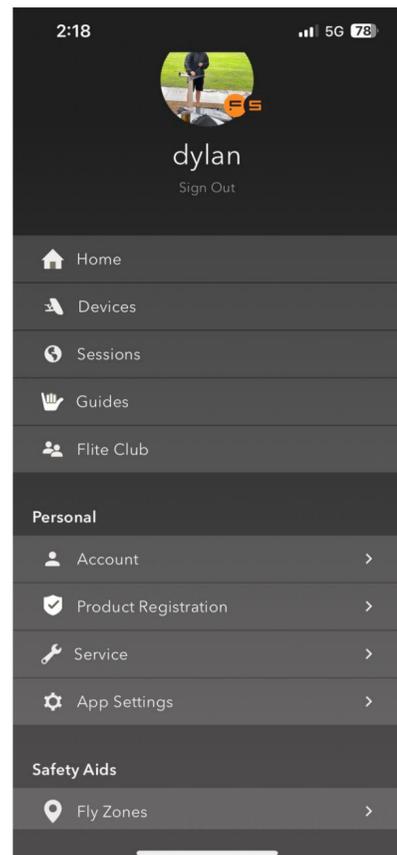
Product Registration

Service Mode

Submitting a Warranty/Technical Request

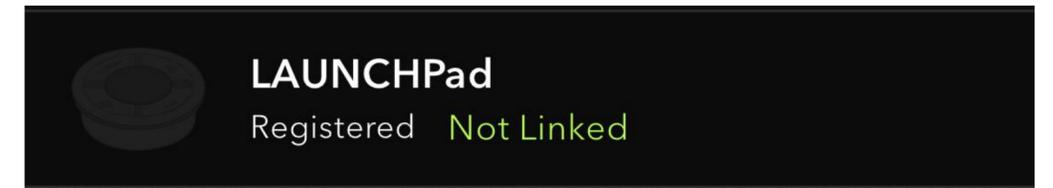
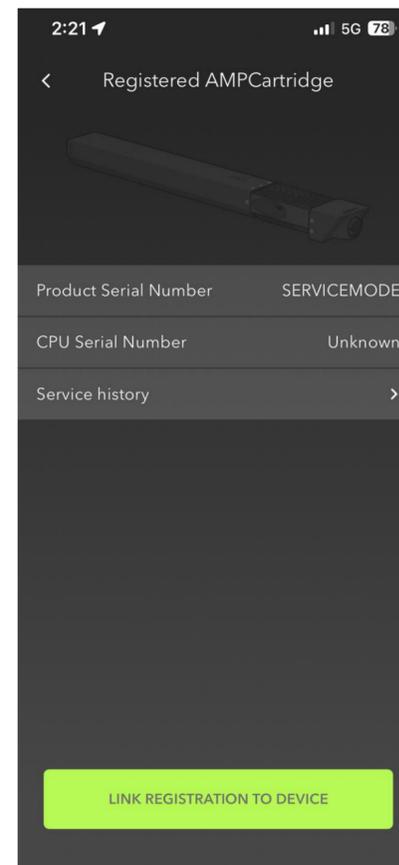
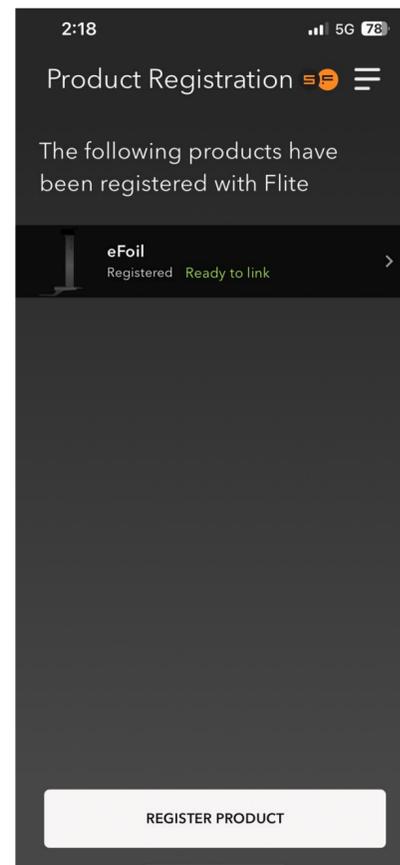
Product Registration

Product Registration needs to be completed by the customer before coming in for a service or repair. This should usually have been completed upon purchase; however, it is good to send a reminder before collecting your customers for service. Product is registered in the app by following the screen guides below. Note if a serial number is not found click proceed anyway and report the serial number to our team so we can rectify any issues



Link it to your device.

Once the product has been registered the device can be linked to the serial number you or your customer have registered. Devices can be linked from the registration page or when connected to the actual device scroll to the bottom of the page and hit link. If it is not linked, On your product registration page, it will show a symbol not linked. If this is missing it has been linked successfully.

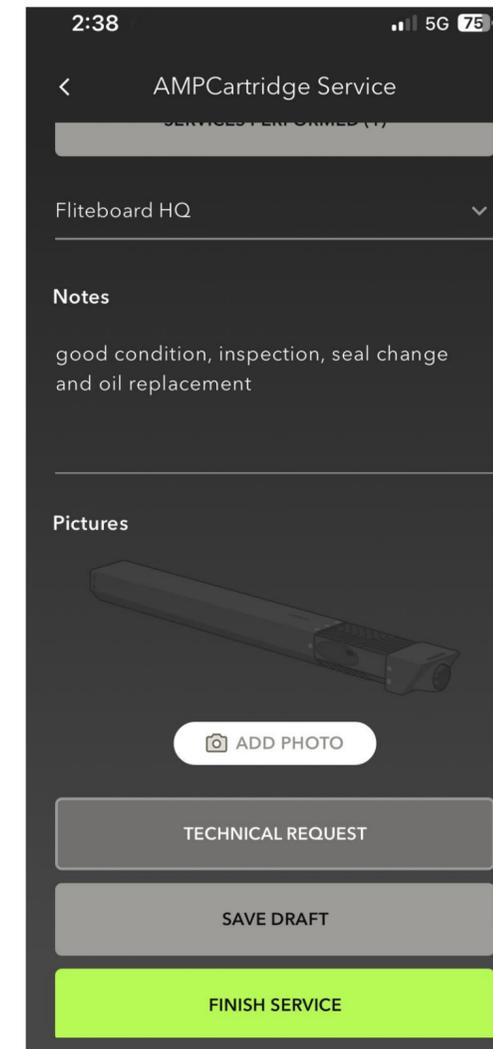
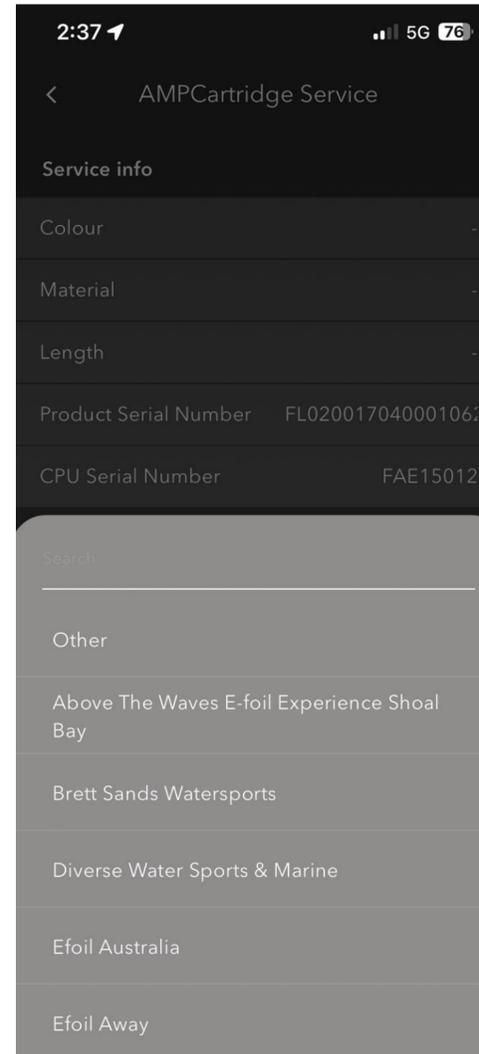
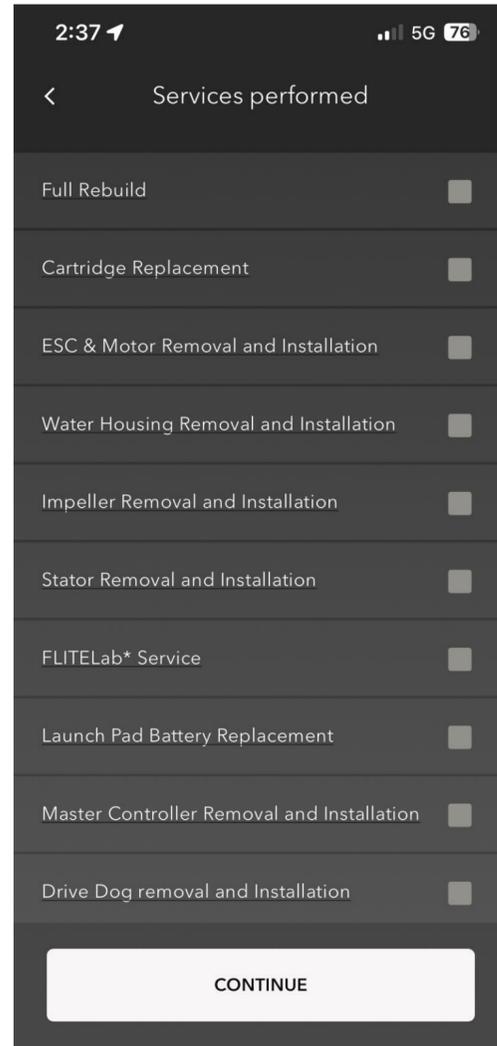
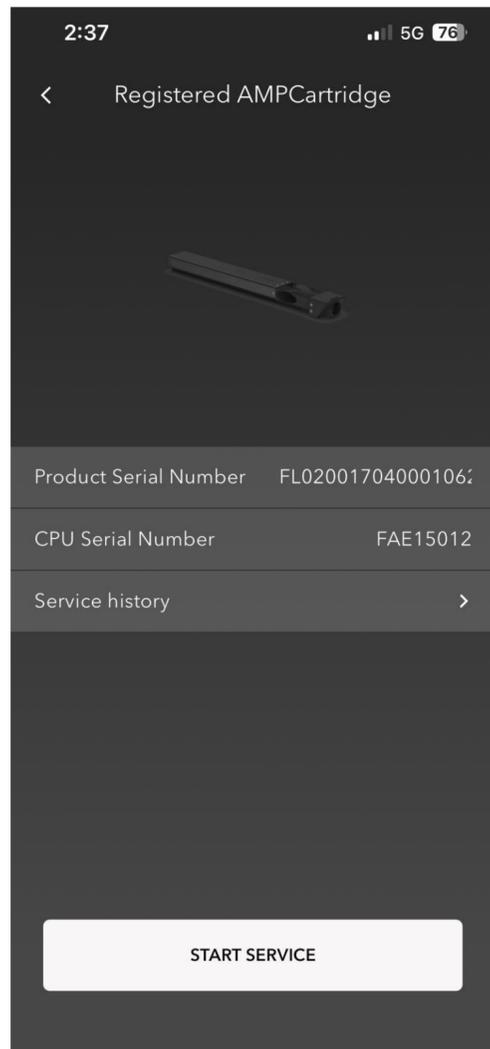


Service Mode

- Partner to partner Service History
- Your own Service History tracking
- Updates for customers (next service, last service)
- Easy Warranty claims (prepopulated emails)
- Access to work instructions and videos
- Extra functions compared to Standard Users.

Service Mode

Search customers name or email and select the username associated. Select unit you are servicing or repairing. Select repair or service and services performed (i.e. the work instruction completed). Add detailed notes, photos and select the location (your location). Complete Service, Save as a draft for later or submit a technical/warranty request.

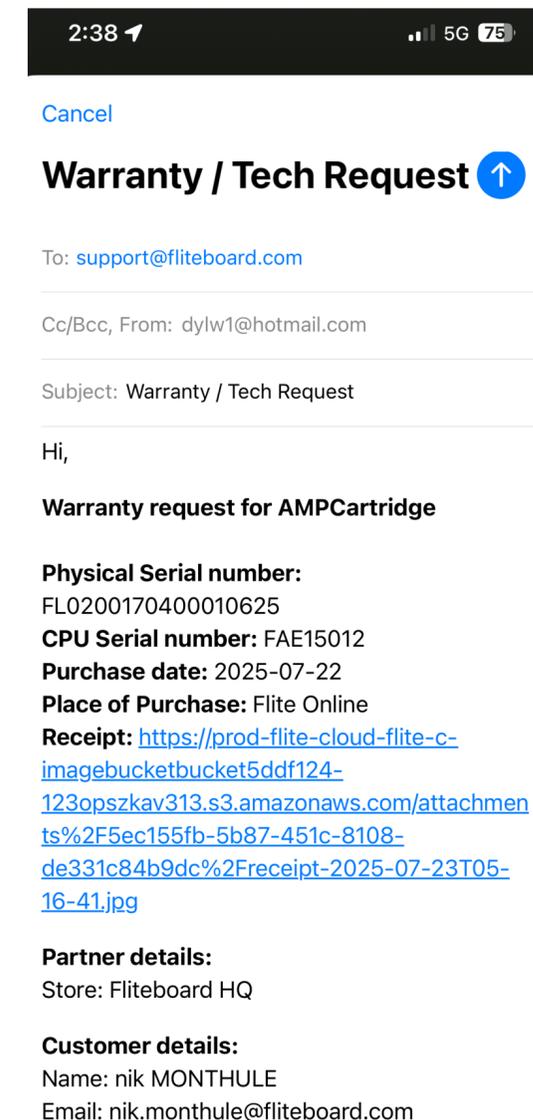
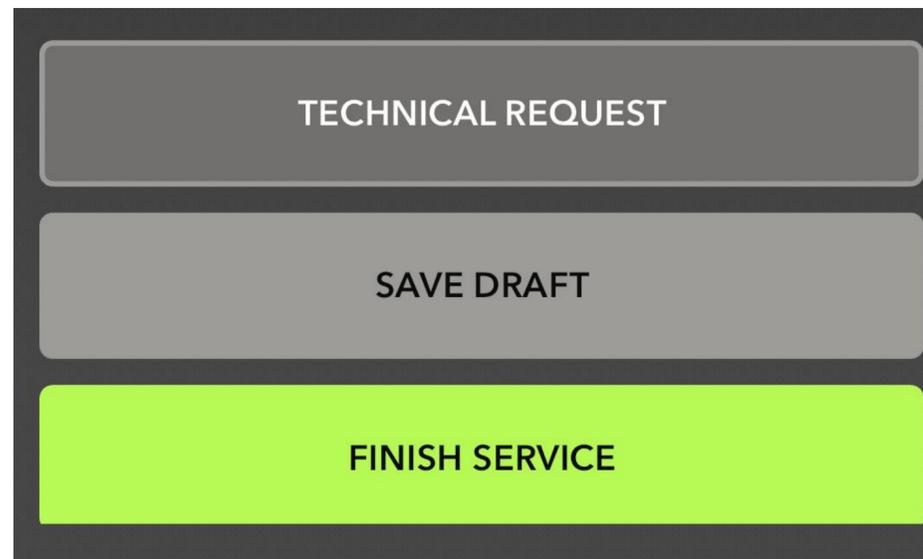


Warranty/Technical Request

Use the Warranty or technical request function to create a support ticket for warranty authorisation or help with diagnosis etc. By using the technical request function, it prepopulates a bunch of information needed for a warranty claim.

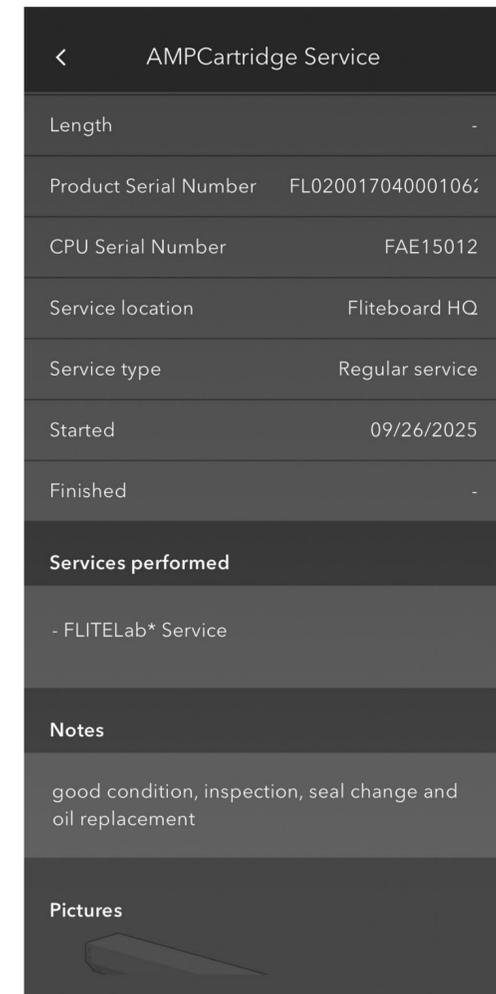
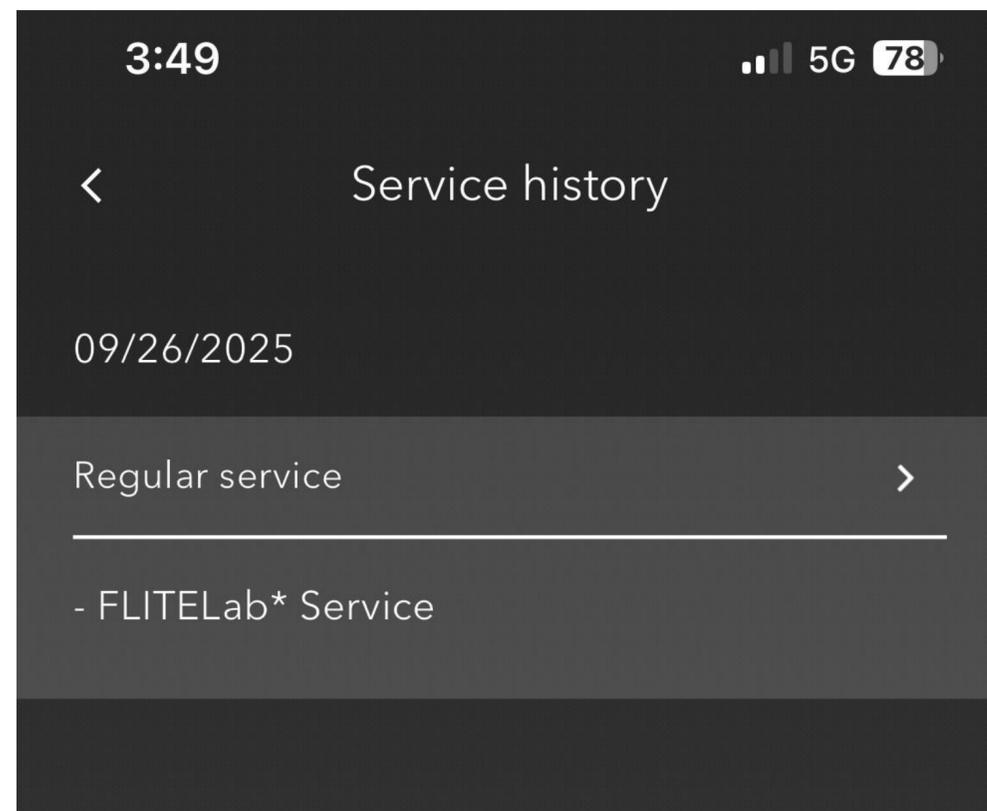
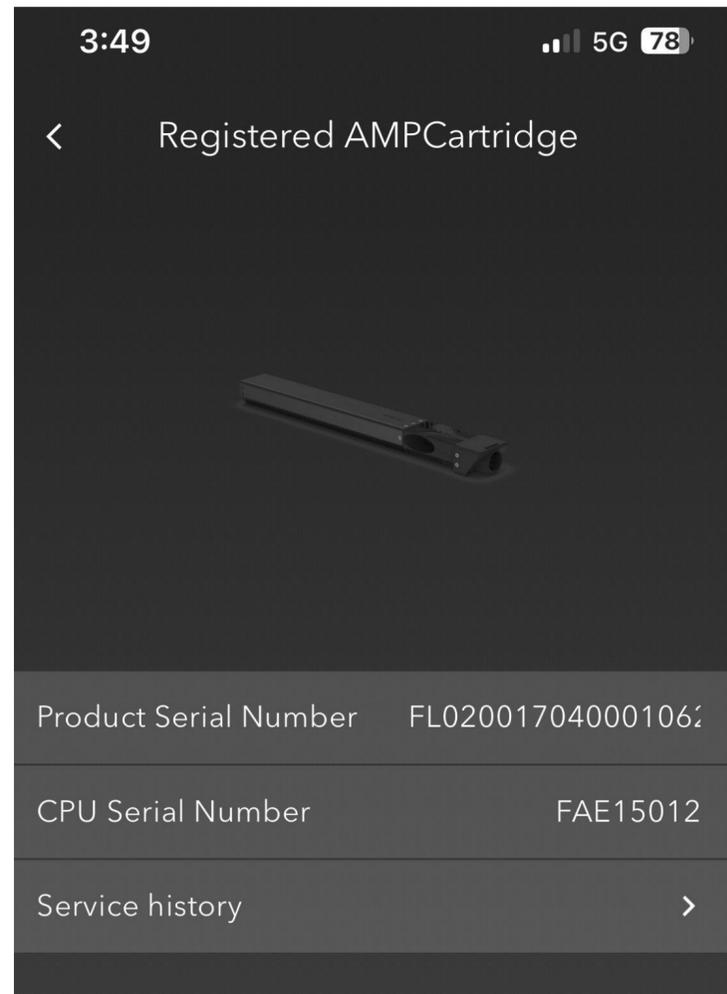
The following is populated:

- Serial Number
- MC/CPU Number
- Date of Purchase
- Proof of Purchase (receipt/invoice)
- Customer details
- Partner details
- Description
- Photos



Service History

Access the Service History, by searching for a customer selecting their name, the same as you would for a incoming service or repair. Select the product and select service history. This will give you a break down of what has been previously filled out by yourself or separate service partners.



Service mode

- Make sure you have provided your Flite App email / Username to support@flitelab.co, so you have the service permission added to you or your service techs account
- Ensure your customer has registered and linked their product in the app. Pre notify for servicing.
- If customer has not registered and linked their product, do it with them at point of service drop off.
- Waiting for a warranty approval. Save service as draft and complete once approval authorized.
- Ensure the service is completed in the app so the customer data also updates.
- Provide feedback for a better overall product.



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Thank you.

For any further questions reach out to support@flitelab.co

