# SNAP-ON EQUIPMENT TECHNICAL SERVICE WEB SITE



## http://service.snapon-equipment.net



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#### **PRESENTATION OF THE SNAP-ON TECHNICAL SERVICE WEB SITE**

With this WEB site Snap-on offer you a very useful tool for more efficient and faster service. Through the system it is possible to register by Snap-on your new equipment, to send a Warranty Claim and to check the processing status of it.

Some advantages of this new system are:

- Possibility to send a Warranty Claim 24 hours/ day.
- Possibility to check the status of the submitted Warranty Claim 24 hours/ day.
- Possibility to choose between 6 languages the language that you prefer to communicate with Snap-on (English, German, French, Spanish, Portuguese, Italian).
- Quickly answer from Snap-on to your warranty claim request through emails and through the Web site.
- Possibility to have full access to the Warranty Claim Management (Send a Warranty Claim, check the processing status, etc.) from every PC in the world connected with Internet (for example also direct by the end-user).
- Possibility to view the sending date of the order confirmation and also of the spare parts.
- The spare parts can now be sent to every address (not more obligatory the commitment; for example: to the end user, to the Service Engineer, etc.)
- The delivery address for the spare parts is decided and submitted from you to Snap-on every time for each Warranty Claim in order to avoid wrong delivery.
- Secure paperless Warranty Claim Management (if necessary also with the possibility to print out the claims).
- Clear relation between your Warranty Claim reference number and the Snap-on reference number.
- Automatic check from the system regarding some data of the Warranty Claim in order to avoid delay and misunderstanding by the processing of the Warranty Claim and by the spare part delivery.

**PLEASE NOTE:** This WEB site is multilingual; by chancing language when the fields of the form are filled, the data will be lost! The system is anyway in this case showing you, before to proceed with the language switch a multilingual warning message as following:



Snap-on Equipment S.r.l



**PLEASE NOTE:** Some areas are available without login, some other areas need a login. After a login, if the system is not used for more than 30 minutes, for safety reasons the system will log-out automatically. By any refreshing of the page the system will show you this message:

		Opol
Login		Lögö
Product Registration	The session is expired. To continue click LOGIN	
User Registration		

After a new login you can proceed to use the system.



### **HOME PAGE**

On the internet page: <u>http://service.snapon-equipment.net</u> you will find the following mask:

Snap-an Equipment	
Login	Snap-on Equipment
Product Registration	
User Registration	Welcome
Language	

On the left side please choose from the drop-down menu your language between:



From this page, just clicking on the menu on the left side of the page, you can:

Login and access the system.

**Product Registration**: Register your machine at the installation (without login).

**User Registration**: Register your company in order to receive the login data and get access to this web system: the ID-number and the Password.

## PRODUCT REGISTRATION (WITHOUT LOGIN)

From this page you can register by Snap-on your new equipment. To visualise the following mask, please click on **Product Registration** on the Home Page.

<b>Snap-on</b> Equipme	unt.					
Login					Product Re	gistration
Product Registration				Registration date	08/05/2007	
User Registration		Company Name				
		Street and No.				
Language		City		Country	~	
EN V		Post code		Province	~	
		Telephone		E-mail		
		Type of Customer (*)	~	Machine identification (*)	Wheel aligners v	
		Serial Number (*)		Installation date (dd/mm/yyyy) (*)		
	🔞 DELETE		* Require	d data		SEND

Fill please in all the fields. The fields with (\*) are obligatory. Please note that the installation date must be according to the suggested format, depending from the chosen language.

Snap-on Equipmo	ent						
Login						Product Reg	istration
Product Registration		Company Name	Corogo \M/illi		Registration date	08/05/2007	
		Street and No.	Lincon 16				
Language		City	Correggio		Country	Italy 🗸	
EN 🗸		Post code	42015		Province	Reggio Emilia	
		Telephone	0039 0522 733411		E-mail	prova@snapon.com	
		Type of Customer (*)	Car Dealership	~	Machine identification (*)	Wheel aligners	
		Level II customer	Alfa Romeo 👻				
		Serial Number (*)	0802.6027130.340		Installation date (dd/mm/yyyy) (*)	12/07/2001	
	😵 DELETE	]		* Require	d data		SEND

On the line **Type of Customer** you can choose from the drop-down between the following possibilities:

Body repair shop Car Dealership Fast Fit Government Independent repairing workshop Independent tyre shop Other Tyre chains

#### <mark>Snap-on</mark> Equipment

#### Snap-on Equipment S.r.l

Product Registration - Microsoft In	ternet Explorer				- P ×
File Modifica Visualizza Preferiti Strumenti ?					A.
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Indirizzo a http://service.snapon-equipment.net/Produc	ctRegistration.aspx				👻 🔁 Vai
<b>Snap-on</b> Equipment					
Login					Product Registration
Product Registration			Registration date	18/07/2007	
User Registration	Company Name Street and No.				
Language	City		Country	~	
	Post code		Province		
	Telephone		E-mail		
<b>DELETE</b>	Serial Number (*)	Body repair shop Car Dealership Fast Fit Government Independent repair workshop Independent tyre shop	Installation date (dd/mm/yyyy) (*) quired data		SEND
Snap-on Inc	urporated is the owner of the trademark SNAP-C	Uther Tyre Chains DV registered in the Undel State and other of Sale and State of the default of the Control (2006 Separation Incorporated). All rights	summers, and also claims rights associated with its	unrepistered trademarka,	
Operazione completata					Internet
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Depending from the choices on **Type of Customer** the system will show a second drop-down menu in the line **Level II Customer**.

For *Body repair shop*, *Government*, *Independent tyre shop* and *Other* there is not any other level to specify.

For *Car Dealership* and *Independent repairing workshop* choose please the auto brand from the drop-down menu:

Alfa Romeo, All brands, Alpina, Aston Martin, Audi, Bentley, BMW, Buick, Cadillac, Chevrolet, Chrysler, Citroen, Corvette, Daewo, Daiahtsu, Detomaso, Dodge, Ferrari, Fiat, Ford, GM, Honda, Hyundai, Isuzu, Jaguar, Jeep, Kia, Lada, Lamborghini, Lancia, Lexus, Lotus, Maserati, Maybach, Mazda, Mercedes, MG, Mini, Mitsubishi, Nissan, Opel, Peugeot, Porsche, Renault, Rolls Royce, Rover, Land Rover, Saab, Seat, Skoda, Smart, Ssang Yong, Subaru, Suzuki, Tata, Toyota, Vauxhall, Volvo, VW, Zastava.

#### <mark>Snap-on</mark> Equipment

#### Snap-on Equipment S.r.l

Product Registration - Micros	oft Internet Explorer	Alfe Demos					- 2 ×
File Modifica Visualizza Preferiti Strumenti	?	All brands					A.
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Indirizzo 🗟 http://service.snapon-equipment.ne	et/ProductRegistration.aspx	Audi Bentley					👻 🔁 Vai
<b>Snap-on</b> Equipment		BMW Buick Cadillac = Chevrolet Chrysler Citroen Corvette Daewo Daewo Daiabtsu					
Login		Detomaso				Product Re	egistration
Product Registration		Ferrari		Registration date	18/07/2007		
User Registration	Company Name Street and No.	Ford GM Honda					
Language	City	Isuzu		Country	~		
	Post code	Jaguar Jeep		Province			
	Telephone	Lada		E-mail			
	Type of Customer (*)	Lancia	workshop 💌	Machine identification (*)	Wheel aligners	~	
	Level II customer	×					
	Serial Number (*)			Installation date (dd/mm/yyyy) (*)			
8 DELETE			* Require	d data			🤕 SEND
	Shap-on Incorporated is the source of the trademark SNAP-OI	V registered in the United Sec. Lead Notices	vales and other countries	s, and also claims rights associated with its	unegaland Indemarka.		
Operazione completata		©2006 Snap-on Incorp	orated; All rights reserv	red.		Tot	
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For Fast Fit you will have the following choice: Austria, France, Germany, UK.

For *Tyre Chains* you will have the following choice: *Austria, France, Germany, Poland, Serbian, UK.* 

Depending from the choice on **Level II Customer** the system will show a third drop-down menu in the line **Level III Customer**. Choose the name of your entity on the **Level Customer III.** Here below an example for *Tyre Chains – Germany:* 

#### Snap-on Equipment S.r.l

Product Registration - Microsoft In	ternet Explorer					_ <b>2</b> ×	
File Modifica Visualizza Preferiti Strumenti ?							
3 Indietro · 📀 · 📓 🗟 🐔 🔑 Cerca 🐈 Preferiti 🐵 🔗 🔻 😓 🖄 · 🥁 🖏							
Indirizzo 🗟 http://service.snapon-equipment.net/Produc	ctRegistration.aspx					🗸 🔁 Vai	
<b>Snap-on</b> Equipment							
Login						Product Registration	
Product Registration				Registration date	18/07/2007		
User Registration	Company Name						
	Street and No.						
Language	City			Country	*		
EN 🗸	Post code			Province			
	Telephone			E-mail			
	Type of Customer (*)	Tyre Chains	*	Machine identification (*)	Wheel aligners	×	
	Level II customer	Germany v					
	Level III customer	¥					
	Serial Number (*)	Euromaster Eirst Stop		(dd/mm/yyyy) (*)			
DELETE		Günther	* Required	d data		SEND	
		Netto					
		Pneunage Preumobil Premio Quick Reifen Wagner Reiff Rieger & Ludwig Vergölst					
Snap-on Inc	orporated is the owner of the trademark SNAP-(	DN registered in the United St See Legal Notices fo ©2006 Snap-on Incorpo	ates and other countries or further information. orated; All rights reserve	s, and also claims rights associated with its ed.	unregistered trademarks.	· · · · · · · · · · · · · · · · · · ·	
Operazione completata						🌞 Internet	
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When the form is complete, click on the green button **SEND** on the right side. In case of mistype you can delete all data whit the red button **DELETE**.

The system check if the machine data are corrects (Serial number, machine identification, installation data, etc.). If the data are not correct read please the error messages on the upper corner on the left side (red), change the wrong data and submit the form again:

<b>Snap-on</b> Equips	nent			
Login Product Registration User Registration	Registration Errors     Date format error			Product Registration
Language	Company Name Street and No. City Post code Telephone Type of Customer (*) Level II customer	Garage Willi Lincon 16 Correggio 42015 0039 0522 733411 Car Dealership v Alfa Romeo v	Registration date Country Province E-mail Machine identification (*)	08/05/2007 Italy Reggio Emilia prova@snapon.com Car tire changers
	Serial Number (*)	0802.6027230.10	Installation date (dd/mm/yyyy) (*) red data	12/07/2003

If all the data are correct you will get this confirmation message:



<b>Snap-on</b> Equipm	ent		
Login Product Registration User Registration		Confirm	Registration
Language	SHOW THE REGISTERED PRODUCT	Product Registered Correctly	

Clicking on the button **SHOW THE REGISTERED PRODUCT**, you can get and print out (with the normal print function of your browser) the registrations confirmation of your machine:

<b>Snap-on</b> Equipm	ent			
Login				<b>Product Registration</b>
Product Registration	Product Registered Correctly			
User Registration			<b>Registration date</b>	08/05/2007
oser registration	Company Name	Garage Willi		
	Street and No.	Lincon 16		
Language	City	Correggio	Country	Italy
EN 💌	Post code	42015	Province	Reggio Emilia
	Telephone	0039 0522 733411	E-mail	prova@snapon.com
	Type of Customer (*)	Car Dealership	Machine identification (*)	Car tire changers
	Level II customer	Alfa Romeo 🖂		
	Serial Number (*)	0802.6027230.10	Installation date (dd/mm/yyyy) (*)	12/07/2003
		*	Required data	
	Level II customer Serial Number (*)	Alfa Romeo v	Installation date (dd/mm/yyyy) (*) Required data	12/07/2003



#### **USER REGISTRATION**

The user registration is a necessary step to get the access right (ID-number and Password) to this WEB system.

To visualise the following mask, please click **User Registration** on the Home Page:

<b>Snap-on</b> Equipmen	7£		
Login			Registration
Product Registration User Registration Language EN v	Company Name (*) Contact City (*) Country (*) Telephone (*) E-mail address (*)		
	8 DELETE	* Required data	SEND

Please fill in all the fields. The fields with (\*) are obligatory. The field **Contact** should contain the name of the contact person for the management of the Warranty Claim in your organisation. All the information regarding the system (Password, ID-number) sent from Snap-on to the customer will be sent to the email address submitted trough this page.

**PLEASE NOTE:** The information regarding the single Warranty Claim (confirmation e-mail for Warranty Claim received, Warranty Claim accepted or refuse) will be sent not to this address, but to the address filled in the mask for Warranty Claim; therefore each Warranty Claim has one email address; see please the chapter **Warranty Claim**.

<b>Snap-on</b> Equipme	ant.			
Login				Registration
Product Registration User Registration Language EN v		Company Name (*) Contact City (*) Country (*) Telephone (*) E-mail address (*)	Garage Rino Mr. Mario Rossi Correggio Italy 0039 0522 733411 rino@snapon.com	
	8 DELETE		* Required data	🧭 SEND

When the form is complete, click on the green button **SEND** on the right side.

The system check if the machine data are corrects (email, required data, etc.). If the data are not correct please read the red error messages on the upper corner on the left side, change the wrong data and submit the form again:



#### Snap-on Equipment S.r.l

<b>Snap-on</b> Equipm	ent				
Login					Registration
Product Registration	<ul> <li>obl nation</li> <li>N.B.: invalid mail address</li> </ul>				
User Registration					
		Company Name (*)	Garage Rino		
Language		Contact	Mr. Mario Rossi		
EN 🕶		City (*)	Correggio		
		Country (*)		Δ	
		Telephone (*)	0039 0522 733411		
		E-mail address (*)	rinosnapon.com		
	8 DELETE		* Required data		SEND

If all the data are correct you will get this message:

<b>Snap-on</b> Equipm	ent			
Login Product Registration User Registration		0	Confirm Registration successfully forwarded	Registration
Language				

The Snap-on Team will check your registration request and if accepted, you will receive an email with your personal login data.



## **LOGIN**

To login to the system please enter your personal ID-number and the password in the field as indicated below and submit with the button **SEND**.

PLEASE NOTE: Pay particularly attention that the Password is case sensitive!

<b>Snap-on</b> Equipmo	ent	
Login		Login
Product Registration	Customer ID	105402
User Registration	Password	•••••
		SEND
Language		

After a successfully login you will get the Welcome Page as below:



The system will choose automatically the language selected at the registration in our system. If you want to change the language, you can switch to another language with the menu on the left side:

- EN: English
- ES: Spanish
- DE : German
- PT: Portuguese
- FR: French
- IT: Italian

In the upper corner on the right, you can always read your login ID. In the menu below, clicking on **Technical** it is possible, depending from your right access, to choose between:

#### **Product Information**

Here you can get the technical documentation (**User Manual**, **Spare Part List**, **Service Bulletins** and **Service Manual**) for your machines, depending from the brand and the machine type.

#### Warranty Claim

From this page it is possible to insert and send the Warranty Claim.



#### Warranty Claim Consultation

From this page it possible to read and consult all the claims that you have send trough the WEB System.

#### **Product Registration**

Here you can register your new machine. See please chapter **PRODUCT REGISTRATION (WITH LOGIN)**.

#### **Spare Part policy**

From this page you can read the Snap-on Spare part policy.

#### **Spare Part price list**

In this page you can control Snap-on Spare part Price list for your Snap-on machines.



If the system is not used for more than 30 minutes, for safety reasons the system will automatically logout. By any refreshing of the page the system will show you this message:

		LogOu
Login		Logou
Product Registration	The session is expired. To continue click LOGIN	
User Registration		🧭 LOGIN

After a new log-in you can proceed to use the system again.



#### WARRANTY CLAIM

With this form you can submit round all the day a Warranty Claim form to Snap-On. Please fill in all the fields; the fields with (\*) are obligatory.

### **Customer Information**

In the subchapter **Customer Information** you should write all the information related to organisation that is sending the claim:

**Requesting customer** – Please write here the name of the company that is requiring for this service order.

**Compiled by** – Insert here the name of the person that is filling in the Warranty Claim form.

**E-mail address** – Write here the email address of the person that should receive all the information regarding this Warranty Claim (accepted, refuse, etc.).

<u>PLEASE NOTE</u>: all the emails confirmation (Warranty Claim received) and the answers from Snap-on (Warranty Claim accepted or refuse) regarding this single Warranty Claim will be sent only to this address! Pay therefore particularly attention that the email address is correct!

**Customer WC reference No**. - In this field you should write your internal reference number for this claim.

Snap-on Equipment			
Customer ID: 90997			Warranty Claim
Tophaical	Todays date	09/05/2007	
Log Out		Customer Information	
	Requesting customer	HVBG HAUPTV.GEW.BERUFSGE EV	
Language	Compiled by (*)		
	E-mail address (*)		
	Customer WC reference No. (*)		
		Material shipment data and address	
	Name (*)		
	For the attention of (*)		
	Street and No. (*)		
	Post code (*)		
	City (*)		
	Country (*)	~	
	Province	×	
	Shipping agent (*)	DHL RUSH	
	Machine data (*)	Wheel aligners	
		MACHINE DATA	

## Material shipment data and address

Pay particularly attention at the data in the subchapter Material shipment data and address;

**PLEASE NOTE:** Snap-on will send the requested spare part only and directly to this address! This address will be printed on a label and put on the parcel with the spare parts. If you do not need any spare parts, please write in each field (by copy and paste): DO NOT SEND ANY PART.

This address can be different for the address of the Requesting customer (for example it is possible to insert the address of the final customer, of the service engineers, or something else).

Name – Insert here the name of the organisation that must receive the spare parts.

For attention of – Insert here the name of the person that will receive the Spare parts.

Street and No. – Insert here the street and street number.

**Post code** – Insert here the postal ZIP code.

City – Insert here the city.

**Country** – Select here from the menu the country (to accelerate the choice: by clicking on a character, for example D, the list goes directly to the first country starting with D).

**Province** – Select here from the menu the province.

**Shipping agent** – For default this menu is not activated and fixed on DHL rush. In some special cases (some not EU-countries), if this menu is activated (depending from the right of your access) it is possible to choose another shipping agent from the list.

Machine data – From the menu, you can choose the type of your machine between:

Wheel aligners	(WA)
Car Wheel balancers	(WB)
Car tire changers	(TC)
Heavy duty tire changer	(HDTC)
Lift	(lift)
Other	(Other)
Spare parts	(Spare parts)
Truck wheel balancer	(TWB)

#### **Machine Data**

In the subchapter **Machine Data** you should write all the information related to your defective machine.

**Serial Number -** In this field please write the serial number of your machine printed on the label on the machine itself. Insert please the same signs as on the label (for example ". or - ". For Wheel Balancer, Tire Changer and Wheel Aligner it should be a code in this form 1234.123456.xxx).

**Installation date** - The installation date must be according to the suggested format, depending from the chosen language.



Depending from the chosen **Machine data** in the subchapter **Material shipment and address**, other than **Serial Number** and **Installation Date**, you have different fields as following:

	MACHINE DATA				
Serial Number (*)			🔞 DELETE		
Installation date (dd/mm/yyyy) (*)					
Machine description					
Machine fabrication date (mm/yy)					
Model Code					
Machine Identification Number					
Detailed description of problem (*)	^	1			
	~				
Probable fault cause	~				
description		9			
	~				
Beneficial and the second s					

#### For WA, WB, TC, HDTC, TWB:

If the serial number has been correctly written, after clicking with the mouse in an empty point of the screen, the system will fill automatically in these grey fields:

Machine description – Model and description of your machine.

Machine fabrication date – Fabrication date of your machine.

**Model code** – The identification code for the model as your machine.

**Machine Identification Number** – The progressive number of your machine. If the entered serial number is wrong, with the button **DELETE**, you can rewrite it again.

#### For Lift:

Choose from list in the drop-down menu the model of your lift.



Warranty Claim - Microsoft Internet Explo	rer		
File Modifica Visualizza Preferiti Strumenti ?	F27 w/out ra	amps	
🌀 Indietro 🔹 💿 🔹 🗟 🏠 🔎 Cerca 📌 Preferiti 🤪 🍰 🔻	🍃 🖸 🔹 🧾 🛍F27 F27 L		
Indirizzo 🗃 http://service.snapon-equipment.net/WarrantyClaim.a	spx F110		Vai
Name (*)	L1100 F110 MB		^
For the att	ention of (*) SHORTLIFT 2 F120	2500	
Street and	No. (*) F130 F300	=	
Post code	*)F350 FONTEC E	300	
City (*)	FONTEC F3	350 000-3	
Country (*	VARIOLIFT 3	000-3 DC	
Province	F2-730		
Shipping a	ent (*) DHF2-835 F2-830		
Machine da	ta (*) LINSOL-3000 DUOLIFT GTI	E 2500	
	DUOLIFT BT	2500 2500 DC	
Serial N	umber (*) DUOLIFT MT	F 3000 F 3000 DC	
Installa	tion date DUOLIFT MT	F 3000-E F 3000-2	
(dd/mr Model d	DUOLIFT DTI	3200 *	
Detailed	description of		1
problem	(*)		
		~	
Probabl	e fault cause	~	
uescrip			
		~	
Operazione completata			🛎 Internet
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#### For Others:

Choose from the list in the drop down menu the type of your equipment.



Narranty Claim - Microsoft In	ternet Explorer			- 🗆 🗙
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Indirizzo 🗟 http://service.snapon-equipment.ne	t/WarrantyClaim.aspx			👻 🛃 Vai
	Name (*)			^
	For the attention of (*)			
	Street and No. (*)			
	Post code (*)			
	City (*)			
	Country (*)	~		
	Province			
	Shipping agent (*)	DHL RUSH 🔽		
	Machine data (*)	Other 🗸		
		MACHINE DATA		
	Serial Number (*)		🛞 DELETE	
	Installation date (dd/mm/yyyy) (*)			
	Model description	601-1 DRUM LATHE M/C		
	Detailed description of problem (*)	TROLLEY T4		
	problem ( )	TROLLEY T5 EEWB400A		=
		UWL - UNIVERSAL WHEEL LIFTER		
		MH 200		
		MH 310 MH 320		
		PREMITALLONE RACING		
	Probable fault cause	EASYMONT PRO		
	description	MON PW SX EASYMONT PRO SWING		
		PAX Insert NITROPROFI		
		TS 1218		
		PDL 2000 with VCI		
		SLA 220 SLA 2500-1		
		1234 XL KOOLCARE		
		TEST LANES		
		OTHER TESTER UNITS		*
Operazione completata		601-1 DRUM LATHE M/C	🔹 Internet	.ii
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#### For Spare Parts:

In this case you have to insert neither the Serial Number nor the Installation date.

At first choose please if the spare part was installed on a Wheel Aligner, Lift, Car Tire Changer, Truck Tire Changer, Car wheel balancer, Truck wheel balancer. Than you have to fill in at least one (or more than one, if available) of these three following fields:

Order Number – The order number trough you have ordered the defective spare part.

Delivery Number – The delivery number related to your defective spare part.

**Invoice Number** – The invoice number related to your defective spare part.



Warranty Claim -	Microsoft Internet Explorer	_ <b>D</b> X
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Indirizzo 🗟 http://service.sna	apon-equipment.net/WarrantyClaim.aspx	👻 🔁 Vai
	Name (*)	^
	For the attention of (*)	
	Street and No. (*)	
	Post code (*)	
	City (*)	
	Country (*)	
	Province	
	Shipping agent (*) DHL RUSH	
	Machine data (*) Spare parts	
	Model description Order Number # Delivery Number # Invoice Number # Detailed description of problem (*)	н
Pa	rts substituted and requested under warranty Part Number (If present, do not insert the prefix "ST" or "C") Description um Oty. Eault description Delete	Detail
() ()	ADD A PART UNDER WARRANTY	
Operazione completata	🔹 👘 Internet	
🖁 start 🛛 🖻 4 Micro	🔽 🕘 SnapOn 🗿 Warranty 🖳 WEB-User 🔳 🔳 🖉	<u>₀V2</u> , 14.58

Independently from the chosen machine type, you should fill in the last two following fields:

**Detailed description of the problem -** In this field you have to write in English (or German, French; Spanish, Portuguese, Italian) a detailed description of the problem concerning the complete machine.

**Probable fault cause description -** In the field you can write the possible fault cause of the problem, according to your opinion.

#### Part substituted and requested under warranty

Clicking on the blue button **ADD A PART UNDER WARRANTY** you can add and require one or more parts under warranty.

Parts substituted and requested under warranty Part Number (If present, do not insert the prefix "ST" or "C")	Description	um Qty.	Fault description	Delete	Detail
add a part under warranty					
	* Required data			SEND F	EQUEST

**Part number** - In this field write the part number that you need. You can write the numerical code or the corresponding Snap-on code (alphanumerical code). If the code begins with "ST" or "C" do not write this letter but just the digits after "ST" or "C". Click than somewhere on the screen and the system will check the part number; if it is correct, the system will fill the **Description** of the part and the **Unit of measurement** (example: pcs, m, kg, etc.).

Parte	substituted and required under warrar	tu			
Part Number (If present, do not insert the prefix "ST" or "C")					
Description					
Unit of measurement	<b>—</b>				
Quantity	1				
Type of Job	· · · · · · · · · · · · · · · · · · ·				
Fault description	<b>~</b>				
Fault detail	<b>v</b>				
Probable fault description					
	~				
Detailed description of problem	^				
	×				
😵 DELETE			DA 😥		
Parts substituted and requested under warranty			-		
Part Number (If present, do not insert the prefix "ST" o	Description	um Qty.	Fault description	Delete	Detail
	* Required data			SEND R	QUEST

If the part number is not correct, you will get this message: "*Code not found or error code*"; In this case please check again the part number on your spare part list and try again.

Parts	substituted and required under warranty	
Part Number (If present, do not insert the prefix "ST" or "C")	Code not found or error code	
Description		
Unit of measurement		

**Quantity** – Write here how many parts, as described in the field **Part Number**, you need as spare part.

The choice in the WEB page for the fault description is fundamental information in order to have a database of all the claims and so to get the correct information to take the necessary corrective and preventive actions. Only if these fields are carefully filled in, it is possible to improve the reliability and quality of our products.

**Type of Job** –In this very important field you should choose from a drop-down menu the type of the failure. The possibilities are the following:

#### Failure during product usage

A failure the occurred after a certain time (for example after 1 year or 1 month, etc.) after the first installation and use of the machine.

#### **Defect during install**

A failure or problem that occurs immediately at the installation of the machine (Out of the box claim). The problem appears at the first uses of the machine.

#### Product update

Choose this option if you have just updated your equipment (Software, Hardware or Mechanical part). This choice is not for failure: the machine works and is ok, but is not on the last stand (especially for software items).

Depending from the choices above, you have different menus for the **Fault Description** and for the **Fault Detail.** The possibilities are listed in the following tables.

**PLEASE NOTE:** If you are not sure about the right technical description of the problem, please contact and ask the Service Engineer that has done the service job or contact some of your technicians to ask for the correct choices for the fault description.

LEVEL 1	LEVEL 2	LEVEL 3
Kind of failure	Failure gruop description	Detailed description
Type of Job	Fault description	Fault Detail
	Aesthetic Electric Hardware	Deteriorated paint Rusted Broken Blocked Burnt Disconnected Noisy Short circuit
		Impossible upload Missing communication Not turning on Out of calibration Show error number
FAILURE DURING PRODUCT USAGE	Hydraulic	Broken Bent pipe Clogged Disconnected Oil leakage
	Mechanical	Bent Broken Blocked Bad welding Excessive clearance Noisy Untight Worn
	Pneumatic	Air leakage Broken Bent pipe Clogged Disconnected
	Software	Bug Blocked Impossible upload Show error number

LEVEL 1	LEVEL 2	LEVEL 3
Kind of failure	Failure gruop description	Detailed description
Type of Job	Fault description	Fault Detail
	Aesthetic	Twisted or detached labels Painting defects Rusted
	Damaged	Damaged due improper packing
	Electric	I ransport damage
		Broken Blocked Burnt
		Disconnected Noisy Short circuit
	Hardware	Burnt
		Missing communication Not turning on
		Show error number
	Hydraulic	
		Broken Bont ning
		Clogged
DEFECT DURING		Disconnected Oil leakage
INSTALL	Mechanical	
		Bent Broken
		Blocked
		Bad welding
		Excessive clearance
		Untight
		Worn
	Missing or wrong part	Missing oil / grease
		Missing part
		Wrong part Wrong quantity
		Wrong voltage
	Pneumatic	
		Air leakage Broken
		Bent pipe
		Clogged Disconnected
	Software	
		Bug
		BIOCKEO Impossible upload
		Show error number
		Software Release not updated

LEVEL 1	LEVEL 2	LEVEL 3
Kind of failure	Failure gruop description	Detailed description
Type of Job	Fault description	Fault Detail
	Electric	Electric update
	Hardware	Hardware update
	Hydraulic	Hydraulic update
PRODUCT OF DATE	Mechanical	Mechanical update
	Pneumatic	Pneumatic update
	Software	Software update

In the last two fields you can optionally write some information regarding the failure for each single part:

**Detailed description of problem -** You can write here some more detailed about the description of the failure.

**PLEASE NOTE:** Is it not possible to go manually the line above in the field, therefore do not push "Enter" on your key-board! The system will automatically go on another line when necessary. Clicking on "Enter" the system will try to send the claim.

**Probable fault description -** You can write here the probable fault cause according to your opinion.

By clicking on the red button **DELETE** you can delete all the data regarding the active part number in the form. By clicking on **ADD** you can add another item.

**PLEASE NOTE:** Before to input another part number, all the obligatory field of the previous one must be filled in!



Parts substit	problem		V			ADD		
	Part Number (If present, do not insert the prefix "ST" or "C")		Description	um	Qty.	Fault description	Delete	Detail
		* Required	l data				SEND I	REQUEST

As long the claim is not send, it possible to delete one required part clicking on the red cross in the column **Delete**, or it is possible to read and to change any information of the item clicking on the reading glass in the Column **Detail**.

When the claim is complete with all the information and the required spare parts, you can submit the form just clicking in the green button: **SEND REQUEST** 

PLEASE NOTE: When the claim has been submitted, it is not more possible to change nothing in the form, to delete the claim (also Snap-on can not delete it); if one claim has been erroneously submitted, please write and email or call the Snap-on Service department (address in the internet page): Snap-on will refuse the wrong claim according to your suggestion.

After sending the claim the system will show you a confirmation message as following with indication of the Snap-on reference number. Over more the system will send automatically to the address inserted in the Warranty Claim a confirmation email with your and the Snap-on Warranty Claim reference number. With this email we confirm the reception of the claim. With another email you will get the response regarding the claim (accepted or refuse).



## WARRANTY CLAIM CONSULTATION

Choosing in the main menu **Technical** => **Warranty Claim Consultation** (see chapter **LOGIN**) it is possible to check and to control the status of all the claims that have been already submitted.

**PLEASE NOTE:** With this function is only possible to view all the claims; it is absolutely not possible to change anything in the claim or to resend a claim.

In the middle of the lower dark-grey line it possible to choose by the menu **Lines for Page** how many claims have to be showed in each page (10, 15 or 50), by clicking on the dropdown menu. Clicking on the page numbers on the left of the lower dark-grey, ( $\underline{1} \ \underline{2} \ \underline{3} \ \underline{4} \ ...$ ) it possible to go directly to the indicated page number (not underlined). If they are more then 10 pages, clicking on ... it is possible to view all the successive pages.

Technical Log Out	,		State Sequence	All v (dd/mm/yyyy) Warranty Claim Code v Descending sequence v	(dd	То /mm/уууу)	<b>1</b>	SEARCH
Language		Warranty Claim Code	Applicant	Applicants Name	Return Request	Do Not Send	Reason for rejection	State
		626	81447	Do not send any parts !				A
	EN Y	625	81447	Do not send any parts !				A
		<u>624</u>	81447	Do not send any parts !				A
		<u>623</u>	81447	Do not send any parts !				A
		<u>622</u>	81447	Do not send any part !				A
		<u>595</u>	81447	DIRK SCHWABEDISSEN (FST) SOEG TECHNIKER				A
		458	81447	SNAP ON EQUIPMENT GMBH				A
		335	81447	Lorenz Schmid				А
		304	81447	Lorenz Schmid KFZ-Mechanikermeister				A
		Page <u>1 2 3 4 5 6</u> 7	of 7	Lines for Page 50 💌			Number of F	lecord: 309

To order the claim, it is possible to choose different criteria from the drop-down menus below and clicking after on the green button **SEARCH.** 

**PLEASE NOTE:** even if the page is refreshing after the click on the searching criteria, in order to activate the search you have to push on **SEARCH.** 

	•	
State	All v From To (dd/mm/yyyy)	
Sequence	Warranty Claim Code 💌 Descending sequence 💌	
		SEARCH

State - It is possible to order all the claims depending from the status of the claim: *Hanging, Accepted, Rejected, All.* 

To optimise the search, it possible to order the claim by status and define the search in a certain period by the criteria:

**From - (dd/mm/yyyy)** The date format can change depending from the chosen language. **To - (dd/mm/yyyy)** The date format can change depending from the chosen language. In this way it is possible to choose all the claim of a certain day, in one certain month, year, or other period.

To order the claim by the: *Warranty Claim Code, Applicant, Applicants name, Return Request, Do not send* (*Descending* or *Ascending sequence*) use please both menus in Sequence.

**PLEASE NOTE:** Do not forget to click on **SEARCH** to have the result of your inquiry.

The column **Return Request** show you if Snap-on want to have the defective part back from you. You will receive the RMA number for this delivery together with the confirmation email of the Warranty Claim.

The column **Do Not Send** show you if Snap-on will send you the spare part or if for some reason (part not available at the moment or other reason) Snap-on is not going to send you the part even if the claim has been accepted.

In the column **Reason for rejection** it is obviously possible to read the first words of reason for the rejection. To read the complete rejection reason, you can click on the underlined Warranty Claim number in the first column on the left side **Warranty Claim Code** (Snap-on Warranty Claim reference number). By clicking on this Warranty Claim number it is also possible to view again all the information and data of this claim (the filled Warranty Claim form).

A very useful and comfortable feature of the system is that you can view the date of the order confirmation and the date of the delivery of the spare parts.

To visualise these information choose the accepted claim (**State**: *Accepted*, than **SARCH**). The system will show the following table:

Technical Log Out	٢			State Sequence	Accepted  Warranty Claim Code	(dd/mm/yyyy) Descending sequence v	T (dd/mm/yyy	o /)	SEARCH
Language			Warranty Claim Code	Applicant	Applicants Name	Return Request	Do Not Send	Order Conf. Sent	Consignment Sent
		1467						12/07/2007	12/07/2007
	EN 👻	1466						16/07/2007	17/07/2007
		1463						12/07/2007	12/07/2007
		1201						02/07/2007	02/07/2007
		1199						02/07/2007	02/07/2007
		1172						29/06/2007	29/06/2007
		1100						27/06/2007	27/06/2007
		1099						27/06/2007	27/06/2007
		970						19/06/2007	22/06/2007
		954						18/06/2007	19/06/2007
		Page	1 <u>2 3 4</u> of 4	L	ines for Page 💷 💌				Number of Record: 37

In the column **Order Conf. Sent** it is possible to view when the order confirmation has been send to you (trough fax or email). In the last column **Consignment Sent** it is possible to view when the spare parts have been sent to the address indicated in the Warranty Claim form.

## **PRODUCT REGISTRATION (WITH LOGIN)**

In this page it possible to register your new equipment.

The registration after the log-in is completely the same as the product registration without login. The only advantage is to avoid the log-out if you are already working in the system and you want to register a machine.

For the description see please the chapter **PRODUCT REGISTRATION (WITHOUT LOGIN)** on the first pages of this manual.

Product	Regis	tration -	· Microso	oft Interne	t Explorer			_ 2 >
File Modifica	Visualizz	za Preferiti	Strumenti	?				
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Indirizzo 🕘 http	://servic	e.snapon-eq	uipment.net	/ProductRegistra	ation.aspx			👻 🔁 Va
<b>Snap-a</b> Equ	n uipm	ent						
Customer ID:								Product Registration
Technical	۲	Product Infor	mation •				Registration date	16/07/2007
Log Out		Warranty Clai	im	/ Name				
		Warranty Clai	im	nd No.				
Language		Consultation					Drewinse	
EN EN	V 🗸	Product Regis	stration 4				F-mail	
		Contacts	Type of (	Customer (*)		~	Machine identification (*)	Wheel aligners
		😵 DELET	Serial Nu	mber (*)		* Require	Installation date (dd/mm/yyyy) (*) d data	SENO
		Snap-on Ir	ncorporated is the o	wner of the trademark S	NAP-ON registered in the United See <u>Lead Nother</u> ©2005 Snap-on Loca	States and other countrie for further information.	s, and also claims rights associated with i	ts unregistered trademarks.
<b>a</b>					~			🔹 Internet
start 📗	🐔 Snap	0n 🏼 🖉	Product R	E LEO D-E	E 🛛 🗀 \\10.146.1	WEB-User		п 🖉 🛒 😼 💟 🖳 🙀 18.52

## CONTACTS

In this page you can found the name, email address and the direct phone number of the contact person for Warranty Claim and for the Parts Delivery at Snap-on.

For any matter regarding the delivery date of the spare parts and for the order confirmation please contact our Spare Part Department (Part delivery).

For any other question regarding the Warranty Claim please contact our Warranty Claim Office.

**PLEASE NOTE:** It is not more necessary to ask the status of the claim per email, telephone or fax, because you can follow it on line around all the day (see chapter **WARRANTY CLAIM CONSULTATION**).

Customer ID: 81447					Contacts
		Office	Surname and First Name	E-mail	Telephone
Technical	,	Warranty	Mantovani Alessia	alessia.mantovani@snapon.com	+39 0522 733 573
Log Out		Parts delivery	Incerti Elena	elena.incerti@snapon.com	+39 0522 733 475
Language					
	EN 👻				