SNAP-ON EQUIPMENT

TECHNICAL SERVICE

WEB SITE

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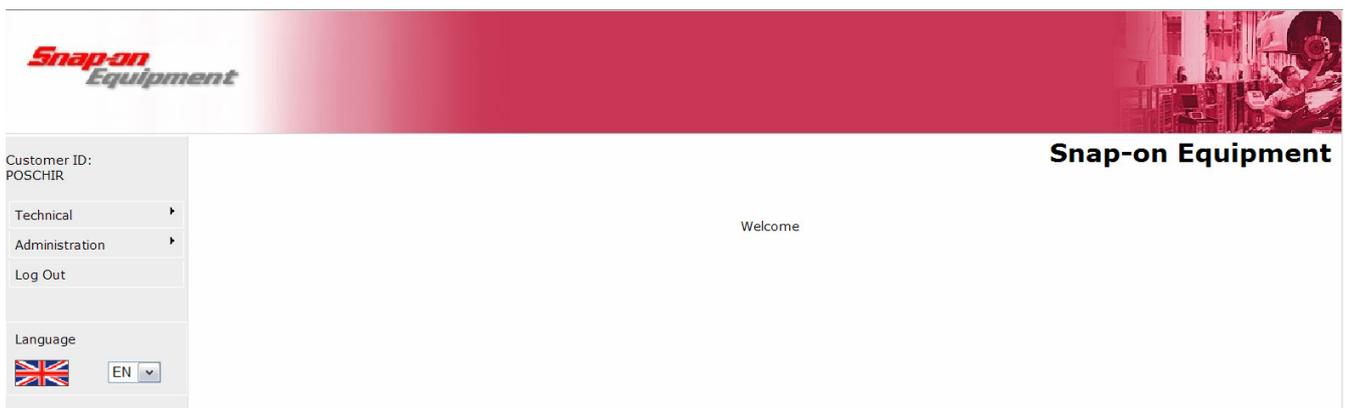
INDEX

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

Welcome

Microsoft Internet Explorer

IT-Attenzione cambiando lingua i dati nelle form verranno persi

DE-Achtung: Bei Änderung der Sprache gehen die Daten in den Formularen verloren

EN-Important: data in forms will be lost when changing language

ES-Atención cambiando el idioma se perderán los datos de las form

FR-Attention si on change la langue, les données dans les formulaires seront perdues

PT-Atenção alterando a língua os dados nas form serão perdidos

OK   Annulla

Login
Product Registration
User Registration

Language

ES

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:

LogOut

Login
Product Registration
User Registration

The session is expired. To continue click LOGIN

LOGIN

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

HOME PAGE

On the internet page: http://service.snapon-equipment.net   you will find the following mask:
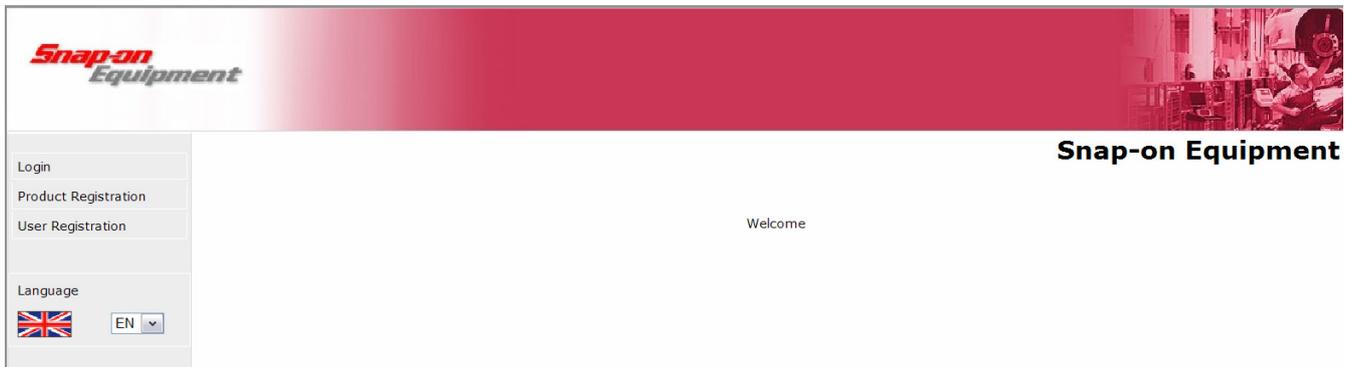
On the left side please choose from the drop-down menu your language between:

IT :	Italian	DE :	German

EN :	English	PT :	Portuguese

ES :	Spanish	FR :	French

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

Login: 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.

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.
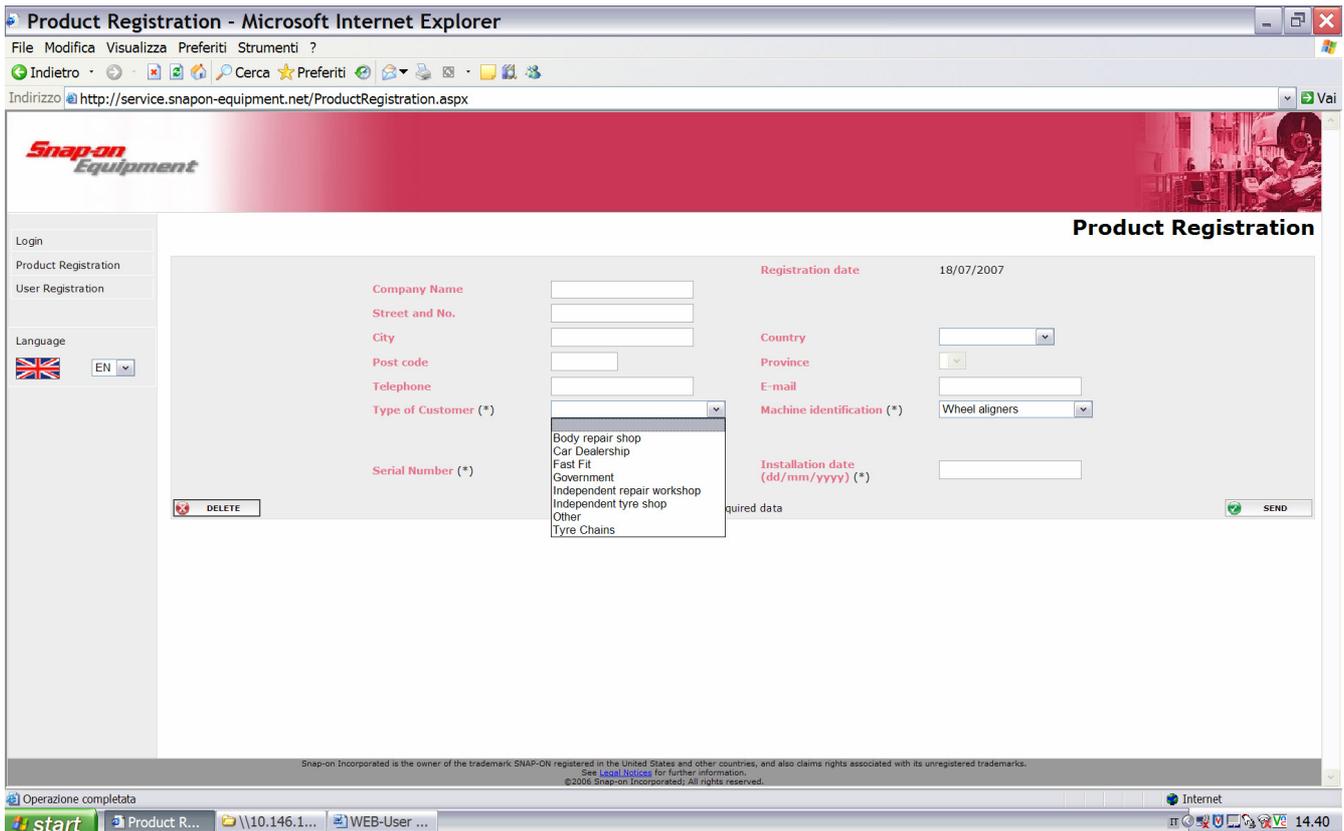

On the line **Type of Customer** you can choose from the drop-down between the following possibilities:

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

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.

For **Fast Fit** you will have the following choice: ***Austria***, ***France***, ***Germany***, ***UK***.

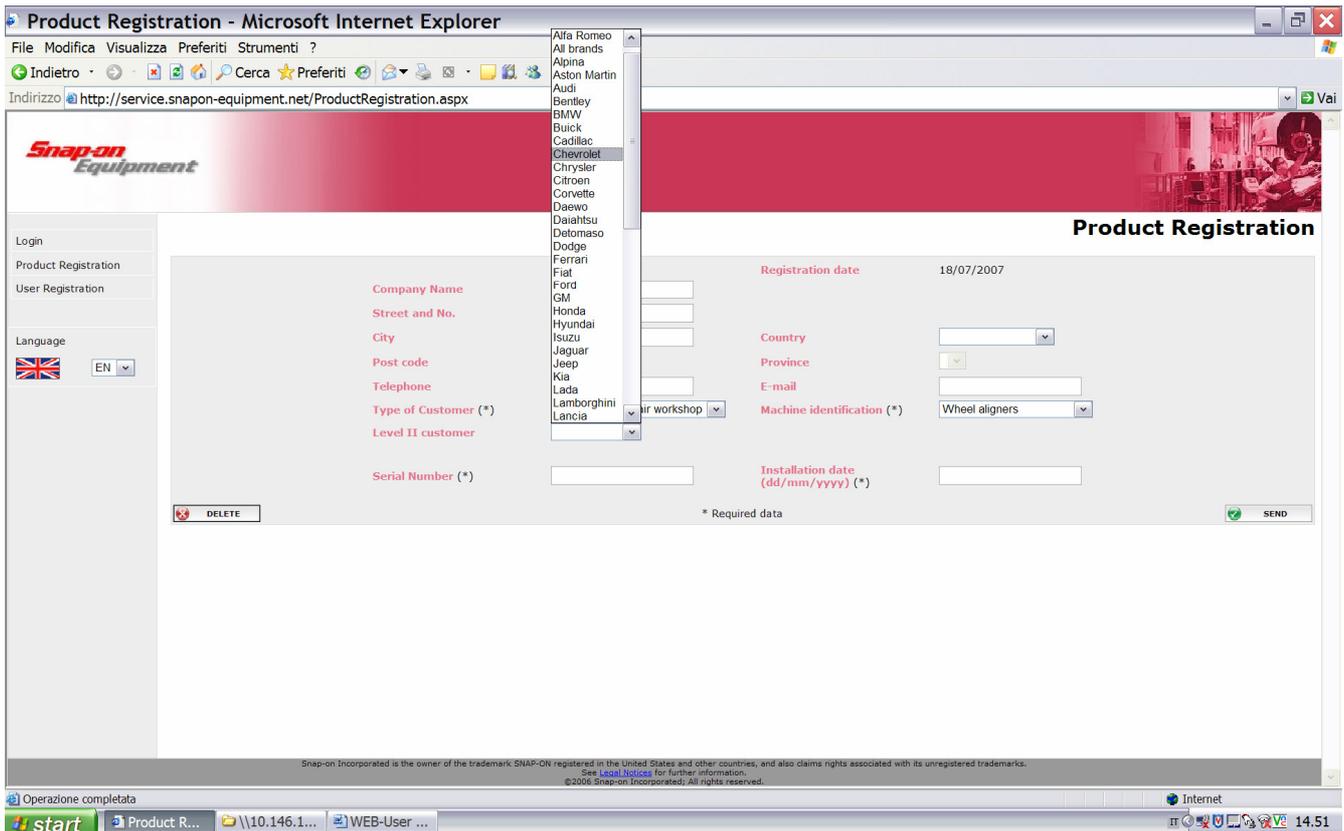For ***Tyre Chains*** you will have the following choice: ***Austria***, ***France***, ***Germany***, ***Poland***, ***Serbian***, ***UK***.

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*:
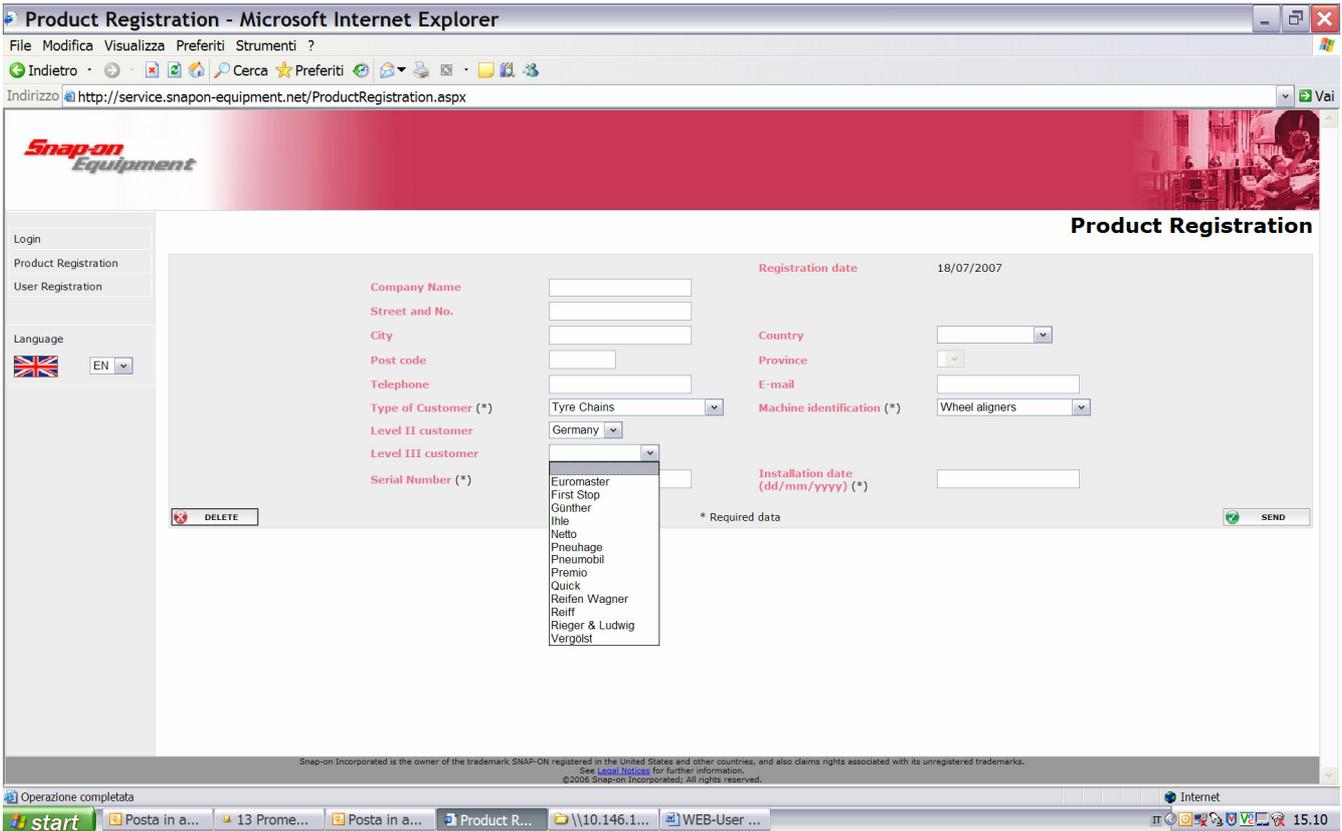
When the form is complete, click on the green button **SEND** on the right side. In case of mistype you can delete all data whit the red button **DELETE**.

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:
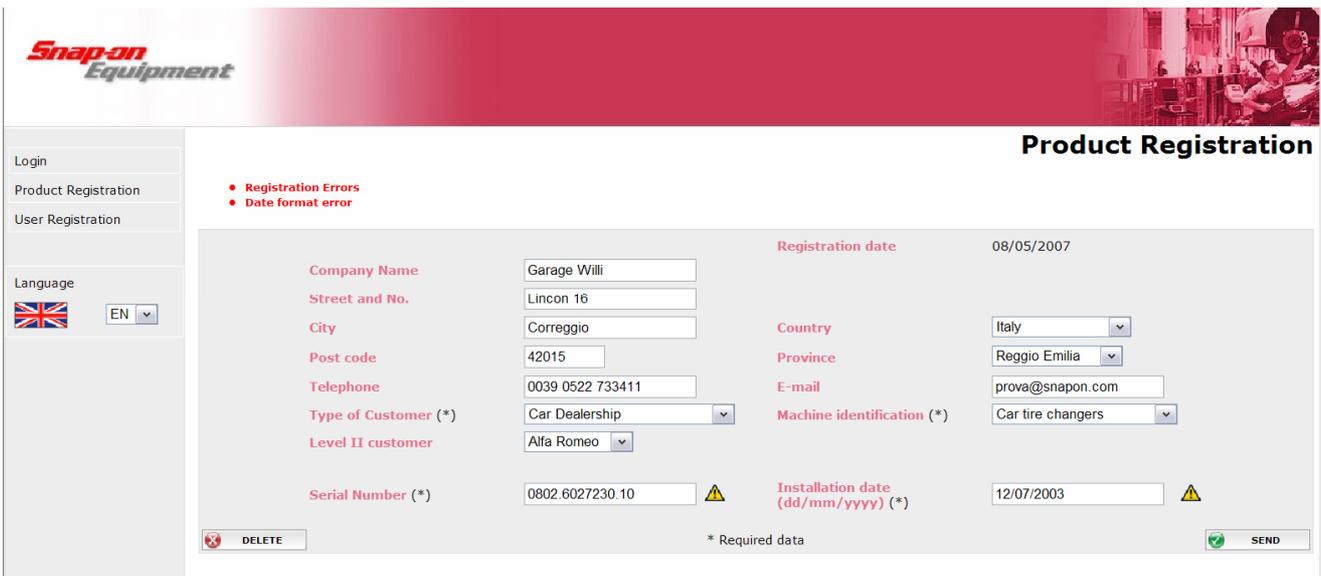
If all the data are correct you will get this confirmation message:
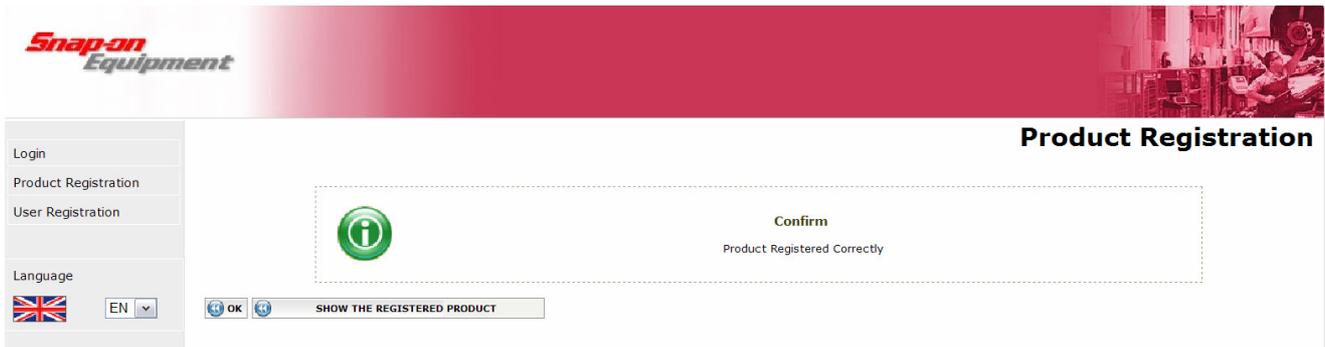
Clicking on the button **SHOW THE REGISTERED PRODUCT**, you can get and print out (with the normal print function of your browser) the registrations confirmation of your machine:
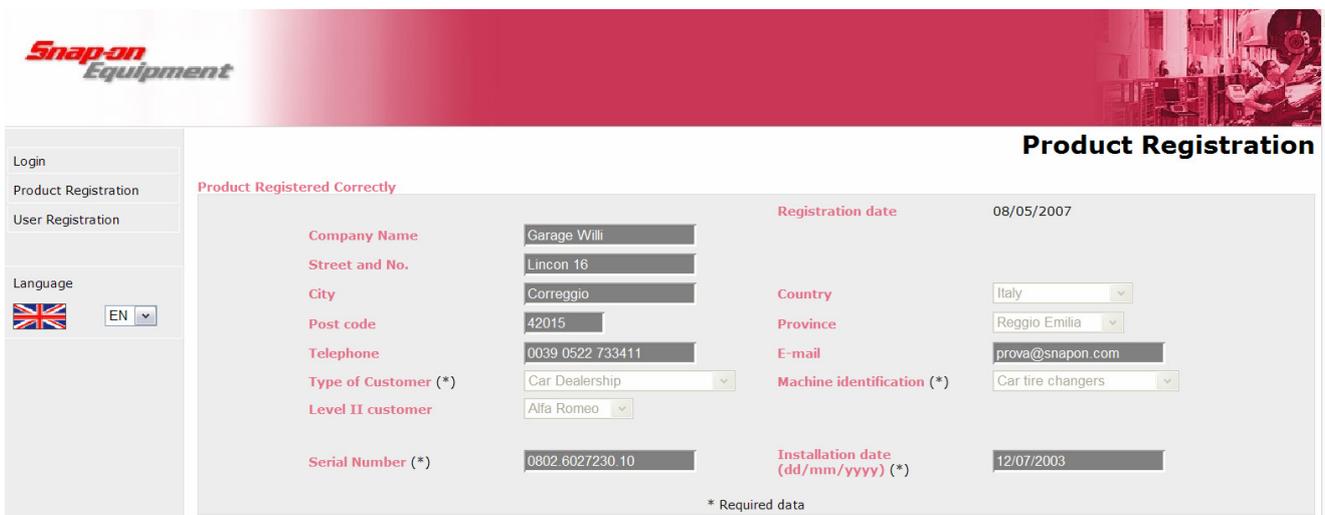
USER REGISTRATION

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:

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**.

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:

Registration

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

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!

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.

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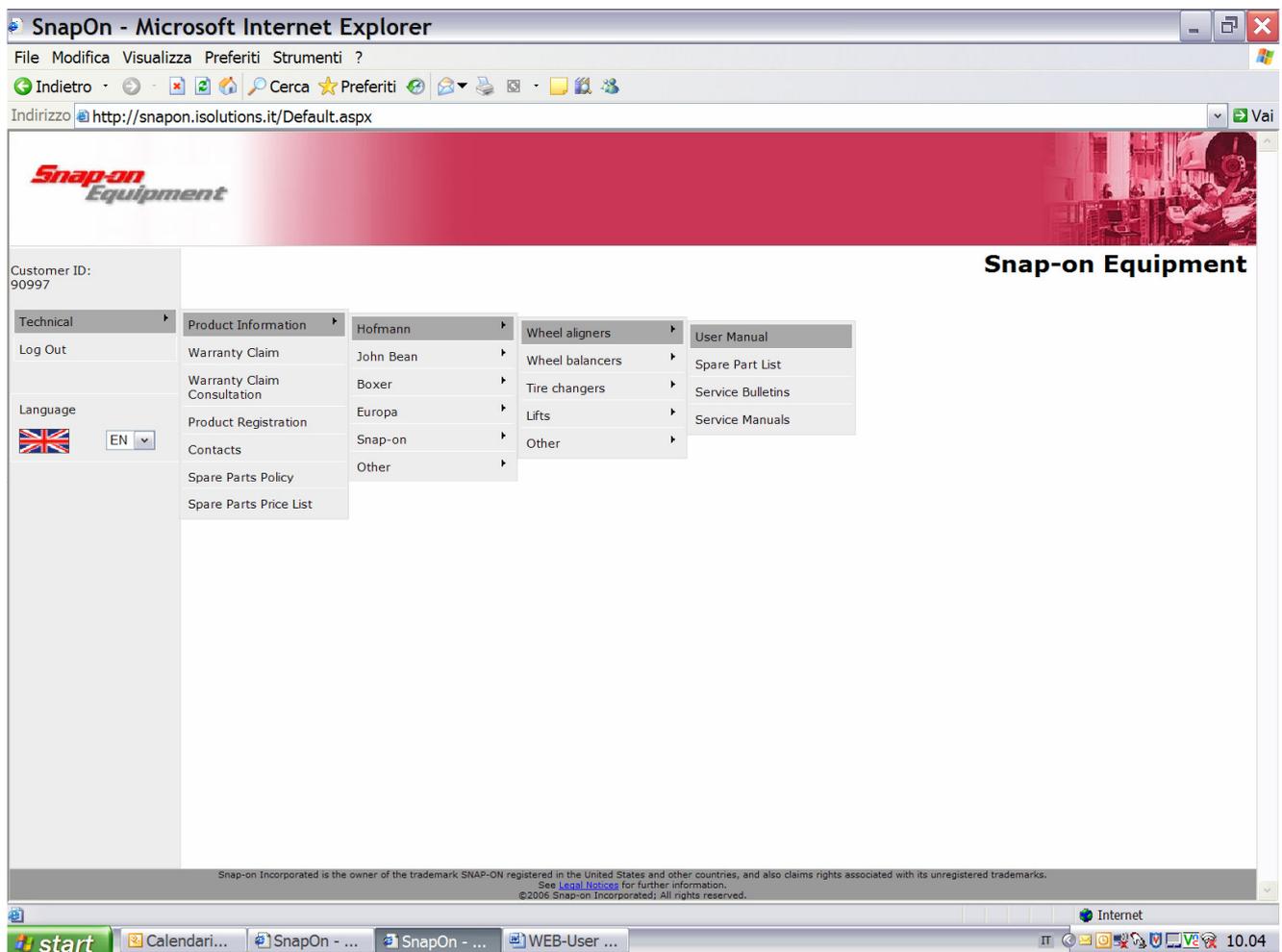
If the system is not used for more than 30 minutes, for safety reasons the system will automatically logout. By any refreshing of the page the system will show you this message:

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

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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.).

PLEASE NOTE: 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.

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:

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.

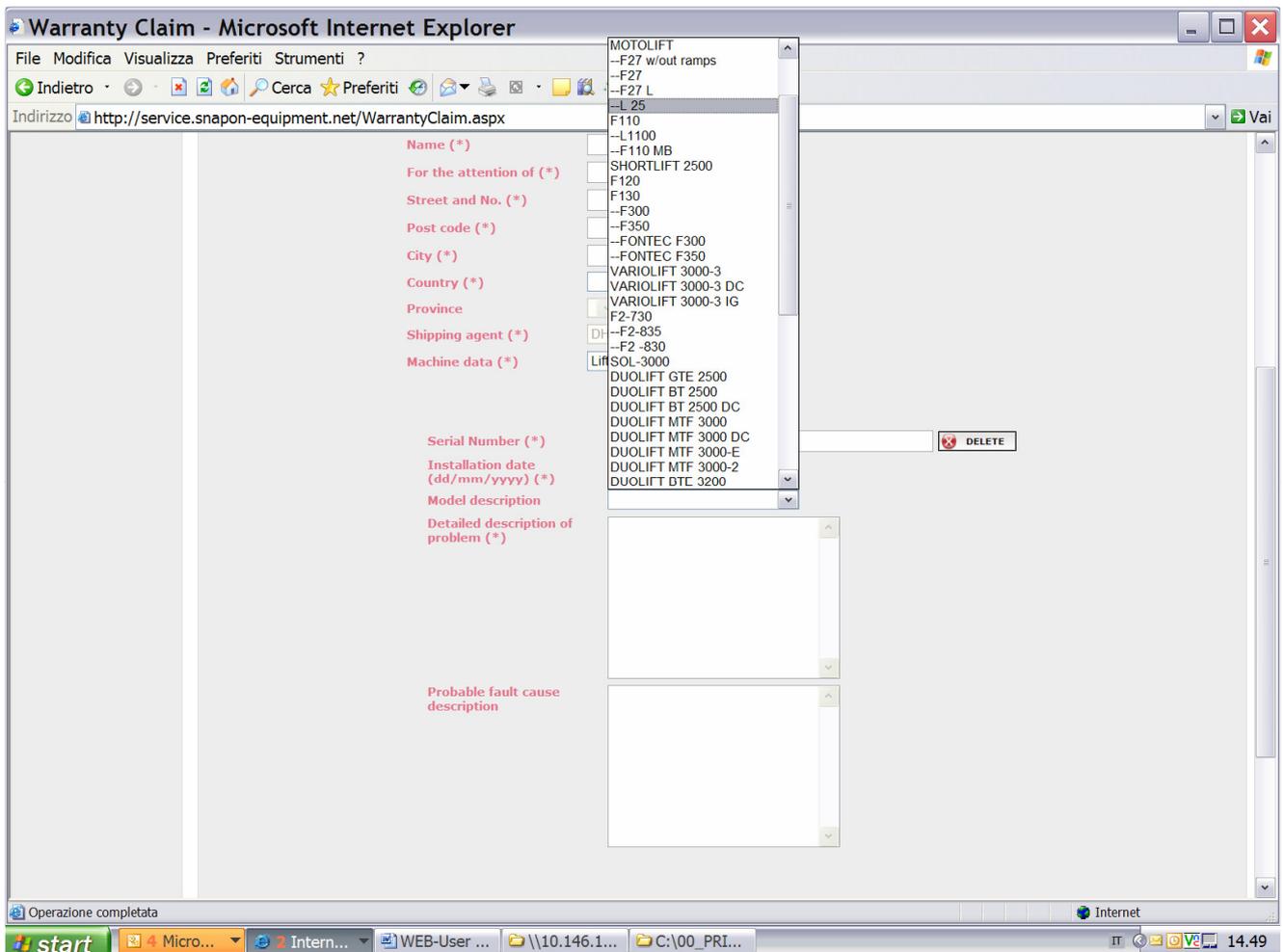**Model code –** The identification code for the model as your machine.

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.

For **Others**:

Choose from the list in the drop down menu the type of your equipment.
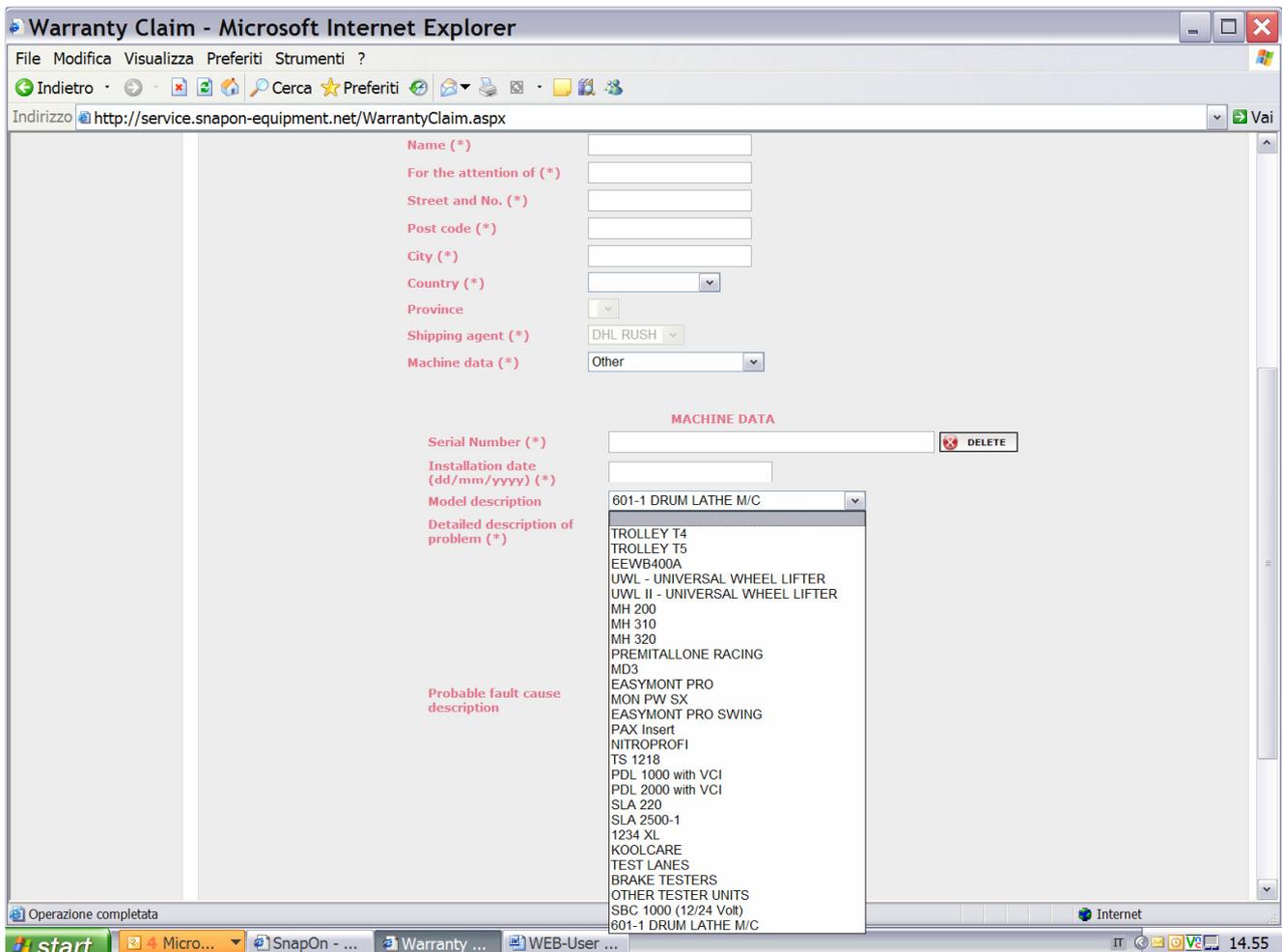
For **Spare Parts**:
In this case you have to insert neither the **Serial Number** nor the **Installation date**.

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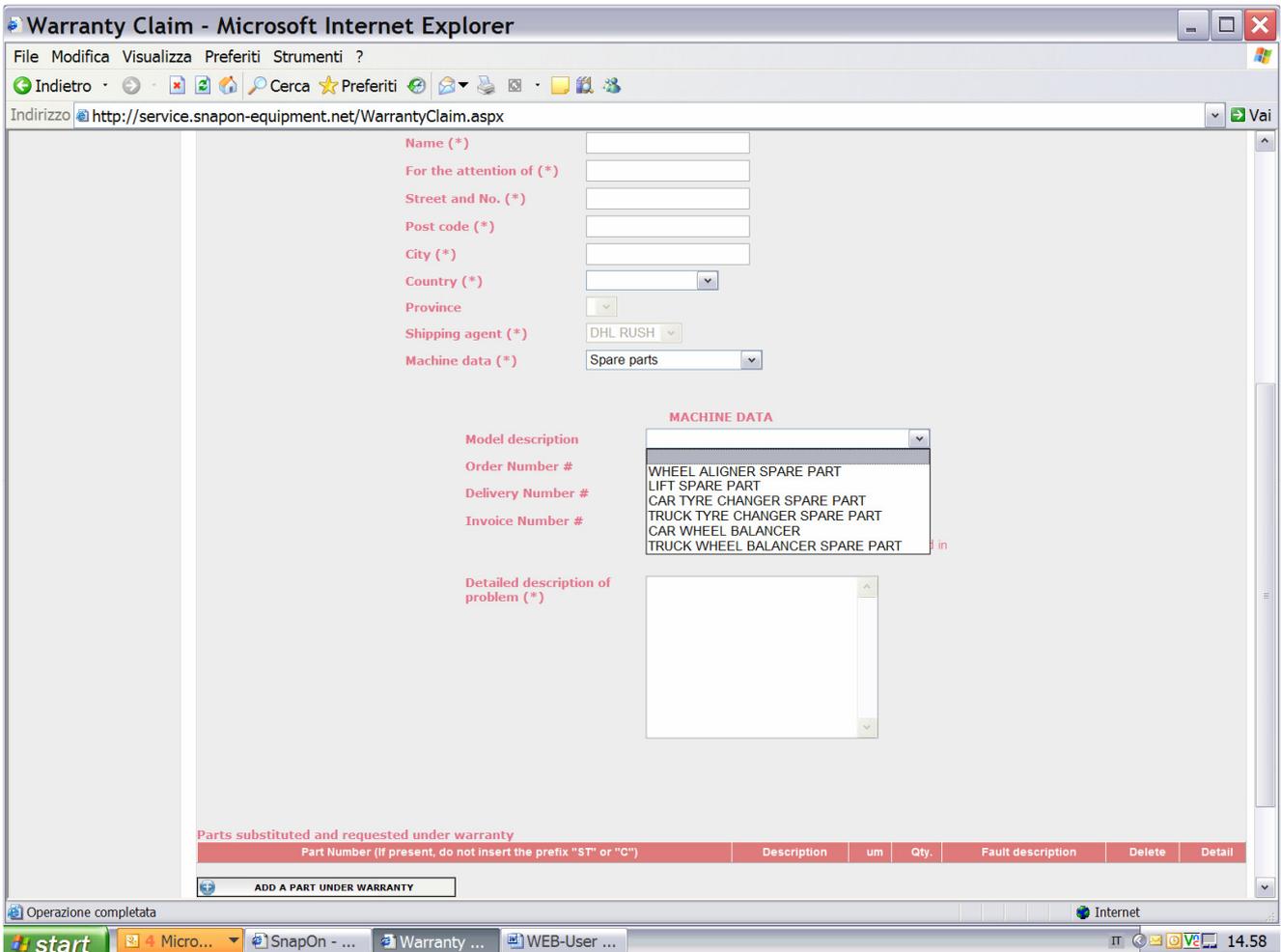
Independently from the chosen machine type, you should fill in the last two following fields:

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.

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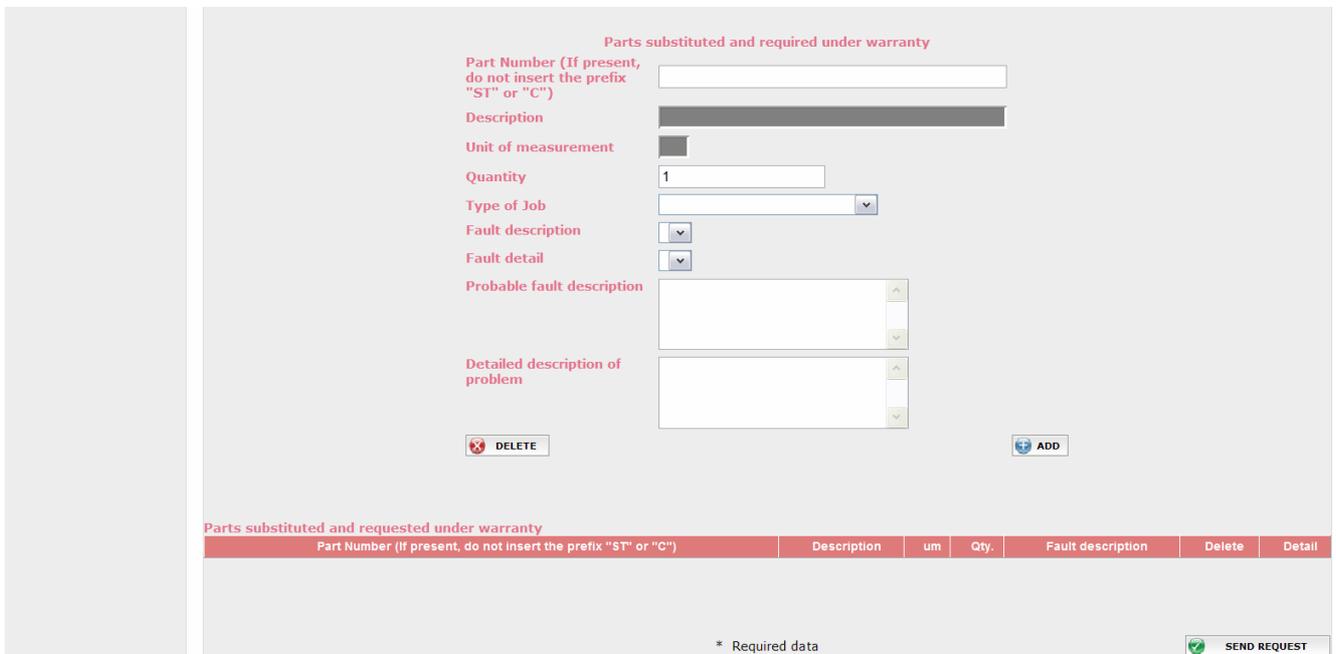
If the part number is not correct, you will get this message: "*Code not found or error code*"; In this case please check again the part number on your spare part list and try again.

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 Kind of failure **Type of Job**	LEVEL 2 Failure gruop description **Fault description**	LEVEL 3 Detailed description **Fault Detail**
FAILURE DURING PRODUCT USAGE	Aesthetic	Deteriorated paint Rusted
	Electric	Broken Blocked Burnt Disconnected Noisy Short circuit
	Hardware	Burnt Impossible upload Missing communication Not turning on Out of calibration Show error number
	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 Kind of failure **Type of Job**	LEVEL 2 Failure gruop description **Fault description**	LEVEL 3 Detailed description **Fault Detail**
DEFECT DURING INSTALL	Aesthetic	Twisted or detached labels Painting defects Rusted Scratched
	Damaged	Damaged due improper packing Transport damage
	Electric	Broken Blocked Burnt Disconnected Noisy Short circuit
	Hardware	Burnt Impossible upload Missing communication Not turning on Out of calibration Show error number
	Hydraulic	Broken Bent pipe Clogged Disconnected Oil leakage
	Mechanical	Bent Broken Blocked Bad welding Excessive clearance Noisy 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 Blocked Impossible upload Show error number Software Release not updated

LEVEL 1 Kind of failure **Type of Job**	LEVEL 2 Failure gruop description **Fault description**	LEVEL 3 Detailed description **Fault Detail**
PRODUCT UP DATE	Electric	Electric update
	Hardware	Hardware update
	Hydraulic	Hydraulic update
	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.
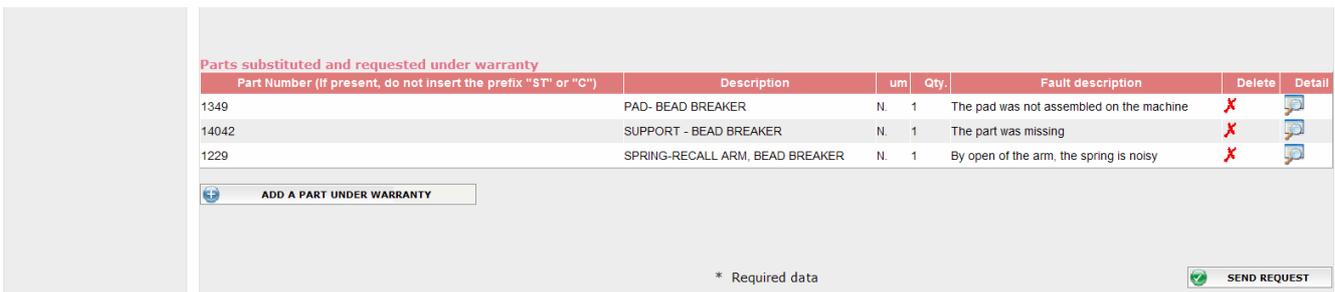
Probable fault description - You can write here the probable fault cause according to your opinion.

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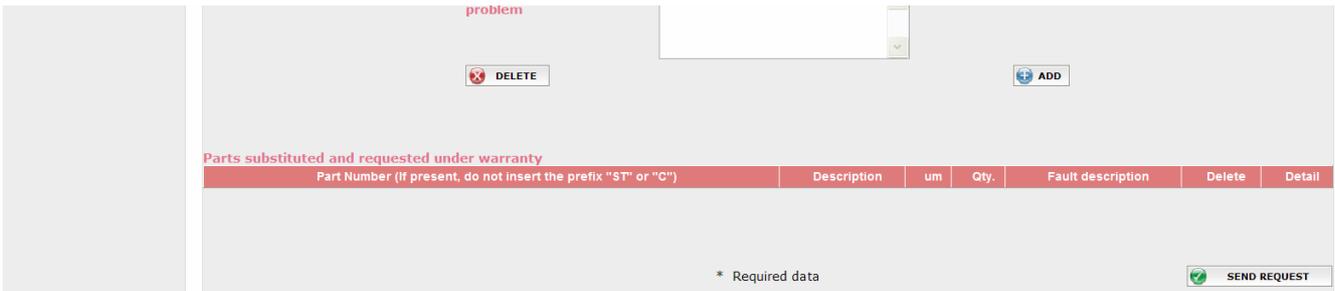
As long the claim is not send, it possible to delete one required part clicking on the red cross in the column **Delete**, or it is possible to read and to change any information of the item clicking on the reading glass in the Column **Detail.**

Part Number (If present, do not insert the prefix "ST" or "C")	Description	um	Qty.	Fault description	Delete	Detail
1349	PAD- BEAD BREAKER	N.	1	The pad was not assembled on the machine	✗	🔍
14042	SUPPORT - BEAD BREAKER	N.	1	The part was missing	✗	🔍
1229	SPRING-RECALL ARM, BEAD BREAKER	N.	1	By open of the arm, the spring is noisy	✗	🔍

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 drop-down menu. Clicking on the page numbers on the left of the lower dark-grey, (**1 2 3 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.

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 - 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:

Warranty Claim Code	Applicant	Applicants Name	Return Request	Do Not Send	Order Conf. Sent	Consignment Sent
1467			☐	☐	12/07/2007	12/07/2007
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 2 3 4 of 4   Lines for Page 10   Number of Record: 37

Technical
Log Out
Language
EN

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 log-in. 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.
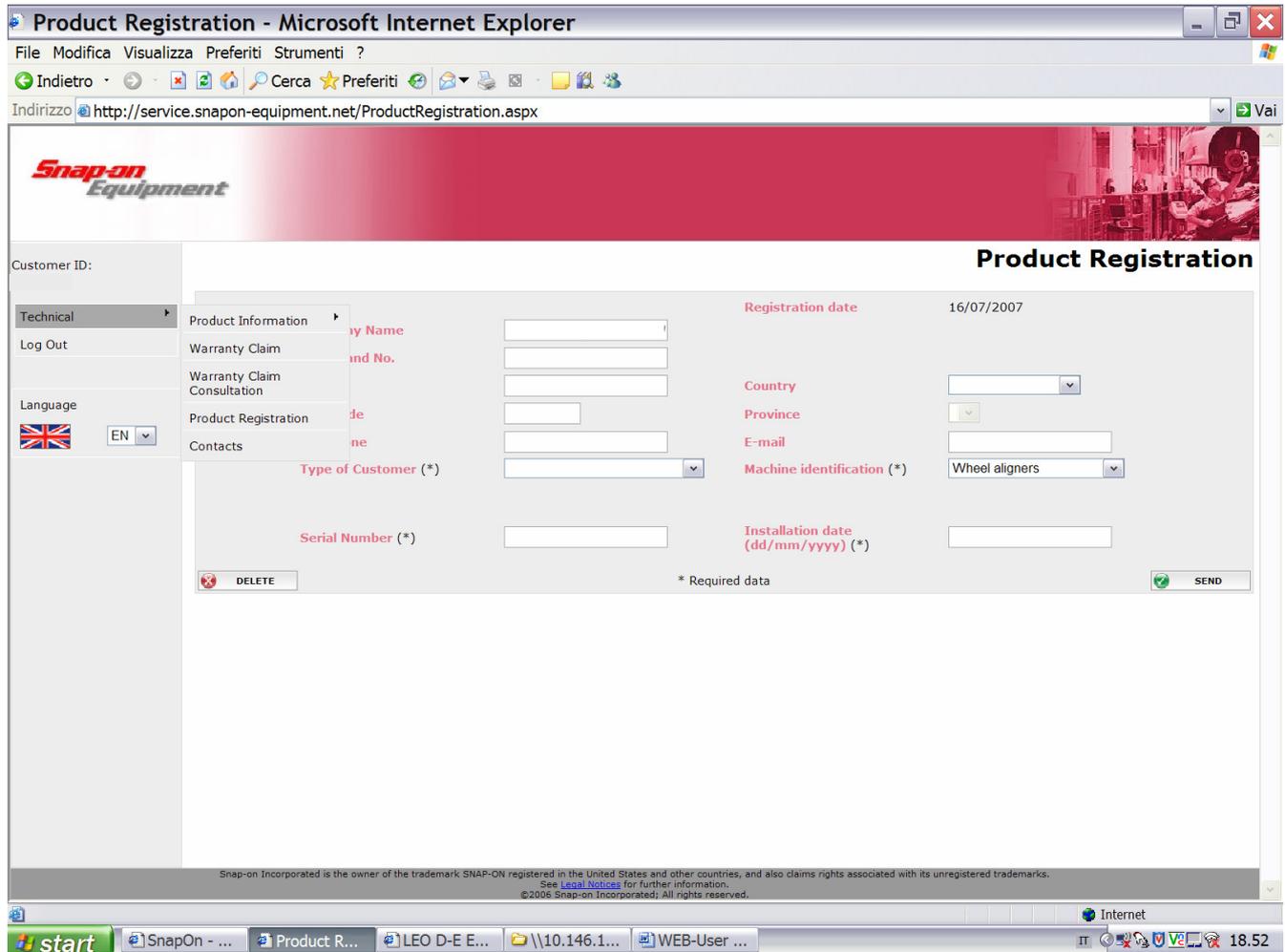
CONTACTS

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

Technical ▶

Log Out

Language
EN

Contacts

Office	Surname and First Name	E-mail	Telephone
Warranty	Mantovani Alessia	alessia.mantovani@snapon.com	+39 0522 733 573
Parts delivery	Incerti Elena	elena.incerti@snapon.com	+39 0522 733 475