



User Guide

Overview

The repair app is designed primarily for use by our customers who have established login credentials; however, it may be used by anyone who downloads the app to check Schneider repair pricing, Reman inventory, or to scan Schneider bar-coded items to get pricing and basic product information. Customers may request login credentials for the app and schneiderelectricrepair.com web site by emailing customer service at industrialrepair@schneider-electric.com or calling 800-950-9550 and asking for Customer Service.

The app is available free by download from the Apple App Store for either the iPhone or the iPad.



Features:

- **Check Repair pricing**
- **Check Warranty Status**
 - By scanning the repair barcode
 - By entering the barcode tracking number manually
- **View Repair History**
- **Request a Warranty repair (Generate Packing List)**
- **Initiate a new repair (Generate Packing List)**

App Login:

To log in to the app, select the menu icon in the upper-left corner of the screen. This will bring up the application's main menu.



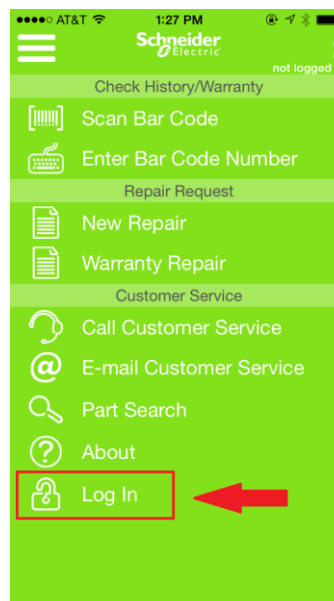
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1.) Select the menu icon in the upper-left corner.



2.) Select the “Log In” option at the bottom of the menu.

The “login” box will be displayed.



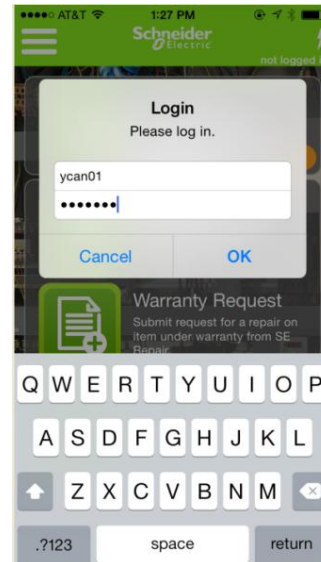


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- 3.) Key in your Schneider Electric Repair login credentials and select “OK”.

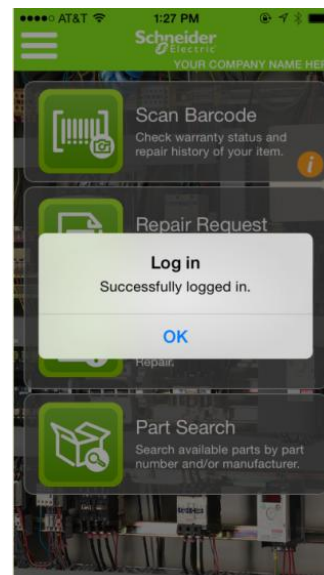
If you do not have login credentials, call our Customer Service department at 800-950-9550.

- 4.) Then select the “OK” button.



- 5.) If the credentials are correct, the app will return a successful login message.

If you are having trouble with your login credentials, you may contact our Customer Service department at 800-950-9550.



Check repair pricing:

To check current repair pricing, select the “Part Search” icon on the front page of the app. This will bring up a query screen which will allow the user to enter a partial part number and a manufacturer. The app will “suggest” potential manufacturers based on the letters selected to help reduce typing and improve accuracy.



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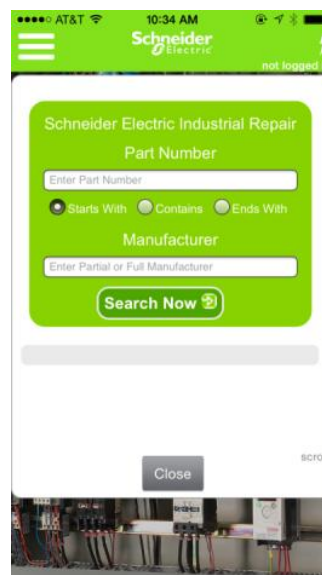
- 1.) On the main screen of the app, select the “Part Search” button

This will bring up the “Part Search” function of the app.



- 2.) In the “Part Number” field, key in a partial or complete part number

Optionally, you may select the “contains” or the “ends with” feature if you want to search for a string within or at the end of a part number.



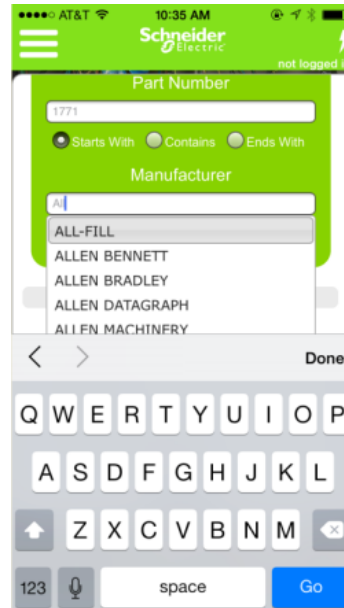


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- 3.) To insure that you are searching within the correct manufacturer, you **may** key in the whole manufacturer's name or partial name in the "Manufacturer" field.

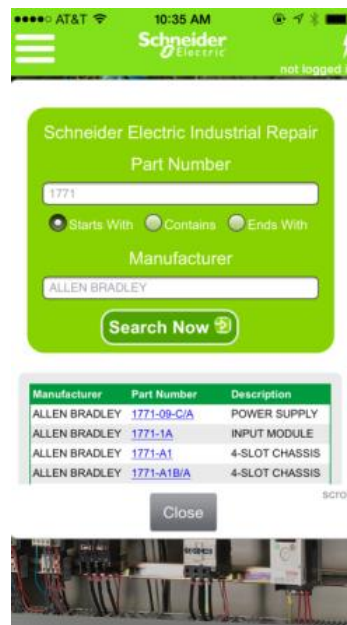
The screen will suggest manufacturers that match your string – you may select the correct one if it is in the list.

- 4.) Then select the "Go" button



The app will return a list of items from our database that matches your search criteria. You may swipe the list up and down to locate your specific part number from the list.

- 5.) Select the specific part number from the list by touching the highlighted link.

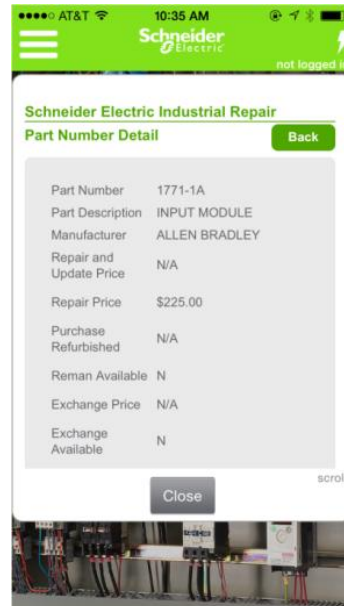




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The App will return the details for that part number from our database. These include:

- **Manufacturer and Part Number**
- **Repair Price**
- **Repair and update price (if available)**
- **Price of a remanufactured item for this part (if available)**
- **Reman inventory availability**
- **Exchange price (if available for this item)**
- **Exchange item availability (“Yes” or “No”)**



Check Warranty Status

The repair app can be used to check the current warranty status of any item that Schneider Electric Repair (or Electrical South prior to acquisition) has previously repaired. Schneider places a bar-coded label on each repair which we use to track history and warranties on all repairs and keep track of return repairs in subsequent years.



Schneider Repair Barcode

To check the warranty status of a repaired unit, select the “scan barcode” function on the front page of the app. This will activate the iPhone or iPad’s camera feature. Point the lens at the barcode and let the



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camera focus on the barcode (see example above). Once the barcode comes into focus, the app automatically captures the barcode and queries the Schneider Electric repair database for the warranty information.

Check Warranty Status: - There are 2 methods that can be used to submit a warranty query to the system by the barcode number: the “scan” method and the “manual entry” method. Either method gathers the same information. If for any reason you cannot scan the barcode with your device (can’t get close enough to an installed item for example), you may key the numbers above the barcode number in manually using the “manual entry” method. Both methods are described below.

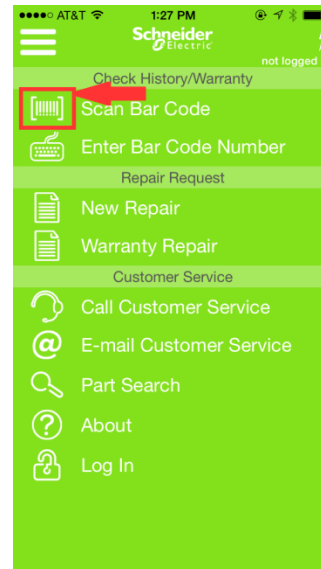
Scan Barcode Method

1.) Select the “Scan Barcode” feature on the front page of the app (a), or on the menu page (b).

a. Front of App



b. Main menu



2.) Scan the barcode – Point the camera at the barcode (about 4 to 5 inches away) and hold it still while the camera attempts to focus on the barcode lines



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- 3.) Once the camera is able to focus on the barcode, the App will automatically capture the barcode number and complete a query for this selected item.

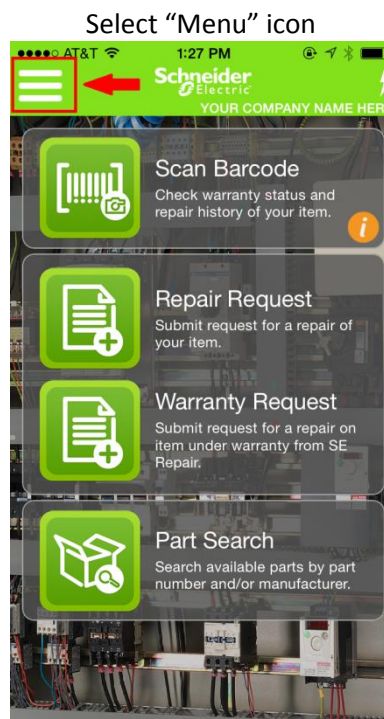
If the camera fails to complete the scan, it may be necessary to stop the app and restart it (double click on the “home button” on the front of your iPhone or iPad, and swipe upward on the app, then restart the app.)



**** see <http://support.apple.com/kb/ht5137> for more information from Apple on closing apps.**

Check Warranty Status – Manual entry method – Use this method if you cannot scan the barcode with your device’s camera for any reason.

- 1.) To get to the menu, select the menu icon in the upper-left corner of the main screen

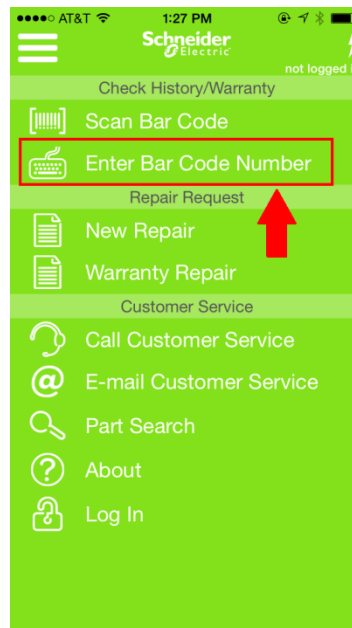




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- 2.) Select the “Enter Manual Barcode Number” feature on the front page of the app’s menu page

“Enter Barcode Number”

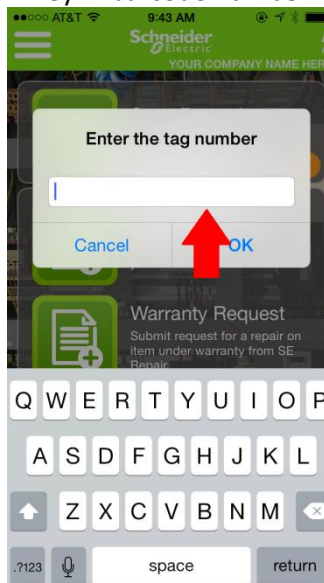


- 3.) Manually enter the digits above the barcode into the app and select “OK”

This will immediately perform the same query as the barcode scan method, and the results for this item will be returned.

***** Note: If the app is not logged into a user account, only the part make and part number and repair price information will be returned.***

Key in barcode number

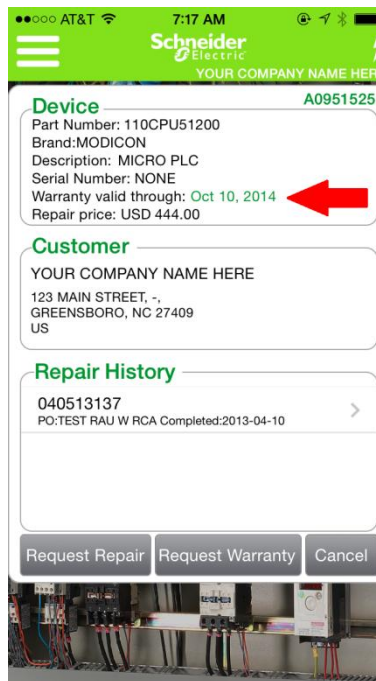




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- 4.) The history records for the repair are returned, and the warranty expiration date is displayed

*The expiration date will be displayed in **GREEN** if the item is still under warranty and **RED** if the item is past the warranty date.*



The app will return the details of the item: Part number, manufacturer, description, serial number, etc. Most importantly, it then displays the warranty end date for the most recent repair. If the item is still under warranty, this date will appear in **Green text**, and if not, the date will appear in **Red Text**.

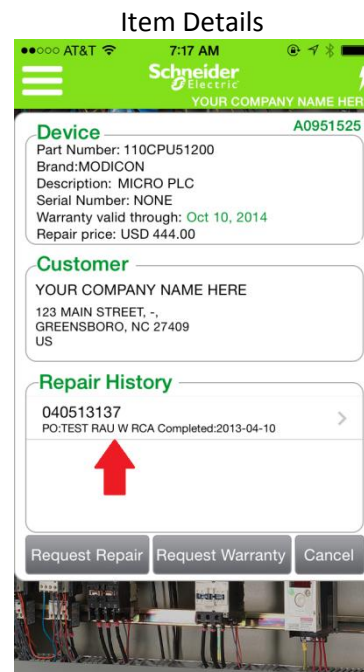
The app will then return all prior repairs of this item in a list. You may select any repair from the list to see the details of each historical repair of that item.



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Repair History Details – At the bottom of the page for the queried item, all previous repairs for this unit will be listed under the “Repair History” section of the screen. This will include a Schneider *job number* for each time the item has been returned to our repair facility. This allows you to review each repair and view the detailed quality information from our system, which includes the condition that we found the item in, what we suspect the problem was, what actions we performed on the repair, and what parts were replaced.

- 1.) Touch or select a line item in the “Repair History” section of the screen



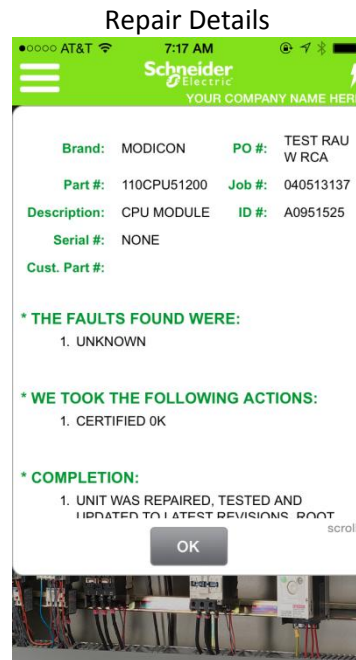


- 2.) The app will return the detailed listing of Quality information from the selected repair

You may scroll up or down on the report to see all data.

***** You may generate a complete quality report for this repair by logging into your account on www.schneiderelectricrepair.com and looking up the job in repair history.***

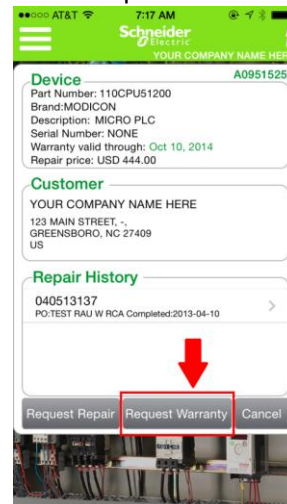
- 3.) Select “OK” to return to the repair listing



Request repair for an item under warranty: If the item is still under the Schneider Warranty, you may request a warranty repair directly from the app.

- 1.) Select the “Request Warranty” button at the bottom of the screen

Select “Request Warranty”





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- 2.) From the “Device Details” screen, make any adjustments to manufacturer and part number
- 3.) Enter the device serial number (the serial number is not required; however, a warning message will appear if the serial number is not present)
- 4.) Enter a brief description of the failure (this is required information for a warranty request)
- 5.) Check the “runtime” vs. “install” failure button to indicate whether the item failed at the time of install or while the item was actively running.
- 6.) Select the “Add Item” button to add the item to a Warranty packing list

Complete warranty details

The screenshot shows the "Device Details" screen in the Schneider Electric Repair App. The screen has a green header with the app's logo and "YOUR COMPANY NAME HERE". Below the header, there are three input fields: "Manufacturer:" with "MODICON" entered, "Part Number:" with "110CPU51200" entered, and "Serial Number:" which is empty. Below these fields is a "Problem Description:" label with a red arrow pointing to a text input area. At the bottom of the screen, there is a question: "Did this unit malfunction at the time of installation following the repair?" with a "Yes" radio button and a red arrow pointing to it. Below the question are two buttons: "Cancel" and "Add Item", with the "Add Item" button highlighted by a red rectangular box.

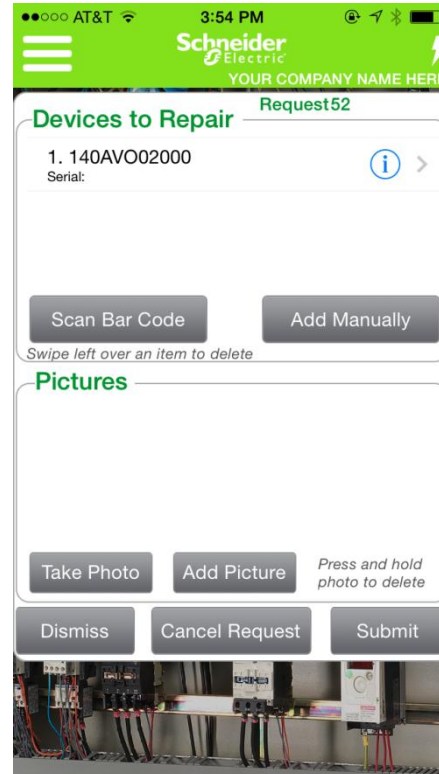


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At this point the item is ready to be added to a warranty packing list. The user may now complete the packing list or add item pictures or additional warranty repairs to the packing list.

- 7.) Add additional items: Additional items may be added to this warranty request by using either the “**Scanning**” method or the “**Manual Entry**” method

**** Add Photos – Pictures of items are often very helpful in ensuring that we properly identify problems and provide proper service. You may add as many photos as you wish. Pictures of installation hookups, related equipment, and specific areas of concern can be very helpful in completing your repair.**



Add Photos: You may add photos either:

- A. From your device’s camera roll,**
or
- B. You may take a picture directly from your camera within the app to add the photo**

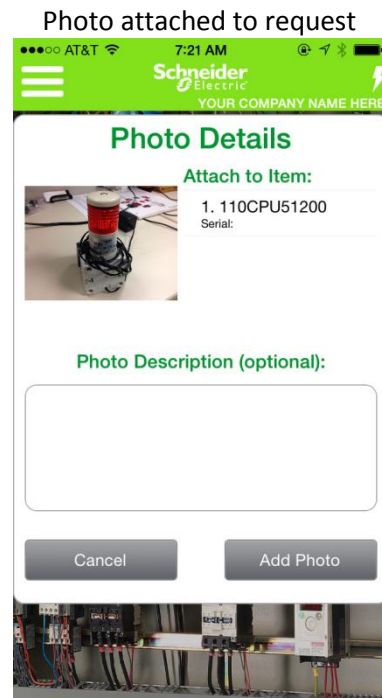
- 8.) Select the “Take Photo” button. This will initiate your device’s camera. Focus on the item and snap the picture.
- 9.) Select the “Use Photo” option to use the picture taken or select the “Retake” option to take a better picture.



The new photo will now appear on the request

- 10.) Add a description in the “photo description” field and then select the “Add Photo” button to add the photo to the request.

- 11.) Select the “Add Photo” button to complete the addition of the photo to the request. The photo will be printed on the packing list for the item.

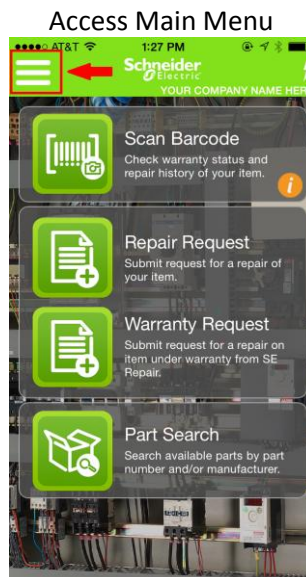




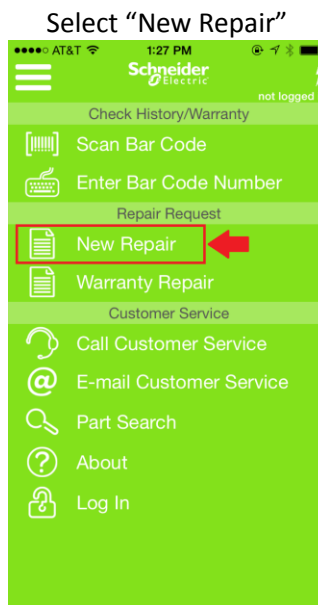
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Create a packing list for repair – Follow the following process to create a packing list for a normal repair. The app will allow you to attach pictures of your item and relevant notes to help us diagnose and repair your item

- 1.) To get to the menu, select the menu icon in the upper left corner of the main screen



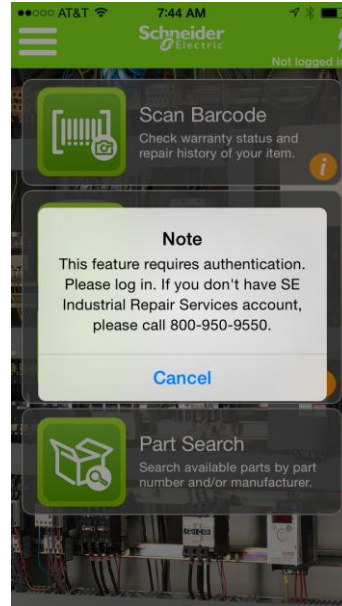
- 2.) Select the "New Repair" option





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**** If the user is not logged in, a message will appear indicating that login information is needed. Instructions on how to get login credentials are provided.**



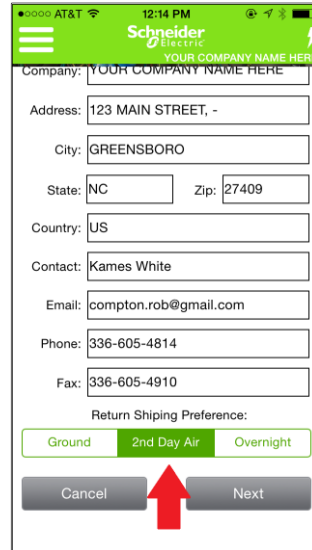
3.) Complete your billing and shipping information on the screen

A screenshot of the "New Repair Request" form in the app. The header is green with the "Schneider Electric" logo and "YOUR COMPANY NAME HERE" text. The form is titled "New Repair Request" and is divided into two sections: "Billing Information" and "Shipping Information". The "Billing Information" section contains several input fields: "Company:", "Address:", "City:", "State:", "Zip:", "Country:", "Contact:", "Email:", "Phone:", and "Fax:". The "Shipping Information" section has a radio button labeled "Same as Billing" and a partially visible input field below it.

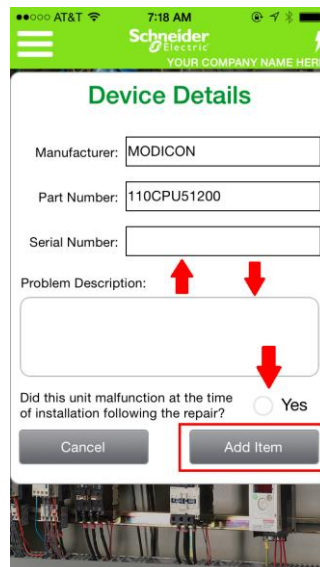


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- 4.) Choose your preferred return shipping method at the bottom of the screen and click “Next”



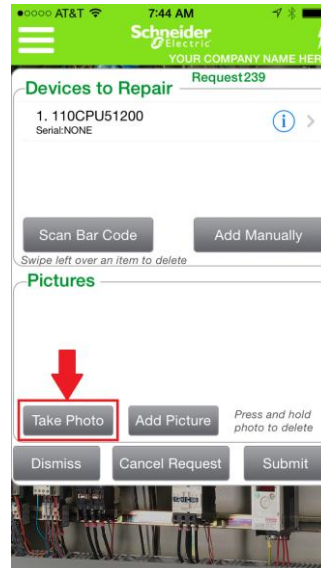
- 5.) The “Device Details” screen will appear. Key in the manufacturer, part number, serial number, and a description of your item and indicate the failure type. Then, click the “Add Item” button to add your device to a packing list.





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- 6.) Add picture (optional): If you want to add a picture, select from two options: take a new photo or choose from an existing photo.



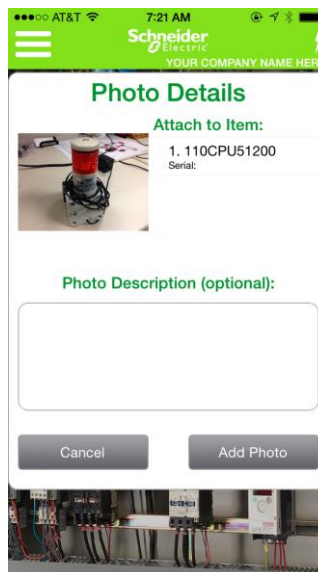
- 7.) Select the “use photo” option and the item will be added to your packing list.



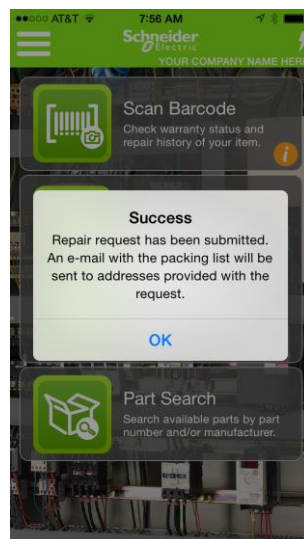


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- 8.) Add a description for your item and then select “submit” to have the item emailed to the address in your contact information.



- 9.) You will receive a “success” message if the packing list was successfully sent.



- 10.) You may now print the packing list from your email, and your item will be ready to be shipped to us for repair.



Sample Packing list email

A Schneider Electric Repair Packing List was generated for:

Manufacturer : **MODICON**
Part Number : **110CPU51200**
Failure Info : **No power**


Please click the following link to view and/or print your packing list: [Packing List](#)

Thanks For Your Business.

- 11.) Select the “Packing List” link from within the packing list email to print a copy. This may be placed in the box with your repair to facilitate faster, more accurate data entry at our facility and to improve our troubleshooting time and accuracy on your product.



Sample Packing List




Schneider Electric Industrial Repair Services
 235 Burgess Road
 Greensboro, NC 27409
 Website: www.us.schneider-electric.com

Phone: 800.468.5342
 Fax: 978.975.9478
 Email: order.admin@us.schneider-electric.com

Schneider Electric Repair Packing List:

Please fill out the below form and print for use as your packing list



BILLING INFO – Billing address and quote will be sent to:

Company:

Contact:

Street:

City: State: Zip:

Phone: Fax:

Customer SHIPPING INFO, IF different then bill to:

Company:

Contact:

Street:


City: State: Zip:

Phone: Fax:

Ship To:

Schneider Electric Industrial Repair Services
 235 Burgess Road
 Greensboro, NC 27409

Request Number	Manufacturer	Part #	ID Tag	Customer PO#	Original Repair Date	Warranty Expiration Date	Problem
252-1	MODICON	110CPU51200	A0951525	TEST RAU W RCA	04/10/2013	10/10/2014	No power

Line-Img Number	Image Comments	Image
0-1	Unit	

If you have further questions or would like to report problems with the application, please report them to our customer service department at industrialrepair@schneider-electric.com, or by calling 800-950-9550.