

Service Registration using QR Code

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Why Registering Services?

CompAir's aim is to offer the best possible service and quality to its customers. Looking after their investment is our first priority. We expect our Partners, our distributors, to have the same aspirations.

To ensure the reliability of our compressors, we expect the compressors to be serviced according to the CompAir published service schedules and the use of CompAir Genuine Spare Parts and CompAir Fluid Force Lubricants.

As from January 2013 we expect all L-series, Dryclon, DH Oil Free and Hydrovane compressor services to be registered in our online Warranty and Service centre on the CompAir Repsnet.

This is a compulsory requirement for the CompAir Assure and Hydrovane Advance warranty plan. Failure to ensure all services and parts are registered will invalidate the extended warranty offered by CompAir.

We strongly request that ALL services are registered even if the compressor is not under a extended warranty plan. Initially only compressors built from March 2012 will be equipped with QR codes and therefore suitable for QR registration.

In return CompAir will offer you a service module on line that will allow you to manage, schedule and view all services for your compressors, including e-mail reminders to you or your customer.

To make the process of registration as easy as possible we use the latest mobile telephone technology, so called smart phones, such as Blackberry, Iphone, Android operated phones, and Windows Mobile Phones. We use these phones to scan so-called QR codes.

QR codes are used to avoid as much manual input as possible.

What is a QR code?

A QR code is a type of barcode that encodes information in a small square. Businesses can place these barcodes in their store windows, on posters, in advertisements and even on business cards and t-shirts. The possibilities are almost endless when it comes to how a business can employ QR codes. Anyone with a Smartphone can photograph a QR code and that image of the QR code could potentially provide a direct link to a particular web page. It can also serve as a direct link to a video, a picture, or start a web application



Phones & QR Reader Apps

Iphone 3gs, 4, 4S, 5

Recommended App: QRReader

Blackberry Bold

Recommended App: Neo Reader

Android Phones such as Samsung or LG

Recommended App:

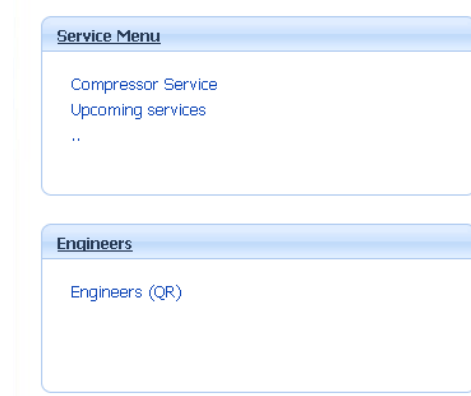
Windows Mobile 7 such as Nokia or HTC

Recommended App:

Register Service Engineer

Use CompAir Repsnet to create and manage your service engineers

From the Warranty Centre, select QR Service registrations, then Engineers (QR)



The screenshot shows a web interface with two main sections. The top section is titled 'Service Menu' and contains links for 'Compressor Service', 'Upcoming services', and an ellipsis. The bottom section is titled 'Engineers' and contains a link for 'Engineers (QR)'.

Enter all the details, make sure you select the correct Brand your engineer represents.

Also ensure the engineers e-mail and your service co-ordinators e-mail details are entered correctly



The screenshot shows the 'Maintain Engineers' page. On the left is a sidebar with a 'Menu' button and two sub-buttons: 'Add Engineer' and 'Edit Engineer'. The main content area features a large cartoon illustration of a male engineer wearing a yellow hard hat, safety glasses, and a blue shirt with a yellow apron. He is holding a red and white tool. The title 'Maintain Engineers' is displayed above the illustration.

Maintain Engineers

Company	COMP AIR DLT GMBH
First Name	
Family-Surname	
Brand	CompAir
Start Date	15/07/2010
E-Mail Address	engineer@compair.com
Service Administrator E-Mail	service@compair.com
	Save

Create Service Engineer Start/Close Code forms

Once you have saved the details you can then print the Service Engineer Start/Close code forms.

Click on Print QR Code

A PDF will be saved or opened (depending on your internet browser). You can print this or e-mail this to your service engineer.

This sheet contains the codes he MUST use to start and close a service using the QR codes



QR codes for Service Engineer to Start and Close a Service Registration

QR code to Start Service for: Toni Hober



QR code to Close Service for: Toni Hober



This sheet can be reprinted as many times as required.

Enter the Edit Engineer page

Select the engineer by clicking on the appropriate line, then click on print QR Code

A PDF will be saved or opened (depending on your internet browser). You can print this or e-mail this to your service engineer.

Register Compressors for Warranty on CompAir Repsnet

All compressors must be registered in the On-Line Warrant Centre using CompAir REPSNET

This allows you to:

Use QR Service Applications

Register compressors for warranty and issue warranty certificates.

Make a warranty claim

You must register the compressor before a service engineer can complete a Service Registration using the QR Codes.

What do you want to do?

Registrations

Start new registration 

Search / Edit registrations

Pivot Table Report

Extension on standard warranty request

Warranty registration

Serial Number	CD10009063001
Description	L55- 7.5A V2 400V/50Hz/IP55 Euro.Std.
Product Group	LUB SCREW
Category	Frame 4
Shipped from Factory	25/04/2012
Registration date	01/10/2012
Commissioning date	
Annual Run Hours	0
Remarks	
Warranty Type	-- please select --
Warranty Expiry	

First/Next Service	
Service Interval (hours)	
	Registered by
Company Name	GARDNER DENVER UK LIMITED
City	REDDITCH
Country	UNITED KINGDOM
Registered By	MARIUS BREUSERS
E-mail	marius.breusers@compair.com
Warranty Department	379
	End User

Supply the correct equipment

A service engineer must be equipped with

- a smart phone
- his personal Service Engineer Start/Close QR Code Sheet
- the correct service kits, belts or hoses
- the correct Fluid Force Lubricant if appropriate

How to register a service

It is important to follow all the steps in the right order otherwise the registration will fail!

1 Scan the Service Engineer Start Code

Open the QR Reader App on the smartphone and start to Scan the QR code to Start Service shown at the top of your “Engineer QR Code” Sheet

QR codes for Service Engineer to Start and Close a Service Registration

QR code to Start Service for Toni Hober

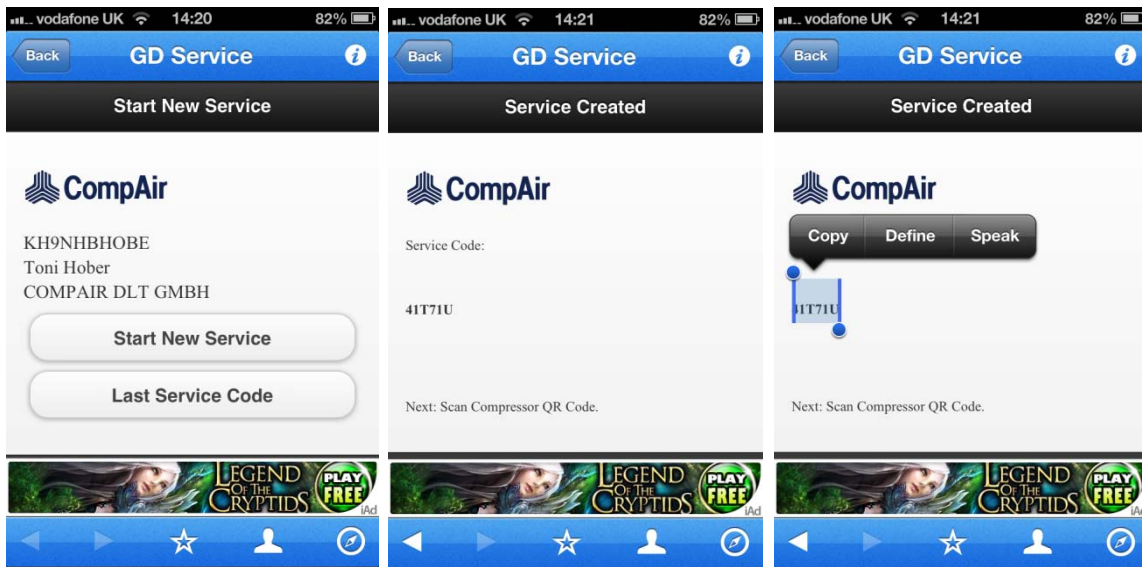


QR code to Close Service for Toni Hober



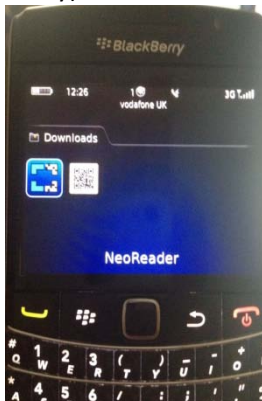
The App will open the “Start New Service” Page
Select Start New Service

The App will show you a “Service Code”. You must use this code for each of the following steps so you can write down the code or use your phones copy function. As shown below



(Iphone)

(Blackberry)



Copy and paste in blackberry by selecting text holding the “aA” button and then sliding over the text using the scroll button/roller. Once highlighted click on the menu button to bring up the copy option. To paste, enter the relevant text box, click on the menu button and select the paste option

2 Scan the Compressor

A compressor can only be used for this application if it has been registered first in the warranty centre
See section " Register Compressors for Warranty on CompAir Repsnet"

You will not be able to continue with the service registration if you get a message that tells you that the compressor is not registered. You will need to contact your office immediately and ensure they register the compressor on the CompAir Repsnet Warranty Centre.

Find the QR code on the compressor (normally located near the starter box)

Scan the code

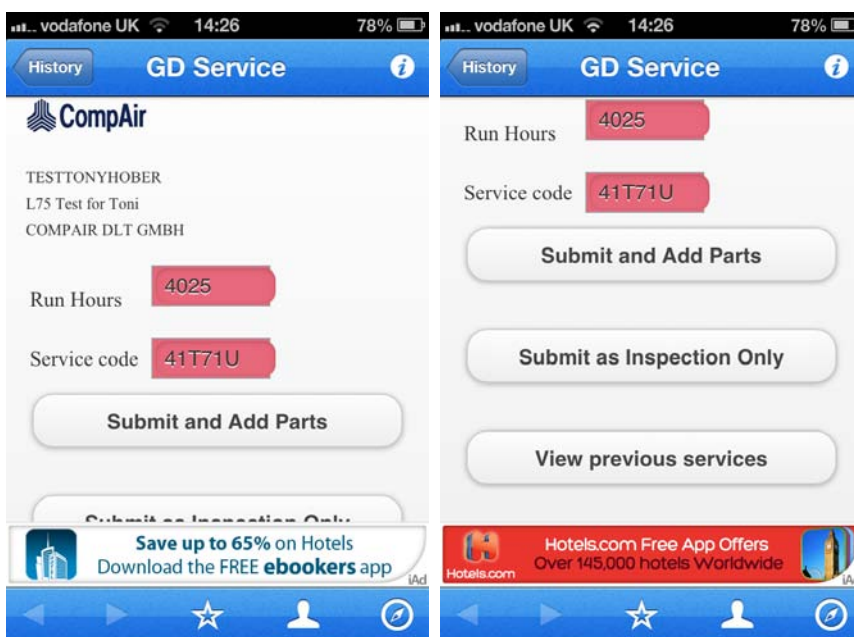
Enter the running hours of the compressor.

Enter or paste the service code.

If you use service kits, hoses or belts during this service click on "Submit and Add Parts"

If it is an inspection service only click on "Submit as Inspection Only"

If you wish to see the previous services of this compressor click on "View Previous Services"



3 Scan the Parts

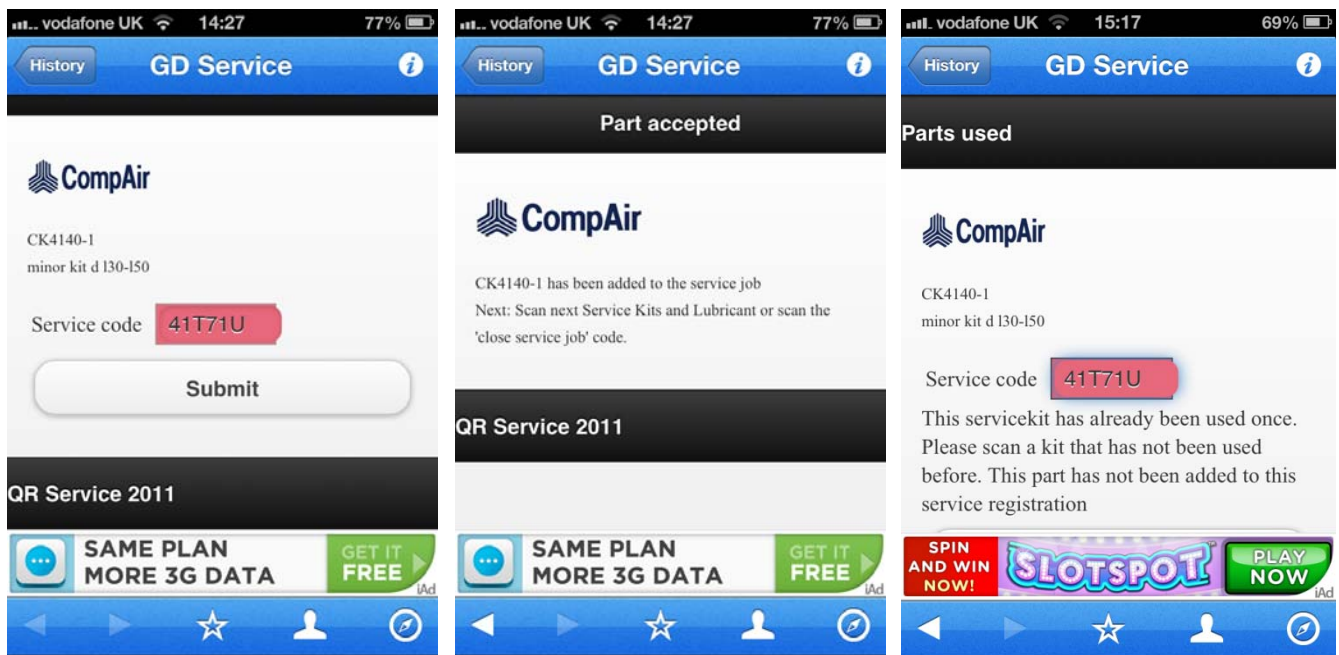
Scan the QR codes of all the kits, hoses and belts you use for the service.

The QR code can be on the contents documents inside the service kit, or on the outside of the service kit box and/or the back of tags in case of belts and hoses.

Each QR code for parts is unique, so you can only submit a code once. If you submit a code that has already been used you will get a warning message and you are unable to save the record.

Once you scan the code, enter or paste the service code and click on submit.

You either see a confirmation of a successful submission or an error message that a code has been used before. You must repeat this process for all the kits/parts used for this service



4 Scan the Close Service Code

Each service must be closed. If this step is ignored the service is incomplete and not valid.
Scan the Close Service QR code (the bottom code) from your QR Service Engineer Sheet

QR codes for Service Engineer to Start and Close a Service Registration

QR code to Start Service for Toni Hober



QR code to Close Service for Toni Hober



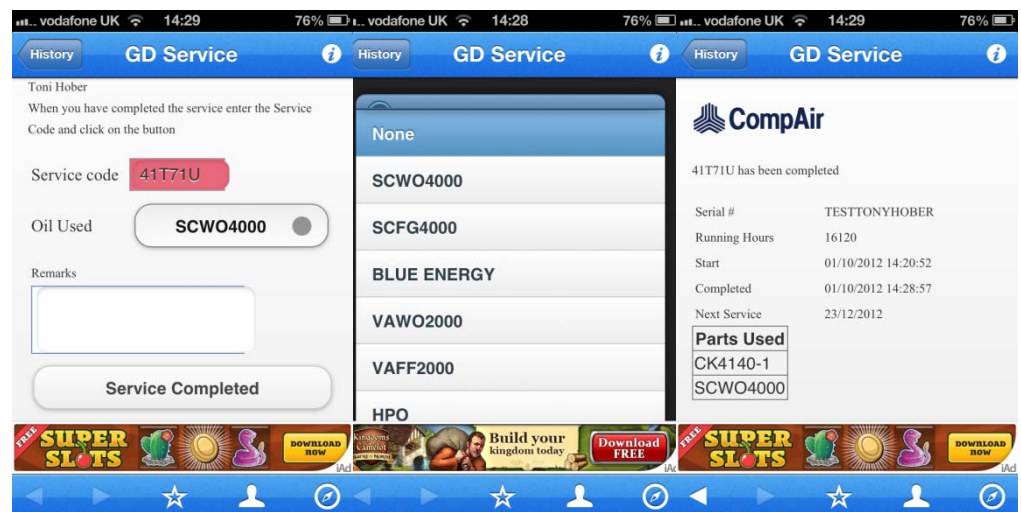
Enter/paste the service code

Select the oil used if appropriate

Enter any remark you wish to record on the service record

Once you have submitted the details you get a summary page showing the times, next estimated service and parts used.

The next estimated service is based on the previous service date (or commissioning date if its first service), the days between the previous and todays service and the recommended service interval.



GD Service

Toni Hober

When you have completed the service enter the Service Code and click on the button

Service code **41T71U**

Oil Used **SCWO4000**

Remarks

Service Completed

Oil Selection:

- None
- SCWO4000
- SCFG4000
- BLUE ENERGY
- VAWO2000
- VAFF2000
- HPO

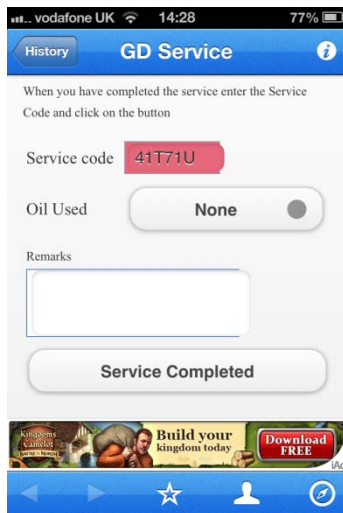
CompAir

41T71U has been completed

Serial #	TESTTONYHOBER
Running Hours	16120
Start	01/10/2012 14:20:52
Completed	01/10/2012 14:28:57
Next Service	23/12/2012

Parts Used

- CK4140-1
- SCWO4000



5 You have no phone or data signal?

All recommended apps have a history function. You can scan all the above QR codes in the order shown above

The app will give you warnings that it has failed to connect. Just keep scanning the QR Codes in the order as shown above. Once you are back in your car and you have a signal again, open the App and go to the history. The history list will show you a list of WEB Url's normally in descending order (last to first).

To start the service, open the url that starts with

<http://repsnet.CompAir.com/MobileService/QRstartservice.aspx?.....>

To enter the compressor details, open the url that starts with

<http://repsnet.CompAir.com/MobileService/Compressor.aspx?.....>

To add the service kits etc, open the url that starts with

http://repsnet.CompAir.com/MobileService/QR_ServiceKit.aspx?.....

If you need to open all the QR_ServiceKit links if you used more then one Kit/part

To close the service, open the url that starts with

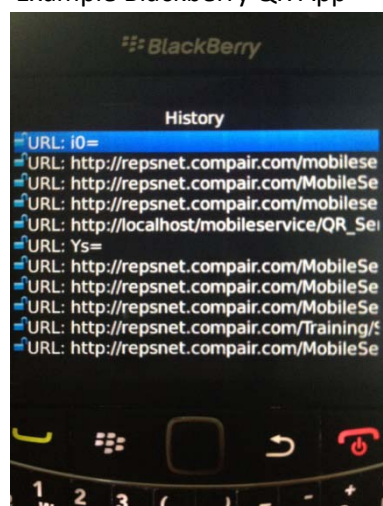
<http://repsnet.CompAir.com/MobileService/QRcloseServiceJob.aspx?.....>

Make sure at each step, when you open the link from the history, that the information shown is what you expect. Enter all the required information as normal.

Example Iphone QR App



Example Blackberry QR App



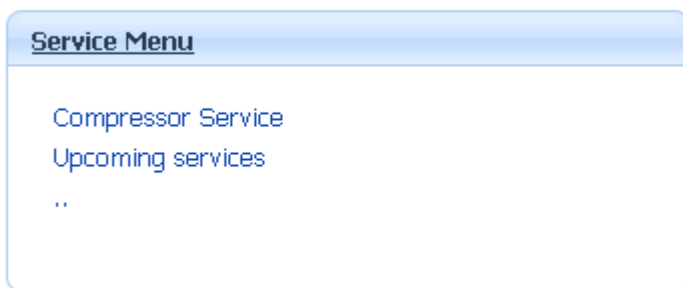
Manage and view services on CompAir Repsnet Warranty Centre

Using CompAir Repsnet Warranty Centre you can:

- View all services
- View and manage upcoming services
- Email Service Reminders to customers
- Manage your engineers
- Schedule Future Services (release Spring 2013)

This facility ensures that you can deliver the most efficient service and quality parts for your customers investment.

The system is password protected and only you can see your company's data.



Compressor Service Page Details

Main Menu

Help Manual

Serial# Details

Export to excel

Click on the '+' to see parts used

Use the blank boxes above the rows to filter or search. Double click on a column header to sort A-Z or Z-A

Select a Serial Number and click on the button 'View Serial# details' to view/edit service interval and estimated next service date

Individual Services can not be edited. Services and parts can only be added by using the QR codes on the compressors and

You can filter by entering text on the blank fields under each column header

You can sort each column A-Z or Z-A by clicking on the arrows

Service Details



Serial#	Description	Start	End	Run Hrs	Inspection	Remarks	Customer
CD10007045001	L11 RS -13A V2	08/02/2012	08/02/2012	2000	☐		SCHRALL Ges.n.b.R
CD10007045001	L11 RS -13A V2	13/02/2012	13/02/2012	4000	☐		SCHRALL Ges.n.b.R
TESTTONYHOBER	L75 Test for Toni	12/03/2012	12/03/2012	6000	☐		test
TESTTONYHOBER	L75 Test for Toni	12/03/2012		8000	☐		test
GDTESTQRSERIAL	ESM45 10A	13/03/2012	13/03/2012	3024	☐		test

Create Filter

Click on the + to reveal parts used

Part#	Description
GF3050-1	minor kit a esm 30 - 50
AEON9000	AEON9000

The Grid Views can be exported to MS Excel

You can also update Service Intervals and Next Estimated Service for a particular Serial Number

Main Menu

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Service Details

Serial Number

Service Interval (hrs)

Annual Service

Next Estimated Service

Commissioned:

Shipped Ex Factory

Warranty Expired:

You can change the Service Interval or the next Estimated service date here by selecting a serial number and then click on the Serial# Details on the left

GDTESTQRSERIAL

3000

☐

21/04/2012

02/02/2012

01/02/2012

02/02/2017

Save Changes

Serial#	Description	Start	End	Run Hrs	Inspection	Remarks
CD10007045001	L11 RS -13A V2	08/02/2012	08/02/2012	2000	☐	
CD10007045001	L11 RS -13A V2	13/02/2012	13/02/2012	4000	☐	
TESTTONYHOBER	L75 Test for Toni	12/03/2012	12/03/2012	6000	☐	
TESTTONYHOBER	L75 Test for Toni	12/03/2012		8000	☐	
GDTESTQRSERIAL	ESM45 10A	13/03/2012	13/03/2012	3024	☐	



Upcoming services Details

Today

This week

Next week

Next 30 days

Next 60 days

Next month

Next 2 months

All

Last 60 days

No Service Date

Change Service Date

Back to menu

Estimated Service Details

Selected dates: 13/03/2012 18/03/2012

Export to excel

Customer	Location	Serial Number	Description	Next Service	Service Interval
THE PENINSULA PRIVATE HOSPITAL	KIPPA RING	CD10001656002	D15H-08A V1 400V/50HZ/IP55 Euro.Std.	13/03/2012	4000
Ressichem Private Limited	Karachi	BA22562001	COMPR.L04-10B DIR.400/50 WITHOUT NEUTRAL	15/03/2012	2000
U4 PRINT SERVICES	London	CD10003796002	L 11 - 7.5A V2 400V/50Hz/IP55 Euro.Std.	15/03/2012	2000
BAURENT BAUM		WCA1C2607B1A10124	DLT0206 / C30 Sonderanlage	15/03/2012	2000
IN TECH MDP		CD10007538001	L30-10A V2 400V/50Hz/IP55 Euro.Std.	15/03/2012	2000
BAURENT BAUM		WCA1K1322B1B10092	DLT1303 / C115-12 NA Sonderanlage	15/03/2012	2000
BAURENT BAUM		WCA1C2607B1A10123	DLT0206 / C30 Sonderanlage	16/03/2012	2000
Chrono AG	Salzburg	10-11-MA6747	F0011C+	16/03/2012	2000
DOMESTIC & INSULATION		7	DLT0101 / C14 (7 bar)	16/03/2012	50
DOMESTIC & INSULATION		8	DLT0101 / C14 (7 bar)	16/03/2012	50
DOMESTIC & INSULATION		9	DLT0101 / C14 (7 bar)	16/03/2012	50

Select the period you want to see on the left

You can filter and sort the data.

It also allows you to change the Upcoming service dates by selecting the row you want to update and click on Change Service Date from the menu on the left.

The Grid Views can be exported to MS Excel