

Warranty Report Website Manual

Customer Edition

Updated: 27th November

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Introduction

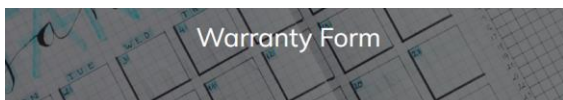
[Warranty Report Website](#) is an interactive portal for our staff and customers to manage and coordinate warranty issues. Customers can submit a warranty form to create a new warranty issue for their projects. Upon the submission is approved, customers will receive an email notification which include the login details for the Warranty Report Website. Customers can review the warranty issues, submit enquiries, and download a PDF file of the warranty issues summary.

Submitting Warranty Form

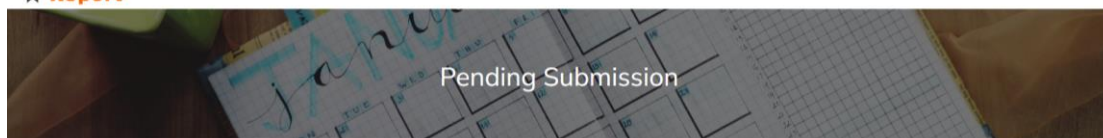
To submit a warranty form, visit <https://warrantyreport.com.au/warranty-form.htm> and log in by using your email address and phone number that have registered with our business. Select “Remember Me” if you wish to let the website memorize your login details, so that you do not need to enter the login details again.

A login form with a blue background. It contains two white input fields: "E-mail" and "Phone Number". Below the "Phone Number" field is a "Remember Me" checkbox. At the bottom is a prominent orange "Login" button.

After successful login, it lands on the Warranty Form page. In the form, you need to select the project you would like to submit warranty issue, if the property is tenanted, and if it is completed or still in construction. You may then enter messages and upload photos/videos.

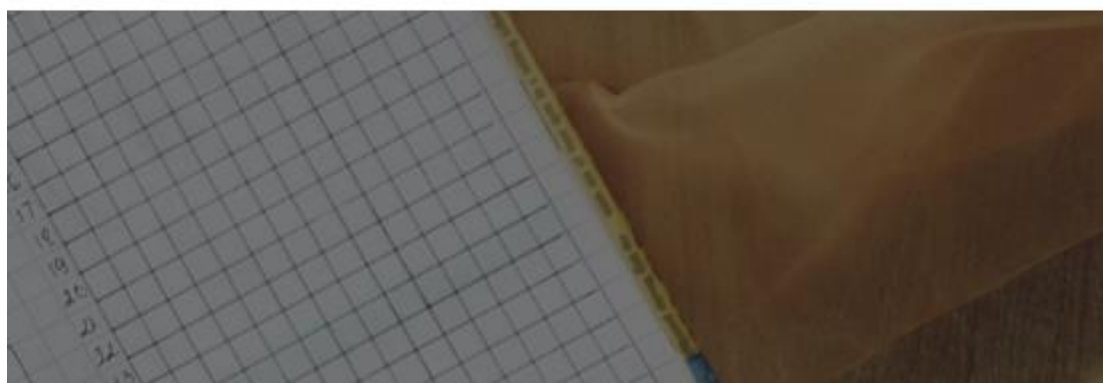
A warranty form with a blue background. It includes a "Property Address" dropdown menu with "Systems Test Project" selected. Below are two radio button questions: "Is The Property Tenanted?" (Yes/No) and "Is Your Project Completed Or In Construction Phase?" (In Construction/Completed). A large white text area is labeled "What Is the Problem That You Are Experiencing?". There are five "Upload Photos" buttons and one "Upload Videos" button. At the bottom is a prominent orange "Submit" button.

Upon submitting the form, the submission will be pending. To view pending submission, visit <https://warrantyreport.com.au/home.htm> and login by using the same phone number and email address. You may access the Pending Submission page by clicking the button on the top right corner.



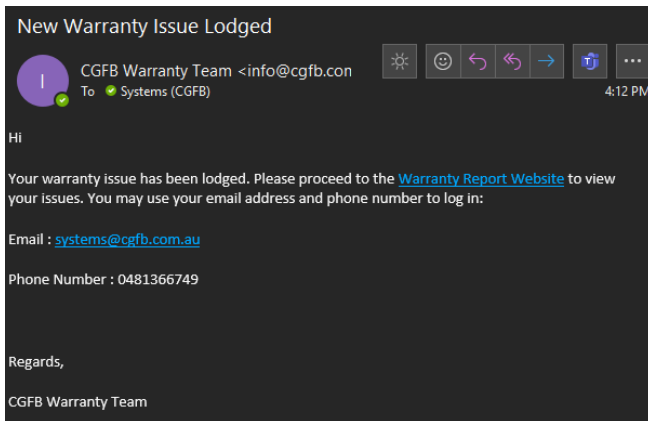
PROPERTY ADDRESS	IS THE PROPERTY TENANTED?	IS YOUR PROJECT COMPLETED OR IN CONSTRUCTION PHASE?	WHAT IS THE PROBLEM THAT YOU ARE EXPERIENCING?	PHOTO	VIDEO	STATUS
Systems Test Project	Yes	In Construction	demo submission	Photo 1: Download		

If you wish to submit another warranty form, you may click the Warranty Form button and fill in the form again.



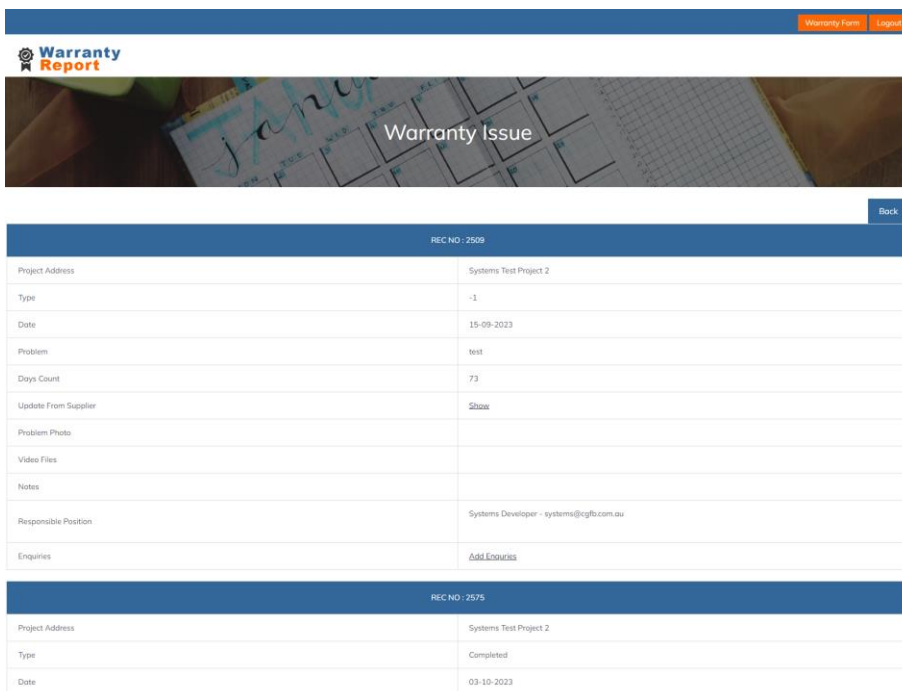
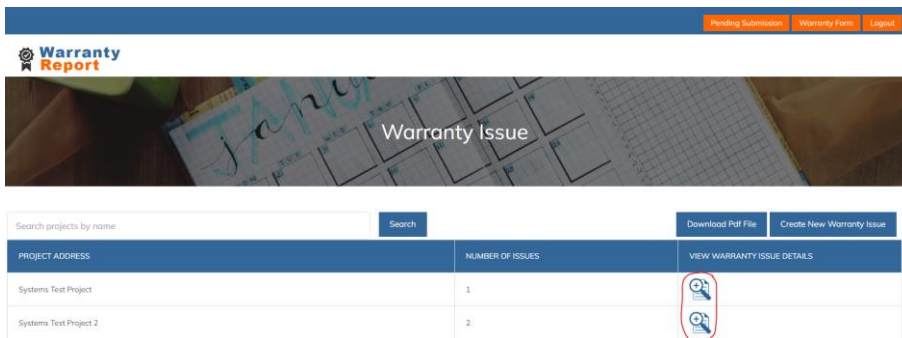
Receiving Confirmation Email

If the warranty submission is approved, you will receive an email notification as below:



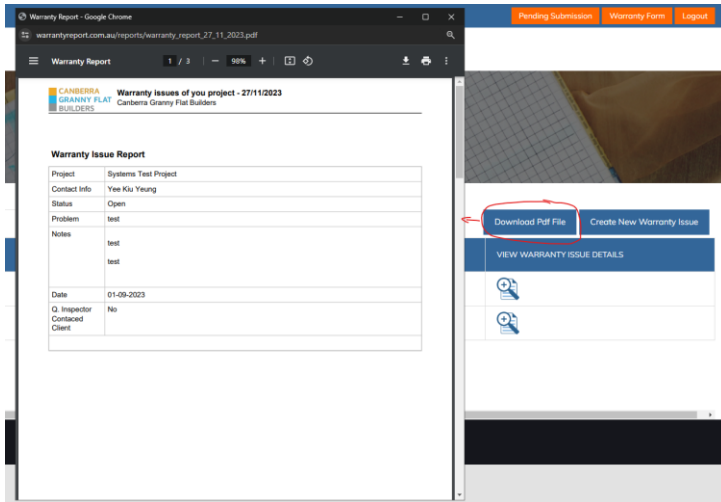
Reviewing Warranty Issues

You may proceed to the [Warranty Report Website](#) and login to review the approved warranty issue. Select the project which you would like to review by clicking the magnifying glass icon. The Warranty Issue page will display all warranty issues for the selected project in separate tables.



Downloading PDF File

All warranty issues can be exported as a PDF file. To do that, click the Download PDF File. It shows the Warranty Issue Report in a new window. The report includes all warranty issues for all projects that you are related to.



Submitting Enquiry for a Specific Issue

At the bottom of each warranty issue table, it has a button Add Enquiries. You may add a new enquiry for the specific issue. Upon submitting the enquiry, our staff will receive a notification and resolve the enquiry accordingly.

