



EFILive Warranty and Repair Process

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Introduction

This document describes the process which must be followed when logging a new warranty or repair service request for your FlashScan or AutoCal device with EFILive.

Following the guidance in the subsequent sections of this document ensures that the service request can be dealt with efficiently and that all necessary steps are taken and tracked throughout the process.

Diagnosing a Fault

Before a warranty or repair service request is logged with EFILive an initial diagnosis of the problem should be carried out by the customer in consultation with EFILive Support or the customers EFILive Authorised Reseller. The diagnostic process should encompass at least the following:

- Ensure that the EFILive device drivers are correctly loaded:
http://support.efilive.com/kb_article.php?ref=9411-UHZV-3143
- Ensure that the EFILive software versions are up-to-date and supported:
http://support.efilive.com/kb_article.php?ref=5404-IJZV-0820
- Ensure that the EFILive device firmware versions (for FlashScan V2 and AutoCal) are up-to-date and supported:
http://support.efilive.com/kb_article.php?ref=7243-SFGL-2949

In addition to the above specific knowledgebase articles please also check for any other articles which may match the device symptoms. The knowledgebase can be accessed here: <http://support.efilive.com/kb.php>

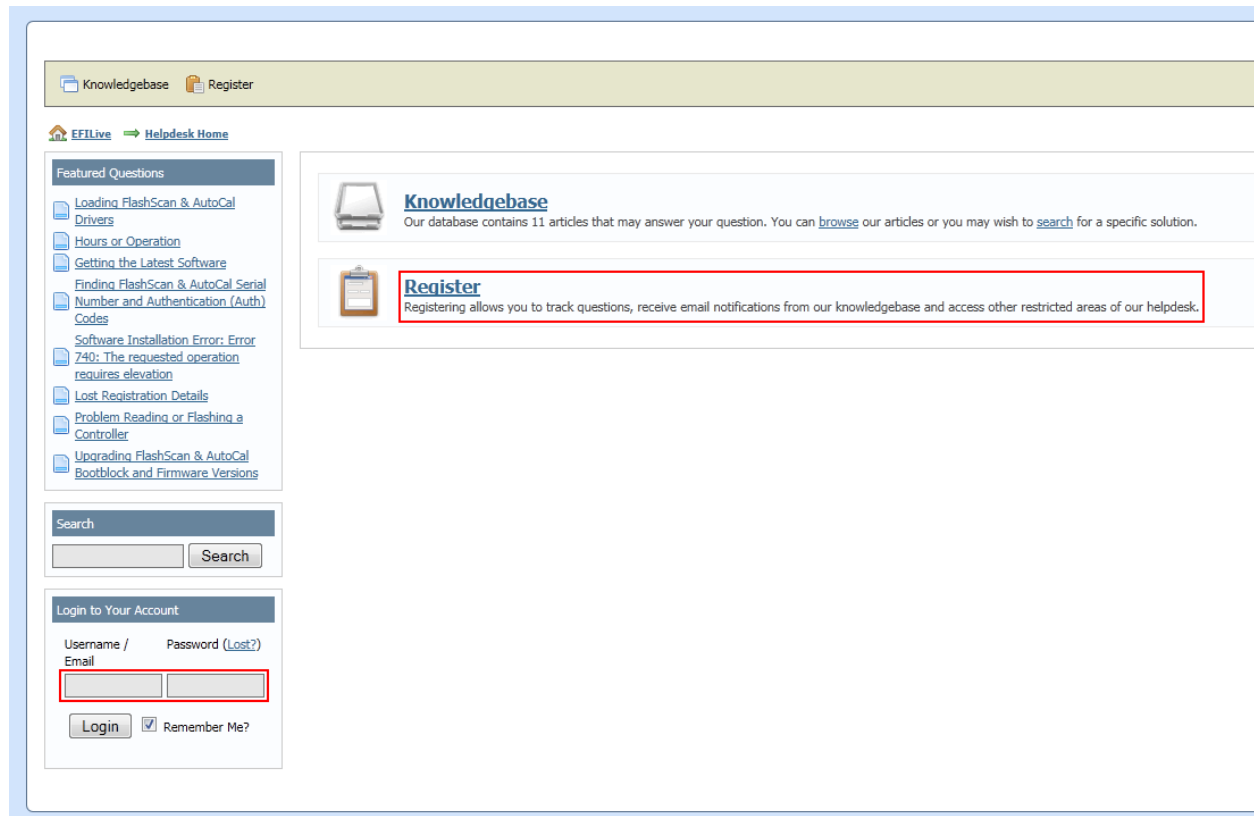
Creating a Service Request

If, after performing the initial diagnostics, the issue is still present it is going to be necessary to create a service request with EFILive for the issue to be progressed further.

Accessing the Helpdesk

The EFILive Helpdesk is a web based application. The EFILive Helpdesk can be accessed here: <http://support.efilive.com/>

When you first visit the EFILive Helpdesk you will be presented with a screen similar to the image below.



The EFILive Helpdesk Username and Password are shared with the EFILive Forum. If you already have an account on the EFILive Forum enter the same '**Username**' and '**Password**' in the '**Login to Your Account**' section (highlighted bottom left).

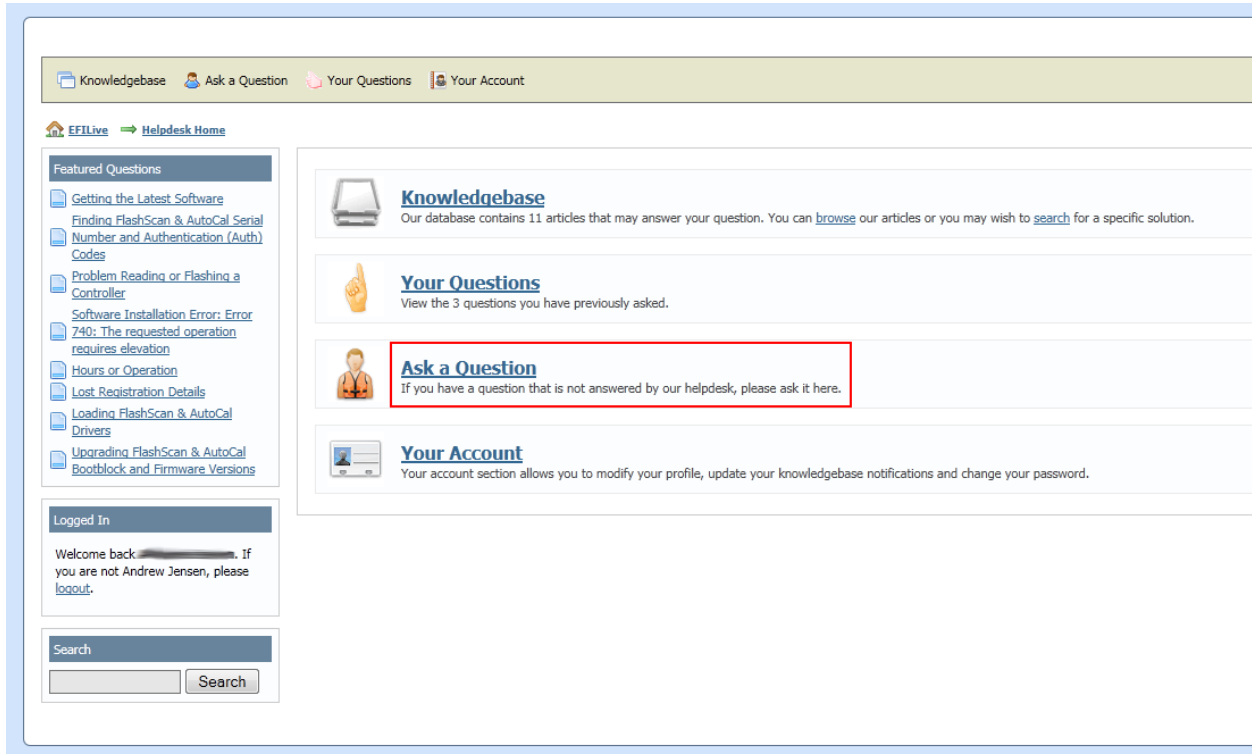
If you do not currently have an EFILive Forum account select the '**Register**' link in the highlighted section and sign up as a new user. By following this link you will be redirected to the registration section of the EFILive Forum. If you are not automatically redirected back to the EFILive Helpdesk on completion of the registration process simply go back to <http://support.efilive.com/> and login (as described above).

If you cannot remember your EFILive Helpdesk/Forum username or password you can recover it by visiting the link below and entering your email address:

<http://forum.efilive.com/login.php?do=lostpw>

Asking a Question

When you have signed into the EFILive Helpdesk you will be presented with a screen similar to the image below.



To create a new service request select the **'Ask a Question'** link. You will be presented with a screen similar to the image below.

The questions on the form must be answered as completely and honestly as possible to give EFILive Support the information necessary to progress your service request.

The screenshot shows the 'Ask a Question' form on the EFILive website. The form is titled 'Ask a Question' and includes several sections:

- User Details:** Includes a field for 'Your email address' and a link to 'Add Alternative Email Address'.
- Question Properties:** Includes fields for 'Subject', 'Category' (set to 'RMA'), and 'Priority' (set to 'Low').
- Additional Information:** Includes fields for 'Device Type', 'Serial Number', 'Authenticate Code', 'Software Version', 'Firmware Version', 'Device Connected to PC', 'PC Powered on at Time of Failure', 'PC Powered From' (with options for Internal Battery, Inverter Power, and Mains Power), 'Device Connected to Vehicle', 'Was the Engine Running', and 'Accessories Connected' (with options for Switch Input, Temperature Sensor, Wideband O2 Sensor, and None).
- Your Question:** A large text area for entering the question details.
- You May Upload an Attachment:** Includes a 'Browse...' button and a link to 'Add Another'.
- When You Are Finished:** Includes a 'Submit Question' button and a 'Reset Form' button.

For a warranty or service request you must select the 'RMA' category. When the 'RMA' category is selected the additional questions (shown above) will be shown.

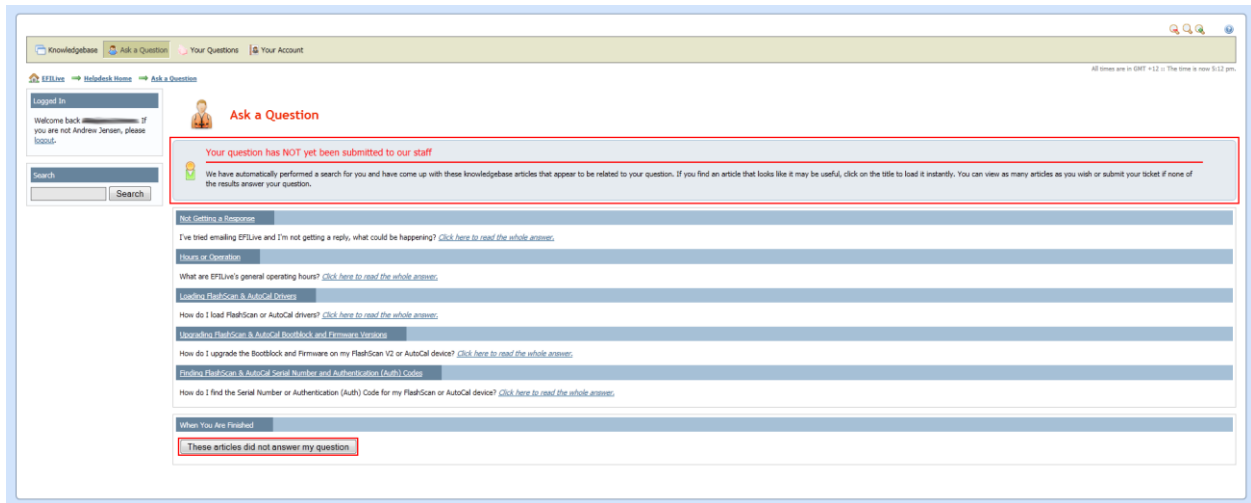
Finding device and version information needed for the service request:

- Serial Number and Authenticate Code:
http://support.efilive.com/kb_article.php?ref=9411-UHZV-3143
- Software Version and Build numbers:
http://support.efilive.com/kb_article.php?ref=5770-RJBM-5142

In the 'Your Question' field please include a general description of the fault. Also include the results of any diagnostics steps that have been carried out in consultation with EFILive Support or an Authorised EFILive Reseller.

When all of the fields have been completed create the service request by clicking the 'Submit Question' button.

The EFILive Helpdesk will search for knowledgebase articles that may match details entered in the service request and present a list of possible resolutions. These will be presented on a screen similar to that shown below.



If any of the offered articles look relevant please investigate those further before continuing to submit the service request. If there are no obvious matches to your particular issue continue to create the service request by clicking the **'These questions did not answer my question'** button.

Your service request has now been created and assigned to an EFILive Support representative that will respond directly to you within one business day.

If EFILive Support is unable to resolve the issue the device will need to be shipped to an EFILive Authorised Repair Centre for further inspection and repair. Please see the next section for details on sending your device in for inspection and repair.

Sending in Your Device for Inspection and Repair

If EFILive Support is not able to resolve your device issue in the field they will advise that the device will need to be sent to an EFILive Authorised Repair Centre for further inspection and repair. **EFILive Support will advise the EFILive Authorised Repair Centre to ship your device to. Do not ship your device until you have specifically been given the instruction to do so.**

Note: Shipping of the faulty device to and from the EFILive Authorised Repair Centre is at the customer/owners cost.

Service Times

EFILive understands that in many cases your device is critical to your business. We endeavour to have your device returned as promptly as possible to minimise any downtime.

The EFILive Authorised Repairer should assess and advise the course of action within two business days of receiving the device. Ultimately the resolution time may be dependent on availability of specific component parts. The EFILive Authorised Repair Centre should be able to advise of any potential delay in repair.

Appendix A – Process Flowchart

The following process flowchart shows the discrete steps and checkpoints that must be satisfied during the execution of the warranty and repair process.

