



REQUEST FOR EQUIPMENT REVISION

To validate a reparation under warranty, for considering a flaw as a result of a manufacturing defect.

SLOAN[®]

REQUESTS THAT MUST BE MADE TO TECHNICAL SERVICE

1. Revision of defects on equipment under warranty period
2. Revision and adjustments on recently installed equipment
3. Revision of facilities for equipment installation
4. Preventive and corrective maintenance training to maintenance staff
5. Equipment installation training to personnel at work
6. Support for products selection

REQUESTS THAT INVOLVE TECHNICAL SERVICE, THAT RECEIVE CUSTOMER SERVICE

1. Confirmation of missing parts or products
2. Confirmation of deterioration of materials under delivery process
3. Confirmation of incorrect delivery of materials
4. Confirmation of incorrect product

SUPPORT REQUEST THAT MUST NOT BE SENT TO TECHNICAL SERVICE

1. Delivery time request
2. Stock request
3. Purchase orders, confirmation of purchase orders received and time of delivery of material with purchase order
4. Report of missing parts or product
5. Report of damaged material during delivery process

SENT REQUEST TO EMAIL:

- Servicio.técnico@sloan.com.mx
- Send copy to the mail: (indispensable, recommendable)
- Account executive
- Distributor

When the executive is involved since the initial mail, he will be responsible to verify that the information requested is complete.

SENT REQUEST TO EMAIL: servicio.técnico@sloan.com.mx

The image shows two overlapping browser windows. The left window displays the Okta 'My Applications' dashboard for a user named Sloan. It features a 'Work' section with several application tiles: Sloan (sloan.com), Newsfeed, Microsoft Office 365 (sloan.com.mx), Flushmate (flushmate.com), Cloud for Sales & Service (highlighted with a red box), and Cloud for Sales & Service - Test Tenant. The right window displays the SAP 'Tickets' interface. It shows a list of tickets for the last 7 days (11 total). The first ticket is highlighted with a red box and contains the following information:

Prioridad	ID	Asunto
Normal	327765	RE: Walmart Querétaro
Normal	327692	RV: GARANTIA TRUFLOSH SENS...
Normal	327524	Walmart Querétaro
Normal	327266	RV: APOYO CON TECNICO-MULTI...
Normal	326889	RV: GARANTIA // 8004004 - KN 8...
Normal	327235	RE: Walmart SC Satélite - Apoyo T...
Normal	327114	RV: APOYO CON TECNICO-MULTI...
Normal	327147	RE: Walmart SC Satélite - Apoyo T...
Normal	325976	RE: fluxómetro SLOAN
Normal	326104	RE: fluxómetro SLOAN
Normal	325988	RE: fluxómetro SLOAN

All the information provided to Sloan Mexico is strictly confidential and its use is exclusively to contact our users.

FOR STATUS FOLLOW-UP

RV: [Ticket: 327692] RV: GARANTIA TRUFLUSH SENSOR - Mensaje (HTML)

Archivo Mensaje ¿Qué desea hacer?

Ignorar Eliminar Responder Responder a todos Reenviar Reunión MI Más

Inbox Al jefe Listo Crear nuevo

Correo electróni... Mover Reglas OneNote Acciones

Responder y eli... Pasos rápidos Marcar como no leído

Juan Gutierrez Lauro Michaca; Hybris SdM TechSupport PRD DL; Carlos Villarreal

RV: [Ticket: 327692] RV: GARANTIA TRUFLUSH SENSOR

Lauro:

Tu apoyo para atender esta solicitud de revisión de equipo Truflush de sensor

Saludos.

Archivo Mensaje Insertar Opciones Formato de texto Revisar ¿Qué desea hacer?

Cortar Copiar Pegar Copiar formato

Calibri (Cu) 11

N K S

Libreta de direcciones Comprobar nombres Adjuntar archivo

Enviar

De Juan.Gutierrez@sloan.com.mx

Para Lauro Michaca; Hybris SdM TechSupport PRD DL

CC Carlos Villarreal

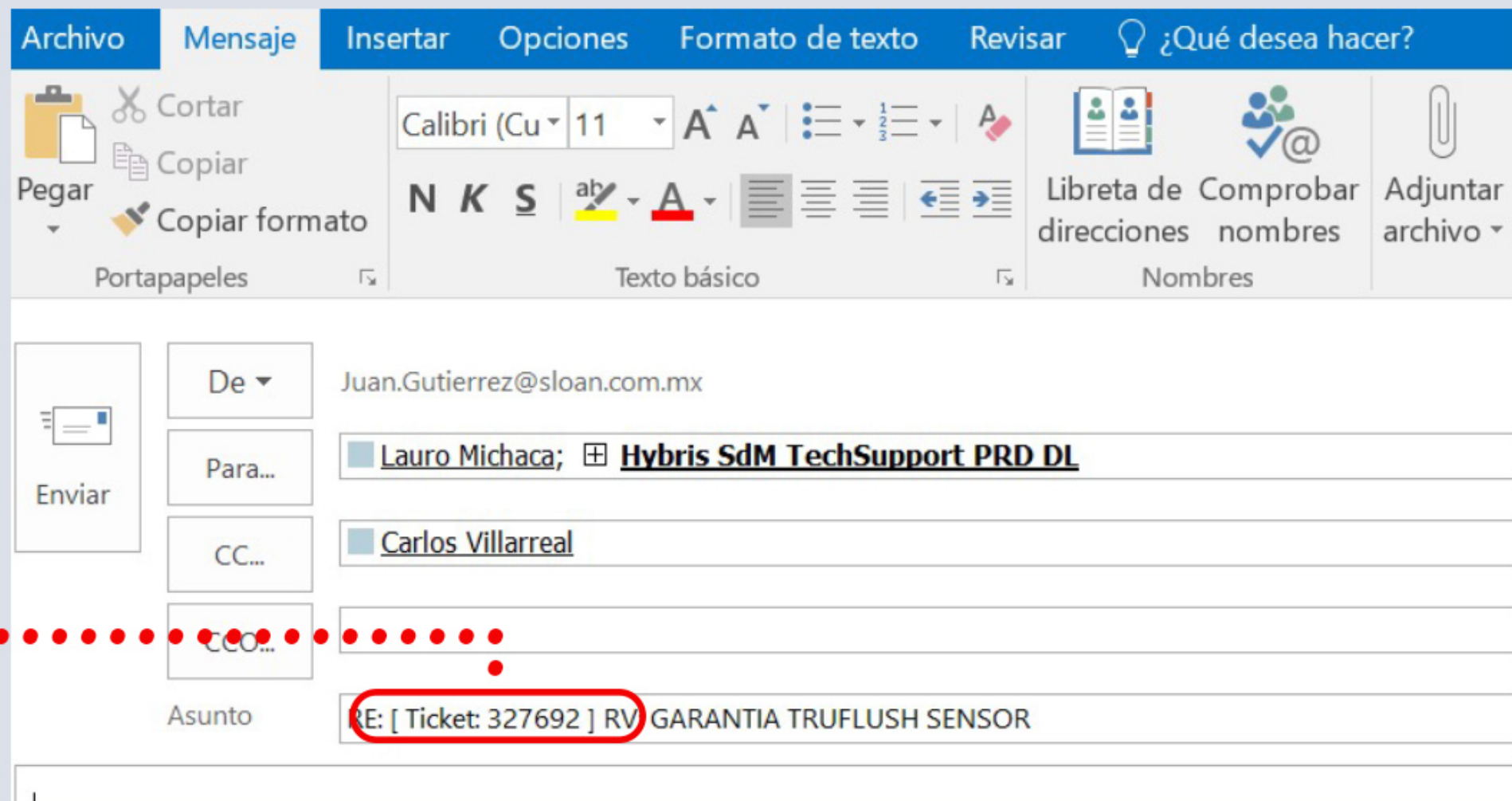
CCO

Asunto RE: [Ticket: 327692] RV: GARANTIA TRUFLUSH SENSOR

[TICKET: XXXXXX]

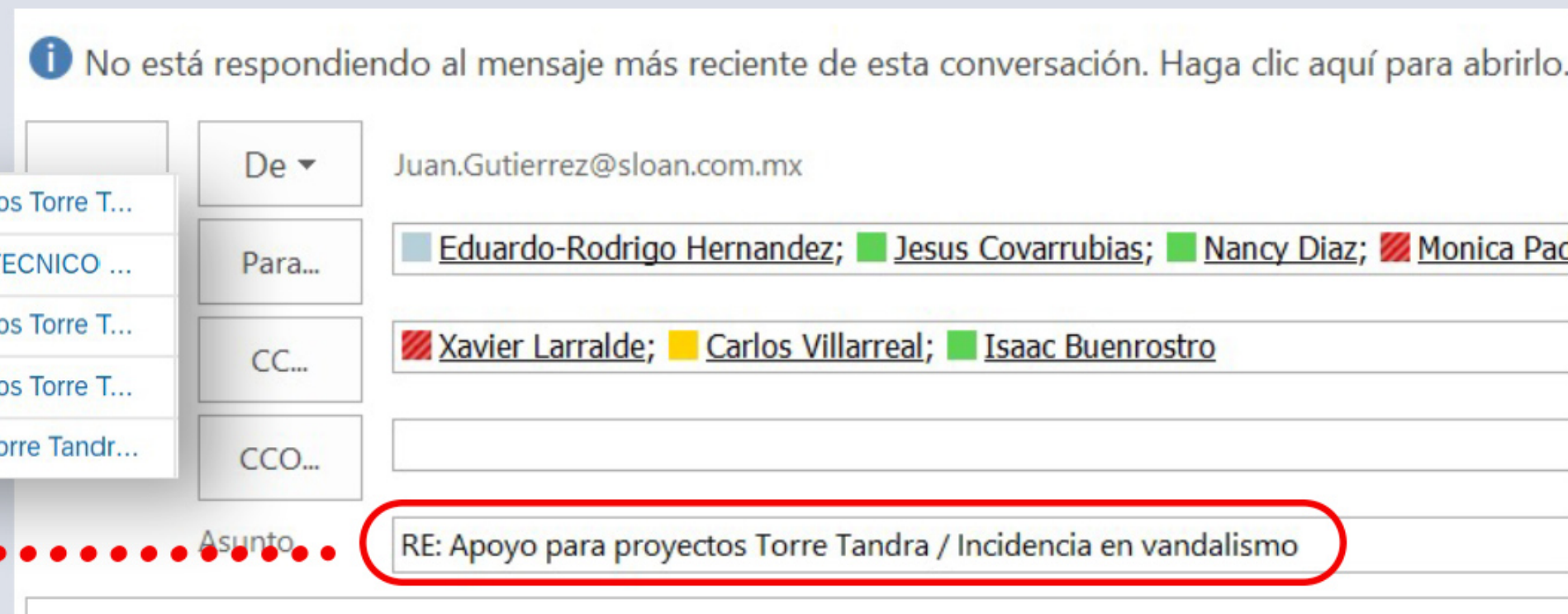
CORRECT MAIL FORMAT FOR ORDER NUMBER GENERATION

[TICKET: XXXXXX]



If it is not sent in the right format, a new order number will be generated for the same request.

Normal	340712	RE: Apoyo para proyectos Torre T...
Normal	340733	RV: APOYO SERVICIO TECNICO ...
Normal	340732	RE: Apoyo para proyectos Torre T...
Normal	340343	RE: Apoyo para proyectos Torre T...
Normal	340229	Apoyo para proyectos Torre Tandr...



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SLOAN MEXICO WARRANTY



GARANTÍA SLOAN DE MÉXICO, S. de R.L. de C.V.

Nuestros productos están garantizados contra defectos de fabricación de la siguiente manera:

- En partes electrónicas: **Un año .**
- En partes mecánicas: **Tres años.**
- Llaves manuales: **Un año.**
- Secadores: **Tres años .**
- acabados: **Cinco años.**
- Tanques FlushMate: **Cinco años .**
- En baterías (pilas): **No aplica ningún tipo de garantía .**
- Diafragmas y pistones: **Seis meses.**

Nuestros equipos están garantizados contra defectos de fabricación.

Para hacer válida la garantía, deberá realizarse a través de nuestro Departamento de Servicio al Cliente:

Coordinador Depto. de Servicio Técnico
Tel. Oficina 01 (844) 985-0120
Tel. Oficina: 01 (844) 985 -0115
Mail: servicio.tecnico@sloan.com.mx

Es necesario proporcionar los siguientes datos al correo antes mencionado:

- Cópia de factura de compra
- Domicilio completo en donde está instalado el producto
- Contacto o persona con quien deberá dirigirse nuestro departamento de soporte.
- Número Telefónico a 10 dígitos, y/o Número de Celular.
- Modelo del equipo que presenta la falla.
- Cantidad de producto adquirido y a reportar.
- Descripción de la falla.
- Un vídeo o fotografía, donde se muestre la problemática a reportar.

La garantía es válida a partir de la fecha de compra indicada en la factura, misma que es necesario presentar para confirmar que los productos reportados están dentro del rango de garantía.

Sloan de México, S. de R.L. de C.V. garantiza que sus productos están libres de defecto de fabricación y/o materiales y se compromete a reemplazar o reparar de acuerdo a lo encontrado, mediante un diagnóstico realizado a través de nuestro Departamento de soporte o un Centro de Servicio Técnico Autorizado y Certificado, siempre y cuando estén dentro del rango de garantía, y el producto haya sido sujeto a una correcta instalación, operación y mantenimiento, como se explica en las instrucciones que fueron

- Copy of purchase invoice
- Complete address where the product is installed
- Full name of the person our Support Department will contact with
- Phone number (10-digit number or cell phone number)
- Model of the defective product
- Number of purchased products to report
- Description of the defect
- Video or photograph where the problem or defect is shown

It is important to provide all the information requested to follow up accurately the request of equipment revision due to flaws associated with manufacturing defects.

OTHER IMPORTANT POINTS:

- It is as important to give attention to a key account request, as it is to give attention to the purchaser of an equipment. In any case, we need your support to gather all the information required.
- The Commercial Area is our first filter, do not send all the requests just because a customer wants a visit.
- Whenever you can, if you carry out the first visit, strengthen your image and Sloan service with the customer
- Reports of missing parts or products and reports of damaged material deliveries are made to Customer Service email: servicio.clientes@Sloan.com.mx

OTHER IMPORTANT POINTS:

- The platform is checked for the last time every day at 5:30. Emails received after this time, will receive attention until the following day.
- In order to perform the equipment revision, remotely or at work, it is required the presence of a technician, maintenance personnel or a plumber.
- Your feedback is necessary to improve the service we provide and overcome the opportunity areas that we still have at Renaser.



SERVICE REQUEST PROCESS AND WARRANTIES

Sloan, the creators of flushometers and experts on Contact Free Technology

[SLOAN.COM/ES](https://sloan.com/es)

