

User Guide



Menu



Warranty Claim

Need to make a warranty claim? Use this section to capture the important details to assist you in making a warranty claim.

[CLAIM NOW](#)

Parts Enquiry

Don't know what you need? Use this section to enquire on parts without having to leave your area.

[ENQUIRE NOW](#)

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Purpose

Hiab Tech-Assist is a warranty and parts support tool.

Hiab Tech-Assist is designed for the technician. It's designed to easily capture the key information, whether it be a repair or a parts enquiry. The key information is then electronically submitted to the technicians contact person in those respective areas.

Hiab Tech-Assist is a platform where partners can use freely within their own organization, for any application.

The platform focuses on capturing the key information so the company's administrators are in a clear position to either perform a successful warranty claim or answer the relevant parts enquiry.

Hiab Tech-Assist is a web based platform, though it works and feels like an app. It can be used on any mobile, tablet or desktop, though its design is based around being used in the workshop or field.

Register and enjoy the range of benefits it can make to your organization.

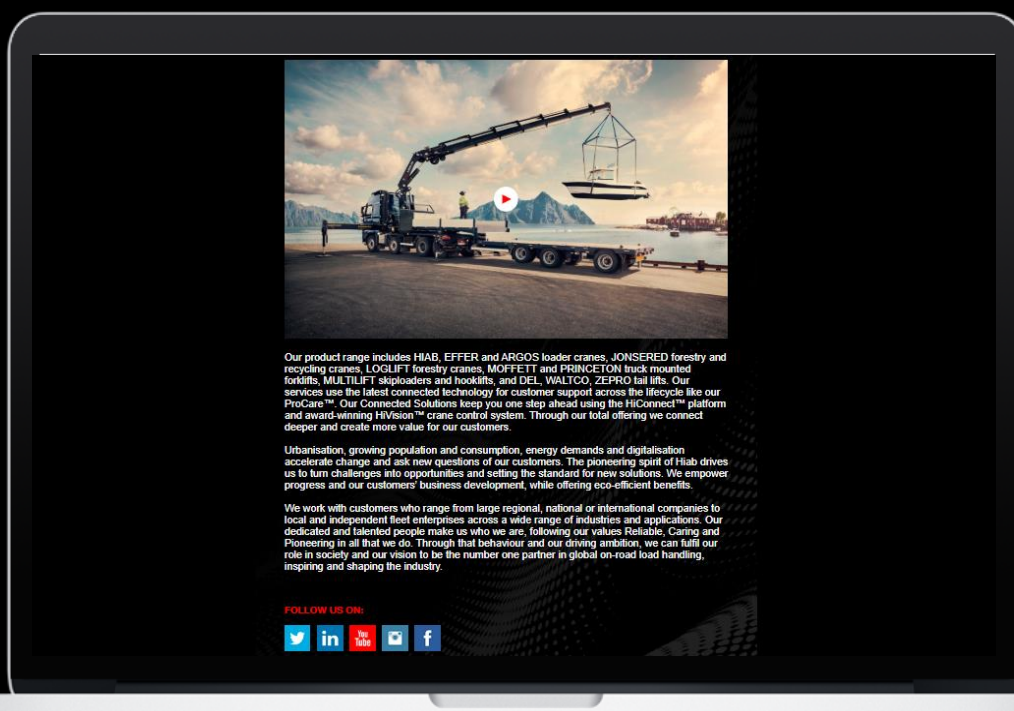
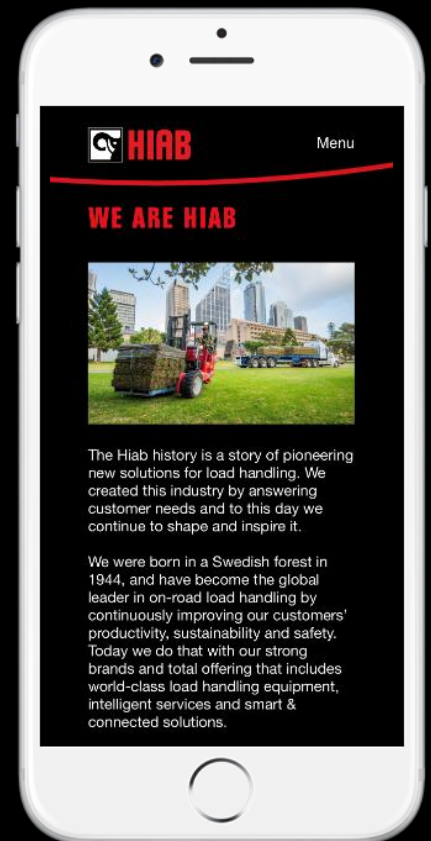
<https://hiabtechassist.com/>

About Us

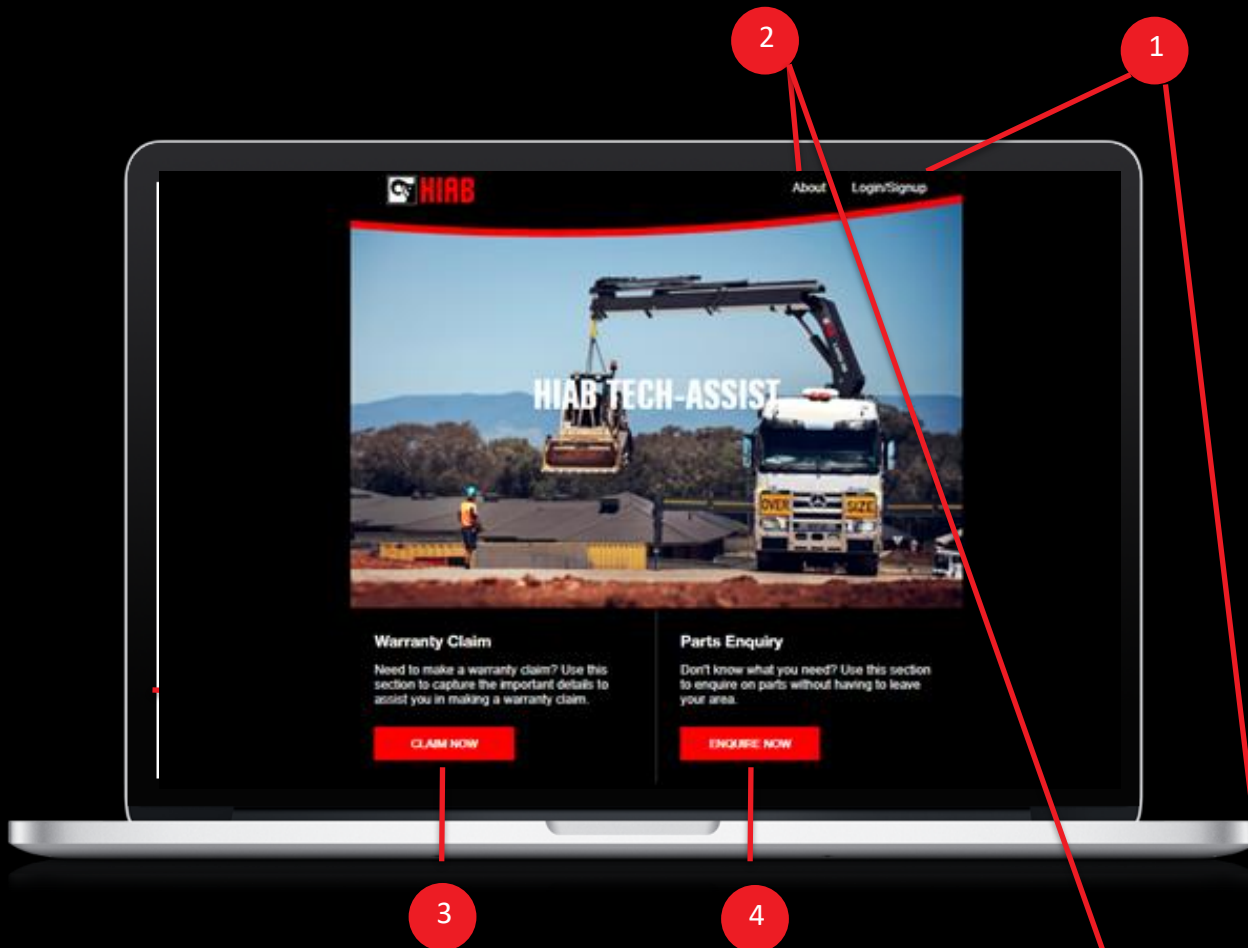
About US

On the **About US** page you will find updated information on Hiab and links to their social media and videos

Also on this page the user guidelines will be available for download.



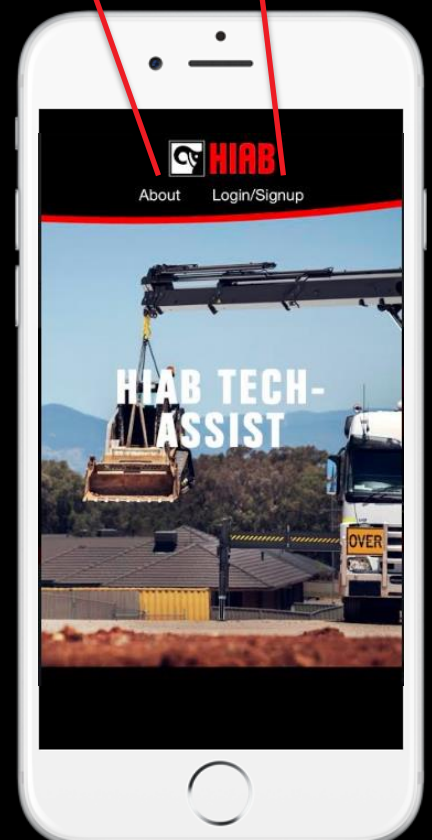
Program Log In



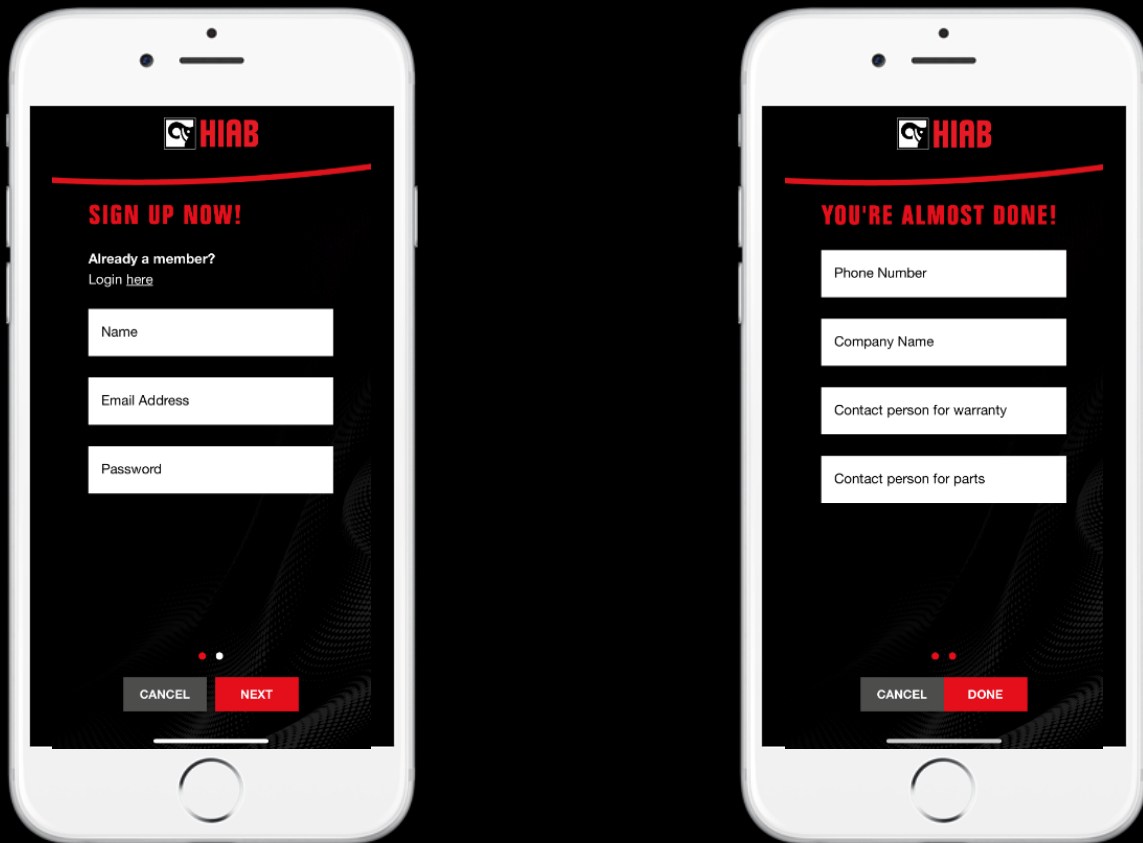
Home Page

Once visiting <https://hiabtechassist.com/> you will be presented with;

1. **Login / Sign Up** *Note if already registered and 'remembered' you are logged in and ready to go
2. **About** – provides user guide and other information about the program
3. **Claim Now** - provides user instant access to capture a warranty repair
4. **Enquire Now** – provides user instant access to enquire on a part



Registration



Registration

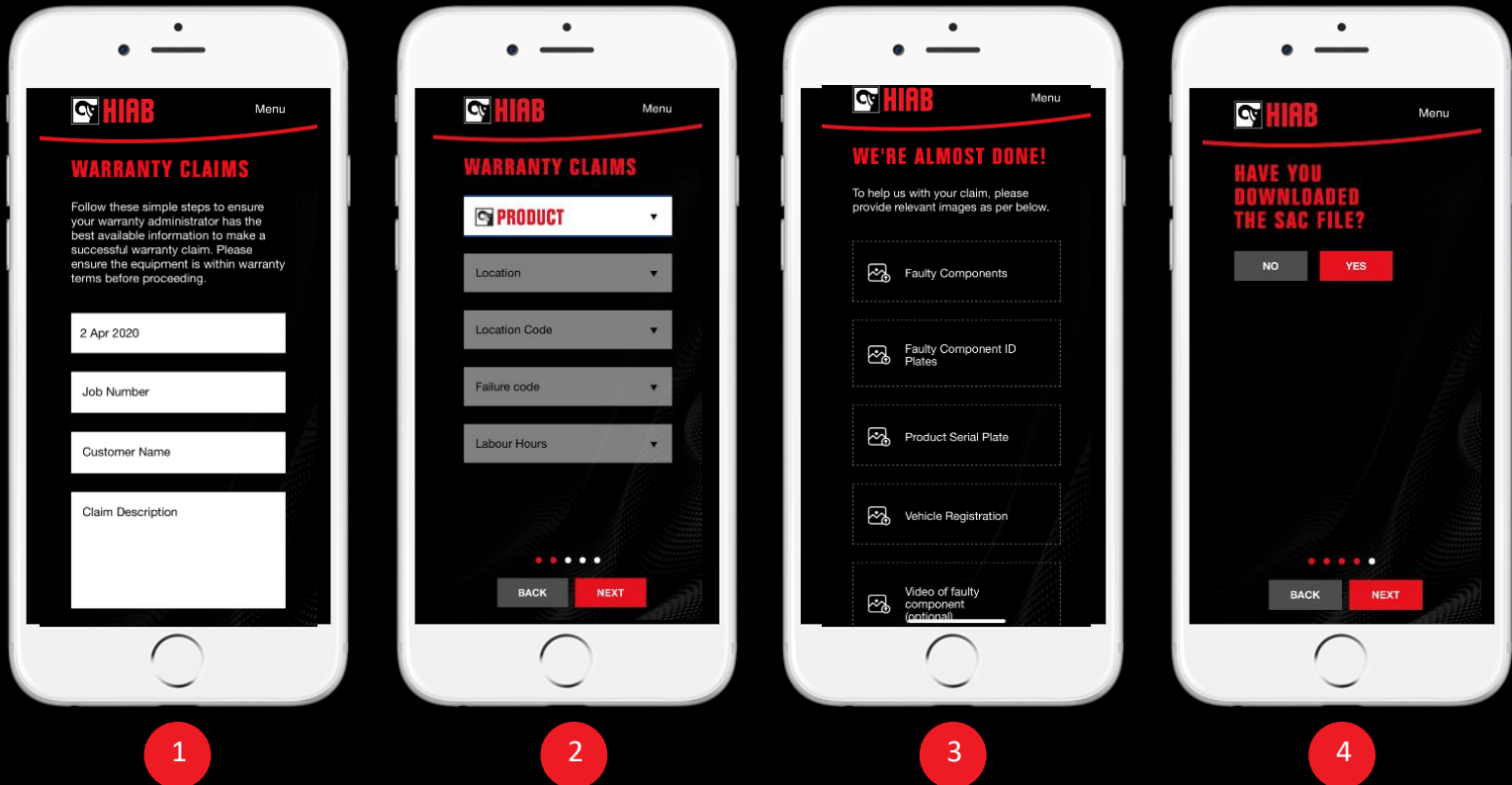
After selecting SIGN UP NOW, follow these simple steps.

1. **Name** – Is your full name. ie Dick Smith
2. **Email address** – Is your business email address. ie dick.smith@cranesrus.com
3. **Password** – Is your password. There is a *forgot your password* feature just in case
4. **Phone number** – Provide your phone number.
5. **Company name** – Is your business name. ie Cranes R Us
6. **Contact person for warranty** – Is the email address for your warranty contact within **your** business
7. **Contact person for parts** – Is the email address for your parts contact within **your** business.

Click on **DONE** and you will be prompted to **SAVE PASSWORD**. Do this to avoid having to login again

You are all set!

Warranty Claim



Follow these 4 simple steps to ensure your warranty administrator has the best available information to make a successful warranty claim. Please ensure the equipment is within warranty terms before proceeding.

- 1. 1st screen.** The date will default to current day. Provide your job number, customer name you are working on and description of work. For the description of work, try using the microphone feature on your device to save typing the story.
- 2. 2nd screen.** You will be prompted to select your product type, location you are working on and so on. Each selection you make will determine what appears in the next box. Finally, provide the labour hrs spent, using 15min increments.
- 3. 3rd screen.** This is your opportunity to provide photos. Each section is mandatory, except the video. You can either take photos/video on the spot or upload from library. If using the video feature, please keep it under 10 seconds to avoid delay in transmission
- 4. 4th screen.** You are prompted to answer if you have downloaded the SAC file. If you select NO, you will be prompted to provide a reason. If you are working on equipment that doesn't have this feature, then select NO and write 'not required'

Click on **NEXT** and the information will begin its transmission to your warranty contact. A copy of the information will also be sent to your email address .



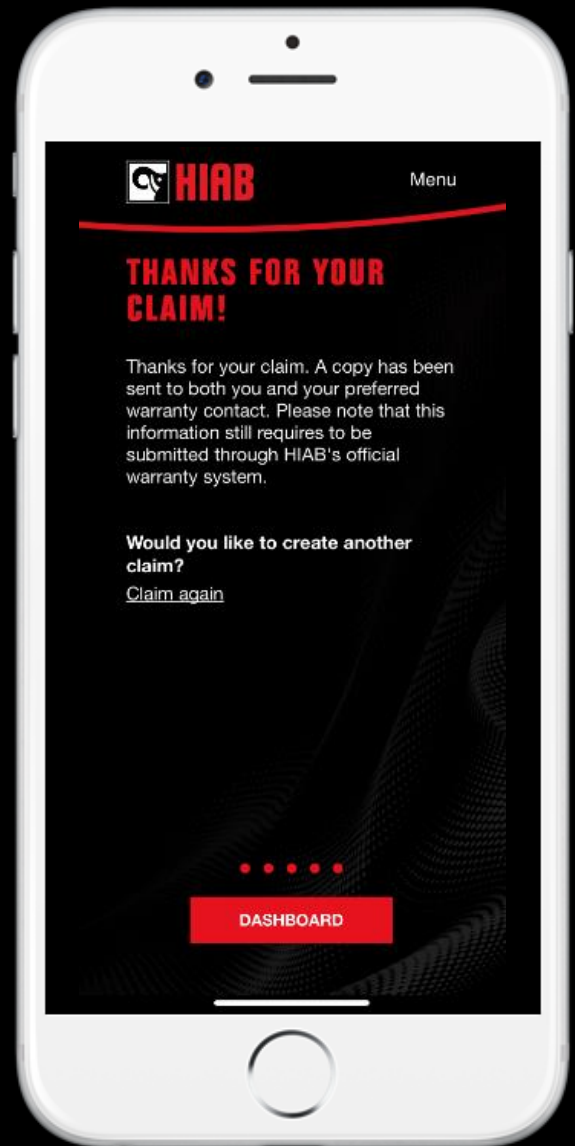
Warranty Claim

The final notification is **THANKS FOR YOUR CLAIM!**

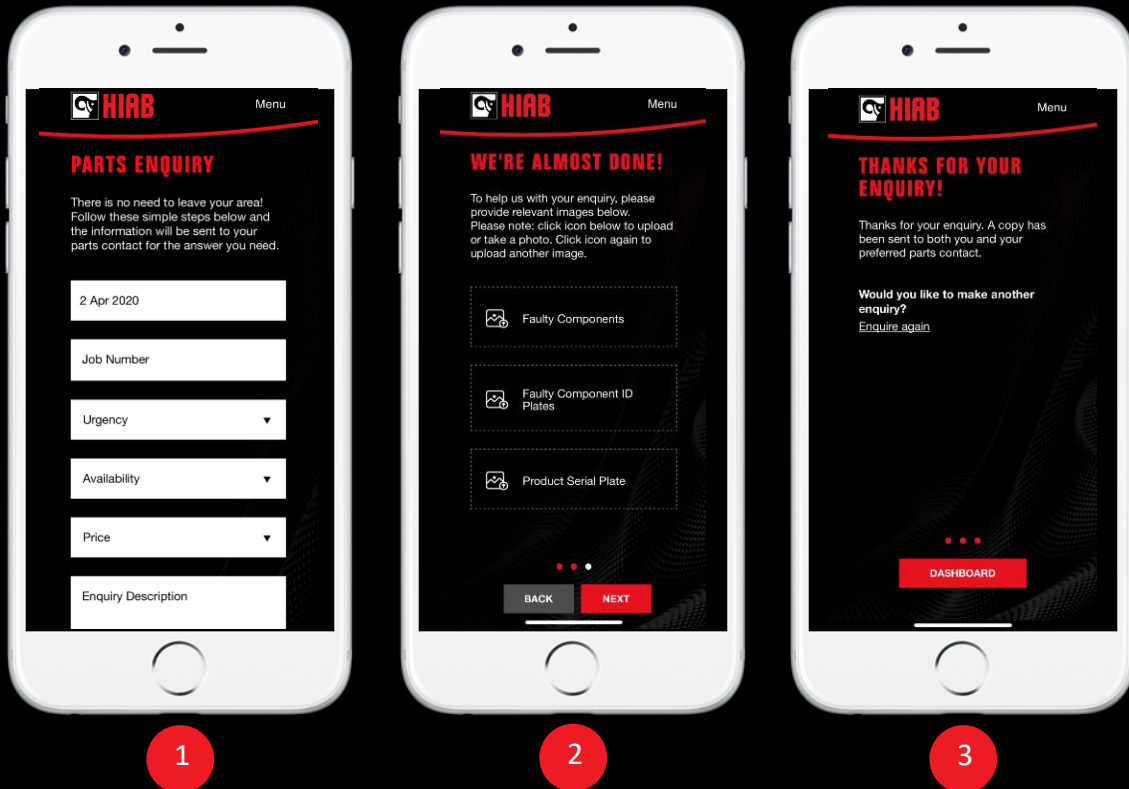
It is important to emphasise that this program does **not** replace HIAB's official warranty system.

The information that has just been captured then assists the administrator in submitting the required information.

From here, you can press 'DASHBOARD' and it will take you back to the home page. Alternatively, you can make another claim by pressing 'Claim again'.



Parts Enquiry



There is no need to leave your area! Follow these simple steps below and the information will be sent to your parts contact for the answer you need.

1. **1st screen.** The date will default to current day. Provide your job number. Select the urgency of your enquiry (this will appear in the subject title of the email) Select if you are enquiring on availability or price. Provide any relevant information in the enquiry description

2. **2nd screen.** You will be prompted to provide photos. Each section is mandatory. This will assist your parts contact in interpreting the enquiry

Click on **NEXT** and the information will begin its transmission to your parts contact. A copy of the information will also be sent to your email address .

3. **3rd screen.** Your done. From here, you can press 'DASHBOARD' and it will take you back to the home page. Alternatively, you can make another enquiry by pressing 'Enquire again'.

Email Notifications

Email Notifications

The email notifications will go to both the user and their contact in the respective area.

Warranty

Email Subject Title = **Warranty Claim** | The Users Company Name | The Job Number | The Users Name
le. Warranty Claim | Hiab Australia | 123456 | Patrick Thomas

Parts

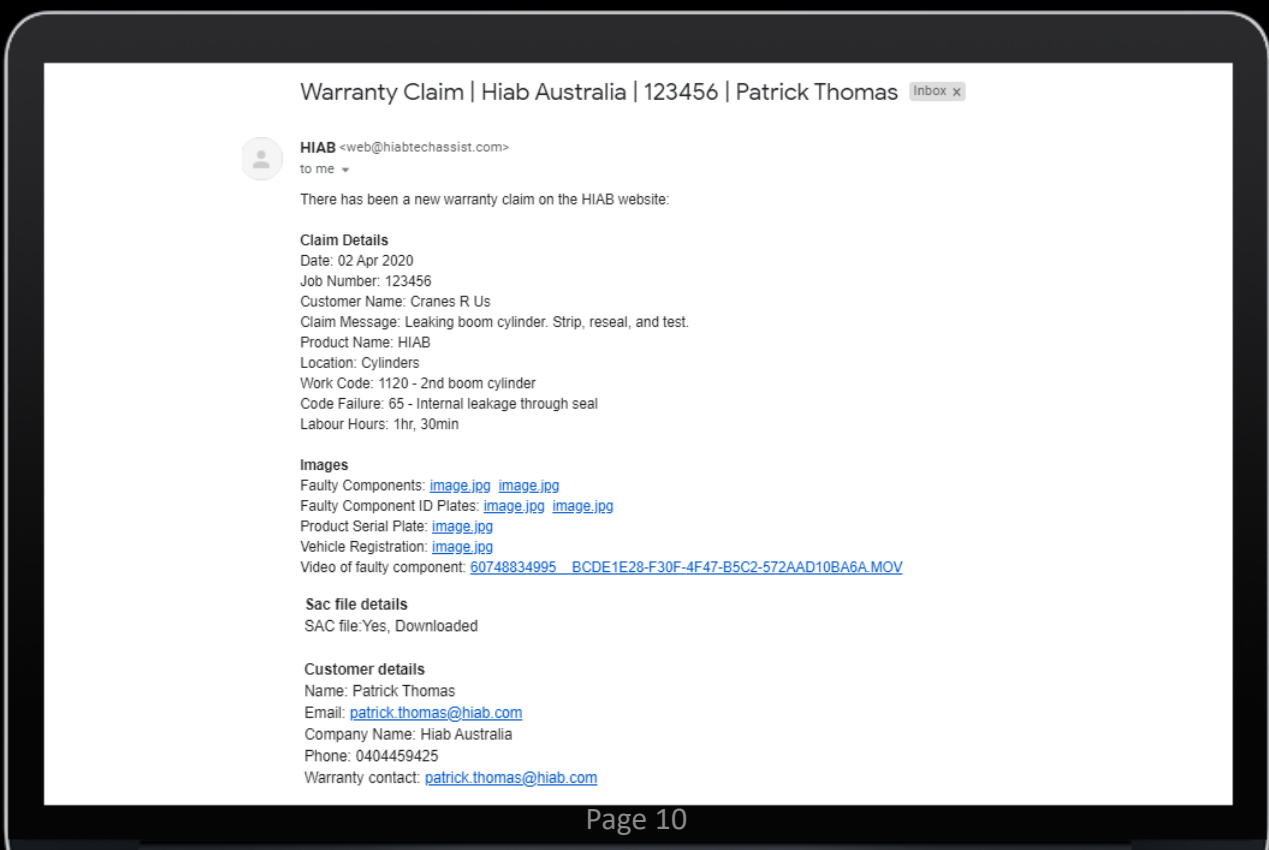
Email Subject Title = Urgency| **Parts enquiry** | The Job Number | The Users Name
le. Urgent | Parts enquiry | 123456 | Patrick Thomas

The body of the email will then display;

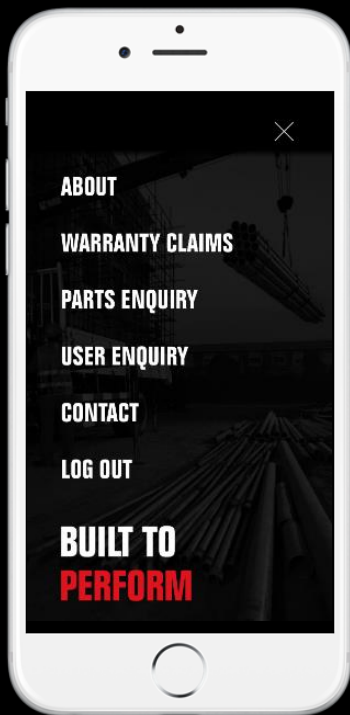
- The text details from the claim/enquiry
- Associated images or video
- The user details, including their **email address** and **phone number**

This program is ONE WAY, meaning that you do NOT reply to web@hiabtechassist.com

As an administrator, if you are to communicate back to the user then you will use their details in the email body.
Both their email address and phone number is provided.



Changing User Information



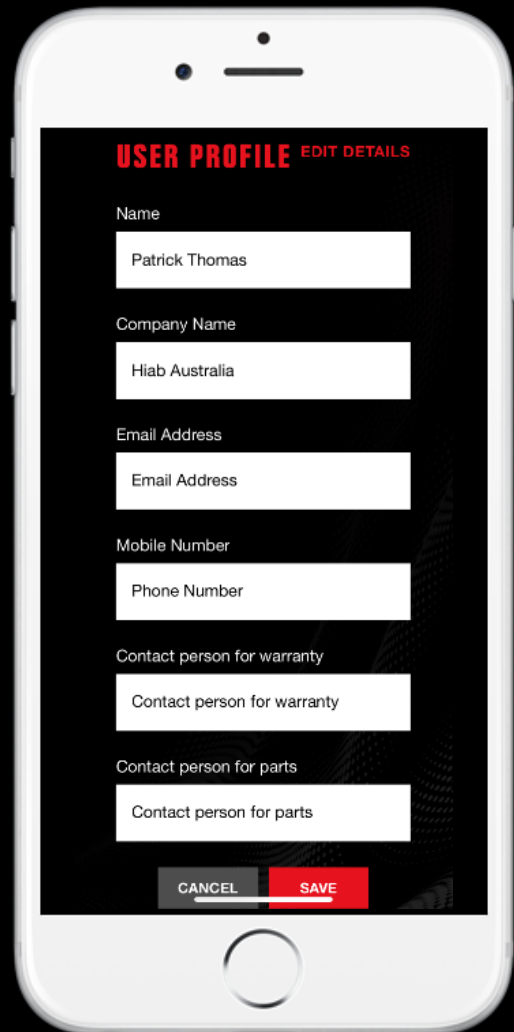
1

It is important that you have the correct email addresses to ensure the information is received via email. Always check the user settings if experiencing any notification problems.

1. **1st screen.** Simply select MENU from the top right hand corner and then select USER ENQUIRY

2. **2nd screen.** The USER PROFILE will be displayed.

- Select EDIT DETAILS and perform relevant changes
- Press SAVE and those details have been updated



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