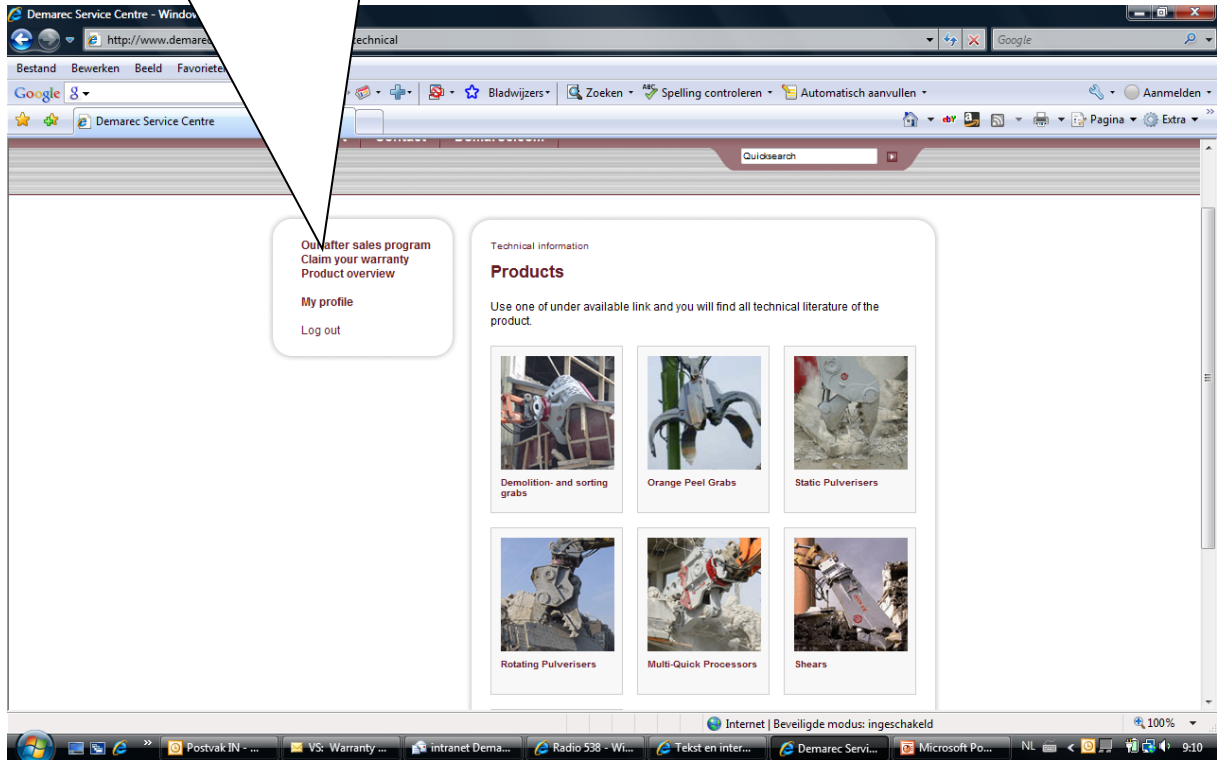


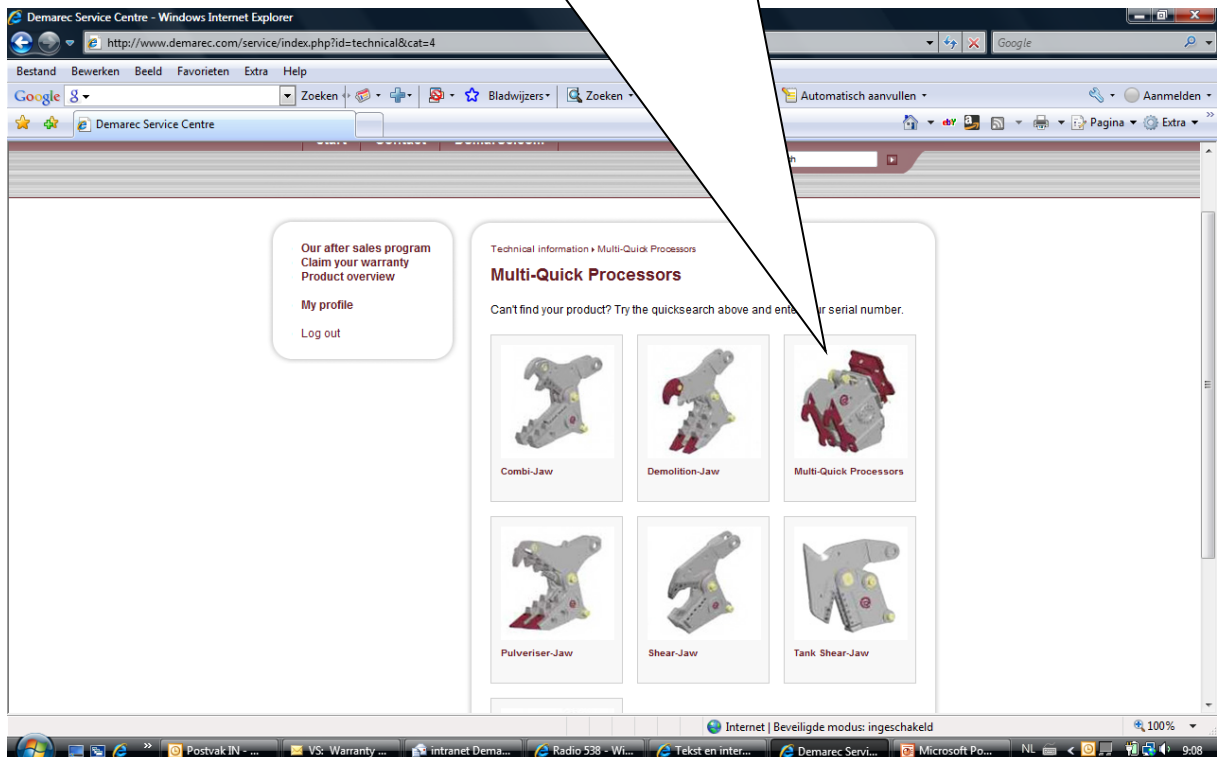
# Instruction Intranet

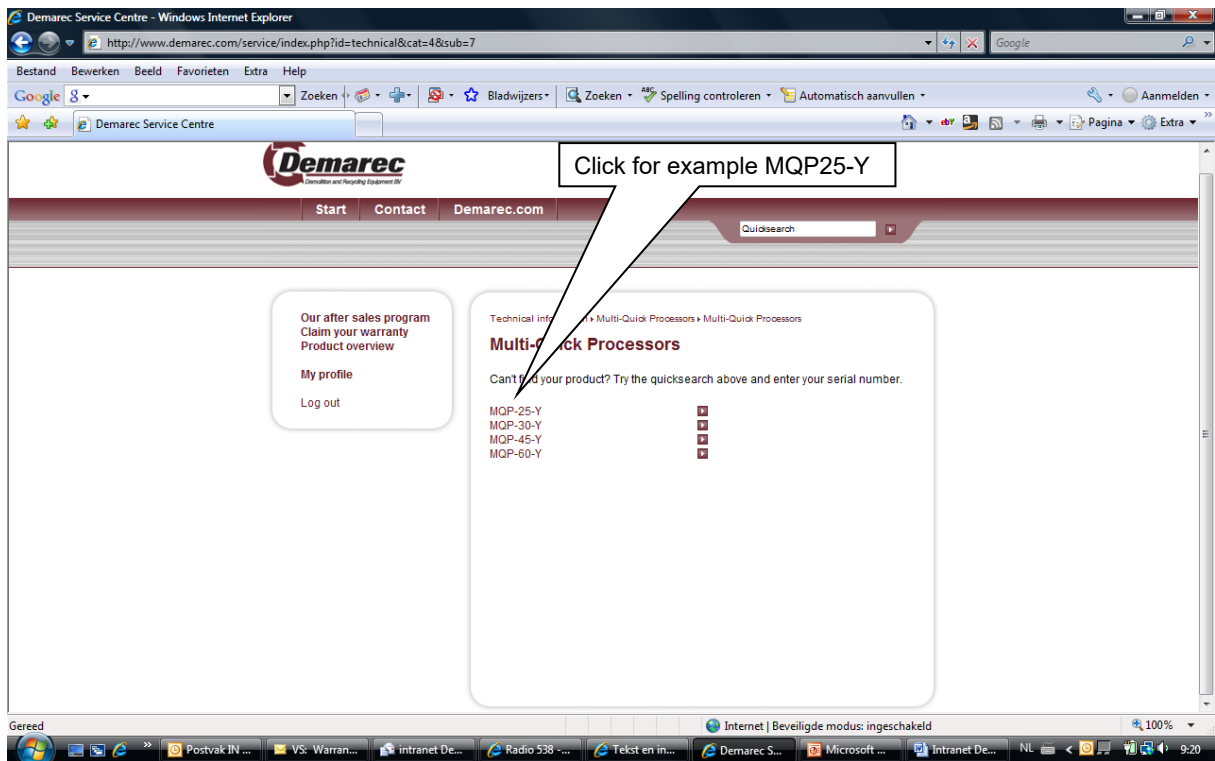
When you are logged in please follow the next instruction to claim warranty:  
Go to Product overview. You will see overview of our Demarec products. See below.

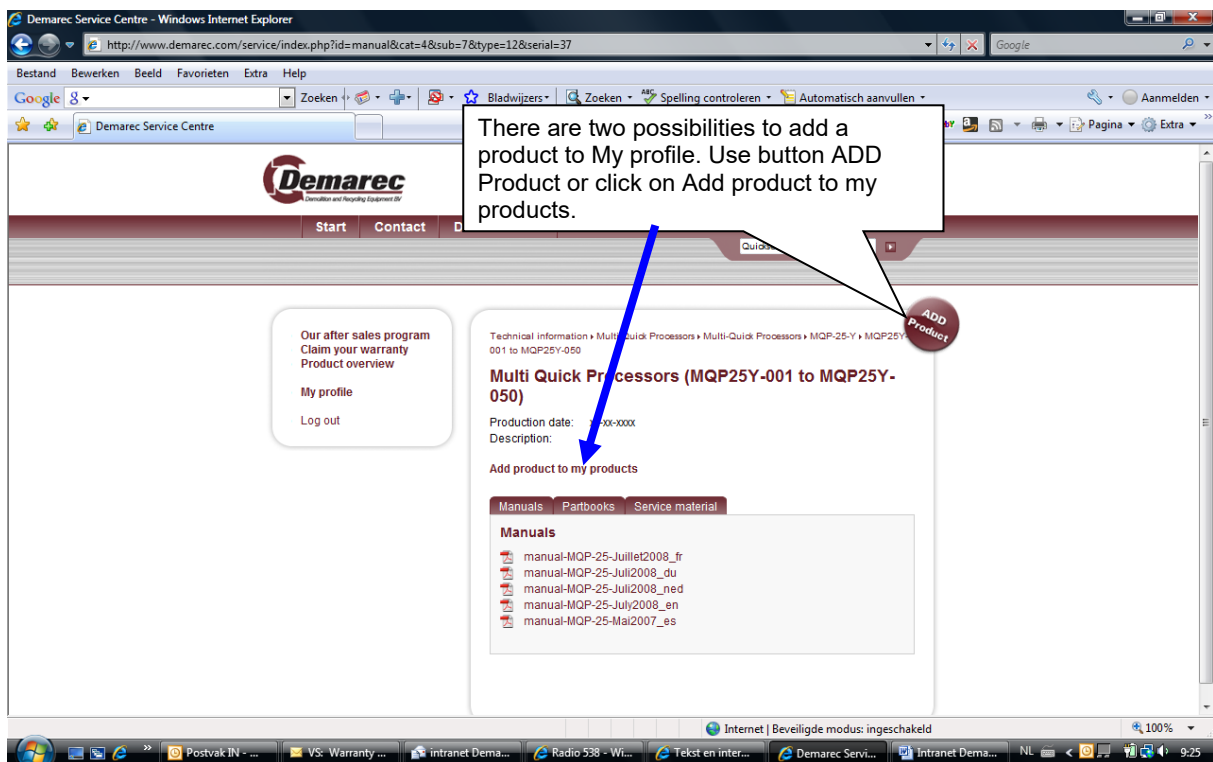
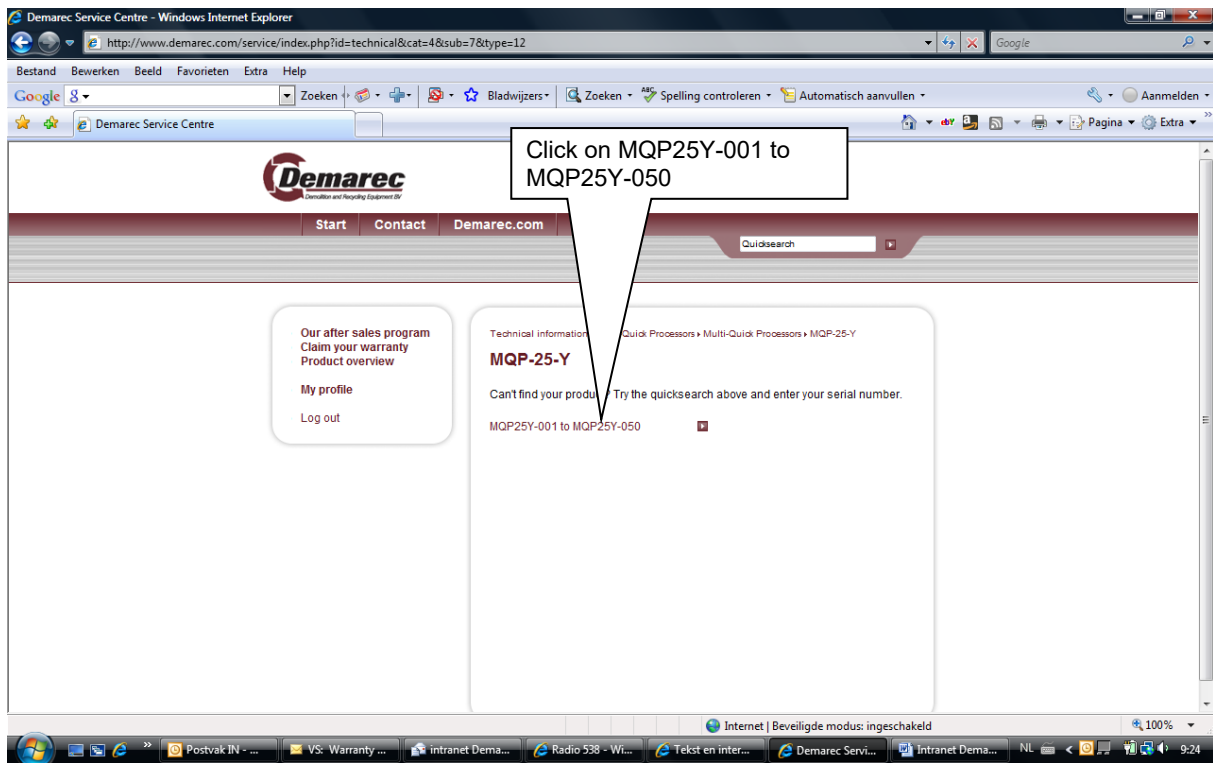


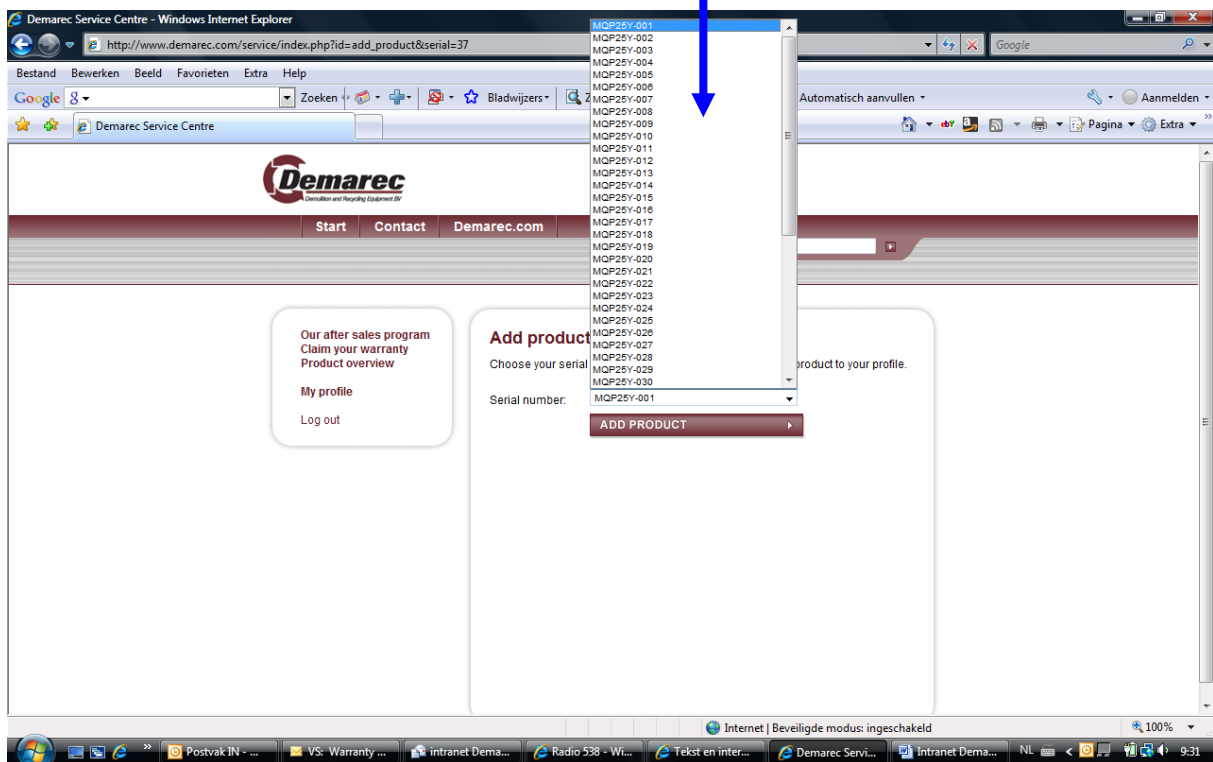
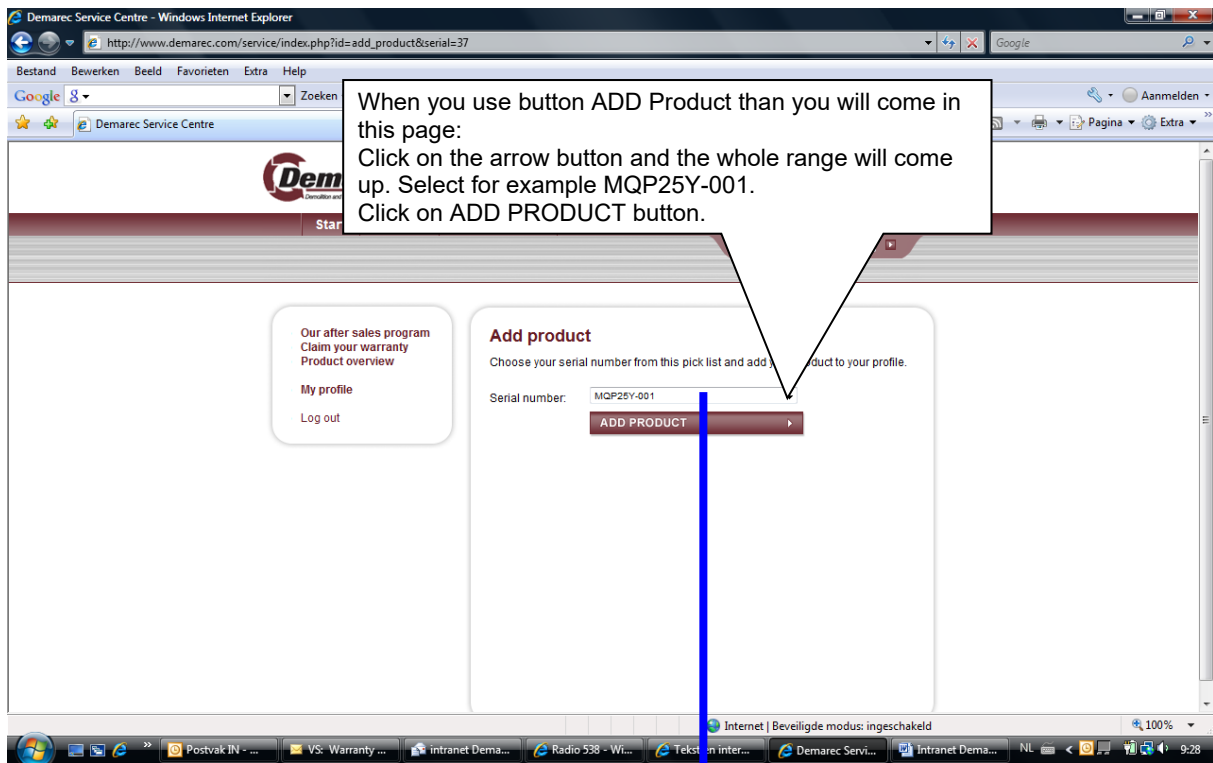
Click for example Multi-Quick Processors. You will come in the next page.  
In future customer has to select product which he has bought.

Click on Multi Quick Processors

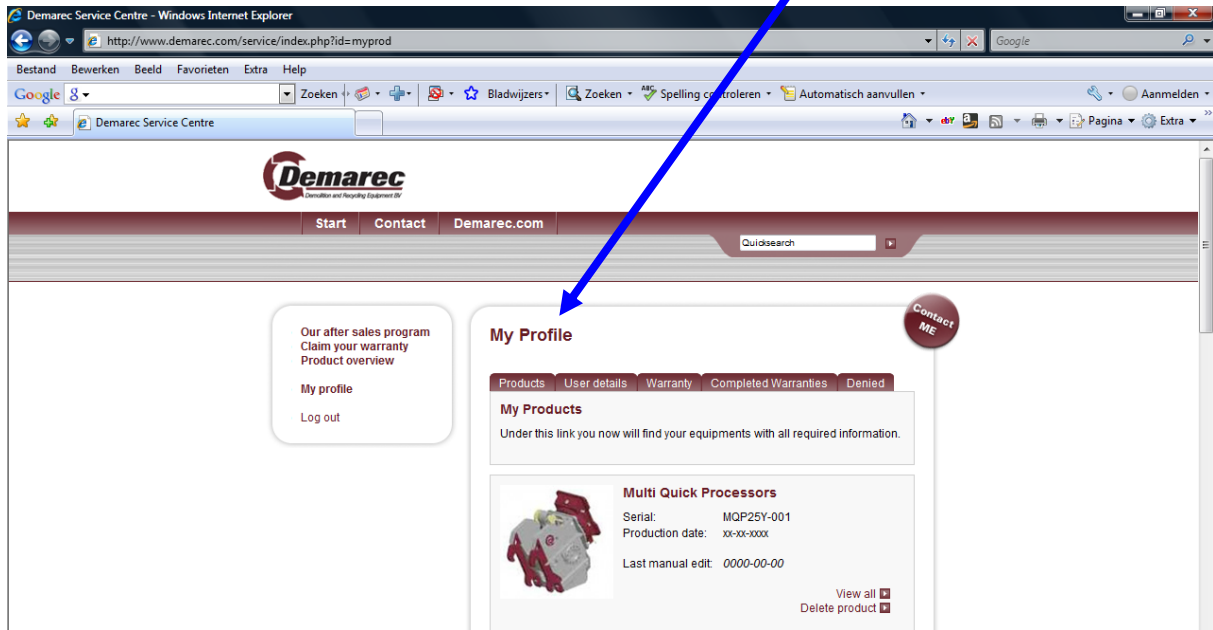




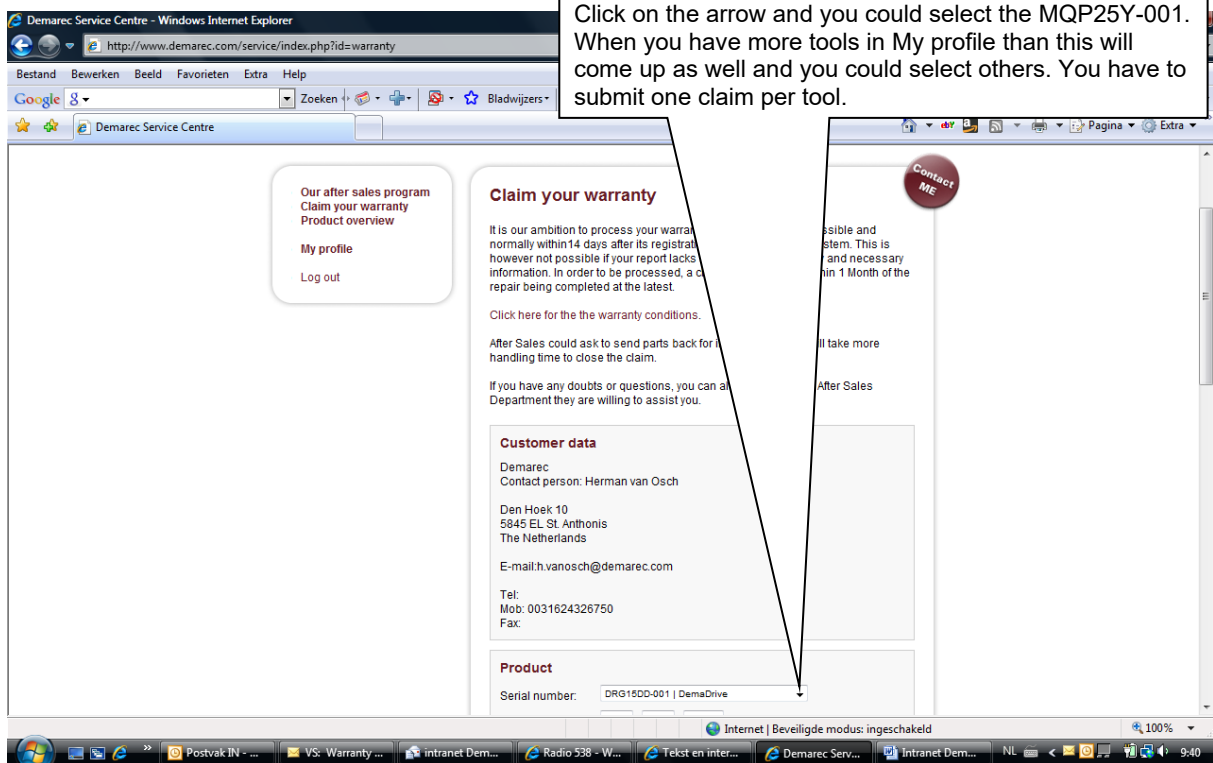




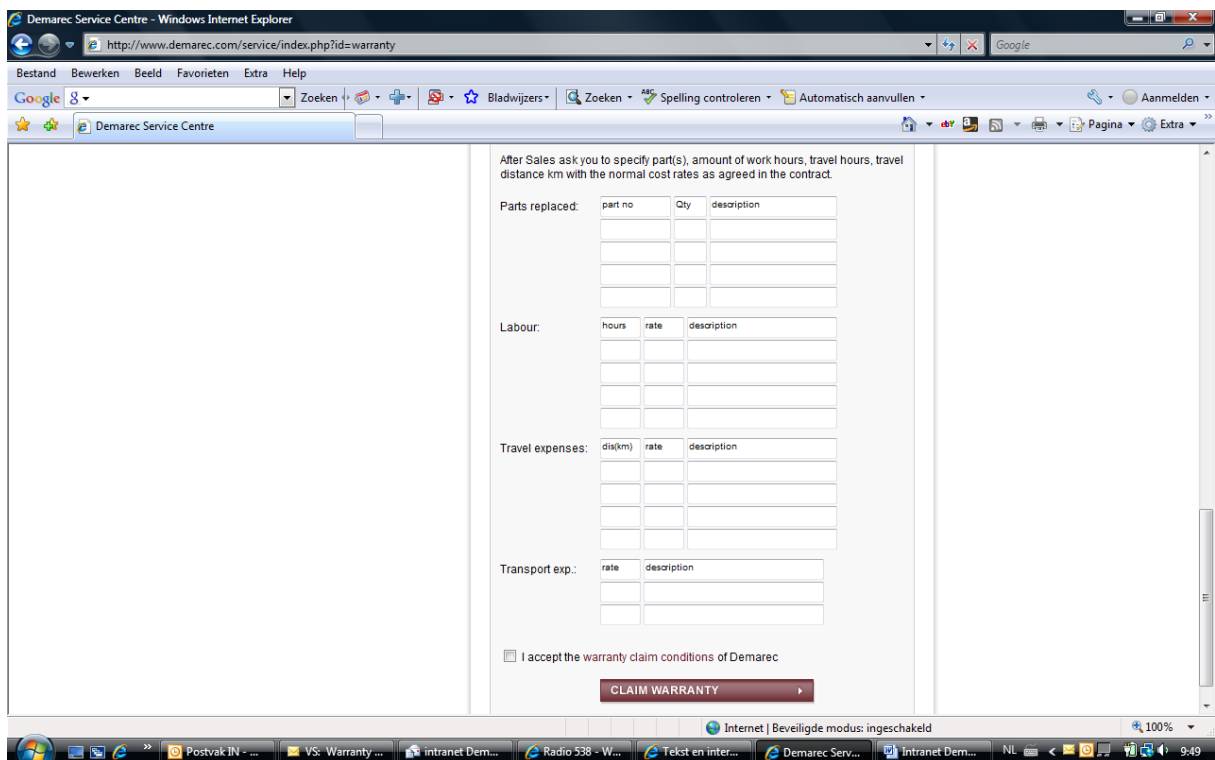
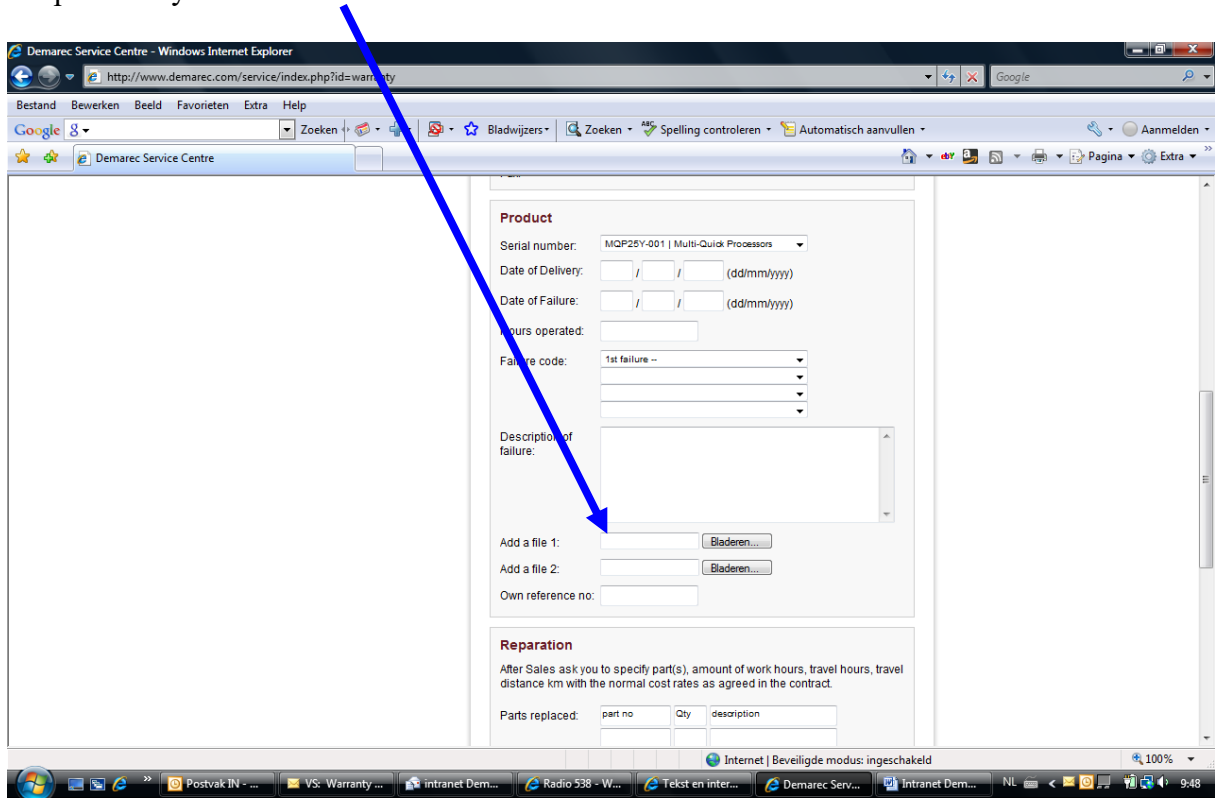
Then this will come up, the product is now added in your: My profile.



Click button: Claim your warranty.



Now you are able to fill in the complete warranty claim. Also you could add files: pictures or other necessary information.  
 Note: best is to make folder when you have to send more than one file or picture. There is just the possibility of two different files.



Please read and accept our warranty conditions. Then use button CLAIM WARRANTY to submit the claim. You will receive a mail of the status of the claim.

# Instructions what you could under: My profile.

Our after sales program  
Claim your warranty  
Product overview

My profile  
Log out

**My Profile**

Products User details Warranty Completed Warranties Denied

**My Products**  
Under this link you now will find your equipments with all required information.

**Multi Quick Processors**  
Serial: MQP25Y-001  
Production date: xx-xx-xxxx  
Last manual edit: 0000-00-00

View all  
Delete product

Products: this will give you the complete overview of the products you have sold.  
Note: you have to add these products as described above.

My profile  
Log out


**Edit profile**

Here you now will find your company information. If this is not correct please send us the correct information to [service@demarec.com](mailto:service@demarec.com).

Company name: Demarec  
Contact person: Herman van Osch  
Address / Nr: Den Hoek 10  
Zip-code: 5845 EL  
City: St. Anthonis  
Country: The Netherlands  
Phone number:  
Mobile number: 0031624328750  
Fax number:  
E-mail: h.vanosch@demarec.com  
Extra e-mail:  
Password:  
Repeat password:

SEND

User details: Under this button you find your detail info. You could change it and use button SEND to inform me. The system administrator will inform you.



Our after sales program  
 Claim your warranty  
 Product overview

**My profile**

Log out


### My Profile

Products
User details
Warranty
Completed Warranties
Denied

#### Warranty

It is our ambition to process your warranty claim as quickly as possible and normally within 14 days after its registration in our digital report system. This is however not possible if your report lacks some of the compulsory and necessary information.

[Click here for the the warranty conditions.](#)




**Warranty No: N90444-7 (2009-03-27)**

Warranty status:	Warranty claimed
Own reference:	hermano2
Serial:	DRG15DD-001
Date of delivery:	2008-10-20
Date of failure:	2009-03-21

[View all](#)

Warranty: Under this button you find all submitted, in process and discussion claims. You could change only the discussion claims and use button SEND to inform me. Product Support will inform you about the status.

How to send your answers / comments of Warranty Claims in discussion?  
 Open claim with button EDIT.



- Our after sales program
- Claim your warranty
- Product overview

**My profile**

- Help
- Log out


### My Profile

Products
User details
Warranty
Completed Warranties
Denied

#### Warranty

It is our ambition to process your warranty claim as quickly as possible and normally within 14 days after its registration in our digital report system. This is however not possible if your report lacks some of the compulsory and necessary information.

[Click here for the the warranty conditions.](#)



**Warranty No: N90444-32 (2009-12-01)**

Warranty status:	claims in discussion
Own reference:	
Serial:	D16HD-059
Date of delivery:	2008-12-12
Date of failure:	2009-12-12

[Edit](#)



This will come up when you open the claim.

Now you are able to add your answer or comments in the box: DESCRIPTION OF FAILURE.

Example: Put under the already available description.

1-12-09 (Name) .....: description of answer / comment.

**My Profile**

Products | User details | **Warranty** | Completed Warranties | Denied

**View warranty**

This is a view of your input. Please check if the information on this page is correct. You cannot change these fields unless a Demarec official enables you to do so.

**Warranty number:**  
N90444-32

**Warranty status:**  
claims in discussion

**Description Demarec official:**  
1-12-09 hvo: test 2.

**Product**

Serial number:

Date of Delivery:

Date of Failure:

Hours operated:

Failure code:

Description of failure:

Add a file 1:

Add a file 2:

Add a file 3:

Contact ME

Our after sales program  
Claim your warranty  
Product overview

My profile  
Log out

**My Profile** Contact ME

Products User details Warranty **Completed Warranties** Denied

**Completed Warranties**

The warranty's shown below are the warranty's that are completed and archived. Check the link "**warranty**" for your uncompleted claimed warranty's.

Warranty No.:	Own reference:	Serial:	View:
N90444-10 (2009-03-29)	herman1	DSP45-011	<a href="#">View</a>

Completed Warranties: you will find an overview of the closed and approved claims. Open claim with button: View.

Our after sales program  
Claim your warranty  
Product overview

My profile  
Log out

**My Profile** Contact ME

Products User details Warranty Completed Warranties **Denied**

**Denied Warranties**

The warranty's shown below are denied.

Warranty No.:	Own reference:	Serial:	View:
N90444-9 (2009-03-27)	hermano3	DRG15DD-001	<a href="#">View</a>
N90444-8 (2009-03-29)	hermano4	DSP45-011	<a href="#">View</a>

Denied: you will find an overview of rejected claims. Open claim with button: View.

Our after sales program  
Claim your warranty  
Product overview

My profile  
Log out

Technical information

### Products

Use one of under available link and you will find all technical literature of the product.



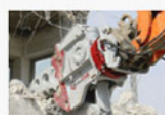
Demolition- and sorting  
grabs



Orange Peel Grabs



Static Pulverisers



Quick search: Use button Quick search to go directly to the available literature.  
Put the serial number of the tool in and hit the arrow.

Our after sales program  
Claim your warranty  
Product overview

My profile

Log out

### My Profile

Products User details Warranty Completed Warranties Denied

#### My Products

Under this link you now will find your equipments with all required information.



#### Multi Quick Processors

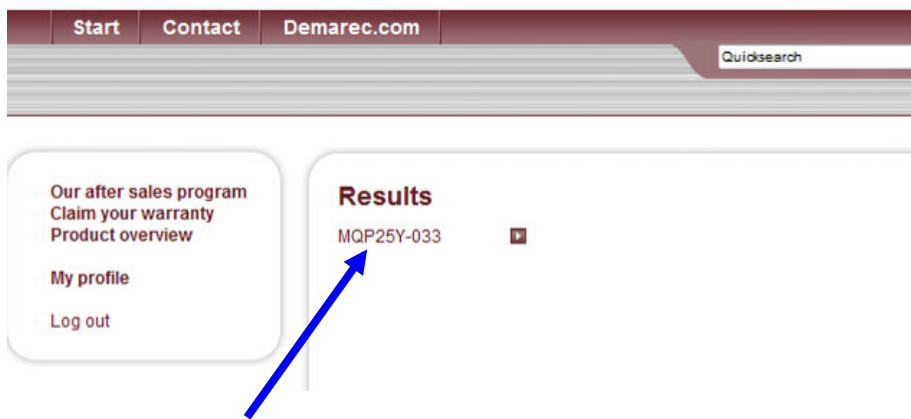
Serial: MQP25Y-001

Production date: xx-xx-xxxx

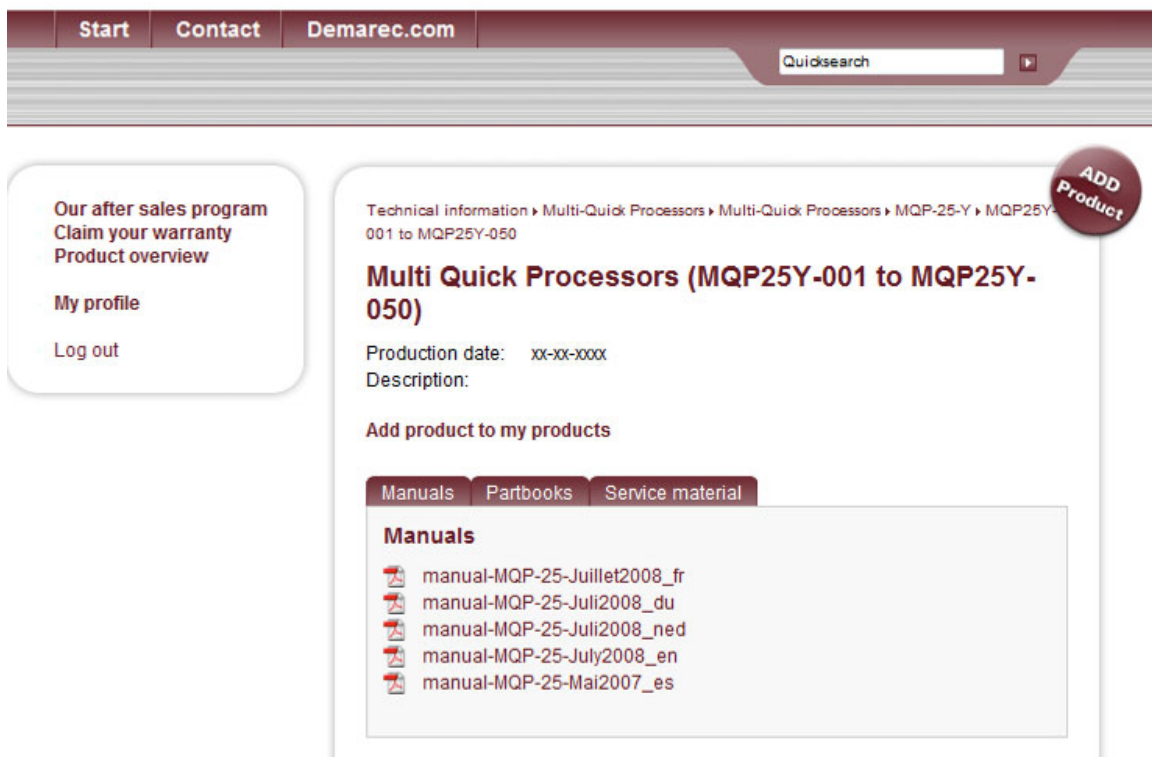
Last manual edit: 0000-00-00

View all   
Delete product

Contact  
ME



Open link MQP25Y-033 and you will find the available literature: Manual, Partsbook and Service material.



When you need more support please use Contact button, After Sales will contact you.

