



# GRUNDFOS

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## User Manual for Customers

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Welcome to the Grundfos SmartServ solution, designed to keep Grundfos customers and the Service team in perfect sync! Grundfos SmartServ is a mobile application for the Android & iOS platforms. It can also be installed from the Windows Store, so if you have a Windows 10 desktop, you can use it much like a regular application as well.

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## Basics

The primary purpose of the application is to connect Customers & Services team, with regular status updates on their service requests.

Here's what happens in the Grundfos Services world:

### **1. Customer has an issue in a specific pump, and raises a request**

#### **DBS Customer:**

- a. The issue is normally assignable to the Region ASP from where the pump was purchased
- b. If this information is not available, or the user decides to get it services nearby, the nearest location Region ASP is identified

#### **Non-DBS Customer:**

- a. The issue is normally assignable to the Grundfos coordinator
- b. Grundfos coordinator will assign to Region ASP OR Grundfos service team

### **2. Customer submits the request, with the Region ASP identified**

- a. Service Request is ASSIGNED to the Region ASP
- b. Region ASP receives notification
- c. They can assign to their Service Engineer to handle the request

### **3. Service Engineer accepts the task and marks the request as IN PROGRESS**

- a. Service Engineer visits site, attends to the call
- b. Customer gets notified with the latest status of the service
- c. Comments can be added by Service Engineer, Customer, Region ASP, and all of them get notifications

### **4. Service Engineer resolves the service request once task is completed**

- a. The issue is marked as RESOLVED
- b. Customer is expected to provide feedback on the same

### **5. Alternately, Service Engineer can request for spares, or provide a quote for the cost**

- a. Customer and approve the quote for the service to continue

### **6. Service team closes the resolved issue, and ensures customer is satisfied with the service**

## Onboarding

This is the registration process for a new customer.

### Registration

1. Pick country
2. Enter Mobile number, email, name & password
3. Tap 'Complete Profile' button
4. In the 'Complete Profile' screen select Company name (Home/Corporate)
5. Fill in address
6. Select/Pick location on map and it is non mandatory
7. Tap 'Register' button

The image displays two screenshots of a mobile application's registration process. The left screenshot, titled 'Registration', shows a form with the following fields: 'Customer' (dropdown), 'Malaysia' (dropdown), 'Mobile Number', 'First Name', 'Last Name', 'Email', 'Password', and 'Retype password'. A green button labeled 'Complete Profile' is at the bottom. The right screenshot, titled 'Complete Profile', shows a form with the following fields: 'Krishna', 'Kumar', 'Select Company name' (dropdown), 'Address line 1', 'Address line 2', 'City', 'State', 'Pincode', 'krishna@gmail.com', and 'Select your location' (with a location icon). A green button labeled 'Register' is at the bottom.

The filled in address, GPS location will be used while creating a Service Request and if you don't fill u have to update in the Backend to fetch the location or it will take the current location.

### Login

1. Pick country
2. Type in mobile number / password
3. Tap Login

GRUNDFOS SmArt Serv

Country  
Malaysia

Mobile Number

Password

Login

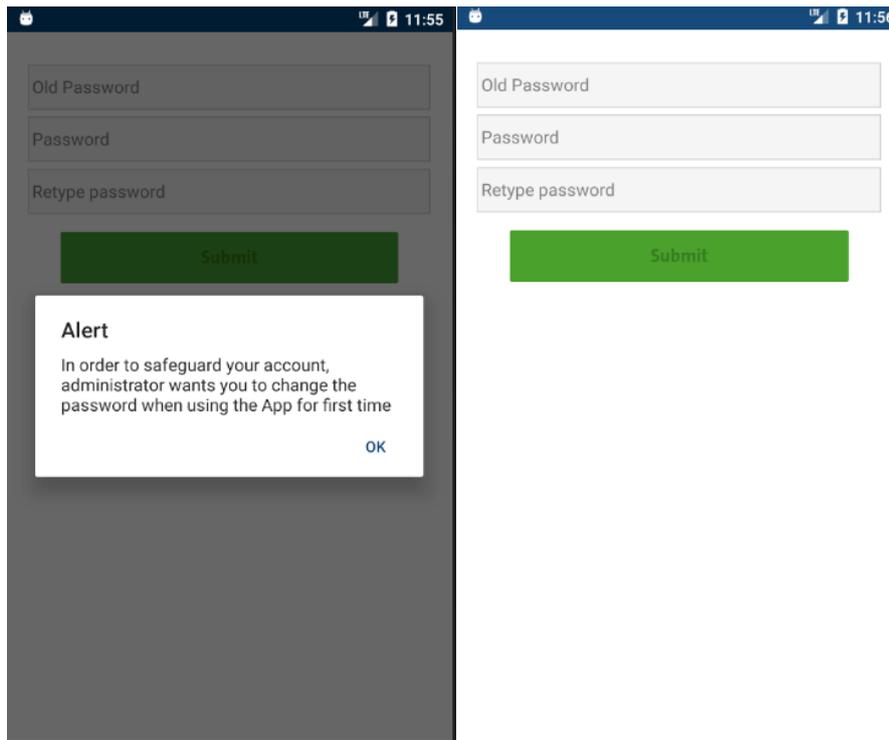
Remember me

Forgot password?

Don't have an account? [Register](#)

### Force Password Change

1. When the customer is created using Portal, in that case when the you login with default password received through SMS.
2. It will show an alert message and You must change the password to continue
3. By clicking "OK"
4. Change Password screen will appear
5. You can change the password by entering old password

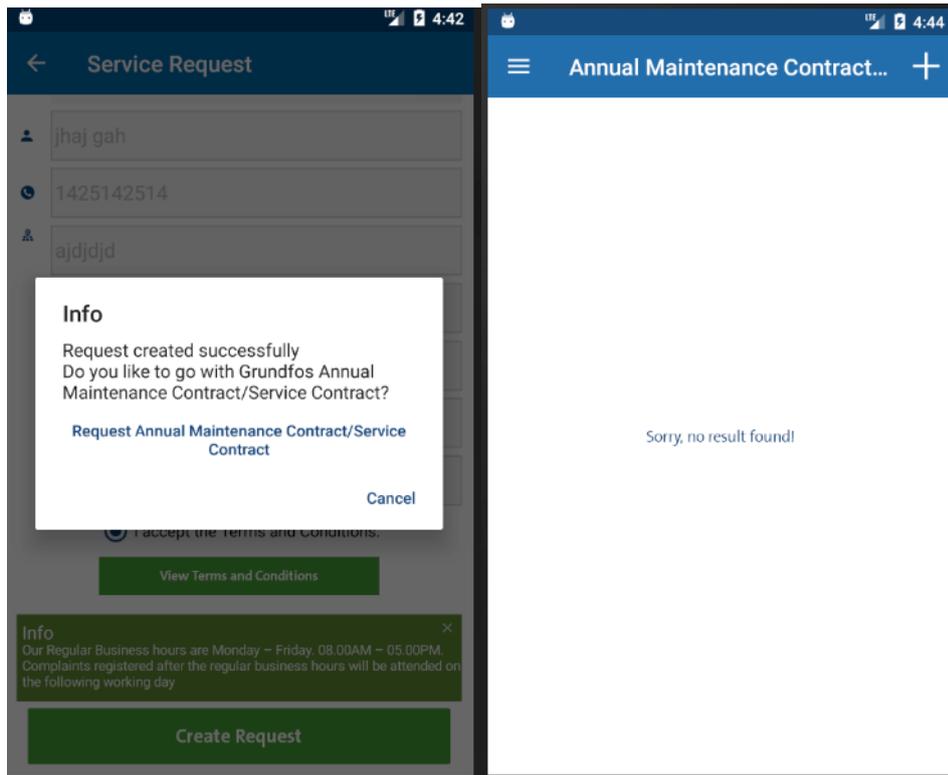


## Creating Service Request

1. Tap '+' button on top of the home screen
2. Select usage type (Residential / Other)
3. Select Request type (Installation/AMC/Warranty/Out of Warranty)
4. Select Nature of request
5. Give some short description on the problem
6. Pick a Region ASP or Coordinator based on the usage type from map/list
7. Not Available state service provider will not be displayed in case it is Service provider selection
8. Edit contact details if required
9. Accept the "Terms and Conditions"
10. Tap 'Create Request' button
11. Your service request will be processed and listed in home screen (Expect this to reflect in the screen in about 5 mins)

## Request AMC/Service Contract

1. In case of Non DBS concept if user tap Create request button
2. It will show alert message indicating as **"Request created Successfully Do you like to go with Grundfos AMC/Service contract"** based on Customer AMC
3. If you want go to AMC page then press **"Request AMC"**
4. Press cancel to Create request



## DBS and Non DBS flow

- 1) Incase if user select the Usage Type as Domestic (Residential) it comes as DBS flow
  - User can able to select the Region ASP in which the request will be assigned
- 2) Incase if user select the Usage Type as Others it comes as Non-DBS flow
  - User can able to select the coordinator in which request will be directly assigned to Coordinator

Service Request

Region ASP 

Customer Contact Details 

 Malaysia 

 test1 test2

 Our Regular Business hours are Monday – Friday, 08.00AM – 05.00PM. Complaints registered after the regular business hours will be attended on the following working day

Create Request

Service Request

Coordinator 

Customer Contact Details 

 Malaysia 

 test1 test2

 9500012345

 test

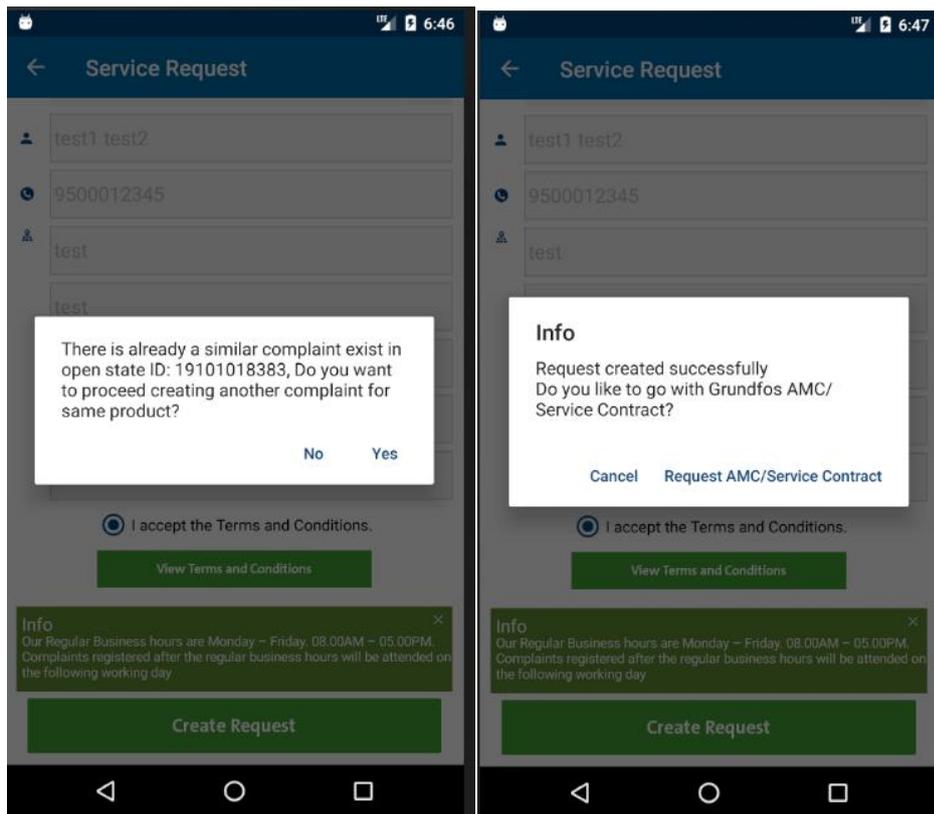
 Our Regular Business hours are Monday – Friday, 08.00AM – 05.00PM. Complaints registered after the regular business hours will be attended on the following working day

Create Request

The image displays two side-by-side screenshots of a mobile application interface for creating a service request. Both screens have a blue header with a back arrow and the text 'Service Request'. The left screen shows the 'Product Info' section with a green 'Add' button. It includes three dropdown menus: 'Usage Type' set to 'Domestic (Residential)', 'Request Type' set to 'Installation & Commissioning', and 'Nature of Request'. Below these is a large empty text area. At the bottom, there is a green 'Create Request' button and an 'Info' popup with business hours: 'Our Regular Business hours are Monday – Saturday, 09.00AM – 06.00PM. Complaints registered after the regular business hours will be attended on the following working day'. The right screen shows the 'Customer Contact Details' section with a blue edit icon. It features several input fields: 'Country' (India), 'Name' (Ankit Kumar), 'Phone Number' (9500123456), 'Address' (Elysium central, Sungam, Coimbatore, Tamil Nadu, 641118), and a green 'Create Request' button. It also includes the same 'Info' popup.

## Duplicate Complaint Validation

- 1) If user create a duplicate request for same pump, there will be alert message indicating the user has already created complaint for the same pump with complaint ids
- 2) If still user wants to create a duplicate request, then press yes to create a duplicate request
- 3) Or Press no to cancel the request creation



## Viewing list of requests

1. Launch the app
2. All your service requests will be listed here with the status
3. Clicking on a request will present with more detail on the request

Service Requests	
<b>18122023390</b> 	Assigned 
Request ty... Installation & Commissioni...	
Raised 20 Dec 2018	
<b>18122017384</b>	Confirmation 
Request type Out of Warranty	
Raised 20 Dec 2018	
<b>18122016382</b>	Assigned 
Request type Warranty	
Raised 20 Dec 2018	
<b>18122015376</b>	Assigned 
Request ty... Installation & Commissioni...	
Raised 20 Dec 2018	
<b>18122014375</b>	Assigned 
Request ty... Installation & Commissioni...	
Raised 20 Dec 2018	
<b>18122014374</b>	Assigned 
Request ty... Installation & Commissioni...	
Raised 20 Dec 2018	
<b>18122014373</b>	Assigned 
Request ty... Installation & Commissioni...	
Raised 20 Dec 2018	

## Request details

Request detail have following panels

1. Request details - Request id & status
2. Customer contact location & mobile number
3. People & Contact information - Contact information of Grundfos employees & customer
4. Comments - A communication point to collaborate with our employees. This way you have higher chance of getting reply from any of our employee.
5. Service timeline - Your service's status in descriptive words along with timestamp



### Service Request Details

Service Request ID	18122023390 🚩
Usage Type	Domestic (Residential)
Request Type	Installation & Commissioning
Status	Assigned 👤
Escalated	Yes

### Additional Details

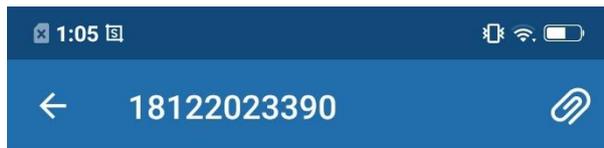
#### Customer Contact Details

Ankit Kumar  
(+91) 9500123456  
Elysium central, Sungam  
Coimbatore, Tamil Nadu-641118

#### Product Info



CR1S-13-A-FGJ-A-E-HQQE FT65 150HZ  
Product Code 96542753  
Warranty Card No 647383838



### People

-  **Ankit**  
Customer  
(+91) 9500123456 
-  **Ramraj Traders (Ramesh Traders)**  
Service Partner  
(+91) 9500111111 
-  **Aakash Kumar**  
Service Engineer  
(+91) 9500124124 
-  **Rajesh Kumar(North)**  
Grundfos Engineer  
(+91) 9500555555 

### Comments

Comment

Be the first to comment

### Service Timeline

Customer raised request to Ramraj Traders (Ramesh Traders) (Service Partner)

Yesterday 11:48 PM

Service Partner assigned request to Aakash Kumar (SE)

Today 12:14 AM

## Communicating with Grundfos

While our system covers most of the process, here some common cases where you might want to contact Grundfos Coordinator.

**1. I would like to mention my availability to engineer**

Use comment section to mention availability

**2. I would like to attach image of my pump, that might help this request to get resolved fast**

Use attach button on top right to attach image to the request

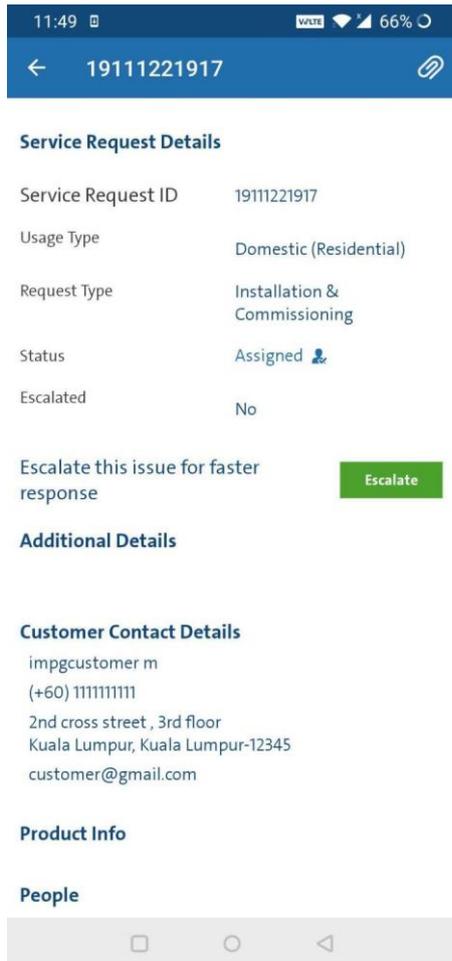
**3. I need mobile number of the engineer, it's easier that way**

Employee contact details available at people panel of the request. Click call button to invoke phone dialer.

## Escalating a request

Any request that is eligible for escalation will have the escalate button enabled in request details page.

Region ASP and Coordinator will get notified when the request is escalated by customer. This will move your request to high priority.



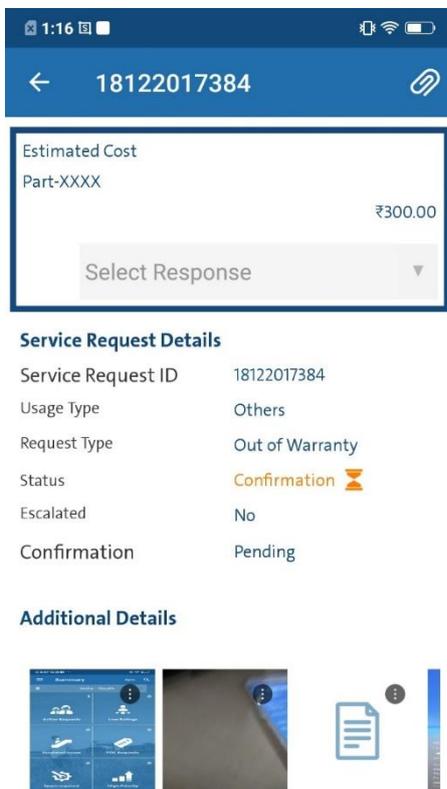
Escalate button will get enable in Request details screen due to below reasons:

- 1.For DBS & Non-DBS, if the request is not accepted by ASP, then escalate button will get enable in 8 working hrs in customer login for them to escalate.
2. If the request (both DBS & Non-DBS) is not resolved by Service Engineer within 3 working days, then again escalate button will get enable for the customer.

User needs to manually click on the button and escalate the request.

## Cost details

Any request that is not coming under warranty will be communicated along with a quotation. Same will be shown in request details screen for customer approval.



### Customer Contact Details

Ankit Kumar

## Pump details

Pump details can be added to raise request on it quickly, in the future. A pump detail includes its picture, location, model info & purchase information. Adding the pump helps service engineer to equip correct tools, reach out and diagnose the issue without any hassle.

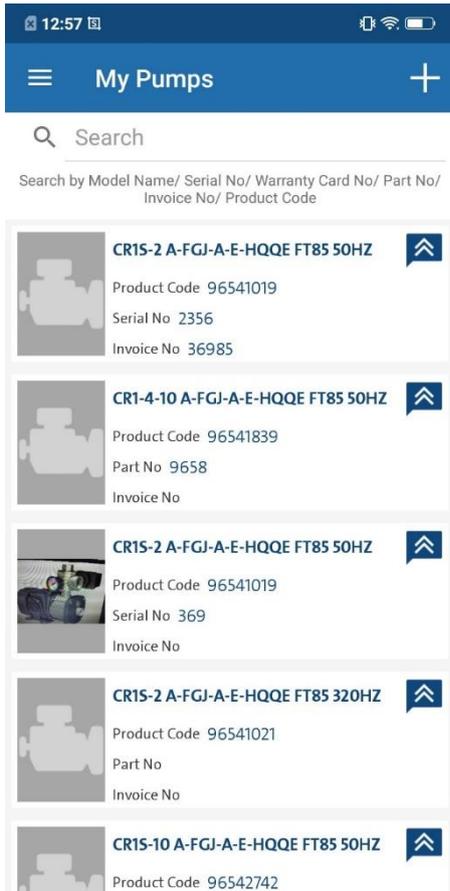
### Adding a pump

1. Tap on left drawer
2. Tap 'My Pumps'
3. Tap '+' button
4. Take photo of the pump
5. Fill in pump model number
6. Select any one of id number (Serial no/ Warranty no/Part no)
7. Fill in the number
8. Select the distributor who sold the pump
9. Mention purchase date
10. Mention invoice number
11. Tap 'Save'

The screenshot shows a mobile application interface for adding a pump. At the top, there is a status bar with the time 12:29 and various icons. Below it is a blue header with a back arrow and the text 'Add Pump'. The main content area is a large blue rectangle with a camera icon and the text 'Take Photo'. Below this are several input fields: 'Model' with a search icon, 'Part No' with a dropdown arrow, 'Identification number', 'Purchased from distributor' with a search icon, 'Dec 21, 2018', and 'Invoice Number'. At the bottom is a green button labeled 'Save'.

### Viewing all my pumps

1. Tap on left drawer
2. Tap 'My Pumps'
3. All the pumps will be listed here



### Creating request for a specific pump

1. Go to My Pumps screen
2. Tap on 'Request icon' on the right
3. Fill in additional details in 'Create request' screen and create request

## Appendix

### Request Status

Status	Task Owner	Remarks
<b>Assigned</b>	Region ASP	Region ASP will allocate engineer to address this request
<b>In Progress</b>	Service Engineer	Service engineer took up the task and on his way to site/working on it
<b>On Hold</b>	Grundfos	Request might go to hold for any of these reasons <ol style="list-style-type: none"> <li>1. Spare parts unavailability</li> <li>2. Difficulty in communicating with customer</li> </ol>

Status	Task Owner	Remarks
<b>Quote requested</b>	Customer	After examining the request, quotation will be sent to customer asking for approval. This is the phase where customer must act to assist continuation of the process.

## Symbols

Symbols	Description
	The request has been escalated by customer
	The request has been marked as high priority by management users
	The request has been waiting for quote approval from customer end