



# 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.

**Registration Screen:** This screen has a blue header with a back arrow and the title "Registration". It contains the following fields:

- Customer (dropdown menu)
- Malaysia (dropdown menu)
- Mobile Number (text input)
- First Name (text input)
- Last Name (text input)
- Email (text input)
- Password (text input)
- Retype password (text input)

A green button labeled "Complete Profile" is at the bottom.

**Complete Profile Screen:** This screen has a blue header with a back arrow and the title "Complete Profile". It contains the following fields:

- Krishna (text input)
- Kumar (text input)
- Select Company name (dropdown menu)
- Address line 1 (text input)
- Address line 2 (text input)
- City (text input)
- State (text input)
- Pincode (text input)
- krishna@gmail.com (text input)
- Select your location (text input with a location pin 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

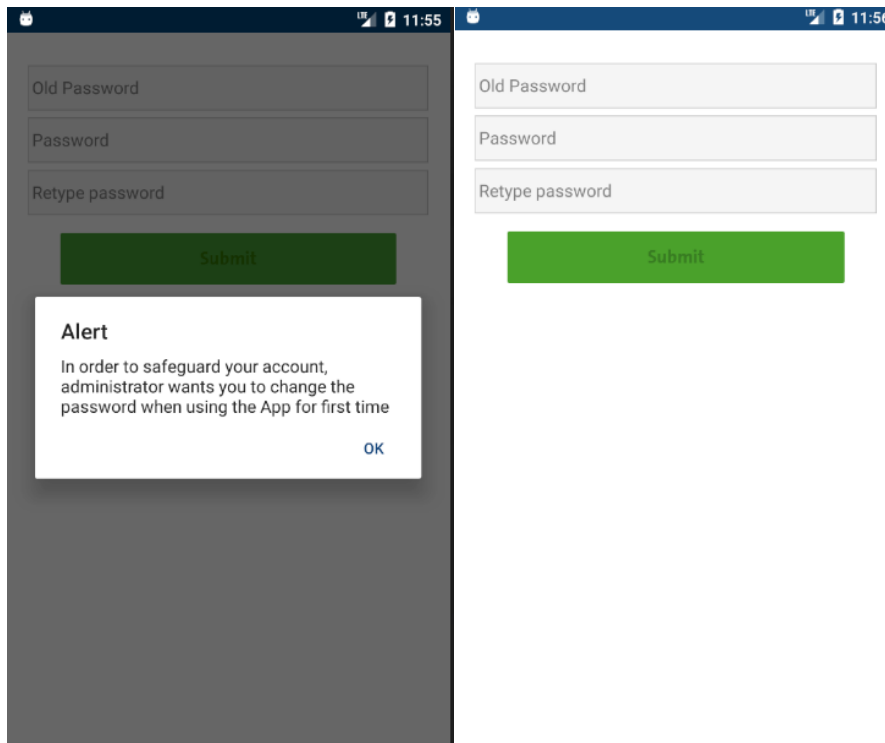
Remember me ☒

[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

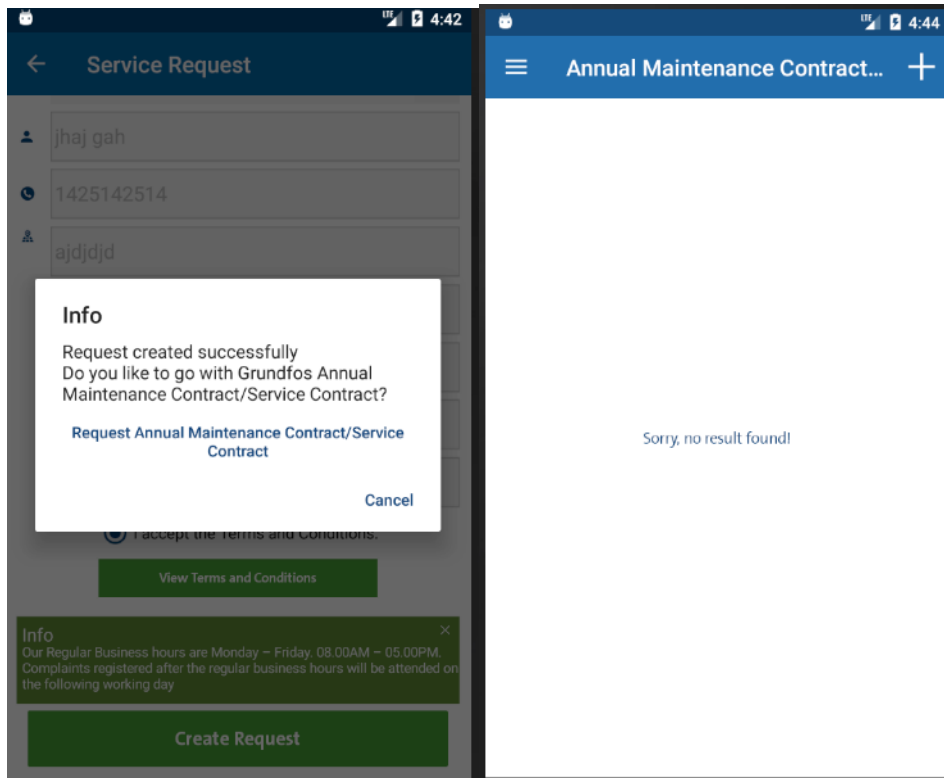


## Creating Service Request

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) In case 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) In case 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

12:45

Service Request

Coordinator

Customer Contact Details

Malaysia

test1 test2

9500012345

test

test

Info

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

12:43

12:43

← Service Request

← Service Request

Product Info

Add

Usage Type

Domestic (Residential)

Request Type

Installation & Commissioning

Nature of Request

Info

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

Create Request

Customer Contact Details

India

Ankit Kumar

9500123456

Elysium central

Sungam

Coimbatore

Tamil Nadu

641118

Info

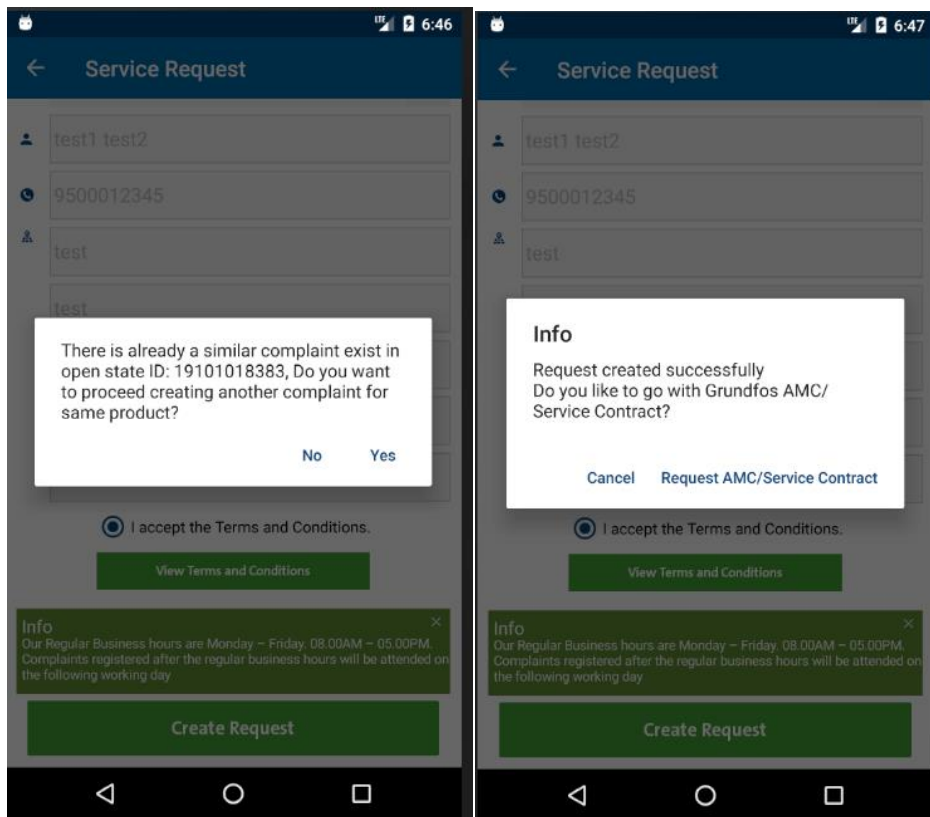
Our Regular Business hours are Monday – Saturday, 09.00AM – 06.00PM. Complaints registered after the regular business hours will be attended on the following working day

Create Request

## 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

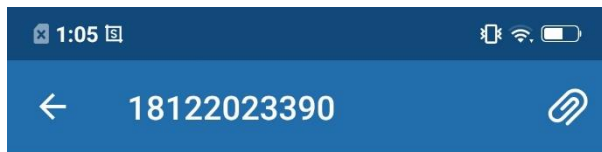
#### Customer Contact Details

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<br>Customer<br>(+91) 9500123456                                  |  |
|  | Ramraj Traders (Ramesh Traders)<br>Service Partner<br>(+91) 9500111111 |  |
|  | Aakash Kumar<br>Service Engineer<br>(+91) 9500124124                   |  |
|  | Rajesh Kumar(North)<br>Grundfos Engineer<br>(+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.

11:49 19111221917

### Service Request Details

Service Request ID	19111221917
Usage Type	Domestic (Residential)
Request Type	Installation & Commissioning
Status	Assigned
Escalated	No

Escalate this issue for faster response [Escalate](#)

### Additional Details

#### Customer Contact Details

impgcustomer m  
(+60) 1111111111  
2nd cross street , 3rd floor  
Kuala Lumpur, Kuala Lumpur-12345  
customer@gmail.com

#### Product Info

#### People

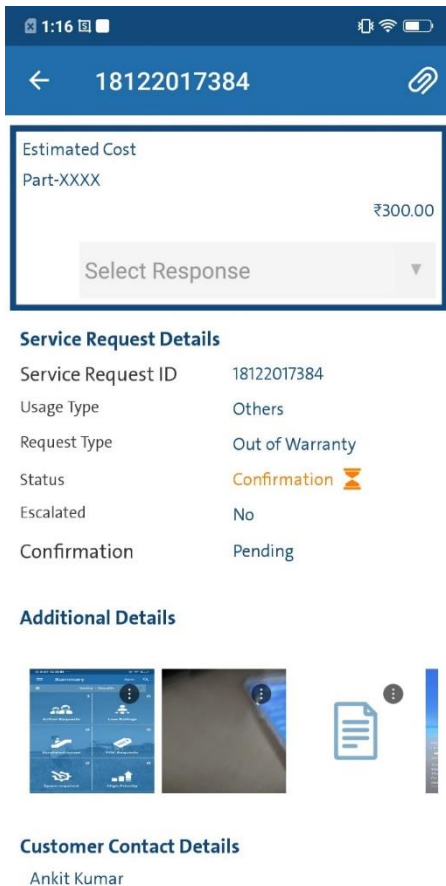
Escalate button will get enable in Request details screen due to below reasons:

- 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.



1:16

18122017384

Estimated Cost  
Part-XXXX  
₹300.00

Select Response

### Service Request Details

Service Request ID	18122017384
Usage Type	Others
Request Type	Out of Warranty
Status	Confirmation ⌚
Escalated	No
Confirmation	Pending

### Additional Details

Customer Contact Details  
Ankit Kumar

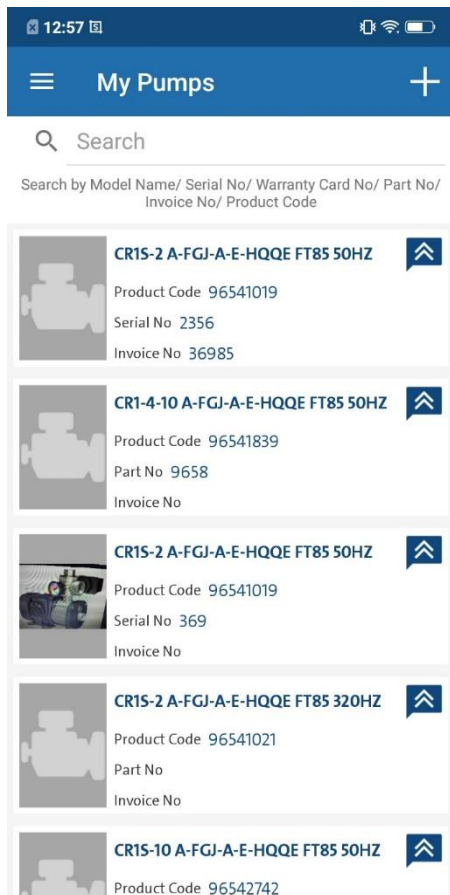
## Pump details

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'





### 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
Assigned	Region ASP	Region ASP will allocate engineer to address this request
In Progress	Service Engineer	Service engineer took up the task and on his way to site/working on it
On Hold	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