

RECORDING OF DEVICE PROBLEMS



1 Purpose

It is important to:

- correct technical problems quickly → improved customer satisfaction
- keep statistics on problems → further development of devices

For above mentioned reasons SmartKitchen has released a new feature “Device maintenance” to the admin service.

2 We request to record the device problems

We request that service technicians record all suspected/known problems using this new feature.

3 Instructions for recording

Recording is easy and fast:

1. Log in to admin
2. Select “Devices” from the top menu
3. Search for the device in the list or use the “Search” field
4. Go to save the device problem from the “Maintenance” button

Show entries Search:

id	Name	Type	SW	Distributor	Owner	Registration date	Activation date		
xxxx xxxx xxxx 123456789123	IR device	RayTemp Blue	Unknown	Distributor	Owner name (email@address.com)	2021-04-29 06:01:33	2022-10-05 18:25:10	Open	Maintenance
xxxx xxxx xxxx 123456789123	Hand probe	IoLiving Instant	L_26012016	Distributor	Owner name (email@address.com)	2021-08-13 07:25:24	2021-09-24 06:20:03	Open	Maintenance
xxxx xxxx xxxx 123456789123	Meat freezer	TCL V4	LHV2_05102020	Distributor	Owner name (email@address.com)	2021-08-23 07:08:54	2021-10-06 05:41:47	Open	Maintenance
xxxx xxxx xxxx 123456789123	Fish freezer	TCL V4	LHV2_05102020	Distributor	Owner name (email@address.com)	2021-08-23 12:43:31	2021-10-12 16:27:32	Open	Maintenance

5. Record a comment

Device maintenance

Date:

Maintenance reason:

Device User:

Maintenance procedure:

Comment:

→ Save

6. Viewing maintenance events

Select the Open button to access the device's information and its maintenance history. Here you can view, for example, a repair report to see what caused the problem.