

AirDb 5.0

Air Procedure

Air Procedure

Scope

The purpose of this manual is to define the method required when attending a service call requiring the compilation of an “Alleged Incident Report” (AIR).

Responsibility

It is the responsibility of the attending service technician to gather all the necessary data to complete the report, and the responsibility of the Service Centre Manager to ensure that any service call requiring an “AIR” procedure is dealt promptly and the data is forwarded to Electrolux in accordance with the procedure below outlined.

Method

The new AIR form has been split in two parts:

1. The wizard AIR form, to be filled in with information provided from the customer to the representative.
2. Multiple tabs to store all technical information of what has been detected during the visit.

In all cases an AIR form should be completed as follows:

Incident Type & Product Details

AIR Form				
Project Information				
What is Damage	<input type="checkbox"/> PRODUCT DAMAGED	<input type="checkbox"/> PROPERTY DAMAGED	<input type="checkbox"/> PERSONAL/ANIMAL INJURY	
How is it Damage	<input type="checkbox"/> FIRE/SMOKE DAMAGE	<input type="checkbox"/> WATER DAMAGE	<input type="checkbox"/> MECHANICAL DAMAGE	<input type="checkbox"/> ELECTRICAL DAMAGE
Potential for	<input type="checkbox"/> PERSONAL INJURY	<input type="checkbox"/> PRODUCT DAMAGE	<input type="checkbox"/> PROPERTY DAMAGE	
Customer Responsibility	<input type="checkbox"/> CLEANING & MAINTENANCE	<input type="checkbox"/> CUSTOMER/PROFESSIONAL INSTALLATION GROSS ERROR	<input type="checkbox"/> USER GROSS MISUSE	<input type="checkbox"/> SERVICE ISSUE
			<input type="checkbox"/> PRODUCT DOES NOT MEET CUSTOMER EXPECTATIONS	

In the 1st tab of the wizard AIR form, in the Project Information section, the attending service technician can fill in information about:

1. What is Damaged → The product itself, if the damage has affected the property, if a personal/animal injury has occurred.
2. How was it Damaged → By Fire/Smoke, Water, by Mechanical or Electrical damage.

3. Potential for → Even if no damage took place in this occasion in this field it has to be specified the potential damage that could have happened such as Personal injury, Product damage or Property damage.
4. Customer Responsibility → In this field it must be specified if the customer is responsible for the incident if it was a problem of cleaning and maintenance, a gross error of installation made either by the customer himself or by the pro's installers, or a gross misuse of the appliance on the customer's side. It's also possible to select service issue and if product does not meet customer expectation.

Other Information

Other Information					
Brand	Select Value	Model			
Pnc		Serial Number			
If not	Select Value	If not	Select Value		
Product Type	Select Value	Purchase date		Where Purchased	
Production Year		Production Week			

Brand & Product Type

Other Information	
Brand	Select Value
Product Type	Select Value

By clicking on the arrow on the right, a drop-down menu of options will appear in order to select the appropriate Brand.

Model Number, PNC, Serial Number

Pnc		Serial Number	
If not	Select Value	If not	Select Value

By writing the information. It is very important that accurate PNC and Serial numbers are entered. If the PNC and Serial number information cannot be obtained use the dialogue box below to enter a reason (missing, damaged/ defaced, unknown).

Date of Purchase

Purchase date

Production Week

February 2019						
Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	1	2
3	4	5	6	7	8	9

Click on the “Purchase date” field to select a date.
If only the year of purchase is known by the user enter 01/01/(YEAR)

Where Purchased

Where Purchased

If possible, obtain this information from the customer and input.

Country and AIR Visit Date

Id report

Country

Air Visit Date

Customer Ticket

Customer Care Ref:

Enter the country of the AIR visit, (some service centres cover multiple countries depending upon location etc). The AIR system allows you to only should select countries that you are authorised to have access to. Click on the “AIR Visit Date” to select a date.

Person Involved

AIR Form | Service Contact | Action Taken | Early Warning Status | Store Log | Inspection Info | Report Info | Responsible & Date | Ikea | Documents | Report No. IAL00001

Person Involved

Title

First Name

Last Name

Address

Zip Code

Phone Number Home

Phone Number Work

Mobile Number Home

Mobile Number Work

Mail

+

Title	Name	Address	Zip Code	Phone	Mail

In the 2nd tab of the wizard AIR form, the attending service technician can insert information regarding the possible involved people during the incident.

Incident Details

AIR Form | Service Contact | Action Taken | Early Warning Status | Store Log | Inspection Info | Report Info | Responsible & Date | Ikea | Documents | Report No. IAL00001

Incident Detail

Date Of incident

Time Of incident

Where is product installed

Emergency Services involved NONE FIRE BRIGADE POLICE AMBULANCE

is the product installed / assembled to the manufacturers recommendations?
 Yes No

Socket Yes No

Extension Yes No

Was the product in use during incident?
 Yes No

What did the customer see / experience?

What action did the customer take?

The incident details are located in the 3rd form where to input the details of the incident.

Date of the Incident

Click on the "Date of Incident" field to enter the incident date.

Time of incident

If known type in the time of the incident using the 24-hour format.

Where is Product Installed

Where is product installed?	Select Value
Emergency Services involved?	Annex
Installed to the manufacturers recommendations?	Apartment
	Attic
Socket	Basement
	Bathroom
Extension	Bathroom (Flat)
	Bedroom
Object in use during incident?	Bedroom (Flat)
	Caravan
Customer see / experience?	Cellar
	Classroom
Action did the customer take?	Conservatory
	Conservatory (Flat)
	Dining Room
	Front Room
	Garage
	Hall
	Hall (Flat)
	Hospital
	Kitchen
	Kitchen (Flat)
	Living Room
	Lounge
	Lounge (Flat)
	Mobile Home
	Out House
	Playroom
	Porch
	Shed

Click on the arrow head to get a dialogue box of options for location. Click on the appropriate selection.

Emergency Services Involved:

Click on which (if any) emergency services were involved in this incident.

Installation Information:

- Is the product installed / assembled to the manufacturers recommendations? Yes No
- Socket Yes No
- Extension Yes No

Was the product installed/assembled to the manufacturer's instructions? Click on the appropriate response. If no is selected an additional comments box will appear. Fill in any details of the installation as appropriate. Also, if the electrical connection was direct to a wall socket or via an extension of type.

Claim Information:

Was the product in use during incident? Yes No

What did the customer see / experience?

What action did the customer take?

Was the appliance in use: from discussion with the consumer find out the program selected, how long had the appliance been in use, the period of time the product had been in use before the incident.

What did the consumer see/experience – from the consumer ascertain as much information as possible i.e. loud bang from left then smoke came from under lid.

What action did the consumer take – list the actions the consumer made, i.e. removed plug.

Technicians Inspection Report

AIR Form	Service Contact	Action Taken	Early Warning Status	Store Log	Inspection Info	Report Info	Responsible & Date	Ikea	Documents	Report No. IAL00001
Technicians Inspection Report										
<div style="display: flex; justify-content: space-between;"> Condition of Appliance Select Value ▼ </div> <div style="margin-top: 5px;"> <p>Is the product to be repaired? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown Details</p> <p>Has the product been repaired? <input type="radio"/> Yes <input type="radio"/> No Details</p> <p>Is the product to be exchanged? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown Details</p> <p style="font-size: x-small;">All AIR repair / replaced parts are to be returned to the National Aftersales Manager (or equivalent) clearly tagged with the AIR No. & Date.</p> <p>Has the faulty component been sent? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Unknown</p> <p>Have photographs been taken of the incident, product, damage or injury? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> N/A</p> <p style="font-size: x-small;">All digital images must be in accordance with Electrolux AIR Investigation Requirements.</p> <p>Any further requests from customer? <input style="width: 100%;" type="text"/></p> </div>										

Technicians Inspection Report is findable in the 4th form.

Condition of Appliance:

Condition of Appliance	<div style="border: 1px solid black; padding: 2px;"> Select Value </div>
product to be repaired?	As New
product been repaired?	Average For Age
	Good for Age
	Other
	Poor

Use the arrow head button to select the appropriate response to the condition of the product.

Repair of Product:

If the product is to be repaired click on the Yes button. A dialogue box will then open asking which parts are required. Fill in required parts. If the product is not to be repaired, please give brief details as to why this is. If the response is unknown click on the Unknown button.

Product Repaired:

If the product has been repaired during the AIR visit click on the Yes button and give brief details of what has been repaired. If the product has not been repaired click on the No button and give brief details as to why no repair could be made.

Exchange of Product:

Click on the appropriate response to the question of exchange of the product. If No or Unknown are selected please give brief details.

Removed Components

Different components at different times are subject to a return to National After Sales Manager request. If the component is to be sent back to the National After Sales Manager click on the Yes button. If the response is no or unknown click on the appropriate button.

Digital Images of Product & Incident Location

Images of the product/location /injuries should be taken and attached to the report. Indicate that this has taken place by clicking on the Yes, No, or N/A buttons as appropriate. A repaired product would be an example of an N/A response.

Any further requests from the Customer

If the customer has any further requests from Electrolux these should be recorded briefly in the dialogue box shown. Any response shall be made by the National After Sales Organization.

Any further requests from customer?

Root Cause of Incident & Property Damage Description

AIR Form	Service Contact	Action Taken	Early Warning Status	Store Log	Inspection Info	Report Info	Responsible & Date	Ikea	Documents	Report No. IAL00001
Root Cause of Incident										
Root cause of Water Damage: <input type="text" value="Select Value"/>										
Comments: <input type="text"/>										
Property Damage Description										
Fire Damage: <input type="text" value="Select Value"/>										
Comments: <input type="text"/>										
Smoke Damage: <input type="text" value="Select Value"/>										
Comments: <input type="text"/>										
Water Damage: <input type="text" value="Select Value"/>										
Comments: <input type="text"/>										
Mechanical Damage: <input type="text" value="Select Value"/>										
Comments: <input type="text"/>										
Description of property damage: (where applicable): <input type="text"/>										

The Root Cause of Incident & Property Damage Description is located in the 5th form.

Root Cause of Incident

The suspected root cause of the incident should be recorded. As the first person to inspect the appliance the initial inspection is vitally important. Here the initial inspecting Engineer should give their professional opinion as to the root cause of the incident. If after further evaluation this initial diagnosis is shown to be incorrect then the record can be later amended by adding further more detailed reports.

As many AIR's share common failure origins, a number of current failure types have been listed.

These cover the root causes of:

Fire Damage (F)

Root cause of Fire Damage:	<input type="text" value="Select Value"/>
Comments:	F1=PCB
Root cause of Water Damage:	F10=Other
Comments:	F2=Motor
Root cause of Mechanical Damage:	F3=Component Failure
Comments:	F4=Plastic Material
	F5=Switch
	F6=Connector

Water Damage (W)

Root cause of Water Damage:	<input type="text" value="Select Value"/>
Comments:	W1=Mains Connection
Root cause of Mechanical Damage:	W10=Other
Comments:	W2=Internal hose connection
	W3=Inlet Valve
	W4=Pump

Mechanical Damage (M)

Root cause of Mechanical Damage:	Select Value
Comments:	M1=Door Lock M10=Other
Root cause of Electrical Damage:	M2=Door Alignment M3=Counterweight M4=Suspension
Comments:	M5=Surface Temperatures M6=Glass Breakage M7=Sharp Edge M8=Heat Escape

Electrical Damage (E)

Root cause of Electrical Damage:	Select Value
Comments:	E1=Earth Fault E10=Other E2=Short circuit E3=Component Failure

Select the damage type from the four types and review the options by clicking on the appropriate arrow head.

The principal failure mode can then be identified. Only a limited number (max 9) of root causes have been listed.

If the root cause is not covered by one of the up to 9 options use option 10 and provide please additional comments.

Technical Test Results

AIR Form		Service Contact	Action Taken	Early Warning Status	Store Log	Inspection Info	Report Info	Responsible & Date	Ikea	Documents	Report No. IAL00001
Earth Loop test			Safety Test Results			Plug Top Fuse Rating: [] Amp Blown? [Select Value]					
TEST 2	[] ohms	EARTH CONTINUITY			[] ohms	Correct Wiring?			[Select Value]	Blown / Tripped?	
TEST 1	[] ohms	INSULATION TEST			[] M ohms	Circuit Protection Type / Rating			[Select Value]	[] Amp Blown / Tripped?	
RESULT	[] ohms	MICROWAVE			[] mw/cm2	Type of Earthing			[Select Value]	Blown / Tripped?	
Test NOT carried out because:	[Select Value]	Test NOT carried out because:			[Select Value]	RCD Installed?			[Select Value]	Tripped?	
Working Pressure (Mbat- Meter)			APP			Polarity Check Product					
Pressure at end of 1 min stabilisation (5 min LPG)	[] mb	Flue Checked			[]	[] Amp Blown? [Select Value]					
Pressure at end of 2 min test	[] mb	Ventilation Checked			[]	Tripped? [Select Value]					
Difference	[] mb	Product/Installation left safe to use			[]	Socket [Select Value]					
Gas Safety Test N/A	[] Yes [] No	Gas Type			[Select Value]						
*GAS / ELECTRICAL SAFETY REPORT No.	[] RAISED										

The Technical Test Results tab is located in the 6th form and it is dedicated to register the hardcore technical tests' results.

After completing the wizard AIR procedure click on "Save" to save the report.

Service Contact

A.I.P. Form **Service Contact** | Action Taken | Early Warning Status | Store Log | Inspection Info | Report Info | Responsible & Date | Likes | Documents | Report No. IAL00001

Name of Company Representative	Service Contact
Name: <input type="text"/>	Centre Manager: <input type="text"/>
Job Number: <input type="text"/>	Centre Name: <input type="text"/>
Center Code: <input type="text" value="Select Value"/>	Address: <input type="text"/>
Center Name: <input type="text"/>	<input type="text"/>
Country: <input type="text" value="Select Value"/>	<input type="text"/>
	Post Code: <input type="text"/>
	E-mail address(s): <input type="text"/>
	Regional Field Service Manager: <input type="text"/>
	Centre Type: <input type="text"/>
	Principal: <input type="text"/>
	Internet Connection: <input type="text"/>
	Tel. No.: <input type="text"/>
	Fax No.: <input type="text"/>
	Spares No.: <input type="text"/>
	User Name: <input type="text"/>
	Password: <input type="text"/>
	User Name Email Address: <input type="text"/>
	Steps taken to deal with product: <input type="text"/>

In the Service Contact form, it is possible to enter information identifying the technician who performed the inspection.

Name of Company Representative

Name of Company Representative	
Name:	<input type="text"/>
Job Number:	<input type="text"/>
Center Code:	<input type="text" value="Select Value"/>
Center Name:	<input type="text"/>
Country:	<input type="text" value="Select Value"/>

These fields allow to provide information such as:

1. Name
2. Job Number
3. Centre Code → click on the right arrow to open the drop-down menu to select the appropriate information.
4. Centre Name
5. Country → click on the right arrow to open the drop-down menu to select the appropriate information.

Service Contact

Service Contact	
Centre Manager:	<input type="text"/>
Centre Name:	<input type="text"/>
Address:	<input type="text"/>
	<input type="text"/>
Post Code:	<input type="text"/>
E-mail address(s):	<input type="text"/>
Regional Field Service Manager:	<input type="text"/>
Centre Type:	<input type="text"/>
Principal:	<input type="text"/>
Internet Connection:	<input type="text"/>
Tel. No.:	<input type="text"/>
Fax No.:	<input type="text"/>
Spares No.:	<input type="text"/>
User Name:	<input type="text"/>
Password:	<input type="text"/>
User Name Email Address:	<input type="text"/>
Steps taken to deal with product:	<input type="text"/>

These fields allow to provide information such as:

1. Centre Manager
2. Centre Name
3. Address
4. Post Code
5. Email addresses
6. Regional Field Service Manager
7. Centre Type
8. Principal
9. Internet Connection
10. Tel. No.
11. Fax No.
12. Spares No.
13. Username
14. Username Email Address
15. Steps taken to deal with product

Action Taken

A.I.R Form	Service Contact	Action Taken	Early Warning Status	Store Log	Inspection Info	Report Info	Responsible & Date	Ikea	Documents
Action Taken									
Action taken with appliance:		Select Value							
Other steps taken to deal with incident:									
Exchange/UpLift Information									
Depot:									
Order Number:									
Delivery date:									
Comments:									
Insurance Details									
Claim presented:		Select Value							
Claim handled by:		Select Value							
Claim Comments:									
Insurance No.:									
Insurance Comments:									

In the action taken section is possible for the technician to specify if, with the products in display have been taken some actions by filling in the following information:

1. Action Taken with Appliance → click on the right arrow to open the drop-down menu to select the appropriate information.
2. Other Steps taken to deal with Incident
3. Depot
4. Order Number
5. Delivery Date
6. Comments
7. Claim presented → click on the right arrow to open the drop-down menu to select the appropriate information.
8. Claim handled by → click on the right arrow to open the drop-down menu to select the appropriate information.
9. Claim comments
10. Insurance No.
11. Insurance Comments

Early Warning

A.I.R Form	Service Contact	Action Taken	Early Warning Status	Store Log	Inspection Info	Report Info	Responsible & Date	Ikea	Documents	Report No. IAL00001
Early Warning Status										
Early Warning:		Select Value					Issue Date:			

In this section it is possible to set an Early Warning for a Report by clicking on the arrow to show the drop-down menu and selecting "Yes".

Early Warning:

Yes

No

It is possible to set the date of the issue by clicking on the “Issue Date” field and selecting a date from the Calendar.

Issue Date:

< February 2019 >

Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	1	2
3	4	5	6	7	8	9

Store Log

A.I.R Form
Service Contact
Action Taken
Early Warning Status
Store Log
Inspection Info
Report Info
Responsible & Date
Ikea
Documents

Report No. **IAL00001**

Store Log v

Name of Location	Input date	Output date
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Location at PSL: v

Actual Store Location

In this section it is possible to define if some further inspection has been done.

The following information can be inputted:

1. Name of Location
2. Location at PSL → click on the right arrow to open the drop-down menu to select the appropriate information.
3. Input date → by clicking on the “Input Date” field and selecting a date from the Calendar.
4. Output date → by clicking on the “Output Date” field and selecting a date from the Calendar.

Inspection Info

A.I.R Form	Service Contact	Action Taken	Early Warning Status	Store Log	Inspection Info	Report Info	Responsible & Date	Ikea	Documents	Report No. IAL00001
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Inspection Information ▼

Reported Cause:	<input type="text"/>		Date Request:	<input type="text"/>
Inspection Requested by:	<input type="text"/>		Date Inspected:	<input type="text"/>
Inspected By:	<input type="text"/>			
Inspection Notes:	<input type="text"/>			
Initial assessment of probable cause of incident:	<input type="text" value="Select Value"/>	▼		
Evaluated Code:	<input type="text"/>			
Actual Incident Area:	<input type="text"/>		Component:	<input type="text"/>
Component Manufacture:	<input type="text"/>		Component Date Stamp:	<input type="text"/>
Current Status:	<input type="text" value="Select Value"/>	▼		

The reported cause of the incident in the inspection information should be recorded as the first person to inspect the appliance.

The following information can be provided:

1. Reported Cause
2. Inspection Requested by
3. Inspected by
4. Inspection Notes
5. Initial assessment of probable cause of incident → click on the right arrow to open the drop-down menu to select the appropriate information.
6. Evaluated Code
7. Actual Incident Area
8. Component Manufacture
9. Current Status → click on the right arrow to open the drop-down menu to select the appropriate information.
10. Date request → by clicking on the "Date request" field and selecting a date from the Calendar.
11. Date Inspected → by clicking on the "Date Inspected" field and selecting a date from the Calendar.
12. Component
13. Component Date Stamp

Report Info

A.I.R Form	Service Contact	Action Taken	Early Warning Status	Store Log	Inspection Info	Report Info	Responsible & Date	Ikea	Documents	Report No. IAL00001
Report Information										
Report Requested by:		<input type="text"/>			Date Requested:		<input type="text"/>			
Report Type Required:		Select Value			Report Target Date:		<input type="text"/>			
Report No:		<input type="text"/>			Issued by:		<input type="text"/>			
Report Type:		Select Value			Issue Date:		<input type="text"/>			
Statement from PSL on Responsibility & Liability for incident and associated claims:		Select Value								
Comment:		<input type="text"/>								

This tab is used to provide further information about the report such as:

1. Report Requested by
2. Report Type Required → click on the right arrow to open the drop-down menu to select the appropriate information.
3. Report No.
4. Report Type → click on the right arrow to open the drop-down menu to select the appropriate information.
5. Statement from PSL on Responsibility & Liability for incident and associated claims → click on the right arrow to open the drop-down menu to select the appropriate information.
6. Comment
7. Date requested → by clicking on the “Date requested” field and selecting a date from the Calendar.
8. Report Target Date → by clicking on the “Report Target Date” field and selecting a date from the Calendar.
9. Issued by
10. Issue Date

Responsible & date

A.I.R Form	Service Contact	Action Taken	Early Warning Status	Store Log	Inspection Info	Report Info	Responsible & date	Ikea	Documents	Report No. IAL00001
Responsible Date										
Initial Inspected by:		<input type="text"/>			Date initial inspected:		<input type="text"/>			
Registered by:		<input type="text"/>			Date registered:		<input type="text"/>			
Updated by:		<input type="text"/>			Date updated:		<input type="text"/>			
Closed by:		<input type="text"/>			Date updated:		<input type="text"/>			

In this tab it is possible to specify the responsible of the incident by providing the following information:

1. Initial Inspected by
2. Registered by
3. Updated by
4. Closed by
5. Date initial inspected → by clicking on the “Date initial inspected” field and selecting a date from the Calendar.
6. Date updated → by clicking on the “Date updated” field and selecting a date from the Calendar.

IKEA

A.I.R Form Service Contact Action Taken Early Warning Status Store Log Inspection Info Report Info Responsible & Date **Ikea** Documents Report No. IAL00001

Responsible Date

IKEA Status

IKEA Safety Coding

In this tab it is possible to register any security code belonging to IKEA. The information to be provided are:

1. IKEA Status
2. IKEA Safety Coding → click on the right arrow to open the drop-down menu to select the appropriate information.

Documents

A.I.R Form Service Contact Action Taken Early Warning Status Store Log Inspection Info Report Info Responsible & Date Ikea **Documents** Other Informations PSL Info Report No. IIT300001

Incident Documents

- Drop files to upload
(or click)

Insurance Documents

- Drop files to upload
(or click)

Inspection Documents

- Drop files to upload
(or click)

Save

In this section it is possible to upload relevant documents related to the incident, the insurance or the inspection. It is possible to upload all formats of document.