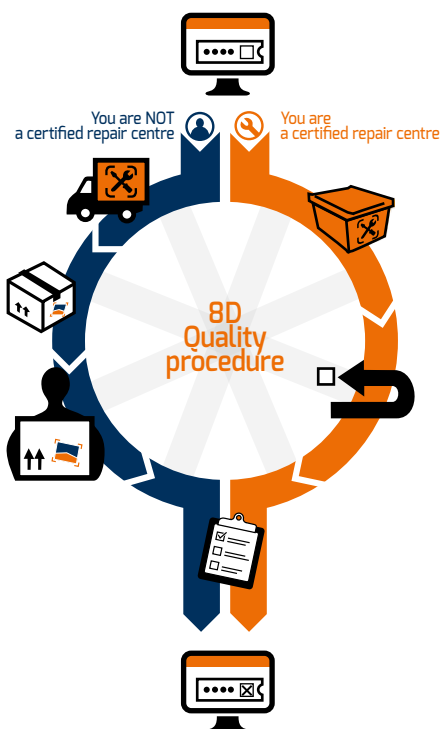




8D procedure helps AAA-LUX and partners improving every day

The 8D customer complaint procedure is the core of AAA-LUX' quality management system. It enables us to register the issue, facilitate a short term solution and determine the root cause of any issue, whether technical or organisational. It enables us to improve our products and organisation and prevent issues from happening in the future. For this reason it is of high value to us as well as the AAA-LUX partner network, that every service request must be accompanied with an information trail, started by filling in the Service Ticket.



Certified Repair Centres

On-site repairs (especially top-of-mast) are not recommended. To guarantee the quality of a repair, these repairs ideally are done within a controlled environment, using the correct tools and conducted by a certified repair specialist. The main repair centre is at AAA-LUX headquarters in The Netherlands. Approved repair centres inside and outside Europe are supported by AAA-LUX, with training, certification, tools and parts.

Follow your process

Depending whether you are a certified repair centre or not, the right or left side of the process, is relevant. Certified repair centres follow the orange process on the right (page 3), others follow the blue process on the left (page 2). The AAA-LUX Service Manager, which you automatically contact by opening a service ticket, will manage the process and make the relevant decisions with you.



You are NOT a certified repair centre

Service ticket

When facing a service request, the first step is to generate a Service Ticket through the AAA-LUX Support Portal (JIRA). See how to access in page 4. It is the way to activate a procedure, start communication with our service department and to monitor the status real-time. You will receive a confirmation of the service request immediately and a containment action proposal within 48 hours.

NOTE: Service Ticket Generation is only open to after sales services, meaning damaged or dysfunctional products. Sales related requests need to go through the regular sales channel.



AAA-Service-On-site

In case a repair centre with AAA-Service-On-site is close by, onsite repair can be offered. Getting the luminaire down the pole, to do repairs in a safe and controlled environment, the preferred method. If onsite repair is not an option, please send the item to AAA-LUX head office or the nearest Certified Repair Centre.



AAA-Service-Lamp

Having a service-Lamp on stock is a practical and sensible way to make sure the customer has light, while a repair procedure is underway. This service lamp can replace a dysfunctional luminaire temporarily or permanently, meaning after the repair you can switch back the original luminaire or the repaired luminaire becomes the service-lamp.

The AAA-Service-Lamp is your asset, you purchase it and keep it on stock. In case you do not want to have one or more luminaire types on stock, please mind that a flawless repair requires a certain time.

NOTE: Always mind the RF module that matches the project and position.



8D Quality procedure

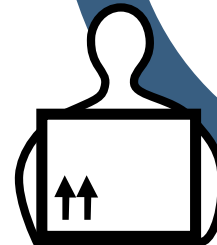
- Register service request
- Facilitate short term solution
- Determine root cause
- Initiate structural improvement

Free Returns

AAA-LUX offers a free of charge Return service for all repairs under warranty. Luminaires are being transported to the address of our partners, unless otherwise agreed. A typical repair time is 10 working days including transport (depending the location). For repairs outside Europe please contact your AAA-LUX reseller or the AAA-LUX service department.

For transport costs on warranty repairs to be carried out at AAA-LUX Repair Centre, it means:

- Transport costs from customer/project to Eindhoven: to be paid by customer
- Transport costs from Eindhoven to customer/project: will be paid by AAA-LUX



Warranty assessment

An important part of the procedure, is enabling AAA-LUX to complete the 8D procedure, by assessing the damage and take appropriate action. When ordering replacement luminaire or part you will receive an invoice. This helps to track & trace valuable items. As soon as AAA-LUX has determined that warranty applies, you will receive a credit.



Closing service ticket

After the repair has been conducted successfully, the 8D procedure and the paperwork has been completed, AAA-LUX Service Manager will close the service ticket as "Resolved" and supply a comment concerning root cause and preventive actions, within the AAA-Support-Portal.



You are a certified repair centre



Service ticket

When facing a service request, the first step is to generate a Service Ticket through the AAA-Service-Portal (JIRA). See how to access in page 4. It is the way to activate a procedure, start communication with our service department and to monitor the status real-time. You will receive a confirmation of the service request immediately and a containment action proposal within 48 hours.

NOTE: Service Ticket Generation is only open to after sales services meaning damaged or dysfunctional products. Sales related requests need to go through the regular sales channel.

8D Quality procedure

- Register service request
- Facilitate short term solution
- Determine root cause
- Initiate structural improvement



AAA-Service-Box

The AAA-Service-Box contains a selected range of spare parts as well as tools and manuals. It is also accompanied with means to return parts for analysis and refund, and to order parts to manage your stock at the required level. The AAA-Service-Box is an asset, which you purchase.



Returning parts

In order to complete the 8D procedure, an important step after generating a Service Ticket, is returning the part(s) for analysis. The part must be accompanied with a return form with the Service Ticket number. In case parts are not returned, no refund nor credit will be granted, unless otherwise agreed. As soon as AAA-LUX has determined if warranty applies, based on analysis of returned product as well as the content of the Service Ticket, you will receive a credit including transport. For local repairs under warranty, it means:

- Necessary spare parts for repair are reimbursed by AAA-LUX
- Working hours, aerial platform, etc. are not reimbursed by AAA-LUX



Warranty assessment

An important part of the procedure, is enabling AAA-LUX to complete the 8D procedure, by assessing the damage and take appropriate action. When ordering replacement luminaire or part you will receive an invoice. This helps to track & trace valuable items. As soon as AAA-LUX has determined that warranty applies, you will receive a credit.



Closing service ticket

After the repair has been conducted successfully, the 8D procedure and the paperwork has been completed, AAA-LUX Service Manager will close the service ticket as "Resolved" and supply a comment concerning root cause and preventive actions, within the AAA Support Portal.



Communication, information & support

AAA-LUX Support Portal

URL: <https://aaa-lux-lighting.com/support>

This AAA-LUX Support Portal, based on JIRA software is the gateway to start service related communication and is a library and search engine (wiki) for manuals and other technical information that can be of assistance to answer specific questions or solve issues. It is accessible with your Username and Password.

AAA-LUX Support Desk

Tel: +31 (0)40 78 202 78
E-mail: support@aaa-lux-lighting.com

For support during repairs or in case of luminaire issues in the field, our AAA-LUX Support Desk is at your disposal.

Tips:

- Make an appointment with one of our support staff
- Have your scan tool ready
- Enable Internet access



Certified repair centres worldwide

Please contact AAA-LUX SUPPORT to find out where the closest repair centre is.



AAA-LUX SUPPORT

Tel: +31 (0)40 78 202 78
E-mail : Repair & Service : service@aaa-lux-lighting.com
Other Support: support@aaa-lux-lighting.com
Website: www.AAA-LUX-lighting.com