

How-To: VenSet Service Registration

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Intro

This document will explain how to register and edit a service claim with our VenSet Service Registration Module. If you have any questions please refer to the F.A.Q. section of this guide. If that does not answer your question please send us an email at info@venset.com

Login

Go to www.venset.com, navigate to the login page and enter your credentials:

The screenshot shows the Venset website homepage. At the top left is the Venset logo. Below it are navigation menus for 'Index', 'Products', 'News', and 'Distribution'. The main content area features a navigation bar with categories: 'TV lift products', 'Desk lift systems', 'Cabinet lift products', and 'Electric window openers'. Below this is a heading: 'TV lifts, TV swivels, TV bed lifts, electric height adjustable systems and more'. There are sections for 'DOWNLOAD BROCHURE', 'NEAREST VENSET DEALER:' (with a world map), and 'MORE DOWNLOADS'. At the bottom, there are five product images labeled TS460A, TS600B (marked 'NEW'), TS700A, TS700B, and TS1000A. A red arrow points to the 'Log in' link in the 'Distribution' menu.

The screenshot shows the Venset website login page. It features the same navigation menus as the homepage. The main content area is titled 'Log in' and contains a 'Username' field, a 'Password' field, and a 'Log in | Forgotten password' link. A red arrow points to the 'Log in' link.

Create registration

Navigate to the menu on the left, and under Tools click 'Service registration'

VenSet INT
Nygade 63
6900 Skjern
INT-International

(0)

Index
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About VENSET

Products
Products

News
News
Newsletter
- Sign up
- Sign off

Distribution
Nearest distributor
Become a distributor
Log Off

Tools
Service registration
My web order
Order history

TV lifts, TV swivels, TV bed lifts, electric height adjustable systems and more

DOWNLOAD BROCHURE
Download our 16-pages brochure and be inspired in how to make your home better.
>>> Download brochure

NEAREST VENSET DEALER:

MORE DOWNLOADS
See our download section with mounting instructions, drawings, data sheets, technical specifications and more...
>>> Download section

TS460A TS600B TS700A TS700B TS1000A

Click 'New registration' at the top of the page:

Service Registration

New registration

The three top text fields must be filled out. Refer to the image or [this guide](#) and enter the letters exactly as they are displayed on the label.

Service Registration

View list

Product details

Type No.: (Ex: TS700A)

Production Order (PO): (Ex: V-00250)

Production Code: (Ex: AH 02 A)

Our reference

Your reference or initials

Next

Clear all fields

Type no.: TS460A 7SXX1
PC V-00208
VENSET A/S, DK-6900 Denmark
Tel.: +45 9735 4611
100-240 Vac, 50/60 Hz
AG 12 A
CE

Specify the issue by choosing the option that represents the problem you are having.

Please specify the issue

- Functional failure
- Surface scratches (Remember to upload image!)
- Component wrong or missing
- Freight damage
- Strange sounds/noises
- Other (Please specify below)

- 1- Any additional information you have regarding the issue will help us
- 2- Use this feature to attach up to 3 images of the issue. Useful when reporting visual issues.
- 3- Use this feature to attach an audio or video file. Useful when reporting strange sounds or behavior.
- 4- Complete your registration by clicking 'Submit'.

Additional information (Please use english) 1

Image upload 2
Please upload images here (JPEG, PNG, BMP, PDF Max 4Mb):

No file chosen
 No file chosen
 No file chosen

Video/Audio upload 3
Please upload video/audio clips here (MOV, MP3/4, M4A, Max 20Mb):

No file chosen

Upon submission an email will be send to you containing a registration number. Please keep this for future reference.

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Congratulations! You have successfully submitted your claim, and will be taken to the overview page. You will receive a confirmation email shortly.

Service Registration

Select	RegId	Model	Status	OurRef	YourRef	Added	Edited	EditedBy
<input checked="" type="checkbox"/>	354-0001	110080	2 - In progress	Company 01	NN	2015-10-26	2015-10-26	Test

Edit registration

Please refer to the login section of this document to log in. Next, navigate to the menu on the left, and under Tools click 'Service registration'

VenSet INT
Nygade 63
6900 Skjern
INT-International

(0)

Index
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>>> Download brochure

MORE DOWNLOADS
See our download section with mounting instructions, drawings, data sheets, technical specifications and more...
>>> Download section

NEAREST VENSET DEALER:

TS460A TS600B TS700A TS700B TS1000A

This is the overview page. Here you can monitor the progress of your submitted registrations. If you have more than one registration you can click the column headers to sort after the corresponding column. The registrations are sorted by 'Edited' as default. This means that the last edited registration is listed first.

Service Registration

New registration

Select	RegId	Model	Status	OurRef	YourRef	Added	Edited	EditedBy
<input checked="" type="checkbox"/>	354-0001	110080	2 - In progress	Company 01	NN	2015-10-26	2015-10-26	Test

To edit a registration click the icon on the left in the 'Select' column.

Service Registration

New registration

Select	RegId	Model	Status	OurRef	YourRef	Added	Edited	EditedBy
<input checked="" type="checkbox"/>	354-0001	110080	2 - In progress	Company 01	NN	2015-10-26	2015-10-26	Test

This page is for viewing and editing a registration.

1. Contains detailed information about the registration.
2. Includes the entire correspondence regarding this registration.
3. Type your update in this textbox.
4. If any more files are needed these can be uploaded here. Please note that maximum image size is 4mb, maximum audio/video size is 20mb and maximum pdf size is 5mb.

Service Registration

[Back to list](#)

Customer: Test Dealer, VenSet INT **Model Type:** 110080
Registration ID: 354-0001 **Production Order:** V-00266
Description: Functional failure **Production Code:** AH02A
Status: 2 - In progress **Our reference:** Company 01
 Your reference: NN

Registration history

Status: [2 - In progress] last edited by Test on 26-10-2015 14:58:35

Test reg

New text

Upload image
 No file chosen

Upload video
 No file chosen

Upload PDF
 No file chosen

When you are done submit the edit by clicking 'Save changes' If the update is successful you will be taken to the overview page. If not, please follow the detailed error description.

Service Registration

[New registration](#)

Select	RegId	Model	Status	OurRef	YourRef	Added	Edited	EditedBy
<input checked="" type="checkbox"/>	354-0001	110080	2 - In progress	Company 01	NN	2015-10-26	2015-10-26	Test

Frequently Asked Question (FAQ)

Where can I find the label containing the production codes

Refer to this [guide](#) on how to locate the production label on your VenSet product.

How do I know that my new registration has been submitted successfully?

You will receive a confirmation email shortly after you complete the registration containing a unique registration number. If not please send an email to info@venset.com specifying the issue.

I forgot to mention something, what do I do?

You can always edit your registration. See the 'Edit registration' section of this document on how to accomplish this.

Do I need to login every day to see if something has changed or if I need to provide additional info?

That is not necessary. You will receive a notification via email when the issue has been solved or if we need you to submit additional information.

I created a registration with the wrong issue, can I change that?

No. Please edit the affected registration describing the correct issue. See the 'Edit registration' section of this document on how to accomplish this. We will then change it for you.

Can I combine multiple issues into one registration?

No. For statistical and administrative reasons only one issue per registration is allowed. If you experience multiple issues with a VenSet product you will have to register each issue separately.