

Warranty: User Manual

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1. To open a Claim

After you have read and accepted the privacy statement by flagging the case indicated by the red arrow, go to "Warranty" drop down menu and click on "New Claim".

WELCOME TO GEVEN SPARE PARTS WEB PORTAL

**USERID:** POWER USER**ENABLED USER**

INFORMATION

The information contained in this portal is strictly confidential and is intended for the addressee only. The unauthorized use, disclosure, copying, alteration or distribution of this information is strictly prohibited

 ☐ I read it

In this section you can search either by seat part number or component part number as well as description.

1.1 Research by seat part number

If you search by seat part number, you will automatically view all the AMDT's associated to it. After selecting the seat part number, click on "View Part List".

NEW CLAIM

SEARCH BY:

SEAT PART NUMBER

Insert seat part number

**VIEW PARTLIST**

How to detect AMDT code

COMPONENT PART NUMBER OR DESCRIPTION

[Click Here if you already know the
P/N or Description of Component](#)


You will view **FIGURE 01** part list on your left.

Other available **FIGURES** part lists are listed on your right.

To view the 2D illustration, click on the “+” symbol indicated by the red arrow.

SELECT PART NUMBER ADD TO CART - SELECTED TOP ASSY:D1-03-601-1ZL | NO AMDT

ID	Figure	Item	Partnumber	Description	Qty	Price \$	Add To Cart	Remarks
49789	01	01A	D1-03-601-1ZL	SEAT ASSY, FWD, DBL, IAT, LH	1	0	<input type="checkbox"/>	
49811	01	70	ASK02287A000	ARMS KIT, REAR TABLE	2	75	<input type="checkbox"/>	IF SB-12-011 NOT APPLIED
49812	01	80A	ASK02715A000	BACKREST INSTL KIT	2	21,06	<input type="checkbox"/>	
49814	01	90	ASK02669A000	BUSHINGS KIT	2	130	<input type="checkbox"/>	
49820	01	120	ASK02183E1ZL	CUSHIONS KIT	1	2015,74	<input type="checkbox"/>	
49821	01	130A	ASK02183F1ZL	CUSHIONS KIT	1	2015,74	<input type="checkbox"/>	
49823	01	140	ASK01755FAM2	FAIRING KIT, REAR	2	375	<input type="checkbox"/>	
49824	01	150	ASK00705A000	LATCH KIT, REAR TABLE	2	75	<input type="checkbox"/>	
49825	01	160	ASK01777A0GV	POUCH KIT, LIFEVEST	2	47,5	<input type="checkbox"/>	
49827	01	170B	ASK01773C169	SHACKLE KIT, SAFETY BELT	1	190	<input type="checkbox"/>	
49831	01	180B	ASK01780B2UT	TABLE KIT, IN-ARM	2	372,5	<input type="checkbox"/>	
49832	01	190	ASP05465B132	TABLE, REAR	2	245	<input type="checkbox"/>	
49833	01	210A	ASP05559A000	BACKREST STRUCTURE ASSY	2	150	<input type="checkbox"/>	
49835	01	220	ASP05253B1ZL	POCKET, SAFETY INSTRUCTION CARD	2	100	<input type="checkbox"/>	IF SB-12-013 NOT APPLIED
49836	01	230	ASK02229A217	PLUG KIT, BAGGAGE BAR	1	31,46	<input type="checkbox"/>	
49837	01	240	2007-1-511-8013	BELT, SAFETY	2	68,15	<input type="checkbox"/>	
49838	01	250	ASK01933B000	JACK INSTL KIT, RECLINE	2	230	<input type="checkbox"/>	
49839	01	260	ASK01771B000	PIVOT KIT	2	0	<input type="checkbox"/>	
52018	01	10A	ASM03241C000	BOTTOM STRUCTURE ASSY	1	175	<input type="checkbox"/>	
52019	01	270	ASK03167B4GV	PAN KIT, BOTTOM	1	0	<input type="checkbox"/>	
57427	01	70A	ASK02287B000	ARMS KIT, REAR TABLE	2	75	<input type="checkbox"/>	IF SB-12-11 ALREADY APPLIED
57430	01	220D	ASP06149B1ZL	POCKET, SAFETY INSTRUCTION CARD	2	100	<input type="checkbox"/>	IF SB-12-013 ALREADY APPLIED

SELECT PART FROM 2D IMAGE 

SEAT ASSY, FWD, DBL, IAT, LH FIGURE01	ARMREST KIT, F.S., SHORT FIGURE07
CUSHIONS KIT FIGURE12	ARMREST ASSY, SHORT FIGURE20

SELECT PART FROM INTERACTIVE 3D

3D

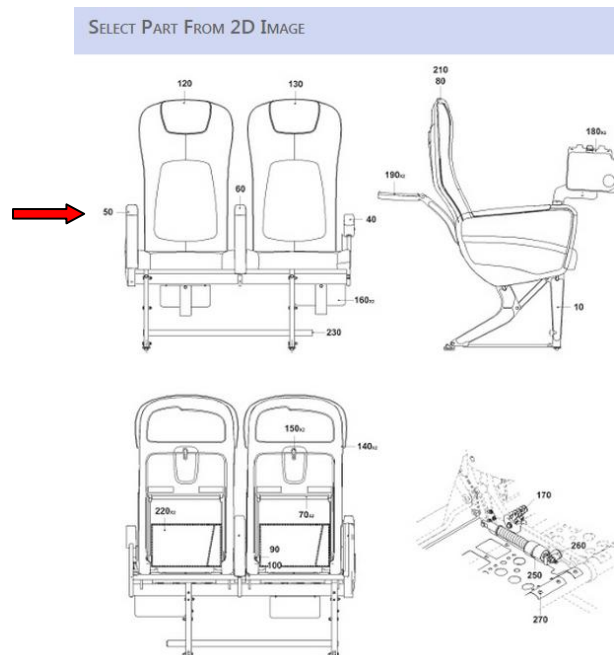
OPEN CLAIM

Select / Deselect All

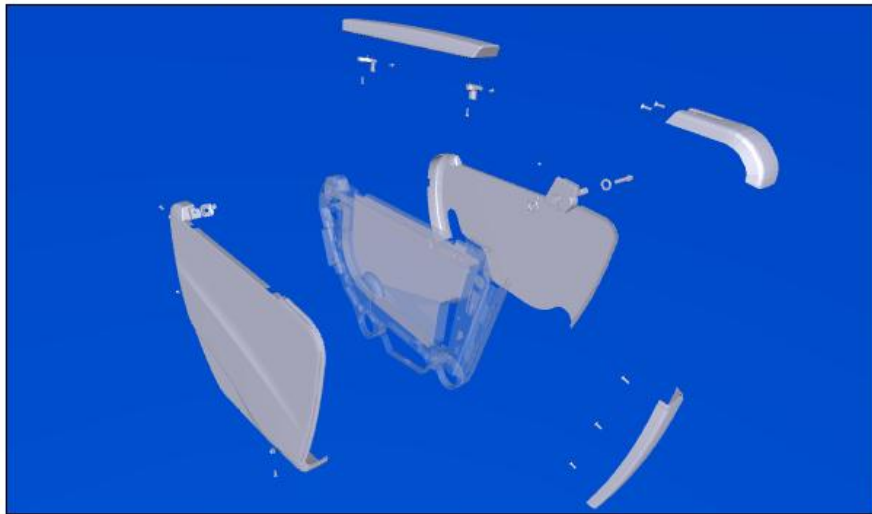
By selecting any 2D part, the corresponding 3D illustration appears.

The 3D illustration can be:

- rotated by pressing on the mouse left button;
- zoomed by means of the mouse scroll;
- translated by pressing on the mouse scroll button;
- selected by clicking on the mouse left button.



SELECT PART FROM INTERACTIVE 3D



Any selected 3D part will be also highlighted in the part list, as shown below.

SELECT PART NUMBER ADD TO CART - SELECTED TOP ASSY:D1-03-021-2UT | NO AMDT

ID	Figure	Item	Partnumber	Description	Qty	Price \$	Add To Cart	Remarks
58983	15	10	ASP04409A229	ARMCAP, SIDE KIT, A.S.	1	98,59	<input type="checkbox"/>	
58986	15	40	GFM07589A000	ESCUTCHEON, SIDE KIT	1	76,4	<input type="checkbox"/>	
58987	15	50	MS24693-C27	SCREW	2	0,64	<input type="checkbox"/>	
58988	15	60	ASP04417B2UT	COVER, FRONT	1	68,73	<input checked="" type="checkbox"/>	
58989	15	70	NAS601-6P	SCREW	3	0,29	<input type="checkbox"/>	
58991	15	90	GFM07592B000	SUPPORT, IAT	1	26,61	<input checked="" type="checkbox"/>	
58992	15	100	UBK1-4-28X1-1-4	SCREW	1	1,48	<input type="checkbox"/>	
58993	15	110	GFP02853A000	WASHER	2	4,43	<input type="checkbox"/>	
58994	15	120	GFM07640A000	BUSHING	1	3,94	<input checked="" type="checkbox"/>	
58995	15	130	GFM07590A000	PIN, IAT STOP	1	5,91	<input type="checkbox"/>	
58996	15	140	UBK-6-32-L3-16	DOWEL	2	0	<input checked="" type="checkbox"/>	
58998	15	150B	GSP02750A167	FAIRING, SIDE KIT, EXT	1	98,59	<input type="checkbox"/>	
59000	15	150D	GSP02750B167	FAIRING, SIDE KIT, A.S., EXT	1	98,59	<input type="checkbox"/>	
59002	15	150F	GSP02750D167	FAIRING, SIDE KIT, EXT	1	0	<input type="checkbox"/>	
59005	15	160C	GSP02751H167	FAIRING, SIDE KIT, A.S., INT	1	98,59	<input checked="" type="checkbox"/>	
59008	15	170A	GFM07983A000	PLATE	1	0	<input type="checkbox"/>	
59009	15	180	MS24693-C50	SCREW	1	0,36	<input type="checkbox"/>	
59010	15	190	MS24693-C2	SCREW	6	0,21	<input type="checkbox"/>	
59011	15	200	MS24693-C27	SCREW	3	0,64	<input type="checkbox"/>	
59013	15	220	000021.91.10	CLIP	1	0	<input type="checkbox"/>	
59016	15	250	MS35206-226	SCREW	4	0,15	<input type="checkbox"/>	
59018	15	270	ASM04999A000	HINGE	1	26,61	<input type="checkbox"/>	
59019	15	280	ASM05000A000	HINGE	1	26,61	<input type="checkbox"/>	
59020	15	300	NAS600-7P	SCREW	2	0,3	<input type="checkbox"/>	

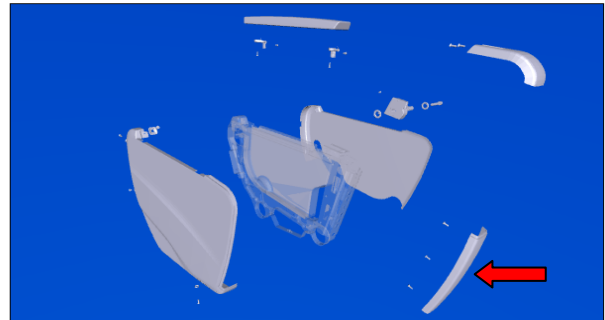
2D SECTION

SELECT FROM 2D IMAGE

SEAT ASSY, IAT, LH
[FIGURE01](#)

3D SECTION

SELECT PART FROM INTERACTIVE 3D



OPEN CLAIM

Select / Deselect All

You have to flag the item/items you want to claim for and click on the “OPEN CLAIM” button. You can also select/deselect all items by clicking “Select/Deselect All” and then click on the “OPEN CLAIM” button.

1.2 Research by component part number/ description

If you search by component part number and/or description, click on the relevant link.

NEW CLAIM

SEARCH BY:

SEAT PART NUMBER

Insert seat part number



VIEW PARTLIST

How to detect AMDT code

**COMPONENT PART NUMBER
OR DESCRIPTION**

[Click Here if you already know the
P/N or Description of Component](#)



After inserting the component part number or the description, a list of part numbers appears. To view any part number's next higher assy, click on the "+" sign, indicated by the red arrow.

NEW CLAIM








SEARCH BY GEVEN P/N

Geven P/N

P/N Description

SEARCH

ASK01755S

P/N	DESCRIPTION	NEXT HIGHER ASSY
ASK01755S1CK	FAIRING KIT, REAR	
NEXT HIGHER ASSY	DESCRIPTION	FIGURE
 D1-03-129-1CK NO AMDT	SEAT ASSY, FWD, DBL, IAT, LH	3D
 D1-03-130-1CK NO AMDT	SEAT ASSY, FWD, DBL, IAT, RH	3D
 D1-06-131-1CK NO AMDT	SEAT ASSY, FWD, DBL, STD, LH	3D
 D1-06-132-1CK NO AMDT	SEAT ASSY, FWD, DBL, STD, RH	3D
 D1-06-134-1CK NO AMDT	SEAT ASSY, FWD, DBL, STD, RH, DPA	3D
 D1-06-135-1CK NO AMDT	SEAT ASSY, FWD, DBL, STD, LH, DPA, BO	3D

ASK01755S1CL	FAIRING KIT, REAR	 
ASK01755S1UM	FAIRING KIT, REAR	

1 2 3 4 5 ...





**CLICK PART NUMBER
TO OPEN CLAIM**

Select the part number you want to claim for by clicking on it.

2. To save a Claim

Once you have opened your claim as per Chapter 1 procedure, a form to be filled in appears.

SPARE PARTS

HOME SPARE PARTS WARRANTY TECHNICAL PUBLICATIONS CONTACT MY CART HELP DESK LOG-OUT


WARRANTY MANAGEMENT

CLAIM

Geven Prot.No.
3/2015

Customer
WINGS ABADY

Total A/C FHs
1639

Status Claim
 **WORK IN PROGRESS**

MSN No.
1106

A/C FHs from item installation

Component Maintenance Manual

Claim Submittal Date
09/06/2015

Customer Claim Reference
wcl 261141

Total Cycles
1821

Cycles from item installation

Serial/Number



SAVE CLAIM

By clicking on the “VIEW DETAILS” button, you can detail your claim.

In fact, for every previously selected item you can provide one or more occurrence descriptions (i.e. *cracked fairing*, *broken armcap* and such) and/or attachments.

MORE INFORMATION

TO SUCCESSFULLY GENERATE YOUR REQUEST YOU MUST DETAIL EACH PARTNUMBER OCCURRENCE


ID	Partnumber	Partnumber New	Description	Effectivity	Qty	View Details
362	GFM07593A000	GFM07983A000	PLATE	A	1	
363	MS24693-C50		SCREW	A	1	

You must still enter 2 occurrence/s

Qty:
1

UPDATE ROW

Occurrence Description

ID	Occurrence Description	Add Attachment	
-1			Edit Delete
			Insert Cancel

To end, click on the “SAVE CLAIM” button.

3. My Claim Status


In this section you can check the status of your claims.

The research criteria are: prot. number, part number, occurrence description, MSN number and customer claim reference.

When you have filled in the relevant cases, click on the “SEARCH” button.



A claim list appears.







If you want to export it as an Excel file, click on  symbol and then on the “LINK FILE” button.

If you want to export a single claim report as a PDF file, click on  symbol.

MY CLAIM STATUS

SEARCH Prot. Number Partnumber Occurrence Description MSN Number Customer Claim Reference

ID	Prot. Number	Date Open (Format dd/MM/yyyy)	Customer Claim Reference	Msn Number	Status	More Details	Print
306	172/2015	14/10/2015	FJI0036/15	1146	 OPEN		
307	173/2015	19/10/2015	XR184	1053	 OPEN		

... 9 10 11 12 13 14 15 16 17 18

If you want to review and/or update your claim, click on  symbol.


WARRANTY MANAGEMENT

CLAIM

Geven Prot.No. 2/2015

Customer WINGS ABADY

Total A/C FHs 2701

Status Claim  **WORK IN PROGRESS**

MSN No. 1081

A/C FHs from item installation 2701

Component Maintenance Manual

Total Cycles 5008

Claim Submittal Date 02/06/2015

Cycles from item installation 5008


Reference Claim Customer 257390


Serial/Number

SAVE CLAIM

MORE INFORMATION

YOUR REQUEST WAS GENERATED CORRECTLY

ID	Partnumber	Partnumber New	Description	Effectivity	Qty	View Details
217	HL11200-04		JACK, RECLINE	A,B,C,D,E	1	

By clicking on the “View details” button  you will not only view your own claim details but also add one or more occurrence descriptions and/or attachments.



YOUR REQUEST WAS GENERATED CORRECTLY

ID	Partnumber	Partnumber New	Description	Effectivity	Qty	View Details
217	HL11200-04		JACK, RECLINE	A,B,C,D,E	1	

Qty:

UPDATE ROW

Occurrence Description

ID	Occurrence Description	Add Attachment	
20	WCL 257390		Edit Delete
24	FOC PO #267149 submitted, please advise shipping details once available. Thank you.		Edit Delete
	NEW OCCURRENCE <input type="text"/>		Insert Cancel




Any attachment can be enclosed only when the insertion of a new occurrence description has been completed by clicking on the “Insert” button.




At this stage, you can click on the symbol.
A new screen appears below.

UPDATE ROW

Occurrence Description

ID	Occurrence Description	Add Attachment	
20	WCL 257390		Edit Delete
24	FOC PO #267149 submitted, please advise shipping details once available. Thank you.		Edit Delete
227	NEW OCCURRENCE		Edit Delete
	<input type="text"/>		Insert Cancel

ID	File Name	See Attachment	
		<input type="text" value="Sfoglia..."/> Nes	Insert Cancel

Look for the file you want to attach by clicking on the button indicated by the red arrow then click on the “Insert” button.

Scroll up and finally click on the “SAVE CLAIM” button.

4. User Profiles

In this section you can manage the users's access to the portal.

USER MANAGEMENT

Selected User

... Select User ... ▼

SEARCH

ID	NOMINATIVE	E-MAIL	USERID	PASSWORD	GROUP	
5	Carl Black	jsw@koire.com	carl	123	Spare Parts ▼	Edit Delete
7	Mark Young	jsw@koire.com	mark	123	Technical Publication ▼	Edit Delete
6	Paul Black	jsw@koire.com	paul	123	All ▼	Edit Delete
1	Paul Red	jsw@koire.com	paul	123	Warranty ▼	Edit Delete
4	Peter Knight	jsw@koire.com	peter	123	Warranty ▼	Edit Delete
2	Phil Milner	jsw@koire.com	phil	123	Spare Parts ▼	Edit Delete
					Spare Parts ▼	Insert Cancel

To view the enrolled users' access information, click on "Select User" drop down menu, then on "Search".

A list appears including the user's name, e-mail address, id, password and the group one belongs to. In fact, groups are divided into four categories:

- Spare Parts: user is enabled to access the portal Spare Parts section only.
- Warranty: user is enabled to access the portal Warranty section only.
- Technical Publications: user is enabled to access the portal Technical Publications section only.
- All: user is enabled to access all the sections of the portal.

You can:

- modify any user's piece of information by clicking on "Edit";
- nullify one's access to the portal by clicking on "Delete".

If you want to add new users, fill in the last row cases, then click on "Insert". The user will be eventually enabled by Geven by means of an official by e-mail.