Dear Service Partner,

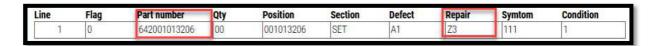
Quick refresher about claiming rules. For quality feedback as well continuous improvement we need to have accurate info's from you.

For that reason, we reduce more then 10 years ago the IRIS code tables and provide clear info for speciality's like Exchange or "No Failure found" or "Maintenance" issues.

All details can be found within the IRIS code table we have below under "Other Documents"

Exchange:

Its mandatory to use as Repair Code Z*, we have several available e.g. Z1, Z2, Z3 etc In case its exchange due to no available spare part please use Z3 and add the missing part number within the claim



"No Failure found" or Maintenance issues:

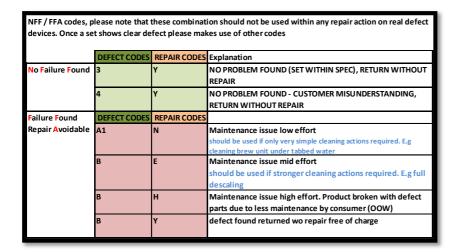
here we use code combination from Repair and Defect code.

e.g. NFF

Repair code: 3 AND Defect code: Y

Maintenance: low effort

Repair code: A1 AND Defect code: N



Repairs:

For all the other normal repairs simply choose the codes we have sorted by category. We have preferred code Table for Espresso, GarmentCare, Floorcare etc.

Thanks for your help improving our data quality.