

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

| Line | Flag | Part number | Qty | Position | Section | Defect | Repair | Symtom | Condition |
|------|------|--------------|-----|-----------|---------|--------|--------|--------|-----------|
| 1 | 0 | 642001013206 | 00 | 001013206 | SET | A1 | Z3 | 111 | 1 |

"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

| NFF / FFA codes, please note that these combination should not be used within any repair action on real defect devices. Once a set shows clear defect please makes use of other codes | | | |
|---|--------------|--------------|--|
| | DEFECT CODES | REPAIR CODES | Explanation |
| No Failure Found | 3 | Y | NO PROBLEM FOUND (SET WITHIN SPEC), RETURN WITHOUT REPAIR |
| | 4 | Y | NO PROBLEM FOUND - CUSTOMER MISUNDERSTANDING, RETURN WITHOUT REPAIR |
| Failure Found Repair Avoidable | A1 | N | Maintenance issue low effort should be used if only very simple cleaning actions required. E.g cleaning brew unit under tabbed water |
| | B | E | Maintenance issue mid effort should be used if stronger cleaning actions required. E.g full descaling |
| | B | H | Maintenance issue high effort. Product broken with defect parts due to less maintenance by consumer (OOW) |
| | B | Y | defect found returned wo repair free of charge |

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.