

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	Syptom	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 <i>should be used if only very simple cleaning actions required. E.g cleaning brew unit under tabbed water</i>
	B	E	Maintenance issue mid effort <i>should be used if stronger cleaning actions required. E.g full descaling</i>
	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.

Claim line order

Please make sure that the leading defect / reason for return is at first claim line.

Means the full IRIS code at first claim line should reflect the consumer complaint and workshop findings. Other findings like lack of maintenance collateral transport damages should follow in the following lines.

Special Task like recall action

Typically, such recalls have name e.g. Garment Care Boiler issue called "Comet"

If a set arrive at your end linked to recall action, then add the name into the location code field.

Mandatory Service Information at SKM

If service Information is flagged as "Mandatory:" then it must be applied on each product in scope independent of the reason for return.