

IMPORTANT INFORMATION – PLEASE READ AND KEEP

Global Customer Support, WEB2CASE Portal

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Hardware affected:	all		
Distribution:	International Sales & Service Organiz	zation	

Dear Business Partner and Supporter,

Vyaire Medical GmbH introduces a new opportunity for ordering (beginning 1st Oct. 2019)

- Repair & Spare Parts
- Consumer Parts (Accessories)
- Exchange Parts (Devices / Modules)
- Warranty replacement Items
- Repair Orders (Return Items to Depot Repair, incl. Cost Estimate and Product Recertification)
- Loaner Device Requests / Orders
- Quotation Requests

Here are the advantages when using our WEB2CASE Portal:

- Your message will be sent directly to our Vyaire CRM/ERP System without additional effort and time delay.
- All requests arriving no later than 12h00 will be processed on the same day*
 *Vyaire Medical GmbH, Hoechberg local time, Monday Friday (except bank holidays) and depending on stock availability!

The using of the Vyaire GCS Portal requires the user authentication. All GCS Portal users must have a Vyaire VISION account. All individuals with an existing Vyaire VISION account will be able to activate their access to the GCS WEB2CASE Portal immediately. There is no need for a new account. **For the first time login you must create a new password.**

Login URL: https://gcs.vyaire.com/gcsportal



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V 🔶 Ə V https://gcs.vyaire.com/gcsportal	
Home Conta	ict About
Vy	aire GCS Portal
Order	Parts, Request a RMA or a Quotation
You m	nust be a BP with a registered account.
Log in.	
Use your Email a	ddress to log in.
Email	
Password	
	Remember me?
	Log in
Forgot your passwo	ord?

During your first time login you have to create a new password. Your VISION account password will not work! Select: [Forgot your password?] in order to generate your first password.

V 🗲 🌖 🗸 https://gcs.vyaire.com/gcsportal/Account/Forg	2017 Password
Home Contact About	
Forgot your password?. Enter your email.	
Email	Email Link

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Following page:

Enter your full email address and select [Email Link]

× 🔛	ግ ሆ 🔺 🔹 🛱	¥ [=					Reset Pa	ssword - Nachr	richt (HTML)
Datei	Nachricht	Entwicklertools	RingCentral Pho	one					
🚔 Ignor 🍇 Junk-	ieren 🗙 E-Mail + Löschen	Antworten Allen antwort	Weiterleiter en	Besprechung Sofortnachricht * Weitere *	🚘 Harald 🍄 Neu erstellen	4 + 1	Verschieben	Pegeln ▼ MOneNote Aktionen ▼	Als ungelesen Kategori markieren
	Löschen	101 S.	Antworten		QuickSteps	Fa	Verse	thieben	Katego
Von: An: Cc: Betreff:	Reset Password	e.com							
Betreff: Please	Reset Password	sword by clickin	here						

The GCS Portal account manager will send an email with an implemented URL link to your email address. Open this email and follow the provided URL link.

← → ∨ https://gcs.vyaire.com/gcsportal/Account/ResetPass	word?userId=a210324e-ff43-4629-abdd-182f456a4f66&code=3iSnnN5QpH4D5UKhzSA9%2BOLsTp6Z6dnWcRi6pp1caEm2G%
File Edit View Favorites Tools Help	
Home Contact Abou	t ?
Reset password. Reset your password.	
Email Password	
Confirm password	
	Reset

Enter your email address and create a (new) password for your GCS Portal account. This Password is not identical with your Vyaire VISION login.

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All users without an existing Vyaire VISION account will receive an error message "No user account found!".

- Check and confirm your correct email address.
- Repeat your login attempt.
- Follow the email link [vision@vyaire.com] (requires MS-Outlook or any equivalent program)

	Von 🔻		
Senden	An	vision@vyaire.com	
	Cc		
	Betreff:	Change User Account Data for the GCS-Portal	
Hello V	/ision Tea	m,	
please	change t	he Account data of the GCS-Portal for the following user:	
Firstna	me:		
Compa	me: inv:		
Busine	ss Postal	Code:	
Busine	ss City:		
Busine	ss Street:		
Job Tit	le:		
Busine	ss Phone		
Busine	ss Phone		
Countr	y:		
			-

- Complete your GCS Portal account details.
- Forward the user account request email to [vision@vyaire.com]
- You will receive an email confirmation once your account was created and activated.



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Login URL: https://gcs.vyaire.com/gcsportal

V 🗲 Ə V https://gcs.vyaire.com/gcsportal/		
Home Order Type: + Contact About		🛃 Welcome
Waire GCS	Portal	
Order Parts Request a BMA or a		
order raits, nequest a minA or a	Quotation	
You must be a BP with a registere	ed account.	
Order Parts	Exchange	Warranty Exchange
Click "Start" to order Parts and Consumables	Click "Start" to order Exchange Parts or Devices for Repair	Click "Start" to order Exchange Parts or Devices under
(No Return Required)	(Return of defektive Parts/Devices mandatory!)	Warranty (Return of defektive Parts/Devices mandatory!)
Start »	Start »	Start »
	Outstation Research	
Factory Repair Click "Start" to return Parts or Devices for Factory Repair or	QUOTATION REQUEST Click "Start" to request a Quotation for Spare Parts or	
Recertification	Consumables	
Start »	Start »	
🗳 Welcome 🍷		
My Profile		
Change Passwort		
Logout		

After you have successfully logged on to the GCS Portal should verify your GCS Portal account profile [Welcome ...] – [My Profile]

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Home Order Type: - Contact About	🛓 Welcome 👻
My Profile.	
My personal account data	
If the data needs to be corrected please send an e-mail to the Vision Team Vision@vyaire.com	
Loginname / E-Mail: Firstname: Lastname: Company: Business Postal Code: Business Street: Department: Job Title: Business Phone: Business Mobile: Country:	

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Follow the email link [vision@vyaire.com] and send (requires MS-Outlook or any equivalent program) your corrected account details.

	Von 🕶		
Senden	An	vision@vyaire.com	
ochach	Cc		
	Betreff:	Change User Account Data for the GCS-Portal	
Hello V	ision Tea	im,	r Ga
please	change t	he Account data of the GCS-Portal for the following user:	
Firstna	me:		
Lastnar	me:		
Compa	ny:		
Busines	ss Postal	Code:	
Busines	ss City:		
Busines	ss Street:		
Departi	ment:		
Job Liti	le:		
Busines	ss Phone		
Busines	ss Phone		
Countr	y:		



IMPORTANT INFORMATION – PLEASE READ AND KEEP

How to Order Parts – Consumer Parts / Accessories & Repair Parts (Purchase only – no return items!) Logon to the GCS portal (<u>https://gcs.vyaire.com/gcsportal</u>)

Home Order Type: - Contact About		🛓 Welcome 👻
Vyaire GCS Order Parts, Request a RMA or a O You must be a BP with a registere	Devotation Ad account.	
Parts Click "Start" to order parts and consumables (No return required) Start » Factory Repair Click "Start" to return parts or devices for factory repair or recertification Start » Trademarks are the property of their respective owners. © 2019 VYAIRE.	Exchange Click "Start" to order exchange parts or devices (Return of defective parts or devices mandatory!) Start » Quotation Request Click "Start" to request a quotation for any part, incl. consumables Start » VYAIRE, the VYAIRE logo and all other trademarks are property of VYAIR	Warranty Exchange Click "Start" to order exchange parts or devices under warranty claim (Return of defective parts or devices mandatory!) Start »
Home Order Type: Contact About Home Order Type: Contact About Parts (no return parts) Warranty Exchange Exchange Exchange Factory Repair GGCS P Order Parts, Request a RMA or a Quotation You must be a BP with a registered accord	ortal on unt.	Page 7 of 12



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- Select the order type [Parts].
- Add your particular shipping instruction (on demand).
- Enter the quantity of the part you order [Qty]
- Part/reference number of the item [Part#]
- Part description
- Additional info can be entered on demand [Note]
- Confirm your entry [Save]

	V					
Home	Order Type: 🕶	Contact About			Le Welcon	ne 🔻
Order Par Customer [C	rts Data Company: Rustomer JDE#: User Name: Email:	Shipping Instructions: pls. ship by overnight express	,ti			
+ Add Line Otv *) P	e *) Mandato	y Fields Part Description *)	Note			
1 9	023015	02-fuel cell		Edit	×	^
1 8	52968N	Demand Valve		Edit	×	
						~
¢			(0 - 0 of 0 ite	ems	
	Your Order#:	P0123456D				
Send	Priority: d confirmation to	Medium -				
addition: Note: If you v Submit Ore	a l emailaddress: want to add an atta <mark>der</mark>	supportionestmail.com	iment(s) and return it to the sen	ders email	address.	
		Order Multiple Parts with a single order num	ber			
• S	elect [<mark>+Ad</mark>	d Line] for entering additional items to the table				

- Select [Edit] if you need to alter your order details.
- Select [X] if you need to delete a complete line
- [Your Order#] reference your own order number (if available)

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- [Priority] Select the desired order priority.
- Enter an additional email address for the order confirmation (if needed)
- Select [Submit Order] your order will be transmitted to Vyaire Medical GmbH



After the onscreen confirmation "Successfully sent" you will receive the order acknowledgment by email. (Could get blocked by your spam filter – check the settings!)

/on: Suppor	rt.RT.EU.JAE <support.rt.eu.jae@vyaire.com></support.rt.eu.jae@vyaire.com>
.c. Setreff: Sandbox	: 1-Case # 00052452_Germany_ data - Your Parts Order has been received. ref:_00D0Ry415000R5NFHu:ref
Dear	
We have recor Below Parts C	rded your inquiry under our transaction number 00052452. Order will be processed immediately.
Order (No Ret	turn Parts)
QTY: Part#	: Part Desc.: Note:
1 852968	3N Demand Valve
1 923015	5 O2-Cell
Shipping Instr	uctions: please ship by overnight express
If you have fu	rther questions regarding this incident, do not hesitate to contact us and reply to this E-mail. However, please do not change or erase the subject line.
Kind Regards	
Technical Sup	port
Vyaire Medica	al GmbH
97204 Hoechb	reg. Germany
+49 931 4972 +49 931 4972	0 phone 428 fax
• 0	rder related documents (computer screenshots, images, your original order sheet) can be added to the or
	onfirmation email from Vvaire Medical GmbH as a return email (Never change/delete the reference line of the

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confirmation email!)



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How to place Exchange and Warranty Exchange Orders

- Both order processes are similar to the regular "Order Parts" activity. However additional details are required:
 - Device Serial Number
 - Type of error (electrical / pneumatical / mechanical)
 - Error description
 - No quantity input possible but every item must be added with a new line in the table
 - Every item requires a return shipping of the defective part
 - (e.g. MasterScreen CPX-SBx O2 Cell replacement: Use Repair Exchange with error description: SBx Exchange)

\							
Home Order Type: -	Contact About					LY Welco	me 🕶
Exchange Parts Customer Data Company Customer JDE# User Name Email		Shipping Instructions: GLS	5	h.			
+ Add Line *) Mand	atory Fields						
Part#*) P	art Description *)	Device SN *)	Failure Reason *)	Failure Description *)			
V-707254 F	Replacement Kit, Vyntus SPIRO	511064	Electrical Issues	no communication	Edit	×	^
							~
φ					0 - 0 of 0	items	
Your Order	#: P0-43215-B						
Priori	ly: High ▾						
Send confirmation additional emailaddres	support@test-case.com						
Note: If you want to add an Submit Order	attachment to your order, just submit your order	and wait for the confirmation e	mail, click on "answer", add att	achment(s) and return it to the	senders ema	ail address.	
		Exchange Pa	rt Order				



Technical Bulletin IMPORTANT INFORMATION – PLEASE READ AND KEEP

		V									
	Home Order	Туре: 🕶	Contact About							🔓 Weld	come 🔻
V	Varranty Exch Customer Data Custom Use + Add Line	ompany: er JDE#: r Name: Email: *) Mandato	rts	5	Shipping Instructions:	UPS		.t.			
	Part# *)	Part	Description *)		Device SN *)	Device SN *)		Failure Description *)			
	V-707254	Repl	acement Kit, Vyntus SPIRO		511278		Electrical Issues	no communication	Edit	×	^
											~
	φ								0 - 0 of 0	items	
	Yo	ur Order#:	0-342567-34								
	Send confi additional ema	Priority: rmation to illaddress:	High v service@mysupport.com								
Ν	lote: If you want to Submit Order	add an atta	achment to your order, just submi	t your order	and wait for the confirm	ation e	mail, click on "answer", add att:	achment(s) and return it to the	senders em	ail address.	
				Excl	hange Part Or	der	(Warranty Claim)				



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How to place a Factory Repair Order

(= Depot repair) You intend to send defective items for repair. After Vyaire Medical GmbH completed the repair the parts will be returned to the sender. This order type is similar to the "Exchange" and "Warranty exchange" form. However additional details are required:

- Do you wish a "Cost Estimate" prior to the final repair?
 - Do you wish a "Loaner Device"* for the time period of the repair?
 - * If this service is provided for this item
 - The repair process is also used for the recertification of ITGV Simulators and Volume Calibration Syringes. Use the
 error description "Recertification only. For the recertification parts there is no Cost Estimate and no Loaner Item
 possible (→ NO)

	V										
Home Order 1	Гуре: 🕶	Contact About							1	Y Welcom	e –
Factory Repair Customer Data Cor Customer User	Order mpany: r JDE#: Name: Email:		Shipping Instru	ctions:	UPS		д				
+ Add Line *) Mandato	ry Fields									
Part# *)	Part De	scription *)	Device SN *)	Cost Es	timate *)	Request Loan Dev *)	Failure Reason *)	Failure Description *)			
V-707720	Vyntus	ONE, FPV eDemand	42401123	Yes		No	Electrical Issues	Valve not revolving	Edit	×	
											~
<										>	
Your Send confirm additional emaila Note: If you want to a Submit Order	Your Order#: MO-394872_2019 Priority: Medium Send confirmation to additional emailaddress: office@myservice.com Note: If you want to add an attachment to your order, just submit your order and wait for the confirmation email, click on "answer", add attachment(s) and return it to the senders email address. Submit Order										
					Factory R	epair Order					



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How to place a Quotation Request

This order processes is similar to the regular "Order Parts" activity. After your order submission Vyaire Medical will not ship the parts listed in the table. You will receive a quotation for it only.

		V		R L					
	Home (Order Type: 🕶	Contact Ab	out				Le Welcom	e –
1	Quotation Customer Da Cus	Request ata Company: stomer JDE#: User Name: Email:		Shipping Instructions:	DHL	Ŀ			
	+ Add Line	*) Mandator	ry Fields						
	Qty *)	Part# *)		Part Description *)		Note	_	_	^
	φ Send c additional Note: If you wa	Your Order#: Priority: confirmation to emailaddress: ant to add an atta	M0-394872_20 Medium office@myserv	D19 vice.com rder, just submit your order and wait for the confirma	ation email, click d	on "answer", add attachment(s) and returr	0 - t) of 0 items s email address.	>
				Quotation	Request O	Irder			
Han Vya Hoe	s Probst ire Medio chberg,	cal GmbH Germany							