

Technical Bulletin

IMPORTANT INFORMATION – PLEASE READ AND KEEP

Global Customer Support, WEB2CASE Portal

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Dear Business Partner and Supporter,

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

The using of the Vyair GCS Portal requires the user authentication. All GCS Portal users must have a Vyair VISION account. All individuals with an existing Vyair 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.vyair.com/gcsportal>

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The screenshot shows the Vyaire GCS Portal login page. The browser address bar displays "https://gcs.vyaire.com/gcsportal". The page features the Vyaire Medical logo at the top left, with navigation links for Home, Contact, and About. The main heading is "Vyaire GCS Portal" with the subtext "Order Parts, Request a RMA or a Quotation" and a requirement: "You must be a BP with a registered account." Below this, there is a "Log in." section with the instruction "Use your Email address to log in." It includes an "Email" input field, a "Password" input field, a "Remember me?" checkbox, and a "Log in" button. A link for "Forgot your password?" is located at the bottom left of the login area.

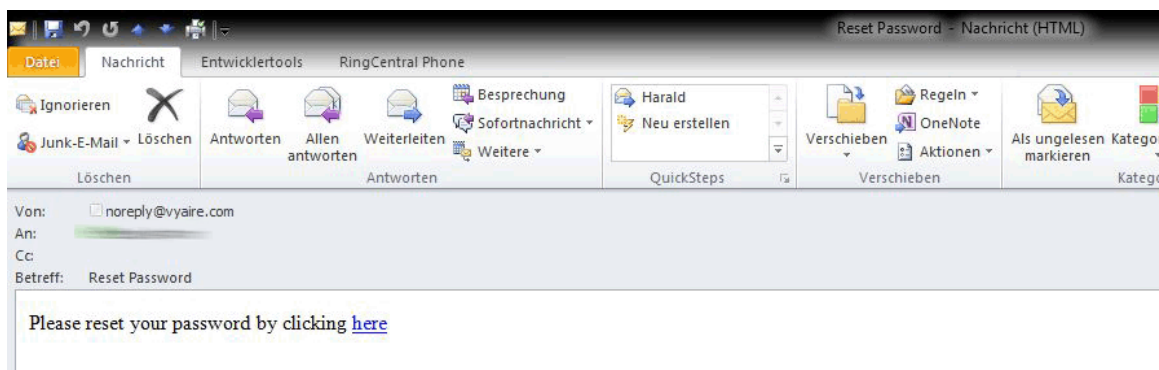
During your first time login you have to create a new password. Your VISION account password will not work! Select: [Forgot your password?](#) in order to generate your first password.

The screenshot shows the "Forgot your password?" page on the Vyaire GCS Portal. The browser address bar displays "https://gcs.vyaire.com/gcsportal/Account/ForgotPassword". The page features the Vyaire Medical logo at the top left, with navigation links for Home, Contact, and About. The main heading is "Forgot your password?." with the instruction "Enter your email." It includes an "Email" input field and an "Email Link" button.

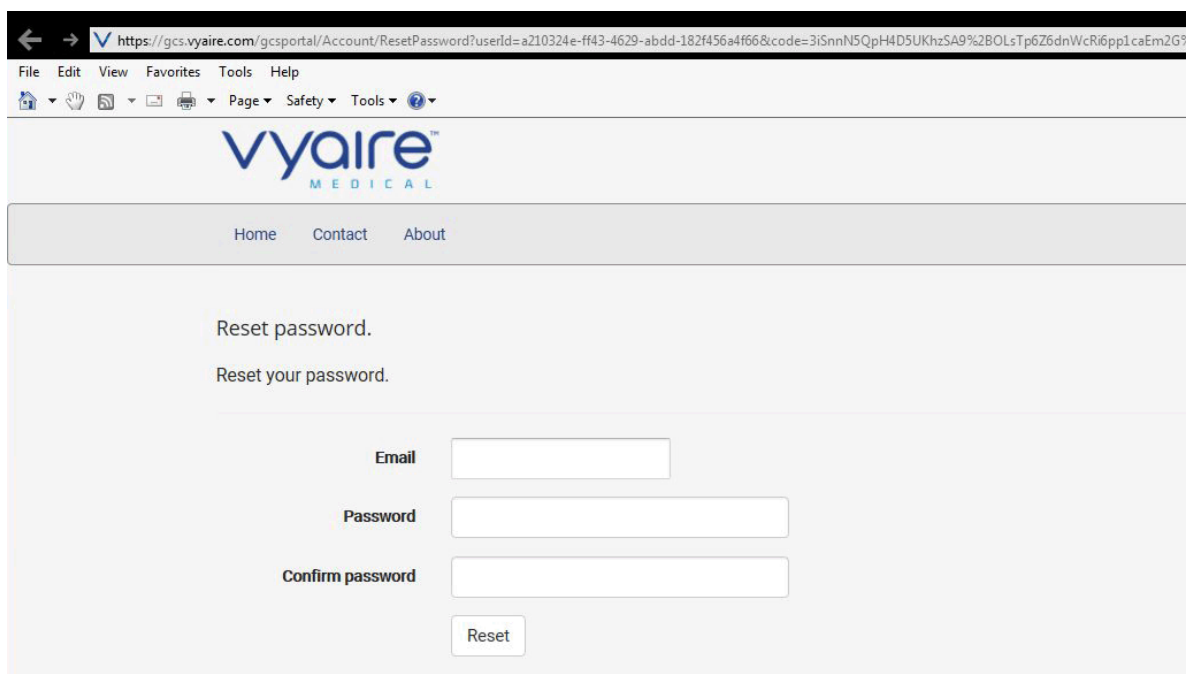
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Following page:
Enter your full email address and select [\[Email Link\]](#)



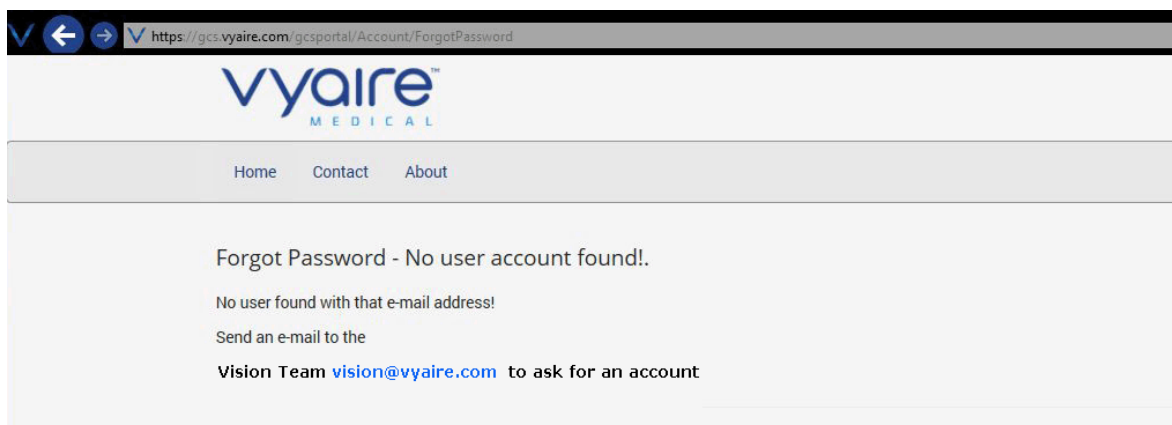
The GCS Portal account manager will send an email with an implemented URL link to your email address. Open this email and follow the provided URL link.



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

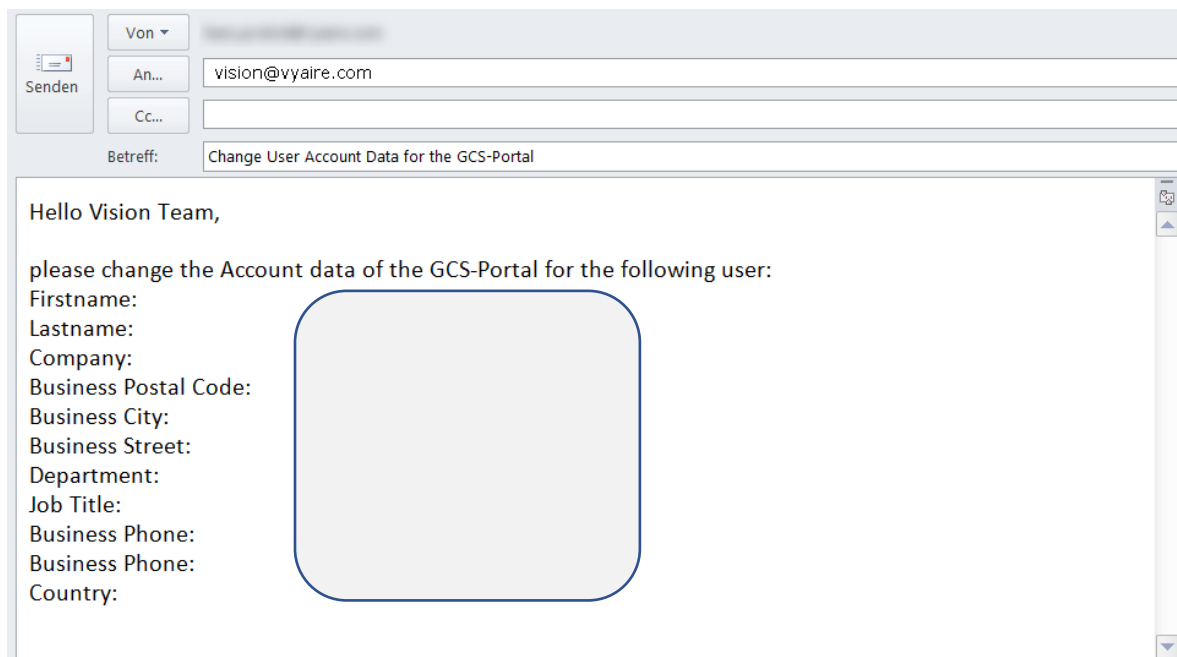
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All users without an existing Vyaire VISION account will receive an error message "No user account found!".

- 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)

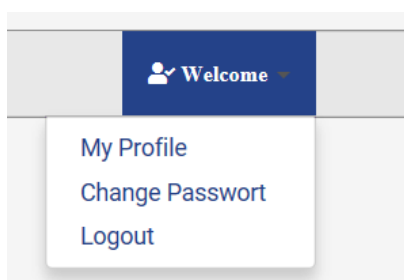
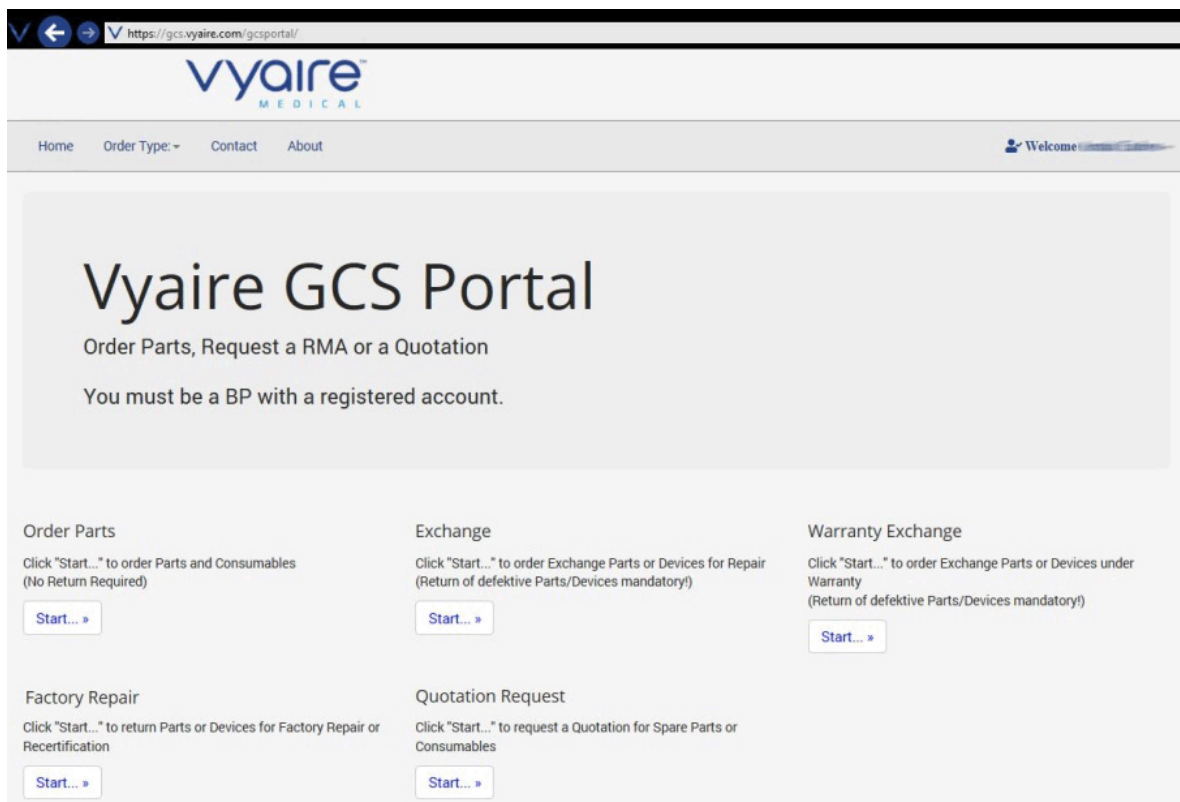


- Complete your GCS Portal account details.
- Forward the user account request email to [vision@vyaire.com]
- You will receive an email confirmation once your account was created and activated.

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



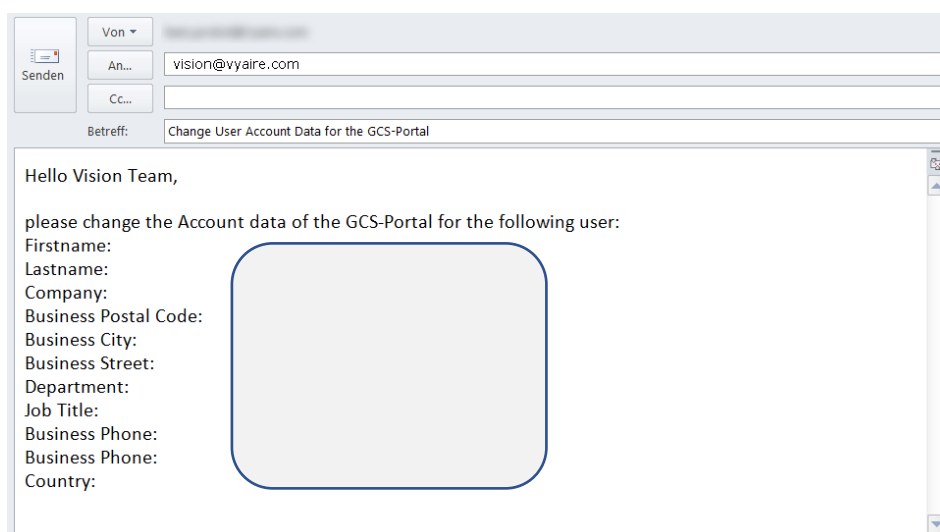
After you have successfully logged on to the GCS Portal should verify your GCS Portal account profile
[Welcome ...] – [My Profile]

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



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How to Order Parts – Consumer Parts / Accessories & Repair Parts (Purchase only – no return items!)

- Logon to the GCS portal (<https://gcs.vyaire.com/gcsportal>)

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M E D I C A L

Home Order Type: ▾ Contact About Welcome ▾

Vyaire GCS Portal

Order Parts, Request a RMA or a Quotation

You must be a BP with a registered account.

Parts

Click "Start..." to order parts and consumables
(No return required)

[Start... »](#)

Exchange

Click "Start..." to order exchange parts or devices
(Return of defective parts or devices mandatory!)

[Start... »](#)

Warranty Exchange

Click "Start..." to order exchange parts or devices under
warranty claim
(Return of defective parts or devices mandatory!)

[Start... »](#)

Factory Repair

Click "Start..." to return parts or devices for factory repair or
recertification

[Start... »](#)

Quotation Request

Click "Start..." to request a quotation for any part, incl.
consumables

[Start... »](#)

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M E D I C A L

Home Order Type: ▾ Contact About

- Parts (no return parts)
- Warranty Exchange
- Exchange
- Factory Repair
- Quotation Request

Vyaire GCS Portal

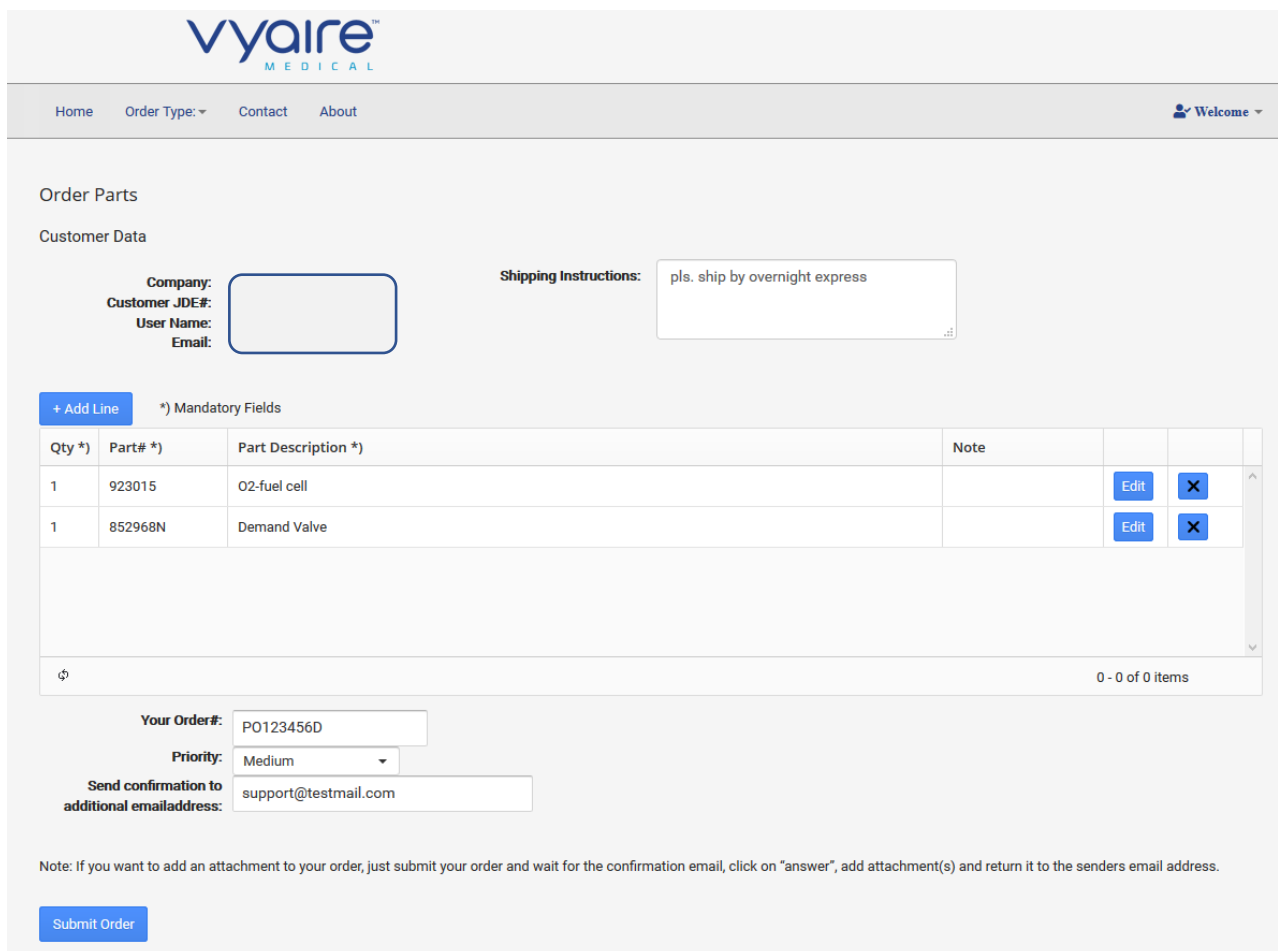
Order Parts, Request a RMA or a Quotation

You must be a BP with a registered account.

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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**]



Order Parts

Customer Data

Company:

Customer JDE#:

User Name:

Email:

Shipping Instructions:

+ Add Line *) Mandatory Fields

Qty *)	Part# *)	Part Description *)	Note		
1	923015	O2-fuel cell		Edit	X
1	852968N	Demand Valve		Edit	X

0 - 0 of 0 items

Your Order#:

Priority:

Send confirmation to additional emailaddress:

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

Order Multiple Parts with a single order number

- Select [**+Add 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!)



- Order related documents (computer screenshots, images, your original order sheet, ...) can be added to the order confirmation email from Vyaire Medical GmbH as a return email. (Never change/delete the reference line of the confirmation email!)

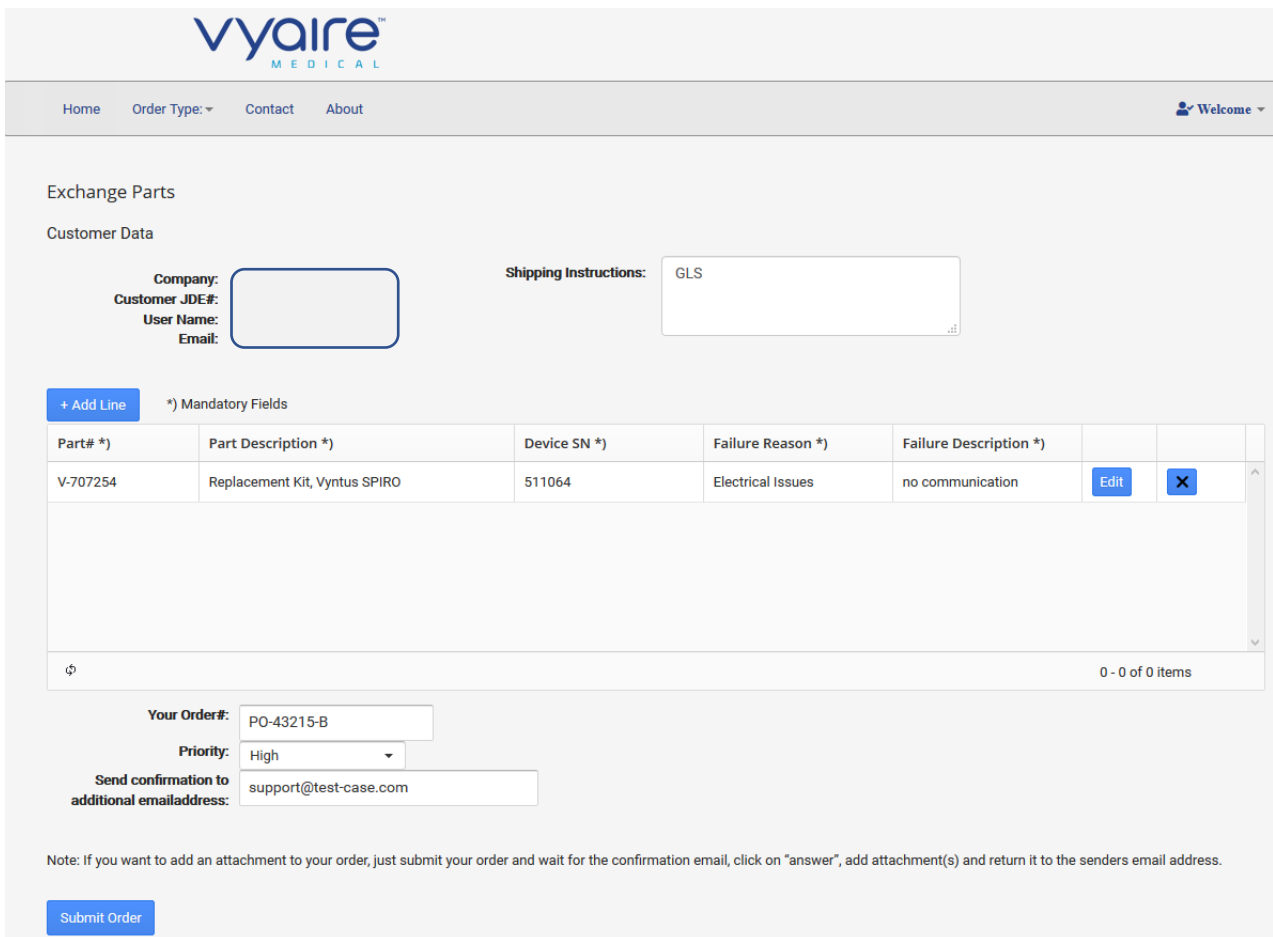
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How to place Exchange and Warranty Exchange Orders

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)



Exchange Parts

Customer Data

Company:
 Customer JDE#:
 User Name:
 Email:

Shipping Instructions:

[+ Add Line](#) *) Mandatory Fields

Part# *)	Part Description *)	Device SN *)	Failure Reason *)	Failure Description *)		
V-707254	Replacement Kit, Vyntus SPIRO	511064	Electrical Issues	no communication	Edit	X

0 - 0 of 0 items

Your Order#:
 Priority:
 Send confirmation to additional emailaddress:

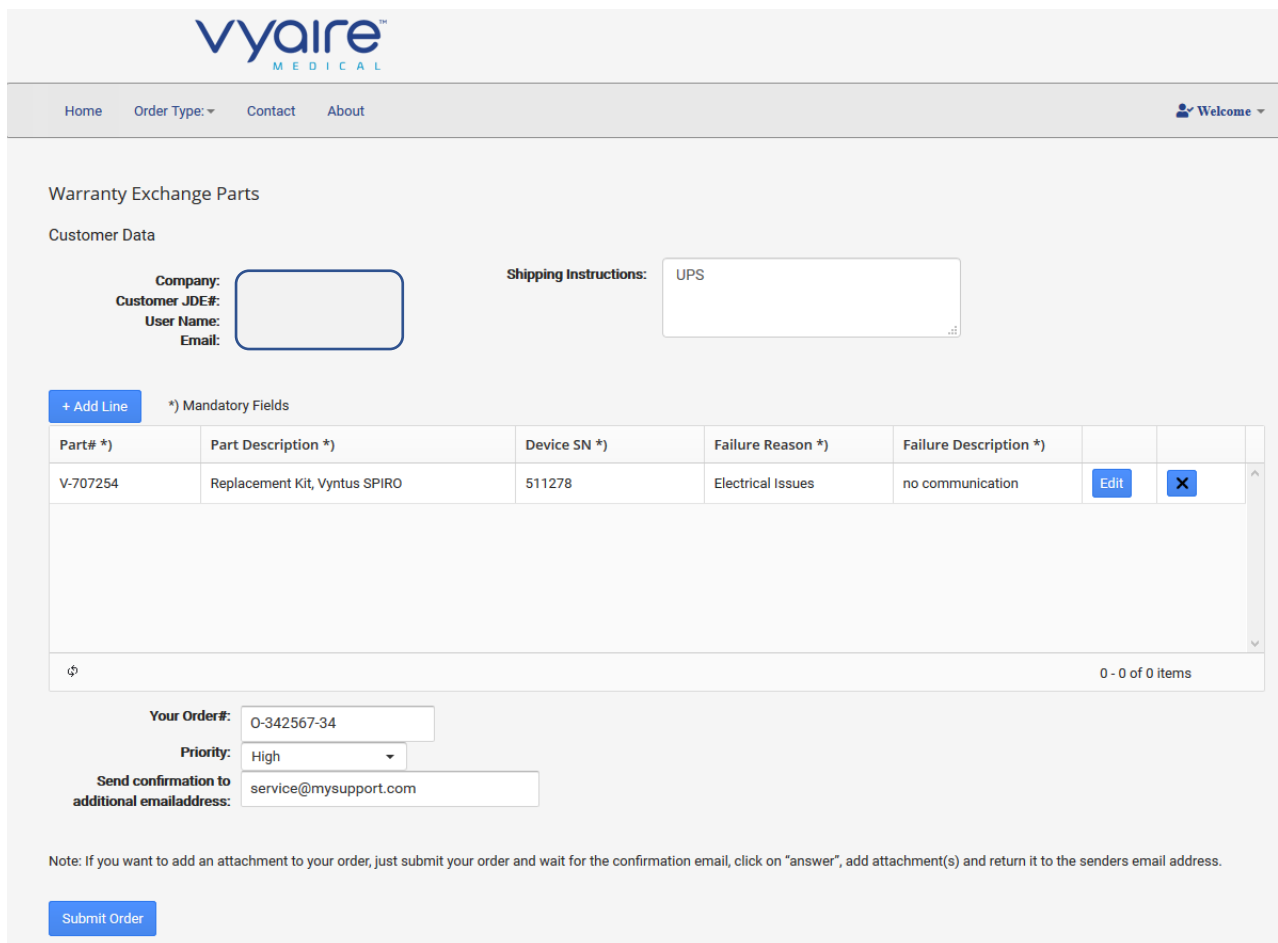
Note: If you want to add an attachment to your order, just submit your order and wait for the confirmation email, click on "answer", add attachment(s) and return it to the senders email address.

[Submit Order](#)

Exchange Part Order

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Warranty Exchange Parts

Customer Data

Company:

Customer JDE#:

User Name:

Email:

Shipping Instructions:

[+ Add Line](#) *) Mandatory Fields

Part# *)	Part Description *)	Device SN *)	Failure Reason *)	Failure Description *)		
V-707254	Replacement Kit, Vyntus SPIRO	511278	Electrical Issues	no communication	Edit	X

0 - 0 of 0 items

Your Order#:

Priority:

Send confirmation to additional emailaddress:

[Submit Order](#)

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.

Exchange Part Order (Warranty Claim)

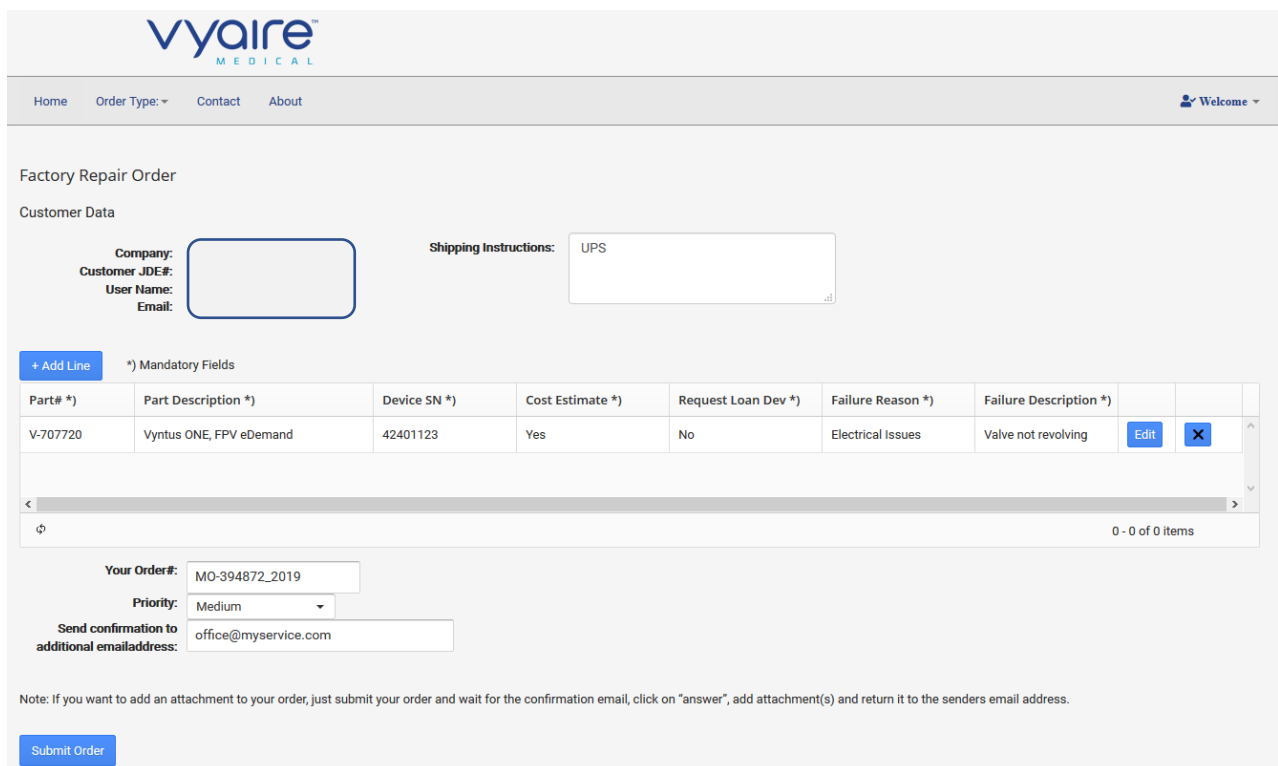
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How to place a Factory Repair Order

(= 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)



The screenshot shows the Vyaire Medical web interface for placing a Factory Repair Order. At the top, there is a navigation bar with 'Home', 'Order Type: v', 'Contact', and 'About'. A user is logged in as 'Welcome'. The main heading is 'Factory Repair Order'. Below this, there is a 'Customer Data' section with a form for 'Company', 'Customer JDE#', 'User Name', and 'Email'. To the right, there is a 'Shipping Instructions' field with 'UPS' entered. Below the customer data is a '+ Add Line' button and a note about mandatory fields. A table lists the order items:

Part# *)	Part Description *)	Device SN *)	Cost Estimate *)	Request Loan Dev *)	Failure Reason *)	Failure Description *)	
V-707720	Vynitus ONE, FPV eDemand	42401123	Yes	No	Electrical Issues	Valve not revolving	Edit X

Below the table, there is a search bar and a note '0 - 0 of 0 items'. At the bottom of the form, there is a 'Your Order#' field with 'MO-394872_2019', a 'Priority' dropdown set to 'Medium', and a 'Send confirmation to additional emailaddress:' field with 'office@myservice.com'. A 'Submit Order' button is at the bottom left. A note at the bottom states: '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.'

Factory Repair Order

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How to place a Quotation Request

This order processing 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.

Quotation Request

Customer Data

Company:

Customer JDE#:

User Name:

Email:

Shipping Instructions: DHL

+ Add Line *) Mandatory Fields

Qty *)	Part# *)	Part Description *)	Note		
2	V-7073077	Vyntus USS Module, Flow Sensor	-	Edit	X

0 - 0 of 0 items

Your Order#:

Priority:

Send confirmation to additional email address:

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.

Quotation Request Order

Hans Probst

Vyaire Medical GmbH
Hoechberg, Germany