

Instructions for using our new warranty processing on the Internet

1. Start your internet browser and go to:

www.stoll-germany.com/en/login

2. If you are already registered then you can go direct to the **login**.

If you are not yet registered then please click on **“request access data”**

Please fill out the form completely and click **“send”**

You will shortly receive an email with your login data for the application.

Please note: The application will be activated overnight!

From the next morning you can use your data and you can login.

If you have forgotten your access data then please select:

I've forgotten my password

Enter your email address and click on **“send”**, we will then send you your password by email.

3. After the login you are having the following options:

Handover declaration – If you want to complete and save a Handover declaration

Warranty processing – If you want to make a warranty claim

Please take note that a Handover declaration is mandatory to handle a warranty claim!

4. If you want to complete a Handover declaration please choose **“Handover declaration”**, fill in the form completely and click on **“save”**.

By selecting **“Print”**, you can now print the document on paper.
Attach the handover declaration to the original signed by your customer.

5. If you would like to submit a warranty claim, please click on **“Warranty Application”**. Please enter at first the serial number of the STOLL frontloader. The system shows you whether you have to complete a handover declaration or not.

If the handover declaration is needed then please click on **“Yes”**.

6. Please fill in the Handover declaration completely and click on **“Save”**.

Then print out the handover declaration and attach it to the original signed by your customer.

7. Leave the Handover declaration area by clicking on the button **“Warranty processing”**, then click on the **“Search”** button.

The system now shows you the data that was previously entered in the Handover declaration.

If you do not have a serial because no front loader but only brackets were delivered, please select **“Serial number not present”** and enter the needed data.

Further procedure as described at point 6.

8. Please complete the form as follows

- a) Date of failure
- b) Date of repair
- c) Type of tractor
- d) Your claim number
- e) Complaint
- f) Remedial actions
- g) Spare parts positions (yellow field for STOLL order number of spare parts used). Please wait until the system shows you the spare part order number.
- h) STOLL invoice no. (yellow field / arrow, automatically gives you an invoice number of the spare part if you click the small arrow on the right)
- i) Quantity (yellow field, please correct quantity if required)
- j) Price and discount (will be filled in automatically)
- k) Mounting positions (enter only the number of pieces in the yellow field)
- l) Add further costs if occurred
- m) Click on the **„save“** button and then transmit the claim to Stoll by clicking **„Yes“** (green check mark)
Your claim has now a Stoll-Claim-Number, see above at the left
- n) To print the warranty claim for your documents please click **„Print“**

The claim is now automatically transferred to STOLL. A letter from you is no longer required. If you have a query on your claim, you can search on the internet with the claim number, review your claim and send a request. All communications between you and us is via e-mail.

If you have any questions about the new warranty processing, you can contact us by phone +49 5344/ 20132 or by e-mail gwa@stoll-germany.com

We look forward to your call!