

## JANAMCARE NOTE: Navigating the Premium Service Portal

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*The JanamCare Premium Service Portal is designed to assist you in managing your RMA cases, service contracts, and product warranties. You can create RMA cases, track the status of your repairs, view your repair history, and manage multiple locations -- all online and at your own convenience.*

*To help you navigate the JanamCare Premium Service Portal, this document will present an overview of the features available.*

*If you have any questions, please contact [janamcare@janam.com](mailto:janamcare@janam.com).*

### **Left-Side Navigation**

The left-side navigation pane of the website contains helpful resources regarding the repair services offered by JanamCare Service & Support. In addition, you can access links to helpful how-to documents, product manuals, and Product Zone. Lastly, a global search feature allows you to quickly find an RMA Case, serial number, location, etc. with a click of a button.

### **My Profile**

Your profile stores the account information we have on record. You may view and edit your profile by clicking on the "My Profile" link under the Welcome header.

From the Profile page, you will be able to:

- View your contact details
- Edit your default shipping address
- Update your contact information
- Change your Repair Engine password

### **Locations**

Many Janam customers manage several different locations. If you have several offices or locations equipped with Janam products, you can store and save address information, creating convenient ship-to options. Even more, you may keep track of your repairs based on specific locations.

To manage your different locations, click the "Locations" tab. By default, the system will list recently viewed locations.

- To view all Locations, select "All Locations" from the drop down and press the "Go" button.
- To view specific location details, click the "Location Name" to view the location detail page. Here you will also be able to view specific RMA cases related to a location.
- To add a new location, click the "Create New Location" button. Fill out the form and click "Submit" to save the location to your profile. Once saved, you will be able to select a saved location when creating a new RMA case.
- To edit a location, click the "Location Name" listed to view the location detail page. Then click the "Edit" button. Be sure to save your changes.

## Cases

If you have a product in need of repair, you will need to generate an RMA (Return Merchandise Authorization) Case to return the product to the service center. The RMA Case number becomes the product's repair identification number, enabling efficient handling and status tracking. You may view, create and track your repairs through the Cases section of the website.

To generate an RMA case, click the "Cases" tab then click the "Create New Case" button:

- Step 1**
- a. Complete the RMA case form and be sure to include the product type, serial number, a detailed description of the issue and indicate whether the product has any physical damage.
  - b. Be sure to choose a return shipping address. You may choose:
    - o *Default Address* – Your repair will ship to the default shipping address as listed in your profile.
    - o *Saved Location* – You may use the Location search box to select a previously saved Location. When you select a saved location, the address will automatically load once the RMA case is saved.
    - o *Other* – Enter a new address in the text field provided.
  - c. Click submit.
- Step 2** Once you have completed the form, an RMA# will be assigned. You will receive an email with the RMA# and shipping instructions.
- Step 3** Print the RMA confirmation email from step 2.
- Step 4** Prepare shipment of product(s) for repair. Please include the following required documents along with product(s) for repair in the package:
- a. Confirmation email
  - b. Original invoice or purchase receipt\*
- Step 5** Clearly mark the outside of the package with the RMA# to ensure proper routing and timely processing.
- Step 6** Ship the package to the JanamCare Service Center using your preferred carrier.
- \* If you believe the product is within the standard warranty period, provide an original invoice or purchase receipt for warranty verification and registration.

## Service/Maintenance Contracts

If you have purchased an extended warranty or premium service plan, your service contracts will be listed in the Service/Maintenance Contracts section of the website.

You may view your Service/Maintenance Contracts by clicking on the "Service/Maintenance Contracts" tab.

Here you will be able to view:

- o Contract details
- o Covered products by product type and serial number
- o Contract start dates
- o Contract expiration dates

### **Installed Products**

The installed products tab is a reporting tool that allows you to review service and repair history, service contracts and covered products.

You may view your Installed Products by clicking on the "Installed Products" tab.

Here you will be able to view:

- Products
- Serial numbers
- Contract coverage
- Related cases
- Repair history