

# PRV PROCESS

*acer*



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## Procedure

- Step 1:Customer logs the calls with ACER SGS CC, **1-800-11-4100/1-800-3000-1919.**
- Step 2:Acer CC checks for the warranty in APN and assign to concern region PRV mapped partner.
- Step 3: Partner send their engineer for diagnose and if it is in OEM warranty they register the complaint with OEM call center and follow up with them till closure.
- Step 4: If the printer is OOW from OEM, but customer has Acer warranty, ASP will attend the call and close & if part required they share the quotation for the approval with ACER concern location CSM to process & accordingly close the call.
- Step 5 : Update in CC CRM & end

### **Partner Mapping Details:**

Sysnet takes care of all over India except Gujarat, NE,TN & Pondy.

## Non- PRV Location ASP mapping details



ASP Name	State	City
Fox Plus Computers	Tamil Nadu	VELLORE
PREMIER SYSTEMS	Tamil Nadu	TIRUNELVELI
VB IT Care	Tamil Nadu	COIMBATORE
VB IT Care	Tamil Nadu	TUTICORIN
VB IT Care	Tamil Nadu	CHENNAI
XP IT Services	Tamil Nadu	TRICHY
Matrix Infotech	Tamil Nadu	Salem
Redington India Ltd.	Tamil Nadu	MADURAI
Delta Integrated Solutions Pvt. Ltd.	Gujarat	AHMEDABAD
Computer Clinic	Assam	Guwahati
P&S Unique systems	Tripura	Agartala
Digitech Computer Infosystem	Assam	Tezpur

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**Major brands are supplied by ACER to customers.**



**Printer**

- TVSE
- Samsung
- LIPI
  
- Epson
- Canon
- HP
- Olivette
- Brother
- Tally
- Wep
- Richo

**Scanner**

- Mustek
- HP
- Canon

**Thinclient**

- VXL
- AGS

**UPS**

- Tritronics
- Axis
- Numeric

**Others**

- CISCO phone

**Note:1.** New brand details will be updated every quarter.  
**2.** Few brands which are minor is not shown here



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**From 2011 onwards all the peripherals which is supplied to our customers the warranty details are captured in our APN database**

Login to the below website to check the warranty  
<http://apn.acer.co.in/>

Select end customer tool and choose warranty validation to check the warranty

**Wep, TVSE & Lipi serial numbers has been captured prior to 2011 onwards to large extend.**

2011 onwards we have captured the warranty information in APN website  
Vendor warranty is also captured in the part description column.

Prior to 2011 we need to check with the vendor website for the warranty  
Information.



## Warranty Validation

Warranty Validation  Total Cover  DOA Validation  Serial Number Tracking

Product Serial Number or Easy Care Number :

1404741

Click

Customer Name :

Product Serial Number : 1404741

Monitor Serial Number :

Alternate Serial Number :

Easy Care Serial Number :

Product Model :

Model Description : OLIVETTE PR2E 24P,90Col,300cpsPASS BOOK PNTR 3YR

Warranty Type : B3330001

Warranty Description : 3rd prtyPeripherals-3yrs Comp,installation byAcer

Installation Date/Shipped Date : 28/03/2012

Warranty Expiry Date : 28/03/2015



## LIPI

For Lipi products to check OEM warranty, we need to login to below webpage.

[www.lipidata.com/warranty](http://www.lipidata.com/warranty)

Login id: acer  
Password: 135123@acer

## OLIVETTI

For Olivette products to check OEM warranty, we need to login to below webpage.

Olivette serial # should be having 7 digit

<http://27.251.135.100/PR2PLUS/search.asp>

Login id : olivetti  
Password: olivetti

## **EPSON**

Write to following ID to check the warranty

[email: Sabitha@eid.epson.co.in](mailto:Sabitha@eid.epson.co.in)

## **SAMSUNG**

Write to following ID to check the warranty

[brijesh.s3@partner.samsung.com](mailto:brijesh.s3@partner.samsung.com)



## **HP**

Login to below website to check warranty

<http://h10025.www1.hp.com/>

## **Wep**

Write to following ID to check the warranty

[wepcare.support@wepindia.com](mailto:wepcare.support@wepindia.com)



## How to check TVSE warranty detail?

The serial number of the product is the Alpha numeric character that is printed right below the bar codes.

For Example : GAV32B003673 is the serial number as mentioned in the sticker.

This sticker is placed on the rear side of the printer.

This will be available on the right hand side (on the rear side)

The first digits denote the Year , Second and third digit says Week.

Hence, the manufacturing week / month for GAV32B003673 is as follows:

G – Year 2007 [Alphabetically G is the 7th digit starting from A]

AV – Week 22 (starts as AA(1 Week), AB (second week), AC (Third Week) ----etc)



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## **VXL**

Login to below website to check warranty

[Support.india@vxl.net](mailto:Support.india@vxl.net)

## **Canon**

Call the below mentioned Toll free #

**18001803366**

## SUPPORT MECHANISM FOR GIL



OEM Vendor	Customer	Type	Mode of Support	Contact Person	Contact No.	Email ID
Axis	GIL - T122	UPS Vendor	Through GIL CC	Ms. Dhara	079 26559557/ 9374073437	alert@xispower.com
				Mr. Naushir	9327552392	naushir@xispower.com
Numeric	GIL - T101	UPS Vendor	Through GIL CC	Mr. Raghu	9327009827	ahmedabadli@numericups.com
				Mr. Jayant Mahajan	9327027889	jayantmahajan@numericups.com
Samsung	GIL - T101 & T122	Printer Vendor	Through GIL CC	Mr. Shadab Rajput	8980540804	shadab.r@partner.samsung.com
				Mr. Sunil Zaware	9825009741	sunil.z@samsung.com
Epson	NIIT	Printer Vendor	Through GIL CC	Mr. Manjit Parmar	9925034914	manjit@eid.epson.co.in

All peripherals like pendrive, webcam, camera are being taken care by Delta - Ahmedabad  
Gujarat Call Center Number - 079-26449867 / Email Address - acerccc@sutherlandglobal.com



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## VXL PROCESS

### Procedure

- 1) Try to install os
- 2) Take an help with VXL call centre, if they suggest for replacement.
- 2) Then you can place an order for replacement with SLH for BOB customer only.

**Part # = 5W.63491.739--BOB-(Bank of Baroda)**

**Part # = 5W.63491.059--OBC(Oriental Bank of Commerce)**

Image utility is shared to all our Region and Tech support team dated 10th april 2012 with subject VXL Support

## DOA PROCESS

- **1.Transit Damage:**

- Whenever engineer visit the customer place for the installation and found the BOX in damage condition and inside product also found to be in damage condition request your partner engineer immediately to share the snap shot of the same also we need to check with customer if any relocation taken place and provide the details to us for the replacement, some times the box will be intact but the product may be in damage condition even for this it is necessary to share the snap shot to us also we have to ask POD with our OFG team and check for the address and remark on the POD, this is called transit damage case.

- **2.Installation Failure:**

- During installation if any spares is found to be damage like motherboard issue (not powering on, hanging) etc similarly with other spares found to be DOA, request you all to instruct the partner engineer to immediately log the case with vendor and share the case-id to speed up the process, this is called installation failure.

## DO'S AND DONT'S OF TVSE PRODUCT

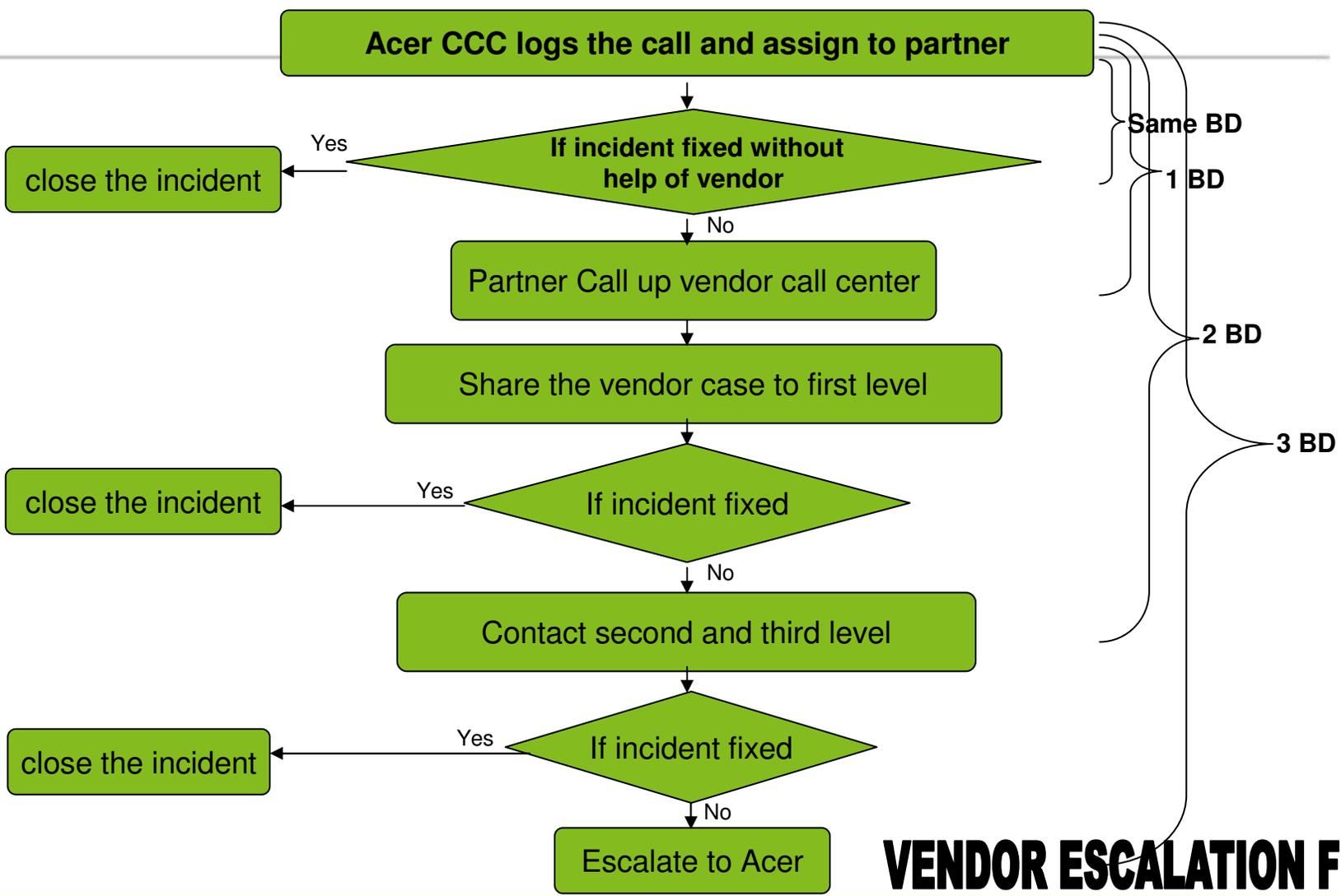
### • DO'S

- 1. Clean your printer regularly from dust particles
- 2. Use only TVS-E genuine ribbons instead of duplicate and unbranded ribbons and refills for longer print head life and increased printer UPTIME
- 3. Connect Power & interface cables properly in order to avoid loose connections
- 4. Always Close the top cover to prevent dust particles entering into printer
- 5. Set the Gap adjust lever according to the stationary usage ex: 1, 1+1...
- 6. Install respective TVS-E driver according to the model used
- 7. Ever use proper tools for servicing your printers
- 8. Always refer to Quick Reference Guide for printer
- 9. Carefully read the instructions for correct ribbon cartridge placement to avoid ribbon smudge / jam
- 10. Read warranty policy to know warranty terms and conditions and communicate to end users
- 11. Always get your printer serviced only by TVS-E Authorized service personnel
- 12. Do not hold / rotate platen knob when the printer in ON condition
- 13. Do not connect Interface cable when the printer is in ON condition

- **DON'T'S**

- 1. Do not Power ON the printer when the Neutral-Earth voltage is  $> 4$  VAC
- 2 Do not use unbranded ribbon cartridges or refills
- 3. Do not carry the printer spare parts with out proper packing to protect them from Physical and ESD damages
- 4. Do not change the front panel settings unnecessarily

**Note:** The above mentioned DO's and DONT's is applicable for many brands



# VENDOR ESCALATION FLOW CHART



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# For Help & Escalation

## Regional Contacts:

- Santhosh Pai (Project Manager-South), [santhosh\\_pai@acer.co.in](mailto:santhosh_pai@acer.co.in), 9739049364.
- Abhay Kumar (Project Manager- West), [Abhay\\_kumar@acer.co.in](mailto:Abhay_kumar@acer.co.in), 9820055950.
- Satish Sharma(Project Manager-North), [Satish\\_sharma@acer.co.in](mailto:Satish_sharma@acer.co.in), 9871899985.

**SPOC at Acer HO:** T Sumithra, [sumithra\\_t@acer.co.in](mailto:sumithra_t@acer.co.in), 080- 40708849

Vinod Gaonkar – Head- Project Support, [vinod\\_gaonkar@acer.co.in](mailto:vinod_gaonkar@acer.co.in), 9342115526

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Thank you

Sumithra . T