

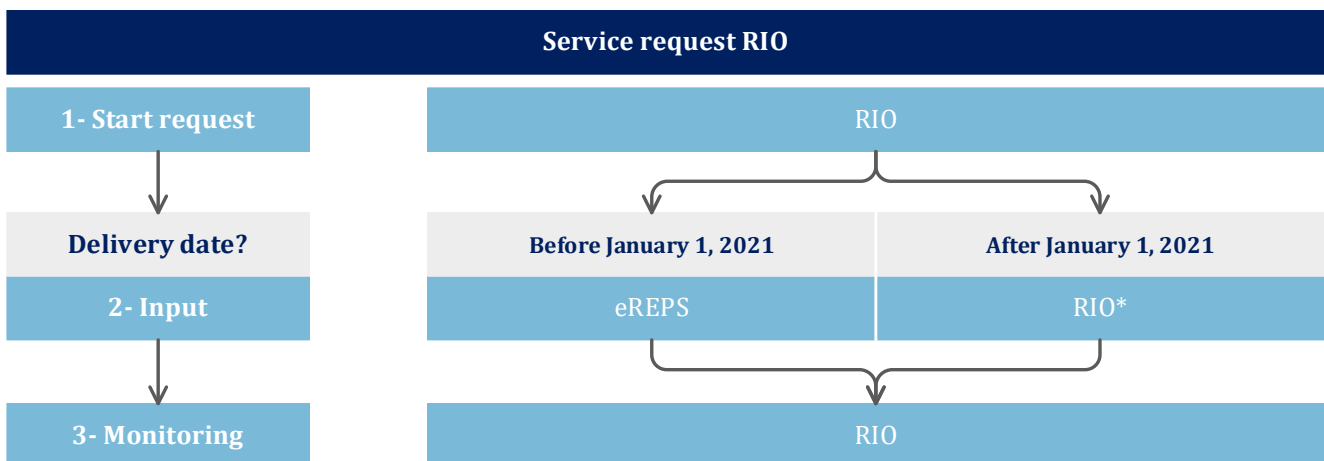


Dear Customer,

We hope you have successfully started to enter your quotes and orders in the new Renson Outdoor ordering platform RIO. As promised in our Go Live communication, we would like to inform you of how your **service requests** will go forward **in RIO**.

1. What is changing for service requests?

Service requests start and are monitored in RIO at all times. In the diagram below you can see how the other steps in the process differ depending on the delivery date of your original order. For each request, the type, status and associated documents (e.g. order confirmation, reports) are visible in RIO.



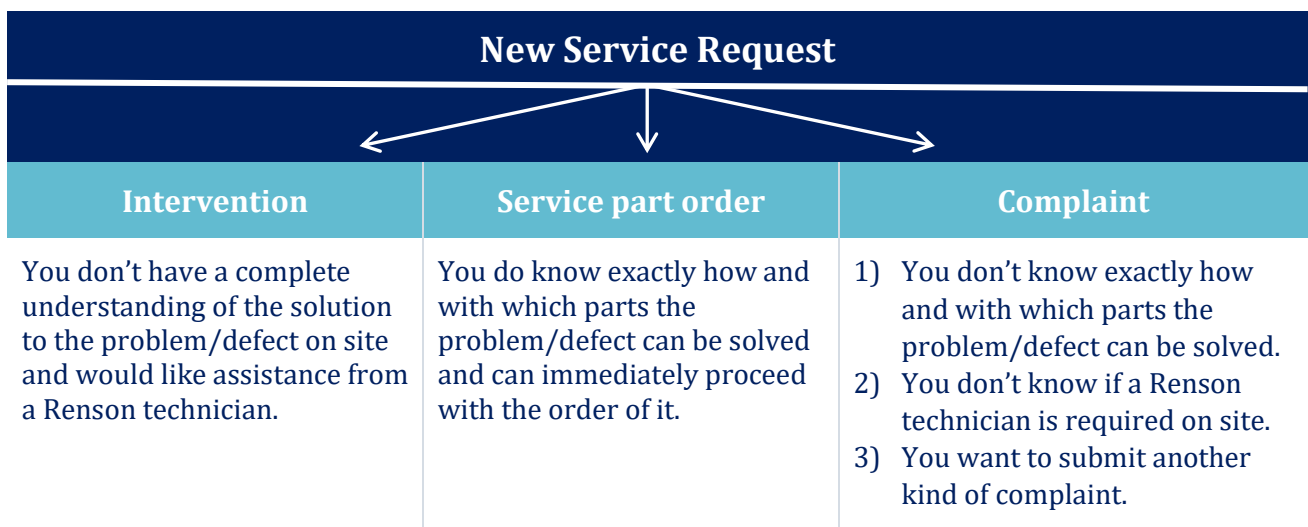
* In this case, the **warranty number** is automatically added in RIO after entering your project or client name and order reference at the start of your application (see figure below).

Customer

Reference or ID

📘 If you created your order in eREPS, please follow [this link](#) to place a service order on eREPS

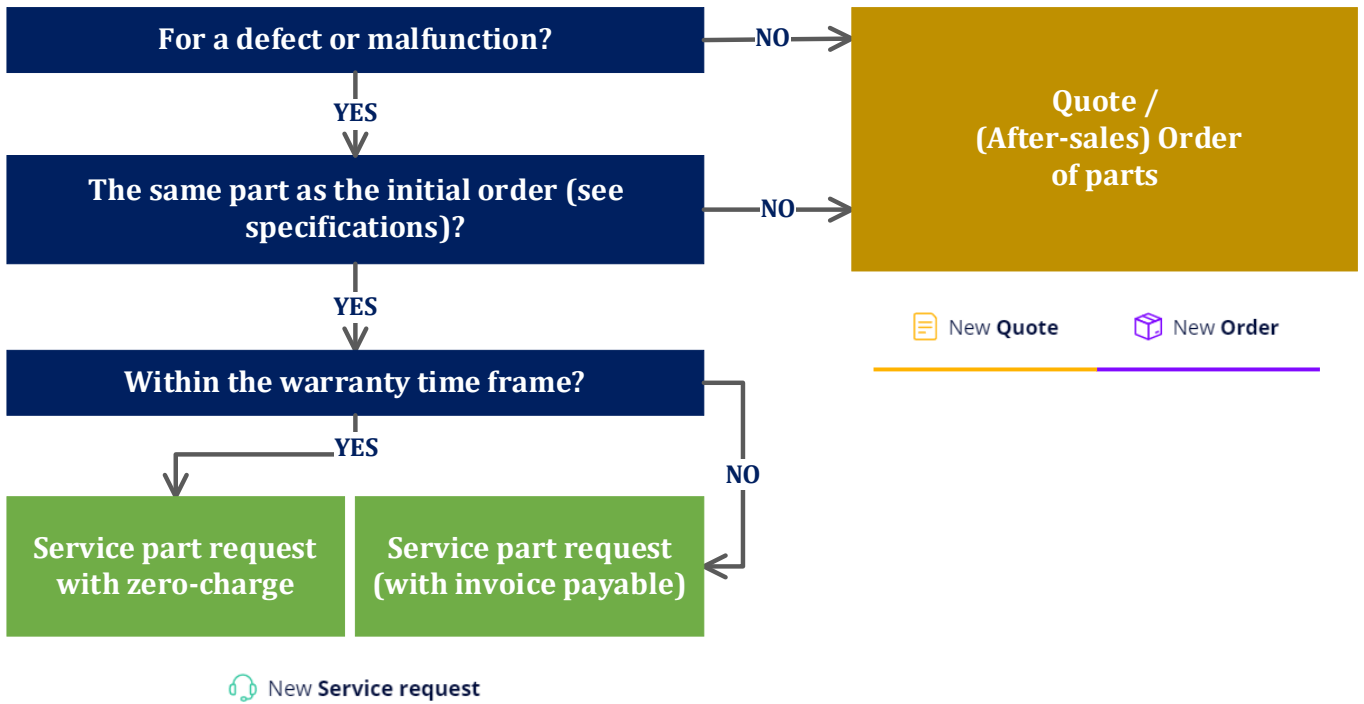
2. When to select which type of service request in RIO?



3. How does a service part request differ from a regular (after sales) order?

You would need to request a **service part** in the event of a defect or malfunction where you need a part with the same characteristics as in the original order, whether or not within the warranty time frame. In other cases we advise you to place an (after sales) order.

Below you can find a **schematic representation**.



You can find the **current conditions and intervention costs** in the 2021 price lists we shared with you at the end of October [here on our professional portal](#) (or [here on Renson customers](#)).

Important information on processing and delivery times

Stocked service parts that don't require machining will be delivered immediately after ordering. Due to the start-up of our new production site, the delivery time for the **configurable service parts** will temporarily be longer than usual.

Order configurable service parts	Latest delivery date
Before 31 December 2020	End of February
During January and February	End of March

We hope that we have informed you adequately. Should you still have questions, please do not hesitate to contact us. Good luck!

Paul Renson