



VST Online Warranty & RGA Processing Tutorial



How to Research the Warranty Status of a Component



Locate the Serial Number Search screen



1. Go to the Serial# search screen
 - A. Go to www.vsthose.com
 - B. Click "Customer Support"
 - C. Scroll down to "VST RGA Processing," and click the link



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C. → [VST Online RGA Processing](#)

The VST Product Warranty Verification System has been designed to streamline the product warranty process. Go to the Product Warranty section to find these features.

- Anyone has permission to check the warranty status of a product.
 - Select the "Serial # Search" button.
- Only authorized VST Distributors have permission to initiate an RGA.
 - Select "RGA Sign In" button and follow instructions.



Select “Serial Number Search”



VST PRODUCT WARRANTY

VST Online RGA Processing

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Serial# Search

RGA Sign In

Click the Serial# Search button

Enter the Serial Number

The screenshot shows a web interface titled "Serial# Warranty Search". Below the title, it says "Enter Serial# to verify warranty:". There is a text input field for the serial number and a "Search" button. Red boxes and arrows provide instructions: "Enter Serial#" points to the input field, and "Then click 'Search'" points to the "Search" button, which is circled in red.



Serial# Search RGA Sign In

Serial# Warranty Search

Enter Serial# to verify warranty:

Serial Number	C417675
Part Number	VDV-EVR-096
Part Description	EVR BALANCE VENTURI 8'
Product Under Warranty?	Yes



To continue checking Serial Numbers:

1. Delete the last number you checked.
2. Enter the new number you want to check and click “Search.”

To exit the Serial Number search:

1. Close the window.



How to Sign In to the Online RGA System



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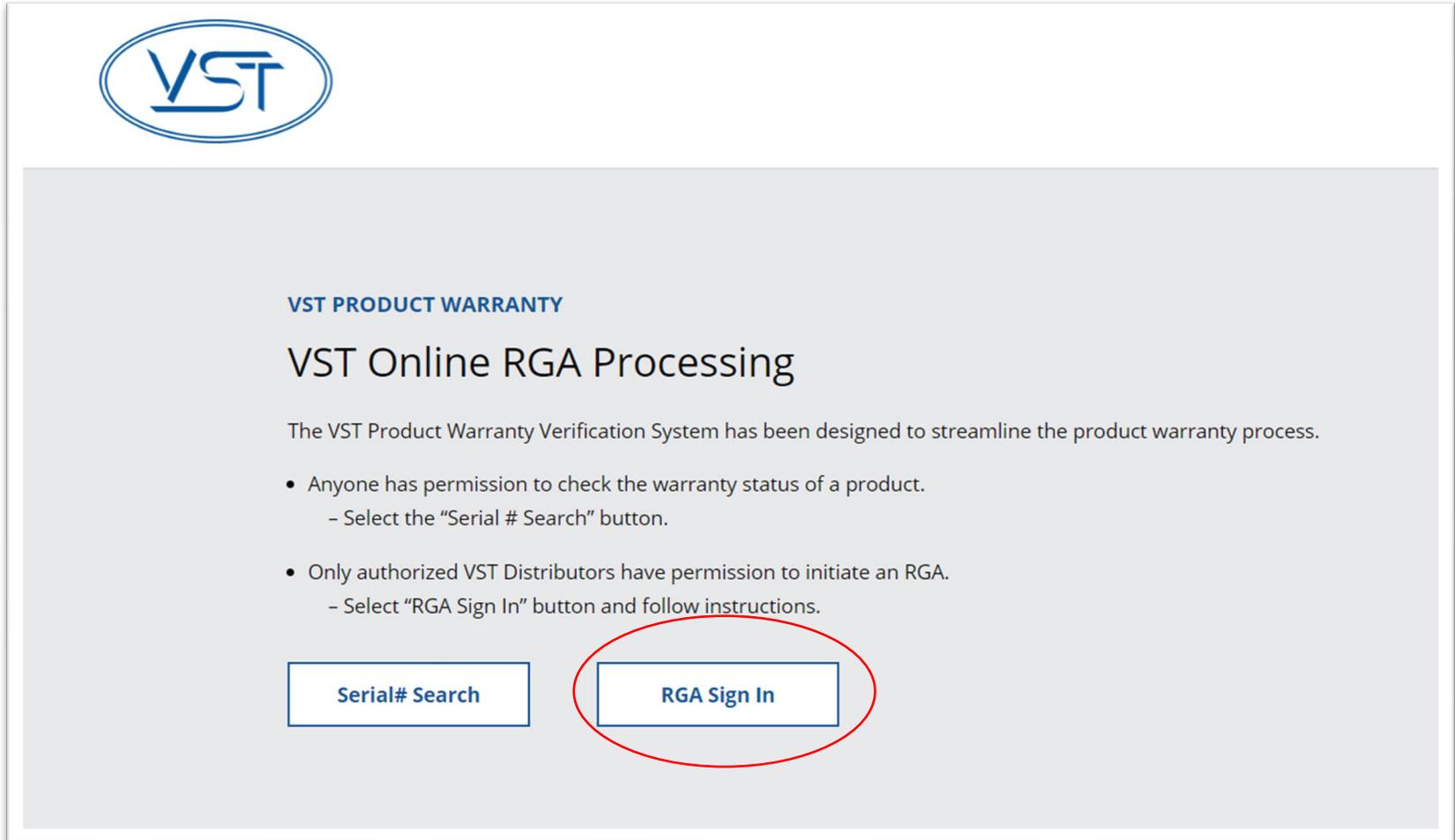


C. → [VST Online RGA Processing](#)

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2. Click RGA Sign In





VST PRODUCT WARRANTY

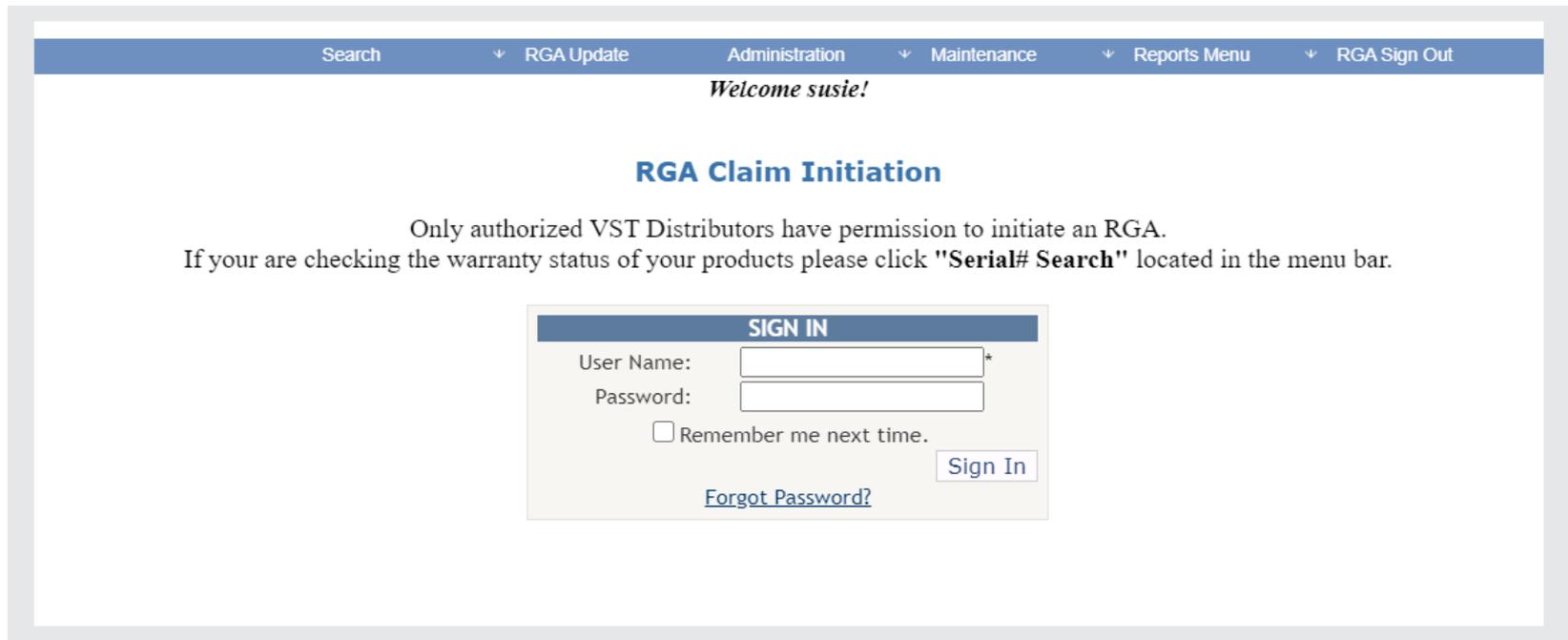
VST Online RGA Processing

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- Anyone has permission to check the warranty status of a product.
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[Serial# Search](#) [RGA Sign In](#)

3. Using your credentials, sign In to the “Claim Initiation” Screen
 - A. Arrive at the “Welcome” screen



The screenshot displays the 'RGA Claim Initiation' screen. At the top, a blue navigation bar contains the following items: 'Search', 'RGA Update', 'Administration', 'Maintenance', 'Reports Menu', and 'RGA Sign Out'. Below the navigation bar, the text 'Welcome susie!' is centered. The main heading is 'RGA Claim Initiation'. Below this, a message states: 'Only authorized VST Distributors have permission to initiate an RGA. If your are checking the warranty status of your products please click "Serial# Search" located in the menu bar.' In the center, there is a 'SIGN IN' form with the following fields: 'User Name:' with a text input field and an asterisk, 'Password:' with a text input field, and a checkbox labeled 'Remember me next time.'. A 'Sign In' button is located to the right of the checkbox. Below the checkbox is a blue link labeled 'Forgot Password?'.

How to Enter Data into the Online RGA System





4.1 Enter Claim Serial #	Enter the serial number of the component in question
4.2 Part Number / Description	This field will automatically populate when you tab to the next field
4.3 Failed on Install	Select "yes" or "no" - required field
4.4 Return Reason	Select one from the list - required field
4.5 Replacement Serial #	Enter the replacement Serial Number - required field
4.6 Action	Click the "ADD" button to accept the data and to get a new row for more data

How to Process the RGA



How to Process the RGA

- A. Once all the components are entered, print the RGA to lock the information into the data base and to get your RGA paperwork.
- B. Printing the shipping label and the print preview are optional. See next page



The screenshot shows the VST Vapor Systems Technologies, Inc. web interface. At the top left is the VST logo. To its right is the company name. Below this is a navigation menu with links for Corporate Profile, Products, Literature, Distributors, Compliance, and Customer Support. A secondary menu contains links for Serial# Search, RGA Entry, Open RGA's, Password, and RGA Sign Out. The main content area displays a welcome message, the RGA Number# 100355, and a table with the following data:

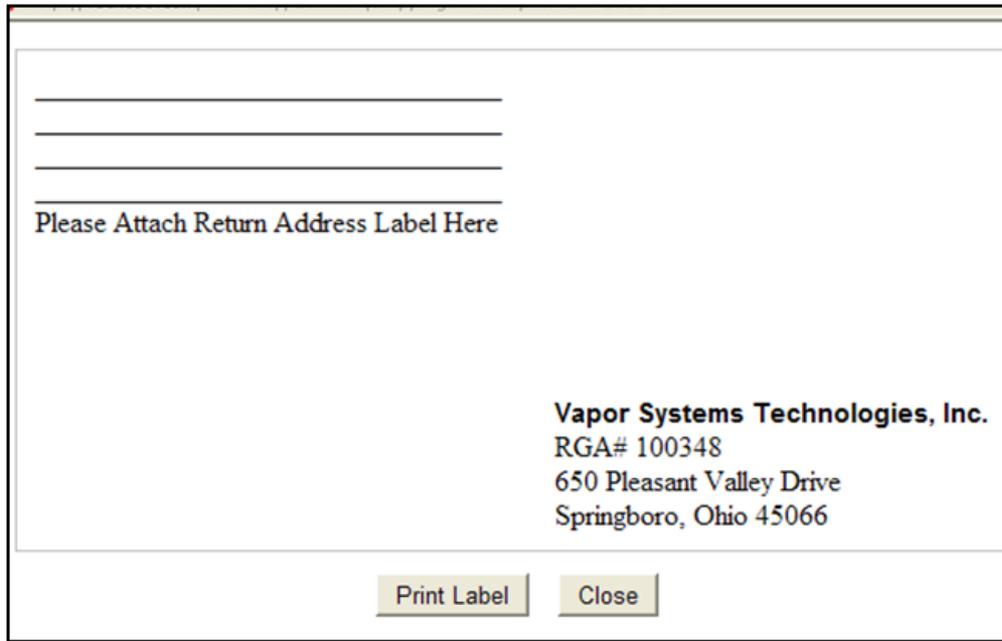
Claim Serial#	Part#	Part Description	Failed On Install	Return Reason	Replacement Serial#
B523490	VST-ISE-102-SS	8.5' Vac Assist (ORVR)	<input type="checkbox"/>	Leaked at Coupling	B652615

Below the table, the "Ship To" address is displayed as "Acme Hose Company 1234 Cliff Street TX 11111". A yellow banner at the bottom of the interface states: "All returned goods must be returned to VST with RGA paperwork and Product Return Tags within 30 days." At the very bottom, there are three buttons: "Print shipping label", "Print Preview RGA", and "Print RGA".

How to Process the RGA: Print Shipping Label

A. Print Shipping Label

- 1) This optional feature allows you to print a shipping label for the product you are returning to VST.
- 2) Notice that the label includes the RGA number.

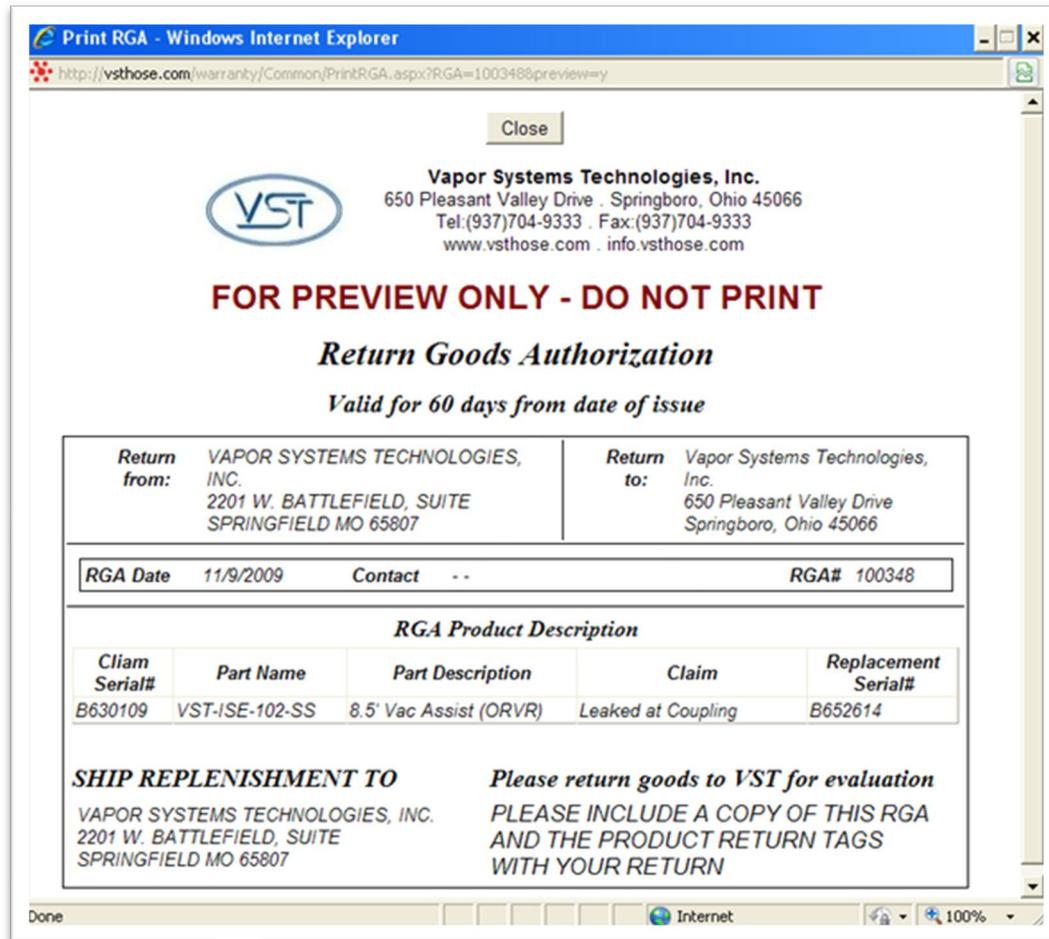


The image shows a screenshot of a shipping label printout window. The window has a white background and a thin black border. At the top, there are four horizontal lines for an address. Below these lines, the text "Please Attach Return Address Label Here" is displayed. In the bottom right corner, the following information is printed: "Vapor Systems Technologies, Inc.", "RGA# 100348", "650 Pleasant Valley Drive", and "Springboro, Ohio 45066". At the bottom center of the window, there are two buttons: "Print Label" and "Close".

How to Process the RGA: Print Preview RGA

A. Print Preview RGA

- 1) This optional feature allows you to preview your RGA before printing it and committing it to the database.



Print RGA - Windows Internet Explorer
<http://vsthose.com/warranty/Common/PrintRGA.aspx?RGA=100348&preview=y>

Close

 **Vapor Systems Technologies, Inc.**
 650 Pleasant Valley Drive . Springboro, Ohio 45066
 Tel:(937)704-9333 . Fax:(937)704-9333
 www.vsthose.com . info.vsthose.com

FOR PREVIEW ONLY - DO NOT PRINT

Return Goods Authorization

Valid for 60 days from date of issue

Return from:	VAPOR SYSTEMS TECHNOLOGIES, INC. 2201 W. BATTLEFIELD, SUITE SPRINGFIELD MO 65807	Return to:	Vapor Systems Technologies, Inc. 650 Pleasant Valley Drive Springboro, Ohio 45066
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RGA Date	11/9/2009	Contact	--	RGA#	100348
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RGA Product Description

Claim Serial#	Part Name	Part Description	Claim	Replacement Serial#
B630109	VST-ISE-102-SS	8.5" Vac Assist (ORVR)	Leaked at Coupling	B652614

SHIP REPLENISHMENT TO
 VAPOR SYSTEMS TECHNOLOGIES, INC.
 2201 W. BATTLEFIELD, SUITE
 SPRINGFIELD MO 65807

Please return goods to VST for evaluation
PLEASE INCLUDE A COPY OF THIS RGA
AND THE PRODUCT RETURN TAGS
WITH YOUR RETURN

Done Internet 100%

How to Process the RGA: Print the RGA

A. Print RGA - **REQUIRED**

- 1) You must print the RGA to commit the information to the database and to get the RGA paperwork you are required to send with the returned product.
- 2) You will first get a text box that asks you to lock in the shipping address.
- 3) If you click “No,” you will be returned to the RGA screen so that you can select a different “ship to” address.
- 4) If you click “Yes,” your RGA is ready to print.
 - **NOTE:** You may have to disarm your pop-up blocker before your computer will allow you to print (see next page).

You are required to pack the RGA paperwork in the box you ship back to VST.



How to Process the RGA: Pop-Up Blocker Alert

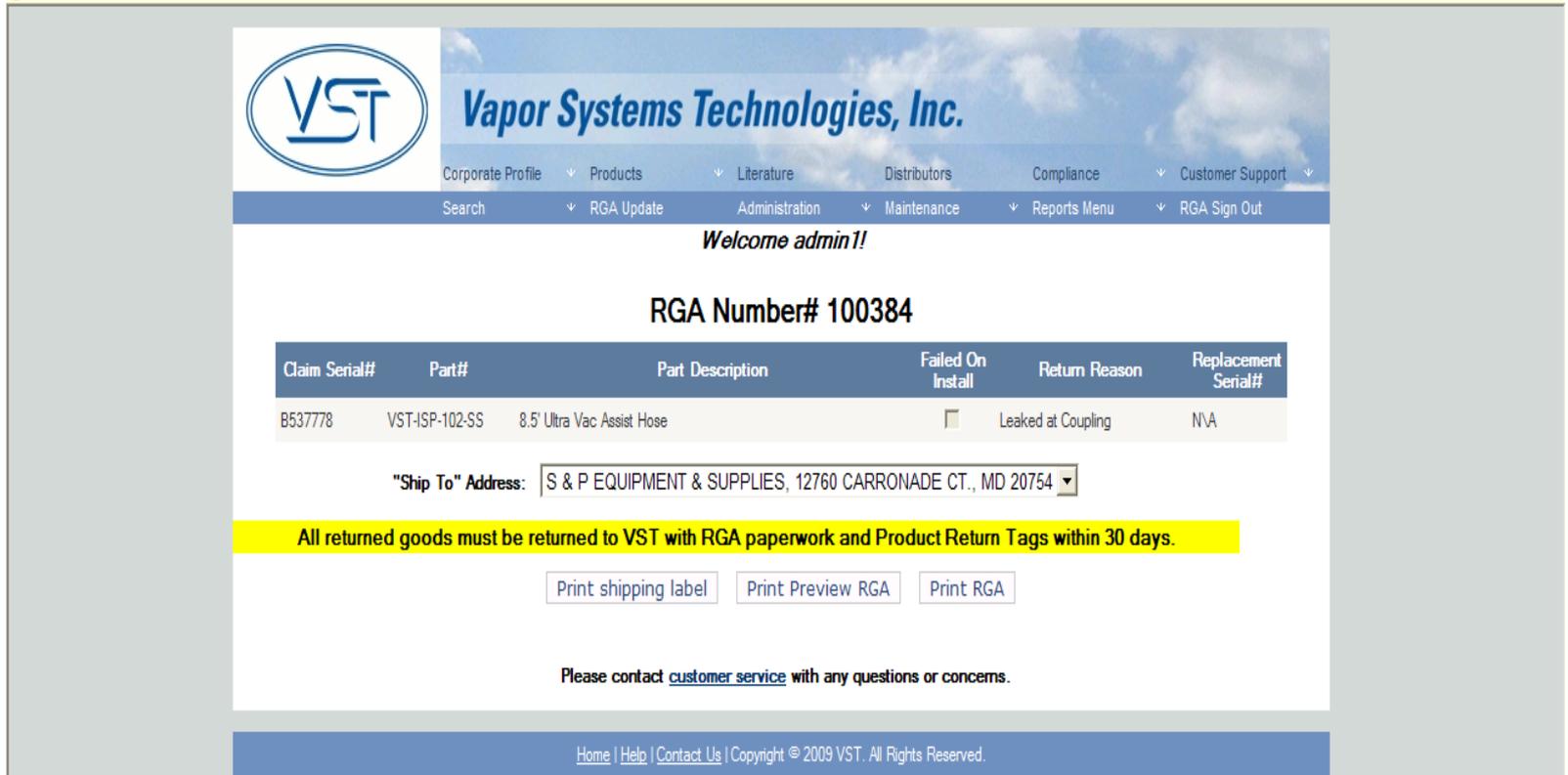
POP-UP BLOCKER ALERT

Your computer may be set to block pop-up boxes, if so you'll need to disable it. Click in the yellow area (as shown below) and follow the instructions.

If you're still having trouble printing after disabling the pop-up blocker, use CTRL-P to print the RGA.

Pop-up blocked. To see this pop-up or additional options click here...

X



VST Vapor Systems Technologies, Inc.

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Search | RGA Update | Administration | Maintenance | Reports Menu | RGA Sign Out

Welcome admin1!

RGA Number# 100384

Claim Serial#	Part#	Part Description	Failed On Install	Return Reason	Replacement Serial#
B537778	VST-ISP-102-SS	8.5' Ultra Vac Assist Hose	<input type="checkbox"/>	Leaked at Coupling	N/A

"Ship To" Address: S & P EQUIPMENT & SUPPLIES, 12760 CARRONADE CT., MD 20754

All returned goods must be returned to VST with RGA paperwork and Product Return Tags within 30 days.

Print shipping label | Print Preview RGA | Print RGA

Please contact [customer service](#) with any questions or concerns.

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