

INNOVATION | QUALITY | SERVICE

DIMENSIONS

WINDOWS | DOORS

How to access the online service

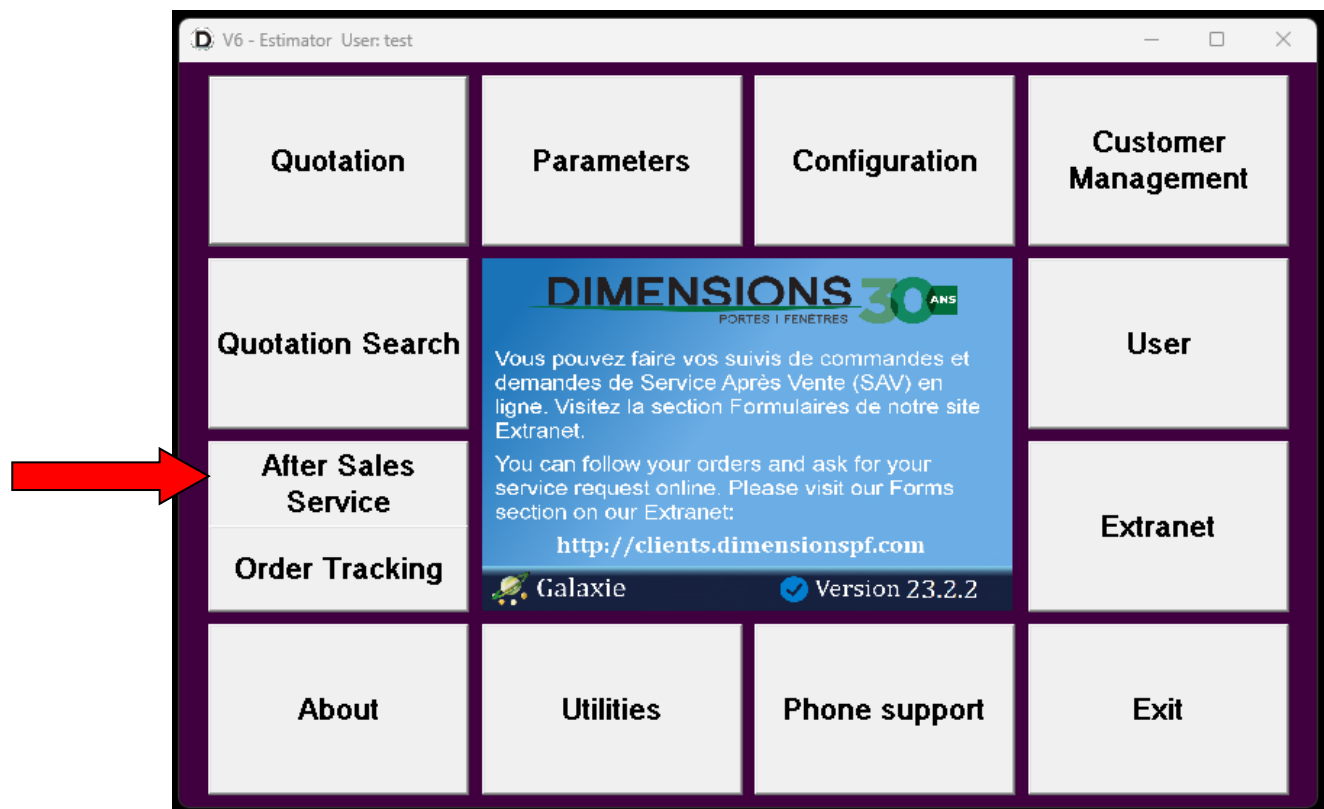
1) By Internet:

Using your Internet browser, go to :

<http://services.dimensionspf.com> or;

2) By our Dimensions software:

You must click on the After-Sales Service button.



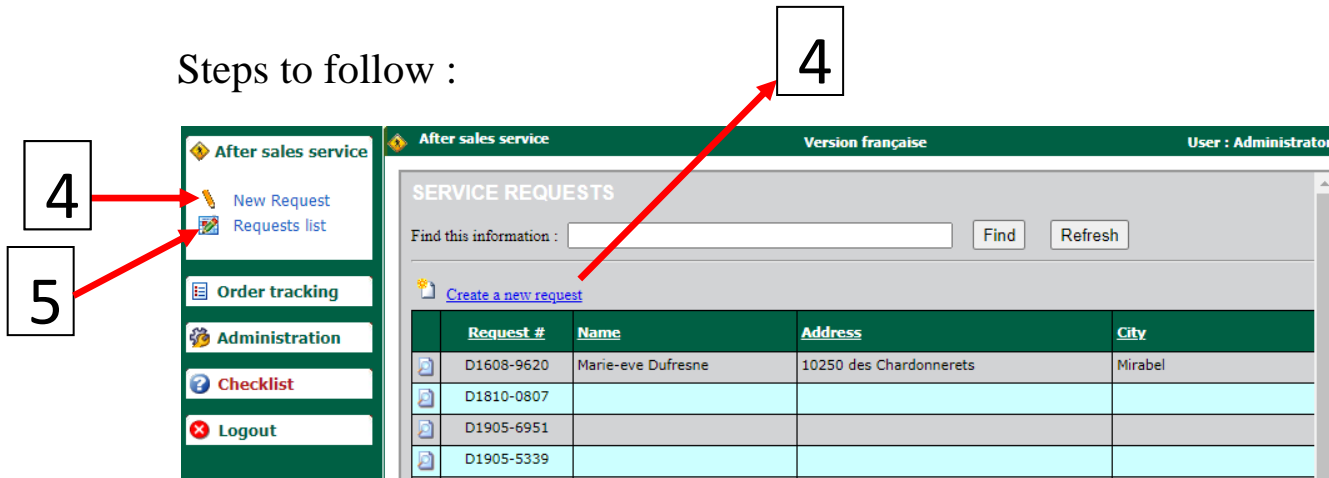
If you do not have an account, you must complete the form to request access to our online site (1).

Once the form is completed, it will take between 24 to 48 hours for the account to be created. A confirmation will be sent to you by email. Please be sure to keep your username and password in a safe place.

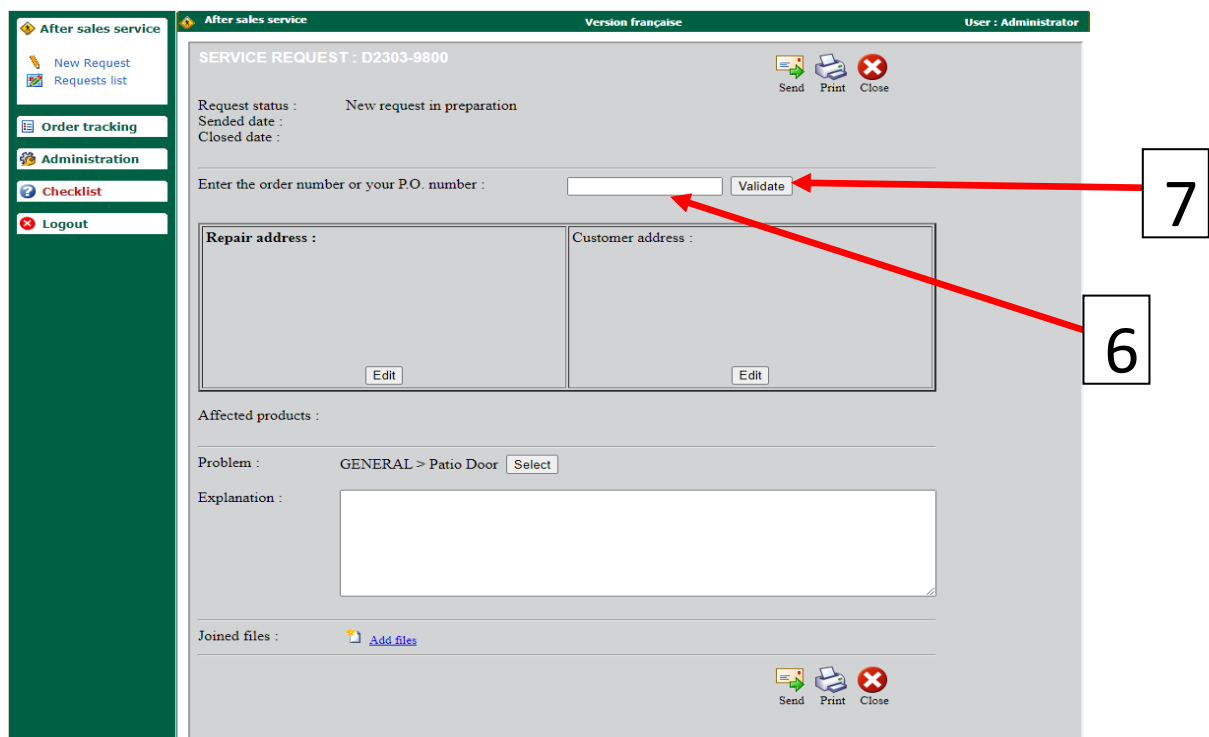
Then please enter your Username (2) and Password (3), then click Login.

The image shows a screenshot of the DIMENSIONS website's online services page. The page is titled "DIMENSIONS" with the tagline "PORTES | FENÊTRES" below it. On the left, there is a dark green box with the heading "Online services" and the text "Don't have an account?". Below this text is a "Register" button, which is pointed to by a red arrow and a box containing the number "1". On the right, there is a white box with the heading "Sign in" and the text "Enter your credentials here:". Below this text are two input fields: "Username :" and "Password :". A red arrow points from a box containing the number "2" to the Username field. Below the Password field is a checkbox labeled "Remember me". Below the checkbox is a green "Login" button, which is pointed to by a red arrow and a box containing the number "3". At the bottom left of the page, it says "Version française". At the bottom right, it says "Checklist" with a question mark icon.

Steps to follow :



You have the choice between creating a New request (4) or viewing the List of requests currently in progress (5). You must enter the Order number (ID) or the PO number in this field (6) then click on Validate (7). By choosing to create a new request, you will see this new window.



You must enter the Order number (ID) or the PO number in this field (6) then click on Validate (7).

You will see a menu to select the sequence affected by the problem. It is essential to make a correct identification because it is directly targeted for our future intervention (8) and click on Select (9) to close the window.

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The screenshot shows a window titled "Selection of affected product" with a warning icon and the text: "You must check all the products affected by the problem in your order." Below this is a table with two columns: "Numero" and "Description". The table contains one row with a checkbox in the "Numero" column and a detailed description in the "Description" column. A red arrow points from the number "8" to the warning icon. Another red arrow points from the number "9" to the "Select" button at the bottom of the window.

Numero	Description
<input type="checkbox"/> 1-1	Porte d'acier simple(Gauche int. #2) (T-68 J-27) (V23.1.1) - Soho Shaker 34 Deluxe - Percer 2 trous 2 1/8 a 5 1/2 CC (Standard) ----- CADRE ----- Épaisseur de 1-1/4" Cadre spécial Pin recouvert vinyl blanc Cadre dimension Cadre extra Souf. extérieur Recouvrement intérieur Vinyle blanc Seuil 7-1/4" Coupe-froid blanc Pentures ressorts zinc (nickel satine) (2 ressorts / 1 bille) (ouvrant intérieur) ----- Classe LC CP40 Dimension mise à l'essai 950 x 2097 mm 37 x 83 po-Type SHD

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Once the object(s) have been selected, you will see the modifications appear: make sure you have validated that it is indeed the affected product.

Enter the order number or your P.O. number :

Revised : <div style="border: 1px solid black; padding: 5px; display: inline-block; font-size: 24px; margin: 10px;">10</div> <input type="button" value="Edit"/>	Customer address : GODIN GROUPE MATERIAUX INC. 1587, FRONT ROAD HAWKESBURY (Ontario) K0B 1K0 (613)632-4146 <input type="button" value="Edit"/>
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Affected products :

Number	Description
1-1	Porte d'acier simple(Gauche int. #2) (T-68 J-27) (V23.1.1) - Soho Shaker 34 Deluxe - Percer 2 trous 2 1/8 a 5 1/2 CC (Standard) ----- CADRE ----- Épaisseur de 1-1/ ...

Then click on Edit (10) to add the repair address (consumer address). Once done, this window will appear.

Name:

Address:

Address 2:

City:

Province: Quebec

Postal Code:

Phone 1:

Phone 2:

Email:

Language: French

Notes:

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You only have to fill in the information: name, address, city, postal code, telephone. Click on Edit to save the information (11). Validate the category of the problem, this can be changed by clicking on the Select button below (12).

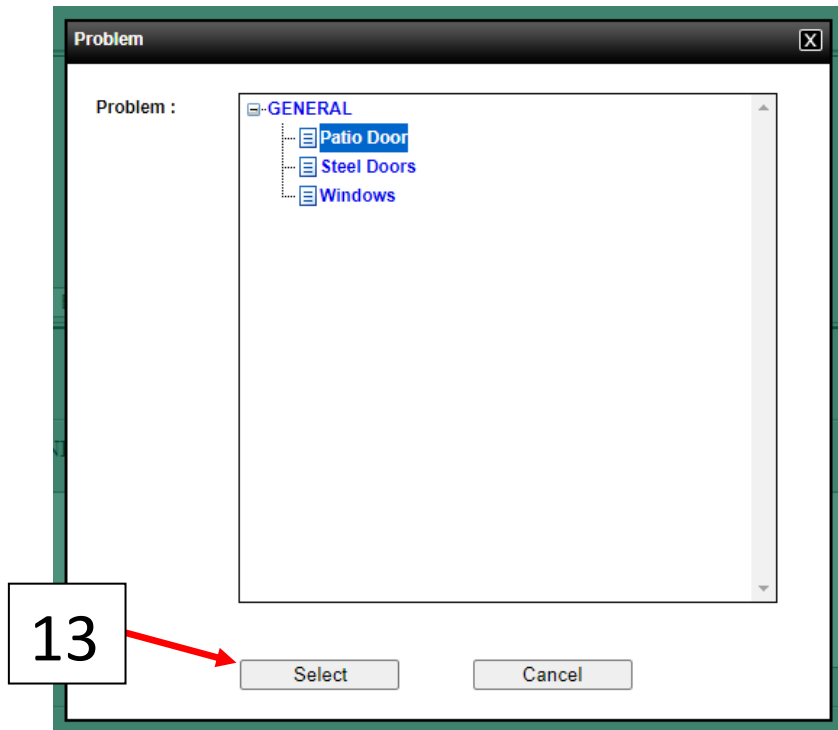
Problem : GENERAL > Patio Door

Explanation :

Joined files : [Add files](#)

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Once done, this window will appear :



Choose the appropriate category and click Select (13)

Explanation of the problem

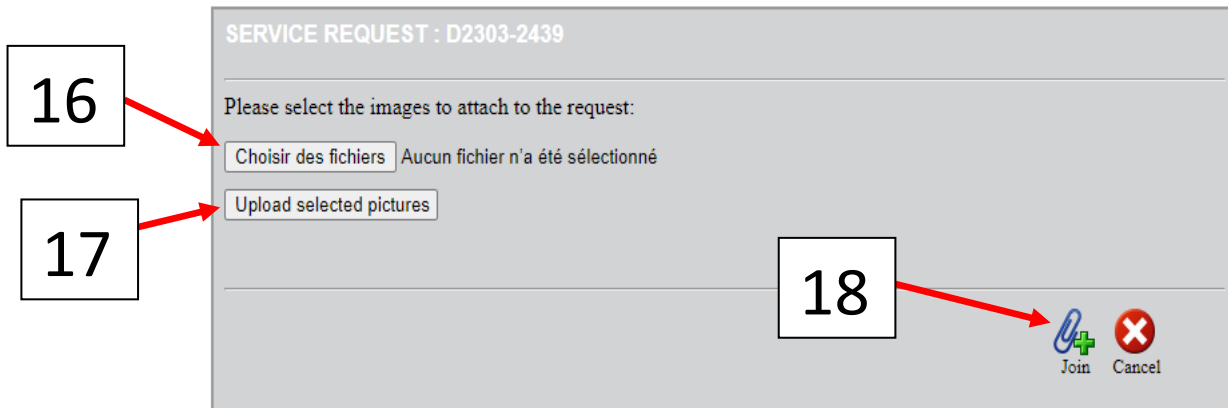
In order to improve the efficiency of the technicians' intervention, explanations of the problem must be recorded (14).

The screenshot shows a software interface with the following elements:

- Problem :** GENERAL > Patio Door
- Explanation :** A large empty text area for recording the problem explanation. A red arrow points from a box containing the number "14" to this area.
- Joined files :** A red arrow points from a box containing the number "15" to this button.
- Bottom right:** Three icons labeled "Send", "Print", and "Close".

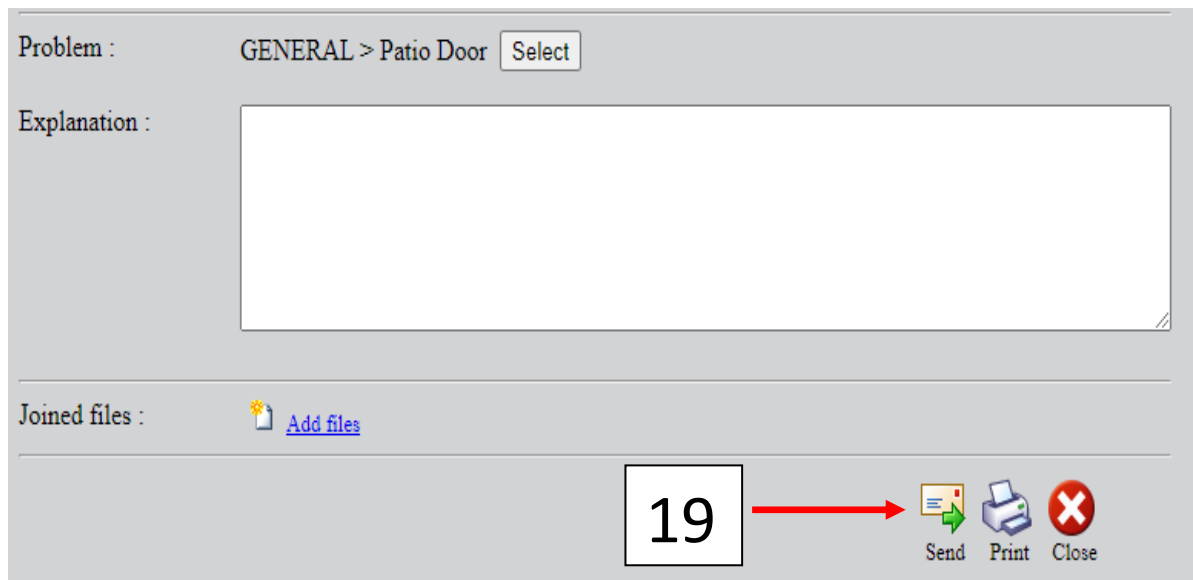
Overall photos of the product and the problem are ideal for targeting the intervention to be carried out (15).

At this stage the service request number is created:
Example: D2007-0456

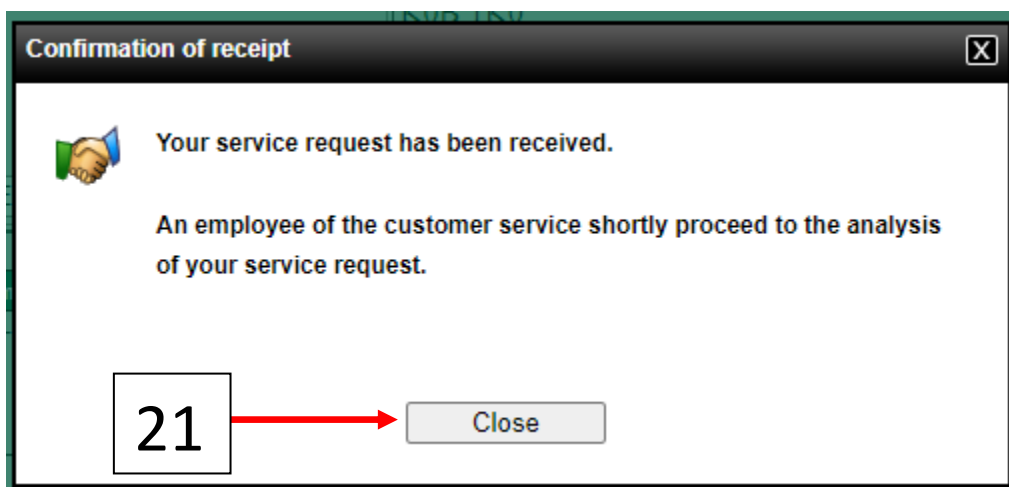
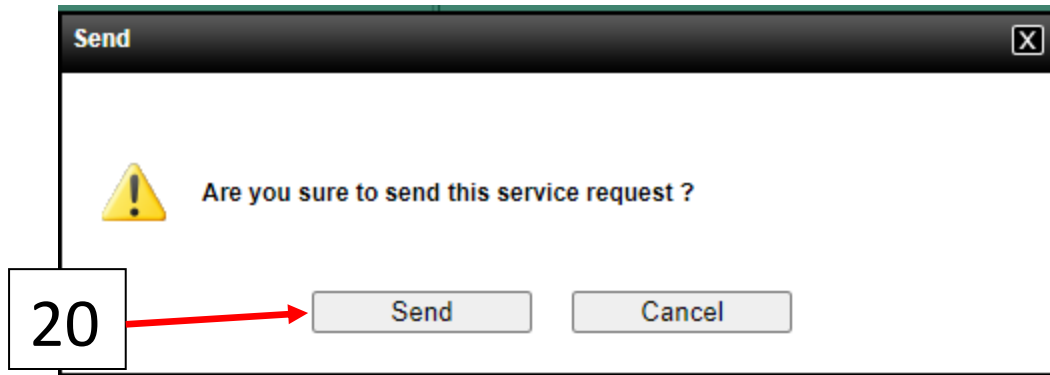


Click on Browse (16) and choose the location of your photos, click on Upload images on request (17). Tie to close the window (18).

You are ready to submit the Online Service Request to us. Click Send (19).



Confirm that you are sure you want to send this service request
Send (20).



From now on, you will be able to track it online!