

User guide

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Service & Support Web-portal



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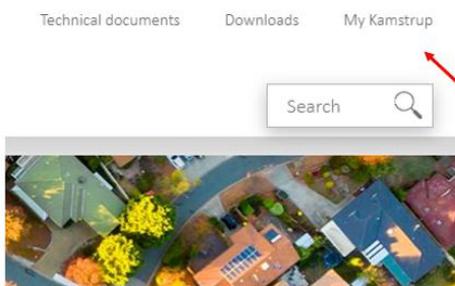
1.	Service & Support Web-portal	4
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# 1. Service & Support Web-portal

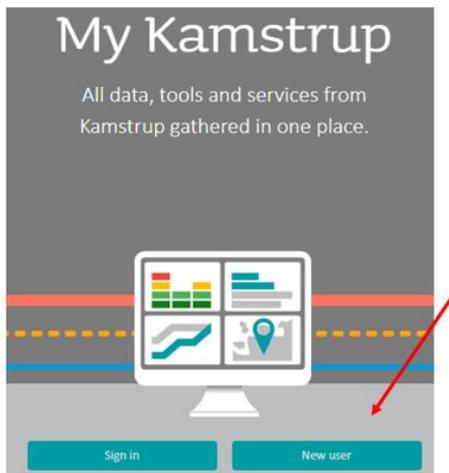
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## Service & Support Web-portal

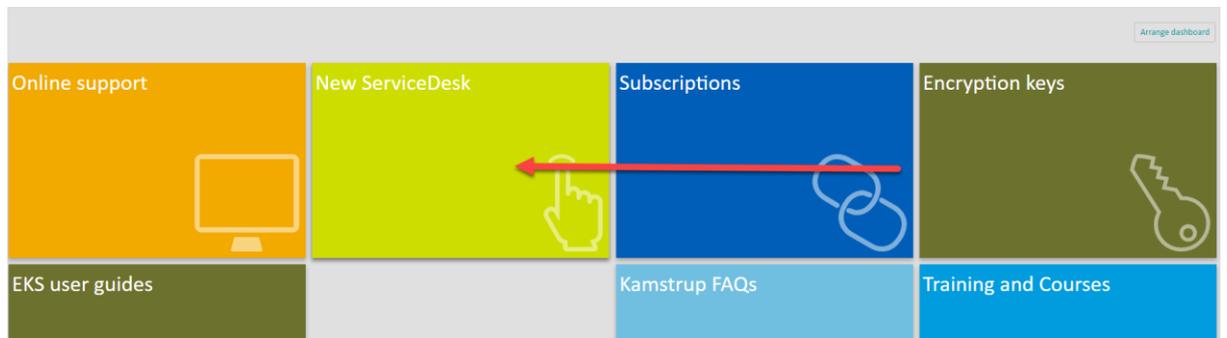
The Service and Support Web-portal can be found by logging into **"My Kamstrup"** via <https://www.kamstrup.com/>



If you are not already registered as a user, you can create a new profile by pressing **"New user"**.



When you have logged into "My Kamstrup", press the tile "New ServiceDesk".



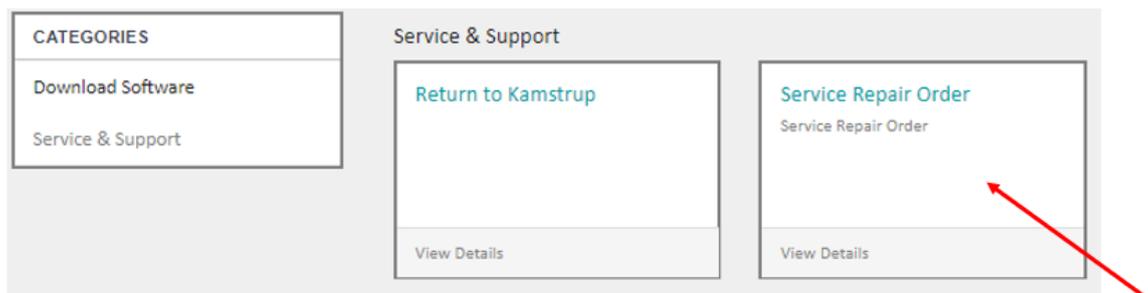
Click on the tile "Order"



The choose "Service and Support"



And then "Service Repair Order"



In this section, choose the product to be sent to Kamstrup A/S. In this example the chosen product is a water meter. Please notice the description text in the right hand side of the screen. Click on "Next" in the bottom right hand corner to go to the next page.

**Options**

- Heat Meter
- Water Meter
- Flow Meter
- Electricity meter
- Handterminal
- Temperatur Sensor
- Module
- Cooling Meter
- Other

**Help**

▲ More information

**On the next page, you will have to choose what action Kamstrup is required to take with the selected meter.**

**Below you can see explanations to what the different requested actions means:**

**Control measurement**

A control measurement is executed when someone wants to check the accuracy of the meter. For example, a consumer believes that the meter is not metering their consumption correctly. After the control measurement has been carried out, a certificate will be issued, which documents the accuracy of the meter. No adjustments will be made to the meter and afterwards, it is not approved for re-installation and billing.

**Test:**

When the meter is tested, it is tested in accordance with the applicable specification and it is adjusted where necessary and possible. Afterwards, the meter is sealed, and a label is attached that shows the year of the test. If requested, the meter can be reset. It is the sole responsibility of the customer, before installing the meter again for billing, that the meter is equipped with approval labels in accordance with local requirements, if necessary.

Next

Click on the "Expand" arrow to roll out more options.

**Service Repair Order**  
Service Repair Order

Describe Needs

Choose Options

Summary

**Included Items :**

**Water Meter**

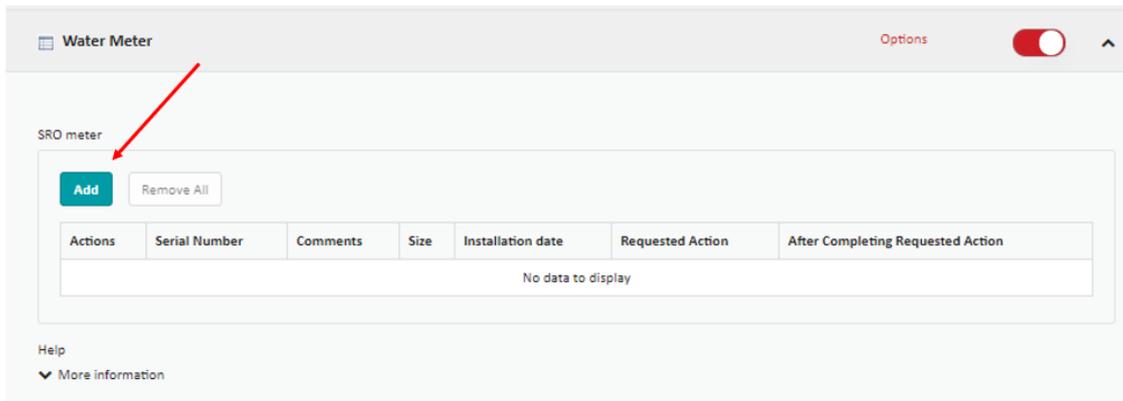
Options

\* Mandatory Fields

Kamstrup A/S · Manual ID (DocProperty ManualID)\_INITIALS (DocProperty ManualINITIALS)

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The click on "Add"



In the new window, the fields 1-4 must be filled out. Put the Serial Number into field 1. In field 2, please select the size of the product. In field 3, please specify the action that is required and in field 4, please specify what should be done with the product after the requested action has taken place. The comments field can be used to put in further details regarding the meter.

When the fields have been filled out, click on **"Add"**

It is possible to add more meters to the order by clicking on **"Add"**. Alternatively, it is possible to add a file, for example a spread sheet with details on more meters, a picture or other relevant information. In the field **"Number of Items"** the total number of items should be stated.

Actions	Serial Number	Comments	Size	Installation date	Requested Action	After Completing Requested Action
	123456789		3.5-6.0 m3/h		Repair	Reset and Verify

The click on the **"expand"** arrow by the **"Shipping Label"** and verify that the details regarding your order is filled out correctly and possible exemptions to the order are corrected.

**Service Repair Order**  
Service Repair Order

Describe Needs      Choose Options      Summary

Included Items :      \* Mandatory Fields

Water Meter	Options	<input checked="" type="checkbox"/>	▼
Shipping Label	* Options	<input checked="" type="checkbox"/>	▼

The click on **"Next"** and press **"Submit"**

Finally, a new page will be shown with the description of the details of the order and it will be possible to print a return label in the menu in top right corner.

When the package is received in the Service Department, the web status is changed, the expected time of completion is given and a temporary service report is made accessible for download.

It is at any time possible to follow the status and service report on existing cases by logging into the customer service portal via My Kamstrup.

Every time the status of a case changes, an e-mail is sent with a status change to the contact address (the e-mail address, which is used at log-in to the customer service portal via My Kamstrup).

If you have any questions regarding the customer service portal, please do not hesitate to contact the Service Department on phone number 89 91 11 10 or at [supportdk@kamstrup.com](mailto:supportdk@kamstrup.com)

Kind regards,

**kamstrup**

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#### Your Service Team

Metering Services

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