



TassieRepairCentre

## Confirm details and access status, repair and quote information

### LOG IN INSTRUCTIONS

Click on the link in the SMS or type the below address in to your internet browser address bar.

 [tech.tassie.repair/wfc/igweb.ashx](https://tech.tassie.repair/wfc/igweb.ashx)

Once the screen loads it should look like the below.

From this page we need to change the type of login from Technician to Client, then enter your job number and your unique password which will be in your SMS. Please keep these handy as you may check back at any time to see the status of your repair.

Intelogy Web Framework

Please sign in

Technician

Enter Username

Enter Password

Sign in



To change the login option from Technician to Client you simply click on the drop down arrow circled below, a list will appear, please click on the Client option (see arrow below)



Please sign in

Technician	▼
Technician	
Manufacturer	
Client	
Administration	
Commerce	
Sign in	

Once done you can then enter your job number (arrow pointing to the number 1000, this is the box you enter your job number)

Then your password in the box below it (indicated by the arrow and \*\*\*\*\*).

Once done click on the sign in button

Please sign in

Client	▼
1000	
*****	
Sign in	



Once the sign in button is pressed the following screen will appear. You have access to 4 fields and we need you to confirm 2 of them.

Go Ahead - 1000

2 Customer Details  
Tassie Repair Centre  
31 Dry Street  
INVERMAY, TAS. 7248  
. 0363794269

3 Fault Reported:  
DEMO FOR INSTRUCTION VIDEO - FAULT INFO REQUIRED PLEASE

4 Service Reported:  
THIS SECTION IS FOR QUOTE REPORTS OR REPAIR INFO THAT HAS BEEN DONE  
DC97-176788 SAMSUNG WM TOP COVER

1 - Shows the current status of your job with us and next to that is your job number

2 - Shows the details we have for you and the address where the item is that needs repair/service. We need you to confirm these details by either reply to our text with “Details Confirmed” or calling us if changes are required or you do not have a Text message to reply to.

3 - Shows the fault reported – please check this carefully and if any further information is required please call us to add. Alternatively if the fault description has all the relevant fault information in it as above please reply to the text message “Details Confirmed” or call us you do not have a Text message to reply to.

4 - Is used for multiple things like technician notes for parts required, Quotes and amounts payable and final service reports.

You may receive a text message asking you to check the web log in for the quote details.

If you want us to proceed with the work you can reply “Goahead” by text or “Reject” if you do not want the job repaired and wish to close the repair totally with no further action.

I would also suggest you read through our basic terms and conditions below, as even if your job is a warranty repair you may be charged if there are issues outside of the warranty coverage or if no one is home to allow the tech access for the confirmed appointment date once set.



TassieRepairCentre

### **Basic terms and conditions for the following repair types**

Warranty, Extended warranty, Product Care and the likes

If we have come out on site and find that the product is faulty due to customer misuse, customer damage or the unit is not faulty at all, there will be a \$99 call out assessment fee payable on the day while the tech is on site as the provider of your warranty will not cover any form of customer damage, customer misuse or no fault found warranty call out fee.

### **Examples of Customer Induced damaged and Customer Misuse (but not limited to the below)**

Cracked screens

physical damage

water damage

rodent damage

insect infestation

Foreign objects stuck inside a machine

foreign objects jamming a pump

foreign objects causing damage to a product

units not being used as per instruction manual

### **Examples of No Fault Found (but not limited to the below)**

testing a unit and finding the fault is due to an environmental issue not the product itself an environmental issue can be anything from reception of a TV two lack of water pressure to a back pressure in a drain pipe affectively anything that's not related to the product itself

customers not knowing how to use their equipment properly or not reading the instruction manual

products not being installed correctly

travel bolts not being removed from washing machines

water not being turned on

drain pipe Connections not being drilled out to allow water to drain out of them



If we organise a booking date and you confirm the appointment for that day, if for some reason on the day of the appointment nobody is at the premises to allow the technician entry to assist or repair the products you may be charged a \$99 futile call out fee regardless of whether the product is within warranty or out of warranty.

unfortunately, we have had too many customers who have made bookings and then disregarded the booking times and their technicians have face sitting idle for hours and unfortunately that is not something we can absorb any longer.

If you have organised an appointment schedule and you do need to cancel please let us know as soon as possible.

any job cancelled within 24 hours of the booking date may be subject to a cancellation fee if we are unable to fill the vacant call outs lot with another repair or assessment . This will be at the discretion of management and circumstances of the cancellation.

### Chargeable Repairs

For all assessments and quotes required to be done in home there will be a flat rate of \$132 call out assessment fee this includes up to 30 minutes time on site. If you have more than one item that needs assessing and we exceed the 30 minutes of allowable time you will then be charged in 15 minute brackets at \$27.50 per 15 minute bracket. Also if you live outside of our free travel area which is a 50 kilometre round trip from our offices (as per google maps quickest route) there will also be a travel charge applicable calculated as per the quickest route on Google maps and will be based on the below formula. All call out fees and travel charges are payable on confirmation of the appointment schedule, failure to make payment means we reserve the right to remove your tentative appointment at any time and fill it with a paid confirmed appointment. We no longer take payment when on site unless you are a preauthorized account Holder .

Travel Formula

**Total distance travelled** - free travel area = total chargeable distance x per kilometre fee = total travel payable excluding GST + 10% = **Total Travel including GST**

so if you leave a 100 kilometre round trip the cost would be as follows

**100klm – 50klm = 50klm x \$1.50+gst = \$75 + 10% = \$82.50 including GST payable on top of the \$132 call out assessment fee.**

For anything brought in over the counter we have a minimum assessment handling fee of \$88.00 regardless of product or what needs to be done. This is payable on the day you drop off of any item, and is a per item cost so if you have more than one item you need assessing and quoting it will be \$88.00 each.