



## Structure and Breakdown of Technical Support Cases

### □ Technical Support:

- Customer or distributor contacts Helix Wind by calling in or submitting a form online.
- Helix Wind Service support contacts customer and issues a Case #.
  - 24 hour response time via phone for Gold warranty customer, 7 days for standard warranty customers.
  - Service Order number will be generated from customer's Salesforce account (the new case area).
  - After case is opened and service request is input it will generate an email and a screen pop-up notifying Sales Account Rep of the new case.
  - Service Support verifies customer warranty profile and informs customer of any potential costs associated with diagnosing issue not covered by warranty.
  - If a part is to be returned, a RMA number will be issued for that part and entered into Salesforce. The RMA number is individual to this account and this return.
- All communications regarding service and technical support are to be logged in Salesforce.
- Communications regarding existing cases will all be updated and logged under the open case file.

### □ Distributor/Installers

If the diagnosis/repair is to be done by a Distributor or Installer, Service support contacts Installer or Distributor to schedule service call for reported technical issue and level of warranty coverage. Service also provides Distributor/Installer with RMA number in order to return parts.

- For installers performing a repair: Helix Wind Service and Support will fax or email installer all of the open case information.
  - 24 hour response time for Installer/ Distributor to contact customer and set up appointment with customer with upgraded warranty. 7 day response for standard warranty
    - Installer must contact Helix Wind to notify them of appointment.
    - Distributors must update all information regarding open case in Salesforce. (Distributors have access to viewing and opening new cases, but they will be notified that all support related calls are to be forwarded to 800-Helix Wind Service Support Line.)
- Distributor/ Installer will evaluate the issue and will give analysis of problem and quote for repair.

### □ Authorization/Repair/Compensation

Helix Wind reviews and approves if required.

- If replacement parts are required, Distributor/Installer returns defective part(s) using Helix issued RMA number. If Distributor has part(s) in stock, Distributor may replace part(s) from their stock and request replacement stock from Helix.
- If part is not in stock, Helix will send replacement part(s) upon receipt of the defective part(s)
  - Installer/Distributor Performs repairs
  - Invoices Customer or Helix Wind (if under warranty)
  - Contacts Helix Wind to close out the service order.
  - Helix Wind contacts customer for feedback.



- Helix Wind closes service order and notes on Salesforce that repairs have been completed.
- Upon completion, Installer/ Distributor will be compensated and stock replenished if necessary.
- If repair completed by an Installer/Distributor, all documentation of the repair, including a summary of the problem and what actions were taken to correct the problem.