

USER GUIDE

Gree Warranty Portal – New Zealand



V1.1

realcold

GREE
HEAT PUMPS



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Overview

At Beijer Ref, we continue to invest in industry leading electronic business systems to better equip our customers and staff with technological solutions to processes.

Traditionally, requests and bookings for Gree Warranty work have been completed via phone and email.

In May 2026, this process will be moved to our online "Gree Warranty Portal", and the following user guide provides information for using the new system.

Registration

Customers who wish to become Gree Service Agents should contact their Account Manager in the first instance.

Warranty agents will be administered by the Gree warranty department.

System Requirements

The service agent portal is a web-based system, compatible with all recent releases of common web browsers and operating systems.

Releases are tested for compatibility with Microsoft Edge, Google Chrome, Mozilla Firefox and Apple Safari.

The Gree Warranty Portal can be used on both desktop and mobile devices with a suitable web browser.

More Information

Further information or feedback can be requested or submitted to us via email at warrantynz@greeac.co.nz

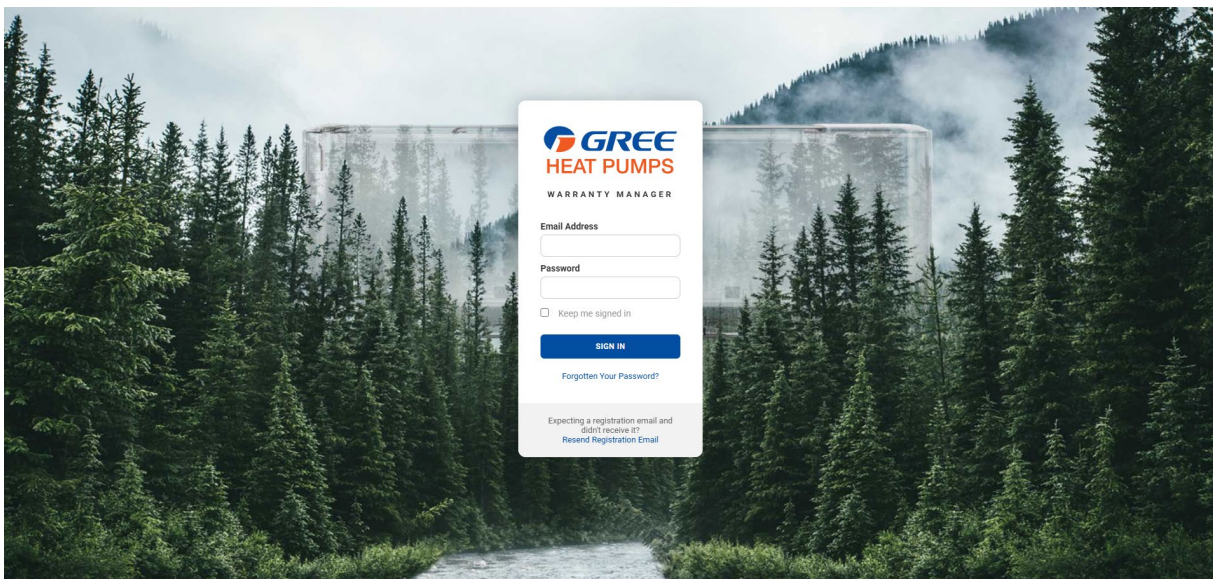


System Log-in

Logging in to the portal can be done by following this link to <https://warranty.greeac.co.nz/> and saving it as a favourite in your browser.

To log-in, use your email address, and the password that you chose during your initial user activation process.

If you have lost or forgotten your password, simply click on the 'Forgot Password' link on the log in page and follow the instructions received by email.





Key Screen Areas

The key functions of the warranty portal are all accessed from the home screen, which can be returned to at any time by clicking the Gree logo.

ID	Status changed	Status	Service agent	Product code	Location	Contact
33	10th Oct	Service Agent Assigned	Service Agent 2	GW09AAC-K6DNA1F/1	Lidcombe	DSolnsd@ij
28	12th Sep	Closed - Accepted	Service Agent 2	GW09AAC-K6DNA1F/1	Bankstown Aerodrome	Bob Someone
26	6th Sep	Work Complete	Service Agent 2	GWH07AGAXB-K6DNA1A/1	Bankstown Aerodrome	Bob Smith

Service Requests

- This menu option will list all service requests that have been assigned to you and also lists the status of each job.

Stock Levels

- This function allows you to search for stock across the Realcold and Paton NZ branch network.

User Guide

- This menu option will take you to the most current published version of this user guide.

My Settings

- The My Settings page will allow you to maintain your own user information, such as name, email address, contact information and password.

Users

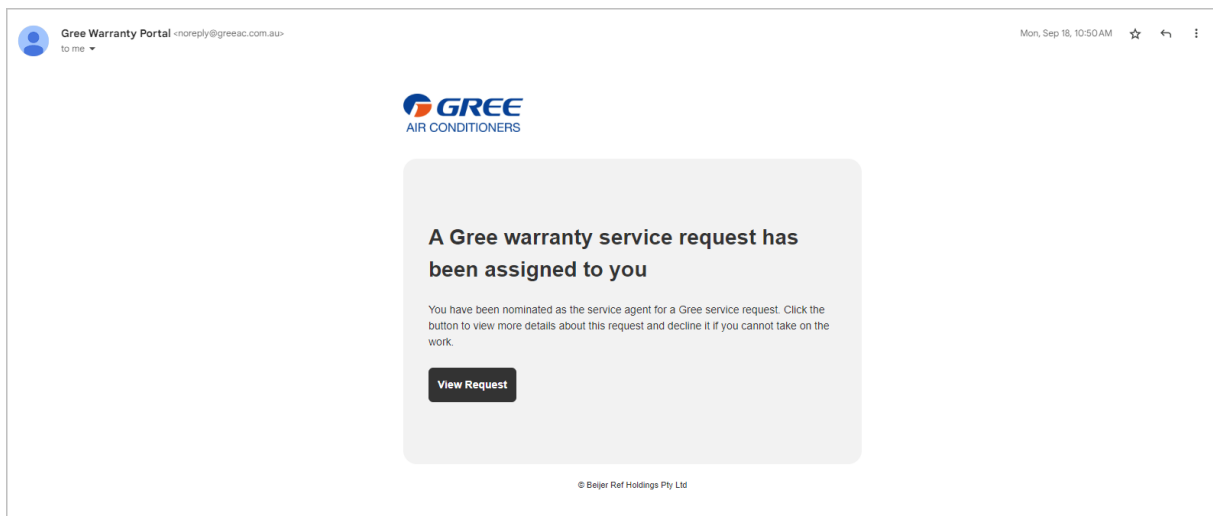
- For users who have access to create other users for their company, this is the menu option to manage user accounts.



Receiving Gree Service Requests

Requests for warranty service by end-users will be assigned to a service agent by the Gree Warranty team, usually based on distance to the end-user's location.

You will receive an email notification when a new Service Job has been assigned to you. It will be sent to the nominated email address from your account profile.



Clicking on the 'View Request' button in the email will take you a detailed information page about the service request and it will also be visible under the 'Service Requests' tab in the warrant portal.

Creating a Gree Service Request

Whilst most service requests will come from an end-user via the Gree Warranty team, there may be occasions where you will need to raise a service request on behalf of the end-user.

Creating a new request for a service job can be done by clicking on the blue 'New Request' button.

This will open a web form, to capture the details of the request. Required fields will be marked with an Asterix (*)

Steps to generate a new request.

1. Enter the service address of the equipment. This is best done using the automated address lookup by entering the address in the 'Enter a location box' and then selecting the correct location.
2. Enter the details of the on-site contact person, providing at least one phone number for the end-user and their email address.
3. Provide details of whether the premises are owned by the on-site contact or leased. If the premises are leased, complete the details of the landlord/property manager.



4. Choose the request type -
 - a. Carry out the work yourself.
 - b. Request Gree to assign a Service Agent.
5. Provide details of the Product, including model number and serial number, along with installation information.
6. Provide details of the fault.
7. Add any attachments, if applicable.
8. Click the 'Submit' button.

A notification email is sent to the Gree Warranty team advising them of the service job.

If you nominated to complete the work yourself, the request will now be visible in your list of service jobs.

Declining Service Jobs

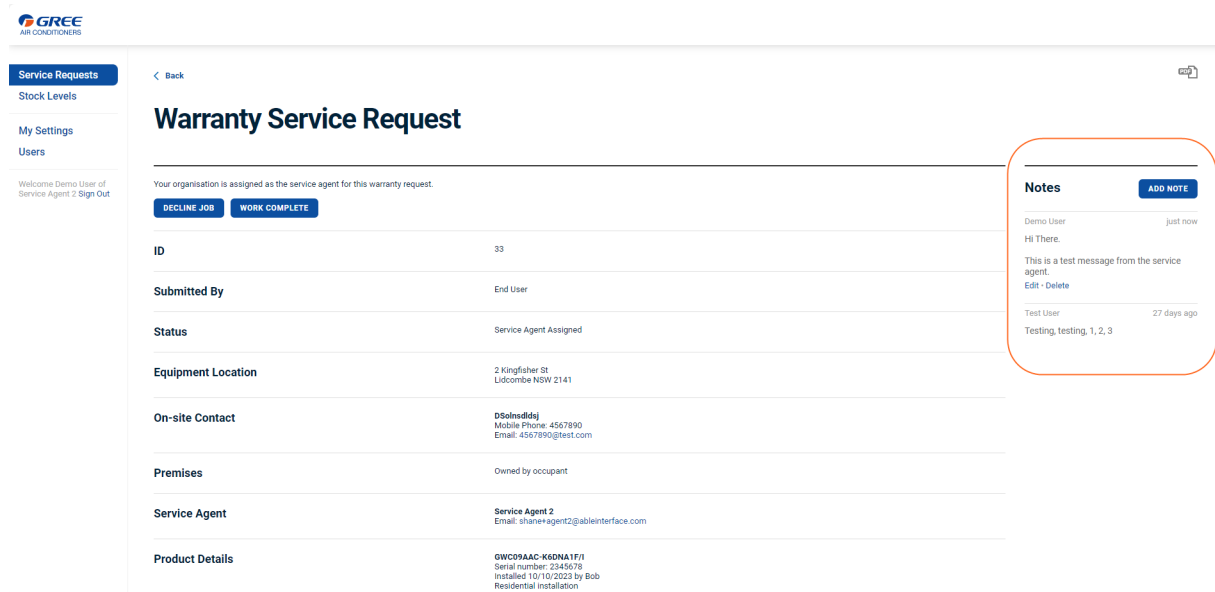
In some situations, you may need to decline a service job, perhaps due to availability. This can be done in a couple of ways.

- When you first are notified of a Service Request via email, head to the detailed information page by clicking the button in the email and then click the "Decline Job" button at the top-left of the page.
- From the main listing of your assigned jobs under the Service Requests tab, click on a job to bring up the job details and then click "Decline Job" in the upper-left-hand corner of the screen.

The Gree team will be notified and will re-assign the job to another service agent to be completed.

Job Notes / Messages

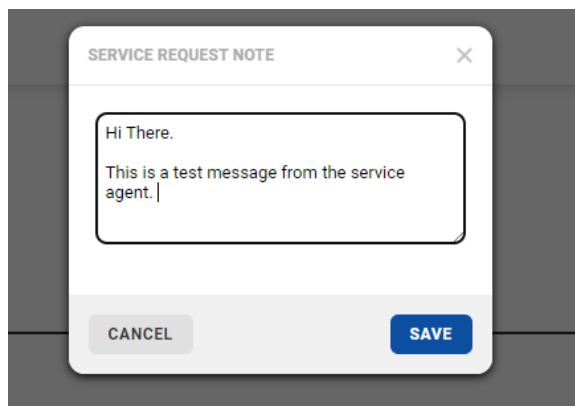
Communication between the Gree warranty team and service agents will be completed using the 'notes' functionality. This is located in each service request, on the right-hand side of the page.



The screenshot shows the 'Warranty Service Request' page. On the right side, there is a 'Notes' panel with an 'ADD NOTE' button. Below the button, there are two notes:

- Notes** ADD NOTE
- Demo User just now
 Hi There.
 This is a test message from the service agent.
 Edit - Delete
- Test User 27 days ago
 Testing, testing, 1, 2, 3

Clicking on 'Add note' will pop-up a window for you to provide information back to the Gree Warranty team. Enter any notes and click 'Save' to record your note. An email will be sent to the Gree Warranty team advising them of a new note.



Notes added by the Gree Warranty team will also be added in the same way, and you will receive an email notification of any new notes regarding your allocated service requests.

This may include information about where parts issued for service work will be sent for collection.

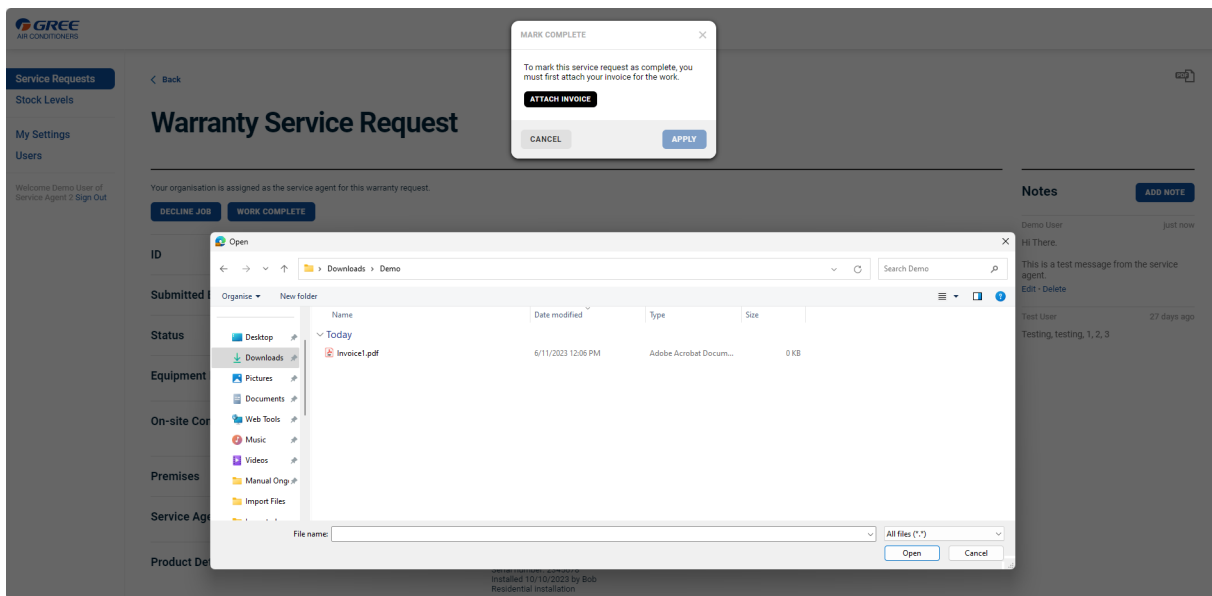
Completing Service Jobs

Once the service job has been completed, it needs to be marked complete in the Warranty Portal.

From the main listing of your assigned jobs under the Service Requests tab, click on a job to bring up the job details and then click “Work Complete” in the upper-left hand corner of the screen.

In the pop-up modal, click the “Attach Invoice” button, and select the appropriate invoice from file explorer.

Once selected, click open in the explorer box and then ‘Apply’ in the Mark Complete pop-up.



Warranty Review

Once warranty work has been marked complete and your invoice attached, a notification is sent through to the Gree Warranty team.

Your invoice will be assessed using the normal criteria for Gree Service works.

- In cases where service work is not deemed as warranty, the Warranty Administrator will mark the Service Request as ‘Rejected’ and you will receive an email notification asking you to invoice the end-user directly for your time and materials.
- Where the warranty is accepted by the Gree warranty team will mark the Service Request as ‘Accepted’ and you will receive an email notification advising as such. Payments for warranty work will follow the normal processing times and methods for invoices.



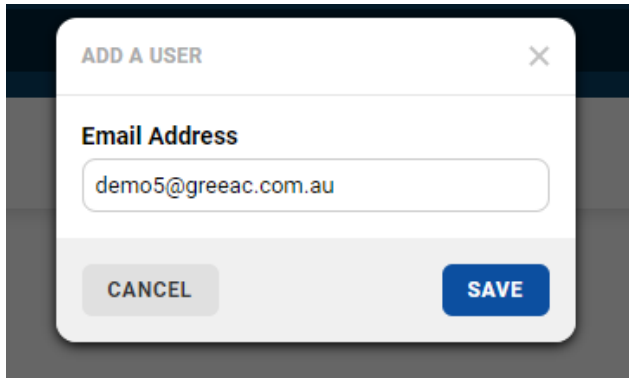
Service Job Status

The status of each request is available in the main list of service jobs on the Service Requests page. The available statuses and their meaning are as follows.

Pending Agent Assigned	Job created and awaiting assignment to a service agent
Service Agent Assigned	Works assigned to a service agent and pending completion
Work Complete	Work completed by Service Agent and Invoice attached
Closed – Rejected	Warranty assessment completed and warranty declined
Closed – Approved	Warranty assessment completed and warranty approved

User Management

To add a new user to the portal (for those with access to do so), use the 'Users' menu on the left. Click on 'add user' and enter the email address for the new user and click on 'Save'



On the user's profile page, choose what permissions the new user should be given by checking the appropriate boxes.

Users

ADD USER

PENDING ACTIVATION

demo5@greeac.com.au

ACTIVE USERS

Demo User ⌵

demo5@greeac.com.au

Privileges

- Manage Service Requests**
Allows control over service requests.
- Query Stock Levels**
Allows user to query stock levels of a specific product
- Manage Users**
Allows user to add, edit and delete users. Also allows access to all features

User Details

To delete an existing user, select their name from the user menu, and then click 'delete' on the left-hand side of the screen.

Support

Should you encounter any issues using the warranty portal please contact the Gree Warranty team via email: warrantynz@greeac.co.nz