Repair Flow - Air

Proces stap			Action	Air cleaner	Air humidifier	DI product	Dehumidifier
Intake		1	Visual inspection (transport damage) take care for pictures	x	x	x	x
		2	Check Type/serialnumber	x	x	x	x
		3	Log all available accessory, counter check with info from consumer	x	x	x	x
Diagnosis		4	**Check product for consumer complaint and main function** (NFF contact consumer)	x	x	x	x
		5	Visual inspection check for loosen parts, leaking etc..	x	x	x	x
		6	Opening device	x	x	x	x
Repair		7	Repairing the fault(s) encountered (view Symptom Cure)	x	x	x	x
		8	Checking any modifications (view Symptom Cure, new software, etc.) **Refer Annex tabs per family (if available)**	x	x	x	x
		9	**Basic Functional test while the appliance is open** (linked to consumer complaint or what you may have detected)	x	x	x	x
			Check all the connectors	x	x	x	x
			Key buttons display , sound and LED	x	x	x	x
			Does the motor work	x	x	x	x
			Does particle sensor , gas sensor , humidity & temperature sensor work	x	x	x	x
			Wi Fi PCBA	o	o	x	o
			Fan: abnormal sound	x	x	x	x
			check noise level according service manual	x	x	x	x
			check fan speed according service manual	x	x	x	x
			Water leakage	o	x	o	x
			Reed switch on/off	x	x	x	x
			Compressor	o	o	o	x
			Appliance power	x	x	x	x
		10	Assembly	x	x	x	x
Inspection		11	Do cabinet parts fit well together	x	o	o	o
visual		12	Check for damages	x	x	x	x
Power check		13	Will the set switch on	x	x	x	x
Accesoires		14	Do the accessories match with the intake	x	o	x	x
Consumer complaint		15	Check the product for the consumer complaint	x	x	x	x
Quick Functional test		16	Test main basic function	x	x	x	x
Leakage		17	Did the product leak during the testing	x	x	x	x
		18	Draining the circuit (in winter)	o	o	x	x
Claim Administration		19	**Provide precise IRIS code, according dedicated code table for Garment Care products. The location code from the part you have worked on MUST be completed always with the part reference from exploded view !** Primary fault and coresponding IRIS code should be claimed first.	x	x	x	x
Cleaning		21	Clean pre-filter/sensor/wick	x	x	x	x
		22	Clean Water tank/water tray	x	x	x	x
		23	External cleaning (housing surface)	x	x	x	x
Safety check		24	Earth leakage, Isolation test, resistor of earth wire grounding, as requested in certain country's (VDE, ISO) or H-POT TEST	x	x	x	x
visueel		25	Check the main cable / adaptor for damages	x	x	x	x
Packing		26	Packing	x	x	x	x
		27	Check completeness (accessories) according income log	x	x	x	x
		28	Neatly pack the product	x	x	x	x
Documentation		29	Info for Consumer by packed ? E.g. service brochure, FAQ, NFF letter, S/C	x	x	x	x
		30	Other instructions according S/C	x	x	x	x
Repair report		31	Is there an answer to ALL consumer questions / complaints (see complaint)	x	x	x	x
		32	add set statistic and give, if needed clear instruction towards consumer	x	x	x	x
		33	Is it indicated which documents are added	x	x	x	x
		34	Are there tips how to prevent issues (Record down the findings in the step of diagnosis)	x	x	x	x

x=apply to family, O=not

Date	Family	topic	Reference	removed / added	commend	version
01.09.2017		initial version v1 released				v1
13.12.2018		add noise and fan speed into test procedure				v2
14.12.2018		v2 released				v2
25.08.2020		v3 released				v3
11.01.2022		add sensor cleaning instruction for refurb				v4
11.01.2022		v4 released				v4