

The Product Support Group (PSG) Self Service Center is the latest in interactive service ticketing systems. This system **streamlines** tech support and return assistance resulting in **reduced turnaround**.

The user friendly [Self Service Center](#) can be found on our website, www.tronair.com.

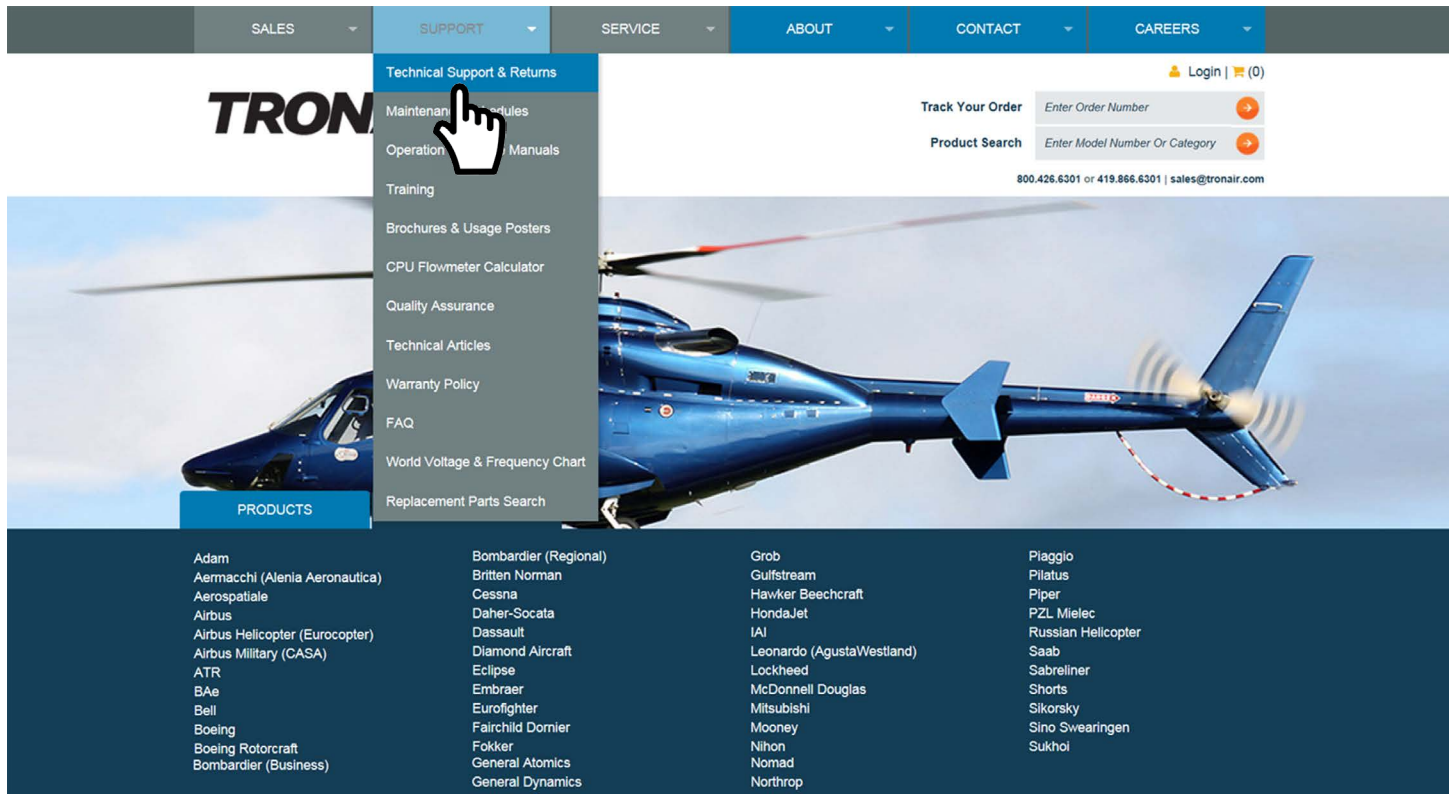
PSG SELF SERVICE CENTER BENEFITS

- **Create an Account:** Creating a login is easy! You can begin using the system right away.
- **Immediate Response:** Ticket numbers are assigned as soon as a tech support request or return request is submitted, including return authorization numbers (no more waiting for an RMA#)
- **Email Notification:** Receive updates to your ticket and send replies directly by email.
- **Ticket Tracking:** Real-time views and updates to technical support and return requests.
- **Journal Log:** All communication resides inside the ticket (no more wasted time searching through emails).
- **Knowledge Base:** Search through our knowledge base of solutions, FAQs, downloads, forums, and notices

GETTING STARTED IS EASY!

Step 1: CREATE A LOGIN

- Go to www.tronair.com
- Click the **Technical Support & Returns** link located under the **SUPPORT** tab.



- Click **Self Service Center**.



SELF SERVICE CENTER

The Product Support Self Service Center is a custom ticketing system allowing users to easily enter requests for troubleshooting, repair, and return assistance. This system allows the Product Support Group to better track issues in the field and resolve problems in the most timely manner.

[Self Service Center](#)



- Click **Login**.

Not Logged In [Login](#)

Home

Welcome to the Self Service Center, your source for support of all your Tronair products. We are excited to provide this opportunity to electronically submit and view the status of all your support tickets. If you have questions, you can still reach our Product Support Group at 1.800.426.6301 (prompt 6).

My Tickets
Check the status of tickets I've submitted.

Submit a Ticket
Submit a new ticket.

Downloads
Download updates and files specific to you.

Home
Notices
My Support
My Tickets
Submit New Ticket
Administration
Register

- If you have an account simply login using your email address and password. If you do not have a login, click **Not registered yet? Click here.**

TRONAIR[®] Product Support Group Self Service Center

Not Logged In [Login](#)

Login

Email Address:

Password:

Remember me next time

[Login](#)

[Not registered yet? Click here.](#)

[Forgot your password? Click here.](#)

or

Home
Notices
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My Tickets
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Register

- Create an account by filling in the required fields.
- Click **Register**, you are now free to submit tickets as needed for your tech support and returns.

TRONAIR[®] Product Support Group Self Service Center

Not Logged In [Login](#)

Register

* = required field

First Name *

Last Name *

Email Address *

Password *

Confirm Password *

Company Name

[Register](#)

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Step 2: SUBMIT A TICKET

- Click **Submit a Ticket** (you must be logged in).



Product Support Group Self Service Center

Tronair customer@aviation.com Logout

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Featured Downloads

- [Tronair Return Material Authorization Procedure](#)
- [Tronair Standard Evaluation Fee Schedule](#)
- [Tronair Warranty Policy](#)

Notices [Subscribe](#)

- Welcome - We're Glad You're Here!

Helpful Hint: You may also create new tickets by simply emailing productsupport@tronair.com; however, tickets submitted via email may take longer to complete. Be sure to include model number and serial number along with a full description of the request.

Step 3: FILL OUT A TICKET

- Complete as many fields as possible. The more information you can provide the better we will be able to serve you. Be sure to include the model number and serial number of the item you require assistance with.

After completing the form, click **Submit**



Product Support Group Self Service Center

The screenshot shows the 'Submit New Ticket' form. On the left is a navigation menu with links like Home, Notices, My Support, My Tickets, Submit New Ticket, Knowledge Base, Downloads, Administration, Manage Subscriptions, and Change Password. The main form area has a 'Submit' button at the top left. The form fields are organized into several sections: 'Description' (text input), 'Severity' (dropdown with 'X' icon), 'Customer' (dropdown with 'Aviation' selected), 'Contact' (dropdown with 'Customer' selected), 'Support Issue' (dropdown), 'Full Description' (large text area), and 'Attachments' (multiple 'Select' and 'Clear' buttons). On the right side, there are sections for 'Shipping Info' (including 'Ocean Crate' checkbox, 'Shipping Terms' dropdown, 'Carrier', 'Account #', and 'Account Holder' text inputs), 'Billing Info' (including 'Payment Terms' dropdown, 'Billing Contact', and 'Billing Phone #' text inputs), 'Ship To Override' (Company, Street Address, City, State, Zip text inputs), and 'Bill To Override' (Company, Street Address, City, State, Zip, and Contact Name/Phone text inputs).

Helpful Hints:

EXPLANATION OF FIELDS

Description: Brief outline of the request.

Severity: What is the priority level of this request? Options include AOG, High, Medium, and Low.

Support Issue:

- **I have a question:** All tech support/troubleshooting/general info requests.
- **I need to return an item:** All items that require a return to Tronair. Be sure to note reason for return and include **Shipping Info** and **Billing Info** in the fields if applicable.

Full Description: Provide detailed description of the issue along with requirements and expectations.

Attachments: You may attach pictures or other documents that you feel will be helpful for us to understand the request.

Step 4: OPEN TICKETS

You may view all of your open tickets using the PSG Self Service Center.

- Login.
- Click **My Tickets**.

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Notices [Subscribe](#)

- Welcome - We're Glad You're Here!

- Click the ticket you would like to review.

TRONAIR® Product Support Group Self Service Center

Tronair ihullinger@tronair.com Logout

My Tickets

Show Search Panel Ticket ID Go

| ID | Description | Contact | Closed | Submitted |
|-----|------------------------------|----------|--------|------------------------|
| 226 | Leaking Jack | Customer | | 10/04/2016 07:28:14 AM |

- Within the ticket, you can find:
 - **Status:** Current Status.
 - **Assigned Rep:** The PSG Rep assigned to your ticket.
 - **Journal Log:** Communications between customer and PSG Rep. You may add journal entries as needed, providing feedback to the PSG Rep.

Ticket #226 - Leaking Jack

My Tickets >> Leaking Jack

| | | | |
|-------------------------|---|----------------------|--|
| Ticket # | 226 | | |
| Description | <input type="text" value="Leaking Jack"/> | | |
| Severity | <input type="text" value="3 - Medium"/> <input type="button" value="v"/> <input type="button" value="X"/> | Support Issue | I have a question |
| Status | 5. Work In Process | Part Number | 02-7813C0100 <input type="checkbox"/> Warranty? |
| Serial Number | 123456789 | Closed | |
| Customer | Aviation, Inc | Closed By | |
| Contact | <input type="text" value="Customer"/> <input type="button" value="v"/> <input type="button" value="X"/> | Disposition | |
| Assigned Rep | Name of Rep | Department | Tech Support |
| Full Description | <input type="text" value="Jack is leaking"/> | | |

Journal Log

| Journal Entry | Entered By | Entered | Attachment |
|--|------------|----------------------|------------|
| Sent automatic e-mail response to customer | System | 10/4/2016 7:26:17 AM | |

QUICK TIPS AND GREAT FEATURES

- Updates from PSG will be posted in the ticket and forwarded to you by email.
- Replying to a PSG email will automatically create a journal entry within the ticket and will notify the PSG rep assigned to the ticket.
- If you have an open ticket you can communicate two ways: use the Journal Entry or reply to PSG emails referencing the specific ticket. This will keep the process streamline and moving quickly.
- If you have a new tech request or return, simply create a new ticket.
- New emails to productsupport@tronair.com will automatically generate a new ticket.

We are pleased to provide the PSG Self Service Center as an extension of our services and reduce down time. Our PSG Reps are standing by to assist you. Please do not hesitate to contact us with any questions or concerns at 800.426.6301 (prompt 6).

We look forward to serving you!

Tronair Product Support Group