



TECHNICAL ASSISTANCE MANUAL CUSTOMER VIEW

JULY 2025

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1. Introduction

This manual provides a comprehensive guide for managing technical support requests from the customer's perspective. It outlines the four available service types, how to access this new functionality, and the step-by-step process for submitting a request. Additionally, it details the complete workflow a request will follow, the various statuses it may go through, and the email notifications the customer will receive at each stage of the process.

1.1. Types of Service

The available service types for technical support requests are as follows:

- On-site marking.
- System commissioning.
- Warranty incident.

Out-of-warranty incident.

1.2. Accessing "My Area"

To access 'My Area' from AirzoneControl, click on the user icon located in the upper right corner.



Illustration 1 – AirzoneControl Header (Logged-in User)

If you have not logged in or do not have an account yet, click the “LOG IN” button.

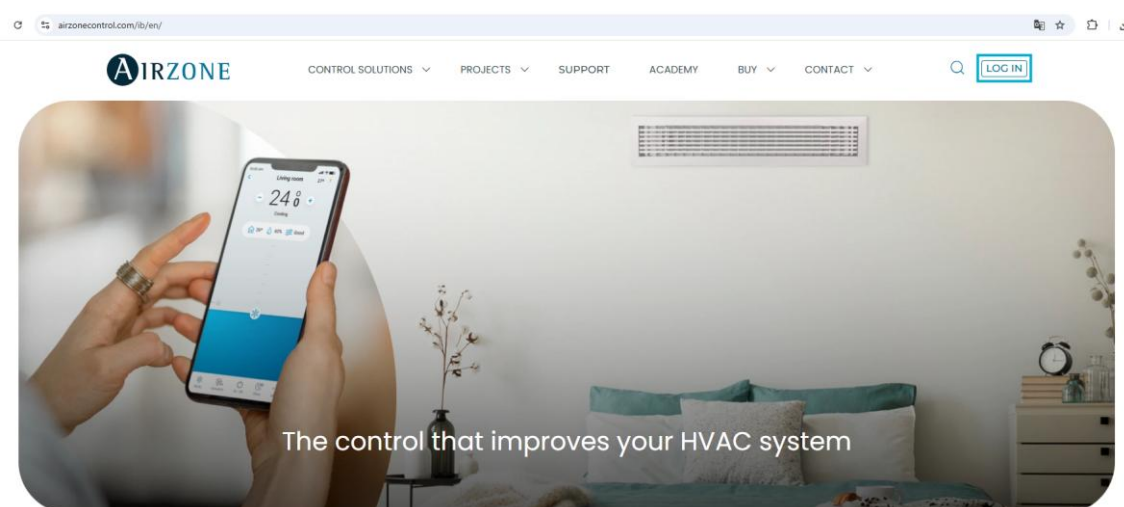


Illustration 2 – AirzoneControl Header (User Not Logged In).

This will take you to the AirzoneControl login or registration page:

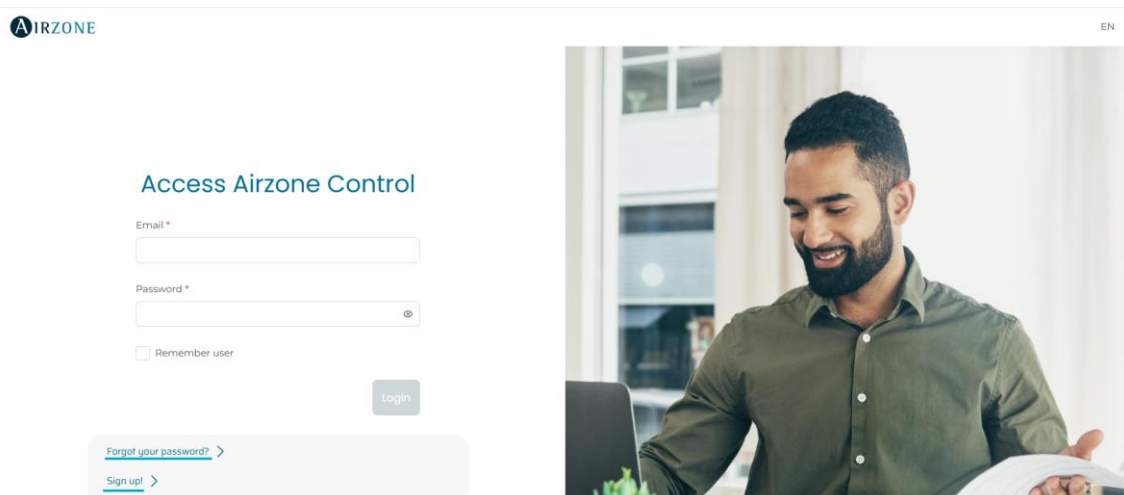


Illustration 3 – AirzoneControl Login / Registration

If you already have a user account, enter your email and password, then click the 'LOG IN' button to access your account.

If you have forgotten your password, click the 'Forgot your password?' link to reset it.

If you do not yet have a user account on AirzoneControl, you can create one by clicking 'Sign up!'

If this is your first time registering, you will need to choose between two types of accounts to create:

- Training, support, and commissioning.
- Professional account.

From the first option, the customer will be able to manage training sessions, technical support, and commissioning services.

With the professional account, they will have more options in addition to the previous ones, such as placing online orders and accessing other resources for professionals.

Register

What kind of account do you want to create?



Training account >

Professional purchase account >

Illustration 4 – Account Type Selection.

2. Requesting Technical Assistance

Once you log in to AirzoneControl, you will be redirected to the 'myarea.' subdomain of airzonecontrol.com, where you will see all the menus available within your private area.

Technical support requests can be accessed by clicking the 'Hello' button, which opens a dropdown menu with various options.

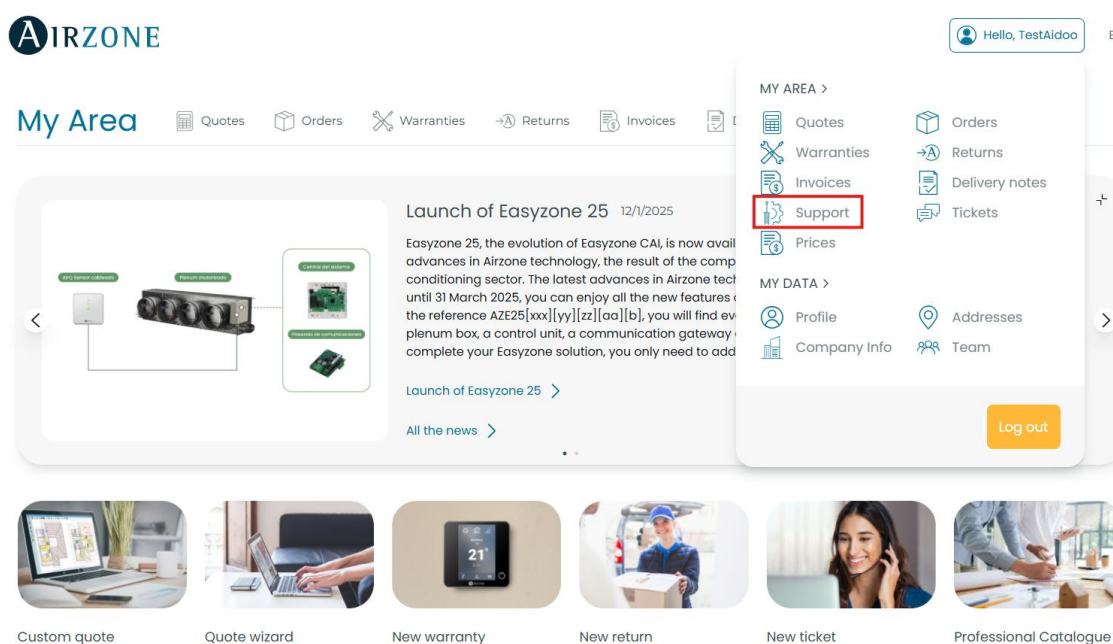


Illustration 5 – Location of Technical Support Section in “My Area”

Inside this section, you will find a list of all your technical support requests, organized in a table format.

To locate a specific request, you can use the following filters:

- **Reference:** The unique ID of the request.
- **Service Type:** Selected during the request process. Must be one of the following:
 - On-site marking.
 - System commissioning.
 - Warranty incident.
 - Out-of-warranty incident.
- **Address:** The location where the service is to be performed.
- **Request Date:** The date the request was submitted.
- **Scheduling:** Scheduled service date by the ATS (Airzone Technical Service).
- **Status:** The request progresses through the following stages:
Requested > Pending > Assigned > In Progress > Completed > Closed > Cancelled
(Pending and Cancelled only appear in specific cases)
- **Assigned ATS:** The Airzone Technical Service (ATS) assigned to the request

Technical Support

[New request >](#)



ID®	Service type®	Address	Request®	Schedule®	Status®	ATS assigned
<input type="text"/>	All <input type="button" value="v"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All <input type="button" value="v"/>	 
No data						

Illustration 6 – Technical Assistance Requests Table

2.1. Creating a New Technical Assistance Request

To submit a new request, click the 'New Request' button. This Will take you to the request form:

Technical Support

[New request >](#)

Illustration 7 – Create New Technical Assistance Request.

New technical support

Requester details

Name	Surname	Email
<input type="text" value="testAidoo"/>	<input type="text" value="testAidoo"/>	<input type="text" value="xivofam315@sumwan.com"/>

Support service contact details

Distribution company	Installation company	Contact person *
<input type="text" value="Name of the distribution company"/>	<input type="text" value="testAidoo"/>	<input type="text" value="Name"/>
Country code + Phone number *	Secondary phone number	Email *
<input type="text" value="600 000 000"/>	<input type="text" value="600 000 000"/>	<input type="text" value="you@example.com"/>

Details of the installation

Service type requested *				
<input type="text" value="Select from the list"/>				
Address *	Town/City *	State *	ZIP code *	Country
<input type="text" value="Street name, door no., floor, etc."/>	<input type="text" value="Town/City"/>	<input type="text" value="State"/>	<input type="text" value="ZIP code"/>	<input type="text" value="Austria"/>
System *	No. of systems *	No. of thermostats *	Unit manufacturer *	
<input type="text" value="Select from the list"/>	<input type="text" value="No. systems"/>	<input type="text" value="No. thermostats"/>	<input type="text" value="Select from the list"/>	
Order number				
<input type="text"/>				

Illustration 8 – Technical Assistance Request Form

Once all the fields have been completed, you will be directed to a section where you can attach a file, if necessary. Then, click the 'Finish' button to complete the request

New technical support

✓ Technical support request registered successfully.

You can attach any relevant documents to your request, including images, videos, or PDFs related to the incidence

Document
No data

Attach documents

Finalize

Illustration 9 – Finalize Technical Assistance Request

The request will then appear in your list of technical assistance:

Technical Support

[New request >](#)

ID	Service type	Address	Request	Schedule	Status	ATS assigned
<input type="text"/>	All <input type="button" value="v"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All <input type="button" value="v"/>	<input type="button" value="x"/> <input type="button" value="i"/>
ASAL25000037	Work marking	ADDRESS, 25959, Liezen, Austria	05/21/2025	-	Requested	<input type="button" value="i"/> <input type="button" value="x"/> <input type="button" value="e"/>

Illustration 10 – Generated Technical Assistance Request

You will also receive a confirmation email indicating that your request has been successfully created. The email will include a direct access link via a 'Click here' button.

New technical support request creation. The type of service requested is: Work marking



TECHNICAL SUPPORT CREATION

Hello TestAidoo,

We would like to inform you that you have created a new technical support request with ID: ASAL25000037.

The details of the technical support can be found in Myarea. You can access it directly by [clicking here](#).

Sincerely,

The Airzone Team.

Illustration 11 – Customer Email Notification

2.2. Request in "Pending" Status

If your technical assistance request is missing important information, it will be returned for completion. You will receive an email requesting the missing details, with a direct link to your request via a “click here” button:

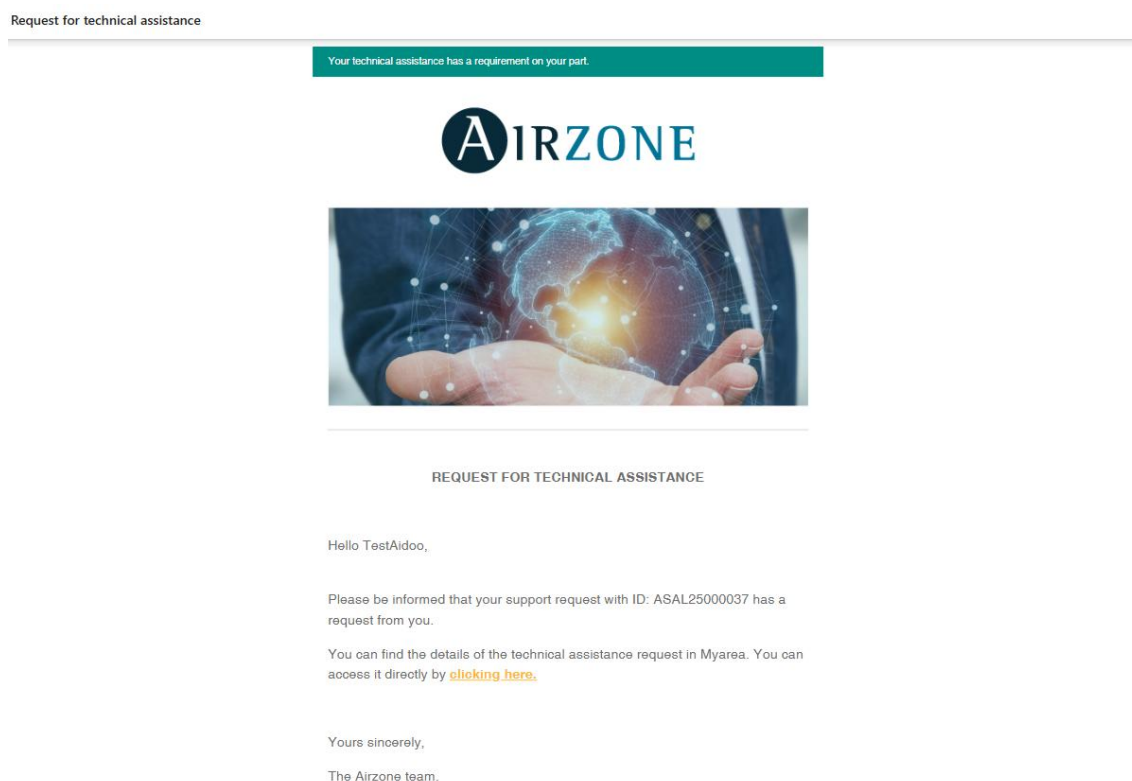


Illustration 12 – Email sent to the customer requesting additional information

In the request history, you will see a comment indicating the required information:

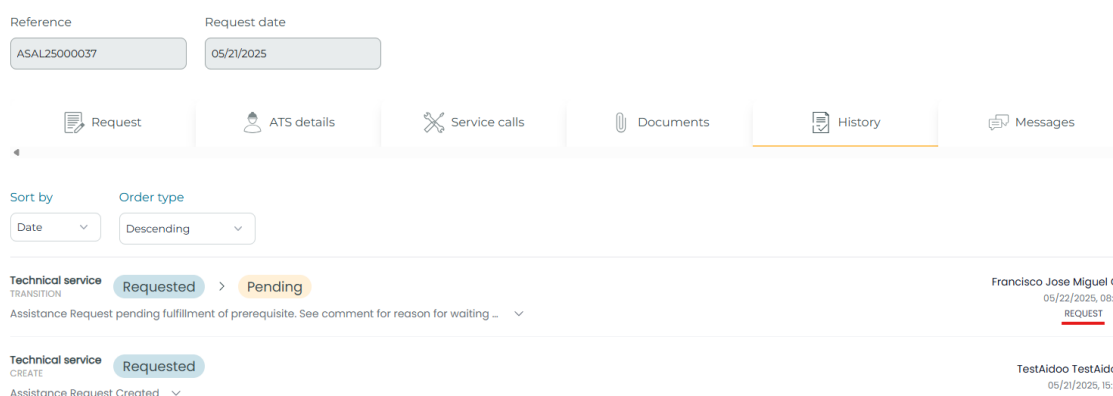


Illustration 13 – Comment visible in the Request History

2.3. Assignment of the Airzone Technical Service (ATS)

Once all required information has been provided, your request will be assigned to an Airzone Technical Service (ATS) provider. You will receive an email with the details of the assigned company:

Assignment of technical assistance

We have assigned you a new technical assistance with ID: ASAL25000037



TECHNICAL ASSISTANCE ASSIGNMENT

Hello TestAidoo ,

We inform you that a new technical assistance with ID: ASAL25000037 has been assigned to you.

The details of the technical assistance can be found in Myarea. You can access it directly by [clicking here](#).

Sincerely,
The Airzone Team.

Illustration 14 – Email notifying the customer of the assigned ATS provider

3. Assignment Generation

Once the ATS accepts the assignment generated from your technical assistance request, the request status will change to "In Progress":

[Technical service](#)
[Back >](#)

In progress

Reference

Request date

ASAL25000037

05/21/2025

Request

ATS details

Service calls

Documents

History

Messages

Current order - 05/22/2025

Accepted

Order date

Support center

Support center phone number

05/22/2025

TestAidoo

TestAidoo

Illustration 15 – Assignment view from “My Area”.

4. Intervention Generation

Within the assignment, there may be one or more interventions.

An assignment serves as the container for all interventions required to resolve the technical assistance. An intervention refers to each on-site visit carried out by the ATS.

As previously noted, once the ATS accepts the assignment, an intervention is generated with the status 'Pending Scheduling':

Current order - 05/22/2025

Accepted

Order date

Support center

Support center phone number

05/22/2025

TestAidoo

TestAidoo

Service calls

Status

Service call - To be scheduled

Pending Programming

Illustration 16 – First intervention generated

4.1. Scheduling the Intervention

When the ATS schedules the intervention, you will receive an email with all the appointment details:

Technical assistance programming

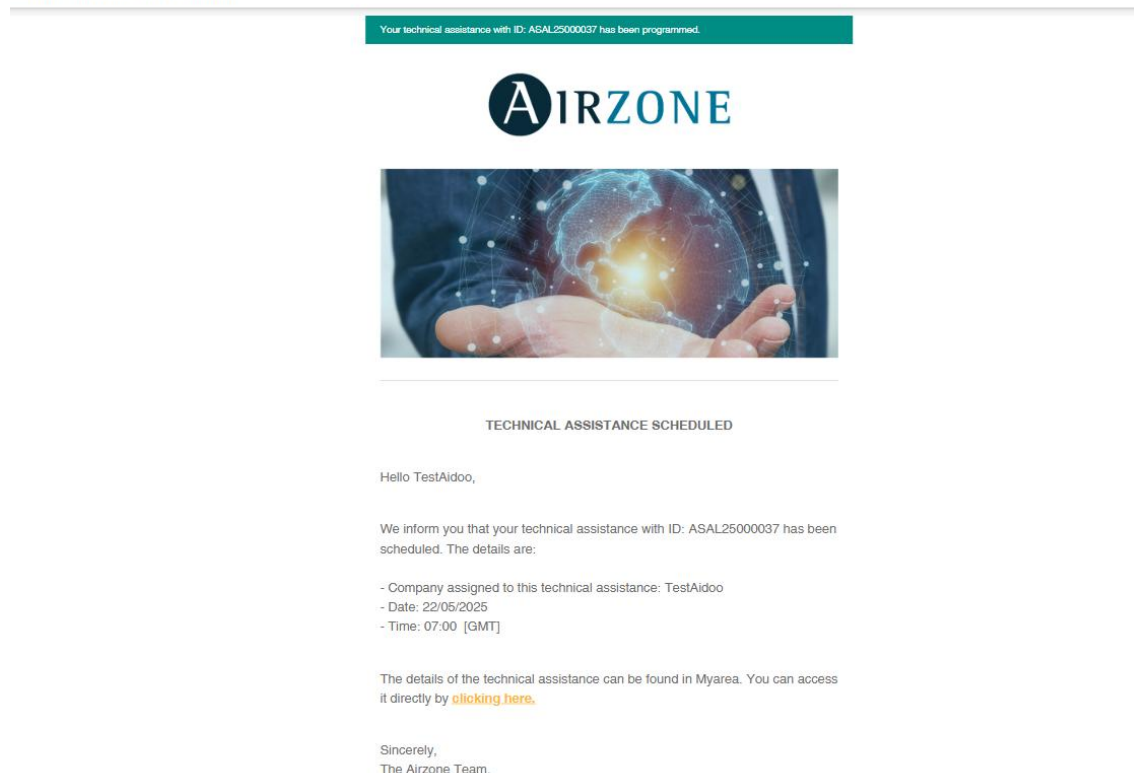


Illustration 17 – Email sent to the requester with intervention schedule

You can check the scheduled date and time from the “Technical Assistance” table in the “My Area” section:

Technical Support

[New request >](#)

ID®	Service type®	Address	Request®	Schedule®	Status®	ATS assigned
<input type="text"/>	All <input type="button" value="v"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	All <input type="button" value="v"/>	<input type="button" value="trash"/>
ASAL25000037	Work marking	ADDRESS, 25959, Liezen, Austria	05/21/2025	05/22/2025, 09:00	In progress	TestAidoo <input type="button" value="share"/> <input type="button" value="print"/> <input type="button" value="refresh"/>

Illustration 18 – Scheduled date information

Further details about the assignment and ATS provider can be found within the assistance request under the “ATS Information” section:

Technical service

[Back >](#)

In progress

Reference
ASAL25000037

Request date
05/21/2025

Request
ATS details
Service calls
Documents
History
Messages

Current order - 05/22/2025

Accepted

Order date
05/22/2025

Support center
TestAidoo

Support center phone number
TestAidoo

Service calls	Status
Service call - 22/05/2025 09:00	Scheduled

Illustration 19 – Information about the assigned ATS

4.2. Viewing an Intervention

When the ATS is on-site performing the intervention, they will fill out a form. The customer can view the work performed under the “Interventions” tab.

If multiple interventions exist, you can select the one you wish to view using the dropdown menu:

Reference
ASAL25000037

Request date
05/21/2025

Request
ATS details
Service calls
Documents
History
Messages

Select your service calls

Service call - 22/05/2025 09:00

Service call - 23/05/2025 10:00

Service call - 22/05/2025 09:00 ✓

Illustration 20 – Location of the Interventions tab

Service call details

Finalized

Details of Airzone Technical Support Service

Company responsible

TesAidoo

Company phone number

TesAidoo

Email

xivohmTG@sumwan.com

Prior appointment

Date and time

22/05/2025, 09:00

Initial observations

Action

Distance traveled

0

Time in

09:00

Time out

09:30

Observations on the action

Observations on the action

Information on the installation

MAC Webserver

022432-08749f

Webserver S/N

051640749

Integration

None

Specify production and supply units

☐ Cold air ☐ Hot air ☒ Underfloor heating ☐ Underfloor cooling ☒ Radiators

Production unit

Unit manufacturer

Dakin

Select model

ADCA000A

Installation status

- ☒ All elements of the Airzone system are connected as detailed in the accompanying technical documentation.
- ☒ The Airzone bus cable does not share a conduit with any power lines, fluorescent lights, LED lights, motors, etc. which can generate noise in communications.
- ☒ The devices are connected via the Airzone bus cable and the RN cable in the case of motorized elements.
- ☒ The motorized elements are connected and labeled.
- ☒ The units' communication gateways are connected as detailed in the accompanying documents.
- ☒ The relay outputs are connected and labeled on the devices being controlled, as described in the accompanying documentation.
- ☐ The system's external power supply has been installed in accordance with the relevant local and national regulations, with a main switch or other separate device for disconnecting Airzone devices.
- ☒ The correct operation of the air conditioning units has been verified without integration with Airzone.
- ☒ If commissioning by the air conditioning unit manufacturer is required, has it been carried out?

Parts Replaced

Illustration 21 – Example view of the intervention form.

4.3. Additional Intervention

If the issue cannot be resolved during the current visit, the ATS must complete the intervention form, mark it as not finalized, and schedule a follow-up visit.

Each intervention requires three signatures:

- Installer's signature:
From the person who submitted the technical assistance request.
- Customer signature:
Provided by end user or project manager.
- Service center signature:
Provided by From the Airzone Technical Service provider.

Service call status

Service completed Schedule next service call

☐ Yes ☒ No ☒ Yes ☐ No

Date and time

23 / 05 / 2025, 10:00

Installer signature *

QA

Installer email

Email

☐ Send report

Customer signature *

QA

Customer email

Email

☐ Send report

Support center signature *

QA

Support center email

Email

☐ Send report

Illustration 22 – Requesting an additional intervention

Once the Airzone Technical Support team approves the additional intervention, the customer will receive a new email with its scheduled date:

Technical assistance programming

Your technical assistance with ID: ASAL25000037 has been programmed.



TECHNICAL ASSISTANCE SCHEDULED

Hello TestAldoo,

We inform you that your technical assistance with ID: ASAL25000037 has been scheduled. The details are:

- Company assigned to this technical assistance: TestAldoo
- Date: 23/05/2025
- Time: 08:00 [GMT]

The details of the technical assistance can be found in Myarea. You can access it directly by [clicking here](#).

Sincerely,
The Airzone Team.

Illustration 23 – Email informing the customer of the new scheduled intervention

4.4. Finalizing the Intervention

At the final visit, if the intervention is successful, the ATS can finalize the process by selecting "Yes" in the "Assistance Finalized" section.

Each intervention requires three signatures:

- Installer's signature:
Provided by the person who submitted the technical assistance request.
- Customer signature:
Provided by the end user or project manager.
- Service center signature:
Provided by the Airzone Technical Service provider.

Service completed

☒ Yes ☐ No

Installer signature *

QA

Installer email

Email

☐ Send report

Customer signature *

QA

Customer email

Email

☐ Send report

Support center signature *

QA

Support center email

Email

☐ Send report

Illustration 24 – The ATS finalizes the technical assistance

The customer will then receive an email confirming that the technical assistance intervention has been completed:

Technical assistance intervention completed

We inform you that the intervention of your technical assistance is finished.



TECHNICAL ASSISTANCE INTERVENTION COMPLETED

Hello TestAidoo,

We would like to inform you that the intervention of your technical assistance with ID: ASAL25000037, carried out by the company: TestAidoo, has been completed.

Does this mean we can consider your technical assistance closed with the completion of this intervention? -> Finished. No further intervention is required. The assistance has been successfully completed and no more visits are necessary.

You can check the details of the technical assistance in Myarea or access them directly by clicking here.

Sincerely,
The Airzone Team.

Illustration 25 – Email confirming intervention completion

4.5. Viewing Completed Interventions

Once the technical assistance is closed, you can view the details of all interventions carried out via the “Interventions” tab in your “My Area”:

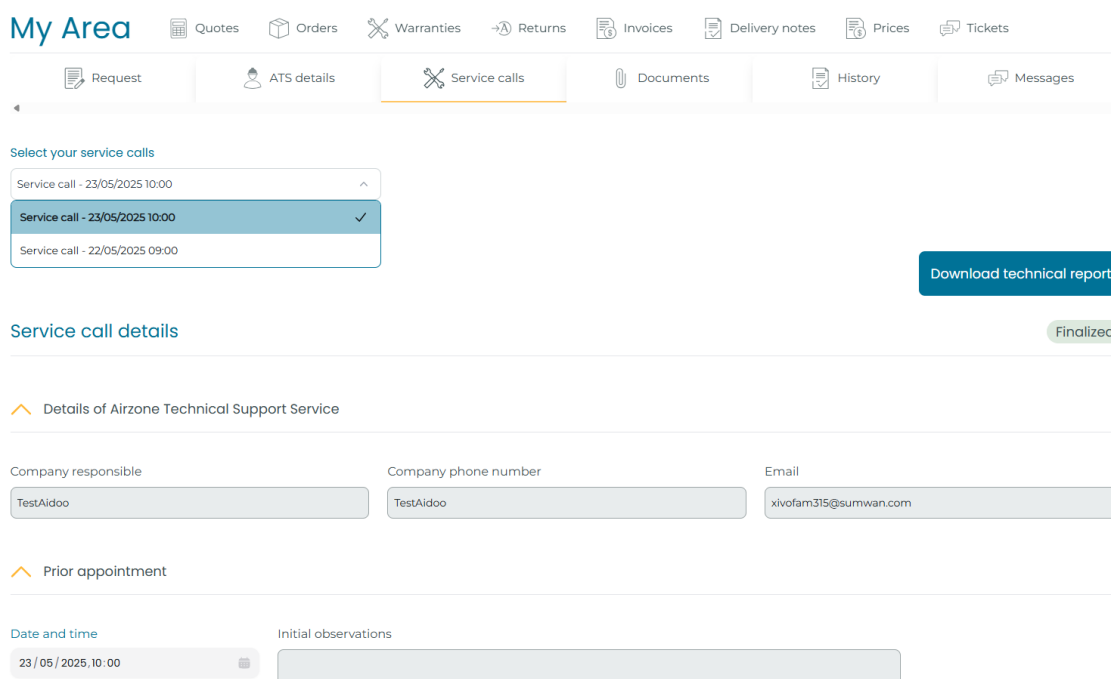


Illustration 26 – Viewing interventions from My Area

4.6. Downloading the Technical Report

If desired, you can download the technical report containing all relevant information related to the intervention.

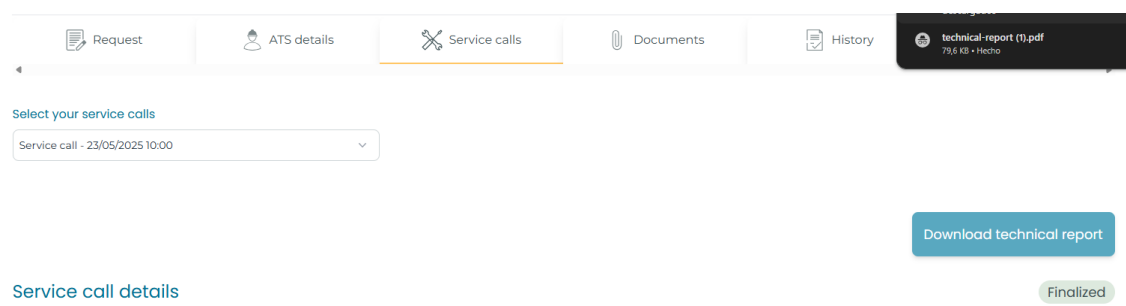


Illustration 27 – Option to download the technical report

5. Chat with Airzone Technical Support

If needed, both the customer and the Airzone Technical Support team can communicate directly through the technical assistance messaging channel.

5.1. Sending Messages as a Customer

This channel is available under the “Messages” tab within the Technical Assistance section.

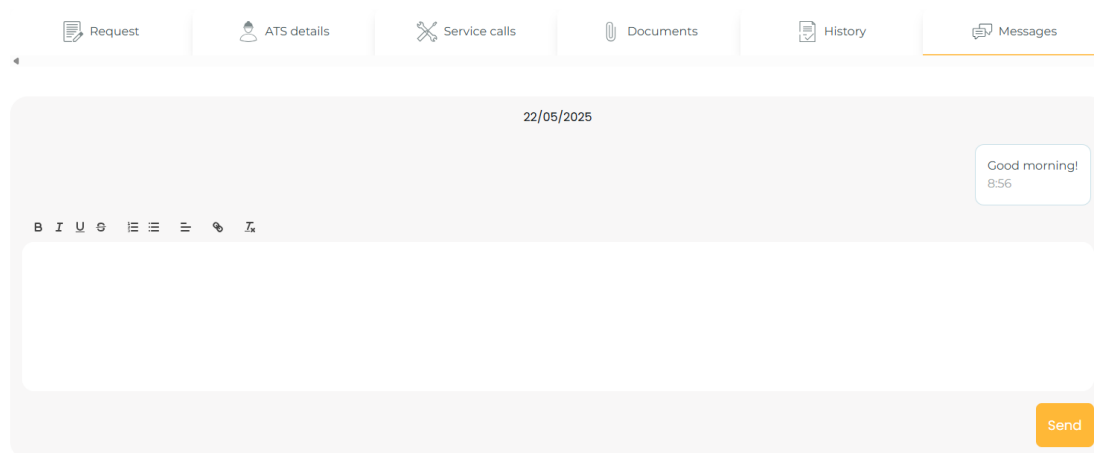


Illustration 28 – Communication channel between customer and Technical Support

When you send a message through this channel, an email is automatically generated and sent to Airzone Technical Support.

5.2. Receiving Messages from Technical Support

When Technical Support replies, you will receive an email containing the response message:

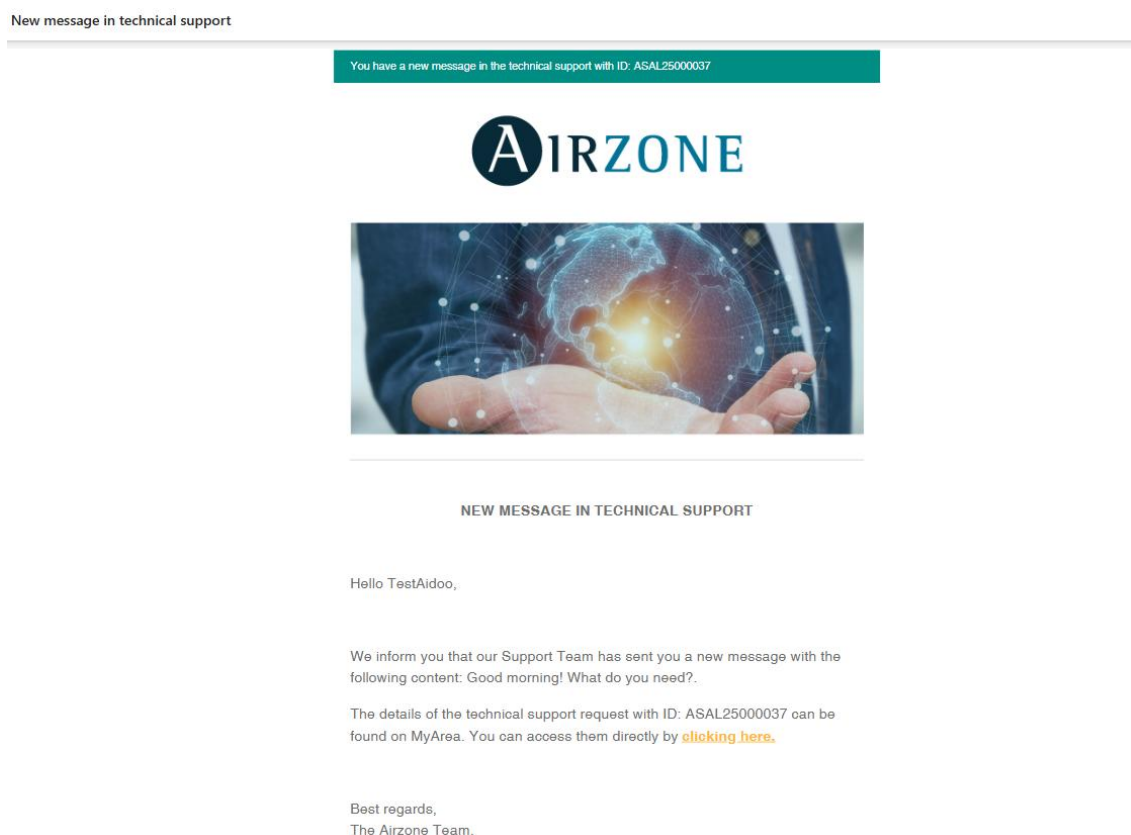


Illustration 29 – Email received by the customer with Technical Support’s response