

## SERVICE BULLETIN

Nr. GI-019 Rev.1

DATE 14/03/2022

PAGE 1 of 4

### PRIORITY LEVEL

Urgent

Important

INFORMATION

Subject: **Stiga Connect – Important News**

This Service Bulletin **GI-019 Rev.1** cancels and replaces the Bulletin **GI-019** dated 28/12/2021. Changes: added point “1.2 Consumer Data”. The remaining info are essentially unchanged.

### Information

With this bulletin we would like to make you aware about some new important features for processing warranty activation and warranty claims in the Stiga Connect portal that will make easier and faster the data entry.

## 1. Warranty Activation in Stiga Connect

### 1.1 Proof of Purchase

Starting from the **10 January 2022** the following changes have been activated:

Stiga Connect is fully integrated with product registrations recorded by the end users in the Stiga web site. Through the machine serial number, an existing product registration done by the end users will be automatically imported in Stiga Connect.

In addition, all Warranty activations done in Stiga Connect from the 10 January 2022 require as mandatory the upload of the Proof of Purchase (P.O.P.) – see below picture.

In this way, copy of the P.O.P. will be recorded in the system with the great benefit to be always available in case the hard copy becomes illegible or even lost by the consumer.

Warranty activation

Machine

Serial number  
21GC8HTR001020

Machine code  
256060002/14

Sales date  
01/12/2021

Receipt

Upload file Delete

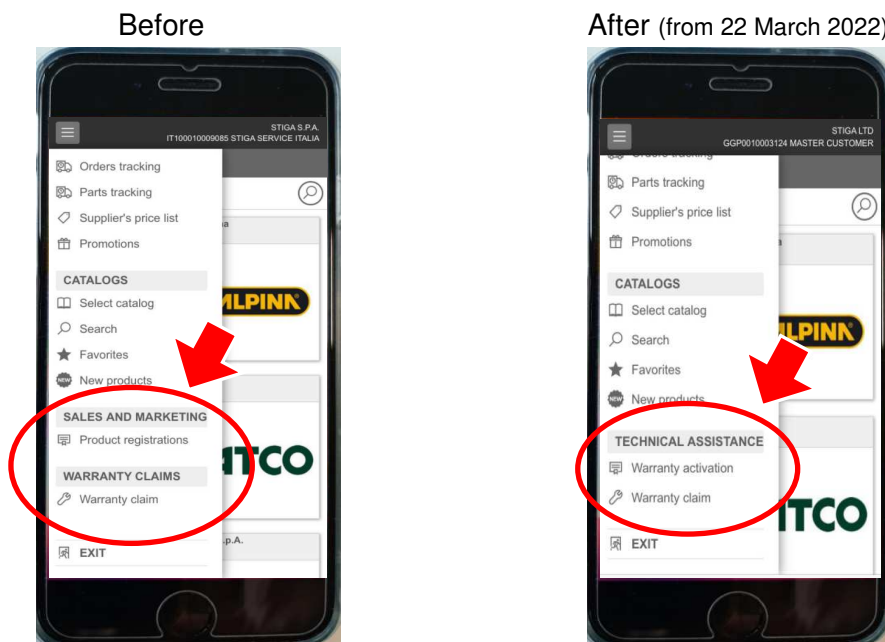
### 1.2 Consumer Data

Starting from the **22 March 2022** the Warranty Activation in Stiga Connect will be simplified and will not require to fill-in consumer data. Only the info strictly functional to the warranty process will be necessary:

- Machine serial number and Article Number
- Purchase date
- Type of use
- Copy of the Proof of Purchase (P.O.P.)

Consumer data will display only if the consumer did previously register the product in the Stiga web site.

For easier access, the warranty activation has been moved to the same menu containing the warranty claim (see below picture as example)

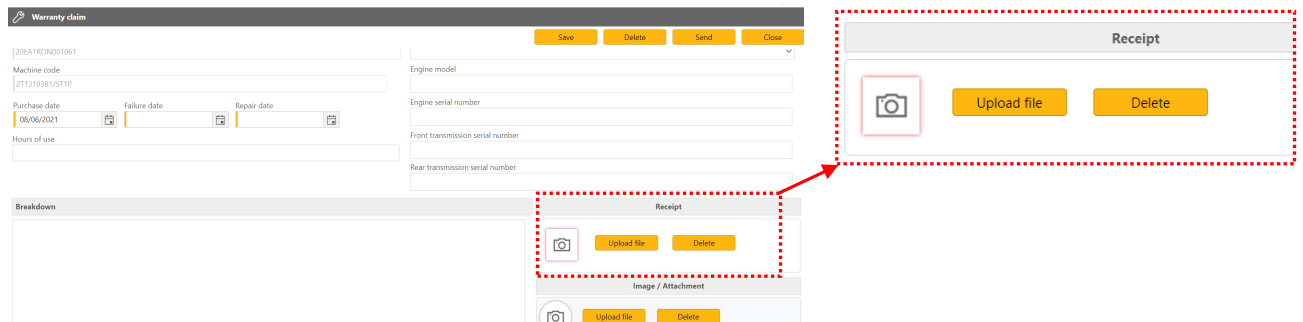


These changes are effective both for Desktop and Mobile version.

### 2. Warranty Claims in Stiga Connect

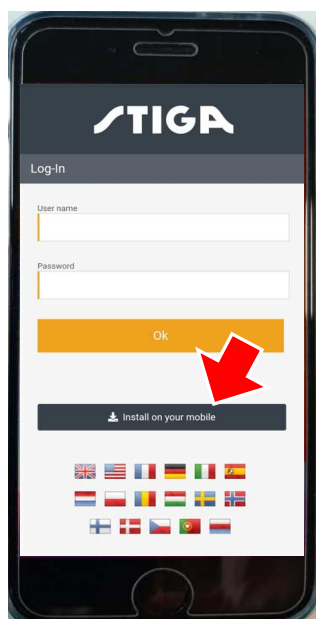
Starting from the **10 January 2022** the following changes have been activated:

All warranty claims done in Stiga Connect will require as mandatory the upload of the Proof of Purchase (P.O.P.) – see below picture. When the warranty activation contains the P.O.P. then it will be automatically loaded in the warranty claim.

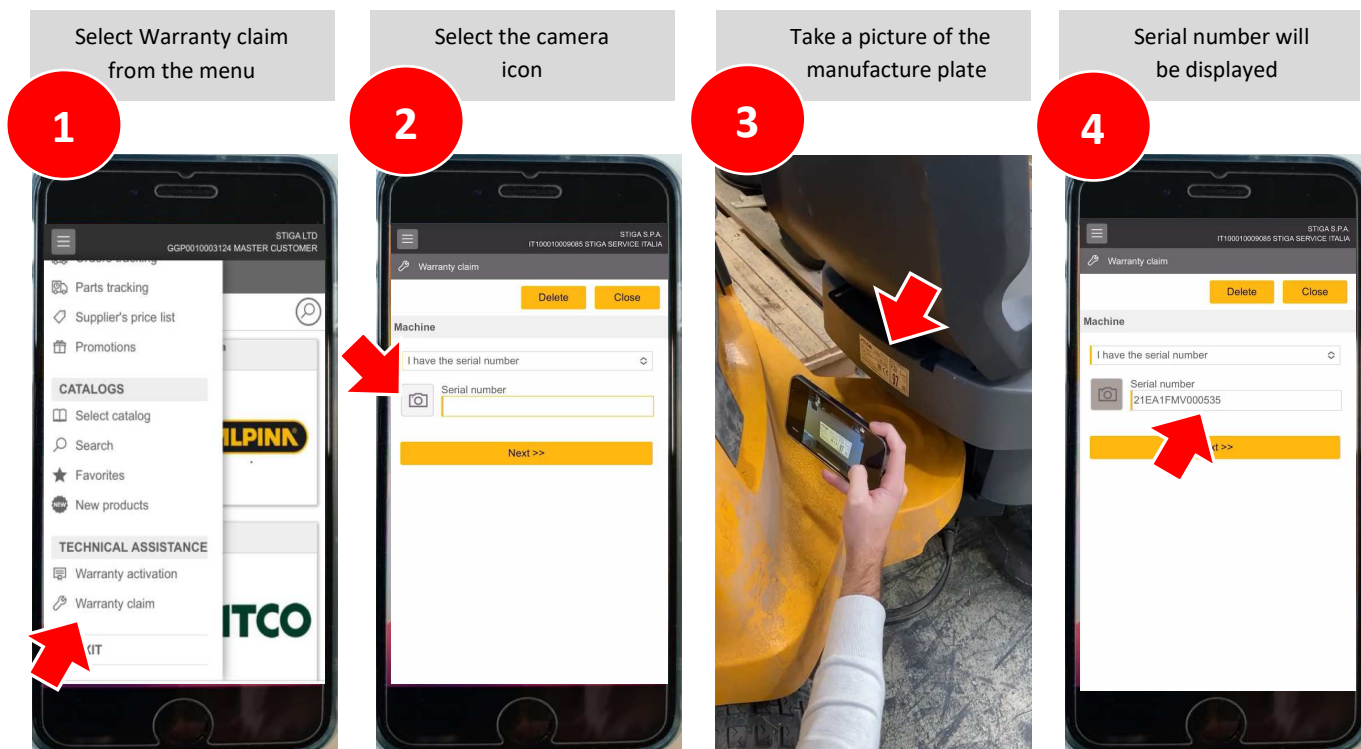


### 3. Stiga Connect Mobile Version

The Stiga Connect mobile version can be easily installed in your device from the login-in page at this address: <https://stiga.ev-portal.com/LogIn/Stiga>



Stiga Connect Mobile version allows the serial number scanning from the picture of the product manufacturer plate by following the below simple and intuitive sequence.



This function is now available both for the Warranty Activation and Warranty Claims.

Best Regards  
Stiga Customer Service