indelB | AUTOCLIMA

OPERATING MANUAL

Mobile app documentation

Warranty management application

Technical guide and operating overview for installers, distributors and authorised users.

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01

Overview

Purpose of the application, minimum requirements and quick download.

1. Autoclima Warranties

1.1. Purpose of the application

Autoclima Warranties is a mobile application (Android / iOS / WebApp). It was created to replace the paper forms currently used to register and manage product warranties from 1 January 2027.

The app collects the data needed to activate a warranty in a fast, structured way, removing paper forms and reducing compilation errors, handling time and the risk of lost documents, while ensuring traceability and centralised archiving.

Operating summary

The application centralises warranty data, produces a digital certificate and keeps the document available for viewing, sharing and printing.

Transition date

From 1 January 2027, use of the application will be mandatory and exclusive: from that date, paper forms will no longer be accepted for warranty requests or activation.

1.2. Installing the mobile application

Before you start

Make sure you have a stable internet connection, access to the device store and the credentials needed to complete the first login.

1.2.1. Minimum requirements

Platform	Requirement / recommendation
iOS	Version 15.0 or later. An Apple ID enabled for App Store downloads is required.
Android	SDK 21 / Android 5.0 or later. Updating Google Play Services before installation is recommended.
WebApp	An up-to-date web browser: Chrome, Edge, Safari or Firefox.

1.2.2. Indicative size

IOS

50 MB

ANDROID

75 MB

1.3. Quick download

Choose the correct channel for your device using the links or by scanning the QR code.

Web App

Application available from any browser.

Open link

App Store

Download for iPhone and iPad.

Open link

Google Play

Download for Android devices.

Open link

02

Account and first login

Company registration, email confirmation and profile completion.

2. Registration and account creation

This section shows the account creation flow in the Autoclima Warranties app. Screenshots are indicative and may vary slightly depending on the installed version.

> **Before you start**
>
> Keep your email address, chosen password, company data, VAT number and operating areas ready.

2.1. Main account

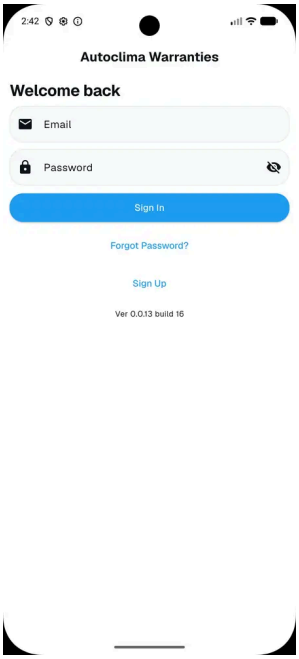
The main account is created from the application login screen. It is required to register the company and enable the main functions.

2.2. Registration and first login

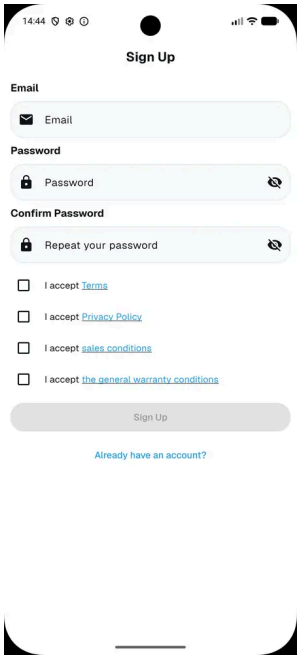
Create credentials

1. Open the installed application.
2. From the login screen select **Sign Up**.
3. Enter a personal / company email.
4. Enter the password.
5. Confirm the password.
6. Accept the terms.
7. Accept the privacy policy.
8. Accept the sales conditions.
9. Accept the general warranty conditions.
10. Press the central **Sign Up** button.

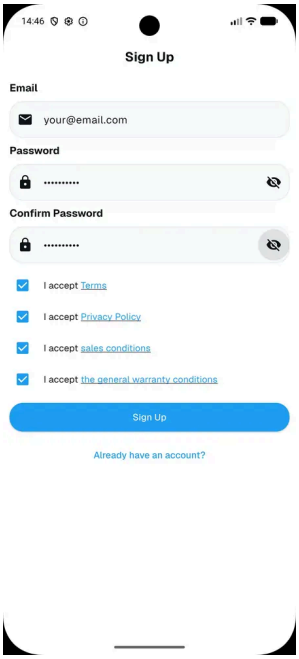
1. Login screen



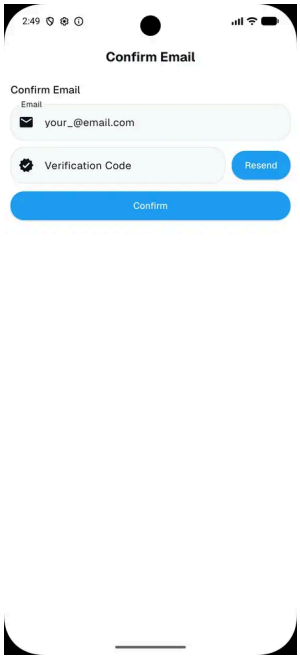
2. Create account



3. Completed form



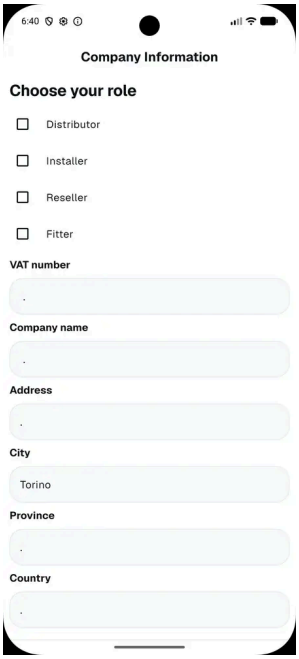
4. Email confirmation



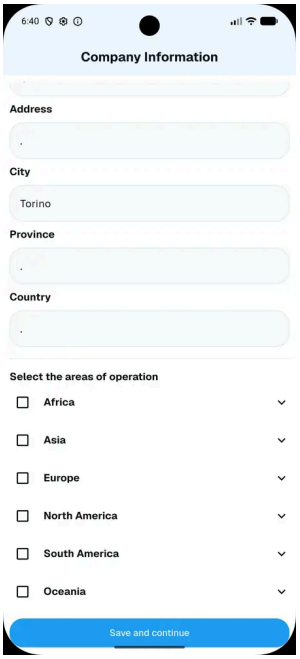
Email confirmation and profile completion

1. A confirmation email with a verification code is sent to the address provided.
2. Enter the confirmation code received by email.
3. Press the confirm button.
4. Complete the personal / company profile. Mandatory fields left empty are highlighted in red.
5. Choose your role, including multiple selection.
6. Enter VAT number, company name and address.
7. Fill in city, province and country.
8. Select the operating areas, including multiple selection.
9. When the data is complete you are taken to the main dashboard.

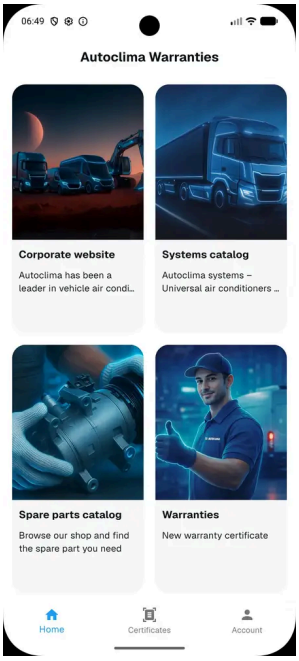
5. Company data



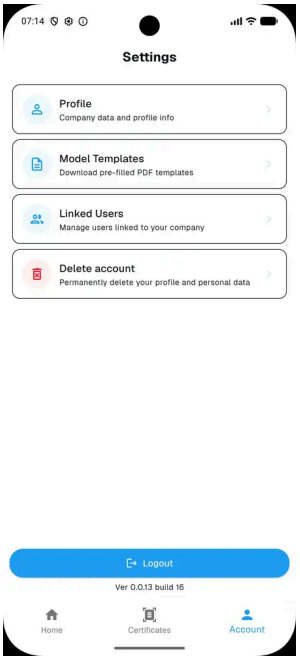
6. Operating areas



7. Main dashboard



8. Account settings



03

Create a warranty

Collect data, product serials and generate the digital certificate.

3. Create an installation certificate

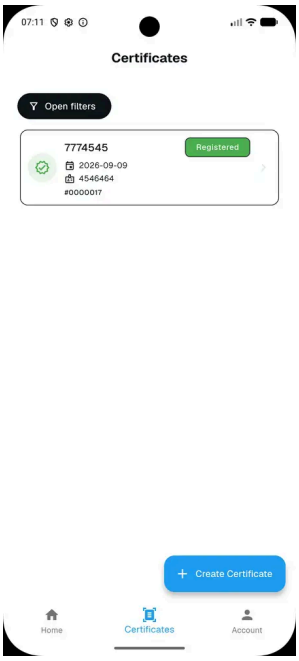
Creating a warranty replaces filling in the paper form. The app guides the user through collecting vehicle, system, installed product and installation date data, then generates a digital certificate that can be viewed and shared.

> **Before you start**
>
> Prepare license plate, chassis number, compressor model, vehicle brand and model, installer data, customer data, A/C system code, kilometres or hours, address and serials of the installed products.

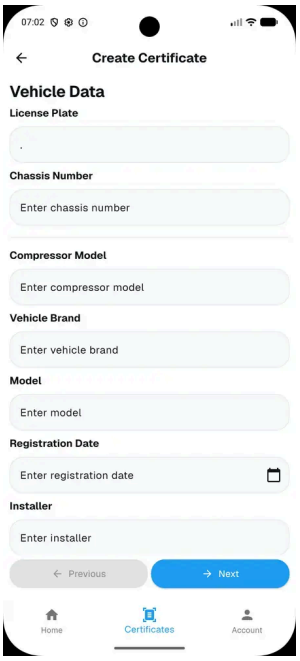
3.1. Visual certificate creation flow

The sequence shows the main path: opening Certificates, filling in vehicle data, completing installer/customer/system data, adding products and final confirmation.

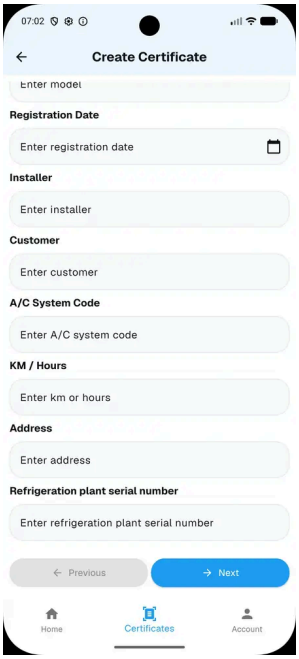
1. Initial certificates state



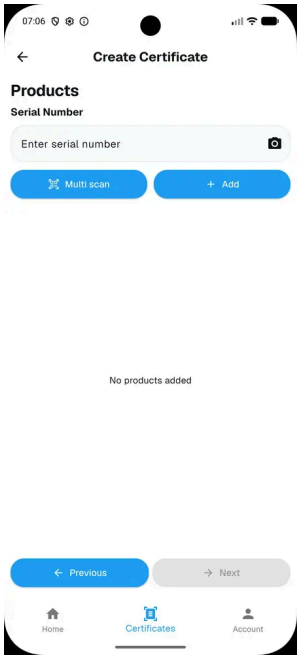
2. Vehicle data



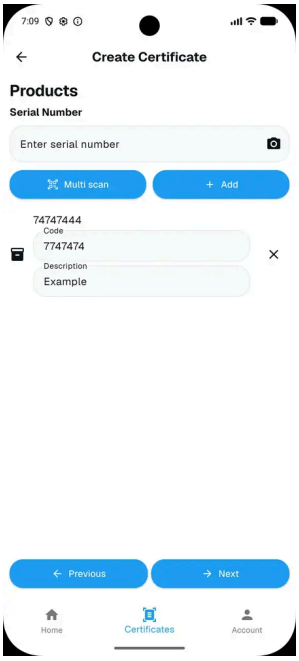
3. Installation data



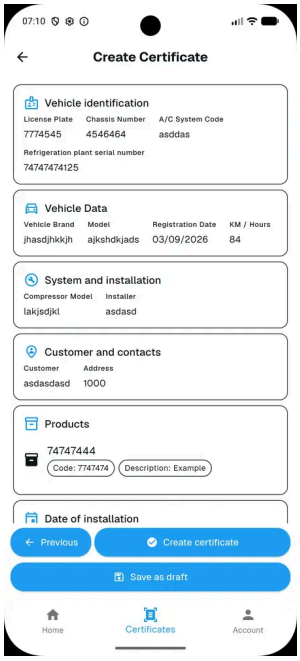
4. Products to associate



5. Product added



6. Final confirmation



3.2. Certificate registration procedure

Start the procedure

1. From the bottom bar select **Certificates**.
2. If no certificates are present, the screen shows the empty state and **Create Certificate**.
3. Press **Create Certificate**.
4. Enter the data of the vehicle on which Autoclima components are installed. At least **license plate** or **chassis** must be filled in.
5. Complete the installation data: installer, customer, A/C system code, km or operating hours, address and refrigeration plant serial number.
6. Associate products by entering the serial number, using the camera or **Multi scan** to frame the labels on the components.
7. Check the summary (vehicle, system, customer, products and installation date).
8. Press **Create certificate** or **Save as draft** if the data is not yet complete.

Technical note

Mandatory data must be checked before saving. Incomplete compilation may prevent generation of the final PDF.

04

After creation

View, open, share and print the warranty PDF.

4. Operations after creating a warranty

After creation, the certificate remains available in **Certificates**. From here you can view the warranty detail, open the PDF, share it or print it.

4.1. Browse the certificate list

The list shows registered warranties with the main information. The **Registered** status indicates that the certificate has been created and saved.

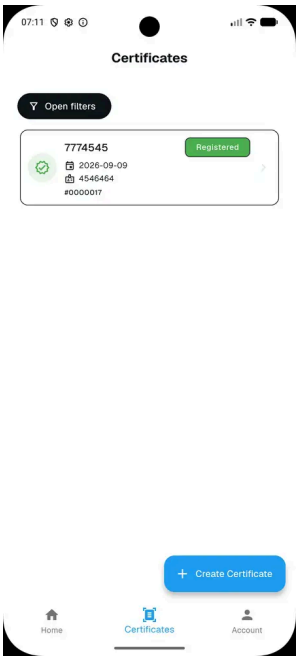
4.2. Open the warranty detail

Tap a certificate card to open the detail. The screen summarises vehicle, installation, customer, product and installation date data.

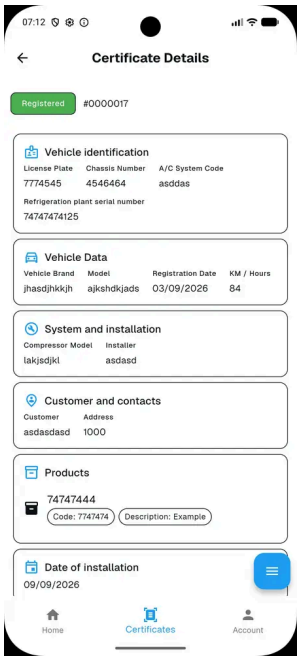
4.3. Use the actions menu

From the actions button you can choose **Open**, **Share** or **Print**.

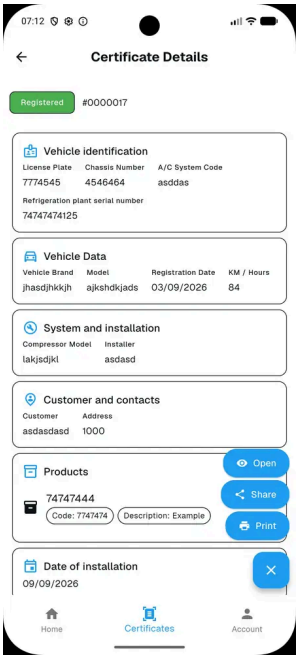
1. Certificate list



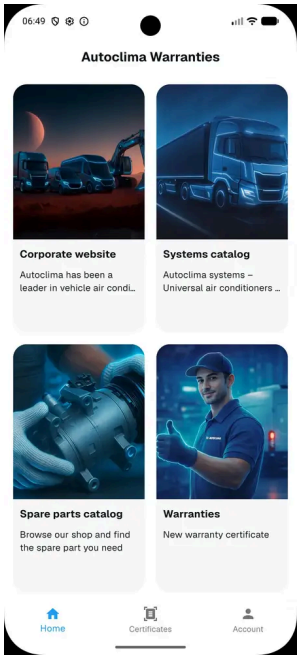
2. Warranty detail



3. Actions menu



4. Back to home



4.4. When to use these operations

Operation	When to use it
Browse	To check a warranty already created or verify the data entered.
Open PDF	To view the generated digital certificate.
Share	To send the document to a customer, office or authorised contact.
Print	To deliver a physical copy when required by the company process.

05

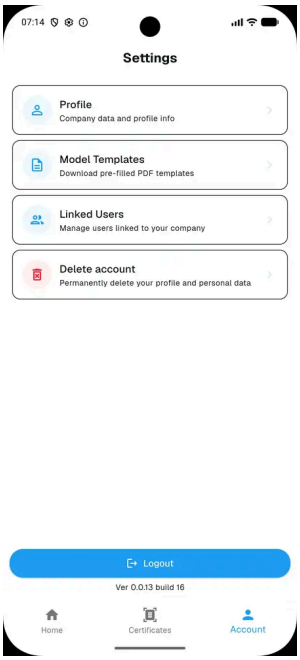
Settings

Company profile, model templates and linked users.

5. Application settings

The **Account** section collects the application settings. From here you can manage the company profile, model templates and linked users.

Account screen



5.1. Profile

Profile contains the company data and the user role. This information is used to correctly link warranties to the person who creates them.

In the profile you can check and edit: operating role, VAT number, company name, address, city, province, country and operating areas.

5.2. Templates

Templates lets you download supporting PDF templates. They are useful when you need to collect data before creating the digital warranty, or when you need a printable reference.

5.3. Linked users

Linked Users lets you manage users linked to the same company. It is useful when several people need to work on warranties with personal credentials.

5.4. Delete account

Delete account lets you delete your own account.

> **Attention**
>
> The operation is irreversible. Autoclima cannot restore a deleted account.

5.5. Logout

Logout is at the bottom of the **Account** page. After signing out, the user must sign in again with their credentials.

06

Linked users

Create accounts, complete first login, manage profiles and view associated warranties.

6. Linked users

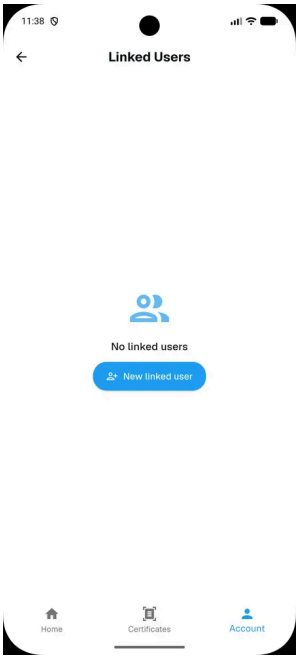
Linked Users lets you manage users linked to the same company. It is useful when several people need to work on warranties with personal credentials.

6.1. Create a linked user

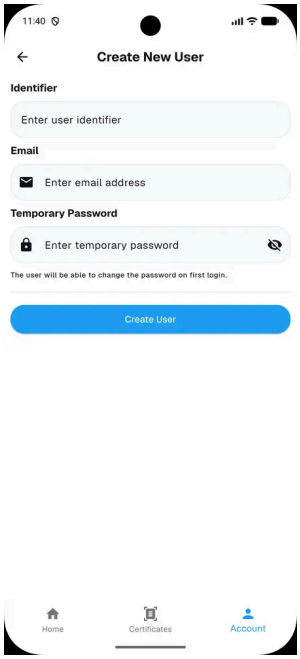
Procedure

1. Open **Account**.
2. Go to **Linked Users**.
3. Tap **New linked user**.
4. Enter an identifier, email and temporary password.
5. An invitation email is sent with the temporary password to use.

1. Linked users list



2. Create new user



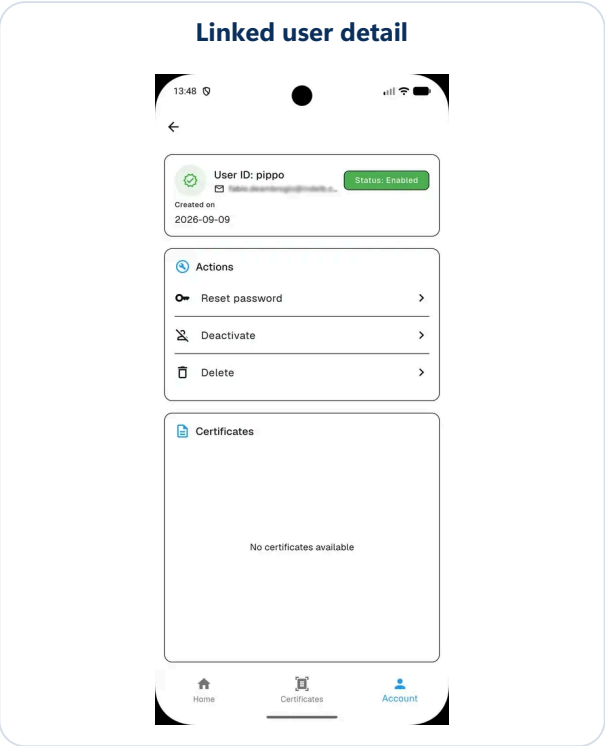
6.2. First login of the linked user

On first login the linked user must set a new personal password and accept the required terms. This step replaces the temporary password sent by email.

6.3. Operations

Clicking the linked user card displays the main information and the available actions:

- reset password
- deactivate
- delete



6.4. View warranties of the linked user

Warranties created by a linked user remain visible to the administrator in the linked user detail.

07

Model templates

PDF templates to collect data and move from paper to digital.

7. Templates

Templates are PDF models that can be downloaded from the app. They support data collection and act as a bridge between the old paper process and the new digital warranty management.
They do not replace the digital certificate generated by the app.

7.1. What they are for

A model template is used to:

- collect data when you cannot complete the warranty in the app immediately
- have a printable form for the workshop or at the vehicle
- prepare technical data before digital entry
- standardise information collected by installers and operators
- support the transition from paper forms to computerised management

> **Practical rule**
>
> The template is an operating aid. The official warranty must be created and saved in the application.

7.2. Download a template

Open **Account**, select **Model Templates**, choose the language and tap **Download PDF**.

7.3. When to use the template

Situation	Recommended use
Unstable connection	Collect data on the template and enter it in the app as soon as possible.
Vehicle not available for long	Prepare the essential data during the job.
Operator not yet trained	Use the template as a checklist of data to collect.
Customer requires a physical copy	Print the support, but still create the digital warranty in the app.

7.4. What to avoid

> **Attention**
>
> - Do not archive only the paper PDF without creating the digital warranty.
> - Do not use obsolete templates downloaded in the past.
> - Do not send completed templates to unauthorised recipients.
> - Do not treat the template as the final certificate.

08

Troubleshooting

Quick checks for login, PDF, serial scanning, sharing and support.

8. Troubleshooting

This section collects the most useful checks when Autoclima Warranties will not let you sign in, create a warranty, generate a PDF or share a certificate.

8.1. The app will not open

Recommended checks:

- Confirm the device meets the minimum requirements.
- Check that the app is up to date.
- Close and reopen the application.
- Restart the device.
- If the problem continues, uninstall and reinstall the app.

8.2. I cannot sign in

Before contacting support: check email and password, internet connection, email confirmation, temporary password for linked users, and set a personal password after first login.

8.3. The email code does not arrive

Check spam, the email address, the device connection and company mail filters. If available, use the resend-code button.

8.4. I cannot create a warranty

The most frequent cause is missing mandatory data. If some data is not yet available, save the record as a draft.

8.5. Scan does not read the serial

Clean the camera, light the label better, move the phone slightly, check camera permission or enter the serial manually.

8.6. The PDF is not generated or will not open

Check that the certificate was created correctly and that a connection is available. If the PDF will not open, leave the certificate detail and open it again.

8.7. I cannot share or print

Check that an email or messaging app is configured, sharing permissions, a compatible printer and the same network as the printer if required.

8.8. When to contact support

Contact support when you still cannot sign in after the basic checks, the certificate contains incorrect data that cannot be corrected, a warranty is not saved, the PDF is not generated, a linked user cannot complete the first login, or you notice differences between app data and real company data.

Warranty app support

Warranty app support

When you contact technical support, always include the account email, company, device used and a short description of the issue.

Email

customercare@autoclima.com

WhatsApp

+39 334 3498011