

# Device Health & Warranty

## User Guide

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Track warranty status, service history, and device health across all client sites with automatic expiration alerts.

### Quick Reference

Access: Managers see all; clients see their own devices

Warranty dots: Green (active), Yellow (expiring), Red (expired)

Alerts: 30 days before warranty expiration

Service date: Auto-derived from resolved requests

### Contents

1. Overview
2. Warranty Status Indicators
3. Expiration Alerts
4. Service History
5. Quick Reference

# 1. Overview

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Device Health tracks the warranty and service status of every device installed at client sites. Managers get a consolidated view across all clients. Clients see their own devices in the Client Portal.

Warranty dates and install dates are set when devices are registered. The last service date is automatically updated when a service request is resolved.

# 2. Warranty Status Indicators

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Each device shows a colored dot indicating warranty status:

<b>Green</b>	Warranty active — more than 30 days remaining
<b>Yellow</b>	Warranty expiring — within 30 days
<b>Red</b>	Warranty expired

Clients see these dots in their portal. Managers see them in the client management view alongside aggregate counts.

# 3. Expiration Alerts

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Managers receive alerts 30 days before a device warranty expires. This gives time to schedule a replacement, negotiate a renewal, or notify the client.

Tip: Use warranty alerts as a sales opportunity — reach out to clients before expiration with a maintenance or upgrade proposal.

## 4. Service History

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The last service date for each device is automatically derived from resolved service requests. No manual entry required — when a request involving a device is marked resolved, the service date updates.

This creates a maintenance timeline for each device that both managers and clients can review.

## 5. Quick Reference

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<b>View device health</b>	Portal > Clients > select client > Devices
<b>Check warranty</b>	Look at the colored dot next to each device
<b>Warranty alerts</b>	Automatic — 30 days before expiration
<b>Service history</b>	Auto-updated when requests are resolved