



ANNOUNCEMENT OF CHANGE TO REQUESTING FIELD SERVICE AND SERVICE PARTS

August 20, 2018

To Our Valued Customers,

Beginning August 20th there is a new and easier way to order parts and request field service from CWS. Simply go to our website: www.cws.cc and click on Resources at the top of the home page, select Warranty Registration in the drop down menu and click on any of the Service Request Form links at the bottom of the page. If you are in the Dealer Log-In page, select Warranty and Service and click on Service Request Form.

You will be directed to a page to select what you need; choose either the Field Service Request Form, or Parts Order Form for product to be shipped on one of our delivery trucks. Fill out the form and simply click submit. You will receive an acknowledgement that your form was received and a copy of the submission for your records. This can be done from any device with internet access at any time!

CWS will continue to accept all current forms of the Service Request Form until September 30st, 2018. After that only the website based forms will be accepted. Below are instructions for using the new online tool.

*Step 1- Go to our website at www.cws.cc (Please use **GOOGLE CHROME!**)*

*Step 2- Hover on **RESOURCES** at the Top of the Home Page*

*Step 3- Click on ~~WARRANTY REGISTRATION~~ **SERVICE REQUESTS***

Step 4- ~~Scroll down to bottom of WARRANTY REGISTRATION PAGE and~~ you will see 2 Options:

OPTION 1- PARTS ORDER FORM- Use this form for ordering warranty and service parts to be shipped via CWS route truck, UPS/FedEx, etc.

OPTION 2- FIELD SERVICE REQUEST FORM- Use this form to request a Field Service Technician to perform warranty or service work.

The forms will be sent directly to the corresponding department. A copy of your request form will be sent immediately to the email you requested showing you the date and time that we received. You will also have the option of printing the form. This will take place of all the paper forms we have been using in the past. You will also be able to add pictures and additional lines to the form.

If you have any questions about the process, please contact me.