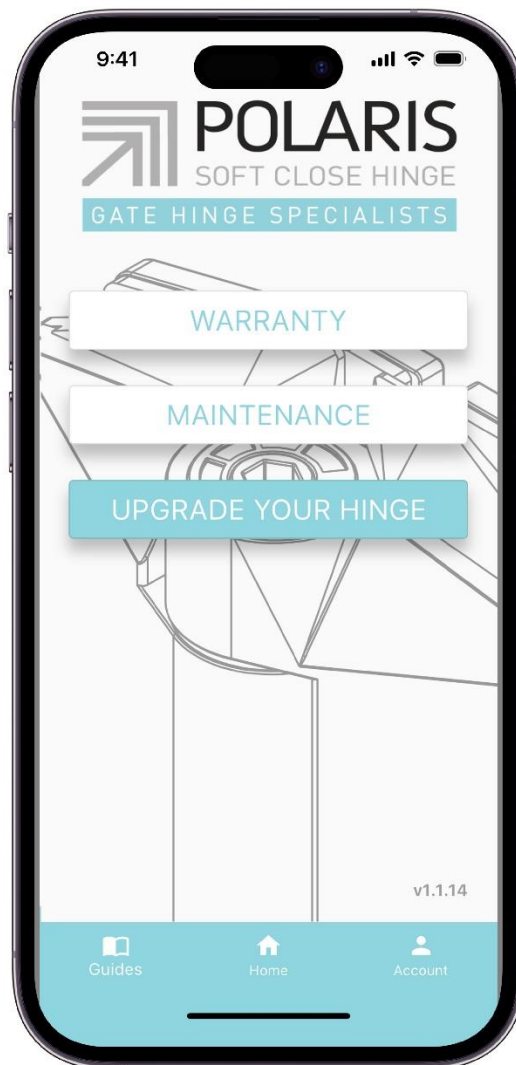


# POLARIS CUSTOMER & INSTALLER SUPPORT APP USER GUIDE FOR IPHONE – Apple IOS

DATE 20/9/2023



# OVERVIEW

This user guide is designed to provide you, the user, with insights into what to expect from the Polaris Customer & Installer Support App and how to operate it. Essentially, the app serves as a maintenance tool for homeowners and hinge installers, allowing them to log hinge installations for the following purposes:

- **Warranty Registration**

Registering warranties through the app provides Polaris Hinge with more information about where and how their hinges were installed. Additionally, users who register warranties through the app receive an additional 2 years of warranty coverage.

- **Maintenance Notifications**

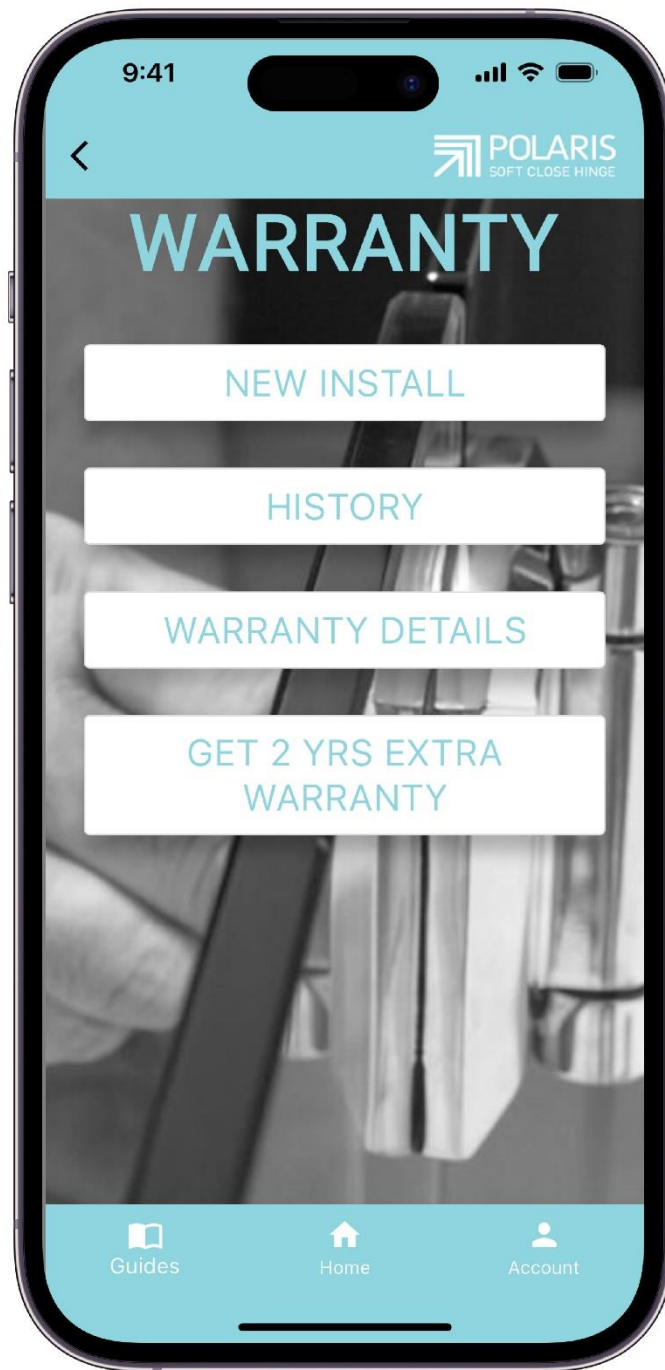
Once a homeowner or installer has registered a new warranty, they can set up maintenance notifications. An example of one of these notifications is shown in the screenshot below. These notifications can be configured for each address at intervals of 3, 6, 12, and 18 months.

## Contents

1. Adding A New Warranty
2. Maintenance Notifications
3. Set Up Maintenance Notifications
4. Other App Features
  - a. Hinge Upgrades
  - b. Products Guides
5. User Deletion Guide

# 1. Adding A New Warranty

Both homeowners and installers have the capability to add new hinge installations at a specific address. Below is the Warranty screen, where you can simply tap the "New Install" button to register a new warranty.



## **Users can input various details into your warranty from your installation, including:**

- Installation date: This marks the date when the hinges were installed and when the warranty commences.
- Address: The location where the hinges were installed.
- Owner's contact details (optional): These are used by installers or Polaris for contacting in case of warranty claims or hinge-related issues.
- Installation company: The professional installation company responsible if it wasn't a self-installation.
- Installation company ABN: The Australian Business Number (ABN) of the installation company.
- Installer: The individual who performed the hinge installation.
- Product used: A dropdown menu listing all Polaris hinge products.
- Property type: The category of property where the hinge was installed, such as a house, office, or retail space.
- Product purchase source (optional): The store or commercial entity where the hinge was purchased.
- Property location: Used to determine the climate conditions under which the hinges were installed.
- Environment: Indoor or outdoor environment.
- Additional notes: Space for any supplementary information not covered above.
- Photos: Users can utilize the camera or photo gallery to upload images of the installation, ensuring proper installation and orientation. This aids in warranty claims and maintenance assessments.

Under the "History" button, a list of addresses will display all hinge installations associated with the user. An example of this screen is provided below. Users can tap on any of these addresses to access the information recorded during the process and review the details.

9:41



# HISTORY



213 Oxford Street,  
Bondi Junction,  
NSW 2022



156 Hinge installed on  
2023-08-10



1 Bay Street,  
Broadway, NSW  
2007



155 Hinge installed on  
2023-08-02



367 George  
Street, Sydney,  
NSW 2000

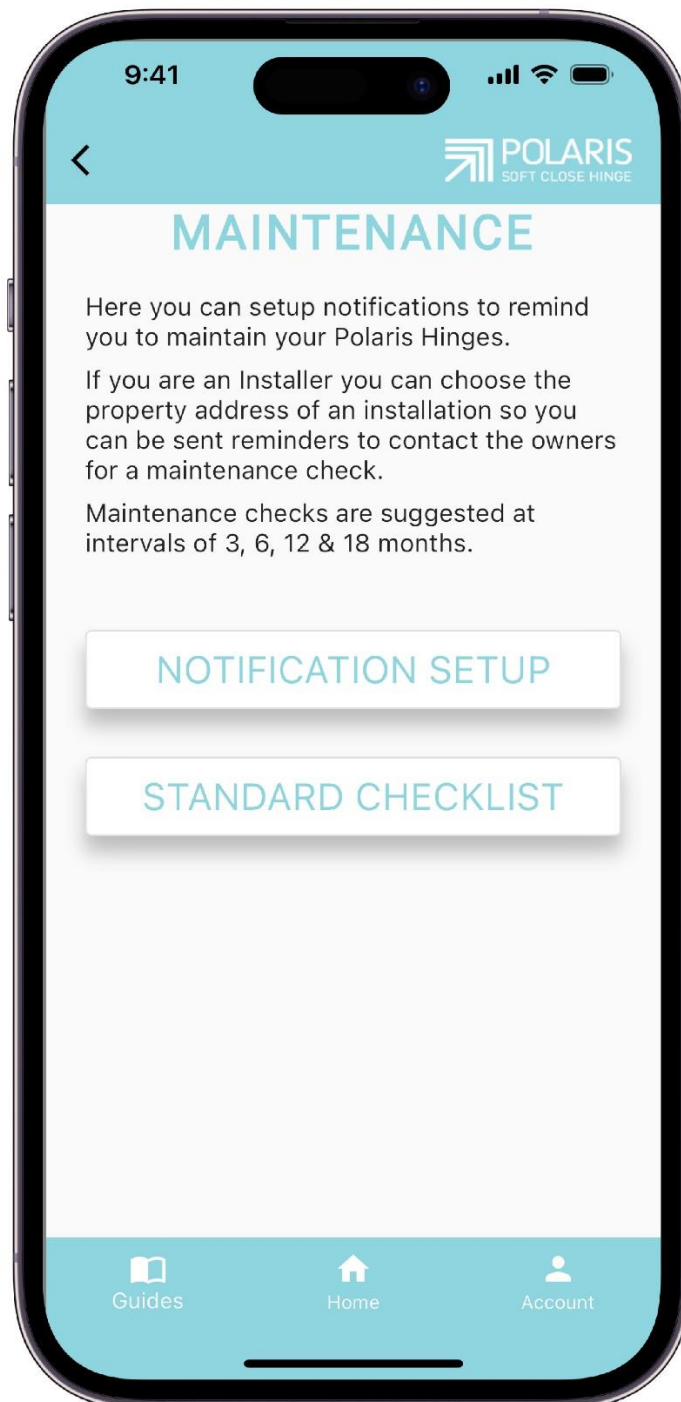


120 Hinge installed  
on 2023-07-09

## 2. Maintenance Notifications

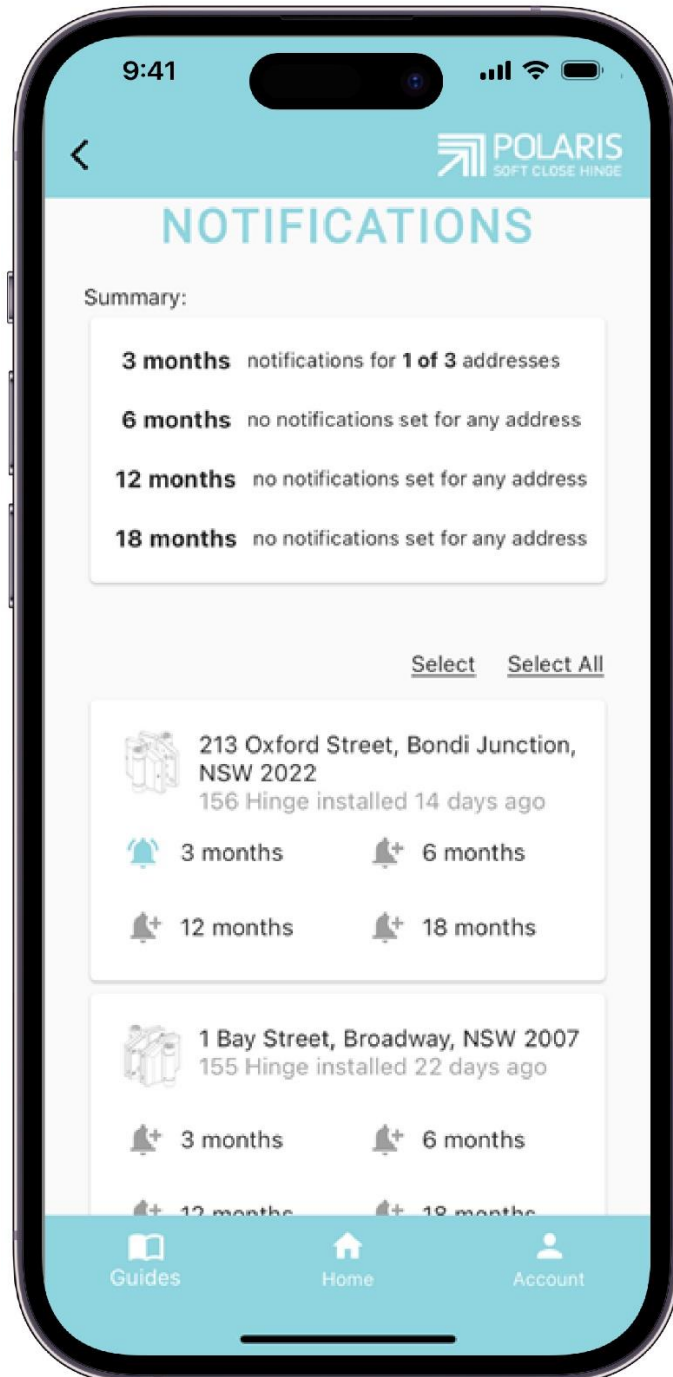
The maintenance section, as depicted below, enables homeowners and hinge installers to configure notifications for maintenance intervals at 3, 6, 12, and 18 months.

Additionally, users can access and become familiar with the standard checklist of tasks that should be carried out during these maintenance intervals.

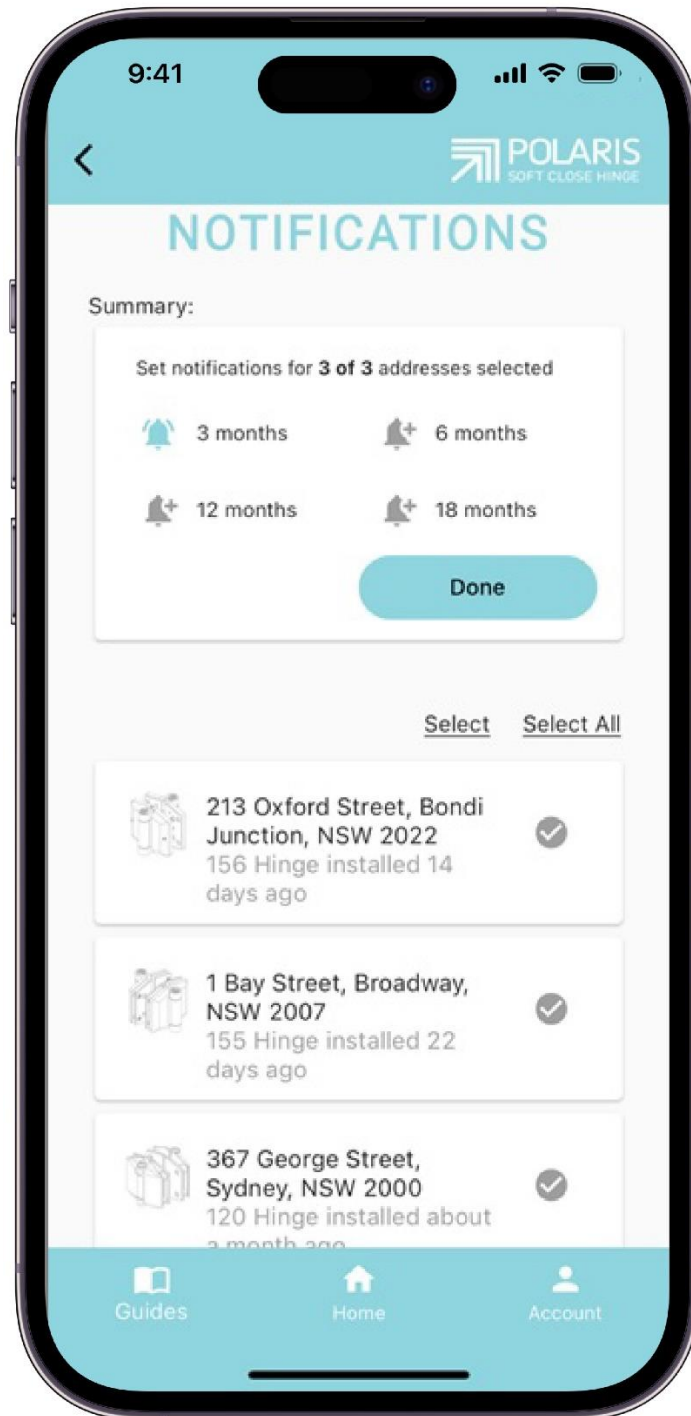


### 3. Set Up Maintenance Notifications

These notifications can be configured for all addresses on the screen below. Users can simply tap on the individual "bell" icons to receive notifications for the selected address at their chosen monthly interval. As an example, in the screenshot below, a user has chosen to receive a notification in 3 months for the address "213 Oxford Street, Bondi Junction, NSW 2022."



Bulk updates for notifications can be executed by selecting the "Select" or "Select All" buttons. The screen below provides users with the capability to configure notifications for all the addresses they have chosen.





## EXAMPLE OF NOTIFICATION REMINDER



## 4. Other App Features

The app offers additional features beyond warranty and maintenance, which encompass:

### a. Hinge Upgrades

This feature provides users with information regarding upgrade possibilities for older Polaris hinges or options for replacing existing hinges with Polaris hinges.

### b. Helpful Guides

Within this section, users can access guides on the installation, adjustment, and troubleshooting procedures for various Polaris hinges. It serves as a valuable knowledge resource, particularly for installers who are on the move and encounter challenges with specific hinges during installations.

9:41



# GUIDES

HOW TO INSTALL

HOW TO ADJUST

TROUBLESHOOT

GENERAL INFORMATION

GROUT



Guides



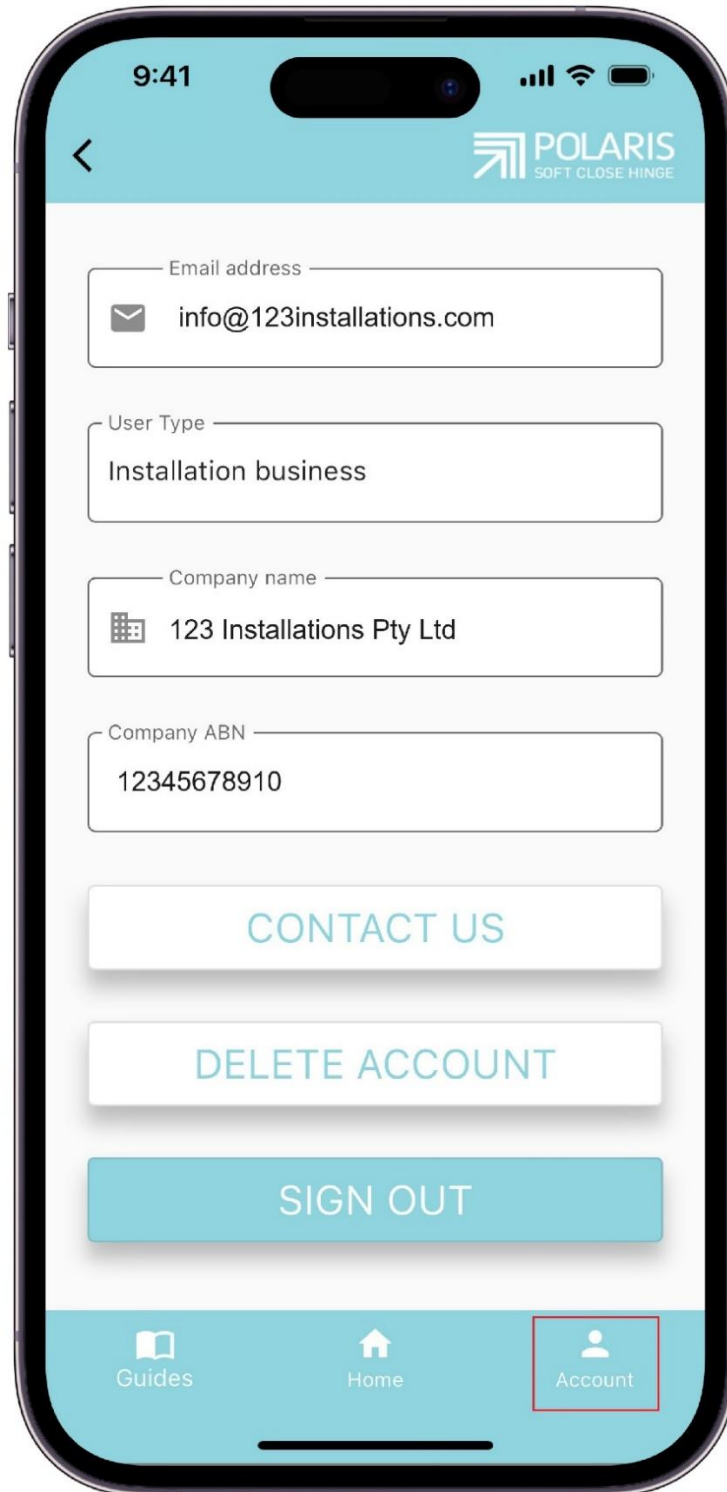
Home



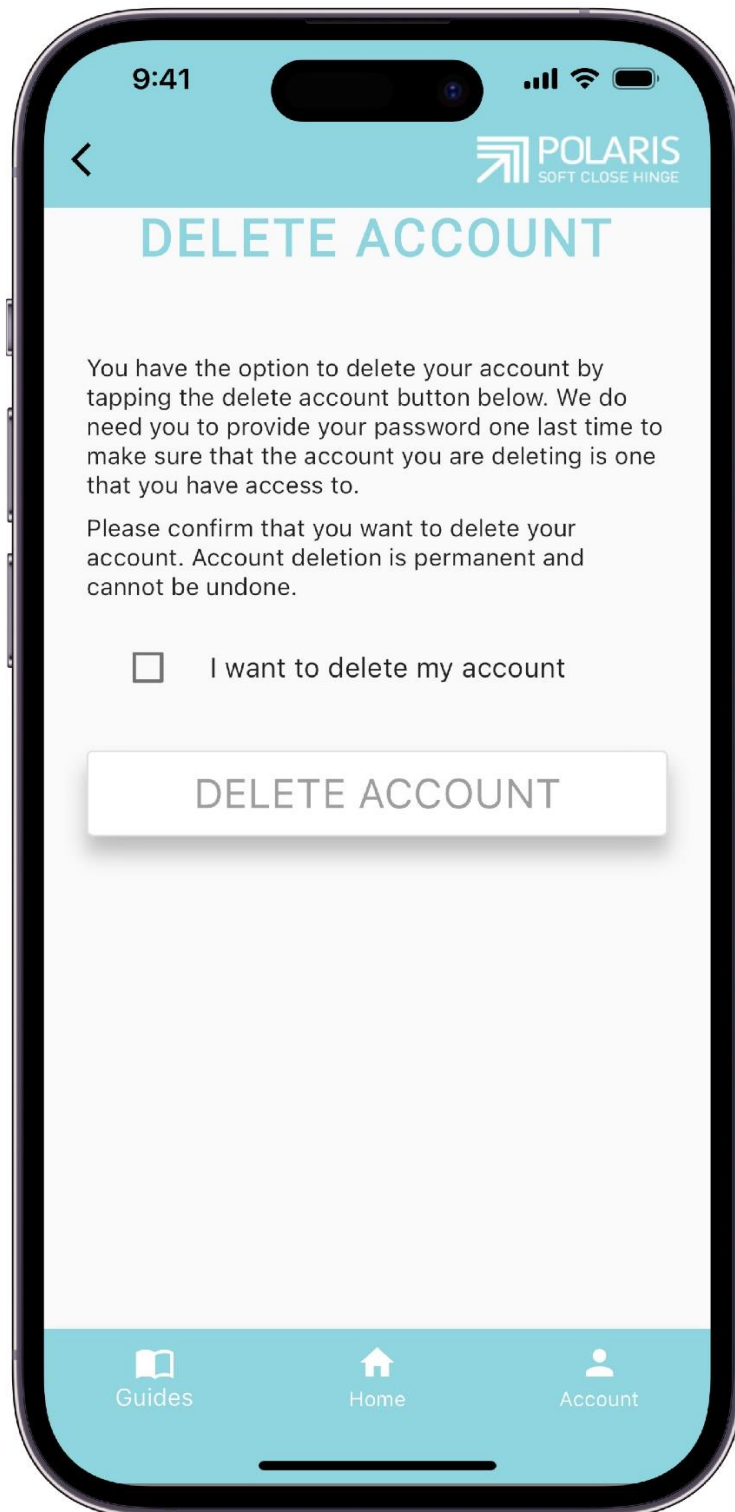
Account

## 5. User Deletion Guide

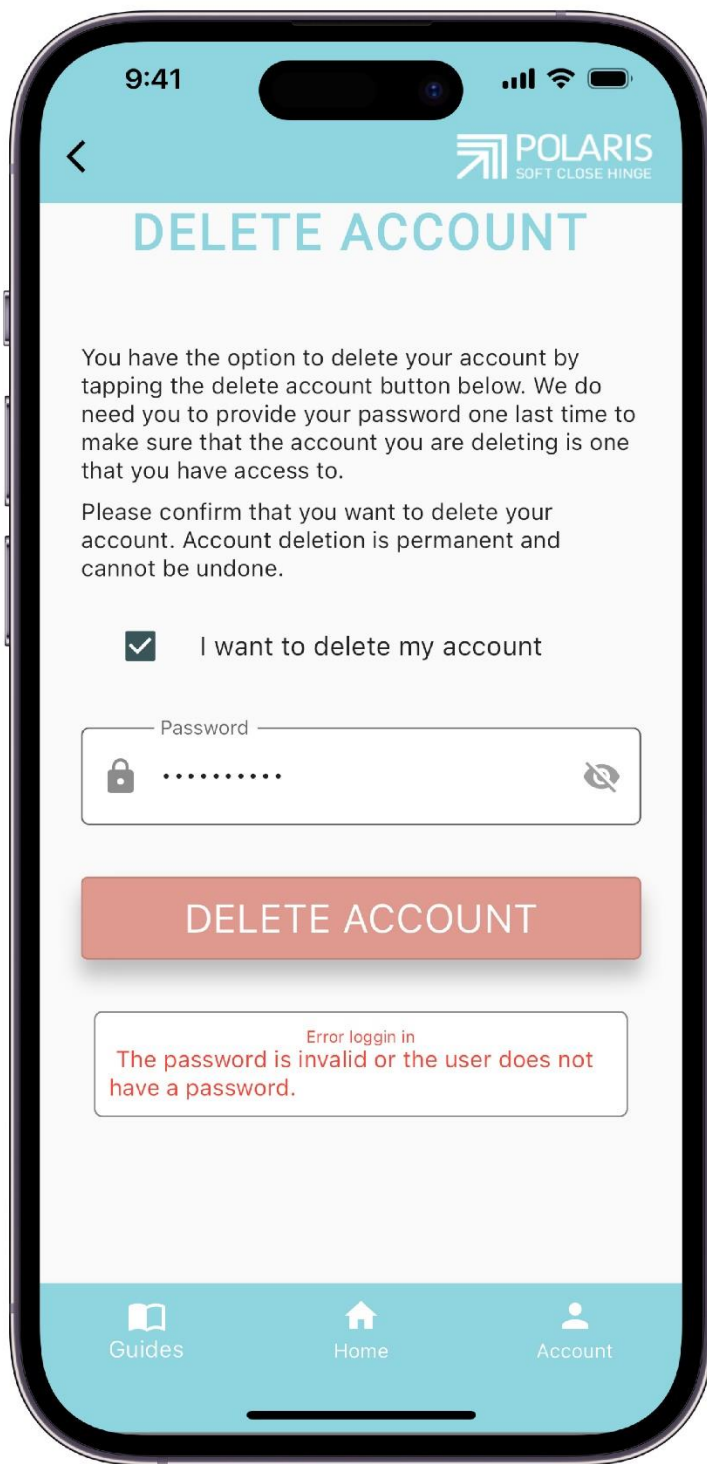
We have added a button on the Account screen to allow a user to delete their account. You will find the button on the bottom right corner of the screen below.



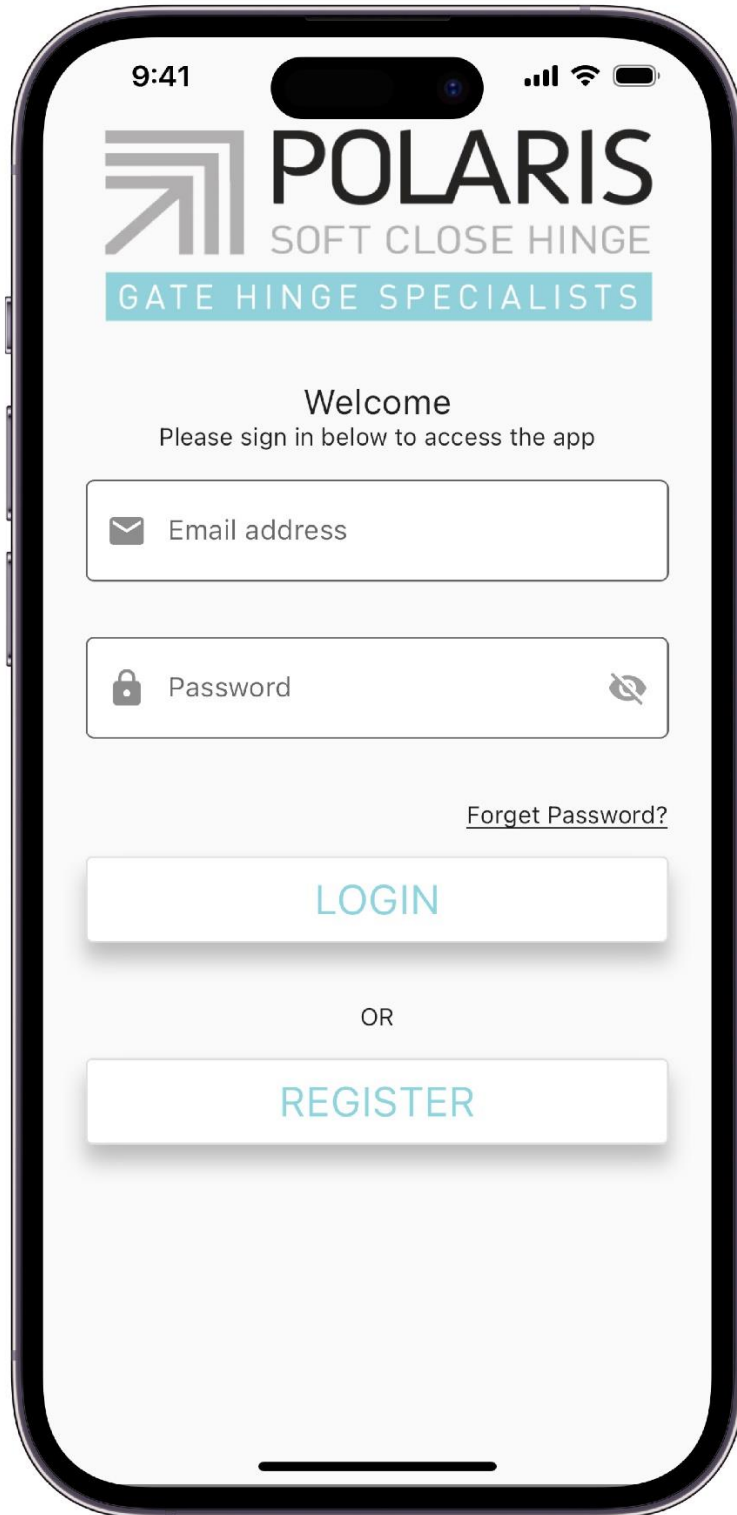
The user will then be presented with the screen below, once they have clicked on the “Delete Account” button:



The user will see the below screen should they not enter the correct password and attempt to delete their account by tapping the “Delete Account” button:



When the user enters the correct password and taps the “Delete Account” button they will be redirected to the login screen and their account will be permanently deleted. Attempting to log in again with the email address and password will not allow them to log in again.



Failed login attempt.

