

# MyFesto : Warranty & complaints via Customer Service

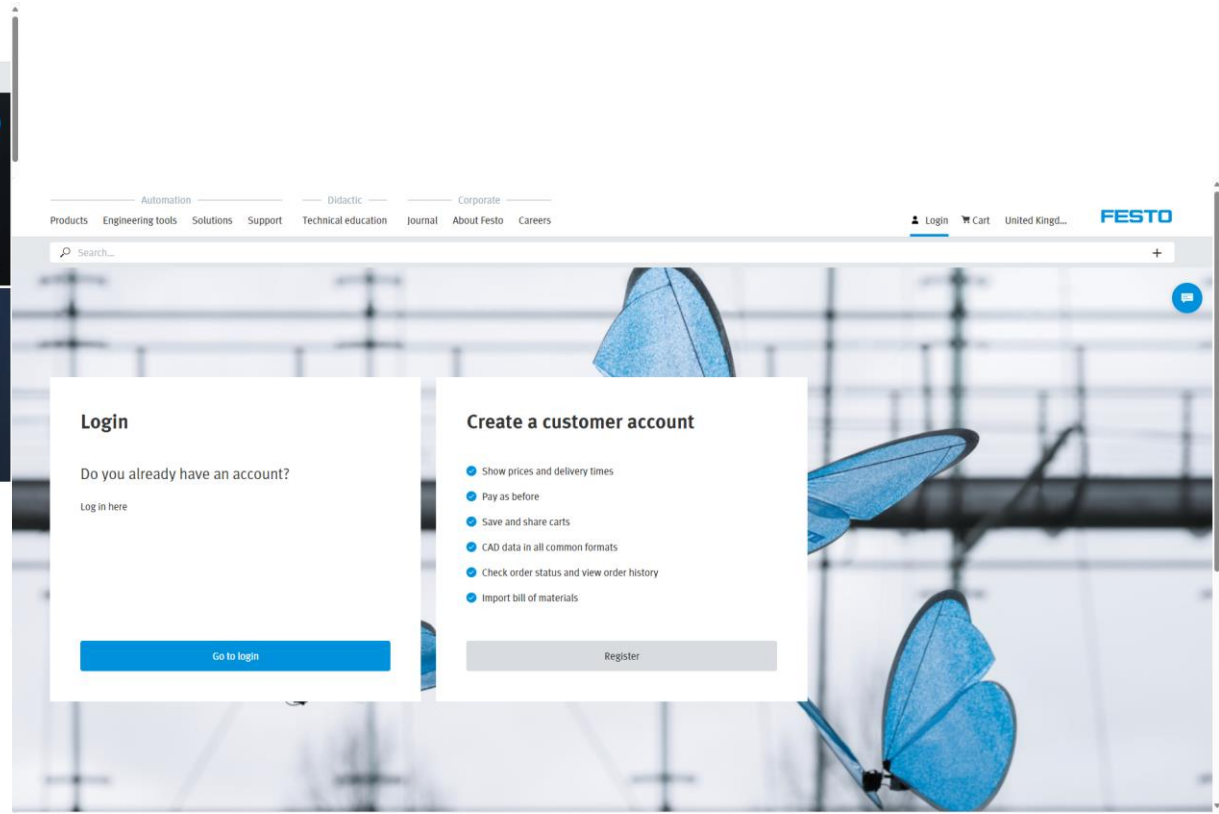
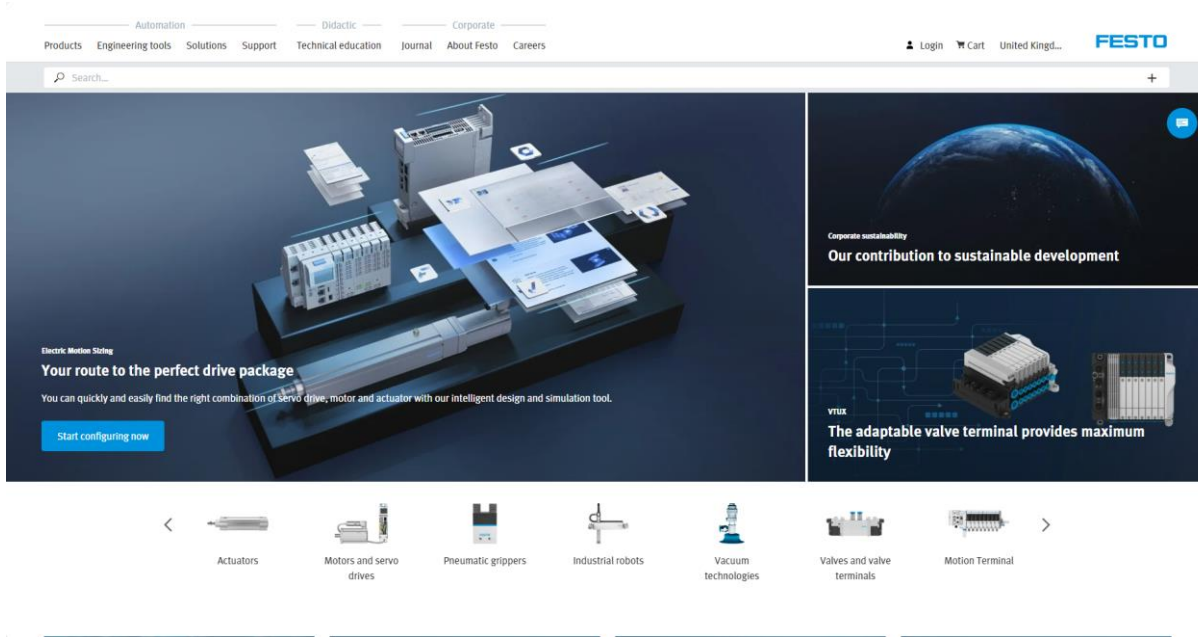
## Manual: creating a complaint

In all cases, it is important to file a complaint when something is wrong with a product. This could be, for example, if it does not work technically. This may be covered by the warranty, but it may also be that the warranty period has expired or the problem is outside the warranty.

Please feel free to contact us for assistance in filing a complaint or for more information about warranty conditions.

The screenshot displays the MyFesto user interface. At the top, there is a navigation bar with categories: Automation, Didactic, and Corporate. Below this, a secondary menu lists: Products, Engineering tools, Solutions, Support, Technical education, Journal, About Festo, and Careers. On the right side of the navigation bar, there are links for 'MyFesto', 'Cart', 'United Kingd...', and the 'FESTO' logo. A search bar is located below the navigation bar. The main content area is titled 'Welcome back Harro Jansen' and includes a 'Logout' button. The dashboard is organized into several sections: 'Login & Security' (Login settings and personal data), 'Saved carts' (Manage item lists), 'Order history' (Order tracking and reordering), 'Quotes' (Quote tracking and ordering), 'Customer Service' (Warranty and complaint requests, highlighted with a red box), 'Devices' (Overview and registration of personal devices), 'Projects' (Manage Festo components in projects), and 'Company data' (Information about your company). Below these sections, there are three main content blocks: 'Engineering tools' (with links for Pneumatic sizing, Electric Motion Sizing, Pneumatic simulation, Handling Guide Online, and Gripper selection), 'Applications' (Discover a selection of sample applications with Festo components), and 'Spare parts catalogue' (Spare parts catalogue with additional information on discontinued products). Each of these bottom blocks has a 'Show all' link.

# You can log in to your account via our website



# Select menu option to start a warranty or complaint

## MyFesto : Warranty & complaints via Customer Service

The screenshot shows the MyFesto user dashboard for Harro Jansen. The navigation bar includes links for Automation, Didactic, and Corporate, along with a search bar and user account options. The main dashboard area contains several menu items: Login&Security, Saved carts, Order history, Quotes, Customer Service (highlighted with a red border), Devices, Projects, and Company data. Below these are sections for Engineering tools and Applications, each with a 'Show all' link.

Automation | Didactic | Corporate

Products Engineering tools Solutions Support Technical education Journal About Festo Careers

MyFesto Cart United Kingd... FESTO

Search...

Welcome back Harro Jansen Logout

- Login&Security**  
Login settings and personal data
- Saved carts**  
Manage item lists
- Order history**  
Order tracking and reordering
- Quotes**  
Quote tracking and ordering
- Customer Service**  
Warranty and complaint requests
- Devices**  
Overview and registration of personal devices
- Projects**  
Manage Festo components in projects
- Company data**  
Information about your company

**Engineering tools**

- Pneumatic sizing
- Electric Motion Sizing
- Pneumatic simulation
- Handling Guide Online
- Gripper selection

Show all engineering tools

**Applications**

Discover a selection of sample applications with Festo components

Show all applications

**Spare parts catalogue**

Spare parts catalogue with additional information on discontinued products

To the spare parts catalogue

## Which option applies to you?



**1) My order has not arrived yet.**

[Go to page 5](#)



**2) There is something wrong with my just delivered order.**

[Go to page 6](#)



**3) I want to report a product defect.**

[Go to page 7](#)

# My order has not arrived yet

Your order has already been placed on the way ...

- The transportation time is too long

Product: 573737

## Create a new request

and Description of complaint

Describe the problem

- 2
- and 2 The degree of pollution
- 3 Monster of
- 4 The next step
- 5 The contact person
- 6 and 6 Send request

### Reason for the complaint \*

#### Technical technical

- Mechanical / pneumatic defect  
The product does not work within the specifications as described in the product information sheet.
- Leakage of Leakage,  
The product/products have/have a higher leakage compared to other products or the known limits.
- Electrical / Electronic defect  
The product has an electronic malfunction that cannot be solved by following the instructions of the product.
- Product(s) does not meet the specifications (compared to catalog and order/label)  
The product is incorrectly assembled. For example, incorrect valve on valve island or wrong coupling in the cylinder.

#### Logistical and logistic

- Damaged packaging  
The product and/or transport packaging is visibly damaged and perhaps the product.
- Less delivered than listed on the packing slip
- Order rule is completely missing
- Wrong product(s) delivered  
The part number on the product label is different from the delivery note.
- Too long delivery by transport company  
Check your order for MyFesto/order history.



# There is something wrong with my just delivered order

## It appears that ...

- Damaged packaging  
*Example: damaged packaging and/or damaged product(s )*
- Delivered less than stated on the packing slip  
*Example: 10 cylinders on the packing slip, but 9 cylinders delivered*
- Product line not delivered  
*Example: 10 cylinders on the packing slip , but 0 cylinders delivered*
- Wrong product(s) delivered



Product: 573737

### Create a new request

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Describe the problem

- 2 anc The degree of pollution
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- 3 The next step
- 4 The contact person
- 6 1 anc Send request
- 6

#### Reason for the complaint \*

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- Order rule is completely missing
- Wrong product(s) delivered  
The part number on the product label is different from the delivery note.
- Too long delivery by transport company  
Check your order for MyFesto/order history.

# I want to report a product defect

## It appears that ...

- Product does not function due to:
  - Mechanical/pneumatic defect
  - Leakage
  - Electrical/Electronic defect
- Product does not meet the specifications



Product: 573737  
**Create a new request**

**inc** Description of complaint  
 Describe the problem

- 2 and 2 | The degree of pollution
- 3 | Monster of
- 4 | The next step
- 5 | The contact person
- 6 and 6 | Send request

**Reason for the complaint \***

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- Wrong product(s) delivered**  
 The part number on the product label is different from the delivery note.
- Too long delivery by transport company**  
 Check your order for MyFesto/order history.

## What if my complaint type is not listed?

**Then this service is not (yet) available**

Contact us at + 44 – (0)800 626 422

Or send an email to [contactcentre\\_gb@festo.com](mailto:contactcentre_gb@festo.com)

Contact us at:

ROI +353 (01) 2954955 (Option 1)

NI +44 (0) 1604 667000 (Option 1)

Or send an email to [sales\\_ie@festo.com](mailto:sales_ie@festo.com)

# Start new request

## Get the right information in advance

- Which Festo article number is this?
- What is the Festo order number or your own reference (customer reference)
- Or possibly the Festo product key

### Example Festo product key



## My Enquiries

All Enquiries [New application](#)

Make a new repair or warranty request for your ordered products.

Article number / Order code	Order Number / Customer Reference	Order date from 03.04.2024	Until 03.10.2024
Product key		<a href="#">Filter products</a>	

## Select correct order / order line (or product).

### Start warranty/complaint


- You can view the product or order further if necessary
- Please ensure that the correct order is selected in connection with quantities and order date
- Start the process via the “Guarantee” button

Order number	PO No. / Reference ID	Order line	Article number	Product	Order date	Ordered by
		000030	539161	Solenoid valve VSVA-B-P53E-ZD-A1-1T1L	02.10.2024	

[See the product](#)

[View order](#)



**Solenoid valve**  
VSVA-B-P53E-ZD-A1-1T1L  
539161

**Guarantee**

Technical request

# Description of the problem or complaint

- Making the right choice (see page 6-7-8)

**Reason for the complaint \***

**Technical technical**

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**Logistical and logistic**

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- Too long delivery by transport company**  
Check your order for MyFesto/order history.

Product: 539161  
**Create New Request**

**1** Description of the complaint

Describe the problem

valve on valve manifold or wrong coupling in the cylinder.

Definition\*

Include a detailed description of the problem, including the affected product component(s), relevant environmental influences, and other important information 0/400

Attachments

[Upload documents or photos](#)

- 2** Degree of contamination
- 3** Sample
- 4** Next step
- 5** Contact
- 6** Send Inquiry

- Provide text and explanation here in 400 characters - possibly in a supplementary document
- Multiple attachments can be added (at least one required)

# Additional question for “Damaged packaging”

Product: 539161

## Create New Request

1 Description of the complaint

Describe the problem

2 Degree of contamination

3 Sample

4 Next step

5 Contact

6 Send Inquiry

Number of damaged items\*

The packaging of the shipment is damaged\*

No

Yes

Product packaging damaged\*

No

Yes

Definition\*

Include a detailed description of the problem, including the affected product component(s), relevant environmental influences, and other important information

0/400

**We cannot process the application without photo(s).**

Continue

# Additional question for “Less delivered than stated on the packing slip”

Product: 539161



## Create New Request

Nieuwe aanvraag maken

1 Description of the complaint

Describe the problem

2 Degree of contamination

3 Sample

4 Next step

5 Contact

6 Send Inquiry

Desired quantity\*

Number of products delivered\*

Definition\*

Include a detailed description of the problem, including the affected product component(s), relevant environmental influences, and other important information

0/400

Attachments

Continue

# Additional question for “Product line not delivered”

Product: 539161



## Create New Request

1 Description of the complaint

Describe the problem

valve on valve manifold or wrong coupling in the cylinder.

2 Degree of contamination

3 Sample

4 Next step

5 Contact

6 Send Inquiry

Number of missing products\*

Definition\*

Include a detailed description of the problem, including the affected product component(s), relevant environmental influences, and other important information

0/400

Continue

# Additional question for “Product does not meet the specifications”

Describe clearly what is missing - photos of what it looks like now & drawings/photos of what it should have been

Product: 539161



## Create New Request

1 Description of the complaint

Describe the problem

2 Degree of contamination

3 Sample

4 Next step

5 Contact

6 Send Inquiry

Number of missing products\*

Definition\*

Include a detailed description of the problem, including the affected product component(s), relevant environmental influences, and other important information

0/400

Attachments\*

Upload documents or photos

Continue

# Additional question for “Wrong product(s) delivered”

## What has been delivered and what should have been delivered

Product: 539161



### Create New Request

1 Description of the complaint

Describe the problem

2 Degree of contamination

3 Sample

4 Next step

5 Contact

6 Send Inquiry

Number of incorrectly delivered products\*

Item number on product packaging\*

Item number on the product label\*

Definition\*

Include a detailed description of the problem, including the affected product component(s), relevant environmental influences, and other important information

0/400

Continue

# Next steps for new application

## Is the product contaminated?

Product: 539161



### Create New Request

✓ Description of the complaint

2 Degree of contamination

Is the product contaminated?

If your product is contaminated with hazardous substances (e.g. biohazard material) or if the product is so heavily contaminated that an analysis cannot be performed properly, select "Yes". This information is necessary to ensure a fast and secure process.

Is the product contaminated?\*

No

Yes

3 Sample

4 Next step

5 Contact

6 Send Inquiry

Go back

Continue

# Next steps for new application

## Is it possible to send an article?

Product: 539161



### Create New Request

✓ Description of the complaint

✓ Degree of contamination

3 Sample

Is it possible to send an item?

In order to be able to process your request properly and completely, it may be necessary to send us a defective item as part of the complaint process. Please give us a brief feedback on whether this article is available and if necessary, you can send it to us.

Is it possible to send an item?\*

Yes  No

4 Next step

5 Contact

6 Send Inquiry

Go back

Continue

# Next steps for new application

## Which solution is desired?

Product: 539161  
Create New Request

- ✓ Description of the complaint
- ✓ Degree of contamination
- ✓ Sample
- 4** Next step
- 5 Contact
- 6 Send Inquiry

How can we help you?

Desired solution\*

Internal reference number

If available, add your internal reference number

Desired solution\*

- Credit note
- Replace product for free
- Other solution

×  
*If you choose another solution, we will contact you.*

# Next steps for new application

## Enter contact details

Product: 539161



### Create New Request

- ✓ Description of the complaint
- ✓ Degree of contamination
- ✓ Sample
- ✓ Next step
- 5** Contact
- 6 Send Inquiry

Contact

Name\*

H.A.W.P. Jansen

Internal reference number\*

harro.jansen@festo.com

Telephone number\*

+31 6 57940305

Go back

Continue

# Next steps for new application

## Checking data

Product: 539161



### Create New Request

- ✓ Description of the complaint
- ✓ Degree of contamination
- ✓ Sample
- ✓ Next step
- ✓ Contact
- 6 Send Inquiry

Is all the information entered correct?

Product	Solenoid valve VSVA-B-P53E-ZD-A1-1T1L 539161
Reason for the complaint	Leakage
Description of complaint	
Attachments attached?	No
Product contaminated?	No
Is it possible to send an item?	Yes

Go back Send

# Next steps for new application

Send if agreed

Product: 539161

Create New Request



## Process complete!

Your complaint has been successfully created. We will check this and contact you as soon as possible about further processing.

Your complaint number is [NL3000000001](#).

You can track the status of your application on the [My Requests](#) page

Ok

# Where can I find this complaint that I just created?

- Via [My requests](#) and then the “All requests” section

## My Enquiries

[All Enquiries](#) [New application](#)

Filter for all your pending and closed requests.

Article number / Order number    Application Number / Customer Reference N...    Date of application 03.04.2024    Until 03.10.2024



Type of request All    Status All

[Filter requests](#)

Application number	Type of request	Article number	Product	Order	Request date	Status
--------------------	-----------------	----------------	---------	-------	--------------	--------

[Apply filter](#)

# Thanks for your attention

Check out [our FAQ](#)  or [our FAQ](#)  on the website for more questions and answers - Scroll down to start the FAQ.

