

# MyFesto : Warranty & complaints via Customer Service

## Manual: overview of applications

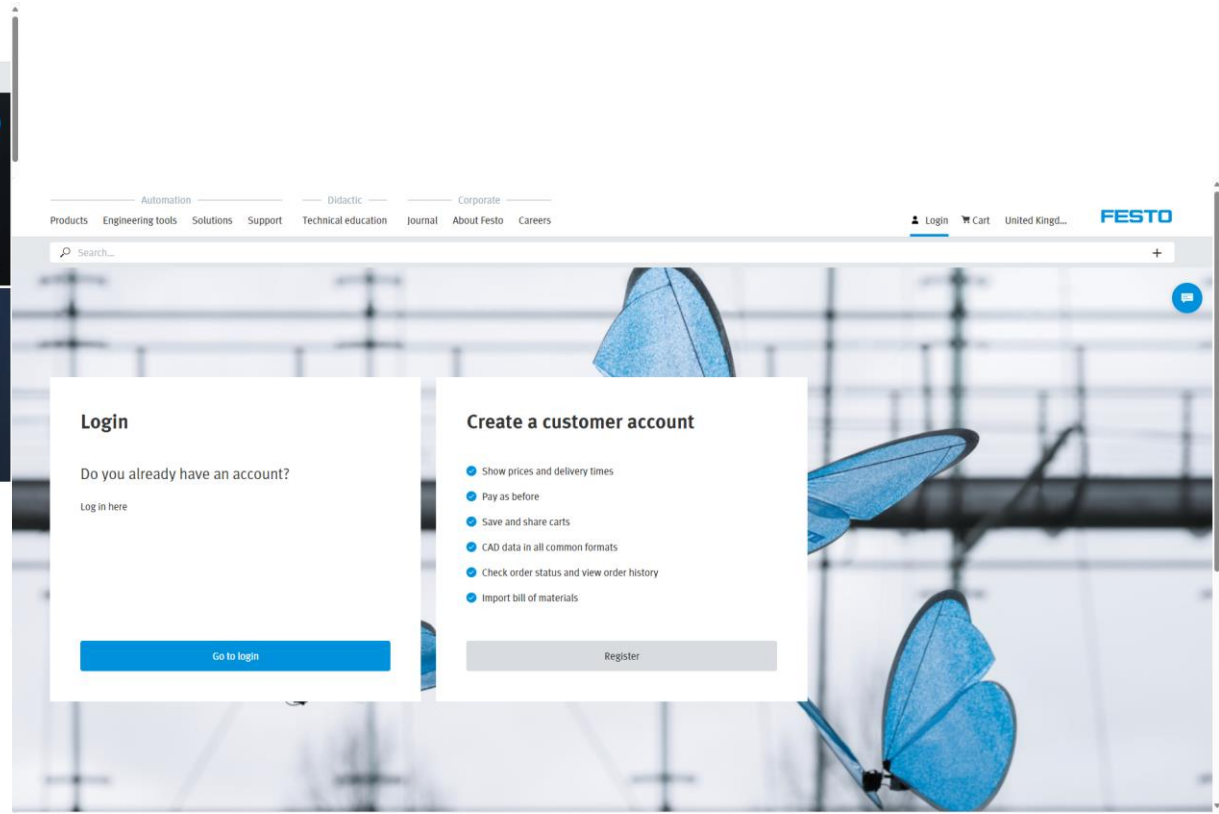
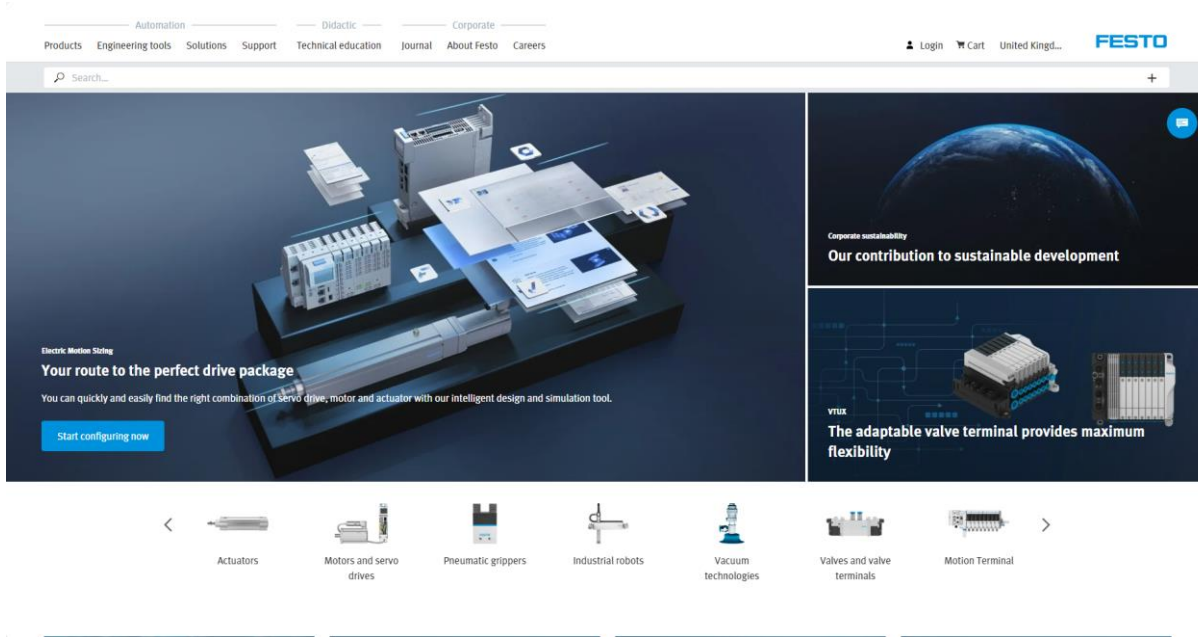
As a customer, you have the option to view all overviews of complaints, including those that were not initiated via the portal, and technical questions asked.

This can be done easily by logging into your account and navigating to the appropriate section.

Refer to the manual for detailed instructions on how to view these overviews. Please feel free to contact us if you need further assistance.

The screenshot shows the MyFesto customer portal dashboard. The user is logged in as Harro Jansen. The dashboard features several navigation tiles: Login & Security, Saved carts, Order history, Quotes, Customer Service (highlighted with a red box), Devices, Projects, and Company data. Below these tiles are sections for Engineering tools, Applications, and Spare parts catalogue. The Customer Service tile is specifically labeled 'Warranty and complaint requests'.

# You can log in to your account via our website



# Select the menu option for an overview of all complaints

## 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

# Create an overview

## Multiple options


1. Festo Item/order number
2. Your Application Number/Referer
3. Date from... to...
4. Type of application
5. Status

The screenshot shows the 'My Enquiries' section of the Festo website. At the top, there is a navigation menu with categories like Automation, Didactic, and Company, and a search bar. Below the navigation, the 'My Enquiries' section is titled, with a sub-link for 'New application'. A filter instruction states: 'Filter for all your pending and closed requests.' The filter interface includes five numbered red circles corresponding to the list items: 1. Article number / Order number, 2. Application Number / Customer Reference, 3. Date of application (03.04.2024 to 03.10.2024), 4. Type of request (All), and 5. Status (All). A blue 'Filter requests' button is located to the right of the filters. Below the filters is a table with the following columns: Application number, Type of request, Article number, Product, Order, Request date, and Status. An 'Apply filter' button is centered below the table.

# Example of an overview



Automation
Didactic
Company

MyFesto
Shopping basket
Netherlands



+

1-10/ 132 {0} - {1} of {2} enquiries

Application number	Type of request	Article number	Product	Order	Request date	Status
NL300	Guarantee	539161	Solenoid valve V5VA-B-P53E-ZD-A1-1T1L		03.10.2024	Application submitted
NL100	Guarantee	23553328			02.10.2024	Application Pending
NL100	Guarantee	23564879			02.10.2024	Application Pending
NL100	Guarantee	23480077			01.10.2024	Analysis started
NL100	Guarantee	23483957			30.09.2024	Application submitted
NL100	Guarantee	8184790	Motion Terminal VTEM-S1-27-E1-B1-Q10L-U-Q6-8C-BMA-8PD50E-F36GCQS-P+I		30.09.2024	Application closed
NL100	Guarantee	23351877			24.09.2024	Application closed
NL100	Guarantee	573737	Proportional-pressure regulator MPPES-3-1/2-6-420-SA		23.09.2024	Application Pending
NL100	Guarantee	573737	Proportional-pressure regulator MPPES-3-1/2-6-420-SA		23.09.2024	Application Pending
NL100	Guarantee	573737	Proportional-pressure regulator MPPES-3-1/2-6-420-SA		18.09.2024	Analysis started

1 2 3 >

# You can filter by

## Type of application

1. All
2. Guarantee
3. Repair service
4. Returns
5. Technical Support
6. On site service

The screenshot shows the 'My Enquiries' page on the FESTO website. At the top, there is a navigation bar with links for Automation, Didactic, and Company, and a search bar. Below the navigation bar, the 'My Enquiries' section is visible, with a sub-section for 'All Enquiries'. A filter for 'Type of request' is open, showing a list of options: All, Guarantee, Repair, Return, Technical Support, and On-site service. The 'All' option is currently selected. Below the filter, there is a table of enquiries with columns for Article number / Order number, Application Number / Customer Reference Number, Date of application, and Status. The table contains four rows of data, with the first row highlighted in blue. A 'Filter requests' button is located to the right of the table.

**My Enquiries**

All Enquiries New application

Filter for all your pending and closed requests.

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

Type of request: All (dropdown menu open showing: All, Guarantee, Repair, Return, Technical Support, On-site service)

Status: All

Filter requests

1-10/ 132 [0] - (1) of (2) enquiries

Article number / Order number	Application Number / Customer Reference Number	Date of application	Status
	Solenoid valve VSVA-B-P53E-ZD-A1-1T1L	2100952642	03.10.2024 Application submitted
NL1001329300	Guarantee 23553328	2100928817	02.10.2024 Application Pending
NL1001329295	Guarantee 23564879	2100937400	02.10.2024 Application Pending
NL1001328914	Guarantee 23480077	2100941366	01.10.2024 Analysis started

# You can filter by

## Status

1. All
2. Request submitted
3. Request is being processed
4. Waiting for customer information
5. Analysis started
6. Application closed

The screenshot shows the 'My Enquiries' page on the FESTO website. At the top, there is a navigation bar with links for Products, Engineering Tools, Solutions, Support, Technical training, News, About Festo, and Career. On the right, there are links for MyFesto, Shopping basket, and Netherlands, along with the FESTO logo. A search bar is located below the navigation bar.

The main content area is titled 'My Enquiries' and includes a 'New application' link. Below this, there is a filter section with the text 'Filter for all your pending and closed requests.' The filter section includes a search bar and a date range selector set to '03.04.2024' to '03.10.2024'. A 'Filter requests' button is visible on the right.

A dropdown menu is open, showing the following status options: All, Application submitted, Application Pending, Wait for information from customer, Analysis started, and Application closed. The 'All' option is currently selected.

Below the dropdown, a table displays the enquiry data:

Application number	Type of request	Article number	Application Number / Customer Reference Number	Request date	Status
NL3000009621	Guarantee	539161		01.10.2024	Application submitted
NL1001329300	Guarantee	23553328	2100928817	02.10.2024	Application Pending
NL1001329295	Guarantee	23564879	2100937400	02.10.2024	Application Pending
NL1001328914	Guarantee	23480077	2100941366	01.10.2024	Analysis started

# Detailed information available

Use the arrow (open/close) on the right

Automation Didactic Company  
 Products Engineering Tools Solutions Support Technical training News About Festo Career

MyFesto Shopping basket Netherlands FESTO

Search...

Application number	Type of request	Article number	Product	Order	Request date	Status	
NL3000009621	Guarantee	539161	Solenoid valve VSVA-B-P53E-ZD-A1-1T1L	2100952642	03.10.2024	Application submitted	^
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p><b>Solenoid valve</b> VSVA-B-P53E-ZD-A1-1T1L 539161</p> <p>Customer Reference Number TEST</p> <p>Number 1</p> <p><a href="#">See the product</a> <a href="#">View order</a></p> </div> <div style="width: 35%;"> <p><b>Description of complaints</b> JNN: TEST***Other solution desired - contact the customer***</p> <p><b>Attachments</b> No attachments</p> </div> <div style="width: 30%;"> <p><b>Detailed status</b></p> </div> </div>							
NL1001329300	Guarantee	23553328		2100928817	02.10.2024	Application Pending	^
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>23553328</p> <p>Customer Reference Number EPNS11568</p> <p><a href="#">See the product</a></p> </div> <div style="width: 35%;"> <p><b>Description of complaints</b> lost at Falcon</p> <p><b>Attachments</b> No attachments</p> </div> <div style="width: 30%;"> <p><b>Detailed status</b></p> </div> </div>							
NL1001329295	Guarantee	23564879		2100937400	02.10.2024	Application Pending	v
NL1001328914	Guarantee	23480077		2100941366	01.10.2024	Analysis started	v
NL1001328741	Guarantee	23483957		2100915318	30.09.2024	Application submitted	^

# Detailed information available

If necessary, go to product information

NL300i      Guarantee      539161


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

**Customer Reference Number**

**Number**  
 1

[See the product](#)   [View order](#)




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MyFesto   Shopping basket   Netherlands   **FESTO**

Search...

Home > Products > Valves and manifolds > Electrically and pneumatically operated valves > Standard valves > VSVA > VSVA-B-P53E-ZD-A1-1T1L



**Solenoid valve**

VSVA-B-P53E-ZD-A1-1T1L  
 539161  
 GTIN: 4052568005689

<b>Valve function</b>	5/3 vented
<b>Normal nominal flow rate (standardized...)</b>	1000 l/min
<b>Pneumatic connection</b>	Connection plate size 26 mm according to ISO...
<b>Mode of operation</b>	Electric

**Downloads**

- TYP4445\_G\_EN.PDF
- Download Datasheet
- Reliability Datasheet
- Open CAD data

**Left**

- See the spare parts catalogue

Piece: 1

Calculated delivery date

[Add to cart](#)

+ Compare

Total

[Configure your product](#)   [Recommended Accessories](#)   [Technical data](#)   [Downloads](#)

Find the right accessories to finish your product composition

Filter by:  All accessories    Recommended accessories only    Core programme ★

Accessories in general

# Detailed information available

If necessary, go to order information

NL300i      Guarantee      539161


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

**Customer Reference Number**

**Number**  
 1

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Search...

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### Details of your order

<p><b>Order details</b></p> <p>Order-Nr. Your order reference# Ordered by Order date      02.10.2024 Order total (incl. Taxes)</p>	<p><b>Shipping</b></p>	<p><b>Order Confirmation</b></p> <p><a href="#">PDF</a> <a href="#">XLS</a></p>
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[Back to overview](#)   [Reorder](#)

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**Pending**

Product no.	Product	Item No.	Your item no.	Number	Status
10	Connection plate VABS-54-15-G14-R3	541063		3 Piece	3 Piece confirmed before 12.11.2024
20	Throttle valve with non-return valve GRxA, GRxZ GRLA-1/8-PK-4-B	151167		6 Piece	6 Piece confirmed before 12.11.2024
30	Solenoid valve VSVA VSVA-B-P53E-ZD-A1-1T1L	539161		3 Piece	3 Piece confirmed before 12.11.2024
40	Proportional pressure regulator VPPM	8024259		3 Piece	3 Piece confirmed before 12.11.2024

# 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.

