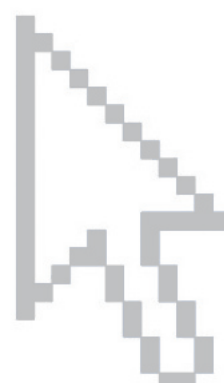




# www.lohrservice.com

This step-by-step user guide shows you:

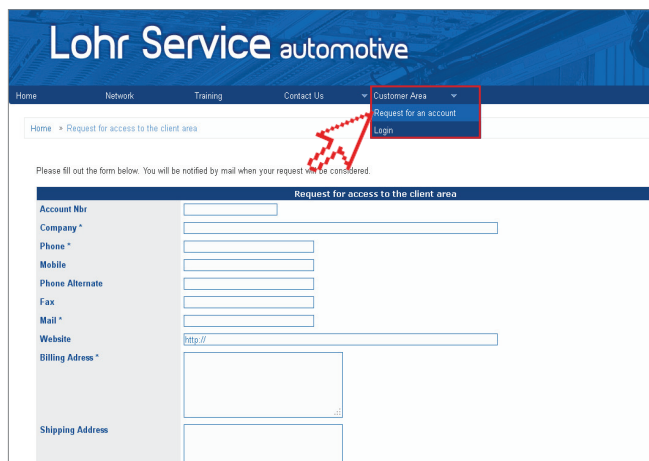
- how to get your access and log into your Customer Area,
- how to change your password,
- the different possibilities for selecting spare parts,
- how to add items to your cart until you validate your price request.



## In your Customer Area

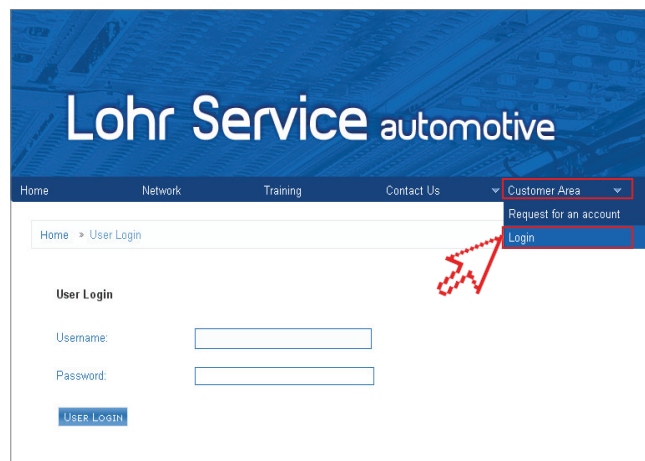
# Instructions

### Asking for your user name and password



- Click on "Customer Area", then "Request for an account":
- Fill in the form; fields with an asterisk are required.
  - Confirm.
  - You will then receive an email: to generate your access codes, click on the link shown in the email.
  - You will receive your access codes in a second email.

### Logging in

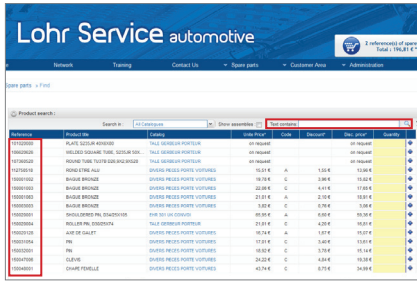


- In your "Customer Area", click "connect":
- Enter your username and password (received in the second email).
  - Confirm.

**You are now connected!**

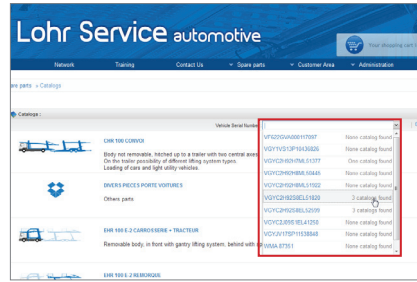
# Spare parts

## Searching by reference and key-words

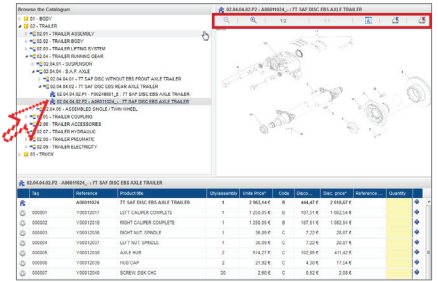


You can find parts by browsing through the list of catalogues or by entering your vehicle's serial number, the part numbers if you know them, or enter a search in the corresponding field.

## Searching for catalogue & serial number



## Browsing a catalogue

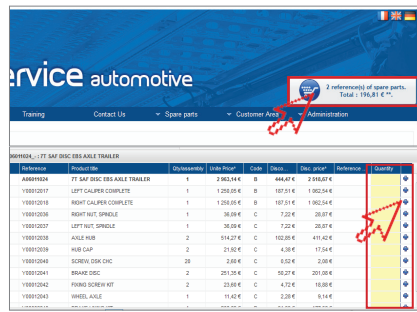



Browse the catalogue by using all the sub-categories it contains.

You can then zoom in/out of the assembly drawing, display it in a new window, or print it, etc.

# Your cart

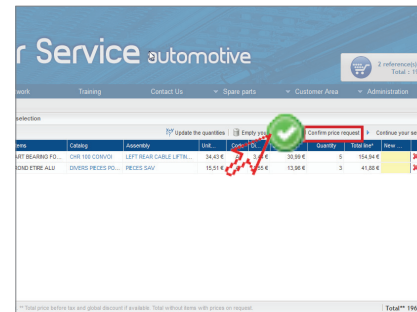
## Adding to your cart



To add the part to your selection, enter the quantity in the yellow field, then click on the icon .


To finalise your price request, click at the top, in the box giving you the number of references in your selection.

## Changing/confirming your selection

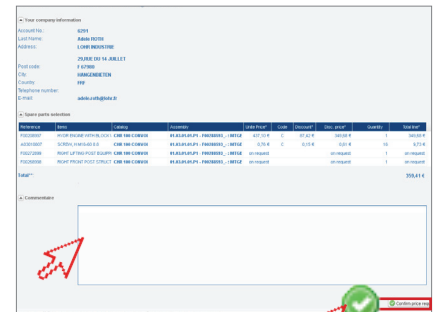


You can delete some of the parts, and/or modify the quantity.


You can also recall your selection.

If your selection suits you, validate the price request by clicking on  at the bottom of the page.

## Confirming your price request



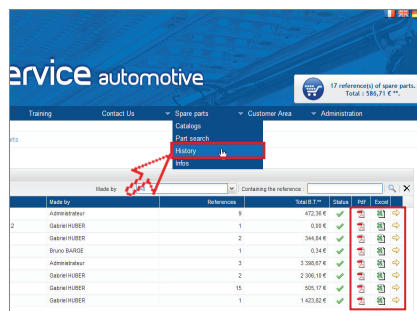
Check the summary of your price request. If necessary, leave a comment for your contact at Lohr Service.


Confirm your price request by clicking . You will receive it by email in PDF and Excel formats.

We will process your request during the day. Your contact at Lohr Service will contact you by phone or email to confirm your order.

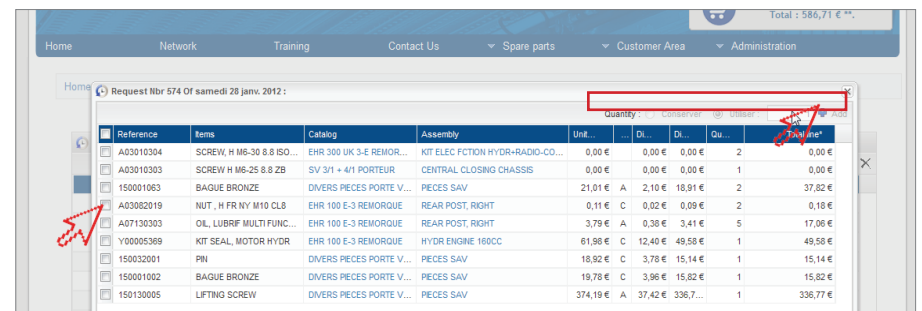
# Record


## Find your former orders



View your past orders in the PDF or Excel format. View the contents of each one by clicking on the yellow arrow .

## Add past articles to new order



Tick all or part of the articles to add them to your new order (key ). Keep the same quantity or enter a new one in the field 'Use'!