



CARLISLE
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Your how-to guide



CARLISLE HOME CARE

Contents

| | |
|--|----|
| Welcome and introduction to Carlisle Home Care portal | 3 |
| How do I access Carlisle Home Care? | 3 |
| Invitation email & initial login | 3 |
| Logging into the portal | 4 |
| What if I forget my password? | 4 |
| Let's go through the main screen | 5 |
| How do I log a warranty item? | 6 |
| Can I keep track of items I have already logged? | 7 |
| What happens after I log an item? | 8 |
| What if it is an emergency? | 8 |
| What about the warranty on my appliances? | 9 |
| What other information can I get from the Carlisle Home Care Portal? | 10 |
| What else should I look at? | 10 |

Welcome and introduction to Carlisle Home Care portal

Welcome to the Carlisle Home Care portal enabling you to log warranty items for review, manage your bookings and access warranty documentation relevant to your home.

In addition, we have included some tips and suggestions for home maintenance and care to keep that brand-new sparkle. Please take time to review any Carlisle Homes documentation that will be available to you through this portal, as this may provide valuable information around maintenance and care of your property and to ensure you don't compromise any of the warranty conditions.

Thank you for choosing Carlisle Homes to build your dream home, we wish you all the best as you start your life in your new home.

How do I access Carlisle Home Care?

As part of gaining access to the Carlisle Home Care portal you would have already received an invitation email. This email has a link attached to register and set your initial password. If you require this invitation to be resent, please contact Carlisle Homes Warranty department to organise another email invitation on 8561 4777.

The Carlisle Home Care portal provides Carlisle clients an easy and mobile method of managing all their warranty needs in one place. The portal will enable your secure access to all warranty information and actions relevant to your home.

This user guide will provide you the basic functions that allow you to manage your property effectively by taking you through the steps to perform each of these functions. If at any stage, you require assistance please contact Carlisle Homes Warranty department 8561 4777.

The Carlisle Home Care portal has been designed with mobile devices in mind. It is because of this that if you use a mobile phone to access this the system may look slightly different than on either a desktop computer or laptop. Where there are significant differences in the look of the screens, we will include an image for a computer along with an image for the mobile device to assist you with the device you are choosing to use.

Invitation email & initial login

You will receive an email with your login details and link to the system (portal). When you click on the link you will be taken to an initial registration page to setup your account.

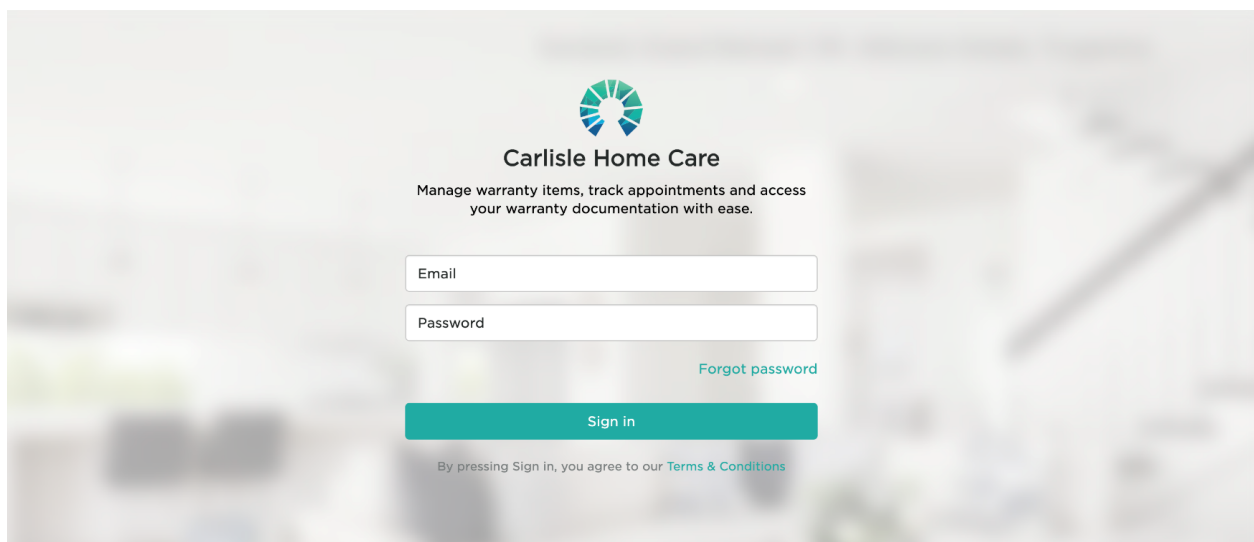
Please follow the steps from the link to setup your initial password and login to the system.

Logging into the portal

The link to the Carlisle Home Care portal is:

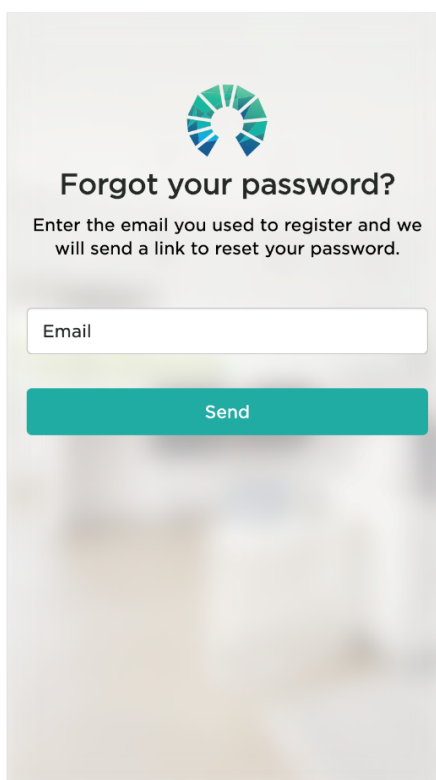
warranty.carlisleconnect.com.au

This will display the initial login screen where you will need to enter your email address and password.



What if I forget my password?

If at any time you forget your password, you can click on the "Forgot Password" link on the login page and you will be prompted to enter your email address. This will email a password reset link to the supplied email to allow you to securely change your password.



Let's go through the main screen

The main screen provides components to assist you with managing any warranty items you may have with your home.

A heading section greets you with your name and the system options to the far right. ⚙️

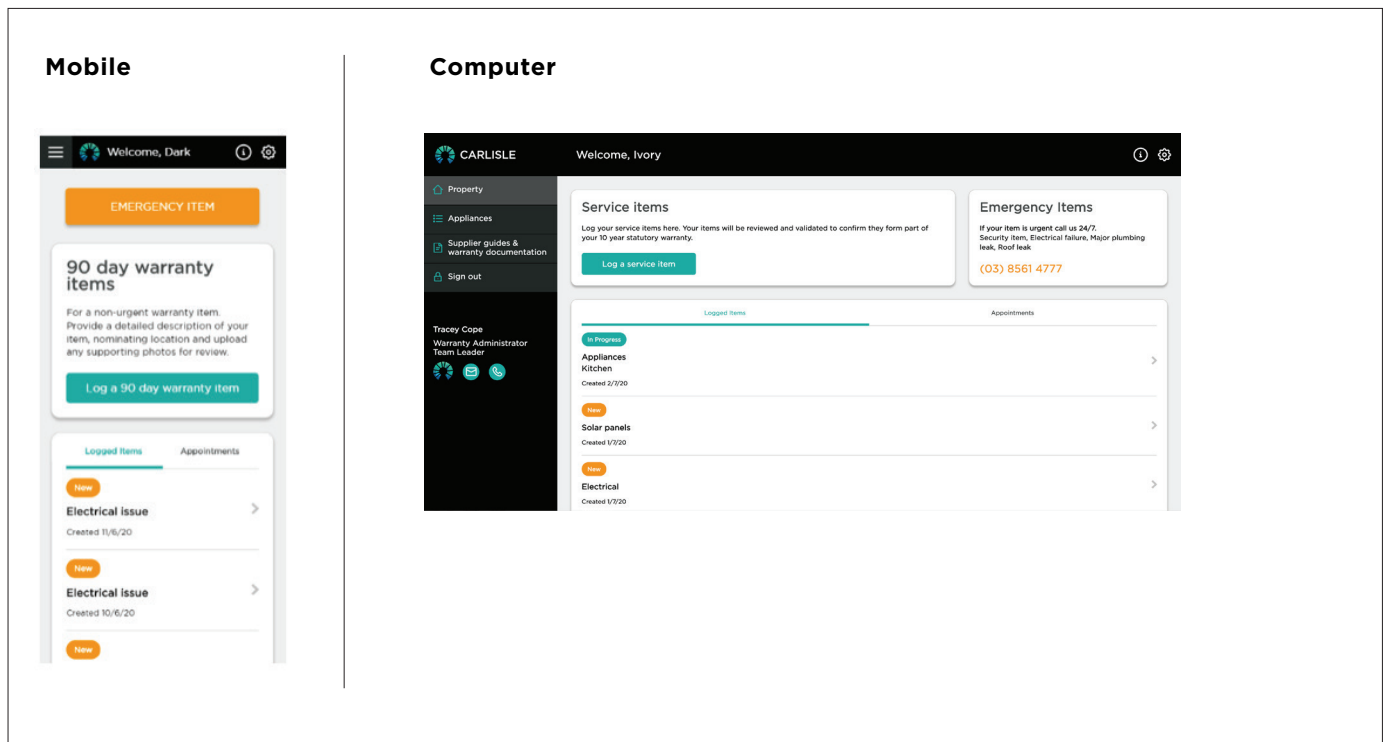
A menu down the left-hand side of the screen displays your 4 main options:

- Property – This is your home page and displays information about all your properties.
- Appliances – This provides a list of all the manufacturers/suppliers websites for any product queries relating to your appliances, for installation queries please contact the installer.
- Supplier guides and warranty documentation – reference documents about your home.
- Sign out.

The body of the screen displays:

- A tile for logging any warranty items.
- A tile explaining what to do in case of an emergency with your home.
- A logged item/appointment tile which holds details of any items you may have already logged.

On a mobile device the menu will collapse when not being used and is then accessible via the 3 stacked lines (☰) in the top left corner.



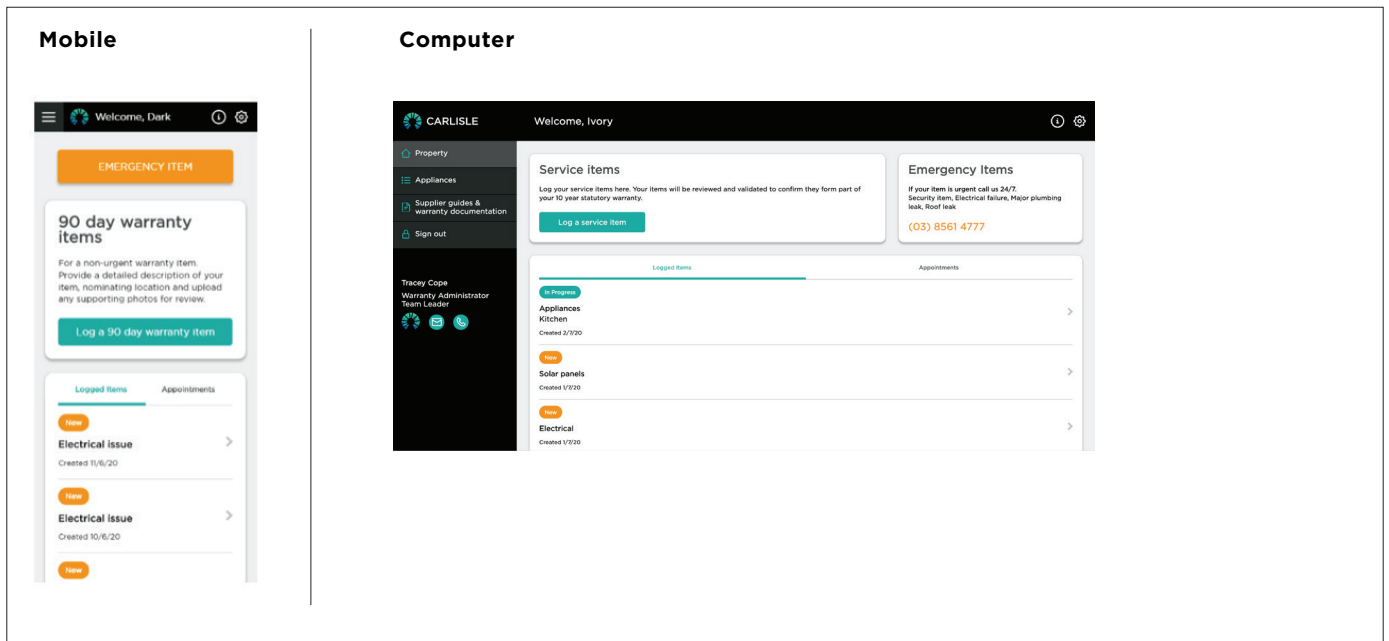
How do I log a warranty item?

To log a warranty item within the portal you will select the green “Log Item” button. Depending on whether your home is currently in the warranty or service period, it may look slightly different.

Log a 90 day warranty item

or

Log an item



On the “Log Item” screen you will be asked to provide details about the warranty item. Select the item category from the drop-down list and then enter a description of the item. If you have photos or are using a mobile device, you can add these by selecting a picture or taking a photo and attaching it to the item using the “Choose Files” button.

The screenshot shows a form titled 'Log a service item'. It includes a 'Property' dropdown menu with the value '2, Ivory Wing Court, Abberds NSW 2547', an 'Item' dropdown menu, a 'Description' text area, and an 'Attach a file' section with a 'Choose Files' button and the text 'No file chosen'. At the bottom, there are 'Back' and 'Submit' buttons.

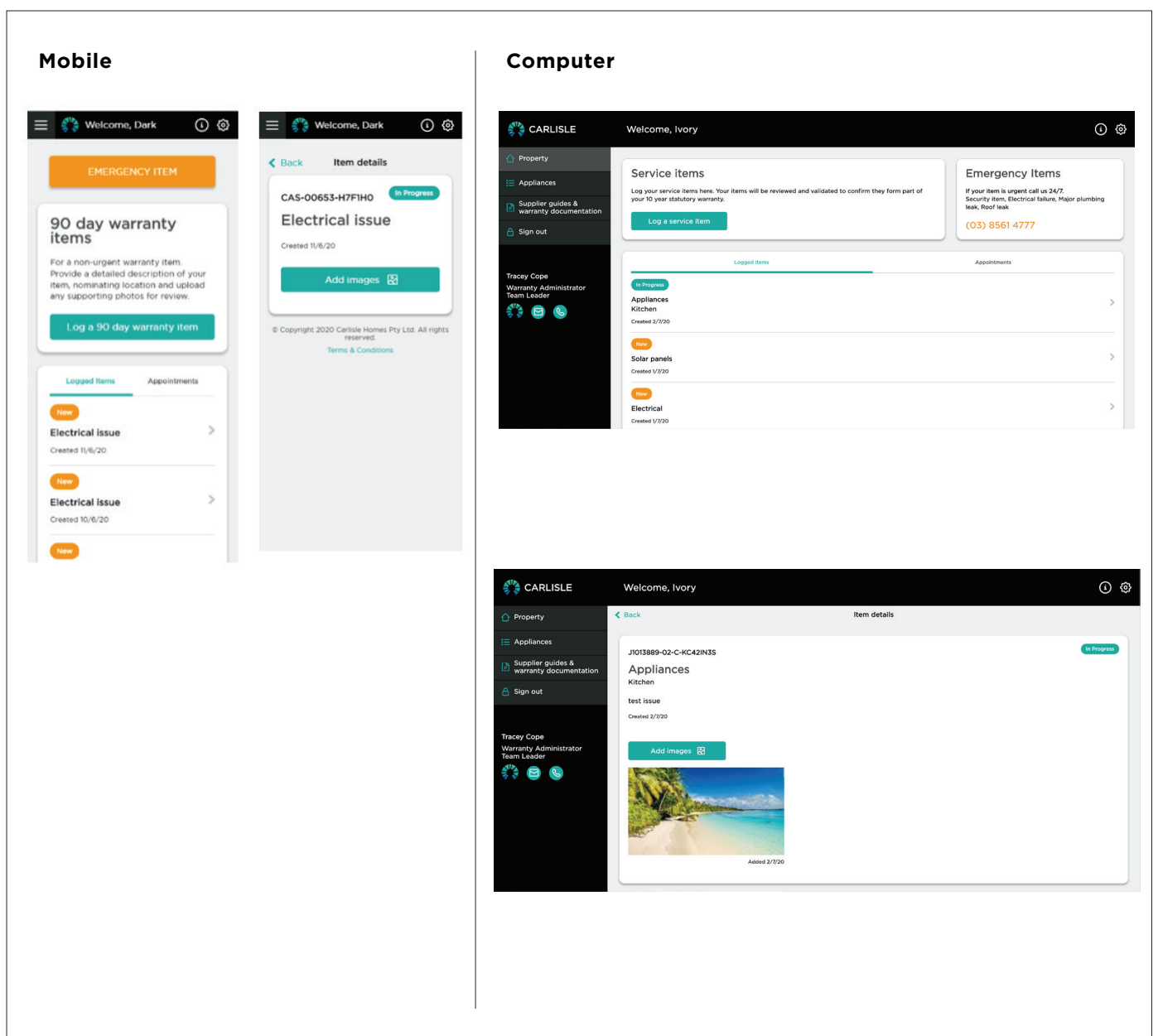
When you click on “Submit” your warranty item will be added as a new case to our warranty system and your allocated Warranty Administrator will call to obtain any further details and discuss the next steps.

Can I keep track of items I have already logged?

When any warranty item is logged with Carlisle Home Care it will be displayed on the “Property” page of the portal with any information relating to it. This is under the “Logged Items” list.

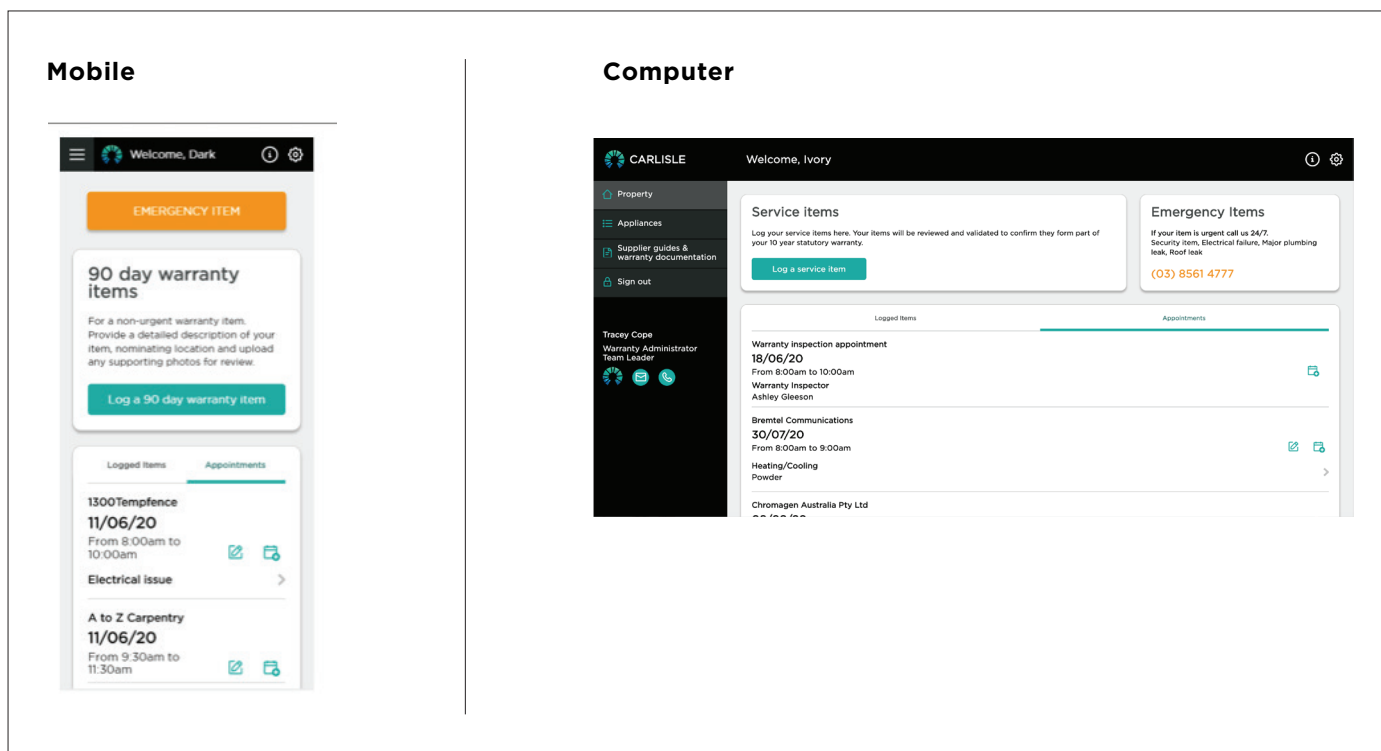
As items progress through the warranty process the icon above the item will change from “New” through to “In Progress”. Once an item is completed it will no longer appear on the “Logged Items” list.



If you would like to see more information about any of the items, you can click on the item and a “Details” page will appear.



What happens after I log an item?

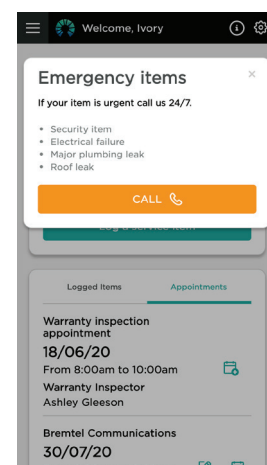
Once you log an item you will be contacted by a Carlisle Homes Warranty Administrator to discuss the next steps in resolving the warranty item. In most cases, if your item has been qualified an inspection and/or trade visit will occur to enable us to assess and rectify the item. When an appointment for one of these visits is made, along with being confirmed by your Warranty Administrator, your appointment will appear on your portal page.



The “Appointments” section displays any work that has been booked in that requires a visit to the property by a Warranty Inspector or tradesman. More information is available when you click on the appointment. The 2 icons at the right side of the appointment allow you to reschedule the appointment  or add the appointment to your local calendar. 

What if it is an emergency?

If your situation constitutes an emergency press the “Call” button, if you’re phoning outside of business hours your call will be monitored by our on-duty Warranty Inspector.



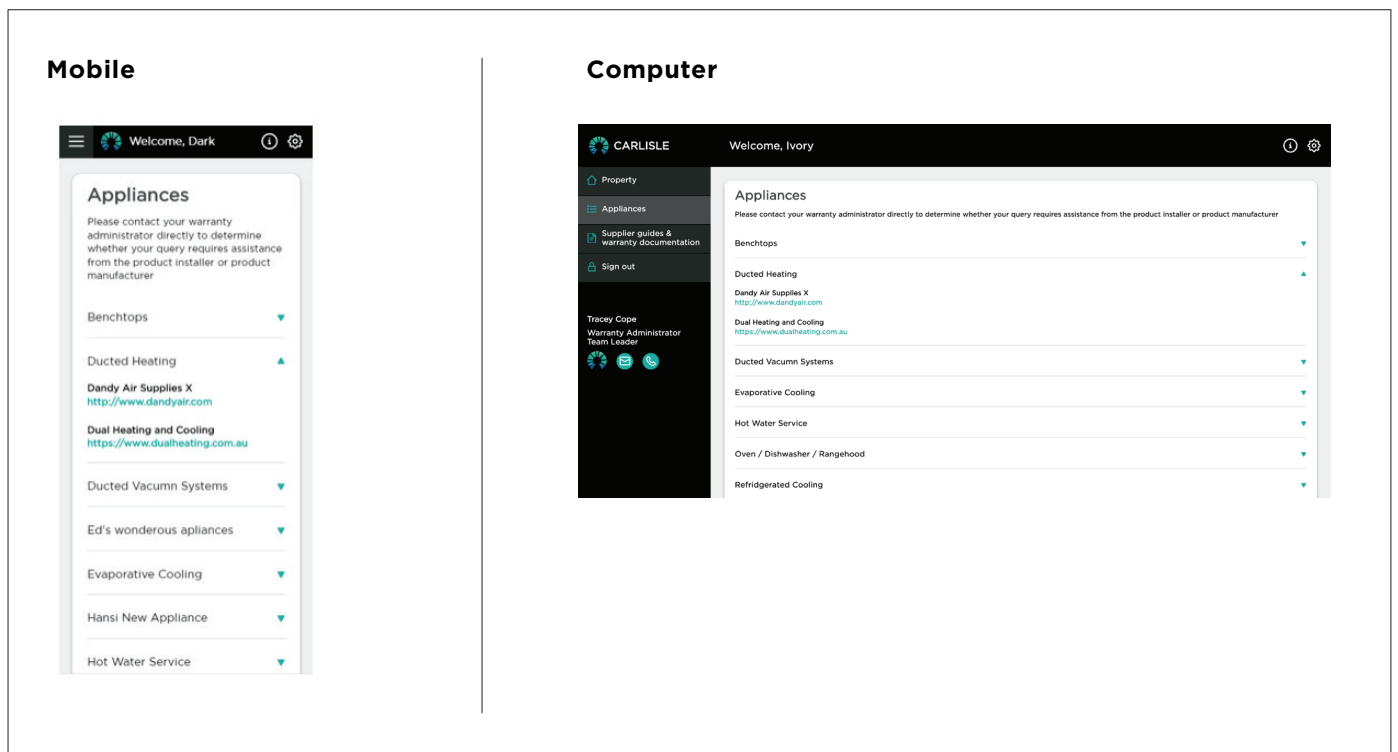
What about the warranty on my appliances?

Appliances, fixtures and fittings within your home are covered by manufacturers/suppliers' warranties which have a variety of timeframes and procedures.

If you are unsure whether your item relates to a product or installation query, please contact your Warranty Administrator directly to determine. Charges may be applied by manufacturers/suppliers for service calls in accordance with their individual terms and conditions.


For your convenience the portal has a catalogue of all the manufacturers/suppliers we use and their contact information.

Simply choose the category of appliance and then select the vendor from the list. The contact information will appear below the vendor name.

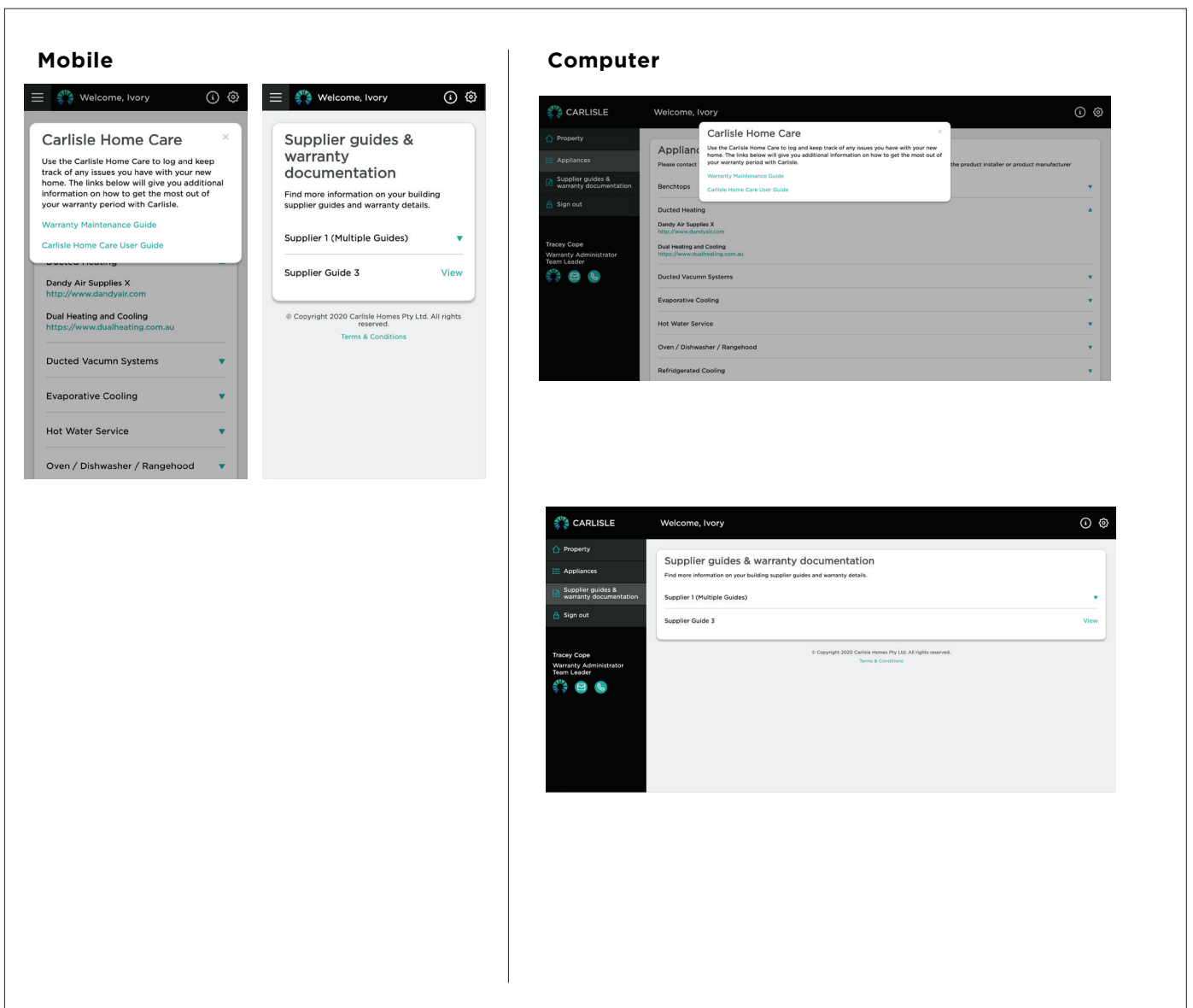


What other information can I get from the Carlisle Home Care Portal?

We will be providing links to all our warranty information through the links provided within the portal.

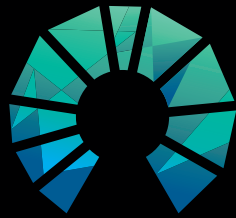
General information, including a copy of this guide, is provided through the information  area in the top right-hand corner of the screen.

Supplier guides and warranty reference documents are available through the “Menu” item on the left-hand side of the screen.



What else should I look at?

Take some time to read our terms and conditions which can be found at the bottom of each screen. This will explain what we aim to provide through access to this service.



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