

Your how-to guide



CARLISLE HOME CARE

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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.

Carlisle Home Care	
Manage warranty items, track appointments and access your warranty documentation with ease.	
Email	
Password	
Forgot password	
Sign in	
By pressing Sign in, you agree to our Terms & Conditions	

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.

For	got your password?
	email you used to register and we nd a link to reset your password.
Email	
	Send

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.

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EMERGENCY ITEM PO day warranty Cod day warranty tem. Norde a databased description of your tem, nonmating location and upload my supporting photos for review. Logged flems Ageointments Sectorical issue Description issue Code truck issue Description issue Description issue Description issue Code truck issue Description issue	💏 Welcome, Dark 🕕 🔞	Store CARLISLE	Welcome, Ivory	<u>ن</u> ۋ
Big day warranty For a non-urgent warranty (term. Provide a definition of your term. non-matring location and upload warranty iterm Log a 90 day warranty	EMERGENCY ITEM	i Appliances	Log your service items here. Your items will be reviewed and validated to confirm they form part of	If your item is urgent call us 24/7. Security item, Electrical failure, Major plumbing
Novide adtailed discription of your Items Log a 90 day warranty item Logyed times Appointments Tem Electrical issue Detected lifesue	90 day warranty items			leak, Roof leak
Lopped Items Appointments Solar panels Counted 17/20 Electrical Issue Counted 17/20	For a non-urgent warranty item. Provide a detailed description of your tem, normating location and upload any supporting photos for review.	Warranty Administrator Team Leader	Applances Kichen	
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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.



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.

Log a service item	ed to confirm they form part of your 10 year statutory warranty.
Property 2, Ivory Wing Court, Abberds NSW 2547	item *
Description	Attach a file Choose Files No file chosen
Back	Submi

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.

= 🛟 Welcome, Dark 🕕 🕲	CARLISLE Welcome, Ivory	(i
EMERGENCY ITEM	Property Service items	Emergency Items
	Log your service items here. Your items will be reviewed and validated to confirm they form part of your lo year statutory warranty.	If your item is urgent call us 24/7. Security item, Electrical failure, Major plumbing leak, Roof leak
90 day warranty items	C Sign out Log a service item	(03) 8561 4777
For a non-urgent warranty item.	Logged Berns	Appointments
Provide a detailed description of your item, nominating location and upload	Tracey Cope Warranty Administrator Team Ledee 18/06/20	
any supporting photos for review.	5 ¹⁰ 2 🕅 🕡	Ę
Log a 90 day warranty item	Warranty Inspector Ashley Gleeson	
	Bremtel Communications 30/07/20	
Logged Items Appointments	From 8:00am to 9:00am Heating/Cooling	Ľ E
	Powder	
1300Tempfence 11/06/20	Chromagen Australia Pty Ltd	
From 8:00am to		
10:00am		
Electrical issue >		
A to Z Carpentry		
11/06/20		
From 9:30am to 11:30am		

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 [27] 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.

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Appliances Please contact your warranty administrator directly to determine		Property Appliances Signalier quides 8	Appliances Please contact your warranty administrator directly to determine whether your query requires assistance from the product installer or product manufacturer
whether your query requires assista from the product installer or produc manufacturer	ance	 Supplier guides & warranty documentation G Sign out 	Benchtops
Benchtops	•	Tracey Cope Warranty Administrator Team Leader	nttp://www.adavgait.com Dual Heating and Cooling http://www.daalheating.com.au
Ducted Heating	*	eam Leader	Ducted Vacumn Systems
Dandy Air Supplies X http://www.dandyair.com			Evaporative Cooling
Dual Heating and Cooling https://www.dualheating.com.au			Hot Water Service
Ducted Vacumn Systems	*		Refridgerated Cooling v
Ed's wonderous apliances	*		
Evaporative Cooling	*		
Hansi New Appliance	*		
Hot Water Service			

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 \oplus 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.

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Hot Water Service		Supplier guides & warranty documentation Operative Appliances Supplier guides & warranty documentation Supplier foundes glocaledation Supplier foundes Supplier foundes Tracey Cope Were to particulate to the supplice of the supplice foundes Were to particulate to the supplice of the supplice foundes Were to particulate to the supplice of the supplice foundes Were to particulate to the supplice of the supplice foundes

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.

