

Guidelines for InBody CS Support

Middle East

Global CS Team





Part 0

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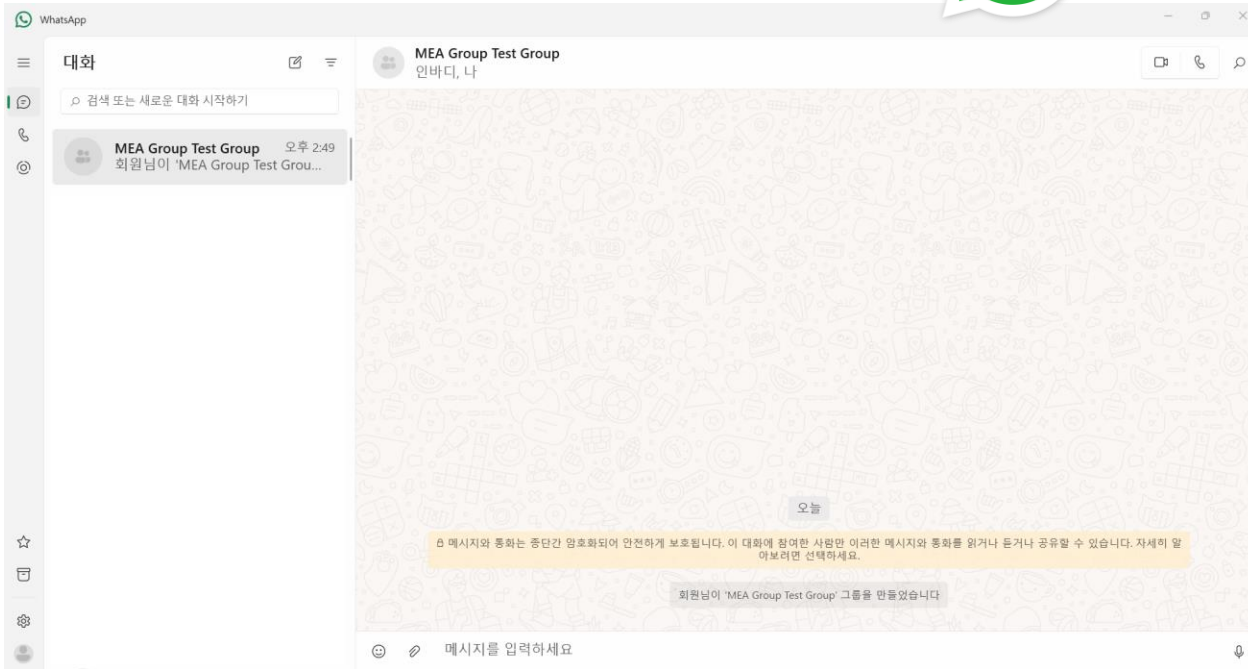


Part 1

Inquiries



01 WhatsApp Chatroom



Members

- InBody Sales Team
- InBody Global CS Team
- MEA Technicians

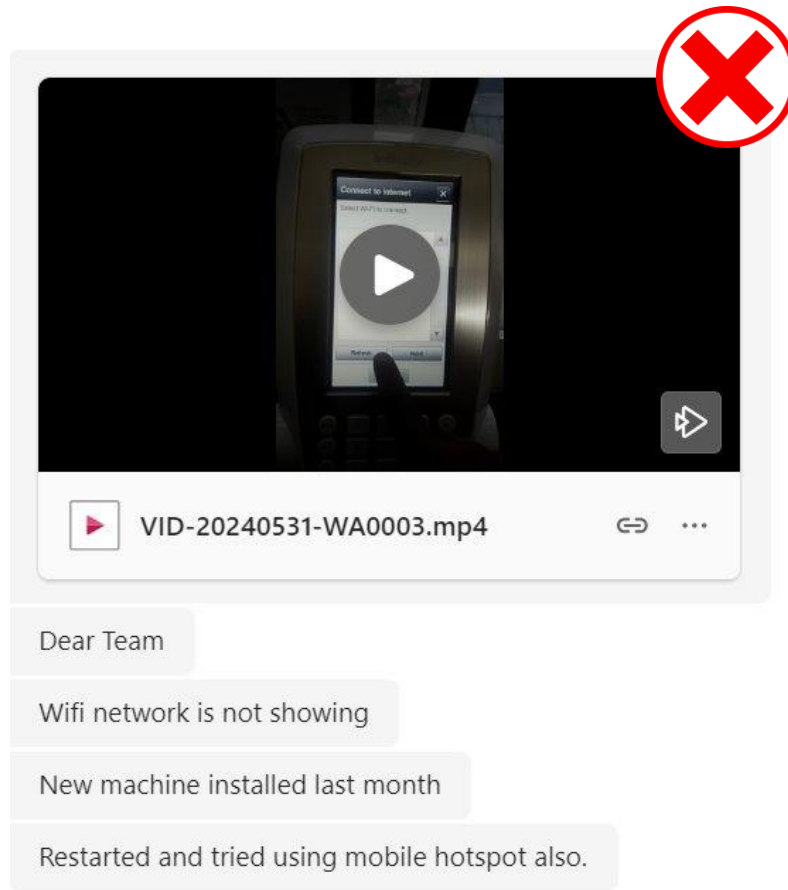
Hours

- Mon-Fri KST 9:00-18:00
- Messages Only
- Due to time difference, distributors must request a real time support in advance to HQCS and get a confirmation.

Inquiries

- General Inquiries related to CS
- Trouble Shooting Support
- Warranty Cases *Please check details in the Part2

02 Inquiry Guide



Mandatory Information > Example

- Model > Missing
- Customer Name > Missing
- SN > Missing
- Manufacturer> Missing
- Manufacture Date> Missing
- Installation Date> Missing
- Claim Date> Missing
- Symptom > Not specific
- What you have checked > Not clear
- Video
- QC Report > Missing



Part 2

Warranty Cases



01 Definition of Warranty (InBody Device)

✓ Please check the CS Manual 1 on GM site for more details.

Type of Defect	Report	HQCS Support
Initial Defect	1) Within 1 month after the Installation date 2) Within 1 year after the dispatch date from the factory *Both conditions must be met	Free Spare Parts *Please refer to the Warranty Guide in the next slide for how to proceed a repair for warranty cases.
1-2 Warranty Defect	Within 2 years after the installation date	
• Cases Excluded from Initial and Warranty Defects: * Performance or functional failure due to consumer negligence (e.g., water damage, breakage) or natural disasters. * If the consumer disassembles the product or arbitrarily manipulates the product data for repair. * If the malfunction is caused by using parts, consumables, or accessories other than spare parts provided by InBody Co.,Ltd. * If the failure is due to not following the precautions in the user manual.		

02 Overall Process for Warranty Cases



Type of Defect	Report	Defective Parts	FOC Parts
Initial Defect	1. Distributor reports the case to InBody HQCS according to the CS Report Format 2. HQCS provides guidance for troubleshooting.	Distributor sends defective parts and reports waybill number to InBody HQCS	To receive new spare parts (FOC parts) for the warranty cases, defective parts must arrive to InBody HQCS. Once the defective parts arrive to InBody HQCS, the spare parts will be sent out to distributor directly.
1-2 Warranty Defect	<i>*If the case is considered as an initial defect, the device must remain in the original state. Unless instructed by HQ CS, devices should not be repaired, updated or calibrated.</i>		According to this process, each distributor must possess minimum number of spare parts for entire models on sale to provide CS service to the clients sufficiently even before the FOC parts arrive to the distributor.

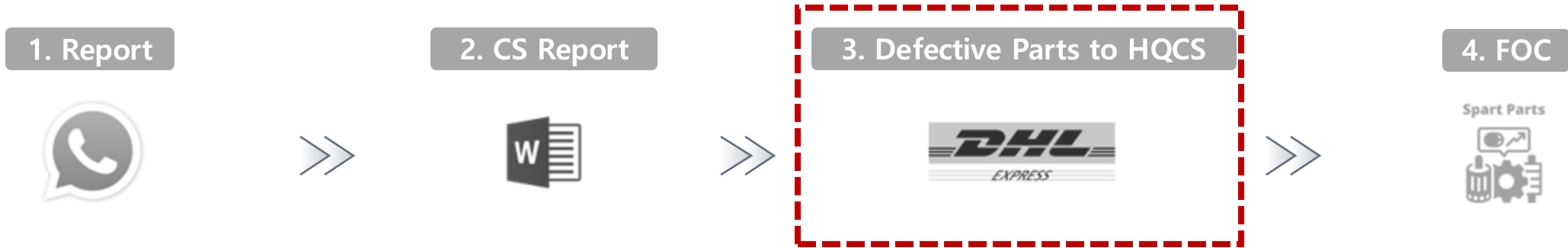
03 CS Report

✓ Please request a CS Report format to HQCS



Step 2	Mandatory Information	Example
CS Report	- Name of Client - Model Name - Serial Number - Installation Date - Issue Received Date - Manufactured Date - Photo - QC Report	Issue and Steps Checked 1. What is the issue? - The device does not initiate calibration. 2. Was there an issue after installation? -No 3. What are the things which were checked? <u>*If damaged, check boxes and wraps</u> (Replicating, abnormal symptoms (check with Customer), Screen status, power, fuse, Test Mode, etc) It was tested on three InBody devices and never worked, the calibration does not start. The 7 segments displays are always on and don't do anything else. 4. Have you received Pictures, videos, result sheet, QC Report? (Attached in the Report) Photo

03 Warranty Related Defective Spare Parts



Step 3	Steps	Details
How to send defective parts to InBody HQCS	1. HQCS confirms the case 2. Lable each item (Mandatory information*) 3. Arrange a pickup by DHL (Address*) 4. Put the HQCS Account as Billing Account (Account*)	*Label must contain: SN, Model and Item Code *HQCS Address: InBody CS Department)7th Floor, InBody HQ,InBody Bldg, 625, Eonju-ro, Gangnam-gu, Seoul 06106, Republic of Korea Phone+82 2 300 2256 *InBody HQ DHL Account: 962889464

04 FOC Spare Parts



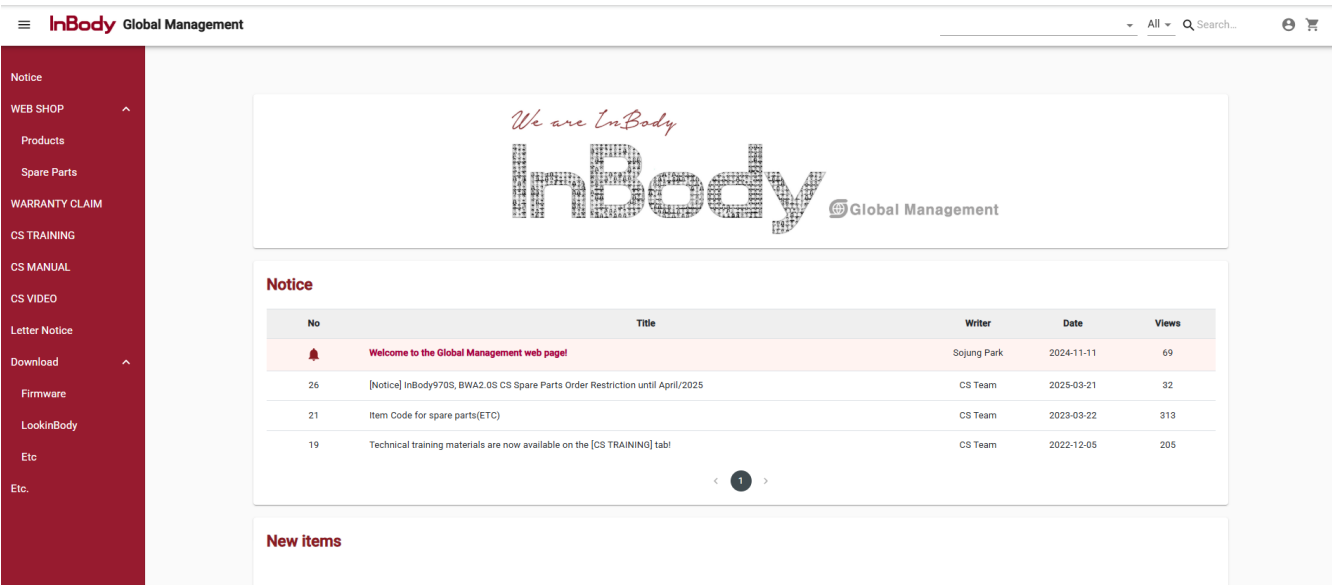
Step 4	Steps	Details
Claim FOC Spare Parts	1. HQCS receives the defective parts and tests the parts. 2. HQCS adds new FOC parts to a regular order.	According to this process, each distributor must possess minimum number of spare parts for entire models on sale to provide CS service to the clients sufficiently even before the FOC parts arrive to the distributor.

Part 3

Additional Information



01 Global Management Site



Website

- <https://gm.weareinbody.com/>

Function

- CS Manuals
- Firmware
- Design Change History
- Video Guide
- LB120 Program
- Spare Parts

Account Registration

- Please send the information below to HQCS
- Technician Name
- Email Address

InBody

At this point, the Analog Board was being taken out to be swapped with another Analog Board as a check. While trying to unplug one of the limb cables from the Analog Board, the plastic cable connector connected to the board came off. The amount of force used to pull on the cable was not greater than any of the other cables. As such, it seemed like there was poor soldering between the board and the cable connector.



Another Analog Board (from QC's existing 580) was swapped in to check functionality. Once the replacement board was in, the unit functioned normally with no further issues. The QC 580 Analog Board was moved back to its own unit.

The original Analog Board (SN: MP9A23J050104A) will be shipped back to HQ for further investigation. Currently, there are no spare parts for the 380 / 580 in inventory, so the repair for this unit will be on hold until parts are received.

[Updated 05/06/2024]

Replaced the Analog Board and ran calibrations. The unit now functions with no further issues.

Resolution :
Analog Board replacement solved the problem.

- Essential spare parts and tools must be purchased and remain in stock by the distributors.
- FOC Parts related to Warranty cases will be provided by HQCS after the defective parts are delivered to HQCS.

- All CS cases must be recorded and include information below.
- Customer Name
- Serial Number of the device
- Used Item + Serial Number of the replaced Boards (Old and New)
- Manufacturing Date, Installation Date, Claim Date and Repaired Date
- Technician

03 Pre-Inspection

InBody Factory

Manufacturing Inspection



Overseas CS

Pre-inspection



Customer

Installation

InBody Pre-inspection Checklist					
Inspection No					
Test Participants			Test time		
Model			S/N		
Version	Analog Version		Manufacture Date		
Packing Condition	☐ PASS	☐ FAIL	Digital Version		
Appearance Condition	☐ PASS	☐ FAIL	NOTE :		
Accessory	Customer Manual	☐ PASS ☐ FAIL			
	Power Cord	☐ PASS ☐ FAIL	Adapter	☐ PASS ☐ FAIL	
Settings	Time Setting	☐ PASS ☐ FAIL	Unit Setting	☐ PASS ☐ FAIL	
Fuction	Print Test	☐ PASS ☐ FAIL	Printer language	☐ SPL2011 ☐ PCL ☐ other	
	Keypad	☐ PASS ☐ FAIL	LCD,touch	☐ PASS ☐ FAIL	
	Internet Connection	☐ PASS ☐ FAIL	NOTE :		
	Cloud Service	☐ PASS ☐ FAIL	NOTE :		
	Bluetooth	☐ PASS ☐ FAIL ☐ NONE	NOTE :		
	Level	☐ PASS ☐ FAIL	NOTE :		
Interface	Com Test	☐ PASS ☐ FAIL	USB Port	☐ PASS ☐ FAIL	
	Weight	20kg Weight 2 times (range±100g)		1;	2;
	Reproducibility	PBF standard range ±1%		1;	2; 3;
Database	Database Test	☐ PASS ☐ FAIL	Delete Database	☐ PASS ☐ FAIL	
QC Report	Remain 2 copy QC report			☐ YES ☐ NO	
Note:					
Battery	☐ YES ☐ NO	S/N:		Manufacture Date	

Reason

- Issue could be caused due to the international shipping.
- Pre-inspection could prevent the issue to occur at the customer’s site.

Checklist

- Please refer to the CS Manual 297.

Defect

- Any defects found during the pre-inspection should be reported to HQCS for further instructions.