

HAYES
SMALL EQUIPMENT

How to use Hayes online system

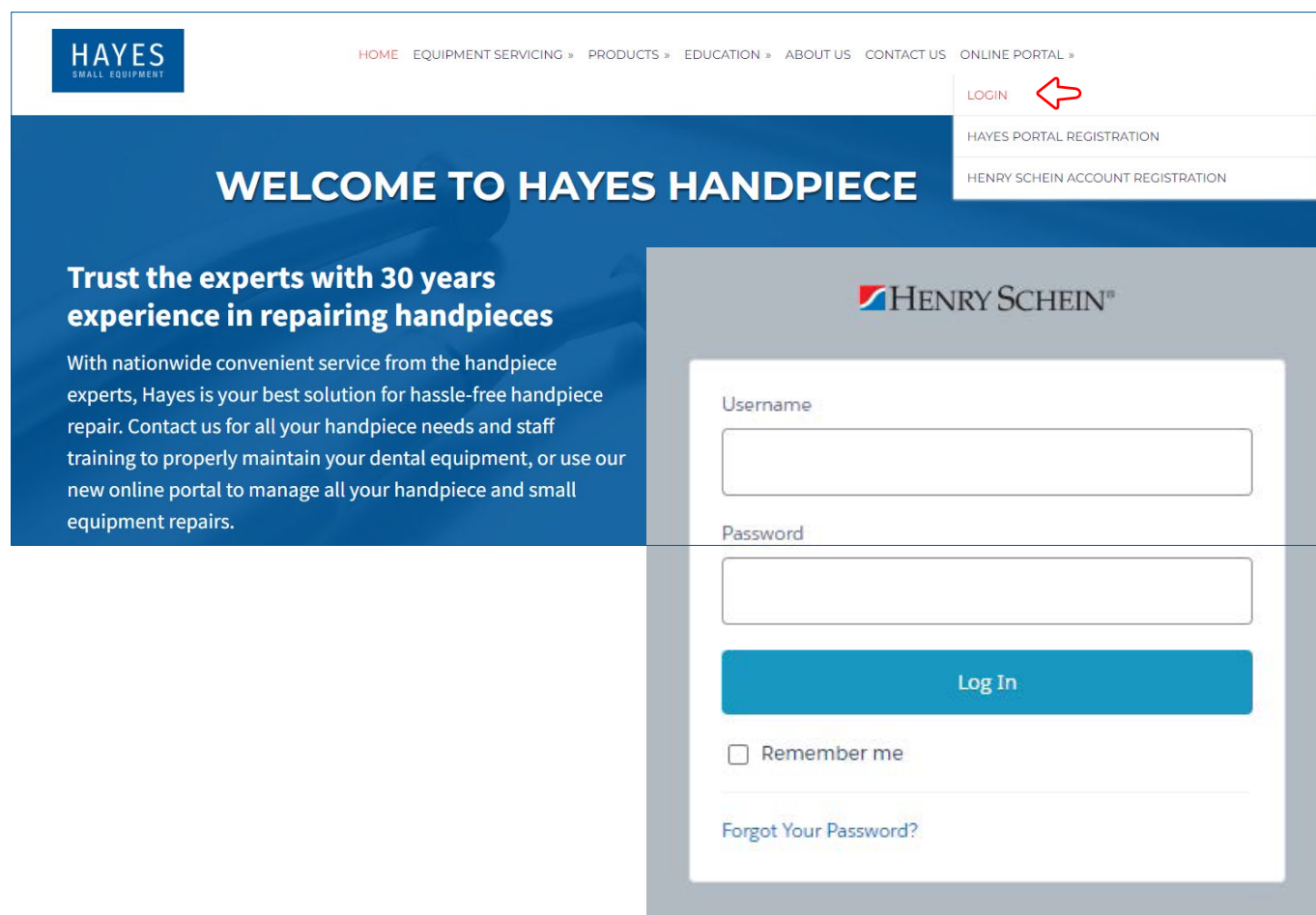


How to log into your account

Given you're an Active Hayes Customer with an enabled Hayes Portal Account:

1. Access the login page via the Hayes website hayeshandpiece.com.au
2. Hover over '**ONLINE PORTAL**' and select '**LOGIN**'
3. Enter your Username and Password

NOTE - username is your email address

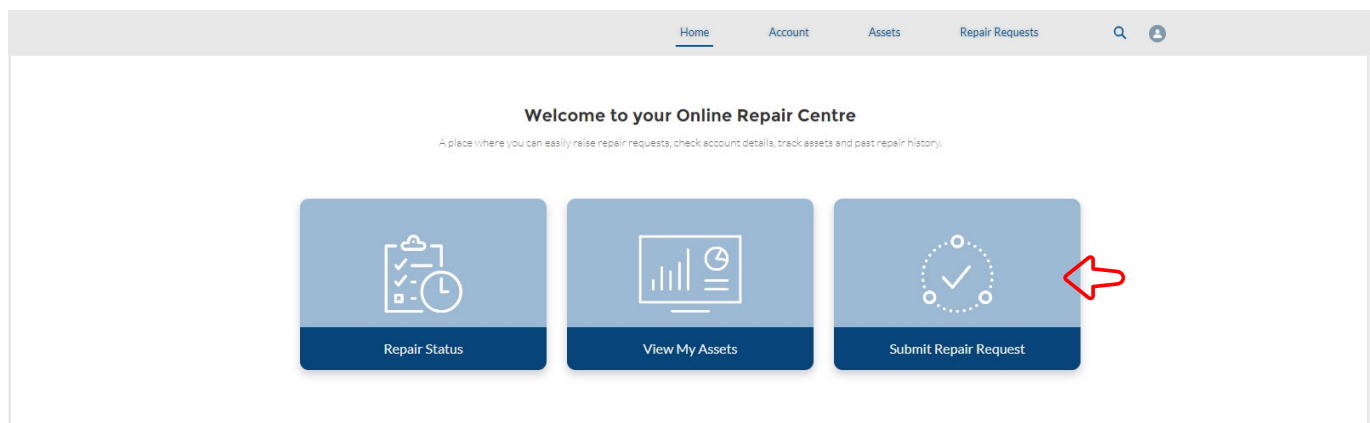


The screenshot shows the Hayes Handpiece website. The top navigation bar includes links for HOME, EQUIPMENT SERVICING, PRODUCTS, EDUCATION, ABOUT US, CONTACT US, and ONLINE PORTAL. A dropdown menu is open under ONLINE PORTAL, with 'LOGIN' highlighted by a red arrow. Below the navigation bar, the main content area is divided into two sections. The left section, titled 'WELCOME TO HAYES HANDPIECE', features a blue background with white text that reads: 'Trust the experts with 30 years experience in repairing handpieces'. Below this, it states: 'With nationwide convenient service from the handpiece experts, Hayes is your best solution for hassle-free handpiece repair. Contact us for all your handpiece needs and staff training to properly maintain your dental equipment, or use our new online portal to manage all your handpiece and small equipment repairs.' The right section is a white login form with a grey border. It features the Henry Schein logo at the top. The form has two input fields: 'Username' and 'Password'. Below the password field is a blue 'Log In' button. Under the button is a checkbox labeled 'Remember me'. At the bottom of the form is a link that says 'Forgot Your Password?'.

How to submit a repair request

Given you are logged in and on the Home Page of your Hayes Online Portal Account

Click on the 'Submit Repair Request' tile, where you will be taken through a series of screens



Screen 1: Form Expectations

Read through the form requirements before clicking 'Next' to proceed.

Submit a new repair request

Please follow this form to submit a repair request for your handpiece or small equipment.
What to expect from this form:

1. Review your practice details
2. Select the relevant address for equipment pick up and delivery
3. Select handpiece or small equipment from your current Asset list
4. Report your experienced fault
5. Request a loaner EMS airflow one or master loan unit, and/or any other small equipment loan units (if available)

Next

Screen 2: Practice Detail Confirmation

Confirm the practice details by clicking 'Next'

Your Name = the name of the employee the Portal has been set up against

Practice Name = the Name of the Practice registered with Hayes and Henry Schein

Account Number = Henry Schein Account Number

Review your practice details

Your Name:
Practice Name:
Account Number:

Next

Screen 5: Reason for Assessment / Repair

Upload any supporting images by using the 'Upload Files' or 'Drop Files' function.

In the textbox 'What is wrong with the equipment?' Detail the reason for the Assessment / Repair. Be as detailed as possible and explain exactly what you are experiencing.

Do you have more assets to include for assessment/repair? If yes, click yes and go through the same process for a new asset. If no, click next.

When finished you as the customer will receive an email with your case number to reference the job status online

When technicians have quoted your equipment you will receive a repair estimate via email which you may reply to with any instructions.

Selected Asset Details

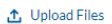
Asset Name: BRAND MODEL High Speed | S/N:123456789

Install Date: 6 November 2023

Warranty Date:

Last Service Date

Upload supporting photos


Or drop files

Enter Asset Details

* What is wrong with the equipment?

* Add another asset in this repair request?

☐ Yes
 ☒ No

Previous

Next

Screen 6: Loaner request

If you are requesting a loan unit select 'YES' and if not select 'NO'. note- loan units are limited and only available for certain brands etc. If you select YES, Hayes admin team will contact you to discuss this further.

NOTE - Loaner Charges may apply

Loan units only available for EMS Airflow One & Master and some selected small equipment. If you answer 'Yes', one of our service team members will be in touch with you to discuss when/if a loan unit is available in your make and model.

Would you like to request a loaner (if available)?

☐ Yes
 ☒ No

Next

Screen 7: Submission Confirmation

Your Repair Request has now been successfully submitted. Click 'Finish' and close the window or navigate back to the home page by clicking on 'Home' in the top page ribbon.

Submitted

Your repair request has been successfully submitted.

One of our team members will be in touch once courier pickup for the item has been organised.

[Finish](#)



NOTE - You will receive an email directly from TNT to your login email, in the body of the email will be download consignment note to be printed and attached to TNT bag/ box

Our friendly Hayes Team will be in contact regarding

- The availability of a Loaner if one was requested
- Courier booking to Pick up all your Repair Assets

You will also receive a confirmation email from us detailing the Repair Request number (Case No.) and the expected next steps.

Case No: 00681467

*** Please do not reply to this auto-generated email ***

If you require immediate assistance, please call our Small Equipment Repair team on (07) 5447 1078

Dear Valued Customer,

Thank you for your submission of Repair Ticket 00681467.

This repair ticket has now been received by our friendly staff, who will proceed to arrange a courier for the collection of the assets listed in the Repair Ticket.

Please ensure all assets are appropriately packaged to ensure their safe arrival to our workshop facilities.

You will receive an email shortly from our courier partners containing the consignment label. Please affix to the parcel / satchel in which your assets are packaged and have ready for collection.

For live status updates on your active Repair Ticket, please login to your Hayes Repair Portal.

We thank you for trusting us with your business.

Kind Regards
Hayes Australia
07 5447 1078

Henry Schein, as a company, is not responsible for the 3rd party freight companies. Sending in an item will fall under insurance the customer has sought out, and not Henry Schein. Therefore, please package your asset well. Our admin team will email photos of any damage (if any) on arrival, and this will allow you as the customer to claim warranty through your customer insurance. If you wish to source Freight Insurance through the Freight providers used by Henry Schein, please add this to your pickup notes and we will notify you of the extra freight charges.