Title

Previous warranty information not cleared after entering invalid serial number

Descriptions

When I input a valid serial number to retrieve the product warranty information, the correct information is displayed on the screen. However, when I subsequently input an invalid serial number, a warning message is displayed indicating that the serial number is invalid, but the previous warranty information is not cleared from the screen.

This can be confusing for users who may not realize that the warranty information displayed is no longer relevant.

Test environment

MacOS 12.4 Google Chrome 111.0.5563.64

Severity

Minor

Steps to Reproduce

- Open testing web application https://www.barco.com/en/clickshare/support/warranty-info
- 2. Input a valid serial number to retrieve the product warranty information.
- 3. Input an invalid serial number.
- 4. Verify that a warning message is displayed indicating that the serial number is invalid.
- 5. Verify that the previous warranty information is not cleared from the screen.

Expected result

After entering an invalid serial number, the warning message should be displayed and the previous warranty information should be cleared from the screen, so that the user can clearly see that the warranty information displayed is no longer relevant.

Actual result

After entering an invalid serial number, the warning message is displayed, but the previous warranty information is not cleared from the screen, which can be confusing for users.

Additional information

- 1. Reload the page can recover this issue
- 2. This issue can be reproduced on MacOS native browser Safari 15.5
- 3. Screenshot attached

