




ClickShare Warranty Page

Defect Checks

Test with provided serial number

The number is found in screen capture

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Serial number
1 8 6 3 5 5 2 4 3 7

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Warranty results for **1863552437**

Description	CLICKSHARE CX-50 SET NA
Part number	R9861522NA
Delivery date	05/07/2020 00:00:00



Test with provided serial number

The number is found in description document, but it's not a valid one

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Serial number
1 8 6 2 3 2 4 3 7

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Warranty results for **1 8 6 2 3 2 4 3 7**

We couldn't find a product with this serial number. Please double-check the serial number and try again.

Test with provided serial number

Add a space after the number

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Serial number

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Warranty results for 18 63552437

Description	CLICKSHARE CX-50 SET NA
Part number	R9861522NA
Delivery date	05/07/2020 00:00:00

The additional space after a valid serial number doesn't affect the result

Test with provided serial number

Add a space before the number

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Serial number

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Warranty results for **18 63552437**




We couldn't find a product with this serial number. Please double-check the serial number and try again.

The additional space before a valid serial number makes it an invalid one as a result.

But it's difficult to tell on the UI. Need to be improved.

Test with invalid serial number

English Characters and space

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Serial number
how about text

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Warranty results for **how about text**

We couldn't find a product with this serial number. Please double-check the serial number and try again.

Maybe the validation strategy for input serial number need to include the space in consideration.

Test with short serial number

Minimum 6 Characters is shown

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Serial number
4 5 6

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Minimum 6 characters required

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Chinese Characters

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Check your ClickShare warranty

Serial number
中文字測試中|

Get info →

Please enter a valid serial number

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Warranty results for 中文字測試中

We couldn't find a product with this serial number. Please double-check the serial number and try again.

If the serial number is determined as invalid, warranty results block should not be displayed

Test with invalid serial number

Special Characters

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Check your ClickShare warranty

Serial number

Get info →

Please enter a valid serial number

[Read our warranty policy.](#)




Warranty results for !@#\$%^

We couldn't find a product with this serial number. Please double-check the serial number and try again.

If the serial number is determined as invalid, warranty results block should not be displayed

Test with short number with previous result

The warranty results did not update

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Check your ClickShare warranty

Serial number
1 2 3

Get info →

Minimum 6 characters required

[Read our warranty policy.](#)

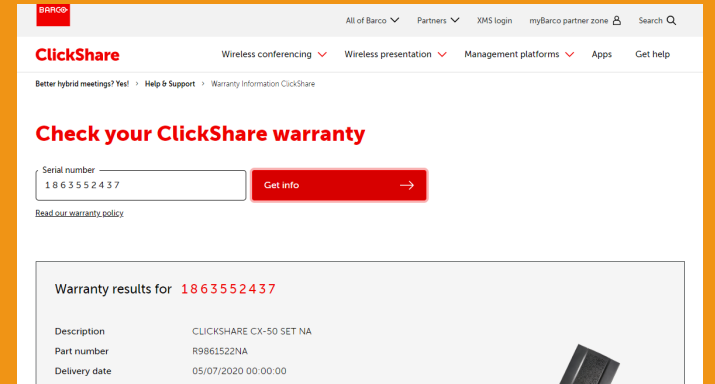
Warranty results for !@#\$%^

We couldn't find a product with this serial number. Please double-check the serial number and try again.

The warranty result block should be update/hidden for new input.

Side notes: UX defects

It took 37 tab-keystroke to get focus on the serial number input textbox. It's a bad experience for the users who can not use mouse and really need assistive design.



The screenshot shows the ClickShare website's warranty check interface. At the top is a navigation bar with the ClickShare logo and links for 'All of Barco', 'Partners', 'XMS login', 'myBarco partner zone', and a search icon. Below this is a secondary navigation bar with links for 'Wireless conferencing', 'Wireless presentation', 'Management platforms', 'Apps', and 'Get help'. A breadcrumb trail reads 'Better hybrid meetings? Yes! > Help & Support > Warranty information ClickShare'. The main heading is 'Check your ClickShare warranty'. Below it is a form with a 'Serial number' label, a text input field containing '1863552437', and a red 'Get info' button with a right arrow. A link 'Read our warranty policy' is positioned below the input field. The results section, titled 'Warranty results for 1863552437', contains a table with the following data:

Description	CLICKSHARE CX-50 SET NA
Part number	R9861522NA
Delivery date	05/07/2020 00:00:00