

LIPARTS online system for ordering spare parts
Information Manual

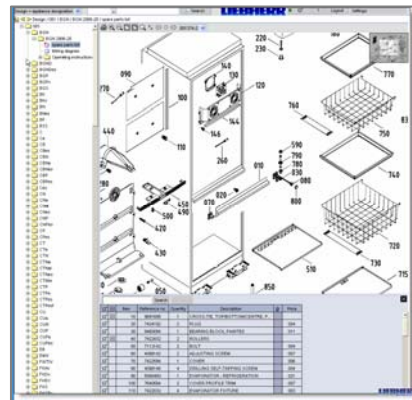


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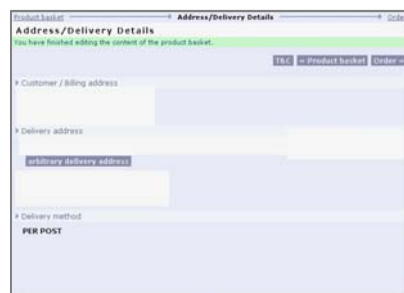
Introduction to system

LIPARTS is an online system for service technicians to fetch documentation on spare parts and to order them.

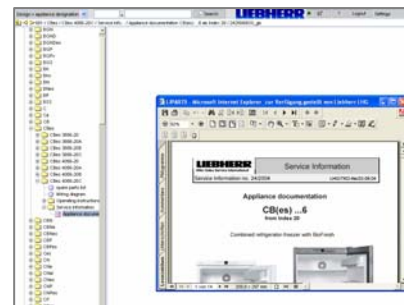
In addition to providing the functions of a catalogue of spare parts, LIPARTS enables the spare parts required to be transmitted online to the LIEBHERR internal order entry system. Until now, orders for spare parts in "ET-View" were transmitted by e-mail and so it took a little longer until they were processed.



The personal shipping data are already pre-set to simplify order processing.



In addition to the spare parts lists and illustrations, service technicians can call service information for the appliances online and save such on the local PC if necessary.



Internet address / access data

The internet address is:

<http://service.lhg.liebherr.com>

The Customer Service Department will communicate your access data to you separately.

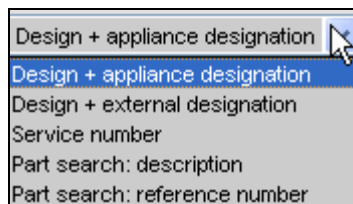
The login has to be treated in confidence and must not be passed on to third parties!



Brief summary of the functions in LIPARTS

Search for appliances or spare parts

Search for



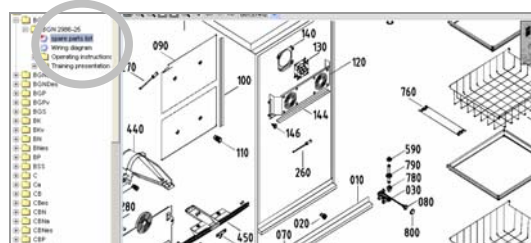
Search results appear in lower window – the spare parts documentation is loaded by clicking the respective line.

SEARCH (Design: 001 & appliance designation: cbrn)	Appliance design	External design	Service no.	Appliance type	Liparts path
001	CBN 3055-20		999930000	COMBINED REFRIGERATOR-FREEZER, NO-FR	001 / CBN / CBN 3055-20 / spare parts
001	CBN 3055-20		999930001	COMBINED REFRIGERATOR-FREEZER, NO-FR	001 / CBN / CBN 3055-20A / spare parts
001	CBN 3055-20C		999930003	COMBINED REFRIGERATOR-FREEZER, NO-FR	001 / CBN / CBN 3055-20C / spare parts
001	CBN 3055-21		999930000	COMBINED REFRIGERATOR-FREEZER, NO-FR	001 / CBN / CBN 3055-21 / spare parts

Spare parts list Illustration

Click "**spare parts list**" in the tree.

The spare parts list with illustration is displayed.



Spare parts list


Gross prices as information.

Item	Reference no.	Quantity	Description	Price
10	9691806	1	CROSS-TIE, TOP/BOTTOM/CENTRE, P...	6.60
20	7424192	2	PLUG	0.30
30	9460094	1	BEARING BLOCK, PAINTED	6.60
40	7422832	2	ROLLERS	0.80
50	7113142	2	BOLT	0.30

Click "+" to view substitutes.

40	7422832	2	ROLLERS	0.80
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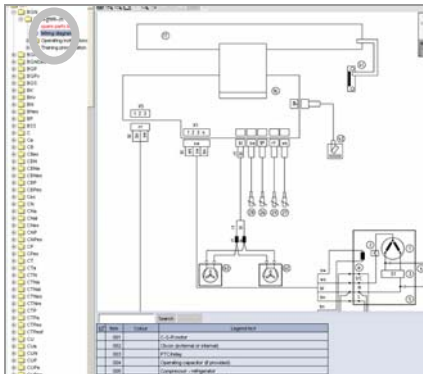
Item	Reference no.	Quantity	Description	Price
1	7422832	1	ROLLERS	
2	7113142	1	BOLT	
60	7113142	2	BOLT	0.30
80	4080142	2	ADJUSTING SCREW	0.70
70	7425994	1	COVER	0.70
90	4080146	4	DRILLING SELF-TAPPING SCREW	0.70

Click  to get further information (spare part designation in German) for the spare part.

Item	Reference no.	Quantity	Description	Price
10	9691806	1	CROSS-TIE, TOP/BOTTOM/CENTRE, P...	6.60
20	7424192	2	PLUG	0.30
30	9460094	1	BEARING BLOCK, PAINTED	6.60
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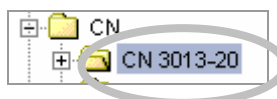
Wiring diagrams

Click "**wiring diagram**" in the tree



Cover information

Click the folder icon of the appliance model in the tree.



A cover is displayed giving you additional information, e.g. about the documentation status and the production period.

The entire spare parts documentation can be printed by clicking "**Print**".

Appliance documentation

Issue date:	07082001
Model:	BGN 2986-25
Design:	001
External description:	
Model series:	COMBINED REFRIGERATOR FREEZER
Service number:	810FRESH NO FROST
Production period:	998393200
	07052002 - 31012003



Shopping cart

Click the shopping cart icon in the spare parts list and then click "**Add**" to add the spare part to the order list.

Comments on the ordered item (such as customer reference) can be entered under "**Comment**". (This information is not evaluated by Liebherr but appears as reference on the delivery note!)

Article details

Reference number	Description	Unit price in EUR
9240084	EVAPORATOR SENSOR FOR REFRIGERATOR FUEHLER VO F. VERDAMPFER-KT	13.00

Units: Comment: **Add**

Direct entry of the Article No. is possible in the shopping cart.

Product basket

2 order line(s) successfully added.

Load

art number direct entry:

Reference number	Description	Comment	Appliance designation	Unit price in EUR	Units	Price in EUR
<input type="checkbox"/> 6113410	POWER BOARD LEISTUNGSPLATINE F. 6ER BIO-FRESH				1.00	

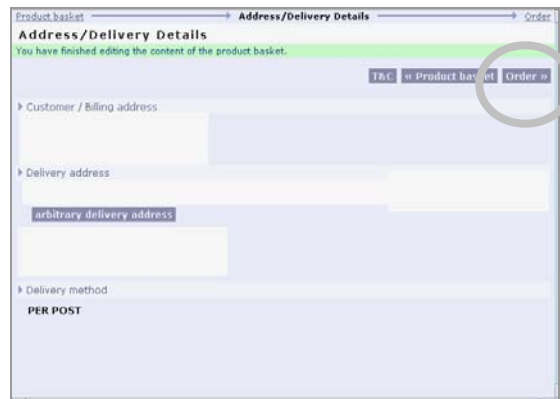
Total 108.10

Order

Click "**Address/Delivery Details**" in the shopping cart. Your shipping data are displayed.



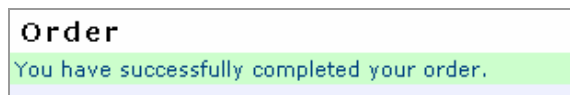
Click "**Order**" to view the order once again or to print it out once.



Click "**Order now!**" in the order to transfer it to Liebherr.



Indication of the transfer will be provided as confirmation.



Order procedure

The orders are automatically read into our system hourly.

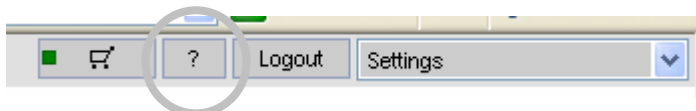
The orders are processed directly after this by our staff in the Spare Parts Sales Dept.

You will receive a separate order confirmation by e-mail as soon as your order has been checked and released for processing (optional).

You will receive a separate delivery confirmation by e-mail as soon as your order is ready for dispatch (optional).

Online support

You will receive further information on operating the system and on the system requirements in the LIPARTS online support. For this purpose, click the question mark in the menu bar.



System Requirements

Before the first start, note the system requirements described below because otherwise the system will not operate reliably.

Hardware

The following are the minimum requirements for the **client hardware**:

- Pentium II PC, at least 500 MHz
- 128 MB main frame memory
- 800x600 Pixel minimum resolution

Operating systems

The LIPARTS client is running under the following operating systems:

- Windows NT 4.0 / 2000 / XP

Internet browser

- MS Internet Explorer V5.5 or higher
- **with Microsoft Virtual Machine for Java, 5.0.0.3810 or higher**
- or with Sun Virtual Machine, Sun Java Plugin 1.4 or higher
- Mozilla V1.7 or higher and Firefox V1.0 or higher
- **with Sun Virtual Machine, Sun Java Plugin 1.4 or higher**

Miscellaneous

- **Pop-up-blocker (available f.e. within the Google toolbar for MSIE) may not be activated.**

System Settings

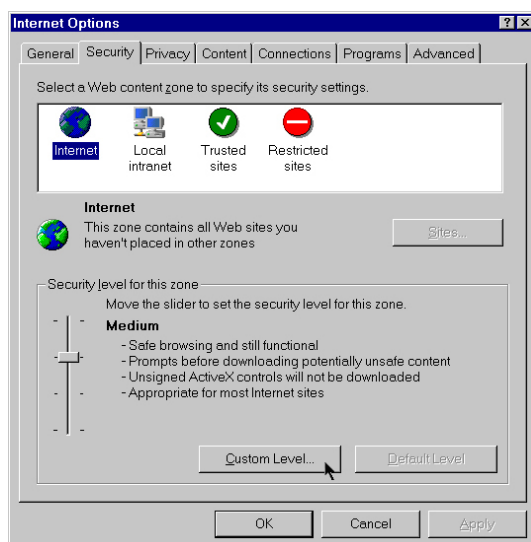
Microsoft Internet Explorer V5.5 or higher

Necessary settings for “Scripting”

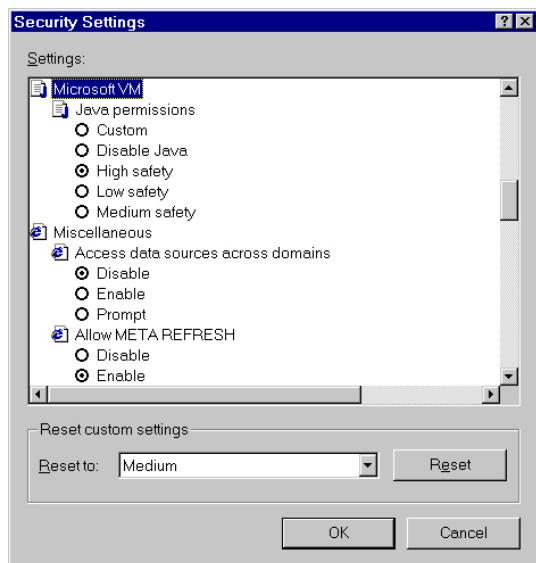
- Open the **Tools** menu and choose **Internet Options**.



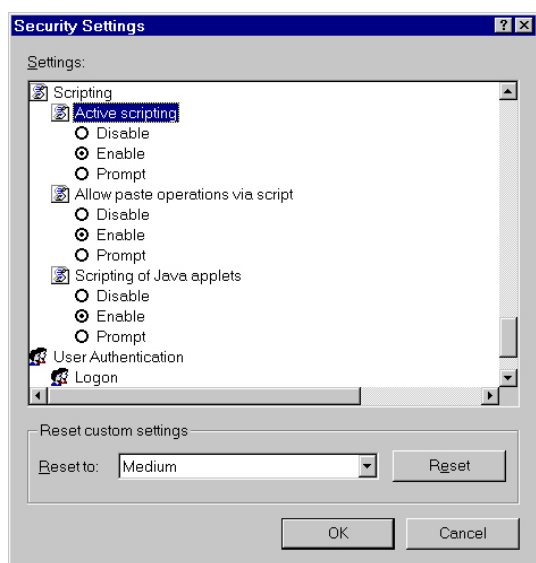
- Within the **Internet Options** window choose **Security**.
- Select the Web content zone **Internet** and push below the **Custom Level...** button.



- The window **Security Settings** will be opened.
- Guarantee that the following settings are activated within the window **Security Settings**:
- In the section **Microsoft VM** the point **Java permissions** must be activated. It is recommended to choose **High safety**.



- In the section **Scripting** the point **Active scripting** must be enabled.
- In the section **Scripting** the point **Scripting of Java applets** must be enabled.

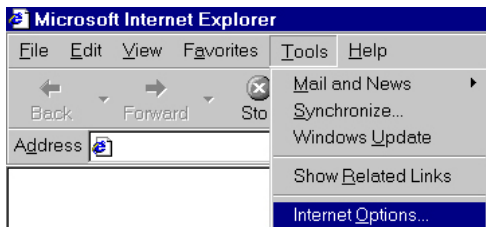


- Confirm your changes with **OK**, to close the windows.
- Restart the Microsoft Internet Explorer.
- If changes are not possible please contact your system administrator.

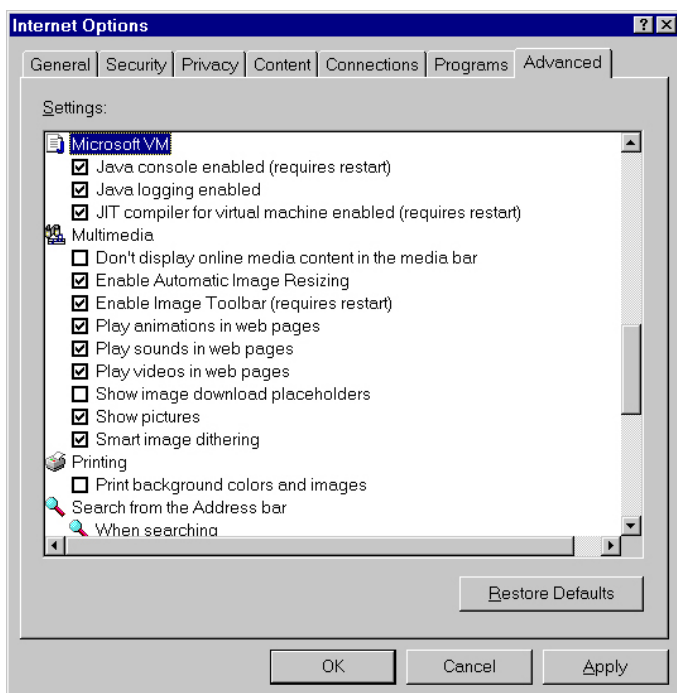
Necessary settings for “Virtual Machine”

To the activation of the Microsoft Virtual Machine for Java, starting from 5.0.0.3810 the following attitudes are necessary in the Internet Explorer:

- Open the **Tools** menu and choose **Internet Options**.



- Within the **Internet Options** window choose **Advanced**.
- Guarantee that the following settings are activated within the window **Advanced Settings**.



- In the section **Microsoft VM** the points **Java-console enabled**, **Java logging enabled** and **JIT compiler for virtual machine enabled** must be activated.
- Confirm your changes with **OK**, to close the windows.
- Restart the Microsoft Internet Explorer.

If changes are not possible please contact your system administrator.

To the activation of the Virtual Machine of Sun, Sun Java Plugin starting from version 1.5 are necessary the following attitudes in the Internet Explorer:

- Open the **Tools** menu and choose **Internet Options**.



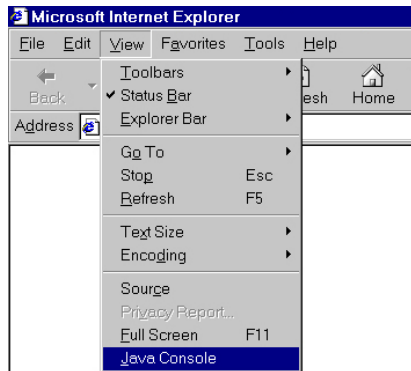
- Within the **Internet Options** window choose **Advanced**.
- Look for the section **Java (Sun)**.
- Activate in the subordinated point the check box.
- Confirm your changes with **OK**, to close the windows.
- Restart the Microsoft Internet Explorer.

If changes are not possible please contact your system administrator.

Error assistance

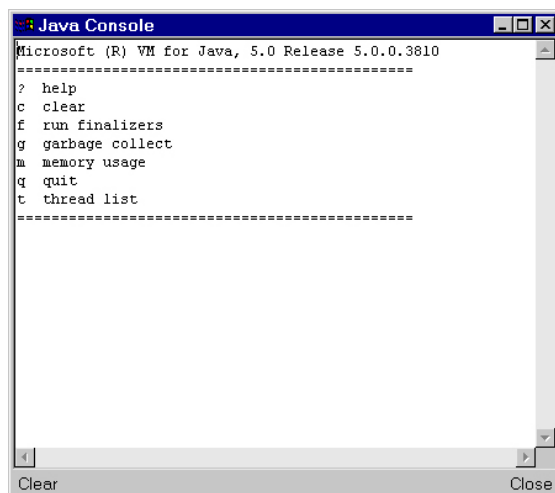
Java error messages are very helpful if you are facing problems with the LIPARTS application.

- Open the **View** menu and choose **Java Console**.



The following window will be opened. Version and release of the Microsoft VM for Java are displayed.

If an Java error occurs the error messages will be logged here.



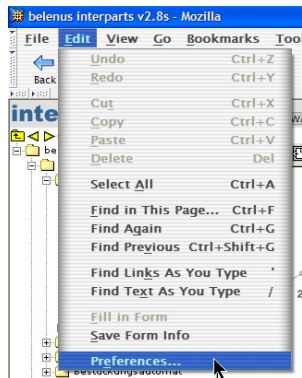
In case of errors please copy the content of the Java console window into an e-mail and send it to the responsible contact for LIPARTS.

Firefox V1 or higher resp. Mozilla V1.7 or higher

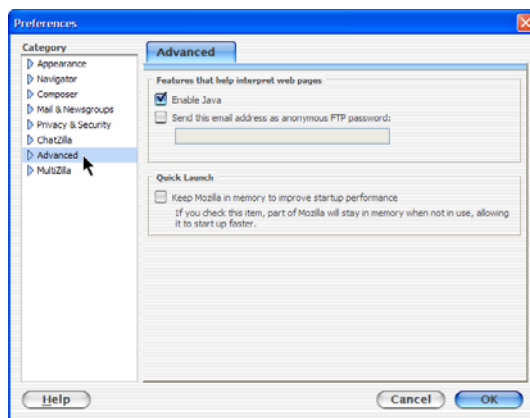
Note: Only HD3+PNG/GIF/TIFF/JPEG pictures can be represented.

Attitudes for Mozilla:

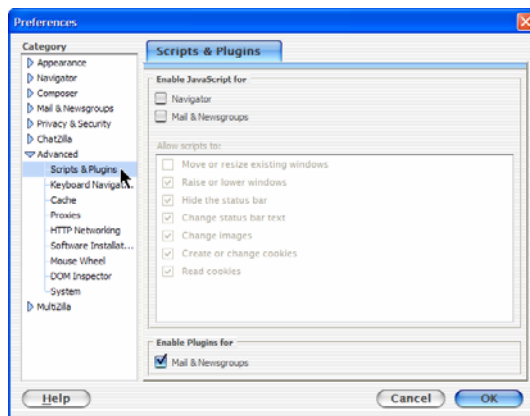
- Open the **Edit** menu and choose **Preferences**.



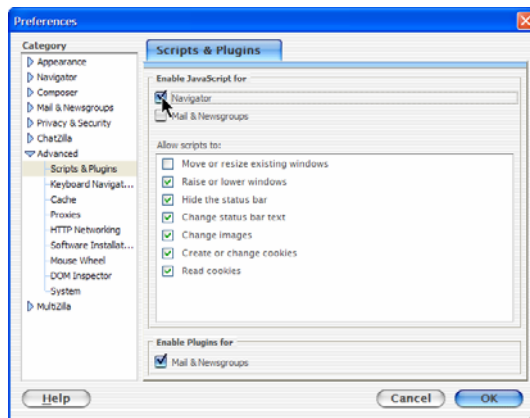
- Within the **Preferences** window choose **Advanced**.



- Guarantee that the point **Enable Java** is activated within the window.
- Within the **Advanced** folder choose **Scripts & Plugins**.



- Guarantee that the point **Enable JavaScript for Navigator** is activated within the window.



- Confirm your changes with **OK**, to close the windows.
- Restart Netscape/Mozilla

If changes are not possible please contact your system administrator.

Attitudes for Firefox:

- Open in the menu **Extra** the menu option **Preferences...**
- Open the category **Web-Features**
- More active you **Java activate** here and **Javascript activate**
- Confirm your changes with **OK**, to close the windows.
- Restart Firefox.

If changes are not possible please contact your system administrator.

Additional Software

For certain program functions you should have further software installed on your computer:

- To the announcement of PDF files the **Adobe Acrobat Reader Plugin** for your Webbrowser.