ERPS Annual Inspection – UX & Verification Specification

SCOPE
This document applies **ONLY** to the ERPS **Annual Inspection** process.
It does **NOT** apply to Warranty Registration. It must be noted that all annual inspections need to be carried out by a **ERPS Authorised Installer** we will also refer to them as the **INSPECTOR for the purpose of this document.**

Purpose

This document defines the UX structure, roles, responsibilities, and verification model for **ERPS Annual Inspections**.

The Annual Inspection exists to:

- Confirm the ERPS system remains correctly installed and operational
- Identify corrosion, stone chips, or paint damage
- Maintain ongoing warranty eligibility
- Create a defensible inspection record tied to the authorised Inspector

This document focuses on **UX, responsibility boundaries, and verification logic**, not backend implementation details.

Core Principle (Locked)

An Annual Inspection is NOT valid until the Inspector verifies it via their registered mobile number (two‑factor).

Who entered the inspection data is irrelevant.

Verification is an **attestation of reality**, not an administrative approval.

User Roles (Annual Inspection Only)

Account (Store / Admin)

- May create an annual inspection
- May enter inspection data
- May upload inspection photos
- May save the inspection as a draft
- May submit the inspection
- May NOT verify the inspection

ERPS Authorised Installer (Inspector)

- Physically performs the annual inspection
- Is accountable for inspection accuracy
- May create, edit, save, and submit inspections
- **MUST verify the inspection via SMS sent to their registered mobile number**
- Verification is required **even if the ERPS Authorised Installer (inspector) submitted the inspection themselves**

Annual Inspection Record States (Locked)

Only the following states are permitted:

1. **Draft**
2. **Submitted – Pending Verification**
3. **Rejected – Inspector Declined**
4. **Verified – Inspection Complete**

No other states are allowed.

Annual Inspection UX Structure

Section 1 – Inspection Context (Read-Only)

Purpose: Provide context and prevent data re-entry errors.

Auto-populated:

- Warranty ID (reference only)
- Vehicle details (VIN, make, model)
- Generator serial number

- Installation date
- Previous inspection history (if applicable)

Section 2 – Inspection Attribution (Critical)

Field:

- **Inspection Performed By (ERPS Authorised Installer)**
    - Required
    - Dropdown of ERPS Authorised Installer linked to the Account (store)
    - Locked after submission

This field determines:

- Who receives the verification SMS
- Who is authorised to verify
- Who is accountable for the inspection

Section 3 – Inspection Checklist (Structured)

Purpose: Capture inspection outcomes consistently and quickly on mobile.

Checklist items use **Pass / Issue Observed** toggles.
Notes are required when an issue is observed.

Checklist includes:

- Generator mounted correctly and fused
- RED LIGHT illuminated
- Couplers secure, sealed, and intact
- Corrosion inspection of:
    - Roof turret
    - Pillars
    - Sills
    - Guards (LF, RF, LR, RR)
    - Inner guards
    - Under bonnet
    - Firewall
    - Boot (water ingress)
    - Under-body, seams, and sharp edges
- Vehicle owner advised of any paint damage or remedial actions
- Vehicle owner understands system operation and monthly RED LIGHT check

Section 4 – Mandatory Photo Evidence

Purpose: Provide objective, visual inspection evidence.

Minimum: 3 photos required before submission.

Photo Group A – Generator & Indicator:

- Generator installed
- RED LIGHT clearly visible

Photo Group B – Couplers / Pads:

- Clear condition, sealing, and placement

Photo Group C – Vehicle Condition:

- Corrosion or stone chips
  OR
- Clear vehicle body if no corrosion present

Photos form part of the inspection record and are shown during verification.

Section 5 – Corrosion Declaration

- Existing corrosion found? **Yes / No** (required)

If **Yes**:

- Structured notes required
- Corrosion photos mandatory

Free-text is intentionally limited.

Draft & Submission Behaviour

Draft

- Inspection may be saved incomplete
- Photos may be missing or partial

- No SMS sent
- Inspection is not valid

Banner text:

"This inspection is saved as a draft and is not valid until submitted and verified."

Submission

Submission is permitted only when:

- Inspection Performed By selected
- Inspection checklist completed
- Minimum photo requirement met
- Corrosion declaration completed

On submission:

- Record locks
- Status becomes **Submitted – Pending Verification**
- Verification SMS sent to the inspecting ERPS Authorised Installer who did the inspection

---

ERPS Authorised Installer Verification (Annual Inspection)

The inspecting ERPS Authorised Installer verifies via a **secure, time-limited SMS link**.

They see:

- All inspection data (read-only)
- Checklist responses
- Uploaded photos

Actions:

- **Confirm inspection**
- **Decline inspection** (reason required)

Confirmation statement:

"I confirm I personally performed this annual inspection and that the information and photos accurately reflect the vehicle condition at the time of inspection."

Declined Inspection Handling

If the **ERPS Authorised Installer** declines verification:

- Status becomes **Rejected – Inspector Declined**
- Inspection unlocks for correction
- Decline reason is mandatory and permanently recorded
- Account dashboard displays **"Inspector declined – action required"**

Resubmission

- Corrected inspection may be resubmitted
- Status returns to **Submitted – Pending Verification**
- A new verification SMS is sent
- All decline history remains audit-logged

Warranty Continuity & Inspection Lifecycle (Locked)

Warranty Validity Rule

An ERPS customer warranty remains **valid** only while annual inspections are completed and verified.

Rules:

- A warranty remains valid when an Annual Inspection reaches **Verified – Inspection Complete** status.
- Each verified Annual Inspection extends warranty validity for **12 months** from the inspection date.

Customer Reminder Eligibility

Customers are enrolled in the **Annual Inspection Reminder list** only when:

- Their most recent Annual Inspection is **Verified – Inspection Complete**.

System behaviour:

- Upon verification, the customer is automatically scheduled to receive **one reminder email** at **11 months** after the inspection date (i.e., one month before the next inspection is due).

Inspection Due Date and Grace Period (Locked)

- The Annual Inspection is **due 12 months** from the installation date and a reminder is sent **30 days prior to the due date annually** while the warranty is **Active.**
- A **30-day grace period** applies after the due date.

Definitions:

- **Due Date** = installation date + 12 months
- **Grace Period End** = Due Date + 30 days

During the grace period:

- The inspection may still be completed and verified to extend warranty validity.

After the grace period end:

- The warranty is **not extended**
- The customer is removed from the next reminder cycle (see "**Not Active - Missed Inspections**").

Failed or Missed Inspections

If an Annual Inspection is:

- Not completed
- Not submitted
- Submitted but **not verified**
- Or remains in **Rejected – Inspector Declined** status

Then:

- The customer warranty is **not extended**
- The customer is **removed from the next annual inspection email reminder cycle**
- No reminder email is sent the following year

This prevents reminders being sent for warranties that are no longer compliant.

Reinstatement

If a customer later completes and verifies an Annual Inspection:

- Warranty validity resumes
- The customer is re-added to the annual inspection reminder list
- This can be re-activated by ERPS ADMIN only

Audit & Compliance

One-Sentence Definition (Locked)

The ERPS Annual Inspection process allows inspection data to be entered by the store or ERPS Authorised Installer, but only the ERPS Authorised Installer who performed the inspection can verify and complete it via their registered mobile number.

End of Document