USER GUIDE:
“NEW CIR APP”.

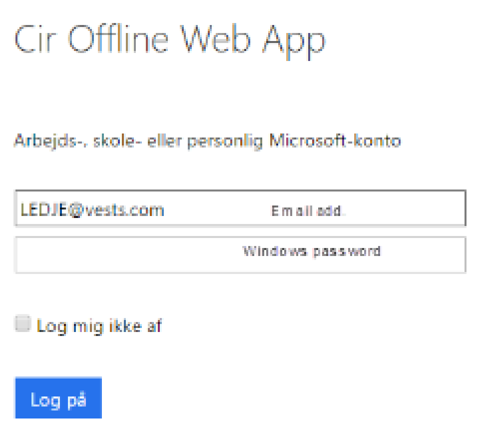
“Tech. Support User Guide”

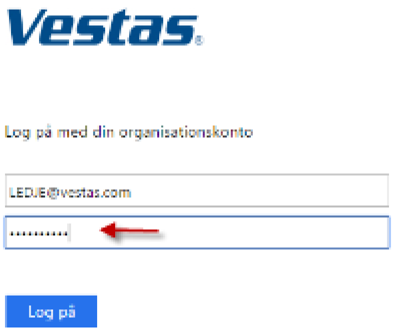
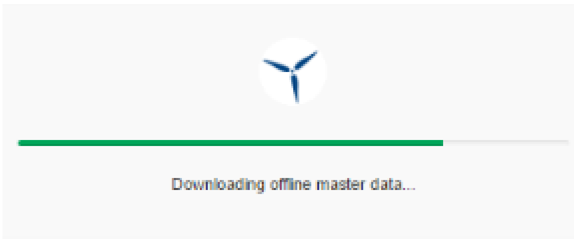
Table of Contents

1 A New CIR User Interface – Why?

A new interface to the CIR system has been introduced to support the future requirements of the business. The technology behind the existing CIR2010 system is not able to support the needs we have and a new tool has been developed to embrace this.	

2 How to get started?

How do I get access to the new CIR application?	Type: cir.vestas.com in your **"Chrome"** internet browser. **Important**: the new CIR application WILL NOT work off-line in "Internet Explorer 10".
The new CIR app. runs in an internet browser – will I be able to use it without any internet connection	Yes, the new CIR app. is utilizing a local database stored inside your Internet browser. You will be able to create CIRs while you are off-line, but you need to have accessed cir.vestas.com one time before you can use it off-line.
Why do I need to log-in ?	The new CIR app. is a cloud based tool – meaning that part of the application is running on cloud base servers. You don't need to activate a VPN connection to the Vestas domain to use the CIR app. and for the application to be able to authenticate you as a user you need to log-in using your email address and your windows password.  You will be redirected to our company sso site, please type in your windows password here

	
Sometimes I don't need to log-in – why not?	The new CIR app. is a cloud based tool – meaning that part of the application is running on cloud base servers. You don't need to activate a VPN connection to the Vestas domain to use the CIR app. and for the application to be able to authenticate you as a user you need to log-in using your email and your Windows password.
What happens after the log-in	When the authentication has been performed the CIR app. will download the application master-data information (approx. 5 Mb of data) to your browser cache for you to be able to work in off-line mode. Once the download process has finished you can fill out CIR-template while being off-line. 
On which devices can I use the new CIR application?	The new CIR application can be used on your windows PC using Internet Explorer, Chome, and in principle any browser that are available on the PC. Though only Internet Explorer and Chome are officially supported within Vestas. Further you can use the new CIR app. on a smartphone or tablet using the following operating systems; • iOS 9.x -> • Android 4.4 -> • Windows phone 8.1
Will I still be able to use the "old" CIR system?	No, after the release of the new CIR application you will not be able to submit CIRs to the "old" system anymore. If you submit a MS-infopath CIR after the release of the new CIR application you will receive an email notification explaining that the CIR can't be received and you need to use the new CIR application instead.
I have already created a CIR in the MS-infopath template. How can that come into the new CIR application?	It can't ☹ You will need to copy and paste the information from the MS-infopath template into the new CIR application manually.

What is a CIR ID and when does a CIR get it?	A CIR ID is a unique number that is assigned to the CIR you have submitted. The CIR ID is assigned to the CIR approximately 2 min. after you have submitted it (when being on-line). If you are off-line the CIR ID will be generated once you are on-line again.

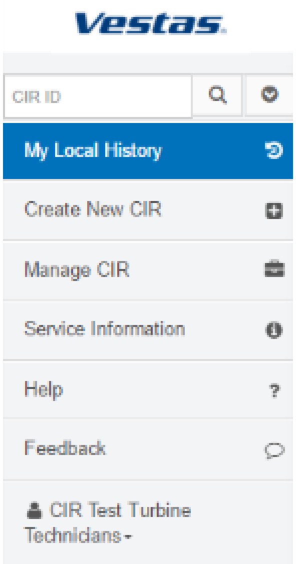
3 Navigating the new CIR app. user interface

3.1 Introduction

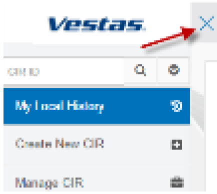
The new CIR application user interface consists of different parts. In this section you will get a short introduction to it.

3.2 Side menu

You can choose between the different menus by selecting them with your mouse.
A short description of the menus is given here and will be further detailed in another section***



To close the side menu – select the “X” icon.



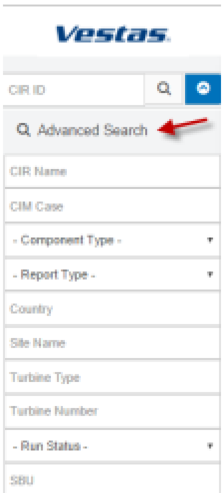
To open the side menu – select the “☰“ icon

3.2.1 Global Search

The white field on the top is a search field where you easily can search for a specific CIR by the CIR ID no.

To execute the search press <Enter> or the search icon.

If you need additional search criteria like “Country”, “Site name”, “Turbine Type” etc. you can press the “arrow down” icon – this will expand the search menu and let you select other search criteria.

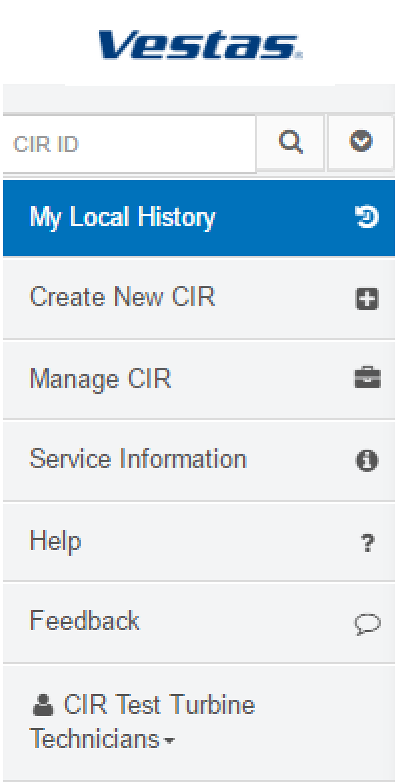


If you enter several search criteria the search will return CIRs that apply to all of the criteria. (i.e. it is an “AND” search.)

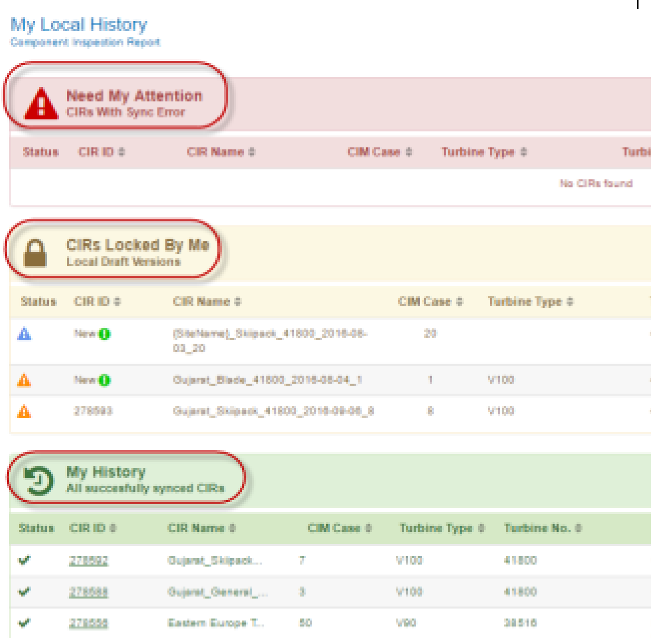
You will also find an “Advanced Search” menu. You can find more information how to use this search feature in the “User Guide”

3.2.2 My Local History

The second menu from the top is the “My Local History” menu. This menu displays an overview of the CIRs that you are creating, editing and have submitted earlier.



The overview is structured in tree sections;



A red section showing a list of CIRs that might contain errors. An example could be that you have entered the turbine PAD no. instead of the turbine ID – this will make the CIR appear in the red section.

When you are creating a CIR (explained further in a section below***) and have saved a draft version of it because it is not completely finished it will appear in the yellow section. In other words it is CIRs that you are working on and have not yet “Submitted”

The green section lists the resent CIRs that you have created / edited.

Please go to section *** to read further about this menu

3.2.3 Create New CIR

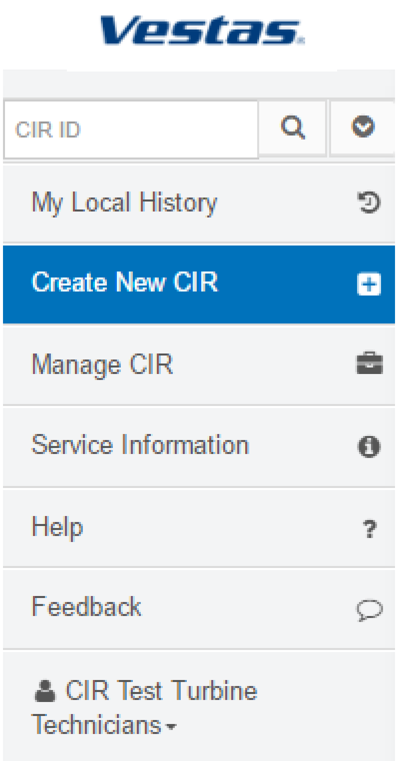
This is where you create new CIRs.

The different template types are the same as you know from the existing CIR MS-infopath template. Gearbox, Generator, Main Bearing, Inspection CIRs, Failure CIRs etc.

The structure and sequence of the data you need to enter are the same as you know it from the well - known existing template.

This design and approach has been chosen to ease the transition to the new tool. In the coming releases of the new CIR application you will observe small changes being introduced to make it easier and faster for you to fill out a CIR.

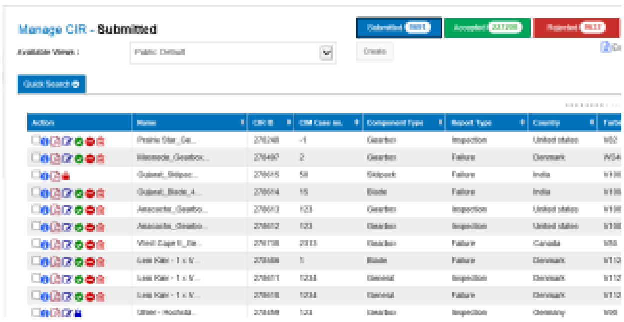
The template changes will automatically be installed once you are on-line and using the new CIR application. In other words you will not need to keep track of if you are using the latest template version – the application takes care of that for you.



3.2.4 Manage CIR

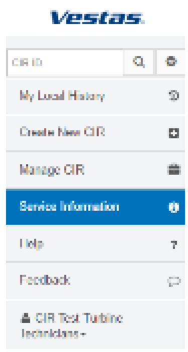
The “Manage CIR” menu is substituting the cir2010 portal – it is now fully integrated in the new CIR app. The Manage CIR menu is primarily used to edit, approve, reject and search for already submitted CIRs.

More information how to use the “Manage CIR” menu is provided in section ***



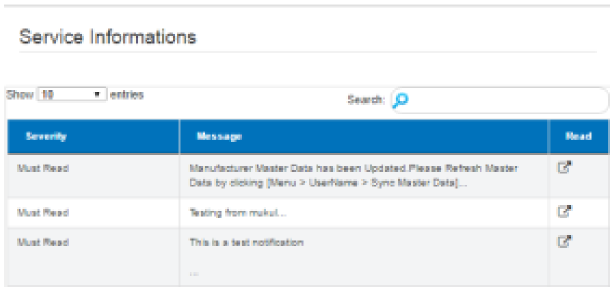
3.2.5 Service Information

The “Service Information” menu lists the all the information that the CIR application forwards to you. The application will display information about new template changes, if you need to update the master template



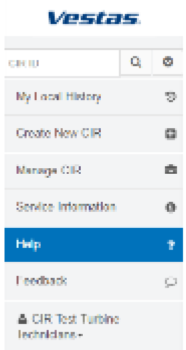
You are able to search for specific text information in the information by using the search field.

Clicking the icon on the right will open the specific service information.



3.2.6 Help

The “Help” menu gives access to the CIR app. documentation in PDF-format



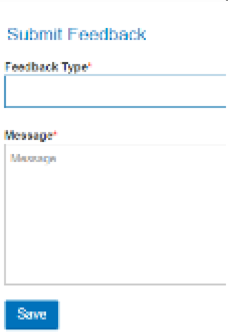
3.2.7 Feedback

The “Feedback” menu gives you the possibility to give feedback on BUGs or ideas on how to improve the CIR application.

The provided feedback will be evaluated by the CIR app. team.

<u>Please note</u> that this is <u>not</u> a place to ask questions regarding specific CIRs and component errors (status, evaluation of components etc.).

Questions like this should be addressed to the Technical Back office team within Global Service.

<table>
<tr>
<td></td>
<td>
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3.2.8 User account menu

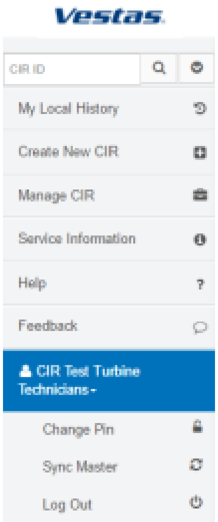
This menu contains 3 submenues:

- Change Pin
- Sync Master
- Log Out

<u>Change Pin:</u>
In this menu you will be able to change the Pin code (used you use a smartphone or tablet)

<u>Sync Master:</u>
Will update the template and data used to fill out a CIR.

<u>Log Out:</u>
This will log you out of the CIR app.

</td>
<td>
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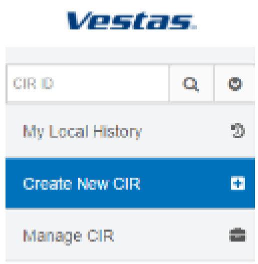
4 How to create a new CIR

4.1 Creating a new CIR

A new CIR is created by selecting the "Create New CIR" menu in the "Side menu bar"



4.1.1 Template Type

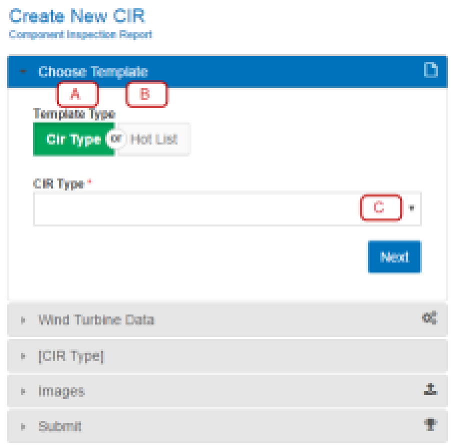
The structure of the template is similar to the well-known MS-infopath template.
You need to select the CIR type [A] or select if it is a hotlist component [B]

4.1.1.1 Report types

The list of CIR types [C] is:

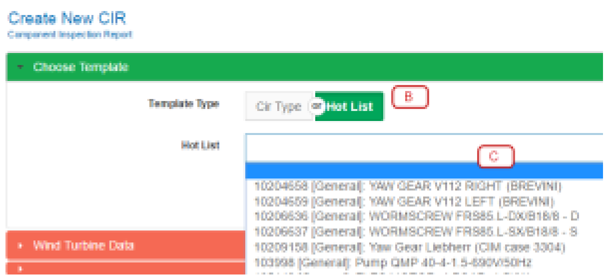
- Blade
- Gearbox
- General
- Generator
- Transformer
- Main Bearing
- Skiipack

Once the "CIR Type" is selected the rest of the CIR template is generated.
Press "Next" to continue



4.1.1.2 Hot List Component report

If you select Hot List [B] (a look-up list of the current active Hot List components will be displayed [C].
The template layout is similar to the report types above.

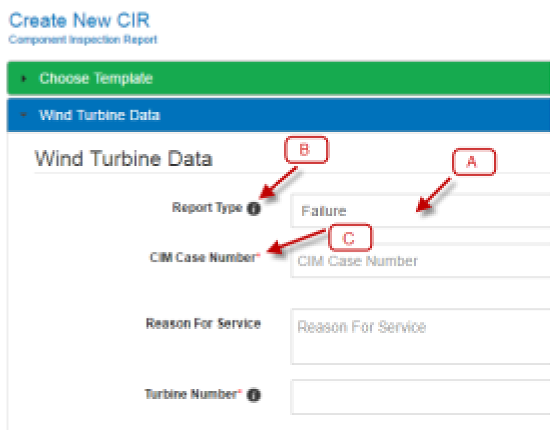


4.1.2 Fields

The CIR template contains a lot of fields:
look-up lists, text fields, numeric fields, check boxes, date fields etc. It is quit strait forward filling in / selecting values in the fields. [A]
Further information about the field can be found if you view the help text pressing [B]

The "Red Star" icon [C] applied after the field text indicates that the field is mandatory to fill out. You will not be able to submit the CIR unless the "red star" fields contains values.

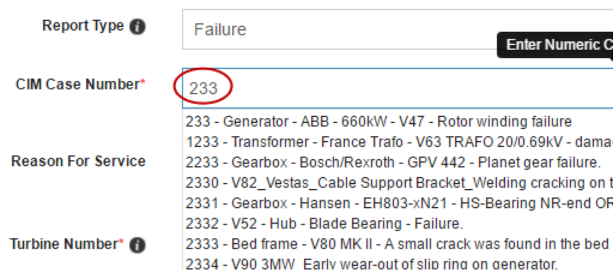
If you are on-line (connected to the internet) some of the fields have additional features.
Examples of these are:



Vestas

4.1.2.1 The “CIM Case no.” field.

Entering numbers in the field will make it possible to view a list of valid CIM Case no. and the describing text to these. Further it will not be possible to enter a number that is not on the list.
Though it is still possible to use “-1” as a value if you don’t know the correct CIM Case no.



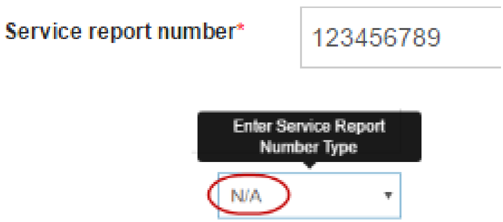
4.1.2.2 The “Turbine no. “ field

The Turbine no. is evaluated on the fly if you are online. If an invalid no. is entered and you move away from the field the field will be marked with red background color and a text appears explaining that the turbine no. is invalid. If you are off-line this check will be performed once the upload is performed and the CIR will not be submitted correctly.

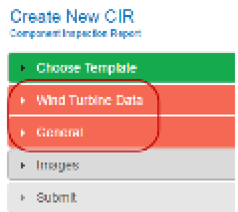
Please note that the “Turbine no. “field should contain the unique WTG no. and NOT the local “pad no.” /local turbine no.

4.1.2.3 The “Service report no.” field

The Service report no. is evaluated once you submit the CIR. If a wrong / invalid no. is entered you will not be able to submit the CIR successfully.
If a “Service report no. “ is not available you should indicate this by selecting “N/A” in the look-up list right to the “Service report no.” field.



If you have sections in the CIR that contain wrong / invalid data the section is highlighted with red color and further the field with wrong data is highlighted.



4.1.3 The “Image” section

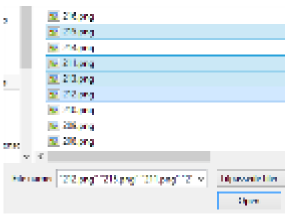
If it is not possible to attach a picture of the “Component Name plate” (also known as “Type plate” / “S/n. plate” / “Plate Type”) you should apply a checkmark in the field [A].

Doing this you will be forced to apply a reason for not being able to do this in field [B].

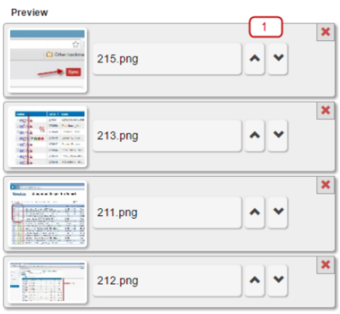
The first image that are applied is expected to be the “Component Name plate”

You can either drag pictures file from an explorer to the “Upload Images” area [C] or click on the area and select the file(s) to upload

You are able to upload several pictures at the same time using the <CTRL> key to select several images.



Preview of the pictures are shown in the “Preview” section [D].
It is possible to rearrange the sequence of the images by the “up/down” arrows [1]

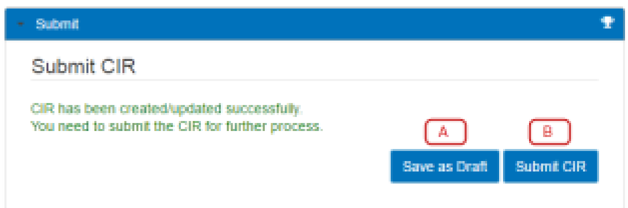


General Image description can be entered in the “Image Description” section [E].

If you are using a smart phone or a tablet you are able to take the pictures utilizing the build-in camera.

4.1.4 Submitting the CIR

If you want to save a draft version of the CIR or submit the CIR use one of the two buttons in the last section. [A] or [B].



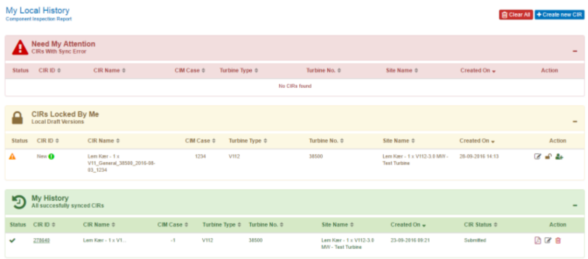
If you are not finished applying all data / pictures use “Save as Draft” [A] this will make it possible for you to edit the CIR later when you have the needed information.

If you are ready to “Submit” the CIR choose [B]. If you are on-line the submittal of the CIR will take place right away. If you are off-line the submittal will take place next time you are online and you are using the CIR application.

You will receive an email notification once the CIR is successfully received by the CIR system.

4.1.5 The submittal process

Having either saved a draft version of a CIR or having submitted the CIR the "My Local History" page will appear. In this interface you will be able to see the CIR, reopen (edit) the CIR and watch the status of the CIR.

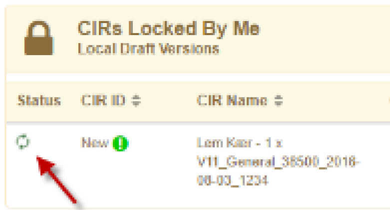


A CIR that you have "Saved as Draft" will be displayed in the yellow area: "CIRs Locked by Me" The CIR is locked to you and can only be edited by you and it has NOT yet been submitted.
The CIR is shown with an orange triangle and it has not yet received a CIR ID (as it has not been submitted).

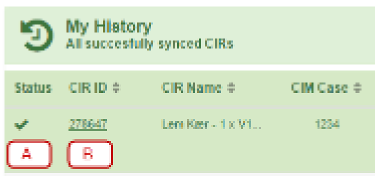
The name of the CIR is:
<Sitename>_ <Turbine no>_<Date>_<CIM Case no.>

IMPORTANT: If you have CIRs that are in "Draft mode" and not yet submitted they will be deleted if you delete /clear the history of your browser.

If a CIR is "Submitted" the record in "My Local Histiory" page will have a "spinning arrows" icon for approx. 90 sec. while the CIR is being submitted.



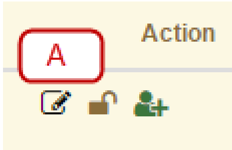
When the CIR is submitted successfully it will move to the green section of "My Local History" page and it will now have a CIR ID applied [A] indicate that the CIR is submitted and the CIR ID column [B] shows the CIR ID.



5 How to edit a CIR

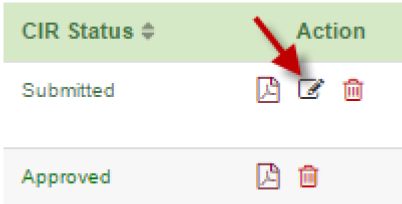
5.1 How to edit CIRs in “Draft” mode

You are able to edit the CIRs that you have in “Draft mode” (not yet submitted CIRs. They will be available in the yellow area in the “My Local History” page. To edit at CIR click on the “Edit” icon [A]



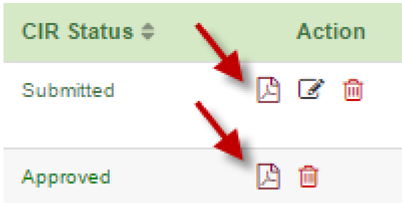
5.2 How to edit a submitted CIR

You can edit CIRs that you have submitted that is not yet approved.
This can be performed from the green area in the “My Local History” page. You are able to edit the CIRs you have submitted.
As a member of the Tech. Support group you can edit CIRs that already are approved.
You can edit it by selecting the edit icon
When you edit a CIR it will be “Locked to you” and will move from the green area to the yellow area.
You need to “Submit” the CIR again when you have finished editing the CIR.



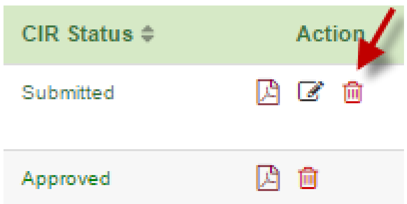
5.3 How to view a submitted CIR

In the green are of the “My Local History” page you can select the red “Adobe PDF” icon. This will open a read-only version of the PDF-file in a PDF-viewer. Opening a CIR in the PDF-viewer does not put a lock on the CIR. Other users are able to edit / approve the CIR while you are looking at the CIR.



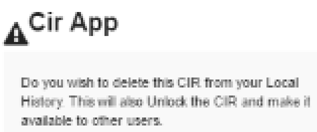
5.4 How to remove a CIR from your Local History

The CIRs that you have submitted will be shown in the green area in “My Local History”. If you want to remove them from your view press the red “bin” icon
This will NOT delete the CIR from the CIR-system – just from your local list of CIRs.



5.5 How to delete a CIR in “Draft mode” (not yet submitted)

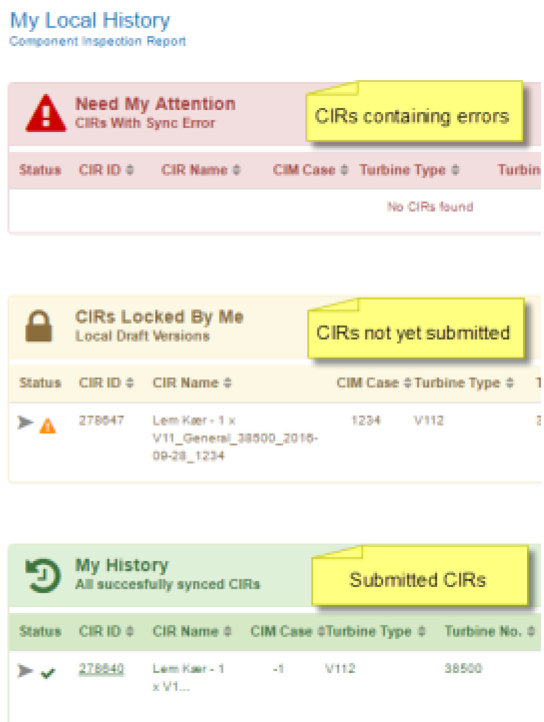
A CIR that is not yet summited can be deleted by selecting the “unlock” icon in the yellow area.
You will also see a confirmation dialog box to ensure that you are certain that you want to discard all changes made on the CIR.



You should not have CIRs in the red section. Open the failed CIR, fix the error and re-submit the CIR.

You should only have CIRs in the yellow section that you current are working on. (Draft mode). They are NOT submitted before they are displayed in the green section.

You can click on the CIR ID no. on the CIRs in the green section to jump to the "Manage CIR" area



6 How to search

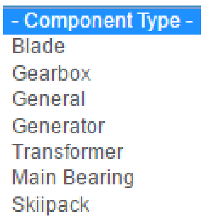
6.1 "Global Search"

The "Global Search facilities in the new CIR application is a strong and powerful search feature. It is available across the application in the top of the side menu bar.

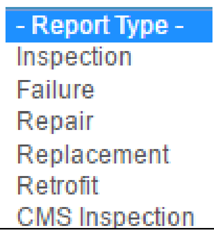
1) The CIR ID can be entered in [1] and the search can be executed by pressing [2] or by pressing the <Enter> key.

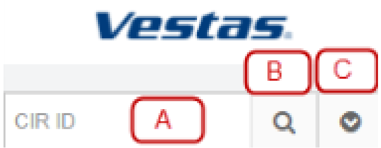
Pressing [3] (down arrow icon) expands the possible search criteria;

[1]. Search by the "CIR name"
[2]. Search by "CIM case no."
[3]. Search by "Component Type"

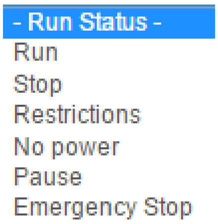


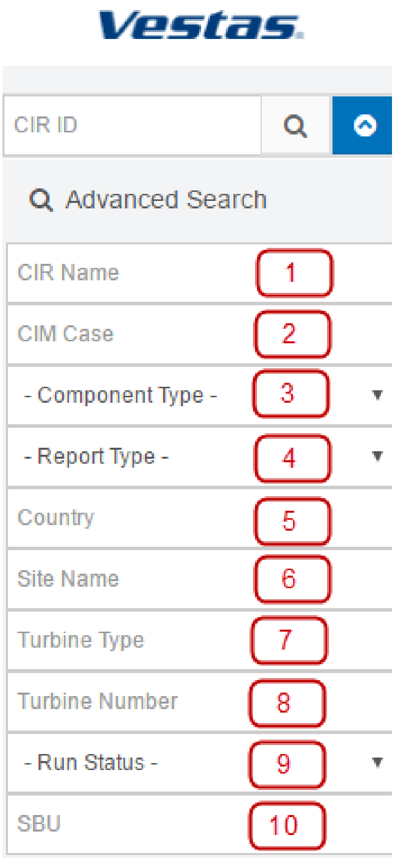
[4]. Search by "Report Type"





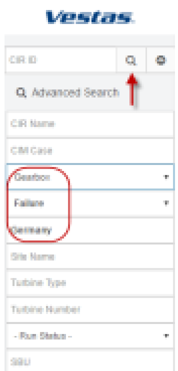
[5]. Search by “Country name”
[6]. Search by “Site name”
[7]. Search by “Turbine Type”
[8]. Search by “Turbine no.”
[9]. Search by “Run Status”
[10] Search by “SBU”



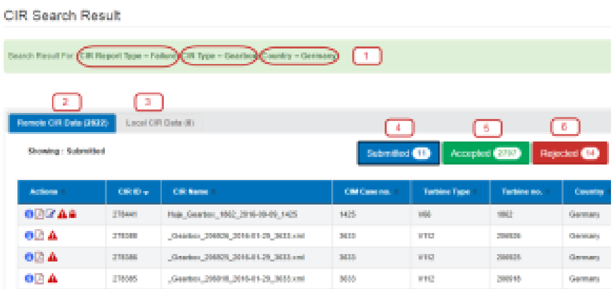


The search is executed as an “AND” search - meaning that if several search criteria have been entered – all criteria needs to be fulfilled in the search result.

Search criteria like this :
Component Type = “Gearbox”
AND
Report Type = “Failure”
AND
Country = “Germany”



Gives the following search result grid:



“CIR application Tech. Support User Guide” – Ver.1.2 – Oct. 2016

6.2 "Quick Search"

The "Quick Search" feature is available in the "Manage CIR" menu.
Pressing the button expands the "Quick Search" dialog box to expose the search criteria.

The "Quick Search" will address the current filter (view) that is applied to the "Manage CIR" grid – meaning that if "SBU: Northern Europe" [1] and "Accepted" [2] are selected the "Quick Search" criteria will only return results [Accepted CIRs from "Northern Europe".

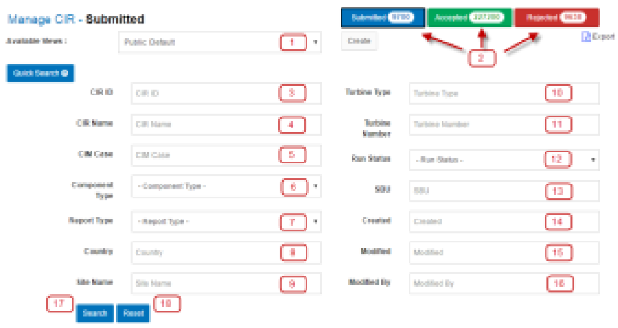
You can expand the search by adding criteria like.
[3]. CIR ID
[4]. CIR Name
[5]. CIM Case no.
[6]. Component Type
[7]. Report Type
[8]. Country
[9]. Site Name
[10]. Turbine Type
[11]. Turbine no.
[12]. Run Status
[13]. SBU
[14]. Creation date of the CIR
[15]. Last modification data of the CIR
[16]. Name of the last modifier (initials)

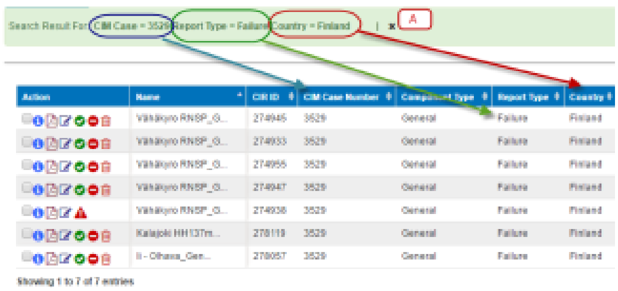
All search criteria are "AND" criteria meaning that all criteria need to match for the CIR to be listed in the search result grid.

When a search is executed by pressing the "Search" button [17] the search criteria are shown in the green area and the search result is shown in the grid below.

Pressing the "Reset" button [18] will clear the search criteria

Pressing the "X" [A] will remove the "Quick Search" criteria and return to the previously selected view.

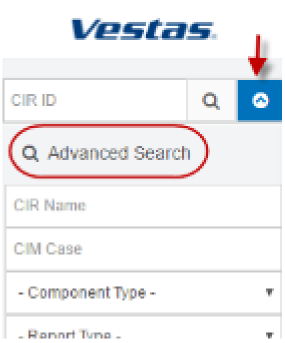




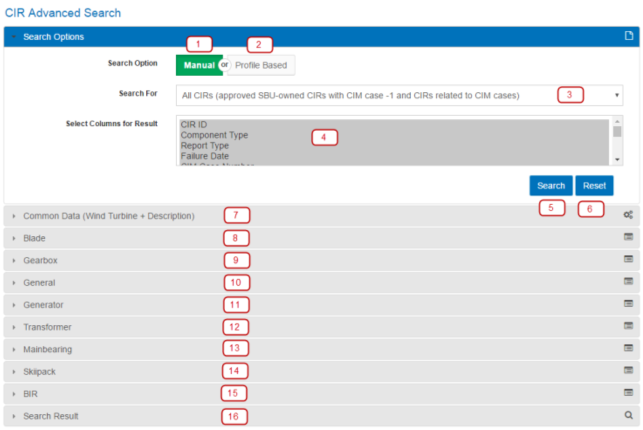
6.3 “Advanced Search”

The “Advanced Search” gives extensive search facilities and makes it possible to define the columns displayed in the search result grid.

The “Advanced Search” is launched from the “Side menu bar” using the “Global Search” menu and choosing “Advanced Search”



The “Advanced Search” dialog box contains the possibility to choose between a “manual” and a “profile based” search. A “manual” [1] search is used when you create a new search from scratch once you have created the search you are able to save the search as a search profile and this saved profile search can be retrieved and re-used later using the “Profile Based” search. [2]

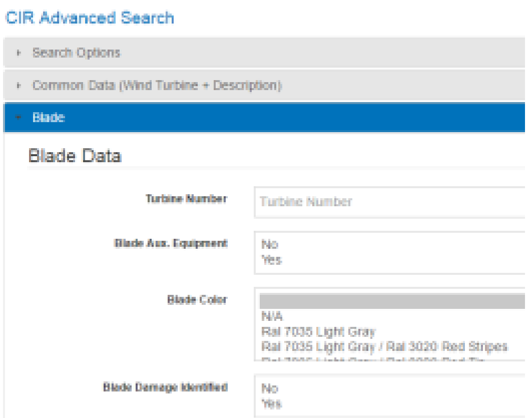


Using a “manual” search you can choose an area within you want to limit your search – this is done by choosing one of the options in the “Search for” look-up list.[3]

In the “Select Columns for Result” [4] box you can select which columns are to be shown in the search result grid. Some commonly used columns are pre-selected and you can compose your own columns if needed.

💡: use the <CTRL> key to select multiple columns.)

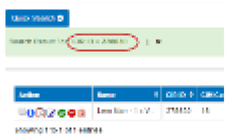
In the sections [7] – [15] you can select the search criteria. The sections are divided according to the CIR template – meaning that Blade specific fields are located in the “Blade” section [8]. Generator specific fields in the “Generator” section [11] etc.



💡: To select multiple values in the lists use the <CTRL> key to choose several values.

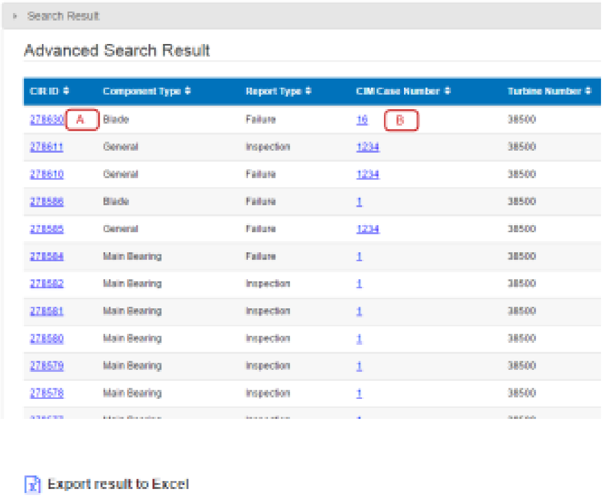
To execute the search chose the “Search” button [5]
To reset the selected search criteria click on the “Reset” button [6]

The search result grid looks like this
Pressing the link on the CIR ID [A] will bring you to the selected CIR on the "Manage CIR" page



Selecting the link on the CIM case no. [B] will load the Pman application for the specific CIM case selected.

💡 By holding down the <CTRL> key while you click on the links the linked page will open in a new tab in your browser and you can keep your search result grid active.



CIR ID	Component Type	Report Type	CIM Case Number	Turbine Number
278630	Blade	Failure	16	38500
278611	General	Inspection	1234	38500
278610	General	Failure	1234	38500
278586	Blade	Failure	1	38500
278585	General	Failure	1234	38500
278584	Main Bearing	Failure	1	38500
278582	Main Bearing	Inspection	1	38500
278581	Main Bearing	Inspection	1	38500
278580	Main Bearing	Inspection	1	38500
278579	Main Bearing	Inspection	1	38500
278578	Main Bearing	Inspection	1	38500

You can export the search result grid to MS-Excel by clicking on the icon at the bottom of the search result grid.

Please note that the search result will only display the first 100 search results due to performance.
If more than 100 records (CIRs) are needed please create a personal view to retrieve data of that size.
For further information regarding how to create a personal view (please see section 7.4)

7 "Manage CIR"

7.1 CIR status within "Manage CIR"

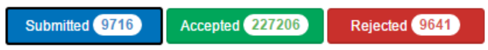
In the "Manage CIR" you will find CIRs divided into 3 areas; "Submitted", "Accepted" and "Rejected"

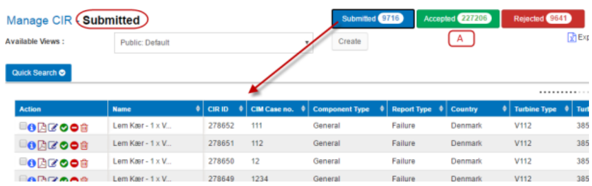
💡 The "Submitted" area is the "Inbox" known from in the CIR2010 portal.

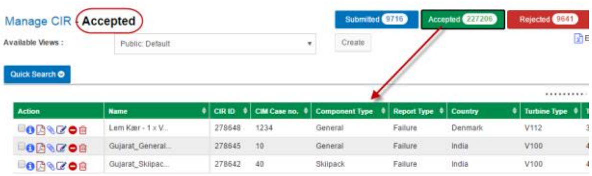
The no. behind the area names indicates how many CIRs is present in each area.

The blue colour in the grid indicates that it is "Submitted" CIRs that listed.
Selecting the "Accepted" area (green button) [A] will list the "Accepted" CIRs and the grid heading turns green.

Likewise with the "Rejected" area



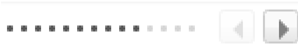




7.2 General features

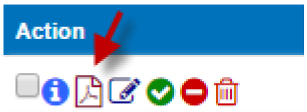
It is possible to sort the columns (ascending / descending) if you select the sorting column.
The "Default" is sorted by CIR ID descending

If your screen resolution is not high enough to display all of the columns in the view you can scroll horizontally by selecting the arrows in the upper right corner of the grid.



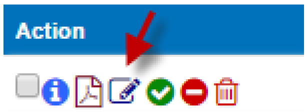
7.2.1 How to view a CIR as a PDF-file

To view a PDF-file of the CIR, select the "PDF" icon – this will launch your PDF-viewer and you can view and if needed print and save the CIR.



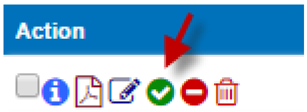
7.2.2 How to edit a CIR

To edit a CIR select the "Edit" icon
For further description about how to edit a CIR – please see section *** in this document.
Please note while editing a CIR this CIR will be locked to you and can't be edited by other users. That means that you need to remember to submit the CIR again before it can be edited by other users.



7.2.3 How to approve a CIR

As a member of the "Tech. Support" user group you are able to "approve" a CIR. This can be performed by selecting the green "approve" icon.
Once you approve a CIR a notification email and a PDF-version of the CIR is sent to the supplier of the component. (Only if it is a main component and if it is a failure CIR). Please ensure that all information is correct in the CIR before approving it.
Once approved the CIR can be found in the "accepted" area (green area)



7.2.4 How to reject a CIR

As a member of the "Tech Support" user group you are able to "reject" a CIR. This can be performed by selecting the red "reject" icon. Once a CIR is rejected the CIR can be found in the "Rejected" area. (red area)

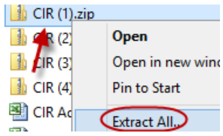
7.2.5 How to delete a CIR

As a member of the "Tech Support" user group you are able to "delete" a CIR. This can be performed by selecting the red "bin/reject" icon.

7.2.6 How to download multiple several PDF-file CIRs

In the "Manage CIR page it is possible to select multiple CIRs and right click on them, choose "Download CIR"

This will make a zip-file with the 3 CIRs.

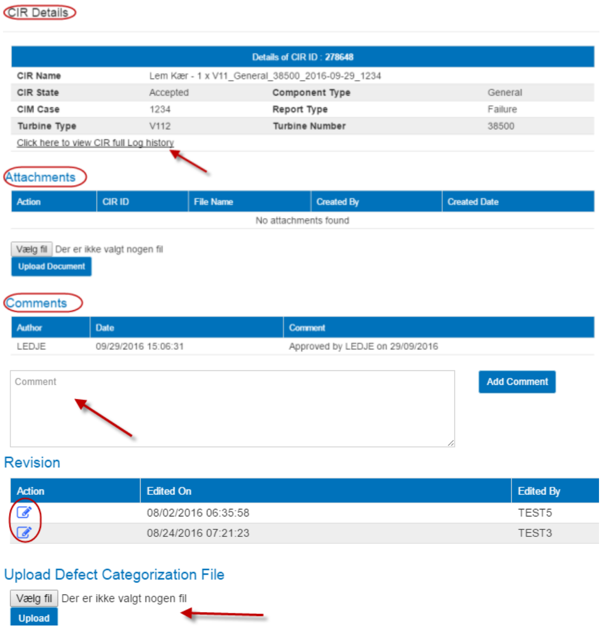


To extract CIRs from the zip-file – right click on the zip-file in a browser and choose un-zip.

7.2.7 How to view CIR details

To view details about the CIR – select the blue “i” icon. This will launch a dialog box listing detailed information of the selected CIR.
Attachments, a full log, view and attach documents.

If you press the <CTRL> key while selecting “CIR full log” the log will be opened in a new page in your browser – this might be handy if you need to keep focus on the specific CIR.



Further you can view and enter comments

View and edit revisions of the CIR

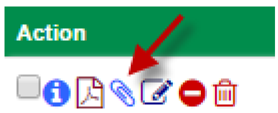
And upload a “Defect Categorization” file – also known as a disassembly report made by a repair shop.

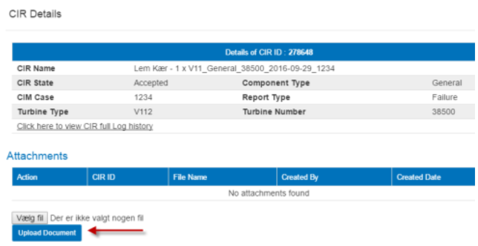
7.2.8 CIRs locked by another user

If you edit a CIR, this CIR is locked to you and other users can’t edit it at the same time as you.
That also means that if another user is editing a CIR you can’t edit….
A CIR that is currently being edited by another user is marked with a red “lock” icon. As you see it is not possible for you to edit, approve, reject or delete the CIR (icons not present).

7.2.9 How to attach a file to a CIR

As a member of the “Technical Support” user group you are allowed to attach files to a CIR – this can be performed once a CIR is “approved” and is present in the “Accepted” (green) area. Select the blue “paperclips” icon.





7.2.10 How to export the content of a view to Excel

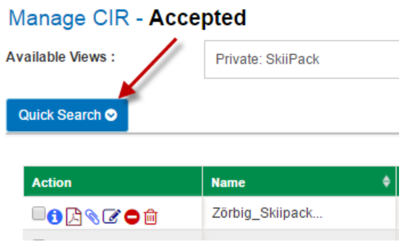
The content of a view can be downloaded to an MS-Excel file by selecting the “Export list to Excel” icon In the upper right corner of the grid.

Please note that the export only export what is in the current view and area.

7.3 “Quick Search”

To perform a search for CIRs within an area and a view you can use the “Quick Search” feature.

Please see section *** in this manual for further description of how to use the “Quick Search” feature.



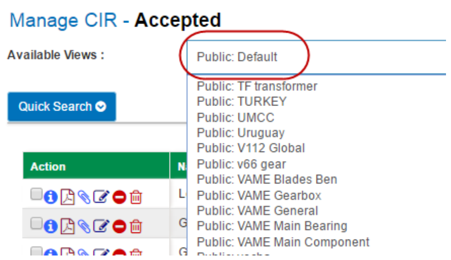
7.4 Views

7.4.1 What is a view?

Views are “filters” that can be applied in an specific area (“Summited”, “Accepted” or “Rejected”)

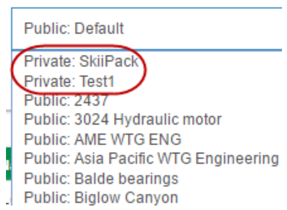
A list of “Public” views is available and can be selected by all users.

If you can’t find a CIR on the manage CIR grid it might be that you have selected a view that where the filter criteria don’t match the CIR you are looking for. The “Default” views always display all CIRs without any filters applied.



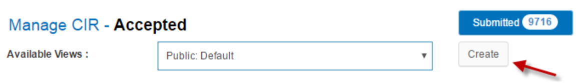
7.4.2 How to work with views

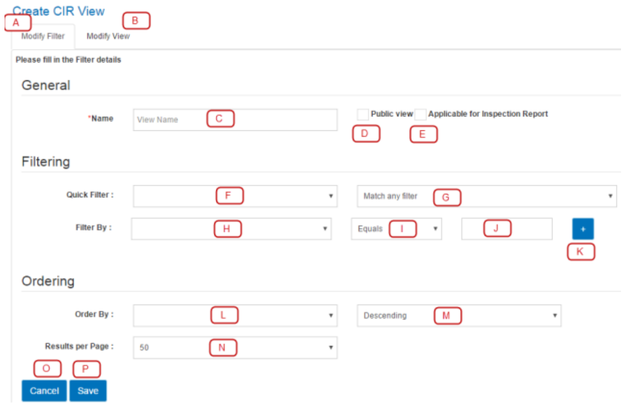
In the CIR app. you can work with “public views” and “private views”. The “private views” are only available for the user that has created the views. Private views are listed in the top of the look-up list for you to easily retrieve the view again.



7.4.3 How to create a new view

As a member of the “Technical Support” user group you are able to create your own views.
To do this click on the “Create” button next to the list of views.





The dialog box contains two pages “Modify Filter” [A] and “Modify View” [B].

In the Name field [C] you can apply the name of you view. It is always a good idea to specify a name that explains about the content of the view – that will make it easier for you to re-use it later.

If a checkmark is applied in the “Public view” check field other users will be able to use the view too.

Don’t make your view public unless you are sure others have a need for it as it will appear in every ones look-up list.

A check mark in [E] makes it possible to use the view as a filer for Customer reports. That is a feature that will be introduced in a later release of the CIR app.

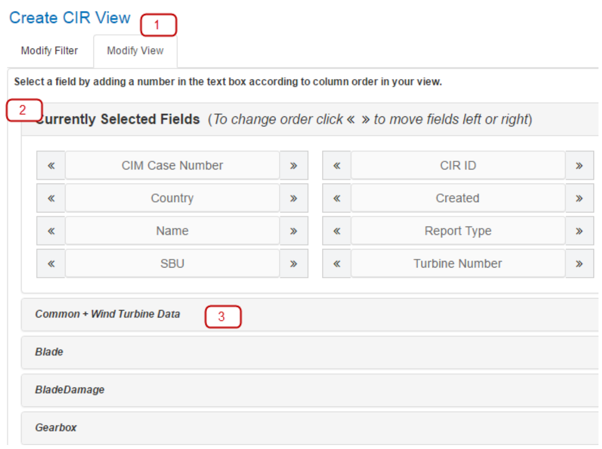
In the section “Filtering” it is possible to apply a “Quick Filter” – these are predefined views i.e. CIRs in “Vestas America”

Field [G] makes it possible to make an “and” or a “or” search

In Field [H], [I] and [J] it is possible to enter search (filter) criteria and [K] makes it possible to add additional search criteria.

In the “Ordering” section it is possible to manipulate the order the search result is listed - Field [L] and [M]. Field [N] determines how many rows will be listed.
[P] will save the view you have specified. Choose [O] to cancel the selections / changes. The view settings will not be saved.

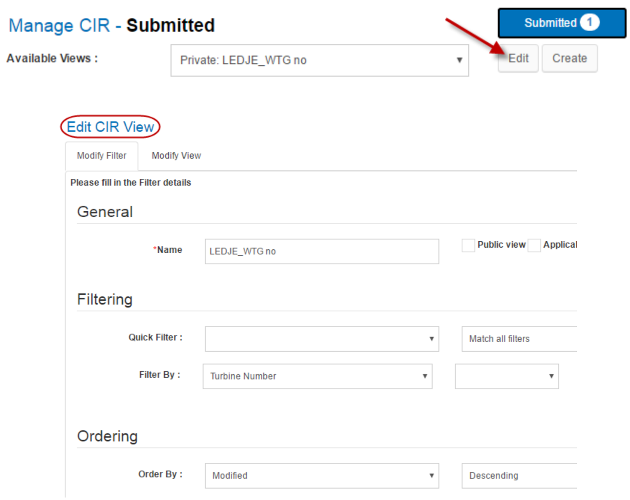
The modify view page [B] / [1] provides the option to edit layout of the view you have created.
In the “Currently Selected Fields” section [2] you see the columns that are shown in the view. They will be listed in the sequence shown. It is possible to rearrange the order by selecting the arrow keys.



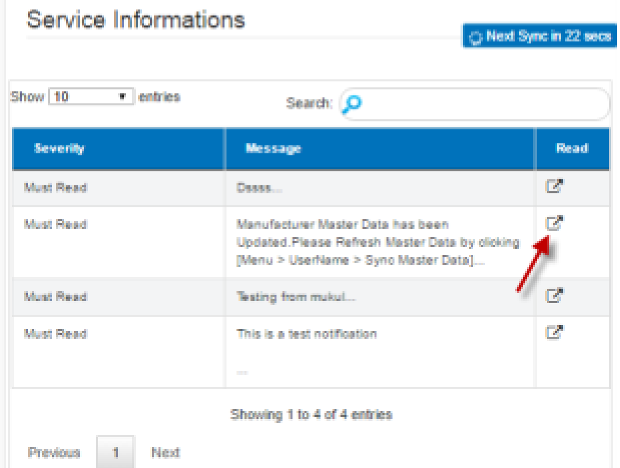
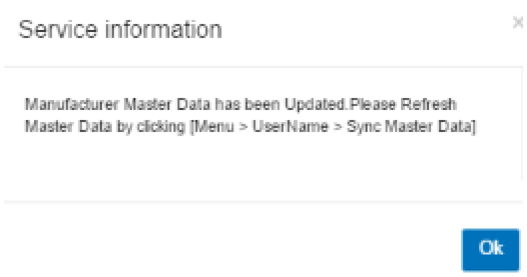
Additional columns can be chosen from other section [3] and the below sections.

The fields are listed according to the relevant CIR report types. Fields occurring on a Gearbox CIR is located under the “Gearbox” section etc.

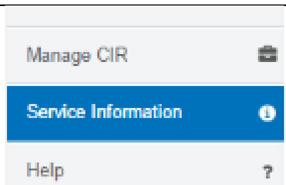
Once you are finished editing the layout of the columns, remember to save the view on the “Modify filter” page [A].

### 7.4.4 How to edit a view As a member of the “Technical Support” user group you are able to edit the views that you have created. To edit a view select the “Edit” button. This will launch the “Edit CIR view” and you are able to modify the view to support your new search criteria. Adjusting the view follows the same procedure as when you create a new view. Please see previous section how to do this.	

8 Service information

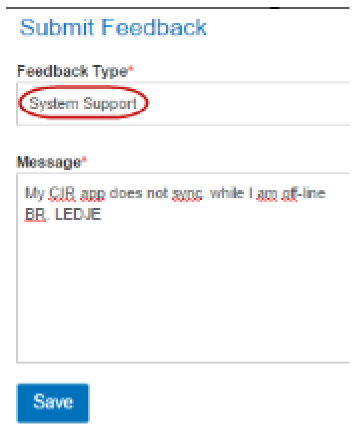
## 8.1 How to see service information On the Side menu there is a menu named; “Service Information”. Within this menu you will be able to see the notification that is sent to you by the system administrator. Selecting the “Read” icon (right column) the full information will be displayed in a dialog box. This specific notification explains that a change has been performed to the master CIR template and you need to update it in order to have the latest template. The template will also automatically be updated when you log into the CIR application next time.	 

9 Feedback

The Feedback menu makes it possible for you as a user to provide feedback to the CIR system administrator.	

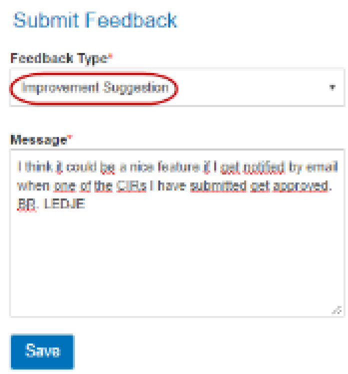
9.1 Getting support on the CIR application

Select “System Support” as the “Feedback Type”, apply your issue in the “Messsage” section and select “Save” to submit the feedback.



9.2 Improvement suggestions

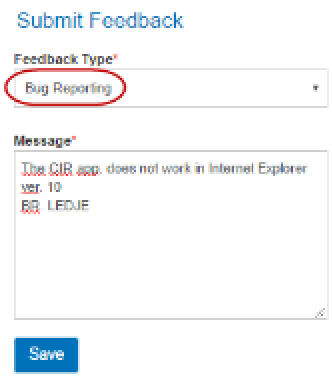
If you have suggestions for improving the CIR application apply “Improvement Suggestion” as the “Feedback Type”, apply your comment in the “Message” section and select “Save” to submit the feedback.



9.3 Reporting a BUG

We try to make a CIR application with as few BUGs as possible, but no one can develop software without BUGs. It is possible for you to report them directly to the CIR administrator that will facilitate a fix for the BUGs.
Apply “BUG Reporting” as the “Feedback Type”, enter a detailed description of the BUG you see and how it can be reproduced and select “Save”.

You will receive an email with answer to your BUG reporting.

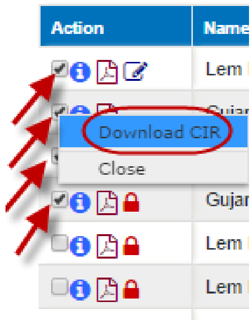


10 Advanced features

10.1 How to download multiple CIRs (PDF-files)

In the “Manage CIR page it is possible to select several CIRs and right click on them, choose “Download CIR”

This will make a zip-file with the 4 CIRs



10.2 How to delegate a CIR to a colleague

This only works when you are on-line

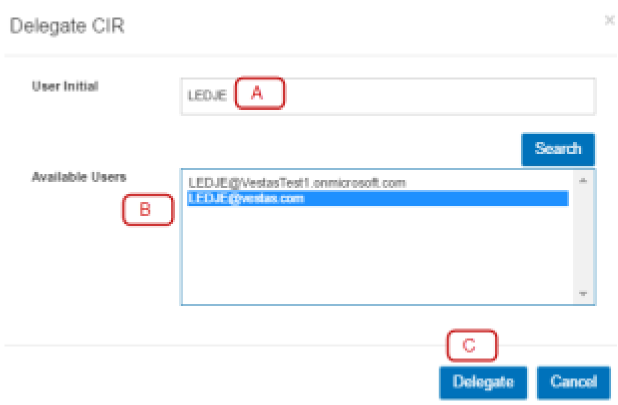
This is a new feature in the new CIR application. As a service technician you are able to delegate (forward) a CIR to a colleague in order for him to continue to work on the CIR.

In the “My Local History” page you can select the “green man icon” in the yellow section.

A new dialog box appears and you will have to enter the initials of the user that you want to delegate the CIR to [A] and press “Search”

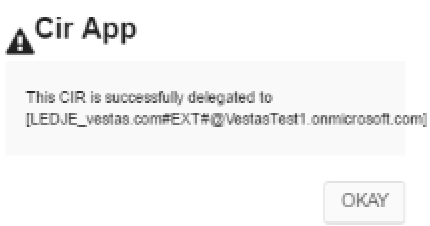
The user is looked up in the list of uses and you will have to select the correct user in the list [B].

Then select “Delegate” [C]



The CIR app. is synchronizing and a dialog box is shown

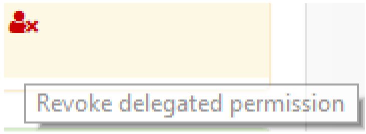
Once the delegating of the CIR has taken place a message is shown.



A red lock is now shown on the left side of the CIR. The CIR is now locked to your colleague and you can’t edit it any more.

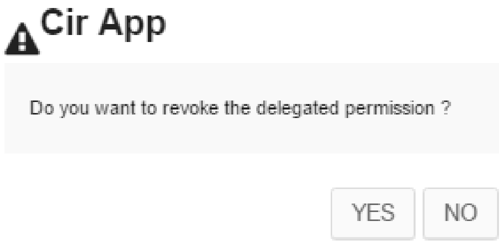
The CIR will appear in your colleagues “ My Local History” page in the yellow section after the next sync. Your colleague can now edit and submit the CIR.

If you want to get your hands on the CIR again you will in your "My Local History" page find a "red man" icon shown at the right side of the CIR.

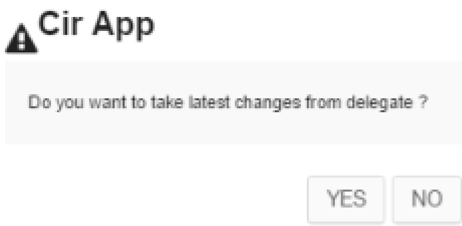


Pressing the "red man" icon will revoke the delegated permission from your colleague.

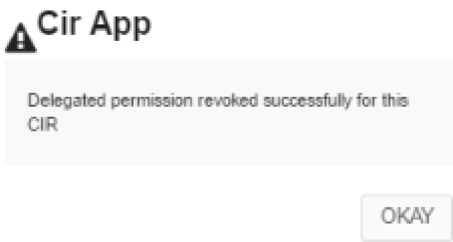
A dialog box appears and ask you to confirm your action.



Pressing "Yes" will give you the opportunity to accept the latest change that your colleague has made in the next dialog box.



If you don't want to import the changes that your colleague has made you should select "No".



After the next "Sync" the delegation has been revoked and you can again edit the CIR.

10.3 How to edit CIRs from multiple devices

If you start editing a CIR on your laptop the CIR will automatically be synchronized to any other device that you use (log-in with the same user account). This could be a smartphone or a tablet.

This only works when you are on-line.

In this way you can combine the usage of the keyboard to write comments to in CIR and utilize the build in camera on a smartphone.

You need to "Save as Draft" on the device and wait until the sync is performed before you can view the updated data on the over device

11 Appendix

11.1 Why is a CIR important?

The CIRs that you submit contains important data and are a major contributor of data into a uniform method of capture of the incidents occurring in connection with main-components / defined Hot-list items into our Global system which are used to financial and technical follow-up.
Vestas use the data for warranty claim toward our suppliers if the defect component is failed within the warranty period. Further the data is used for root cause analysis on the CIM cases that are made to fix and mitigate component issues.

11.2 What happens with a CIR after it is submitted?

After you have submitted the CIR it is review and maybe edited by the Technical Support team within the Global Service organization. If the CIR is connected to a known CIM case the CIR will be contribute of finding the root cause and the fix to the issue. These are tasks performed within the TSS organization (R&D) and the input you provide is highly appreciated. You are the eyes in the field!

11.3 What is the impact of poor pictures?

The better pictures picture you attach to the CIR the easier it is to evaluate the root cause of the component defect.
When there is a “name plate” with s/n. on the component it is extremely important that you attach pictures of it. If the component has been repaired you also need to apply a picture of that “name plate”. It is important that the pictures are of good quality and text can be recognized and be read clearly.

11.4 What is Hot-list components?

If we need to keep an eye on a component connected to a CIM case we can put it on the Hot-list meaning that you need to submit a CIR when you see a defect on that component. This will ensure a uniform reporting of the component error that are used to find the root cause for the issue.