

PARTS TAB

DETAILS & INSTRUCTIONS

Parts Tab > Lookup Parts



Key Features:

- Functions similar to previous version
- Includes a new “Show Advanced” option to view an expanded list of parts (with no login required)

A screenshot of the 'Lookup Parts' search form. The form is located on the page below the navigation menu. It contains a search area with the following fields: 'Item ID/Serial:' (with a text input field), 'Model Search' (with a dropdown menu), and 'Date:' (with a text input field containing '9/25/2013'). Below these fields are three buttons: 'Lookup', 'Show Advanced' (which is highlighted with a red box), and 'Reset'. To the left of the search area, there is a message: 'If you are unable to locate your parts through the lookup please try the following links: Hot Water Parts, State Water Heater Parts'.

- Links to both AOS and State Parts List pages

Instructions:

- Under the Parts Tab, select “Lookup Parts”
- Key in a serial number from 2002 until current.
 - For units manufactured prior to 2002, click on the brand link to the left, i.e. Hot Water Parts.
- Click “Lookup”
 - It is no longer necessary to be logged in to see the expanded list.
 - The initial parts returns will be common replacement parts. To view the expanded list, click the box labeled “Show Advanced”.
- Prices shown when not logged in will be “List” prices

Parts Tab > Rapid Order Form



Key Features:

- Functions similar to previous version
- Allows for validation upon part entry

A screenshot of the Rapid Order Form interface. It features a table with columns for ID, Qty, and Description. Below the table are three buttons: 'Validate', 'Add to Cart', and 'Clear'. The 'Validate' button is highlighted with a red box.

Instructions:

- Log In
 - Current registered users are still active. You must be logged in to receive discounts.
- Under the Parts Tab, select one of the following options: Lookup Part, Rapid Order Form, or Parts Catalog
 - *Lookup Part*
 - Use instructions above except the prices shown will be registered users cost.
 - *Rapid Order Form*
 - ID will be the current AOS 10-digit part number
 - Enter quantity; tab to the next line and repeat until all parts are keyed that are requested to ship.
 - Click “Validate”
 - NOTE: user may have to click the validate button twice. A green check mark will appear for all valid part numbers. A red “X” will appear for invalid parts.
 - Once all parts desired are validated, click “Add to Cart”

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- You have an opportunity to update or make any changes to the order.
- If order is complete, click “Check Out”
 - A second opportunity to make changes to the cart is available. Once complete, click “Next”
- Enter shipping information. When complete, click “Next”
 - Address can be changed
 - Shipping method can be selected
 - A UPS collect account number can be provided
 - An email address can be provided to receive order confirmation & tracking information
 - Contact phone number can be verified or changed
- The system will verify the address with the US Postal Service
 - If it does not match, the Postal Service will provide a suggested match. To change to the suggested address, click “Select”. To keep the original address as entered, click “No, Do Not Change”. NOTE: If “No, Do Not Change” is selected, the red override address box must be checked to proceed.
 - Click “Next”
- Enter PO number or select to pay by Credit Card
 - If Credit Card method is selected, discounts will apply as normal.
 - Click “Next”
- Review the order and add any comments, if necessary
 - An option to “Cancel” is available
 - Once all information has been verified, click “Finish”
- Order has been sent to our system for shipping. A confirmation email will be sent to the email address provided.
- The sales order number is provided on this screen.
- *Parts Catalog*
 - Use this option to key a specific part number to view the description, price, picture (if available).

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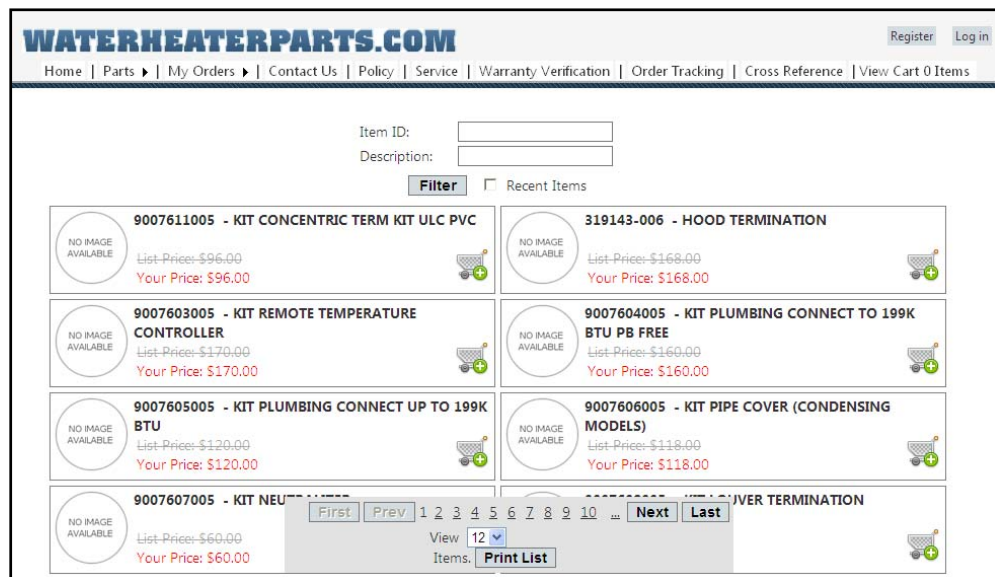
- If desired, click the “Add to Cart” option for ordering purposes.

Parts Tab > Parts Catalog



Key Features:

- New search functionality using part number or description



Instructions:

- Enter a partial ID or a generic description (i.e. elements) and click on “Filter”

QUESTIONS?

Please contact Customer Service at

1-800-821-2017