



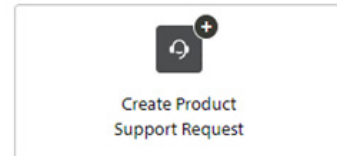
# Bronto One®

## Product support request



## How to create a product support request

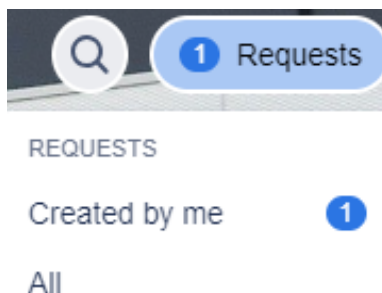
Sign in to <https://one.brontoskylift.com> and click the "Create Product Support Request" widget on the Dashboard.



A new window opens, fill in the following details:

- Short summary of the failure.
- Add possible attachments.
- Contact person details for communication between customer and Bronto product support.
- Unit details
- Type of failure.
- Detailed description of the failure.

To follow-up your requests, click the "Requests" -button on the top right corner of the request page.

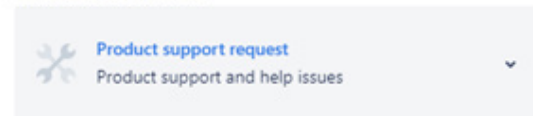


Bronto Skylift / Bronto One / Raise a request

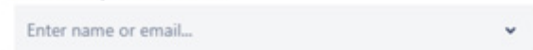
 Bronto One

Welcome to Bronto One solution and request center! You can raise a request using the options provided.

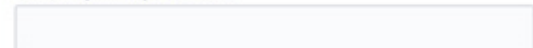
What can we help you with?



Raise this request on behalf of \*




Summary of failure, One line description of the system issue, write down failed component (part number) \*



Attachment



 Sorry to hear that you are experiencing an issue. Please provide as much information as possible about the issue. This will help us diagnose and fix your problem more effectively.

## Optional contact person (Customer side)

Name

Phone

Department

Job title

Email

## Type of failure

\*

- Electrical
- Hydraulic
- Mechanical
- Problem with use
- Remote diagnostic request
- Other type

Free text of failure

Send

Cancel

## Unit details

Serial number (12345-098) \*

Unit type

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