

# KÖGEL

NOVUM: LIGHT & STRONG

OUR CONVENIENT KÖGEL PARTS ONLINE PORTAL

## SPARE PARTS & WARRANTY



USER MANUAL

# CONTENTS

Conveniently request spare parts and warranties online Page 3

The benefits of online transactions Page 4

## Registration

1. Log in Page 5

## Parts shop

1.1 Search by article number or keyword Page 6

1.2 Search by chassis number (VIN) Page 7

2. Items in shopping basket Page 9

2.1 Redeeming vouchers Page 9

3. "Checkout" order process Page 10

4. "Request an offer" order process Page 11

5. My account Page 12

## Warranty portal

1 Warranty claim – Vehicle Page 14

1.1 Submit vehicle data Page 15

1.2 Register completed work Page 15

1.3 List required spare parts Page 16

1.4 List external costs Page 16

1.5 Summary Page 17

2. Warranty claim – Spare parts Page 17

3. Applications and messages Page 18

3.1 Warranty claims in detail Page 18

3.2 Register invoices Page 19

3.3 Register messages Page 19

3.4 Download files Page 19

SEARCHED & FOUND

# CONVENIENTLY REQUEST SPARE PARTS AND WARRANTIES ONLINE

The Kögel parts online portal automatically handles all requests relating to spare parts, accessories and complaints. You no longer have to fill out anything by hand, as the system does practically everything for you. With this powerful online tool, you are always informed about the extensive spare parts range.

## Spare parts shop

In the **Kögel parts online portal**, everyone can **easily, quickly and conveniently** find the equipment they are looking for. Cumbersome searching is a thing of the past.

Ultra-practical: There are around 8,500 different items in the spare parts shop. It can be accessed via a standardised, user-friendly interface on the internet. It is all easy to navigate using a PC or tablet, etc. No more jungle of documents, no more being put on hold and no more paper consumption.

Log in quickly and easily, conveniently browse through the wide range of Kögel spare parts and order immediately.

## Warranty management

The new Kögel parts online portal also offers intelligent **warranty management**. You are guided through this tool step by step and always have your warranty status in view, without paper and without losing time.



## THE BENEFITS OF ONLINE TRANSACTIONS

### In the parts shop

- ✓ **24-hour service:** You have the option to order spare parts, request offers and request current price lists around the clock.
- ✓ **Add fleet:** Find the right spare part faster by adding your fleet.
- ✓ **Keyword search:** Enter a keyword in the search field. You will receive various spare part suggestions. Their availability is displayed immediately.
- ✓ **View customer discount:** Log in with your personal login details. All prices, along with your discounts, will be displayed.
- ✓ **Get offers online:** You can request offers at any time at the click of a button.
- ✓ **Download current price lists:** You can receive the latest prices by downloading the lists.
- ✓ **Intelligent additional functions:** Receive information on whether partial deliveries are possible.
- ✓ **Thinking further:** You can also add customer and delivery addresses.

### Warranty management – vehicles and spare parts

- ✓ **Submit and process online complaints:** You always see your current status.
- ✓ **Select required spare parts directly:** Convenient selection from the vehicle parts list.
- ✓ **Submit invoices online:** Paperless complaint handling.

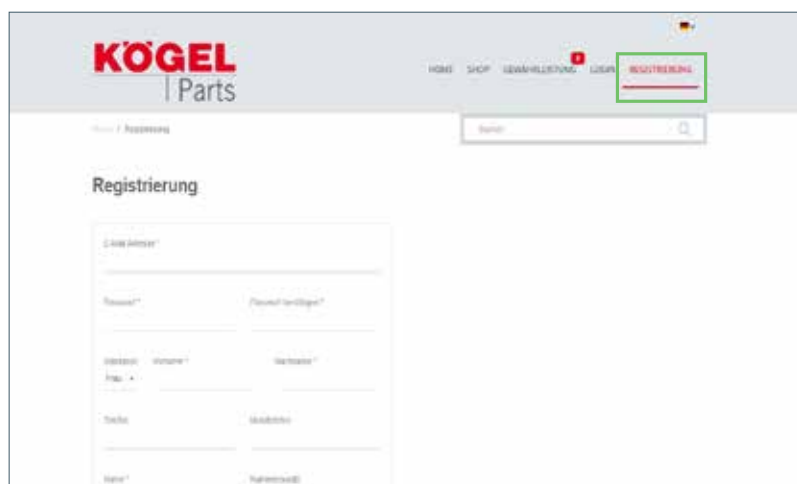
## AN OVERVIEW OF ALL FUNCTIONS

# AND THIS IS HOW IT WORKS ...

Our sales department has approximately **8,500 different items** ready for you. In the Kögel parts shop, you can search for your special accessories and high-quality spare parts from the comprehensive range and order them quickly and conveniently.

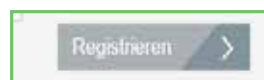


It is possible to change the language by selecting the national flag.



## Registration

You will need to register if you want to use the full functionality of the shop. Simply follow the procedure under the corresponding registration point. After activation, you will receive a confirmation email.

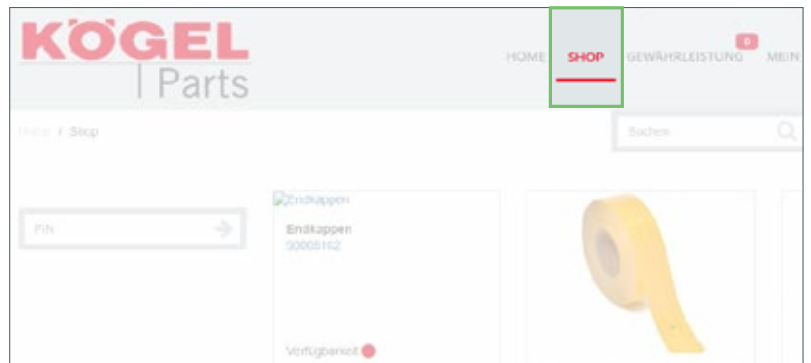


## 1. Log in

You can access the shop via your **individual log-in details with your email address and chosen password.**

# PARTS SHOP

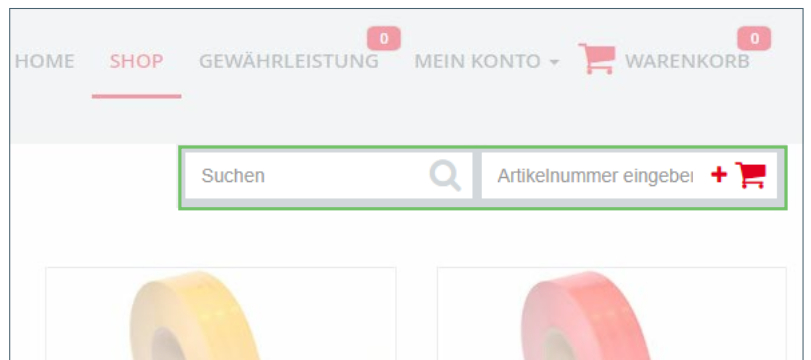
**The quickest way to your accessories:** In the "Shop" tab, you have an initial overview of the spare parts available for order.



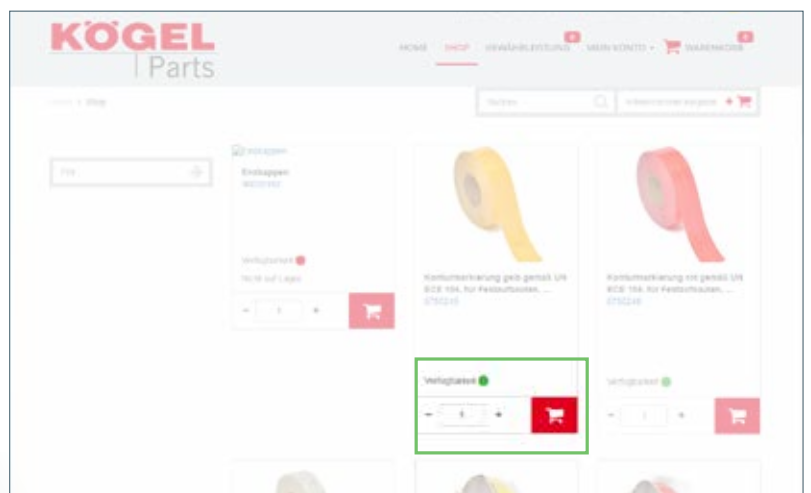
## 1.1 Search by article number or keyword

Enter your **item number** in the "Search" field and start an even easier and more informative search directly in the shop.

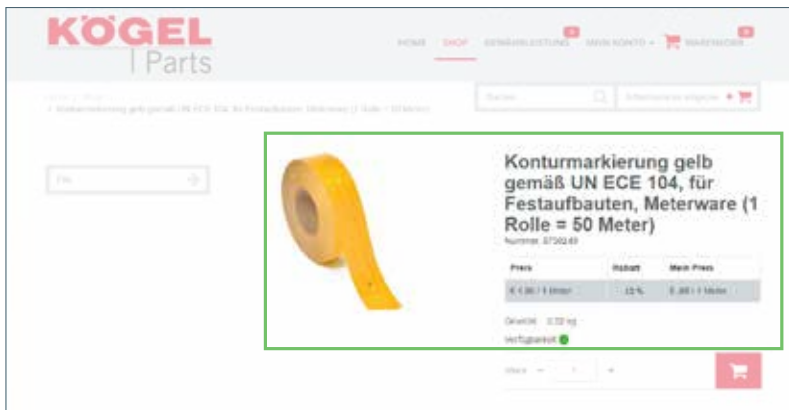
The item overview can be refined by entering a **keyword**. This makes the way to your desired item even quicker.



The availability of the spare part is displayed in the overview and can be placed directly into the shopping basket from there.

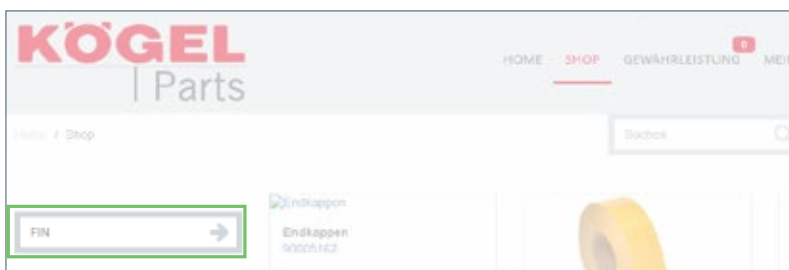




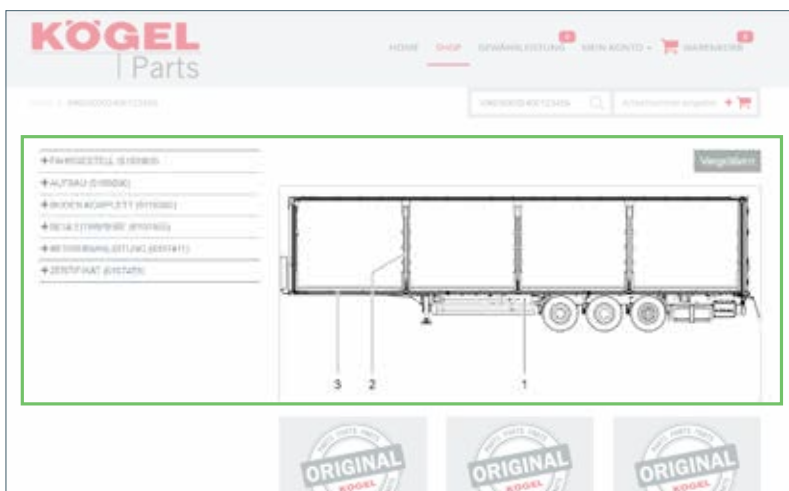


Clicking on the item displays even more information, e.g. image, weight, list price or discount.

## 1.2 Search by chassis number



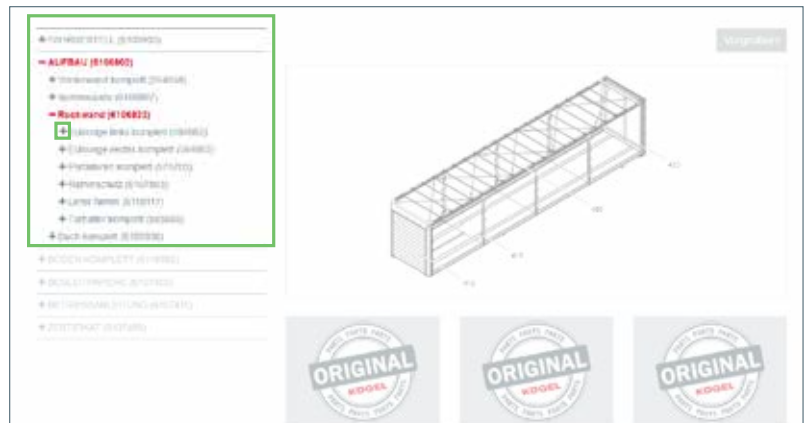
It is also easy to search by chassis number. This is done by entering the chassis number (VIN) in the search field on the left of the image.



After entering the chassis number, your vehicle will be displayed as a technical drawing. You can find further information via the detailed overview.

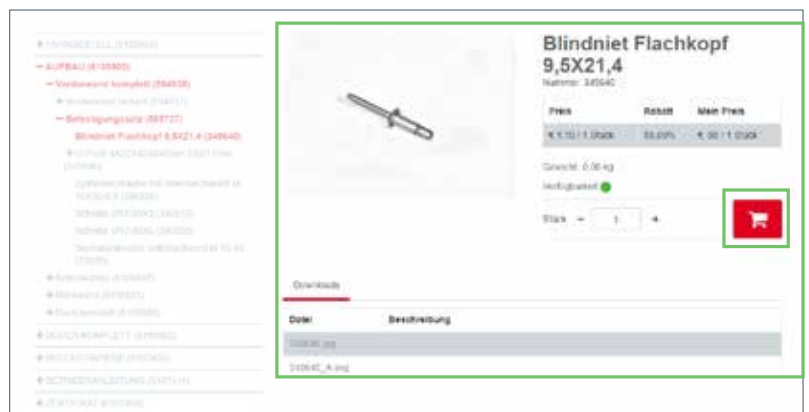
# PARTS SHOP

Go to the desired area or spare part in one click: Go to + and delve even deeper into the parts catalogue.



Simply click on the item and you will receive a precise overview of the spare parts with information, images, availability and much more.

You can put the item into the shopping basket by clicking on the shopping basket symbol.



If you click on one of the available files, a copy will be downloaded to the download folder on your computer. There you can easily view them at your leisure.





## 2. Items in the shopping basket

**KÖGEL Parts**

Home / Warenkorb

Warenkorb (20)

| Verfügbarkeit | Position | Artikelnummer | Beschreibung          | Menge | Mengenbasis | Preis | Kabat | Preis | Summe       |
|---------------|----------|---------------|-----------------------|-------|-------------|-------|-------|-------|-------------|
| ✓             | 1        | 38540         | Bühnen Flackel 119214 | 20    | 1           | 1.10  | 25 %  | 0.90  | 9.90        |
| <b>Summe</b>  |          |               |                       |       |             |       |       |       | <b>9.90</b> |

Gutschein:

Artikelnummer eingeben:  Menge:

Hinweis: Die können unvollständig ein Angebot einholen. Preis kann durch Rundungsdifferenzen geringfügig abweichen.

If you now switch to the shopping basket, information such as availability, item number, detailed description, list price, customer discount and price will be displayed for each item.

**KÖGEL Parts**

Home / Warenkorb

Warenkorb (20)

| Verfügbarkeit | Position | Artikelnummer | Beschreibung          | Menge | Mengenbasis | Preis | Kabat | Preis | Summe       |
|---------------|----------|---------------|-----------------------|-------|-------------|-------|-------|-------|-------------|
| ✓             | 1        | 38540         | Bühnen Flackel 119214 | 20    | 1           | 1.10  | 25 %  | 0.90  | 9.90        |
| <b>Summe</b>  |          |               |                       |       |             |       |       |       | <b>9.90</b> |

Gutschein:

Artikelnummer eingeben:  Menge:

Hinweis: Die können unvollständig ein Angebot einholen. Preis kann durch Rundungsdifferenzen geringfügig abweichen.

You can now add more items or delete items from the shopping basket (x).

Click on the "Checkout" button to place an order.

**For information on checking out, continue to page 10**

### 2.1 Redeeming vouchers

**KÖGEL Parts**

Home / Warenkorb

Warenkorb (20)

| Verfügbarkeit | Position | Artikelnummer | Beschreibung          | Menge | Mengenbasis | Preis | Kabat | Preis | Summe       |
|---------------|----------|---------------|-----------------------|-------|-------------|-------|-------|-------|-------------|
| ✓             | 1        | 38540         | Bühnen Flackel 119214 | 20    | 1           | 1.10  | 25 %  | 0.90  | 9.90        |
| <b>Summe</b>  |          |               |                       |       |             |       |       |       | <b>9.90</b> |

Gutschein:

Artikelnummer eingeben:  Menge:

Hinweis: Die können unvollständig ein Angebot einholen. Preis kann durch Rundungsdifferenzen geringfügig abweichen.

Vouchers can also be redeemed here. Simply enter the voucher code.

**KÖGEL Parts**

Home / Warenkorb

Warenkorb (20)

| Verfügbarkeit | Position | Artikelnummer | Beschreibung          | Menge | Mengenbasis | Preis | Kabat | Preis | Summe       |
|---------------|----------|---------------|-----------------------|-------|-------------|-------|-------|-------|-------------|
| ✓             | 1        | 38540         | Bühnen Flackel 119214 | 20    | 1           | 1.10  | 25 %  | 0.90  | 9.90        |
| <b>Summe</b>  |          |               |                       |       |             |       |       |       | <b>9.90</b> |

Gutschein:

Artikelnummer eingeben:  Menge:

Hinweis: Die können unvollständig ein Angebot einholen. Preis kann durch Rundungsdifferenzen geringfügig abweichen.

If you would like to request an **offer**, click on "Offer".

**For information on offers, continue to page 11**

# PARTS SHOP

## 3. "Checkout" order process

If you click on the **"Checkout" button**, you will receive an initial overview of your order.

Select the shipping address and shipping method. You can enter your own order number and decide whether you want to receive the delivery in full or as a partial delivery.

**KÖGEL Parts**

HOME SHOP GEMÄHLICHKEIT MEIN KONTO WARENKORB

Bestellung

1. VERSAND 2. ZUSAMMENFASSUNG 3. BESTÄTIGUNG

**Liefermethode**

Kögel-Torax GmbH - Versand

**Lieferanschrift**

Kögel-Torax GmbH - Versand  
Am Kögel-Werk 1  
80519 Dornbach  
DEUTSCHLAND

externe Bestellnummer

Teillieferung gewünscht

Absenden Weiter

### You are nearly done now:

In the **summary**, you will receive a final overview of the ordered items, the addresses and the shipping method for the parts.

Just **accept the terms and conditions** and you can finish the order by pressing the "Complete order" button.

The order will be sent to us. You will automatically receive a confirmation email.

**KÖGEL Parts**

HOME SHOP GEMÄHLICHKEIT MEIN KONTO WARENKORB

Bestellung

1. VERSAND 2. ZUSAMMENFASSUNG 3. BESTÄTIGUNG

**Liefermethode**

Kögel-Torax GmbH - Versand

**Lieferanschrift**

Kögel-Torax GmbH - Versand  
Am Kögel-Werk 1  
Dornbach  
DEUTSCHLAND

**Warenkorb (30)**

| Verfügbarkeit | Position | Anzahl | Bezeichnung                 | Menge | Warenkorb | Preis | Stück | Summe |
|---------------|----------|--------|-----------------------------|-------|-----------|-------|-------|-------|
| 1             | 1        | 1      | Motorrad-Fachwerk 8,0001, A | 30    | 1         | 1,10  | 30    | 3,30  |
| Summe         |          |        |                             |       |           |       |       | 3,30  |

Ich akzeptiere die AGBs

Bestellung abschicken

## 4. "Request offer" order process

Warenkorb (30)

| Angebot                             | Verfügbarkeit | Position | Anbietername | Beschreibung                    | Menge | Mengenbasis | Preis | Rabatt | Netto Preis | Summe |
|-------------------------------------|---------------|----------|--------------|---------------------------------|-------|-------------|-------|--------|-------------|-------|
| <input checked="" type="checkbox"/> |               | 1        | DAVID        | Gewicht 1 kg/100g/0.5 kg/2.5 kg | 20    | 1           | 1.10  | 25 %   | 0.83        | 16.60 |
| Summe                               |               |          |              |                                 |       |             |       |        |             | 14.85 |

Hinweis: Die Waren sind für den Versand nicht geeignet.  
Dies kann durch Auslieferungsdifferenzen geringfügig abweichen.

[Warenkorb leeren](#) [Angebot einholen](#) [Abmelden](#)

In the shopping basket you also have the option to request an offer first. To do so, click on the "Offer" button.

Tick the box on the left to indicate the item you would like to receive an offer for.

Angebot

1 KUNDE — 2 BESTÄTIGUNG

Angebot  
Ihre Anfrage wird von einem Mitarbeiter bearbeitet.  
Kostenlos angefordert.

Vorname Nachname  
Straße Hausnummer  
PLZ Ort  
Land DEUTSCHLAND

Telefon  
E-Mail  
Webseite  
Firma

[Angebot einholen](#) [Bestätigen](#)

You can then enter your own information, such as query numbers, in the final overview.

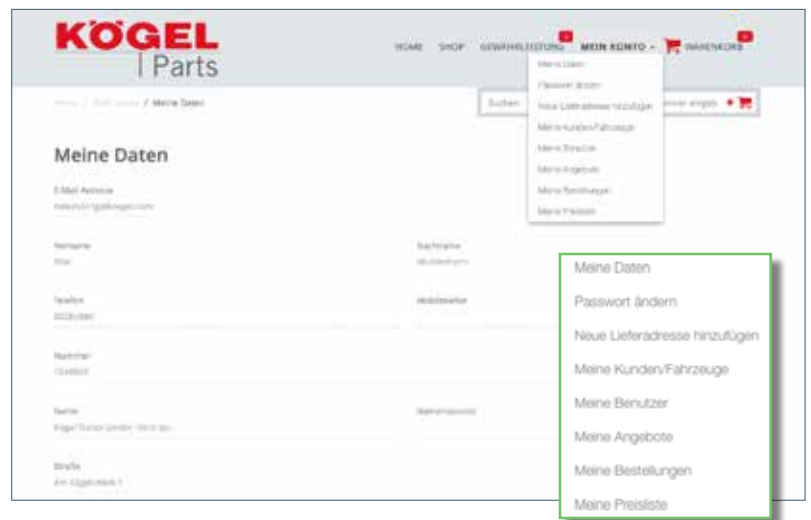
The request will be sent to us. You will automatically receive a confirmation email.

# PARTS SHOP

## 5. My account

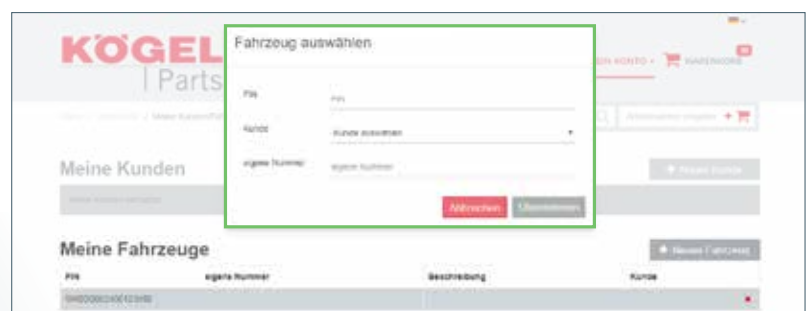
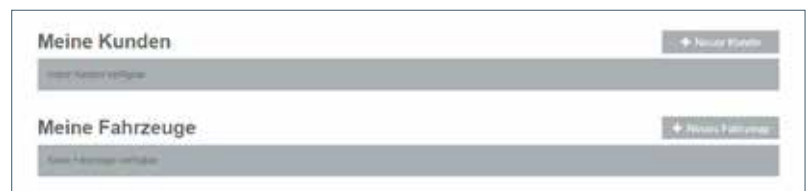
**Everything at a glance:** In the "My account" tab, you will find a detailed overview of your company and log in details.

You can add new delivery addresses, download price lists, create customers and user and receive an overview of your orders.



To simplify the administration of your data and to make it clearer for you, you have the option to add your **customers** or **vehicles**.

Simply enter your data in the selected fields here. They will then be displayed for you to choose from.



**Meine Bestellungen**

| Bestelldatum        | Bestellnummer | externe Bestellnummer | Produktanzahl | Preis   |
|---------------------|---------------|-----------------------|---------------|---------|
| 14.3.2019, 11:01:31 | 1000000001    | 1000000001            | 14,00         | 1294,85 |
| 14.3.2019, 11:44:34 | 1000000002    | 1000000002            | 280,00        | 1142,47 |
| 19.3.2019, 10:41:01 | 1000000003    | 1000000003            | 18,00         | 1144,96 |
| 15.3.2019, 14:46:43 | 1000000004    | 1000000004            | 8,00          | 995,20  |
| 23.3.2019, 14:18:05 | 1000000005    | 1000000005            | 3,00          | 3,00    |
| 4.3.2019, 14:48:51  | 1000000006    | 1000000006            | 124,00        | 283,20  |
| 5.3.2019, 10:02:02  | 1000000007    | 1000000007            | 3,00          | 295,16  |
| 5.3.2019, 10:19:08  | 1000000008    | 1000000008            | 1,00          | 90,90   |
| 4.3.2019, 16:47:37  | 1000000009    | 1000000009            | 1,00          | 1,00    |
| 1.3.2019, 1:00:53   | 1000000010    | 1000000010            | 2,00          | 13,11   |
| 27.2.2019, 18:07:34 | 1000000011    | 1000000011            | 82,00         | 82,00   |
| 17.2.2019, 07:40:58 | 1000000012    | 1000000012            | 3,00          | 182,85  |

If you click on the "My orders" button, you will be shown the corresponding information again.

**Meine Angebote**

| Angebotsdatum       | Angebotsnummer | externe Angebotsnummer | Produktanzahl |   |
|---------------------|----------------|------------------------|---------------|---|
| 10.3.2019, 11:11:04 | 1000000013     | 1000000013             | 1,00          | + |
| 9.3.2019, 11:31:31  | 1000000014     | 1000000014             | 2,00          | + |
| 9.3.2019, 16:40:30  | 1000000015     | 1000000015             | 7,00          | + |
| 6.3.2019, 10:32:29  | 1000000016     | 1000000016             | 800,00        | + |
| 7.3.2019, 10:33:32  | 1000000017     | 1000000017             | 170,00        | + |
| 6.3.2019, 13:21:51  | 1000000018     | 1000000018             | 2,00          | + |
| 6.3.2019, 13:31:19  | 1000000019     | 1000000019             | 124,00        | + |
| 4.3.2019, 13:22:30  | 1000000020     | 1000000020             | 3,00          | + |
| 26.2.2019, 10:46:56 | 1000000021     | 1000000021             | 148,00        | + |
| 25.2.2019, 09:36:49 | 1000000022     | 1000000022             | 189,00        | + |
| 18.2.2019, 15:30:37 | 1000000023     | 1000000023             | 90,00         | + |
| 18.2.2019, 15:17:20 | 1000000024     | 1000000024             | 875,00        | + |

If you click on the "My offers" button, you will be shown an overview of all offers.

To order, you can put the offers into the shopping basket using the small shopping basket symbol (on the right in the list).

Then you can continue with the order process.



# WARRANTY PORTAL

We have also integrated our intelligent warranty management into the Kögel parts shop. Here you can make your warranty or goodwill inquiries quickly and directly online around the clock. Here too, you will be guided step by step through the enquiry process and will always have an eye on your warranty status.

## 1. Warranty claim – vehicle

**It's this simple.** Go to "Warranty" and create a new warranty claim under "New claim".

KÖGEL | Parts

HOME SHOP **GEWÄHRLEISTUNG** MEIN KONTO WARENKORB

Warranty

Aktuelle Anträge

Neuer Antrag

| Datum                | Reklamationsnummer | Antragsnummer | Status                     | Kunde                       | Ursache                           |
|----------------------|--------------------|---------------|----------------------------|-----------------------------|-----------------------------------|
| 12.12.2019, 11:18:30 | 12345 - 0          | K00001760     | In Arbeit                  | Kögel Teile GmbH - Vertrieb | Verriegelung - Schließzylinder    |
| 11.12.2019, 09:32:10 | 12345 - 0          | K00000117     | In Arbeit                  | Kögel Teile GmbH - Vertrieb | Kennzeichenschild - ohne Funktion |
| 08.12.2019, 10:30:00 | 12345 - 0          | K00001764     | In Arbeit                  | Kögel Teile GmbH - Vertrieb | Werkzeugschlüssel - versch.       |
| 23.11.2019, 10:10:17 | 12345 - 0          | K00002094     | Gewährleistung hergestellt | Kögel Teile GmbH - Vertrieb | Lackierung - Rostf. G.            |

Alle anzeigen

Meine ungelesenen Nachrichten

Alle anzeigen

You can select a vehicle during the warranty process under "Customer data". You will then be asked for the basic details and referred to the relevant contact person.

Neuer Gewährleistungsantrag

1 KUNDENDATEN 2 URSACHE 3 ARBEITSZEIT 4 ERSATZTEILE 5 KOSTEN 6 ZUSAMMENFASSUNG

Kunde

Kontakt

Fahrzeug

Ersatzteil



Choose whether you want to submit a warranty claim for a vehicle or only for a single spare part.

**Chapter 1.1 Vehicle**  
**Chapter 2 Spare parts**

**continue to page 15**  
**continue to page 17**

## 1.1 Submit vehicle data

**We get to the bottom of your warranty:**

In addition to selecting the cause, files, images, and a description can be added – this is optional of course.

Pressing the "+" button initiates the upload.

## 1.2 Register completed work

The **working times** are registered in the third step.

Further lines can be added with the "Add line" button.

# WARRANTY PORTAL

## 1.3 List required spare parts

In section four, you can add your spare parts required for warranty.

Select the required parts from the parts list. Alternatively, you can enter the item number directly.

KÖGEL I Parts

HOME SHOP **GEWÄHRLEISTUNG** MEIN KONTO WARENKORB

Neuer Gewährleistungsantrag

1 KUNDENDATEN 2 URSACHE 3 ARBEITSZEIT 4 ERSATZTEILE 5 KOSTEN 6 ZUSAMMENFASSUNG

+ Zeile hinzufügen Adressnummer Arbeitsgang WARTZEITEN

| Nr. | Beschreibung | Stück |
|-----|--------------|-------|
|-----|--------------|-------|

Zurück Weiter

## 1.4 List external costs

Any costs incurred by external service providers can be listed under point five.

Click the "Add line" button to add another input field.

KÖGEL I Parts

HOME SHOP **GEWÄHRLEISTUNG** MEIN KONTO WARENKORB

Neuer Gewährleistungsantrag

1 KUNDENDATEN 2 URSACHE 3 ARBEITSZEIT 4 ERSATZTEILE 5 KOSTEN 6 ZUSAMMENFASSUNG

| Beschreibung  | Menge | Kosten |
|---------------|-------|--------|
| Handschmeißel | 14,8  |        |
|               | 8     |        |
|               |       | 14,8   |

+ Zeile hinzufügen

Zurück Weiter

## 1.5. Summary

**Neuer Gewährleistungsantrag**

1 KUNDENDATEN 2 URSACHE 3 ARBEITSZEIT 4 ERSATZTEILE 5 KOSTEN 6 ZUSAMMENFASSUNG

**Zusammenfassung**

| Kundendaten |                     | Fahrzeugdaten |                  | Kontakt Daten |                |
|-------------|---------------------|---------------|------------------|---------------|----------------|
| Kunde       | Fritz Meiermann     | PIN Nummer    | wa00000406104406 | Vorname       | Fritz          |
| Strasse     | Musterstrasse 12    | Kilometer     |                  | Nachname      | Muellermann    |
| PLZ Ort     | 23406 Mutholzhausen |               |                  | E-Mail        | tom@kuegel.com |
| Land        |                     |               |                  | Telefon       | 010 345-678910 |

**Ursache**  
 Fehler + Beschreibung + Kontaktbeschreibung + alle Fehler:  
 Anmerkung

**Arbeitszeit**

| Beschreibung | Stunden    |
|--------------|------------|
| Auswuschzeit | 1.0        |
| <b>Summe</b> | <b>1.0</b> |

**Ersatzteile**

|                              |  |
|------------------------------|--|
| Keine Ersatzteile eingetrag. |  |
|------------------------------|--|

**Kosten**

| Beschreibung | Kosten      |
|--------------|-------------|
| Arbeitslohn  | 14.0        |
| <b>Summe</b> | <b>14.0</b> |

**Anhänge**

|                          |  |
|--------------------------|--|
| Keine Anhänge eingetrag. |  |
|--------------------------|--|

[< Zurück](#) [Weiter >](#)

In the final step, you will be shown a complete overview again.

Changes can still be made at this point.

Click "Send" to submit your warranty claim.

You will receive a confirmation email directly to your account.

## 2. Warranty claim – Spare parts

☐ Fahrzeug ☒ **Ersatzteil**

Teilenummer:  Artikelnummer:  Alternativen:

TPN:  Bemerkung:

Werkstoff:  Zeichnung:

Lieferdatum:  Lieferadresse:

[Weiter >](#)

The warranty claim for spare parts only differs slightly from the warranty claim for vehicles.

Simply follow the steps until you reach the summary – similar to the previous pages for "Vehicles".

# WARRANTY PORTAL

## 3. Applications and messages

Always up to date:

In "Warranty", you will find an overview of your current warranty claims.

You will also see unread messages there.

This way you always stay up to date.

| Aktuelle Anträge              |                    |               |                         |                               |                                      | <a href="#">+ Neuer Antrag</a> |
|-------------------------------|--------------------|---------------|-------------------------|-------------------------------|--------------------------------------|--------------------------------|
| Datum                         | Reklamationsnummer | Antragsnummer | Status                  | Kunde                         | Ursache                              |                                |
| 18.02.2018, 11:48:38          | 3047 - B           | 100002765     | In Arbeit               | Kögel Trailer GmbH - ostschl. | Störgeräusch, schwergängig           |                                |
| 1.12.2019, 09:22:15           | 1003 - B           | 100003417     | In Arbeit               | Kögel Trailer GmbH - ostschl. | Arbeitszeiterhöhung - ohne Reparatur |                                |
| 03.02.2018, 09:52:55          | 3009 - B           | 100001044     | In Arbeit               | Stollberg Motors              | Rechtsruck - steuert                 |                                |
| 25.1.2019, 12:15:37           | 2269 - B           | 100002291     | Genehmigung freigegeben | Kögel Trailer GmbH - ostschl. | Lackierung - MFC L32                 |                                |
| <a href="#">Alle anzeigen</a> |                    |               |                         |                               |                                      |                                |
| Meine ungelesenen Nachrichten |                    |               |                         |                               |                                      |                                |
| Keine Nachrichten verfügbar   |                    |               |                         |                               |                                      |                                |
| <a href="#">Alle anzeigen</a> |                    |               |                         |                               |                                      |                                |

## 3.1 Warranty claims in detail

If you open the warranty claim by clicking on the date, you will be taken to a detailed view.

It is possible to add costs, working time and parts.

[Übersicht](#) [Rechnungen](#) [Nachrichten](#) [Downloads](#)

### Antragsdetails

Reklamationsnummer: 3047  
Antragsnummer: 0  
Antragsnummer: 100002765

Status: In Arbeit

**Kunde**  
Kunde: Kögel Trailer GmbH - ostschl.  
Straße: Am Kögel-Werk 1  
PLZ: 90469 Bamberg  
Land: DEUTSCHLAND

**Fahrzeug**  
PKW: WERKZEUGE02601

### Ursache

Aufbau > Hilfsboje > Verriegelung > schwergängig

### Arbeitszeit

[+ Arbeitszeiten hinzufügen](#)

| Beschreibung | Beiträgt | Stunden |
|--------------|----------|---------|
| Summe        |          | 00:00 h |

### Ersatzteile

[+ Ersatzteile hinzufügen](#) [+ Einzelteile hinzufügen](#)

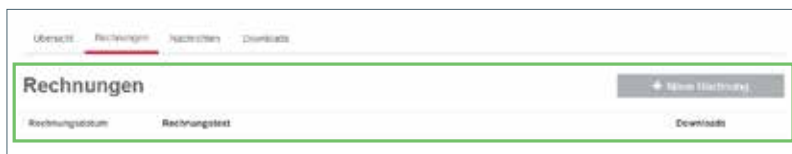
| Nummer | Beschreibung | Beiträgt | Stück |
|--------|--------------|----------|-------|
|--------|--------------|----------|-------|

### Externe Kosten

[+ Externe Kosten hinzufügen](#)

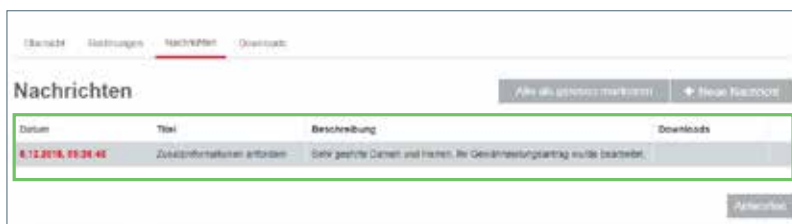
| Beschreibung | Beiträgt | Kosten |
|--------------|----------|--------|
| Summe        |          | €      |

## 3.2 Register invoices



Select the "Invoices" tab to register invoices.

## 3.3 Register messages

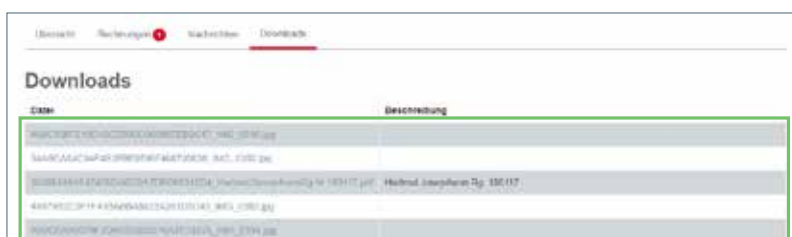


Go to the "Messages" tab.  
You will find your messages there.



You can reply to them directly or write a new message to your account manager.

## 3.4 Download files



In "Downloads", you can download files related to your claim.



# KÖGEL

Kögel Trailer GmbH | Am Kögel-Werk 1 | 89349 Burtenbach | Germany  
 Tel +49 8285 88-0 | Fax +49 8285 88-17905 | [info@koegel.com](mailto:info@koegel.com)  
[www.koegel.com](http://www.koegel.com)

Safety note! The trailer may only be used subject to express compliance with all road traffic regulations. No liability can be accepted for errors or omissions. We reserve the right to make technical changes. Printed in Germany. Reprinting not permitted 03/19. Order no.: xxxxxxxx