

## WARRANTY

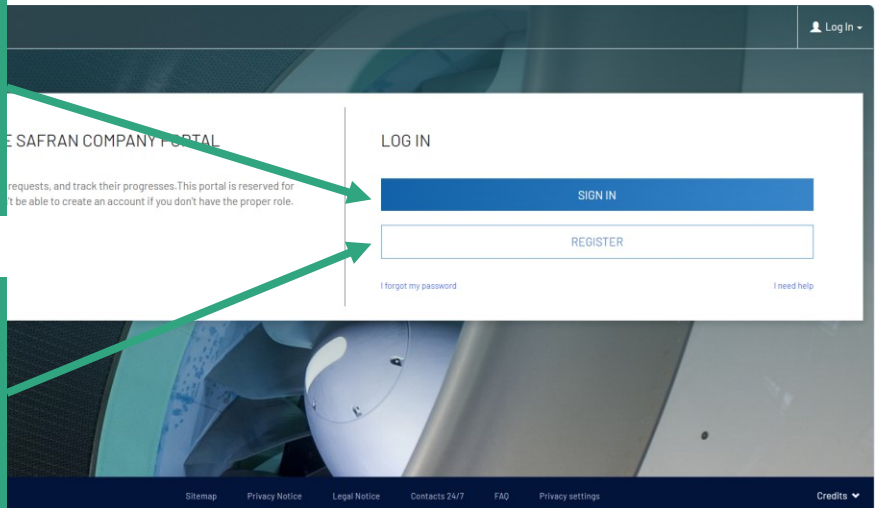
Find all your warranty requests, only in one place.

With the Warranty module, you are able to create, easily, your claims and follow them whenever you need.

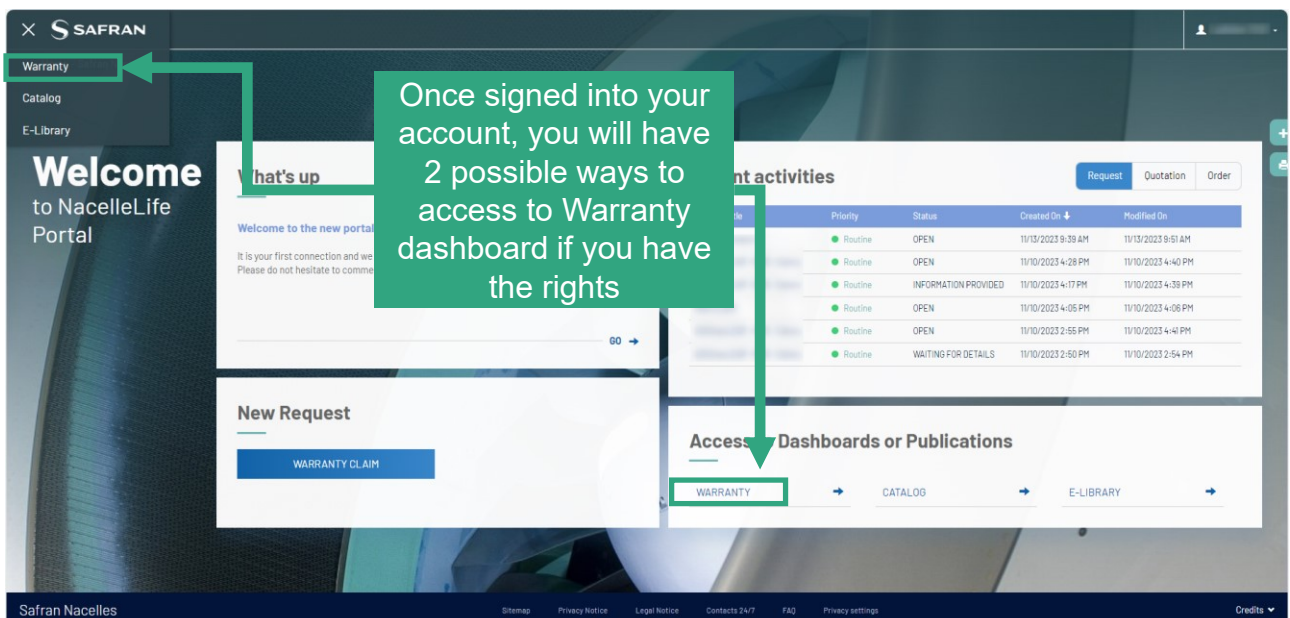
### Log on to NacelleLife Portal

If you are already a NacelleLife Portal user, log on using your credentials which is your account email address and your password

If you do not have an account, click the REGISTER button to gain access



### Access to Warranty dashboard



## NACELLES

## WARRANTY

## Warranty dashboard

You will view the full history of cases submitted by your company.

The screenshot shows the Safran Warranty dashboard. At the top, there's a header with the Safran logo and navigation links. Below the header, there's a 'Warranty' section with a 'BACK' button. To the right, there's a filter panel with fields for 'Date Period', 'Safran Request Number', 'Your reference', 'Program', 'Warranty Claim Status', 'Warranty Claim Type', 'Part Number', 'Serial Number', and 'Request status'. Below the filter panel, there's a table of warranty claims.

Safran Request Number	Your reference	Program	Warranty Claim Type	Date	Last day to answer	Warranty Claim status	Request status	Closure Date	Credit Note	Amount Granted
CSC-GNA-2023-10-000085-1	20231113_TEST_SB	Falcon BX / 7X	Service Bulletin claims	11/13/2023 12:53 PM	12/4/2023	IN REVIEW	OPEN			
CSC-GNA-2023-10-000084-1	20231113_TEST_HRO	A320NEO	HRO - Claims	11/13/2023 12:50 PM		Awaiting Part Reception	OPEN			
CSC-GNA-2023-10-000083-1	20231113_TEST_PC	A380	Part claims	11/13/2023 12:42 PM	12/13/2023	IN REVIEW	OPEN			



You can sort the view by clicking on any of the columns show in the view

You can filter the view based on the different filters

The screenshot shows the Safran Warranty dashboard. At the top, there's a header with the Safran logo and navigation links. Below the header, there's a 'Warranty' section with a 'BACK' button. To the right, there's a filter panel with fields for 'Date Period', 'Safran Request Number', 'Your reference', 'Program', 'Warranty Claim Status', 'Warranty Claim Type', 'Part Number', 'Serial Number', and 'Request status'. Below the filter panel, there's a table of warranty claims.

Safran Request Number	Your reference	Program	Warranty Claim Type	Date	Last day to answer	Warranty Claim status	Request status	Closure Date	Credit Note	Amount Granted
CSC-GNA-2023-10-000082-1	eee	A380	Service Bulletin claims	10/11/2023 3:45 PM	11/10/2023	INIT	OPEN			
CSC-GNA-2023-10-000081-1	BAW	A320NEO	Part claims	10/11/2023 2:39 PM	11/10/2023	IN REVIEW	OPEN			
CSC-GNA-2023-10-000081-1	20231011_SBCLAIM	Falcon BX / 7X	Service Bulletin claims	10/11/2023 11:48 AM	11/1/2023	INIT	OPEN			

Click on:

- **Edit**  to view claim details
- or
- **Delete**  if you want to delete your claim (draft status only)

WARRANTY

Warranty claim details

Warranty claim details will be shown in a new page

Home - Safran Nacelles - Warranty - Request details

Warranty - Part Claim

BACK

Claim number

Safran Request Number

CSC-0NA-2023-0-000083-1

Your reference \*

202310\_TEST\_PC

Warranty Claim Type

Part claims

Warranty Claim Status

IN REVIEW

Aircraft

Program \*

A330

EIS date

3/9/2022

Aircraft registration number \*

PD043392 - A330

Operator

Part Number	Serial number	Removal date	Compensation request	Total
PRODUCTA330		1/1/2023	New part free of charge	USD1,600.00
PRODUCTA330		1/1/2023	Reimbursement by credit note	USD25,400.00

Other costs

Other Costs (in USD)

1000.00

Description of other costs

Total

Total Material Cost (in USD) : 1,600.00

Total Labor Cost (in USD) : 25,800.00

Total amount claimed (in USD) : 27,400.00

Communication Thread

What's new app

Modified on 10/03/2023 10:46 PM

#F\_0NA\_PORTAL\_001

A case has been opened for your request with reference CSC-0NA-2023-0-000083-1 - 1

Expand

Ludvine BOULET

Attachment num1

Add file or comment

Post

You will see the current case status and references

You will see details of your warranty claims

Communication block will show messages sent within the request

- From the Safran Nacelles team
- From the Customer

## NACELLES

## WARRANTY

## Sending a new message

In order to send a new message in case your claim status is IN REVIEW

Home - Safran Nacelles - Warranty - Request details

Claim number

Safran Request Number  
CSC-SNA-2023-11-000055-1

Warranty Claim Type  
Service Bulletin claims

Warranty Claim Status  
IN REVIEW

Your reference \*  
20231113\_TEST\_SB

Total

Total Material Cost (in USD) : 20,000.00

Total Labor Cost (in USD) : 2,000.00

Total amount claim (in USD) : 22,000.00

Communication Thread

28 days ago  
Published on 10/10/2023 10:08 PM

#F\_SNA\_PORTAL\_VAL

A case has been opened for your request with reference CSC-SNA-2023-11-000055-1 - 1

Expand >

Print

Add file or comment

1/ Select **Add file or comment**

2/ Type your message in this window

3/ To add attachments select **Choose File** button and select files from your computer

4/ Press the **Submit** button to send your message

In order to send a new message or provide additional information in case your request status is WAITING FOR DETAILS

Warranty - Part Claim

← BACK

Please be kindly informed that without the receipt of the requested information within ninety(90) calendar days as of today, Safran Nacelles will have no other choice but to deny your claim.

Claim number

Safran Request Number  
CSC-SNA-2023-10-000153-1

Warranty Claim Type  
Part claims

Warranty Claim Status  
WAITING FOR DETAILS

Your reference \*  
20231016\_PARTCLAIM

Aircraft

Program \*  
A320

EIS date

Aircraft registration number \*  
007 - A320

Operator

FILL THE FIELD

Communication Thread

28 days ago  
Published on 10/10/2023 9:08 PM

#F\_SNA\_PORTAL\_VAL

CSC-SNA-2023-10-000153-1 - Additional information requested regarding A320 - Part - Claims

Expand >

28 days ago  
Published on 10/10/2023 9:08 PM

SAFRAN Nacelles Team

Need information to continue the request analysis

28 days ago  
Published on 10/10/2023 9:08 PM

#F\_SNA\_PORTAL\_VAL

A case has been opened for your request with reference CSC-SNA-2023-10-000153-1 - 1

Expand >

Print

Submit

1/ You can fill the required field directly in the details form

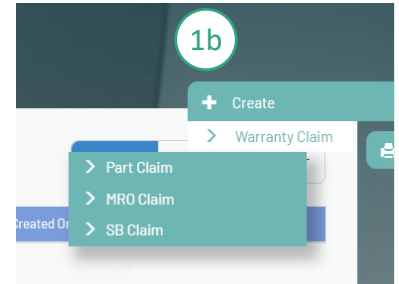
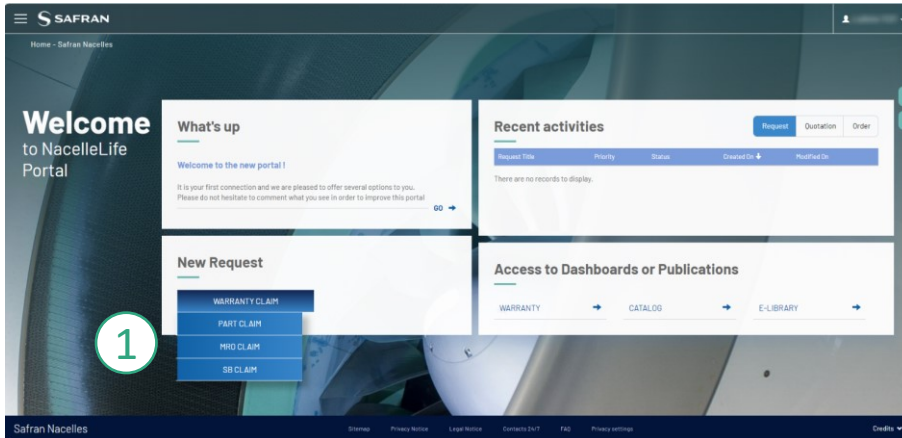
Or

2/ Follow the procedure above to send a message including attachment

3/ Press the **Submit** button to save and send your modification.

## WARRANTY

## How to create a warranty claim ?



## STEP 1

From **Home Page**, selecting one among the three options in **New Request** section will bring you the new request form:

- **PART CLAIM:** dedicated form used for non repairable part, to be chosen for a reimbursement request by credit note or free of charge replacement part,
- **MRO CLAIM:** dedicated form used for repairable part, damaged part to be sent back to our MRO network and to request a free of charge repair or a standard exchange,
- **SB CLAIM:** dedicated form to be used further to Service Bulletin implementation, to be chosen for a reimbursement request by credit note.

## STEP 1b

From anywhere during your navigation, you are able to select and bring you the new request form too.

## NACELLES

## WARRANTY

## How to create a warranty claim? - PART CLAIM (1/2)

Mandatory fields are identified in the form with a red star \*

Home - Safran Nacelles - Part Claim

### Part Claim

1 Aircraft — 2 Damaged component — 3 Summary

Claim number

Your reference \*

Aircraft

Program \*

Aircraft registration number \*

Operator

Next

1/ **Your reference** is any reference you would like to include with this request,  
 2/ **Program** should be selected based what the component is applicable to,  
 3/ **Aircraft registration number** should be selected based what is applicable to,  
 4/ **Operator** typically an airline, but this should be the company that owns or is responsible of the component.

Home - Safran Nacelles - Request details

### Part Claim

1 Aircraft — 2 Damaged component — 3 Summary

Item list

Part Number	Serial number	Removal date	Compensation request	Total
Please press the Add item button to fill in the information. If needed, you can add several items for the same A/C.				

Add item

Other costs

Amount (in USD):

Description of other costs

Communication Thread

Add file or comment

There are no activities to display.

Previous

1/ **Add item** (see focus),  
 2/ **Amount** is numerical only field,  
 3/ **Description of other costs** should be filled.  
 4/ Press the **Add file or comment** to provide file (less than or equal to 25 Mo in size)

Create

Part Number \*

Serial number

Damaged part \*

Invoice reference \*

Flight hours \*

Flight cycles \*

Compensation request

Reimbursement by credit note (selected) New part free of charge

Invoice Number \*

Purchase Order Number \*

Labor rate (USD)

Hours

Total Labor Cost (USD)

Material Cost \*

Total (USD)

Removal date \*

Reason for removal \*

ADD

Add item focus and please fill the following fields:

1/ **Part Number** is required  
 2/ **Serial number** should be filled  
 3/ **Damaged part** : select the type of part you are claiming,  
 - OEM part = Part delivered with the aircraft  
 - SPARE part = Part delivered as a spare unit  
 4/ **Invoice reference**: to be filled if **Spare part** is selected,  
 5/ **Flight hours** is numeric only field,  
 6/ **Flight cycles** is numeric only field,  
 7/ **Compensation request**: please select Reimbursement by credit or New part free of charge,  
 8/ **Invoice Number** or **Purchase Order Number** to be filled if **Reimbursement by credit note** is selected,  
 9/ **Labor rate** is numeric only field,  
 10/ **Hours** is numeric only field,  
 11/ **Material Cost** if **Reimbursement by credit note** is selected,  
 12/ **Removal date** is required,  
 13/ **Reason for removal** is required.

## NACELLES

## WARRANTY

## How to create a warranty claim? - PART CLAIM (2/2)

Duplicate



Delete

Edit

Once added, you have the possibility to **Duplicate** the line (all fields are not duplicated), **Edit** the line to modify it or **Delete** the line.

**Part Claim**

1 Aircraft — 2 Damaged component — 3 Summary

**Claim number**

**Your reference \***  
202315L\_TEST\_FJC

**Other costs**

**Other Costs (in USD)**  
1,000.00

**Description of other costs**

**Total**

Total Material Cost (in USD) 7,000.00  
Total Labor Cost (in USD) 25,900.00  
Total amount claimed (in USD) 27,900.00

**Aircraft**

**Program \***  
A380

**EIS date**  
31/9/2022

**Aircraft registration number \***  
MSN A380 - A380

**Operator**  
—

**Damaged components**

Part Number	Serial number	Removal date	Compensation request	Total
PRODUCTAL380		10/10/2022	New part free of charge	USD25,900.00
PRODUCTAL380		10/10/2022	Reimbursement by credit note	USD25,400.00

**Communication Thread**

**Timeline**

10/10/2022 10:47 AM  
Attachment: null

2 1

Previous Save as draft Print Submit

Add file or comment

After selecting the last Step, please look over all of your case details to ensure accuracy.

1/ If all case details are accurate, please select **Submit**,

2/ If any details need to be revised, then select **Save as draft** and you will return to the case later at your convenience.



WARRANTY

How to create a warranty claim? - MRO CLAIM (1/2)

Mandatory fields are identified in the form with a red star \*

Home - Safran Nacelles - MRO Claim

MRO Claim

1 Aircraft

2 Damaged component

3 Additional information

4 Summary

Claim number

Your reference \* 1

MRO Station \* 2

Repair order 3

Aircraft

Program \* 4

Aircraft registration number \* 5

Operator 6

Aircraft flight hours \* 7

Aircraft flight cycles \* 8

Next

- 1/ **Your reference** is any reference you would like to include with this request,
- 2/ **MRO station** should be selected based what is applicable to,
- 3/ **Repair order** is any reference you would like to include,
- 4/ **Program** should be selected based what the component is applicable to,
- 5/ **Aircraft registration number** should be selected based what is applicable to,
- 6/ **Operator** typically an airline, but this should be the company that owns or is responsible of the component,
- 7/ **Aircraft flight hours** is numeric only field,
- 8/ **Aircraft flight cycles** is numeric only field,

Home - Safran Nacelles - Request details

MRO Claim

1 Aircraft

2 Damaged component

3 Additional information

4 Summary

Damaged component

Part Number \* 1

Serial Number 2

Defect

Removal Date \* 3

Reason for removal \* 4

Communication Thread

Add file or comment 5

There are no activities to display.

Previous

Next

- 1/ **Part number** is required,
- 2/ **Serial number** should be filled,
- 3/ **Removal date** is required,
- 4/ **Reason of removal** is required,
- 5/ Press the **Add file or comment** to provide file (less than or equal to 25 Mo in size).



## NACELLES

## WARRANTY

## How to create a warranty claim? - MRO CLAIM (2/2)

Home - Safran Nacelles - MRO Claim

### MRO Claim

1 Aircraft — 2 Damaged component — 3 Additional information — 4 Summary

**Shipping Information**

Shipping Company **1**

Tracking Number **2**

Shipping Date **3**

**Other costs**

Amount (in USD) **4**

Description of other costs **5**

Previous Submit

1/ Shipping company should be filled,  
 2/ Tracking number should be filled,  
 3/ Shipping date should be filled,  
 4/ Amount is numerical only field,  
 5/ Description of other costs should be filled

Home - Safran Nacelles - Request details

### MRO Claim

1 Aircraft — 2 Damaged component — 3 Additional information — 4 Summary

**Claim number**

**Your reference**

2023

**MRO Station**

Safran Nacelles FR

**Repair order**

-

**Damaged component**

**Part Number \***

PRODUCTA380

**Serial Number \***

-

**Shipping Information**

**Shipping Company**

-

**Tracking Number**

-

**Shipping Date**

-

**Aircraft**

**Program \***

A380

**Aircraft registration number \***

MSN A380 - A380

**EIS date**

3/9/2022

**Aircraft flight hours \***

233

**Operator**

-

**Aircraft flight cycles \***

23

**Defect**

**Removal Date \***

10/9/2023

**Reason for removal \***

part found damaged

**Other costs**

**Amount (in USD)**

-

**Description of other costs**

-

**Communication Thread**

**Timeline**

Add file or comment

Timeline activities to display

2 1

Previous Save as draft Print Submit

After selecting the last Step, please look over all of your case details to ensure accuracy.

1/ If all case details are accurate, please select **Submit**

2/ If any details need to be revised, then select **Save as draft** and you will return to the case later at your convenience.

## NACELLES

## WARRANTY

## How to create a warranty claim? - SB CLAIM (1/2)

Home - Safran Nacelles - SB Claim

### SB Claim

1 Service bulletin — 2 Implementation — 3 Summary

Claim number

Your reference \* 1

Service bulletin

Program \* 2

Service Bulletin Number \* 3

Service Bulletin Revision 4

Comments 5

Next

1/ **Your reference** is any reference you would like to include with this request,

2/ **Program** should be selected based what the component is applicable to,

3/ **Service Bulletin Number** is required,

4/ **Service Bulletin Revision** should be filled,

5/ **Comments** should be filled

Home - Safran Nacelles - Request details

### SB Claim

1 Service bulletin — 2 Implementation — 3 Summary

Item List

1 Add item

Part Number	Serial number	Aircraft registration number	Implementation date	Amount (in USD)	Description of other costs
Please press the Add item button to fill in the information.					

Other costs

Amount (in USD) 2

Description of other costs 3

Communication Thread

4 Add file or comment

There are no activities to display.

1/ **Add item** (see focus),

2/ **Amount** is numerical only field,

3/ **Description of other costs** should be filled.

4/ Press the **Add file or comment** to provide file (less than or equal to 25 Mo in size)

Create

### Item Information

Part Number \* 1

Serial number 2

Aircraft registration number \* 3

Flight hours \* 4

Flight cycles \* 5

Implementation date \* 6

Labor rate (in USD) 7

Hours 8

Total Labor Cost (in USD)

Material Cost (in USD) 9

Total (in USD)

ADD

Add item focus and please fill the following fields:

1/ **Part Number** is required

2/ **Serial number** should be filled

3/ **Aircraft registration number** should be selected based what is applicable to,

4/ **Flight hours** is numeric only field,

5/ **Flight cycles** is numeric only field,

6/ **Implementation date** of the service bulletin is required,

7/ **Labor rate** is numeric only field,

8/ **Hours** is numeric only field,

9/ **Material Cost** is numeric only field.

Duplicate



Delete

Edit

Once added, you have the possibility to **Duplicate** the line (all fields are not duplicated), **Edit** the line to modify it or **Delete** the line.

## WARRANTY

## How to create a warranty claim? - SB CLAIM (2/2)

Home - Safran Nacelles • Request details

### SB Claim

1 Service bulletin — 2 Implementation — 3 Summary

**Claim number**

**Your reference**  
2023

**Service bulletin**

**Program \***  
A380

**Service Bulletin Number \***  
L700R

**Service bulletin revision**  
-

**Comments**  
-

**Communication Thread**

**Timeline**  
Add file or comment  
There are no activities to display.

**Item List**

Part Number ↑	Serial number	Aircraft registration number	Implementation date	Total
PRODUCTA380		MSN A380 - A380	11/1/2023	USD29,106.00

**Other costs**

**Other Costs (in USD)**  
-

**Description of other costs**  
-

**Total**

Total Material Cost (in USD) :1,000.00  
Total Labor Cost (in USD) :28,106.00  
Total amount claim (in USD) :29,106.00

2 1

Previous Save as draft Print Submit

After selecting the last Step, please look over all of your case details to ensure accuracy.

1/ If all case details are accurate, please select **Submit**,

2/ If any details need to be revised, then select **Save as draft** and you will return to the case later at your convenience.

# WARRANTY

## How to re-open a case?

Mandatory fields are identified in the form with a red star \*

Warranty

BACK

Date Period

Start on Request Number

Your reference

Program

Warranty Claim Status

Warranty Claim Type

Part Number

Serial Number

Request status

Reset filters

Apply

System Request Number	Your reference	Program	Warranty Claim Type	Date	Last day to answer	Warranty Claim status	Request status	Closure Date	Credit Note	Amount claimed	
CSC-GNA-2023-12-000478-1	20231218_SBCLAMP	A360	Service Bulletin claims	12/26/2023 3:12 PM	1/25/2024	NOT ACCEPTED	RESOLVED	12/26/2023			<div>2</div>
CSC-GNA-2023-12-000219-2	20231211_MRO1	A360	MRO - Claims	12/11/2023 6:23 PM	1/11/2024	IN REVIEW	INFORMATION PROVIDED	ref 2023	USD200,000.00		<div></div>
CSC-GNA-2023-12-000219-1	20231211_MRO1	A360	MRO - Claims	12/11/2023 6:15 PM	1/10/2024	ACCEPTED	RESOLVED	12/11/2023	ref 2023	USD200,000.00	<div></div>
CSC-GNA-2023-12-000215-2	20231211_SBI	A360	Service Bulletin claims	12/11/2023 6:08 PM	1/10/2024	IN REVIEW	INFORMATION PROVIDED				<div></div>

Claim Number

System Request Number

Warranty Claim Type

Warranty Claim Status

Your reference \*

Service Bulletin

Program \*

Service Bulletin Number \*

Comments

Other costs

Other Costs (in USD)

Description of other costs

Total

Conclusion

Date of closure

Amount granted (in USD)

Communication Thread

Credit note number

Conclusion

Re-open

3

You may want to open a revision case in order to request clarification or send follow-up questions.

- 1/From Warranty dashboard, select one resolved request (not accepted).
- 2/ Click on Edit  button to open the request details

3/Click on **Re-Open** button will bring the user to a new form with most of the previous fields locked, and the user will be prompted to update relevant fields for the revised request

This request is already revised

OK

Note: if you see this message, it means that you try to revise a previous revision of the case.

NACELLES

WARRANTY

How to re-open a case?

Claim number

Safran Request Number

CSC-8NA-2025-10-000426

Warranty Claim Type

Service Bulletin claims

Warranty Claim Status

Draft

Your reference \*

2023026\_SBCLAIR

Service bulletin

Program \*

A380

Service Bulletin Number \*

L1070CRXXXX

Service bulletin revision

01

Comments

Your comments

Add item

Part Number	Serial number	Aircraft registration number	Implementation date	Total	
ASL2608T2201- REINFORCEMENT SHM		012 - A380	10/1/2025	USD26,640.00	

Other costs

Other Costs (in USD)

1000.00

Description of other costs

Total

Total Material Cost (in USD) : 12,000.00

Total Labor Cost (in USD) : 14,640.00

Total amount claim (in USD) : 27,640.00

Communication Thread

1

Add file or comment

2

There are no activities to display

Save as draft

Print

Submit

Delete

Please look over all of your case details to ensure accuracy.

1/ If needed, press the **Add file or comment** to provide file (less than or equal to 25 Mo in size)

2/ If all case details are accurate, please select **Submit**

This request is already revised

OK

Note: if you see this message, it means that you try to revise a previous revision of the case.

Warranty user  
guide