

## Webinar #7 - Preparing for the Future - Borg & Overström Website, Web-shop and Resources

10th June 2020

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**Question 1: Are your videos available with a voice-over in any other language than English?**

No

**Question 2: I don't see any voltage showing on the parts/accessories area of the web-shop – are all parts available in 110v and 220v?**

Yes – where applicable. Many of the internal parts are 12v or 24v, so they are universal to all main voltage of the actual machines.

**Question 3: I can't log into the store – why not?**

The store is available to the public for viewing, but to log in and see prices, purchase history, re-order items etc, you need a trade log-in. This can only be obtained from your account manager, and is available per person (not a general log in per company). If you do not know who your account manager is, please use the contact form on our website [here](#), and we will be able to help you.

**Question 4: Do I have access to the videos and Social media image tiles?**

Yes – this is public access at the moment, but you will notice that the videos under the 'How-To' tab have a restricted access to the more technical ones. Borg & Overström are not sold to be owner operated, they are designed to be cared for by qualified service technicians. For access to these types of videos, please contact your account manager for the password.

**Question 5: Are the product manuals only available in English?**

No – these are available in 6 different languages – at the top of the page there is a Language Filter where you can choose your preferred language – have a look [here](#).

**Question 6: How do the Exploded Diagrams online work?**

Navigating to the page here, and then using the filters on the left of the screen will speed up your search for the specific model you have. Click and Drag to move the images around to locate the parts you want, and then use the mouse-scroll to zoom in or out to get up close to identify the item visually.

You will notice that every part number has a code attached to it – click on this code and it will open up the Web-Store in a new browser tab, and give you the full product images and ordering information. If you are logged in as a trade customer, you will also be able to see the cost price. You can then click on the 'add to cart' button and the item is automatically added to your check-out basket.

**Question 7: What is the advantage of ordering on-line?**

One of the main advantages is to be able to find the product you need (many of our items have different trade-terms in different countries), and then simply add it to your basket, and check out using your company account – if the order is all available to ship, your order will be automatically processed to the warehouse shipping department and will save several internal processes and time.

**Question 9: How do I explain to my customer how to do simple task of general house-keeping or machine maintenance?**

Using our 'How-to-Videos' Tab [here](#), you have full access to all of the video's that we have done, you can view, share or even embed them into your own website for your customers use.

Use the filters on the left of the screen to narrow or speed up your search for a specific item. Any that are locked requiring a password, you will be able to talk to your account manager for access. These types of videos are not designed for end-user to view, only for service technicians.