

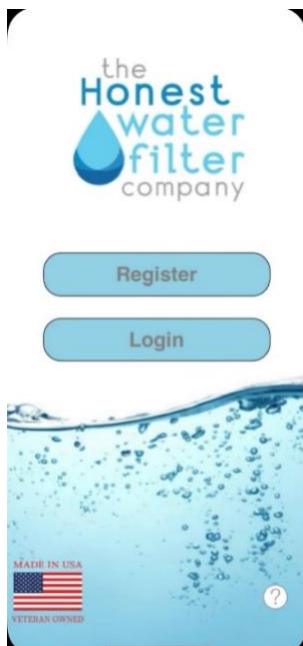


## The Honest Water Filter Company Field App - SOP

Below are a few simple steps to help the user understand why we created this app and how to use some of its important features.



**Download App:** Go into your App Store or Google Play Store and search for “Honest Water Filter” to download.



**Register:** Once the app is downloaded click the “Register” button, choose your industry (Plumbing Professional or Water Treatment Professional) and fill out the information. For “Full Name” please use First and Last name. For City, State, and Company Name, select the location and the name of the company you work for.

**NOTE:** If you do not see your Company Name listed in the app, please email [appsupport@honestwaterfilter.com](mailto:appsupport@honestwaterfilter.com) to let us know and we will address the issue ASAP.



**Note:** Once you have completed your registration and are logged in, you should see the homescreen (picture left). This is where you can:

- Submit Installs
- Submit an RMA
- Check out the training videos
- Check out the Leaderboard to keep track of your nationwide ranking
- Send an SOS for quick technical support when out in the field
- Show homeowners what products you have to offer and provide them with videos of each product so they can get all the information they need.

**Submit Install (Contest and Warranty Submission):** When submitting an install, your company name, your name, and current date will auto-populate. You can change the date if you need to in order to reflect an accurate date on install. "Product Model Numbers" is an optional field, you may type in the model numbers if you would like. When selecting what system was installed, click the name of the system and a dropdown will appear where you can select 1-4. This dropdown is there just in case you installed multiple systems on a single job. For example, if one customer is having two Gold systems installed, simply click "Gold" then the dropdown box that will appear on the right side of the screen and select "2".

You can also select multiple different systems. For example, if a customer is having a Gold system and a Diamond system installed, then simply select the "Gold" and "Diamond" check boxes.

**NOTE:** Be sure to take a picture of the final install. This is required for the install to be submitted and your warranty to be registered as well as any contest points to be added to the leaderboard. When adding a picture of

the final install, you may take the picture as soon as you are done with the install through the app or you can take the picture and select it from your photo gallery later on. **\*\*\*Have your installer send you a picture if you do not complete the install yourself\*\*\***

1:01

the Honest water filter company

Submit RMA

Product

Date  
01-21-2022

Notes

Upload A Picture

SUBMIT

BACK

**Submit RMA:** NOTE: Before submitting an RMA, be sure to submit an SOS request to see if your issue can be solved on the spot.

When submitting an RMA, click the Product dropdown menu and select the product that is sent back for RMA. Then, you select the date (which will be auto populated with the current date). You can add in some notes about what happened and why this is an RMA. Take a picture of the product and submit.

11:32

Please select your SOS issue

☐ No Water

☐ Low Water Pressure

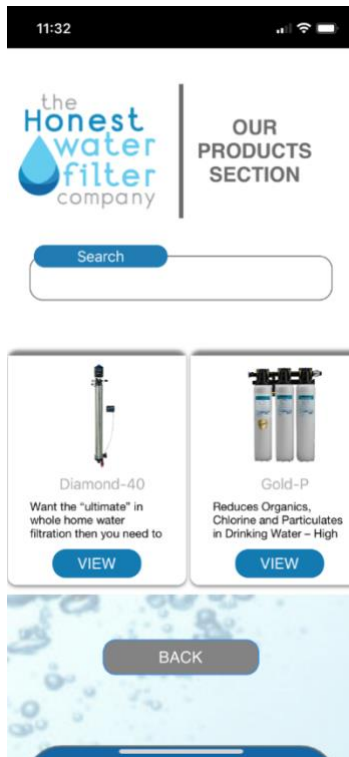
☐ Water Is Leaking From System

☐ Other

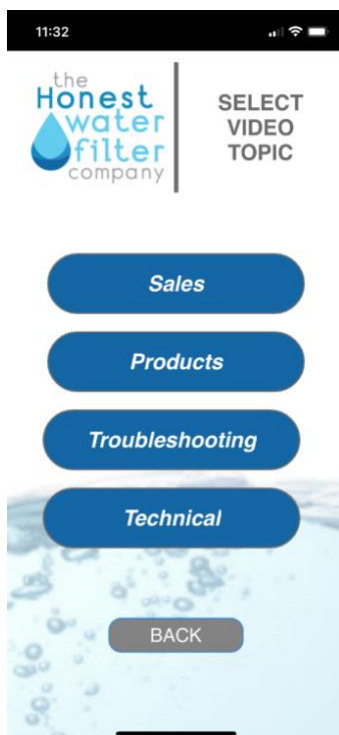
SUBMIT

BACK

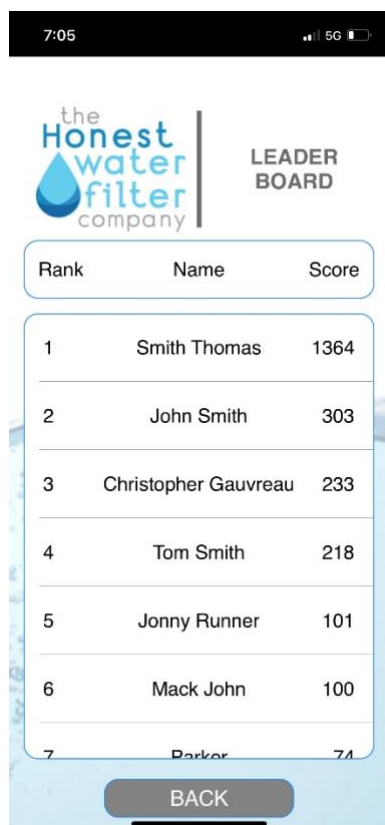
**SOS:** The SOS feature is there to support you if you are faced with technical issues during installs or on service calls. To the left is a picture of the SOS page and the options you will be able to select. Select the issue you are having, and we will get back to you as soon as possible. When "Other" is selected, a text box pops up asking you to briefly describe your SOS issue. Once you describe your issue, click the "OK" button, you will be brought back to this screen and click Submit



**Our Products:** This section will be very helpful for providing information to homeowners about the different filtration systems. By scrolling right to left you can see all the products with pictures. By clicking on a certain product, you will then come to a page with a description of that product.



**Videos:** The Videos section, which you can get to from the home page, will contain videos to help you AND the customer. Whether it is Sales, Product, Technical or Troubleshooting you need help with, these videos will provide you with the knowledge to sell and install the filtration systems and will provide the homeowner with extra information about each product.



**Leaderboard:** This Leaderboard will show where you stand in comparison to other plumbers across the nation. Every install, when submitted correctly, will equate to a certain number of points. For example, a standard Gold system install, 1 Defender and 2 Gold X or P cartridges will be equal to 7 points. We will keep the Leaderboard operational year-round, whether we are currently having a contest or not, so you can see how you and others are doing. Let's get those competitive juices flowing!

Questions regarding the app or its functions should be directed to: [appsupport@honestwaterfilter.com](mailto:appsupport@honestwaterfilter.com)