

Your machines and their service

Every IPEC machine has its own page: warranty, services, visits and signed reports.
Report a problem in a minute and follow the repair, from your phone or computer.

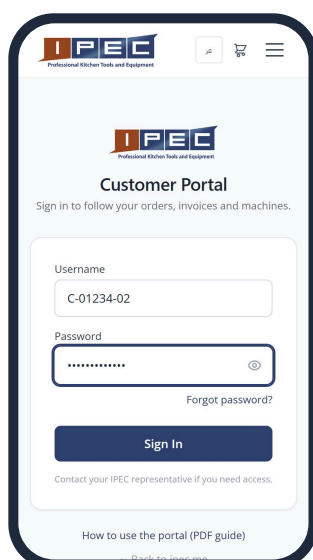
- 1 Open a machine
- 2 Your machines
- 3 Visits and reports
- 4 Report a problem
- 5 Follow the repair

1 Open a machine



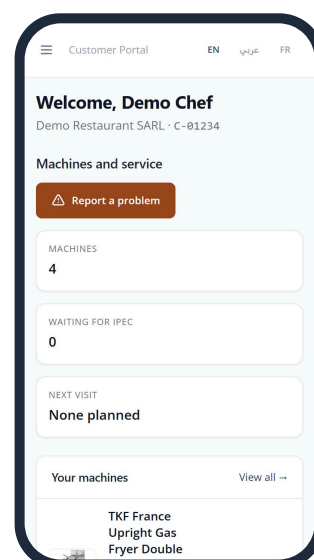
1 Scan the sticker

Every IPEC machine carries a sticker with its unit number and a QR code. Scan it with your phone camera: it opens that machine.



2 Sign in

Enter the **Username** and **Password** IPEC gave you: the machine's page opens. Or open **ipec.me/portal/login**.



3 Your dashboard

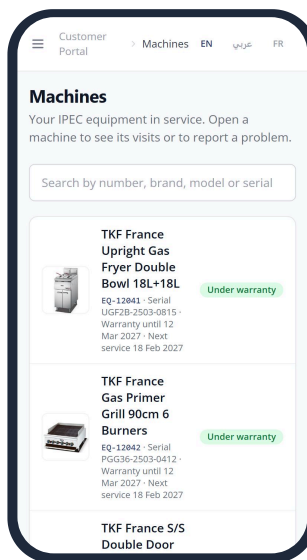
Your machines, the requests waiting for IPEC and your next visit. The menu  opens **Machines**, **Service Requests** and **Visits**.

One login per person. A maintenance login shows the machines, the requests and the visits: no prices and no invoices.

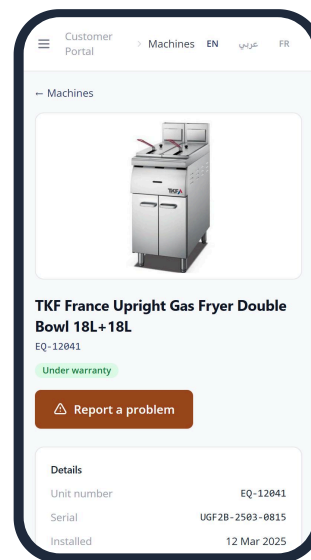
2 Your machines

Machines lists every IPEC machine you have, with its picture. Open one to see:

- Its unit number and serial number
- Its installation date and warranty
- Its last and next service
- The parts replaced, and every visit with its signed report



Machines

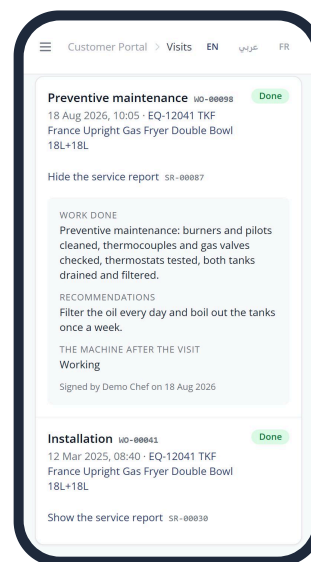


One machine

3 Visits and reports

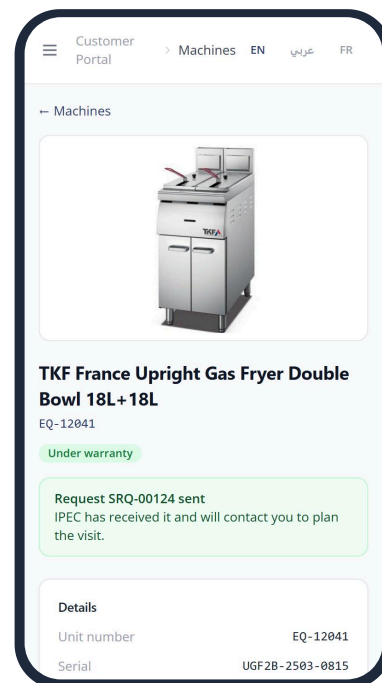
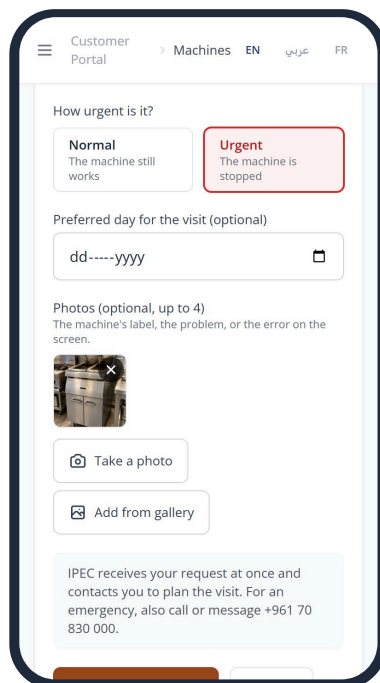
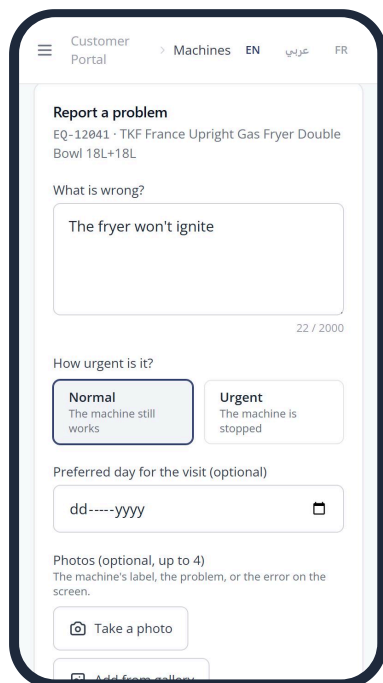
Visits lists the technician's visits to your machines. Tap **Show the service report** to read:

- The work done
- The recommendations
- How the machine was left
- Who signed the report, and when



Visits

4 Report a problem



1 Describe it

On the machine, tap **Report a problem** and write what is wrong in a few words.

2 Urgent? Add a photo

Choose **Urgent** if the machine is stopped, **Normal** if it still works. Add up to 4 photos: the label, the problem, the error on the screen.

3 Send

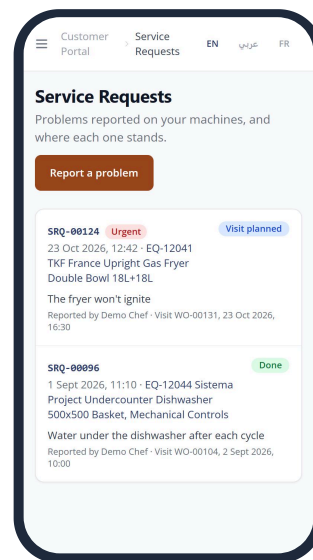
Tap **Send the request**. IPEC receives it at once and contacts you to plan the visit.

Photos help. The machine's label (model and serial number), the problem, the error on the screen: the technician can prepare the visit.

An emergency? Also call or message us on **+961 70 830 000**.

5 Follow the repair

Service Requests shows where each request stands: **Received**, then **Visit planned** with its day and time, then **Done**.



Service Requests

Good to know

- A machine is missing from your list? Tell IPEC and we add it.
- Switch the language at the top of the page: EN, عربي or FR.
- Lost your password? Tap **Forgot password?** or message us on WhatsApp: IPEC sends you a new one.
- On a shared phone or computer, tap **Sign Out** when you are done.

Need help?

Our team answers on WhatsApp, Monday to Friday, 8:00 to 18:00.

WhatsApp +961 70 830 000

info@ipec.me · ipec.me/portal/login



Scan to chat with us on
WhatsApp