



FAQ

Frequently Asked Questions

INTERNATIONAL WARRANTY

e-Warranty card	3 – 11
Card reader	12 – 25
e-Warranty software	26 – 32

FAQ
e-WARRANTY CARD

The e-Warranty information is partially displayed.

Insert the e-Warranty card into the card reader without placing the COSC certificate. Press OK to refresh the card.



FAQ
e-WARRANTY CARD

There are pressure marks on the display of the e-Warranty card.
Insert the e-Warranty card into the card reader without placing the COSC certificate. Press OK to refresh the card.
Repeat this operation until the pressure marks have disappeared completely.



FAQ
e-WARRANTY CARD

Wrong date at the e-Warranty activation.

The date in your card reader is not correctly set.

Connect the card reader to your computer and open the Breitling software. The date will be synchronized automatically.



FAQ
e-WARRANTY CARD

Incorrect date format on the e-Warranty card.

Please contact your Breitling distributor immediately.



FAQ
e-WARRANTY CARD

Incorrect retailer's name.

Please contact your Breitling distributor immediately.



FAQ
e-WARRANTY CARD

After e-Warranty activation, nothing is displayed on the card or WARRANTY NOT ACTIVATED is still displayed.

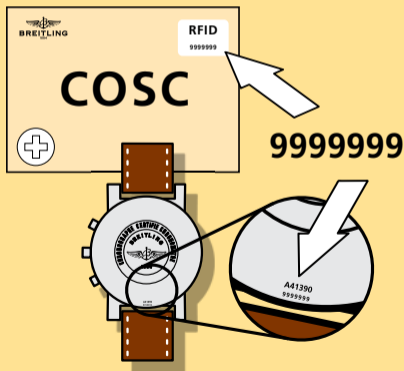
1. Try to activate it one more time
2. Try with another, non-activated, e-Warranty card
3. Check the COSC label on the certificate
4. Contact your Breitling distributor.



FAQ
e-WARRANTY CARD

A customer has lost his e-Warranty card.

Identify the COSC number (watch and COSC certificate) and ask your Breitling distributor for a new e-Warranty card.



FAQ
e-WARRANTY CARD

A customer comes back with a non-functional e-Warranty card that cannot be read.

Identify the COSC number (watch and COSC certificate) and ask your Breitling distributor for a new e-Warranty card.



FAQ
e-WARRANTY CARD

A customer who did not buy the watch in my shop comes in, saying that he/she has a problem with the e-Warranty card.

1. Try to refresh the e-Warranty card (FAQ page 3)
2. Send the e-Warranty card to your Breitling distributor for a replacement, indicating the COSC number of the watch.



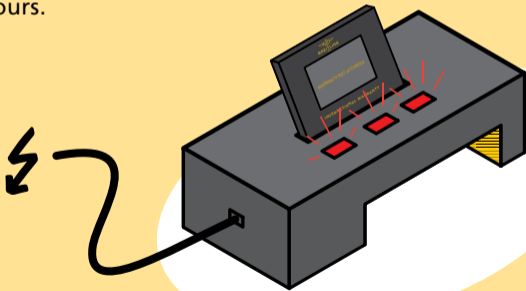
FAQ CARD READER

When placing an e-Warranty card in the card reader, the buttons blink red for 5 seconds.

The battery of the card reader is low; please recharge the card reader with the power supply or via USB/computer.

Loading time:

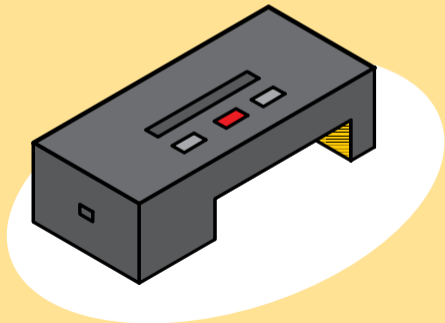
- Power supply 6 hours
- Computer 12 hours.



FAQ
CARD READER

The OK button stays permanently red.

Press OK for 5 seconds.

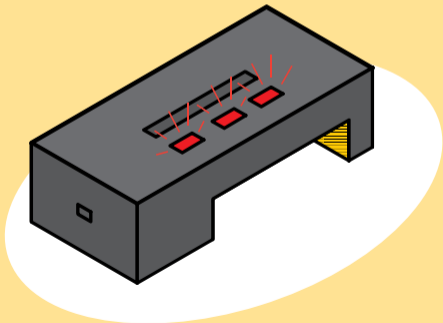


FAQ CARD READER

The 3 buttons are blinking red continuously.

The reader's information has been lost (retailer name, date format etc.).

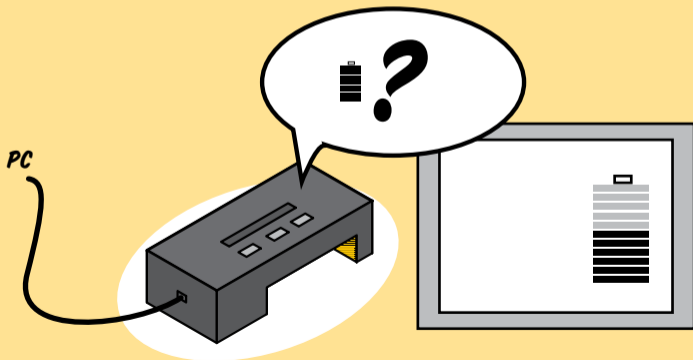
Please contact your distributor immediately and do not validate a new e-Warranty until your reader has been reset.



FAQ CARD READER

How can I check the status of the battery?

Connect the card reader with a computer; open the Breitling software. Click on the "Maintenance" menu when the software is running. The status of the battery will be displayed on the computer.

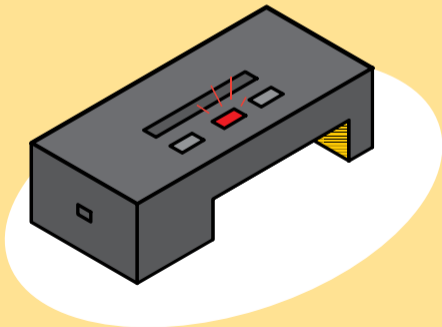


FAQ CARD READER

The OK button is blinking red every 10 seconds

Some data remain not transferred in the card reader.
Please transfer the data via WIFI or Breitling software.

How to configure WIFI or how to install the software, go to:
<https://ewarranty.breitling.com/docs/documentation>

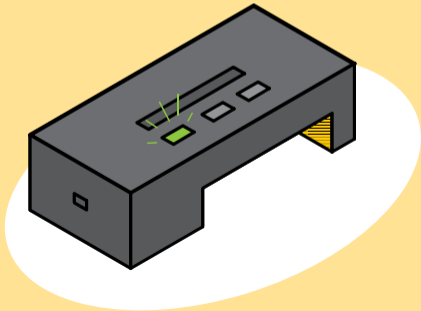


FAQ CARD READER

The WIFI button is blinking green (for at least 30 seconds)

The card reader is sending data to Breitling.

Press WIFI to interrupt (for example if another e-Warranty has to be activated).



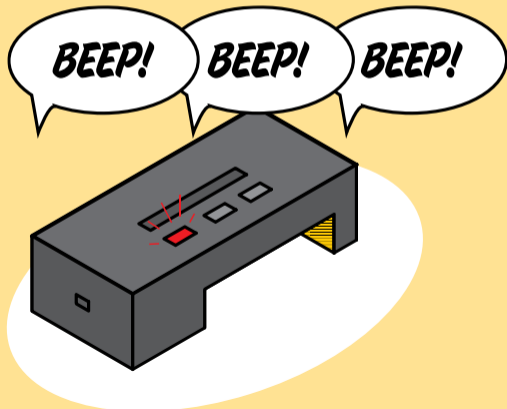
FAQ
CARD READER

3 x beep + WIFI button blinks red.

No connection to your network.

Do a manual transmission with the Breitling software.

Reconfigure your WIFI.

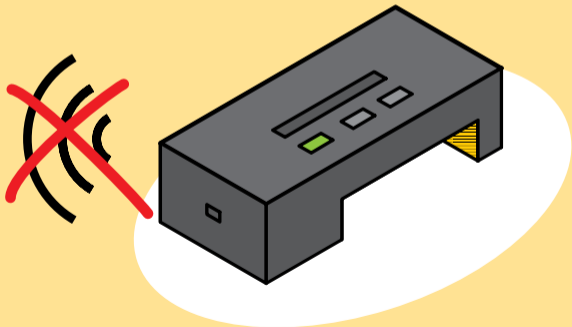


FAQ
CARD READER

The WIFI is out of service.

For instructions on how to configure the WIFI, go to:
<https://ewarranty.breitling.com/docs/documentation>

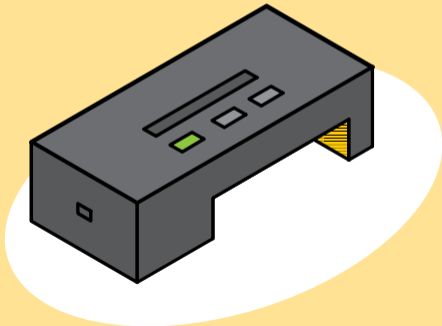
Contact your Breitling distributor if necessary.



FAQ
CARD READER

The WIFI button stays green permanently.

1. Press OK for 5 seconds. It will turn red.
2. Press OK again for 5 seconds. It will turn off.



FAQ CARD READER

Can I activate an e-Warranty when the WIFI button is blinking green?

No!

Interrupt the WIFI connection by pressing WIFI.

You can now activate a new e-Warranty.



FAQ CARD READER

Can I activate an e-Warranty when the card reader is connected to a computer with the Breitling software running?

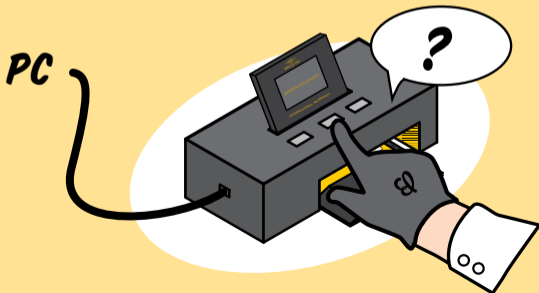
No!

1. Close the software

If it still does not work:

2. Disconnect the cable from the card reader

3. You can now activate a new e-Warranty.



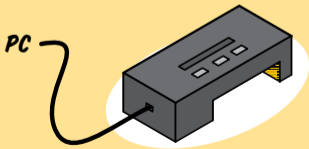
FAQ CARD READER

The Breitling software asks me to do a firmware upgrade*.

When connecting the card reader to the computer, the Breitling software always verifies if there is an upgrade available.

Please proceed to the upgrade. Do not interrupt the procedure, otherwise the card reader will not work anymore! Go to the "Upgrade firmware" menu in the Breitling e-Warranty software.

If the reader does not work anymore after the firmware upgrade (no lights, no beep), connect your card reader to your computer once again and reinstall the firmware.



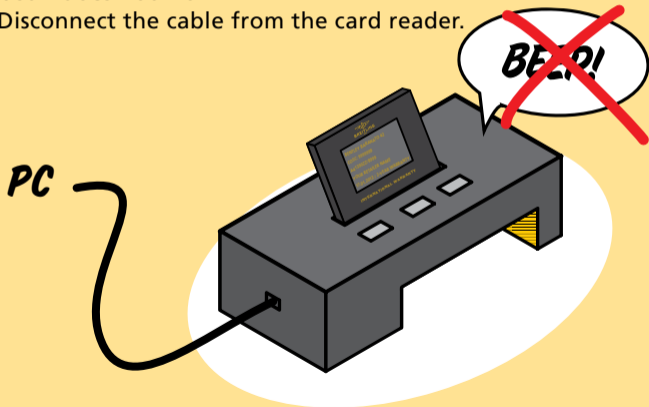
FAQ CARD READER

There is no beep when I insert an e-Warranty card and the card reader is connected to the computer.

1. Close the Breitling software on your computer

If it still does not work:

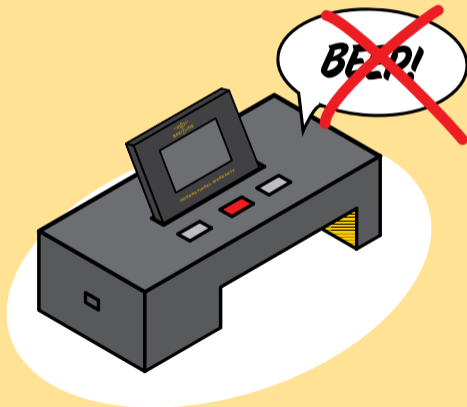
2. Disconnect the cable from the card reader.



FAQ CARD READER

There is no beep and the OK button is red when placing the e-Warranty card in the card reader.

Press OK for 5 seconds and try again.



FAQ
e-WARRANTY SOFTWARE

The Breitling e-Warranty software

Breitling has developed a new software to install on your PC or Mac. This software provides several functions.

If you do not have a WIFI connection in your POS or if you have not activated your card reader's WIFI, this software must be used every day to send e-Warranty activation data.



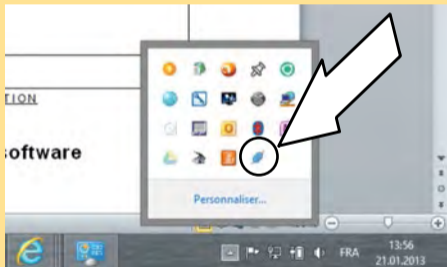
FAQ
e-WARRANTY SOFTWARE

The software is launched automatically when starting the computer. An icon will appear in your toolbar.



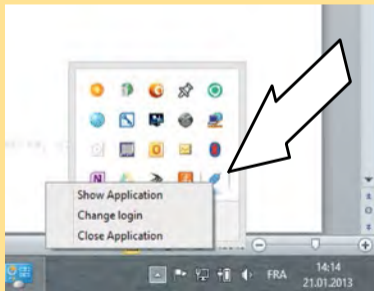
FAQ e-WARRANTY SOFTWARE

If there are many icons in your toolbar, you will find the e-Warranty icon by opening the notification zone, as on the example below.



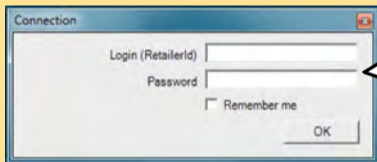
FAQ e-WARRANTY SOFTWARE

When connecting the card reader to the computer, the software opens automatically within 30 seconds. If not, right-click of your mouse on the e-Warranty icon and select "Show application" in the popup menu.



FAQ
e-WARRANTY SOFTWARE

You will be asked for your login and password. Tick the "Remember me" check box for your next connection.

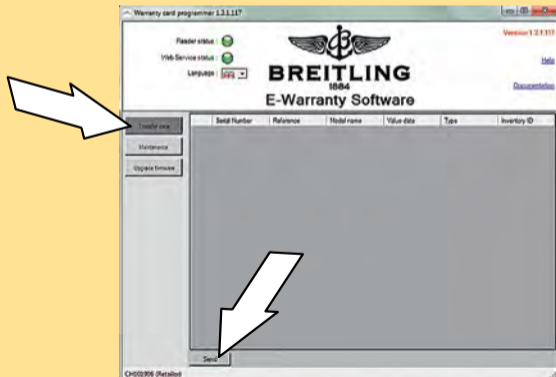


The image shows a screenshot of a Windows-style dialog box titled "Connection". It contains two text input fields: "Login (RetailerId)" and "Password". Below these fields is a checkbox labeled "Remember me", which is currently unchecked. At the bottom right of the dialog is an "OK" button. A large white arrow with a black outline points from the right side of the dialog towards the "Remember me" checkbox.

FAQ
e-WARRANTY SOFTWARE

Sending your e-Warranty activation data to Breitling

Select "Transfer data" and then "Send".



FAQ
e-WARRANTY SOFTWARE

If you do not find the icon in the toolbox. It is recommended to restart your computer. If the icon is still not available, please contact your Breitling distributor.

FAQ NOTES

FAQ NOTES

FAQ NOTES

FAQ NOTES
