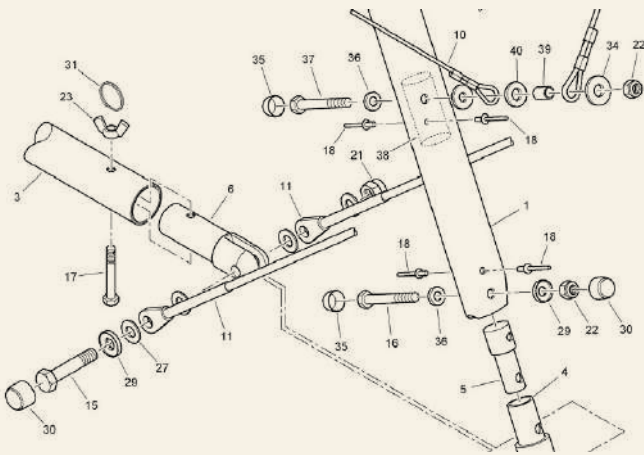


It's great having a new state of the art piece of equipment, but at some point it is going to need new parts. Whether it be routine service items, or replacing a part that has worn out or failed.

Obtaining the correct part is crucial, not only from a financial view point due to lost production whilst the equipment is awaiting repair, but also from a product and customer satisfaction perspective.

The answer to this problem is a 'web-enabled' Illustrated Parts Catalogue (IPC) that is available to your customer at any time, is easily updated and reflects the current equipment build standard.



## Market drivers

The right to repair is seen as a key step for the EU's plan to achieve circular economy by 2050<sup>1</sup>.

According to a Eurobarometer survey, 77% of EU consumers would rather repair their goods than buy new ones, but ultimately have to replace or discard them because of the cost of repairs and lack of service provided.

MEPs back initiatives to fight planned obsolescence, improve the durability and reparability of products and to strengthen consumer rights with the right to repair. They insist consumers have the right to be properly informed about the environmental impact of the products and services they buy and asked the Commission to make proposals to fight so-called greenwashing, when companies present themselves as being more environmentally friendly than they really are<sup>2</sup>.

Repairs of electronic devices would be good for the environment, leading to a reduction in resource use, fewer greenhouse gas emissions and less energy consumption.

Following the UK leaving the EU, the UK chose to mirror requirements in equivalent EU regulations. The 'right to repair' provides professional repairers with access to spare parts and technical information from July 2021, but manufacturers have a grace period of up to 2 years to make spare parts available.

Legally, American shoppers are mostly already allowed to repair whatever they buy<sup>3</sup>.

Commercial machinery by its nature is made to do a specific task, making it expensive and available to a limited market, so it is very likely that a replacement machine will not be readily available. In these cases, instant access to the correct information is required to order replacement parts.

<sup>1</sup> <https://www.europarl.europa.eu/news/en/headlines/society/20220331STO26410/why-is-the-eu-s-right-to-repair-legislation-important>

<sup>2</sup> <https://www.europarl.europa.eu/news/en/headlines/priorities/circular-economy/20210128STO96607/how-the-eu-wants-to-achieve-a-circular-economy-by-2050>

<sup>3</sup> <https://www.repair.org/>



## Problems

An IPC is a living document. There are likely to be hundreds of unique parts across a range of products, each requiring updates if any one part has changed. Once a change has been introduced, traditional paper based IPC needs to be reprinted and re distributed. There is a good chance that the end recipients contact details have changed.

Another popular option is to create a PDF from your paper based IPC and have it download from your website, but then you are relying on someone to download it each time it is used to ensure they are viewing the latest issue.

If your IPC is inaccurate, or you don't have an IPC, then you are most likely receiving enquiries and orders, over the phone or by email. That can be frustrating for you and your customer, not to mention the time and cost researching the enquiry.

There are ways to display a list of parts on-line, but the majority of these are just a standard e-commerce stores that displays list of parts with no reference to the parts location within an assembly.

Page 1 of 3
Items 1 - 20 of 68

**FILTER**

Special offer (1)


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**Headset Parts**

- Dust Covers (4)
- Seals (2)
- Compression Rings (4)
- Bearing Covers upper (8)
- Headset Bearings (31)
- Crown Races (13)
- Crown Races Reducer (6)
- Adapter (2)


**CATEGORIES**

Headsets




■ available from stock

CERAMICSPEED Headset Dust Cover Cap



■ available from stock

CANE CREEK headset bearing ZN40er series 41 mm | 1 1/8" / 52 mm | 1 1/2" set



■ available from stock

CANE CREEK crown race 40er series EC/ZS/IS52 | 1 1/2" steel

“ WebSpares combines over 35 years of expertise in producing technical documentation with innovative technology to offer manufacturers a fast, efficient way to bring their spare parts catalogues online.”

Stephen Preston, Co-Owner, Interactive Technical Solutions Ltd

## Solution

The growth of on-line services has led to a trend where most people expect to have the ability to find what they want on-line, with a seamless route to purchase. This is the case with searching and ordering parts on-line.

An IPC is traditionally produced in a recognised fashion with an exploded illustration annotated and cross referenced, with sparable items listed on the corresponding page detailing part numbers and additional information that may be pertinent. This should be no different when it comes to

searching for parts on-line. Any on-line solution must be able to identify the correct part unambiguously.

The benefit of this approach is that;

- It gives the user confidence that they have identified the correct part.
- Accurate ordering is guaranteed, reducing returns and costs.

The screenshot displays the WebSpares website interface. On the left, a navigation menu lists categories: Trailer Low Loader, Chassis Assembly, Axle Assembly, Brake Assembly, Electrical, Coupling Assembly, Body Assembly, and Stands. The main content area features an exploded view diagram of a trailer chassis assembly, with various components numbered from 1 to 26. To the right of the diagram is a table listing the parts, including their descriptions, part numbers, quantities, and prices.

Item	Description	Part No.	Qty	Price
1	COUPLING KFDSS - Complete	SW10096	1	£762.50
2	BOLT M10 x 20 grade 8.8 red	SW10124	1	£1.65
3	BOLT SHOULDER	SW10120	1	£2.75
4	WASHER nylon	SW10121	1	£0.50
5	HANDBRAKE LEVER AND GRIP ASSEMBLY	SW10090	1	£18.60
6	GRIP	SW10123	1	£3.20
7	SCREW CAP	SW10118	1	£1.15
8	SPRING PACK ASSEMBLY	SW10125	1	£74.00
9	SPRING PACK SUPPORT BRACKET	SW10117	1	£1.88
10	GREASE NIPPLE AND ADAPTER	SW10114	1	£1.70
11	LOCKING WASHER	SW10116	1	£1.50
12	GRAB HANDLE	SW10113	1	£2.75
13	BOLT M12 x 30	SW10111	1	£1.05
14	PRESSURE PAD	SW10101	1	£1.80
15	WASHER spring	SW10110	1	£0.80
16	HOUSING	SW10095	1	£66.50
17	CLAMP HANDLE	SW10097	1	£4.75
18	NUT M12 grade 8.8 - zinc	SW10122	1	£0.90
19	RETAINING PLATE	SW10102	1	£1.15
20	NUT M10 Grade 8.8	SW10115	1	£0.80
21	OVERRIDE LEVER ASSEMBLY	SW10116	1	£13.45
22	NUT M10 grade 8.8 - plain	SW10108	1	£0.80
23	WASHER spring	SW10109	1	£0.95
24	DAUPHIN BRACKET	SW10110	1	£28.50
25	DAMPER	SW10103	1	£34.60

*The growth of on-line services has led to a trend where most people expect to have the ability to find what they want on-line, with a seamless route to purchase.*

“ WebSpares can help you provide better customer support and increase revenue from spare parts by bringing your catalogue online, even if you don't currently have product images or an eCommerce solution.”

Ian Birchall, Co-Owner,  
Interactive Technical Solutions Ltd

**The ideal solution should:**

- Replicate the Graphical User Interface that your customer is familiar with when looking at a traditional hard copy IPC.
- Store the parts in an e-commerce database, ensuring that duplicate parts throughout your product range only appear once in the database. Thus, any change to price, description and availability will be reflected instantly throughout the IPC.
- Be configurable to list the parts in an assembly structure.
- Have a user friendly interface both for the front and back end.
- Utilise your existing parts data with a bulk upload facility to compile parts information in the e-commerce database.
- Check for duplication of part numbers during the manual or bulk upload of parts information, to inform if part details vary from the information already held.

- Be accessible to the casual visitor or accessed via login of approved customers.
- Integrate with your existing website, eCommerce platform, and inventory management system.
- Have the backup from an established company who specialise in the production of technical documentation.

The WebSpares easy-to-use mobile application allows your customers to view the IPC while in the field, workshop or home. Fully interactive illustrations ensure that the right replacement parts can be ordered, reducing the number of returns and improving customer experience.

Traditional paper and PDF catalogues are expensive and are often difficult to produce and distribute. Our online catalogues are easy to create, and ensure customers have instant access to the most up-to-date version.



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**The benefits are:**

- Easy to use.
- Increased sales.
- Accurate ordering.
- Minimise returns.
- Customer satisfaction.
- Reduced costs.
- Update the IPC easily and instantly.
- Mobile friendly.
- Seamlessly integrate with many webstore platforms and inventory management systems.

Producing and delivering an IPC requires a diligent approach to collating the data. This can only be achieved by developing a coherent Support Solution, which delivers the Initial Support Package and ensures continued optimisation of the Support Solution in light of product modifications and changes in operational use and requirements.

If you require further information, help or advice on the best way to support your equipment visit:

[www.its-l.co.uk](http://www.its-l.co.uk)

[www.webspares.net](http://www.webspares.net)

