

HOW TO USE THE ONLINE PARTS ORDERING SYSTEM

1. HOW TO GET TO IT

This document explains how to order spare parts using the online system found on our website. There are different ways to arrive at the parts ordering pages:

1. Click on the **Parts Lists** option from the right-hand-side menu on the main pages of our website **www.danarm.com**.
2. Go straight to it using the web address **www.danarm.co.uk/parts**, either by typing this address in your internet browser's address bar or from a bookmark.
3. Click on the **Parts Lists** option from the right-hand-side menu on the Dealer section our website **www.danarm.co.uk/Dealer**.

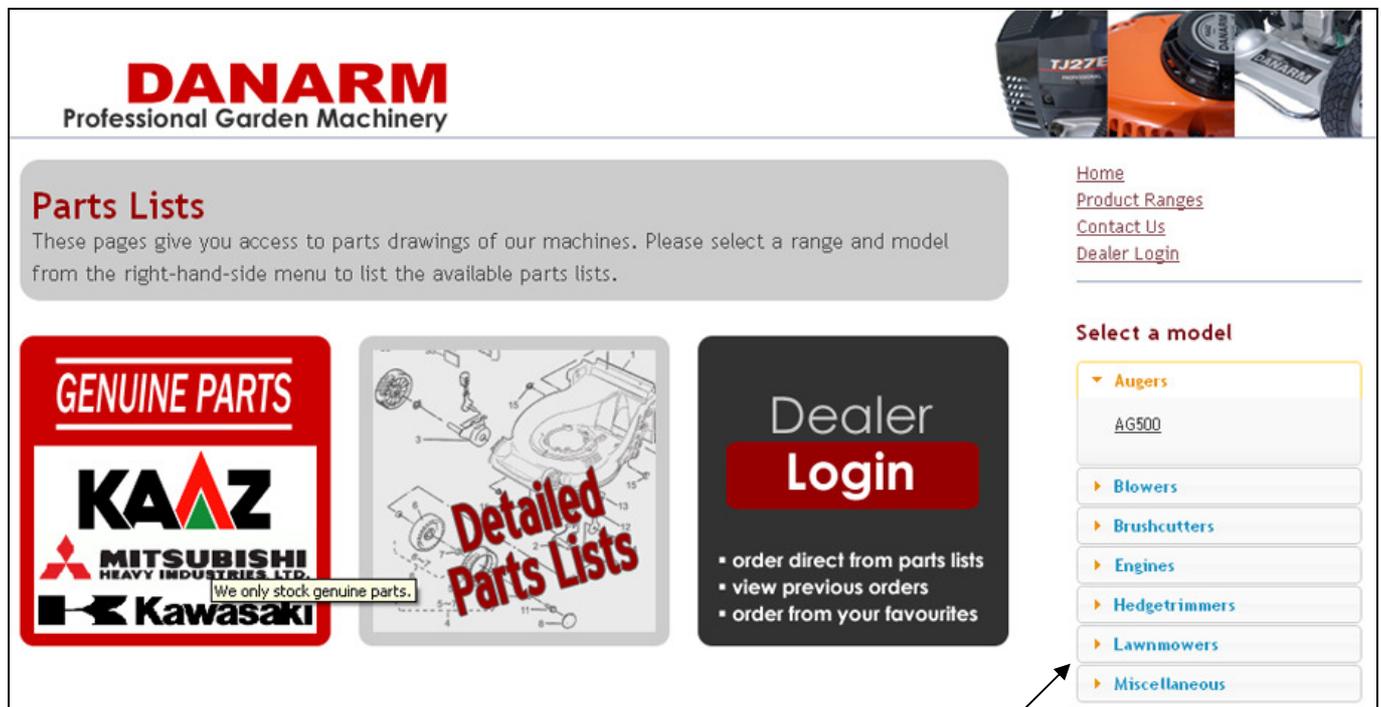


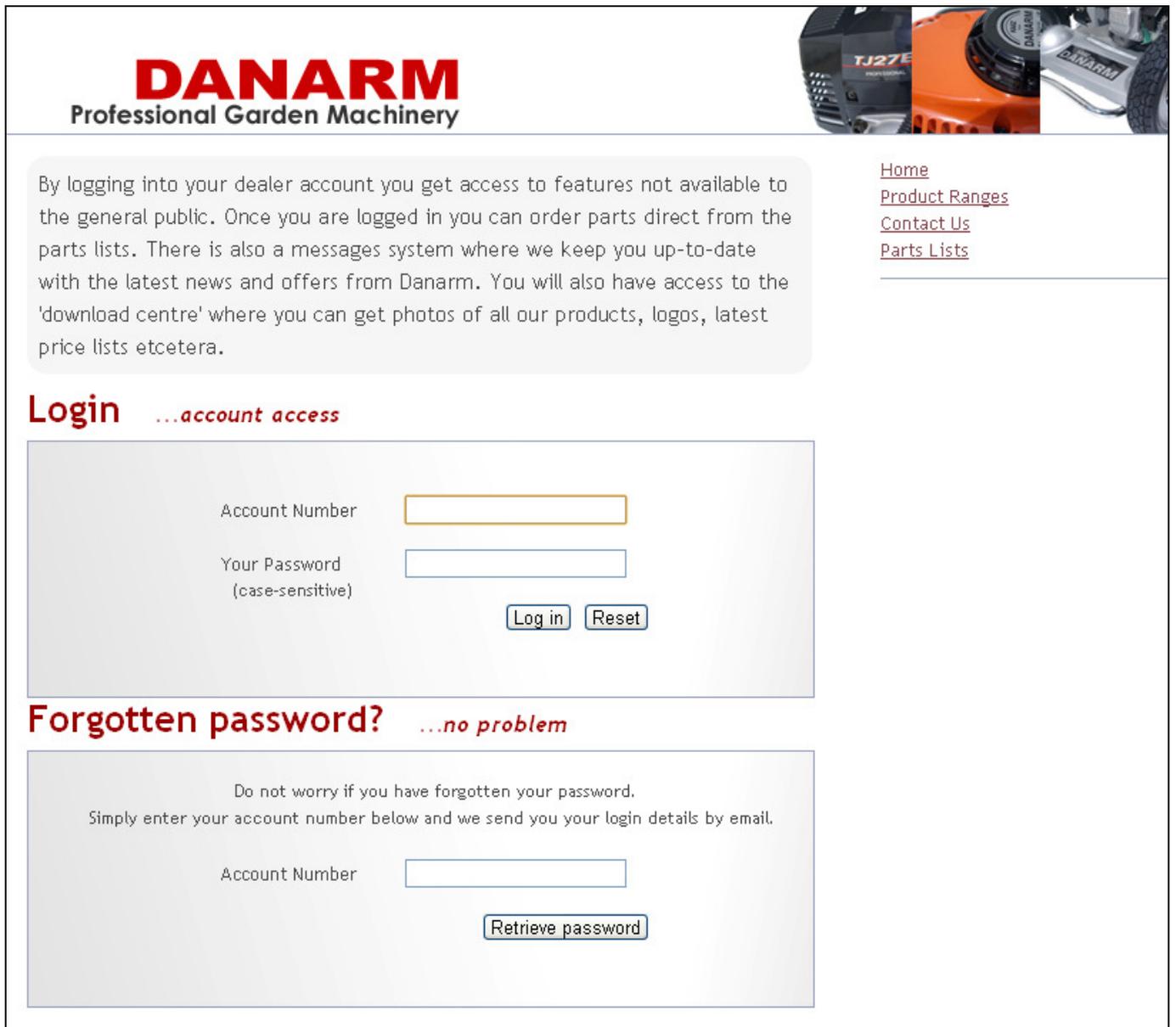
Figure 1: Parts List Screen

The above screen gives you access to the parts lists. You can use the list on the right-hand-side of the screen to find the machine or engine you need parts for.

NOTE

to be able to create an order, you have to be logged in to your dealer account. Click on the grey 'Dealer Login' picture, or select 'Dealer Login' from the menu.

2. LOGIN



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By logging into your dealer account you get access to features not available to the general public. Once you are logged in you can order parts direct from the parts lists. There is also a messages system where we keep you up-to-date with the latest news and offers from Danarm. You will also have access to the 'download centre' where you can get photos of all our products, logos, latest price lists etcetera.

[Home](#)
[Product Ranges](#)
[Contact Us](#)
[Parts Lists](#)

Login *...account access*

Account Number

Your Password
(case-sensitive)

Forgotten password? *...no problem*

Do not worry if you have forgotten your password.
Simply enter your account number below and we send you your login details by email.

Account Number

Figure 2: Dealer Login Screen

Use the above screen to log into the Dealer section of our website. You need your Danarm Account number, which can be found on your invoices. Secondly, you need a password. If you have never logged in before and not changed the default password, use **danarmdealer**.

In case you have forgotten your password, just enter your account number in the **Forgotten password** section and press **Retrieve password**. This will send an email with your login details, providing that you have entered an email address in your account details.

3. DIFFERENT WAYS TO ORDER PARTS

After logging in you are able to order parts. There are three different ways to add parts to your order:

1. Find it; browse parts lists and add parts to your order
2. Type it; if you know the part number you can type it in to add it to the order
3. Favour it; if you frequently buy a part, order it again from your favourites list

The screenshot shows the DANARM Professional Garden Machinery website interface. At the top left is the logo 'DANARM Professional Garden Machinery'. To the right is a small image of a machine. Below the logo is a 'Parts Lists' section with a grey background and text: 'These pages give you access to parts drawings of our machines. Please select a range and model from the right-hand-side menu to list the available parts lists.' To the right of this is a user menu for 'DANARM TEST' with links for 'Log Out', 'Account Details', 'Messages', 'Downloads', and 'Orders'. Below the 'Parts Lists' section is a large black banner with white text: '“ordering parts couldn’t be any easier” choose from 3 ways to add parts to your order'. To the left of this banner are three orange boxes with numbered instructions: '1 Find it' (Select the machine from the list on the right, open the partslist, find the part number and click 'order'.), '2 Type it' (Click on the 'Order' tab (on the right) and enter the part number into the box, then click 'Add'.), and '3 Favour it' (Order a part regularly? Go to 'Orders - Favourites' find it in the list and click 'order again'.). To the right of these boxes is a dark grey box with a green 'Dealer Logged-in' button and a list of benefits: 'order direct from parts lists', 'view previous orders', and 'order from your favourites'. On the far right is a 'Machines' tab with an 'Order' button, and a 'Select a model' dropdown menu with options: Augers (AG500), Blowers, Brushcutters, Engines, Hedgetrimmers, Lawnmowers, and Miscellaneous.

Figure 3: 3 ways to order parts

1. Find it

You can browse parts lists to find the parts required. Select the machine or engine from the list under the 'Machines' tab on the right-hand-side of the screen to display the available parts lists.

In most cases there will be a date with the parts lists. Please ensure you open the parts list with the appropriate date for the machine that needs the parts.

Other information you may find displayed is the number of pages in the parts list, the machine serial numbers the list applies to and a short remark about the machine.

Parts Lists

These pages give you access to parts drawings of our machines. Please select a range and model from the right-hand-side menu to list the available parts lists.

There are **3** parts lists for the **TM3200-TH23**:

Cutter, Handle Assembly	01/02/2008
CUTTER, HANDLE ASSEMBLY	1 page
ORANGE / BLACK from S/N: 6000000	
Gear Case Assembly	01/02/2008
TH23 Engine	30/01/2004
TH23-AC54 Engine	8 pages
ORANGE Cover	09/04/2008
	8 pages

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Machines
Order

Select a model

- [▶ Augers](#)
- [▶ Blowers](#)
- [▶ Brushcutters](#)
- [▶ Engines](#)
- [▼ Hedgetrimmers](#)

[EH22 \(TMA500\)](#)

[HTD550L-TL20](#)

[TM2600-TH23](#)

[TM2600-TL20](#)

Figure 4: Select a Parts List

Clicking one of the parts lists (click on the blue, underlined writing) will load the parts drawing and part number list.

Drawing
Part numbers
Parts Lists

Pages: 1 2 3 4 5 6 7 8 Showing: CYLINDER - CRANKCASE

Pages: 1 2 3 4 5 6 7 8 Showing: CYLINDER - CRANKCASE

Machines
Order

Select a model

- [▶ Augers](#)
- [▶ Blowers](#)
- [▶ Brushcutters](#)
- [▶ Engines](#)
- [▼ Hedgetrimmers](#)

[EH22 \(TMA500\)](#)

[HTD550L-TL20](#)

[TM2600-TH23](#)

[TM2600-TL20](#)

[TM3100-TH23](#)

[TM3200-TH23](#)

[TM3200-TL26](#)

[TM4000-TH23](#)

[TME2200-TH23](#)

- [▶ Lawnmowers](#)
- [▶ Miscellaneous](#)

Figure 5: Parts Drawing Screen

Some parts lists have more than one page. In this case you can navigate to different pages using the page numbers displayed above or underneath the drawing. Moving your mouse pointer over a page number will tell you which drawing is on that particular page.

The parts in the drawing are marked with a reference number. Use this reference to find the full part number under the **Part numbers** tab.

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TH23-AC54 : TH23-AC54 Engine: FUEL TANK - FUEL VALVE
List date: 09/04/2008 List number: 99908-2780-01
Notes: ORANGE Cover [PRINT](#)

To find the required part number, first find the reference number in the drawing. Then the corresponding part number by clicking on the 'Part numbers' tab.

[back](#)

Ref.No.	Part No.	Description	Qty (fitted to machine)	RRP (£)	ORDER
14069	14069-2088	BREATHER	1	8.20	ORDER
32052	32052-2228	BRACKET	1	2.27	ORDER
49019	49019-2114	FUEL FILTER	1	8.88	ORDER
51001	51001-2329	FUEL TANK	1	29.10	ORDER
51048	51048-2078	TANK CAP	1	8.82	ORDER
92002	92002-2313	BOLT	1	-	ORDER
92009	92009-2368	SCREW 5x16	3	0.41	ORDER
92071	92071-2142	GROMMET	1	3.80	ORDER
92143	92143-2161	COLLAR	3	0.23	ORDER
92171	92171-2073	CLAMP	2	0.56	ORDER
92191	92191-2154	TUBE	1	2.57	ORDER
92192	92192-2148	TUBE	1	-	ORDER
99996	99996-6088	TANK CAP & BREATHER KIT	1	-	ORDER

Machines **Order**

Select a model

- Augers
- Blowers
- Brushcutters
- Engines
- Hedgetrimmers**
 - [EH22 \(TMA500\)](#)
 - [HTD550L-TL20](#)
 - [TM2600-TH23](#)
 - [TM2600-TL20](#)
 - [TM3100-TH23](#)
 - [TM3200-TH23](#)
 - [TM3200-TL26](#)
 - [TM4000-TH23](#)
 - [TME2200-TH23](#)
- Lawnmowers
- Miscellaneous

Figure 6: Part Numbers Screen

The Part number screen shows a list of all the parts on the chosen parts list. This list will give you some more details about the part. You will find the full part number, description, how many of them are fitted to the machine and the Recommended Retail Price (excluding VAT).

You will also find an [ORDER](#) button against each part. Click this button to add the part to your order.

2. Type it

Another method of adding parts to the order is, by typing in the part number, if known. To do this, just click on the **Order** tab on the right-hand-screen (or the orange box with 2. Type it, if visible). This will show the box where you can enter the part number.

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Parts Lists
These pages give you access to parts drawings of our machines. Please select a range and model from the right-hand-side menu to list the available parts lists.

**“ordering parts couldn’t be any easier”
choose from 3 ways to add parts to your order**

- 1 Find it**
Select the machine from the list on the right, open the partslist, find the part number and click 'order'.
- 2 Type it**
Click on the 'Order' tab (on the right) and enter the part number into the box, then click 'Add'.
- 3 Favour it**
Order a part regularly? Go to 'Orders - Favourites' find it in the list and click 'order again'.

Dealer Logged-in

- order direct from parts lists
- view previous orders
- order from your favourites

DANARM TEST
[Log Out](#)

[Account Details](#)
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[Downloads](#)
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Machines **Order**

order id: 29
created: 07/03/2011

Enter a partnumber

Figure 7: Enter a Part Number Screen

Enter the part number and press **Enter** on your keyboard or click the **Add** button next to the input field. The part will now be added to the order. The price shown is the Recommended Retail Price excluding VAT.

Machines **Order**

order id: 29
created: 07/03/2011

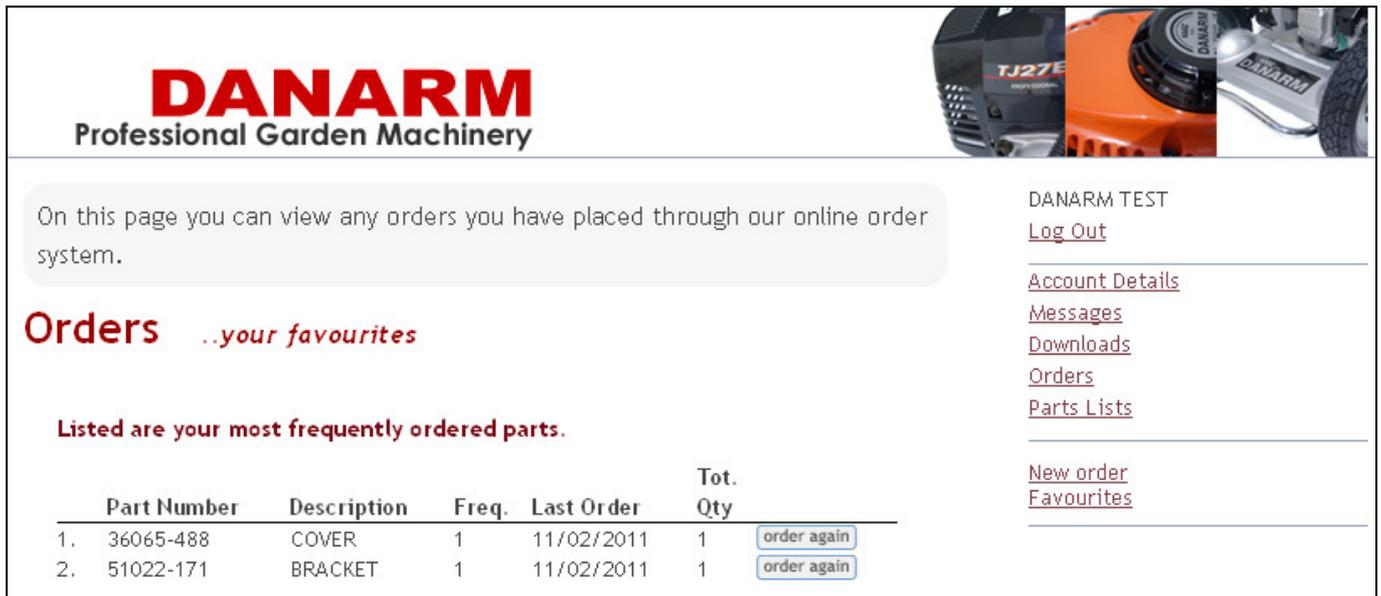
Enter a partnumber

71037-182 £21.78
NYLON CUTTER SET

[Refresh](#)

3. Favour it

The third method to order parts is by ordering it from your 'favourites' list. The system keeps a record of all the parts you have ordered through the online system. Once you have logged in, click on **Orders** in the right-hand-side menu. This will bring up the screen showing all your past online orders. A new menu item **Favourites** appears at the bottom of the right-hand-side menu. Clicking this will show you all the parts you have previously ordered online, with the most frequently ordered parts at the top of the list.



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On this page you can view any orders you have placed through our online order system.

Orders ..your favourites

Listed are your most frequently ordered parts.

	Part Number	Description	Freq.	Last Order	Tot. Qty	
1.	36065-488	COVER	1	11/02/2011	1	<input type="button" value="order again"/>
2.	51022-171	BRACKET	1	11/02/2011	1	<input type="button" value="order again"/>

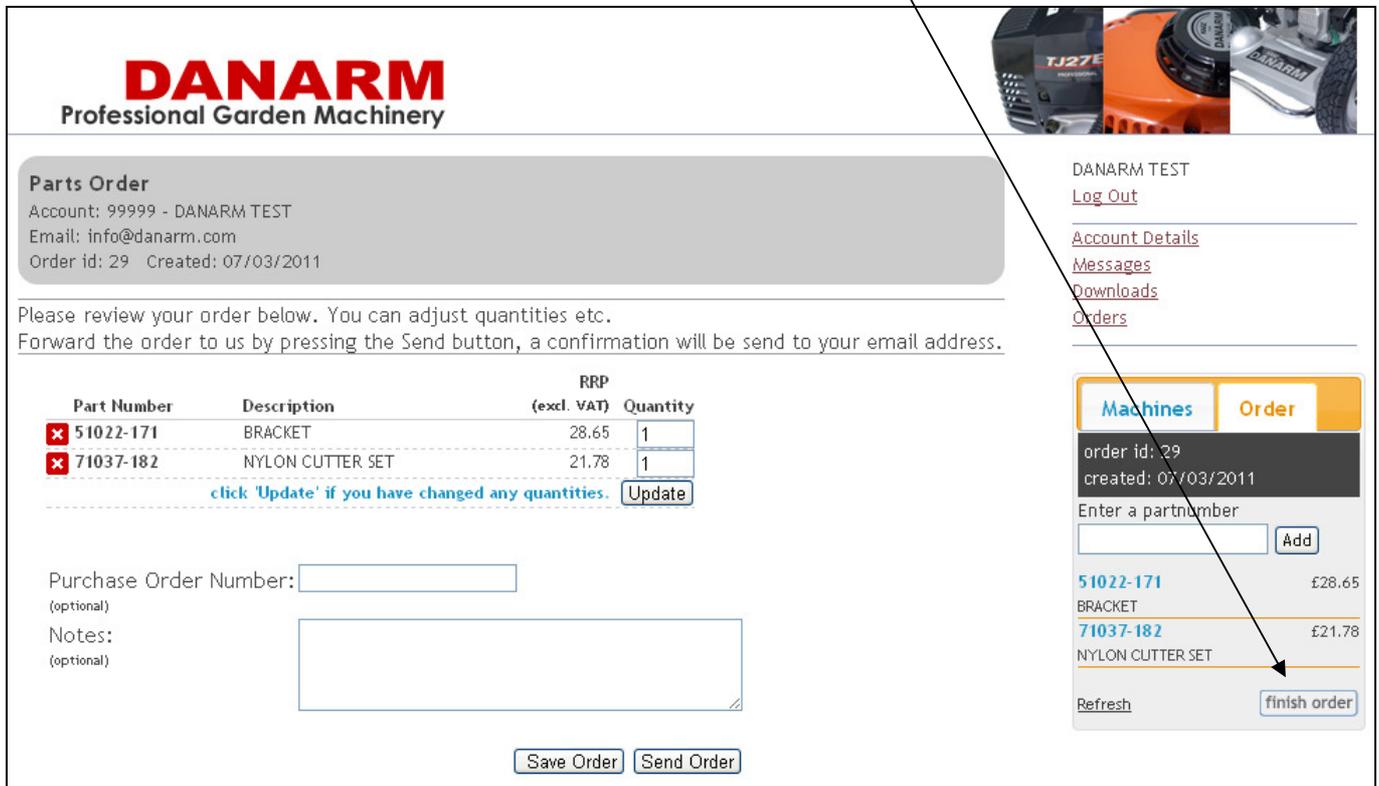
DANARM TEST
[Log Out](#)
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[Orders](#)
[Parts Lists](#)
[New order](#)
[Favourites](#)

Figure 8: Favourites List

Find the part you wish to order in the list and click the **order again** button. This will take you to the order screen with the part added to the order.

4. FINISHING THE ORDER

After adding all the parts to the order, using any of the methods described, it is time to finish the order. This includes updating the quantities required. Click the **finish order** button at the bottom of the list with part numbers.



The screenshot displays the DANARM Professional Garden Machinery website interface. At the top left is the logo. Below it, a 'Parts Order' summary box shows account details: Account: 99999 - DANARM TEST, Email: info@danarm.com, and Order id: 29 Created: 07/03/2011. A message prompts the user to review the order and adjust quantities. Below this is a table of items:

Part Number	Description	RRP (excl. VAT)	Quantity
✘ 51022-171	BRACKET	28.65	1
✘ 71037-182	NYLON CUTTER SET	21.78	1

Below the table is a link to 'click 'Update' if you have changed any quantities.' and an 'Update' button. To the right of the table is a sidebar with user options: DANARM TEST, Log Out, Account Details, Messages, Downloads, and Orders. Below these is a 'Machines' and 'Order' section showing the current order details: order id: 29, created: 07/03/2011, and a list of items with their prices: 51022-171 BRACKET £28.65 and 71037-182 NYLON CUTTER SET £21.78. At the bottom of the sidebar are 'Refresh' and 'finish order' buttons. At the bottom of the main content area are 'Save Order' and 'Send Order' buttons. A text box for 'Purchase Order Number: (optional)' and a larger 'Notes: (optional)' text area are also present.

Figure 9: Finalise the Order

By default the system will set the quantity to one for each part in the order. You can change this by typing the correct number in the **Quantity** box against each part number. You must press the **Update** button at the bottom of the list to apply the new quantities.

At this stage you can also remove a part from the order by clicking on the cross (✘) in front of the part number.

If you want us to quote a purchase order number on delivery notes and invoices please enter the number for this order in the **Purchase Order Number** box.

On this screen there is also the option to attach a note to the order. You can use this for example to let us know any delivery instructions, ask for any parts that you could not find on the system or to add machines to the order etc.

You now have the option to either send the order or to save it, to add more parts later. When you send the order you will automatically get a confirmation email send to you, if an email address is set in your account details.