

## Submitting Work Orders – Hunter Engineering Site

For equipment maintenance (balancers), submit work orders through the Hunter Engineering site.

### Prepare

- Get the equipment's Serial / FAT #.
- Identify the bay number/location.

### Navigate to the site

- [Hunter Engineering login page](#)
- From the KC: [Forms](#) > Service Area > [Request for Service on Hunter Equipment](#)

### Enter Login Credentials

\*\*Case-sensitive

Username: discounttire

Password: **Discounttire!1**

### Enter Store Details and Select Equipment Serial Number (FAT #)

**HUNTER Engineering Company Central Service Work Order / Reporting**

Account: Discount Tire

Store # 1016 **GO** **1 Enter Store #, click Go.**

Discount Tire #1016  
 4455 W Bell Rd  
 GLENDALE, AZ 85308  
 602-978-9686  
 AZP\_14@discounttire.com

Click on a FAT number to request service

Model #	Description	Serial / FAT #	Installed
SW000IS	BAL-SMRTWT BASIC	FAT-03941	
QM100IS	BAL-QUICKMATCH WL	FAT-09213	0/03/2013
QM100IS	BAL-QUICKMATCH WL	FAT-09228	01/29/2016

**2 Select the FAT # (the serial number of the balancer you are requesting work for).**

### Create the Work Order

**HUNTER Engineering Company Central Service Work Order / Reporting**

Account: Discount Tire

Serial / FAT # FAT-03941 **3 Verify the Serial / FAT # details**

Discount Tire #1016  
 4455 W Bell Rd  
 GLENDALE, AZ 85308  
 602-978-9686  
 AZP\_14@discounttire.com

**4 Click Create Work Order**

Call ID	Service Date	Invoice #	Service Category	ServiceRep	Co
230453	2016-01-15	PHX024230453	Monitor - no video	Schmitt, Tom	\$190.1
222397	2015-09-04	PHX024222397	Datasheet Arm(s) Not Functioning	Schmitt, Tom	\$439.1
266889	2015-01-02	PHX024206889	Datasheet Arm(s) Not Functioning	Schmitt, Tom	\$331.1
192468	2014-05-30	514193468	Other	Schmitt, Tom	\$326.1
175672	2013-08-26	224175672	Inner data set arm failure	Schmitt, Tom	\$200.1
162678	2013-01-14	224162678	Balancer is Failing Calibration - Jeff	Schmitt, Tom	\$243.1

**HUNTER Engineering Company Central Service Work Order / Reporting**

Account: Discount Tire

Store # 1016 **5 Enter information into required fields.**

Location Name: Discount Tire #1016  
 Location Address: 4455 W Bell Rd  
 Location City: GLENDALE  
 Location State: AZ  
 Location Zip Code: 85308  
 Hunter Service Rep: Schmitt, Tom (PHX024)  
 PO Number:  
 Contact Name: John Smith  
 Phone Number: 602-978-9686  
 Bay Number/Location: east  
 Serial / FAT Number: FAT-03941  
 Problem Category: Chasing Weights  
 Comments: balancer is chasing weights

**6 Click Submit.**

### Contact

For questions, contact Terry Riggs (Ph. Ext. 66103)