



REPNET FREQUENTLY ASKED QUESTIONS

HAVE A REPNET QUESTION? WE CAN HELP.

HOW DO I LOG IN TO THE NEW REPNET?

The login process is the same as it was for the legacy RepNet. You can locate the login portal at the bottom right of valentair.com. Your username and password is the same as what it has been.

I FORGOT MY PASSWORD. WHAT SHOULD I DO?

Select "Forgot your password?" on the login portal which will allow you to reset your password.

SOMEONE FROM MY FIRM NEEDS REPNET ACCESS. WHAT SHOULD I DO?

You can have them email Marianna Ozhered at Marianna.Ozhered@greenheckgroup.com and she will work to get them access.

I SEE TWO NAVIGATION PANELS, ONE IN THE UPPER RIGHT CORNER AND ONE ON THE FAR LEFT OF MY SCREEN. WHAT IS THE DIFFERENCE?

The upper right corner navigation bar allows you to navigate to different pages of our website. The left nav bar is for RepNet and includes resources only accessible to our reps, not the general public.

WHAT ARE THE BOXES LOCATED NEAR THE BOTTOM OF THE HOME PAGE?

These boxes are called widgets which are quick links that allow you to easily navigate to the most popular pages of RepNet. You can choose to customize your quick links. Not seeing the widget you want? Email us at marketing@valentair.com and we will consider creating more for the home page.

FOR LITERATURE, I AM ONLY SEEING BULLETINS ON REPNET. WHERE ARE OTHER RESOURCES SUCH AS CATALOGS, BROCHURES, DATASHEETS, AND APPLICATION GUIDES?

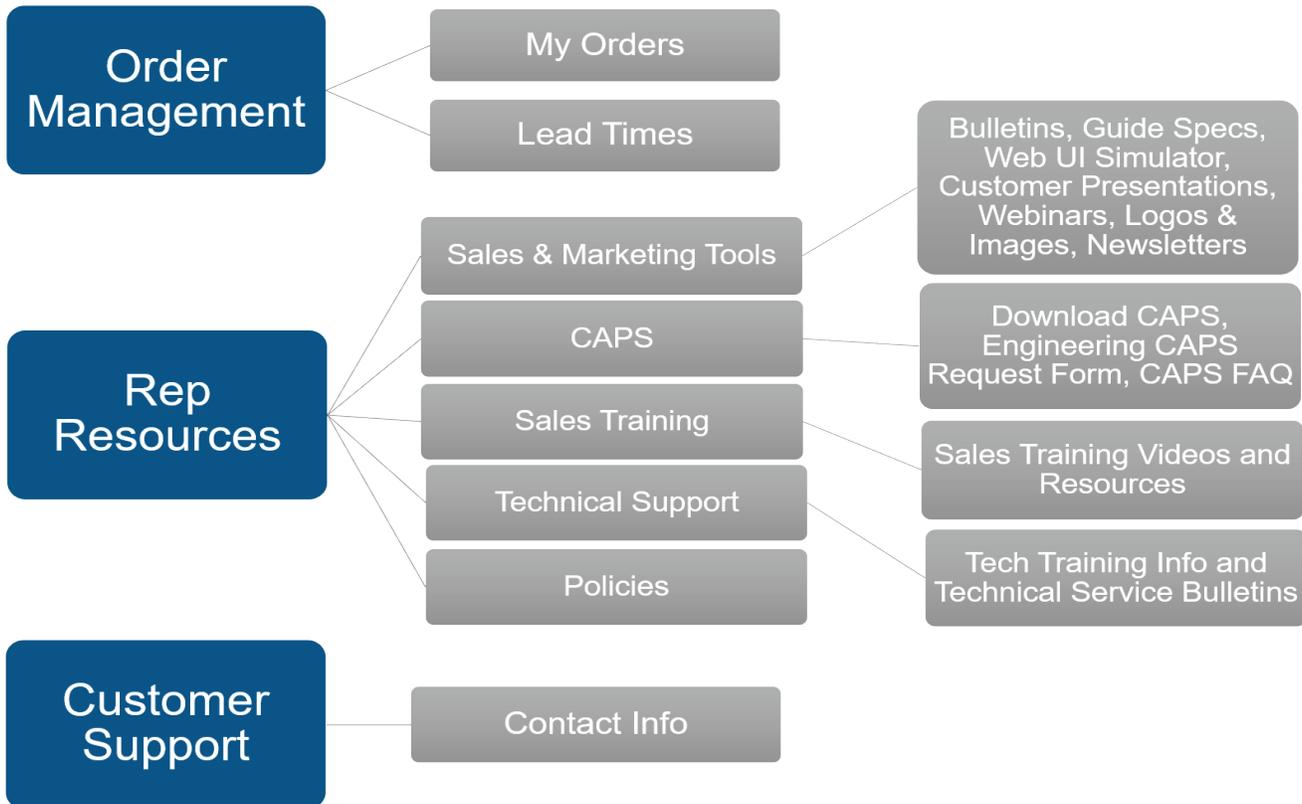
Catalogs, brochures, datasheets, and application guides are all on our website. From RepNet, you can easily navigate to pages of our website. In the upper right corner, you will find a Resources tab where you can find those documents.

HOW OFTEN AND WHEN ARE LEAD TIMES UPDATED?

Lead times are updated weekly every Monday evening.

HOW DO I KNOW WHAT PAGE TO GO TO FIND WHAT I NEED?

You can use the left navigation bar to get from page to page. The 3 main sections of RepNet include Order Management, Rep Resources, and Customer Support. Below is more detailed information on the sub sections:



MORE QUESTIONS OR CAN'T FIND THE RESOURCE YOU ARE LOOKING FOR?

Reach out to your Valent sales contact and they can help.



OUTDOOR AIR EXPERTS | ROBUST DESIGNS | DEDICATED SUPPORT

valentair.com

RepNet FAQ Bulletin PB 033123