



LEC F.A.S.T. Response Technical Service App User Guide

[Home](#) » [Lec](#) » LEC F.A.S.T. Response Technical Service App User Guide 



F.A.S.T. Response™ Technical Service App

Contents

- [1 Introduction](#)
- [2 Obtaining Product Support](#)
- [3 Call To Speak with Us](#)
- [4 Documents / Resources](#)
- [5 Related Posts](#)

Introduction

Living Earth Crafts' (LEC) customer service app makes getting information and warranty service from LEC's global network of trained service technicians easier than ever. If your table ever needs support, you are one click away from connecting with LEC's award-winning customer service team. Easily upload pictures and ask questions.

Within the app you can:

- REGISTER YOUR PRODUCTS – Get the quickest service response by pre-registering your serial numbers and warranty info directly to your phone.
- EXPEDITE SERVICE REQUEST – Direct contact to LEC's service department with all required information in one step. No more searching for serial numbers or tracking down contact information.
- EASY TO UPLOAD PICTURES – Makes sending helpful images very simple.
- VISIT WEBSITE – Easy access to view our entire selection.
- CHOOSE LANGUAGE – Available in both English and Spanish.

To Download

iOS



Android



Search for
"Living Earth Crafts
Support"

OR

Scan
QR
Code



<https://qr-creator.com>

Locating Your Product Serial Numbers



Sample product label

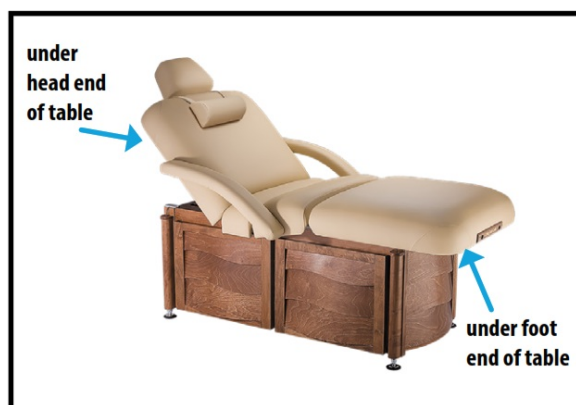
To use the Living Earth Crafts app, you will need to register each LEC product you own using the product's unique serial number. On the left is a sample product label to show you how to locate the serial number.



Product label placement for chairs - underside of seat cushion

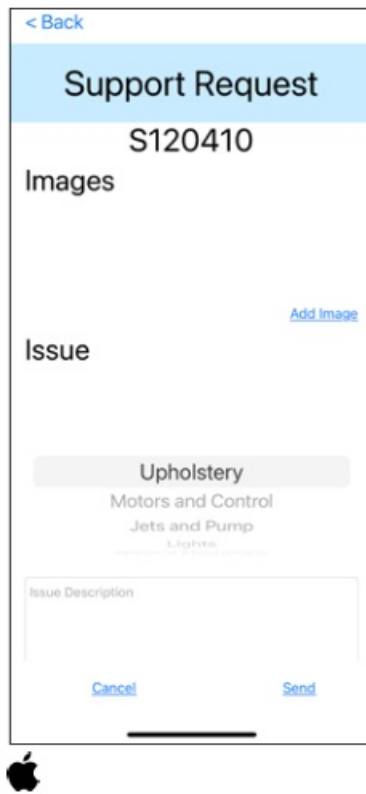


Product label placement for chairs with attached tubs - behind access panel on left side of base



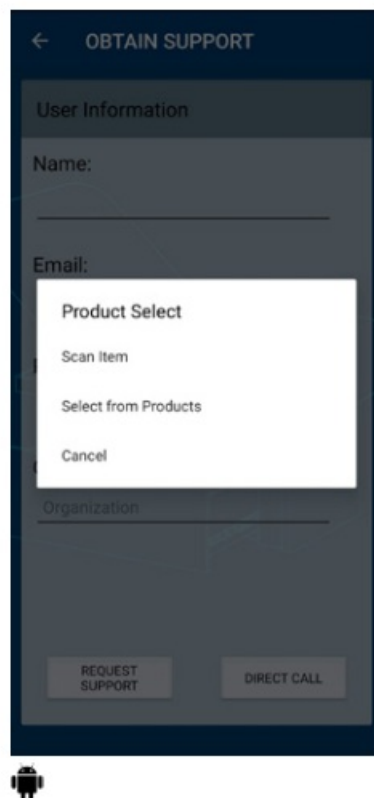
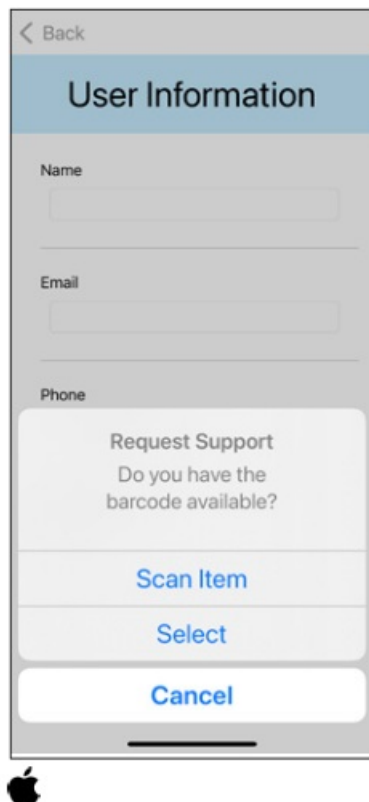
Product label placement for tables - underside of table top at head or foot end

Instructions Registering Products



- Step 1: Select Register Products
- Step 2: Select "My Products"
- Step 3: Click the "+" button in the upper righthand corner
- Step 4: Scan or Manually input the product's Serial Number

Obtaining Product Support



- Step 1: Select "Obtain Support"
- Step 2: Enter your user information

- Step 3: Click “Request Support”
- Step 4: “Scan Item” or “Select from Products”
- Step 5: “Request Support” from product menu
- Step 6: Add product images select the issue category from issue menu, and enter description of issue (optional)
- Step 7: Review information and click “Send”
- Step 8: Send email


Call To Speak with Us



- Step 1: Click on “Obtain Support”
- Step 2: Click “Direct Call” and then “Continue / Yes” (to call 800-358-8292)

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Documents / Resources

	<p>LEC F.A.S.T. Response Technical Service App [pdf] User Guide</p> <p>F.A.S.T. Response Technical Service App, F.A.S.T. Response Technical Service, App</p>
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