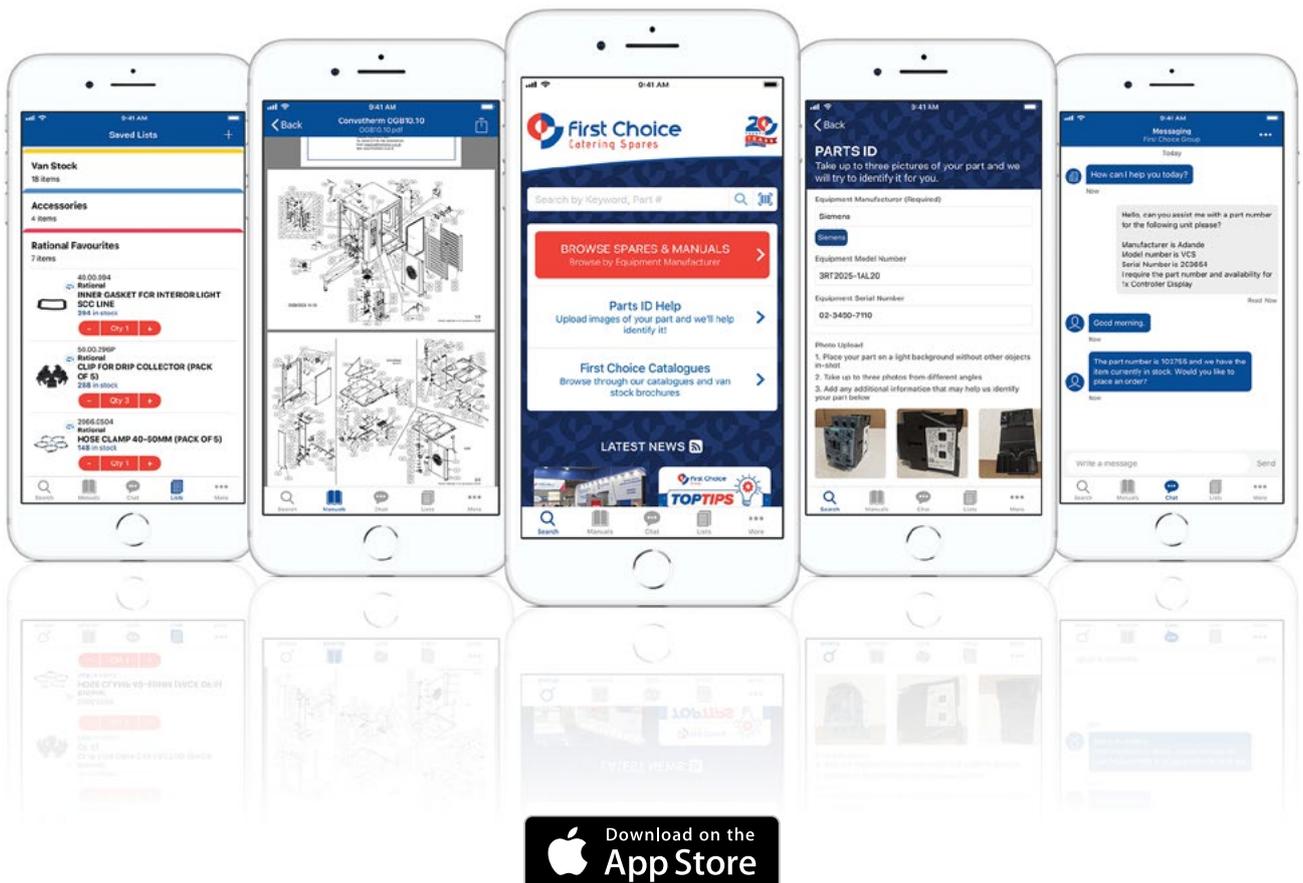




# YOUR SERVICE COMPANION APP

First Choice App V2.1 Guide (iOS)



# START

Welcome to your guide on how to use the new First Choice app for iOS devices.

If you use an Android device we have an app for you too! Please visit [www.firstchoice-cs.co.uk/app](http://www.firstchoice-cs.co.uk/app) for more information.

This guide is designed to be a quick reference document for each tab and feature the app offers.

## HOW TO USE THIS GUIDE

While you can read the whole of this guide, we recommend skipping to the tab or feature you want to know more about using the contents list on the right.

If you're reading this document on a computer or device, you can click or tap on the section you want to read to go straight there. Every page includes a breadcrumb navigation at the top so you can easily jump to the start of a section or get back here in the same way. Alternatively, use the PDF bookmarks to navigate the guide.

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# HOW TO GET THE FIRST CHOICE APP

Easily find spare parts and service manuals for commercial catering and refrigeration equipment with the First Choice app. Created to be an indispensable companion for those working within the commercial catering sector, with our app you've got the UK's largest stock of OEM parts in your pocket!

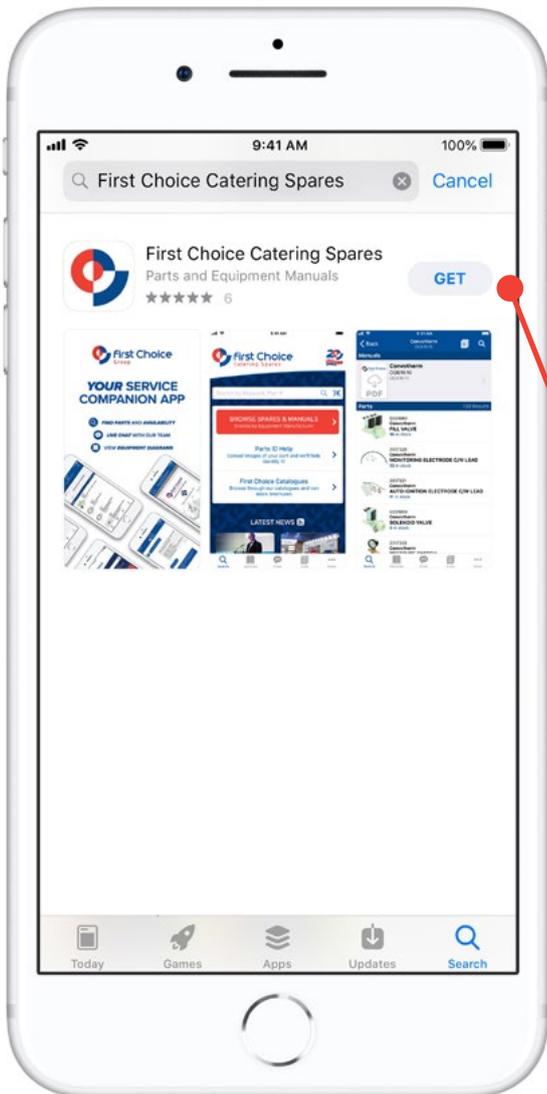
## GET IT ON THE APP STORE

For iOS users, follow these steps to download the First Choice App:

1. Open the App Store app on your iOS device.
2. Go to the "Search" tab, tap in the search field, type "First Choice Catering Spares" and tap "Search".
3. Tap the "Get" button and follow the instructions.
4. Once the app is downloaded, tap "Open" from the App Store or go back to your device home screen and tap the First Choice icon to launch the app.

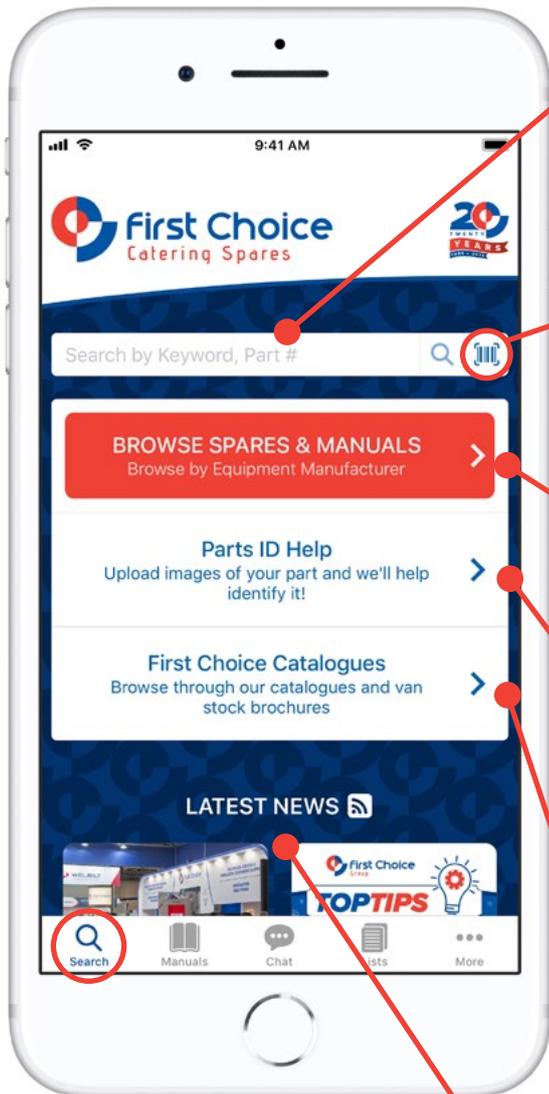
## GET IT FOR ANDROID

This guide is for the iOS version of the app, however we also have an Android version of the app available on Google Play. For more information, an Android guide and links to download, visit [www.firstchoice-cs.co.uk/app](http://www.firstchoice-cs.co.uk/app)



## SEARCH TAB

Tap the **Search tab** icon from anywhere in the app to return to the main screen and start a new search.



### SEARCH BAR

**Free text search** allows you to search for parts by typing in keywords such as Manufacturer, Model, Part Number or Description. Just type in what you're looking for and tap "Search" or the magnifying glass icon next to the search field.

**The barcode scanner** allows you to scan a barcode. If it finds a match in our database it will show you the part information. Tap the barcode icon to open and point your device's camera at the barcode you wish to scan. You may need to grant the app access to use the camera first.

### BROWSE BY MANUFACTURER

**Browsing spares & manuals** by Manufacturer will open a list of equipment manufacturers with the ability to filter.

### PARTS ID **NEW**

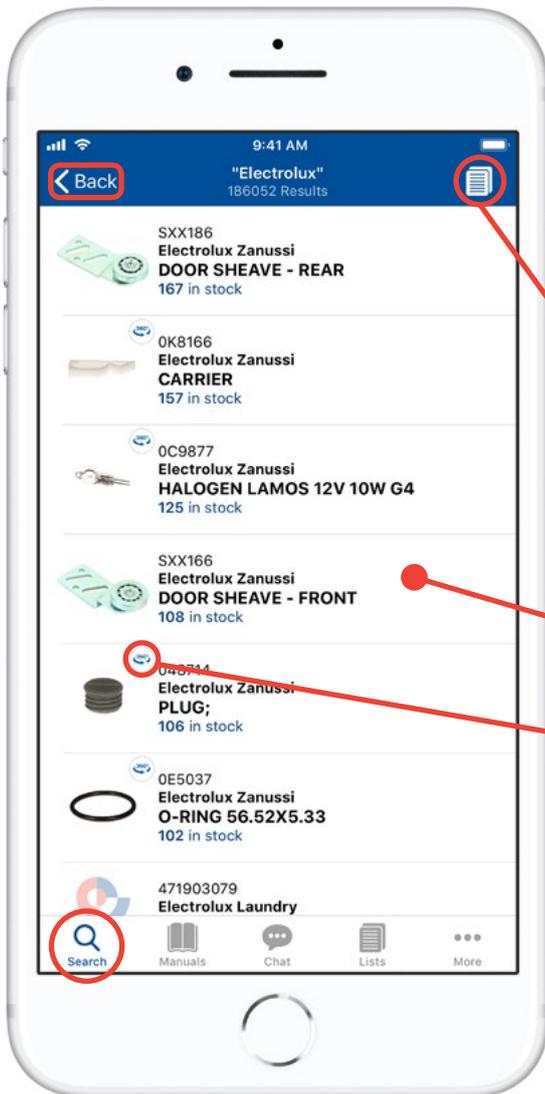
The new **Parts ID** feature makes identifying parts a breeze! Just enter a few pieces of information along with up to three photos and send it to our experienced team right from within the app. That's all there is to it, we'll take care of the rest. Once we've found the part, we'll let you know by phone or email.

### FIRST CHOICE CATALOGUES **NEW**

To quickly get to **First Choice catalogues and Van Stock brochures**, tap this link.

### LATEST NEWS **NEW**

Scroll down on the main screen to see the **latest industry news** from First Choice.



## SEARCH TAB

### SEARCH RESULTS

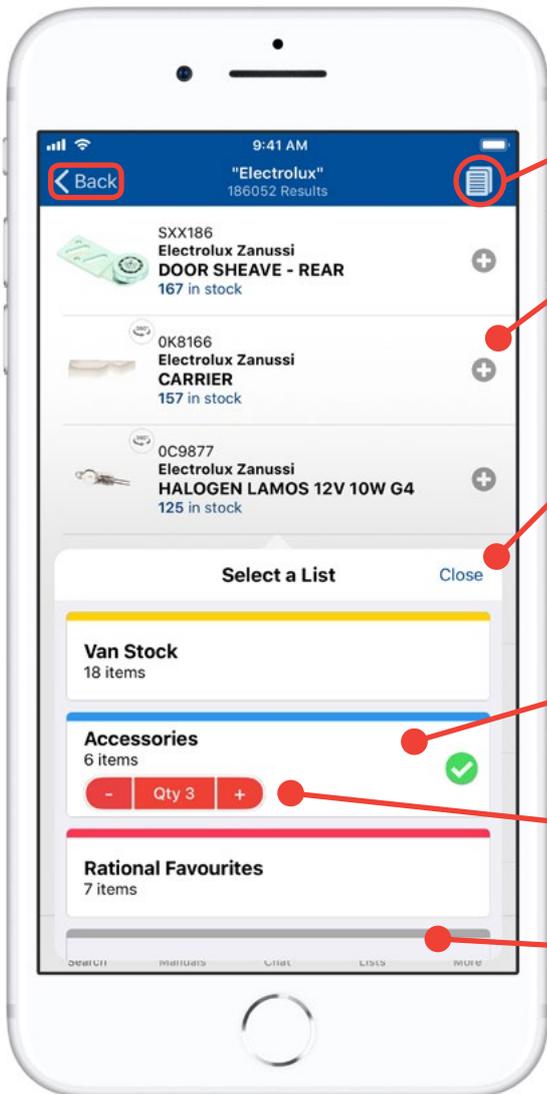
After entering a keyword search, you will see a list of parts results for your search.

1. **Add To List** - Tap to toggle the add to list feature. While active, tapping a part will show the option to add it to an existing list or add to a new list. Tap again to deactivate.
2. **Parts** - Tapping a part will open the part details screen.
3. **360° Part Images** - When you see the 360° icon, the part includes a 360° image.

Tap "Back" at the top left of the screen or tap "Search" in the navigation bar at the bottom to return to the main search screen.

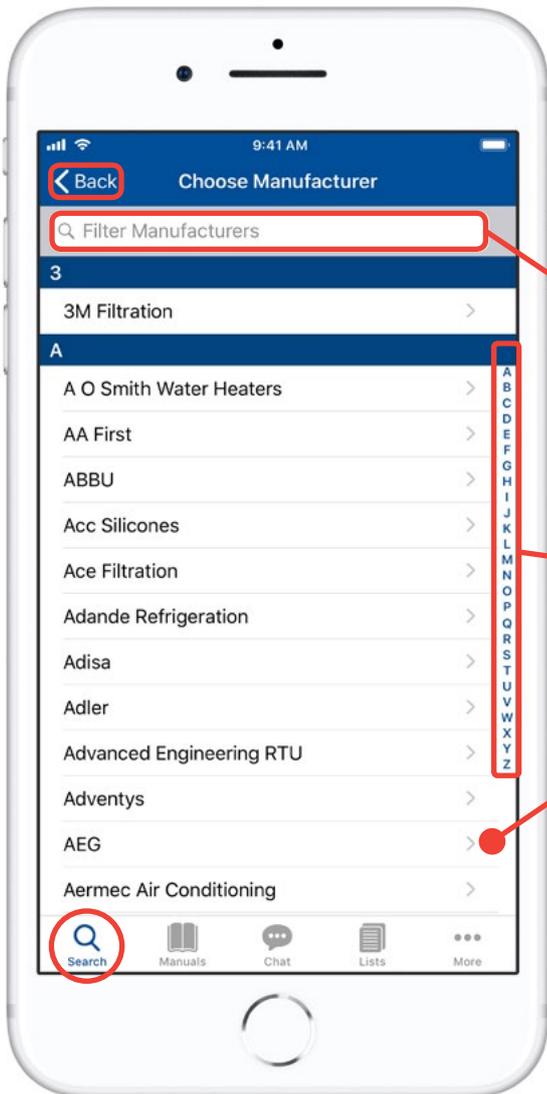
## SEARCH TAB

### SEARCH RESULTS: ADD TO LIST



1. **Toggle Add To List On / Off** - Tap here to turn on / off Add To List mode.
2. **Tap a Part To Add To List** - When Add To List mode is active, a red plus symbol appears next to all parts. Tap anywhere on a part listing to add it to a list.
3. **Close / Done** - Tap here to close the popover and return to the part details screen. Tapping here or tapping outside of the popover closes it and saves the part to the list. To remove a part from a list, tap "Add To List" again and tap the list you wish to remove it from and close the popover.
4. **Select A List** - Tap on the list that you wish to add the part to. A green tick symbol will appear to show that the part will be added to the list when saved.
5. **Adjust Quantity** - Tap the "+" or "-" buttons to increase or decrease the quantity of each part (for quoting purposes).
6. **Add To New List (Not Pictured)** - To add the part to a new list, tap "Add To A New List" to create a list without leaving this screen. Enter a name for the list. Once you have finished editing the list, tap it to add the part to it and close the popover to save.

Tap "Back" at the top left of the screen or tap "Search" in the navigation bar at the bottom to return to the main search screen.



## SEARCH TAB

### BROWSE BY MANUFACTURER

There are three ways to find the manufacturer you're looking for.

1. **Filter Manufacturers** - Begin typing a Manufacturer name in the "Filter Manufacturers" field at the top of the screen. This will immediately begin to show results that match what you have typed.
2. **Section Navigation** - Use the number / letter links on the right side of the screen to jump to a section in the list.
3. **Manufacturers List** - This list shows equipment manufacturers that First Choice stocks parts for. Scroll through the list to find the Manufacturer you need.

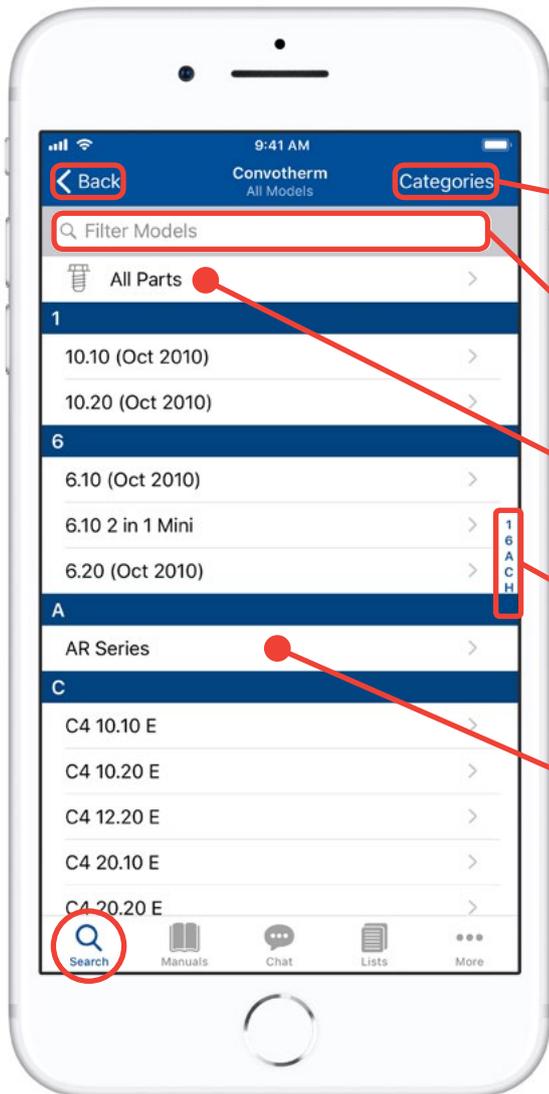
Tap a Manufacturer name to view equipment models by that brand.

Tap "Back" at the top left of the screen or tap "Search" in the navigation bar at the bottom to return to the main search screen.

## SEARCH TAB

### BROWSE BY MANUFACTURER: MODELS

After selecting an equipment manufacturer you will see a list of equipment models for that brand.



1. **Categories** - Tap here to select an equipment category (optional). This will filter the list of models to only show those in the category you have chosen. To reset, tap “Categories” again and select “All Categories”.
2. **Filter Models** - Begin typing a model number or name to filter the list.
3. **All Parts** - Tap here to view all parts for the chosen manufacturer with filters to refine the part search by keyword.
4. **Section Navigation** - Tap a number or letter to jump to a section. Equipment models are organised numerically / alphabetically into sections.
5. **Models List** - Tap a model number or name to view parts and diagrams for that equipment.

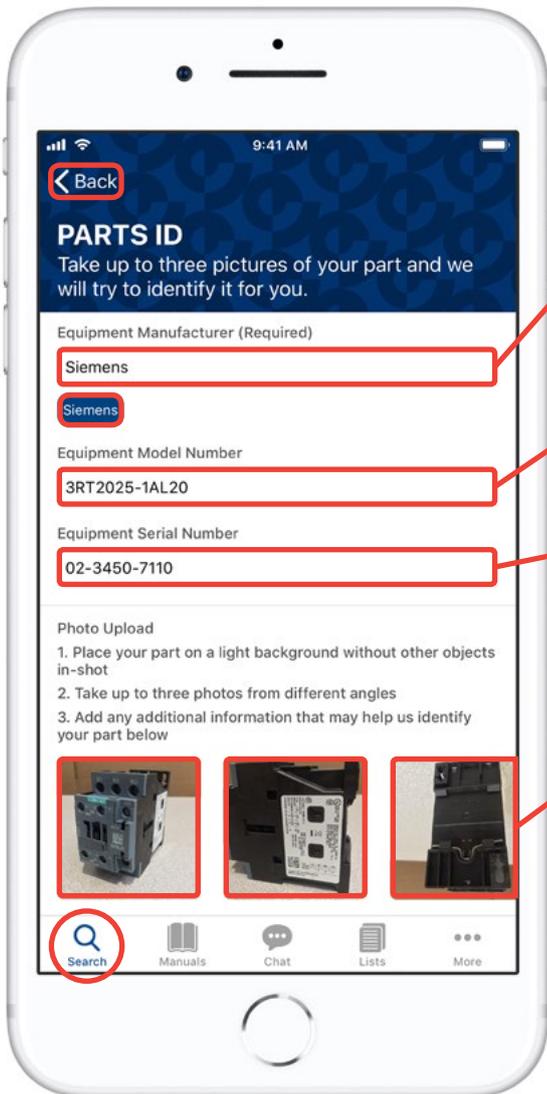
Tap “Back” at the top left of the screen to select a different manufacturer or tap “Search” in the navigation bar at the bottom to return to the main search screen.

**Please note**, while our database of models grows daily, the part you are searching for may not yet be linked to an equipment model. Even if you can not find the model, we may still offer the part. In this case, try searching under the “All Parts” button, using Parts ID or contact our customer service team who will be happy to help.

# SEARCH TAB

## PARTS ID NEW

If you've got a part that's difficult to identify, our new **Parts ID** feature is for you. Send us any information you have along with up to three photos and our team will try to identify the part for you.



1. **Equipment Manufacturer (Required)** - Begin typing a manufacturer name to see suggestions appear below. When the OEM you need appears, tap it to select it or continue typing to manually enter the name.
2. **Equipment Model Number** - If you know the model number of the equipment you need the part for, enter it here. This will help our team to ID the part faster for you.
3. **Equipment Serial Number** - If you know the serial number of the equipment you need the part for, enter it here. This will help our team to ID the part faster for you.
4. **Take / Upload Photos** - Tap the image areas to take a new photo or select one that is already on your device. To get a faster ID, use the photo upload suggestions when taking your photos. Tap the image again to delete or view the photo full screen.
5. **Enter Comments (Not Pictured)** - If you have any other information that could aid in identifying the part for you, scroll down to enter them in the comments field.
6. **Fill In Your Contact Details (Not Pictured)** - To enable us to send you the part information, please enter your contact details at the bottom of the form and tap the "Submit" button to send your enquiry to our team.

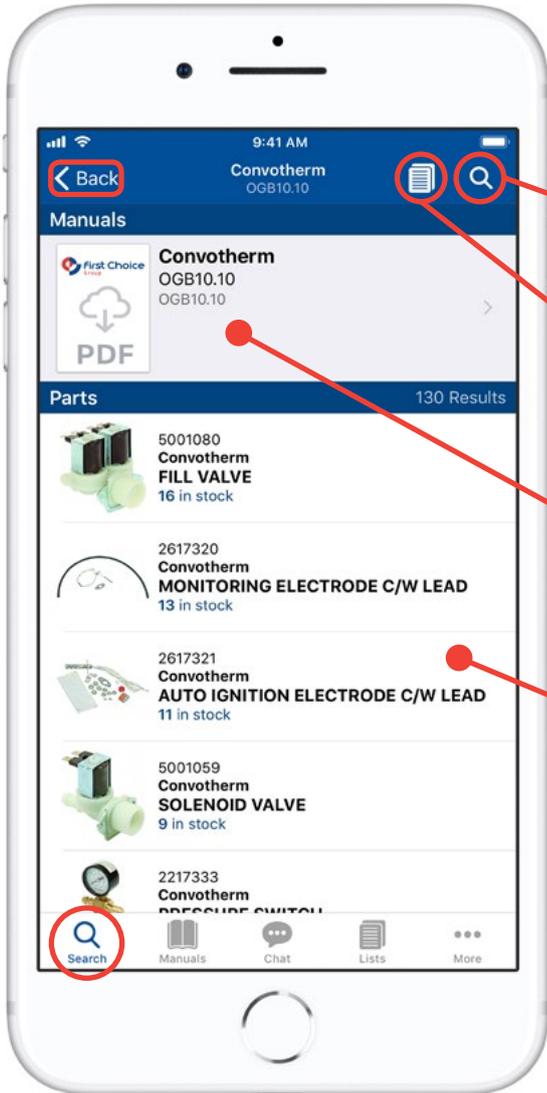
**Once we've found the part, we'll let you know by phone or email.**

Tap "Back" at the top left of the screen or tap "Search" in the navigation bar at the bottom to return to the main search screen.

## SEARCH TAB

### MODEL DETAILS

After selecting a model, you will see all parts and manuals currently associated with that model\*.



1. **Refine Parts Results** - Tap the magnifying glass icon to filter the parts results by entering keywords. To reset and show all parts, tap the icon again and tap "Reset Query".
2. **Add To List** - Tap to toggle the add to list feature. While active, tapping a part will show the option to add it to an existing list or add to a new list. Tap again to deactivate.
3. **Manuals** - Tap a manual to download it to your device. The manual will open straight after download and will be available in the Manuals tab.
4. **Parts** - Tapping a part will open the part details screen.

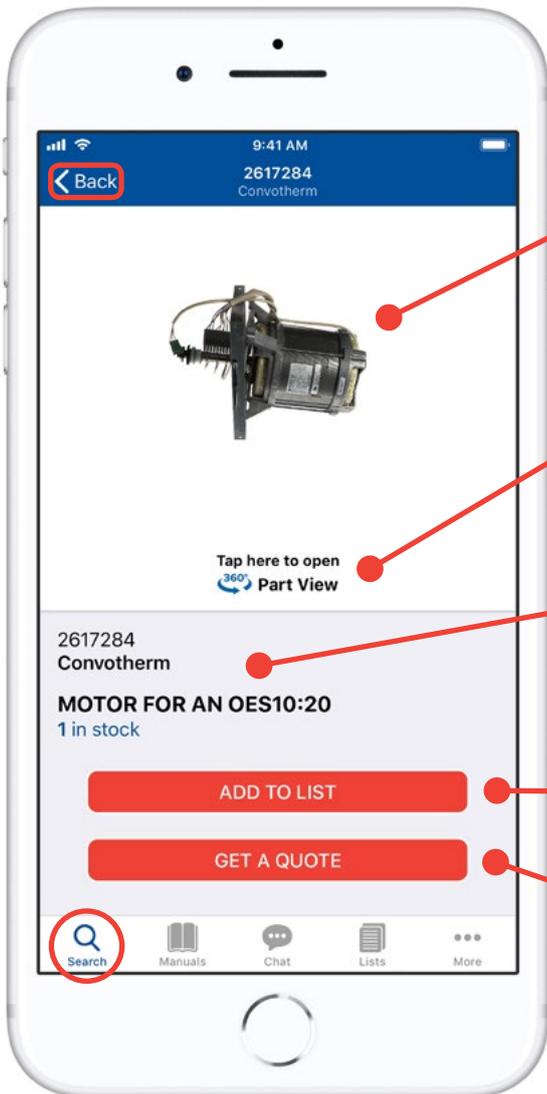
Tap "Back" at the top left of the screen to select a different model or tap "Search" in the navigation bar at the bottom to return to the main search screen.

**\*Please note**, while our database of models grows daily, the part you are searching for may not yet be linked to an equipment model. Even if you can not find the model, we may still offer the part. In this case, try searching under the "All Parts" button, using Parts ID or contact our customer service team who will be happy to help.

# SEARCH TAB

## PART DETAILS

After selecting a part, you will see more details and options.



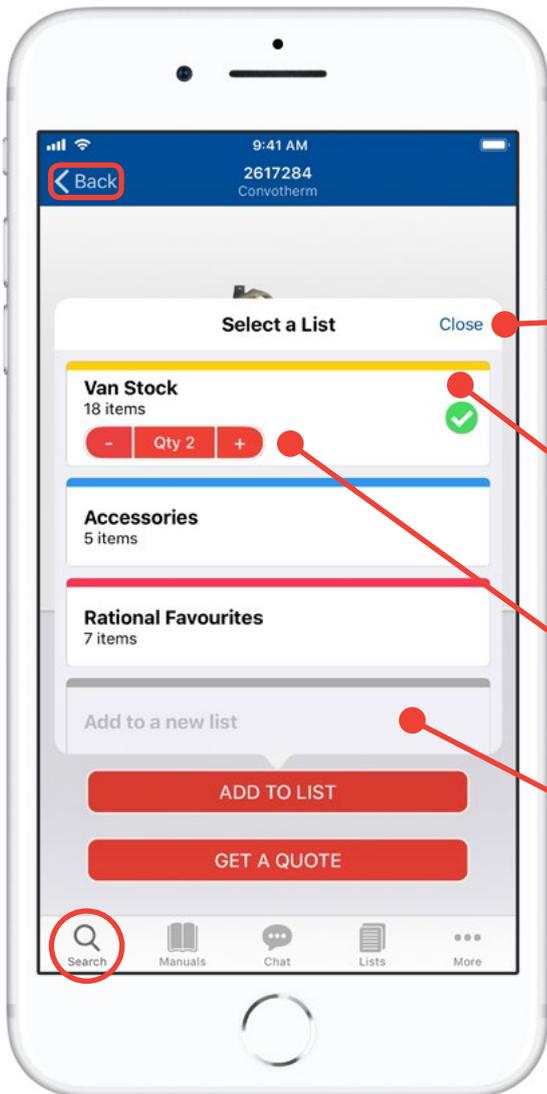
1. **Part Image** - Tapping directly on the still part image opens it in full screen view for a closer look. Pinch to zoom in on the image. Press the “X” to close full screen view and return to the part details screen.
2. **360° Part Image** - If the part has a 360° image, tap on the 360° icon to open the viewer. Swipe left and right to spin the image, tap to zoom and drag around with your finger to move. Tap “Back” to return to the part details screen.
3. **Part Details** - The part details screen will show the part number, manufacturer, part description and stock. If appropriate, other details may show here such as if the part is superseded or obsolete.
4. **Add To List (NEW)** - Tap to add the part to an existing list or add to a new list. If the part is already in one or more lists, these lists will show here.
5. **Get A Quote** - Tapping the “Get a Quote” button will take you directly to the Chat tab where one of our helpful customer service team will be able to answer any questions you may have about the part and provide a quote.

Tap “Back” at the top left of the screen to select a different part or tap “Search” in the navigation bar at the bottom to return to the main search screen.

## SEARCH TAB

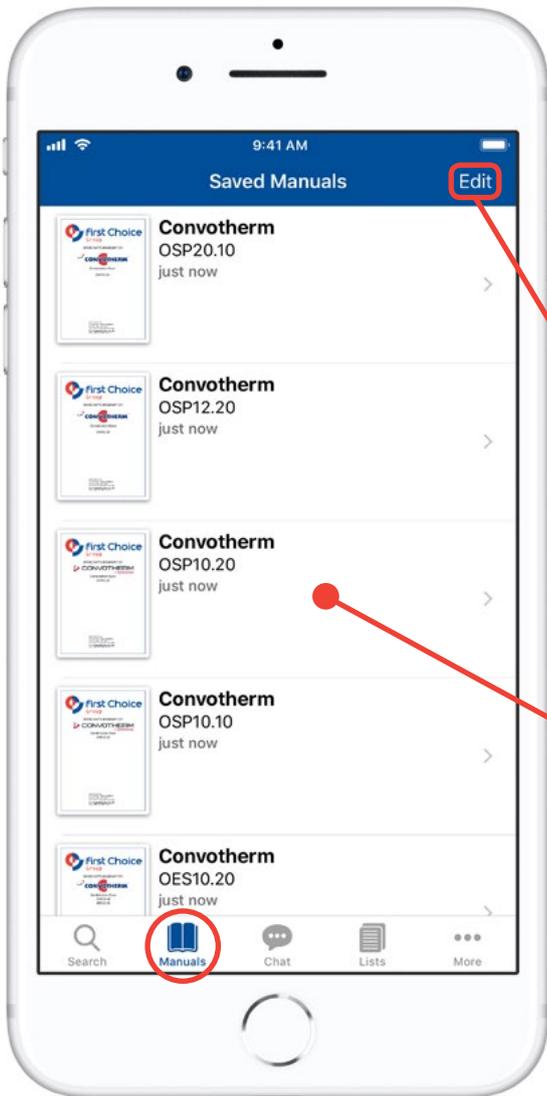
### PART DETAILS: ADD TO LIST **NEW**

Selecting “Add To List” on the part details screen will open a popover that displays all existing lists in a scrollable area.



1. **Close** - Tap here to close the popover and return to the part details screen. Tapping here or tapping outside of the popover closes it and saves the part to the list. To remove a part from a list, tap “Add To List” again and tap the list you wish to remove it from and close the popover.
2. **Select A List** - Tap on the list that you wish to add the part to. A green tick symbol will appear to show that the part will be added to the list when saved.
3. **Adjust Quantity** - Tap the “+” or “-” buttons to increase or decrease the quantity of each part (for quoting purposes).
4. **Add To New List** - To add the part to a new list, tap here to create a new list without leaving the part. Enter a name for the list. Once you have finished editing the list, tap it to add the part to it and close the popover to save.

Tap “Back” at the top left of the screen to select a different part or tap “Search” in the navigation bar at the bottom to return to the main search screen.

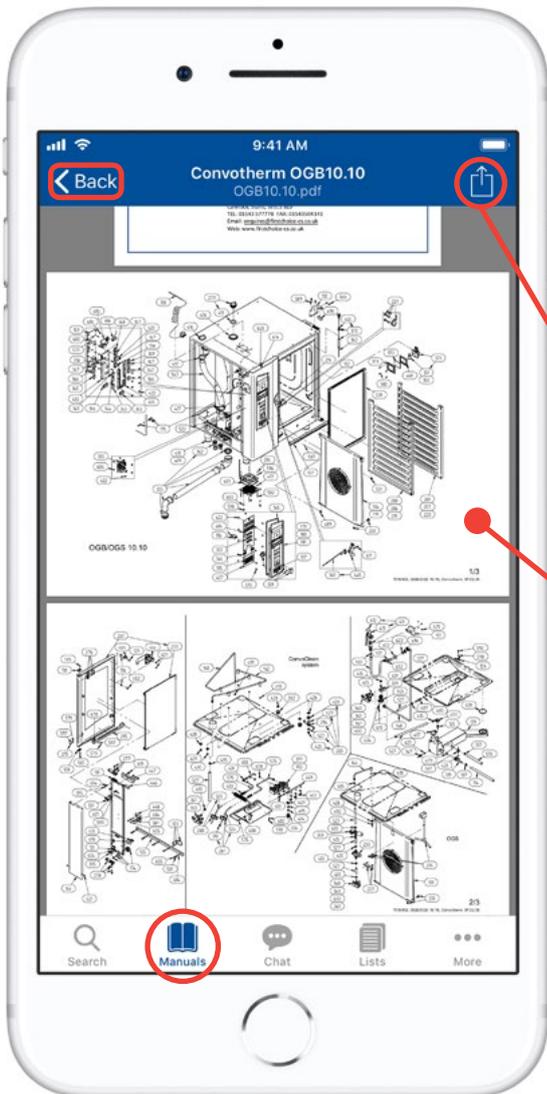


## **MANUALS TAB**

### **SAVED MANUALS LIBRARY**

This tab will show all manuals currently downloaded to your device for offline use. If you are using the app for the first time or have not downloaded any manuals yet, you will see a prompt to begin searching.

1. **Edit** - To delete a manual from your device, tap “Edit” then tap the minus button next to the document you wish to remove which will present you with a delete button. Tapping the delete button will immediately remove the manual from your device. Tap “Done” when you have finished.
2. **Saved Manuals** - Tap a manual to open it for viewing and sharing. To quickly remove a manual from your device, swipe left on it to reveal the delete button. Tap “Done” when you have finished.



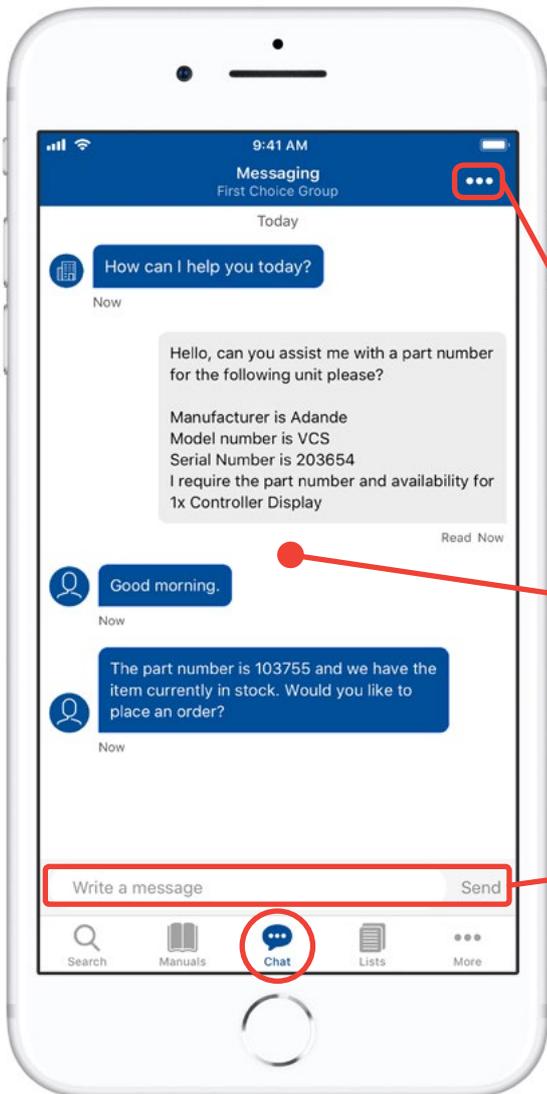
## **MANUALS TAB**

### **MANUAL VIEWER**

Opening a manual will allow you to scroll through the document.

1. **Share** - Tapping the share button will present you with options for sharing the manual via email, text message and other methods.
2. **Manual** - To zoom in closer on a diagram simply pinch to zoom.

Tap “Back” at the top left of the screen or tap “Manuals” in the navigation bar at the bottom to return to the manuals library screen.



## LIVE CHAT TAB

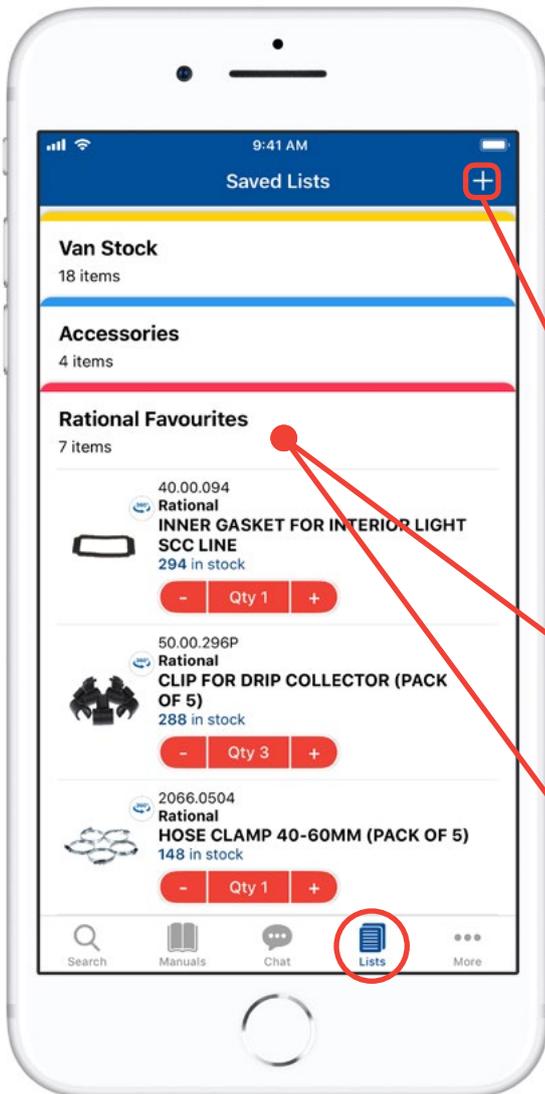
Need to ask a question? Live chat with a member of our knowledgeable customer service team directly from within the app. We're only ever a tap away.

### LIVE CHAT

The live chat feature allows you to chat directly to our team and works much the same way as the other messaging apps you're used to. If you have allowed notifications\* for the app, you'll receive notifications like other messaging apps when we reply.

1. **Conversation Options** - Tap here for more options and to end a conversation.
2. **Message Area** - Here you will see all of the messages in the current conversation. This is similar to other messaging apps. Your messages to First Choice show in the grey speech bubbles on the right and our replies to you show in blue speech bubbles on the left.
3. **Write Message** - Enter your message to us here and tap "Send" when you're done.

\*The app will ask you if you wish to receive notifications either when you first launch it or the first time you use a feature that makes use of notifications. If you do not allow notifications the first time, you can allow it later in your device settings. Refer to your device manufacturer's instructions to allow notifications for a particular app.



## **LISTS TAB** NEW

Got parts you use regularly? Now you can save them in custom lists to manage them easily. Van stock, manufacturers, site-specific - make as many lists as you like for whatever you need! Need a quote? Just tap the button inside your list to send it to us.

## **SAVED LISTS**

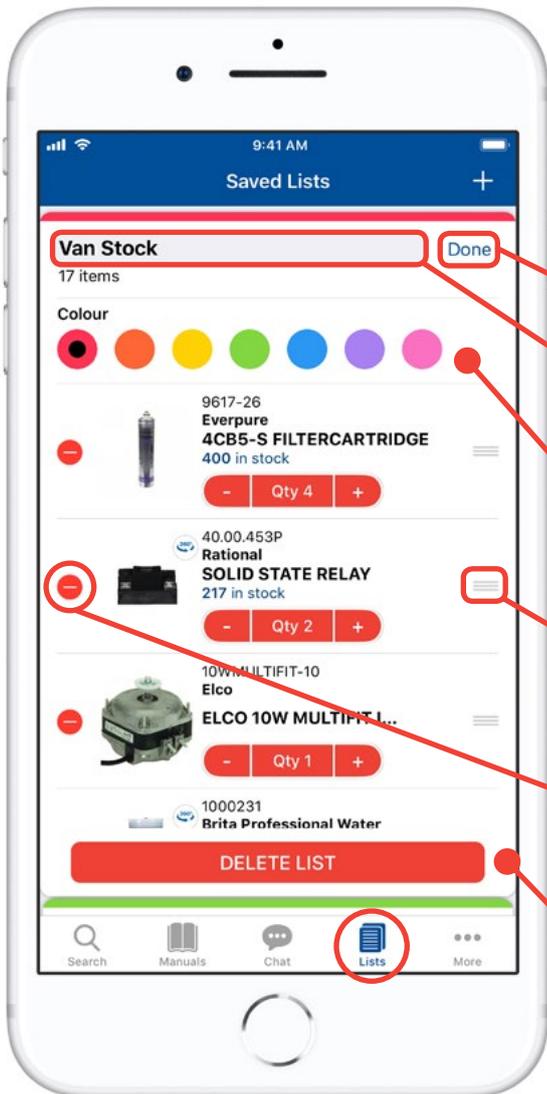
The Saved Lists tab is where you access all of your custom lists for viewing, editing and sending to First Choice for quotes.

1. **Add New List** - Tap here to create a new list. This will open the list edit screen where you can enter a name and other options.
2. **Open / Close a List** - In this initial view, no lists are open, but you do get a preview of the newest list (closest to the front). Tapping on the name tab of a list, or anywhere on the front-most list will open it. To close a list, tap on the name tab again.
3. **List Details** - The name tab of a list shows its name and how many lines are contained within it.

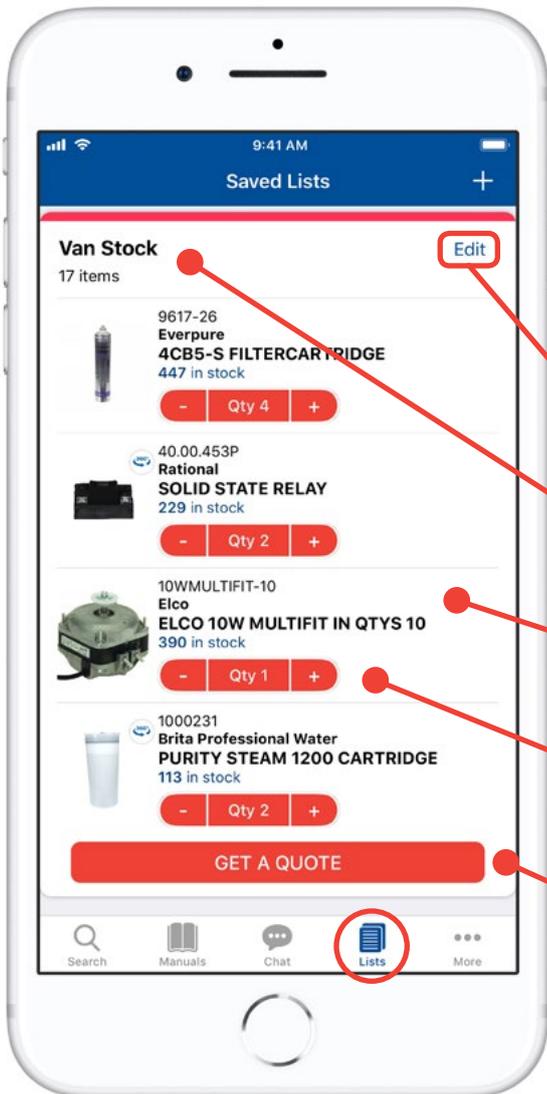
## **LISTS TAB** NEW

### SAVED LISTS: ADD / EDIT A LIST

When adding a new list or editing an existing one from the Saved Lists tab, you will see this edit screen.



1. **Save / Done** - When you've finished editing a list, tap "Done" to save the changes.
2. **List Name** - Enter / edit the name of your list here. This could be your van stock list, a list of manufacturer parts you use regularly or a site-specific list of parts for example.
3. **List Colour** - Choose a colour for your list to organise or group it with others.
4. **Reorder List** - Drag parts up or down to reorder them in your list. (Only shows on existing lists with parts).
5. **Delete a Part** - Tap here to access the delete button. Tap "Delete" to remove it from your list entirely. (Note - this will remove the part only from the list you are editing Only shows on existing lists with parts).
6. **Delete a List** - If you wish to remove a list completely, tap "Delete List" at the bottom of the list. This will only affect the list you are editing.

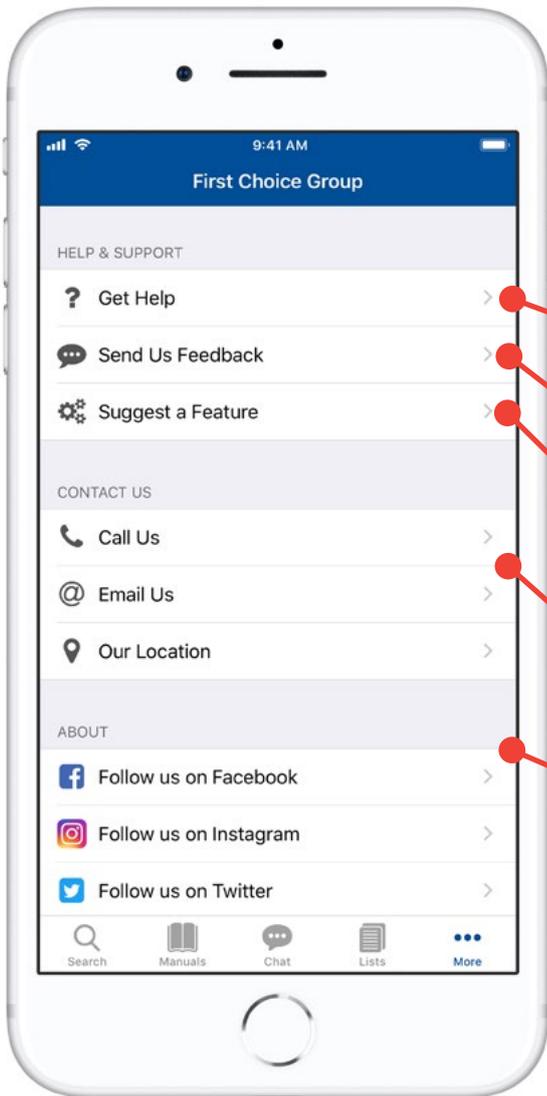


## **LISTS TAB** NEW

### **SAVED LISTS: VIEW LIST / GET A QUOTE**

Opening a saved list from the Saved Lists tab will give you the option to edit your list, adjust the quantity of a part (for quotes), get to part details quickly and get a quote for your list.

1. **Edit List** - Tap here to edit your list.
2. **List Details** - Your list name and number of lines are shown here.
3. **Part Details** - Tap on any part in your list to show its part details page, including a larger or 360° image. Tap “Back” to return directly to your list.
4. **Adjust Quantity** - Tap the “+” or “-” buttons to increase or decrease the quantity of each part (for quoting purposes).
5. **Get a Quote** - Tapping “Get a Quote” will open a popover to enter your contact details and a button to send your list to First Choice to quote.



## ... MORE TAB NEW

### HELP & SUPPORT LINKS

The More tab offers links to get help, contact First Choice, connect with us on social media, view terms & policies and find out what's new in the app.

1. **Get Help** - Opens a page with the latest information about the app on the First Choice website, including this guide!
2. **Send Us Feedback** - Let us know what you think of the app.
3. **Suggest a Feature** - If you have suggestions for what you would like to see in your app, let us know!
4. **Contact Us** - Useful links to get in touch with First Choice.
5. **About** - Links to connect with us on social media and a link to our website.
6. **Policies (Not Pictured)** - Access our terms & conditions and privacy policy.
7. **Version Information (Not Pictured)** - See what's new in the app and if you find it useful, please consider rating us on the App Store.