

Decline Sign-Off in the Archipad After Sales Service app

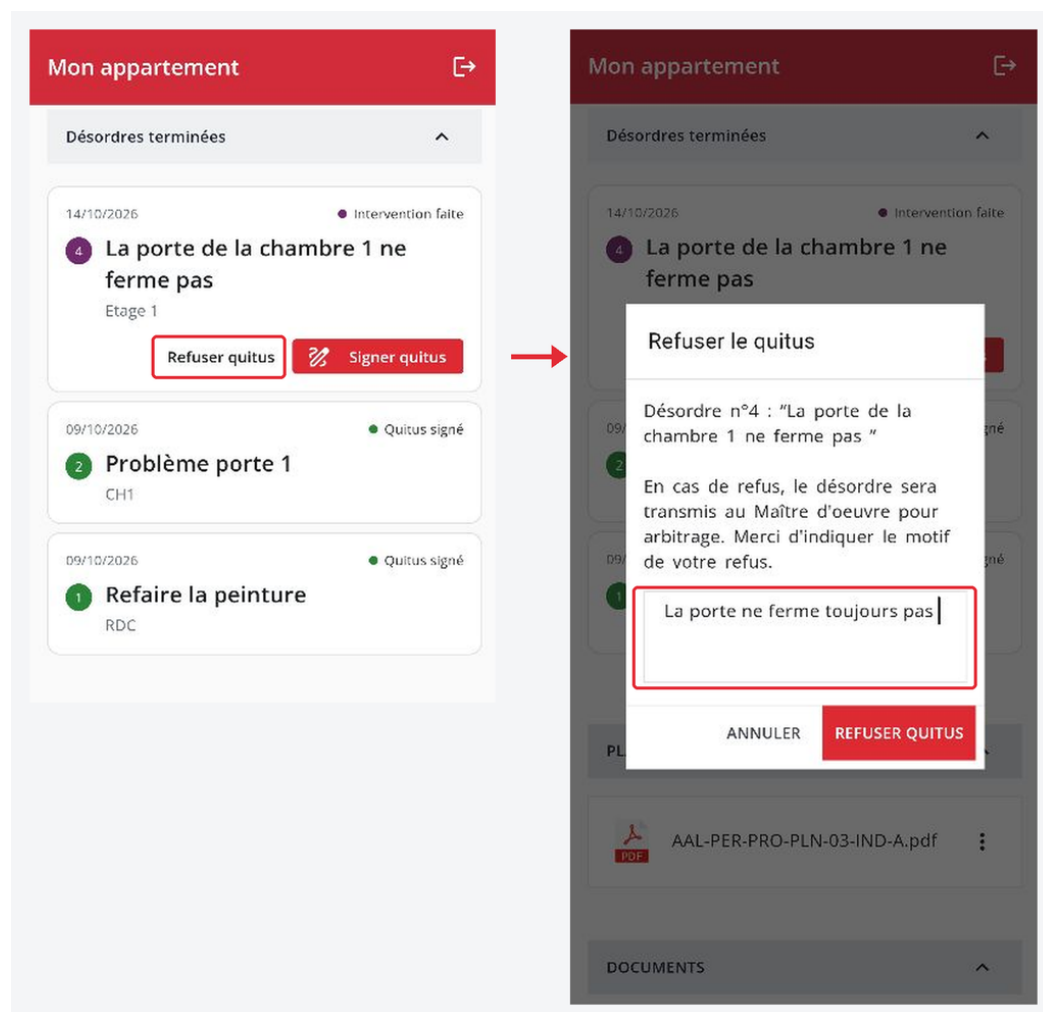
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Available

-  **Archipad Web**
-  **Android** (*same steps as the Web version*)
-  **iPhone and iPad**

If the correction of a Defect does not meet your expectations, Decline Sign-Off in the Archipad After Sales Service app by providing your reason. The Defect remains open: it moves to arbitration, and a new Contractor intervention is then scheduled.

Before you start: the Defect must have the Status Completed. This is the only time you can Sign or Decline Sign-Off.



On the left, the “Decline Sign-Off” button on a Defect with Status Completed. On the right, the window where you enter your reason before confirming.

Steps

1. **Open the Defect.** In “My Unit”, locate the Defect with Status Completed, then tap “Decline Sign-Off”.
2. **Provide your reason.** Describe precisely what is not satisfactory, for example “The door still doesn’t close”. The reason is mandatory.
3. **Confirm the refusal.** Tap “Decline Sign-Off”. The Defect returns to “Open Defects” with Status **Arbitration**, and it is sent to the Construction Project Manager.
4. **Follow the arbitration.** The Construction Project Manager reviews your

reason. The Defect then returns to “In Progress” and the Contractor intervenes again.

5. **Sign or refuse again.** When the new correction is completed, the Defect returns to Status Completed. You can then Sign the Sign-Off, or Decline it again with a new reason.

Statuses after a refusal

Status displayed	What this means
Arbitration	Your refusal is recorded: the Construction Project Manager or the After Sales Service Manager reviews your reason.
In Progress	A new Contractor intervention is scheduled.
Completed	The new correction is completed: you can Sign the Sign-Off.