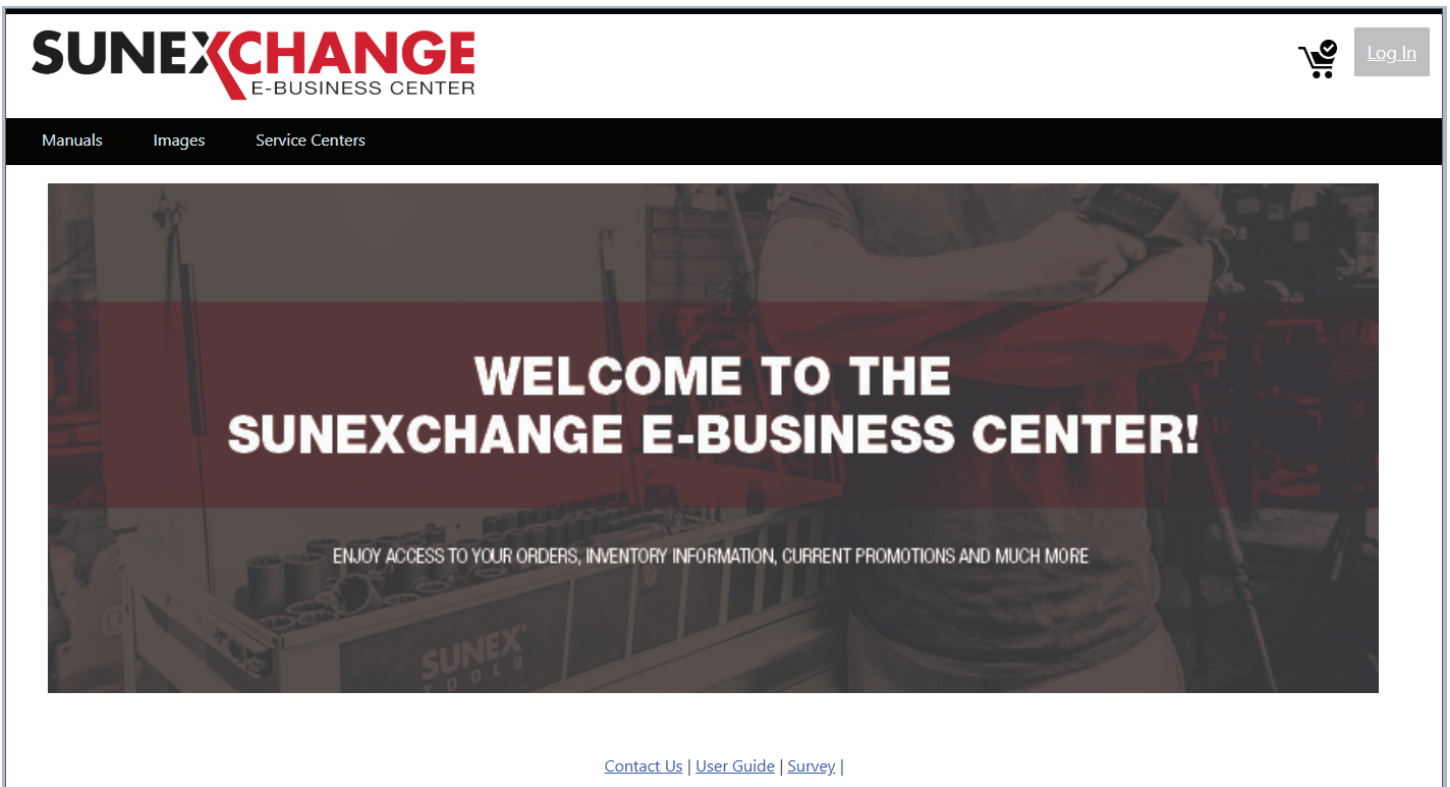# SUNEX® TOOLS

SUNEXCHANGE USER GUIDE

LAST UPDATED 12-11-19

WELCOME TO SUNEX DISTRIBUTOR PORTAL

This user manual will cover all the screens and functions of our site.
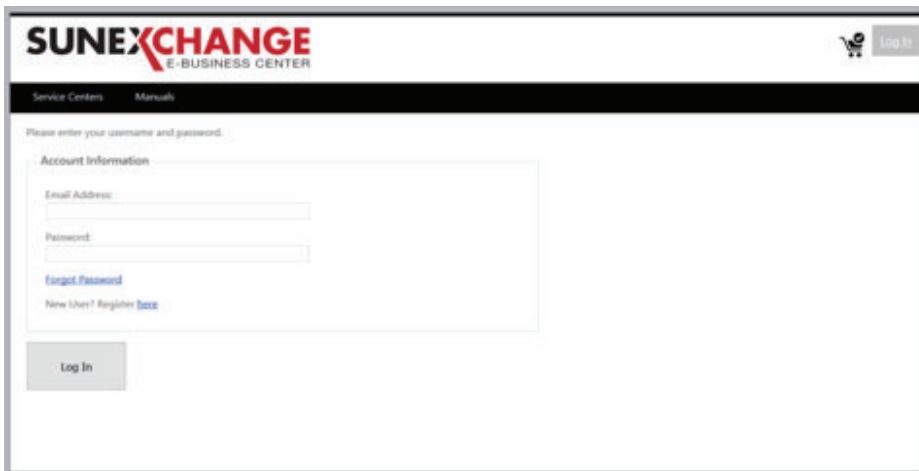
MAIN SCREEN:

Welcome message.

LOGIN SCREEN:

This is your login screen to give you access to our site. You will use your email address as your login credential. Below you can see how to register your email address if you have not already.

When you click on the "Register" button, you will come to this screen. You will need your Sunex account number as well as a work email. You cannot user a personal email address (ie Gmail, msn, Hotmail, etc.).

Please enter your account number, email address, password and select what type of user you are by selecting from the list of radio button options then click "Create Account"

If you forget your password, simply click the "forgot password" link on the login page and you will get this screen. You just enter your email address and click "Submit" and we will email you your password.

Once you log in successfully, you will sent to your "My Account" page. This page will list your account information as well as a list of email addresses allowed to access the site under your account.

MANUAL SCREEN:

This lists all of our tools with links to open a pdf copy of the manual. You can print or download the manuals from the site.

You can use the filter option to go directly to the tool you are looking for. Simply key in what you want to look for (ie 'impact') and the list will filter out all tools that contain that information. This filter is on all of our screens that contain lists.

SERVICE CENTER:

This option contains a pdf of our current service centers and their contact information.

BUY PRODUCTS:

You can browse our items listings by category (including service parts), check inventory levels as well as item specs and add items to your shopping cart to purchase.

The item details will provide you with the description, price, stock on hand, and other dimensions

Item Number: BLKLPK
Description: Sunex Pocket Light, 150 Lumen, Alkaline 3x AAA, Black Line
Customer Item Number:
Price: $
Stock On Hand: 913
Unit Length: 7.75
Unit Width: 4.25
Unit Height: 0.50
Unit Weight: 0.25

Qty: 1 ▾

Add To Cart

ORDER INQUIRY SCREEN:

This will show you all of your orders in our system. The pending tab is for orders submitted from our portal.

The "Open" button shows you open order in our ERP system that have not shipped yet. The "Confirmed Orders" button shows orders that are ready to ship in our ERP system. The "Shipped Orders" button shows which orders have shipped. You can click on the order number on the left of the screen to see the order details.

SHOPPING CART:

You can get to your shopping cart at any time by clicking on the cart icon on the top right of your screen. The cart icon show you the number of lines you have added to your cart. The shopping cart is unique to your account and your email address.

SUBMIT SHOPPING CART:

When you submit your cart, you will see need to key in the shipping information. For your convenience, we have the option to save your shipping information for later use. That information is stored in your Address Book. You can main your address book by clicking on the "Maintain Addressbook" button.

ADDRESS BOOK DETAIL:

You can review addresses here and click "select" to modify or delete an address.

EDIT ADDRESSES:

You can change address information and click "Update Address" or click "Delete Address" to remove old addresses.

PROMOTIONS: The Promotions tab will showcase all the current promotions. Just click on a 'button' and it will take you to that promotion. You will be able to print the documents if needed as well.
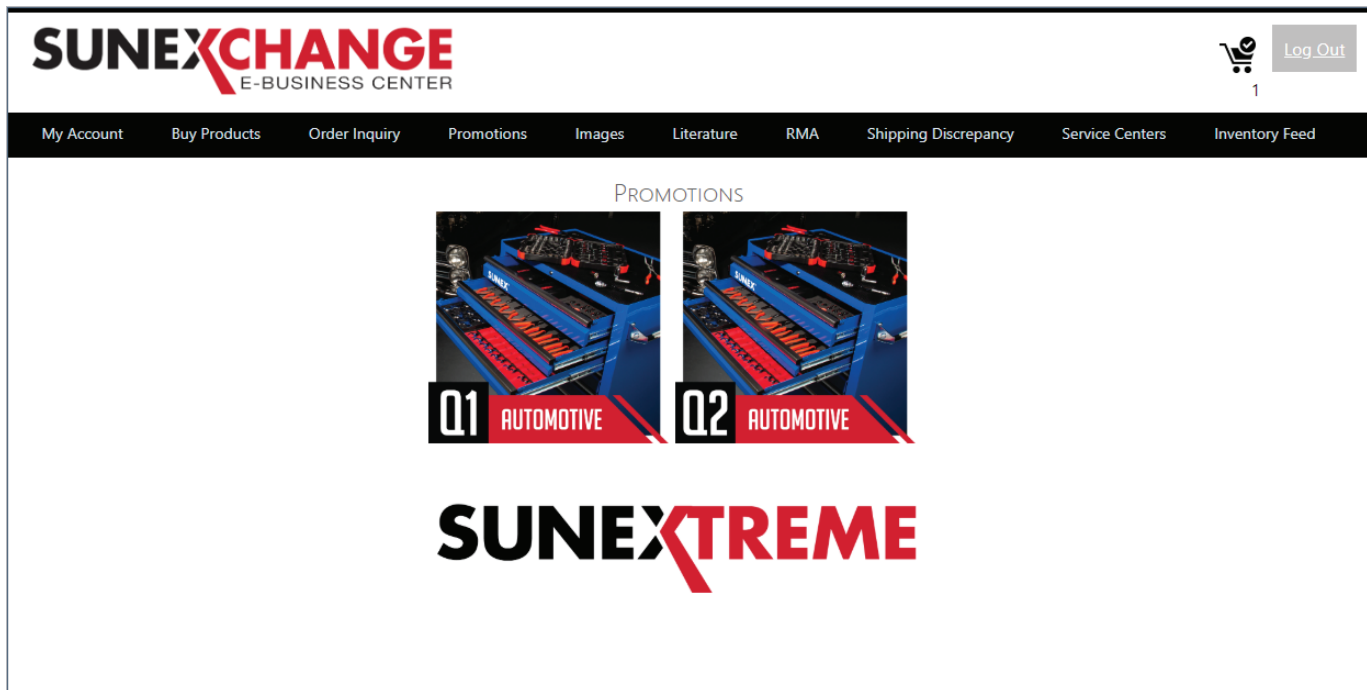
SUNEXTREME: SUNEXtreme Deals are hot buys that will be available for 2 weeks OR while supplies last. Click on the SUNEXtreme 'button' to see the latest deals.

IMAGES: To download product images, cilck on the 'Images button' and you will be taken to the image site.
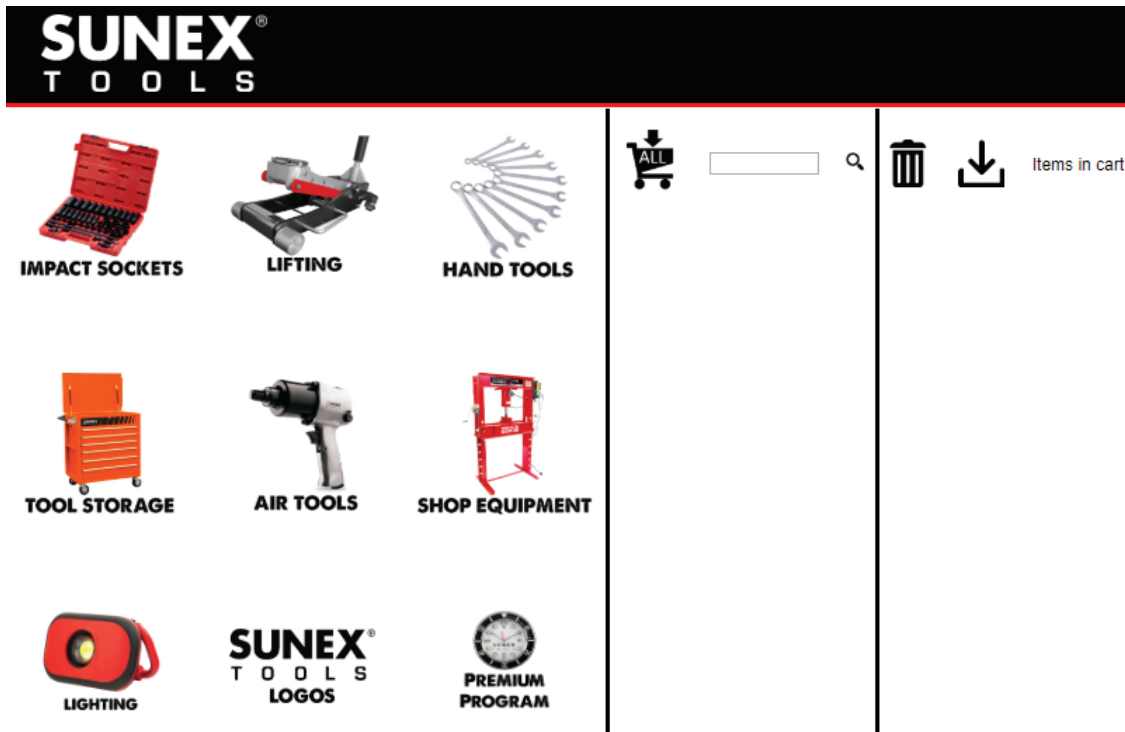
When you select a product category you can then add individual images to the 'cart' and when complete you can download the images.

SUNEX® TOOLS
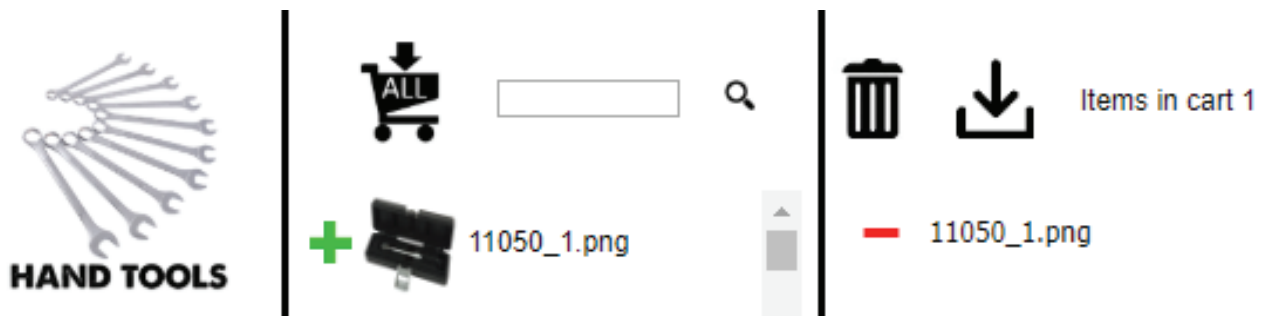
LITERATURE:
In the Literature section, you can view and download 'Catalogs', 'Supplemental Catalogs', 'Manuals', 'Sell Sheets', 'Policies', 'Guidelines', and 'Warranties'. When these documents and files change they will be made available on this site.

CATALOGS

PRODUCT CATALOG
2018

SUPPLEMENTAL CATALOGS

Supplemental Catalogs

CHROME SOCKETS, SETS & ACCESSORIES

SCREWDRIVERS AND PLIERS

MANUALS

This lists all of our tools with links to open a pdf copy of the manual. You can print or download the manuals from the site.

You can use the filter option to go directly to the tool you are looking for. Simply key in what you want to look for (ie. 'truck jack') and the list will filter out all tools that contain that information. This filter is on all of our screens that contain lists.

Item	Description
6623	20 Ton Air/Hydraulic Truck Jack
6635	22 / 35 TWO STAGE TRUCK JACK - (ships 2 boxes)
6635A	22/35 TON TELESCOPIC 2 STAGE AIR/HYDAULIC TRUCK JACK
6635REVA	22/35 AIR/HYDRAULIC TELESCOPIC TRUCK JACK
6722	22 Ton Air/Hydraulic Truck Jack

SELL SHEETS

You can use this section to download any of the available sell sheets for each product. Don't see one that you need? Mention it to your Sunex Sales Representative.

SELL SHEETS

You will need Adobe Acrobat Reader to view these files. Get it here.

Filter on Item#: [   ] [Filter]

Item	Description
10080.pdf	1/4" Drive Chrome 80 Tooth Ratchet
11050.pdf	1/4" Dr. 10-50 In-lb 60T Torque Wrench
1436.pdf	36 Piece 1/4" Drive Chrome Socket Set
18000C.pdf	10 Piece 1/4" Drive Chrome Socket Rail 12pt SAE Standard
18100C.pdf	13 Piece 1/4" Drive Chrome Socket Rail 12pt Metric Standard
1889.pdf	89Pc 1/4", 3/8", and 1/2" Drive Master Chrome Socket Set
19000C.pdf	10 Piece 1/4" Drive Chrome Socket Rail 6pt SAE Standard
19100C.pdf	13 Piece 1/4" Drive Chrome Socket Rail 6pt Metric Standard
19200NLE.pdf	5 Piece 1/4" Drive Chrome Standard Extension Set
20080.pdf	1/2" Drive Chrome 80 Tooth Ratchet
20250.pdf	1/2" Dr. 30-250 Ft-lb 48T Torque Wrench
224FTB.pdf	1/2" Dr. EP24 Inverted Star Plus Impact Socket
2637L.pdf	20Pc 1/2" Dr. Impact Hex Driver Master Set -6" Long SAE/MM
2638L.pdf	10Pc 1/2" Dr. Impact Hex Driver Set 6"Long, SAE
2639L.pdf	10Pc 1/2" Dr. Impact Hex Driver Set 6"Long Metric
2673.pdf	15Pc 1/2"Dr 6 Pt Low Profile Impact Socket wHex Shank MM
2674.pdf	11Pc 1/2" Dr 6Pt Low Profile Impact Socket wHex Shank SAE
28002C.pdf	13 Piece 1/2" Drive Chrome Socket Rail 12pt SAE Standard
28002D.pdf	13 Piece 1/2" Drive Chrome Socket Rail 12pt SAE Deep
28102C.pdf	13 Piece 1/2" Drive Chrome Socket Rail 12pt Metric Standard
28102D.pdf	13 Piece 1/2" Drive Chrome Socket Rail 12pt Metric Deep

POLICIES

Policies

2019 PAST DUE ACCOUNT COLLECTION POLICY
LAST UPDATED 02-14-19

2019 RETURN AUTHORIZATION POLICY
LAST UPDATED 02-21-19

2019 SHIPPING DISCREPANCY POLICY
LAST UPDATED 02-22-19

GUIDELINES

2019 BRAND STANDARDS GUIDE
LAST UPDATED 1-22-19

SUNEX® TOOLS

WARRANTIES

SUNEX® TOOLS

2019 WARRANTY POLICY
LAST UPDATED 03-05-19

LITERATURE

CATALOGS
SUPPLEMENTAL CATALOGS
MANUALS
SELL SHEETS
POLICIES
GUIDELINES
WARRANTIES

Return Merchandise Authorization (RMA): To begin the RMA

process, click on the RMA 'button' and select 'New RMA'. For questions regarding the RMA Policy please refer to the Policies section in the Literature section.

After filling in the order information, click 'Submit RMA' and print out the summary to include with your return.

SHIPPING DISCREPANCY:

In this section you can create a new shipping discrepancy by clicking on the 'New Discrepancy' button and you can also view your shipping discrepancy history.

After clicking on the 'New Discrepancy' button, you can enter Shipping Discrepancy details on this screen. Add one line at a time and click "add line". When finished click "submit" and print your summary. This will notify our warehouse and customer service representative to get it resolved.

You can enter a shipping discrepancy for any Overage or Shortages on your shipments.

SERVICE CENTER:

This option contains a pdf of our current service centers and their contact information.
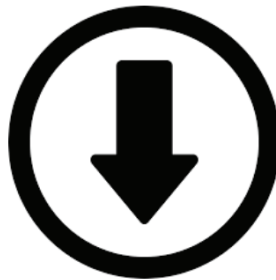
INVENTORY FEED

The Sunex Inventory Feed is updated everyday at 4:00pm EST. By clicking on the arrow you can download an Excel file showing the item number, description, quantity on hand, and the last time the inventory was updated.

Item	Description	Qty On Hand	Date Available
720	5/8" Raised Panel Combination Wrench	469	3/7/2019 16:00
730	15/16" Raised Panel Combination Wrench	479	3/7/2019 16:00
10000	1/2" Dr. Crankshaft Turing Skt Small Block Chevy V6 & 4 cyl.	1577	3/7/2019 16:00
10001	Crankshaft Turning Skt Small Block Ford Buick Olds Pontiac	241	3/7/2019 16:00
10002	1/2" Dr. Crankshaft Turning Socket Big Block Chevy V8	53	3/7/2019 16:00
10003	1/2"Dr 1 3/16"GM Oil Pressure Sending Unt SKT(CRV)	27	3/7/2019 16:00
10004	1/2"DR SPANNER SKT (CR-V)	55	3/7/2019 16:00
10005	3/8"DR FUEL FILTER BANJO BOLT SKT	29	3/7/2019 16:00

Contact Us:

Our contact info can be accessed through the link at the bottom of the page.

Toll-Free: 800.833.7869

Service Phone: 877.786.3939

Office Phone: 864.834.8759

HD Support Line: 800.833.7869
& select the HD prompt

Mailing Address:

PO Box 1233 Travelers Rest, SC 29690

Place an Order via Email:
orders@sunextools.com

Contact Us via Email:
info@sunextools.com

Contact Us via Fax:

864.834.7954

Contact Us | User Guide | Survey |

Survey:

We would love your feedback! A user experience survey is available through the link at the bottom of the page

LiveChat:

You will be able to chat live with a customer service representative through the LiveChat function located on the bottom right corner of the page