BERDÓ

ALUTECHNIC

Parts ordering platform

User guide for our partners

shop.alutechnic.hu

BERDÓ ALUTECHNIC Kft. · 2026

Welcome!

This guide takes you step by step through the BERDÓ parts ordering platform: from signing in, through placing an order, to viewing your invoices. The platform is available in four languages and works on any device: computer, tablet or phone.

What can you do on the platform?

- Browse the full range of parts, with pictures and technical data.
- **See your own discounted prices** — once signed in, every product shows your price.
- Use a cart that is kept after you sign out, even if you sign in from another computer.
- Send orders that reach the BERDÓ system immediately.
- View earlier orders and invoices, print a statement of account and download a price list.
- **Ask a question from any page**, with photos if needed — you get the answer here, on the platform.

What do you need?

1. An internet connection and a browser (Chrome, Safari, Edge, Firefox).
2. The **username** and **password** you received from BERDÓ.
3. The address: **shop.alutechnic.hu**

Tip: bookmark the address in your browser, and on your phone add it to the home screen — then it opens with a single tap.

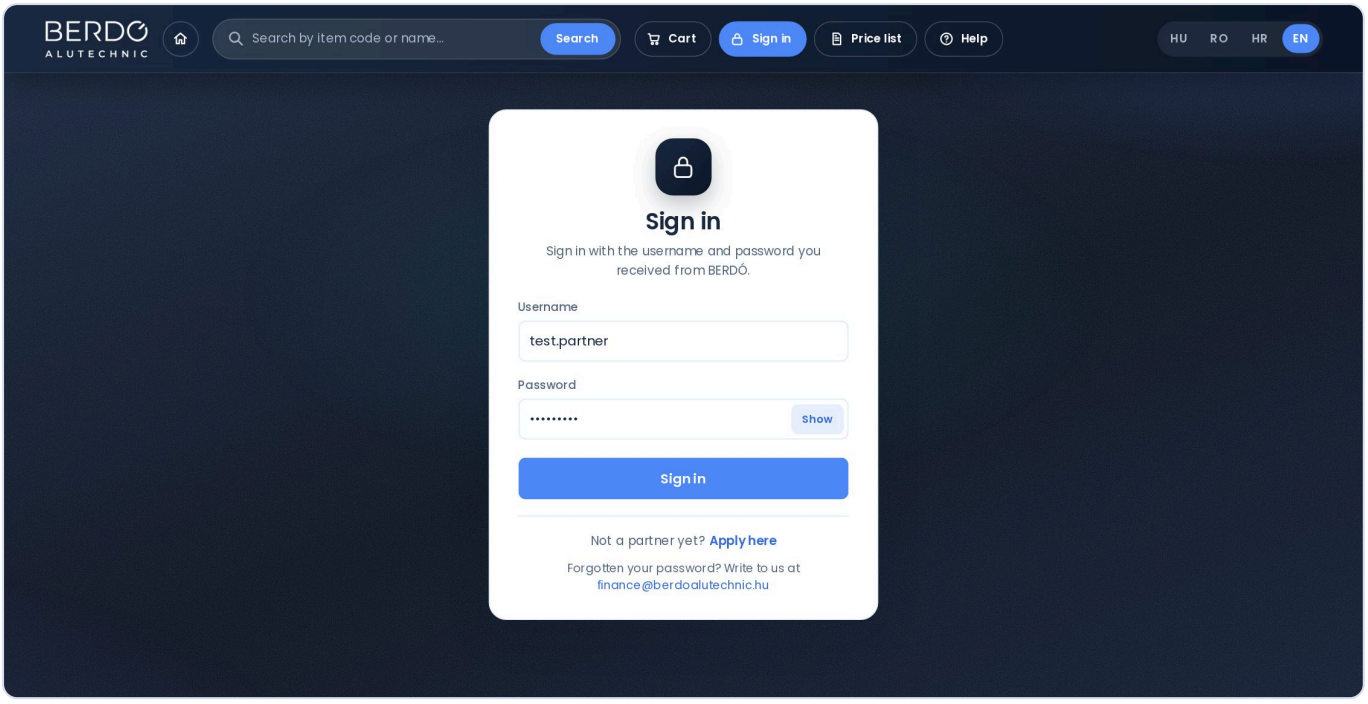
What is in this guide?

1. Signing in
2. Finding your way around
3. Catalogue and search
4. Products and prices
5. Quantity: metres, bundles and packs
6. Cart
7. Placing an order
8. Order confirmation
9. My orders
10. My invoices
11. Downloading the price list
12. Help and questions
13. Stocktaking and maintenance
14. Frequently asked questions
15. Contact

1. Signing in

Without signing in you can see the catalogue and the list prices. To see **your own prices** and to place orders, you need to sign in.

1. Open **shop.alutechnic.hu**.
2. Click **Sign in** at the top of the page.
3. Enter the username and password you received from BERDÓ, then click **Sign in**.



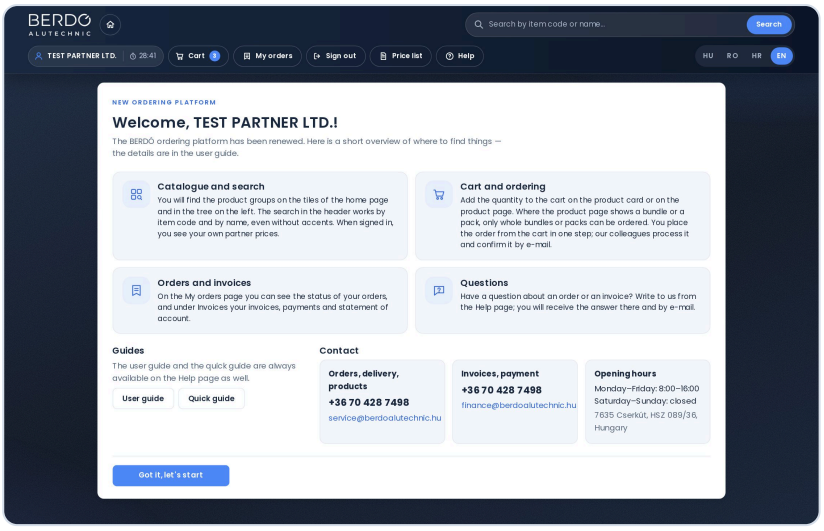
The sign-in screen. The password you typed can be displayed with the **Show** button.

Please note: after five failed attempts, access is locked for ten minutes. If you have forgotten your password, write to us — we will set a new one.

The username and password belong to your company. If several colleagues use the platform, they all sign in with the same details; the cart and the orders belong to the company, not to a person.

After your first sign-in: the welcome screen

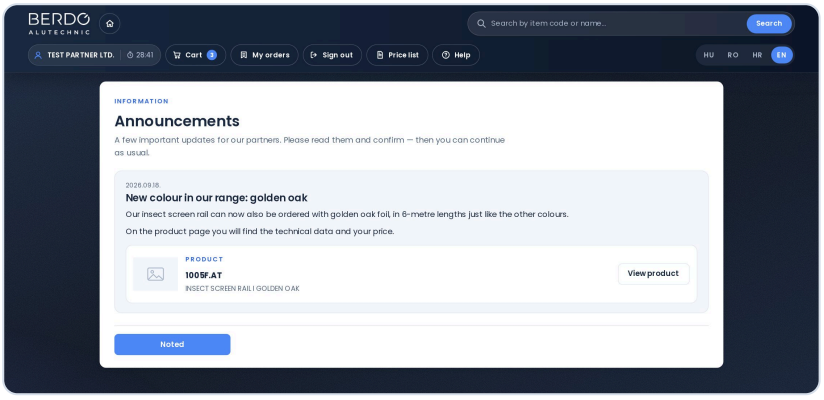
When you first sign in, a welcome screen briefly shows where to find things, with this guide, the quick guide and our contact details. The **Got it, let's start** button takes you on to where you were heading; until you press it, the screen appears every time you sign in. After that you will only see it again if the platform changes significantly.



The welcome screen after the first sign-in.

Announcements

When we have important news — for example a new product, a price change or a change to deliveries — the **Announcements** page appears after you sign in, in your language where available. If an announcement is about a product, the product is shown too; the **View product** button opens it in a new tab.



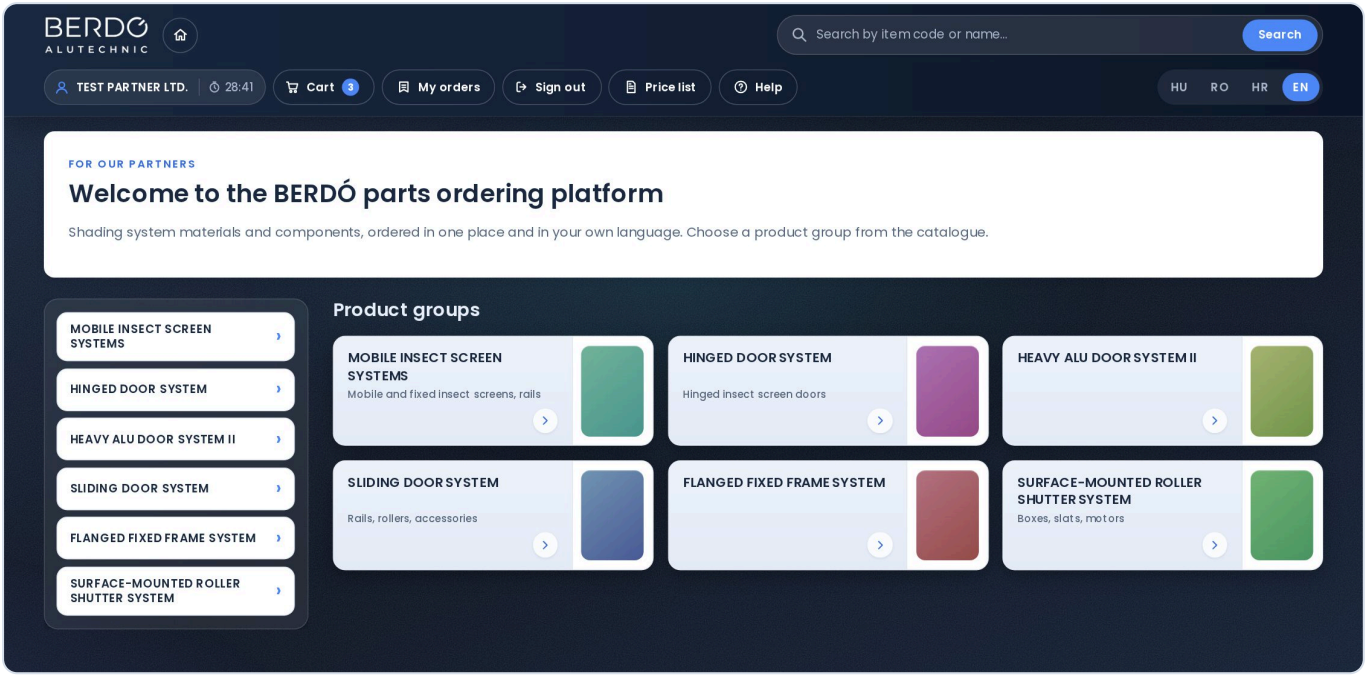
An announcement with the related product.

- With the **Noted** button you confirm it, and the platform takes you to where you were heading.
- Until you confirm it, the announcement appears every time you sign in. After that it no longer does — so please read it before confirming.
- Confirming the welcome screen and announcements is tied to the sign-in details: if a colleague using the same details has already confirmed them, they will not appear for you again.

2. Finding your way around

Everything important is in the top bar, in the same place on every page.

ITEM	WHAT IT IS FOR
BERDÓ logo and the house icon	Back to the catalogue start page. On a phone only the logo is shown — tap it.
Search field	Search by item code or name, accents are optional.
Company name and clock	Who you are signed in as, and the time left in your session.
Cart	The number of items in your cart; click to open the cart.
My orders	Earlier orders and invoices.
Sign out	Leaves the platform. The contents of your cart are kept.
Price list	Download your own price list as a PDF.
Help	Guides, FAQ — and you can send us a question from here.
HU · RO · HR · EN	Switch language. Your choice is remembered for your next visit.



The start page: the product group tree on the left, the same groups as tiles in the middle.

If a small orange dot appears on the Help button, we have answered one of your questions. The dot stays until you read the answer.

Session: for security, the platform signs you out after 30 minutes of inactivity. Two minutes before, a warning appears — one click on **Keep me signed in** lets you continue. Your cart is kept.

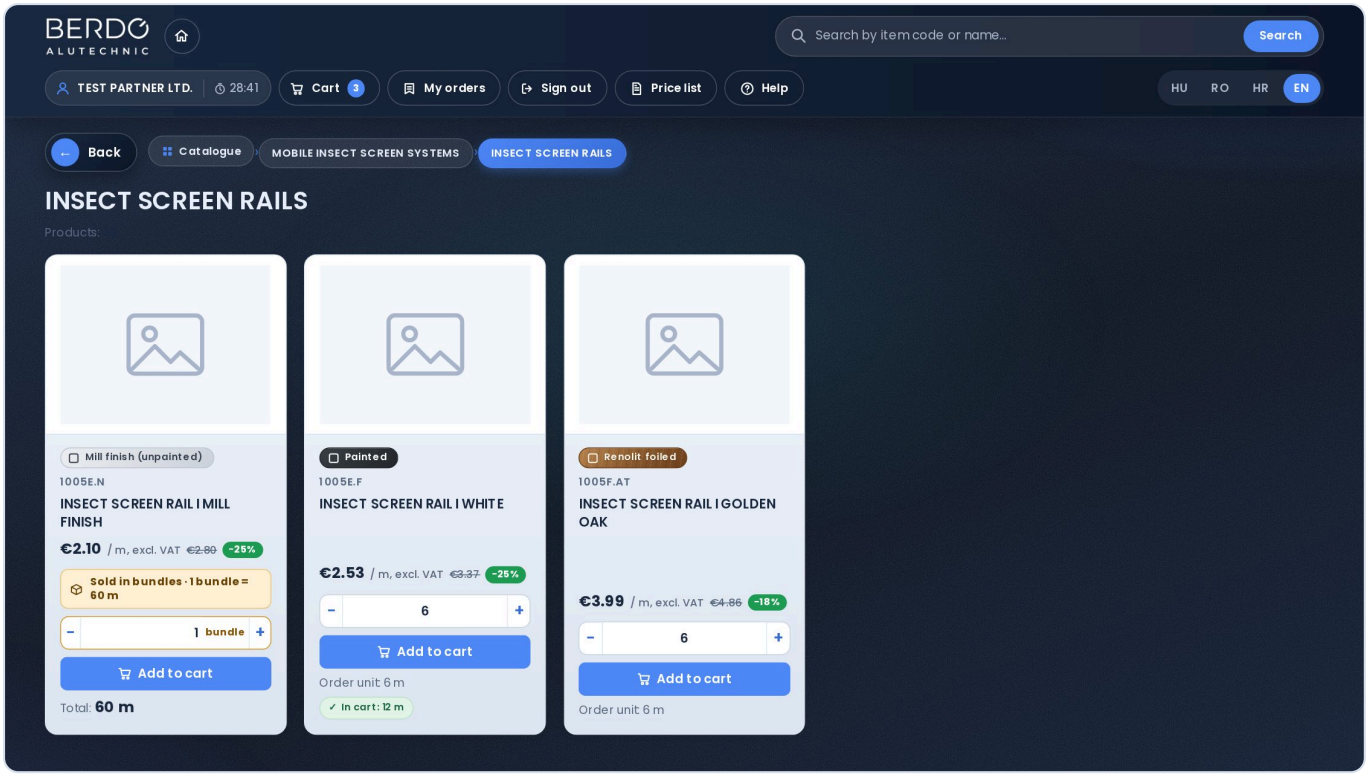
3. Catalogue and search

The range has three levels: **product group → category → subcategory**. Jump to any level in the tree on the left; the bar at the top always shows where you are.

Each product group has a **tile** on the start page: a short description under the name, and a picture or a coloured field — a different colour for each group.

Search

- Type part of the **item code** (e.g. *1005E*) or the product name.
- Letter case and accents do not matter.
- If you type several words, all of them must appear (e.g. *rail white*).



Product list. On the card: the finish label, item code, price and adding to the cart.

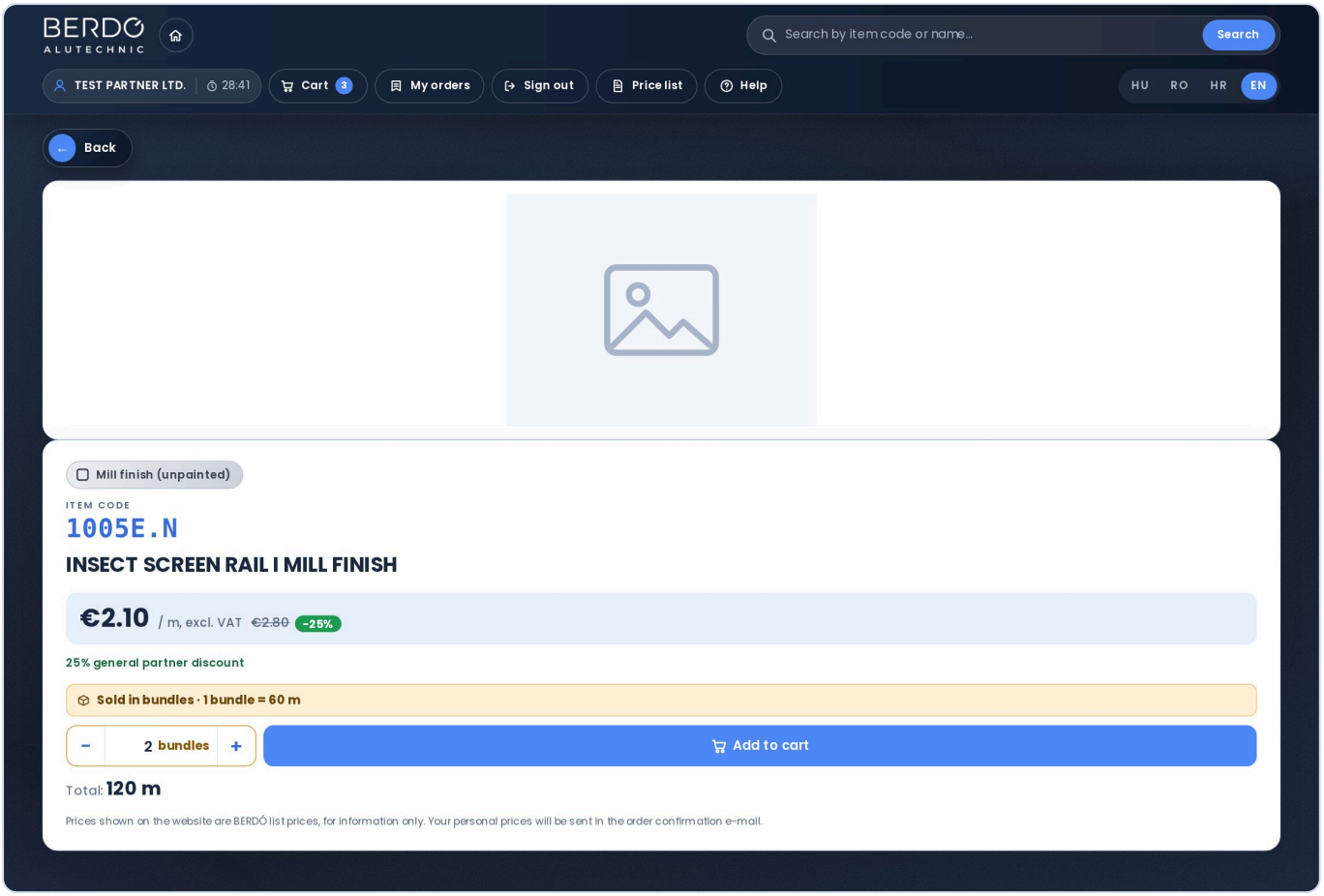
Finish labels

LABEL	MEANING
Mill finish (unpainted)	Untreated aluminium profile.
Painted	Powder-coated profile in a colour.
Renolit foiled	Profile laminated with a woodgrain or coloured foil.

The English catalogue is still being completed: some groups and product details may be missing. Until then, the Hungarian site shows the full range — item codes are the same in every language.

4. Products and prices

Click the name or picture of a product to open its product page: a large picture (click to zoom), item code, dimensions, weight and all available technical data.



Product page: large picture, data, price and adding to the cart.

About prices

- Once you are signed in, the large figure is always **your price**; next to it, crossed out, the list price and the discount.
- The product page also shows whether the discount comes from an individual agreement or from the general partner discount.
- Prices are in **euros**, net, excluding VAT.

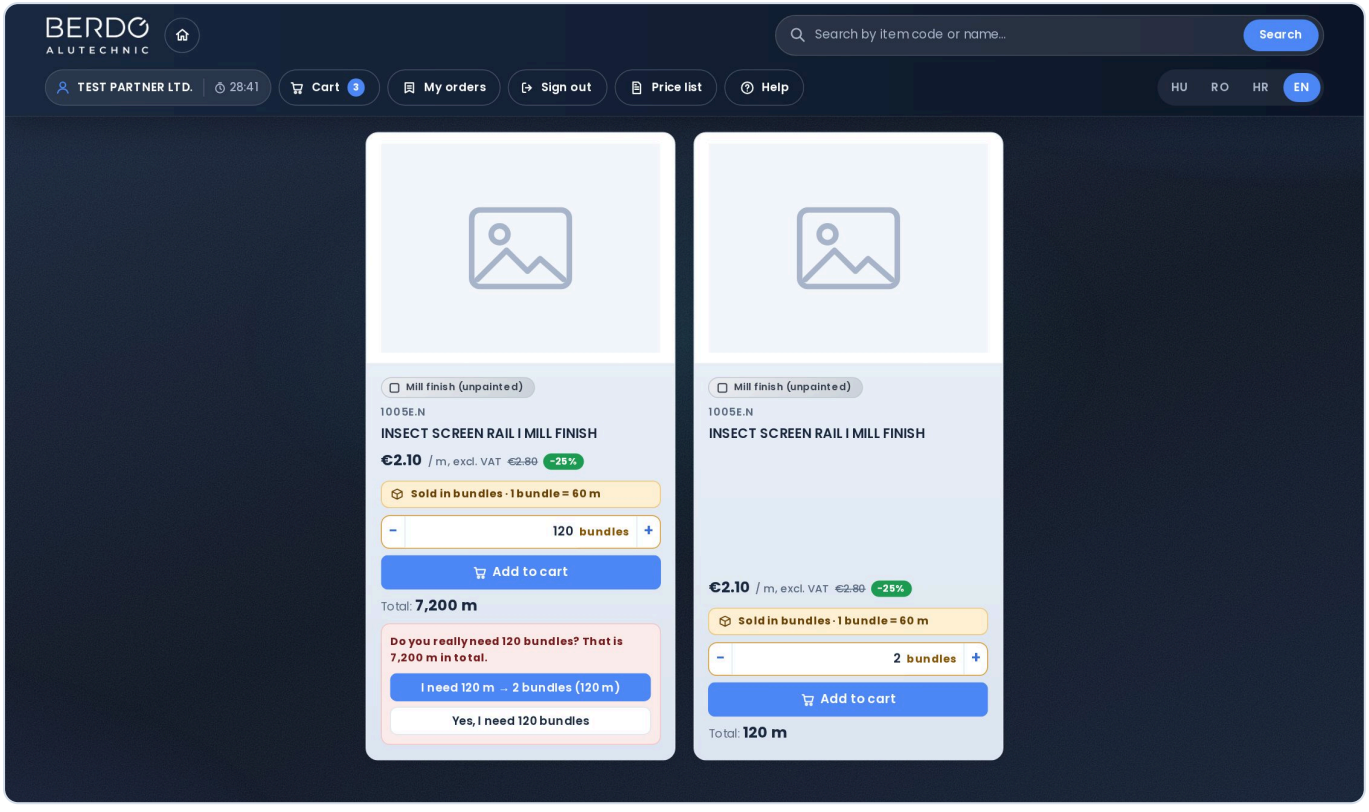
Prices shown on the site are for information only. The final prices are in the order confirmation e-mail.

5. Quantity: metres, bundles and packs

Some products are only supplied as a **whole bundle** or a **whole pack** — then you do not order in metres, you enter the **number of bundles**. The platform shows this clearly.

WHAT YOU SEE	WHAT IT MEANS
Order unit: 6 m	You order in metres, but only in multiples of 6 metres.
Sold in bundles · 1 bundle = 60 m	You enter the number of bundles: 1 bundle = 60 metres.
Sold in packs · 1 pack = 100 pcs	You enter the number of packs: 1 pack = 100 pieces.

Below the quantity selector there is always a **Total** line, showing how many metres or pieces the number you entered means. If you enter a quantity that does not fit the unit, the system rounds it up to the nearest order unit.



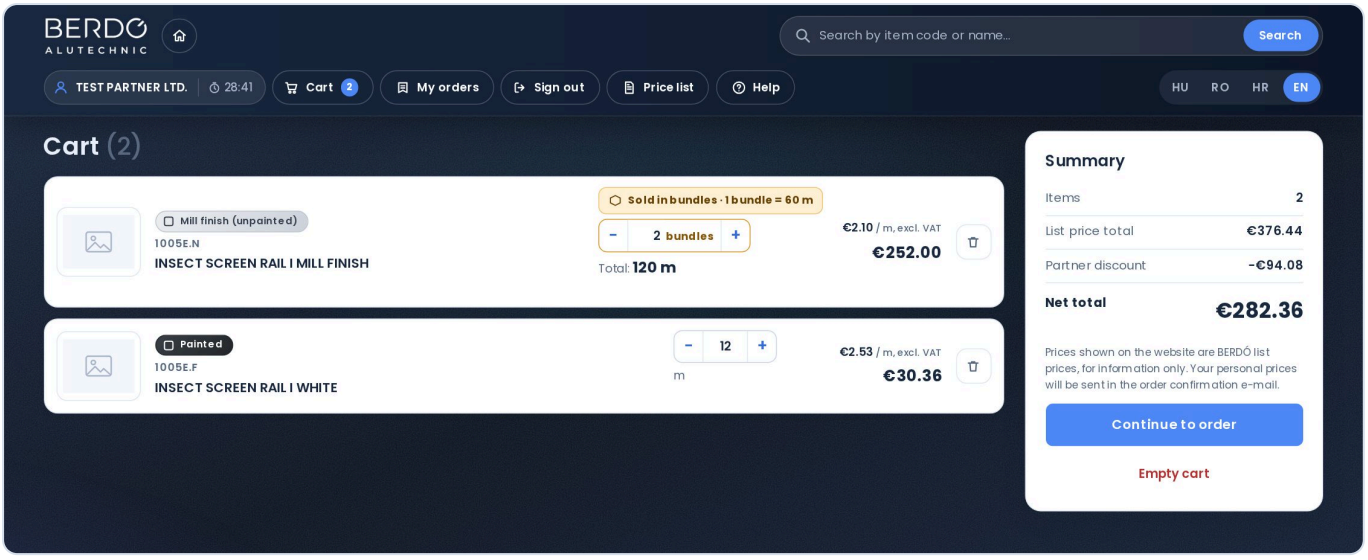
If the number you entered is unusually large, the platform asks before adding it to the cart.

The most important thing: for products sold in bundles, **120** does not mean 120 metres but 120 bundles. If you enter a large number, the platform asks whether you meant metres and offers the conversion. Nothing goes into the cart until you answer.

On the card, the **Add to cart** button sits below the quantity, across the full width — on a phone it is large and easy to hit.

6. Cart

Adding to the cart takes one click, on the card or on the product page. The confirmation in the bottom right corner shows what was added and how much of that product is now in your cart.



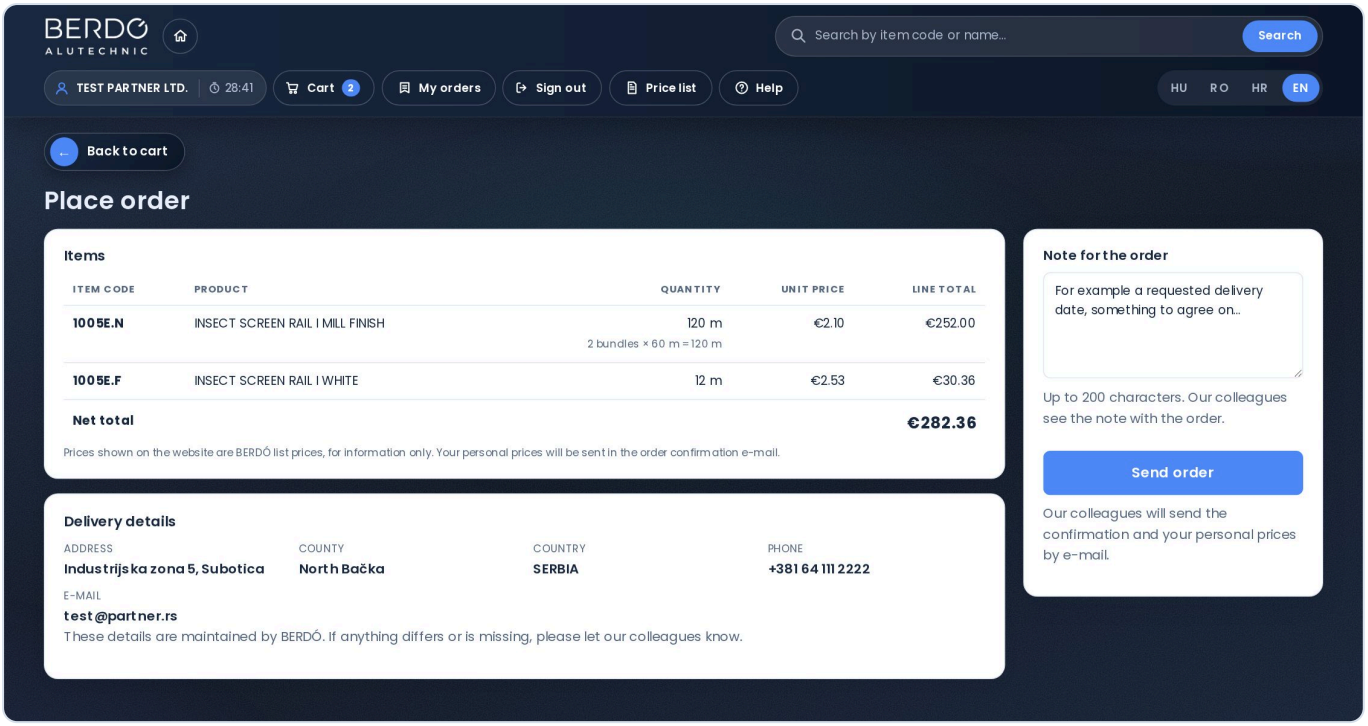
The cart: items, quantities, prices and the summary.

- Changing a quantity is **saved immediately** — there is no separate save button.
- An item removed with the bin button can be restored for **six seconds** with **Undo**.
- **Empty cart** removes everything, after a confirmation question.
- The cart belongs to the company: if you sign in from another computer, the same cart is waiting.

If the packaging of a product has changed in the meantime (e.g. a 72-metre bundle instead of 60), the cart tells you and adjusts the quantity to the new unit.

7. Placing an order

From the cart, **Continue to order** takes you further. Here you can check the items once more, and the details we hold about you.



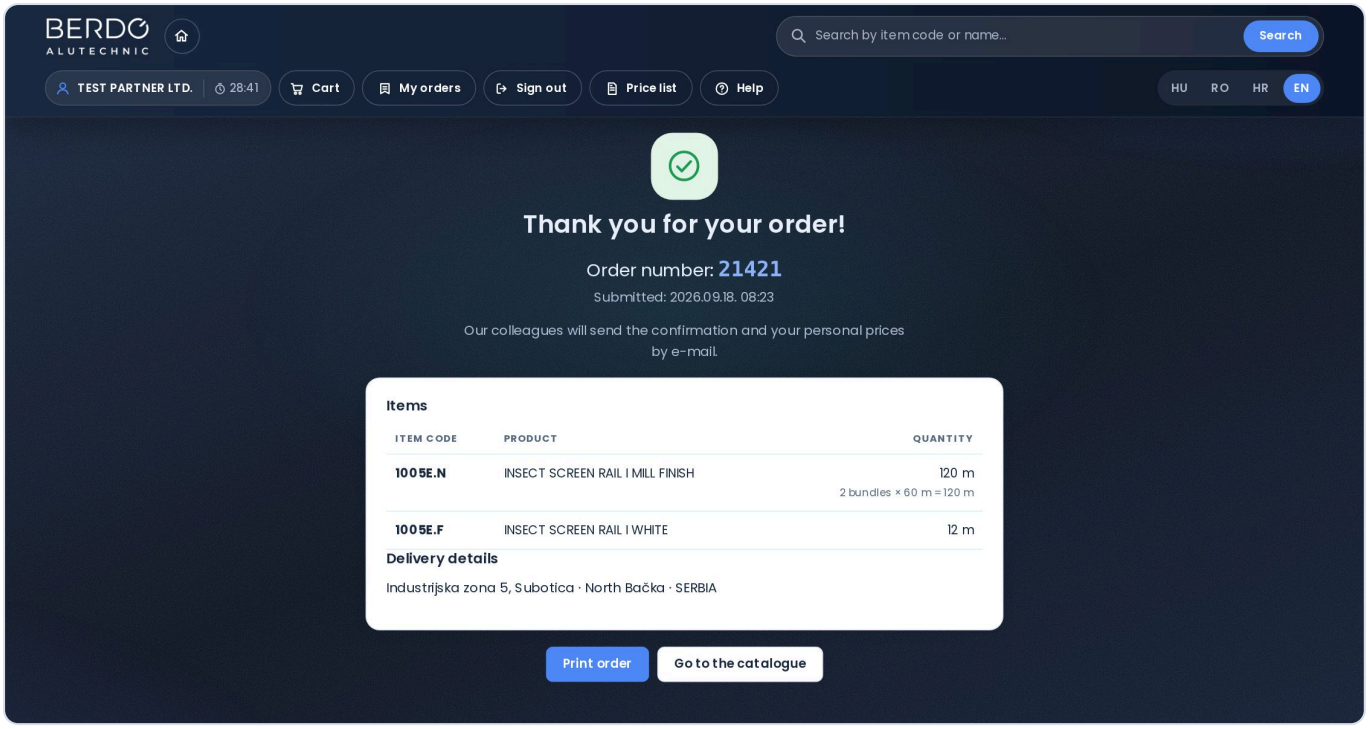
The order page: items, details and the note field.

1. Check the items and the total.
2. Check the delivery details. They **cannot be changed here** — if something has changed, let us know and we will update it.
3. If you have a request (e.g. a delivery date), write it in **Note for the order**. Our colleagues see it with the order.
4. Click **Send order**.

After the click the button is disabled, and the system prevents the same order from being sent twice — neither refreshing the page nor the browser's back button creates a new order.

8. Order confirmation

After sending, the confirmation page appears with the **order number**. It is the same number under which the order is held in the BERDÓ system — worth quoting on the phone as well.



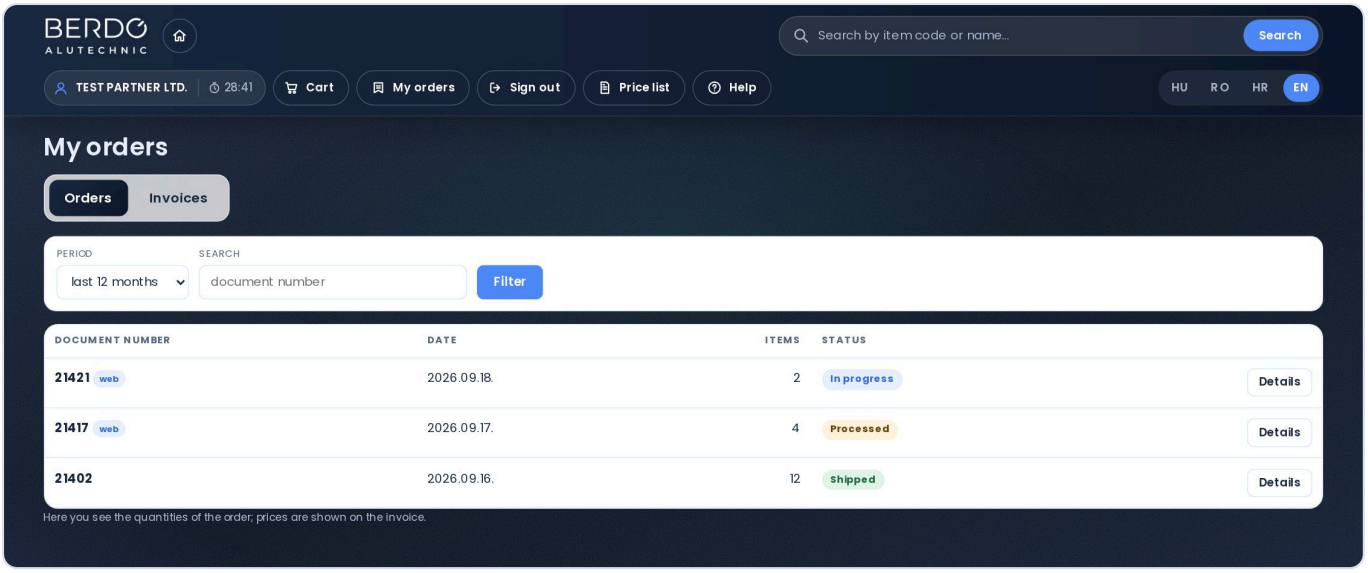
Confirmation: order number, items and delivery address.

- With **Print order** you can print it or save it as a PDF.
- The cart is emptied, and the order appears under **My orders**.
- Our colleagues send you the confirmation with your personal prices by e-mail.

If sending fails for any reason, the contents of your cart **are kept**, and the platform shows the error. In that case, please try again in a few minutes.

9. My orders

Under **My orders** in the top bar you find all your orders — not only those sent through the site, but also those agreed by phone or e-mail. Orders sent through the site carry a small **web** label.



Order history with statuses.

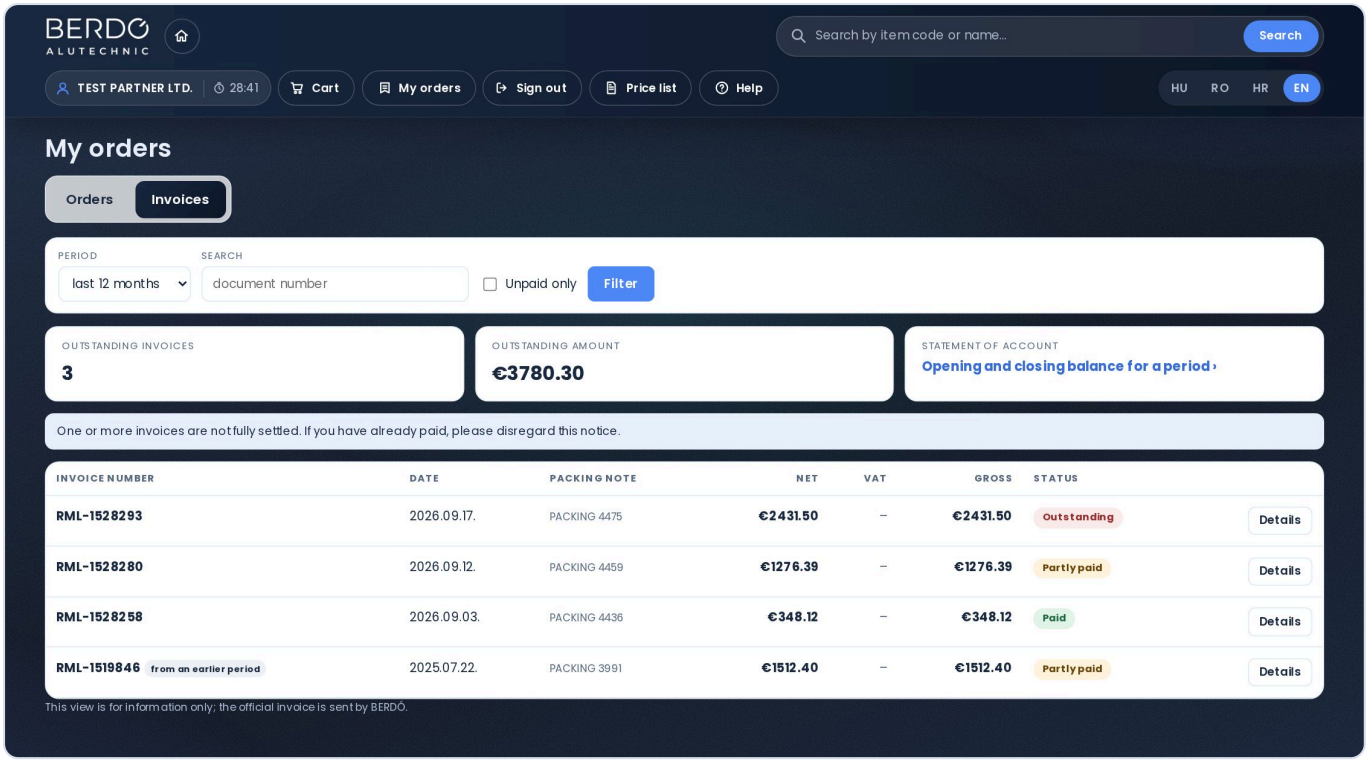
STATUS	WHAT IT MEANS
In progress	The order has arrived but has not been processed yet.
Processed	Our office has processed it, delivery is being prepared.
Shipped	The goods have left the warehouse.

Details shows the items. There are two quantities here: what you **ordered** and what we **delivered**. If they differ (because of a stock shortage or rounding to the packaging unit), the platform highlights the difference.

> The order history deliberately shows no prices: the final price is on the invoice.

10. My invoices

In the same place, on the **Invoices** tab, you find your invoices. At the top you see at a glance how many invoices are not yet settled and the amount outstanding. The third box leads to the **statement of account** (see the next page).



Invoice list with statuses and summary. The last row is an older invoice that is not yet fully paid.

- **Paid** — the invoice is settled in full.
- **Partly paid** — a payment has arrived, but an amount is still outstanding.
- **Outstanding** — no payment has arrived yet.
- **Credit note** — a cancellation or credit invoice (with a negative amount).

Besides the invoices of the period, the list shows **every invoice not yet fully paid**, even if it was issued outside the selected period. These are marked **from an earlier period** or **from a later period**. With the **Unpaid only** tick box, only outstanding and partly paid invoices stay in the list.

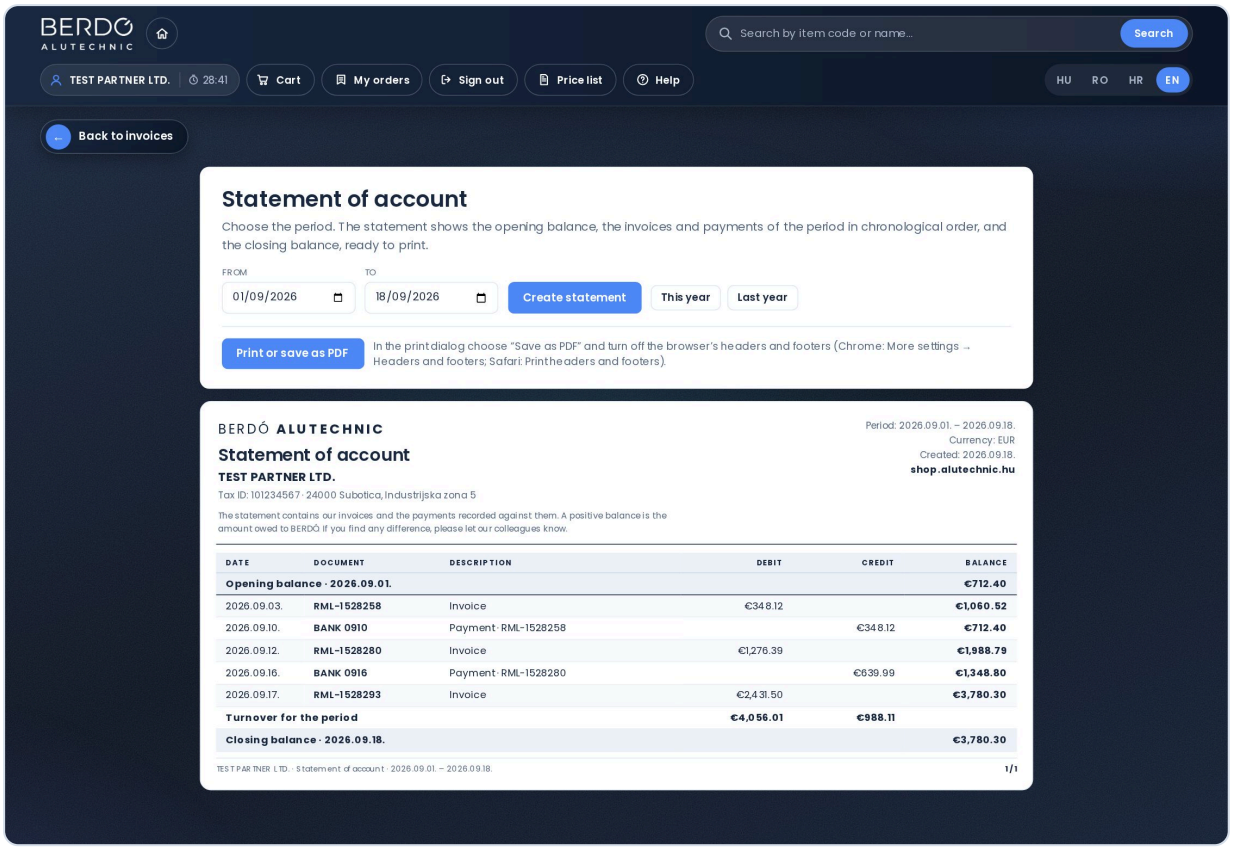
Under **Details** you see the items, the totals and the **payments**: when, how much and with which document each arrived.

> Amounts are shown in **euros**, as on the invoice; the VAT column stays empty (–). This view is for information only; the official invoice is sent by BERDÓ.

Statement of account

The statement summarises your account for a period of your choice: the **opening balance**, the invoices and payments of the period in date order with a running balance, the turnover and the **closing balance**. It is issued in the currency of your invoices, the euro.

1. On the **Invoices** tab, click the **Statement of account** box: the statement for this year appears straight away.
2. For another period, choose the start and end, then click **Create statement**. The **Last year** button shows last year in one click.
3. With the **Print or save as PDF** button you can print it, or save it in the print dialog with “Save as PDF”.



A statement for a chosen period: opening balance, entries, turnover and closing balance.

COLUMN	WHAT IT MEANS
Debit	The invoice amounts. A credit note appears with a negative amount.
Credit	The payments; the Description column shows which invoice they were paid against.
Balance	A positive balance is the amount owed to BERDÓ.

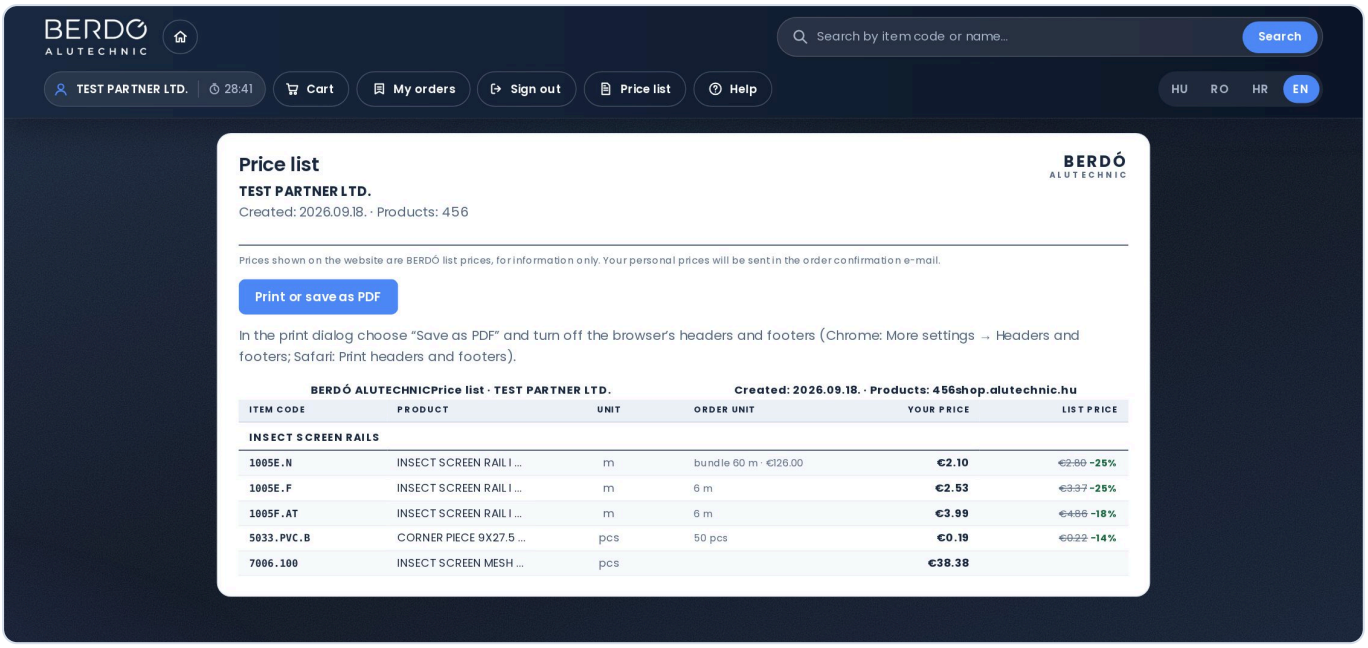
A longer statement runs to several pages, each with the column headings and a page number; from page two, a **Brought forward** line opens the page. If you find any difference, write to us under **Help → New question**.

11. Downloading the price list

With **Price list** in the top bar you can create your own discounted price list and save it as a PDF. It is useful when you prepare quotes, or when you need prices in the workshop without internet access.

1. Choose the product groups to include (by default all are ticked).
2. Click **Open price list**.
3. Press **Print or save as PDF**, and in the print dialog choose “Save as PDF”.

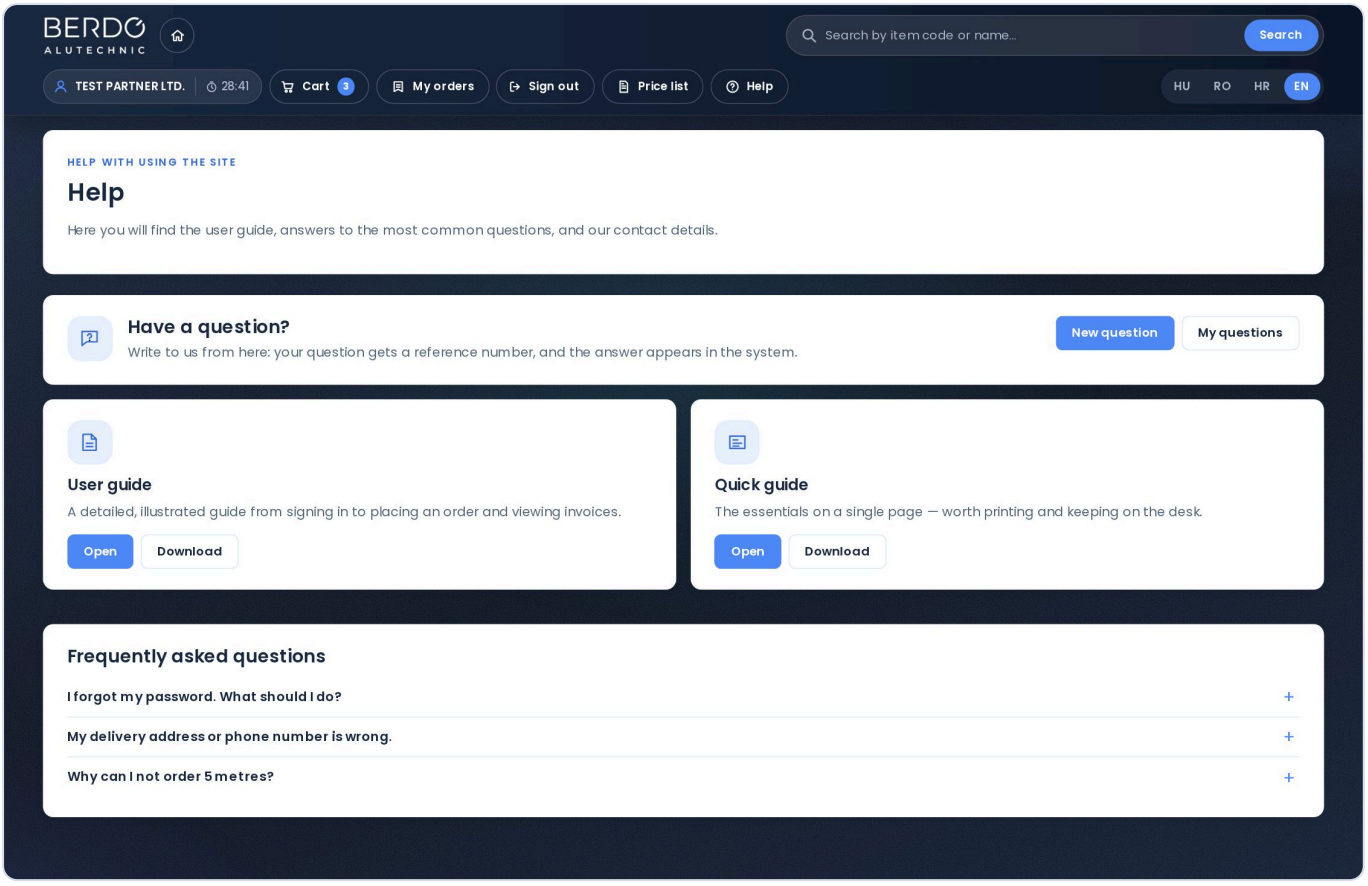
> The price always refers to the **base unit** (metre, piece, pair), because that is how we invoice. For bundles and packs, the price of the whole package is also shown for information.



The finished price list. When printed, the header with the column names repeats on every page.

12. Help and questions

Under **Help** in the top bar you find this guide, the one-page quick guide, answers to the most frequent questions and our contact details. From here you can also **send us a question**.



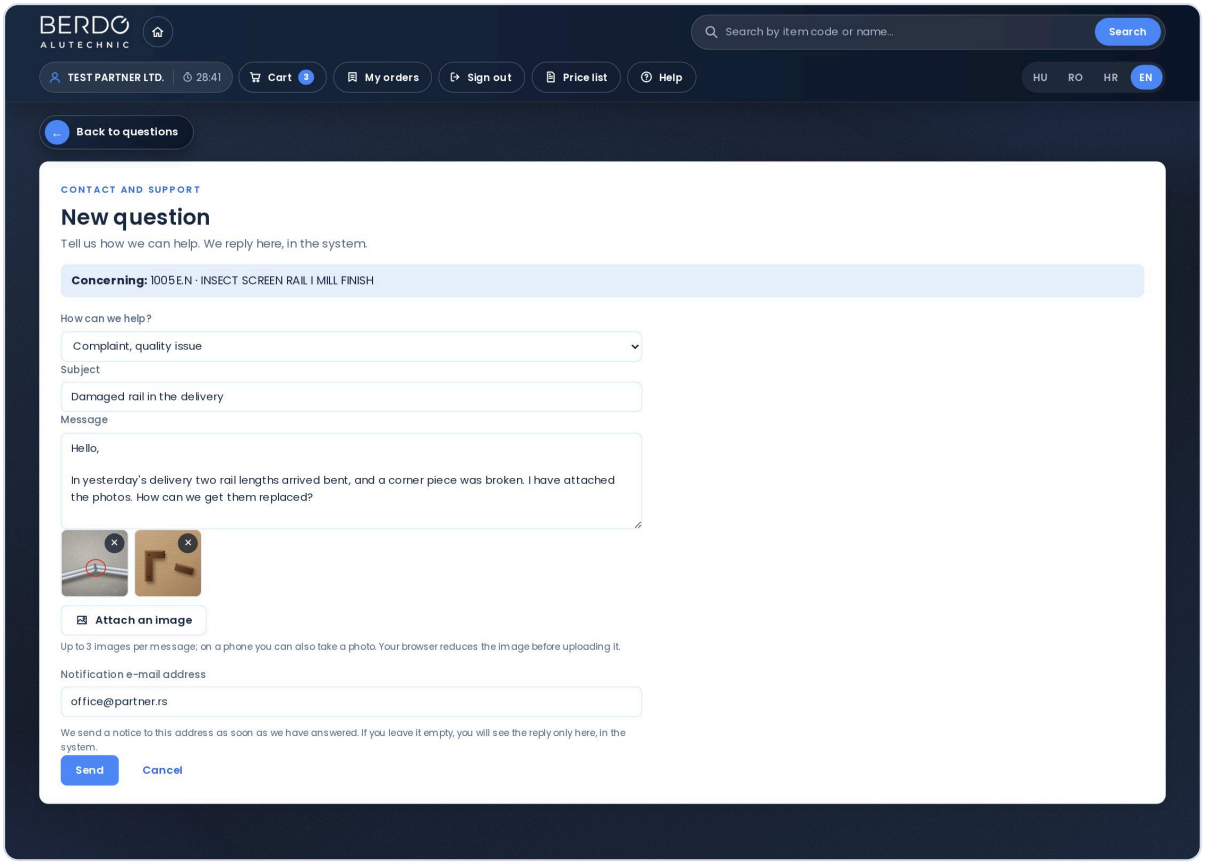
The Help page: asking a question, guides to download and frequently asked questions.

Why ask here rather than by e-mail?

- Your question gets a **reference number** (for example K-2026-0007) that you can refer to.
- If you ask about a product, **the product is attached automatically** — no need to copy the code.
- The conversation is kept: later you can still see what you asked and what we answered.
- The question goes to the colleague responsible for that subject.
- **You can attach photos** — of a damaged product, for example —, so a problem or a complaint can be backed up with pictures.

Sending a question

1. Click **Help**, then **New question**. (You can also start a question from a product page, an order or an invoice — the platform then fills in what it refers to.)
2. Under **How can we help?** choose the subject: order, delivery, invoice and payment, product and packaging, complaint, sign-in or other.
3. Enter the subject line and your message.
4. If a photo shows what it is about (a damaged product or the label on a package, for example), click **Attach an image**. On a phone, the **Take a photo** button opens the camera directly.
5. The platform fills in the **notification e-mail address** with the address we hold for you; you can change it. We notify you at this address as soon as we have answered.
6. Click **Send**.



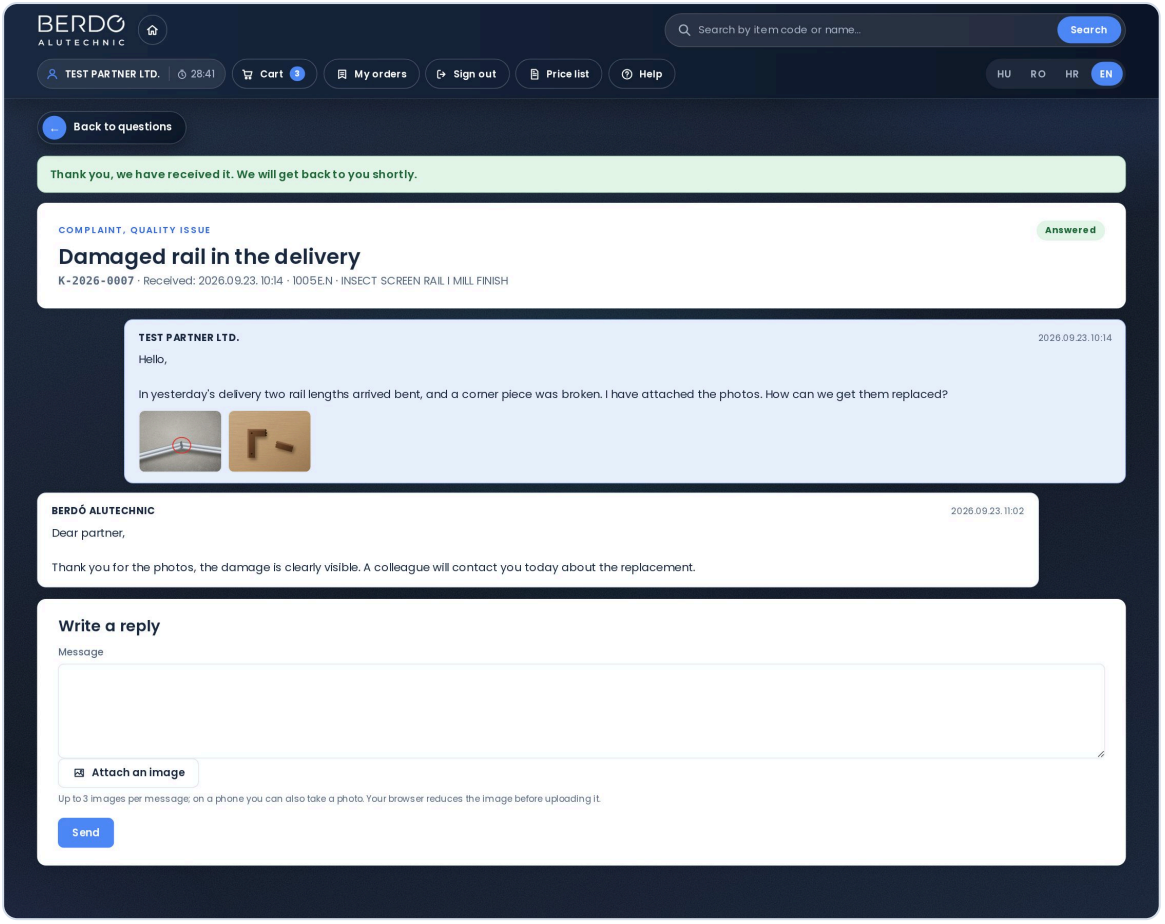
A new question started from a product page: the product is already filled in, and two photos are attached.

Images: you can attach up to three images to a message. Your browser reduces the image before uploading it, so it goes up quickly even from a phone on mobile data. Before sending, you can remove it with the × button in its corner; once sent, the image stays part of the conversation.

Right after sending, you get a **confirmation e-mail** with the reference number and the attached images — so your own mailbox also keeps a record of what you asked and when.

When the answer arrives

As soon as we answer, you see it in two places: a small orange dot appears on the **Help** button, and we also send an e-mail to the notification address. You read the answer under **My questions**.



A conversation: the question with two photos, our answer and, at the bottom, the option to continue.

Attached images appear in the conversation as small pictures; click one to open it in **full size** and zoom in, just like product pictures. We may attach images to our answer too.

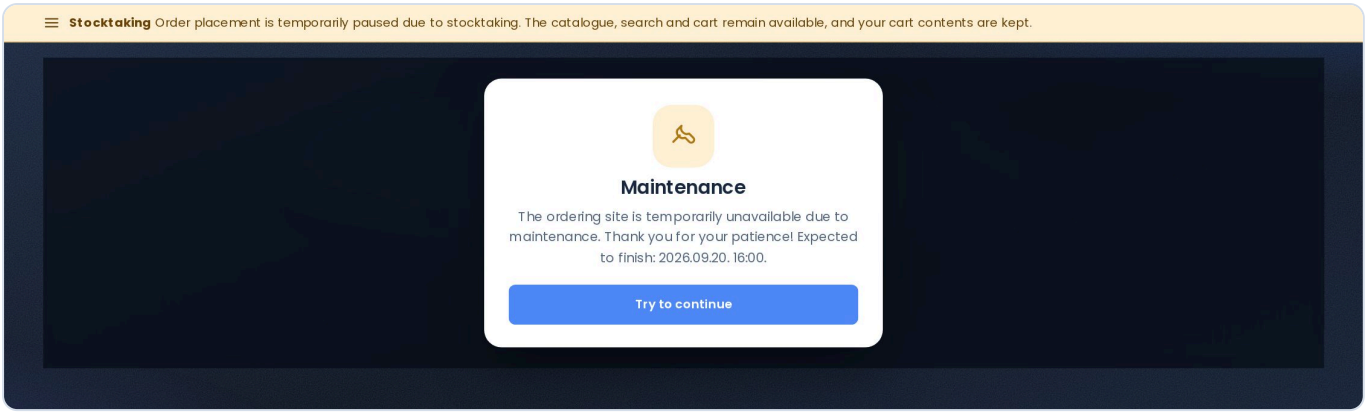
The conversation can **continue**: if you have a further question after the answer, write it at the bottom and everything stays in the same conversation. There is no need to open a new question.

STATUS	WHAT IT MEANS
New	We have received it but have not started on it yet.
In progress	Our office has started working on it.
Answered	We have answered — it is your turn.
Closed	The matter is finished. If it comes up again, feel free to send a new question.

Questions belong to the **company**, like the cart: colleagues with the same sign-in see them too.

13. Stocktaking and maintenance

A few times a year the platform is temporarily not fully available. When that happens, it tells you clearly and says when it is expected to be back.



Top: the bar shown during stocktaking. Bottom: the window shown during maintenance.

Stocktaking

The catalogue, search and cart keep working; only **placing orders is paused**. The contents of your cart are kept, and after the stocktaking you continue where you left off.

Maintenance

A window appears with the expected end time. With **Try to continue** you can check at any time whether it is over; if so, the page simply carries on.

> Maintenance usually takes half an hour and mostly happens in the evening or early morning.

14. Frequently asked questions

I have forgotten my password.

Write to us at the e-mail address at the end of this guide, and we will set a new one. The site does not send passwords automatically.

My delivery address or phone number is wrong.

These details are maintained by BERDÓ staff, so they cannot be edited on the platform. Let us know and we will update them right away.

Why can't I order 5 metres?

That product can only be ordered in whole units (e.g. 6-metre lengths or 60-metre bundles). The platform rounds the quantity you enter up to the nearest order unit.

Can I change or cancel an order I have sent?

Not on the site, but call us with the order number — as long as the order has not been shipped, we can usually change it.

I see a different price from the one on my invoice.

Prices on the site are for information only. The final prices, after processing, are in the confirmation e-mail and on the invoice. If you notice a difference, please let us know.

How can I send a photo of a faulty product?

Send us a question and click **Attach an image**; on a phone, **Take a photo** opens the camera.

I sent a question but did not get an e-mail.

Check your spam folder and the notification address on the question. The answer is available on the platform either way, under **Help → My questions**.

Several of us use the same company sign-in. Is that a problem?

No. The cart, the orders and the questions belong to the company, so colleagues see each other's. That is why it is worth agreeing who sends the orders.

Can I use it on my phone?

Yes, the platform is built for phones too. The catalogue, cart, ordering and questions work the same; only the layout adapts to the smaller screen.

Some products seem to be missing from the catalogue.

The English catalogue is still being completed, and the site tells you so when you switch to English. Until it is finished, the Hungarian site shows the full range — the item codes are the same. If you cannot find something, just ask us via **Help → New question**.

15. Contact

If you have any question, please get in touch. For orders, quoting the order number speeds things up.

Customer service

+36 70 428 7498

finance@berdoalutechnic.hu — general enquiries, invoices, payment
service@berdoalutechnic.hu — orders, delivery, products

Address

BERDÓ ALUTECHNIC Kft.
7635 Cserkút, HSZ 089/36
Hungary

Monday–Friday: 8:00–16:00
Saturday–Sunday: closed

The fastest way is **Help → New question**: your question gets a reference number, the conversation is kept, and it goes to the colleague responsible for the subject.

The ordering platform

shop.alutechnic.hu

This guide describes the platform as of September 2026. The platform keeps developing, so some screens may differ from the pictures over time.