SB13050020 – Electronic warranty claim procedure

1. Accessing the warranty claim menu

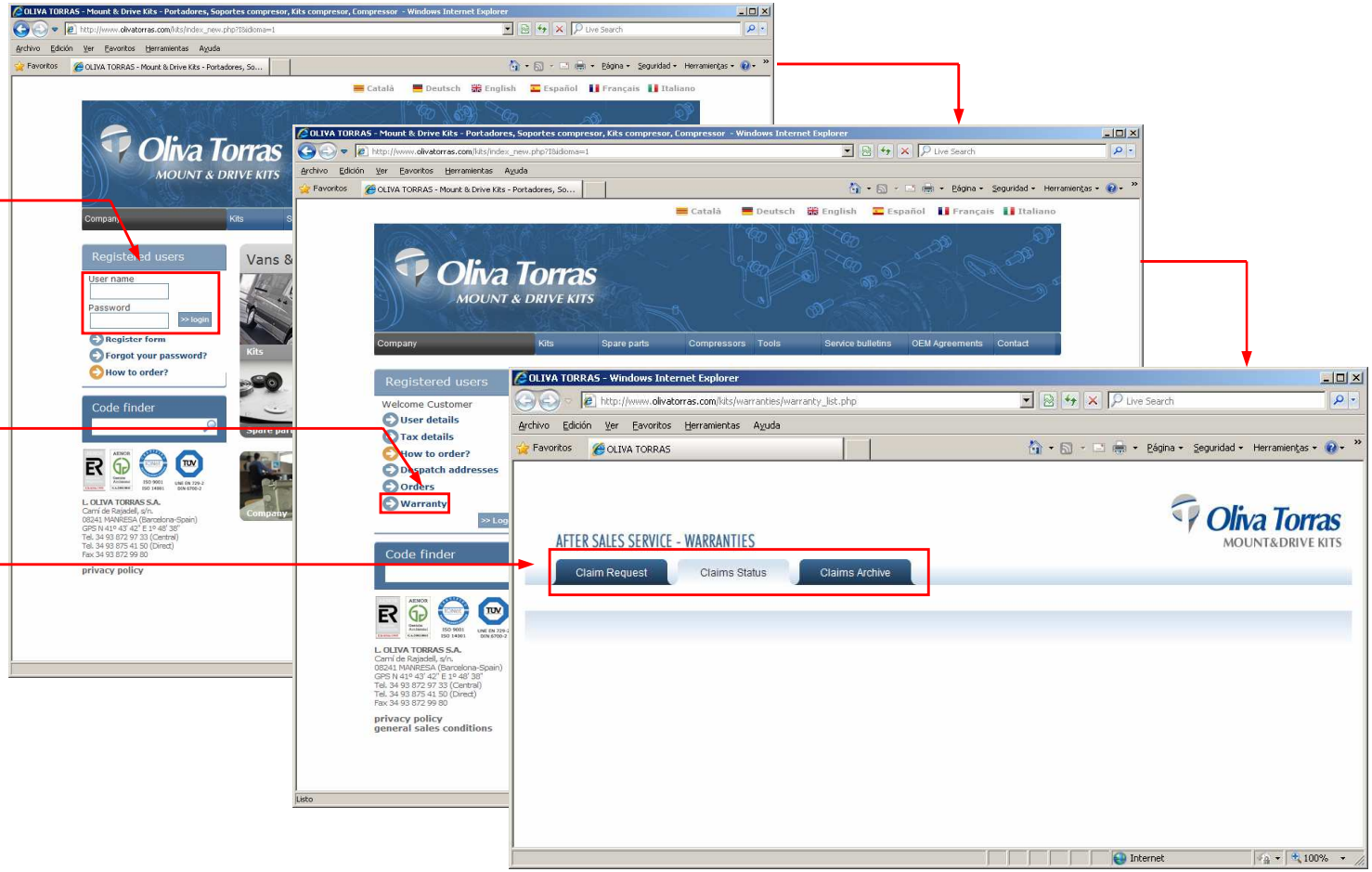
1. Sign in

   A registration identification must be available linked to a customer.

   Use the Registration form otherwise to obtain one or contact our Customer Service to clear your access

2. Click the Warranty button

3. Warranty Claim menu
   a. Claim Request
   b. Claim Status – View and manage open claims
   c. Claim Archive – View closed claims



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2. Identify the kit

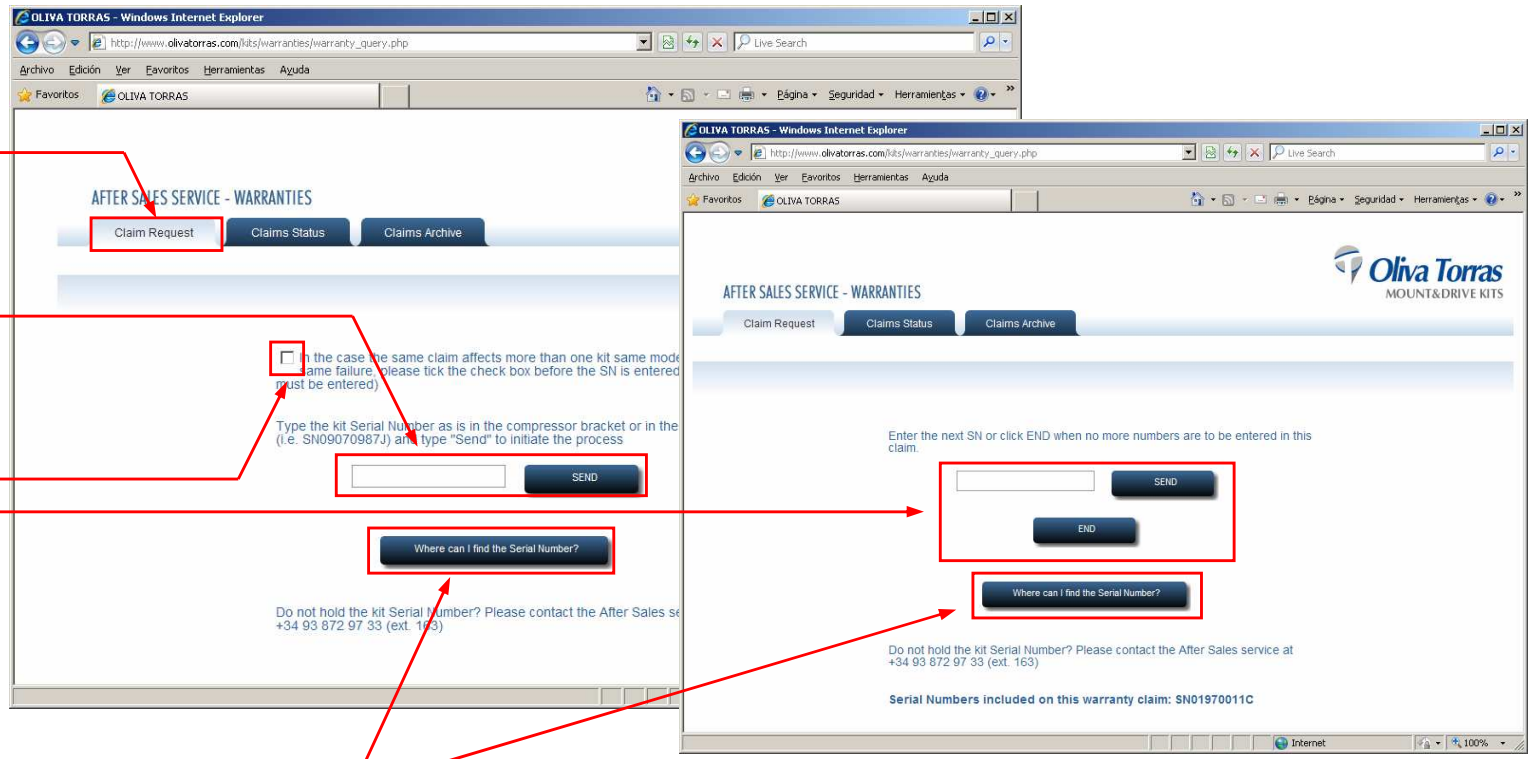
1. Click in the Claim Request tab

2. Type the kit serial number and hit the Send button to proceed

3. Optional – The claim affects more than one kit serial number. The serial numbers must belong to the same kit model

   a. Tick the box
   b. Type the kit serial number and hit the Send button to proceed
   c. Hit the End button to terminate

Use the “Where can I find the Serial Number” button to call the kit assembly drawing and identify where the SN can be read



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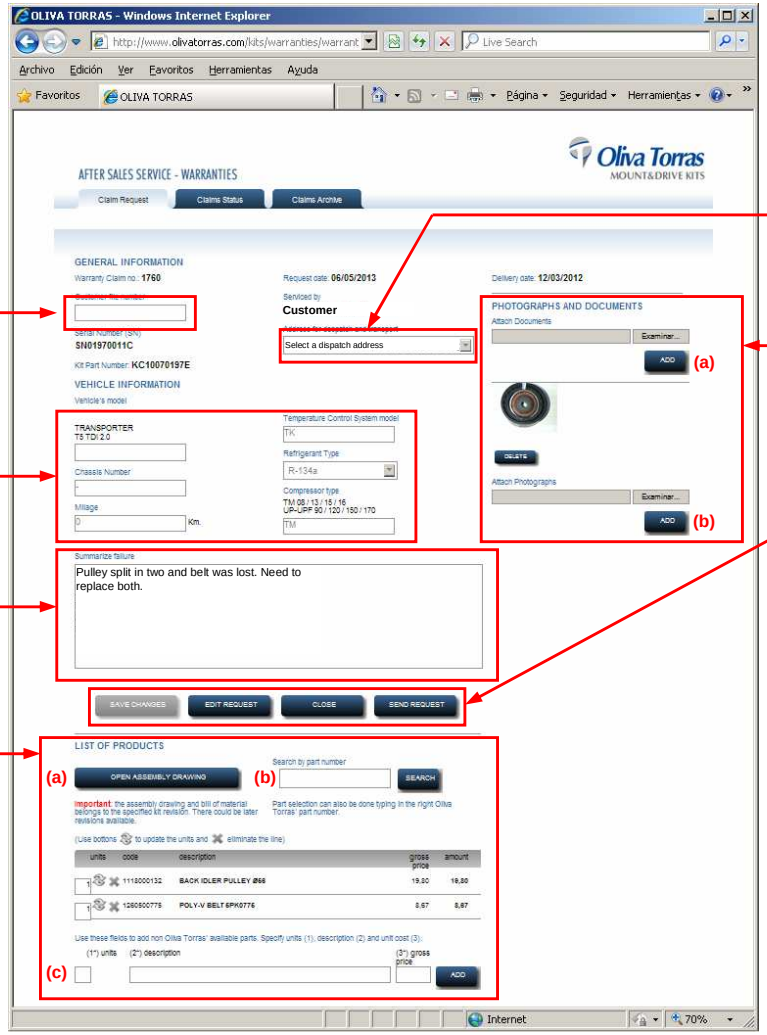
3. File the claim

1. Customer claim id. - optional

2. Enter application specification

3. Enter a brief failure description

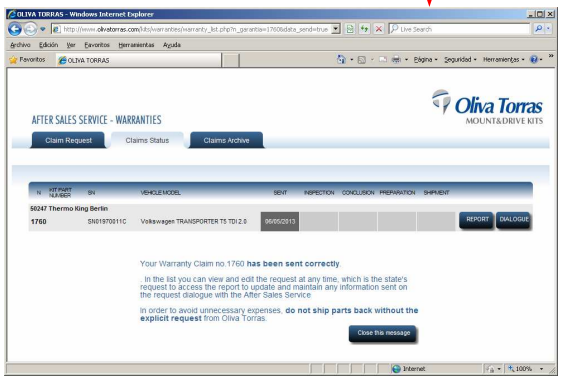
4. Pre-select material claimed
   - (a) Select from Spare Part list
   - (b) Type OT Spare Part P/N
   - (c) Type non OT Spare P/N



5. Select a shipping address

6. Attach files
   - (a) Documents
   - (b) Images

ACTIONS:
- (a) Save changes
- (b) Edit request – Modify or add information
- (c) Close – Save and return to Claim Status list
- (d) Send request – Submit for approval



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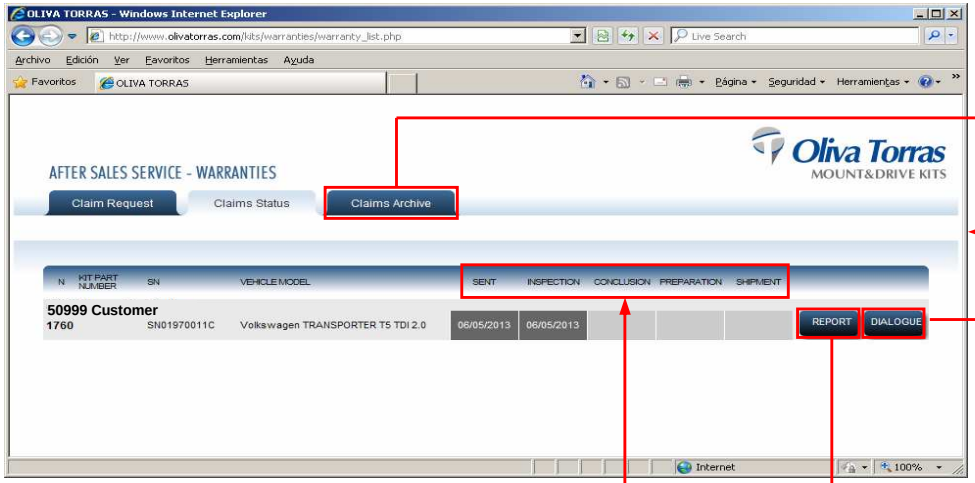
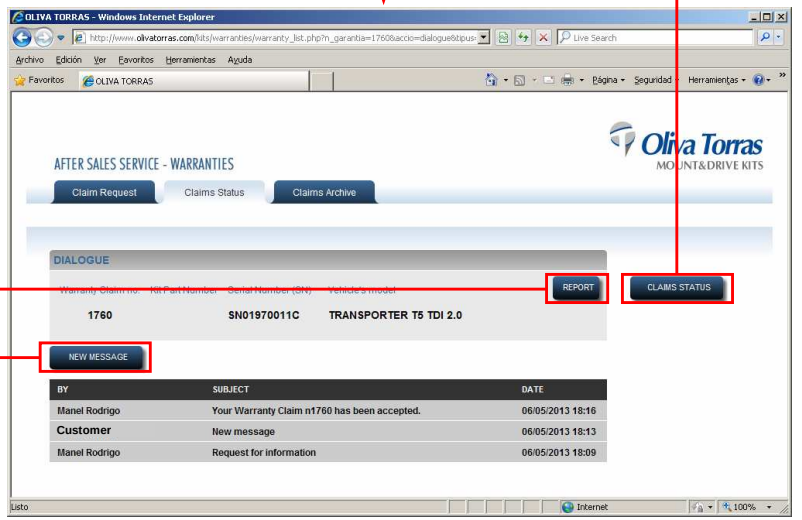
4. Claim Status



Claims APPROVED with material shipped and Claims REJECTED will be closed and moved to the Archive

Return to Claim Status window

Open dialogue box



5 different status for an open claim

a. SENT – claim has been submitted
b. INSPECTION – claim under study
c. CONCLUSION – claim APPROVED or REJECTED
d. PREPARATION – material under process
e. SHIPMENT – material is shipped

Open Claim report

Send message to OT. All messages will remain within the claim file