Filling out the Warranty claim form:

- Google Chrome must be used (the form does not work in Internet Explorer)
    - Recommend to clear cache (browsing history) if having issues using the form
- Date of repair or claim submission
    - This will default to today's date
- Your Company Reference / Purchase Order #
    - This is not a required field
    - Only use if:
        - You have a reference number you use to track repairs
        - PO# is required by your company to receive items (USA Only)
- **Service Center Section**:
    - Company name
        - Type in your company zip code/postal code
            - Pick name/address from the drop-down list



        - Once you click on your company address from the drop-down, you will see the Address, City, State, and Zip fields appear (they will be greyed out and include your company details):



        - *NOTE: If your company address does not show up in the drop-down or is incorrect, please call Customer Service at 1-866-888-2168 and ask to speak to a claim specialist.*
- **Customer Section**:
    - Company name
        - End-user/owner of product being repaired
    - City/State
        - Location of the end-user/owner
- **Distributor Section**:
    - If the Distributor is also the Service Center, click on the "Copy data from Service Center" button
    - If the Distributor is different, fill in the Company Name, City, & State
    - If unknown, put "UNKNOWN" in the Company Name and use the City/State of Customer

- **Product Section**:
  - Model
    - Please choose the appropriate item from the drop-down list
  - Serial #
    - Accepted formats for serial numbers can be viewed by clicking link to left of this box
    - If serial number is:
      - Partial – put the numbers you can read and PARTIAL at end
      - Missing/rubbed off – put MISSING
    - Battery models –
      - Issue with battery - serial number for battery is required, serial number for vac should be added to notes on repair (if known)
      - Issue with charger - serial number for charger is required, serial number for vac should be added to notes on repair (if known)
      - Issue with vacuum – serial number for vacuum is required
  - Date of Purchase
    - If customer does not know date of purchase, use the mfg date
- **Parts Explanation Section**:
  - Line Items (qty, part number, description)
    - If part number is not known, use 9999, and make sure to provide description of item
  - Diagnostic Conclusion and Description of Repair
    - Notes should contain specific details as to the repair and product condition
      - Include trouble-shooting steps taken
    - Battery Model Claims:
      - Please provide the specific trouble-shooting steps completed and status of all lights
      - Issue with battery - serial number for vac should be added to notes on repair (if known)
      - Issue with charger - serial number for vac should be added to notes on repair (if known)
    - Motor Claims:
      - Motor code is required either in the notes or a picture
- Repair Technician / Repair Tech E-mail / Repair Tech Phone
  - This would be the person that we will contact for any questions/clarifications on the submitted claim, phone and e-mail are required
- Upload Claim Files
  - The online claim form allows for attaching up to 5 documents
    - Document types accepted: jpg, .gif, .png, .bmp, .doc, .docx, .pdf, .xls, .xlsx
  - Intended to be used for showing the repair needed
    - Do not upload company invoices or PO's

- All Motor claims –
  - Serial number for vacuum and motor label code are both required
    - Picture of motor label code and motor condition preferred
  - We may request the motor back, so do not dispose of it until claim reimbursement is received
    - Canada – returning the motor may not be required