

- The system requires that only a distributor with an approved login can submit a warranty claim. For that distributor, they will go through the following steps and need the highlighted pieces of information.
 - Step 1 – Select the Begin a Claim button on the home screen and enter the **failed product's serial number**.
 - Step 2 – If the product has not yet been registered, the tool will direct the user to that screen. Otherwise, go to Step 3.
 - Step 3 – On the next screen select the green button at the bottom: “New Tank / Heat Exchanger Leak Claim”
 - Note, if this button is gray and not green, then the system will not allow a claim to be filed, contact Warranty Support for help as needed.
 - Step 4 – The system will prompt the user to login.
 - Step 5 – After successfully logging in, if the product requires an authorization code, this will need to be entered at this time. If the correct codes is entered, or it does not prompt for the authorization code, then proceed to Step 6.
 - Step 6 – Enter the following information
 - **Failure Date** – When was the product found to have failed?
 - **Detailed Description** – Enter a statement of what the failure is with as much detail as possible
 - **Type of Failure** – Select from the list the most applicable option the categorize the failure
 - **Failure Detail** – Select from the list the most applicable option to provide another level of detail of the failure
 - **Submitter's Name, Email Address, Type, Wholesaler Name, and Wholesaler Address** – These will be automatically filled in based on what is associated with the account used to login
 - **Heat Exchanger Only or Alternate Manufacturer** – This check box should only be used if the failure is contained to only the heat exchanger of a boiler, or if due to circumstances a replacement Ariston product is not available / used for this claim.

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 - Step 6 (continued)
 - **Replacement Serial Number** – This is where the serial number of the new, warranty replacement Ariston product will be entered. It must be found in the system. If the claim is for a Heat Exchanger or an alternate manufacturer was used, please make sure to use the check box labelled “Heat Exchanger Only or Alternate Manufacturer” to hide this field.
 - **Your own reference number (optional)** – This field allows the distributor to add any reference number to the claim that will make it easier for them to process it. Some use it for their own return numbers, others put debit memo numbers in the field. Ariston does not use this information, it is purely for convenience.
 - **Related Ariston Ticket Number (optional)** – If the claim issue was previously reviewed and discussed with Technical Support, add the ticket number here to help us more quickly reference the information.
 - **Upload picture of failed unit’s serial number tag (required)** – Upload a picture of the serial number tag from the failed product.
 - **Upload picture(s) of failure or other files (optional)**- Use this option to upload any pictures or videos of the failure or any other files that may be applicable such as system diagram, pictures of the installation, etc.
 - Step 7 – Select the Next button and then Finish to complete the claim submission.

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 - Step 1 – Select the Begin a Claim button on the home screen and enter the **failed product's serial number**.
 - Step 2 – If the product has not yet been registered, the tool will direct the user to that screen. Otherwise, go to Step 3.
 - Step 3 – On the next screen select the green button at the bottom: “New Parts / Blower Claim”
 - Note, if this button is gray and not green, then the system will not allow a claim to be filed, contact Warranty Support for help as needed.
 - Step 4 – The system will prompt the user to login.
 - Step 5 – After successfully logging in, if the product requires an authorization code, this will need to be entered at this time. If the correct codes is entered, or it does not prompt for the authorization code, then proceed to Step 6.
 - Step 6 – Enter the following information
 - **Failure Date** – When was the product found to have failed?
 - **Detailed Description** – Enter a statement of what the failure is with as much detail as possible. In this field or the following, enter the information on what part(s) are involved in the claim.
 - **Failed Parts Details (optional)** – This field can be used to enter the list of parts that were used in the claim
 - **Type of Failure** – Select from the list the most applicable option the categorize the failure
 - **Failure Detail** – Select from the list the most applicable option to provide another level of detail of the failure
 - **Submitter's Name, Email Address, Type, Wholesaler Name, and Wholesaler Address** – These will be automatically filled in based on what is associated with the account used to login

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 - Step 6 (continued)
 - **Your own reference number (optional)** – This field allows the distributor to add any reference number to the claim that will make it easier for them to process it. Some use it for their own return numbers, others put debit memo numbers in the field. Ariston does not use this information, it is purely for convenience.
 - **Related Ariston Ticket Number (optional)** – If the claim issue was previously reviewed and discussed with Technical Support, add the ticket number here to help us more quickly reference the information.
 - **Upload picture(s) of failure or other files (optional)**- Use this option to upload any pictures or videos of the failure or any other files that may be applicable such as system diagram, pictures of the installation, etc.
 - Step 7 – Select the Next button and then Finish to complete the claim submission.

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