

- When choosing the Online Product Registration option, you will need to follow these steps and provide the listed pieces of information. (Note the items in red are required for the form, blue items are optional, although recommended)

**WHO HAS  
ACCESS:  
ANYONE**

- Step 1 – enter the **Serial Number**

- Step 2 – enter the following information

- **Installation Type** – Residential or Commercial

- **Installation Date** – The date the product was installed

- **Installation Address** – Start by typing the address into the field, and then select it from the list that appears as it is entered. The tool will then show a small map to help confirm the entered location.

- **Owner** – Search if the owner is already in the system by typing in the search box and selecting from the list that appears. If the owner is not found, you can click the New button on the same line and enter:

- **First Name**

- **Last Name**

- **Phone number** (optional)

- **Email** (optional)

- **Contractor Company** – Search if the contractor by typing in the search box and selecting it from the list that appears as it is entered. If the contractor is not found, you can click the New button on the same line and enter the following. Optionally you can choose Not Available and move forward without this information

- **Name**

- **Phone**

- **Email**

- **Upload Proof of Purchase** – Select the Upload Files button to pick one or more files to upload, or you can drag and drop files into the box to have them added into the system. The proof or purchase is required if the registration is being done to activate an extended warranty.

- Step 3 – Select the Save button

- If the serial number for your product is not in the system, you can use the Get Help tool to submit a request for it to be added. (Note the items in red are required for the form, the blue item is optional on the form, required to add a serial number)

– Step 1 – Select the Get Help button from any screen

– Step 2 – enter the following information

- **Serial Number** – Type in the serial number that you need to have added
- **Inquiry Type** – Select “Serial Number Not Found” from the drop-down list
- **Name** – Enter your name
- **Email Address** – This is so that we can send you updates when we review the request. Also, we might use it to reach out if we have questions.
- **Phone** – This is in case we determine that we need to speak to you about the request.
- **Upload Proof of Purchase** – Select the Upload Files button to pick one or more files to upload, or you can drag and drop files into the box to have them added into the system. **Note: If you want to have a serial number added, we must receive a picture / image of the serial number in question, and it should be uploaded here.**
- **Description of Request / Notes** – Enter a statement with what help you are asking for along with any other relevant information in this field

- Step 3 – Select the Next button to submit the request

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- The most direct way to request an Authorization Code, if the system says it is needed, is to use the option on the Get Help form. (Note the items in red are required for the form, the blue item is optional on the form, required to add a serial number)
  - Step 1 – Select the Get Help button from any screen
  - Step 2 – enter the following information
    - **Serial Number** – Type in the serial number that you need the code for
    - **Inquiry Type** – Select “Need Authorization Code” from the drop-down list
    - **Name** – Enter your name
    - **Email Address** – This is so that we can send you updates when we review the request. Also, we might use it to reach out if we have questions.
    - **Phone** – This is in case we determine that we need to speak to you about the request.
    - **Upload Proof of Purchase** – Select the Upload Files button to pick one or more files to upload, or you can drag and drop files into the box to have them added into the system. **Note: Proof of purchase is required for authorization requests.** If it was already provided during the registration step, please note that in the next field.
    - **Description of Request / Notes** – Enter a statement that you need an authorization code and add any other details that may help during the review.
  - Step 3 – Select the Next button to submit the request
- Note: The request for authorization could result in Ariston asking for more information, pictures of the failure, pictures of the installation, or we could require a conversation with our Tech Support or a visit by a Service Agent to confirm the failure.

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