

# SERVICE BULLETIN

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TO: ALL AUTHORIZED SERVICE AGENCIES

SUBJECT: ON LINE WARRANTY CLAIM SUBMISSION

Great news! You can now go to our secure web site, [www.ajantunes.com](http://www.ajantunes.com), access your account by inputting your ID # and password and submit and track your warranty claims. Once you're connected to our web site, simply click on the "Foodservice/Roundup" logo and then "Your Account". You now have access to the Logon screen, where you'll need to insert your "Logon ID" and "Password". If you've misplaced this information please contact Lucy Witcher in our Technical Service Department at [lucy.witcher@ajantunes.com](mailto:lucy.witcher@ajantunes.com).

Once you have successfully logged on, you will see at the bottom of the "Vendor" column "Enter Warranty Online". Once this is selected, the system will automatically generate an internal claim number. You can then navigate the remaining fields with the "Tab" key or the mouse.

Fields with a red asterisk (\*) need to be filled out in order for your claim to be successfully submitted and processed. Part pricing as well as your contracted labor and handling rates are automatically inserted from data in our files and any discount will automatically be calculated. A red border around any box means the required information was not filled in. The warranty claim cannot be processed until this required information is inserted into the proper field. A yellow border around any box means the data is incorrect; this too needs to be corrected in order to continue the processing. Some examples of this are listing an incorrect serial number or part number.

Once the claim has been successfully submitted you will receive a confirmation detailing all the specifics of that claim. Should you have multiple warranty claims, simply click on the "add" button that will appear after you submit your first claim and a new claim number will be automatically generated for you.

Should you wish to track a submitted warranty claim simply click on the "warranty invoice status" link under the "vendor" column that was described earlier in the 2<sup>nd</sup> paragraph. The Invoice Status table that appears will detail the claim #, invoice #, date, amount of the claim, adjustments if warranted, end user information, and the status of the claim.

We hope you will see the many benefits of submitting your warranty claims electronically through our secure website. Speaking of our website, did you know you can also order and also track those orders directly through our website? We have even generated an interest list that is specific to you. This interest list is based on your past purchases and will make your ordering process even easier.

Thank you for your continued support and for being our eyes and ears out in the field. We need and welcome your feedback. Should there ever be any questions about this or any other matter regarding our products or policies please contact the Technical Service Dept. at (877) 392-7854 (North America only) or (630) 784-1000.