

SERVICE BULLETIN

NO. 278

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A.J. Antunes & Co.

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To: Authorized Agents/Distributors, Warranty Administrators

From: AJ Antunes

Subject: Online Warranty Submission

We are pleased to announce that you now have the ability to submit claims to us electronically using Warranty Central.

Your username and password information is as follows:

- Your username is “AJA” plus your AJ Antunes account number. For instance, if your AJ Antunes account number is XXXXXXXX then your username is AJAXXXXXXX.
- Your password is your AJA Antunes account number plus “AJA.” For instance, if your AJ Antunes account number is XXXXXXXX then your password is XXXXXXXXAJA.
- If you do not know your account # please call AJ Antunes customer service @ 1-800-253-2991

The website address to access Warranty Central is www.warrantycentral.net.

Before you get started! Before you begin using Warranty Central (WC) it is imperative that you log in and make sure your company information is correct and up-to-date. **PLEASE VERIFY ALL COMPANY INFORMATION, EMAIL ADDRESS, ADDRESS ETC.** To update your company information in WC you will log in and go to Setup/Company Information. Once you add to or update any of the fields be sure to Save. If there is a change in your address, please contact Daniel Natter @ 630-784-3432

How to get Started!

Training Information: For step-by-step instructions on how to use Warranty Central, you will log into your account and click on the Tech Support Icon. In the Tech Support section you will see links to instructions on how to use the site. To learn how to submit a claim, click on the link that says Claim Entry. You can print this page out so you can have it beside you as you enter your first claim. If you still need assistance, please give Service Management Group a call when you have a claim ready and they will walk you through the process.

Technical Issues: If you experience any problems with the system or need help, contact Service Management Group at 888-727-8726 or 601-268-7330 and ask for Warranty Central Support.

Claim & Warranty Issues: If you know that your problem is specifically related to a discrepancy in labor rates, part numbers, part pricing, warranty policy exceptions, serial numbers or something that only a AJ Antunes administrator can resolve, please call AJ Antunes at 877-392-7854.

Warranty Central FAQ's: Please see Service Management Group's website for Warranty Central Frequently Asked Questions. The FAQ's page is designed to help you with those issues most asked by other Warranty Central Users. http://www.servicemg.com/faqs_wc.html

OPTIONAL: If you have an existing WC account, you can merge your new AJ Antunes account with your existing WC account. It is not required, just an option.

To do this:

1. Log into your existing WC account and go to Setup.
2. Click on the "Merge Accounts" link.
3. Follow the instructions provided.

It's very easy to merge your account, but if you have any questions call Service Management Group, 888-727-8726.

Please Read Below!!

Our current electronic warranty system will be active for 2 more weeks to allow current claims to be processed. If you submit any claims on our old system after 01/16/08 it will be rejected and you will be directed to warranty central. Any paper claims mailed to us with a date prior to 01/01/08 will be processed until 02/01/08 after which they will be rejected upon arrival.

Follow These Simple Steps To Complete A Warranty Claim.

1. To submit a warranty claim, click on **Claim Entry** from the home page of Warranty Central.
2. For Step 1: Choose your manufacturer.
3. For Step 2: You can choose a sub-agent for your claim but if you do not have one, you can skip over that section. If you **DO** have a sub-agent, choose one from the list or enter one using the link out to the side that says, "*Click here to add sub-agent to the list.*" If this is a part only claim, skip Step 3 and click the box that says, "*Part Only Claim*" and click **Start Claim**
4. If it is a parts and labor claim, enter your serial number in the yellow box provided. If you are not sure of your serial number, click on **Serial Number Lookup**. This will pull up all serial numbers that have been submitted on Warranty Central for that particular manufacturer. **Note: For some manufacturers, the serial number you enter must match the serial numbers the manufacturer has uploaded in Warranty Central. If you get "Invalid Serial Number" when you enter a serial number and click Start Claim, you will need to contact the manufacturer for assistance.*
5. Once you enter your serial number info, click **Start Claim**
6. If a claim has already been started for this serial number, you will see a Claim Selector page. You can either finish the claim(s) started previously or you can click **Add a New Claim for this equipment.**

7. If there are no previous claims started for this equipment, you will come straight to this next page which is the History Details page. If there were any previous claims entered for this serial number, they will show up on this page. To continue click **Add A New Claim for this equipment**.

8. This next page is the Customer Location Information page. Here you will either fill out or verify all the customer information. Any field with a red * means that field is required. Once you have filled out all the required information, click **Continue**.

9. You will now be taken to the Warranty Service Information page. This page will allow you to enter information concerning the work done on the unit. As a reminder, any field with a red * means it is a required field. Once you have filled out all the information, click **Continue**. **Note: If you click Continue and nothing happens, go back up and check that the dates were filled out correctly and that all required fields have been filled out.*

10. If you have parts to add to the claim, click **Add Part**. If you do not have parts to add to the claim, click **Save Load Full Claim** and skip to step 15

11. Enter the part number in the yellow box provided and click **Search**

12. Once you click Search, your part number should then come up on the screen. To add this part to your claim, click on the **part number** or **description**. **Note: If you see a notice that says, "No Results...Please Try Again!" You will need to contact the manufacturer for assistance.*

13. Enter the part number in the yellow box provided and click **Search**

14. If you have another part to add click **Add Part** and continue as before. If not, click **Save and Load Full Claim**

15. When you click on **Save and Load Full Claim**, you will be able to see your claim in full view. This will give you the opportunity to look over the entire claim before you submit it. If adjustments need to be made, click on the **Field That Needs Adjusting**. You will then be taken back to the original page you filled out. When finished making your adjustments, click **Save and Load Full Claim** to save changes. When you are ready to submit the claim, click on **Submit to Manufacturer**. **Note: If you are submitting a claim with a return part, you will be able to print your RA# once you click Submit to Manufacturer.*