

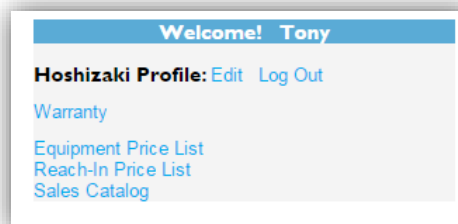
HOSHIZAKI RECOMMENDS USING INTERNET EXPLORER 11 OR BETTER FOR BEST VIEWING

Getting an Error Code? Double check these computer settings: [Warranty Claim Troubleshooting Guide](#)

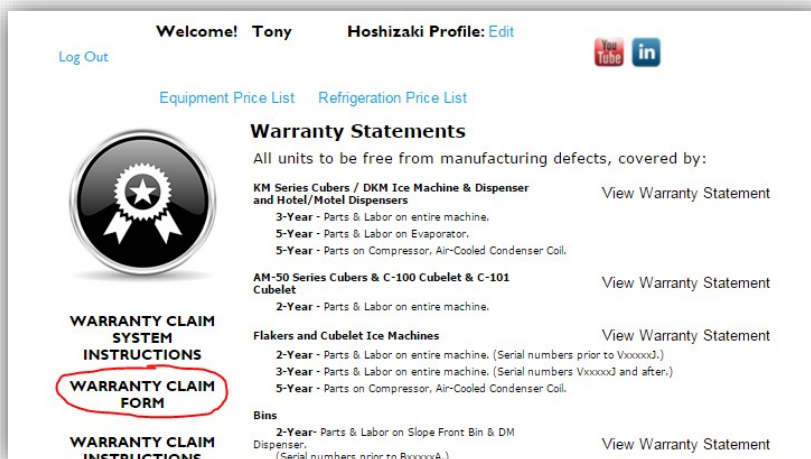
1. Log into your Hoshizaki Membership, by clicking “**Login**” at top right of website. Or <http://hoshizakiamerica.com/login/>



- a. If you are already a member then, type in your email and password – click the “**Log In**” button.
 - i. If you are not registered, click the “**Sign Me Up!**” button.
 - ii. It will say **WELCOME** and your name, Click “**Warranty**” it will take you to the warranty page.



2. On the warranty page
 - a. Click “**WARRANTY CLAIM FORM**”



3. At the new page, Click the “**Add**” icon at the bottom right.

- a. You are now in the new claim form on the [\(1\) Details](#) tab.

There are several tabs across the page. The [\(1\) Details](#) tab has two columns and will require the most detail. Items marked with a * are required fields.

(1) DETAILS

Service Rep Claim Entry

(1) Details (2) Claim Labor/Costs (3) Claim Parts (4) Claim Comments (5) Documents (6) Finalize

4. Wait a few seconds and the **"Claim Number"** will automatically assign you a number.
 - a. **DO NOT USE YOUR INVOICE OR WORK ORDER AS A CLAIM NUMBER.**

Claim Number *

WE1007426

Enter Only Hoshizaki claim Number ex."AE, BE, CE, DE" if not one of these hit Generate Claim Number Button.

5. Type in your **"Serial Master"** (serial number) and wait for it to populate model numbers with serial numbers. Click on the correct model number and serial number.
 - a. **DO NOT HIT ENTER, YOU MUST CLICK ON THE CORRECT MODEL NUMBER & SERIAL.**

Serial Master *

Q km-515mah

KM-515MAH A00142A

KM-515MAH A00143A

KM-515MAH A00144A

KM-515MAH A00145A

KM-515MAH A00146A

KM-515MAH A00147A

KM-515MAH A00148A


6. **Fail Date*** – the day you received the call to repair the unit.

Fail Date *



Oct	29 - Thu	2015
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7. **ServRep Num** will fill in automatically. **Service Company Name** should have your company name. If it is blank, please contact your local distributor or Hoshizaki warranty department.

ServRep Num	Service Company Name
CSR0000081	

8. **Distribution Center / Distributor / HCSR Vendor Number** - is the location you are filing the claim with.
- This is where you purchased the part.
 - If it does not automatically fill in or is incorrect, click the  and find your local distributor. A new window will open.
 - Scroll and click on the name of the distributor in the 2nd column (Distributor name).

Distribution Center / Distributor / HCSR Vendor Number

 G53520 

G52543 MARK KITCHEN EQUIPMENT
G53490 MASSONE MECHANICAL INC.
G53520 SUNLOW, INC.
G53521 MASTER MARKETING SOUTH OF
G53685 MATTEX INC.
G53785 MCCORMACK DIST CO.INC.
G53792 MCCORMICK COMM. SERV.
G53820 MCINTOSH FINANCE
G53830 M.C.L. MECHANICAL SERVICE
G53832 MCGUFFIN MECHANICAL INC.
G53901 MANKATO REFRIGERATION SYS

9. **Authorization Number** - added here if you have received one from tech support.

Authorization Number

10. **Service Performed Work Order** – this is your work order number, usually with customer signature that will need to be attached under [\(5\) Documents](#) tab.

Service Performed Work Order

11. **Signature Obtained*** - Change to “Yes” as this is required to process claim.
 12. **Customer Email** is not required.

Customer signature must be obtained and Set to Yes to Process Claim
Signature Obtained *
No ▼
Customer Email

Now scroll to the top and start on the 2nd column of the [\(1\) Details](#) tab

13. **Date Submitted** and **Install Date** will automatically fill in.
 14. **Date Service Call Received** adjust as necessary.
 15. **Date Repaired** input correct date.


Date Submitted		
Oct	29 - Thu	2015
Install Date		
Mar	07 - Mon	2011
Date Service Call Received		
Oct	29 - Thu	2015
Date Repaired		
MM	DD	YYYY

16. **Distributor Name** will automatically fill in according to **Distribution Center / Distributor / HCSR Vendor Number** above.


Distributor Name
HOSHIZAKI WESTERN D.C.


17. **Customer Name** – if this is incorrect delete name/address/phone/etc. as needed and add correct information.

- a. **CUSTOMER PHONE* NUMBER IS REQUIRED**

Customer Name
<input type="text"/>
Customer Contact
<input type="text"/>
Address 1
<input type="text"/>
Address 2
<input type="text"/>
Address 3
<input type="text"/>
City
<input type="text"/>
State
<input type="text" value="Search"/> 
Zip
<input type="text"/>
Phone
<input type="text"/>

18. **Remote Condenser Serial**- this only applies if you worked on the condenser.

- a. Click on the  button to open new window, scroll, click on the correct serial#

Remote Condenser Serial
<input type="text" value="Search"/> 

19. **Service Tech Name** – The tech who made the repair.
20. **Service Tech Email** – usually the email of person filing the claim, as **all emails will be sent here** if we have questions.
21. **Distributor Email**- this will default to the distributor you selected in #8.
22. **Problem** – this is the reason the customer called for service.
23. **Remedy** – what the tech found, what he/she repaired, and why.

Service Tech Name
Tony Bernard

Service Tech Email
tbernard@aol.com

Distributor Email
marlonsunlow1@earthlink.net

Problem *

Remedy *

You are now finished with the [\(1\) Details](#) tab.

(2) CLAIM LABOR / COSTS

Service Rep Claim Entry

(1) Details (2) Claim Labor/Costs (3) Claim Parts (4) Claim Comments (5) Documents (6) Finalize

1. Click **"Add Multiple Costs"**  at bottom right of screen

- a. A new window will popup, **Add Edit Labor / Costs**

Service Rep Claim Entry

(1) Details (2) Claim Labor/Costs (3) Claim Parts (4) Claim Comments (5) Documents (6) Finalize

No items

Add Multiple Costs

Add Edit Labor / Costs

Use the check above to add or change a labor/cost record or X to return to the prior form or discard the current edit. Blank cost(s) cannot be saved on the claim.

Cost Type
▼

Description

Rate

Hours / Quantity

Total
0.00

2. Cost Type – click the drop down arrow and pick the appropriate type.

Add Edit Labor /Costs ✓ ✕

Use the check above to add or change a labor/cost record or X to return to the prior form or discard the current edit. Blank cost(s) cannot be saved on the claim.

Cost Type ▼

Cost Type ▼

- Labor
- Recovery
- Miscellaneous
- R-404 Ref.
- R-134 Ref.
- Tax
- Parts Misc Cost

a. Labor

- If rate does not autofill, call and ask your local distributor the correct labor rate
- Enter number of hours for this job
- After each entry, click the ✓ to save the entry and open a new labor/cost window.

b. Recovery

- Autofills with approved amount

c. Miscellaneous

- Autofills with approved amount

d. R404/R134

- Autofills with approved amount

Add Edit Labor /Costs ✓ ✕

Use the check above to add or change a labor/cost record or X to return to the prior form or discard the current edit. Blank cost(s) cannot be saved on the claim.

Cost Type ▼

Labor

Description
Labor

Rate (fixed)
85.00

Hours / Quantity
1.000

Total (fixed)
85.00

Cost Type ▼

Recovery

Description
Recovery

Hours / Quantity (fixed)
1.000

Total (fixed)
15.00

Cost Type ▼

Miscellaneous

Description
Miscellaneous

Rate (fixed)
10.00

Hours / Quantity (fixed)
1.000

Total (fixed)
10.00

Cost Type ▼

R-404 Ref.

Description
Refrigerant

Rate (fixed)
12.50

Cost Type ▼

R-134 Ref.

Description
Refrigerant

Rate (fixed)
12.50

e. Tax


- i. If applicable, please add rate

Cost Type	Tax
Description	Sales Tax
Rate	0.00
Hours / Quantity	0.000
Total	0.00

f. Parts Misc Cost

- i. If Non-OEM drier cannot exceed cost of OEM drier


Cost Type	Parts Misc Cost
Description	Parts Misc Cost
Rate	0.00
Hours / Quantity	0.000
Total	0.00



- g. After each entry, click the  to save the entry and open a new labor/cost window.

Add Edit Labor /Costs





- h. Claims/Costs will be added to the claim page in the background.

- i. When you have entered all your costs press the  to stop the new box from popping up automatically. You will be able to see all your labor claims.

i. THERE CAN BE NO BLANK LABOR COSTS, CLICK ON THE CLAIM AND SELECT THE BUTTON TO EITHER  EDIT IT OR  DELETE IT.

Service Rep Claim Entry






(1) Details (2) Claim Labor/Costs (3) Claim Parts (4) Claim Comments (5) Documents (6) Finalize


Cost Type	Tax
Description	Sales Tax
Quantity	0.000
Rate	0.00
Total	0.00

Cost Type	Tax
Description	Sales Tax
Quantity	1.000
Rate	6.00
Total	6.00

Cost Type	Labor
Description	Labor
Quantity	1.000
Rate	85.00
Total	85.00


Add Multiple Costs

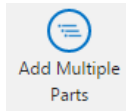

Edit Labor/Costs


Delete Labor/Costs

(3) CLAIM PARTS

Service Rep Claim Entry

(1) Details (2) Claim Labor/Costs (3) Claim Parts (4) Claim Comments (5) Documents (6) Finalize



1. Click **"Add Multiple Parts"** at bottom right of screen

- a. A new window will popup, **Add Edit Labor / Costs**



Add Edit Parts

Use the check above to add or change a part record or X to return to the prior form or discard the current edit. Blank part(s) cannot be saved on the claim.

Part Number

Replaced Part Description

Failed Item Description

Quantity

Tag Number

2. **Part Number** - Type in the part number and wait for it to populate automatically.

- a. **CLICK ON THE CORRECT PART, DO NOT HIT ENTER**

Add Edit Items

Parts Price List

Replaced Part Description

Failed Item Description

Quantity

Tag Number

Parts Price List

0000-0264 DIAPHRAM

0000-0629 HEX BOLT & SEAL 1

0000-0633 SOCKET HEAD SCREW (M10) 1

00168138 FOLLETT TOP KIT

011X014XL175 HOSE 175MM

011X014XL70 HOSE 70MM

012X016XL35 HOSE 35MM

012X016XL350 HOSE 350MM




012X016XL40 HOSE 40MM

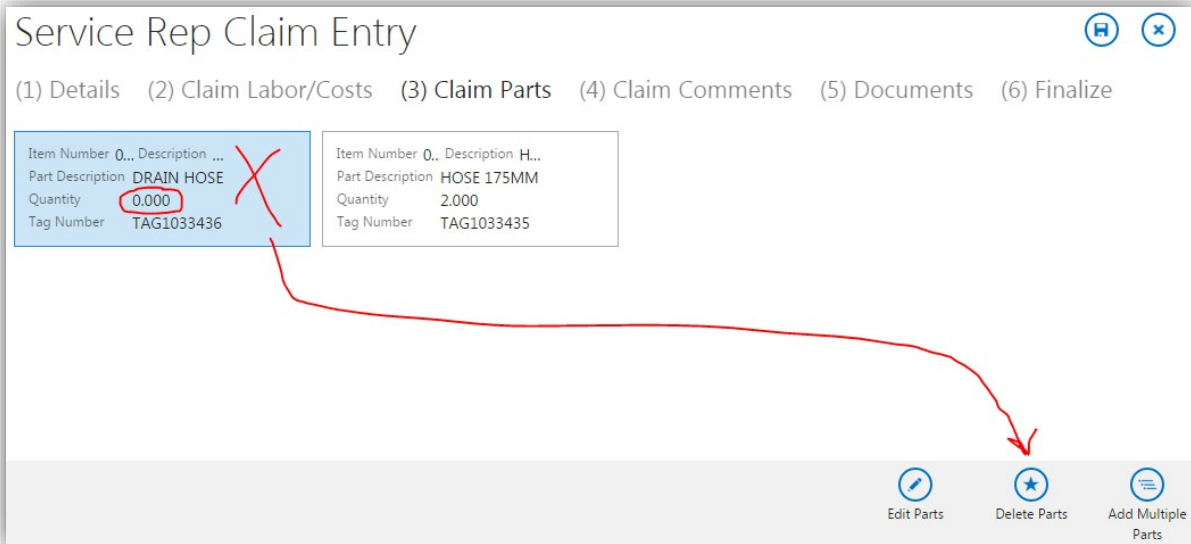
015X019X1500 DRAIN HOSE

- b. Change quantity as needed.
 - c. After each entry, click the to save the entry and open a new parts window.

Add Edit Parts



- d. Parts will be added to the claim page in the background.
- e. When you have entered all your parts press the  to stop the new box from popping up automatically. You will be able to see all your part claims.
 - i. THERE CAN BE NO BLANK PARTS, CLICK ON THE PART AND SELECT THE BUTTON TO EITHER  EDIT IT OR  DELETE IT.



Service Rep Claim Entry

(1) Details (2) Claim Labor/Costs (3) Claim Parts (4) Claim Comments (5) Documents (6) Finalize

Item Number 0...	Description ...
Part Description	DRAIN HOSE
Quantity	0.000
Tag Number	TAG1033436

Item Number 0... Description H...

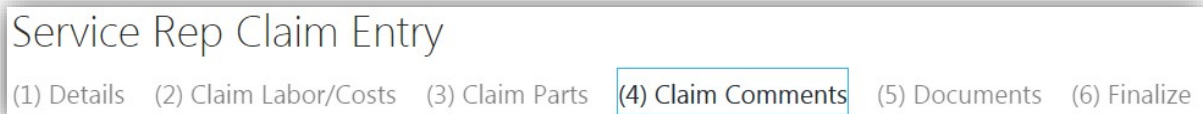
Part Description HOSE 175MM

Quantity 2.000

Tag Number TAG1033435

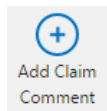
Edit Parts Delete Parts Add Multiple Parts

(4) CLAIM COMMENTS



Service Rep Claim Entry

(1) Details (2) Claim Labor/Costs (3) Claim Parts (4) Claim Comments (5) Documents (6) Finalize



1. Click **"Add Claim Comment"** at bottom right of screen.
2. Click the drop down arrow to pick the appropriate comment filed.
 - a. This is used for an explanation of a leak/extra labor/or general comment.

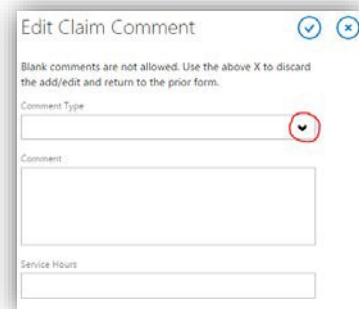


Service Rep Claim Entry

(1) Details (2) Claim Labor/Costs (3) Claim Parts (4) Claim Comments (5) Documents (6) Finalize

No items

Add Claim Comment



Edit Claim Comment

Blank comments are not allowed. Use the above X to discard the add/edit and return to the prior form.

Comment Type

Comment

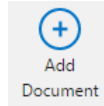
Service Hours

(5) DOCUMENTS TAB

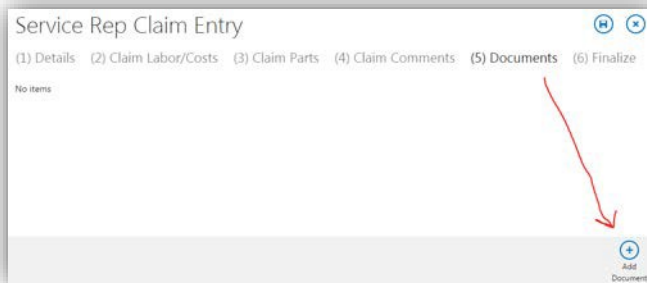
Service Rep Claim Entry

(1) Details (2) Claim Labor/Costs (3) Claim Parts (4) Claim Comments (5) Documents (6) Finalize

This is where you will add your work order with customer signature, freeze up reports, leak reports, etc.

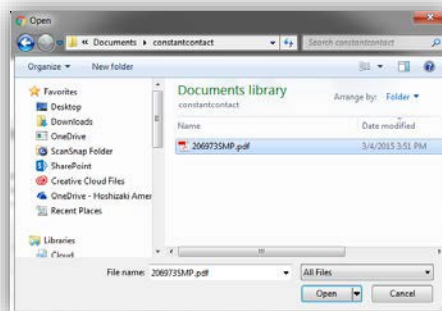





1. Click “Add Document” at bottom right of screen.

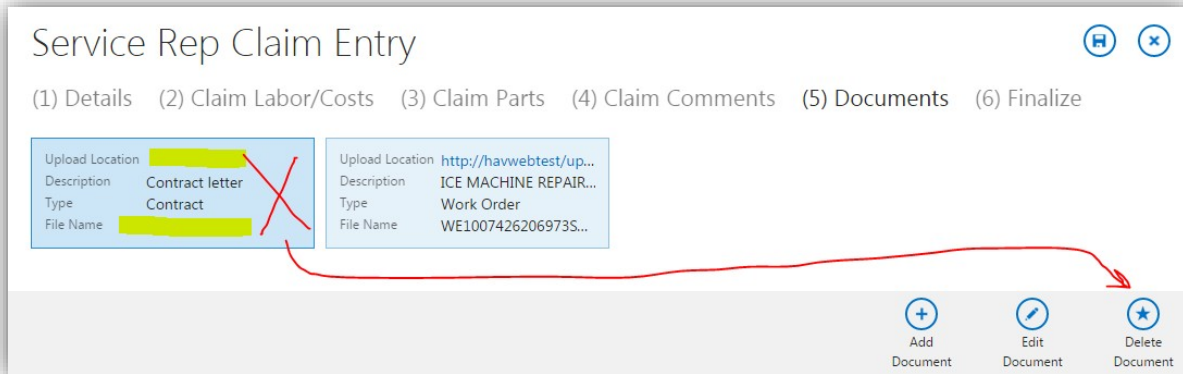


2. Scan your document (or take a clear picture) – save it to the computer you are working on to fill out the warranty claim.
3. **Document Type** - click the drop down arrow and pick the appropriate type.
 - a. Note: If you cannot scan your document, call your local distributor (or who you are filing the claim with) to see if you can fax and have them attach the claim.
 - i. You will need write the claim number on the fax header when sending documents for someone else to attach.

4. PLEASE CHECK TO MAKE SURE YOUR FILE(S) ARE ATTACHED CORRECTLY.






5. After each entry, click the  to save the entry.
6. Documents will be added to the documents page.
7. Click **"Add Document"** to add additional documents.
 - a. **THERE CAN BE NO BLANK ATTACHMENTS, CLICK ON THE DOCUMENT AND SELECT THE BUTTON TO EITHER  EDIT IT OR  DELETE IT.**




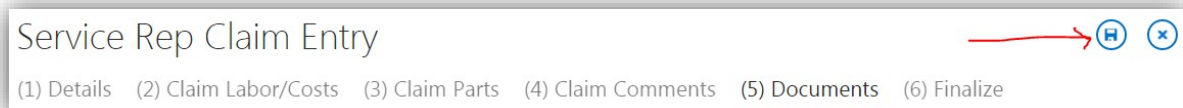
Service Rep Claim Entry

(1) Details (2) Claim Labor/Costs (3) Claim Parts (4) Claim Comments (5) Documents (6) Finalize

Upload Location	[Redacted]	Upload Location	http://havwebtest/up...
Description	Contract letter	Description	ICE MACHINE REPAIR...
Type	Contract	Type	Work Order
File Name	[Redacted]	File Name	WE1007426206973S...


 Add Document
  Edit Document
  Delete Document

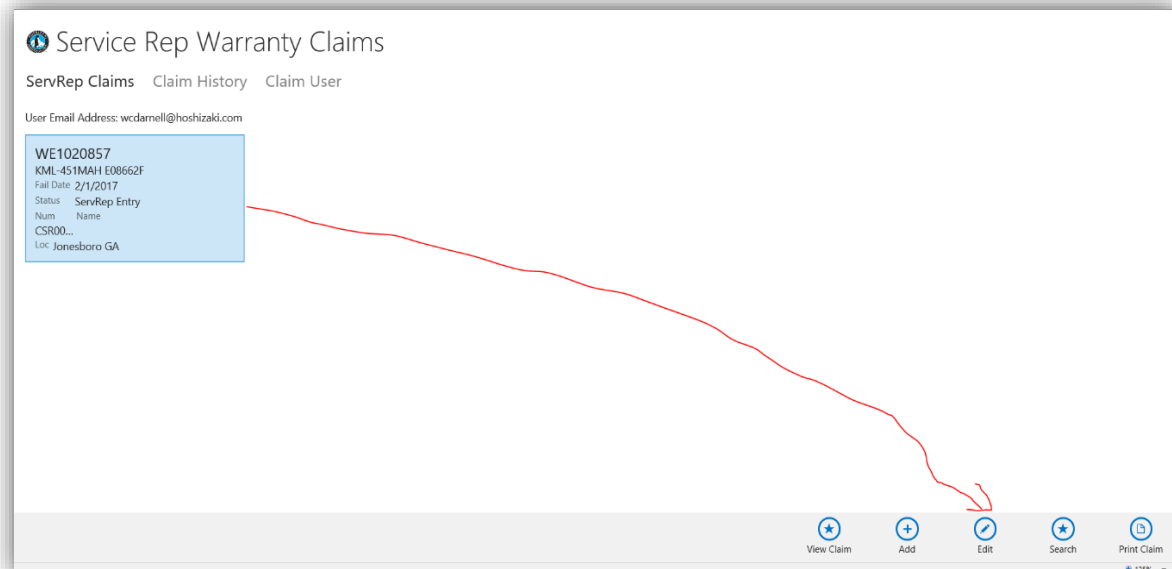
8. After you have finished all your edits, click the save button  in the upper right hand corner of the screen. This will take you back to the main screen.



Service Rep Claim Entry

(1) Details (2) Claim Labor/Costs (3) Claim Parts (4) Claim Comments (5) Documents (6) Finalize

9. Once you are at the main screen, you will need to click the light blue box once to select; you will need to click  edit button in bottom right corner.








Service Rep Warranty Claims

ServRep Claims Claim History Claim User

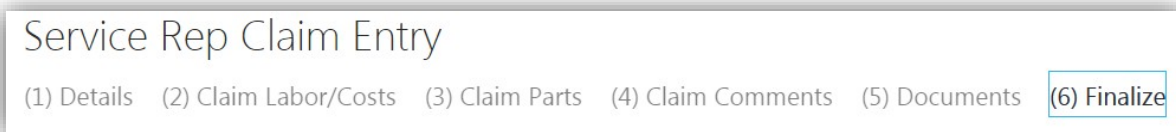
User Email Address: wcdarnell@hoshizaki.com

WE1020857
 KML-451MAH E08662F
 Fail Date: 2/1/2017
 Status: ServRep Entry
 Num: Name:
 CSR00...
 Loc: Jonesboro GA

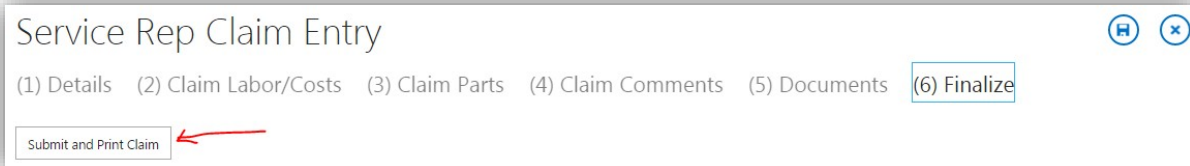
 View Claim
  Add
  Edit
  Search
  Print Claim

(6) FINALIZE TAB

1. Go back into the claim and on the “**Finalize Claim**” tab.



2. Click “**Submit and Print Claim**” button (just below the “**Details**” tab).



3. This will send the claim to your email (where you can print if needed) and it will email your local distributor.
4. At this point your claim will be processed.
5. Make sure the status for WE claims shows- Serv. Rep Complete, and for WF claims – Web Entry Complete.

CLAIM STATUS

When you are at the main screen, you can see your claim status as follows:

CSR entry: you are working on the claim and have not submitted.

CSR complete: you have submitted the claim.

Web entry complete: your local distributor has submitted for processing.

Aprve: final stage of processing.

Paid: paid claim

In review: something may be missing. You can look at the comments to see if tech support has added a note as to what is needed.



Getting an Error Code? Double check these computer settings: [Warranty Claim Troubleshooting Guide](#)

Problems or warranty questions can be emailed to warranty-help@hoshizaki.com
or call 1-800-233-1940 and ask for Warranty