**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.
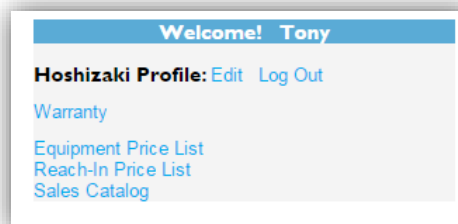
2. On the warranty page

    a. Click "**WARRANTY CLAIM FORM**"
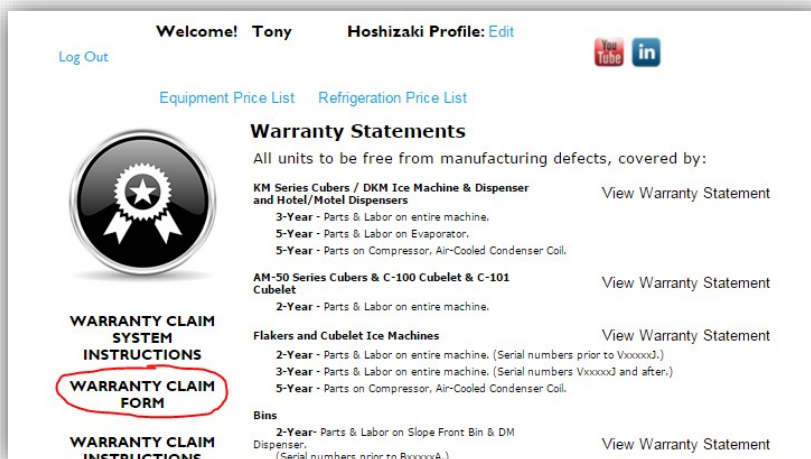
3. At the new page, Click the "**Add**" icon at the bottom right.

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 *

🔍 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 |

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.
   a. This is where you purchased the part.
   b. If it does not automatically fill in or is incorrect, click the ⊕ and find your local distributor. A new window will open.
      i. 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 <u>work order number</u>, usually with customer signature that will need to be attached under *(5) Documents* tab.

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

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.

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

Customer Contact

Address 1

Address 2

Address 3

City

State

Q Search ⊕

Zip

Phone

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

Q 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.

You are now finished with the *(1) Details* tab.

(2) CLAIM LABOR / COSTS

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

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

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

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

b. **Recovery**
   i. Autofills with approved amount

c. **Miscellaneous**
   i. Autofills with approved amount

d. **R404/R134**
   i. Autofills with approved amount

e. Tax
  i. If applicable, please add rate

f. Parts Misc Cost
  i. If Non-OEM drier cannot exceed cost of OEM drier

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

| 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

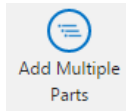| Cost Type | Labor |
Description	Labor
Quantity	1.000
Rate	85.00
Total	85.00
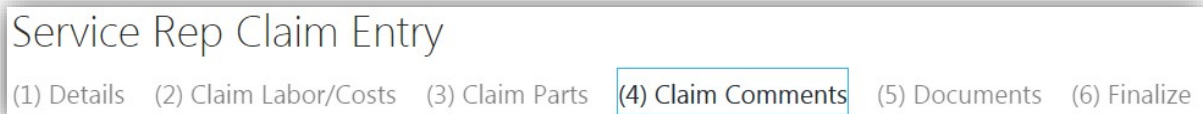
Add Multiple Costs   Edit Labor/Costs   Delete Labor/Costs

(3) CLAIM PARTS

Service Rep Claim Entry

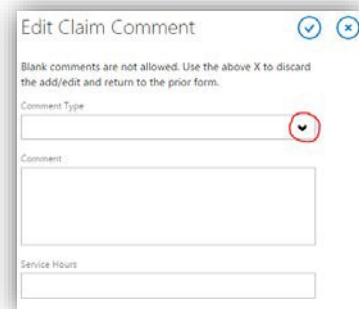(1) Details   (2) Claim Labor/Costs   (3) Claim Parts   (4) Claim Comments   (5) Documents   (6) Finalize

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

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

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

   b. Change quantity as needed.

   c. After each entry, click the ✓ to save the entry and open a new parts window.

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.
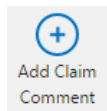
(4) CLAIM COMMENTS

1. Click "**Add Claim Comment**" [⊕ 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.

(5) DOCUMENTS TAB

This is where you will add your work order with customer signature, freeze up reports, leak reports, etc.
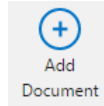
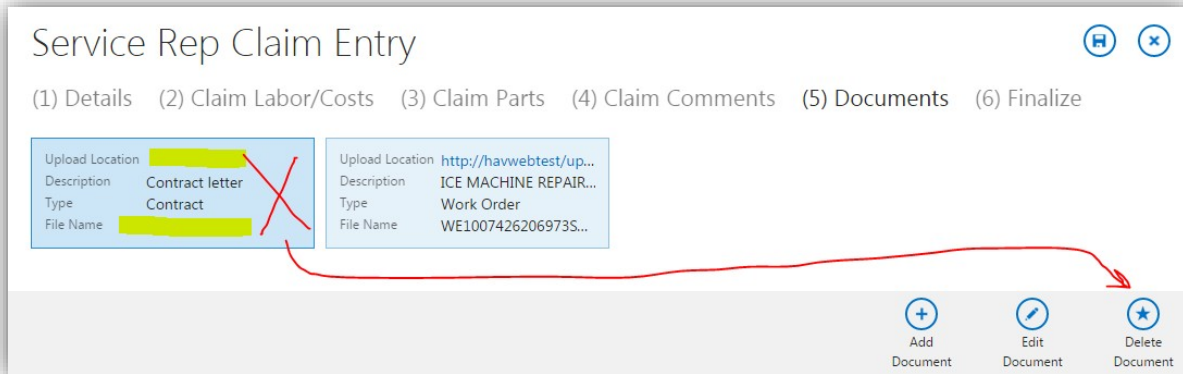1. Click "**Add Document**" at bottom right of screen.
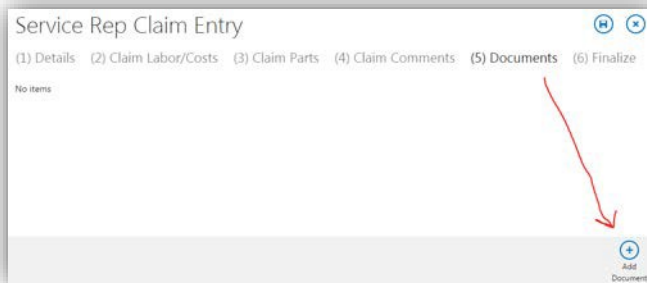
2. Scan your document (or take a clear picture) – save it to the computer you are working on to fill out the warranty claim.

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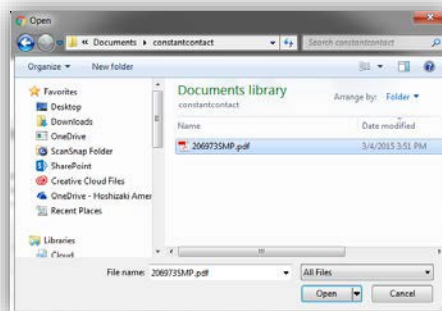
5. After each entry, click the ⊘ to save the entry.
6. Documents will be added to the documents page.
7. Click "**Add Document**" to add additional documents.
   a. THERE CAN BE NO BLANK ATTACHMENTS, CLICK ON THE DOCUMENT AND SELECT THE BUTTON TO EITHER ✎ EDIT IT OR ★ DELETE IT.
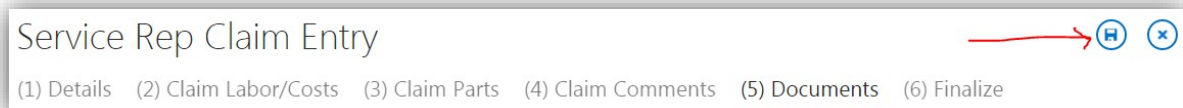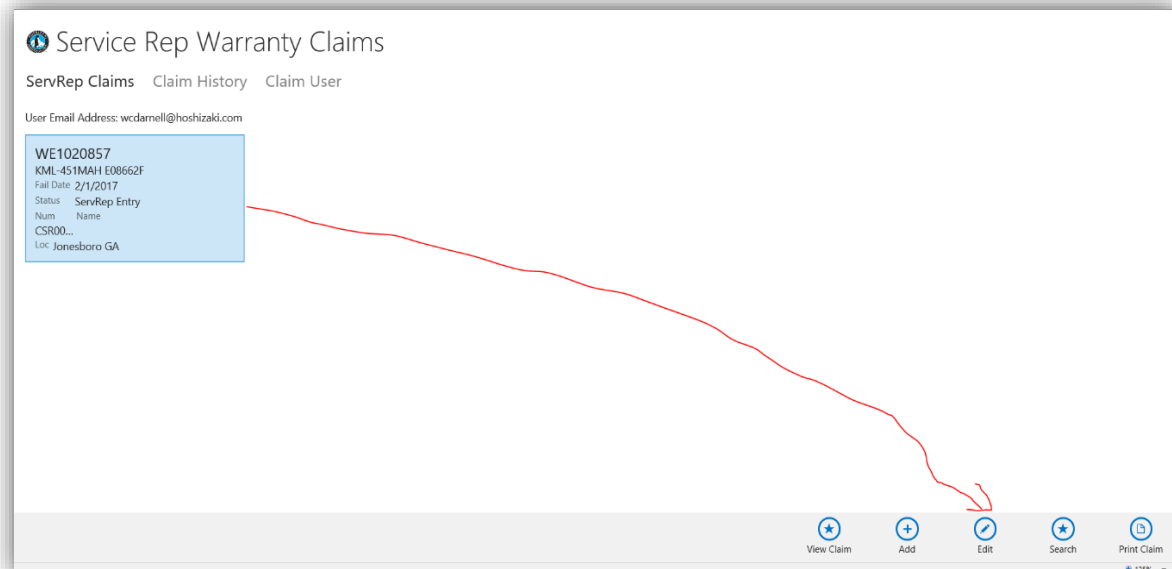

8. After you have finished all your edits, click the save button 🖫 in the upper right hand corner of the screen. This will take you back to the main screen.

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.

(6) FINALIZE TAB

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

Service Rep Claim Entry

(1) Details   (2) Claim Labor/Costs   (3) Claim Parts   (4) Claim Comments   (5) Documents   (6) Finalize
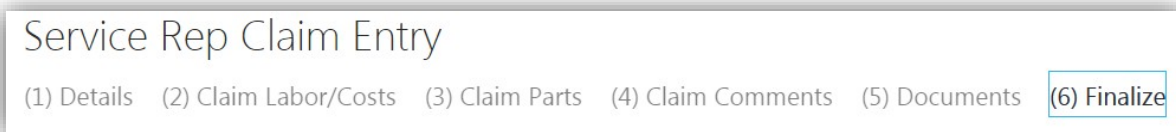
2. Click "**Submit and Print Claim**" button (just below the "**Details**" tab).

Service Rep Claim Entry

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

Submit and Print Claim
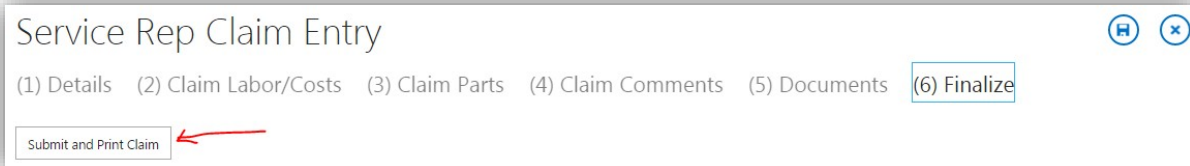
3. This will send the claim to your email (where you can print if needed) and it will email your local distributor.

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.

🛈 CSR Warranty Claims

CSR Claims   Claim History   Claim User

User Email Address: thelms@▬

WE1001382
KML-451MAH E08662F
Fail Date 9/10/2015
Status   CSR Complete

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**