



WARRANTY EXPRESS DEALER MANUAL

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Invitation to PartnerLink and Assigning Users Access to Warranty Express

PartnerLink Set Up

- HVAC will send an email invitation for you to become a member of PartnerLink**
It will be from: Warrantyadmin@goodmanmfg.com and it will say 'Warranty Invitation' in the subject line. (The invitation may go to your Junk Mail folder, so be sure to check here for it)
**NOTE: Before an Invitation to PartnerLink can be sent to you, an Asure Dealer Service Agreement needs to be completed and sent into HVAC so we can forward it to Amana/Goodman to set up your account in Warranty Express. The invite cannot be sent without the completion and submission of this document.
- The email will include a link for you to go to verify your PartnerLink account information, set up a password and confirm that you have done so.
- Your dealer log-on will be your email address.
- You will be asked to enter and confirm a password.
- You should then get an email confirming your account set up and a 'Thank You for Registering' message.

- You are now ready to access PartnerLink.
- Go to: <http://partner.goodmanmfg.com> (set as a favorite)
- You will now need to enter your user ID and password to log-in to PartnerLink.
- You will now see a 'Welcome Back, Angela' message and are now in the system.

Adding a New User

- Need to be a Super-User to set up new users
- Click on 'Account' on left-hand side, then Account Admin, Add User
- Fields in **Blue** are required
- Enter user First Name
- Enter user Last Name
- Enter a password for user
- Enter user's email address
- Customer Number & Customer Name will auto populate
- Also will show Created By: Whomever is entering or modifying the user ID
- Need to check Set Up Access box for:
 - Warranty – This box needs to be checked to give users access to Warranty Express
- Click on Set Up User Location Link
- Set up Warranty access. Click on permissions. Check all applicable boxes.
- Check Update, then Close.
- Goes back to User's main screen. Again, click Update, then Close.
- PartnerLink will send an email to the user with their user ID (which will be the user's email address) and password.

To access Warranty Express

- You can log into PartnerLink, click on 'Warranty', then 'Warranty Express' – or –
- You can log in directly from the URL address: <http://warranty.goodmanmfg.com>
- The log-in to Warranty Express and PartnerLink is your email address and password you set up (which HVAC has no access to).

Extended Service Agreements

Under Extended Warranty Tab:

- Purchase
- Search

Purchasing:

- Dealer details is a 'read only' field. If changes need to be made to the address or other information, you need to contact the warranty department at HVAC.

- Install Type – these selections are what drives the field descriptions that pop up. For example, if the install is Residential, it will ask for a ‘date of install’. If you choose New Construction, that field becomes ‘move in date’ instead of date of install.
- Internal Contract – put your PO number, job number, or other identifying number in this field. HVAC will use this number on the invoice to you for the contract purchase.
- Address validation is through the US Postal Service
- Enter equipment serial number – model number will populate
- Choose a plan type – Promo plans will be colored in red for ease in look-up
- NOTE: Depending on equipment type, all plans may not be shown. Ie; if the unit is a 13-seer unit and the current promo is for 14-seer and above, the promo plans should not show for the smaller unit.
- The next section is the Homeowner Information section. If you have already registered your equipment (which we encourage that you do), you type in the homeowner last name and, once you hit the TAB key, it will automatically populate the rest of the information.
- Effective 1/1/17, it is now required that when purchasing the contracts, you need to: Either attach a signed copy of the Homeowner Contract to Purchase Extended Labor Warranties, or you can choose the ESign option to have the contract electronically ‘signed’ by the homeowner. Instructions for the ESign option are listed separately on the HVAC Warranty Page under ‘Pre-Recorded Webinars & Training Materials’ section.
- After everything is entered, you can either ‘Save’ or ‘Purchase’ the contract.
- This will bring up the Contract Summary page.
- There will be a selection to Print the Contract and Print the Home Owner Certificate to forward to the homeowner.
NOTE: The heading on the Homeowner Certificate is determined by the outside unit on a system install. If on a single unit – as an air handler or furnace, it will be driven by the model number.

Searching:

- You can search in a variety of ways: by serial number, contract number, etc.
- Click on the contract to open, view or print the contract and/or homeowner certificates. You cannot make certain changes to the contract once purchased (as was the case on Service Bench). You will need to notify the contract administrator at HVAC to cancel.

NOTE: For an existing (already invoiced) contract – A/G can modify the homeowner information, edit the serial number, plans, models, install dates, almost anything – all on the original contract without the need to cancel the existing contract (as was the case in SB.) However, they cannot ADD a serial to an existing contract. They can remove a serial, but cannot ADD. If a unit is left off of a contract, a new contract will need to be entered for the unit that was left off of the initial contract.

If the contract is not yet in an ‘Invoiced’ status, HVAC can now cancel the contract so it can be re-entered. After a contract is in ‘Invoiced’ status, changes must be made by A/G.

Registration Verifications

Registrations can now be done through Warranty Express. Amana/Goodman has changed their registration sites, therefore the Amana, Goodman and now Warranty Express locations all point to the same registration site for entry.

- All look-up sites now point to the same data base which has updated core information.
- The homeowner last name is now needed – along with the unit serial number – to verify full warranty coverage.
- Serial number only will only show Standard Coverage with a note under ‘Registered Standard Coverage’ and ‘Extended Warranty Coverage’ that the ‘last name must be entered to verify coverage’.
- The entry of the last name will verify the information at the time the registration was entered, as Extended parts and Lifetime coverage is based on the ‘original home owner’ at the time of install. Sale of the home would take the warranty coverage back to the manufacturer 5-year parts coverage only.
- NOTE: Currently the last name must match exactly. Developers are working on the ‘intelligence’ on spellings to be more lenient in the case of slight mistakes at time of registration. This is not ready at this time.
- From Entitlement Search, you can ‘Start a Claim’ as you did in Service Bench. Starting your claim from this field will auto-populate certain fields on the claim form.

Claims Basics

Access: PartnerLink / Warranty / Warranty Express or URL directly to:
Warranty.goodmanmfg.com

Claims / New Claims

- Claims are divided up into 7 sections
- Entry is a real-time entry validation process
- Distributor Name and Location – choose from drop down list
- Warranty Claim Types:
 - Authorizations – Service Bulletins, SPA’s
(Exception: Serialized Coils under SPA’s – see note under Unit Exchange)
 - 12-Month Part
 - Warranty Claim – Standard and Extended labor
 - Unit Exchange – coils only NOTE: Unit exchanges on A/C units, Furnaces, Air Handlers, etc. must go through HVAC’s internal process.
Serialized coils falling under SPA’s (ie; B094, C189, etc.) – see Unit Exchange – Serialized Coils under a SPA section
- NOTE: Warranty types dictate what fields are required
- Enter Serial Number – model number will populate
- Reference Number – must be unique (could be dealer’s internal number or PO number)
- Additional Reference Number – Not required / optional
- Consumer / Homeowner Information

- Address Type – Residential – will ask for a first and last name / Business – will ask for the Business Name Only
- NOTE: If entering on a non-registered unit, you will need to enter all information. If unit is already registered, the information will auto-populate.
- Phone Number – is required
- *After hitting NEXT – USPS address information will pop-up for you to validate the address.
- NEXT
- Service Detail:
- Installation Date – should auto-populate. This could come from registration, purchase of an EWP or from a previous claim. If it does not auto-populate, date will need to be entered. NOTE: Once this field populates it is locked down and cannot be changed.
- Repair Date – Use calendar or enter using the keyboard
- Component Code from drop down box – will only show codes for the unit you are filing the claim against. (I.e; You will not see codes for a furnace if the unit is a HP or A/C unit, etc.)
- Cause Code – Similar to relevant Component Code selections.
- If the unit has an EWP – the plan number will populate.
- Reason for Failure and Service Performed are not required. However, HVAC encourages you to fill out as much information as possible that will help adjudicate the claim.
- If typing an incorrect failed part number, it will show in red that it is incorrect.
- Invoice Number – enter HVAC sales order number where you purchased your replacement part.
- Unit Price – this will be blank. NOTE: All parts – whether on a Standard or Extended claim – will now be paid to HVAC who will, in turn, issue credit to you in the form of a credit invoice.
- Compressors – YOU WILL NEED TO PROVIDE A SERIAL NUMBER!
- If there is an EWP you can request labor – or – it will tell you No Labor is Eligible.
- If labor is available, the system will calculate the number of labor hours paid based on the repair type times your labor rate plus refrigerant, if applicable, and will show you the total labor credit that will be paid directly to you from Amana/Goodman.

Buttons at Bottom of the Claim

- Finish Later – save and submit at a later time
- Attachments – such as compressor tags, etc. – You can attach while entering the claim (before submittal) or after the claim is submitted. For example, the claims analyst may ask for something before the claim is approved for processing. You would go into claims Search and pull up the claim. At the bottom of the claim, there will be an attachment tab.
- Cancel
- Expand all – will expand all 7 sections of the claim
- Submit

Claims Summary Screen

- View Work flow at the bottom of the screen up to payment information: Credit Memo number, Check number and dates.
- Top of summary screen:
 - Print
 - New Claim – to start a new claim
 - New Claim – same dealer
 - New Claim – same customer

Claims / Extended Warranty

Same as new claim, with the following exceptions:

- If the unit is registered, information will auto-populate on claim
- The system now validates extended warranty coverage as it applies to the original homeowner – 10-year parts and lifetime coverage for extended warranty coverage - vs standard coverage if the home has been sold.
- NOTE: A failed part number is always required in all instances except coil exchanges.
- If claim is for labor only, a part number is still required for the part closest to whatever it was you were able to repair.
- Request labor – yes.
- Shows dealer's hourly rate – vs – number of hours allowed for the particular repair.
- Refrigerant allowance will show, if warranted
- Parts mark-up still paid to you.
- Shows claim amount to be paid to you.

12-Month Part Warranty

Same as new claim, with the following exceptions:

- Install Date – Date failed part was installed into the unit (not necessarily the unit install date).
- Invoice number is required on a 12-month part claim.
- Labor cannot be claimed.
- Submit.

Unit Exchange / Coils w/labor only

NOTE: If you have parts, such as a TXV or drier, a Standard or Extended claim must be entered against the failed coil serial number – FIRST – before claiming the coil exchange.

Same as new claim, with the following exceptions:

- Enter failed coil serial number
- Enter replacement coil serial number
- Outdoor serial number field – optional, but NOTE: OD serial number is required on units that are 2006 or before, as the coil will carry the warranty of the unit.

- Reference Number – required – Suggest you use your PO or internal job number
- Homeowner Information
- Service Detail
- Install Date
- Requested Labor – can now request labor on the same claim as the coil exchange.

Unit Exchange / Serialized Coils under a SPA

Same as a new claim, with the following exceptions:

- Claim is entered the same as a Coil Unit Exchange, but, enter the SPA number in the Authorization field. If you enter the claim as an 'Authorization' claim, it will not go through.
- Click 'Yes' on Labor – the labor amount will automatically populate whatever amount is relevant to the SPA number.

Unit Exchange / based on compressor failure

- All unit exchanges (A/C unit, furnace, air handler, etc.) – with the exception of coils – MUST go through HVAC's internal process – which can be found on HVAC's Warranty Website @ www.hvacdist.com/warranty.
- If a claim is filed by you (the dealer) the claim will be rejected and you will be contacted by HVAC Warranty to follow the proper procedure for the unit exchange.
- NOTE: Labor will now be automatically paid upon HVAC submittal of the claim. There will be no need to file a separate claim for labor on a Unit Exchange.

Authorization Claims

This claim type is for Service Bulletins or SPA's
Same as new claim, with the following exceptions:

- Only for parts and (sometimes) labor
- Enter serial number
- Reference Number – required
- Homeowner Information
- Repair Date
- Enter Authorization number – based on number, you may be required to enter additional information such as: part number, reason for repair, etc.
- Request Labor – may ask you for a total dollar amount to be entered – or – based on the code, it may auto-populate the labor amount.
- Submit.
- Authorization process will check to make sure the claim meets the parameters of the bulletin
- If information does not match, you will get error messages.

How to Search for Claims

- Claims, Search
- Can drag columns in the order of your preference
- Quick Search buttons
- Can sort by dragging a column up to the Location Bar
- Search by date range
- Clicking on claim will bring up the Claim Summary page.