

2 Ways to Login

LOGIN PAGE (WARRANTY.GOODMANMFG.COM)



Welcome to the new Partner Link

**DESIGNED TO GROW YOUR BUSINESS
CUSTOMIZED FOR YOU**

Our new partner website delivers personalized business-building tools, industry insights and product news specific to your business.

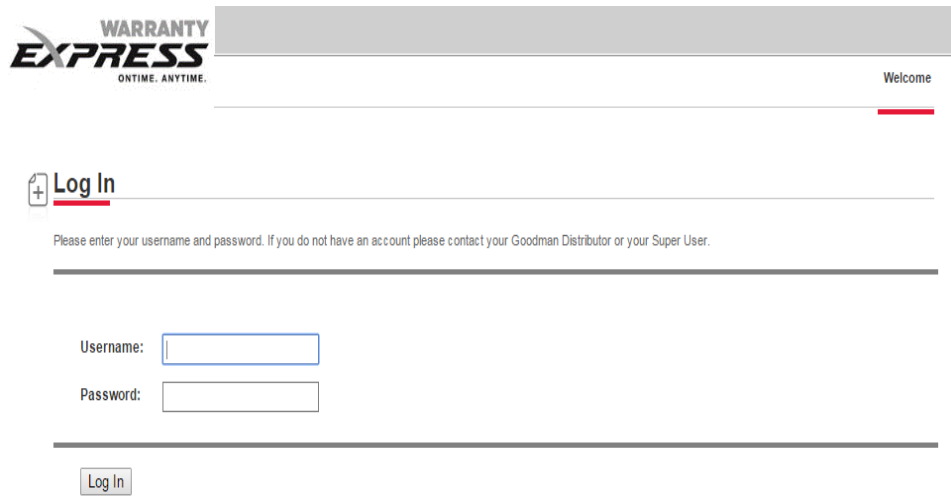
LOGIN HERE 

USER NAME

PASSWORD

[Forgot your password?](#)
You need to be a partner to utilize this site. Contact your distributor.

GO



WARRANTY EXPRESS
ONTIME. ANYTIME.

Welcome

Log In

Please enter your username and password. If you do not have an account please contact your Goodman Distributor or your Super User.

Username:

Password:

Log In

Or
Auto login from PartnerLink

TIPS ON NAVIGATING THE SYSTEM

The Tab Key will advance cursor from left to right – down the page; the mouse may also be used

Install Date * 7/29/2013
Repair Date * 9/6/2013
Component Code * --Please select--
Cause Code * --Please select--

After Searching – Select with arrow key or mouse

Distributor Name: Goodman Global
Distributor Location:
GDI-CAPITAL HEIGHTS
GDI-ELKRIDGE
GDI-N.E. BALTIMORE
GDI-MANASSAS
GDI-CAPITAL HEIGHTS
GDI-DOWNTOWN
GDI-WESTVILLE
GDI-AlLENTOWN
NEXT

Fields with Asterisk (*) are required

Last Name * doe
First Name *
Street Address *
Zip Code *

Click Next After Completing Each Section

Reference Number * 0905t7
Additional Ref. Number
NEXT

HOME/DASHBOARD PAGE

Navigation Pane provides access to all Warranty Express Functions

WARRANTY EXPRESS
ONTIME. ANYTIME.

CLAIMS ▾ EXTENDED WARRANTY ▾ ENTITLEMENT REPORTS TRAINING/FAQ HOME LOGOUT

Welcome: Test 1 Last 1

Welcome Sample Distributor!

Claims by status

| | | |
|------------|---|--------|
| Approved | 5 | 33.33% |
| DistReview | 6 | 40.00% |
| MfgReview | 4 | 26.67% |

Claims Summary of Last 30 days

- You have (6) claims in Distributor review.
- You have (4) claims in Manufacture review.
- You have (5) claims approved.
- You have (0) claims rejected.

Hide this information ▲

Important Documents

Parts Return:

Pie charts give at-a-glance view of claims

Search by quick links to claims in the last 30 days

SELECT FUNCTION

To begin new warranty Claim, select Claims/New

ONTIME. ANYTIME. Welcome: Test 1 Last 1

- New
- Search
- Review
- Service History

Welcome Sample

Claims by status

| | | |
|------------|---|--------|
| Approved | 5 | 33.33% |
| DistReview | 6 | 40.00% |
| MfgReview | 4 | 26.67% |

Hide this information ▲

Claims Summary of Last 30 days

You have (6) claims in Distributor review.

You have (4) claims in Manufacture review.

You have (5) claims approved.

You have (0) claims rejected.

Hide this information ▲

Important Documents

Parts Return:

Parts Returned List 6/17/15

+ New Claim

Distributor Information

Distributor Name

Sample Distributor ▾

Distributor Location

- ▾ Please Select ▾
- Durham NC-1
 - RICHMOND,-2
 - CHARLOTTE-North-3
 - GREENVILLE-4
 - Raleigh NC-5
 - GREENSBORO-6
 - NORFOLK-7

NEXT

Show Info Hide Info

+ Dealer Information

Claims Summary of Last 30 days

You have (0) claims in Distributor review.

You have (0) claims in Manufacture review.

You have (0) claims in ThirdParty review.


You have (0) claims in Audit review.


You have (3) claims approved.

You have (2) claims rejected.


**Search for Location by
Name or Select from
Drop Down List**

DEALER SEARCH

 **Distributor Information** Show Info

 **Dealer Information**

Select Dealer Dealer Location



Dealer Details Dealer Maintenance

Partner Link

Search for Dealer by Name or
Account # - **select from filtered list**

CLAIM INFORMATION

Select Warranty Type

Show Info

Claim Information

Warranty Type *

Serial Number

Reference Number*

Additional Ref. Number

NEXT

Show Info

Consumer Information

Show Info

Dashboard

- CLAIMS IN DISTRIBUTOR REVIEW
- CLAIMS IN MFG REVIEW
- SERVICE AGREEMENT SAVED
- SERVICE AGREEMENTS IN DISTRIBUTOR REVIEW
- SAVED CLAIMS

CLAIM INFORMATION

Required Fields (*):

Warranty Type;
Serial #

Select Model #

Claim Information

Warranty Type *

Serial Number

Model #

Description

- 2MXS18GVJU
- 3MXS24JVJU
- CTXS07JVJU
- CTXS07LVJU
- CTXS09DVJU
- CTXS09GVJU
- CTXS09HVJU

Reference Number*

Additional Ref. Number

NEXT

Claim Information

Warranty Type *

Serial Number

Model #

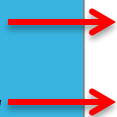
Description

Reference Number*


Additional Ref. Number

NEXT

Verify Model Description
Enter unique reference #




CLAIM INFORMATION – UNIT EXCHANGE

 **Claim Information**

| | |
|--------------------------|---------------|
| Warranty Type * | Unit Exchange |
| Serial Number | 0807586290 |
| Model Number | ASZ160481 |
| Description | 16SEER HP, 4T |
| Replacement Serial * | 1310005968 |
| Replacement Model Number | ASZ160481 |
| Description | 16SEER HP, 4T |
| Reference Number* | 0920TEST1 |
| Additional Ref. Number | TEST1 |

NEXT


 **Dashboard**

- CLAIMS IN DISTRIBUTOR REVIEW
- CLAIMS IN MFG REVIEW
- SERVICE AGREEMENT SAVED
- SERVICE AGREEMENTS IN DISTRIBUTOR REVIEW
- SAVED CLAIMS




Replacement Serial # Required

CLAIM INFORMATION – AUTHORIZATION

 **Service Detail**

| | |
|--|--|
| Install Date * <input type="text" value="11/14/2008"/> | Repair Date * <input type="text" value="9/15/2014"/> |
| Component Code * <input type="text" value="CP - Compressor"/> | Cause Code * <input type="text" value="BS - Burnt/Shorted"/> |
| Authorization Number <input type="text"/> ! Authorization# is required | Service Agreement Number <input type="text" value="No Contracts Found"/> |
| Reason for Failure <input type="text"/> ! Reason for failure is required | Service Performed <input type="text"/> ! Service performed is required |

 **Dashboard**

CLAIMS IN DISTRIBUTOR REVIEW

CLAIMS IN MFG REVIEW

SERVICE AGREEMENT SAVED

SERVICE AGREEMENTS IN DISTRIBUTOR REVIEW

SAVED CLAIMS

Please note Required fields

CLAIM INFORMATION - 12 MONTH PART WARRANTY

Part Detail

| Qty | Failed Part# | Replaced Part# | Invoice# | Unit Price | |
|-----|------------------------|------------------------|-----------------------------------|------------|--------------------------------------|
| 1 | 0131M00012P | 0131M00012P | <input type="text"/> | \$44.70 | <input type="button" value="+ ADD"/> |
| | MOTOR, 1/6HP, 1SP, 8PL | MOTOR, 1/6HP, 1SP, 8PL | <u>Error: Invoice is Required</u> | | |

Total Part Amount

Dashboard

- CLAIMS IN DISTRIBUTOR REVIEW
- CLAIMS IN MFG REVIEW
- SERVICE AGREEMENT SAVED
- SERVICE AGREEMENTS IN DISTRIBUTOR REVIEW
- SAVED CLAIMS



Please note Required fields

12 MONTH PART WARRANTY

Part Detail

| Qty | Failed Part# | Replaced Part# | Invoice# | Unit Price | |
|-------------------|---------------------------------------|---------------------------------------|-----------------------------------|------------|--------------|
| 1 | 0131M00012P MOTOR, 1/6HP, 1SP, 8PL | 0131M00012P MOTOR, 1/6HP, 1SP, 8PL | | \$44.70 | + ADD |
| | | | Error: Invoice is Required | | |
| Total Part Amount | | | | | |
| | | | | | \$44.70 |

NEXT

UNIT EXCHANGE

Claim Information

Warranty Type *

Serial Number

Model Number

Description

Replacement Serial *

Replacement Model Number

Description

Reference Number*

Additional Ref. Number

NEXT

AUTHORIZATION

Service Detail

Install Date *

Repair Date *

Component Code *

Cause Code *

Authorization Number

Authorization is required

Service Agreement Number

Reason for Failure

Reason for failure is required

Service Performed

Service performed is required

Service Detail

Install Date *

Repair Date *

Component Code *

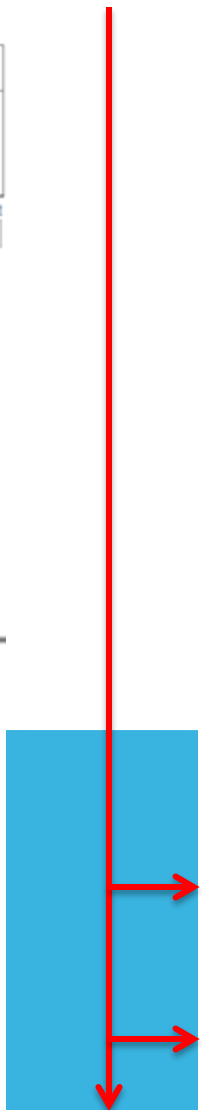
Cause Code *

Authorization Number


Service Agreement Number

Reason for Failure

Service Performed



HOMEOWNER INFORMATION

 **Consumer Information**

Address Type:

Last Name * First Name *

Street Address * Zip Code *

State * City *

Email Phone Number *

[Edit HomeOwner](#)

NEXT

Enter Last Name to auto populate registered information...

HOMEOWNER INFORMATION

Show Info

Consumer Information

Address Type:

Last Name *

First Name *

Street Address *

Zip Code *

State *

City *

Email

Phone Number *

NEXT

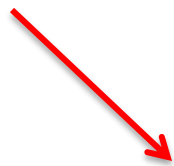
Dashboard

- CLAIMS IN DISTRIBUTOR REVIEW
- CLAIMS IN MFG REVIEW
- SERVICE AGREEMENT SAVED
- SERVICE AGREEMENTS IN DISTRIBUTOR REVIEW
- SAVED CLAIMS

.....Or Enter all fields with Asterisk

SERVICE DETAIL

Enter dates with dashes or slashes or...



Customer: JACKSON DOE - Jersey Village, TX

Show Info

Service Detail

Install Date *
6/6/2012

Component Code *
--Please select--

Service Agreement Number
No Contracts found

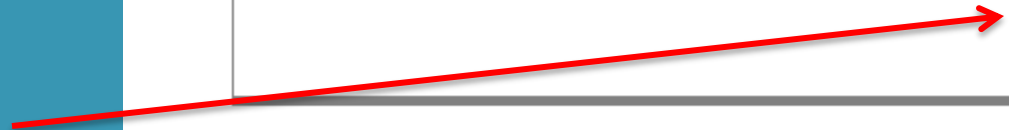
Reason for Failure

Repair Date *

Calendar for August, 2013. The date 29 is highlighted with a red box. Buttons for 'Today' and 'Clear' are visible at the bottom of the calendar.

NEXT

...Enter dates with the calendar controls



Show Info

SERVICE DETAIL (COMPLETE)

Customer: JACKSON DOE - Jersey Village, TX

Show Info

Service Detail

Install Date *
6/6/2012

Repair Date *
8/13/2013

Component Code *
EM - Evaporator Motor

Cause Code *
BS - Burnt/Shorted

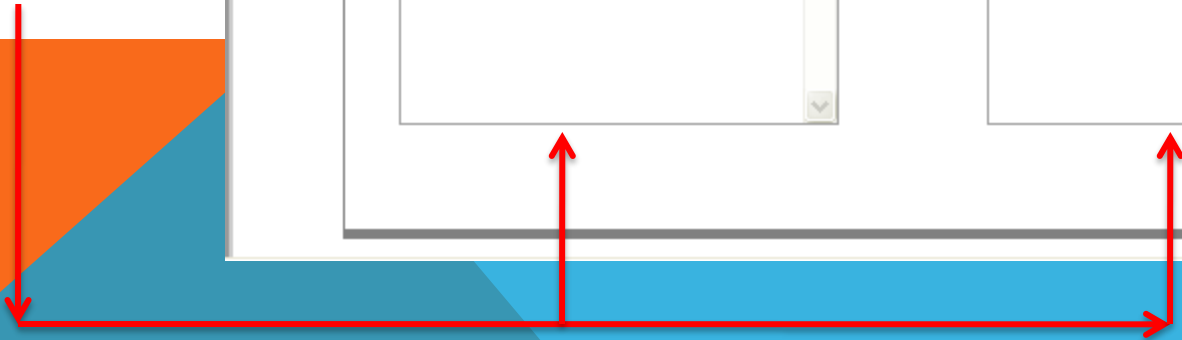
Service Agreement Number
No Contracts Found

Reason for Failure
Wont Heat

Service Performed
Replaced Board

NEXT

“Reason for failure” and “Service Performed” are recommended



PART DETAIL

“Causal Part “(failed part)

“Replaced Part

Daikin reimbursement to Distributor

Part Detail Show Info

| Qty | Failed Part# | Replaced Part# | Invoice# | Unit Price | |
|-----|------------------------|------------------------|----------|------------|--------------|
| 1 | PCBDM130 | PCBDM130 | | \$16.25 | |
| | PCB, DEFROST CONTROL | PCB, DEFROST CONTROL | | | |
| 1 | 11091203 | 11091203 | | \$56.70 | + ADD |
| | MOTOR, 1/3HP, 3SP, 6PL | MOTOR, 1/3HP, 3SP, 6PL | | | |

Total Part Amount: \$72.95

NEXT

Show Info

Delete Part Line

Add additional Part Lines

Total Reimbursement to Distributor

ADDITIONAL INFORMATION

Click to Request Labor



Additional Information ⓘ

Requested Labor Yes No

Part Mark Up

Other Information Yes No

Dealer Amount:

Distributor Amount:

Total Claim

NOTES

Amt. Paid to Dealer from Daikin



Amt. applied to Distributor Credit Memo



BEFORE CLAIM SUBMITTAL YOU MAY...

Dealer Amount:
\$0.00

Distributor Amount:
\$72.95

Total Claim
\$72.95

NOTES


NEXT

Add an attachment

Cancel Claim and Delete Claim

Save Claim and Finish Later

Show Info
Expand all sections for easier review



CLAIM SUMMARY

- Print Report
- Print
- New Claim
- New-Same Customer
- Service History
- New-Same Dealer

| | | | | | | | |
|--------|----------------------|---------|------------|------------|------------|--------------|-------------------------------|
| Claim | GMT0601943 10/3/2018 | Ref# | AT10304 | Add'l Ref | N/A | Status | PendingPay 10/03/2018 3:32 PM |
| Type | Warranty Claim | SN: | 1505140063 | Model | DSZC180601 | Submit Date | 10/03/2018 2:42 PM |
| Auth # | | New SN# | N/A | New Model# | N/A | Submitted By | iSeries |

| | | | |
|---------------------|------------|---------------|------------|
| Install Date: | 06/01/2015 | Repair Date: | 09/27/2018 |
| Component Code: | CC | Cause Code: | BD |
| Reason for Failure: | N/A | Service Perf: | N/A |

Dealer Info

CLEAN AIR HEATING AND COOLING
Account: 126373
233 MADALYN CT
AUBURNDALE , FL
33823

| Qty | Failed Part# | Failed SN | Repl'd Part# | Repl'd SN | Invoice# | Unit Price |
|-----|--------------|-----------|--------------|-----------|----------|------------|
| 1 | 0131M00401SP | | 0131M00401SP | | | \$196.49 |
| 1 | PCBHR104S | | PCBHR104S | | | \$121.02 |

| | |
|------------|----------|
| Amount: | \$317.51 |
| Parts Tax: | \$0.00 |

Distributor Info

GDI - Cape Girardeau
Account: 17445001
324

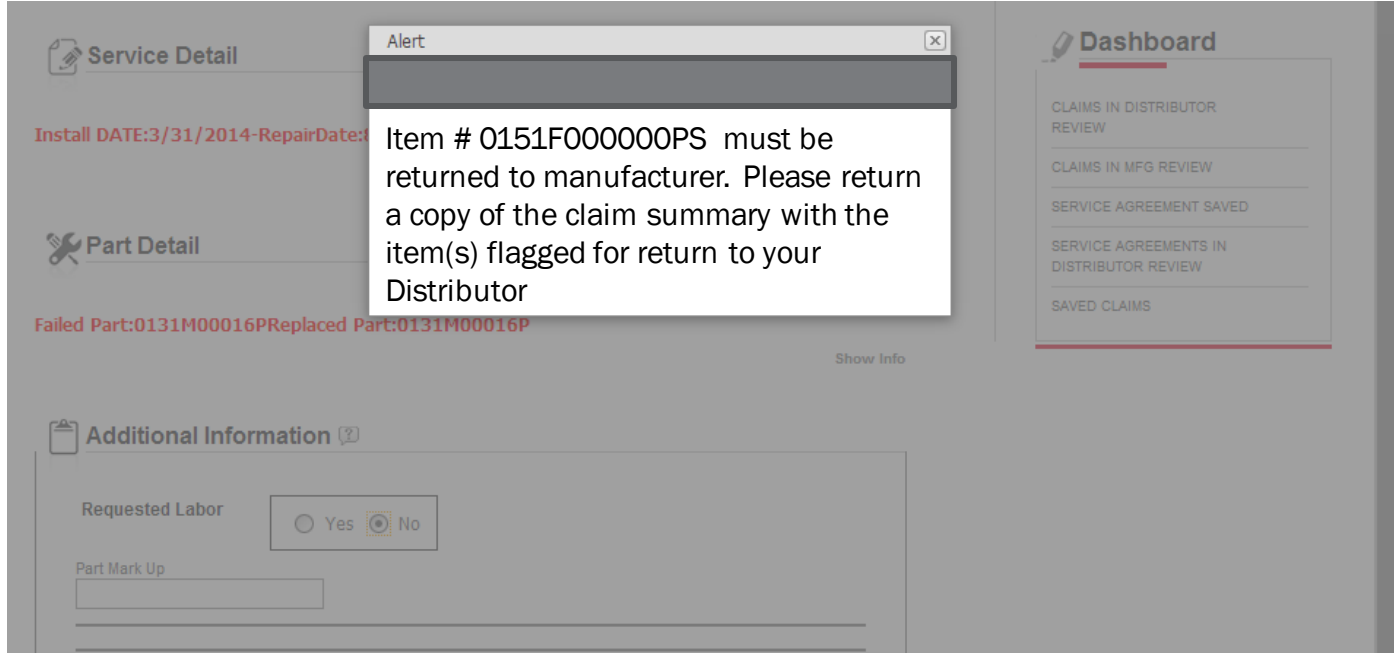
HomeOwner Info

MATT ALAN2
19001 KERMIER RD
WALLER, TX 77484

PARTS RETURN PROCESS

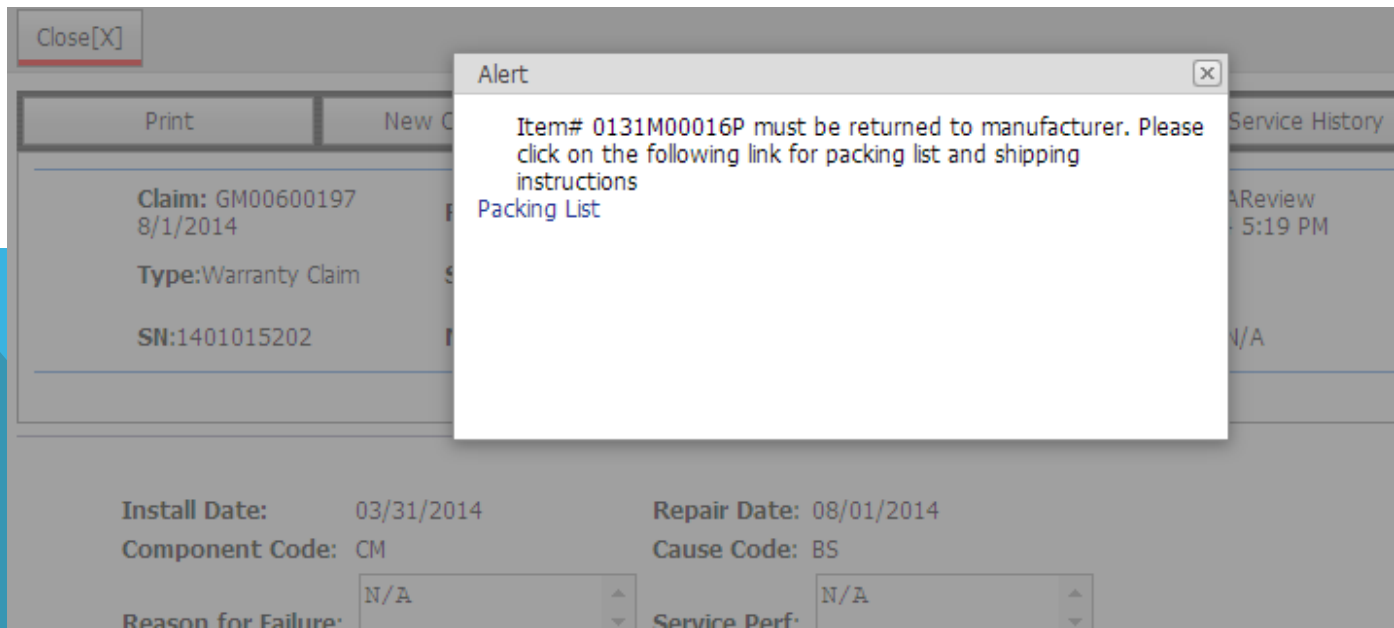
2 Alert Messages appear when Parts are designated for return to mfg. 1 after Parts are entered and after claim submittal

1



The 2nd message will detail the parts designated for return: The Packing List can be printed from the Claim Summary


2




MESSAGE 1

Alert

Item# 0151F00000PS must be returned to Distributor



 Service Detail

Install DATE:10/02/2014-RepairDate

 Part Detail

Failed Part:0151F00000PS Replaced Part:0151F00000PS

Show Info


 Additional Information 

Requested Labor Yes No

Part Mark Up

Dealer Amount:

Total Claim

 Dashboard

CLAIMS IN DISTRIBUTOR REVIEW

CLAIMS IN MFG REVIEW

SERVICE AGREEMENT SAVED

SERVICE AGREEMENTS IN DISTRIBUTOR REVIEW

SAVED CLAIMS

MESSAGE 2

Close[X]

Alert X

Item# 0151F00000PS must be returned to manufacturer. Please return item(s) to your distributor

| | |
|---------------------------------|--------------|
| Print | New Claim |
| Claim: GM00000676 12/22/2014 | Ref#:1223 |
| Type:Warranty Claim | Submitted By |
| SN:1405052793 | Model: SSZ14 |

New Model:
N/A

Install Date: 10/02/2014 **Repair Date:** 12/22/2014
Component Code: CN **Cause Code:** BS
Reason for Failure: **Service Perf:**

Dealer Information:
 ARS HD - ARS OF
 MANASSAS 107019
 9070 EUCLID AVE
 MANASSAS, VA 20110-5397
 7033617070

Distributor Information:
 GDI-DOWNTOWN
Acct#:

HomeOwner Information:
 matt cantillon
 7401 security way
 Jersey Village, TX 77040
 (713) 999-9999

| Qty | Failed Part# | Failed SN | Repl'd Part# | Repl'd SN | Invoice# | Unit Price |
|-----|--------------|-----------|--------------|-----------|----------|------------|
| 1 | 0151F00000PS | | 0151F00000PS | | | |

Total Parts Amount:
Parts Tax:

Requested Labor

HAC RATE Hours Total Labor Labor Tax Refrig/Recov Part Markup

