

## **How To File a Warranty Claim**

Log in to Service Bench, with the log in information provided by Koch Air

The following is for a **Typical Standard warranty** claim, this will guide you from start to finish:

- Rest your mouse on the word claims, then click on Entitlement/Check Warranty
- Enter **ONLY** the Serial number of the Unit the work is being done on.
- DO NOT ENTER A MODEL NUMBER, unless prompted to select one from a drop-down menu.
- If prompted enter the install date and application type to verify warranty coverage
- Verify warranty coverage at the bottom of your page.
- Click Start New Claim at the bottom of your screen.
- Select your Warranty type – majority of your claims will be filed as standard warranty (warranty type descriptions listed below)
- Enter an install date if the unit was not registered. If unknown, use the ship date that was located on entitlement.
- Click continue or proceed to the next section.
- If the unit was not registered, enter the customer's (**end user**) name, and address. Business (Commercial) uses top line, residential use second line.
- Select your application type: Owner occupied (home owned and lived in by the owner), Other Residential (rental living space) or Other Commercial (any common area/business)
- Select Yes or No for Original Equipment Owner (meaning YOUR customer had this unit installed)
- Click continue or proceed to the next section.
- Enter your Failed Date and Repair Date
- Click continue or proceed to the next section.
- On the parts line, click on Causal part for ONE part, which should be the part that caused the issue.
- Enter the following boxes: Failed Part Qty, Failed Part Number, Replaced Part Qty, Replaced Part Number, Replaced Part Invoice number.
- If you are replacing a Compressor, Smart Sensor or a Heat Kit, failed and replacement serial numbers are REQUIRED.
- Complete all lines needed for parts but remember only one check mark Causal part per claim.
- If you need additional lines for parts, when all 4 lines are full, you can click continue, then previous and that will add another line and take you back to the parts section. If you are filing for a commercial unit, you can click save and it will add an additional line when the other lines are filled up.
- Click continue or proceed to the next section.
- Enter your Diagnosis (why was the call made, what was wrong with the parts (being more specific than Bad or Failed), what was done to repair the unit.
- Enter a Defect Code from the drop-down box.
- Click continue (if applicable) 2 times.
- Click save at the bottom of the screen.
- Review and fix any errors.
- Once ready, click Submit, then click Ok to submit claim for warranty review.

If filing any other type of warranty claim, Service Parts, Bulletin, Unit Exchange, Pre-Authorization or Option Contract most of the information will be the same. Some variations will happen. Please give us a call 812-962-5221 for guidance or review links on Kochair.com

## **Warranty Types:**

**Standard Warranty:** Parts only warranties.

**Pre-authorization:** Unit out of normal warranty parameters. Technical Managers Approvals required.

**Service Parts:** UNIT OUT OF WARRANTY; replacement part purchased carries manufactures limited warranty. Typically, a 1 or 2 year part only coverage, depending on the part and application type.

**Optional Contract:** Customer purchased a parts and/or labor contract.

**Bulletin:** Work Instructions sent out by territory managers. Bulletin number required, other documents may need to be attached.

**Unit Exchange:** Change out of a piece of equipment (equipment has serial numbers that can be registered).