Check Warranty Claim Status

Check Warranty Claim Status allows customers and agency reps to view a list of all outstanding warranty claims, the credit memos for those warranty claims, and download an excel sheet with all the information on their current warranty claims.

1. There are two methods to navigate to the Check Warranty Claim Status reports:

   From the ADP Inside home screen click on the "Check Warranty Claim Status" box.
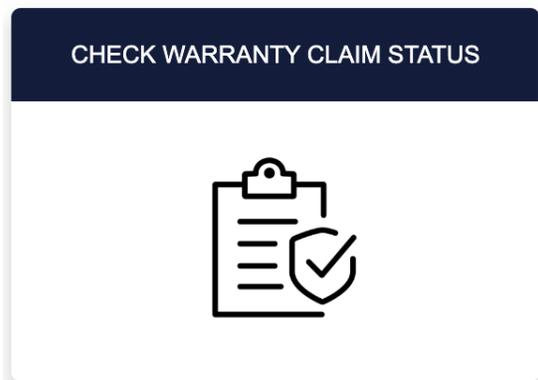
   Or click on the dropdown arrow on the navigation bar and select "Check Warranty Claim Status".
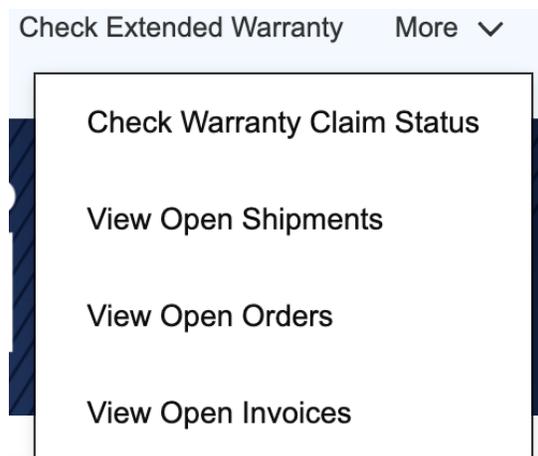
2. Select the customer's name from the Customer box. If the person logged in is the customer, then there will be only one option. If the person logged in is an agency representative, then there will be multiple options.

Enter Information To Check Warranty Claim Status

* Customer

CHARLESTON INC - 65153   ▲▼

3. Select one of the three parameters to search by: Warranty Tag Number, Serial Number of the Unit Failed, or From Date – To Date.

* Select What You Would Like To Search By

○ Warranty Tag Number
○ Serial Number Of The Unit Failed
○ From Date - To Date

4. A new box will be available after you make your Search By selection.

Input the Warranty Tag Number for the unit.

* Select What You Would Like To Search By

◉ Warranty Tag Number
○ Serial Number Of The Unit Failed
○ From Date - To Date

* Warranty Tag Number ⓘ

[   ]

Or the Serial Number of the Unit Failed.

* Select What You Would Like To Search By

○ Warranty Tag Number
◉ Serial Number Of The Unit Failed
○ From Date - To Date

* Serial Number Of The Unit Failed

[   ]

Or the status and the date range that you wish to search. The From Date must be less than the To Date.

* Status

○ Submitted
○ Denied
○ Approved
◉ All

* From Date ⓘ

Apr 26, 2022   📅

* To Date

Apr 26, 2023   📅

5. Click the "Search" button.

6. A new screen will appear with a list of all warranty claims that meet the search criteria.

		Claim Submission Date	Warranty Tag Number ⌄	Reference Number ⌄	Serial Number ⌄	Status ⌄
1	☐	May 10, 2022	WTA0148367	1152776	7118M33498	Processed & Completed
2	☐	May 10, 2022	WTA0148394	1153565	7121A28506	Processed & Completed
3	☐	May 16, 2022	WTA0148616	1154907	7121A27798	Processed & Completed
4	☐	May 16, 2022	WTA0148620	3137991	7118D33678	Processed & Completed
5	☐	May 16, 2022	WTA0148624	3135539	7119C41513	Processed & Completed
6	☐	May 23, 2022	WTA0149133	pettitt1	7120G23263	Processed & Completed
7	☐	May 23, 2022	WTA0149134	Pettitt Radenz	7117G69344	Processed & Completed
8	☐	May 24, 2022	WTB0149244	Warranty PAN	7121L23997	
9	☐	Jun 2, 2022	WTA0149892	1158902	7119C39128	Processed & Completed
10	☐	Jun 2, 2022	WTE0149909	CAPITOL-3T17N-4382	7112K14430	Processed & Completed
11	☐	Jun 2, 2022	WTA0149910	FREY-3T17N-0948	7118E54914	Processed & Completed
12	☐	Jun 2, 2022	WTE0149911	CAPITOL-3T17N-4216	7116H61451	Processed & Completed
13	☐	Jun 2, 2022	WTE0149912	CAPITOL-2T17N-3951	7114J03460	Processed & Completed
14	☐	Jun 2, 2022	WTE0149913	CAPITOL-2T14N-7672	7113F17739	Processed & Completed
15	☐	Jun 2, 2022	WTE0149914	CAPITOL-3T17N-8536	7113C39455	Processed & Completed

7. Click on the checkbox next to each warranty claim that you want to view.

		Claim Submission Date
1	✔	May 10, 2022
2	☐	May 10, 2022
3	✔	May 16, 2022
4	✔	May 16, 2022

8. Click the "Export Selected Report(s) to Excel" button to download an Excel file of the selected warranty claim statuses.

9. A CSV file will download on your device. The name will be Claim Status Report.

Claim Submission Date	Warranty Tag Number	Reference Number	Status	Failed Unit	Install Date	Failed Date	Reason For Failure
05/10/2022	WTA0148367	1152776	Processed & Completed	7118M33498	03/06/2019	05/06/2022	Coil- Leaks
05/16/2022	WTA0148616	1154907	Processed & Completed	7121A27798	06/29/2021	05/13/2022	Coil- Leaks
05/16/2022	WTA0148620	3137991	Processed & Completed	7118D33678	12/08/2021	05/10/2022	Coil- Leaks

10. Click on the "View Selected Claim(s) as PDF" to download the Credit Memos for the selected Warranty Claim Status reports.

View Selected Claim(s) as PDF

11. A PDF document named CreditMemo will download onto your device. Each selection will have its own page in the PDF.

Page 1/2

Advanced Distributor Products

Advanced Distribution Products
1995 Air Industrial Park Road
Grenada, MS 38902
Customer Service: 1-866-303-8639

Warranty Tag: WTA0148367
Customer Number: 65153
Memo Number: 608316992
Claim Submission Date: 05/10/2022

Credit Memo

LOCATION
CHARLESTON INC
2639 W 23RD DR
FREMONT, AL 68025-8067

DEALER
Patriot Heating
6443 Vista Dr
Shawnee, KS 66218

Failed Unit:
7118M33498

Install Date:
03/06/2019

Unit Fail Date:
05/06/2022

Reference Number:
1152776

Failure Type:
The Entire Unit

Reason For Failure:
Coil- Leaks

Quantity:
1

Replacement Unit:
7121L20940

Status:
Processed & Completed

$ Amount:
$210.19

Notes:
Original Delivery Date:2018-12-18 08:19:33.0 |

Filter the Warranty Claim Status Report

1. The report can be filtered by clicking on the filter icon.

2. A pop up will appear.

Use a filter to pare down your report results

* Column you would like to filter by

Claim Submission Date

* Select Criteria

Equals

* Value

--Select Date--

Apply Filter   Cancel

3. Select the arrows on the right to see the drop-down menu for Columns to filter by and
criteria. Make your filter
selections.

* Column you would like to filter by

✓ Claim Submission Date

Warranty Tag Number

Reference Number

Serial Number

* Select Criteria

✓ Equals

Greater Than

Less Than

4. Enter the value you want to filter by and select the "Apply Filter" button.

* Column you would like to filter by

Claim Submission Date

* Select Criteria

Equals

* Value

May 16, 2022

Apply Filter

5. Click the "Reset Filter" button to clear the filter.

Reset Filter

Error Messages

Incorrect information

1. If the Customer Name combined with the Warranty Tag Number or Serial Number of

the Unit Failed are not a match, then you will receive the error message below.

> **We were unable to find a Warranty Claim for the values you entered. Please verify the information and try again.**
>
> For questions about the warranty claim, please email warranty@adpnow.com

1. To resolve this error, ensure that the correct customer is selected from the

drop-down menu and the correct Warranty Tag Number or Serial Number of

the Unit Failed are entered.

2. If the date range is insufficient, you will receive the error message below.

> The From date cannot be greater than the To date, and the date range cannot be longer than a year.

1. To resolve this error, ensure that the dates are no more than 1 year apart and that the "To Date" is greater than the "From Date".

Incorrect Selection

On the report screen there are two options to view the individual reports in either Excel or PDF format.

3.   If no boxes are checked when the "Export Selected Report(s) to Excel" or "View Selected Claim(s) as PDF" button is clicked on, then you will receive the error below.

> ⊘ **Error**
> Please select a claim.   ✕

1. To resolve this error, select at least one report to view before clicking on either import button.