



*** HOSHIZAKI RECOMMENDS USING INTERNET EXPLORER 11 OR BETTER FOR BEST VIEWING ***

Getting an Error Code? Double check these computer settings: [Warranty Claim Troubleshooting Guide](#)

I. LOGGING INTO HOSHIZAKI AMERICA ONE PAGE EXTERNAL WARRANTY CLAIM SYSTEM

1. Go to <http://hoshizakiamerica.com/login/> and log into your Hoshizaki Membership, by clicking “Login” at top right of website.



Figure 1. Click “Login” from site <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.

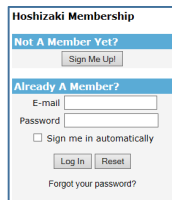


Figure 2. Click “Sign Me Up!” or Enter Email/Password and Click “Log In”

- ii. It will say WELCOME and your name, Click “Warranty” it will take you to the warranty page.

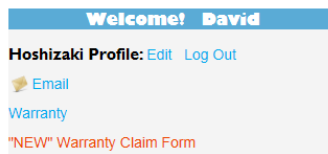


Figure 3. Example Profile Options: Click “NEW” Warranty Claim Form

- iii. You will now be on the Main Menu page of the External Warranty Web Claim System. You should also see the email address that will be used to enter, submit, and view claims.

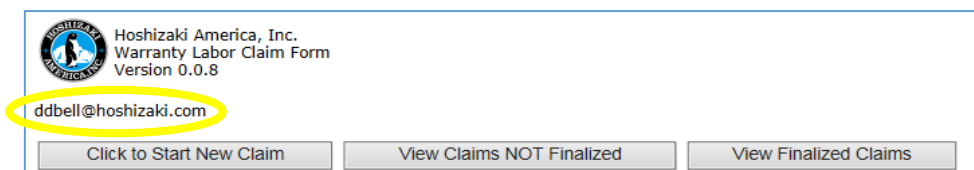


Figure 4. Main Menu Screen for External Warranty Web Claim System



II. ENTERING A NEW CLAIM

1. From the Main Menu, click the “Click to Start New Claim” button

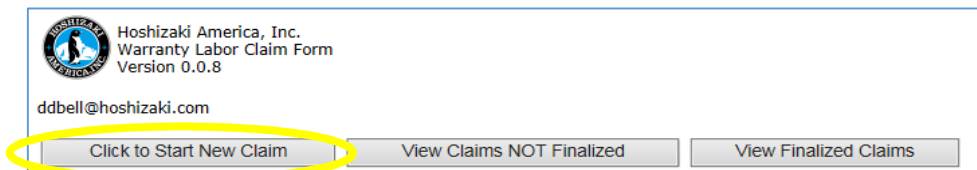


Figure 5. From the Main Menu, click the “Click to Start New Claim” button

2. The complete form is shown on this page. Fields shown in red are required to submit a claim. A temporary claim number (Figure 6) is created to store the data while you enter it in. If the page closes for any reason, you will be able to restore your session. This will be explained in **Section III. MODIFYING A CLAIM THAT HAS NOT BEEN FINALIZED.**



Help buttons will explain what data are required for certain fields

You will notice the page will refresh as data is saved to the database.

a. SECTION 1

* Denotes a field that is REQUIRED

Temp Claim #: ddbell_041018081439WE

A * Serial Number:

B * Model Number:

C * Date Failed:

Service Company: GLS000725
HOSHIZAKI SOUTH CENTRAL*

D * Distributor / DC Name:

Special Authorization Number:
(Required only when provided by Hoshizaki)

E

A valid “* Serial Number” (A) must **be entered first.**

Models with that Serial Number will be added to the “* Model Number” (B) drop down list. **This must be selected after Serial Number.** The Serial and Model are then locked.

Enter “* Date Failed:” (C) by entering date as MM/DD/YYYY or click the calendar to select the Date Failed.

Enter where parts are purchased from (D). **If you are entering a WF claim, this field will be filled in automatically. If you are entering a WE claim, you will need to enter a valid Distributor / DC Name. Once you start typing, suggestions will be displayed.**

If required, enter the “Special Authorization Number” (E) given by HA Warranty Department.



b. SECTION 2

Current Date:
4/13/2018

A Date Installed:

* Date Repaired:

B 4/13/2018

Remote Condenser Serial Number:

C

Remote Condenser Model Number:

D

E Work Order / Service Ticket Number:

F * Customer Signature Obtained:

*** A Customer signature must be obtained and attached to this claim or sent in before the claim can be approved.

Current date will display the most recent date you are editing the claim (A)

Enter “* Date Repaired:” (B) by entering date as MM/DD/YYYY or click the calendar to select the Date Repaired.

If required, enter Remote Condenser Serial Number (C). This Serial Number will be verified.

If required, after entering the Remote Condenser Serial Number, you will given Model Numbers (D) to select from.

Enter Work Order or Service Ticket number (E).

A Customer Signature (F) must be obtained for a claim to be approved. Select “Y” once you have the Customer Signature.

c. SECTION 3

CUSTOMER INFORMATION

* Name:

A

* Address:

B

* City:

C

* State/Province:

D

* Zip:

E

Contact Name:

F

Phone:

G

Email:

H

Customer Information is the location of the unit when the service repair was made.

Enter “* Customer Name” (A).

Enter “* Address:” (B). Only Line 1 is required. Line 2 and 3 are optional.

Enter “* City” (C).

Enter “* State/Province” (D).

Enter “* Zip” (E).

If you chose to, enter “Contact Name”

If you chose to, enter “Phone”

If you chose to, enter “Email”



d. SECTION 4

*** Problem with Unit (500 Char Max):**
(Use Tab key to exit Problem box)

A

*** Remedy for Unit (500 Char Max):**
(Use Tab key to exit Remedy box)

B

Enter “* Problem with Unit” (A) information. Input is limited to 500 characters. If you press the “Enter” key, the cursor will go to the next line. To exit this box, either press the “Tab” key or mouse click to another area.

Enter “* Remedy for Unit” (A) information. Input is limited to 500 characters. If you press the “Enter” key, the cursor will go to the next line. To exit this box, either press the “Tab” key or mouse click to another area.



e. COSTS

COSTS

A	B	C	D	E	F
Cost Type	Description	Rate	Hours / Quantity	Total (fixed)	
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="button" value="ADD"/>

Costs Associated with this claim

ID	Cost Type	Description	Rate (Fixed)	Hours / Qty	Total (Fixed)
Select 373	MISC	Miscellaneous	10.000	1.000	10.00
Select 374	RECOV	Recovery	15.000	1.000	15.00
Select 375	LABOR	Labor	75.000	1.500	112.50
Select 376	TAX	Sales Tax	1.000	50.000	0.50
Select 377	DRYER	Dryer	75.000	1.200	90.00

G

H
EDIT
DELETE

Figure 6. Add COSTS to Warranty Claim

Reference	Item	Description
A	Cost Type	Select what Cost Type you would like to add
	Labor	Select for required labor hours to complete repair
	Miscellaneous	Only allowed 1 Miscellaneous charge. For sealed system repairs only
	Recovery	Recovery of refrigerant.
	R-404 Ref.	Refrigerant amount added for R-404. Fixed cost.
	R-134 Ref.	Refrigerant amount added for R-134. Fixed cost.
	Tax	Local sales tax paid (if applicable).
	Parts Misc Cost	Default code is DRYER. To add a description, enter in the description field.
B	Description	Automatically filled in EXCEPT for Parts Misc Cost. For Parts Misc Cost, a value is required (i.e. DRYER, ...)
C	Rate	If applicable, enter for amount of Cost Type.
D	Hour / Quantity	Time for labor, amount of Cost Type required
E	Total (fixed)	Result of Rate times Hours / Qty
F	ADD Button	Click "ADD" button to add cost to claim
G	Select link	Click the "Select" link to highlight a row to EDIT or DELETE
H	EDIT Button	Once the row is highlighted by clicking the "Select" link, clicking the "EDIT" button will bring up a window to make changes to the row (Figure 7).
I	DELETE Button	Once the row is highlighted by clicking the "Select" link, clicking the "DELETE" button to remove the row from the claim permanently.

Table 1. Add COSTS to Warranty Claim



COSTS						
A	B	C	D	E	F	G
Cost Type	Description	Rate (fixed)	Hours / Quantity	Total (fixed)		
LABOR	Labor	75.000	1.250	93.75	UPDATE	CANCEL

Figure 7. Edit COSTS row

Reference	Item	Description
	Cost Type	Select what Cost Type you would like to choose
	LABOR	Select for required labor hours to complete repair
	MISC	Only allowed 1 Miscellaneous charge.
	RECOV	Recovery of refrigerant.
A	R-404A	Refrigerant amount added for R-404. Fixed cost.
	R-134A	Refrigerant amount added for R-134. Fixed cost.
	TAX	Local sales tax paid (if applicable).
	DRYER	Parts Misc Code field. If chosen, you must add a description, enter in the description field.
B	Description	Automatically filled in EXCEPT for Parts Misc Cost. For Parts Misc Cost, a value is required (i.e. DRYER, ...)
C	Rate	If applicable, enter for amount of Cost Type.
D	Hour / Quantity	Time for labor, amount of Cost Type required
E	Total (fixed)	Result of Rate times Hours / Qty
F	UPDATE Button	Click "UPDATE" button to update cost to claim and return to the claim.
G	CANCEL Button	Click "CANCEL" button to cancel the update and return to the claim.

Table 2. Edit COSTS for Warranty Claim



f. PARTS

PARTS

A
 Part Number / Description

B
 Quantity

C

Parts Associated with this claim

	ID	Part Number	Part Name	Part Qty
Select	174	1A3135-01	TOP CAP DCM 270 OBSOLETE	2.000
Select	175	2A3912G01	HEAT EXCHANGER	1.000
Select	176	2A3905-02	LABEL DISPLAY F	4.000

EDIT
DELETE

Figure 8. Add PARTS to Warranty Claim

Reference	Item	Description
A	Part Number / Description	Enter part number into this field and once full part number is entered, the description will show up as well. This text box will give options once the first 4 characters are enter (i.e. 1A21).
B	Quantity	Enter quantity of parts required for this entry.
C	ADD Button	Click "ADD" button to add part to claim
D	Select link	Click the "Select" link to highlight a row to EDIT or DELETE
E	EDIT Button	Once the row is highlighted by clicking the "Select" link, clicking the "EDIT" button will bring up a window to make changes to the row (Figure 7).
F	DELETE Button	Once the row is highlighted by clicking the "Select" link, clicking the "DELETE" button to remove the row from the claim permanently.

Table 3. Add PARTS to Warranty Claim

PARTS

A
 Part Number / Description

B
 Quantity

C

D

Figure 9. Edit PARTS row

Reference	Item	Description
A	Part Number / Description	Enter part number into this field and once full part number is entered, the description will show up as well. This text box will give options once the first 4 characters are enter (i.e. 1A21).
B	Quantity	Enter quantity of parts required for this entry.
C	UPDATE Button	Click "UPDATE" button to update cost to claim and return to the claim.
D	CANCEL Button	Click "CANCEL" button to cancel the update and return to the claim.

Table 4. Edit PARTS row



g. COMMENTS

COMMENTS

A

Comment (500 Char Max)
 (Use Tab key to exit Comment box)

Use this area to make additional comments related to the claim

Use this area to make additional comments related to the claim

B

Comments Associated with this claim

	ID	Comment
C	Select 65	Use this area to make additional comments related to the claim Use this area to make additional comments related to the claim
D	<input type="button" value="DELETE"/>	

Figure 10. Add COMMENTS to Warranty Claim

Reference	Item	Description
A	Comment	Enter comment. Input is limited to 500 characters. If you press the "Enter" key, the cursor will go to the next line. To exit this box, either press the "Tab" key or mouse click to another area.
B	ADD Button	Click "ADD" button to add comment to claim.
C	Select link	Click the "Select" link to highlight a row to DELETE.
D	DELETE Button	Once the row is highlighted by clicking the "Select" link, clicking the "DELETE" button to remove the row from the claim permanently.

Table 5. Add COMMENTS to Warranty Claim



h. ATTACHMENTS

ATTACHMENTS

Enter Filename Description
Replaced part

Select Document Type
Picture

C:\Users\Public\Pictures\Sample Pictures\1A2114A01.jpg Browse...

Click Here to Attach File

Attachments Associated with this claim

	ID	Description	File Path
Select	84	Customer_Invoice	http://plus.hoshizakiamerica.com/WarrantyWebTestAttach/Cust_Invoice.jpg

< DELETE >

Figure 11. Add ATTACHMENTS to Warranty Claim

Reference	Item	Description
A	Enter Filename Description	Enter in description for the file you are attaching.
B	Select Document Type	Select what Document Type you would like to choose
	Invoice	Select for Invoice attachment
	Work Order	Select for Work Order attachment
	Contract	Select for Contract attachment
	Approval	Select for Approval attachment
	Picture	Select for Picture attachment
	Other Attachment	Select for attachment not listed
	Adjustment Letter	Select for Adjustment Letter attachment
C	"Browse..." Button	Click "Browse..." button to locate file to attach. NOTE: This does not attach the file. You MUST click the "Click Here to Attach File" button.
D	"Click Here to Attach File" Button	After you have selected your file, click the "Click Here to Attach File" button
E	Select link	Click the "Select" link to highlight a row to DELETE.
F	DELETE Button	Once the row is highlighted by clicking the "Select" link, clicking the "DELETE" button to remove the row from the claim permanently.

Table 6. Add ATTACHMENTS to Warranty Claim



i. FINAL CONFIRMATION

Once you have completed entering the claim, you must confirm that you have either attached the required Customer signature or that you will send the Customer signature in. **PLEASE NOTE: Claims cannot be processed unless a valid Customer signature is sent in.**

- By checking this box, I agree that I have attached a Customer signature to this claim.
- By checking this box, I agree that I will email, fax, or send the Customer signature in for this claim.
Fax Number: 800-843-1056 Email: warranty-help@hoshizaki.com

Figure 12. Confirm Customer Signature will be attached or sent in for Warranty Claim

To finalize the claim, click the “Click to Finalize Claim and Get Claim Number” button:

Click to Finalize Claim and Get Claim Number

Figure 13. Click the “Click to Finalize Claim and Get Claim Number” button to Finalize

The claim will then be validated for all of the * Required fields. If any field is invalid, you will receive a popup showing the exact fields that failed.

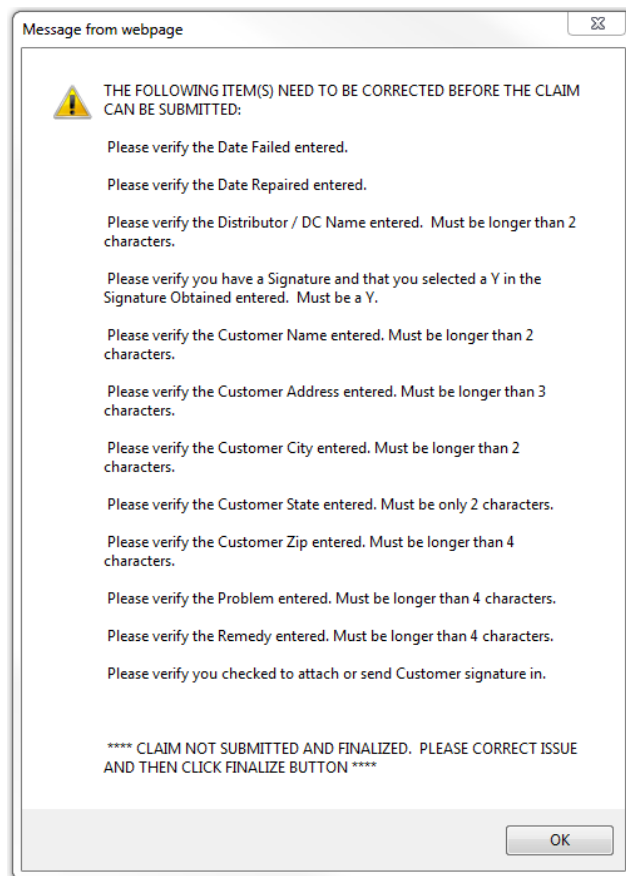


Figure 14. If fields are invalid, you will receive a popup window showing fields



If the claim has all of the * Required fields filled in, you will receive a popup showing the Claim Number given to the claim.

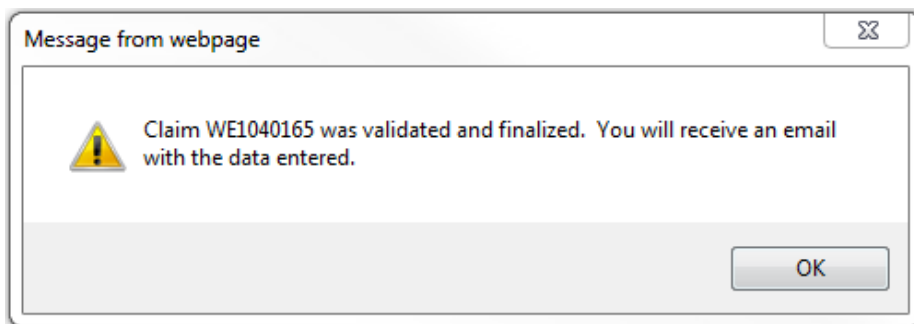


Figure 15. Receive Claim Number for Finalized Claim

III. RESUMING OR DELETING A CLAIM NOT FINALIZED

- 1. From the Main Menu, click the "View Claims NOT Finalized" button

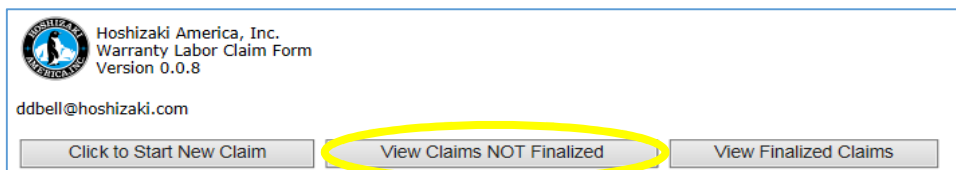
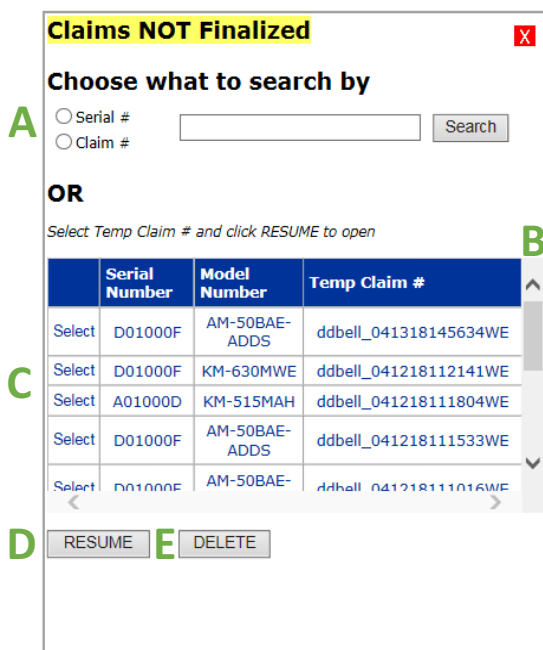


Figure 16. Main Menu Screen for External Warranty Web Claim System

- 2. You will be brought to the Claims NOT Finalized screen. If you know the exact Serial # or the Claim # you can enter it and then click the "Search" button. Otherwise, you can scroll down the list of claims that have NOT been finalized. Once you find the one you would like to work on, click the "Select" link and then click the "Resume" button.



(A) If you have a lot of temporary claims started, you can search by serial number or temporary claim number. Select "Serial #" or "Claim #" and then enter the value and click the "Search" button.

(B) To see the claim, you can scroll up or down.

(C) Once you found the claim you want to work on, click the "Select" link. The row will get highlighted.

(D) With a row selected, click the "RESUME" button and you will be brought to the Claim Form to continue entry.

(E) With a row selected, click the "DELETE" button and the temporary claim will be permanently deleted.



IV. VIEWING A FINALIZED CLAIM STATUS OR GET ANOTHER EMAIL COPY

1. From the Main Menu, click the “View Finalized Claims” button

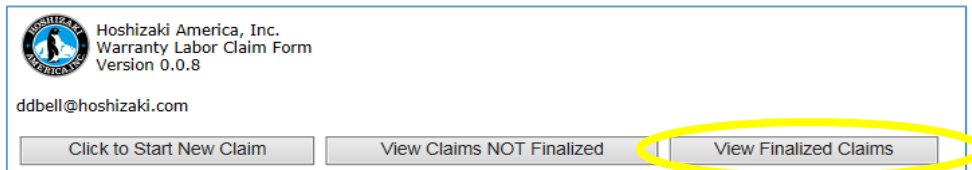


Figure 17. Main Menu Screen for External Warranty Web Claim System

2. You will be brought to the **CLAIMS FINALIZED** screen. If you know the exact Serial #, Claim #, or Date for a claim in the last year, you can enter it and then click the “Search” button. Otherwise, you can scroll down the list of claims that have been finalized in the last year. There you can see the current status of a claim. If you find the one you would like to have another copy off, click the “Select” link and then click the “Re-Send Email” button.

Claims FINALIZED ✖

Choose what to search by

A Serial #
 Claim #
 >= Date

OR

Select Claim # and click "Re-Send Email" for emailed copy.

	Claim #	Model Number	Serial Number	Status
C Select	WE1040165	AM-50BAE-ADDS	D01000F	SUBMITTED
Select	WE1040159	KM-515MAH	A01000D	SUBMITTED
Select	WE1040158	DKM-500BAH	D01000F	SUBMITTED
Select	WE1040157	KM-250BAE	D01000F	SUBMITTED
Select	WE1040156	C-101BAH-AD	D01000F	SUBMITTED
Select	WE1040155	KM-515MAH	A01000D	SUBMITTED

D

(A) If you have a lot of claims in the last year finalized, you can search by serial number, claim number, or date. Select “Serial #”, “Claim #”, or “>=Date” and then enter the value and click the “Search” button.

(B) To see the claim, you can scroll up or down.

(C) Once you found the claim you want to see, you can look at the Status column to see where it is in the process.

(D) With a row selected, click the “Re-Send Email” button and you will be emailed another copy of the Claim and corresponding documents.