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Infonet Q&As

February 3, 2020

Dear Kärcher Infonet Users,

We are happy to announce the **Warranty Claim Form** and **Warranty Claim History** are now accessible through the Infonet-US website: <https://kaercher-infonet.com/us>. The following information will help you get started:

Warranty improvements within Infonet:

- ★ Dealers who carry multiple KNA brands can now log into one site to register warranties for any of their connected brands. This simplifies the process, streamlines your data, and makes it faster to look up any and all of your submitted warranty claims at once.
- ★ Warranty Claim History now features a filtering option, allowing you to sort and find your data faster than was possible with the old portals.
- ★ Warranty details and credit notes can now be downloaded as a pdf.
- ★ Claim status can now be viewed per line item.
- ★ In addition to Word documents and images, the new Warranty form allows you to submit video files that you capture from your smart phone to help describe your claims quickly and easily.

How do the new Warranty tools benefit me?

Infonet provides a single website to access all of your KNA brand materials and tools, including e-commerce, marketing brochures, catalogs and price lists, DISIS, Warranty, and more. In the coming months, Quality, Rewards and Leads will all be transitioned. By the end of 2020, all information from the existing dealer portals will be accessed by logging into the Infonet-US website, and all old dealer portals will be shut down.

What if I have a claim in process within the old portal?

The current portal Warranty tools will continue to be used for dealers finalizing any existing, in-progress claims. Individuals with open claims will have access for downloading any existing data until all current claims are closed. All new claims will need to be entered within Infonet-US beginning February 3.

If you do not have any current, in-progress claims, please ensure you or a KNA member has exported your warranty history by January 31. If you are not able to meet this timeline, rest assured KNA will still have access to the data and can research any previous claim information as needed.



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Will claim history from the old portals be brought into Infonet?

Infonet shares live data from SAP and does not store data. Therefore, claim history data from the old portals will not be moved to Infonet. Claim history information can be exported to an Excel file by visiting the claim history page in the old dealer portals and using the export tools on the page. If you need assistance in locating the export feature, please contact your sales rep, customer service rep, or a member of the warranty team.

How do I get access to Infonet if I'm not already setup?

The Local Admin of Infonet for your business can add you to the Infonet site. If your company does not have a Local Admin, please email dealersupport@karcherna.com and a Local Admin account can be created.

How can I get access to the Infonet Warranty tool?

Warranty permissions are titled "GEWA" in Infonet, and are given to Local Admins for companies that have access to the warranty program. Individuals who need access should reach out to their Local Admin to request Warranty (GEWA) access. Local Admins who do not have the GEWA role assigned to their account can see if they are eligible for the Warranty program by contacting kna.warranty@karcherna.com.

For more information on the Warranty tools in Infonet, please log into Infonet and click User Support for the following files:

- **Warranty Tools Overview.pdf** – quick overview
- **Warranty User Guide.doc** – detailed walk-through of the new Warranty tools
- **Warranty Webinar** – link to a 23-minute training presentation

Support Questions

- **Warranty-specific questions:** kna.warranty@karcherna.com or call (800) 444-7654, option 6
- **Infonet website issues:** dealersupport@karcherna.com

Additional News: Product Quality Input will be launching mid-February in Infonet!

Pressure Washer Dealers: The Product Quality Input Form in Infonet will replace the current IQR form in the Pressure Washer sites. Just like Warranty, please export any current data from the portals related to IQR by February 17.

Floor Care Dealers: The current floor care portals do not have a quality tool, so the Infonet Product Quality tool is a new feature for you.

More information and instructions for the new Product Quality tool will be distributed in the coming weeks. If you would like to be one of the first users of this new tool or would like to attend a webinar to get a sneak peak, please email tom.burgwin@karcherna.com by January 31 and get signed up.