

Kärcher North America Warranty Portal – Claim Submission

Windsor Kärcher Group: <http://distributor.windsorkarchergroup.com>

Kärcher Commercial Floor Care: <http://dealer.karcherfloorcare.com>

Kärcher Industrial: <http://dealer.karcherindustrial.com/>

Prochem: <http://dealer.prochem.com>

- Enter your “**user name & password**”
- Click “**login**”, move your cursor over “**Warranty Portal**” tab, then to “**Warranty Claim Access**” tab and Click.
- On the bottom right you will see “**Add New Claim**” – Click here. You will then be in the Warranty Claim Submission Form to file your claim.

Note: The e-mail address entered in the service center information section is where correspondence will go to, if we should have questions or if we need to notify you of status change on your claim.

- **14 digit serial #:** Enter the 14 digit number from the machine serial number plate into the two boxes.
 - ✓ Machine # and true serial #. Example: If the machines serial number is: 10061250000001
 - ✓ Enter in the claim in the two boxes, ex. 1.006-125.0 000001
 - ✓ ****For vacuum and other serial number lengths:** Enter the machine # in the first box of the 14 digit field; you can then add the 9 digit vacuum serial # in the field titled “vacuum serial number”, the same would be true for 10 digit serial #'s.
- **Concern, Cause and Correction fields:** We need a complete story of the repair done to the machine. Example:
 - ✓ Concern- Customer states machine would not move forward or backward.
 - ✓ Cause- Found drive motor seized.
 - ✓ Correction- Replaced drive motor.
- **Choose a defect code:** Open up this drop down field to choose the closest option that applies to the defect of the component replaced.
- **Previous part number field is for old part numbers, we prefer for you to use the SAP 8 digit part numbers.**
- The SAP numbers have been generated from orders dating 12/2008 to current. If you need to add additional parts, **Click on “Add New Row”**.
- Labor, Mileage and Travel quantity fields are for you to submit your request for travel reimbursement.

*****You must click on –“Click to Calculate” in order for the total to be generated. Please verify this is the amount that you are requesting to be reimbursed for. *****

- You are able to upload images to the warranty request form if needed. Click on “Browse”, Locate the file and then click “Attach”. You will need to click on “**Add Attachment**” to actually add to the warranty claim. **You will see an icon with the file title which shows that it has attached.** It is not necessary to send pictures or documents; this is a feature if needed to provide supporting documents or photos.



- If you have further information that you think is important to the claim you can utilize the “Warranty notes” box at the bottom of the page.
- It is required that you check the box for the **terms & conditions** before submission will be accepted and then Click “Submit”.
- **By clicking on “Submit” you are sending the claim to the Warranty Department.** Following submission a page will pop up and you can choose to print a copy for your records or you can save the claim to a file in your computer.
 - ✓ To save a file, click on “**Export PDF**”, save to your computer.
 - ✓ After printing or saving your claim, click on “**close**” and you will be redirected to your Warranty Home Page.
- **Warranty Home Page**
 - ✓ You will be able to check status of claims at any time.
- **Email Notification:**
 - ✓ If you receive an e-mail notice that information is needed on a claim. Return to the portal and access your warranty home page. Click on the Edit (paper pad with pencil), scroll to the bottom of the claim to the “Warranty Notes Section” field and enter the information requested.
 - ✓ Click “**Submit**”; **this sends the claim back to the Warranty Department. All correspondence after initial claim submission will be done through the “Warranty Notes Section”. You will not be able to change any fields other than add information into the Warranty notes section and we will make changes to the form as necessary.**
- **Adding Freight to a Claim:**
 - ✓ Once a part has been requested back and then shipped, you will “Edit” your claim, in the “Warranty Notes” field advise on dollar amount needed to be added to claim and we will add freight charges.

*****Please note that once you have submitted your claim you will not be able to make any changes. If changes are needed please utilize the warranty notes box to enter information and the warranty department will make all changes when notified. ******