

# File Warranty Claim

The File Warranty Claim process allows customers and agency representatives to submit warranty claims to ADP through the ADP Inside portal. The user will be guided through a series of screens that will ask for information regarding the unit, installation, and the issue that caused the unit to fail.

1. There are two methods to navigate to File Warranty Claim:

From the ADP Inside home screen click on the “File Warranty Claim” box.



Or on “File Warranty Claim” in the navigation bar.



2. A new screen will open. Customer and failed unit information will be entered here.

### Enter Information To Submit Warranty Claim

\*Select Your Customer  
FERGUSON ENTERPRISES - 65275

\*How should we handle this claim?  
Issue a Warranty Credit

\*What is this Claim for?  
 The Entire Unit  
 One or more parts in the unit  
 Purchase/Service Part

\*When was the Unit Installed?  
[Calendar icon]

\*What State Was the Unit Installed?  
[Search icon]

\*When Did the Unit Fail?  
[Calendar icon]

Next



3. Select the customer from the dropdown menu. If a customer is accessing the portal, then there will only be one option.

--None--  
 ✓ FERGUSON ENTERPRISES - 65275

4. Select how you want the claim handled.

--None--  
 ✓ Issue a Warranty Credit  
 Ship a Gratis Service Part

5. Select what the claim is for. When you make this selection additional fields will become available. Be sure to fill in all fields that contain a red asterisk.

\*What is this Claim for?  
 The Entire Unit  
 One or more parts in the unit  
 Purchase/Service Part

\*What Is the Serial Number of the Failed Unit?

\*When was the Unit Installed?

\*What State Was the Unit Installed?

\*When Did the Unit Fail?

\*What is this Claim for?  
 The Entire Unit  
 One or more parts in the unit  
 Purchase/Service Part

\*When Was the Part Installed?

\*When Did the Unit Fail?

\*What is this Claim for?  
 The Entire Unit  
 One or more parts in the unit  
 Purchase/Service Part

\*What Is the Serial Number of the Failed Unit?

\*When was the Unit Installed?

\*What State Was the Unit Installed?

\*When Did the Unit Fail?

6. Click the “Next” button.

Next

7. A new screen will be available. Fill in all known information for the Dealer and Owner.

**Enter Information About Claim**

\*Which Location Is Requesting This?

Enter a valid value

\*Reference number / PO number

**Who is the Dealer?**

First Name

Last Name

**Address**

Street

City  State/Province

Zip/Postal Code  Country

**Who is The Owner?**

First Name

Last Name

**Address**

Street

City  State/Province

Zip/Postal Code  Country

8. List the reason for failure.

\*FailureReason

Additional Comments

9. Add all parts in the Purchase Parts section by clicking on the “add additional row” button.

**Purchase Parts**

Quantity	Failure Part	Replacement Part
1.	<input type="text"/>	<input type="text"/>

10. Click the “Submit Claim” button to submit the claim after all information has been added.

## Error Messages

### *Incorrect information*

1. If the purchase part is out of warranty, then you will receive the error message below.

**Purchase Part is not covered under the Warranty.**

- a. To resolve this error check the purchase part number, then input the correct number. If the error persists with the correct purchase part number, then that part is not covered under warranty.
2. If the serial number is out of warranty, then you will receive the error message below.

**We were unable to complete a Warranty Claim Submission for the values you entered. Please verify the information and try again.**

For questions about our extended warranty, please contact ADP at [warranty@adpnow.com](mailto:warranty@adpnow.com).

- a. To resolve this error check that the serial number is correct. If the error persists with the correct input then the serial number is out of warranty.
3. If the serial number and purchase part are not currently covered under warranty or extended warranty then you will receive the error screen below.

**A claim can not be submitted at this time. This Product is no longer covered by the ADP warranty, and the original extended warranty coverage has expired.**

- a. This issue cannot be resolved, as it will not be a warranty claim.
4. If the check for extended warranty fails due to an incorrect spelling of the Customer Name then you will receive the error message below.

**We were unable to find an Extended Warranty based on the last name provided. Please verify the information and try again.**

For questions about our extended warranty, please contact ADP at [warranty@adpnow.com](mailto:warranty@adpnow.com).

- a. To resolve this error, check that the spelling of the Customer Name is correct. Then reenter the information in the previous screen.
5. If the check for extended warranty fails due to an incorrect Serial Number then you will receive the error message below.

**We were unable to find an Extended Warranty based on the serial # provided. Please verify the information and try again.**

For questions about our extended warranty, please contact ADP at [warranty@adpnow.com](mailto:warranty@adpnow.com).

a. To resolve this error, check that the serial number is correct. Then reenter the information on the previous screen.

6. If the item is out of warranty due to the length of time since purchase, then you will receive the error message below.

**A claim can not be submitted at this time.**

**Reason: Your product is no longer covered by the ADP warranty**

For questions about our extended warranty, please contact ADP at [warranty@adpnow.com](mailto:warranty@adpnow.com).

a. This error cannot be resolved as the item is out of warranty.

7. If the Claim Submission Fails for a valid warranty then you will receive the message below.

**Claim Submission is unsuccessful, please check with ADP support.**

a. To resolve this issue, you will need to contact ADP Warranty Support at [warranty@adpnow.com](mailto:warranty@adpnow.com).