



WARRANTY CLAIM INSTRUCTIONS

For American Standard dealers only

First, log in to American Standard DealerNet. Then, on the screen's left side, click "Warranty Center."



On the next screen, click "Warranty Credit Request (WMS) Form."



A new tab will open with the WCR form; your name and dealer information will be prepopulated in the first section.



Next, enter the PO# that was used on the original order.

Work Order Number(PO#): *	

If you know that the customer has an extended warranty, check the box and follow the steps.

In "Claim Information," always click on "Invoice Credit" and enter the Munch's Supply invoice or order number.

Status:	Not yet Submitted
LCU Extended Warranty Program:	
Claim Information	
Claim Type:	Machine OPart Replacement Invoice Credit
	Order No. to Credit: *

Enter the unit's serial number where the part was installed/replaced.

Once the serial number is entered, the model number will populate.

A calendar will pop up when you click on the "Failure Date" box. Select the corresponding date.

"Fault Location" means the fault code. Please use the prefix PRT followed by the proper three-digit code (e.g., PRT013). The "List of Fault Codes" is the same list located on the paper copy of the WCR form.

Product Information	
Product Serial Number: *	
Model Number:	
Sales Order Number:	
Failure Date: *	MM/DD/YYYY
Fault Location:	List of Fault Codes

The address where the equipment was registered will prepopulate, but you will have to enter the homeowner's name.



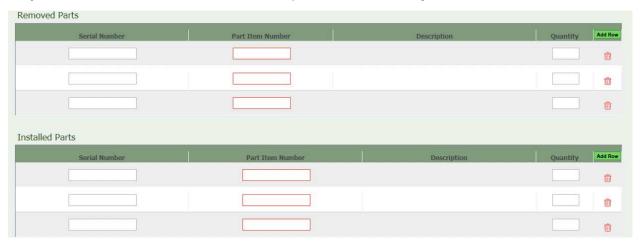
Enter your contact information if it was not auto-filled.



Under "Distributor Information," enter Munch's Supply information if it is not auto-filled.



Note: If you click the "Add Row" three times in the top section, ensure that you click the bottom "Add Row" three times.



You can enter as many parts as possible for the same unit.

You must fill in both "Removed Parts" and "Installed Parts."

Note: In some cases, the part numbers are the same and sometimes they are replaced. Enter the same part number in both sections.

ALL PARTS THAT HAVE A SERIAL NUMBER MUST HAVE BOTH THE FAILED SERIAL NUMBER AND THE REPLACEMENT SERIAL NUMBER (e.g., compressors, thermostats, coils and heat strips.)



There will be a "Notes" section on the bottom of the page for you to add any additional information.

When you are finished, click "Submit."



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