Warranty Database **Instructions** – User Guide

Understanding how to enter claims, print packing lists, and view claim statuses using the Warranty Database.

Have any questions?

Warranty@watkinsmfg.com

1-800 999-4688, Ext. 8500

CONTENTS

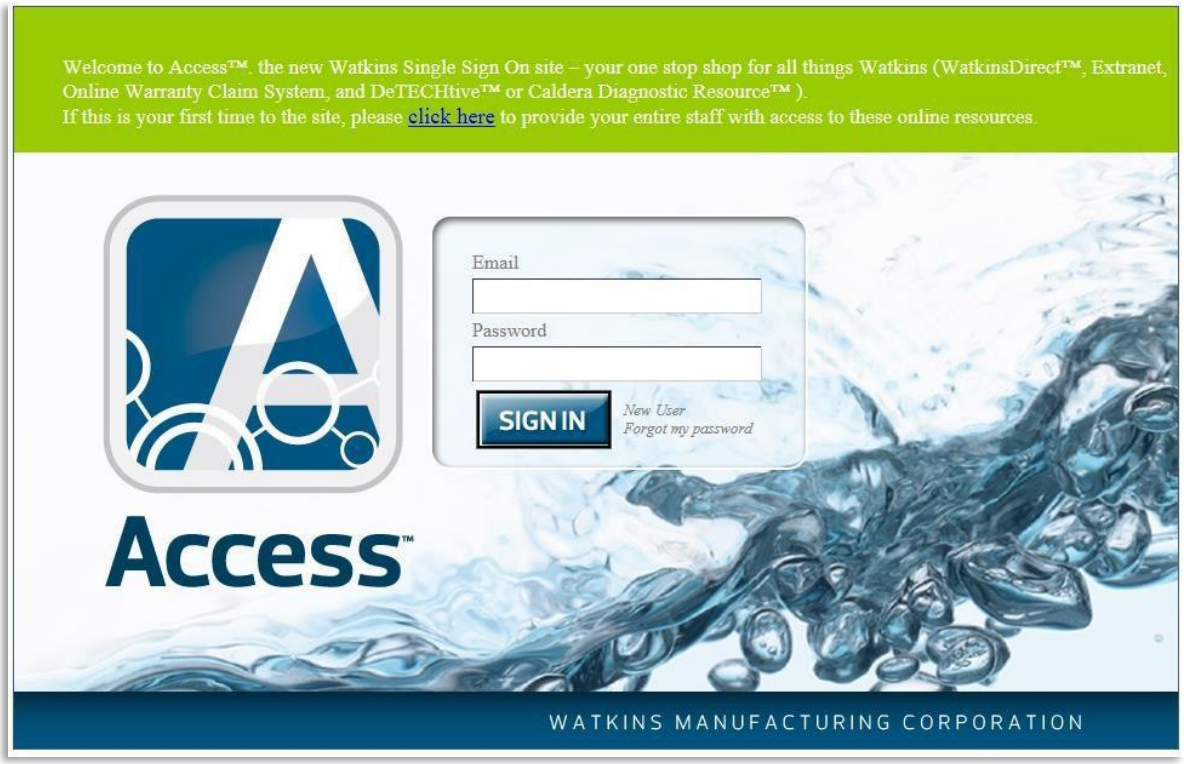
Log in Instructions	1
Resources	2
Service Claim	3
Extra Labor (EL) and Salesforce Case Numbers	4
Claim Type Option Description	5
Repair Type Option Description	6
Claim History	6
Claim Status and Reject Reason Codes	7
Printing Claims/UPS Labels and Packing Lists	9
How to get Paid for Warranty Repairs	10
Dealer Statements	11

Tip: **To quickly navigate through this document, click on the titles in the table of contents to go to that specific section.**

Log in Instructions

1. Go To: https://warranty.watkinsmfg.com

2. Enter your **username** and **password**.

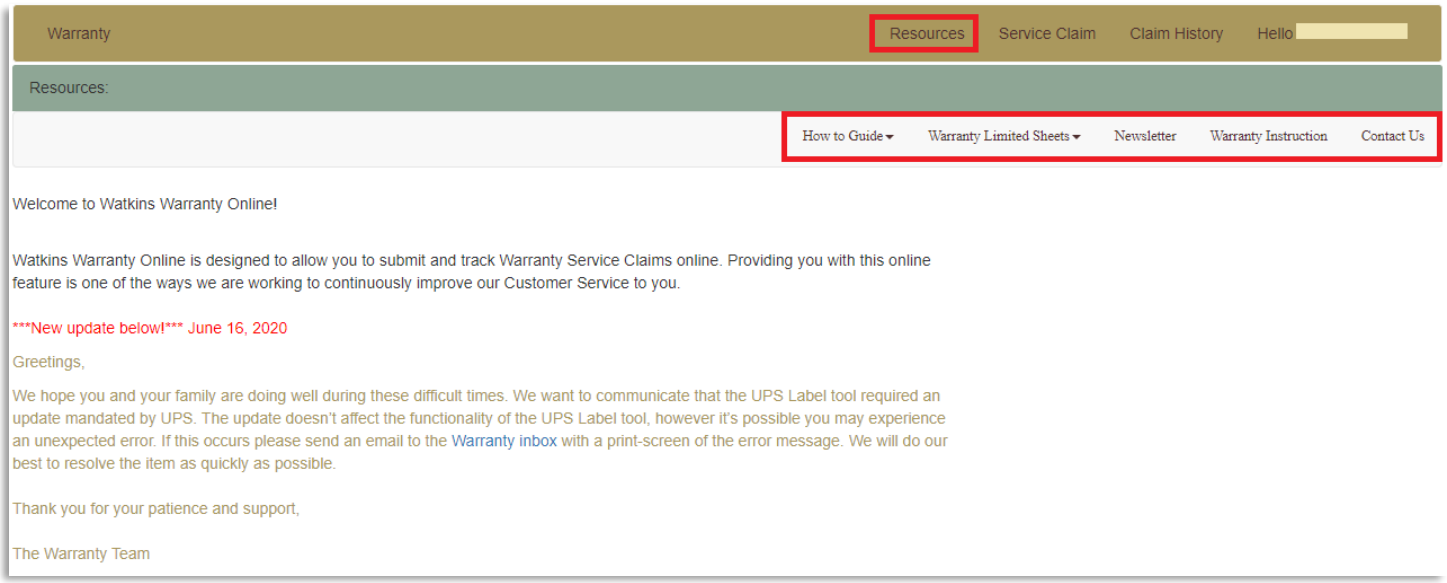


3. **Click SIGN IN**! Once you sign in, Click on the **WARRANTY** application button.



Resources

Once you are logged in, the system will default to the **Resources** page. The Resources tab provides helpful information when using the **Warranty Database**:



How to Guide – provides **spa identification information**, **warranty timelines** by spa make and year, **FAQs**, and more in-depth details than the Warranty instruction guide.

Warranty Limited Sheets – These are the most current **Warranty sheets** for the Spas, covers and accessories. Previous year warranty sheets can be requested as needed through the Warranty Department.

Newsletter – Helpful information Warranty has provided on specific **Warranty applications**.

Warranty Instruction – **Point by point instructions** including diagrams for filling out a claim properly.

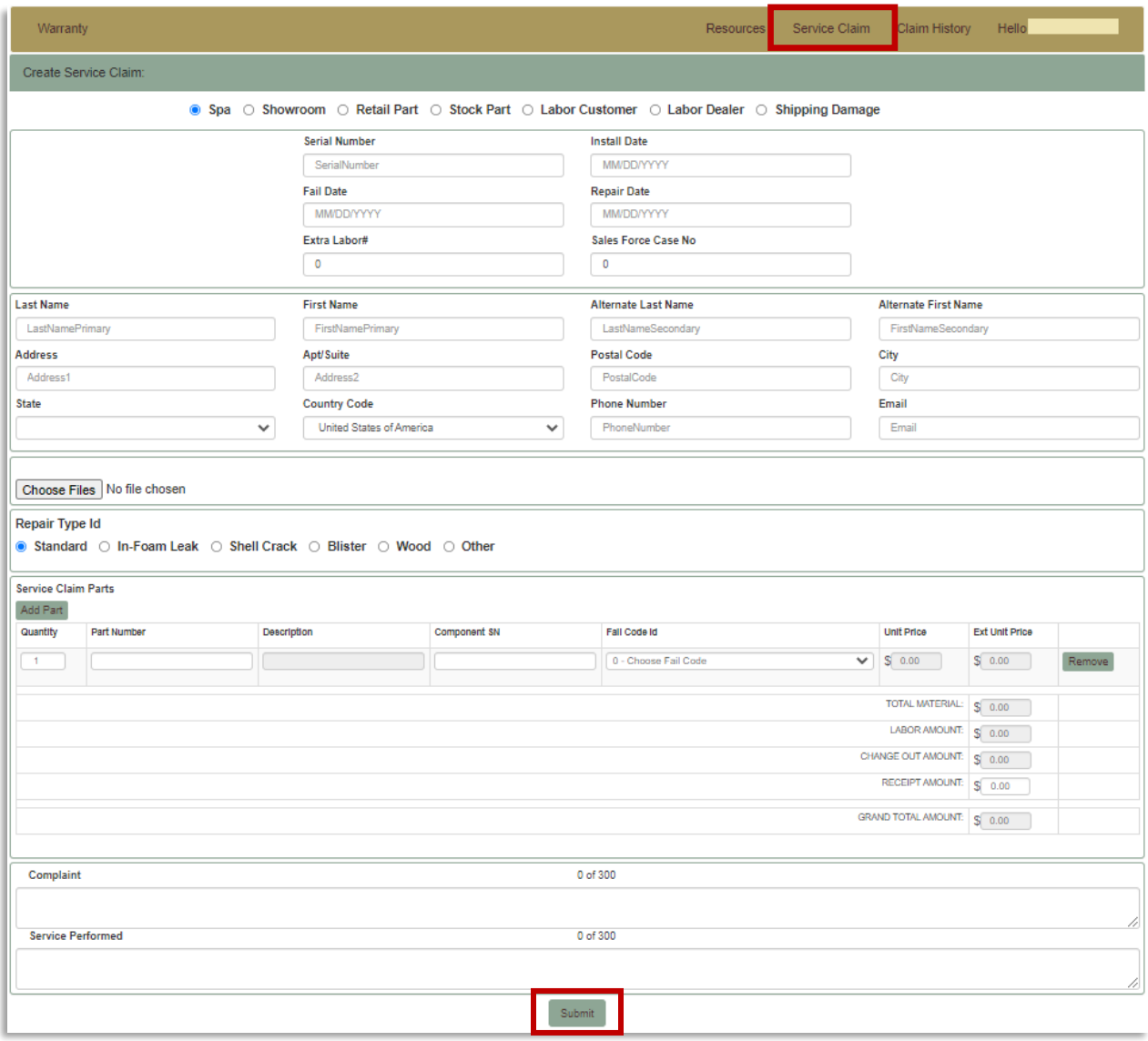
Contact Us – Information on **how to get ahold of the Warranty team**

Service Claim

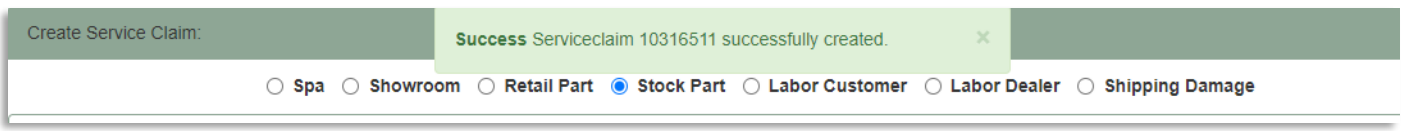
Processing a Claim

To submit a claim form, click on the **Service Claim** tab and complete the required fields. **NOTE:** Some fields may auto-populate if data already exists in our system.

IMPORTANT: The **Warranty claim must be filled out in a specific sequence** to ensure it completes properly. The sequence is from the top to the bottom going left to right.



Once the claim is completed, click on the **Submit button**. You will receive a notice that the claim was submitted successfully and a claim number is provided.



Tips:

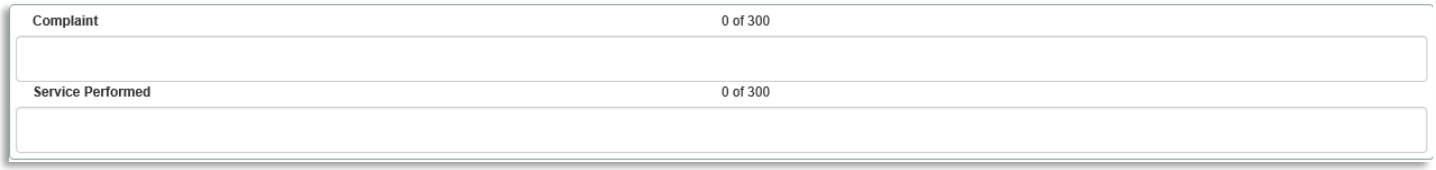
- Zip code will automatically fill in the **city** and **state**.
- **Important** - <u>You have 90-days from the repair date for parts to be received at Watkins.</u> The claim will automatically be rejected if received after that time frame.

Soft Keys:

- **Tab** – To shift to the next field press Tab.
- **+ -** To add another part under the Parts Section, press the + key.

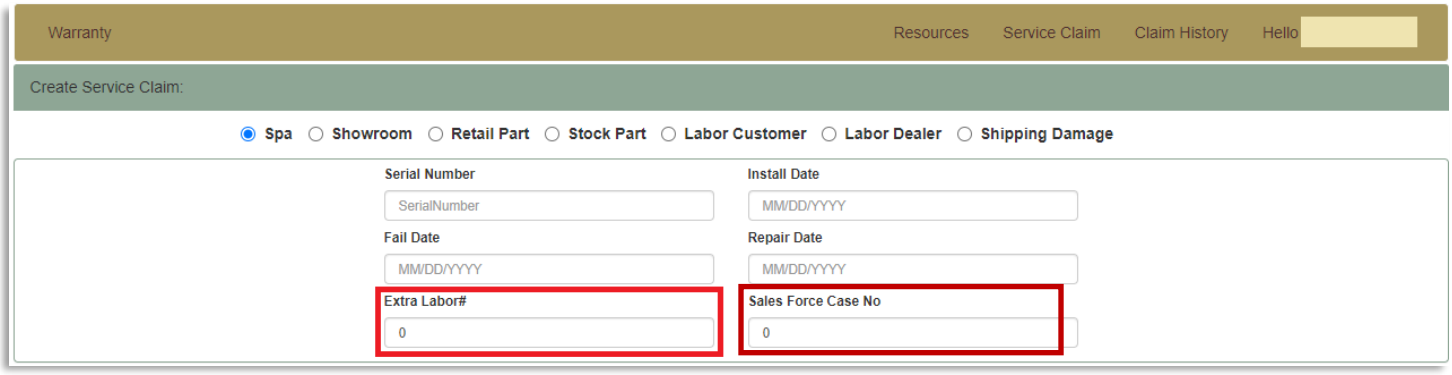
Comments Section:

- **Complaint** and **Service Performed** are required fields. <u>Please be as detailed as possible.</u>

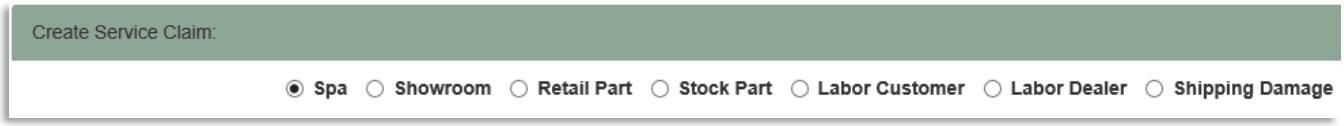


Extra Labor (EL) and Salesforce Case numbers

NOTE - If you have been given an **EL number** from the Warranty Department, enter the number here. If you have been provided with a **Salesforce Case number**, please add it here as well.



Claim Type Option Description



The **Claim Type** determines the type of claim you are submitting and what is required for payment. Select the appropriate Claim Type as follows:

Spa – Standard repair for **customer owned spa** for reimbursement of parts and labor.

Showroom – Standard repair for **dealer showroom spa**, includes parts and labor.

Retail Part – **Part purchased over the counter**. No labor reimbursement. Requires a customer **retail receipt**. This should be added to the claim at time of submittal or emailed to warranty@watkinsmfg.com referencing the Warranty Service Claim ID number.

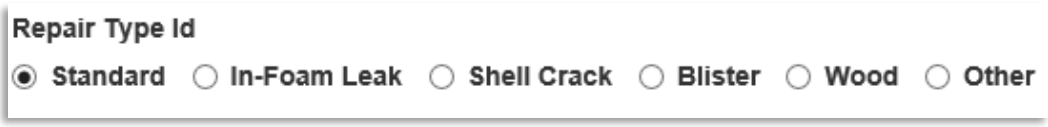
Stock Part – **Bad out-of-the-box part failure** – also parts and covers that are found to be damaged by shipping. No labor reimbursement.

Labor Customer – **Labor only** claims for **customer-owned spas**.

Labor Dealer – **Labor only** claims for **dealer showroom spa**.

Shipping Damage – If any **part of the spa is found to be damaged** either visibly or concealed. Pictures of the damage are required. (close-up and one further away to show where on the spa the damage is located.) Parts and labor will be provided with this choice.

Repair Type Option Description



Select one **Repair Type** that fulfills the repair performed. Repair Types are as follows:

Standard – **Most repairs** are considered to the Standard (**part and labor**). Any repair in the equipment compartment.

In-Foam Leak – Repaired a **leak** found in the foam.

Shell Crack – Repaired a **shell crack**.

Blister – Repaired **blister(s)** in the shell.

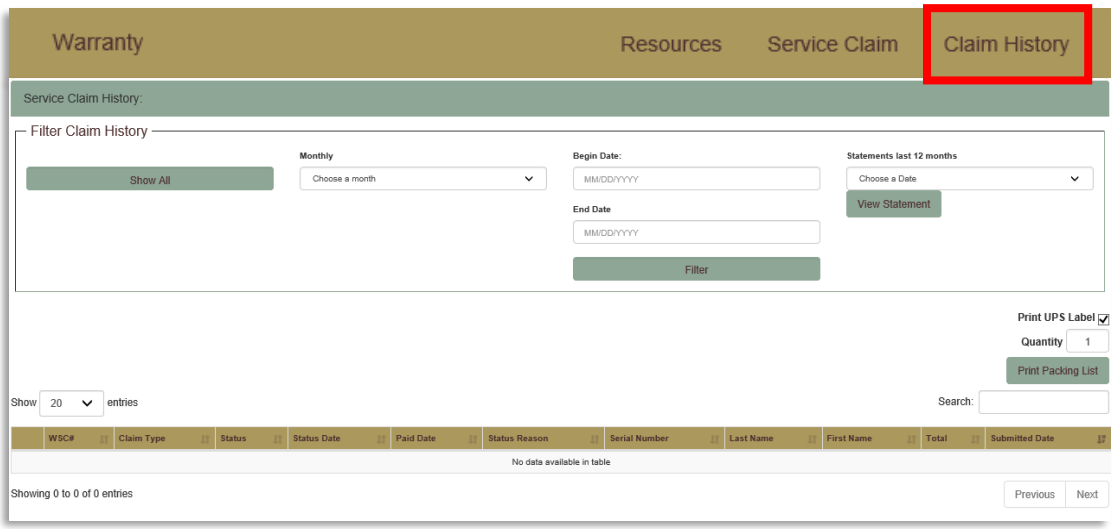
Wood – Repaired/replaced **wood/cabinet**.

Other – Used at the direction of the Warranty team for approvals that do not fall within the above categories.

NOTE: Please do not re-submit a new claim for changes, corrections, or updates. **Contact the Warranty Department**, and we will make any necessary changes. These claims will be rejected as **duplications**.

Claim History

To view claims, review current claim status (submitted, pending, rejected, Approved, etc.), create a Packing List, or UPS label, click on the **Claim History** tab. You can search by **All**, **Monthly**, **Date Range**, Customer **First Name** and **Last Name**, and **Spa Serial number**.



Claim Status and Reject Reason Codes

Submitted – Claim has been successfully submitted.

Pending – **Waiting on Parts**

Waiting on Photos: It can take up to 14 business days for photos to be reviewed.

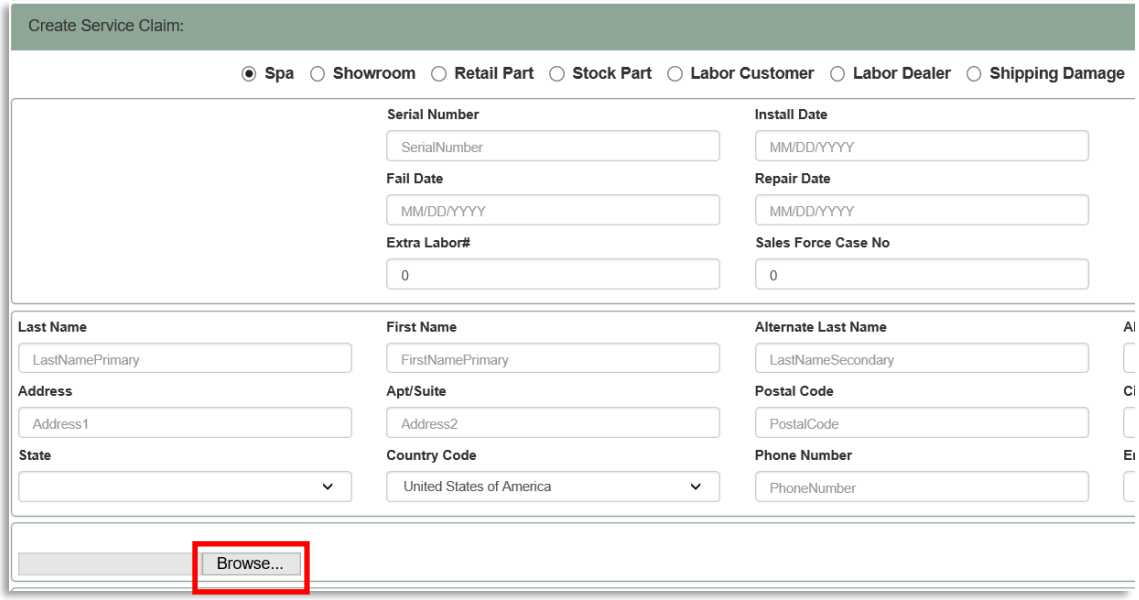


	WSC#	Claim Type	Status	Status Date	Paid Date	Status Reason	Reject Reasons	Serial Number	Last Name	First Name	Total	Submitted Date	Tracking No
☐	10350033	Spa	Submitted	05/04/2021		Waiting on Parts		AQT20D3201541				05/04/2021	1Z8894009093483248
☐	10349903	Spa	Review	05/03/2021		Waiting on Parts		AQT21D1212447				05/03/2021	1Z8894009096277631
☐	10349875	Spa	Review	05/03/2021		Waiting on Parts		LNH20D1201756				05/03/2021	1Z8894009097979587
☐	10349865	Spa	Review	05/03/2021		Waiting on Parts		LNH21D1211427				05/03/2021	1Z8894009099402098
☐	10349663	Spa	Pending	04/30/2021		Waiting on Parts		LNH19D4191111				04/30/2021	1Z8894009092062745
☐	10349516	Spa	Rejected	04/29/2021		All Parts Rejected	Failed Review: SN Mismatch Duplicate Claim 10349510 10349512	LNH20D3201425				04/29/2021	1Z8894009097395494
☐	10349512	Spa	Rejected	04/29/2021		All Parts Rejected	Failed Review: SN Mismatch Duplicate Claim 10349510	LNH20D3201425				04/29/2021	1Z8894009095931881
☐	10349510	Spa	Pending	04/30/2021		Waiting on Parts		LNH20D3201425				04/29/2021	1Z8894009095931881
☐	10349389	Spa	Pending	04/29/2021		Waiting on Parts		LNH21D1211777				04/28/2021	1Z8894009094969658
☐	10348832	Spa	Pending	04/27/2021		Waiting on Parts		LNR20D4212455				04/23/2021	1Z8894009097433399
☐	10348549	Spa	Pending	04/23/2021		Waiting on Parts		AQT21D4201640				04/22/2021	1Z8894009098490941
☐	10348545	Spa	Pending	04/23/2021		Waiting on Parts		LNH21D4201694				04/22/2021	1Z8894009098454507
☐	10348542	Stock Part	Pending	04/22/2021		Waiting on Parts						04/22/2021	
☐	10347679	Spa	Received	04/20/2021		Lab Testing		AQTA19D1191281				04/15/2021	1Z8894009099324119
☐	10347397	Spa	Paid	04/30/2021	04/30/2021			LNH20D2201518				04/14/2021	1Z8894009091992966
☐	10345117	Spa	Rejected	03/30/2021		Failed Claim Review	Failed Review: SN Mismatch	VVN2V1120				03/29/2021	1Z8894009098067364

NOTE: Photos can be attached to claims before or after submittal.

To attach pictures to a claim **before submittal**:

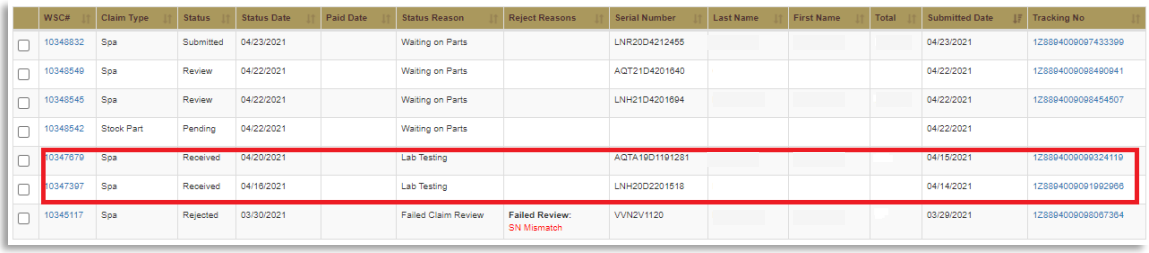
- Click on the **Browse** button.
- Add pictures from your computer.



To attach pictures to a claim **after submittal**:

- Click on the **Claim History** button.
- Open the claim you need to attach pictures.
- Click on the **Browse** button.
- Add pictures from your computer.

Lab Testing – Parts that have been **received by the lab** and are being tested. This process can take up to **14 business days**.



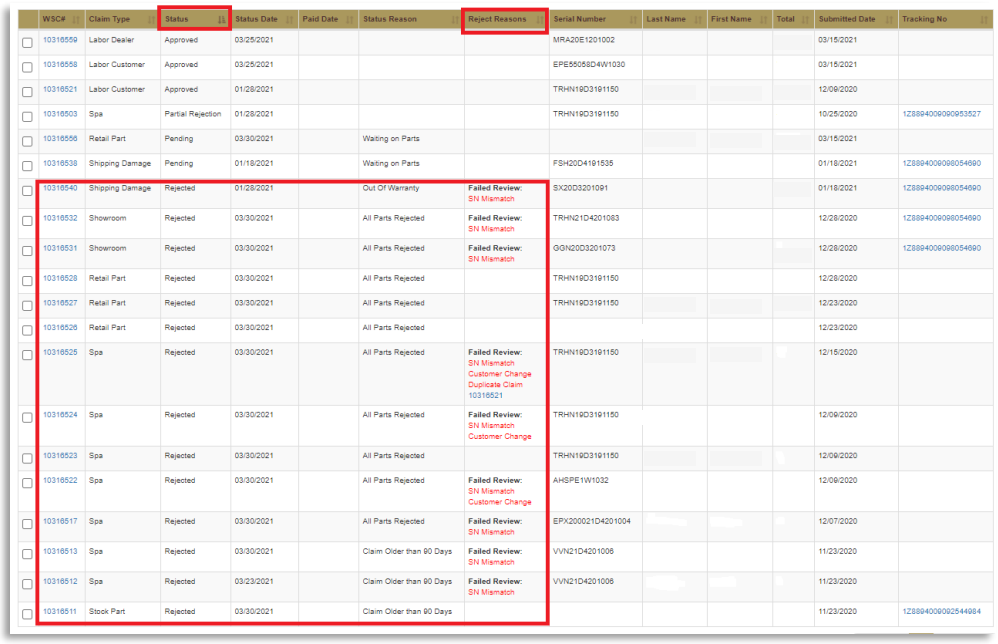
WSC#	Claim Type	Status	Status Date	Paid Date	Status Reason	Reject Reasons	Serial Number	Last Name	First Name	Total	Submitted Date	Tracking No
10348832	Spa	Submitted	04/23/2021		Waiting on Parts		LNR20D4212455				04/23/2021	1Z8894009097433399
10348549	Spa	Review	04/22/2021		Waiting on Parts		AQT21D4201640				04/22/2021	1Z8894009098490941
10348545	Spa	Review	04/22/2021		Waiting on Parts		LNH21D4201694				04/22/2021	1Z8894009098454507
10348542	Stock Part	Pending	04/22/2021		Waiting on Parts						04/22/2021	
10347879	Spa	Received	04/20/2021		Lab Testing		AQTA19D1191281				04/15/2021	1Z8894009099324119
10347397	Spa	Received	04/16/2021		Lab Testing		LNH20D2201518				04/14/2021	1Z8894009091992966
10345117	Spa	Rejected	03/30/2021		Failed Claim Review	**Failed Review:** SN Mismatch	VVN2V1120				03/29/2021	1Z8894009098067364

Received – Part has been **received** and is going through the Warranty process. If the part requires testing, it will go through a process that can take up to 14 business days.

Review – In **Warranty review process**. This process can take up to 14 business days.

Rejected – Claim is **rejected**. See Rejected Reason column for the explanation.

Partial Rejection – **Some parts** can be rejected for specific reasons. The rest of the claim will be paid except for the rejected part(s).



WSC#	Claim Type	Status	Status Date	Paid Date	Status Reason	Reject Reasons	Serial Number	Last Name	First Name	Total	Submitted Date	Tracking No
10316559	Labor Dealer	Approved	03/25/2021				MRA20E1201002				03/15/2021	
10316558	Labor Customer	Approved	03/25/2021				EPE55058D4W1030				03/15/2021	
10316521	Labor Customer	Approved	01/28/2021				TRHN19D3191150				12/09/2020	
10316503	Spa	Partial Rejection	01/28/2021				TRHN19D3191150				10/25/2020	1Z8894009090953527
10316556	Retail Part	Pending	03/30/2021		Waiting on Parts						03/15/2021	
10316538	Shipping Damage	Pending	01/19/2021		Waiting on Parts		FSH20D4191535				01/18/2021	1Z8894009098054690
10316540	Shipping Damage	Rejected	01/28/2021		Out Of Warranty	**Failed Review:** SN Mismatch	SX20D3201091				01/18/2021	1Z8894009098054690
10316532	Showroom	Rejected	03/30/2021		All Parts Rejected	**Failed Review:** SN Mismatch	TRHN21D4201083				12/28/2020	1Z8894009098054690
10316531	Showroom	Rejected	03/30/2021		All Parts Rejected	**Failed Review:** SN Mismatch	GGN20D3201073				12/28/2020	1Z8894009098054690
10316528	Retail Part	Rejected	03/30/2021		All Parts Rejected		TRHN19D3191150				12/28/2020	
10316527	Retail Part	Rejected	03/30/2021		All Parts Rejected		TRHN19D3191150				12/23/2020	
10316526	Retail Part	Rejected	03/30/2021		All Parts Rejected						12/23/2020	
10316525	Spa	Rejected	03/30/2021		All Parts Rejected	**Failed Review:** SN Mismatch Customer Change Duplicate Claim 10316521	TRHN19D3191150				12/15/2020	
10316524	Spa	Rejected	03/30/2021		All Parts Rejected	**Failed Review:** SN Mismatch Customer Change	TRHN19D3191150				12/09/2020	
10316523	Spa	Rejected	03/30/2021		All Parts Rejected		TRHN19D3191150				12/09/2020	
10316522	Spa	Rejected	03/30/2021		All Parts Rejected	**Failed Review:** SN Mismatch Customer Change	AHSPE1W1032				12/09/2020	
10316517	Spa	Rejected	03/30/2021		All Parts Rejected	**Failed Review:** SN Mismatch	EPX200021D4201004				12/07/2020	
10316513	Spa	Rejected	03/30/2021		Claim Older than 90 Days	**Failed Review:** SN Mismatch	VVN21D4201006				11/23/2020	
10316512	Spa	Rejected	03/23/2021		Claim Older than 90 Days	**Failed Review:** SN Mismatch	VVN21D4201006				11/23/2020	
10316511	Stock Part	Rejected	03/30/2021		Claim Older than 90 Days						11/23/2020	1Z8894009092544984

NOTE: If you have any additional information to share that could affect the warranty determination, please contact us.

Approved – Claim is **approved** for payment.

Paid – Claim has been **paid**.

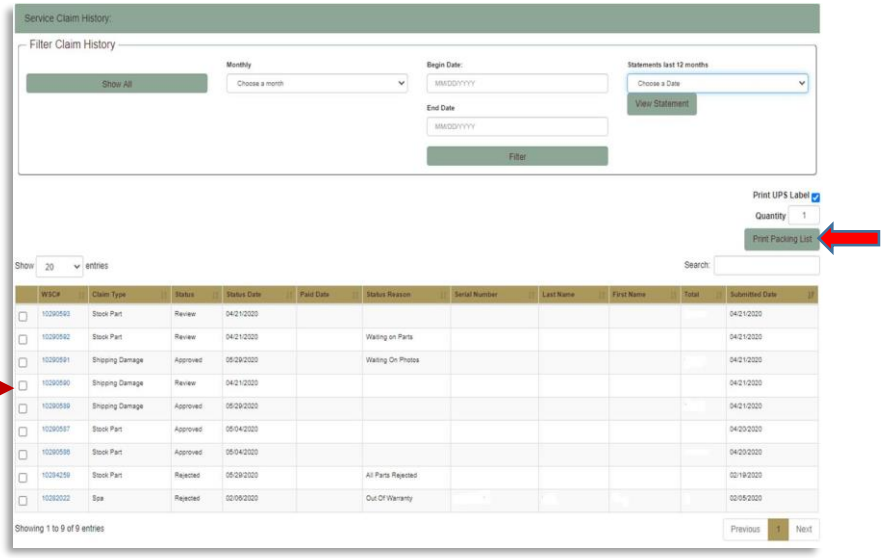
Closed – After 90-days from the statement date, all claims are **officially closed** with no further reconciliation accepted. The claim is locked and cannot be changed. Please be sure to check your statements regularly.

Printing Claims/UPS Labels and Packing Lists

To print the **Packing List**, follow these 2 easy steps:

1.To create a Packing List, **select desired claims** (up to 25 claims can be selected) by checking the box to the left of the claim.

Note: WSC #'s that are in a Pending status and highlighted gray indicate they have already been included on a Packing List.

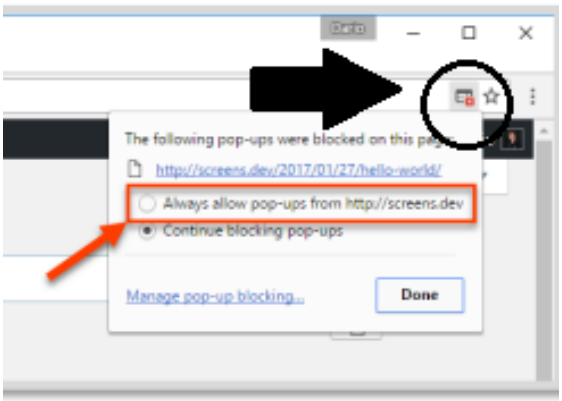


2.Click Print Packing List and a UPS label and copy of each claim selected will print out along with the Packing List.

Important: UPS packages will hold about 50 pounds per box. You will need to adjust the box quantity according to your needs.

Important: To generate a shipping label and packing list at the same time, please ensure to disable your pop-up blocker for the Warranty Portal.

The pop-up blocker can be disabled by clicking the **pop-up blocker icon** located next to the website navigation bar and selecting the "Always allow pop-ups" option.



How to Get Paid for Warranty Repairs

1. Submit **Warranty Service Claim**(s) and **Packing Lists** to Watkins Wellness within 90-days of the Repair Date along with the part(s).

2. **To reduce part damage**, all parts should be packaged in the same bag, box, container, or packing material that the original replacement parts were received in.

3. Parts that are not packaged properly (no Styrofoam please) may become **damaged** in shipment and will be **ineligible** for reimbursement. Parts will not be returned.

4. Use the Freight prepaid online **UPS return shipping label** found on the Claim History screen to return Warranty parts.

NOTE:

- Pictures of parts that do not require testing or do not need to be returned (ie: covers, cabinets) to the Warranty Department can be submitted with the claim or emailed. The WSC number must be referenced.

- Required parts should be returned to Watkins using a pre-paid shipping label. Parts that are not required to be returned should be held by the dealer for a period of 30-days from submission date.

- If mistakes are made on a claim, **do not re-submit a new claim**. Please contact the Warranty Department to have claims corrected/updated.

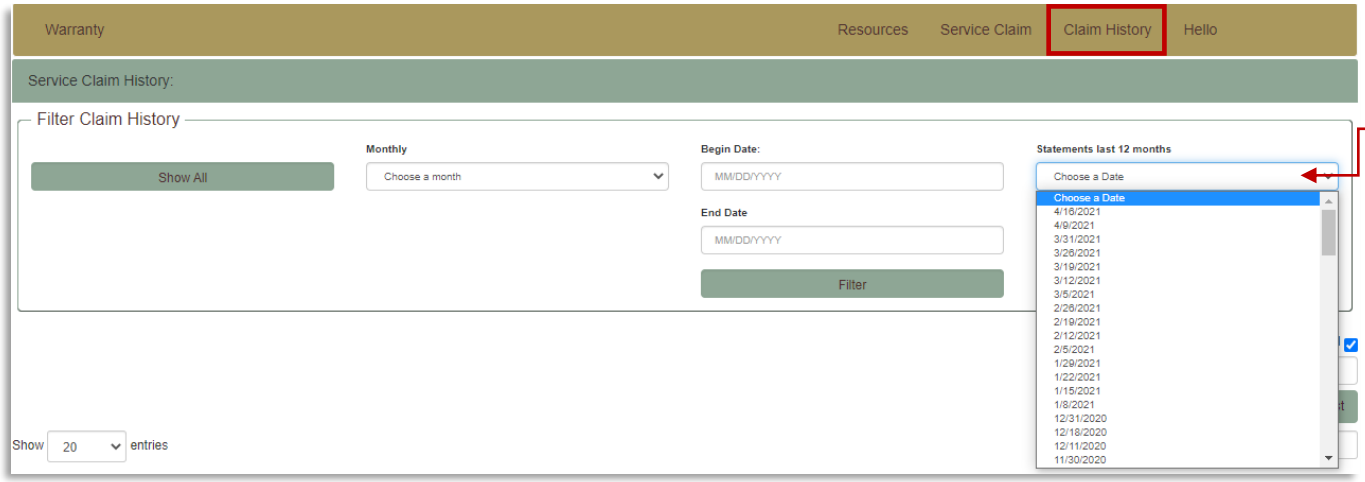
- The Warranty How to Guide is also a very useful tool. Please take a few minutes to review this information. The Warranty team is always happy to help as well. Please do not hesitate to call or email.



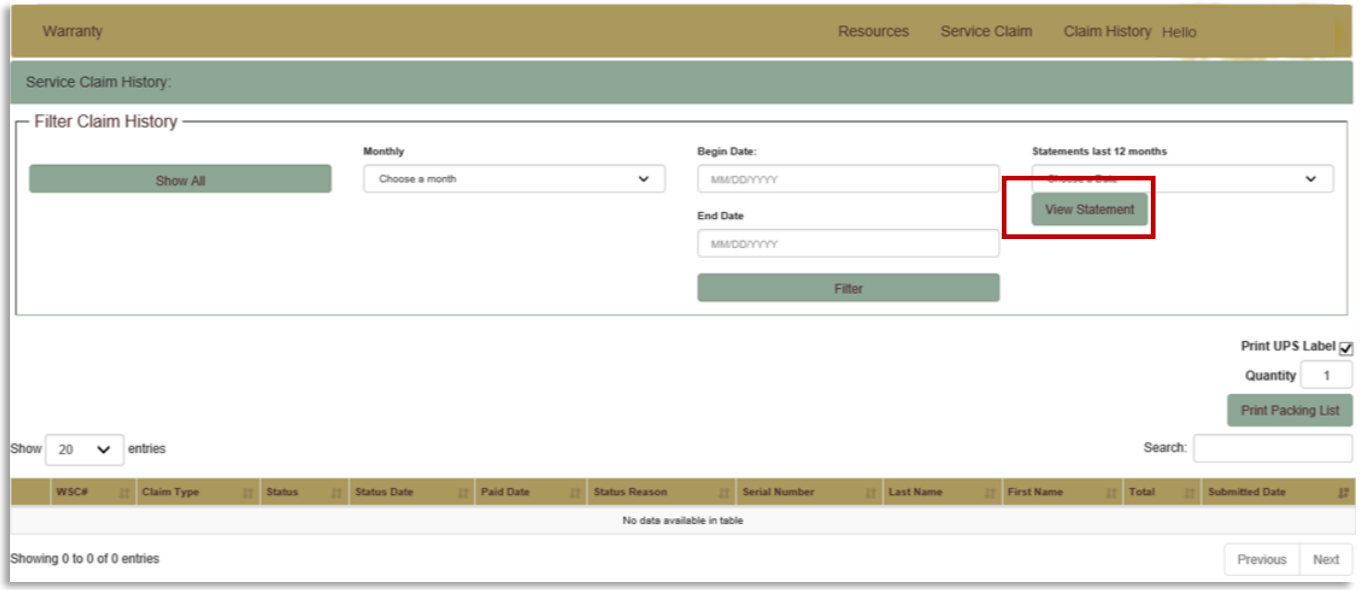
- Another option for assistance is the Televerde team. They are available to walk you through claim submittal questions. They can be reached at **866-486-1371** or Watkins.Support@Televerde.Com.

Dealer Statements

Warranty Statements are located on the **Claim History** screen. You have access to view up to 12 months of statements.



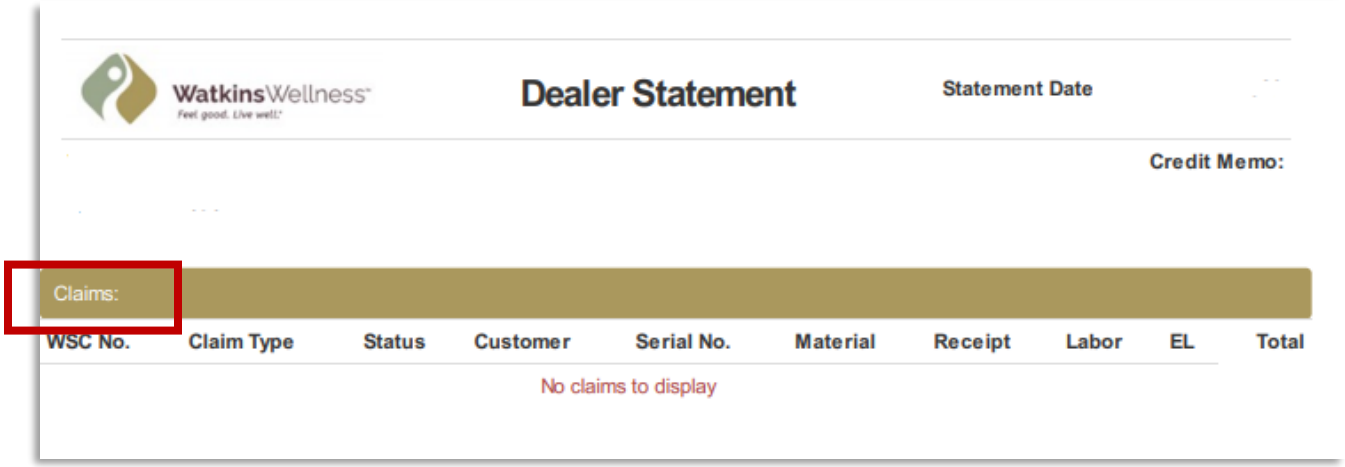
Click on the arrow and choose a date.



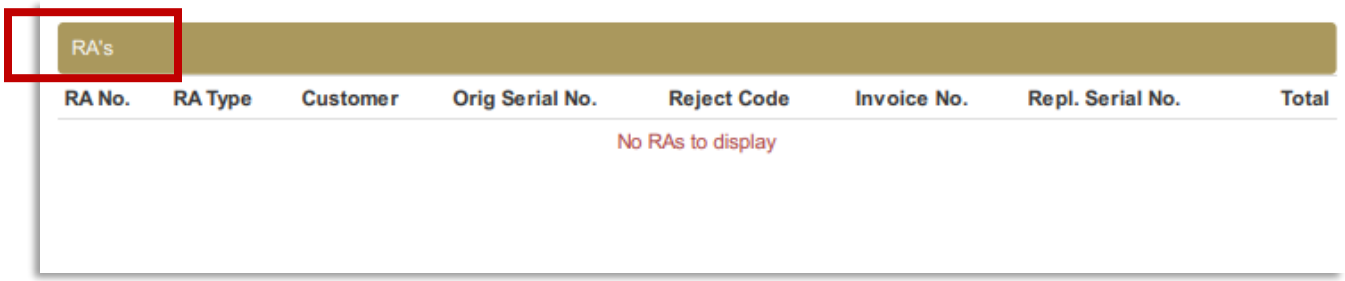
Click on the View Statement button.

Your statement is broken down into sections by what was paid.

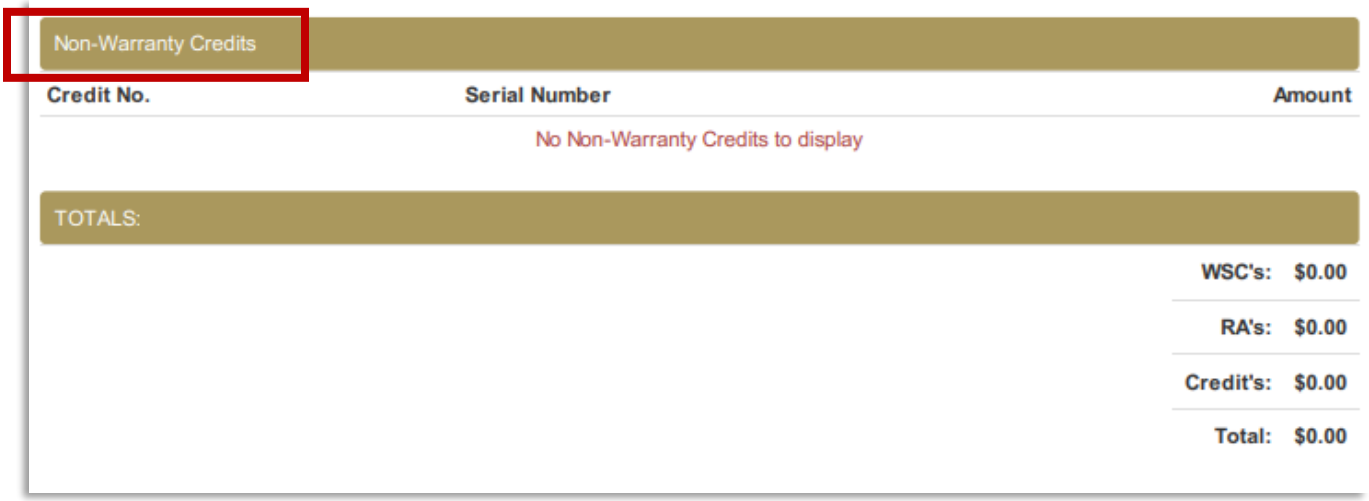
- First will be your **Warranty Service Claims**:



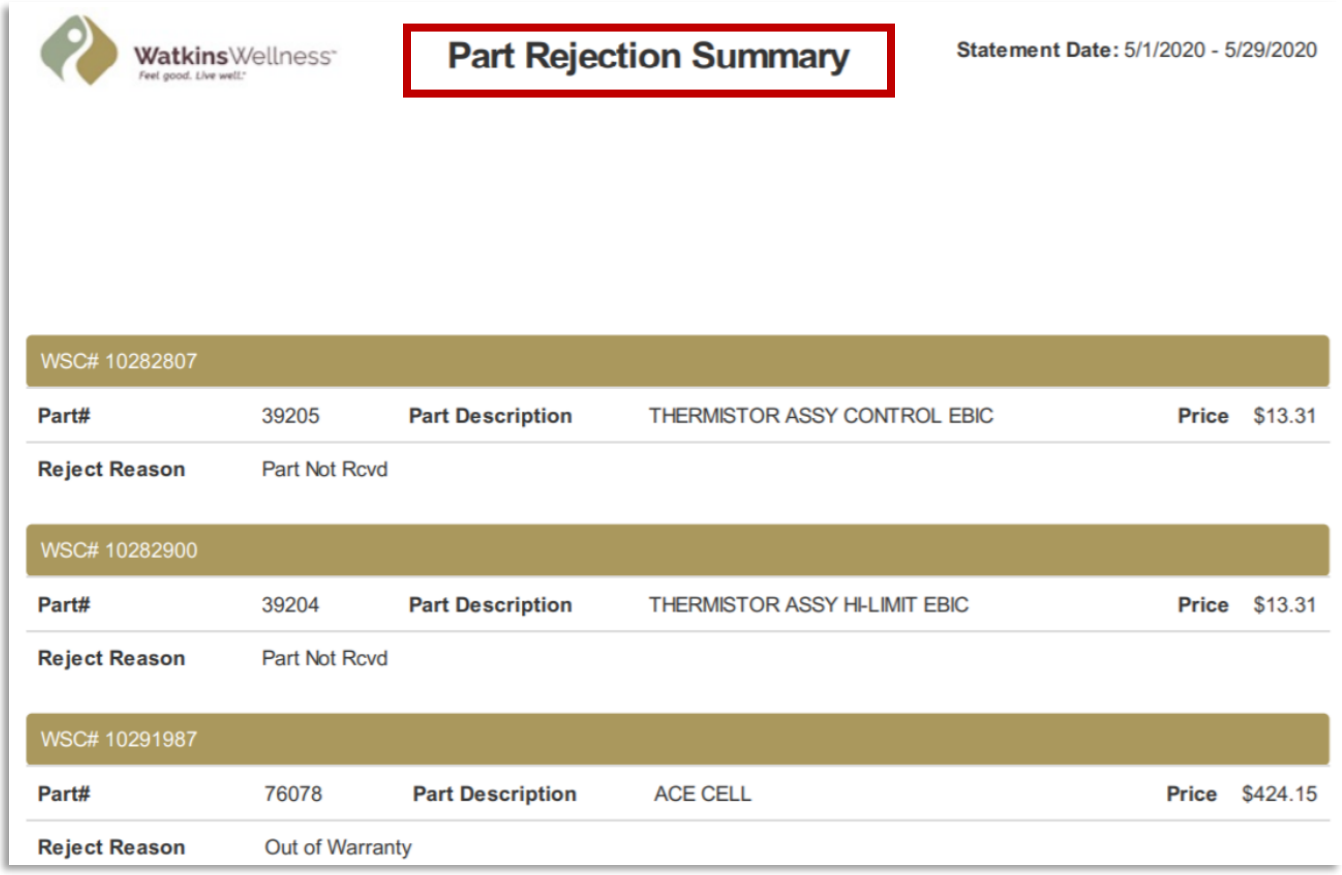
- The next section includes any **RA credits** (authorized spa replacement credits):



- Following, these will be any Warranty credits and Non Warranty Credits which will consist of **Customer Accommodations** and **Shipping Damage** approved credits:



- The last page(s) will show you why a claim has been **Rejected**:



WatkinsWellness
Feel good. Live well.

Part Rejection Summary

Statement Date: 5/1/2020 - 5/29/2020

WSC# 10282807					
Part#	39205	**Part Description**	THERMISTOR ASSY CONTROL EBIC	**Price**	$13.31
Reject Reason	Part Not Rcvd				
WSC# 10282900					
Part#	39204	**Part Description**	THERMISTOR ASSY HI-LIMIT EBIC	**Price**	$13.31
Reject Reason	Part Not Rcvd				
WSC# 10291987					
Part#	76078	**Part Description**	ACE CELL	**Price**	$424.15
Reject Reason	Out of Warranty				

Please contact the Warranty Department with any questions or suggestions you have. We are happy to assist you!