



New Account Sign-up

Go to:

https://warranty.maxonlift.com/register#/register

Fill in the requested information on the screen menu, then click on the yellow "Register" link".

You will receive an email with your login credentials.

Note: If you haven't received an email confirmation after 24 hours, please check your email spam/junk box.



Log Into Your Account

Go to: https://warranty.maxonlift.com

Enter your user name and password in the field Then click on "LOGIN".

MAXON	rofile		
A Maxon User →			
CLAIMS	First Name	Last Name	Company Name
	John	Smith	Lift Gate Co.
CLAIM UPLOAD	Email	Account Number	Created On
	your@email.com	12345	10-07-2024
	Change Password		

Profile Manager

Click on your name to view your profile and to change your password







Claim Manager

Here's an overview of what you will see by selecting the "Claim" option on the left hand side bar:

- 1 **Quick search** a specific claim if you know the claim number
- 2 Use **Filter** feature to sort "Submitted"or "Draft" claims. You can also sort through claims by Dates
- 3 Use **Add Claim** option to start a new warranty claim or edit unsubmitted claims
- Use Claim ID column to locate a specific claim
- **5** Lift Gate Model column references gate model noted in claim
- **Gate Serial Number** column references your liftgate serial number
- Claim Date
- 8 Status of your claims, Submitted or Drafts
- Use the arrows on the column headings to sort through the information in that specific column
- Use the "Item Per Page" to display up to 100 claims per page





 Add Claims Adding a claim: Adding a claim: NOTE: All fields that are grayed out will auto populate enter your information Fields with an "*" are required You must have a serial number to proceed with Add your repair information. Use the dropdown select your options for each field To add addition repairs to the same claim, click on the "Add" button To add your repair parts, fill the required fields. the "Part Number" option if you know the specific part number. Or you can search using the "Part Description" option. To add additional repair part be same claim, click on the "Add" button Claim can be submitted, saved as a draft, or yo cancel out of the current claim process 	as you a claim to al] Select ic
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Claim Upload (Bulk Upload)

Here's an overview of what you will see by selecting the "Claim Upload" option on the left hand side bar:

- **File Upload** allows you to upload multiple claims within an Excel or CSV file.
- 2 You can download a sample template to assist you with the file format required for your upload.
- 3 Click on the Upload button to upload your claims
- Once your upload is in process, you will see a notification at the top right corner of the warranty site. The message will detail whether your upload was successful or not.

NOTE:

After a successful upload, you will receive an email with a report detailing your line entries for every claim submitted. The report details whether the line entry was successful or incomplete.

Return to "Claims" Window

 Now that you've uploaded your claims, you can proceed to review, make changes, save as a draft or cancel out of the claim process. Although you've completed the upload, these claims have not yet been submitted. Click on "SUBMIT" to complete the submission process.

Please contact our Warranty Department if you need further assistance.

(800) 227-4116 warranty@maxonllift.com

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