Maxon Warranty System

warranty.maxonlift.com

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New Account Sign-up

Go to:
https://warranty.maxonlift.com/register#/register
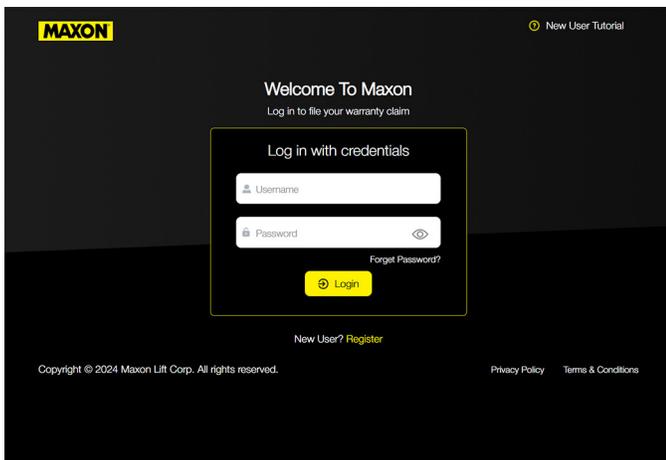
Fill in the requested information on the screen menu, then click on the yellow "Register" link".

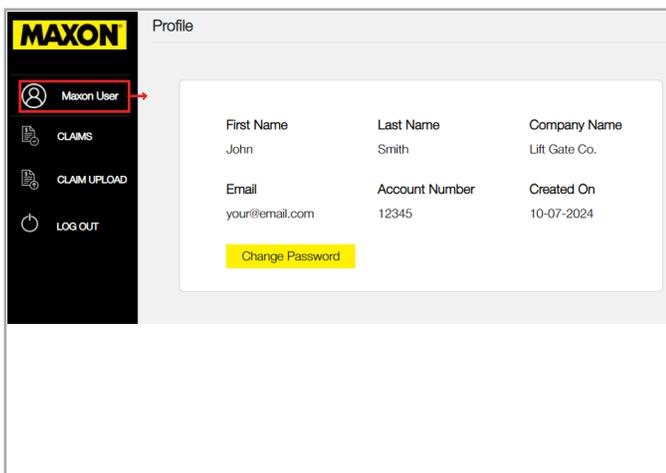You will receive an email with your login credentials.

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

Log Into Your Account
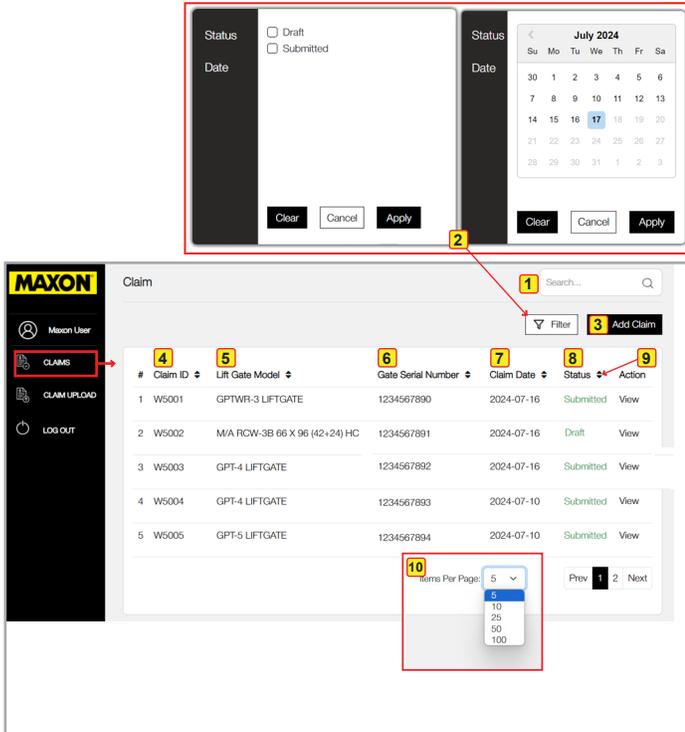
Go to:
https://warranty.maxonlift.com

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

Profile Manager

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

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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

4 Use **Claim ID** column to locate a specific claim

5 **Lift Gate Model** column references gate model noted in claim

6 **Gate Serial Number** column references your liftgate serial number

7 **Claim Date**

8 **Status** of your claims, Submitted or Drafts

9 Use the arrows on the column headings to sort through the information in that specific column

**10** Use the "**Item Per Page**" to display up to 100 claims per page

Add Claims

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Add New Claim

Basic Information

Web Entry Date*
07/17/2024

1 Serial Number*
Enter the Serial Number
Please enter valid Serial No

Repair Date*
mm/dd/yyyy

Invoice No.*
Enter the Invoice No.

Cycle Count
Enter the Cycle Count

Invoice Date*
mm/dd/yyyy

Part Description

End User Information

Company Name

Purchase Date
mm/dd/yyyy

Summary

Parts
1

Repairs
1

Total Claim
2

Add New Repair

2 Repair 1 +

Category*
Select

Gate Type*
Select

Component*
Select

Labor

Hours*
Enter the Hours

Rate*
$ Enter the Rate

Repair Description*
Enter the Repair Description

Total
$ 0

Misc charge
$ Enter the Misc Charge

Misc Description
Enter the Misc Description

Repair Total
$ 0

Add New Part

3 Part 1 X +

Please select which one you know.
◉ Part Number ○ Part Description

Part Number
Enter the Part Number

Part Description
Enter the Part Description

Quantity Claimed
Enter the Quantity Claimed

Unit Price Claimed
$ Enter the Unit Price Claimed

Total
$ 0

4 ⊗ Cancel   🖺 Save Draft   ⊳ Submit

Adding a claim:

NOTE:
- All fields that are grayed out will auto populate as you enter your information

- Fields with an "*" are required

1 You must have a serial number to proceed with a claim

2 Add your repair information. Use the dropdown to select your options for each field To add addtional repairs to the same claim, click on the "Add" + button

3 To add your repair parts, fill the required fields. Select the "Part Number" option if you know the specific part number. Or you can search using the "Part Description" option. To add addtional repair parts to the same claim, click on the "Add" + button

4 Claim can be submitted, saved as a draft, or you can cancel out of the current claim process

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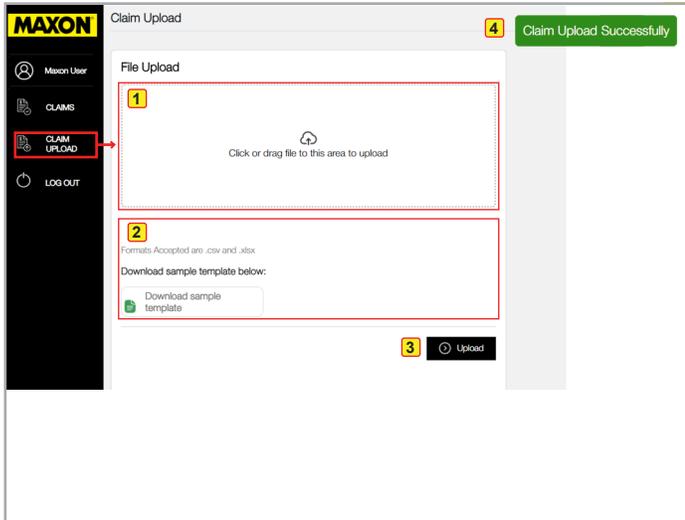
Claim Upload (Bulk Upload)

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

1 **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

4 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.
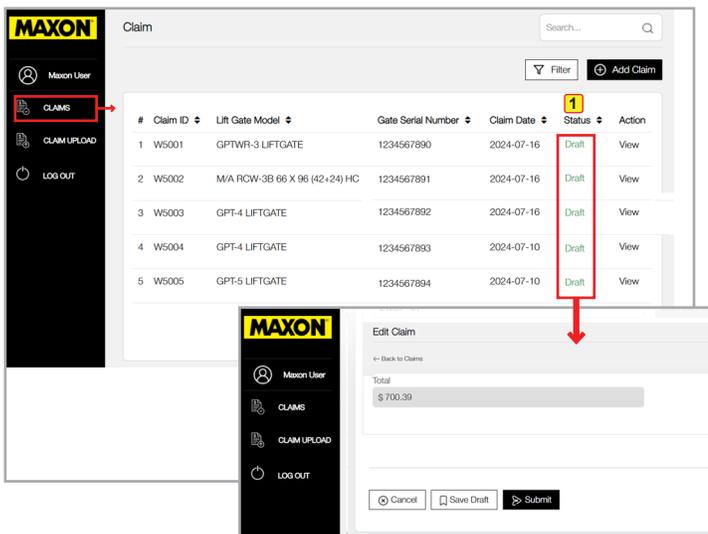
Return to **"Claims"** Window

1 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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