

# Nilfisk-Advance Online Warranty User Instructions

You can e-mail us at [uswarranty@nilfisk-advance.com](mailto:uswarranty@nilfisk-advance.com) with any questions.  
Or call us at: Advance/Kent 800.989.2235; Clarke 800.253.0367

The following are the instructions for filing warranty claims, registering a machine, checking machine warranty status, checking claim status, running claim summary reports and printing credit memos.

## LOGGING IN:

1. From either the Advance website [www.advance-us.com](http://www.advance-us.com), the Clarke website [www.Clarkeus.com](http://www.Clarkeus.com), the Clarke American Sanders website [www.americansanders.com](http://www.americansanders.com), and the Kent website, [www.kenteuroclean.com](http://www.kenteuroclean.com), click on the **SIGN IN LINK** at the top right corner of the page.

The image shows a vertical stack of three website screenshots. Red circles and arrows highlight the 'SIGN IN' links on each page:

- Clarke website:** The top right corner features a link: "MSDS | CustomerZone™ Sign In".
- Clarke American Sanders website:** The top right corner features a link: "MSDS | CustomerZone™ Sign In".
- Advance website:** The top right corner features a link: "MSDS | Authorized Sign In".

At the bottom of the Advance website screenshot, a link "Welcome. CustomerZone™ Sign In" is also highlighted with a red circle and arrow.

2. Once you have clicked on the link you will be taken to the sign in page. Enter your username and password in the appropriate boxes. (shown below) If you are having problems signing in please contact customer service to make sure you are correctly registered.

3. If you are not setup for online access please click on the “Not Registered?” link and you can follow the directions to get signed up.

4. Once you have successfully logged in you will see a page similar to THIS in the lower right hand corner of the web page. Warranty functions are listed HERE and are also available from anywhere you might be in the web site from the PULL DOWN MENU at the top center of the page by moving your cursor over “MY CUSTOMERZONE”.

5. Chose your ACCOUNT. If you have more than one account with us you will need to select which one you want to file warranty claims under. Example: some dealers may have an industrial and commercial account. You will not be allowed to proceed to the warranty menus for an account that is not set up for filing warranty claims.

## REGISTRATION:

1. Click on either one of the warranty registration links as shown on page two (2).
2. Enter the serial number in **BOX** and click on **"FIND MACHINE"**.

### Warranty Registration

#### Search for a machine by Serial Number

Serial# of Machine:

3. Using the **PULL DOWN MENU** select your machine if there is more than one model listed for the given serial number.

**Note:** if there is not more than one machine, the machine will be selected automatically.

### Warranty Registration

#### Search for a machine by Serial Number

Serial# of Machine:

Machine Description:

- QUIKSTAR CANISTAR VAC, 9059506010
- CANISTAR CANISTER VACUUM, 9056508010
- UZ 934 (2.5 GAL) DRY VAC (24), 9052549030
- UZ 934-CT 2.5 GAL DRY VAC (24), 9052549010

Thank you for

4. Once you have selected the correct model click on **"START YOUR REGISTRATION"**.

### Warranty Registration

#### Search for a machine by Serial Number

Serial# of Machine:

Machine Description:

[Click here for registration help](#)

5. If the serial number entered has already been registered you will receive a message letting you know that it is registered and the date it was registered.

6. Once you have clicked on “**START YOUR REGISTRATION**” you will be taken to the following screen. Fill out all of the fields completely and accurately.

### Warranty Registration

#### Registration for Machine Serial Number 081600011

Serial# of Machine:	<input type="text" value="081600011"/>
Machine Description:	<input type="text" value="QUIKSTAR CANISTAR VAC, 9059506010"/>

Customer Info	Dealer Info
Name: <input type="text"/>	Name: <input type="text"/>
Date of Sale: <input type="text"/>	
Title: <input type="text"/>	Title: <input type="text"/>
Company: <input type="text"/>	Company: <input type="text"/>
Address: <input type="text"/>	Address: <input type="text"/>
City State, Zip: <input type="text"/> <input type="text"/> <input type="text"/>	City State, Zip: <input type="text"/> <input type="text"/> <input type="text"/>
Phone: <input type="text"/>	Phone: <input type="text"/>
Fax: <input type="text"/>	Fax: <input type="text"/>
E-mail: <input type="text"/>	E-mail: <input type="text"/>
<b>Question A:</b> What types of cleaning equipment do you use at your facility? (Check all that apply)	
<input type="checkbox"/> Carpet Vacuums <input type="checkbox"/> Burnishers <input type="checkbox"/> Walk-Behind Scrubber <input type="checkbox"/> RiderScrubber	
<input type="checkbox"/> Walk-Behind Sweeper <input type="checkbox"/> Rider Sweeper <input type="checkbox"/> Combo - Sweeper/Scrubber <input type="checkbox"/> Wet Dry Vacuum	
<input type="checkbox"/> Extractors <input type="checkbox"/> Pressure Washers <input type="checkbox"/> None of These <input type="checkbox"/> Other:	
<b>Question B:</b> How many employees are there at your facility?	
<input type="radio"/> 0-19 <input type="radio"/> 20-49 <input type="radio"/> 50-99 <input type="radio"/> 100-249 <input type="radio"/> 250-499 <input type="radio"/> 500-999 <input type="radio"/> Over 1,000 <input checked="" type="radio"/> Not Provided:	
<b>Question C:</b> What is the square footage of your facility?	
<input type="radio"/> 0-10,000 <input type="radio"/> 10,000-50,000 <input type="radio"/> 50,000-100,000 <input type="radio"/> 100,000 or more <input checked="" type="radio"/> Not Provided:	
Application Selection: Please check the most appropriate box for your application:	
<input type="text" value="Not Provided -"/> <input type="button" value="v"/>	
Other: <input type="text"/>	
<input type="button" value="Submit/Update"/> <input type="button" value="Cancel"/>	

**Thank you for your visit today, please contact us with any questions or concerns.**

7. Once all the information has been entered, click on “**SUBMIT/UPDATE**”

8. Once you have submitted the registration form, the following window will appear giving you the option to register another machine or return to the home page. (below)

Note: if you have multiple machines sold to the same customer do them back to back as it will auto-fill the information that was previously entered when chose “**CREATE NEW REGISTRATION**”.

### Warranty Registration

Congratulations! Your warranty registration has been successfully completed. Now you can either return to the home page or create a new warranty registration	
<input type="button" value="Back to Home Page"/>	<input type="button" value="Create New Registration"/>

## MACHINE/PART WARRANTY:

The steps for submitting either a machine warranty claim or part warranty claim are as follows.

A machine warranty claim should be submitted for a warrantable repair performed during the warranty period of the machine.

A part warranty should be submitted for a replacement part that is ordered and installed on a machine after the standard machine warranty has expired, if the part is believed to be defective within 90 days of the installation date.

1. Select **MACHINE** for a machine warranty claim or **PART** for a part warranty claim. (It defaults to “Machine”)
2. Enter your claim number
  - a. This is a claim number for you to choose. It should be something that will allow you to associate any communication regarding the claim to your paper work.
  - b. The claim number can **ONLY BE CAPITAL LETTERS** and **NUMBERS**. No special characters, dashes, spaces, etc.
3. Input the serial number of the machine and click **“FIND MACHINE”**. Like registration, if there is more than one model you will need to select which machine.

4.

**Create a New Warranty Claim (instructions)**

Claim For:	<input checked="" type="radio"/> Machine <input type="radio"/> Part
Claim Number:	<input type="text"/> (Note: Please no spaces, dashes or special characters)
Serial # of Machine:	<input type="text"/> <input type="button" value="Find Machine"/>
Machine Hours:	<input type="text"/>
Date of Repair:	<input type="text"/>
Repair End Date:	<input type="text"/>
Labor Hours:	<input type="text"/> (Use decimals for partial hours - ie. 1.5 for 90 minutes)
Travel Hours:	<input type="text"/>
Description of Defect:	<input type="text"/>

**NOTE:** If there is no value for any of the “Hour” fields a “0” will need to be entered – Labor, Travel, and Machine.

4. The value in the hour meter on the machine has to be entered in **“MACHINE HOURS”** if there is an hour meter on the machine.
5. The **“DATE OF REPAIR”** needs to be entered. This is the date on which the repair was started.
6. If there are a significant amount of days between the day the repair was started and the day it was finished, you will want to enter the **“REPAIR END DATE”** as there are only 30 days in which to submit a claim from the end date of the repair. Without a date in the “Repair End Date” field, the 30 days for claims submission will be calculated from the “Date of Repair”
7. **“LABOR HOURS”** AND **“TRAVEL HOURS”** need to be entered as fractions of whole hours, (Ex. 1.5 is an hour and a half).
8. Enter a proper **“DESCRIPTION OF DEFECT”** this should include the problem(s) with the machine, what troubleshooting/diagnostics were done, and what was determined to be the problem. For multiple defects, note what labor hours are associated with what defect.

9. Click on “**CREATE CLAIM**” this will save the claim as it has been entered thus far and the claim will then appear in the **TABLE** below as long as you have **THIS** selected to show. (Click “**HIDE CLAIMS**” to hide the claims in the table.)

### Warranty Claim

- Hide Claims **Unsubmitted Warranty Claims List** - A listing of all claims that you have started but not submitted.

Claim Number	Serial	Machine	Problem	Action
TEST	PARTWARRANTY		asdfaf	<a href="#">Edit</a> <a href="#">Delete</a>
TEST	2037071	WAL-MART 7760 LP VD, 505-261	faasfdas	<a href="#">Edit</a> <a href="#">Delete</a>
MJU458781	2037071	WAL-MART 7760 LP VD, 505-261	Travel o customer location to find failed switch, R & R Switch tested adn checked good.	<a href="#">Edit</a> <a href="#">Delete</a>

### Create a New Warranty Claim (instructions)

Claim For:  Machine  Part

Claim Number:  (Note: Please no spaces, dashes or special characters)

Serial # of Machine:

Machine Hours:

Date of Repair:

Repair End Date:

Labor Hours:  (Use decimals for partial hours - ie. 1.5 for 90 minutes)

Travel Hours:

Description of Defect:

10. Once the claim has been “created”, it is saved in the “**UNSUBMITTED WARRANTY CLAIMS LIST**” table and the one you are working on will be highlighted. The parts entry table will also appear and be highlighted.

**Unsubmitted Warranty Claims List** - A listing of all claims that you have started but not submitted.

Claim Number	Serial	Machine	Problem	Status	Action
W124516	000003152	1-M4H-7	The brush lift actuator was not functioning either direction. Tested with direct battery voltage; the actuator ran up and down with out pulling more than 1.5A. Checked signal from control board, found 24V signal not coming from board to actuator. Replaced control board, tested operations, all okay. Pat O'Cool.		<a href="#">Edit</a> <a href="#">Delete</a>
testjidji	083700033	9056508010	adfsdfasedasdfgasd		<a href="#">Edit</a> <a href="#">Delete</a>
Test11111	1967760				<a href="#">Edit</a> <a href="#">Delete</a>
Test3130903	000003152		Test		<a href="#">Edit</a> <a href="#">Delete</a>
Test313091	081600011	9052549010			<a href="#">Edit</a> <a href="#">Delete</a>

**Detailed Warranty Claim information for machine 000003152**

11. Enter part numbers in “**ITEM:**” field and any comments in the “**ITEM COMMENT:**” field, and enter the “**QUANTITY:**” of the part and click “**ADD ITEM TO CLAIM**”. Repeat for each part entered into the claim.

Description of Defect: The brush lift actuator was not functioning either direction. Tested with direct battery voltage; the actuator ran up and down with out pulling more than 1.5A. Checked signal from control board, found 24V signal not coming from board to actuator. Replaced control board, tested operations, all okay. Pat O'Cool.

Line#	Item#	Description	Qty	Price Per Item	Ext Price		
<a href="#">Edit</a>	10	56315657	CONTROL PANEL ASSY - FM	1	\$390.60	\$390.60	<a href="#">Delete</a>
					<b>\$390.60</b>		

Item:

Item Comment:

Quantity:

Please 'Add Item to Claim' prior to submitting or saving.

12. Once all of the information has been entered for the claim it can be submitted by selecting the “**SUBMIT YOUR CLAIM**” button. The claim will not be submitted until this has been done. Any claim in the “Un-submitted Warranty Claims List” table has not been submitted.

13. “**SAVE AND CONTINUE**” saves the changes and leaves it in the Un-submitted table.

14. “**START OVER**” will clear the data in the claim and give you a blank form.

**NOTE:** If you select “**SUBMIT YOUR CLAIM**” you will get the message below confirming that you want to submit the claim. Once it has been submitted you will be given the SR # of the claim.

Machine Description: WARRIOR X 32C-C, 56315542  
 Machine Hours: 120  
 Date of Repair: 01/01/2009  
 Labor Hours: 1.50 (Use decimals for partial hours - ie. 1.5 for 90 minutes)  
 Travel Hours: 2  
 Description of Defect: The machine... direction. up and not coming

The page at http://dev.kenteuroclean.com s...  
 Are you sure you want to submit this claim?

Line#	Item#	Description	Qty	Price Per Item	Ext Price		
Edit	10	56315657	CONTROL PANEL ASSY - FM	1	\$390.60	\$390.60	Delete
						<b>\$390.60</b>	

Item: 56000171  
 Item: \$5.97 - harness conne

15. For a part warranty claim, enter the claim number just as you did for a machine claim, select “**PART**”, Enter the “**DATE OF REPAIR**”, and your “**DESCRIPTION OF DEFECT**”. In your description of defect include the date the part was installed (unless it was damaged upon receipt and never installed) and an invoice number. If an invoice number is not available you may use a P.O. number. These are **REQUIRED** items and the claim cannot be processed without them.

**Create a New Warranty Claim (instructions)**

Claim For:  Machine  Part

Claim Number:  (Note: Please no spaces, dashes or special characters)

Serial # of Machine: PARTWARRANTY

Date of Repair:

Description of Defect:

**NOTE: There is NO labor or Travel coverage for a part warranty.**

## WARRANTY STATUS:

Warranty status link is used to check on the status of claims that have been submitted or to obtain a summary report.

1. Click on the “**WARRANTY STATUS**” link under “Warranty and Claims”

### Warranty and Claims

- [Warranty Registration](#)
- [Warranty Claim](#)
- [Warranty Status](#)

Search By:  

Search value:

Date Range:

2. Select the method for looking for the claims you need to find.

- [Warranty Status](#)

Search By:  

Search value:

Date Range:

All Claims

All Claims

Claim Number

Serial Number

Machine Number

3. Fill in the value, claim number, etc. Enter the date range for search and select “Go”.

- [Warranty Status](#)

Search By:  

Search value:

Date Range:

4. You will be shown all of your claims that satisfy the search requirements. **EXAMPLE**

Claim #	Submitted on	SR #	Serial #	Machine	Machine Description	Status	Credit Memo #	Amount Paid
7236096	11/19/2008	1-9604663	1884327	56265000	AQUACLEAN 16XP	Denied.Line Item Violations		\$0.00
7236094	11/19/2008	1-9604584	072820842	9087057020	MICROMATIC M17B	Paid.	80010921	\$177.99

Status field will return, **PAID**, **DENIED**, or **WAITING**. A claim is listed as “waiting” if we are waiting on parts to be returned, or further information; this includes the following: missing registration, invalid serial number or part number, insufficient description of defect, etc.

5. To view further detail of the claim click on the blue “VIEW DETAIL” link.

	Claim #
<a href="#">View Detail</a>	7275166
<a href="#">View Detail</a>	7275166
<a href="#">View Detail</a>	7274502

6. Here is an example of what you will see:

**Advance**  
by Nilfisk-Advance

### Warranty Claim Detail

<b>Service Request Number:</b>	1-24206201	<b>Claim Received:</b>	6/29/2009
<b>Claim Number:</b>	7268414	<b>Credit Memo Issued:</b>	7/28/2009
<b>Serial Number:</b>	1992065	<b>Machine Shipped:</b>	5/22/2007
<b>Machine:</b>	AQUACLEAN 16XP	<b>Warranty Started:</b>	11/21/2007
<b>Status:</b>	Paid	<b>Repair Date:</b>	6/25/2009
<b>Resolution:</b>	Completed		
<b>Credit Memo #:</b>	90008276		
<b>Description of Defect:</b>	The solution hose to tank upper elbow was broken off of the machine when it was unpacked from the shipping box. Work performed, remove and replace broken elbow. Repair End Date: 06/25/2009		

Line #	Item Part #	Item Description	Status	Short Pay	Flat Rate	Qty	Base Price	Total Price
10	56900069	BARB,90 ELBOW 1/2 X 3/8NPT:	Approved		\$0.60	1.00	\$2.85	\$2.85
15	TRAVEL		Denied	Warranty Expired		3.00	\$0.00	\$0.00
20	LABOR		Approved			1.00	\$52.00	\$52.00
<b>Total</b>								\$54.85

Note: it shows you all the information including claims “STATUS”, “RESOLUTION”, “CREDIT MEMO #” (once it has been paid), the line items and for each line item the “Status” and “SHORT PAY” reason. If a part is required back the status will show “PART REQUESTED” and you should see a notification (next section). The “Flat Rate” will show you what the expected time to do the repair is when we have a value populated. (Right now there is a problem with this field being labeled as “\$”, this field’s actual value is hours – we hope to rectify the problem soon.)

7. On the lower portion of this page is a section for notifications. We are still tweaking this part; but the goal is to make all of the notifications we send out not only visible here but printable as well. We will use this section to put notes on the claim.

#### Warranty Claim Activity Comments Detail

Description	Status	Comments
		part number 56397230 has been requested back if you have not received the paperwork please contact our warranty dept

## WARRANTY COVERAGE:

To look up the remaining warranty coverage on a machine or find out the install, ship or registration date of a machine:

1. Select the “**WARRANTY COVERAGE**” link under “Warranty and Claims”.

Warranty and Claims

- Warranty Registration
- Warranty Claim
- Warranty Status
- Warranty Coverage

Serial # of Machine:

2. Enter the serial number of the machine.

Serial# of Machine:

3. Click “**FIND MACHINE**” – if there is more than one machine with the same serial number you will need to select the correct machine.

4. Select “Go”

Serial# of Machine:

Machine Description: CONVERTAMATIC 24D-C, 56315000

5. This is an example of the information you will be shown.



### Warranty Registration by Machine

<b>Serial Number:</b>	1954585			
<b>Machine Name:</b>	AQUACLEAN 16XP			
<b>Machine Part Number:</b>	56265000			
<b>National Account:</b>	No			
<b>Dates Affecting Warranty:</b>	<b>Shipped Date</b>	<b>Registered Date</b>		
	11/17/2006	5/19/2007		
	<b>Parts</b>	<b>Labor</b>	<b>Travel</b>	<b>Max Hours</b>
<b>Warranty Duration:</b>	1095 Days	730 Days	183 Days	Not Specified
<b>Warranty End Dates:</b>	5/18/2010	5/18/2009	11/18/2007	
<b>Warranty Remaining:</b>	273 Days	0 Days	0 Days	

Reported on 8/18/2009 4:23:56 PM

## PRINTING CREDIT MEMOS:

You now have the ability to print credit memos from our online system.

1. From the home page go to the “**ORDER STATUS REPORT**” section – right above the warranty links.

Order Status Report

Search By:

Search value:

Date Range:

2. Select “**INVOICE NUMBER**” from the pull down menu in the “**SEARCH BY**” field.
3. Enter the credit memo number in the “**SEARCH VALUE**” field.
4. Click “**Go**”.

Order #	Cust PO #	Order Date	Invoice Date	Invoice #	Order Type	
<a href="#">View Detail</a>	100	538	8/19/2009 12:00:00 AM	8/19/2009 12:00:00 AM	90011376	SW1

Reported on 8/19/2009 10:55:31 AM Page 1 of 1

5. You will be shown the above – the general information.
6. By clicking on the blue “**VIEW DETAIL**” link you will be able to view/print the credit memo (shown below).

Order #: [REDACTED] Ship To: [REDACTED]  
Order Date: 8/19/2009 12:00:00 AM [REDACTED]  
PO #: [REDACTED]  
Route: 100 [REDACTED]  
Payment Term: 30 CITY OF CA 91746  
Delivery Term: WC US

Line #	Item #	Description	Order Qty	Ship Qty	List Price	Disc %	Est Price	Invoice #	Invoice Date	Serial #
10	56000171	PARTS WARRANTY	-1	-1	332.70	0	-332.70	90011376	8/19/2009	
<b>Total</b>			-1	-1	332.70	0	-332.70			