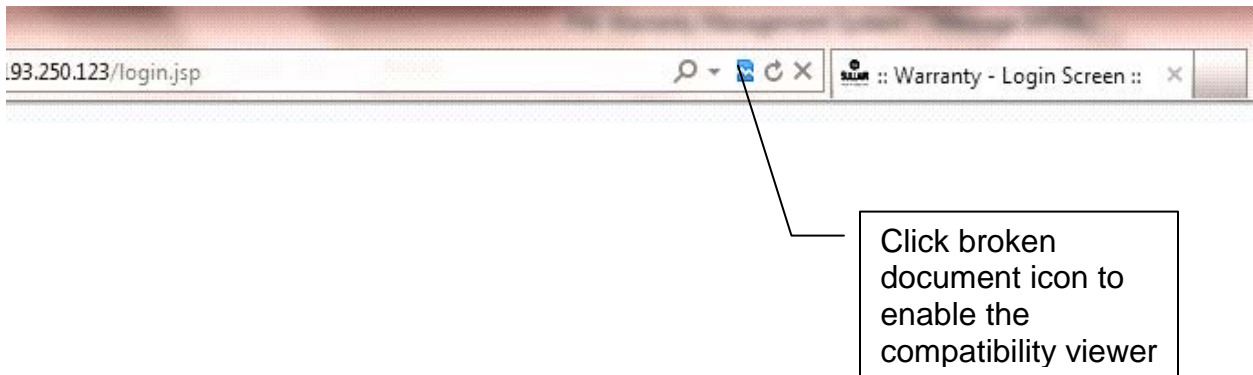


Sullair Warranty Management System

Frequently Asked Questions – Compressors

User Access

1. I can't access the software even though I have correct ID and password, screen keep circling.
 - a. For older versions of Internet Explorer, you should enable your browser's compatibility viewer by clicking on the broken blue file icon on your browser.



Failure Detail

1. Causal Part Number: "Causal Part Number" does not come up in the list when I try to enter it.
 - a. Causal Part Number field has a toggle. You can toggle this field to enter a causal Part Number or specify Part Serial Number.
 - b. For air end Part Number as a causal part list, you should click on "Specify Serial Number" and select Serial Number from the drop down list.



Click on 'Specify Serial Number'

FAILURE DETAILS

Causal Part Serial Number: 201204260069 COMPR GRP,BSE P8
[Specify Part Number](#)
 Fault Code: 201204260069
 Fault Found: UNBALANCED Caused By:

Notice field change

Select from drop down list

2. Causal Part Number is not available
 - a. We require you to identify causal part number; even if no part was replaced. Example: claim is for tightening of a hose or any other component and there is no part replaced. You should list the part number you adjusted. As a last resort you can enter "NOT AVAILABLE" if you have difficulty entering a part number. Please define any special circumstances in comments section.

Service Detail

3. My Service Technician name does not appear in dropdown list.

SERVICE DETAILS

Service Procedures

Job Code	Service Technician	Standard Labor Time		Additional Labor Time		Reason for Additional Labor Time
		Hours	Minutes	Hours	Minutes	
CG-006-0025-RR		12	0			

Service Tech name is not listed

COMPONENTS REPLACED

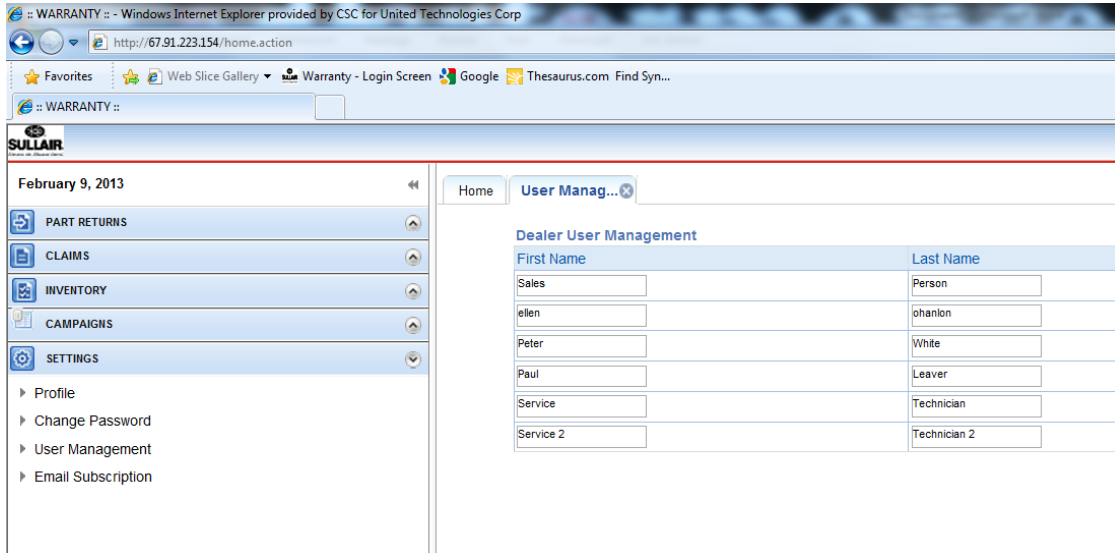
Parts Replaced

Removed		Installed		Invoice Number	Quantity	Description
Serial Number	Part Number	Serial Number	Part Number			
201204260069	02250157-773	test123232322	02250157-773		1	COMPR

Outside Parts/Services (List each item separately)

Description	Cost	Invoice

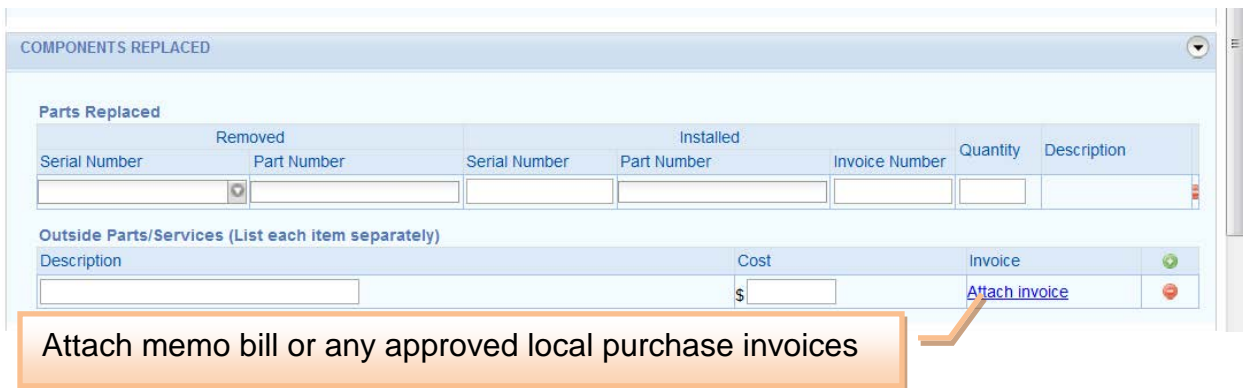
- a. You have skipped to list your service technician name(s) in the Settings/User Management page. You need to go back and list your technician(s) name(s) in the Settings/User Management page. Service Technician name list will then populate from user management list.



Example: User Management page.

Components Replaced

4. Even though I have the correct invoice, it is not validating.
 - a. If you have an invoice from Sullair and system does not recognize (validate) that invoice, you can add that part cost in 'Outside Part/Service' field and attach invoice.
 - a. Memo billing invoices should not be listed under OEM part lines. You should list them for "Zero Dollar" cost for air end claims as an outside part. (Only attach if necessary)



Validation

5. My claim does not validate; the cursor keep circling.
 - b. Make sure your machine serial number is registered.
 - c. Make sure you do not have any empty parts line(s) on the claim page 2.
 - d. Make sure you have not entered (warranty) air end “Zero Dollar” invoice(s) on OEM part lines on the claim. (Only attach if necessary)

6. Machine Serial Number is not appearing in the claim entry field list.
 - a. Machine registration may not have been filed from selling entity. Make sure you have access to this machine by checking in your stock inventory table. If machine was moved into your territory by another distributor, then please contact Sullair warranty for asset transfer.

Frequently Asked Questions - Parts

1. System is asking for equipment Serial Number but the part failed on an older machine and the Serial Number is not listed in the database.
 - a. You can toggle this field by clicking on “Don’t have equipment serial number? Click here.”

Home Draft Claim Number New Claim

Page 1 of 2

Dealer: COMAIRCO EQUIPMENT,

Equipment Serial Number: 003
[Dont have equipment serial number? Click here](#)

Part Number: 003-100248
003-100484
003-101495
003-103949
003-104019
003-104095
003-105154
003-105197
003-105794
003-107257

Invoice Number:

Work Order Number:

Date of Failure:

Click here and identify machine Model

b. System will ask you to identify machine model. **Start typing model letters and a drop will appear** and you can then select the model from the list.

Dealer:	COMAIRCO EQUIPMENT,
Model:	LS
Have a serial number? Click here	LS10
Machine Part Number:	LS100H
Part Number:	LS100HH
Have part serial number? Click here	LS100L
Invoice Number:	LS100XH
Work Order Number:	LS100ZH
Date of Failure:	LS10H
	LS10HH
	LS10L
	LS10XH

c. Next system will ask you to select machine Model Part Number from the list and **you can select any part number from the list.**

Dealer:	COMAIRCO EQUIPMENT,	Claim T
Model:	LS100HH	
Have a serial number? Click here		
Machine Part Number:		
Part Number:	LS100/105220A	
Have part serial number? Click here	LS100/107077A	
Invoice Number:	LS100/102691A	
Work Order Number:	LS100/103980A	Date of
Date of Failure:	LS100/104332A	Date of
Request SMR:	LS100/104953A	
	LS100/104975B	
	LS100/0143710	

If you have any additional questions please contact: warranty@sullair.com