

## ENTERING A CLAIM FOR SOURCE 1 WARRANTY (WITHOUT A SERIAL NUMBER):

(To be used when unit is out of warranty but replacement Source 1 part failed within 1st year, (any S1- part, T'stat)

1. Login to [www.upgnet.com](http://www.upgnet.com) with user name and password.
2. Click on "Go to Centers".
3. Go to the "Warranty Center" on the main menu.
4. Choose "Warranty Claims".
5. Click on "Submit Source 1 Warranty Claim".
6. Enter a document control number \*.

This used to be where the SW number from the paper claims were entered.

This can be work order, service ticket, job name, or whatever you wish to reference.

7. Click on the box next to "Check if Non-UPG Product".
8. Click "Continue" button.
9. Enter Consumer's information\*

This is who and where the work was done.

10. Click "Continue" button.
11. Enter reference number.\*

What you enter here is what will transmit in the p.o. section of your warranty credit.

12. Click "Continue" button.
13. Scroll down until you see the "Add Parts Section".
14. Enter the new & failed part numbers.

All parts begin with S1-

15. Enter "Date Part Installed".

This is the date part was originally installed.

16. Enter "Date Part Failed".

This is the date the failed part was replaced.

17. Verify Invoice Number field circle is filled in
18. Enter the 7 digit York Replacement Part Invoice number in the box to the right.

Do NOT add the -00/-01 suffix with your invoice number.

19. Click "Add" button.
20. Print a copy of your claim for your records.
21. Click "Continue" button.
22. Amount Requested Screen – please verify amount.
23. Click "Submit Claim" button.
24. Print and/or write down your claim number on your documentation.

\*Denotes that this is not a required field.