

This tutorial will cover the Maxon Warranty and RMA system.

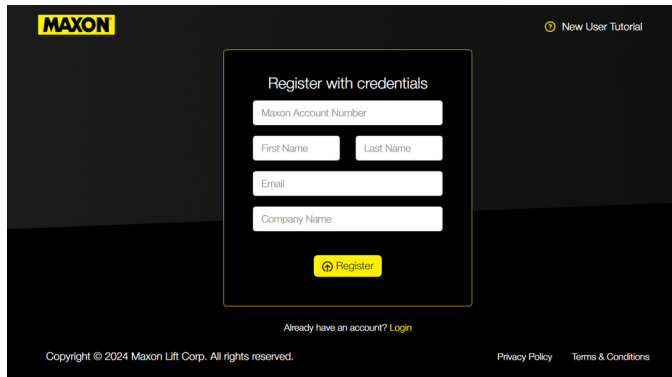
Section 1 - New Account Sign-Up & Log-in Instructions

Section 2 - How to Use the Warranty System

Section 3 - How to Use the RMA System

Section 4 - Warranty & RMA Status Legends

## SECTION 1 - New Account Sign-Up & Log-in Instructions



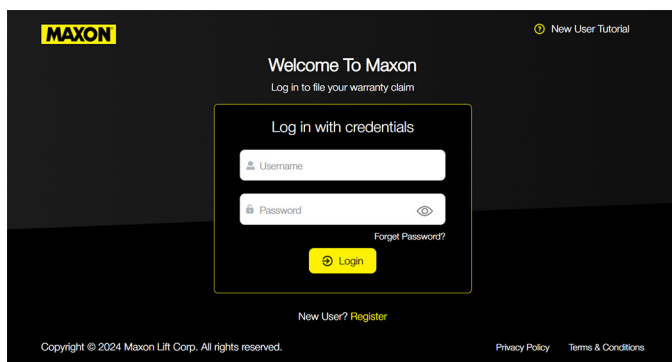
### New Account Sign-Up

Go to:  
<https://warrantyrma.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 log-in credentials.

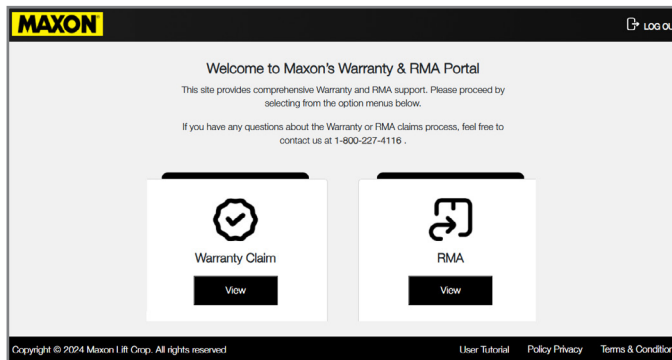
Note: If you haven’t received an email confirmation after 24 hours, please check your email spam/junk box.



### Log-In Instructions

Go to:  
<https://warrantyrma.maxonlift.com>

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

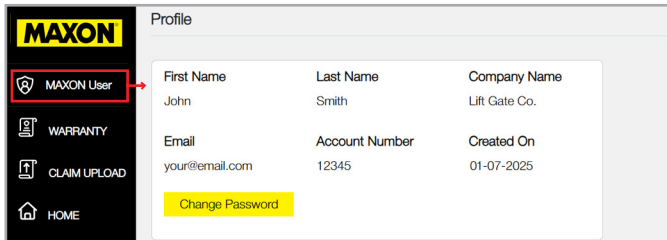


### Warranty & RMA Home Page

Once you are logged in, you can select the Warranty Claims icon to view or file your warranty claims.

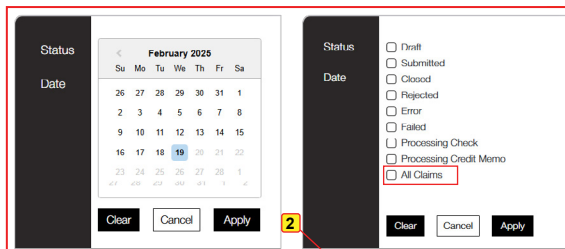
You can also select the RMA icon to view or file your RMA claims.

## SECTION 2 - How to Use the Warranty System



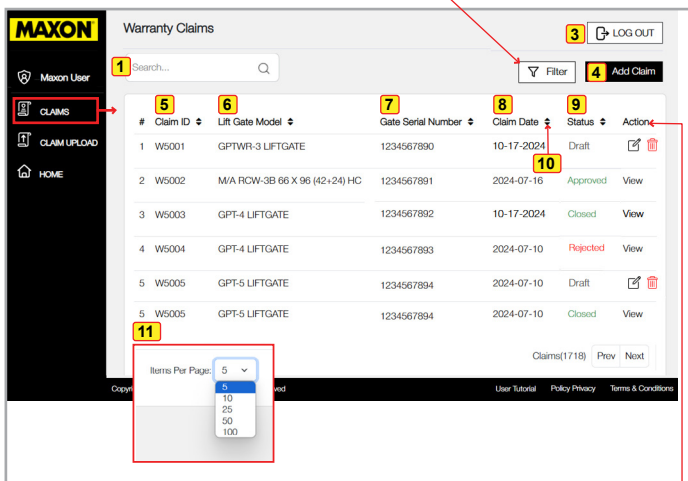
### Profile Manager

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, gate serial number, or invoice number

2 Use **Filter** feature to sort the status of your claims. You can also sort through claims by Dates

**NOTE: Your dashboard is set to view only those claims that you submitted. You must select the "All Claims" option in order to view all claims submitted under this account.**

3 Use **Log Out** option to exit the warranty application

4 Use **Add Claim** option to start a new warranty claim or edit unsubmitted claims

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

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

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

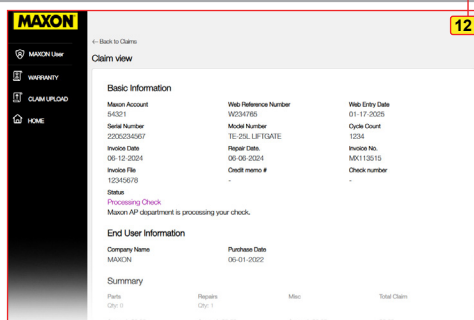
8 **Claim Date**

9 **Status** of your claims. (Please refer to the end of this document for the Status Legend for clarifications.)

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

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

12 **"Action"** column lets you view the details of your claim, make edits or deletions.



MAXON

Maxon User

CLAIMS

CLAIM UPLOAD

HOME

### Add New Claim

#### Basic Information

Web Entry Date\*

Serial Number\*  Repair Date\*

1 Enter the Serial Number  
Please enter valid Serial No

Invoice No.\*  Cycle Count

Enter the Invoice No. Enter the Cycle Count

Invoice Date\*  Part Description

mm/dd/yyyy

#### End User Information

Company Name  Purchase Date

mm/dd/yyyy

#### 2 Summary

Parts <input type="text" value="1"/>	Repairs <input type="text" value="1"/>
Total Claim <input type="text" value="2"/>	Upload Invoice <input type="button" value="Choose File"/> No file chosen <small>*Formats Accepted are jpg, jpeg, png, pdf</small>

#### Add New Repair

Repair 1

Category\*  Gate Type\*

Component\*

Labor

Hours\*  Rate\*

Enter the Hours \$ Enter the Rate

Repair Description\*  Total

Enter the Repair Description

Misc charge

\$ Enter the Misc Charge

Misc Description  Repair Total

Enter the Misc Description

#### Add New Part

Part 1

Please select which one you know.  
 Part Number  Part Description

Part Number  Part Description

Enter the Part Number Enter the Part Description

Quantity Claimed  Unit Price Claimed

Enter the Quantity Claimed \$ Enter the Unit Price Claimed

Total

4

## Add Claims

Adding a claim:

**NOTE:**

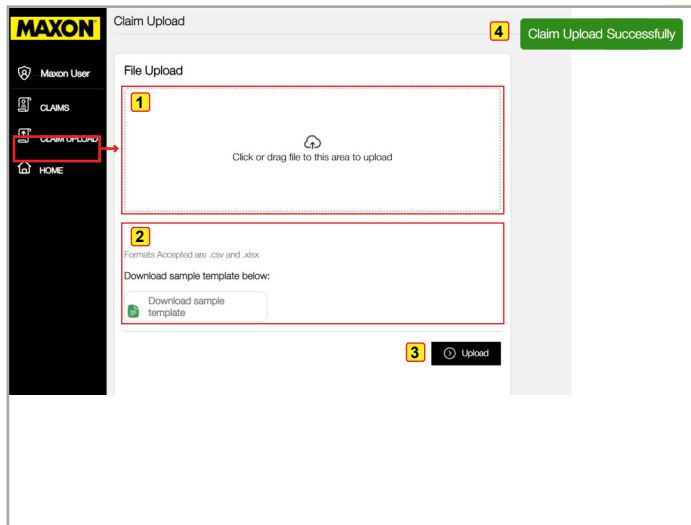
- All fields that are grayed out will auto populate as you enter your information
- Fields with an "\*" are required

**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 additional 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 additional 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



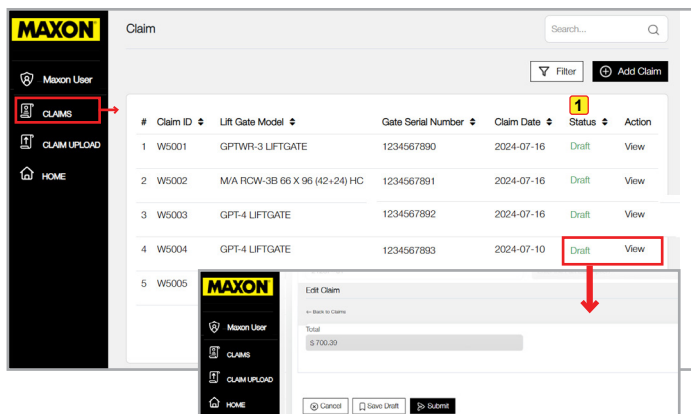
## Claim Upload (Bulk Upload)

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.
- You can download a sample template to assist you with the file format required for your upload.
- 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.



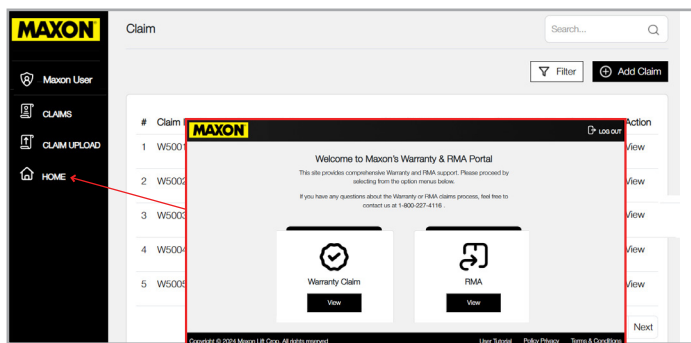
### Return to "Claims" Window

- Under "Status" column, you will see updates to the claims that you just submitted.

**Submitted:** This claim has been successfully submitted and is ready for review.

**Error:** An error has occurred and you need to make edits to your claim. The error alert screen will detail what errors were made. Once you edit all the errors, re-submit the claim. The claim status should change to **Submitted**.

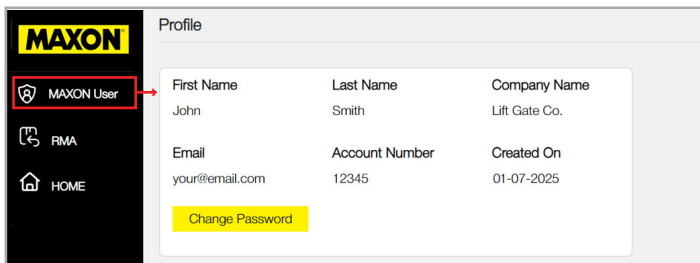
**NOTE:** Please refer to the end of this document for the Status Legend for clarifications.



## Warranty & RMA Home Page

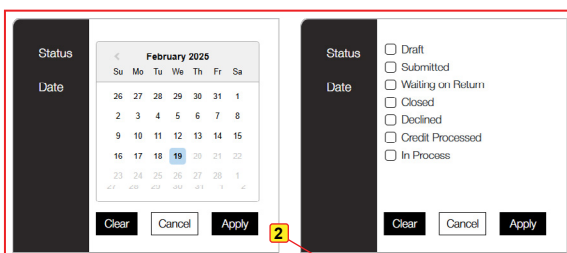
- 1 Home** will take you back to the Warranty and RMA landing page

## SECTION 3 - How to Use the RMA System



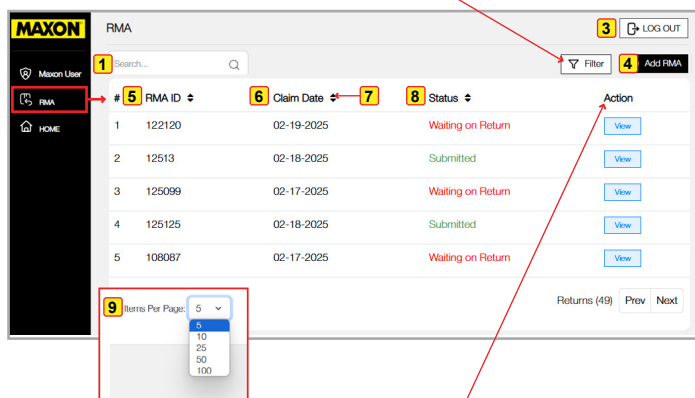
### Profile Manager

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

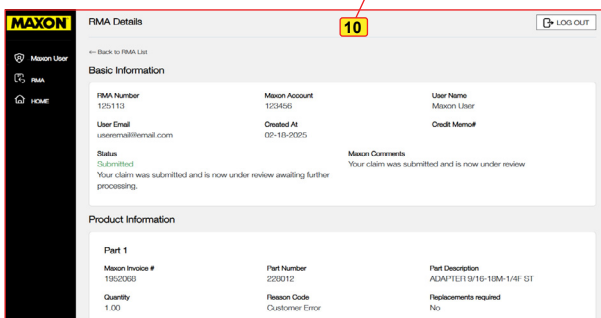


### Claim Manager

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 and invoice number
- 2 Use **Filter** feature to sort the status of your claims. You can also sort through claims by Dates
- 3 Use **Log Out** option to exit the RMA application
- 4 Use **Add Claim** option to start a new RMA claim
- 5 Use **RMA ID** column to locate a specific claim
- 6 **Claim Date**
- 7 Use the arrows on the column headings to sort through the information in that specific column
- 8 **Status** of your claims. (Please refer to the end of this document for the Status Legend for clarifications.)
- 9 Use the **"Item Per Page"** to display up to 100 claims per page
- 10 **"Action"** column lets you view existing claims or edit draft claims



## Add Claims

Adding a claim:

NOTE:

- All fields that are grayed out will auto populate as you enter your information
- Fields with an "\*" are required

- 1 Start with the first part information. You can add multiple parts by clicking on the  button
- 2 You must have a Maxon invoice number to proceed with a claim
- 3 Fill the required fields.
- 4 Claim can be submitted, saved as a draft, or you can cancel out of the current claim process

## Home

- 1 Home will take you back to the Warranty and RMA landing page

## SECTION 4 - Warranty Status Legend

**Status**

Draft

Submitted

Closed

Rejected

Error

Failed

Processing Check

Processing Credit Memo

All Claims

**Date**

## Warranty Status Legend

1 On your Warranty Dashboard, when you mouse over the items under "Status" column, you will see a quick explanation of what each status means. Additionally you can also view a detailed description of the status below.

Note: You can sort the Status column using the filter option.

#	Claim ID	Invoice Number	Lift Gate Model	Gate Serial #	Claim Date	Status	Action
1	W7622	1173492	GPTWR-3 LIFTGATE	2106602839	11-11-2024	Draft	
2	W7630	1301505	GPTWR-3 LIFTGATE	2203638002	11-11-2024	Submitted	
3	W7635	1387441	BMR-44 LIFTGATE	1907508418	11-11-2024	Closed	
4	W5205	89176755	GPTWR-3 LIFTGATE	2102582298	08-26-2024	Rejected	
5	W5205	89176755	GPTWR-3 LIFTGATE	2102582298	08-26-2024	Error	
6	W7675	4197247	GPT-3 LIFTGATE	2106602839	11-11-2024	Failed	
7	W9848	S20753714	BMR-44 LIFTGATE	1907508418	11-11-2024	Processing Check	
8	W9617	MX116544	GPTWR-3 LIFTGATE	2112627536	01-17-2025	Processing Credit Memo	
9	W7635	1387441	BMRW35G	1907508418	11-11-2024	Submitted	
10	W8901	S20757915	GPT-3 LIFTGATE	2108611382	12-16-2024	Submitted	

Warranty Status	Descriptions
<b>Draft</b>	A claim was initiated but not completed. This claim has not been submitted into the Maxon Warranty system. You can edit your Draft claims anytime prior to being submitted.
<b>Submitted</b>	Your warranty claim request has been received and is now under review. You will receive a notification once our review process has been completed.
<b>Closed</b>	Claim approved, Invoice generated and the check has been processed.
<b>Rejected</b>	This claim was not approved.
<b>Error</b>	An error was noted on your claim. You must update the required information in order to re-submit your claim.
<b>Failed</b>	This claim failed to import into our system.
<b>Processing Check</b>	Your claim has been approved. Maxon's Account Payable department has your claim and is processing your check.
<b>Processing Credit Memo</b>	Your claim has been approved. Maxon Credit department has your claim and is working on your credit memo

**Status**

Draft

Submitted

**Date**

Waiting on Return

Closed

Declined

Credit Processed

In Process

## RMA Status Legend

1 On your RMA Dashboard, when you mouse over the items under "Status" column, you will see a quick explanation of what each status means. Additionally you can also view a detail description of the status below.

Note: You can sort the Status column using the filter option.

#	Claim ID	Invoice Number	Lift Gate Model	Gate Serial #	Claim Date	Status	Action
1	W7622	1173492	GPTWR-3 LIFTGATE	2106602839	11-11-2024	Draft	View
2	W7630	1301505	GPTWR-3 LIFTGATE	2203638002	11-11-2024	Submitted	View
3	W7635	1387441	BMR-44 LIFTGATE	1907508418	11-11-2024	Closed	View
4	W5205	89176755	GPTWR-3 LIFTGATE	2102582298	08-26-2024	Rejected	View
5	W5205	89176755	GPTWR-3 LIFTGATE	2102582298	08-26-2024	Error	View
6	W7675	4197247	GPT-3 LIFTGATE	2102582298	08-26-2024	Failed	View
7	W9848	S20753714	BMR-44 LIFTGATE	2102582298	08-26-2024	Processing Check	View
8	W9617	MX116544	GPTWR-3 LIFTGATE	2112627536	01-17-2025	Processing Credit Memo	View
9	W7635	1387441	BMRW35G	1907508418	11-11-2024	Submitted	View
10	W8901	S20757915	GPT-3 LIFTGATE	2108611382	12-16-2024	Submitted	View

RMA Status	Descriptions
<b>Draft</b>	A claim was initiated but not completed. This claim has not been submitted into the Maxon RMA system. You can edit your Draft claims anytime prior to being submitted.
<b>Submitted</b>	Your RMA claim request has been received and is now under review. You will receive a notification via email once our review process has been completed.
<b>Waiting on Return</b>	Your RMA was approved. Please ensure the return part is sent within 30 days from RMA issue date to avoid automatic cancellation of your claim.
<b>Closed</b>	Claim approved, Invoice generated and the check has been processed.
<b>Declined</b>	Your RMA has been declined. A Maxon Customer Service Rep will contact you for further support.
<b>Credit Processed</b>	Your RMA has been accepted and a credit memo has been processed.
<b>In Process</b>	Your returned item has been received and is currently being inspected. We will update you once the process is complete.