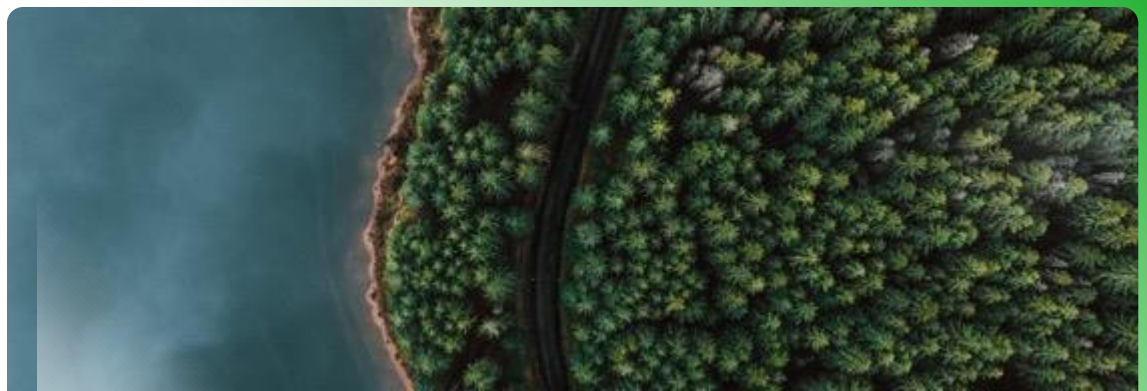
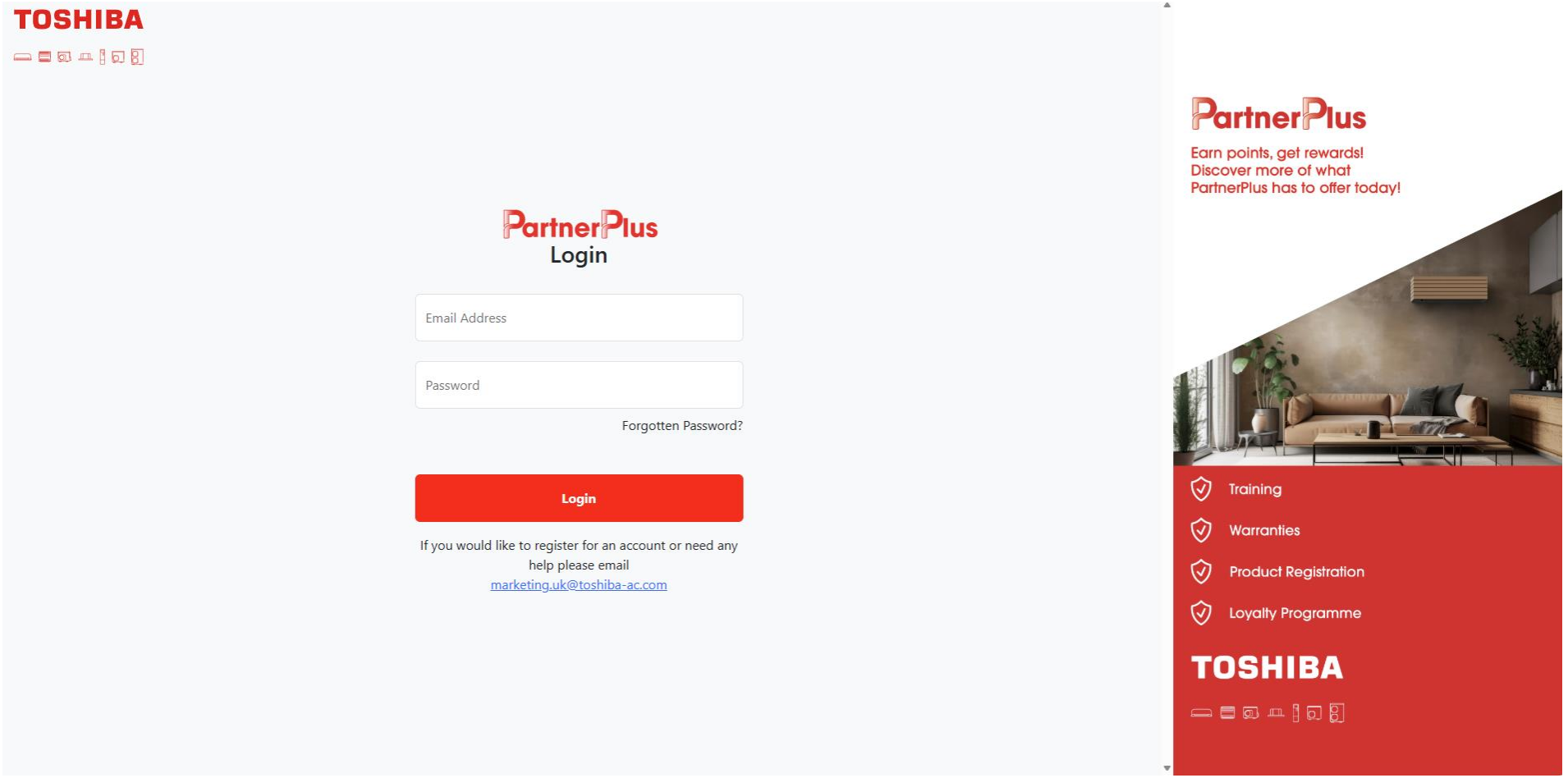
Partner Plus Warranty Claim Guide

This guide will take you step by step through submitting a warranty claim on the new Partner Plus portal.

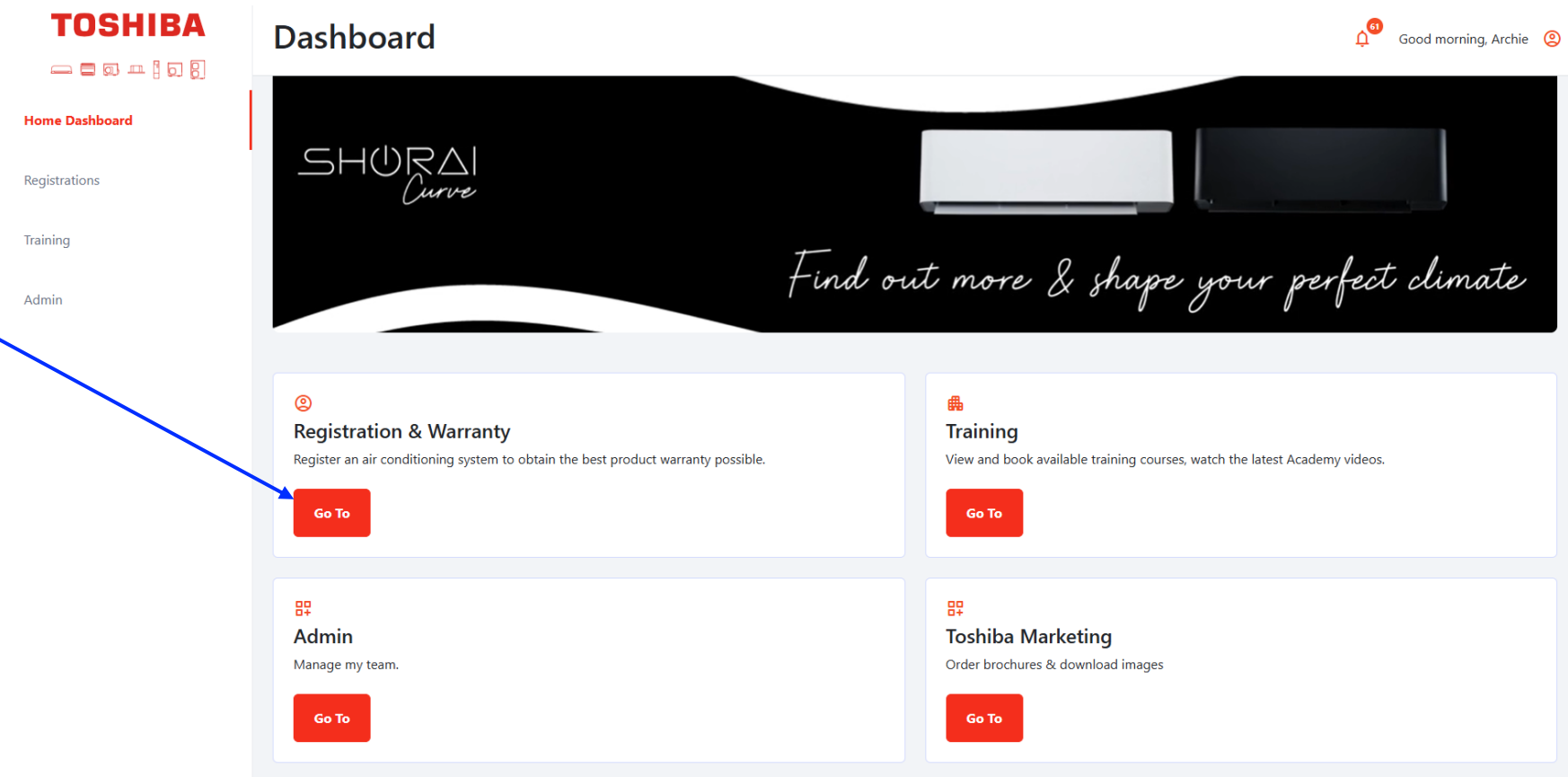


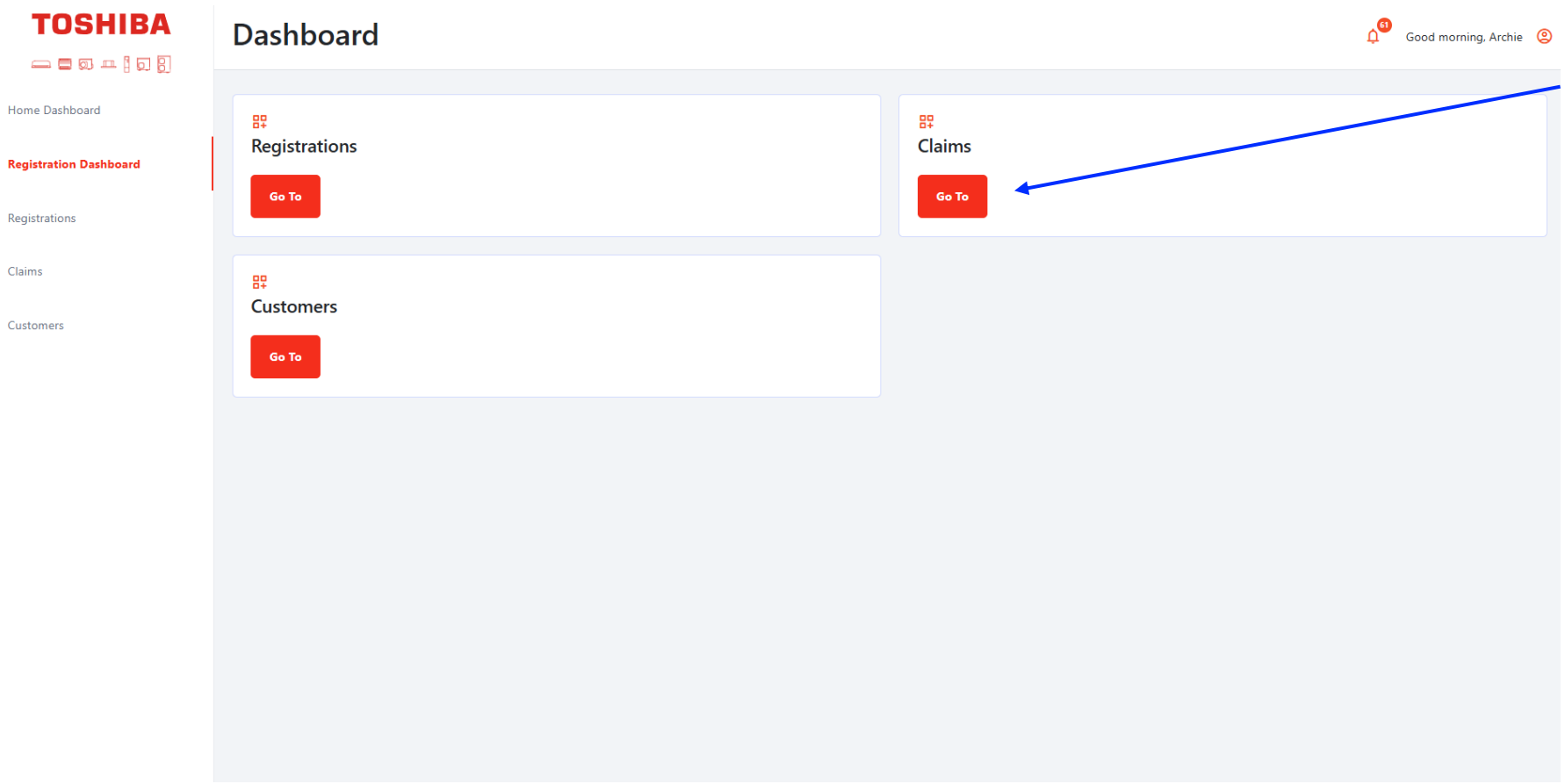
The Partner Plus website can be found at: [Login]
The page shown will appear where you can enter your personal login details to access the Portal.



Once you have successfully logged in you will see the dashboard page shown below:

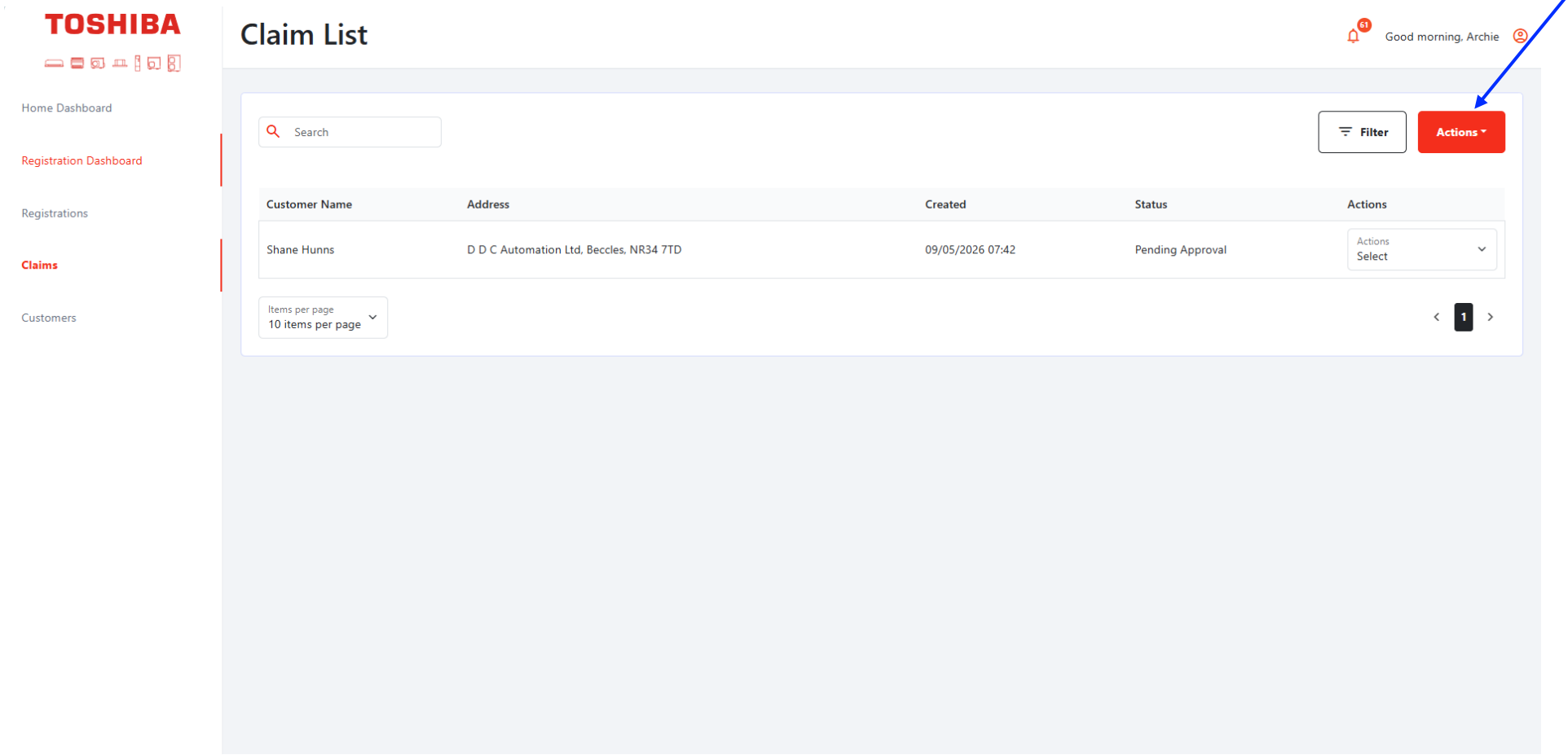
On the Dashboard you will be able to access multiple different areas of the portal , but for a Warranty claim select the Registration & Warranty tab.

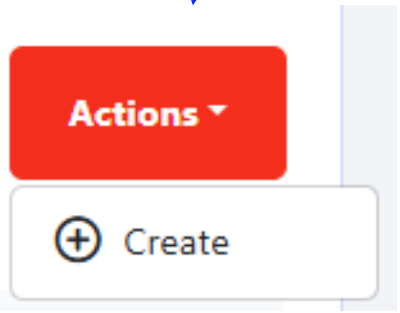




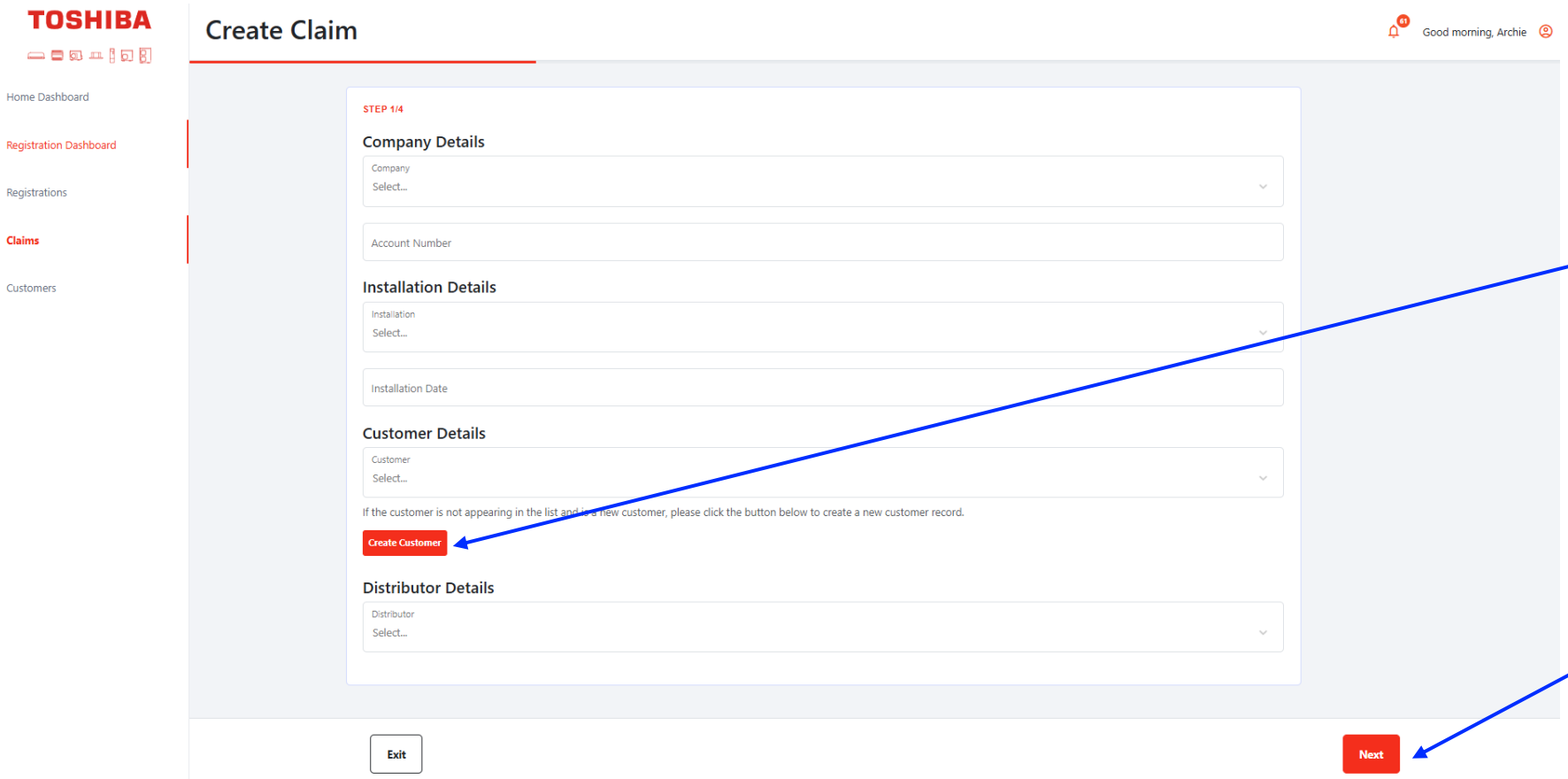
You will now have entered the Registration Dashboard, this is where you can view your: installations, customers and claims. You can also create warranty claims by selecting the claims tab.

Once you selected the claims tab you will now be able to view all the claims you have made. To create a new claim, select the Actions drop-down and press create as seen below.





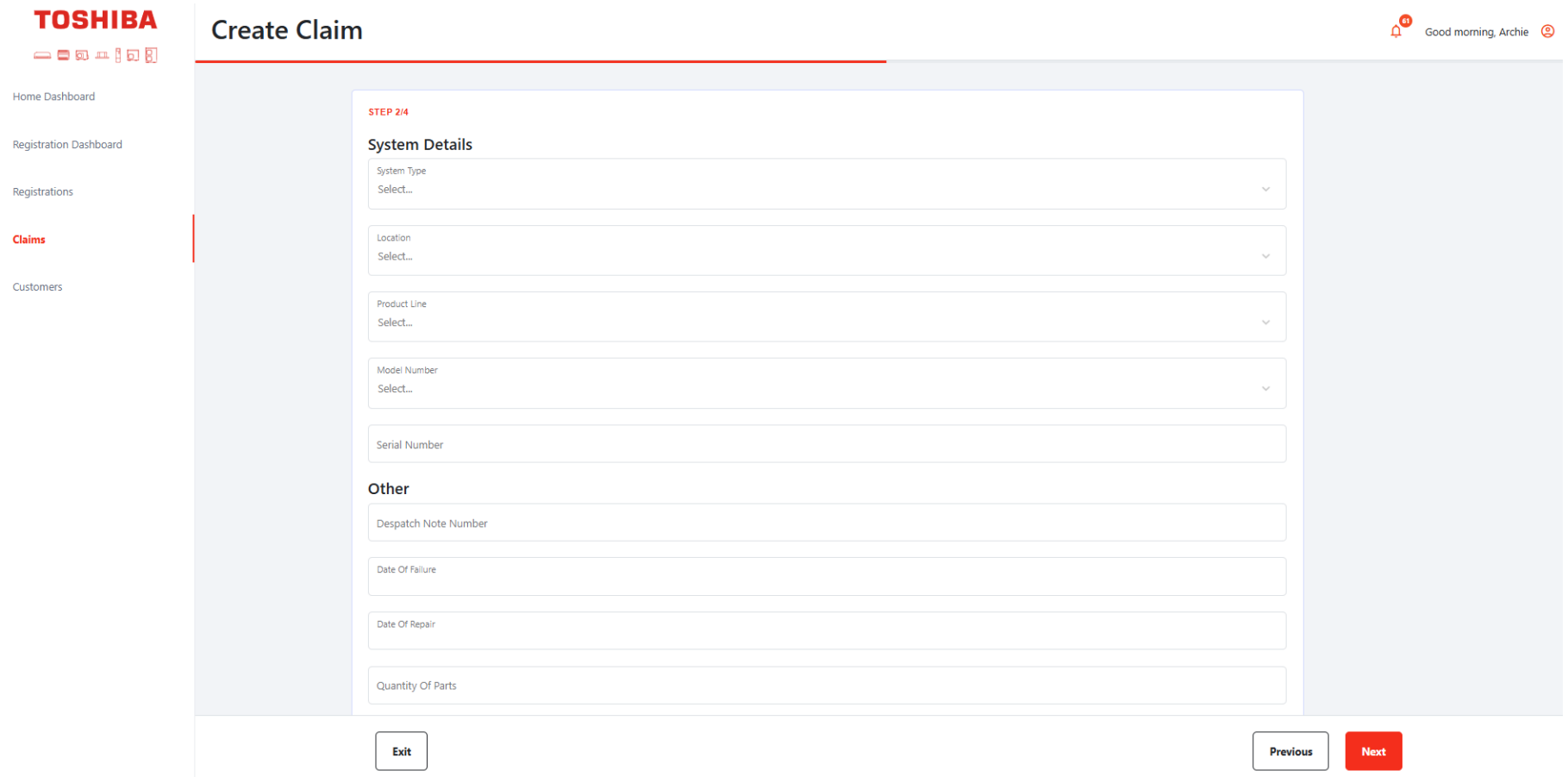
This should take you to Step 1/4 of creating a claim, you will need to enter the appropriate details for the claim in each category shown below.



Also, if you need to add a customer you can use the Create Customer tab. This will take you to a separate page where the customer details can be added manually.

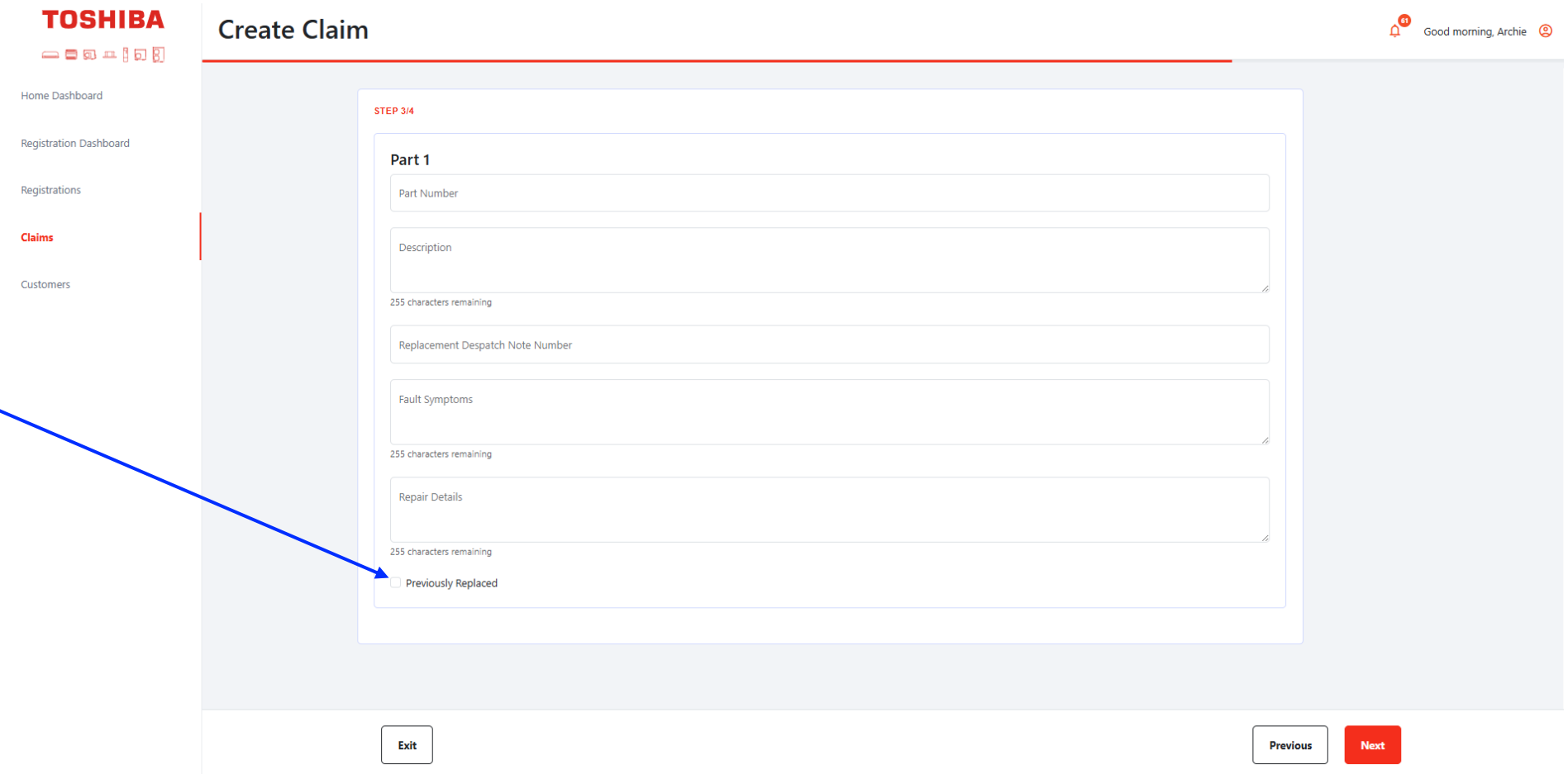
To move to Step 2/4, press the Next tab

This should take you to Step 2/4 of the warranty claim, this page is dedicated to adding the system details. Add the correct information in each category then move on to the next page.

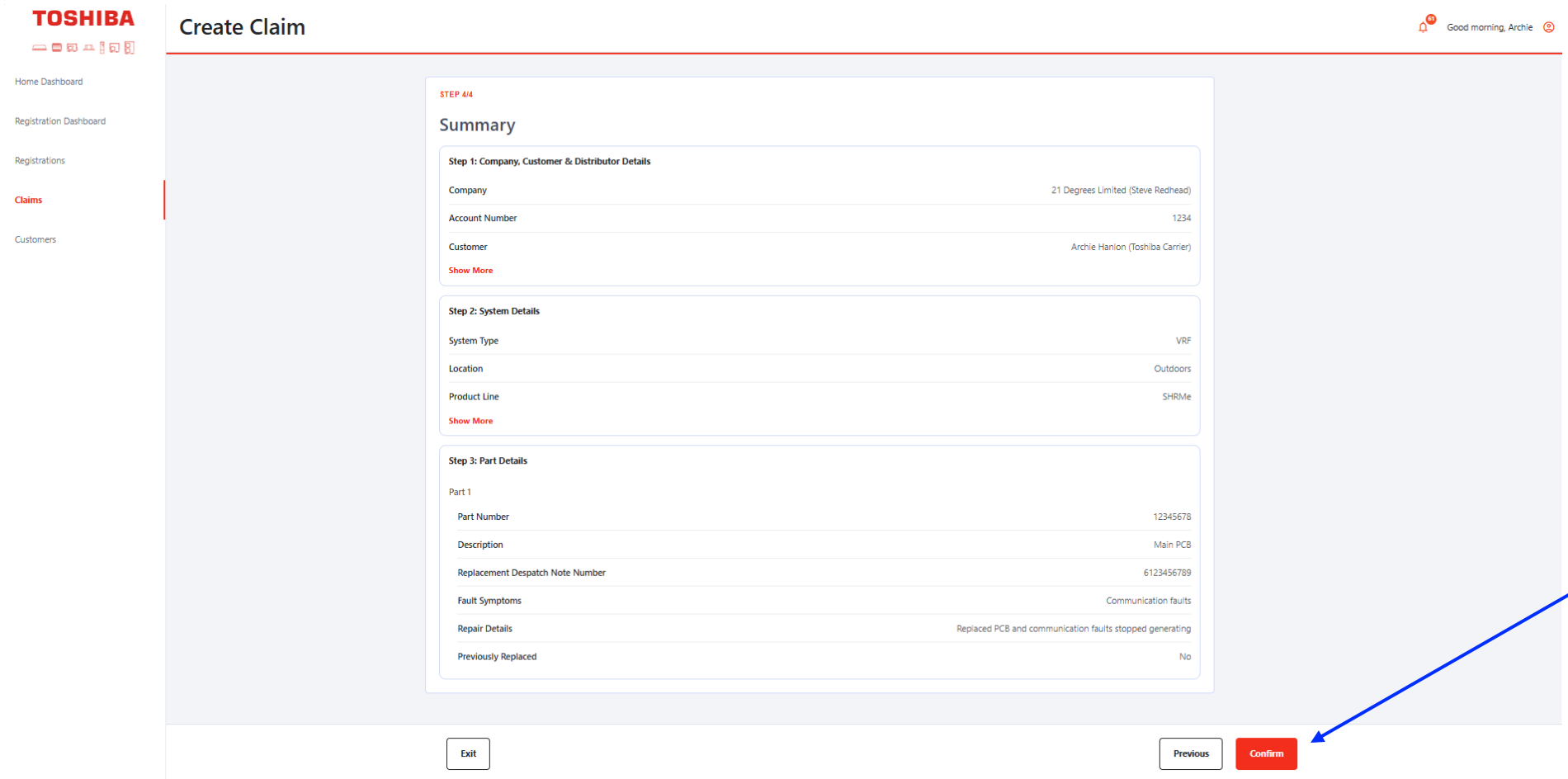


This should take you to Step 3/4 of the Warranty Claim, this page is dedicated to the parts that have been replaced and what work had been done. This can be added in the categories shown below:

If you are making a claim for a spare part that has already been replaced within a 12-month period of the previous part, please tick this box:

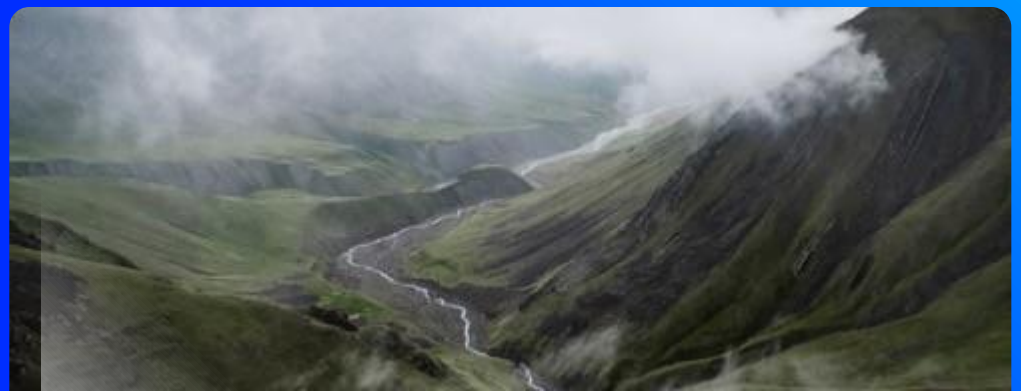


This should take you to Step 4/4 of the Warranty Claim, this page is an overview of all the details you have entered. This is so you can double check everything has been entered correctly.



Once you are sure all the details are correct you can submit the claim by pressing the Confirm button.

Carrier

Hopefully, this was helpful!

If you are experiencing any issues at all contact: **warranty@toshiba-ac.com**