



## WARRANTY PORTAL

FNA's Warranty Portal is available to established customers in good standing

- Unlisted service centers – service what you sell
- Listed service centers – take care of your customers and others in your area

Provides simplified and direct point of contact

- Warranty Pre-authorizations
- Claim submissions

Compensation for parts and labor

- Credits are applied to your master account



# WARRANTY PORTAL



## Welcome to the FNA Group Warranty Portal

Please login to continue.

You are now logged out.

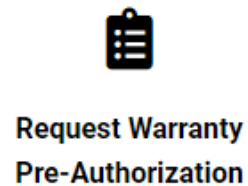
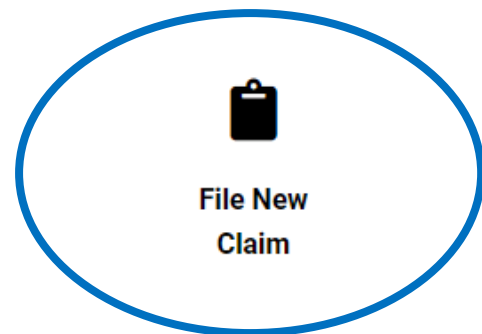
Username or Email

Password

Remember Me

[Log In](#)

[Lost your password?](#)



View Requested  
Pre-Authorization Claims (0)



Finalize  
Pre-Authorized Claims (0)



View Claims  
in Processing (0)



View Rejected &  
Resubmit Claims (0)



View Approved  
Claims (0)











View Declined  
Claims (0)

## NEW CLAIM

If the repairs have already been completed –

Some confirmation of warranty coverage should have been assigned or determined prior to moving forward with repairs

 File New Claim	 Request Warranty Pre-Authorization
 View Requested Pre-Authorization Claims (0)	 Finalize Pre-Authorized Claims (0)
 View Claims in Processing (0)	 View Rejected & Resubmit Claims (0)
 View Approved Claims (0)	 View Declined Claims (0)

**PRE-AUTH**  
If the repairs have NOT been completed –  
Request for approval to move forward with diag / teardown



## Request Warranty Pre-Authorization

**Warranty Claim Number**

17-001

Claim Number automatically assigned

### Contact Information

**FNA Warranty Portal ID**

17

**FNA Account Number**

TEST123

**Company Name**

Dealer name will appear here

**Email**

Dealer email will appear here

**Phone #**

(123) 456-7890

**Address**

Dealer address will appear here

## Machine Information

### Machine In-Service Date

08/29/2024

### Machine Model Number *(Required)*

60786

### Machine Serial Number *(Required)*

10233237110

### Description of Original Issue *(Required)*

Low pressure. Cause unknown. Request time to teardown and diag.



Let us know what you're working on and what parts/labor you need to proceed

- Date of Purchase – preferred over “In-Service Date”
- Model code and serial number from machine label



## Parts Information

Parts (if applicable)

Part Number	Part Description	
No parts added		

Add Part

Labor Requested Based on Flat Rate Chart (in 10ths of an hour) *(Required)*

Example: 0.5 would be half an hour. [View Flat Rate Guide](#)

1.0

Upload any pictures or videos (if applicable)

Drop files here or

Select files

Accepted file types: jpg, png, pdf, mp4, mov, Max. file size: 256 MB, Max. files: 5.

Submit









Tell us what parts and labor you need and we'll get it to you.

NOTE: FNA prefers to send parts free of charge

Small photos or short videos can go a long way toward helping with both parts ID and diagnostics

When all fields are filled click "SUBMIT".

Next time you log in,  
you'll be able to check  
for progress / feedback

 <b>File New Claim</b>	 <b>Request Warranty Pre-Authorization</b>
 <b>View Requested Pre-Authorization Claims (1)</b>	 <b>Finalize Pre-Authorized Claims (0)</b>
 <b>View Claims in Processing (0)</b>	 <b>View Rejected &amp; Resubmit Claims (0)</b>
 <b>View Approved Claims (0)</b>	 <b>View Declined Claims (0)</b>



## WARRANTY PORTAL









### Pre-Authorization Approved Claims

Warranty Claim #	Status	Amount Requested	
17-001	Pre-Authorization Approved	\$0.00	<a href="#">View Claim</a>

### Notes & Updates

Date	Note
10/11/2024 04:58 PM	Warranty Pre-Authorization Request Initially Submitted
10/11/2024 05:00 PM	Please proceed with teardown. Provide photos of pump head and valves as well as condition of crankcase.

With approval – continue with the inspection  
If rejected – there will be comments or reasoning

 <b>File New Claim</b>	 <b>Request Warranty Pre-Authorization</b>
 <b>View Requested Pre-Authorization Claims (0)</b>	 <b>Finalize Pre-Authorized Claims (1)</b>
 <b>View Claims in Processing (0)</b>	 <b>View Rejected &amp; Resubmit Claims (0)</b>
 <b>View Approved Claims (0)</b>	 <b>View Declined Claims (0)</b>

When the repair is complete, finalize the request



# WARRANTY PORTAL

## Machine Information

**Machine Model Number** *(Required)*

60786

**Machine Serial Number** *(Required)*

10233237110

**Date Repair Parts Were Received** *(Required)*

09/21/2024

**Machine In-Service Date** *(Required)*

08/29/2024

**Date of Repair** *(Required)*

09/22/2024

**Description of Original Issue** *(Required)*

Low pressure. Cause unknown. Request time to teardown and diag.

**Description of Work Performed** *(Required)*

Found brass shavings in valve bores

Describe the result of your diag and details of the repair



# WARRANTY PORTAL

## Parts Information

Parts (if applicable)

Part Number	Part Description	Part Cost	
7106434	KIT, VALVE 4DNX ,4SPX	\$192.88	<a href="#">Edit</a> <a href="#">Delete</a>

Add Part

Labor Requested Based on Flat Rate Chart (in 10ths of an hour) *(Required)*

Example: 0.5 would be half an hour. [View Flat Rate Guide](#)

Total Labor Cost (\$75/hour)

\$112.50

Taxes (if applicable)

Freight (if applicable)

Total Amount Requested

\$305.38

Add any parts used









NOTE: FNA prefers to send parts free of charge

Add / revise labor based on flat rate

Submit



# WARRANTY PORTAL


 <b>File New Claim</b>	 <b>Request Warranty Pre-Authorization</b>
 <b>View Requested Pre-Authorization Claims (0)</b>	 <b>Finalize Pre-Authorized Claims (0)</b>
 <b>View Claims in Processing (0)</b>	 <b>View Rejected &amp; Resubmit Claims (0)</b>
 <b>View Approved Claims (0)</b>	 <b>View Declined Claims (0)</b>

Any rejections of any kind will be available to review




## Notes & Updates

Date	Note
10/11/2024 04:58 PM	Warranty Pre-Authorization Request Initially Submitted
10/11/2024 05:00 PM	Please proceed with teardown. Provide photos of pump head and valves as well as condition of crankcase.
10/11/2024 05:07 PM	Claim status has changed from Requested Pre-Authorization to Pre-Authorization Approved
10/17/2024 01:54 PM	Claim status has changed from Pre-Authorization Approved to Processing
10/21/2024 02:09 PM	Claim status has changed from Processing to Rejected & Resubmit
10/21/2024 02:41 PM	Please remove parts from claim. Parts were sent free of charge from FNA.




**File New Claim**



**Request Warranty Pre-Authorization**




**View Requested Pre-Authorization Claims (0)**




**Finalize Pre-Authorized Claims (0)**




**View Claims in Processing (0)**



**View Rejected & Resubmit Claims (0)**



**View Approved Claims (0)**



**View Declined Claims (0)**

**NEW CLAIM**  
If the repairs have already been completed –  
Some confirmation of warranty coverage should have been assigned or determined



## Submit Warranty Claim

**Warranty Claim Number**

17-001

Claim Number automatically assigned

### Contact Information

**FNA Warranty Portal ID**

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**FNA Account Number**

TEST123

**Company Name**

Dealer name will appear here

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Dealer email will appear here

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# WARRANTY PORTAL

## Machine Information

Machine Model Number *(Required)*

Machine Serial Number *(Required)*

Date Repair Parts Were Received *(Required)*

Machine In-Service Date *(Required)*

Date of Repair *(Required)*

Description of Original Issue *(Required)*

Description of Work Performed *(Required)*

## Parts Information

Parts (if applicable)

Part Number	Part Description	Part Cost	
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No parts added

Add Part

Labor Requested Based on Flat Rate Chart (in 10ths of an hour) *(Required)*

Example: 0.5 would be half an hour. [View Flat Rate Guide](#)

Total Labor Cost (\$75/hour)

Taxes (if applicable)

Freight (if applicable)

Effectively the same process, but includes the full scope of the pre-auth process along with the post-repair details

Upload any pictures or videos (if applicable)

Drop files here or

Select files

Accepted file types: jpg, png, pdf, mp4, mov, Max. file size: 256 MB, Max. files: 5.

Submit

**What we need to get started:**

- Company Name
- Account type – Dealer, Distributor, OEM
- Current active FNA account number
- Email address – warranty claims processor
- Physical Address
- Hourly Labor rate – provide proof