

# FEDDERS

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## Electronic Claim Filing and Product Registration

1. **Know your Fedders Parts account #. If necessary, call Fedders Customer Service at 1-866-829-2440 to obtain. This is the account number that you used to order the parts for which you are requesting credit.**
2. **Call KPI – 1-800-377-3678 - to get User ID / Password to file claims or registration of product(s).**
3. **Call up site.**
  - A. [www.fedders.com](http://www.fedders.com)
  - B. Click on “parts & service” (highlighted in light blue).
  - C. Click on “warranty” button (middle of page).
  - D. Sign on with user ID / password (save this page to “Favorite File” so you will have a shortcut).

## Electronic Claim Entry

1. **Follow steps 1 through 4 above if you do not already have ID and Password.**
2. **Before entering claim, have the following:**
  - A. Fedders Part Invoice # (packing list #s are not acceptable).
  - B. Cost of part(s) as charged on Fedders invoice.
3. **KPI’s default page comes up on Customer File Update. Make necessary changes.**
4. **Go to far upper left corner of header and click on “new claim.”**
5. **Select Manufacture.**
  - A. **Select** = “Fedders” for Fedders Appliance (CareCo) or “Fedders Unitary Products” for Wallmounts, Package units, Condensing units, PTAC, Air Handlers or Coils. Be sure to select the correct manufacture so that your claim is entered on the correct site.
  - B. **Claim#** - this is left up to the Distributor to choose. Usually it is a Debit Number. Be sure to choose a claim# that identifies the store branch so accounting can reconcile credit issued.
  - C. **Auth/Call#** - approval for other than standard warranty.

1. Distributors - 30 day unit installation failure. Prior to repair, Don Baker (217-647-6507) is to be notified and authorization # given. Must have authorization # to file claim.
2. Modular / Telecom - authorization of service work over \$250.00 or parts gotten off of servicer truck. Prior approval given by Don Baker before service performed.

## **6. Claim entry fields.**

### **A. Claim Information**

1. Distr. / Svc Ctr. No. = Account # of Distributor or Modular Servicer.
2. Authorization No. = Assigned by Warranty Dept - Fedders Unitary Products.  
To be left blank if standard warranty.
3. Service Contract # = Not used.

### **B. Model Information**

1. Model of Unit or A-Coil.
2. Serial# of Unit or A-Coil.
3. Purchase Date = enter if you know, or system will assign date. If error comes up when claim is submitted, adjust purchase date to prior to failure date.
4. Brand = Eubank, Fedders, or Sun.

### **C. Customer Information**

Enter name and address of customer. If this information can not be obtained, enter "unknown" in Last Name Field.

### **D. Dealer Information**

1. Yes = product not sold – fixed in warehouse.
2. No = product sold.

### **E. Repair information**

1. Claim number = same as entered at start up.
2. Parts Only = leave blank.
3. Failure Date = date unit failed.
4. Completion Date = date service completed.
5. Customer Complaint = briefly describe what customer reported wrong with unit.
6. Service Performed = describe action taken to correct problem.
7. Defective Part No. = compressor or A-coil. Not mandatory.
8. Defective Part Serial No. = serial number of defective compressor or A-Coil.  
This is not mandatory.

### **F. Part Information**

1. Number of parts = default is set for two. If more parts were ordered under warranty, change the number to desired qty and hit "more parts."
2. Qty = enter 1.
3. Part # = Fedders part number of defective part..
4. Part Cost = Cost of defective part on Fedders invoice.

5. Invoice# = **Fedders Unitary Products Invoice#**. *Do not use Purchase Order Numbers or Packing Slip Numbers in place of Fedders Invoice #.*  
Call and get the invoice number if you don't have it. For modular servicers with pre approved parts gotten off of truck, enter "stock" in this field.
6. Ext = leave blank. System multiplies qty x part cost.
7. Defect Code = Only 4 items require coding – compressors, coils, motors, & leaks (R22 part# used for leaks is 654000). Select code from the drop down menu. Leave all other parts blank. System will assign 999 in the code field.
8. Distributor # - do not have to enter.
9. Ret Y/N = Yes – part returned; No – part not returned.
10. Repeat #2 - #8 for each line entry.

#### **G. Charges**

1. Total Labor
  - A. Labor amount allowed for units in 1<sup>st</sup> year per the warranty policy. For distributors with units with date code of 2003 there is no labor allowed.
  - B. Labor for flat rate on 30 day installation, per warranty policy (\$100 for compressor replacement, \$75 for coil replacement, \$40 for functional part replacement)
  - C. Modular / Telecom servicers – enter labor charged per agreement.
2. Total Parts = System compiles this from the information entered in the Part Information.
3. Travel Amount = For Modular / Telecom only.
4. Additional Other = For Modular / Telecom only.
5. Shipping Amount = determined per warranty policy and authorized by Warranty Dept at Fedders Unitary Products.
6. Freight Amount = = determined per warranty policy and authorized by Warranty Dept at Fedders Unitary Products.
7. Incentive = N/A
8. Federal / GST Tax = Used by Canadian distributors / servicers only.
9. State / PST Tax = Used by Canadian distributors for service prior to April 1, 2004.
10. Click on "Submit"
11. Correct any and all errors and resubmit claim after corrections are made.

#### **7. Status of Claim** (notated on top right corner of claim entry).

1. S-Submitted = claim passed edit panels. Distributor can correct errors.
2. I-Incomplete = claim has errors to be corrected. Distributor corrects errors and resubmits claim. It is the Distributor's responsibility to make sure claims is submitted successfully.
3. K-KPI Review = claim has passed through edit fields but has been chosen for KPI to review before being sent to audit panel for approval. Distributor can not make any corrections.
4. M-Mfg Review = claim sent to audit panel for review and approval. If errors are found, a note is attached to claim for needed information to be rec'd before claim is approved. Distributor can not make any corrections. Fax or email information to Fedders Unitary Products Warranty Dept.

5. A-Audit Review = claim sent for review and approval. Notes, if needed attached to claim and sent to Distributors for corrections.
6. R-Rejected = claims rejected for failure to obtain additional information needed or out of warranty claims.
7. P-Paid = claims have been approved for payment.

**Note: Once claims are submitted, periodically call up claim to see what status claim is in or to determine if more information is needed in order to process credit.**

#### **8. Credits**

- A. To be given within 2 weeks of being approved.
- B. Credits will not be issued if claim is still showing errors.

#### **9. Claim List / Claim Search**

- A. Used to locate claims entered.
- B. Used to view status.

**It is your responsibility to be sure claims are submitted with correct information so credit can be given. If in doubt, inquire.**

**Phone, mail, email, or fax needed information or questions to:**

Fedders Corporation  
415 Wabash Ave  
Effingham, IL 62401  
Phone: 866-829-2440 Fax: 217-347-6532

### **Electronic Product Registration**

1. Access the Fedders Warranty webpage as you did to file a claim and login
2. On the top toolbar click on "Entitlement"
3. Click on "Add Product"
4. Enter product model and serial number
5. Click on search
6. Fill in the requested information and press the save button.