



Gemaire.com Warranty Submission

Instructions on submitting warranty requests

Overview

Gemaire.com will allow customers to submit warranty claims electronically and order warranty replacement parts from Gemaire. This will reduce processing time, streamline the broken part drop off process, make finding replacement parts easier, reduces the number of data entry errors and reduces rejections.

Creating the claims

Begin by logging into the Gemaire.com.

Select the Warranty tab from the navigation main menu.



This will open the warranty screen.

The screenshot shows the Gemaire.com dashboard. At the top, there are navigation links: Categories, Brands, Quick Order, **Warranty** (which is highlighted with a red box), and Branch Finder. To the right of these are links for 'YOUR BRANCH Tampa West #153', a search bar, a cart icon, and account links for 'John's Account' and 'Order Templates'. Below the navigation is a 'Dashboard' section with three main columns: 'Your Account' (Your Info, Address Book, Email Notifications), 'Your History' (Order History, Invoices, Quotes), and 'Buying Tools' (Order Templates, Quick Order). At the bottom of the dashboard is a link to 'Warranty Dashboard'.

The screenshot shows the 'Warranty' submission form. It asks for 'Please enter your unit information.' and has fields for 'Manufacturer' (set to 'Rheem'), 'Serial Number' (set to 'W349991234'), and 'Owner Last Name' (set to 'DOE'). There is a 'Check Warranty' button. To the right, there is a 'View Claims' box with a 'View Now' button and the text 'View the status of your existing Rheem Warranty Claims.'

Enter the unit serial number and the owner's last name. Click the **Check Warranty** button. This will open the screen that shows a Unit Registration summary and information for that unit. It will also indicate if the Warranty is active.



Details
Parts List
Submit Claim

Warranty is active.
[Submit Claim](#)

Unit Info

Brand	Rheem
Model Number	RHLL-HM2417JA
Serial Number	W349991234
Date Installed	11/15/2010
Date Registered	11/15/2010

Homeowner Info

Name	William Doe
Address	93101 Summerside Run
	Fort Meyers, FL 33893
Phone	407-555-1212

Warranty Information

Warranty Type	Start Date	End Date	Status
UNIT-PARTS WARRANTY	11/15/2010	11/14/2020	ACTIVE

Press the [Submit Claim](#) button.

Creating a Sales Order

If replacement parts have not yet been purchased, continue to create a sales order. If the replacement parts have been created, select "Yes, use an existing order." To update.

On this screen select "No, create a new order." if this is a new order.

If the Homeowner name does not match the registered warranty, Homeowner Info will be blank and will need to be provided. If the Homeowner name matches, the Homeowner Info will be displayed.

Select the failed part from the list. By typing the part number or category in the search field. The search results will be narrowed by the characters typed.

Details
Parts List
Submit Claim

1. Have you purchased replacement parts?

Yes, use an existing order. You'll select from items you previously purchased.

No, create a new order. You'll add replacement parts to your cart now.

2. Homeowner Info

First Name	William
Last Name	Doe
Address 1	93101 Summerside Run
City	Fort Meyers,
State	FL
Postcode	33893
Phone	407-555-1212

3. Create a new order

Add failed parts

TRANSFORMERS

46-101905-02

CONTROL BOARDS

47-102077-02

CONTROL - TERMINAL & DISPLAY BOARDS

47-102077-05

DCM EVAPORATOR AND BLOWER MOTORS

51-101879-01

51-104258-01

ECM X-13 MOTOR MODULES

51-104339-00

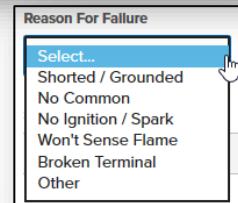


After a part is selected from the dropdown list, additional information can be added about the damaged part and a replacement part can be selected.

3. Create a new order

Failed Part: 47-102077-02 Group: Control Boards		Reason For Failure		Date Of Failure *	Remove	
Reason For Failure	Broken Terminal	Date Of Failure *	02/20/2019			
3a Replacement Item		3b Product	3c Availability	3d Price		
<input checked="" type="radio"/> 47-100436-02 UTEC 47-100436-02 - Control Board		Inventory: 8 Tampa West #153 893 All Branches	\$79.00 / EA			
<input type="radio"/> 47-102077-05 PROTECH 47-102077-05 - Control Board		Inventory: 19 Tampa West #153 26 All Branches	\$79.00 / EA			
Proceed To Checkout						

- 1 From the drop-down list, select the Reason For Failure.
- 2 The Date Of Failure will display the current date. If this is not the date the part failed, enter the correct date.
- 3 Under the "Select Replacement Item" section, the screen will display replacement parts, quantity availability and price for each option. Select the desired item from the list.



3a Replace Part Number

3b Replace Part Description

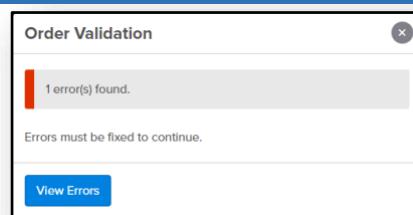
3c Available Inventory

3d Price

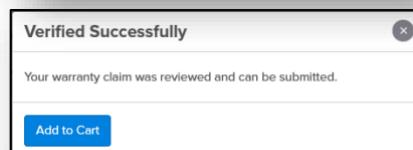
Additional failed parts can also be added.

Proceeding to Checkout

If an error message occurs, the errors need to be corrected to complete the claim. To correct the errors, click the [View Errors](#) to review and correct.



Press the [Proceed To Checkout](#) button. A window will open indicating verification was successful and prompting for submission. Press the [Add to Cart](#) button to submit.





Checkout

The Checkout screen will open. Complete checkout as usual. In section 4 – Order Requirements, add PO Number if required. This field is mandatory. The other 3 fields are optional.

Checkout

Your order will be placed with:
Tampa West #153 — [Change Branch](#)

Inventory confirmed.

1 – Billing

Account Number *

Billing Address
Andy Cann
Century Air
P.O. BOX 6613111
ST PETERSBURG, Florida, 33701
T: [844-555-1212](tel:844-555-1212)

To update your billing address call the Gemaire Credit Department: [800-426-0814](tel:800-426-0814)

2 – Fulfillment

Fulfillment Type
 Delivery
 Pickup In Store

Delivery Method
 Pickup \$0.00
 Express Pickup \$0.00

**BYPASS THE COUNTER WITH
EXPRESS PICKUP**

REMEMBER to show your order receipt at the warehouse desk.

Pickup Date *
February 27 - Wednesday (today)

You will pick up at this branch:
Tampa West #153
Gemaire Distributors
5101 Tampa West Blvd
Tampa, FL 33634
[\(813\) 887-3737](tel:813-887-3737)

3 – Payment

Open Terms

4 – Order Requirements

PO Number *

Job Name

Referred By

Special Instructions
Order will be picked up by Frank before end of day today.

Characters left: 180
Enter extra order info (additional items needed, request for communication, motor programming details, etc.)

5 – Review & Submit

Product	Unit Price	Quantity	Subtotal
UTEC 47-100436-02 - Control Board  Serial Number: W341017740 Item: 47-100436-02 MFR: 47-100436-02	\$79.00	1	\$79.00

Order Totals	
Subtotal	\$79.00
Shipping (Delivery Method - Pickup)	\$0.00
Tax	\$6.72
Grand Total	\$85.72

[Add Coupon](#) [Submit Order](#)

Press **Submit Order** to submit the order to the branch.



At the bottom of the confirmation screen are instructions for the next steps.

Your Next Steps

- 1 Visit your [Warranty Dashboard](#) and validate all the information provided. Use the Order Reference ID provided in the confirmation email to fix the problem(s) described in the warnings, if any. Your claim cannot be processed until all issues have been addressed.
- 2 Return the failed part along with the Unit Serial Number and Sales Order Number at any Gemaire location within 30 days of failure date.

The [Warranty Dashboard](#) button will return to the Warranty Dashboard.

Warranty Dashboard

18 records found

Unit Serial #	Broken Part	Purchase Order	Sales Order	Credit Memo	Claim #	Branch	Status	Last Modified	
W341017740	47-102077-02	RF88181	R000465			153	BROKEN PART READY FOR RETURN	02/27/2019	Update Print

The [Print](#) button will open the Warranty Return Form. The [Update](#) button provides the ability to go to broken part and mark ready for return.

Submitting Claim with Existing Sales Order

Return to the Warranty home page and enter serial number and owner's last name.

Warranty

Please enter your unit information.

Manufacturer *

Serial Number *

Owner Last Name

View Claims

View the status of your existing Rheem Warranty Claims.

[View Now](#)

[Check Warranty](#)



Details
Parts List
Submit Claim

Warranty is active.
Submit Claim

Unit Info

Brand: Rheem
 Model Number: RHLL-HM2417JA
 Serial Number: W349991234
 Date Installed: 11/15/2010
 Date Registered: 11/15/2010

Homeowner Info

Name: William Doe
 Address: 93101 Summerside Run
 Fort Meyers, FL 33893
 Phone: [407-555-1212](#)

Warranty Information

Warranty Type	Start Date	End Date	Status
UNIT-PARTS WARRANTY	11/15/2010	11/14/2020	ACTIVE

Press the Submit Claim button.

In Section select “Yes, use an existing order” and enter the order number. If there is an existing order the order number will appear under Order Number in the section, “Use an existing order”. Click Find Order to find the order.

1. Have you purchased replacement parts?

Yes, use an existing order. You'll select from items you previously purchased.

No, create a new order. You'll add replacement parts to your cart now.

2. Use an existing order

Order Number

Find Order

3. Homeowner Info

First Name: William
 Last Name: Doe
 Address 1: 93101 Summerside Run
 City: Fort Meyers,
 State: FL
 Postcode: 33893
 Phone: [407-555-1212](#)

4. Select failed parts to replace

Replacement Item: 47-100436-02
Select

Review Claim

Change the switch next to the part to select the item that needs to be submitted for a claim.

Replacement Item: 61-104914-05 Select

Claim Status: ECOM SALE CREATED

Failed Part *	Reason For Failure *	Date Of Failure *
61-104914-05	Stuck Open / Stuck Closed	02/20/2019

To review the claim, press the Review Claim button.



Warranty Claim Received

Order: R000465

We sent you an email summary of your claim. Please follow the steps below in order to fulfill your claim.

Warranty Registration Info

Requested Unit

Manufacturer Rheem
Model Number RHLL-HM2417JA
Serial Number W349991234
Date Installed 11/15/2010
Date Registered 11/15/2010

Homeowner Info

First Name William
Last Name Doe
Address 93101 Summerside Run
 Fort Meyers, FL 33893
Phone [407-555-1212](tel:407-555-1212)

Failed Part	Replacement Part
Failed Part Number: 47-102077-02 Reason For Failure: Broken Terminal Date Of Failure: 02/20/2019	Replacement Part Number: 47-100436-02

Your Next Steps

- 1 Return the failed part along with the Unit Serial Number and Sales Order Number at any Gemaire location within 30 days of failure date.
- 2 Visit the [Warranty Dashboard](#) to track the status of your claim.



Printing Claims

Go to the Warranty Dashboard. Click the **Print** button to print the Warranty Return Form. If printed, the form can be attached to the faulty part to ensure ease and accuracy when returning the parts to the branch.

◀ Dashboard

Warranty Dashboard

18 records found

Unit Serial #	Broken Part	Purchase Order	Sales Order	Credit Memo	Claim #	Branch	Status	Last Modified	
W341017740	47-102077-02	RF88181	R000465			153	Broken Part Ready For Return	02/27/2019	Update Print

GEMAIRE

Warranty Return Form

Unit Serial: W341017740
 Sales Order: R000465
 Customer Number: 892218221

Order Number: R000465	PO Number: RF88181
Created Date: 02/27/2019	Print Date: 02/27/2019
Manufacturer: RHEEM	Model Number: RHLL-HM2417JA
Unit Serial Number: W341017740	Date Installed: 11/15/2010
Home Owner: William Doe	Address: 93101 Summerside Run, Fort Meyers, FL 33893

MFR: 47-102077-02 → Replacement for: 47-100436-02 Claim Status :

Date Replaced: 02/20/2019	Date Returned:	Description of Failure: Broken Terminal
Credit Memo Number:	Vendor Return number:	Claim Number:

WAREHOUSE

Branch 153
 GEMAIRE DISTRIBUTORS
 5101 TAMPA WEST BLVD
 TAMPA FL, 33634
 Phone : #(813)887-3737

Getting Help

Email: support@gemaire.com
Phone: 888-601-0038