Product Registration Corrections— Manage Registration Feature





Presentation and training material developed by the Warranty Process Team_Nov.2019

<u>NOTE</u>: All branded websites function the same. This Job Aid is specifically for showing how the new Corrections functionality works.

- 1. Product Registration Home Screen.
 - a. Homeowner would use this to enter a new registration.
 - b. Dealer would use this to enter their customers registrations; this should remember who they are so they do not have to enter in their dealer information each time.
 - c. Homeowner / Dealer would click here to make any corrections to an existing registration that is within 90 days of the Registration Date and not tied to a Contract or Commercial.
- 2. Manage Registration CLICK HERE to search for a registration
 - a. Homeowner / Dealer must enter the Customer Last Name (not case-sensitive).
 - b. Homeowner / Dealer must enter either the Confirmation Number or a Serial Number (not case-sensitive)
 - c. Click Search.

Product Registration Corrections Manage Registration Feature



To locate your registartion, pl number	ease enter last name and regi	stration confirmation	number or serial	
Last Name	Confirmation / S	erial #	#	
godsey	z000219493723	D	Q Search	
Results: We found matching record(s)	using the information you enter	ered. The results app	ear below.	
5 ()	, ,			
Registration Number	Registration Date	First Name	Last Name	
Registration Number Z000219493723P	Registration Date	First Name Megan	Last Name Godsey	View / Edit

3. New screen will populate with additional information. Click the View / Edit hyperlink.

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PRODUCT REGIST	TRATION		
Registration Number: Z000219493723F	2		
Registration Date: Oct 16, 2017			
Equipment Owner (Edit)	Equipment Location (Edit)		
Megan Godsey, 6479 S NEWBERN CT, AURORA, CO, 80016 USA	6479 S NEWBE AURORA, CO, USA 3154326000	6479 S NEWBERN CT, AURORA, CO, 80016 USA 3154326000	
(315) 432-6000 Email not provided	Type of purchase		
Dealer Information (Edit)	Add-on (I have added additional equipment to my home) Application Type Commercial		
Weather Trends LLC, 22067 E Briarwood, Aurora, CO,80016 USA 7202096164			
Installed Products (Edit)			
Serial Number	Model Number	Installation Date	
0114045540	PG8MAA042090	10/09/2017	

Each piece of equipment has unique warranty coverage. Please print a copy of this product registration confirmation and retain it with a warranty certificate for each product and your proof of purchase records. If you do not have a copy of the warranty certificate(s), please contact your installing dealer or visit the <u>product manual page</u> to print a copy.

If your new system ever needs a repair, ask your servicing dealer to only use Factory Authorized Parts™

Designed for Easy Install & Service, Engineered for Quality

Factory Authorized Parts[™] have been designed and built specifically for PAYNE® equipment. These parts are the perfect fit, restoring equipment to its original performance.



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4. PRODUCT REGISTRATION Confirmation Page — NOTE: *If there are no Edit hyperlinks, edits cannot be made.*

- a. Clicking on the Edit hyperlink will take the Customer to the Equipment Owner page of the Registration to make address corrections (name, address, city, state, zip, phone, email address). Click the Next button on each screen to get to the final page to Submit the corrections.
- b. Clicking on the Edit hyperlink will take the Customer to the Equipment Location page of the Registration to make address corrections (name, address, city, state, zip, phone) and allow them to change their option to receive Marketing communications. Click the Next button on each screen to get to the final page to Submit the corrections.
- c. Clicking on the **Edit** hyperlink will take the Customer to the Dealer Information page of the Registration to change the Dealer. Click the **Next** button on each screen to get to the final page to **Submit** the corrections.
- d. Clicking on the Edit hyperlink will take the Customer to the first page of the Product Registration entry screen, which will allow them to make the following corrections:

•They can Add a Serial Number

•They can Delete a Serial Number

•They can change the Installation Date

•They can change the Type of Purchase

•They can change the Application Type

•They can change the Registered By from Homeowner to Dealer, or vice versa

Click the **Next** button on each screen to get to the final page to **Submit** the corrections.

Product Registration Corrections— **Manage Registration Feature**

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4. PRODUCT REGISTRATION Confirmation Page — NOTE: If there are no Edit hyperlinks, edits cannot be made. (continued)

- e. Click the **Next** button on each screen to get to the final page to **Submit** the corrections. Clicking on the Product Manual Page hyperlink will take the Customer to the branded website to find the most current copy of the Warranty Certificate.
- f. Customer will have the option to **PRINT** at this time (if no corrections are being made); clicking the **PRINT** button will print and email (if an email address is provided) a copy of the registration.
- g. Clicking on the Home hyperlink will take the Customer to the Product Registration Main Screen.
- h. Clicking on the Search Registration hyperlink will take the Customer to PRODUCT **REGISTRATION - SEARCH** Screen.
- If corrections were actually made, you would need to click the **Submit** button, then you would be returned to the **PRODUCT REGISTRATION** Confirmation Page where you will have the option to print your corrections.



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PRODUCT REGISTRATION

Registration Number: Z000219493723P

Registration Date: Oct 16, 2017

Equipment Owner (Edit)

Megan Godsev 6479 S NEWBERN CT AURORA, CO, 80016 LISA (315) 432-6000 Email not provided

Dealer Information (Edit)

Weather Trends LLC 22067 E Briarwood. Aurora, CO,80016 USA

7202096164

LISA 3154326000 Type of purchase Add-on (I have added additional equipment to my home) Application Type

Equipment Location (Edit)

6479 S NEWBERN CT.

AURORA, CO, 80016

Commercial

Installed Products (Edit)

Serial Number	Model Number	Installation Date
0114A15640	PG8MAA042090	10/09/2017

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- U.L. & C.S.A. gualified
- · Preserves the original manufacturer's warranty
- · Preserves the original efficiency of the system
- · Meets rigorous factory run life design specifications