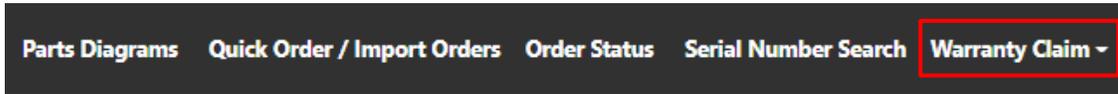


International Warranty Claim Using ASP Parts Instructions

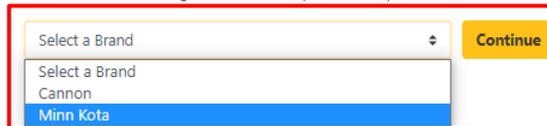
1. On the Home Page click on “Warranty Claim”:



2. If the Service Provider is contracted for multiple brands you need to select the correct brand in the drop-down box for the product serviced (either Cannon or Minn Kota) and then click on “Continue”. (If you are authorized for only one brand this screen will not be displayed.)

Warranty Claim

Your account has been granted with multiples Brands, please select a Brand and press continue to select part for order.

A form with a red border. It contains a dropdown menu with the text 'Select a Brand' and a small downward arrow. The dropdown is open, showing two options: 'Cannon' and 'Minn Kota'. 'Minn Kota' is highlighted with a blue background. To the right of the dropdown is a yellow button with the text 'Continue'.

3. A new screen will open to input the customer information:

Place a ASP Warranty Claim Order for Minn Kota Brand.

PLEASE NOTE

If you have not ordered the parts and completed the repair yet... STOP! You cannot file a claim until the repair has been completed.

Please enter serviced model information:

Continue

Name ✓

Address ✓

Zip Code ✓ City State

Phone i.e. (800) [5551234] ✓

Consumer Email Address ✓

Serial # of Model Service Provided on ✓

Item Number for Serial Number

Manufacturing Date MM/DD/YYYY

Consumer Date of Purchase ✓ MM/DD/YYYY

Claim Date MM/DD/YYYY

Date of Repair ✓ MM/DD/YYYY

Please keep a copy of the consumer's proof of purchase for your records.

Continue

(Required)

Name of Customer If given a Repair Authorization number, please place it behind the consumer Name. EX: Joe Smith - 12345

(Required)

Address of Customer

(Required)

Zip Code of Customer: (Note: Once the zip code is populated it will automatically fill in the City and State for most U.S. customers)

Phone Number of Customer (Please enter, if possible)

Email Address of Customer (Please enter, if possible)

(Required)

Serial Number to the Item that was Serviced. Once the serial number is Validated it will populate the Item Description and Manufacturing Date.

- If an incorrect serial number is entered, click Reset S/N
- If the serial number is missing, illegible, or partially legible, the consumer must provide proof of purchase. In the Serial Number field type "NONE". Then click the validate button and it will pop up a screen where the model can be selected. Selecting the correct model is important as it affects the labor allowances.

(Required)

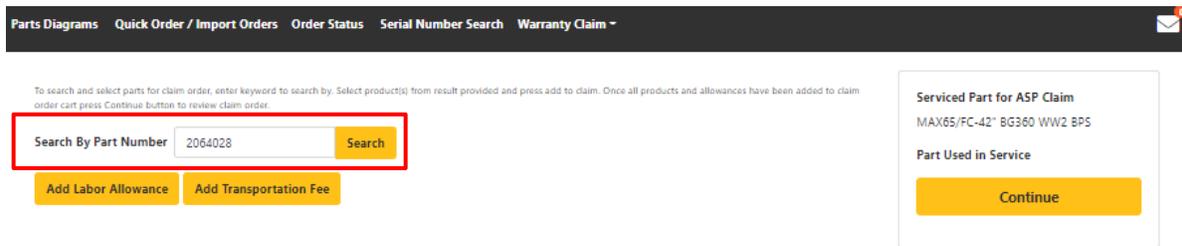
Consumer Date of Purchase. If no proof of purchase, and the manufacturing date is valid for warranty, enter the manufacturing date in the Consumer Date of Purchase field. Once entered click Continue

(Required)

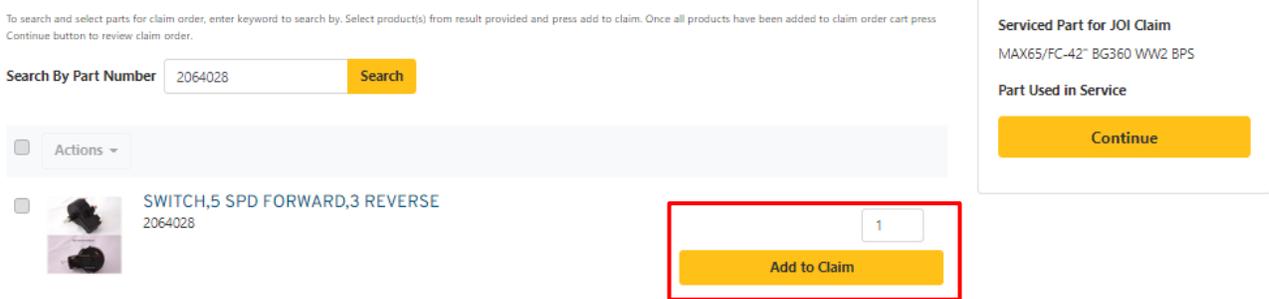
Date of Repair. Please enter the date the motor was repaired or arrived in the shop

Marine Accessories/Finished Goods Item Numbers cannot be used during warranty repairs.

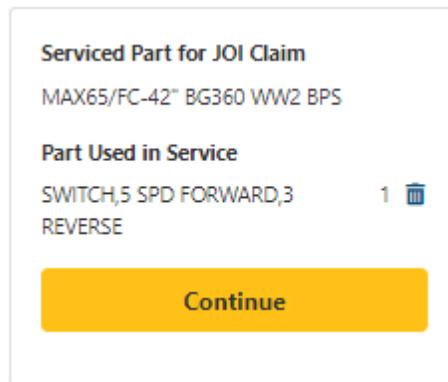
- To add Part Numbers used in the repair to the claim. Enter the first Part Number and click on “Search”.



- When the Part Number is returned in the center of the window, adjust the quantity (if applicable) and then click on “Add to Claim”.

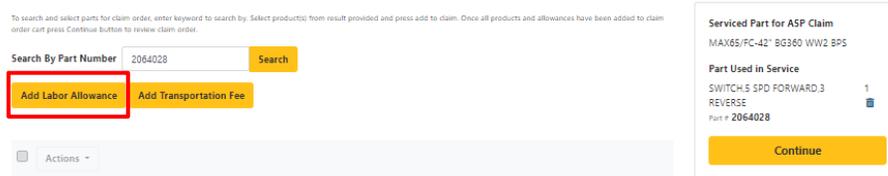


- The part(s) added to the claim will show up in the Claim Cart on the right side of the screen

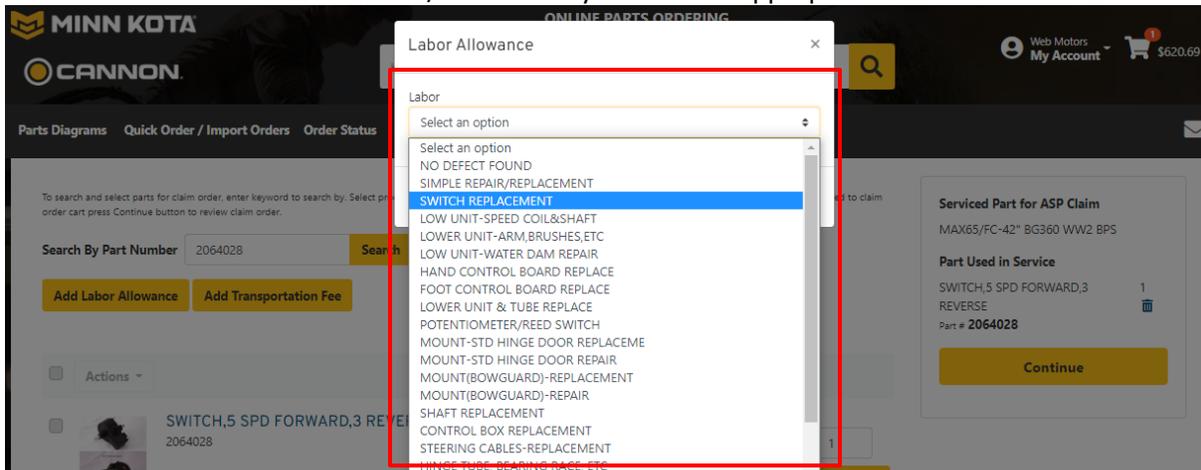


- Continue adding all of the parts that will be necessary to complete this in-warranty repair by adding the Part Number into the “Search by Part Number” box, and then clicking on “Search”, adjusting the quantity (if applicable), and then clicking on “Add to Claim” for all parts used in the warranty repair.

- Then click “Add Labor Allowance” to add labor to the claim.

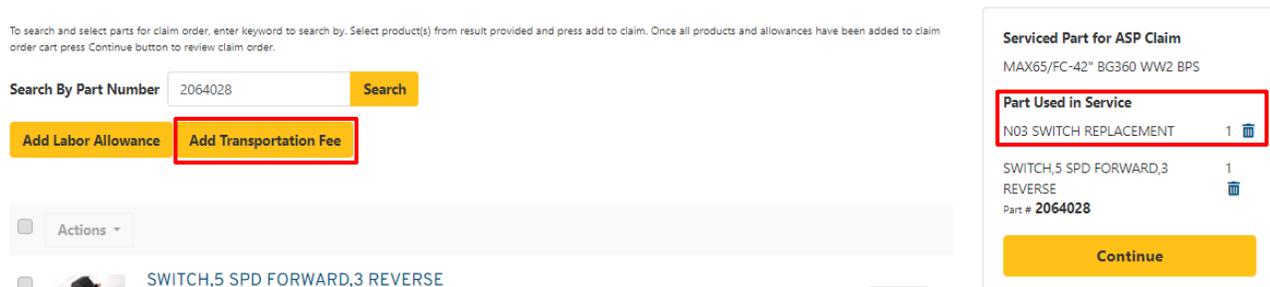


- 8 A drop-down box will appear, click on the down-arrow in the drop-down box to view Labor Allowance options associated with this serial number/model family. Select the appropriate labor line and then click on “Add”.



TWO FLAT RATE LABOR ALLOWANCE CODES ARE ALLOWED PER CLAIM. PLEASE DO NOT ENTER A 2ND CLAIM FOR ADDITIONAL LABOR RATES.

- 9 The Labor Allowance Code/description will appear in the claim cart on the right-hand side of the screen.
- Add the Transportation Fee, if applicable. **(We reimburse for in-warranty repaired units to be shipped back to the consumer, you must include the tracking number in the comment section of the claim.)** Click: Continue.



NOTE: If the cost to repair is 50% of the cost of a new product or you are at a point where you need assistance because there is too much labor time being spent, please email the ASC Hotline at support@asplibrary.zendesk.com to discuss the situation and options!

10 You must enter a Repair Center Work Order Number (this is the control number that will appear on your ACH (direct deposit) statement of claims paid. Some service providers use a claim check number, last name, etc...) If everything looks correct click on "Place Claim", if not click on "Return to Claim Cart" to correct Labor or Transportation:

Review Your Claim Order

Serial # of Model Service Provided on: U009MK00560

Consumer Date of Purchase: 07/01/2022

Repair Center Work Order #

MUST ENTER A WORK ORDER #

*Required

Comments

90-DAY PARTS WARRANTY

OR UPS TRK #1Z1111111111111111

Total \$60.59
Currency U.S. Dollar

Review Totals

Subtotal \$60.59
Total Tax \$0.00

Place Claim

Return to Claim Cart

Bill To Information

RADIAL INC - 64695
935 FIRST AVE
KING OF PRUSSIA, PA 19406-1342
UNITED STATES

Consumer Address

JOE SMITH
123 MINN KOTA LANE
Mankato, MN 56001
UNITED STATES
Tel: (800) 5588088
joesmith@test.com

Products Ordered

HANDLING ALLOWANCE
A0001

Quantity: 1 Each
Unit Price: \$0.00

Total Price: \$0.00

N03 SWITCH REPLACEMENT
L0001

Quantity: 1 Each
Unit Price: \$43.00

Total Price: \$43.00

SWITCH,5 SPD FORWARD,3 REVERSE
2064028

Quantity: 1 Each
Unit Price: \$17.59

Total Price: \$17.59

MAX65/FC-42" BG360 WW2 BPS
1368568

Quantity: 1 Each
Unit Price: \$0.00

Total Price: \$0.00

11 After the claim is placed you will see the "Claim Order Confirmation" screen.

- A. You can print a copy of the claim for yourself or the customer's records. Make sure to uncheck the "Show Prices" box, and then click on "Print Friendly".
- B. This completes your claim submission. You will receive a confirmation email with the claim information. (Email will be sent from: do_not_reply@johnsonoutdoors.com)

Claim Order Confirmation

Claim Order # MK-1596598

Serial # of Model Service Provided on: U009MK00560

Consumer Date of Purchase: 07/01/2022

Date of Service: 07/01/2022

Repair Center Work Order #: MUST ENTER A WORK ORDER #

Comments: 90-DAY PARTS WARRANTY OR UPS TRK

#1Z1111111111111111

Consumer Address

JOE SMITH
123 MINN KOTA LANE
Mankato, MN 56001
UNITED STATES
Tel: (800) 5588088
joesmith@test.com

Bill To Information

RADIAL INC - 64695
935 FIRST AVE
KING OF PRUSSIA, PA 19406-1342
UNITED STATES

Total \$60.59
Currency U.S. Dollar
Summary
Subtotal of Products \$60.59
Total Tax \$0.00

Products Ordered

HANDLING ALLOWANCE
A0001
Quantity: 1 Each
Unit Price: \$0.00

Total Price: \$0.00

N03 SWITCH REPLACEMENT
L0001
Quantity: 1 Each
Unit Price: \$43.00

Total Price: \$43.00

SWITCH,5 SPD FORWARD,3 REVERSE
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Total Price: \$17.59

MAX65/FC-42" BG360 WW2 BPS
1368568
Quantity: 1 Each
Unit Price: \$0.00

Total Price: \$0.00

Show Prices Print