BERGSTROM WARRANTY PORTAL SITE

Contents

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WARRANTY PORTAL SITE INSTRUCTIONS:

Place the following URL in your web browser search bar. Preferred web browser = Mozilla Firefox.

https://warranty.bergstrominc.com

When entered, the following site will open. Site instructions can be viewed via a link in the upper right corner of the site.

Site Instructions

Bergstrom Warranty
Welcome to the Bergstrom's Warranty Assistance Portal

This site will help you register your Bergstrom product(s), provide you our preauthorization product line contact number and assist you in creating a warranty claim should you have a problem with your purchase. Registering your product will help make the warranty process quicker and to make sure you are getting the correct coverage you are entitled to for your product. Failing to register prior to a problem or contacting us for preauthorization will extend the warranty process, and in some cases, might void the warranty all together.

PRODUCT REGISTRATION
The following products require the completion of the online registration to activate your warranty. Click the link below for your product and fill out the registration form.

Bus A/C System   eProducts System

WARRANTY PREAUTHORIZATION
Please note that the following product lines require preauthorization for repairs.

Bus A/C Preauthorization (Estimates > $200)   eProducts Preauthorization (All Repairs)
855.BUS.HVAC   **866.204.8570**

WARRANTY ASSISTANCE

Don't have a Bergstrom account number?	Not registerred for this site?
Create Account	Create Login

Registered User Sign In

Account Number

Account Password

Account Registered For The Following Product Line(s)

Log In

Website Support
Phone: 815.874.7821
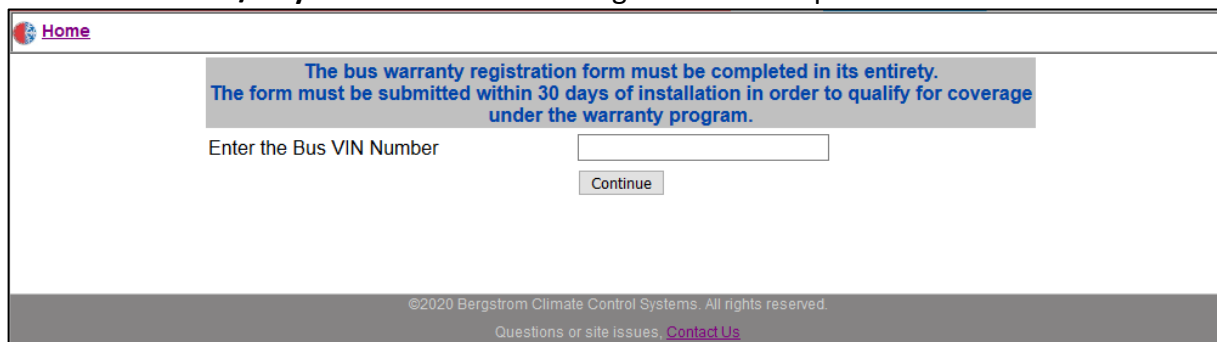E-Mail

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PRODUCT REGISTRATION:

Certain Bergstrom products must be registered to validate and start the warranty period for your purchased product. **All Bus A/C Systems must be registered**. **All eProducts Systems which includes but is not limited to products under the labels of NITE, eClimaCoach and eCoolPark must be registered.**

> **PRODUCT REGISTRATION**
> The following products require the completion of the online registration to activate your warranty. Click the link below for your product and fill out the registration form.
>
> Bus A/C System   eProducts System

BUS A/C REGISTRATION:

1. Click on the **Bus A/C System link**. The following window will open.

> Home
>
> The bus warranty registration form must be completed in its entirety.
> The form must be submitted within 30 days of installation in order to qualify for coverage under the warranty program.
>
> Enter the Bus VIN Number   [   ]
>   [Continue]
>
> ©2020 Bergstrom Climate Control Systems. All rights reserved.
> Questions or site issues, Contact Us

2. Follow the instructions and enter in the complete **VIN number** to begin registration. Hit the **Continue button** and the following form will open.

Bus A/C Form:

1. If the **registration is complete**, all sections will include the available information and the **Registration Date will be filled in**. This **date is the start of warranty coverage**.

Bus A/C Installation Information.	
Installer Facility Information	
Install Date	09/20/2019
Installer Name	BERGSTROM CLIMATE SYSTEMS-TULSA
Street	5444 S. 108TH EAST AVE
City	TULSA
State/Province	OK
Zip Code	74146
Phone Number	539-664-4257
Authorizer Name	JAMES PROCK/SCOTT SPENCER
Dealer Name	SOUTHLAND TRANSPORTATION GROUP
Extended Warranty	
Installation Information	
Bus VIN Number	4DRBUC8N0LB057432
Bus Model Year	0
Bus Manufacturer	IC
Bus Model	CE
Body Number	
Sales Order Number	1399129
Installation Mileage	14
Front Bulkhead Unit Serial Number	CTR000398
Rear Bulkhead Unit Serial Number	CTS000315
Midship Unit Serial Number	
Dash Unit Serial Number	
Condenser 1 Serial Number	CPR002105
Condenser 2 Serial Number	CPR002104
Compressor 1 Serial Number	906D683985
Compressor 2 Serial Number	906D684009
Compressor Mount Kit Number	BSI 22152
Owner Information	
Registration Date	02/28/2020
Company Name, School District, or Bus Owner	ST. CLAIR
Address	
City	
State	AL
Zipcode	
Notes	

Save Registration

2. If the **registration is not complete**, the **Installation sections** should be filled in and just the **Consumer section** will be blank. The **Registration Date** will say **Not Registered**.

Bus A/C Installation Information	
Installer Facility Information	
* Required Field	
Install Date *	08/22/2019
Installer Name *	BERGSTROM CLIMATE SYSTEMS-TULSA
Address *	5444 S. 108TH EAST
City *	TULSA
State/Province *	OK
Zip Code *	74146
Phone Number *	539-664-4257
Authorizer Name *	James Prock/Scott Spencer
Dealer Name	McCANDLESS TRUCK CENTER
Extended Warranty	
Installation Information	
Bus VIN Number	4DRBUC8N8LB878830
Bus Model Year	
Bus Manufacturer *	IC
Bus Model *	CE
Body Number	
Sales Order Number	1364293
Installation Mileage *	19
Front Bulkhead Unit Serial Number	CTR000266
Rear Bulkhead Unit Serial Number	CTS000053
Midship Unit Serial Number	
Dash Unit Serial Number	CQY000396
Condenser 1 Serial Number	CZU000261
Condenser 2 Serial Number	CZU000260
Compressor 1 Serial Number	5905D660104
Compressor 2 Serial Number	5904D638177
Compressor Mount Kit Number	BSI 22152
Consumer Information - Only fill in if final owner is known to start warranty period	
Registration Date	Not Registered
Company Name, School District, or Bus Owner	
Address	
City	
State	
Zipcode	
Notes	
Save Registration	

Enter in your **Consumer Information** and click on the **Save Registration button** at the bottom of the page. The **Registration Date** will automatically fill in. This **date is the start of warranty coverage**.

Save Registration

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3. If the **registration is not complete** and the **installation sections are not filled in**, the following window will open. Follow the instructions.

Installation Information Not Found.	
Please check the VIN number entered. If number is correct, please fill out the information below and submit the registration. Otherwise, click here to change the VIN number.	
VIN	12345678912345678
Installer Facility Information	
Install Date	
Installer Name	
Owner Information	
Registration Date	03/19/2021
Company Name, School District, or Bus Owner	
Address	
City	
State	
Zipcode	
Notes	
Save Registration	

If known, enter in the **Installer Facility Information.** Enter the **Owner Information** and click on the **Save Registration button** at the bottom of the page. The **Registration Date** will automatically fill in. This **date is the start of warranty coverage**.
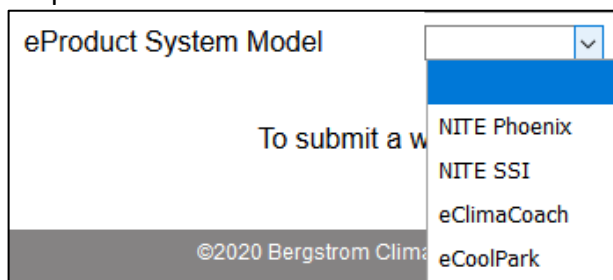
Save Registration

Bergstrom personnel will receive an e-mail informing them of a new registration that does not include all the necessary installation information. **Even without this information your product will be registered for warranty coverage**.

ePRODUCT REGISTRATION:

1. Click on the **eProduct Registration link**. The following window will open.

Bergstrom Warranty
eProduct Installation Information

Enter in the complete vehicle VIN number to begin registration of the installed system

Enter VIN Number	
eProduct System Model	

Continue

To submit a warranty claim, click here.

2. Enter the complete **VIN number** and choose the proper **eProduct system model** from the drop down menu. Hit the **continue button** to open the registration form.
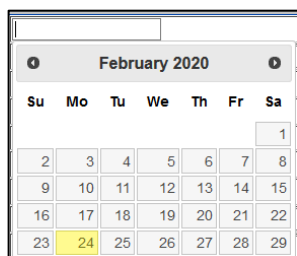

3. The form will be slightly different depending on the eProduct you are registering.
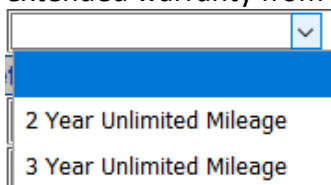
eProduct NITE Phoenix Form:

Please fill out the following form to register and activate the warranty for your new system.	
eProduct System Information	
All Fields Are Required	
eProduct System Model	Phoenix
NITE Phoenix Unit Serial Number	
Date of Installation	
Mileage at Installation	
Extended Warranty	
Fleet Owner/Operator Information	
Name	
Address	
City	
State/Province	
Zip Code	
Contact Name	
Phone	
Email	
Installation Facility Information	
Same As Owner?	☐ Yes. If no, please fill out below.
Name	
Address	
City	
State/Province	
Zip Code	
Vehicle Information	
Vehicle Year	
Vehicle Make	
Vehicle Model	
Vehicle ID Number (VIN)	12345678965432198
	Continue

eProduct System Information:

a. **eProduct System Model**-This field will automatically fill based on what you entered at the beginning of the registration process.

b. **NITE Phoenix Unit Serial Number**-Click in the entry field and enter the unit serial number that you are registering.

c. **Date of Installation**-Click in the entry field and a calendar will open for you to choose the installation date.

◐		February 2020				◑
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2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

d. **Mileage at Installation**-Click in the entry field and enter the vehicle mileage at the time of installation.

e. **Extended Warranty**-If extended warranty is being purchased choose the proper extended warranty from the drop down menu.

> 2 Year Unlimited Mileage
> 3 Year Unlimited Mileage

Fleet Owner/Operator Information:

a. **Name**-Click in the entry field and enter the Fleet Owner/Operator name.

b. **Address, City, State/Province, Zip Code**-Click in the individual entry fields and enter the address information.

c. **Contact Name**-Click in the entry field and enter the Contact Name for this registration.

d. **Phone, Email**-Click in the individual entry fields and enter the contact person's phone and email address.

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Installation Facility Information:

a. **Same As Owner?**-If the installation facility information is the same as the owner/operator information just entered check the Yes box. If not, enter the installation facility information.

Installation Facility Information	
Same As Owner?	☐ Yes. If no, please fill out below.

b. **Name**-Click in the entry field and enter the Installation Facility name.

c. **Address, City, State/Province, and Zip Code**-Click in the individual entry fields and enter the address information.

Vehicle Information:

a. **Vehicle Year**-Click in the entry field and enter the Vehicle Year.

b. **Vehicle Make**-Click in the entry field and enter the Vehicle Make.

c. **Vehicle Model**-Click in the entry field and enter the Vehicle Model.

d. **Vehicle ID Number (VIN)**-The VIN number will automatically fill in based on what you entered at the beginning of the registration process.
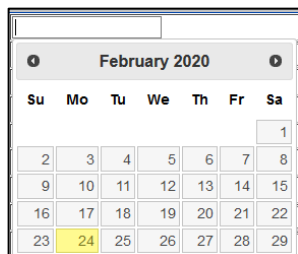
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eProduct NITE SSI Form:

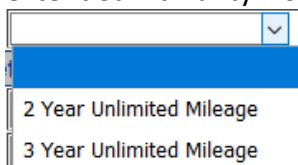| Please fill out the following form to register and activate the warranty for your new system.	
eProduct System Information	
All Fields Are Required	
eProduct System Model	SSI
NITE SSI Unit Serial Number	
NITE SSI Condenser Serial Number	
Date of Installation	
Mileage at Installation	
Extended Warranty	˅
Fleet Owner/Operator Information	
Name	
Address	
City	
State/Province	˅
Zip Code	
Contact Name	
Phone	
Email	
Installation Facility Information	
Same As Owner?	☐ Yes. If no, please fill out below.
Name	
Address	
City	
State/Province	˅
Zip Code	
Vehicle Information	
Vehicle Year	
Vehicle Make	
Vehicle Model	
Vehicle ID Number (VIN)	12345678912345678
	Continue

eProduct System Information:

a. **eProduct System Model**-This field will automatically fill based on what you entered at the beginning of the registration process.

b. **NITE SSI Unit Serial Number**-Click in the entry field and enter the unit serial number for the system you are registering.

c. **NITE SSI Condenser Serial Number-**Click in the entry field and enter the condenser serial number for the system you are registering.

d. **Date of Installation-**Click in the entry field and a calendar will open for you to choose

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the installation date.

e. **Mileage at Installation-**Click in the entry field and enter the vehicle mileage at the time of installation.

f. **Extended Warranty-**If extended warranty is being purchased choose the proper extended warranty from the drop down menu.

Fleet Owner/Operator Information:

a. **Name-**Click in the entry field and enter the Fleet Owner/Operator name.

b. **Address, City, State/Province, Zip Code-**Click in the individual entry fields and enter the address information.

c. **Contact Name-**Click in the entry field and enter the Contact Name for this registration.

d. **Phone, Email-**Click in the individual entry fields and enter the contact person's phone and email address.

Installation Facility Information:

a. **Same As Owner?-**If the installation facility information is the same as the owner/operator information just entered check the Yes box. If not, enter the installation facility information.

Installation Facility Information	
Same As Owner?	☐ Yes. If no, please fill out below.

b. **Name-**Click in the entry field and enter the Installation Facility name.

c. **Address, City, State/Province, and Zip Code-**Click in the individual entry fields and enter the address information.
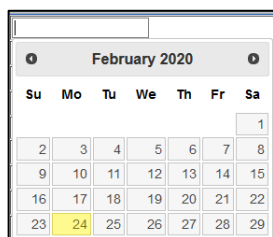
Vehicle Information:

a. **Vehicle Year-**Click in the entry field and enter the Vehicle Year.

b. **Vehicle Make-**Click in the entry field and enter the Vehicle Make.

c. **Vehicle Model-**Click in the entry field and enter the Vehicle Model.

d. **Vehicle ID Number (VIN)-**The VIN number will automatically fill in based on what you entered at the beginning of the registration process.

eProduct eClimaCoach Form:

Please fill out the following form to register and activate the warranty for your new system.	
eProduct System Information	
All Fields Are Required	
eProduct System Model	eClimaCoach
eClimaCoach AC Unit 1 Serial Number	
eClimaCoach AC Unit 2 Serial Number	
eClimaCoach Condenser Serial Number	
Date of Installation	
Mileage at Installation	
Fleet Owner/Operator Information	
Name	
Address	
City	
State/Province	
Zip Code	
Contact Name	
Phone	
Email	
Installation Facility Information	
Same As Owner?	☐ Yes. If no, please fill out below.
Name	
Address	
City	
State/Province	
Zip Code	
Vehicle Information	
Vehicle Year	
Vehicle Make	
Vehicle Model	
Vehicle ID Number (VIN)	12345678912345678
Continue	

eProduct System Information:

a. **eProduct System Model**-This field will automatically fill based on what you entered at the beginning of the registration process.

b. **eClimaCoach AC Unit 1 Serial Number**-Click in the entry field and enter the unit 1 serial number for the system you are registering.

c. **eClimaCoach AC Unit 2 Serial Number**-Click in the entry field and enter unit 2 serial number for the system you are registering.

d. **eClimaCoach Condenser Serial Number**-Click in the entry field and enter the condenser serial number for the system you are registering.

e. **Date of Installation**-Click in the entry field and a calendar will open for you to choose the installation date.

f. **Mileage at Installation**-Click in the entry field and enter the vehicle mileage at the time of installation.

Fleet Owner/Operator Information:

a. **Name**-Click in the entry field and enter the Fleet Owner/Operator name.

b. **Address, City, State/Province, and Zip Code**-Click in the individual entry fields and enter the address information.

c. **Contact Name**-Click in the entry field and enter the Contact Name for this registration.

d. **Phone, Email**-Click in the individual entry fields and enter the contact person's phone and email address.

Installation Facility Information:

a. **Same As Owner?**-If the installation facility information is the same as the

owner/operator information just entered check the Yes box. If not, enter the installation facility information.

Installation Facility Information	
Same As Owner?	☐ Yes. If no, please fill out below.

b. **Name**-Click in the entry field and enter the Installation Facility name.

c. **Address, City, State/Province, and Zip Code**-Click in the individual entry fields and enter the address information.
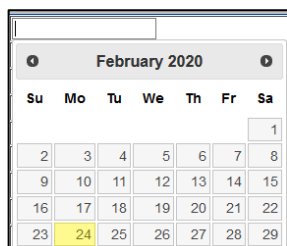
Vehicle Information:

a. **Vehicle Year**-Click in the entry field and enter the Vehicle Year.

b. **Vehicle Make**-Click in the entry field and enter the Vehicle Make.

c. **Vehicle Model**-Click in the entry field and enter the Vehicle Model.

d. **Vehicle ID Number (VIN)**-The VIN number will automatically fill in based on what you entered at the beginning of the registration process.

ePosduct eCoolPark Form:

Please fill out the following form to register and activate the warranty for your new system.	
eProduct System Information	
All Fields Are Required	
eProduct System Model	eCoolPark
eCoolPark Unit Serial Number	
Date of Installation	
Mileage at Installation	
Fleet Owner/Operator Information	
Name	
Address	
City	
State/Province	
Zip Code	
Contact Name	
Phone	
Email	
Installation Facility Information	
Same As Owner?	☐ Yes. If no, please fill out below.
Name	
Address	
City	
State/Province	
Zip Code	
Vehicle Information	
Vehicle Year	
Vehicle Make	
Vehicle Model	
Vehicle ID Number (VIN)	12345678912345678
Continue	

eProduct System Information:

a. **eProduct System Model**-This field will automatically fill based on what you entered at the beginning of the registration process.

b. **eCoolPark Unit Serial Number**-Click in the entry field and enter the unit serial number for the system you are registering.

c. **Date of Installation**-Click in the entry field and a calendar will open for you to choose the installation date.

		February 2020				
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16	17	18	19	20	21	22
23	24	25	26	27	28	29

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d. **Mileage at Installation-**Click in the entry field and enter the vehicle mileage at the time of installation.

Fleet Owner/Operator Information:

a. **Name-**Click in the entry field and enter the Fleet Owner/Operator name.

b. **Address, City, State/Province, and Zip Code-**Click in the individual entry fields and enter the address information.

c. **Contact Name-**Click in the entry field and enter the Contact Name for this registration.

d. **Phone, Email-**Click in the individual entry fields and enter the contact person's phone and email address.

Installation Facility Information:

a. **Same As Owner?-**If the installation facility information is the same as the owner/operator information just entered check the Yes box. If not, enter the installation facility information.

Installation Facility Information	
Same As Owner?	☐ Yes. If no, please fill out below.

b. **Name-**Click in the entry field and enter the Installation Facility name.

c. **Address, City, State/Province, and Zip Code-**Click in the individual entry fields and enter the address information.

Vehicle Information:

a. **Vehicle Year-**Click in the entry field and enter the Vehicle Year.

b. **Vehicle Make-**Click in the entry field and enter the Vehicle Make.

c. **Vehicle Model-**Click in the entry field and enter the Vehicle Model.

d. **Vehicle ID Number (VIN)-**The VIN number will automatically fill in based on what you entered at the beginning of the registration process.

4. When all the information has been entered, click on the **Continue button** at the bottom of the page.

5. If there are missing required fields, the following window will open and you will need to return to the form to enter in order for the registration to be complete.

6. If all required fields have been entered, the following window will open.

7. Follow instructions if you want to **enter another eProducts registration**. If not, click on the **Home link** to go to the registration home page or **Bergstrom Warranty link** to go to the Bergstrom warranty website.

WARRANTY PREAUTHORIZATION:

Certain Bergstrom products require preauthorization before repairs are completed. **All Bus A/C Systems repairs >$200 must be preauthorized. All eProducts Systems repairs must be preauthorized. All eProducts Systems include but is not limited to products under the labels of NITE, eClimaCoach and eCoolPark.**

Call the appropriate number to obtain preauthorization for the repair. If the repair is approved, Bergstrom personnel will provide a preauthorization number. This number will be needed when submitting the claim.

WARRANTY ASSISTANCE:

Before a warranty claim can be submitted **you must have a six digit account number** with Bergstrom and **you must register your company to use this site**.

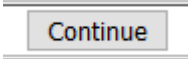| WARRANTY ASSISTANCE	
Don't have a Bergstrom account number? Create Account	Not registerred for this site? Create Login
Registered User Sign In Account Number Account Password Account Registered For The Following Product Line(s) Log In	
Website Support Phone: 815.874.7821 E-Mail	

CREATE ACCOUNT:

1. If you do not have a Bergstrom six digit account code, click on the **Create Account** link. The following account registration form will open.

Account Registration	
All fields are required for registration	
Select Program(s) Additional programs can be selected at a later time	☐ BERGSTROM AFTERMARKET SYSTEMS ☐ BERGSTROM BUS A/C ☐ BERGSTROM eClimaCoach ☐ BERGSTROM eCoolPark ☐ BERGSTROM HVAC PARTS ☐ BERGSTROM PHOENIX ☐ BERGSTROM SSI ☐ DTNA PARKSMART ☐ DUAL HVAC SYSTEM ☐ OSHKOSH ☐ Other
Company Name	
Address	
City	
State/Province	
Zip Code	
Contact Name	
Phone Number	
E-Mail Address	
Continue	
A W-9 form is required for the account. Please fill out a W-9 form and email to warranty@bergstrominc.com or by fax to 815.874.2144	

a. **Select Program(s)**-Check the box next to the program(s) that you would like an account for. Multiple account numbers may be needed if you purchase or service product across our different divisions. Bergstrom personnel will determine if this is needed.

b. **Company Name**-Click in the entry field and enter the Company name.

c. **Address, City, State/Province, and Zip Code**-Click in the individual entry fields and enter the address information.

d. **Contact Name**-Click in the entry field and enter the Contact Name for this account.

e. **Phone, Email**-Click in the individual entry fields and enter the contact person's phone and email address.

f. In order to complete the registration and assign an account number a **W-9 form is required for all US based companies**. This federal form can be obtained on-line.

g. When all the information has been entered, click on the **Continue button** at the bottom of the page.

Continue

h. The following will open on the site acknowledging your submittal.

> ### Account Registration
> Your registration has been submitted. You will receive a followup email when the account is created with your login credentials.
> Remember to complete a W-9 form and email to warranty@bergstrominc.com or by fax to 815.874.2144. No credit can be given until we have this form on file.

i. An e-mail (**subject = Bergstrom Account Registration**) will be sent to the e-mail provided in the registration form also acknowledging the registration was received.

> Thank you for requesting a Bergstrom account. Your request has been forwarded and when we receive all required information we will create the account and notify you when it is ready.
>
> If you have any further question on your registration, please submit an email to warranty@bergstrominc.com.
>
> Bergstrom Warranty Department

j. Bergstrom personnel will receive an e-mail informing them of a new registration. This will be reviewed and **once the W-9 is received** an account number will be assigned.

k. When an account number is assigned, Bergstrom personnel will **create a customer login** for the Bergstrom Warranty Portal. When complete, an e-mail (**subject = Warranty Registration**) will again be sent to the e-mail provided showing their **user name** (which is their account number) and **password**.

Your request for access to the Bergstrom warranty site has been accepted. This account has access to the following product lines:
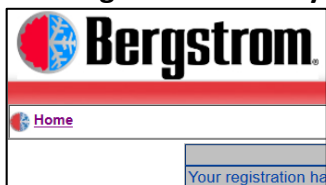
Kysor Parts Bergstrom Bus A/C Bergstrom Standard Products ParkSmart 2nd Year

To log into the site and submit a warranty claim, go to https://warranty.bergstrominc.com.

Username: 290123
Password: qWxy8zyFk

l.   When done click on the **Home link** in the upper left corner and this will return you to the **Bergstrom warranty portal home page**.

CREATE LOGIN:

1.   If you have a Bergstrom six digit account code, but not a portal login, click on the **Create Login** link. The following window will open.

Please enter your six digit account code.
If you do not have an account number, please click here to obtain one.

Continue

2.   Enter your six digit account code and click on the **Continue button**. The following registration form will open.

Please Complete The Following Registration Form. All Fields Are Required. the address must be a ship to address for returned parts	
Account Number	123456
Warranty Program Registering For	☐ BERGSTROM AFTERMARKET SYSTEMS ☐ BERGSTROM BUS A/C ☐ BERGSTROM eClimaCoach ☐ BERGSTROM eCoolPark ☐ BERGSTROM HVAC PARTS ☐ BERGSTROM PHOENIX ☐ BERGSTROM SSI ☐ DTNA PARKSMART ☐ DUAL HVAC SYSTEM ☐ OSHKOSH ☐ Other
Company Name	
Address	
City	
State/Province	Alabama ⌄
Zip Code	
Contact Name	
Phone Number	
E-Mail Address	
	Continue

a. **Warranty Program Registering For**-Check the box next to the program(s) that you would like to register for. This should be the same as when you registered for your account. Multiple account numbers may be needed if you purchase or service product across our different divisions. Bergstrom personnel will determine if this is needed.

b. **Company Name**-Click in the entry field and enter the Company name.

c. **Address, City, State/Province, and Zip Code**-Click in the individual entry fields and enter the address information.

d. **Contact Name**-Click in the entry field and enter the Contact Name for this account.

e. **Phone, Email**-Click in the individual entry fields and enter the contact person's phone and email address.

f. When all the information has been entered, click on the **Continue button** at the bottom of the page.

   Continue

g. The following will open on the site acknowledging your submittal.

   Your registration has been submitted. You will receive a followup email within 24 hours with your login credentials

_____

h. An e-mail (**subject = Bergstrom Warranty Registration**) will be sent to the e-mail provided in the registration form also acknowledging the registration was received.

> Thank you for registering on the Bergstrom Warranty website. Your request has been forwarded and you should receive a confirmation email within 24 hours with your login credentials.
>
> If you have any further question on your registration, please submit an email to warranty@bergstrominc.com.
>
> Bergstrom Warranty Department

i. Bergstrom personnel will receive an e-mail informing them of a new registration. This will be reviewed and approved or if questions exist you will be contacted to resolve.

j. Once approved, an e-mail (**subject = Warranty Registration**) will again be sent to the e-mail provided showing their **user name** (which is their account number) and **password**.

> Your request for access to the Bergstrom warranty site has been accepted. This account has access to the following product lines:
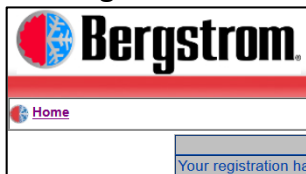>
> Kysor Parts Bergstrom Bus A/C Bergstrom Standard Products ParkSmart 2nd Year
>
> To log into the site and submit a warranty claim, go to https://warranty.bergstrominc.com.
>
> Username: 290223
> Password: kSmxldEf

k. When done click on the **Home link** in the upper left corner and this will return you to the **Bergstrom warranty portal home page**.

3. If the account has already been registered the following window will open. Follow the instructions on the screen if you do not remember your login information.

> Account is already registered. Please contact Bergstrom Warranty via email at warranty@bergstrominc.com or call 815.874.7821 with any further issues with this account.

Claim Submission:

1. If you already have an **account number** and a **password** you can **Signin** to the Bergstrom Warranty Portal to **submit a warranty claim**.

Registered User Sign In

Account Number [ ]
Account Password [ ]
Account Registered For The Following Product Line(s)
[ ]

[Log In]

a. **Account Number**-Click in the entry field and enter your account number.

b. **Account Password**-Click in the entry field and enter your password.

c. **Account Registered For the Following Product Line(s)**-This will automatically fill in based on the account number entered. If this is not the correct product line verify you have entered the correct account number or contact Bergstrom via the E-mail under website support.

d. Click on the **Continue button** at the bottom of the page.

[Continue]

2. The following **Request for Warranty Main Menu** will open. To L**og Out** click on the **Log Out link** in the upper left corner and you will go back to the **Bergstrom Warranty Portal**.

🔴 Home   🔴 Log Out

REQUEST FOR WARRANTY MAIN MENU

Please verify shipping address information		New Warranty Claim
Account Number	290223	Select Product Line ▾
Name	DITTMAR INCORPORATED	Submit New Claim
Address	800 S. MAIN ST.	
City	PEARL CITY	Review Claim Status
State	Illinois	Request Additional Product Line
Zipcode	61062	Update Address Information
Contact Name	Karla Dittmar	Change Current Password
Phone Number	815-555-5555	Contacts
E-Mail Address	kdittmar@bergstrominc.com	

3. For new warranty claims in the upper right corner use the drop down to **select** the **product line** you are submitting a claim for. If your account number is only registered for one product line, you will not see a drop down and the registered product line will be shown. Once chosen, click on the **Submit new claim button.**

New Warranty Claim
Select Product Line ▾

Select Product Line
BERGSTROM AFTERMARKET SYSTEMS
BERGSTROM BUS A/C
BERGSTROM HVAC PARTS
DTNA PARKSMART

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4. The product line's warranty policy will open and you must click on the **AGREE** button at the bottom of the page **to continue**. If DISAGREE is chosen a new claim cannot be submitted.

5. When the **AGREE** button is chosen, **page 1** of the **request for warranty form** will open. The Date Requested and Account Number will automatically fill in. Enter as much information as possible. The required items must be entered. **The form will be slightly different depending on the product line.**

Claim Information:

a. **Date Requested**-This will automatically fill in with the current date.

b. **Account Number**-This will automatically fill in with your account number.

c. **Claim Preauthorization Number**-This is required for some of our product lines. Enter the preauthorization number you were given by our technical line personnel.

d. **Customer Reference Number**-This is not needed for Bergstrom, but some customers use this to record the repair/service order number so they can tie the claim number to the repair/service order number.

Part Information:

a. **Parts In-Service Date**-Click in the entry field and a calendar will open for you to choose the in-service date. If the in-service date is not known enter the installation date.
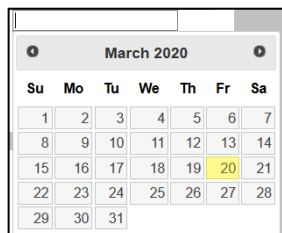

NOTE: For BusAC and eProducts, if this is not known, go to the product registration

section of the portal and look up the date via the VIN number.

b. **Part Failure Date**- Click in the entry field and a calendar will open for you to choose the failure date. If the failure date is not known enter the repair date.
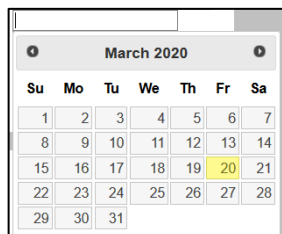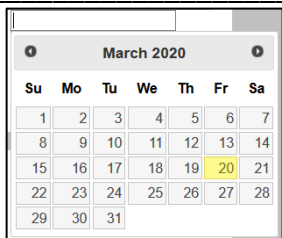

c. **Vehicle Mileage @ In-Service**-Click in the entry field and enter the mileage at in-service date. If the mileage at in-service is not known enter the mileage at installation. **NOTE:** For BusAC and eProducts, if this is not known go to the product registration section of the portal and look up the mileage via the VIN number. The mileage may or may not be on the registration form.

d. **Vehicle Mileage @ Failure**-Click in the entry field and enter the mileage at failure. If the mileage at failure is not known enter the mileage at repair.

e. **Distance Type**-Click on the drop down and choose the correct type (miles, kilometers, hours).
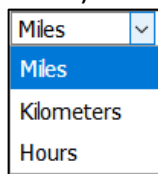
Vehicle Information:

a. **Vehicle Manufacturer**-Click in the entry field and enter the Vehicle Manufacturer.

b. **Vehicle Model**-Click in the entry field and enter the Vehicle Model.

c. **Vehicle Identification Number**-Click in the entry field and enter the entire 17 digit Vehicle Identification Number.

d. **Vehicle Build Date**-Click in the entry field and a calendar will open for you to choose the build date.

Description of Failure:

    a. **Description of Failure**-Click in the entry field and enter a detailed description of diagnostics performed, potential failure, repair completed, etc. Entering as much detailed information as possible allows for a better analysis.

6. Click on the **Continue button** at the bottom of the page.

7. If not all the required fields are entered, the following error will open on the screen.

8. If all required fields are entered, **page 2** of the **request for warranty form** will open. Again, the required items must be entered. **The form will be slightly different depending on the product line.**

Parts Claimed Information:
    a. **Part Number**-Click in the entry field and enter the Part Number. Part numbers must be entered for proper analysis.

    b. **Part Description**-Click in the entry field and enter the Part Description.

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    c. **Part Cost**-Click in the entry field and enter the Part Cost.

    d. **Part QTY**-Click in the entry field and enter the Part Quantity.

    e. **Part S/N**-Click in the entry field and enter the Part Serial Number/Date Code.

    f. **Non-Warrantable Part**-If the part returned is found non-warrantable the default is Scrap by Bergstrom. If you want the part returned click on the drop down arrow and choose Return to Repair Location.

    g. **Add Additional Part**-Click on the button if more than one part number is being claimed.

Labor Information (not covered on all product lines):
    a. **Labor Code**-Click in the entry field and enter the labor code for the repair. This must be entered for all Bergstrom supplied labor codes.

    b. **Labor Hours**-Click in the entry field and enter the labor hours spent for the labor code entered. The labor hours allowed will be per Bergstrom supplied SRT's. If no SRT's are provided enter in the labor hours spent. Unreasonable hours will be questioned and may be reduced.

    c. **Labor Rate**-Click in the entry field and enter the labor rate.

    d. **Service Repair Times Link**-Click on this link to pop up a window showing Bergstrom's published repair codes and repair times that should be used when submitting claims. This will not be available for all product line.

    e. **Add Additional Labor**-Click on the button if more than one labor code is being claimed.

Additional Expenses:
    a. **Freight Amount**-Click in the entry field and enter the freight cost to ship the part back to Bergstrom. If the claim is approved, Bergstrom will cover this cost.

9. Click on the **Review Claim Information button** at the bottom of the page.

    [Review Claim Information]

10. If not all the required fields are entered, the following error will open on the screen.

No Part(s) Claimed. Please click here to enter part information for claim.

11. **Review the claim information.** Once submitted, you will not be able to edit the claim. If all is correct, click on the **Submit Claim button** at the bottom of the page.
    If information needs to be changed follow instructions on bottom of page or click on the part information link in the upper left corner. This will take you back to page 2 (part, labor and additional expenses). If the claim information needs to be changed, after clicking on the part information link click on the claim information link in the upper left corner. This will take you back to page 1 (claim, part, vehicle and description of failure).

Home   Part Information

Request For Warranty Claim Review

Claim Information

Date Requested	03/23/2020
Bergstrom's Customer Number	290223
Claim Preauthorization Number	1001
Customer Reference Number	
Vehicle Identification Number	4DRBVAAN2BB289088

Vehicle Information

Vehicle Manufacturer	IC
Vehicle Model	CE
Vehicle Build Date	12/02/2019
Vehicle In Service Date	01/06/2020
Repaired Date	03/02/2020
Vehicle Mileage @ Installation	0
Vehicle Mileage @ Failure	565
Distance Type	M

Discription of Repair
test run

Part Information

Part Number	Description	Part Cost	Part QTY	Part S/N	Non-Warrantable Part
1000048500	weldment case	$30.00	1		Scrap by Bergstrom

Labor Information

Labor Code	Labor Hours	Labor Rate
C-01	3.5	$100.00

Freight Amount	$0.00

Please verify that all the claim information is correct. Once submitted you will not be able to edit the claim. If you need to make changes, click here to return to previous page.

Submit Claim

12. Once the Submit Claim button is pushed a **claim number will be assigned** and the following submittal page will open. Also, there will be a window open for you to print the warranty request form. Follow the instructions to complete the claim process and return parts for warranty consideration.

 Bergstrom logo

*** Claim Number is BAC200830002 ***

Thank you for submitting your claim. If the Warranty Form did not pop-up automatically, please click here to print out a copy to accompany the claimed parts. This form includes all necessary shipping requirement for returning the parts for warranty considerations.

If this claim form is not included with the returned part(s), no credit will be issued and the item(s) will be scrapped by Bergstrom.

Opening html...WarrantyForm.pdf

You have chosen to open:

🔴 html...WarrantyForm.pdf
    which is: Adobe Acrobat Document (25.7 KB)
    from: https://warranty.bergstrominc.com

What should Firefox do with this file?

◉ Open with   Adobe Acrobat (default)
○ Save File

☐ Do this automatically for files like this from now on.

OK   Cancel

Example of Warranty Form:

Request for Warranty Form

Bergstrom Warranty Department
2390 Blackhawk Road
Rockford, IL 61109

Date Requested	03/23/2020	Vehicle Make	IC
Claim Number	BAC200830002	Vehicle Model	CE
Bergstrom Customer Number	290223	Vehicle VIN	12345678998765432
Customer Name	DITTMAR	Installation Date	01/10/2020
Contact Name	Karla Dittmar	Failure Date	03/16/2020
Contact Phone	815-555-5555	Mileage	600
		Distance Type	M

Parts Claimed Information

Part Number	Part Desciption	Serial Number	Unit Cost	Part Quantity	Part Return
1000048500	weldment case		30.0000	1.00	SCRAP
C-01			100.0000	3.50	

Customer Comments
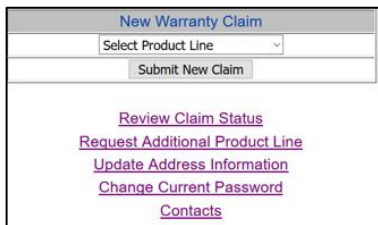Another test run

Parts Return
* Only the failed part(s) of an installed unit should be returned as a warrantable item.
* All failed parts to be returned to Bergstrom Warranty Claim Department for warranty consideration within forty-five (45) days of vehicle repair date.
* All parts are to be packed in such a way that the parts will not incur additional damage in shipping.
    * UPS Ground is to be used for returning parts where the parcel is less than 50 lbs.
    * Bergstrom's carrier, C.H. Robinson, is to be used for parcel over 50 lbs.
* All parts will be analyzed on a first in, first out basis.
* All parts returned to Bergstrom must be accompanied by this Warranty Claim Form. If this claim form is not included with the returned part(s), no credit will be issued and the item(s) will be returned.
* A separate claim number and Warranty Claim Form must be issues for each vehicle repaired.
* Bergstrom does not require preauthorization before returning warrantable parts. The claim number that is assigned on this form will be used for all tracking inquiries on this claim.
* If parts are packaged together from multiple claims a return tag must be attached to individual parts identifying the claim number and part number.
* Package(s) must be clearly marked on the outside with the claim number.
* If a part has no identification, the part will be returned to the Customer at dealer's freight cost with a rejection statement.
* All incoming freight must be paid for at the time of shipping and shipped UPS Ground. The shipping fees will be applied to credit for all approved claims.
* In special circumstances where it is agreed that it is not feasible to return failed parts to Bergstrom, i.e. claims filed from countries out of the United States, a Bergstrom representative will review the claim and photos of defect. Disposition will be established and the claim will be paid at a ratio of the approved part cost. This percentage will be reviewed yearly.
* All parts found to be non-defective after Bergstrom testing will be sent back to the Customer at their discretion with documentation attached showing the part(s) was/were tested and test results. The rejected part(s) will be returned freight collect.
* Bergstrom will respond to the customer within forty-five (45) days of part return with a Warranty Claim Disposition Report. If response is not forth coming within forty-five (45) day period, claim will be honored

Remit To:
Bergstrom Warranty Department
2390 Blackhawk Road
Rockford, Illinois 61109

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13. Follow the other instructions on the submittal page as necessary. If another claim needs to be submitted, click on the **Enter another Claim link** in the upper left corner. To return to the **Request for Warranty main menu** click on the **Home link** in the upper left corner.

Review Claim Status:

1. To review the status of a claim already submitted click on the **Review Claim Status link**.

New Warranty Claim
Select Product Line
Submit New Claim
Review Claim Status
Request Additional Product Line
Update Address Information
Change Current Password
Contacts

2. A table will open showing all claims submitted under this account number/product line. The claim status will show **In-Process or Complete**. When you submit the claim the claim status will show In-Process. This does not mean that we have already received the part and are evaluating it or that we are evaluating the claim. The Claim Status will only change to complete once we have evaluated the claim and have determined Approved (paid) or Rejected.

🏠 **Home**			
Warranty Claim Status			
Click on the Claim Number to get a copy of the Warranty Request Form.			
Claim Number	Claim Status	Paid/Rejected	Comments
BAC200830001	In Process		

3. Click on the **Home link** to return to the **Request for Warranty main menu**.

Request Additional Product Line:

1. To request additional product lines click on the **Request Additional Product Lines link**.

New Warranty Claim
Select Product Line
Submit New Claim
Review Claim Status
Request Additional Product Line
Update Address Information
Change Current Password
Contacts

2. Product lines that you do not have access to will be listed. Check the box next to the product line you want to add. Click on the **Request Product button.**

Request Product Line for Warranty	
Please select the Bergstrom product line below to request access to submit claims for the additional product line(s) you perform repairs on.	
Select Product Line to Register	☐ BERGSTROM AFTERMARKET SYSTEMS ☐ BERGSTROM BUS A/C ☐ BERGSTROM eClimaCoach ☐ BERGSTROM eCoolPark ☐ BERGSTROM HVAC PARTS ☐ BERGSTROM PHOENIX ☐ BERGSTROM SSI ☐ DTNA PARKSMART ☐ DUAL HVAC SYSTEM ☐ OSHKOSH ☐ Other
Request Product	

3. The following will open on the site acknowledging your submittal.

Request Product Line for Warranty

Your request has been submitted. If approved, you should see the additional product line within 24 hours.

4. Bergstrom personnel will receive an e-mail informing them of an additional registration. This will be reviewed and approved or if questions exist you will be contacted to resolve. Multiple account numbers will be needed for certain product lines.

5. Once approved, an e-mail will be sent to the e-mail provided in the registration form showing that the additional product line has been added.

6. Click on the **Home link** to return to the **Request for Warranty main menu**.

Update Address Information:

1. To update the address information click on the **Update Address Information link**.

New Warranty Claim
Select Product Line
Submit New Claim
Review Claim Status
Request Additional Product Line
Update Address Information
Change Current Password
Contacts

2. Make all necessary changes and click on the **Submit button**. Once submitted, the site will go back to the main menu.

Account Number	290223
Name	DITTMAR INCORPORATED
Address	800 S. MAIN ST.
City	PEARL CITY
State	Illinois
Zipcode	61062
Contact Name	Karla Dittmar
Phone Number	815-555-5555
E-Mail Address	kdittmar@bergstrominc.com

Change Current Password:

1. To change the current password click on the **Change Current Password link**.

2. Enter your old password, enter your new password and confirm your new password. Click on the **Submit New Password button.**

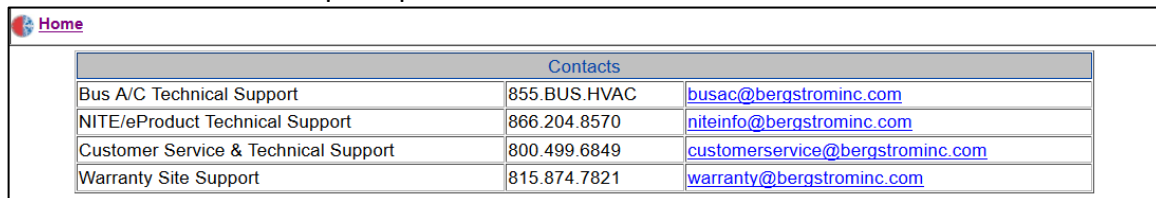3. The following will open on the site acknowledging your password has been updated.

4. Either **follow the instructions** on the screen or click on the **Home link** to return to the **Request for Warranty main menu**.

Contacts:

1. To view Bergstrom contacts click on the **Contacts link**.

2. A table of contacts will open up.

3. Click on the **Home link** to return to the **Request for Warranty main menu**.

WEBSITE SUPPORT:

If website support is needed contact Bergstrom via the **phone number provided** and **request warranty website support** or click on the **E-mail link** to send an e-mail with your request.

There is also a ribbon at the bottom of each web page that either provides a **Contact Us link** or an **e-mail link**.