



**Bergstrom Warranty Product/System Registration Install Site**

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## **System Installation Information Form Instructions:**

Bergstrom products must be registered to validate and start the warranty period for your purchased product. Place the following URL in your web browser search bar.

<https://warranty.bergstrominc.com/install/index.cfm>

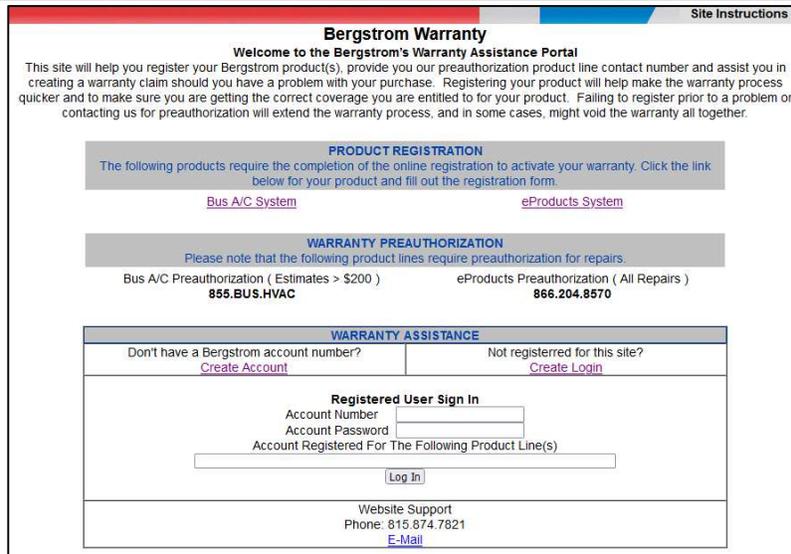
When entered, the following site will open. If needed, these instructions can be viewed via a link in the upper right corner of the site.



**Select the Bergstrom system that you would like to register**

## **Product Registration Instructions:**

If the product is not registered through the installation facilities, the product must be registered through our Bergstrom **Warranty portal** <https://warranty.bergstrominc.com>  
Click on the correct **link** under **Product Registration**.



**Bergstrom Warranty** Site Instructions

**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 ) [855.BUS.HVAC](#) eProducts Preauthorization ( All Repairs ) [866.204.8570](#)

**WARRANTY ASSISTANCE**

Don't have a Bergstrom account number? <a href="#">Create Account</a>	Not registered for this site? <a href="#">Create Login</a>
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**Registered User Sign In**

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

Website Support  
Phone: 815.874.7821  
[E-Mail](#)

## **BUS A/C REGISTRATION:**

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



**Bergstrom Warranty**

**Bus A/C Installation Information**

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

Enter the Bus VIN Number

To submit a warranty claim, click [here](#).

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Questions or site issues, email [warranty@bergstrominc.com](mailto:warranty@bergstrominc.com)

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

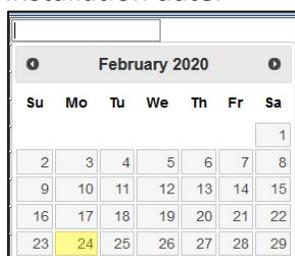


Bus A/C Installation Information	
Installer Facility Information	
* Required Field	
Install Date *	<input type="text"/>
Installer Name *	<input type="text"/>
Address *	<input type="text"/>
City *	<input type="text"/>
State/Province *	<input type="text" value="v"/>
Zip Code *	<input type="text"/>
Phone Number *	<input type="text" value="v"/>
Authorizer Name *	<input type="text"/>
Dealer Name	<input type="text"/>
Extended Warranty	<input type="text" value="v"/>
Installation Information	
Bus VIN Number	12345678912345678
Bus Model Year	<input type="text"/>
Bus Manufacturer *	<input type="text"/>
Bus Model *	<input type="text"/>
Body Number	<input type="text"/>
Sales Order Number	<input type="text"/>
Installation Mileage *	<input type="text"/>
Front Bulkhead Unit Serial Number	<input type="text"/>
Rear Bulkhead Unit Serial Number	<input type="text"/>
Midship Unit Serial Number	<input type="text"/>
Dash Unit Serial Number	<input type="text"/>
Condenser 1 Serial Number	<input type="text"/>
Condenser 2 Serial Number	<input type="text"/>
Compressor 1 Serial Number	<input type="text"/>
Compressor 2 Serial Number	<input type="text"/>
Compressor Mount Kit Number	<input type="text"/>
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	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
State	<input type="text" value="v"/>
Zipcode	<input type="text"/>
Notes	
<div style="border: 1px solid black; height: 60px;"></div>	
<input type="button" value="Save Registration"/>	

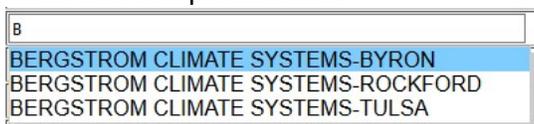
3. Enter in as much information as possible to complete the registration. Asterisk items are required fields to be entered. If these items are not entered you will not be able to complete the registration process.

**Installation Facility Information:**

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



- b. **Installer Name**-Click in the entry field and begin typing your company name, an autosuggestion list will open, choose the correct company name. If not listed, please enter the complete name.



- c. **Address, City, State/Province, Zip Code, Phone Number**-Please fill in the address information. If this information has been previously entered, it should automatically fill in based on the installation name chosen. If not, manually enter the information. Email Bergstrom warranty about the issue at [warranty.request@bergstrominc.com](mailto:warranty.request@bergstrominc.com).

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478-654-6139

- d. **Authorizer Name**-Enter the person who authorized the installation and product registration.
- e. **Dealer Name**-If the installation is a Dealer stock/lot order or if there is a dealer involved enter in the Dealer name.

- f. **Extended Warranty**-If an extended warranty is purchased, click on the drop-down arrow and choose the correct extended warranty purchased.



4 Year / 100k Miles
4 Year / Unlimited Miles
5 Year / 100k Miles
5 Year / Unlimited Miles

### Installation Information:

- a. **Bus VIN Number**-The VIN number will automatically fill in based on what you entered at the beginning of the registration process.
- b. **Bus Model Year**-Enter the Bus Model Year.
- c. **Bus Manufacturer**-Enter the Bus Manufacturer.
- d. **Bus Model**-Enter the Bus Model.
- e. **Body Number**-Enter the Bus Body Number.
- f. **Sales Order Number**-Enter the Sales Order Number.
- g. **Installation Mileage**-Enter the Mileage of the Bus at Installation.
- h. **Front Bulkhead Unit Serial Number**-Enter the unit serial number of the installed front bulkhead. If one is not installed leave blank.
- i. **Rear Bulkhead Unit Serial Number**-Enter the unit serial number of the installed rear bulkhead. If one is not installed leave blank.
- j. **Midship Unit Serial Number**-Enter the unit serial number of the installed midship unit. If one is not installed leave blank.
- k. **Dash Unit Serial Number**-Enter the unit serial number of the installed dash unit. If one is not installed leave blank.
- l. **Condenser 1 Serial Number**-Enter the serial number of the installed condenser 1. If one is not installed leave blank.

- 
- m. **Condenser 2 Serial Number**-Enter the serial number of the installed condenser 2. If one is not installed leave blank.
  - n. **Compressor 1 Serial Number**-Enter the serial number of the installed compressor 1. If one is not installed leave blank.
  - o. **Compressor 2 Serial Number**-Enter the serial number of the installed compressor 2. If one is not installed leave blank.
  - p. **Compressor Mount Kit Number**-Enter the number of the installed compressor mount kit. If one is not installed leave blank.

### Consumer Information:

This information should only be entered if the final owner is known. If not known, leave blank and it will be the responsibility of the dealer or final owner to enter. This will be needed to complete the product warranty registration and start the warranty period.

- a. **Registration Date**-Default is Not Registered. The current date will automatically fill in when the consumer information is entered and the Save Registration button is pushed.  

Registration Date	Not Registered
-------------------	----------------
- b. **Company Name, School District or Bus Owner**-Enter the final owner's name.
- c. **Address**-Enter the final owner's address.
- d. **City**-Enter the final owner's city.
- e. **State**-Enter the final owner's state.
- f. **Zip-code**-Enter the final owner's zip-code.
- g. **Notes**-Enter any Notes that you would like to document.

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

Save Registration
-------------------

- 5. The following window will open.

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[Home](#)   [Bergstrom Warranty](#)

Installation information has been saved.  
Click [here](#) to enter another Bus A/C installation.

6. Follow instructions if you want to **enter another Bus A/C installation**. 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.

### **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**

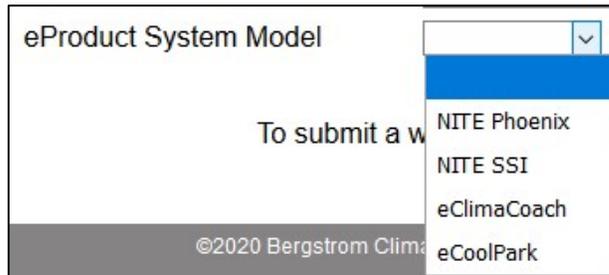
Enter VIN Number

eProduct System Model

To submit a warranty claim, click [here](#).

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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.



eProduct System Model

To submit a w

- NITE Phoenix
- NITE SSI
- eClimaCoach
- eCoolPark

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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: [ ]

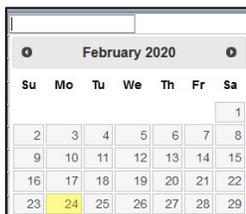
Vehicle Make: [ ]

Vehicle Model: [ ]

Vehicle ID Number (VIN): 12345678965432198

**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.



- 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.



### [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?	<input type="checkbox"/> 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, 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.

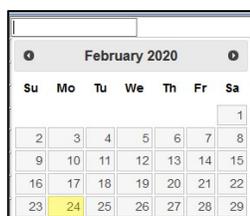
### eProduct NITE SSI Form:

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	<input type="text"/>
NITE SSI Condenser Serial Number	<input type="text"/>
Date of Installation	<input type="text"/>
Mileage at Installation	<input type="text"/>
Extended Warranty	<input type="text"/>
Fleet Owner/Operator Information	
Name	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
State/Province	<input type="text"/>
Zip Code	<input type="text"/>
Contact Name	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text"/>
Installation Facility Information	
Same As Owner?	<input type="checkbox"/> Yes. If no, please fill out below.
Name	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
State/Province	<input type="text"/>
Zip Code	<input type="text"/>
Vehicle Information	
Vehicle Year	<input type="text"/>
Vehicle Make	<input type="text"/>
Vehicle Model	<input type="text"/>
Vehicle ID Number (VIN)	12345678912345678
<input type="button" value="Continue"/>	

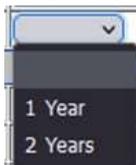
### eProduct System Information:

- 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 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?	<input type="checkbox"/> 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, 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.

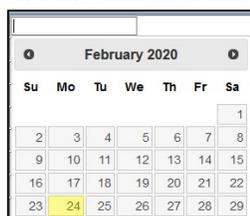
**eProduct eClimaCoach Form:**

Please fill out the following form to register and activate the warranty for your new system.	
eProduct System Information	
<b>All Fields Are Required</b>	
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?	<input type="checkbox"/> 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
<input type="button" value="Continue"/>	

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**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, 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?	<input type="checkbox"/> 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, 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.

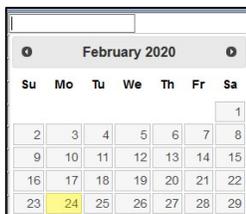


**eProduct eCoolPark Form:**

Please fill out the following form to register and activate the warranty for your new system.	
<b>eProduct System Information</b>	
<b>All Fields Are Required</b>	
eProduct System Model	eCoolPark
eCoolPark Unit Serial Number	<input type="text"/>
Date of Installation	<input type="text"/>
Mileage at Installation	<input type="text"/>
Extended Warranty	<input type="text"/>
<b>Fleet Owner/Operator Information</b>	
Name	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
State/Province	<input type="text"/>
Zip Code	<input type="text"/>
Contact Name	<input type="text"/>
Phone	<input type="text"/>
Email	<input type="text"/>
<b>Installation Facility Information</b>	
Same As Owner?	<input type="checkbox"/> Yes. If no, please fill out below.
Name	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
State/Province	<input type="text"/>
Zip Code	<input type="text"/>
<b>Vehicle Information</b>	
Vehicle Year	<input type="text"/>
Vehicle Make	<input type="text"/>
Vehicle Model	<input type="text"/>
Vehicle ID Number (VIN)	12345678998765432
<input type="button" value="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.



- 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.



### [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?	<input type="checkbox"/> 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, 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.

<p><b>The following field(s) must be filled in on the registration form.</b></p> <p>Vehicle Year, Vehicle Manufacturer, Vehicle Model, Owner's Name, Owner Address, Owner City, Owner State, Owner Zip Code, Contact Name, Contact Phone Number, Contact Email, Warranty Terms, Installer, Installer Address, Installer City, Installer State, Installer Zip Code,</p> <p>Click <a href="#">here</a> to return to form. If you are having issues with the form, please call 866.204.8570.</p>
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6. If all required fields have been entered, the following window will open.

<p><a href="#">Home</a> <a href="#">Bergstrom Warranty</a></p> <p>Installation information has been saved. Click <a href="#">here</a> to enter another eProduct installation.</p>
---

7. Follow instructions if you want to **enter another eProduct 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.