# REZNOR CUSTOMER PLAYBOOK

Volume 1

- Website Info
- Checking Orders
- Warranties

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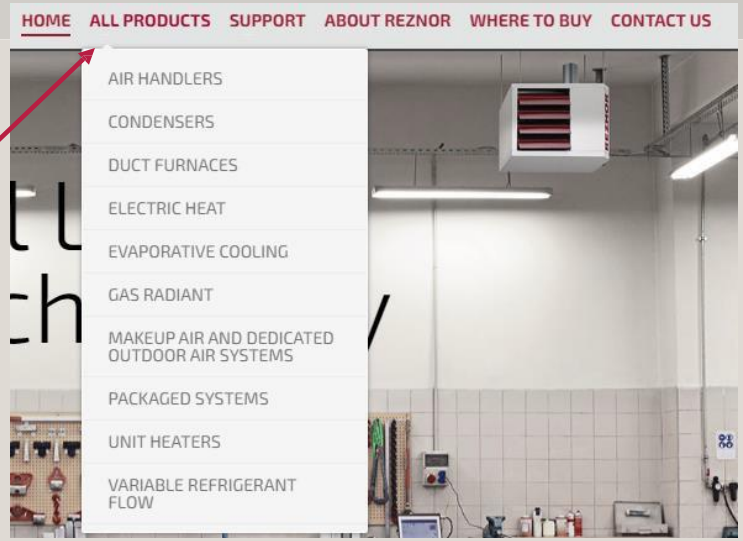
# CONTACT US!

| *Customer Service* | *Email* | *Phone Number* |
|---|---|---|
| Sadie Norton | Sadie.Norton@jjmorgan.com | 651-789-2780 |
| Lynn Hogan | Lynn.Hogan@jjmorgan.com | 651-789-2781 |
| ***Sales Personnel*** | | |
| Tom Morgan - IA/MN/WI | Tom.Morgan@jjmorgan.com | 651-698-0089 |
| Mike Kaskie - ND/NE/SD | Mike.Kaskie@jjmorgan.com | 605-271-0531 / Cell 605-336-5910 |
| Tom Lyle - KS/MO/OK | Tom.Lyle@jjmorgan.com | 816-260-7360 |
| Angie Brew - Design & Build/In-out Sales | Angie.Brew@jjmorgan.com | 651-698-0089 |
| Pat McGuire - Plan & Spec | Pat.McGuire@jjmorgan.com | 651-698-0089 |
| Chris Morgan - Inside/Outside Distributor Sales | Chris.Morgan@jjmorgan.com | 651-698-0089 |
| Mike Morgan - Outside Sales | Mike.Morgan@jjmorgan.com | 651-303-6026 |
| ***Technical Service*** | | |
| Doug Swanson - Service/Trouble Shooting | Doug.Swanson@jjmorgan.com | 651-698-0089 / Cell 651-308-7512 |
| Mike Malone - P.E. Systems Engineer | Mike.Malone@jjmorgan.com | 651-698-0089 / Cell 605-381-4155 |
| ***Purchase Orders*** | | |
| Reznor Purchase Orders | purchaseorders@jjmorgan.com | 651-698-0089 |
| ***Info*** | | |
| Information Request | Info@jjmorgan.com | 651-698-0089 |
| ***Training*** | | |
| Website & Product Training | Training@jjmorgan.com | |
| ***Accounts Payable*** | | |
| Accounts Payable | AP@jjmorgan.com | |

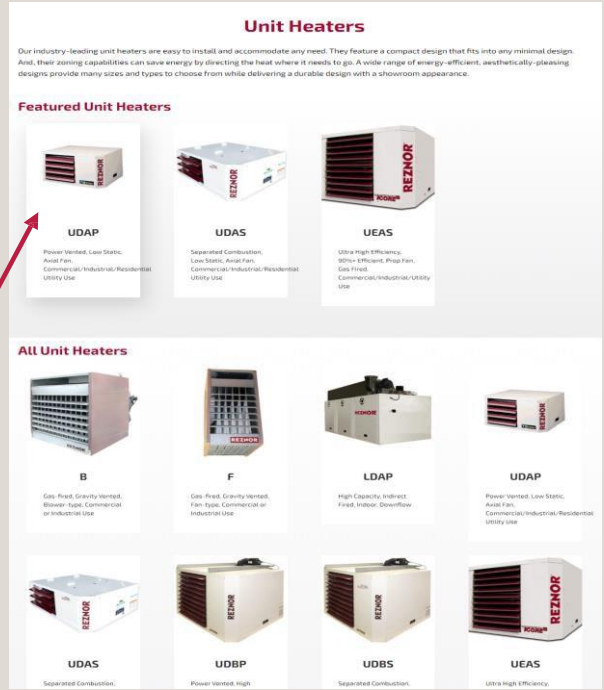
# Website Offerings

Need Literature, Parts Books, Technical Data, or Logo's? Check out WWW.REZNORHVAC.COM

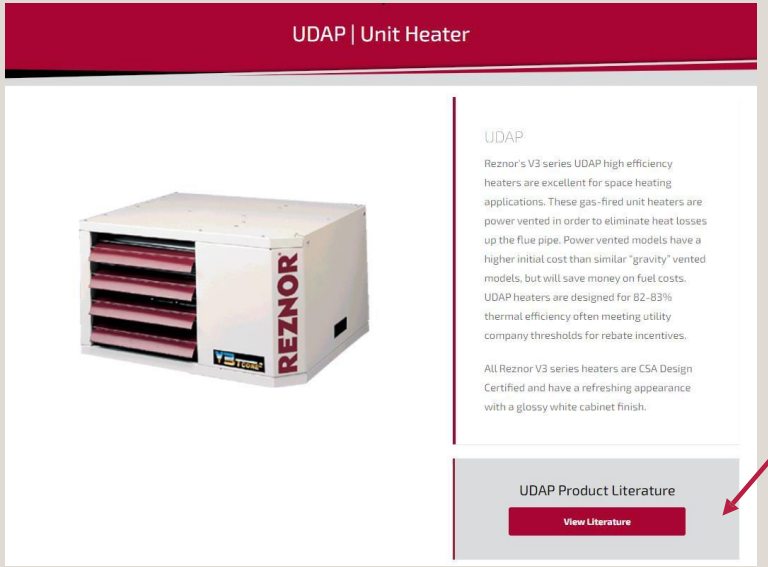
Start by clicking on All Products, and find the style you are looking for




Click on the type of heater you are looking for information on




Click on View Literature

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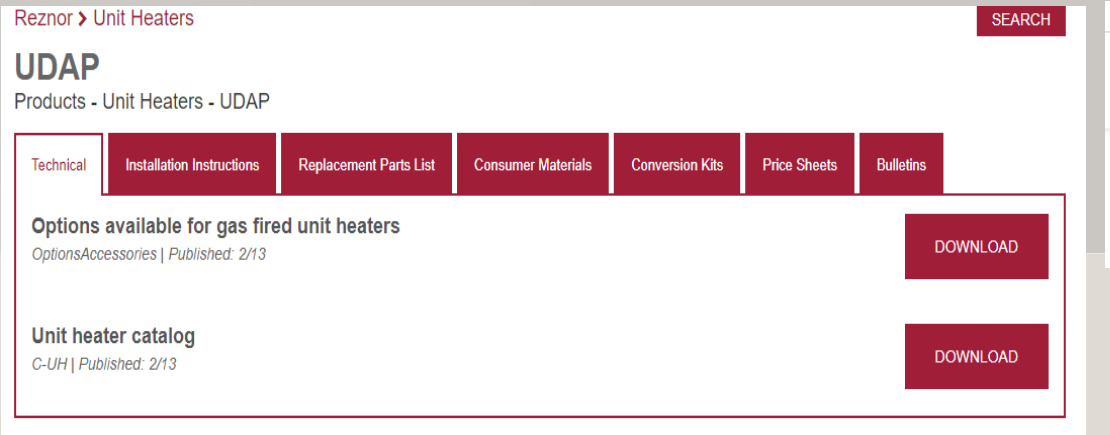
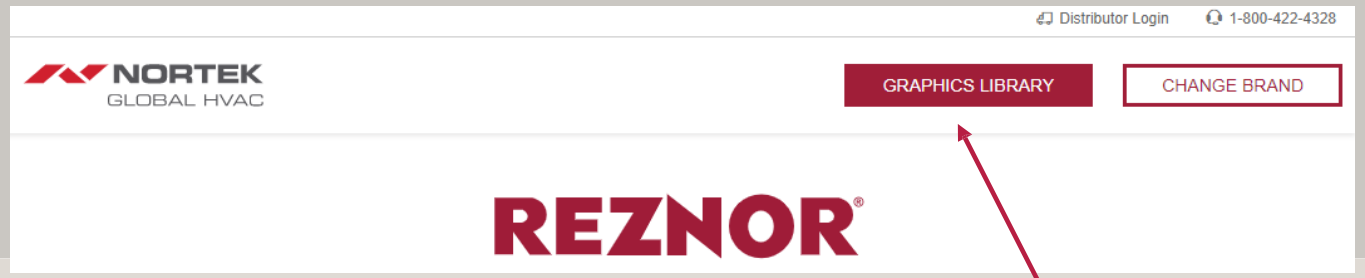
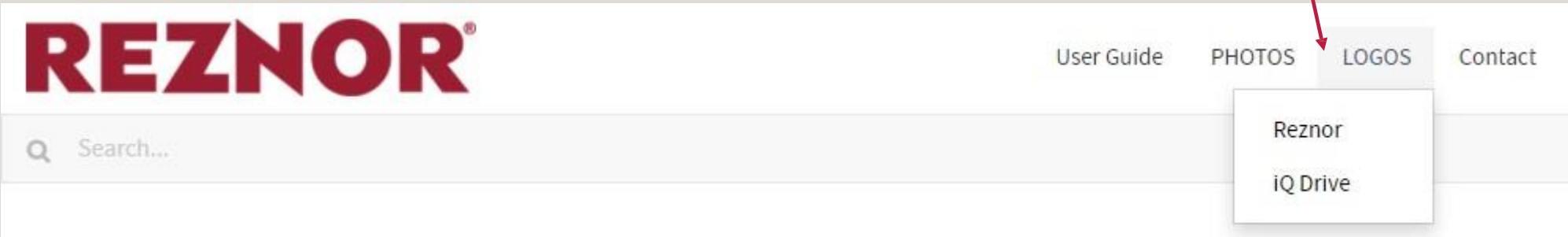
All of this information is available to you and your customer without any kind of a log in.

From the Literature tab, you can also get to the Graphics Library




Click here, on Logos



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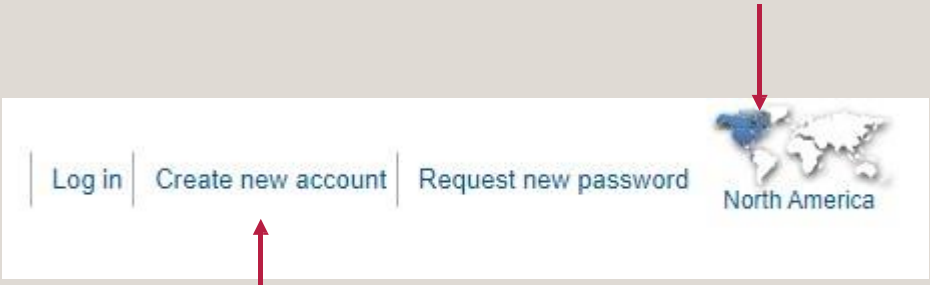
# Get signed up with the Reznor Partner Site!

Please visit the Reznor website: Reznorhvac.com, click on the Silhouette of a person in the upper right-hand corner.

If you are creating a new account, make sure North America is highlighted in BLUE, and then click Create new account.




Please allow up to 24 hours for your account to be approved. You will receive an email from JJM with a temporary password.

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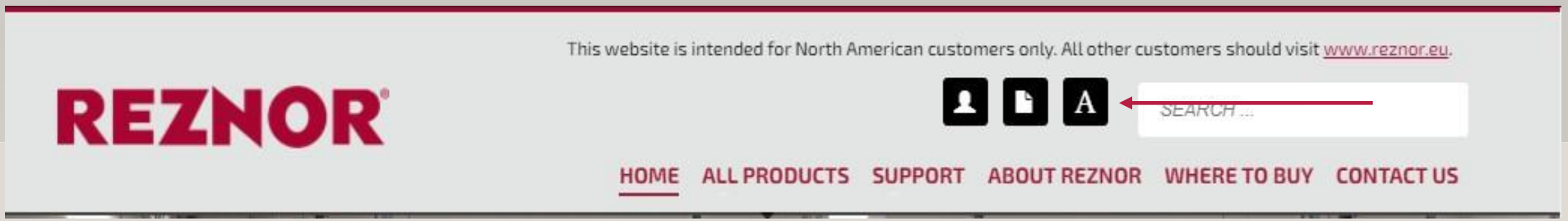
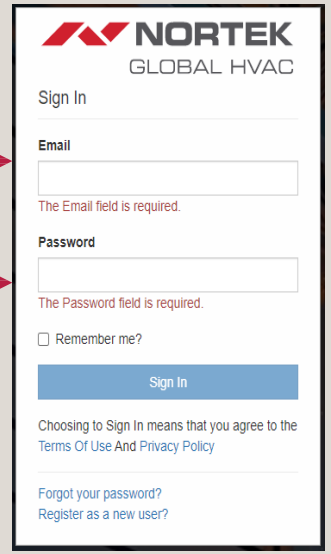
# Get signed up for Reznor ACE Site too!

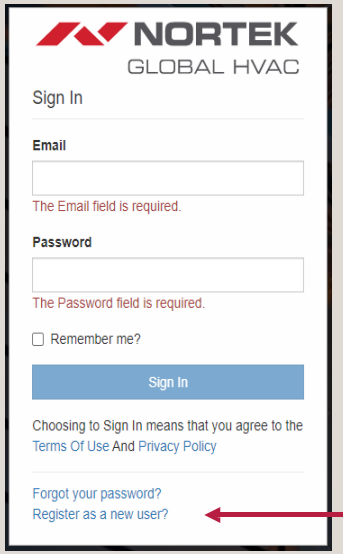
Please visit the Reznor website: Reznorhvac.com, click on the "A" in the upper right-hand corner.



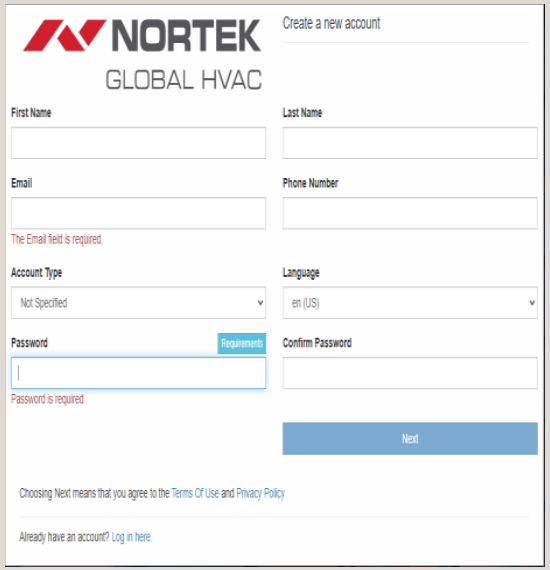

If you have an account, please log in here



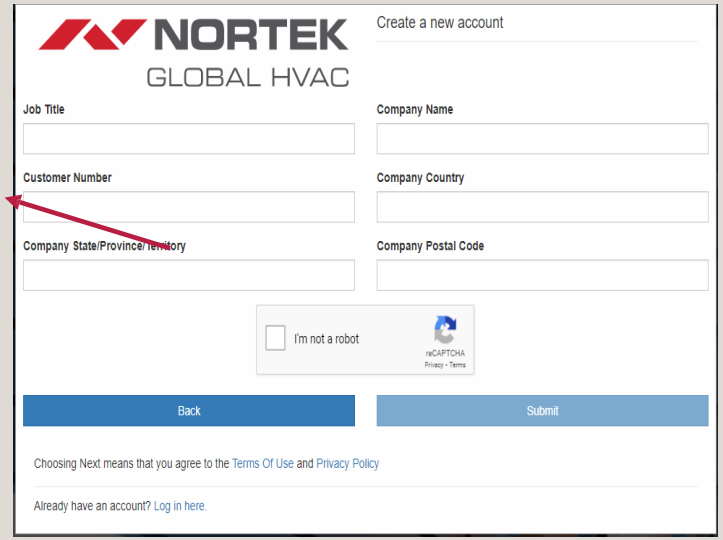

If you are new to ACE, please click on "Register as a new user"




First box will be your info




Second box is your company info, along with a customer number. Please contact JJM for that customer number, as it is needed for approval.

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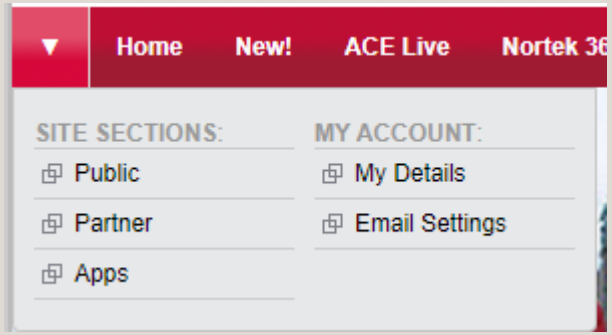
# Checking Your Reznor Orders

Ship date, tracking numbers, and freight charges can be obtained through the Reznor Partner website – partner.reznorhvac.com. Click on the downward facing arrow by the word HOME, click on PARTNER, then click on ORDERS.

Click on the downward facing arrow next to the word HOME

Click on Partner




Click on Orders

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# Checking Your Reznor Orders

All you will need is the PO # that the item(s) were purchased on and click **Filter**. Distributors will need a log in ID and password, as mentioned in previous slide to check orders on the Reznor Partner Site.

| Job Number | Status | SAP SO | Cust No | Purchase Order | Ship To | State | Begin Date | End Date | Show | Source | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | Any | | | | | | 2020-03-15 | | 40 | Any | FILTER<br>RESET |

Example -

| Line | Material | Desc | Qty | List Each | Ship From | Sched Date | Details |
|---|---|---|---|---|---|---|---|
| 200 | RZ220784 | VENTER ASSEMBLY 200-250 115V | 2 | 636 | 3055: Poplar Bluff | 2021-04-16 | |
| 300 | RZ220786 | VENTER ASSEMBLY 300-400 115V | 2 | 752 | 3055: Poplar Bluff | 2021-03-23 | |
| | | | | | | | |
| Delivery ID: 0081714506 | United Parcel Service | Track: 1ZAT59680312560281 | | S&H : 69.30 | | Invoice Date: 2021-03-10 | |
| 100 | RZ195235 | BURNER BODY FNL ASSY UDBP/S100 | 2 | 382 | 3055: Poplar Bluff | | |
| 500 | RZ203078 | PROPANE AIR RESTRICTOR | 10 | 19 | 3055: Poplar Bluff | | |
| | | | | | | | |
| Delivery ID: 0081704191 | United Parcel Service | Track: 1ZAT59680312511066 | | S&H : 14.54 | | Invoice Date: 2021-02-16 | |
| 400 | RZ196687 | RESTRICTOR HS38/51 | 10 | 19 | 3055: Poplar Bluff | | |
| 600 | RZ196241 | FAN MTR | 2 | 152 | 3055: Poplar Bluff | | |

Invoice date is the ship date

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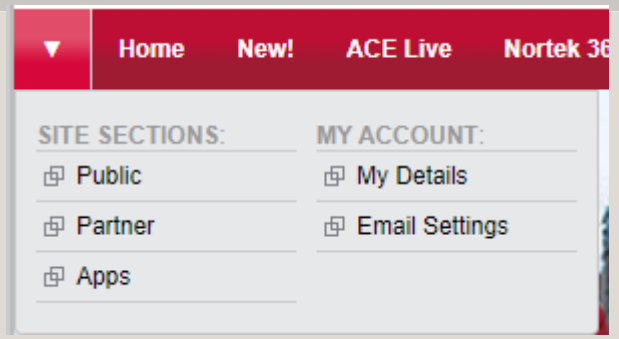
# Keeping Up to Date with Reznor

Click on the downward facing arrow next to the word HOME

Click on Partner




Click on LeadTimes

Click on Factory Bulletins

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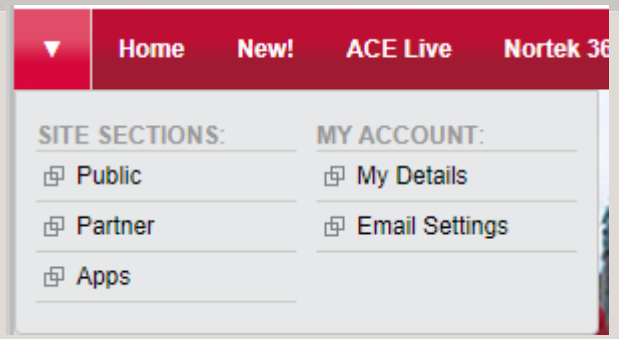
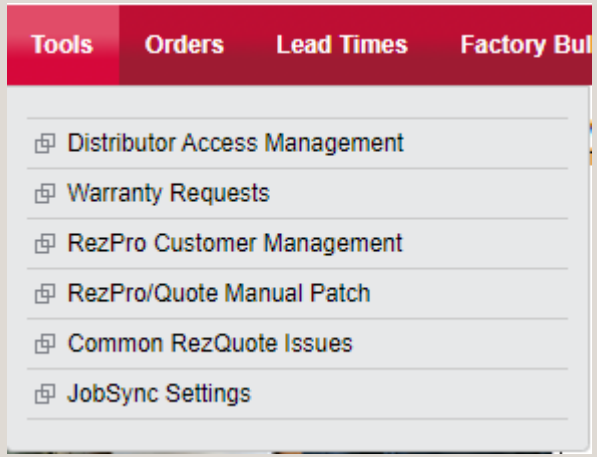
# 4 Step Warranty Process – Yes, it's as easy as it sounds!

Click on the downward facing arrow next to the word HOME

Click on Partner




Click on Tools & Warranty Request

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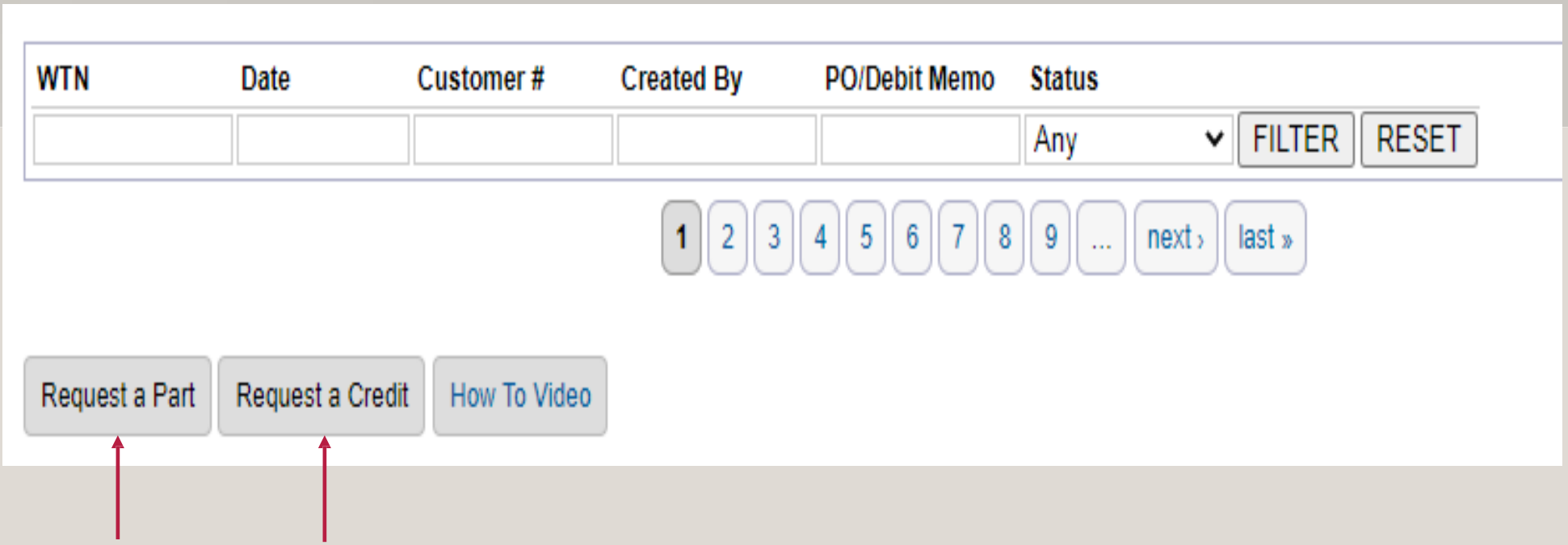
# Do you need a Replacement Part or Credit?

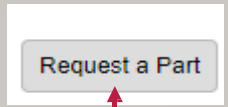



Please click on the button you are needing, if you submit the wrong one, please let us know ASAP, and we can have it canceled and you will need to resubmit the claim.

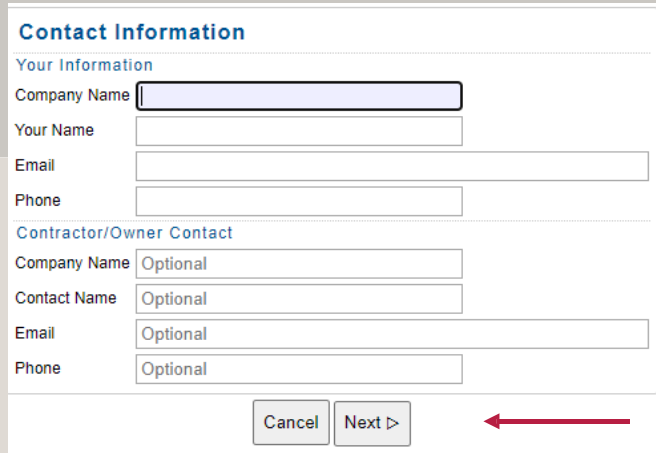
# Entering a Warranty Claim for a Replacement Part

Step 1.)

Click on Request a Part

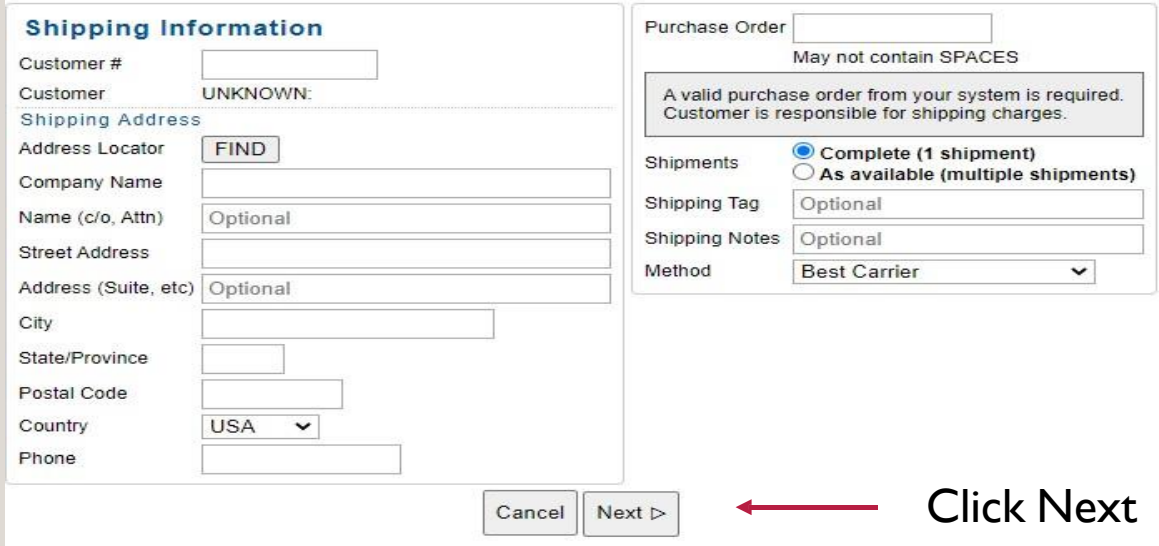



Fill out your contact information




Click Next

Fill out shipping information & Debit/PO #




Click Next

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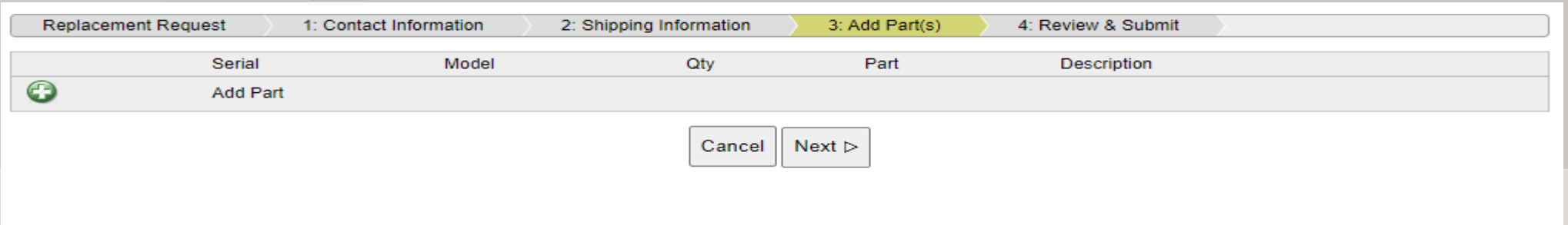
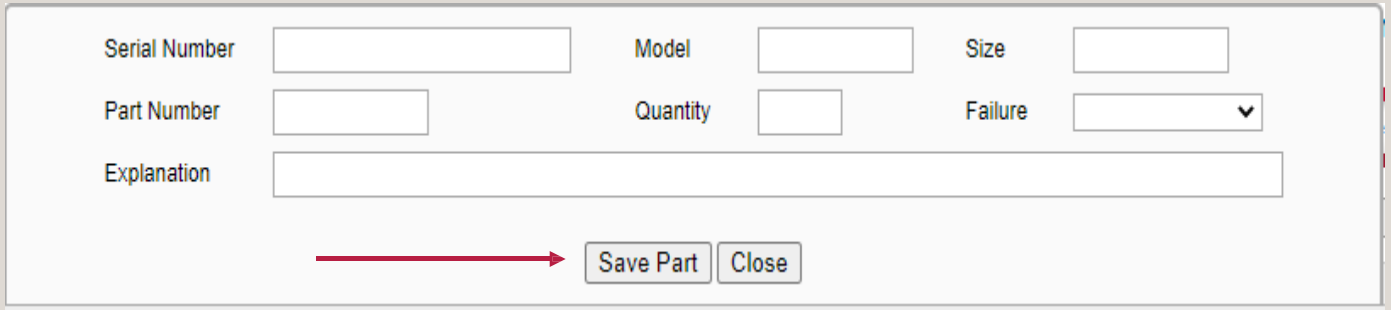
Step 2.)

Click on the Green plus sign to add a part

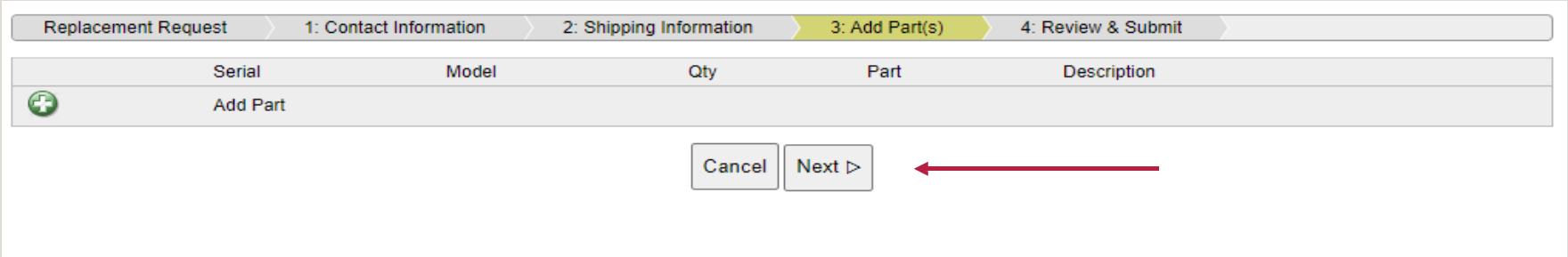



Add the following information and click SAVE PART




Step 3.)

Once done adding part(s), Click NEXT



Step 3.)

Please review before submitting

Replacement Request | 1: Contact Information | 2: Shipping Information | 3: Add Part(s) | 4: Review & Submit

**Contact Information**

John J. Morgan Company
Reznor Training
training@jjmorgan.com
6516980089

**Contractor/Owner:**

**Shipping Information**

John J. Morgan Co-MN Resale
Product Resale Account
1413 Thompson Ave.
Suite 1
South St. Paul MN 55075
USA

6516980098

**General Information**

**WTN**: 400400
**PO**: test

**Customer**: 1005462
JOHN J. MORGAN CO/MINNESOTA

**Agent**: 0888
Morgan (Minn)

**WTN Dates**

Started : 2021-03-17
Submitted : Pending

**Parts**

| Product | Quantity | List Each | Extended Net |
|---|---|---|---|
| Item # 195265<br>IGNITION BOARD UDAP<br>BPD3062025551 : UDAP45<br>Manuf. Date : Apr 2016 | 1 | 241.00 | 0.00 |

Submit Request | Cancel Request

Step 4.)

If everything looks good, click Submit Request

You will get an email from Reznor with an approval or rejection – if a rejection, it will state the reasoning for it.

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# Entering a Warranty Claim for a Credit

Step 1.)

Click on Request a Credit

Request a Credit

Fill out your contact information

**Contact Information**

Your Information

Company Name

Your Name

Email

Phone

Contractor/Owner Contact

Company Name Optional

Contact Name Optional

Email Optional

Phone Optional

Cancel | Next ▷

Click Next

Fill out shipping information & Debit/PO #

**Shipping Information**

Customer #

Customer UNKNOWN:

Shipping Address

Address Locator FIND

Company Name

Name (c/o, Attn) Optional

Street Address

Address (Suite, etc) Optional

City

State/Province

Postal Code

Country USA

Phone

Purchase Order

May not contain SPACES

A valid purchase order from your system is required.
Customer is responsible for shipping charges.

Shipments
- Complete (1 shipment)
- As available (multiple shipments)

Shipping Tag Optional

Shipping Notes Optional

Method Best Carrier

Cancel | Next ▷

Click Next

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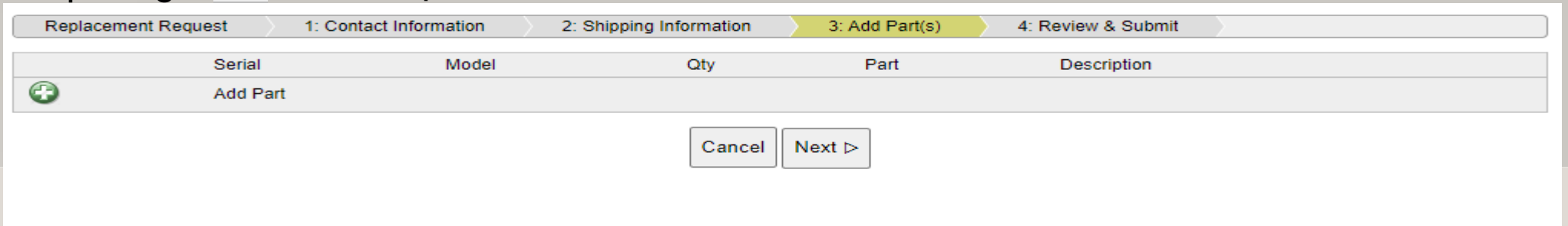
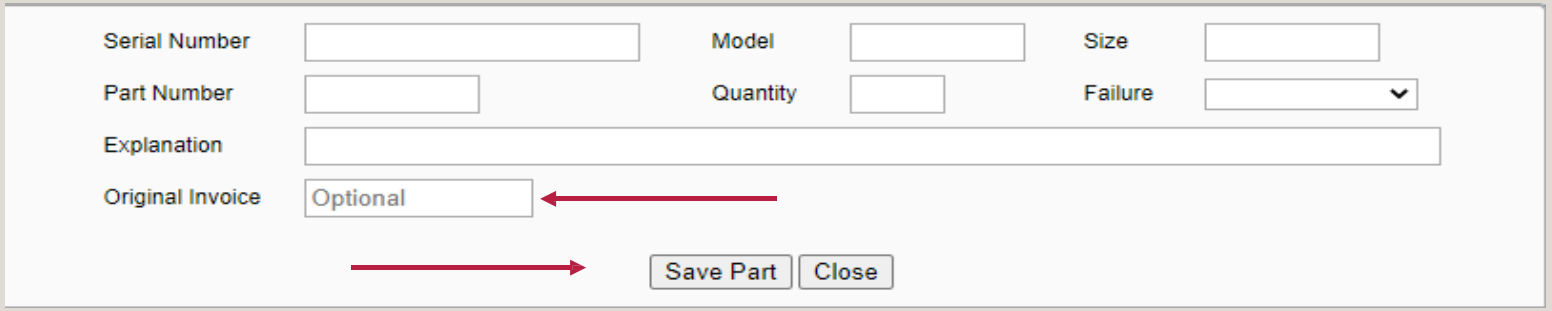
Step 2.)

Click on the Green plus sign to add a part

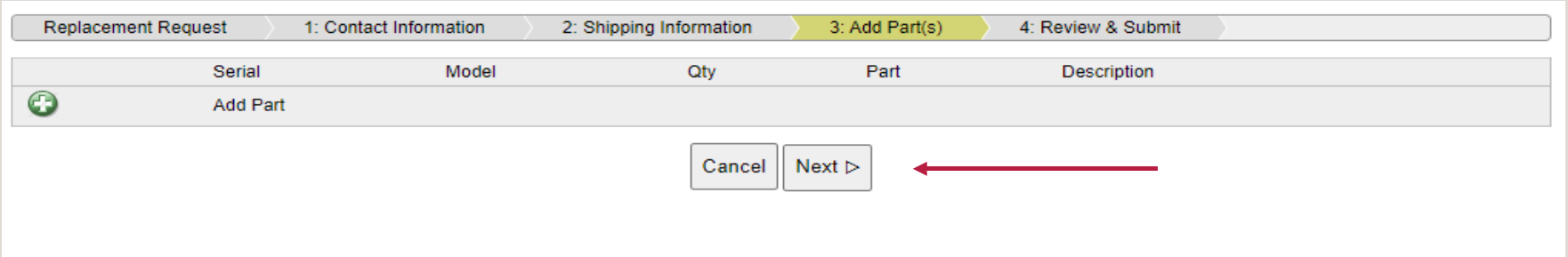



Add the following information – you must have the Reznor Invoice number, or they will accept the PO Number it was ordered on and click SAVE PART




Step 3.)

Once done adding part(s), Click NEXT



Step 3.)

Please review before submitting

Credit Request | 1: Contact Information | 2: Billing Information | 3: Add Part(s) | 4: Review & Submit

**Contact Information**

John J Morgan
Product Resale Account
Sadie@jjmorgan.com
6516980089

**Contractor/Owner:**

**Billing Information**

John J. Morgan Co-MN Resale
Product Resale Account
1413 Thompson Ave.
Suite 1
South St. Paul MN 55075
USA

6516980089

**General Information**

**WTN**: 400418
**Debit Memo/Cust Ref**: TEST

**Customer**: 1005462
JOHN J. MORGAN CO/MINNESOTA

**Agent**: 0888
Morgan (Minn)

**WTN Dates**

Started : 2021-03-18
Submitted : Pending

**Parts**

| Product | Quantity | List Each | Extended Net |
|---|---|---|---|
| Item # 195265<br>IGNITION BOARD UDAP<br>BPD3062025551 : UDAP45<br>Manuf. Date : Apr 2016 | 1 | 241.00 | 120.50 |

Submit Request | Cancel Request

Step 4.)

If everything looks good, click Submit Request

You will get an email from Reznor with an approval or rejection – if a rejection, it will state the reasoning for it.

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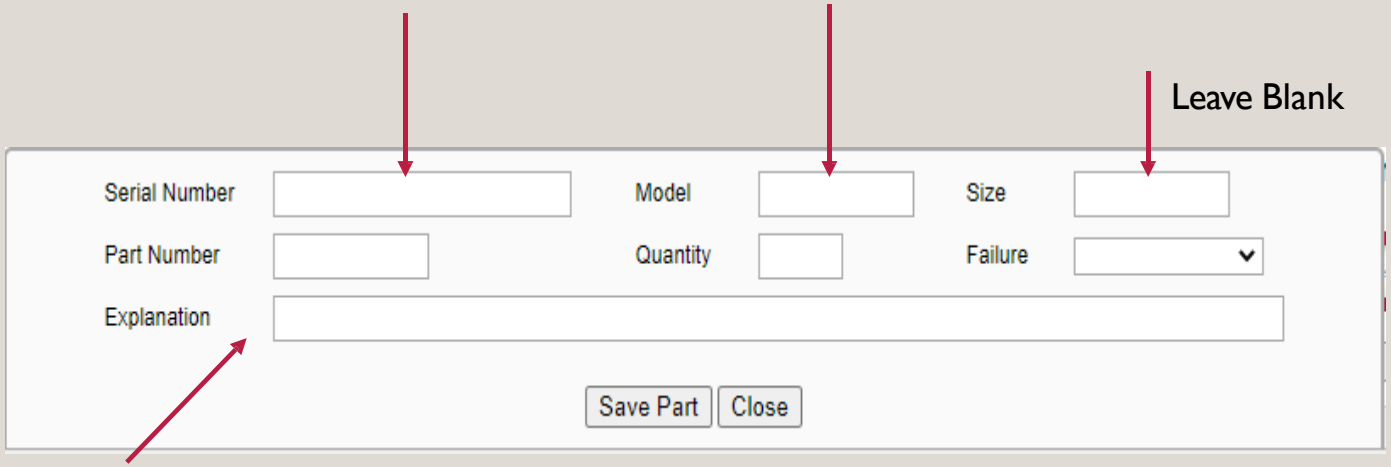
# Entering a Warranty Claim for a Service Part

Service parts are anything off your shelves that were sold to a customer as a replacement part,or a replacement part that was ordered direct from Reznor that was either DOA or failed within 30 days after install

You will follow Steps 1-4 for warranty claim, but instead of entering the Model and Serial Number you will enter SERV_PRT in these two boxes,and the Size will be left blank, you do need to enter the part number, quantity, failure.




In the Explanation line you will need the Install & Failure Date.

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