

REZNOR CUSTOMER PLAYBOOK

- Volume 2
- RMA
 - Freight Claims
 - Warranties



Table of Contents

Page 3. – Contact Info

Page 4. – Return Material Authorization

Page 5. – Freight Claims – Refused/Concealed/Repairable

Page 6. – Missing from Shipment

Page 7. – Warranty



CONTACT US!

| <i>Customer Service</i> | <i>Email</i> | <i>Phone Number</i> |
|-------------------------------------------------|------------------------------------------------------------------------------|----------------------------------|
| Sadie Norton | Sadie.Norton@jjmorgan.com | 651-789-2780 |
| Lynn Hogan | Lynn.Hogan@jjmorgan.com | 651-789-2781 |
| <i>Sales Personnel</i> | | |
| 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 |
| <i>Technical Service</i> | | |
| 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 |
| <i>Purchase Orders</i> | | |
| Reznor Purchase Orders | purchaseorders@jjmorgan.com | 651-698-0089 |
| <i>Info</i> | | |
| Information Request | Info@jjmorgan.com | 651-698-0089 |
| <i>Training</i> | | |
| Website & Product Training | Training@jjmorgan.com | |
| <i>Accounts Payable</i> | | |
| Accounts Payable | AP@jjmorgan.com | |



Return Material Authorization

All Parts returns MUST be over \$50.00 net to get approved.

We need the following info to request an RMA:

- Purchase Order Number
- Copy of Reznor invoice
- Part/s that are needing to be returned
- Reason for return

Please note:

All parts must be new/unused for return to get approved.

Reznor does not take returns on units unless it was an error on their part or it was freight damage, please see next page.

04/21



Freight Claims

Refused/Concealed/Repairable

Refused Unit:

If a unit comes in damaged, please note on the BOL, and be sure to take pictures. Claim will get denied if pictures are not submitted with the claim. If this is something you or your customer are not comfortable fixing or do not have the means to do so, please refuse the unit and have the driver send back to Reznor. Please notify Sadie or Lynn, ASAP so they can get a claim filed. We will need the following:

1. Copy of BOL stating damage or refused
2. Picture/s of damaged unit
3. PO number it was ordered on
4. Model & Serial of damaged unit

Concealed Damage:

If a unit comes in with concealed damaged, please notify the carrier ASAP, and be sure to take pictures. Claim will get denied if pictures are not submitted with the claim. If this is something you or your customer are not comfortable fixing or do not have the means to do so, please notify Sadie or Lynn, ASAP so they can get a claim filed and get the unit returned to Reznor. If this is something minor and you are able to fix in house, please see Repairable Damage below.

We will need the following:

1. Copy of BOL
2. Picture/s of damaged unit
3. PO number it was ordered on
4. Model & Serial of damaged unit

Repairable Damage

If you get in a unit that is damaged and you can fix it, please notify Sadie or Lynn, with PO number, pictures, model, serial number, part numbers with a ship to address for No Charge replacement part to be sent out.



Freight Claims

Missing from Shipment

1. Please check BOL for total number of pieces shipped and Packing Slip for accurate count.
2. If you find you are missing a unit, accessory or replacement part please note that on the BOL and notify Sadie or Lynn, ASAP so they can submit for a Cycle Count.
3. Cycle counts can take up to 2 weeks for results. If Reznor did not ship they will issue a credit. If the carrier lost, we will have to file a Freight Claim with the carrier for a credit.
4. If you are still needing the unit/accessory/part, you will need to place another order.

Reznor will NOT automatically reship.

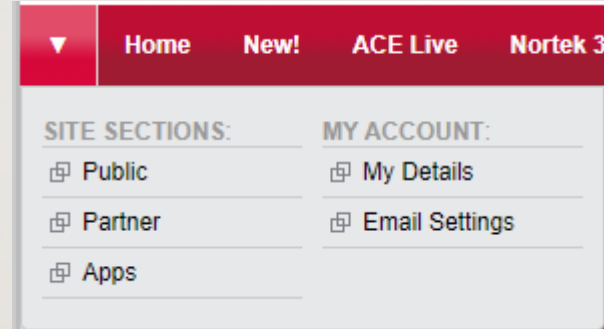


4 Step Warranty Process – Yes, it's as easy as it sounds!

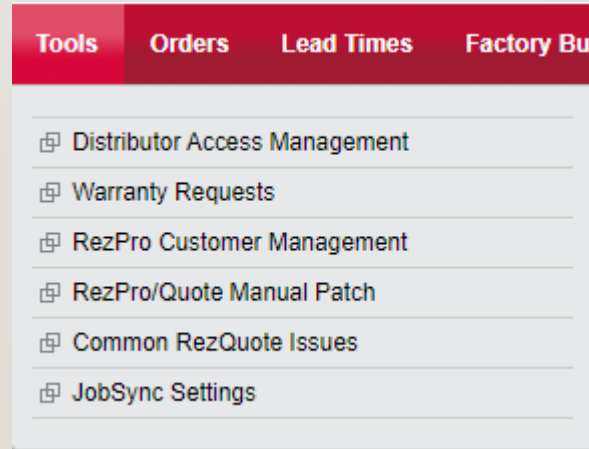
Click on the downward facing arrow next to the word HOME



Click on Partner



Click on Tools & Warranty Request

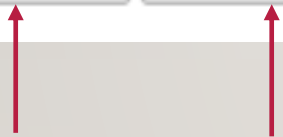


Do you need a Replacement Part or Credit?

| WTN | Date | Customer # | Created By | PO/Debit Memo | Status | | | |
|----------------------|----------------------|----------------------|----------------------|----------------------|--------|---|---------------------------------------|--------------------------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | Any | ▼ | <input type="button" value="FILTER"/> | <input type="button" value="RESET"/> |

...

[How To Video](#)

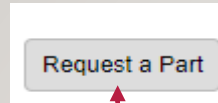


Please click on the button you are needing, if you submit the wrong one, please let us know ASAP, and we can have it canceled and you will need to resubmit the claim.

Entering a Warranty Claim for a Replacement Part

Step 1.)

Click on Request a Part



Fill out your contact information

Contact Information

Your Information

Company Name

Your Name

Email

Phone

Contractor/Owner Contact

Company Name Optional

Contact Name Optional

Email Optional

Phone Optional

Click Next

Fill out shipping information & Debit/PO #

Shipping Information

Customer #

Customer UNKNOWN:

Shipping Address

Address Locator

Company Name

Name (c/o, Attn) Optional

Street Address

Address (Suite, etc) Optional

City

State/Province

Postal Code

Country

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

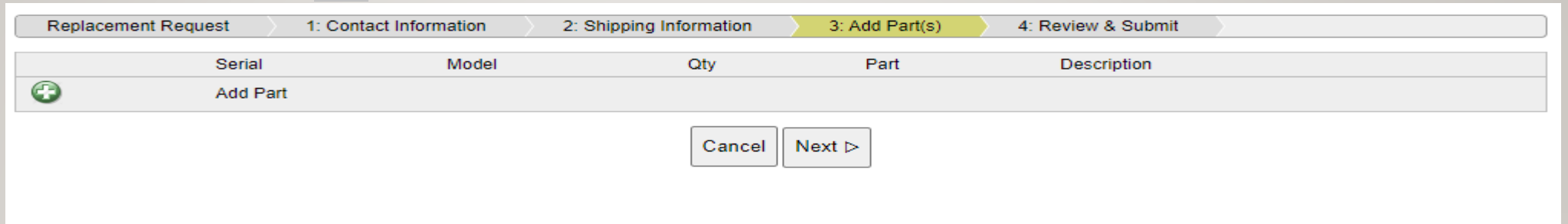
Shipping Notes Optional


Method

Click Next



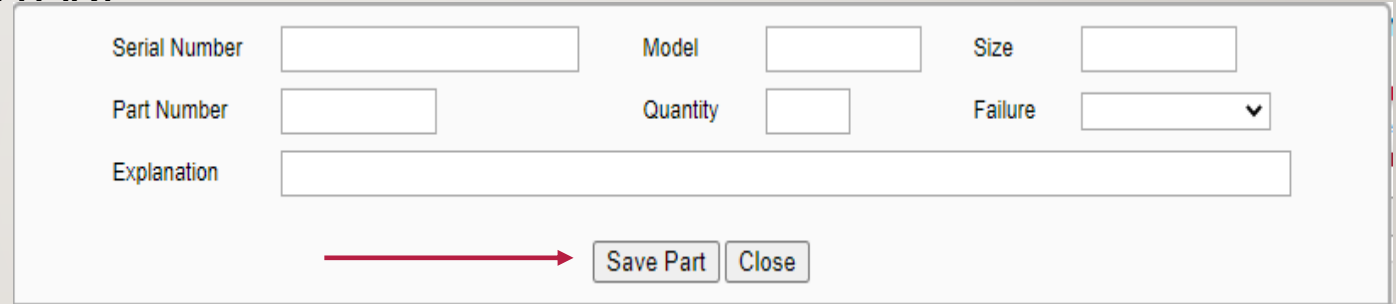
Step 2.) Click on the **Green** plus sign  to add a part



| Serial | Model | Qty | Part | Description |
|-----------------------------------------------------------------------------------|-------|-----|------|-------------|
|  | | | | |

Buttons: Cancel, Next >

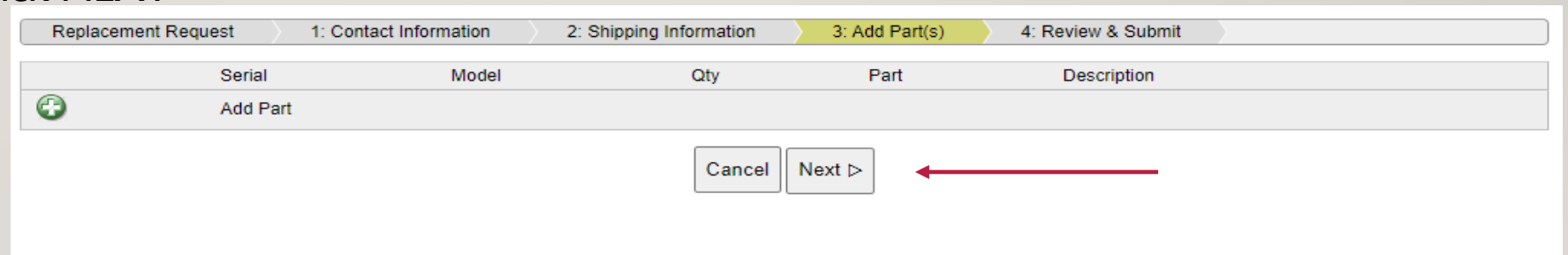
Add the following information and click **SAVE PART**




Serial Number Model Size
Part Number Quantity Failure
Explanation

Buttons: Save Part, Close

Step 3.) Once done adding part(s), Click **NEXT**




| Serial | Model | Qty | Part | Description |
|-------------------------------------------------------------------------------------|-------|-----|------|-------------|
|  | | | | |

Buttons: Cancel, Next >

Step 3.)

Please review before submitting

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

| Contact Information | Parts | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|---------------|---------------------|----------------------|
| John J. Morgan Company Reznor Training training@jjmorgan.com 6516980089 Contractor/Owner: |  | Item # 195265 IGNITION BOARD UDAP BPD3062025551 : UDAP45 Manuf. Date : Apr 2016 | Quantity 1 | List Each 241.00 | Extended Net 0.00 |
| 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 | | | | | |

Step 4.)

If everything looks good, click Submit Request

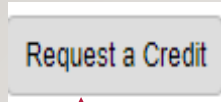
You will get an email from Reznor with an approval or rejection – if a rejection, it will state the reasoning for it.



Entering a Warranty Claim for a Credit

Step 1.)

Click on 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

Click Next

Fill out shipping information & Debit/PO #

Shipping Information

Customer #

Customer UNKNOWN:

Shipping Address

Address Locator

Company Name

Name (c/o, Attn) Optional

Street Address

Address (Suite, etc) Optional

City

State/Province

Postal Code

Country

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

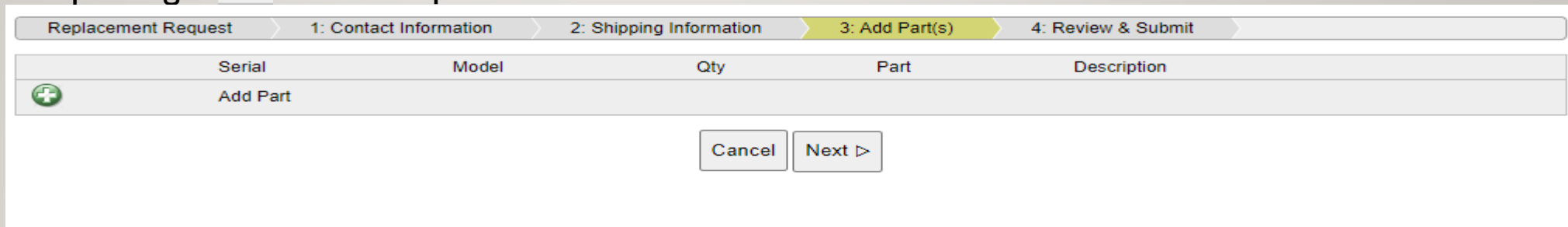
Method

Click Next

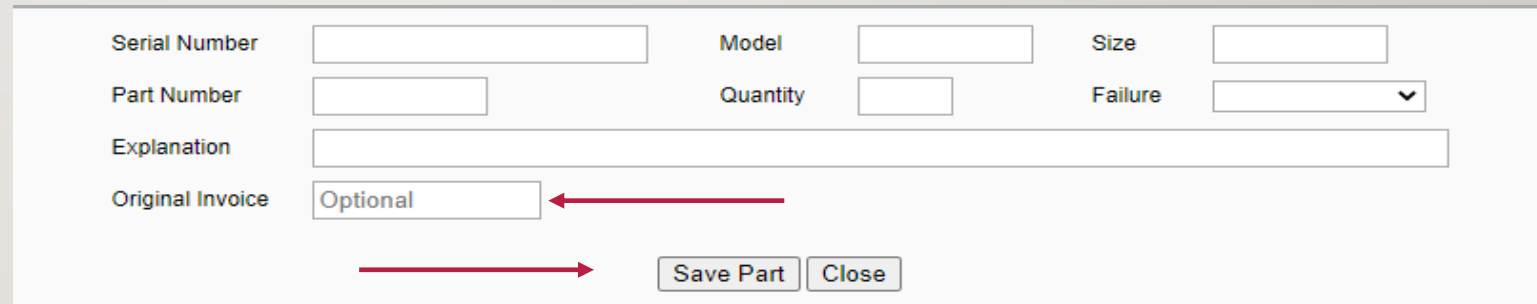


Step 2.)

Click on the **Green** plus sign  to add a part

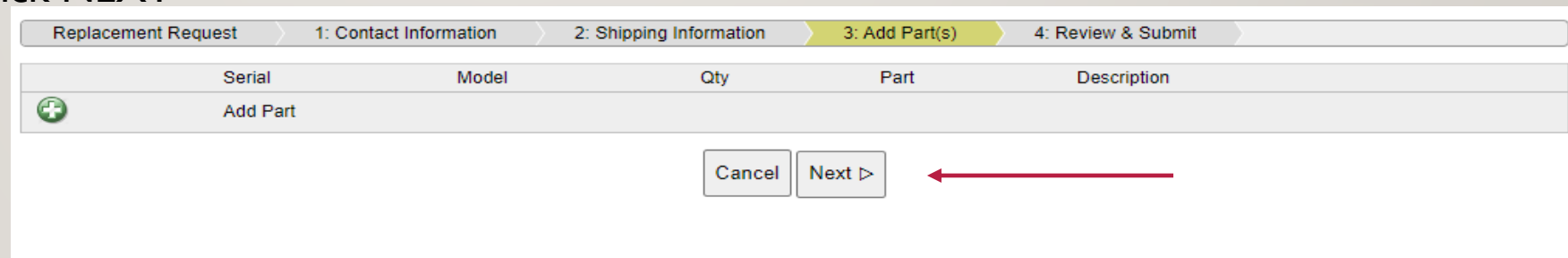


Add the following information – you must have the Reznor Invoice number, or they will accept the PO Number it was ordered on and click **SAVE PART**




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 | Parts | | | | |
|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|---------------|---------------------|------------------------|
| John J Morgan Product Resale Account Sadie@jjmorgan.com 6516980089 Contractor/Owner: |  | Item # 195265 IGNITION BOARD UDAP BPD3062025551 : UDAP45 Manuf. Date : Apr 2016 | Quantity 1 | List Each 241.00 | Extended Net 120.50 |

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

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.



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.

The screenshot shows a form with the following fields and annotations:

- Serial Number**: Input field with a red arrow pointing down to it.
- Model**: Input field with a red arrow pointing down to it.
- Size**: Input field with a red arrow pointing to it and the text "Leave Blank" next to it.
- Part Number**: Input field.
- Quantity**: Input field.
- Failure**: Dropdown menu.
- Explanation**: Text area with a red arrow pointing to it from the left.
- Original Invoice**: Input field with the text "Optional" inside.
- Buttons**: "Save Part" and "Close" buttons at the bottom, with a red arrow pointing up to "Save Part".

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

Add the following information – you must have the Reznor Invoice number it was ordered on and click SAVE PART