

2 Ways to Login

LOGIN PAGE (WARRANTY.GOODMANMFG.COM)



Welcome to the new Partner Link

**DESIGNED TO GROW YOUR BUSINESS
CUSTOMIZED FOR YOU**

Our new partner website delivers personalized business-building tools, industry insights and product news specific to your business.

LOGIN HERE 

USER NAME

PASSWORD

Forgot your password?
You need to be a partner to utilize this site. Contact your distributor.

GO

WARRANTY EXPRESS
ONTIME. ANYTIME.

Welcome

Log In

Please enter your username and password. If you do not have an account please contact your Goodman Distributor or your Super User.

Username:

Password:

Log In

Or
Auto login from PartnerLink

TIPS ON NAVIGATING THE SYSTEM

The Tab Key will advance cursor from left to right – down the page; the mouse may also be used

Install Date * 7/29/2013
Repair Date * 9/6/2013
Component Code * --Please select--
Cause Code * --Please select--

After Searching – Select with arrow key or mouse

Distributor Name: Goodman Global
Distributor Location:
GDI-CAPITAL HEIGHTS
GDI-ELKRIDGE
GDI-N.E. BALTIMORE
GDI-MANASSAS
GDI-CAPITAL HEIGHTS
GDI-DOWNTOWNTOWN
GDI-WESTVILLE
GDI-AlLENTOWN
NEXT

Fields with Asterisk (*) are required

Last Name * doe
First Name *
Street Address *
Zip Code *

Click Next After Completing Each Section

Reference Number * 0905t7
Additional Ref. Number
NEXT

HOME/DASHBOARD PAGE

Navigation Pane provides access to all Warranty Express Functions

WARRANTY EXPRESS
ONTIME. ANYTIME.

CLAIMS ▾ EXTENDED WARRANTY ▾ ENTITLEMENT REPORTS TRAINING/FAQ HOME LOGOUT

Welcome: Test 1 Last 1

Welcome Sample Distributor!

Claims by status

Approved	5	33.33%
DistReview	6	40.00%
MfgReview	4	26.67%

Claims Summary of Last 30 days

- You have (6) claims in Distributor review.
- You have (4) claims in Manufacture review.
- You have (5) claims approved.
- You have (0) claims rejected.

Hide this information ▲

Important Documents

Parts Return:

Pie charts give at-a-glance view of claims

Search by quick links to claims in the last 30 days

SELECT FUNCTION

To begin new warranty Claim, select Claims/New



ONTIME. ANYTIME. Welcome: Test 1 Last 1

- New
- Search
- Review
- Service History

Welcome Sample

Claims by status

Approved	5	33.33%
DistReview	6	40.00%
MfgReview	4	26.67%

[Hide this information](#)

Claims Summary of Last 30 days

You have (6) claims in Distributor review.

You have (4) claims in Manufacture review.

You have (5) claims approved.

You have (0) claims rejected.

[Hide this information](#)

Important Documents

Parts Return:

Parts Returned List 6/17/15

+ New Claim

Distributor Information

Distributor Name

Sample Distributor ▾

Distributor Location

- Please Select— ▾
- Durham NC-1
- RICHMOND,-2
- CHARLOTTE-North-3
- GREENVILLE-4
- Raleigh NC-5
- GREENSBORO-6
- NORFOLK-7

NEXT

Show Info Hide Info

Claims Summary of Last 30 days

You have (0) claims in Distributor review.

You have (0) claims in Manufacture review.

You have (0) claims in ThirdParty review.

You have (0) claims in Audit review.

You have (3) claims approved.

You have (2) claims rejected.

+ Dealer Information

**Search for Location by
Name or Select from
Drop Down List**

DEALER SEARCH

 **Distributor Information** Show Info

 **Dealer Information**

Select Dealer Dealer Location



Dealer Details Dealer Maintenance

Partner Link

Search for Dealer by Name or
Account # - **select from filtered list**

CLAIM INFORMATION

Select Warranty Type

Show Info

Claim Information

Warranty Type * 

- Authorization
- 12-Month Parts Warranty
- Warranty Claim**
- Unit Exchange
- Enter Reference Number

Serial Number

Reference Number*

Additional Ref. Number

NEXT

Show Info

Consumer Information

Show Info

Dashboard

- CLAIMS IN DISTRIBUTOR REVIEW
- CLAIMS IN MFG REVIEW
- SERVICE AGREEMENT SAVED
- SERVICE AGREEMENTS IN DISTRIBUTOR REVIEW
- SAVED CLAIMS

CLAIM INFORMATION

Required Fields (*):

Warranty Type;
Serial #

Select Model #

Claim Information

Warranty Type *

Serial Number

Model #

Description

Reference Number*

Additional Ref. Number

- 2MXS18GVJU
- 3MXS24JVJU
- CTXS07JVJU
- CTXS07LVJU
- CTXS09DVJU
- CTXS09GVJU
- CTXS09HVJU

NEXT

Claim Information

Warranty Type *

Serial Number

Model #

Description

Reference Number*

Additional Ref. Number

NEXT

Verify Model Description →

Enter unique reference # →

CLAIM INFORMATION – UNIT EXCHANGE

Claim Information

Warranty Type *	Unit Exchange
Serial Number	0807586290
Model Number	ASZ160481
Description	16SEER HP, 4T
Replacement Serial *	1310005968
Replacement Model Number	ASZ160481
Description	16SEER HP, 4T
Reference Number*	0920TEST1
Additional Ref. Number	TEST1

NEXT

Dashboard

- CLAIMS IN DISTRIBUTOR REVIEW
- CLAIMS IN MFG REVIEW
- SERVICE AGREEMENT SAVED
- SERVICE AGREEMENTS IN DISTRIBUTOR REVIEW
- SAVED CLAIMS

Please add customer name in Reference #
Additional Ref # can be dealer's internal invoice #

Replacement Serial # Required

CLAIM INFORMATION – AUTHORIZATION

 **Service Detail**

Install Date * <input type="text" value="11/14/2008"/>	Repair Date * <input type="text" value="9/15/2014"/>
Component Code * <input type="text" value="CP - Compressor"/>	Cause Code * <input type="text" value="BS - Burnt/Shorted"/>
Authorization Number <input type="text"/>	Service Agreement Number <input type="text" value="No Contracts Found"/>
Reason for Failure <input type="text"/>	Service Performed <input type="text"/>

! Authorization# is required

! Reason for failure is required

! Service performed is required

NEXT

 **Dashboard**

CLAIMS IN DISTRIBUTOR REVIEW

CLAIMS IN MFG REVIEW

SERVICE AGREEMENT SAVED

SERVICE AGREEMENTS IN DISTRIBUTOR REVIEW

SAVED CLAIMS

Please note Required fields

CLAIM INFORMATION - 12 MONTH PART WARRANTY

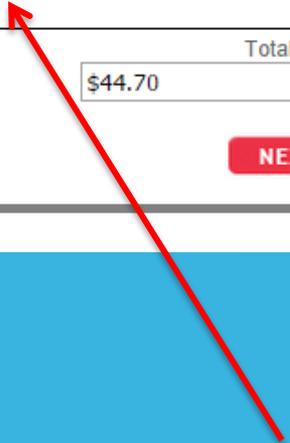
Part Detail

Qty	Failed Part#	Replaced Part#	Invoice#	Unit Price	
1	0131M00012P	0131M00012P	<input type="text"/>	\$44.70	<input type="button" value="+ ADD"/>
	MOTOR, 1/6HP, 1SP, 8PL	MOTOR, 1/6HP, 1SP, 8PL	<u>Error: Invoice is Required</u>		

Total Part Amount

Dashboard

- CLAIMS IN DISTRIBUTOR REVIEW
- CLAIMS IN MFG REVIEW
- SERVICE AGREEMENT SAVED
- SERVICE AGREEMENTS IN DISTRIBUTOR REVIEW
- SAVED CLAIMS



Please note Required fields

12 MONTH PART WARRANTY

Part Detail

Qty	Failed Part#	Replaced Part#	Invoice#	Unit Price	
1	0131M00012P MOTOR, 1/6HP, 1SP, 8PL	0131M00012P MOTOR, 1/6HP, 1SP, 8PL		\$44.70	+ ADD
			Error: Invoice is Required		
				Total Part Amount	\$44.70

NEXT

UNIT EXCHANGE

Claim Information

Warranty Type *

Serial Number

Model Number

Description

Replacement Serial *

Replacement Model Number

Description

Reference Number*

Additional Ref. Number

NEXT

AUTHORIZATION

Service Detail

Install Date *

Repair Date *

Component Code *

Cause Code *

Authorization Number

Authorization is required

Service Agreement Number

Reason for Failure

Reason for failure is required

Service Performed

Service performed is required

Service Detail

Install Date *

Repair Date *

Component Code *

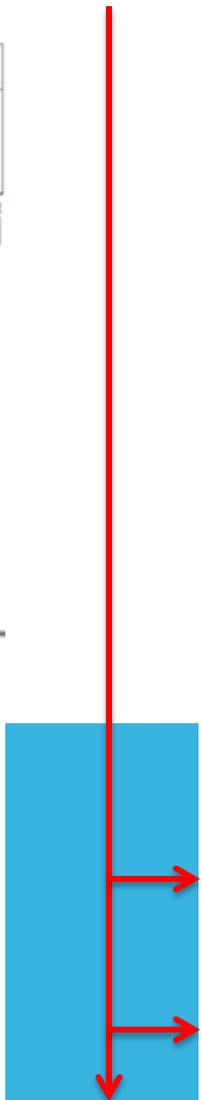
Cause Code *

Authorization Number

Service Agreement Number

Reason for Failure

Service Performed



HOMEOWNER INFORMATION

 **Consumer Information**

Address Type:

Last Name * First Name *

Street Address * Zip Code *

State * City *

Email Phone Number *

[Edit HomeOwner](#)

NEXT

Enter Last Name to auto populate registered information...

HOMEOWNER INFORMATION

Show Info

Consumer Information

Address Type:

Last Name *

First Name *

Street Address *

Zip Code *

State *

City *

Email

Phone Number *

NEXT

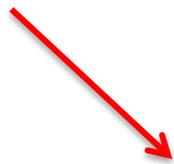
Dashboard

- CLAIMS IN DISTRIBUTOR REVIEW
- CLAIMS IN MFG REVIEW
- SERVICE AGREEMENT SAVED
- SERVICE AGREEMENTS IN DISTRIBUTOR REVIEW
- SAVED CLAIMS

.....Or Enter all fields with Asterisk

SERVICE DETAIL

Enter dates
with dashes
or slashes
or...



Customer: JACKSON DOE-Jersey Village, TX

Show Info

Service Detail

Install Date *
6/6/2012

Component Code *
--Please select--

Service Agreement Number
No Contracts found

Reason for Failure

Repair Date *

Calendar for August, 2013. The date 29 is highlighted with a red box. Buttons for 'Today' and 'Clear' are visible at the bottom of the calendar.

NEXT

...Enter
dates with
the
calendar
controls



Show Info

SERVICE DETAIL (COMPLETE)

Customer: JACKSON DOE - Jersey Village, TX

Show Info

Service Detail

Install Date *
6/6/2012

Repair Date *
8/13/2013

Component Code *
EM - Evaporator Motor

Cause Code *
BS - Burnt/Shorted

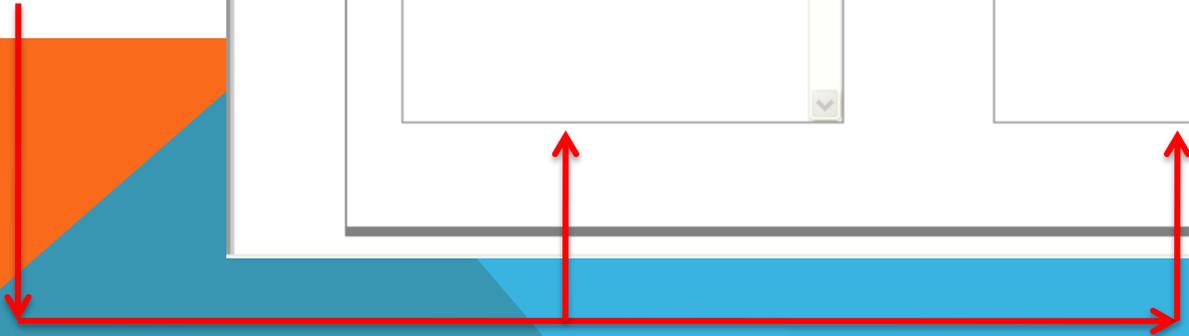
Service Agreement Number
No Contracts Found

Reason for Failure
Wont Heat

Service Performed
Replaced Board

NEXT

“Reason for failure” and “Service Performed” are recommended



PART DETAIL

“Causal Part “(failed part)

“Replaced Part

Daikin reimbursement to Distributor

Part Detail Show Info

Qty	Failed Part#	Replaced Part#	Invoice#	Unit Price	
1	PCBDM130	PCBDM130		\$16.25	
	PCB, DEFROST CONTROL	PCB, DEFROST CONTROL			
1	11091203	11091203		\$56.70	+ ADD
	MOTOR, 1/3HP, 3SP, 6PL	MOTOR, 1/3HP, 3SP, 6PL			

Total Part Amount: \$72.95

NEXT

Show Info

Delete Part Line

Add additional Part Lines

Total Reimbursement to Distributor

ADDITIONAL INFORMATION

Click to Request Labor



Additional Information ⓘ

Requested Labor Yes No

Part Mark Up

Other Information Yes No

Dealer Amount:

Distributor Amount:

Total Claim

NOTES

Amt. Paid to Dealer from Daikin



Amt. applied to Distributor Credit Memo



BEFORE CLAIM SUBMITTAL YOU MAY...

Dealer Amount:
\$0.00

Distributor Amount:
\$72.95

Total Claim
\$72.95

NOTES

NEXT

Add an attachment

Cancel Claim and Delete Claim

Save Claim and Finish Later

Show Info
Expand all sections for easier review



CLAIM SUMMARY

- Print Report
- Print
- New Claim
- New-Same Customer
- Service History
- New-Same Dealer

Claim	GMT0601943 10/3/2018	Ref#	AT10304	Add'l Ref	N/A	Status	PendingPay 10/03/2018 3:32 PM
Type	Warranty Claim	SN:	1505140063	Model	DSZC180601	Submit Date	10/03/2018 2:42 PM
Auth #		New SN#	N/A	New Model#	N/A	Submitted By	iSeries

Install Date:	06/01/2015	Repair Date:	09/27/2018
Component Code:	CC	Cause Code:	BD
Reason for Failure:	N/A	Service Perf:	N/A

Dealer Info

CLEAN AIR HEATING AND COOLING
 Account: 126373
 233 MADALYN CT
 AUBURNDALE , FL
 33823

Distributor Info

GDI - Cape Girardeau
 Account: 17445001
 324

HomeOwner Info

MATT ALAN2
 19001 KERMIER RD
 WALLER, TX 77484

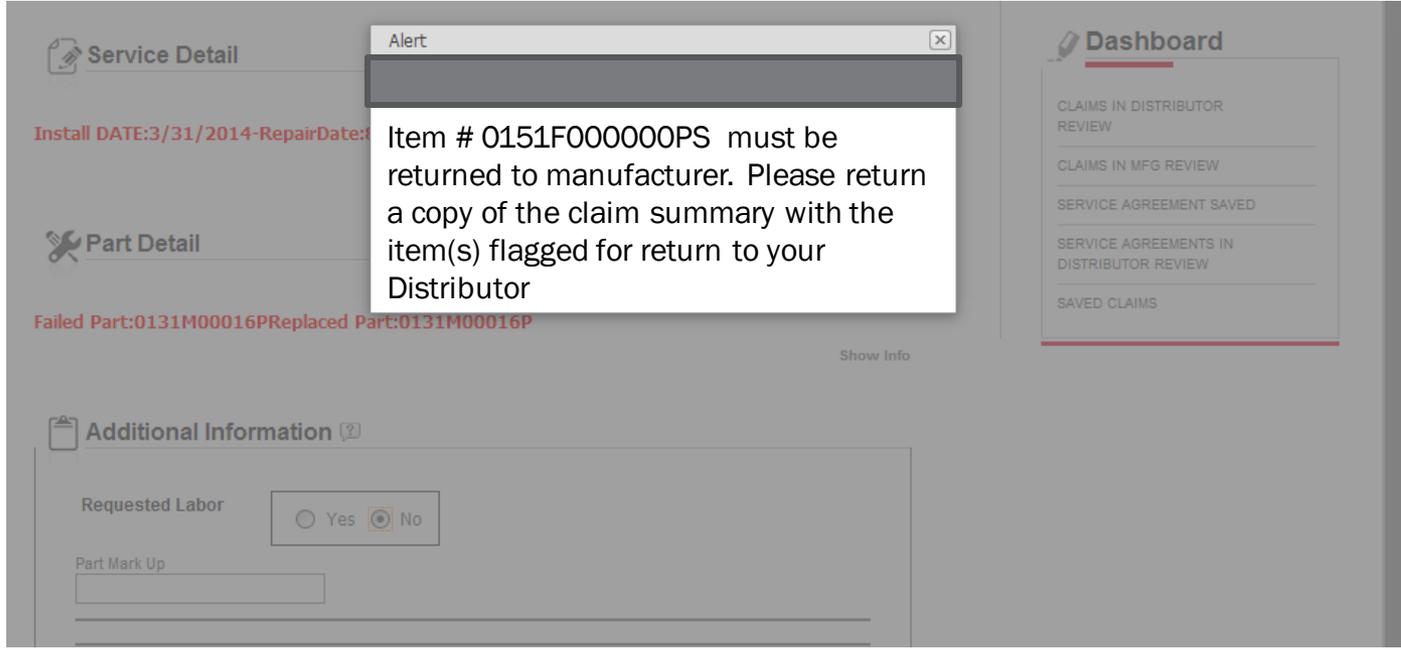
Qty	Failed Part#	Failed SN	Repl'd Part#	Repl'd SN	Invoice#	Unit Price
1	0131M00401SP		0131M00401SP			\$196.49
1	PCBHR104S		PCBHR104S			\$121.02

Amount:	\$317.51
Parts Tax:	\$0.00

PARTS RETURN PROCESS

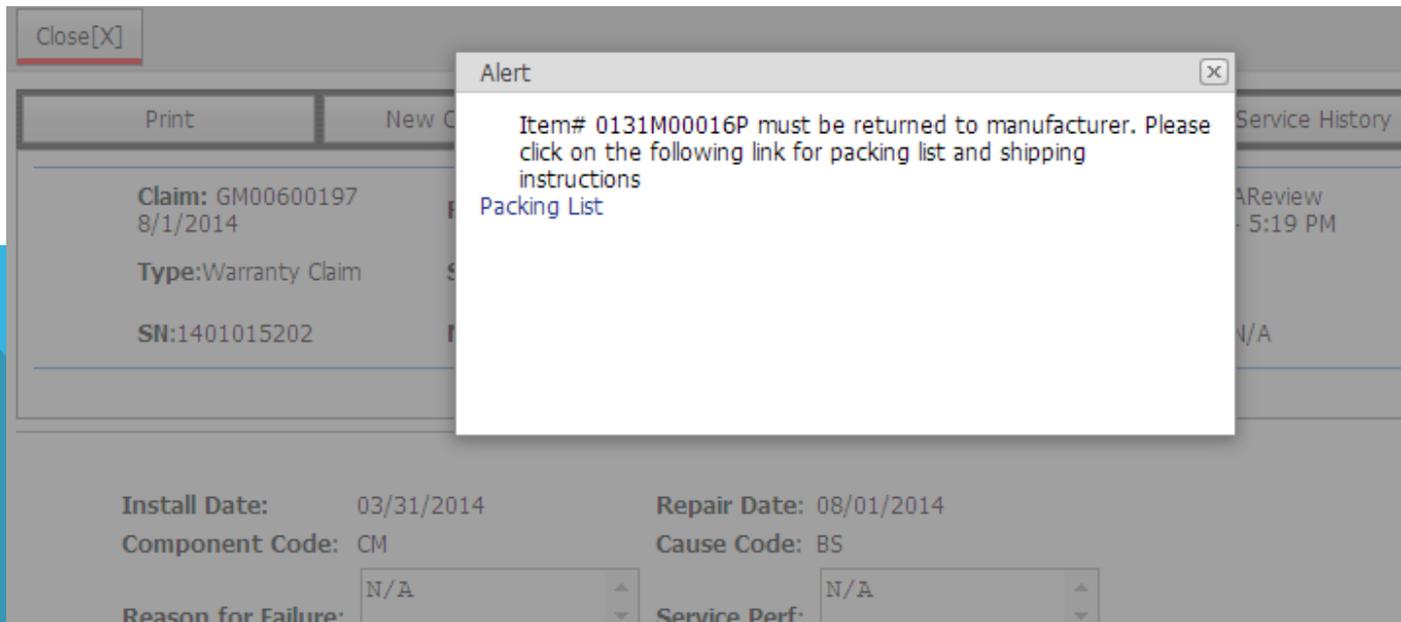
2 Alert Messages appear when Parts are designated for return to mfg. 1 after Parts are entered and after claim submittal

1



The 2nd message will detail the parts designated for return: The Packing List can be printed from the Claim Summary

2



MESSAGE 1

Alert

Item# 0151F00000PS must be returned to Distributor

Service Detail

Install DATE:10/02/2014-RepairDate

Part Detail

Failed Part:0151F00000PS Replaced Part:0151F00000PS

Show Info

Additional Information

Requested Labor

Yes No

Part Mark Up

Dealer Amount:

Total Claim

Dashboard

CLAIMS IN DISTRIBUTOR REVIEW

CLAIMS IN MFG REVIEW

SERVICE AGREEMENT SAVED

SERVICE AGREEMENTS IN DISTRIBUTOR REVIEW

SAVED CLAIMS

MESSAGE 2

Close[X]

Alert X

Item# 0151F00000PS must be returned to manufacturer. Please return item(s) to your distributor

Print	New Claim
Claim: GM00000676 12/22/2014	Ref#:1223
Type:Warranty Claim	Submitted By
SN:1405052793	Model: SSZ14

New Model:
N/A

Install Date: 10/02/2014	Repair Date: 12/22/2014
Component Code: CN	Cause Code: BS
Reason for Failure: <input type="text" value="N/A"/>	Service Perf: <input type="text" value="N/A"/>

Dealer Information:
ARS HD - ARS OF
MANASSAS 107019
9070 EUCLID AVE
MANASSAS, VA 20110-5397

7033617070

Distributor Information:
GDI-DOWNTOWN
Acct#:

HomeOwner Information:
matt cantillon
7401 security way
Jersey Village, TX 77040
(713) 999-9999

Qty	Failed Part#	Failed SN	Repl'd Part#	Repl'd SN	Invoice#	Unit Price
1	0151F00000PS		0151F00000PS			

Total Parts Amount:	<input type="text" value="\$0.00"/>
Parts Tax:	<input type="text" value="\$0.00"/>

Requested Labor

HAC RATE	Hours	Total Labor	Labor Tax	Refrig/Recov	Part Markup
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