HVAC
PARTNERS FOR SUCCESS

CONTINUUM

PLATFORM USER GUIDE

THE WARRANTY PORTAL



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- A Custom Thank you - From Continuum
- Login & Access
- Creating Warranty Claims
- Managing Claims
- Status Updates & Communications

CONTINUUM

Thank You

On behalf of the HVAC Distributors team, thank you for placing your trust in us to simplify your warranty process.

We take great care and pride in the creation and deployment of your warranty portal, ensuring that it meets the highest standards of quality and functionality. It is our privilege to support your business, and we are committed to delivering an exceptional experience for you and your customers.

We look forward to a strong and successful partnership in the future.

Warm regards,



User Personas & Access

CONTRACTORS

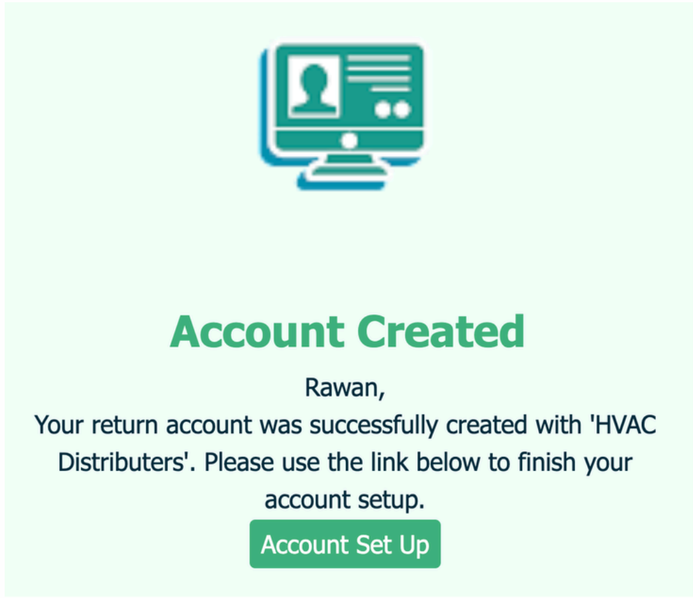
- ACCESS VIA WEB BROWSER OR MOBILE DEVICE
- CAN CREATE WARRANTY CLAIMS AND TRACK STATUS
- CAN ONLY ACCESS THEIR OWN CUSTOMER ACCOUNT
- ACCESS PERSONAL CLAIM HISTORY

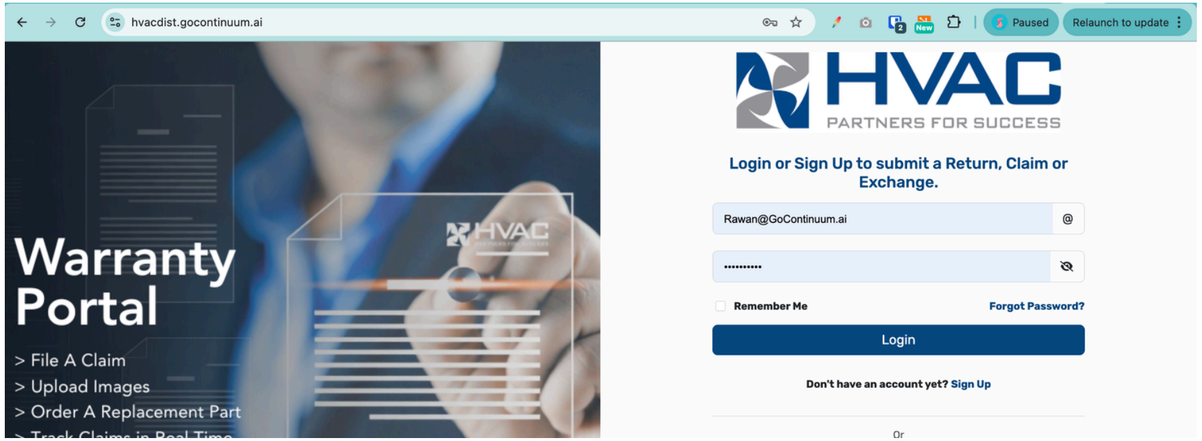
LOGGING IN:

- YOU WILL RECIEVE AN INVITE FROM **NOREPLY@GOCONTINUUM.AI** TO RESET YOUR PASSWORD
- ONCE YOU RESET YOUR PASSWORD, YOU CAN LOGIN

ACCESS:

- YOU WILL BE ABLE TO ACCESS THE PORTAL ONCE INVITED
- YOU CAN ALSO ACCESS THE PORTAL FROM HVAC'S WEBSITE

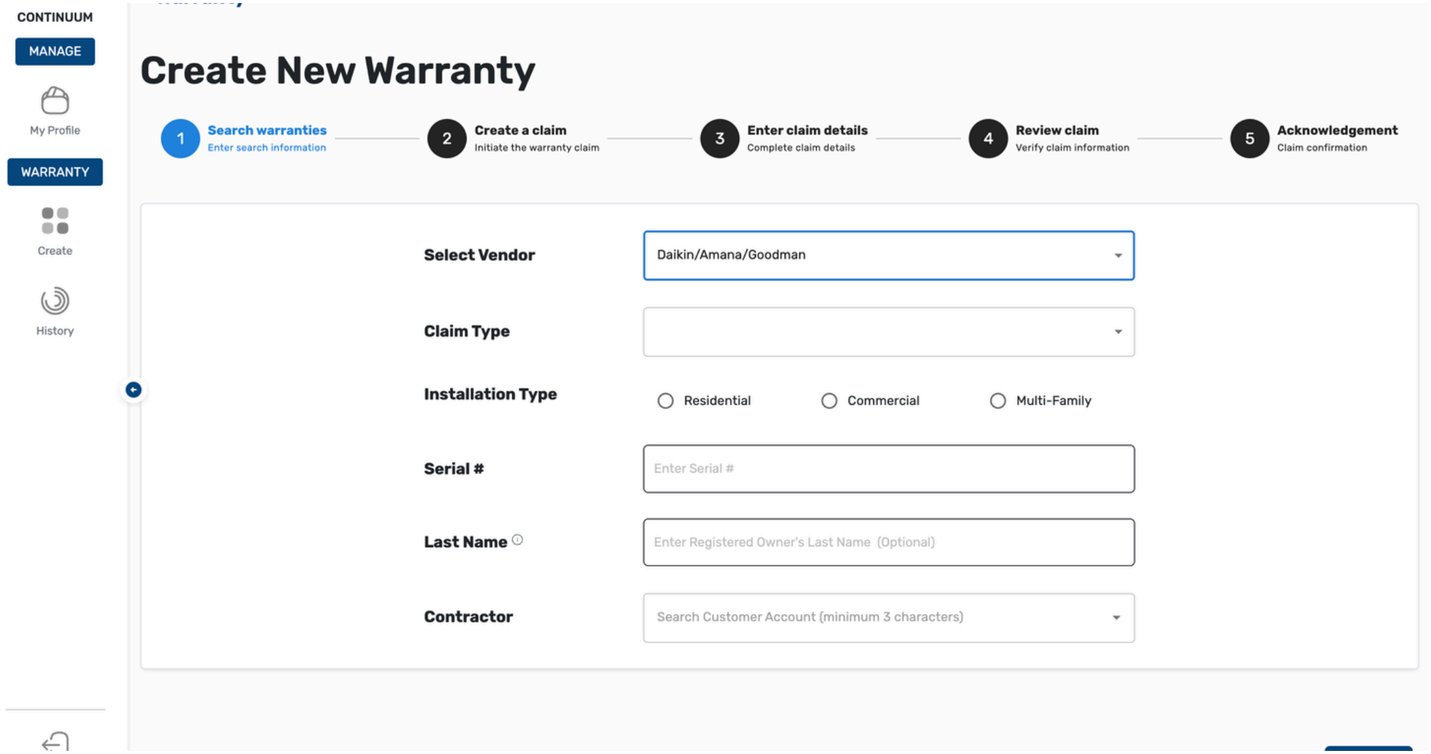




Creating a Warranty Claim

Step 1: Initial Entry

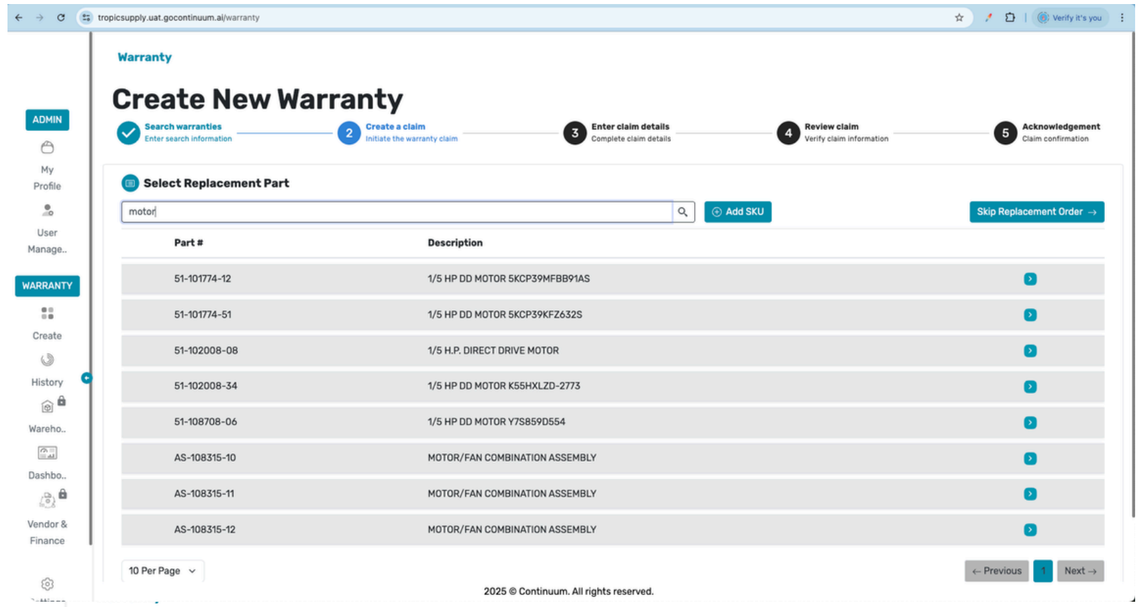
- Select the correct vendor from the vendor list
- Enter Original unit serial number or model ID.
- System automatically validates warranty eligibility.
- Last name is optional.
- Select customer account (auto-populated for contractors)

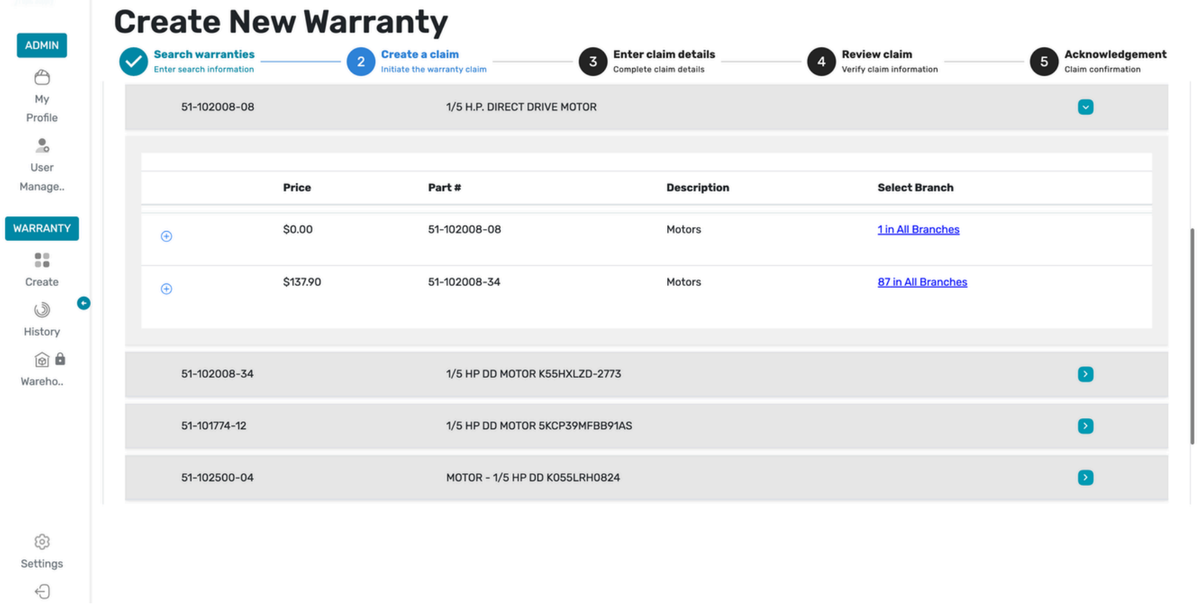


Creating a Warranty Claim (Continued)

Step 2: Part Selection

- View full bill of materials for unit
- Search by part number or description
- System shows:
  - Original part
  - Available replacement options
  - Inventory availability by branch
  - Price (if applicable)
- add whichever item(s) to the warranty basket using the plus button next to the item and selecting the branch.

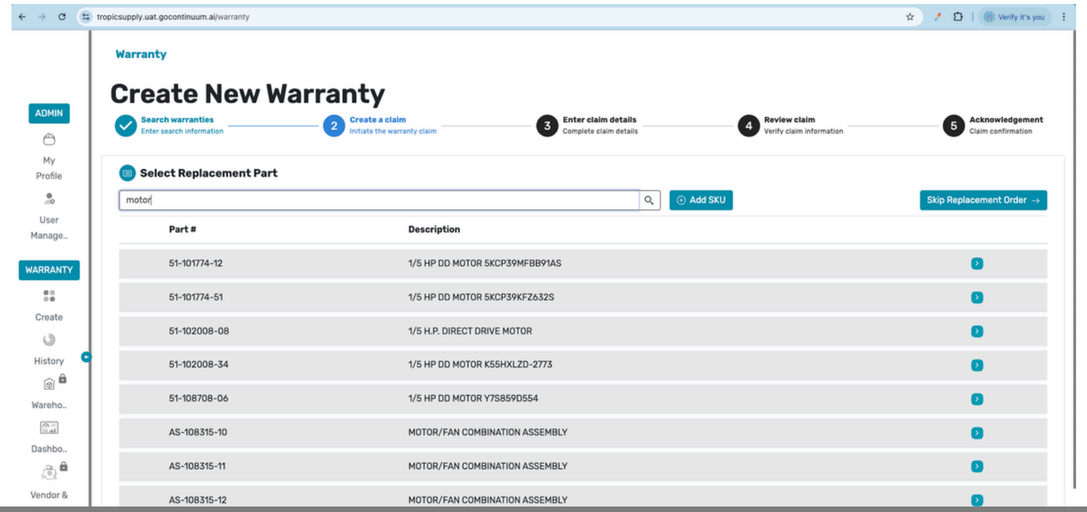


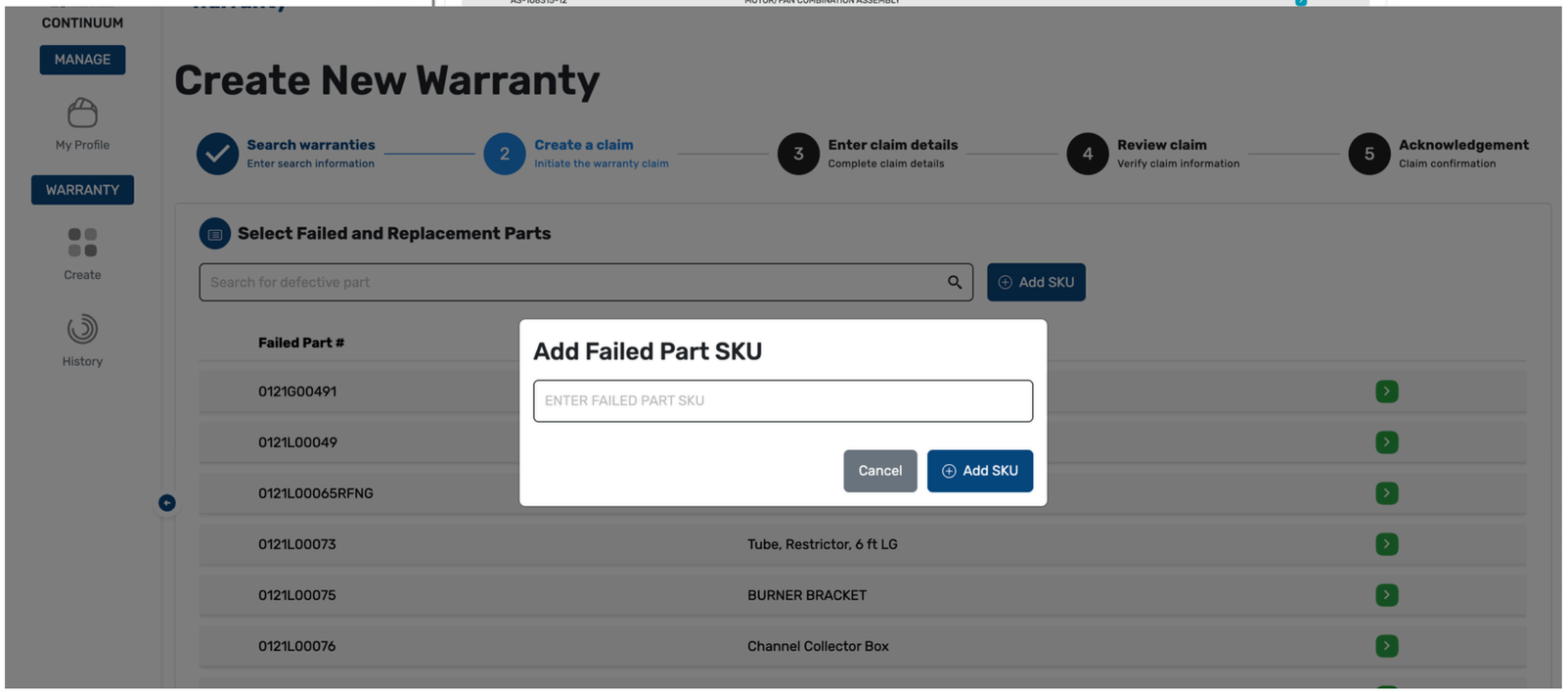


Creating a Warranty Claim (Continued)

Step 2: Part Selection

- The Add Sku button can be used to add parts via API lookup if not listed in the initial search.

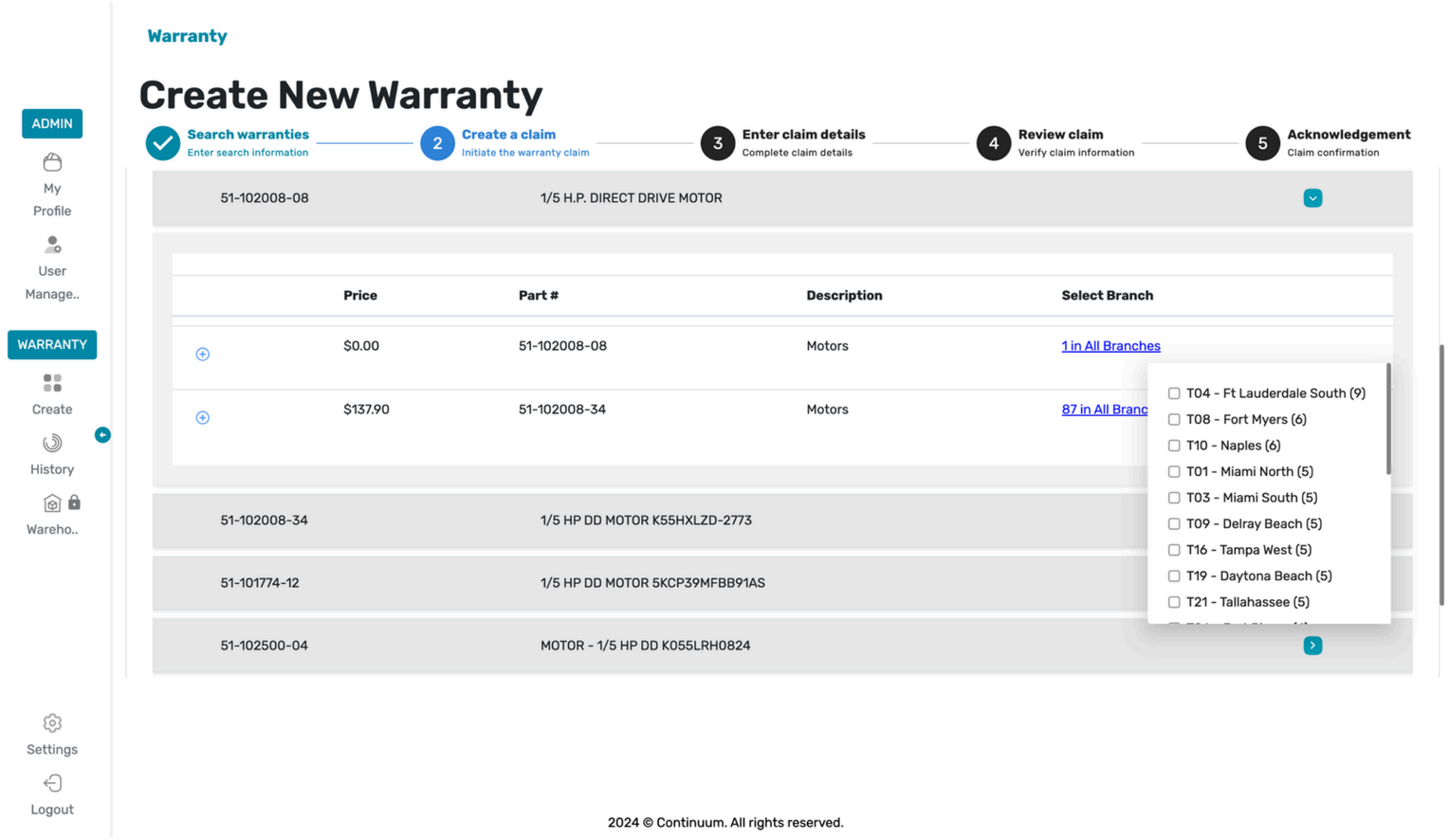




Creating a Warranty Claim (Continued)

Step 3: Branch Selection

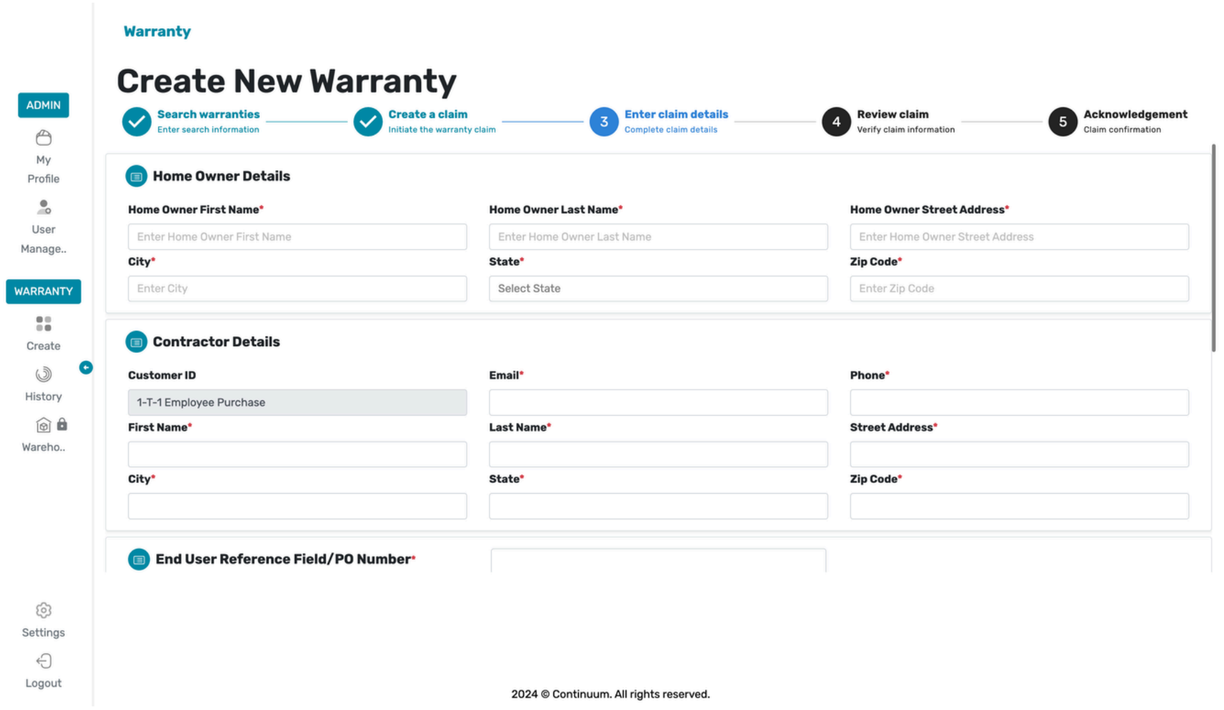
- View available inventory at preferred branches
- Select pickup location
- Contractors will only see their default branch AND the three closest locations.



Creating a Warranty Claim (Continued)

Step 4: Warranty Required Information

- The warranty forms are different for each vendor
- Customer/contractor details
  - Homeowner information (required for registered equipment)
  - Contractor details (auto-populated for registered users)
- Failed part serial number (required for serialized components)
- Installation date
- Debit memo/reference number (ties all transactions together)
- Reason codes are either free form text or drop down selection
- Notes field for additional information
- Please note the if the replacement part is serialized you can add the serial number (if you know it) as the claim is created.



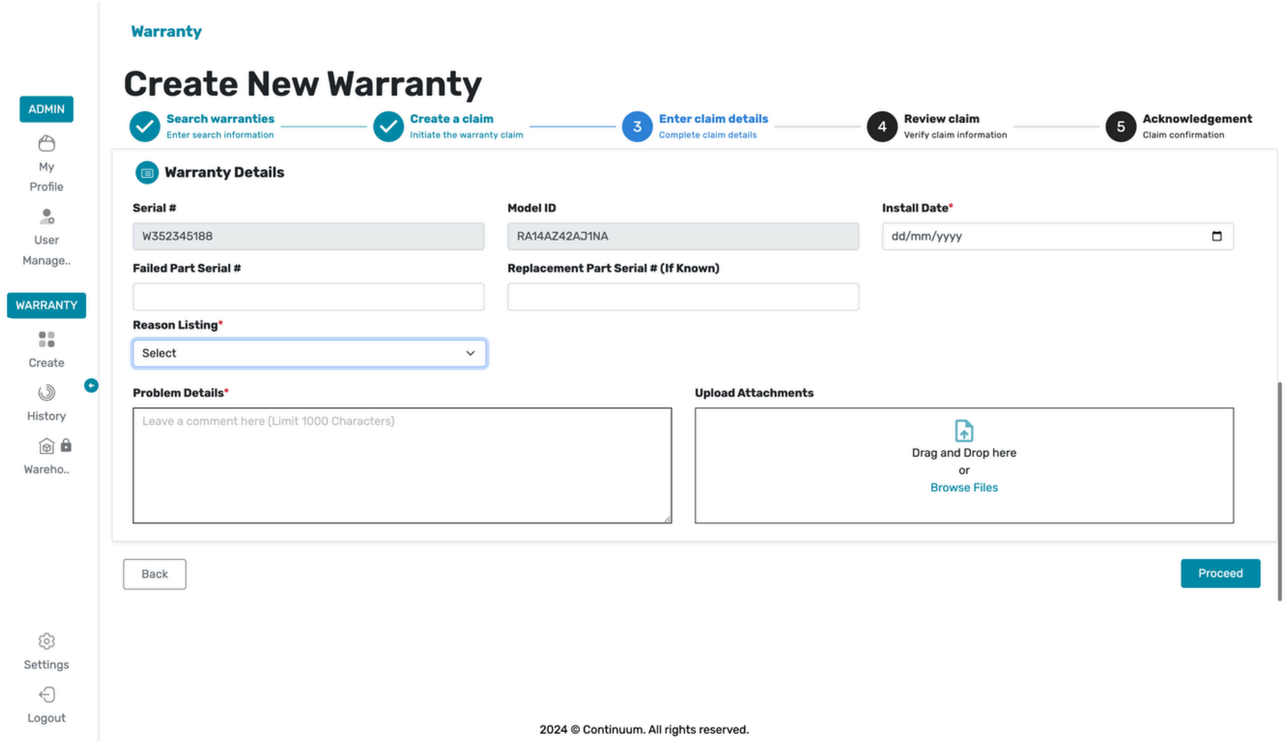
PLEASE ALSO NOTE: THE FAILED SERIAL PART CANNOT BE THE SAME AS THE FAILED UNIT SERIAL NUMBER

Creating a Warranty Claim (Continued)

Step 5: Warranty Details & Documentation

- Unit Information Serial #: Original unit serial number
- Model ID: Unit model number (auto-populated)
- **Install Date***: Required for warranty validation
- Part Information:
- Failed Part Serial #: **Required** for serialized components
- Replacement Part Serial # (if known): Can be updated later by counter staff
- **Claim Details Reason Listing***: Select from approved codes if the warranty claim is Daikin otherwise type the reason code in the box
- **Problem Details***: Describe the issue (1000 character limit)
- Documentation Upload Attachments: Optional
- Drag and drop files or browse to select
- Acceptable file types: Photos, PDFs, documents
- Navigation Back: Return to part selection
- Proceed: Continue to review step.

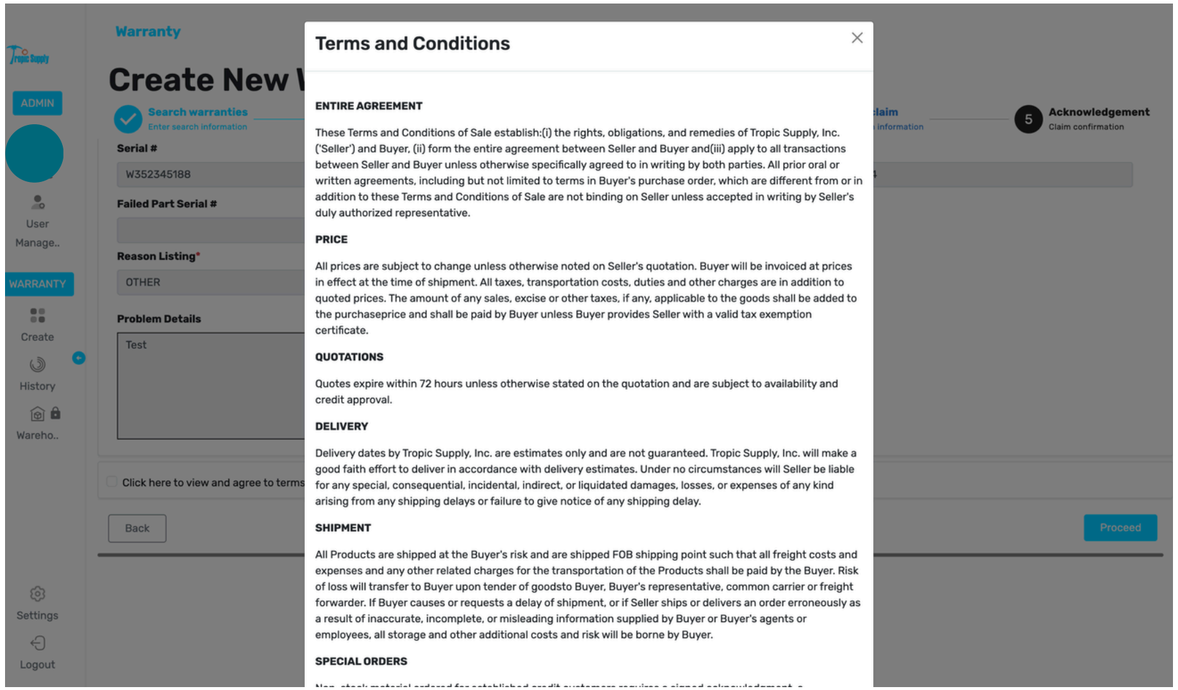
** INDICATES A REQUIRED FIELD*

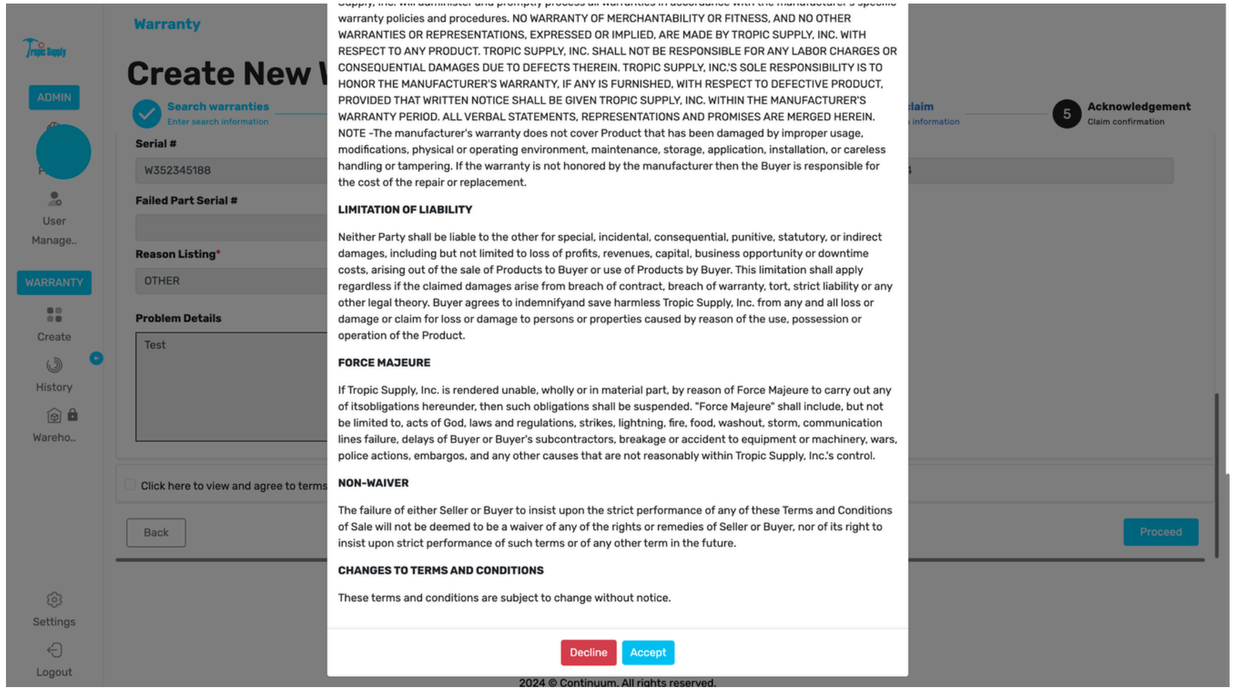


Creating a Warranty Claim (Continued)

Step 6: Submission

- Review all entered information
- Accept Terms & Conditions (Optional)
- Hit Submit





Warranty Completed: Approval Process

Confirmation Screen

- Success checkmark indicates replacement order was submitted successfully
- Displays "Thank you for submitting your claim" message.

Important Information Provided:

- Warranty Claim Number will not be provided upon submission since the claim is only filed after the order has been invoiced.
  - Use the provided claim number for future reference.

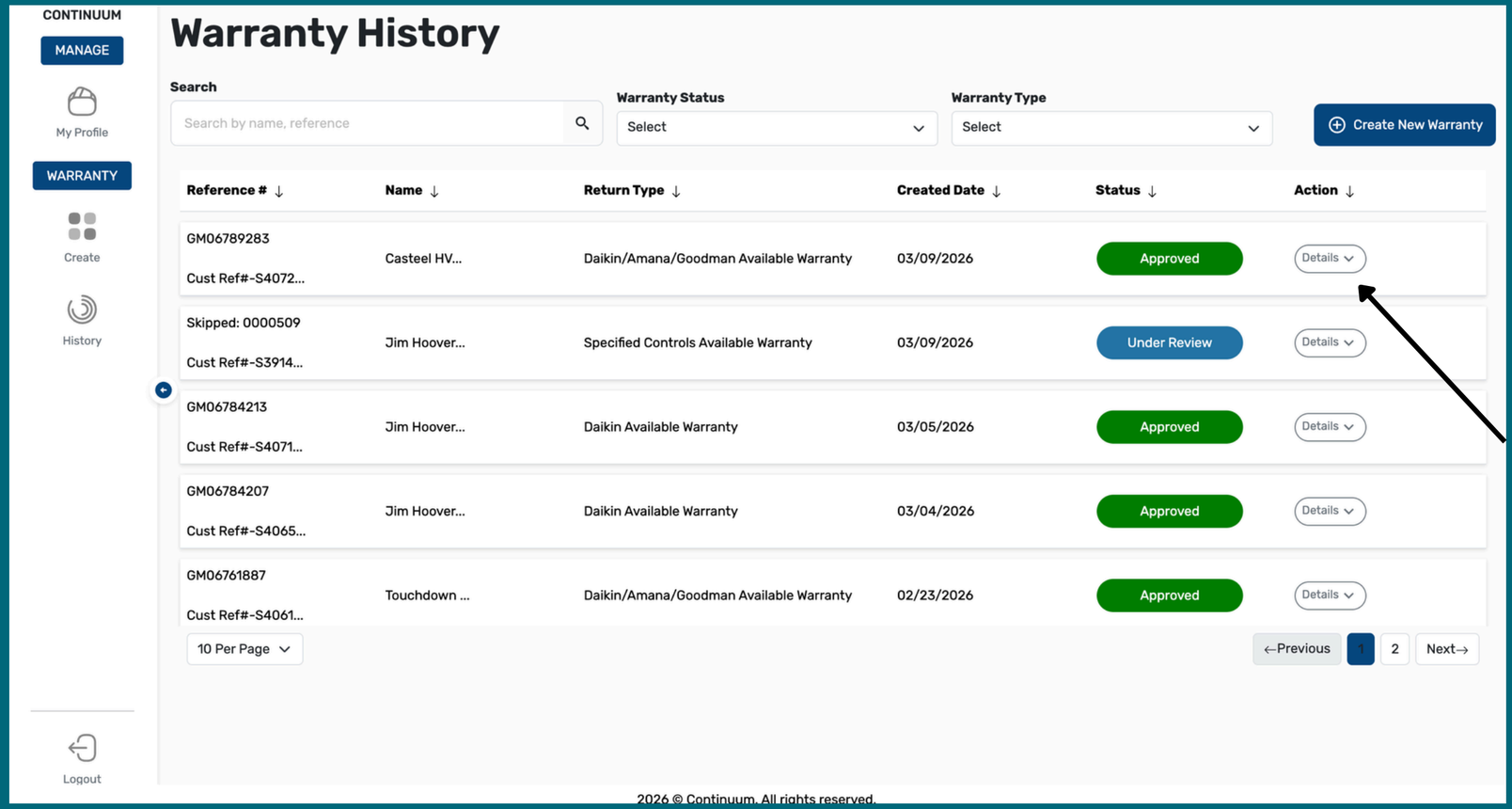
- **Replacement Order Number (Format: S#######)**
  - Created in Eclipse
  - Use for tracking replacement part

Managing Warranties: Return History

On the **Return History Tab:** users will have the ability to see all of their filed Claims

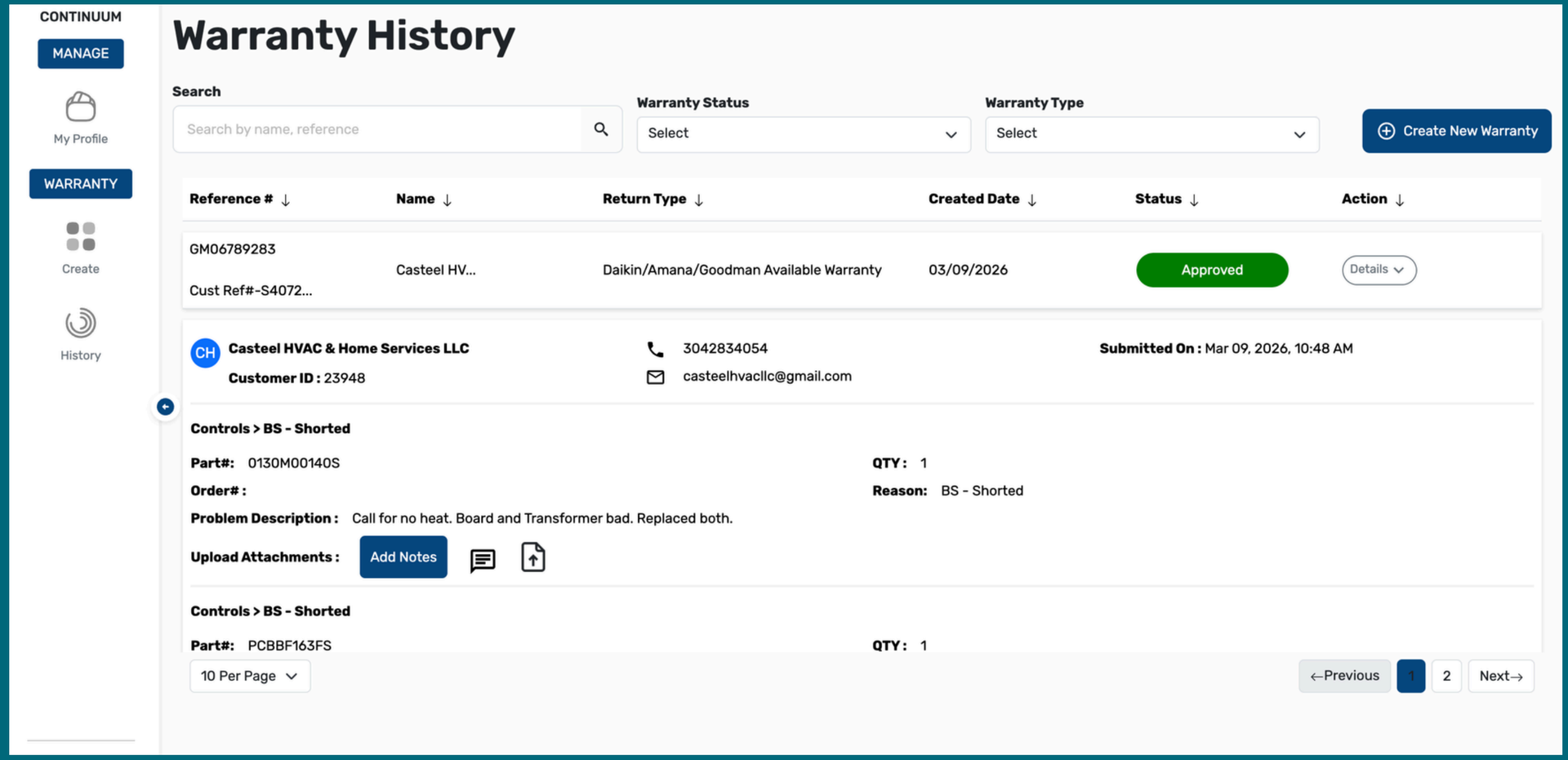
This page is searchable by any of the columns in view.

Users can see the statuses of each claim. Approved means the claim was approved by the Vendor and you either received credit or will receive it in the next billing cycle



To view the details of a single warranty claim click on details button listed above.

Managing Claims: Communication



Users will also be able to communicate with the Distributor using the notes feature under the details dropdown. This will be used if the claim is kicked back to you for any corrections needed.