

## PROCEDURE - CONTRACTOR SYNCRON WARRANTY MANAGEMENT SYSTEM

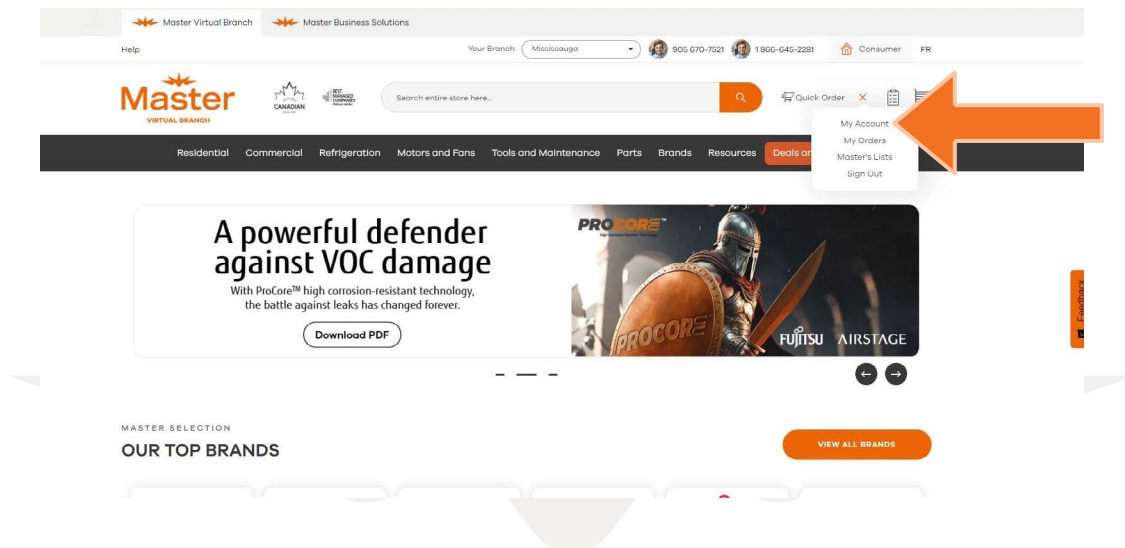
### Login

#### Giving access to Synchron

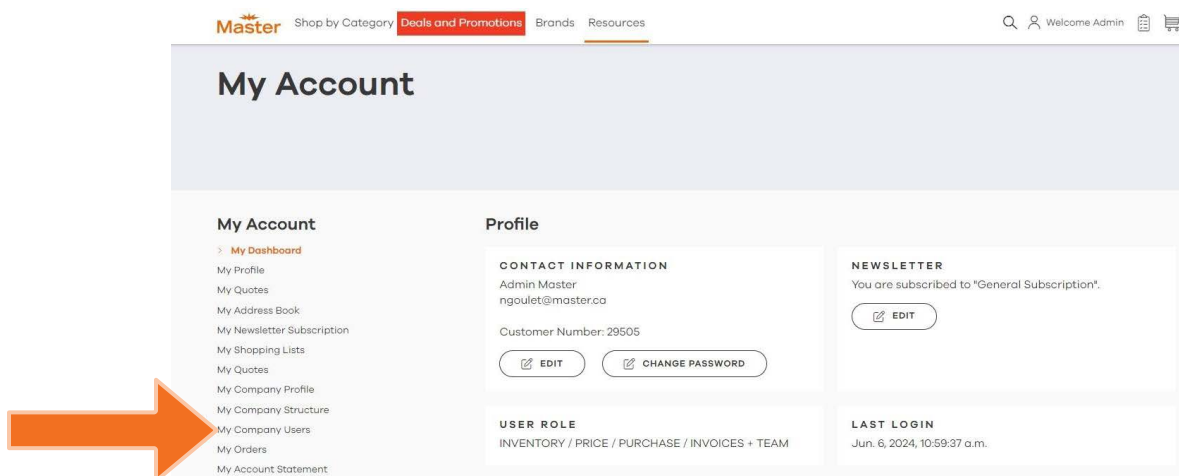
To be able to request warranty claims and register products on Synchron, you must first be given access to the Synchron platform through master.ca. To give someone access to Synchron, the **administrator** must sign in to their master.ca account.

If you are the administrator on master.ca, and you'd like to give someone access to Synchron, please follow these steps:

1. Navigate to the "My Account" page on master.ca by clicking on your name in the top right, and then clicking "My Account".

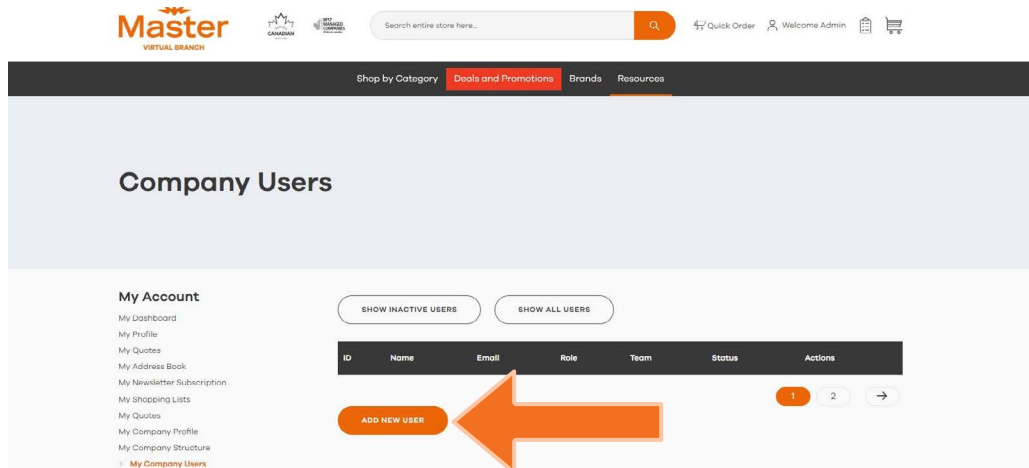


2. Next, click the "My Company Users" button on the left-hand side of the page.



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3. Click the orange "Add New User" button.



4. Fill out the employee's information and choose a role for them to have on master.ca.

Job Title \*

User Role \*

INVENTORY / PRICE / PURCHASE (IPA)

First Name \*

Last Name \*

Email \*

Phone Number \*

Status

Synchron User Group

-- Please Select --

Customer Number

5. To give access to Synchron, click the drop-down under "Synchron User Group" and select the ContractorUserClaimsOnly. Click save.

Synchron User Group

ContractorUserClaimsOnly

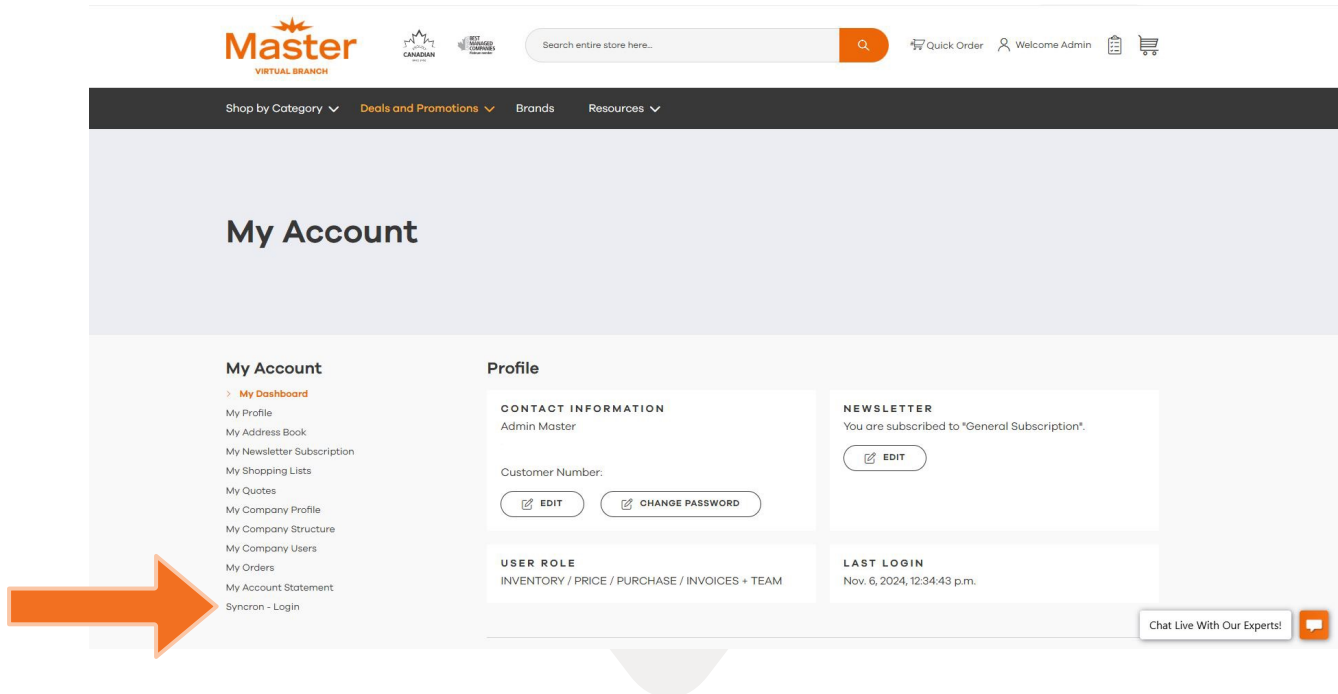
Customer Number

SAVE

CANCEL

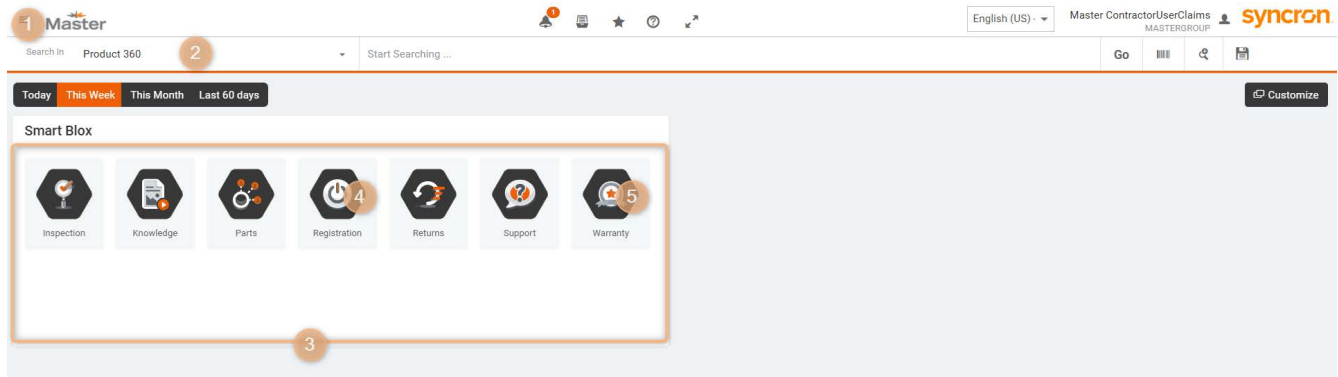
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6. Once a user has access to Synchron, they can navigate to the platform by clicking on the "Synchron- Login" button on the My Account Page. To find the My Account Page, follow step 1 of this process. If you do not see the Synchron Login button, sign out and sign back in to master.ca and check again.



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### Home page

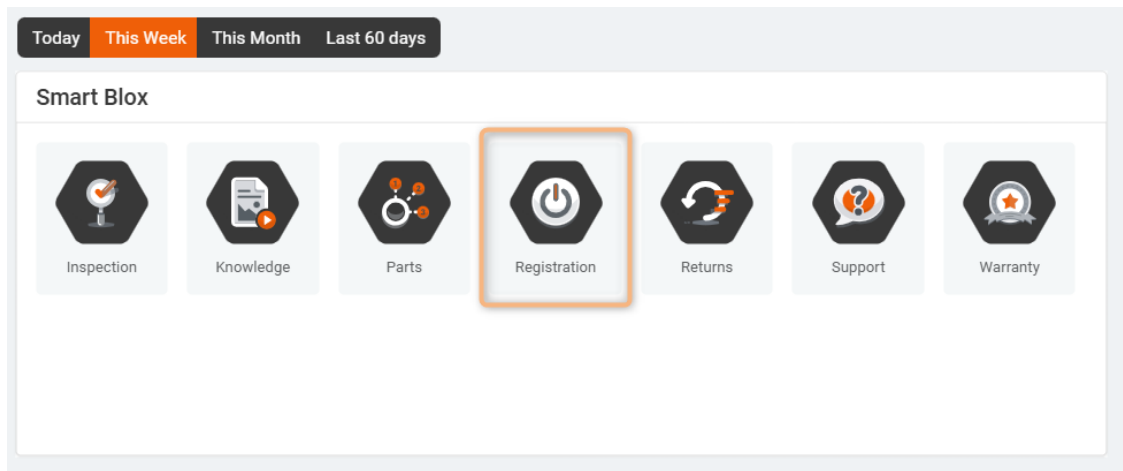


1. **Master Logo:** Clicking on the Group Master Logo will bring you back to the Home Page.
2. **Search Bar:** Use the dropdown menu to select a category, then enter a reference number or keyword in the search field. Click «GO» to begin. The results matching your query will be displayed.
3. **Smart Blox:** In the image above, the rectangle identifies the main modules represented by clickable icons that you will use: Registration, Warranty, and Returns
4. **Registration module:** By clicking on the registration icon, you will access all the functions needed to register a Moovair/Elios unit.
5. **Warranty module:** By clicking on the warranty icon, you will find all the functions required to claim a Fujitsu, Moovair, or Elios part/unit.

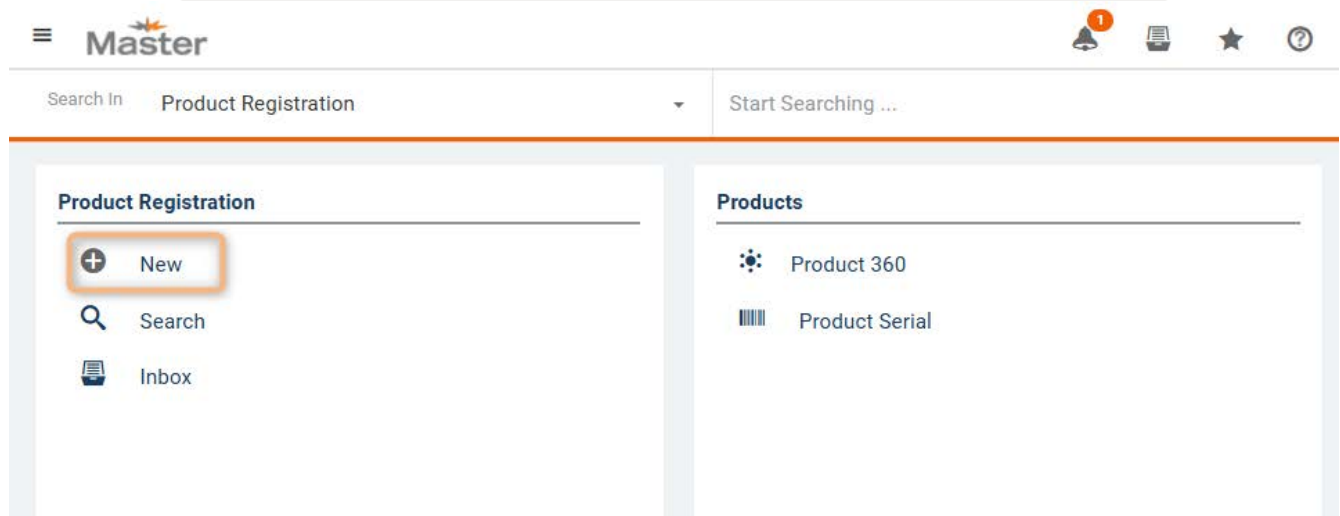
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### Registration Module

To access the registration section, click on Registration.



To register a product, click on New.



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### Registration Section

The screenshot shows the 'Product Registration' form in the Master Synchron Warranty Management System. The form is divided into several sections: 'Product Information', 'Registration Information', and 'Additional Information'. The 'Registration' tab is selected, and the form is in 'Draft' status. The fields are as follows:

- Product Information:**
  - \* Product Serial #: 540f238660225030120488 (Callout 1)
  - \* Model: DEA12HOS2111SS1 (Callout 2)
  - Product Name: ELIOS OUT. H/P 12MBH 21S 115V
  - Invoice #: 5439215-00
  - Invoice Date: 02-05-2023
  - Status: Active
  - Additional Warranty Info# (If applicable): 54321012-00 (Callout 3)
- Registration Information:**
  - \* Registration Type: New
  - Registration Date: 16-12-2024
  - \* Purchase Location Type: Contractor
  - \* Purchase Location #: MG\_Contractor
  - Purchase Location Name: MG\_Contractor
  - Purchase Location Contact: (Callout 4)
  - \* Installation Date: 16-12-2024 (Callout 5)
- Additional Information:** (Empty section)

1. **Enter the Serial Number:** Type the serial number of the part/unit for the external unit.
2. **Model Number:** The «Model number» will be automatically generated. Ensure that it matches the model number of your part/unit. If no model number appears, double-check the serial number entered for accuracy. If it is correct, please contact the warranty support team at [warranty@master.ca](mailto:warranty@master.ca), and we will assist you with the registration process.
3. **Enter Additional Warranty:** If you have purchased an additional warranty from our company, enter it in the **Additional Warranty** field. Warranties purchased through PRIME are **not applicable** and should not be entered.
4. **Select Registered Contact:** Click on the small magnifying glass to view a list of registered contacts for your business. Select the correct contact by clicking on their name. If the contact you're looking for is not listed, close the window, click the plus icon next to the magnifying glass, and add the contact manually.
5. **Installation Date:** Enter the installation date for the unit.

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### Product Config Section

If you need to link an internal unit to an external unit, click the New button. If linking is not required, proceed to the next section.

**Product Registration**  
Registration #: Status: Draft

View More Save Submit X

**Find Attachment**  
Drag and drop files here  
Attachments (0)

**Product Config** New

You can only see the child item associated the parent Product.  
Once you enter product serial No

**End Consumer**

Customer Type \* Customer # Customer Ref #

**Product Config**

**Outdoor Unit Product Information**

\* Brand MASTERGROUP Category Model DEA12HOS2111SS1 Product Name ELIOS OUT. H/P 12MBH 21S 115V

Product Serial # 540F238660225030120488

**Indoor Unit Product Information**

\* Config Type Product Item Type Standard \* Brand MASTERGROUP Category

\* Model DEA12HW2111SS1 Item Name ELIOS WALLMOUNT IND. H/P 12MBH 21S 115V \* Item Serial # 540h759200333200170074 Status Installed

Status Date 06-11-2024

**Attachments**

**Find Attachment**  
Drag and drop files here  
Attachments (0)

Save

1. **Enter the Serial Number:** Type the serial number of the internal unit. If the model number does not appear, verify that the serial number entered is correct. If the serial number is accurate, please provide a picture of the serial plate and a copy of your purchase invoice.
2. **Model Number:** The «Model number» will be automatically generated. Ensure that it matches your unit's model number.
3. **Save Information:** Click **Save** if you confirm that the information is correct.
4. **Exit:** Press **X** to exit.

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### End User Section

If your customer is already registered in the system, click the magnifying glass to search for them. If the customer is not listed, click the plus sign to add a new customer.

The screenshot shows the 'Product Registration' form. The 'Product Config' section lists a product: ELIOS WALLMOUNT IND. H/P 12MBH 21S 115V, Brand: MASTERGROUP, Model: DEA12HIW21115S1, Item Serial#: 540h759200333200170074, Status: Installed, Status Date: 06-11-2024. Below this, the 'End Consumer' section is highlighted with a dashed orange border. It contains a 'Customer Type' dropdown set to 'Customer', a 'Customer #' field, and a 'Customer Ref #' field with a magnifying glass icon and a plus sign button.

The screenshot shows the 'Business Entity' form. It has a 'Summary' section with fields for 'Business Entity #' (1), 'Business Entity Name' (2) containing 'John Doe', 'Business Reference #' (3), and 'Parent Entity Type' set to 'Contractor'. Below this is the 'Address' section with an 'Add Address' button (4). A 'Save' button (5) is at the top right. A red 'X' icon (6) is at the top right corner of the form.

1. **Business Entity:** Leave this field blank. The system will automatically populate it with the appropriate data.
2. **Business Entity Name:** Enter the full name of your customer.
3. **Business Reference:** Leave this field blank. The system will automatically populate it with the appropriate data.
4. **Add Address:** Click the Add Address button to enter all customer details, as shown in the image below.
5. **Save Information:** Click **Save** if you confirm that the information is correct.
6. **Exit:** Press **X** to exit.

The screenshot shows the 'Address' form. It includes fields for 'Is Primary Address' (checked), 'Location #', 'Address Type' (Billing), 'Address Line 1' (200 Av. de Dijon), 'Address Line 2' (Candiac), 'Address Line 3' (Montréal), 'City' (Candiac), 'ZIP Code' (J5R 0L9), 'Country' (Canada), 'State/Province' (Quebec), 'Email', and 'Phone' (Mobile, 555-555-5555). There are plus and minus buttons for the phone field. A red 'X' icon is at the top right.

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### Warranty Section

The screenshot displays the 'Product Registration' section of the Master Synchron Warranty Management System. At the top, there is a search bar and a 'Go' button. Below this, a table lists product registrations. The first entry is selected, showing details for 'ELIOS WALLMOUNT IND. H/P 12MBH 21S 115V'. The status is 'Draft'. To the right of the table, there are buttons for 'View', 'More', 'Save', and 'Submit'. The 'Submit' button is highlighted with a red box. Below the table, there is a section for 'End Consumer' with fields for Customer Type, Customer #, Name, Customer Ref #, Location #, and Address. The 'Warranty' section below this contains a table with two rows of warranty information.

Line #	Policy Type	Policy #	Coverage Type	Coverage #	Duration	Start Date	End Date	Transferable
1	Warranty	Elios_Standard_1_yr_Parts_5_yrs_Compressor	Standard	Elios_Standard_1_yr_Parts	1 Year(s)	06-11-2024	05-11-2025	N
2	Warranty	Elios_Standard_1_yr_Parts_5_yrs_Compressor	Standard	Elios_Standard_5_yrs_Compressor	5 Year(s)	06-11-2024	05-11-2029	N

1. **Validate Warranty:** Check that the warranty displayed is the correct one for your unit. If you purchased an additional warranty for this unit, please provide the invoice number for the additional warranty in the comment/activity section.
2. **Submit:** Once everything is complete, click the **Submit** button. Please note that product registration cannot be edited once submitted. If you'd like to review the information before submitting, click **Save** to keep it in draft status and make revisions later.

Draft

Pending

Need Info

Registered/  
Rejected

Clients can revise or edit their registration while in this status before submitting it to Master. No action will be taken by Master users until the registration is submitted.

Once submitted, Master will validate the information provided. If necessary, request additional information to proceed.

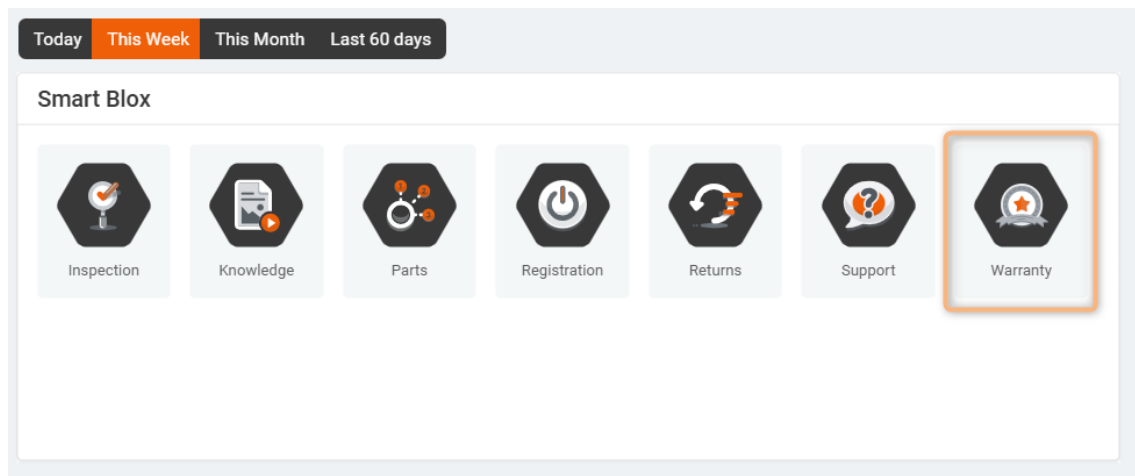
If more information is required, Master will change the registration status to "Need Info" until the client provides the requested details.

This is the final status of the registration, indicating either successful registration or rejection.

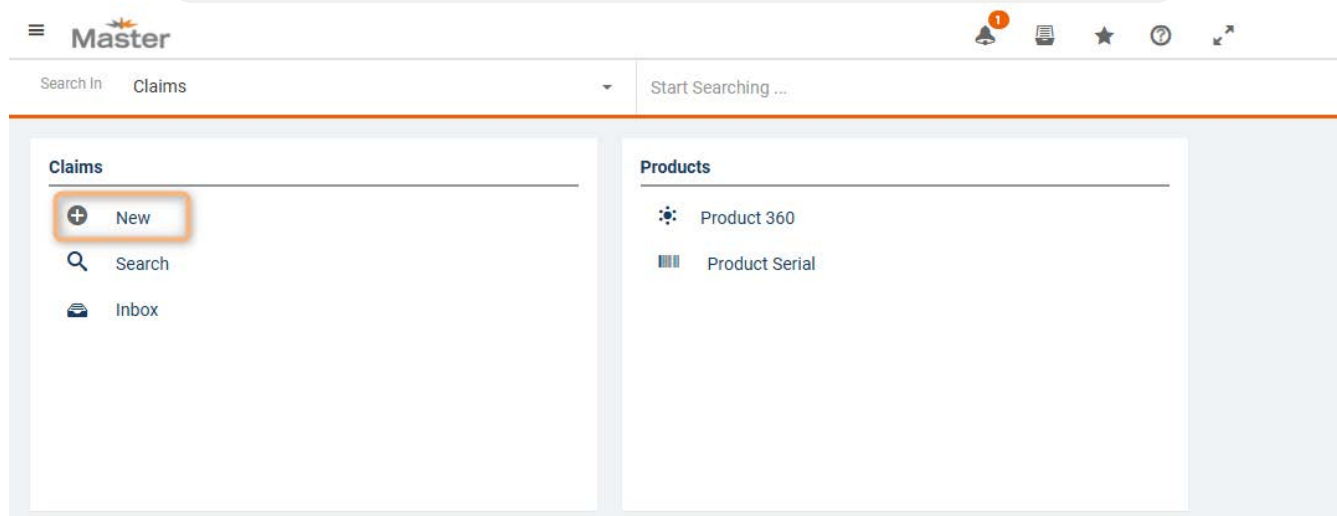
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### Claims Module

To access the claim section, click on Warranty.



To claim a product, click on New.



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### Claim Section

The screenshot displays the 'Claim' section of the Master Synchron Warranty Management System. The interface includes a top navigation bar with the 'Master' logo, a search bar, and user information. The main content area is divided into several sections:

- Requestor Information:** Contains fields for 'Location Type' (set to 'Contractor'), 'Location #' (set to 'MG\_Contractor'), 'Name' (set to 'MG\_Contractor'), and 'Contact'. The 'Contact' field has a magnifying glass icon and a plus icon, which are highlighted by a red box. Below this field is a checkbox labeled 'Servicer same as Requestor' which is checked.
- Comments:** A text area for adding comments.
- Attachments:** A section for adding attachments, featuring a 'Find Attachment' button and a 'Drag and drop files here' instruction.
- Additional Information:** Contains fields for 'Reference #', 'Currency Code' (set to 'CAD'), 'Created Date' (set to '06-11-2024'), and 'Updated Date'.

A red circle with the number '1' is positioned below the 'Contact' field, indicating the first step in the procedure.

1. **Contact:** Click the magnifying glass to search for a registered contact. If the contact is not listed, close the window and click the plus icon to add them.

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### Service Section

The screenshot shows the 'Service' section of the Master Synchron Warranty Management System. The interface is in French. The top navigation bar includes the Master logo, a search bar, and a language dropdown set to 'Français - Fr'. The main content area is titled 'Réclamation' and shows a form for entering warranty claim information. The form is divided into sections: 'Des informations de service' and 'Information produit'. The 'Des informations de service' section contains fields for '# Demande de service' (1), 'Type de service' (Garantie, 1), 'Date de la défaillance' (05-11-2024, 2), and 'Date de réparation' (06-11-2024, 3). The 'Information produit' section contains fields for 'Numéro de série du produit' (Test\_abc, 4), 'Modèle' (TESTMODEL, 5), and 'Nom' (H/P 30MBTU 230V). There are also buttons for 'Sauvegarder' and 'Soumettre'.

1. **Choose the claim type:** Select Warranty or Part on Part.
2. Enter the failure date.
3. Enter the repair date.
4. **Enter the serial number** of the unit you are claiming.

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5. **The model number will be automatically generated:** Ensure it matches your part/unit's model. If no model number appears, verify the serial number and contact the warranty support team (warranty@master.ca) for assistance with the claim.

6. If your product is registered in Synchron, the customer information will auto-populate. Otherwise, click the plus icon to enter customer details manually. For more information on customer creation click [End User Section](#).
7. Enter the part number of the causal part\* for this claim.
8. Complete the failure information section.
9. Click the refresh icon. The system will display the admissible coverage for this claim. If no coverage appears after refreshing, contact the warranty support team (warranty@master.ca).

\*Causal part : The part believed to be responsible of the claim.

\*\*Each part under warranty must kept 90 days of claim approval.

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### Parts Section

1. **Enter Parts:** List all parts you need to claim, including the causal part.
2. **Enter Purchase Invoice:** Enter the invoice number for each purchased part.
3. **Enter Quantity Claimed:** Specify the quantity claimed. If the available quantity is insufficient, add a new row with the same part number and enter the remaining quantity against this new invoice.
4. **Add Additional Parts:** If needed, add more parts to your claim by clicking **Add Rows**.

### Labor Section

1. **Select Labor Charge:** If applicable, choose the labor charge to add to your claim.
2. **Enter Hours:** Specify the number of hours claimed.
3. **Add Additional Labor:** Click **Add Rows** to include other labor charges if needed.

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### Other Section

The screenshot displays the 'Other' tab of a claim in the Master Synchron Warranty Management System. The claim is identified as 'Claim # 61651' with a status of 'Draft'. The 'Service Request #' is '1 - Warranty - TST\_SER\_WQ\_3'. The table lists two charges: 'Travel Time' (Line 1) and 'Refrigerant' (Line 2). The 'Refrigerant' charge has a quantity of 2.5 and a unit of Pounds. The 'Total Amt' is 0.00. The interface includes buttons for 'Save' and 'Submit' in the top right corner.

1. **Select Charge:** If applicable, choose the travel or refrigerant charge to add to your claim.
2. **Enter Refrigerant Amount:** For refrigerant, enter the number of pounds claimed.
3. **Add Additional Charges:** Click **Add Rows** to include other charges if needed.
4. **Submit:** Once all tabs are complete, click the **Submit** button. Please note that claim cannot be edited once submitted. If you'd like to review the information before submitting, click **Save** to keep it in draft status and make revisions later.

Draft

Pending

Need Info

Approved/  
Rejected

Clients can review or edit their claim while it is in this status, before submitting it to Master. No action will be taken by Master users until the claim is submitted.

Once submitted, Master will review the information provided and, if necessary, request additional information to proceed.

If more information is required, Master will change the claim status to "Need Info" until the client provides the requested details.

This is the final status of the claim, indicating whether it has been approved or rejected.

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### Summary Section

Click on the Summary tab to view an overview of your claim details.

The screenshot displays the 'Master' Synchron Warranty Management System interface. The top navigation bar includes the 'Master' logo, a search bar, and user information: 'English (US)', 'Master Contractor/User/Claims', 'MASTERGROUP', and the 'synchron' logo. The main content area is titled 'Claim' with 'Claim # 81651' and 'Status: Draft'. A breadcrumb trail shows 'Claim' > 'Service' > 'Parts' > 'Labor' > 'Other' > 'Activity' > 'Summary'. The 'Summary' tab is active, showing three summary sections: 'Claim', 'Amount Summary', and 'Service Type'. Below these is a 'Service Information' table.

Service Information						
Service Request #	Service Type	Requestor PO / WO #	Failure Date	Repair Date	Product Serial #	Total Amt
1	Warranty		06-03-2024	06-03-2024	TST_SER_WQ_3	203.20
2	Warranty		06-03-2024	06-03-2024	TST_SER_WQ_4	20.32

**Claim Summary:**

Requestor #:	MG_Contractor
Service #:	MG_Contractor
Status:	Draft
Created Date:	23-10-2024

**Amount Summary:**

Currency:	Canadian Dollar
Total Requested Amt:	223.52
Total Adjusted Amt:	223.52
Deductible:	0.00
Late Submission Deduction:	0.00
Total Amt:	223.52
Paid Amount:	0.00

**Service Type Summary:**

Warranty:	223.52
Deductible:	0.00
Total Tax:	0.00
Total Service Order:	223.52