

User manual  
Warranty claim



[www.mticanada.ca](http://www.mticanada.ca)

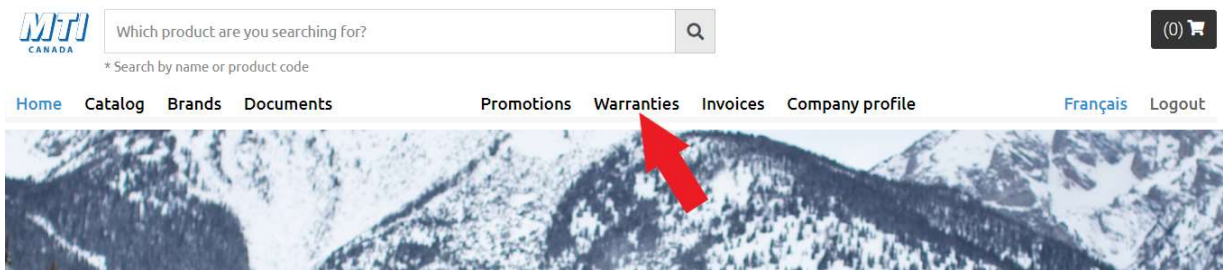
Tel: 1-800-463-7205

Over the past twelve months, we have invested time and money to develop a web module that will make it easier for you to submit and manage your warranty claims. We invite you to send us any comments in order to improve this tool.

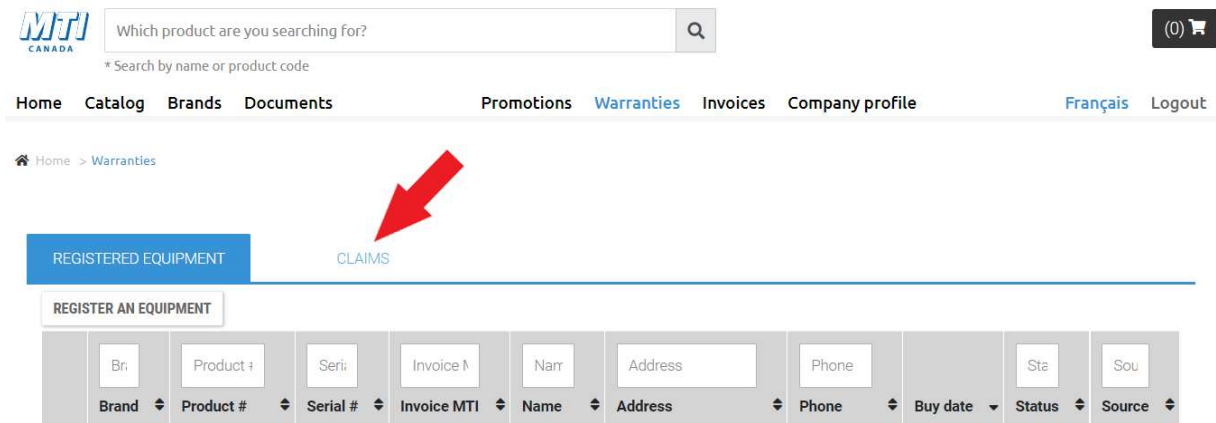
**Steps to submit a warranty claim:**

1. Log in to the Dealer Zone of our website using your login credentials. If you do not yet have credentials, please click *Request Access*.

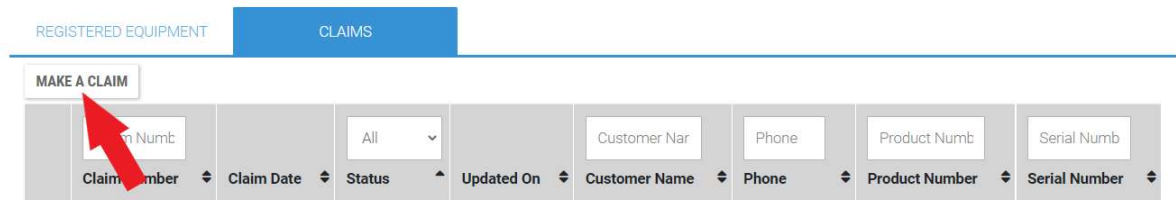
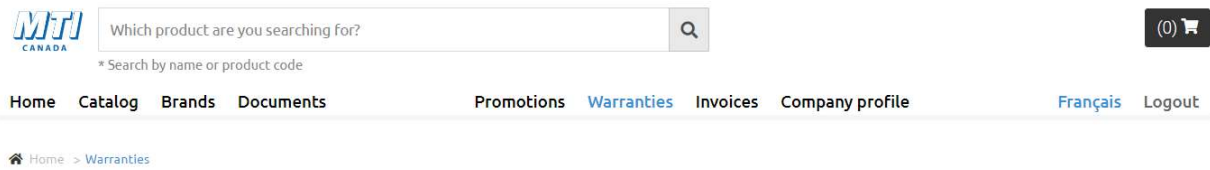
2. Click on *Warranties*



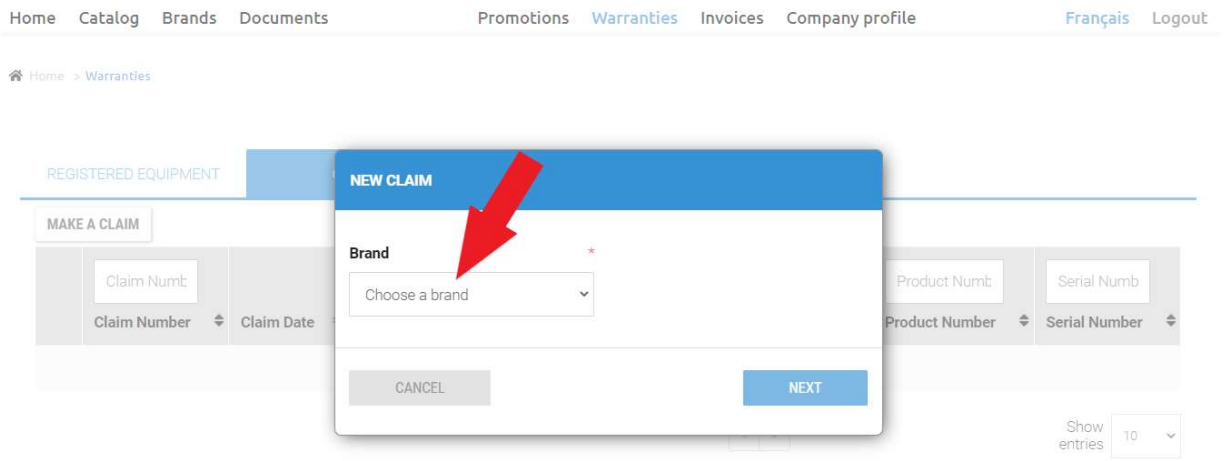
3. Click on *Claims*



4. To start a new claim, click on *Make a claim*



5. From the drop-down menu, choose the brand of equipment for which you wish to file a claim.



6. Please write your name, phone number and the product number for which you wish to make a claim.

Next, you must select a serial number/invoice combination from those offered by the system.

In the *Equipment State* zone, you have to select *In Stock (not sold)* if your equipment is not sold at retail.

If the equipment is sold at retail, please choose from *New*, *Very Good*, *Good* or *Bad*.

To start the claim, click *Save*.

**NEW CLAIM**

**Dealer Contact** \* **Phone** \*

Name Last Name 4188394127

**Product #** \*

DUED2000IS - 2000W Inverter generator

**Brand**

Ducar

**Serial #** \*

▼


**Invoice MTI** \* **Equipment State** \*

▼ Very Good ▼

CANCEL SAVE

7. Validate that the information in the *Consumer and product information* section is accurate.

**CONSUMER AND PRODUCT INFORMATION**

Claim Number	G-3000004
Dealer Contact	Name Last Name - 418 839-4127
Claim Date	2022-05-10
Product	DUED2000IS - 2000W Inverter generator
Brand	DUCAR
Serial Number	17062404899
MTI Invoice	720871 2019-05-01
Equipment State	Very Good
Use	Consumer
Sale Date	2022-01-11
Owner	
Customer Invoice	Invoice not available

8. Complete the *Damage details* section. Provide as much detail as possible in the *Description of damage*, *Description of work done* and *Comments* sections.

 **DAMAGE DETAILS**

Date



Repair

Number of Hours Used

Number of acres

Tractor Brand

**DAMAGE DETAILS**

<b>Damage Date</b> *	<b>Repair Date</b> *	<b>Description of Damage</b> *
<input type="text" value="2022-05-10"/> 	<input type="text" value="2022-05-10"/> 	<input type="text" value=""/>
<b>Number of Hours Used</b> *	<b>Number of acres</b>	<b>Description of Work Done</b> *
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
<b>Tractor Brand</b>	<b>Tractor PTO HP</b>	<b>Comments</b> *
<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

9. Add one or more photos to support your claim. Be sure to provide enough photos for us to fully understand the situation. You can also add a comment for each photo if necessary.

**IMAGE OF DAMAGE**

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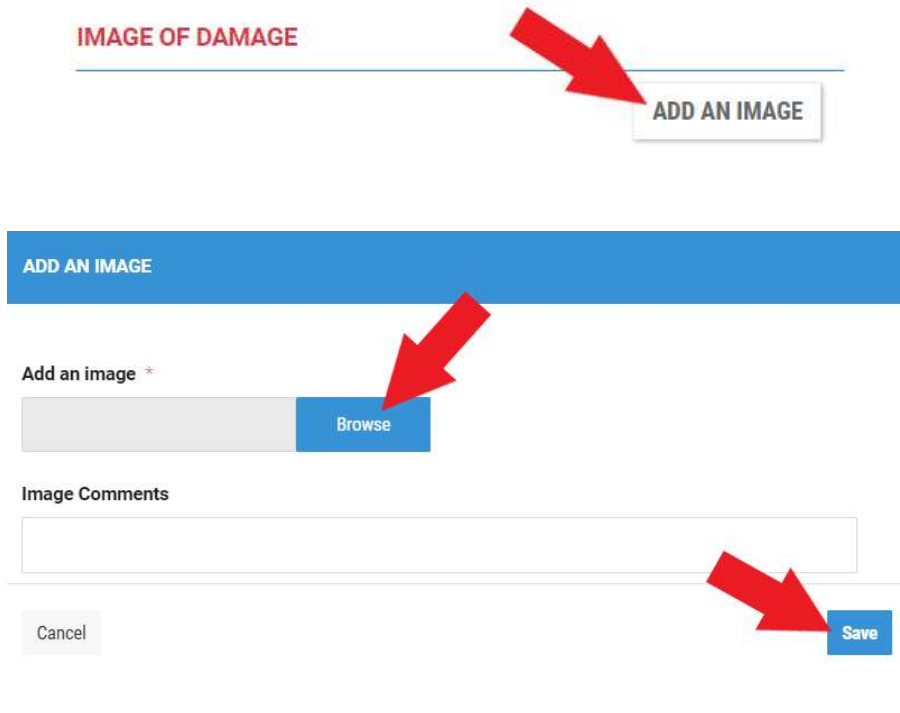
**ADD AN IMAGE**

**ADD AN IMAGE**

Add an image \*

**Browse**

Image Comments

The image shows a user interface for adding photos. At the top, there is a section header 'IMAGE OF DAMAGE' followed by a horizontal line. Below the line is a button labeled 'ADD AN IMAGE'. A red arrow points from this button to a larger, more detailed form below. This form has a blue header bar with the text 'ADD AN IMAGE'. Below the header, there is a label 'Add an image \*' followed by a grey input field and a blue 'Browse' button. A red arrow points to the 'Browse' button. Below that is a label 'Image Comments' followed by a white text input field. At the bottom of the form, there are two buttons: a grey 'Cancel' button and a blue 'Save' button. A red arrow points to the 'Save' button.

## 10. Complete the *Claim Details* section

MTI CANADA

Which product are you searching for?

\* Search by name or product code

Home Catalog Brands Documents Promotions Warranties Invoices Company profile Français Logout

Home > Warranties > Warranty Claims

**CONSUMER AND PRODUCT INFORMATION**

Claim Number: G-3000004

Dealer Contact: Name Last Name - 418 839-4127

Claim Date: 2022-05-10

Product: DUED2000IS - 2000W Inverter generator

Brand:

Serial Number:

MTI Invoice: 720871 2019-05-01

Equipment State: Very Good

Use: Consumer

**CLAIM LOG**

DATE	STATUS	USER
2022-05-10	Saved	

Please fill all the sections before sending your claim

- Damage Details
- Image of damage
- Claim details

SEND TO MTI

**CLAIM DETAILS**

INITIAL CLAIM | FINAL CREDIT

**MTI PARTS**

PRODUCT	MTI INVOICE	QTY	UNIT PRICE	TOTAL
OTHER				

On the *Product* line, you may add the parts you wish to claim. These parts must have been purchased from MTI Canada. You must indicate on which invoice the parts were purchased as well as the quantity claimed.

In the labour section, you may indicate the time and the hourly rate claimed. Note that the maximum hourly rate authorized by manufacturers is capped.

**BILLING - INITIAL CLAIM**

**MTI PARTS**

PRODUCT	MTI INVOICE	QTY	UNIT PRICE	TOTAL
<input type="text" value="Search by product number"/>	<input type="text"/>	<input type="text"/>	0	0

**OTHER**

DESCRIPTION	TOTAL
<input type="text"/>	0

**LABOUR**

HOURS	HOURLY RATE	TOTAL
<input type="text"/>	<input type="text"/>	\$0.00

**TOTAL AMOUNT**

\$0.00

CANCEL



When all information has been entered, you can click *Send to MTI* to submit your request.

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Home > Warranties > Warranty Claims

CONSUMER AND PRODUCT INFORMATION	
Claim Number	G-3000004
Dealer Contact	Name Last Name - 418 839-4127
Claim Date	2022-05-10
Product	DUED2000IS - 2000W Inverter generator
Brand	

CLAIM LOG		
DATE	STATUS	USER
2022-05-10	Saved	

[CLAIM DETAILS](#)

INITIAL CLAIM	FINAL CREDIT
MTI PARTS	



We will then analyze your request and it will then change status to:

- Accepted: full credit will be issued shortly
- Partially accepted: your claim has been approved, but the requested amounts have been revised. A credit will be issued shortly.
- Rejected: your claim has been completely rejected.
- Waiting for dealer: we need more information, you will receive an email notification to let you know that we are waiting for additional information from you. You must therefore add the requested information and then return the claim to us.

We would like to remind you that to ease and speed up the processing of warranty claims and the issuance of credits, it is important to provide all the information requested and to clearly describe the situation surrounding the claim. By submitting a complete claim file, you ensure that your file will be processed and that your credit will be issued quickly.

Thank you for your usual cooperation.

The MTI Canada Team