

HEAT PUMP WARRANTY CLAIMS PROCEDURE For Parts Orders and Labor Reimbursement Requests

Starting point:

Stelpro website → **Warranty** → **Heat Pump** → **Claims**

1. Overview

All warranty claims for Stelpro heat pumps must be submitted online through the Stelpro website under the Heat Pump Warranty – Claims section.

Claims are managed **by serial number**:

- One claim per serial number.
- If multiple units are affected, you must submit **one claim for each unit**.
- **Parts claims** and **labor reimbursement claims** must be submitted as **separate claims**.

⚠ A claim can only proceed if the **heat pump serial number is registered** in our warranty database.

2. Types of Claims

A. Parts Claim

Submit this type of claim when replacement parts or components are required.

B. Labor Reimbursement Claim

Submit this type of claim once the **repair work has been completed** and you have a **paid invoice**.

3. Starting a Claim – Online Portal

1. Go to **stelpro.com** → **Warranty** → **Heat Pump** → **Claims**.
2. Enter the **serial number** of the affected unit.
3. The system will check if the unit is **registered**:
 - **If the serial number is registered**: You can proceed with your claim.
 - **If the serial number is not registered**: A message will appear: "This serial number is not registered in our database. Please contact Support for further information."
In this case, the claim cannot continue until the registration issue has been resolved with our Support team.

4. Parts Claim Procedure

4.1 Initiating a Parts Request

1. Enter the **registered serial number** on the Claims page.
2. Select the option for a **Parts Claim**.
3. Enter the **shipping address** for parts.
4. A **PDF parts list** specific to that unit will be available on the page to help you identify the correct replacement parts.

4.2 Completing the Parts Information

1. In the online form, select or enter: **The part name/description**
(You may copy and paste the information from the PDF parts list, or type it manually.)
2. Once all required information is completed, **submit your parts claim**.

4.3 After You Submit Your Parts Claim

Once the claim is submitted:

- You will receive an **automatic confirmation email**.
- Our Claims Support team will:
 - Review the requested parts (availability, accuracy, warranty eligibility).
 - Process an order for the approved warranty parts at **no charge**, when applicable.
 - Provide you with: **The order number**, and an **estimated shipping date** (typically 7–10 business days, depending on processing and transport).

All information related to your parts claim (forms, communications, and documents) is stored in our internal systems to ensure complete service history tracking for your unit.

5. Labor Reimbursement Claim Procedure

5.1 Requirements to Submit a Labor Claim

Before submitting a labor reimbursement claim, make sure that:

- The **repair work has been completed**.
- You have a **paid invoice** as proof of the work performed.
- The claim is submitted under the **correct serial number**.
- The **Labor Warranty option** is activated for that serial number.

5.2 Steps for the Customer / Contractor

1. Go to **stelpro.com** → **Warranty** → **Heat Pump** → **Claims**.
2. Enter the **serial number** of the unit.
3. Select **Labor Reimbursement Claim**.
4. The system will then validate whether the **Labor Warranty** is active:
 - **If the labor warranty is not activated:** You will not be able to proceed.
A message will appear: "This serial number is not registered with the labor warranty option. Please contact Support for more information."
 - **If the labor warranty is active:** You can continue. The page will then display:
 - A **PDF** explaining which labor items are **covered** and **not covered**;
 - A **dropdown menu** with labor categories eligible for reimbursement;
 - The **maximum reimbursable labor times** for each operation.
5. Select the appropriate **labor operation**, complete all **required fields**,
6. **Upload the paid invoice** as proof of work completion.
7. Indicate your **preferred reimbursement method**:
 - E-transfer via **telephone number**, or
 - E-transfer via **email address**.
8. Submit your labor reimbursement claim.

5.3 What Happens After You Submit a Labor Claim

After submission:

1. You will receive an **automatic confirmation email**.
2. Our Claims Support team will:
 - Review your claim for **accuracy and eligibility**.
 - Approve the claim as submitted or **adjust the labor time/amount** if required according to our warranty policy.
 - Verify the **invoice details** (amount, work performed, dates, etc.).
 - Forward the **approved claim** to our Accounts Payable team for **reimbursement processing**.
 - Notify you by email once your reimbursement has been **approved and processed**. The payment will then be issued according to your selected reimbursement method.

Processing times may vary depending on the volume of claims and banking delays.

5.4 Record Keeping and History

All claim details (forms, invoices, approvals, and communications) are securely stored in our internal systems. This ensures a **complete service history** for your unit, which can be referenced in the future if needed.