Quick Start Guide

CLAIMS PROCESS SYSTEM (CPS)
WARRANTY VERIFICATION/REGISTRATION
AND CLAIM CREATION

MANITOWOC ICE, 2110 SOUTH 26TH STREET, MANITOWOC, WI 54220
800-545-5720
WWW.MANITOWOCICE.COM

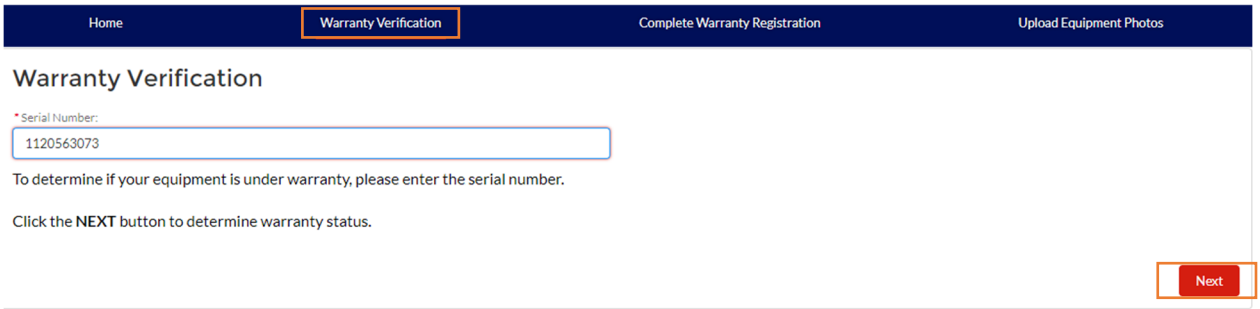
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Document Number: MII_Q_002 Rev 04 08/25

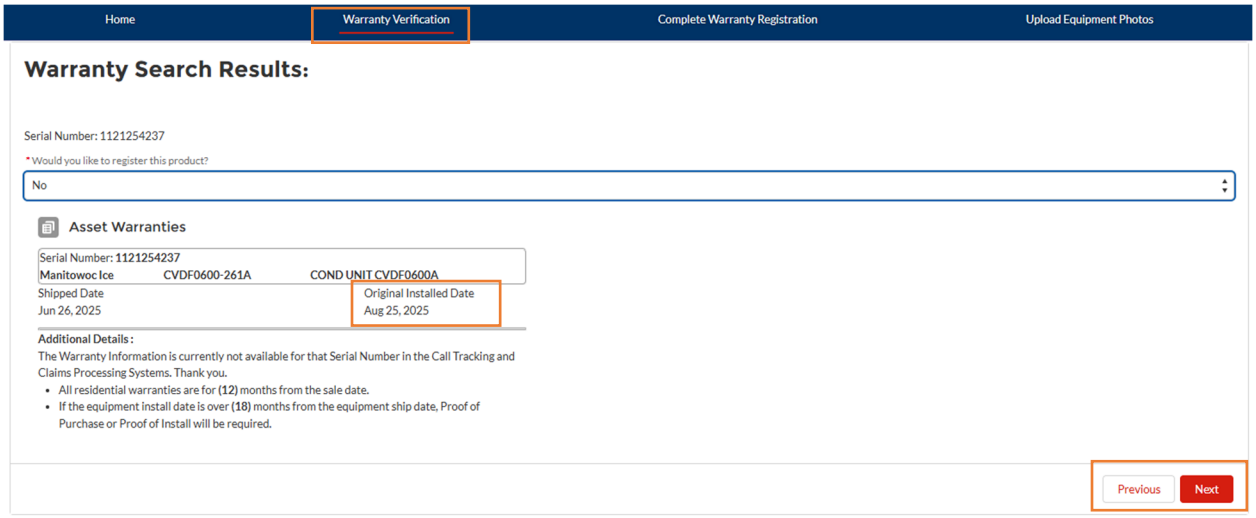
WARRANTY VERIFICATION
(date of equipment install)

Link to warranty verification: https://manitowocice.my.site.com/claims/s/warranty-verification

Enter serial number to obtain install date, click “Next” to proceed.



As seen below, serial number information will be displayed.



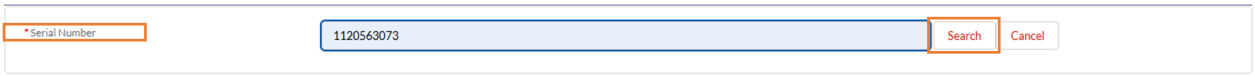
WARRANTY REGISTRATION

Link to warranty registration: https://manitowocice.my.site.com/claims/s/warranty-registration

Click on the **Complete Warranty Registration** tab.



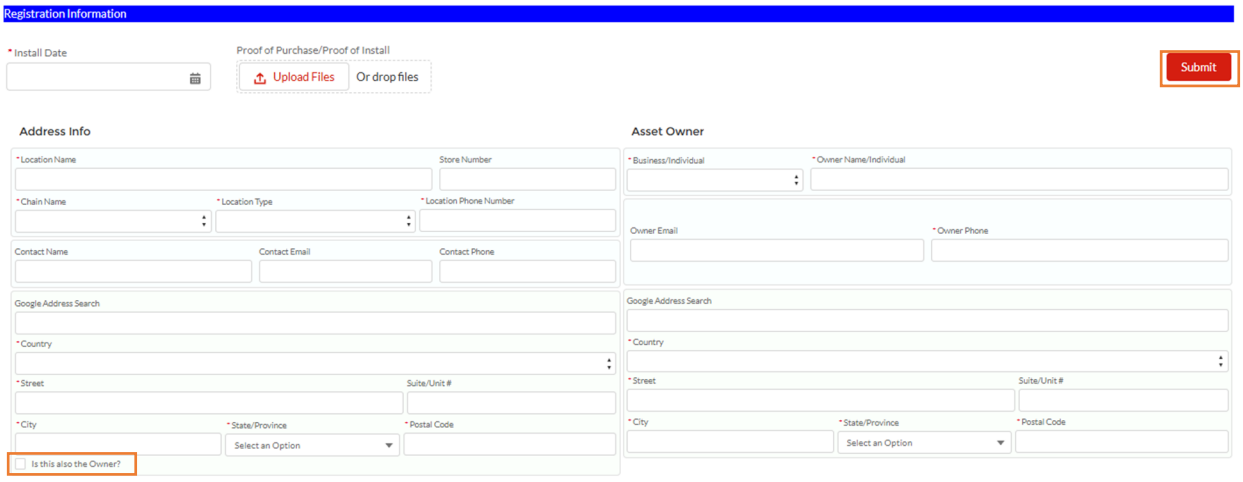
Enter the serial number and click **Next** on the right of the screen. *If the serial is not valid, navigate to the **Warranty Verification** site.



In the **Registration Information** section, complete all fields if information is known. Asterisk **[*]** fields are required. Note: If install date is unknown, use ship date displayed. If the Address Info and Asset Owner information are the same, select the box for **Is this also the Owner?**

If the **Chain Name** field is not a Chain account, select **"None"** from the dropdown list.

Click **Submit** at the right of the screen.



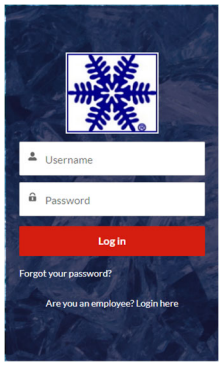
LOG IN

To log into the Claims Processing System (CPS), copy and paste the link below into either Google Chrome or Microsoft Edge browser.

https://manitowocice.my.site.com/claims/s/

Click on “Login” on the top right corner and enter your username and password to access the CPS.

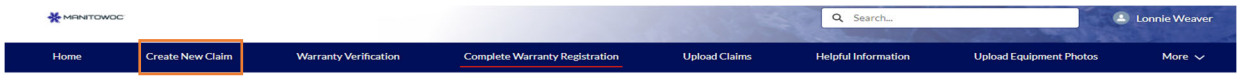




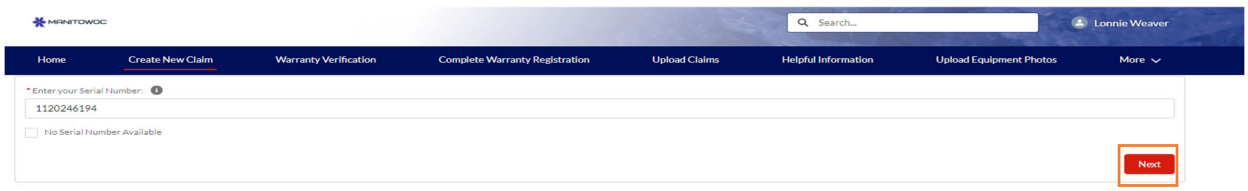
CLAIM CREATION

To create a claim, click on the **Create New Claim** in the header.

Note: One serial number is allowed per claim.

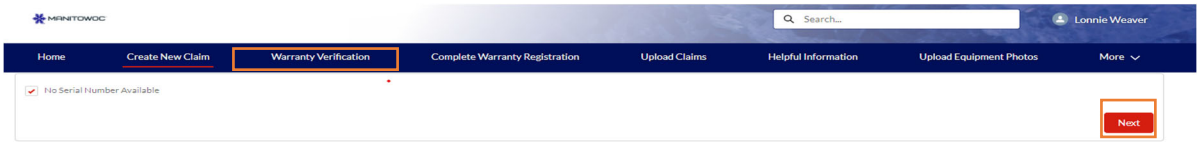


Enter the serial number and Click **Next** on the right of the screen. If the serial number is not valid, you will receive an error.



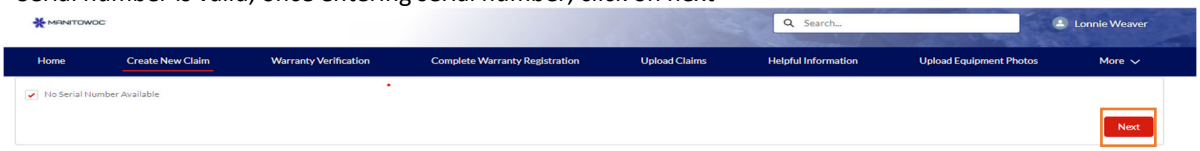
CLAIM CREATION (continued)

*If you have an invalid serial number, navigate to the **Warranty Verification** site to confirm. *If serial number is not valid, contact iceclaims@pentair.com.



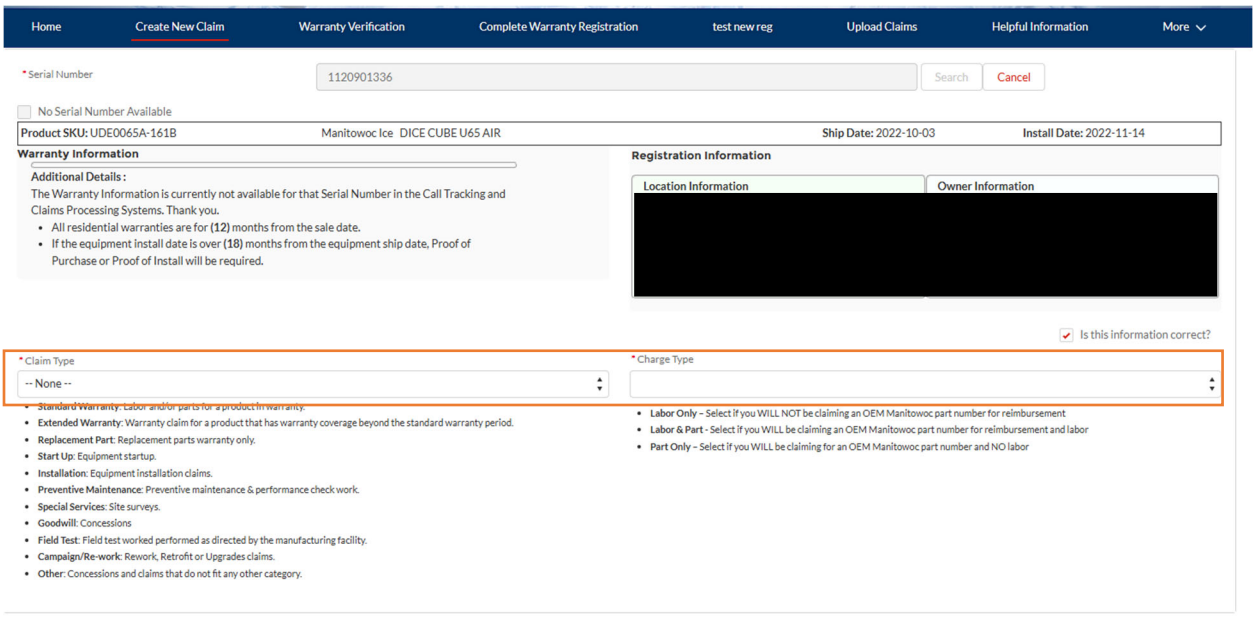
Note: Serial number has not been registered prior to filing a claim, registration will be required at this time.
Serial number has been registered already and is correct, just continue through screens.

*Serial number is valid, once entering serial number, click on next



Choose a **Claim Type** from the dropdown list.

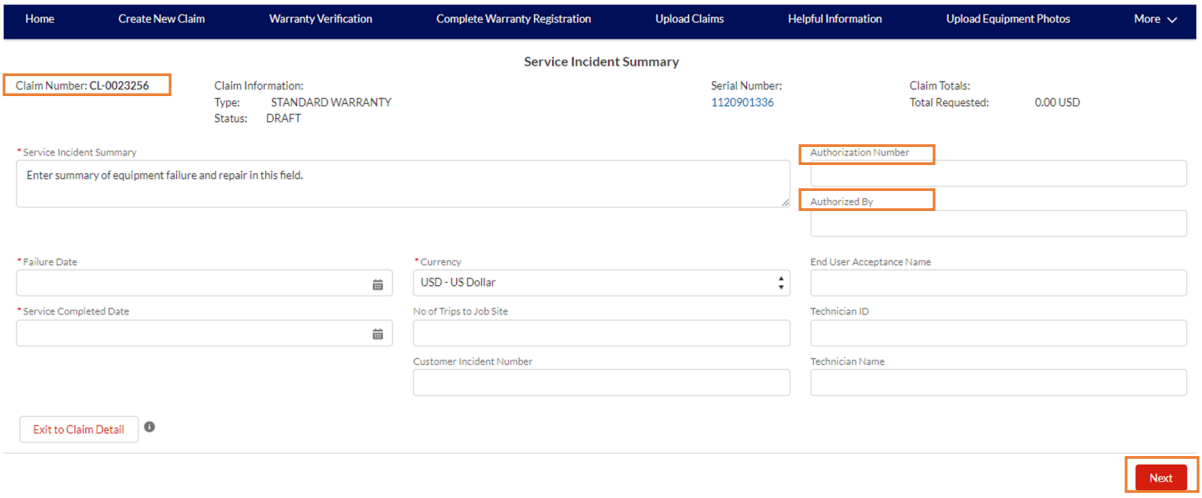
Choose a **Charge Type** based on **Labor Only**, **Labor & Part** or **Part Only**, click on next. ***Part Only** claim type, this can only be filed by a Distributor.
* If a Claim Type of **Replacement Part** has been selected another field will be displayed under the "Charge Type" field as "Failed Part Install Date" that requires entry.



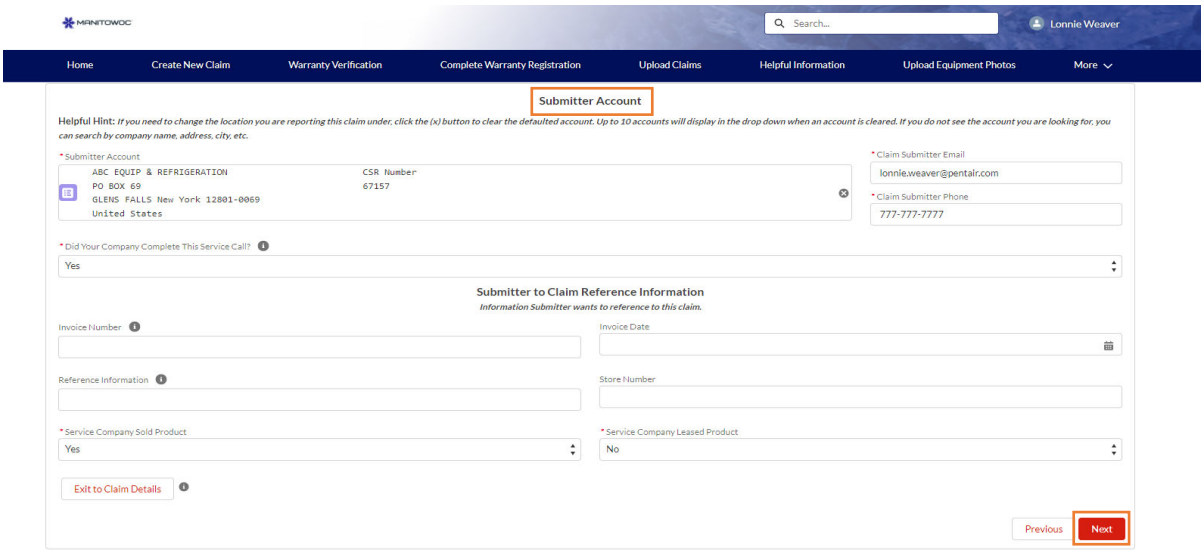
CLAIM CREATION (continued)

A claim number will be autogenerated at this time and displayed in the upper lefthand corner of this screen. If claim requires an "Authorization Number" add it at this time, along with entering Authorized By" field, this would be the individual at Manitowoc providing the authorization number, Click **Next**.

Complete all fields if information is known. Asterisk **[*]** fields are required.



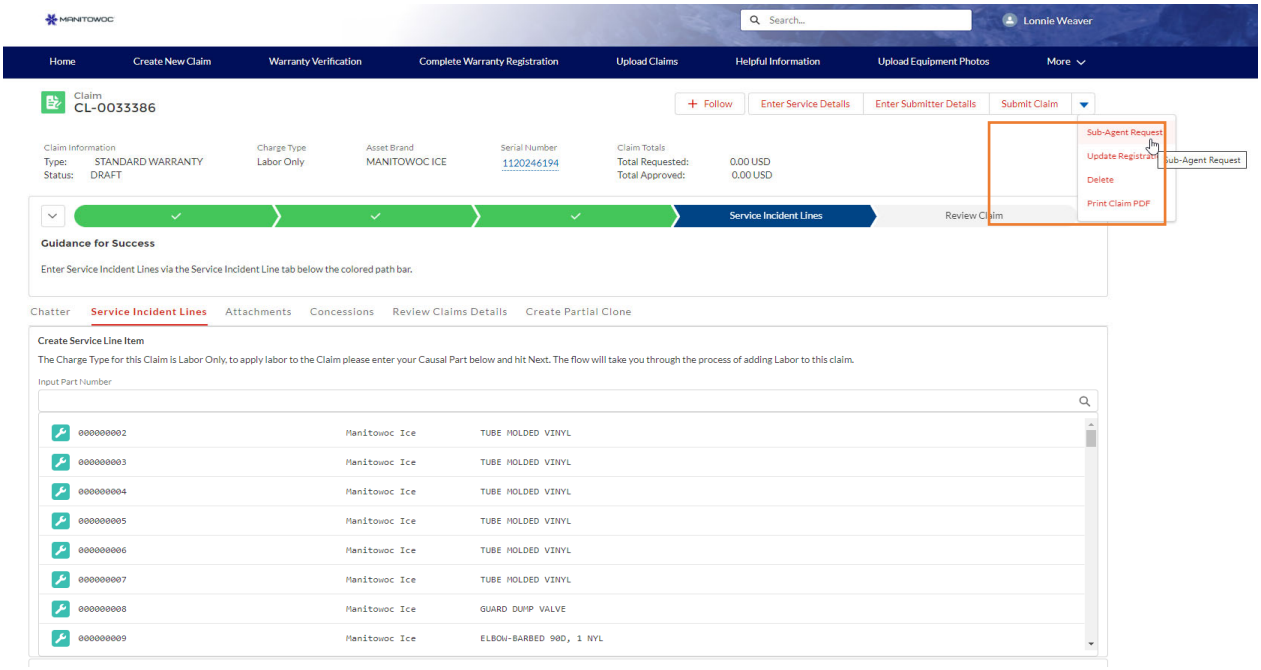
In the **"Submitter Account"** section below, complete all applicable fields if known, click **Next**.
Asterisk **[*]** fields are required.

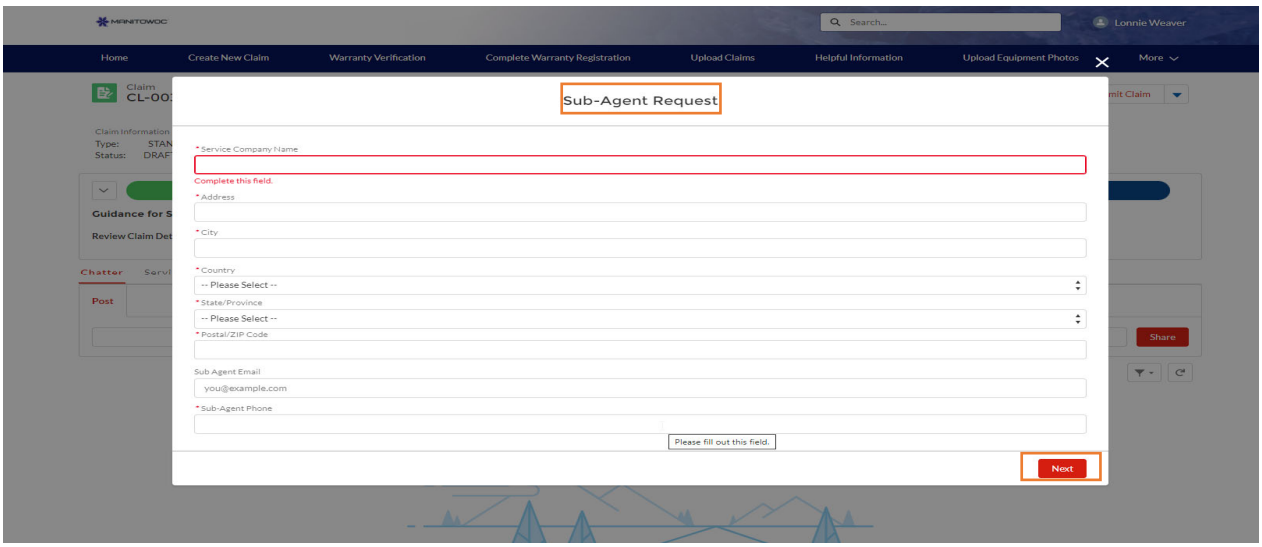


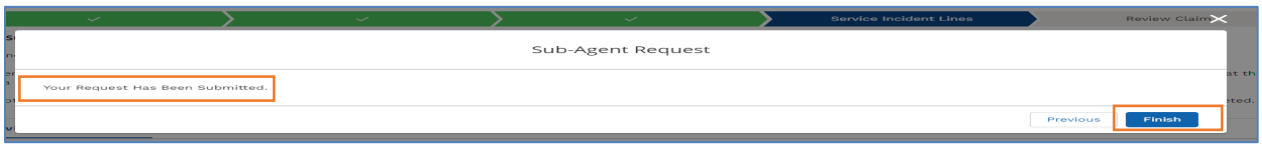
CLAIM CREATION (continued)

*This Step is for Distributors Only

To send a request to have a servicer account added, click on the down arrow next to **Submit Claim** at the top right of the page and select **Sub-Agent Request**. A popup window displays. Enter the company information and click **Next,** Click **Finish** on the confirmation message.

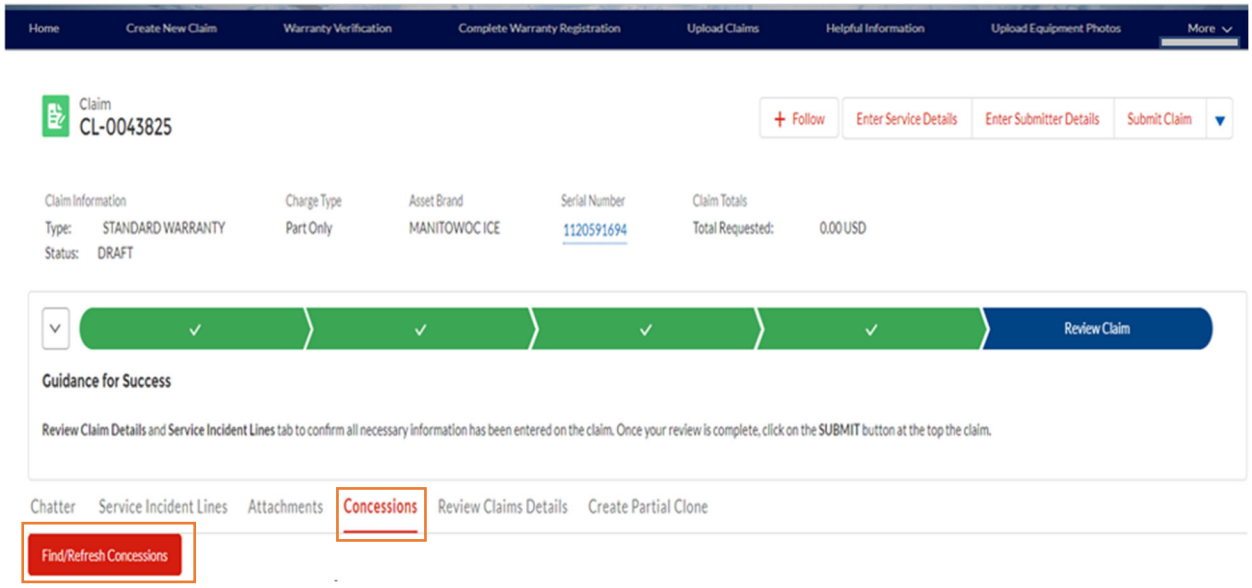




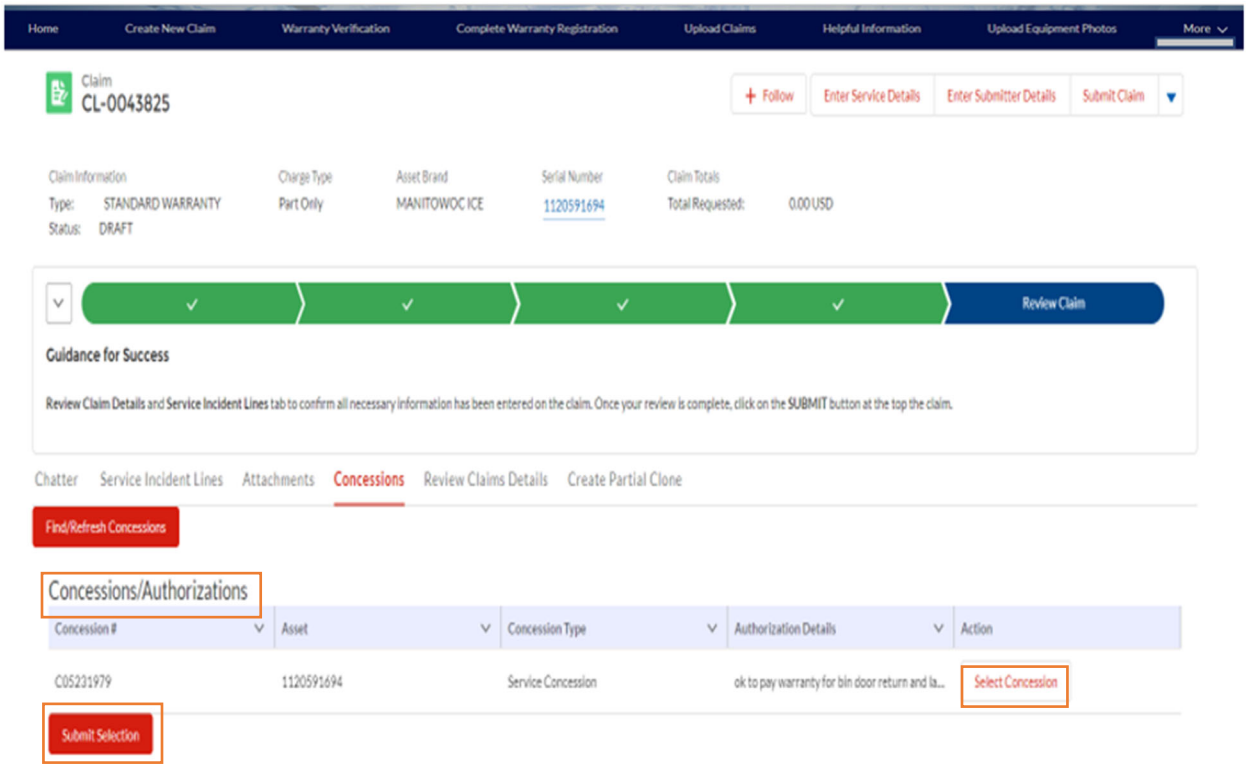


CLAIM CREATION (continued)

If a “Concession/Authorization” number has been given from Manitowoc for this specific repair, Click on **Concessions**, then Click on the **Find/Refresh Concessions** box in the red.

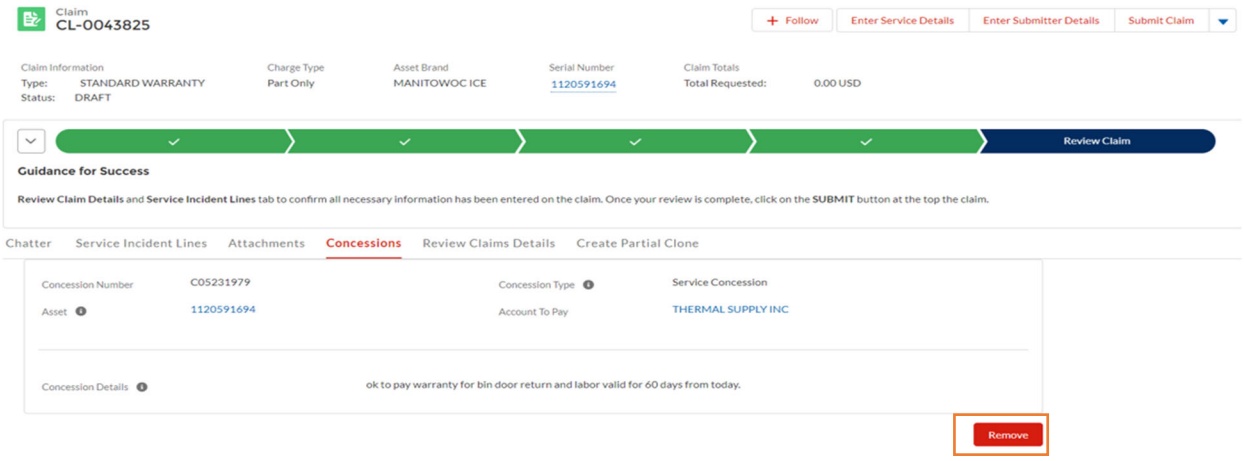


An additional window will be displayed at the bottom of the screen as **Concessions/Authorizations**, click on the “**Select Concession**” below, then click on the “**Submit Selection** box in red.



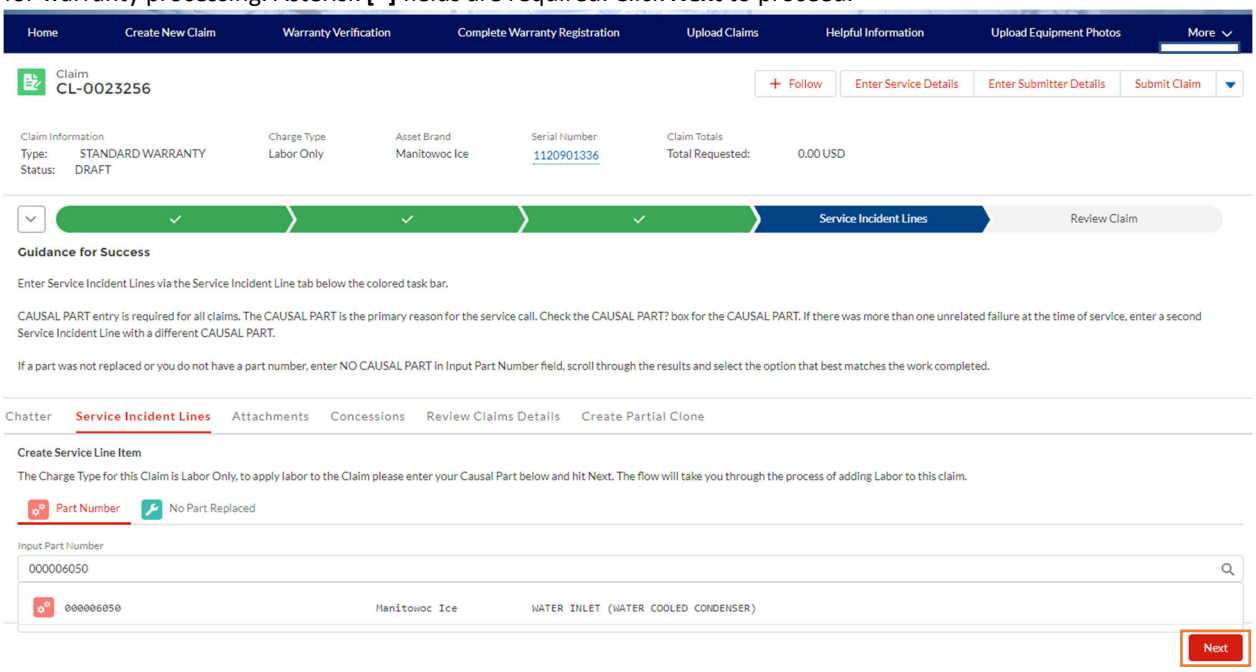
CLAIM CREATION (continued)

If an incorrect concession number has been selected, Click on the “Remove” button in red below and reselect.

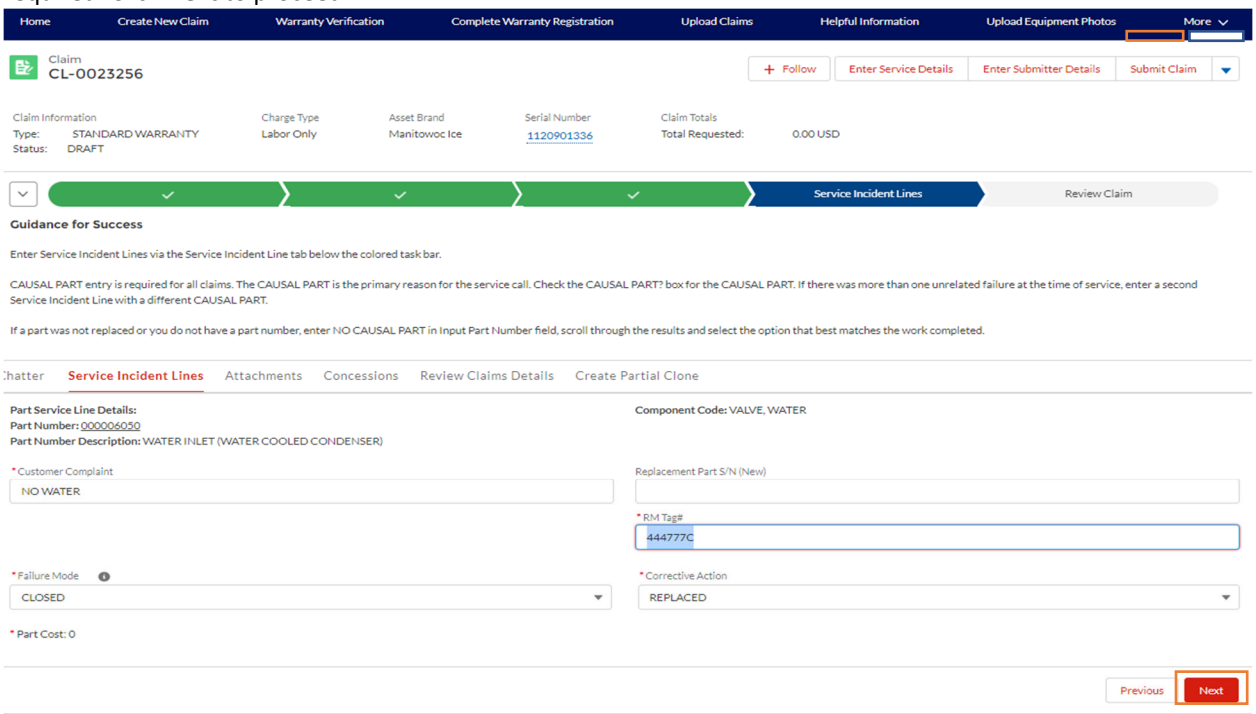


CLAIM CREATION (continued)

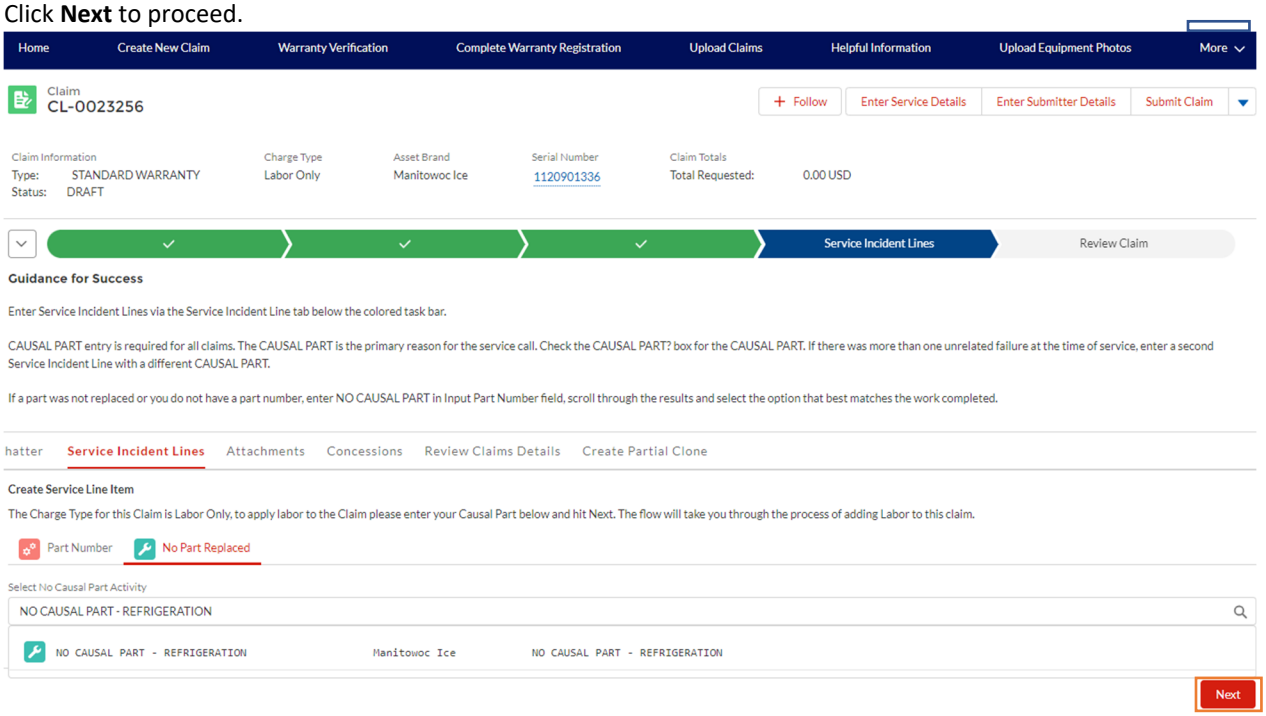
In **“Service Incident Line”** section, select a causal part number, if an actual part was replaced, select the part number from the search results shown below to populate the field. Each claim requires at least one “Causal Part” for warranty processing. Asterisk **[*]** fields are required. Click **Next** to proceed.



*Complete all required fields. *Manitowoc Ice requires **RM Tag#** for each part replaced. Asterisk **[*]** fields are required. Click **Next** to proceed.



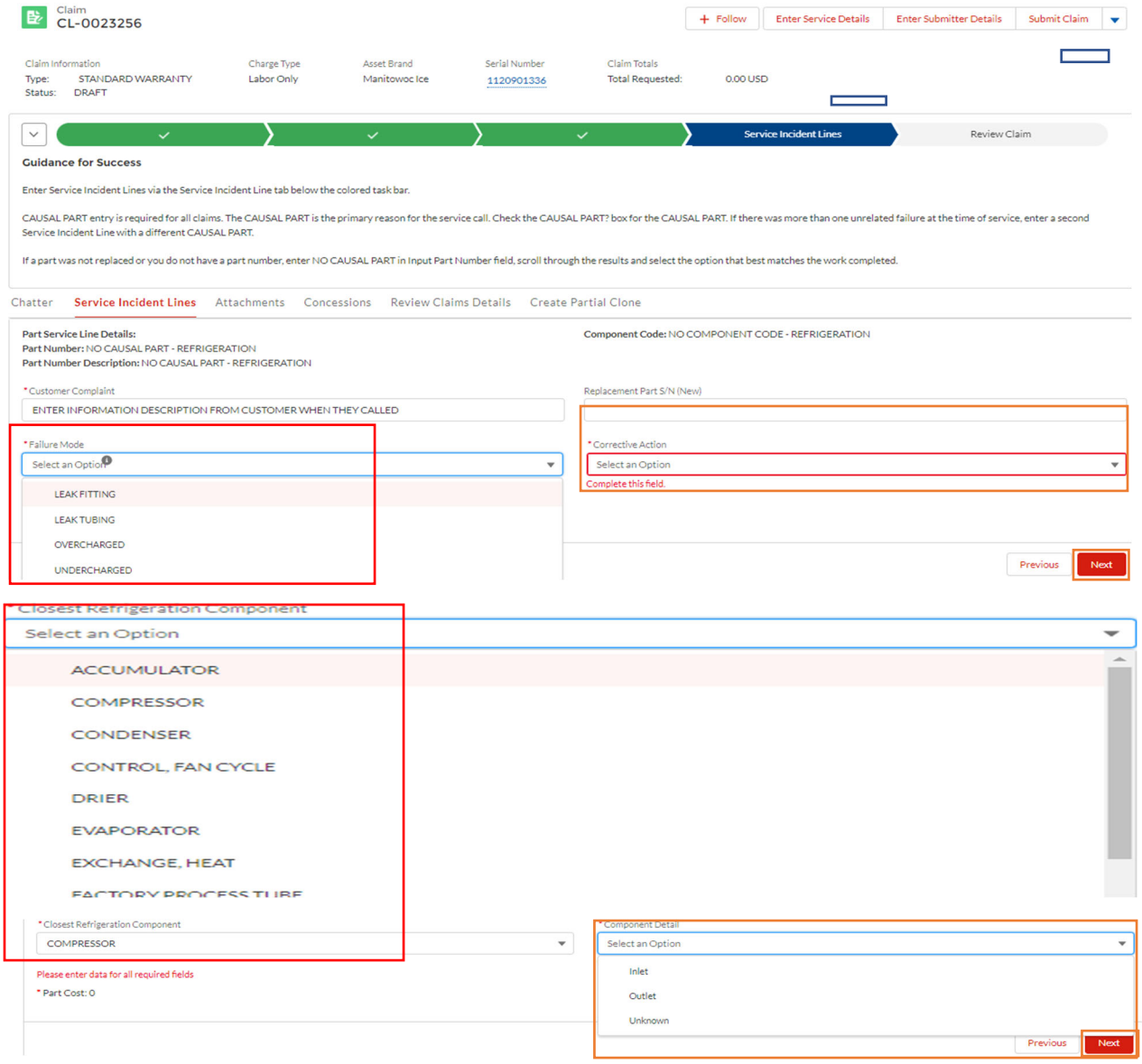
If there is no physical part number replaced, user will be required to enter a **"NO CAUSAL PART" as a repair as shown below. Selection for "No Causal Part" needs to be related to equipment repair, select from the dropdown. Click **Next** to proceed.



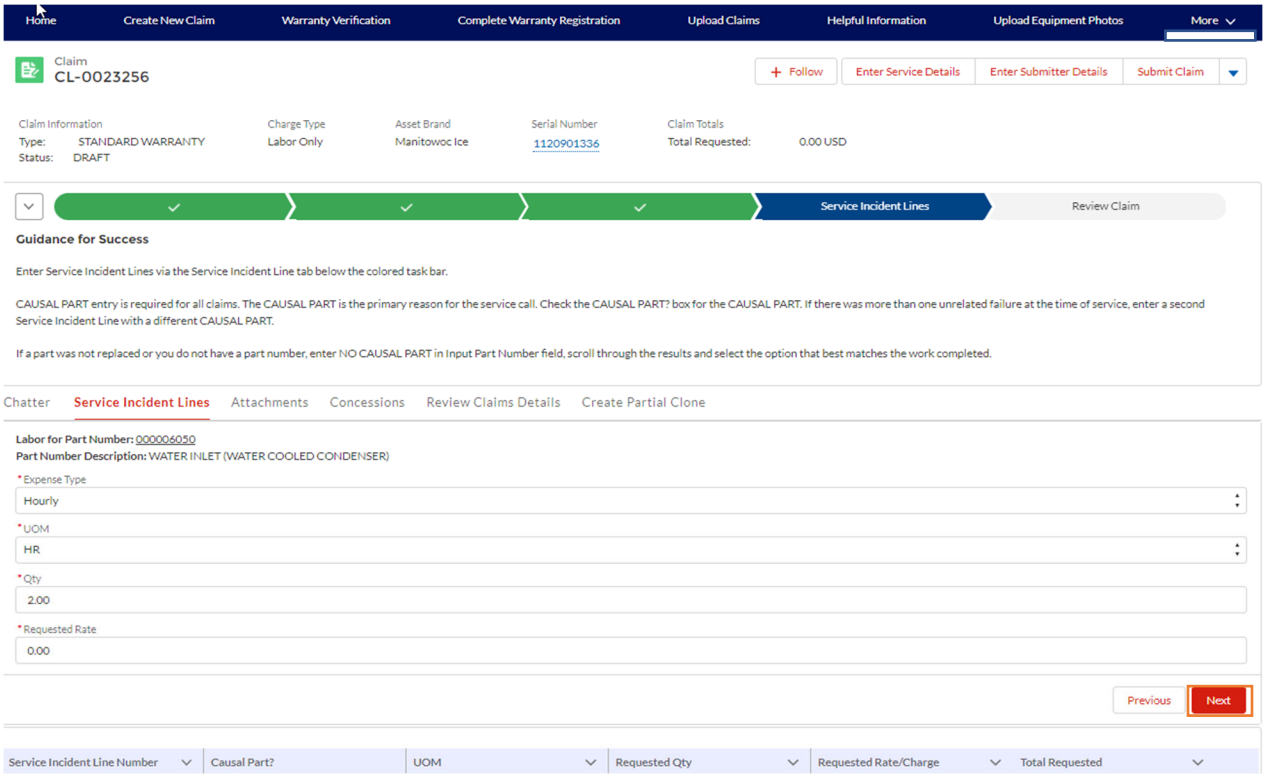
CLAIM CREATION (continued)

If "No Causal Part" is used for a repair, complete required fields. Asterisk **[*]** fields are required. Click **Next** to proceed.

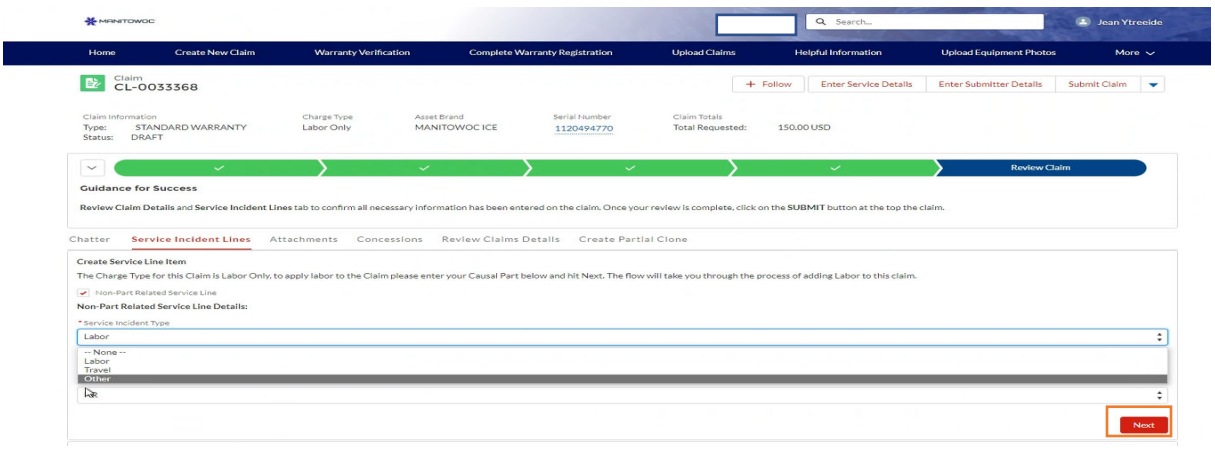
*New field selections have been added for "LEAKS" see below, Click **Next** to proceed.



Enter labor charges. Asterisk **[*] fields are required. Click **"Next"** to proceed.

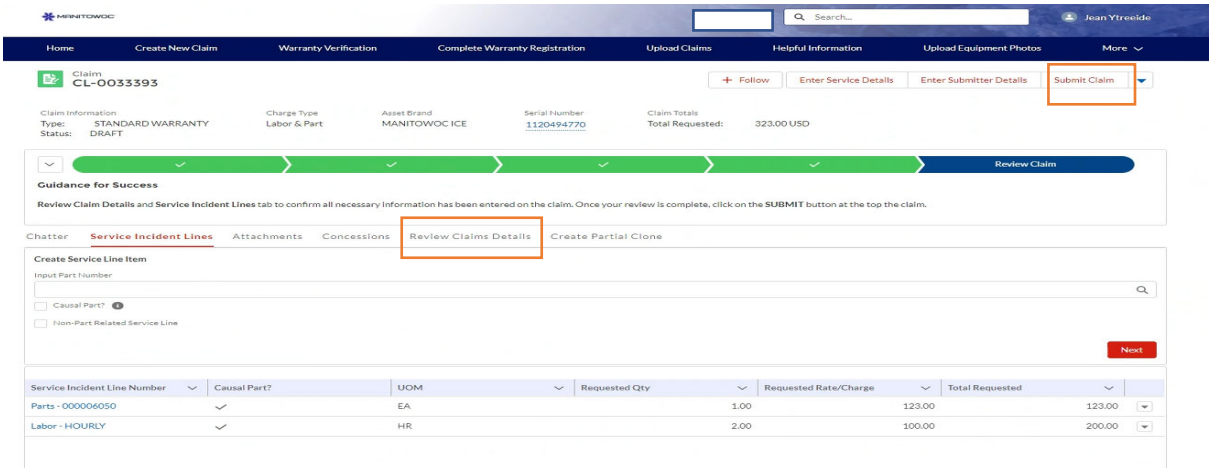


To enter Non-Part Related Service Line(s), select Labor, Travel, or Other. Asterisk **[*]** fields are required.
Selections:
Labor – This should only be used for additional labor when required.
Travel – If authorized, enter travel hourly per contract.
Other – For additional charges, example refrigerant; opening the refrigeration system; sales tax; fuel surcharge, etc.

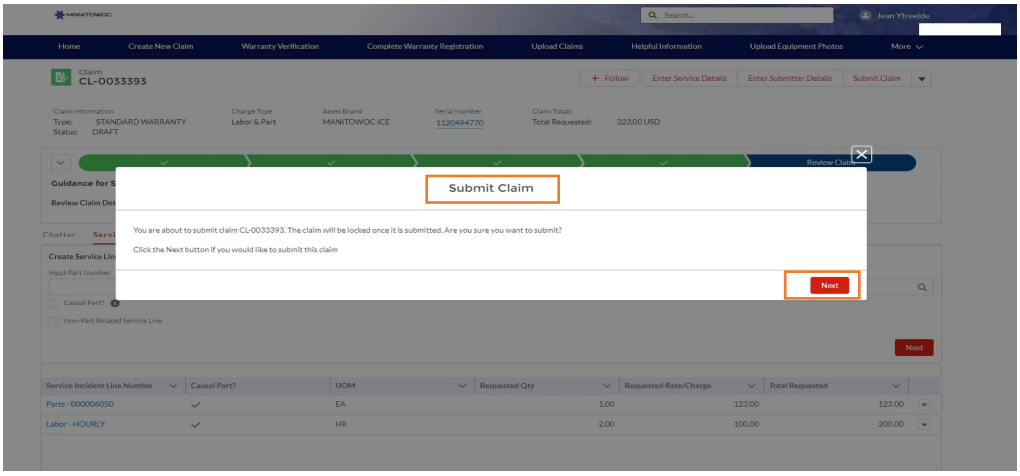


SUBMIT CLAIM

The claim can be submitted once all steps in the progress bar are green, **Review Claim** will remain blue. To review what you have entered, click on **Review Claim Details.** When you are ready to submit the claim, click **Submit Claim** on the top right of the screen.

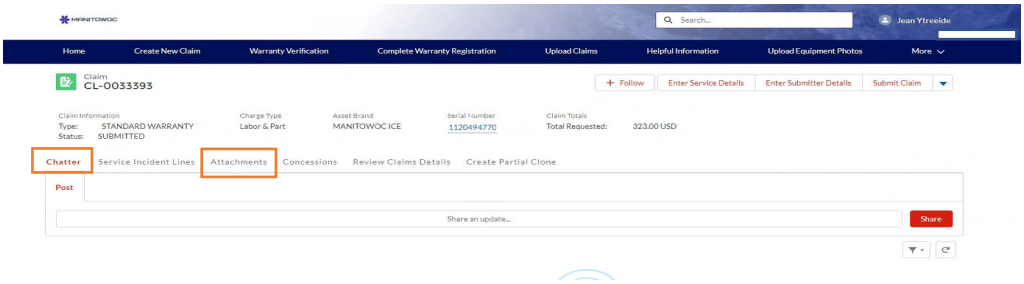


A pop-up window will display asking you to confirm you want to submit the claim, click **Next**.

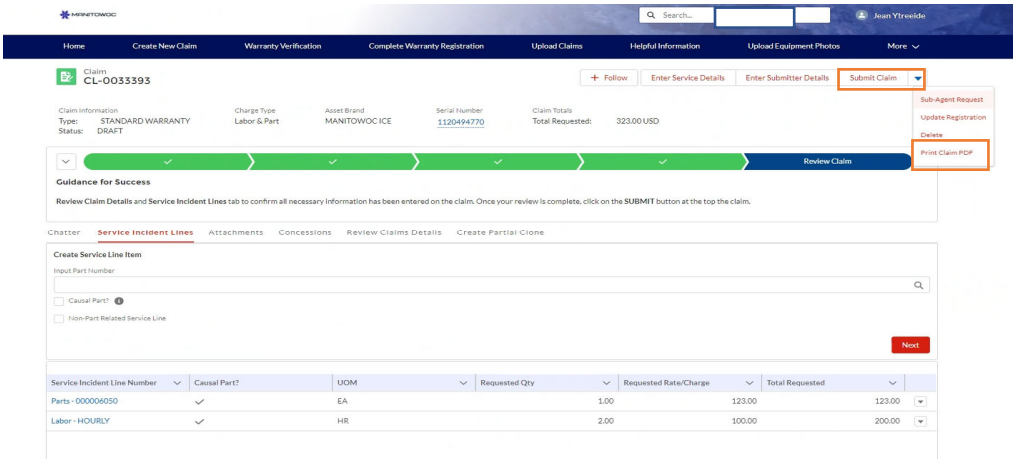


SUBMIT CLAIM (continued)

Click on Attachments to add documents and click on “Chatter” to add comments.

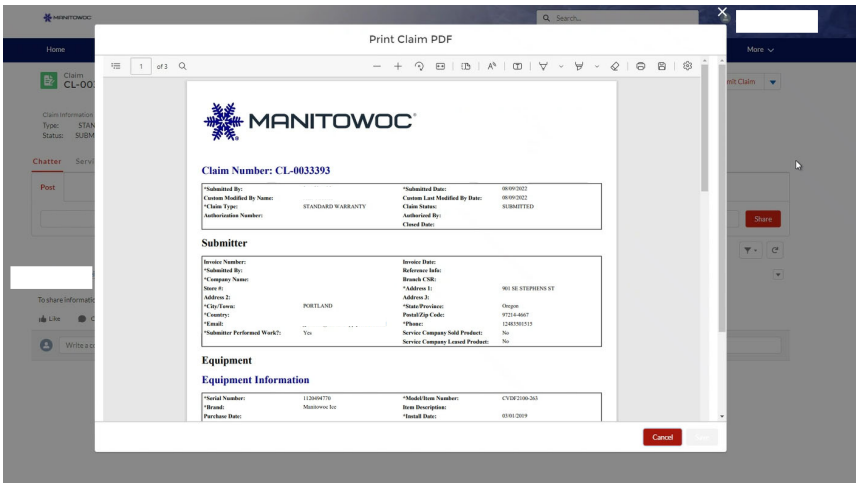


To print a claim, click on the **“Submit Claim”** drop down and select **“Print Claim PDF”.**

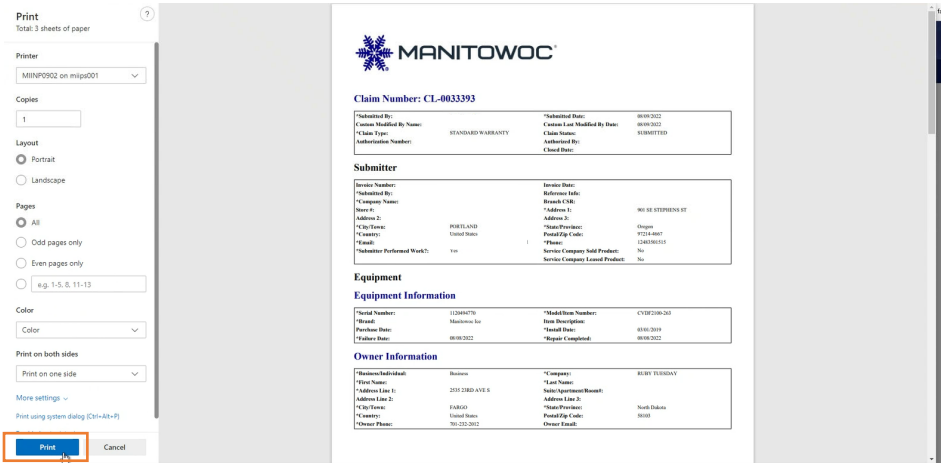


SUBMIT CLAIM (continued)

PDF Image 1

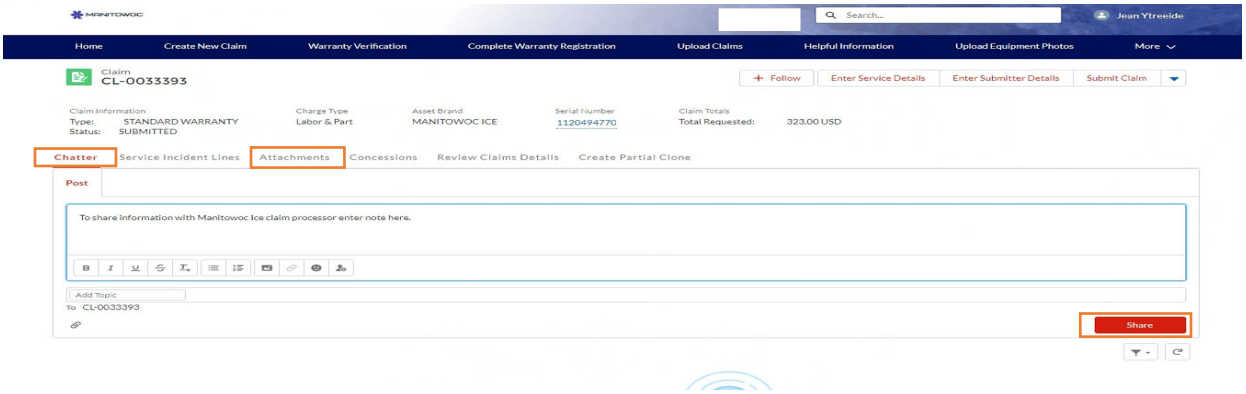


PDF Image 2

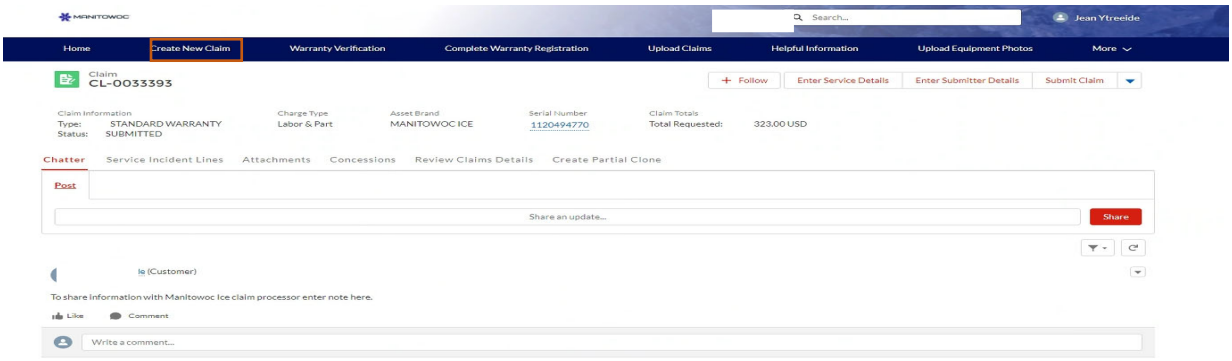


SUBMIT CLAIM (continued)

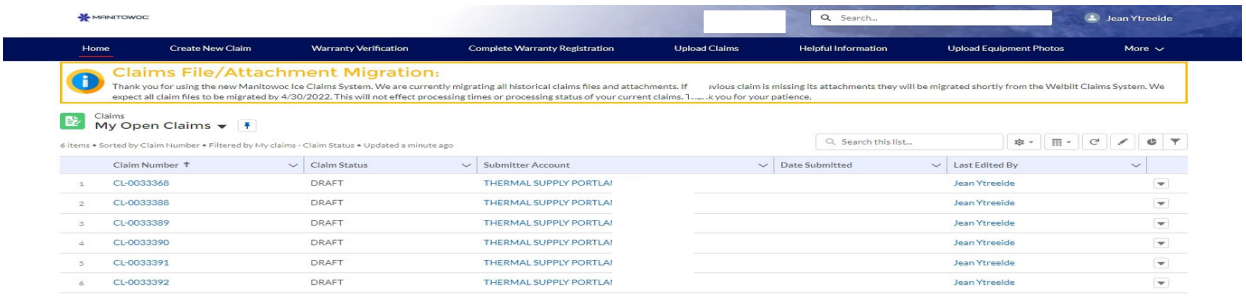
Your claim has been submitted and the status is updated. After the claim is submitted you can still add comments on the **Chatter** tab and upload files on the **Attachments** tab.



To create an additional claim, click on **"Create New Claim"**



Result Image



Glossary

Claim Type:

Campaign/Re-work: Rework, Retrofit or Upgrades claims.
Extended Warranty: Warranty claim for a product that has warranty coverage beyond the standard warranty period.
Field Test: Field test worked performed as directed by the manufacturing facility.
Installation: Equipment installation claims.
Preventive Maintenance: Preventive maintenance & performance check work.
Replacement Part: Replacement parts warranty only.
Special Services: Site surveys.
Standard Warranty: Labor and/or parts for a product in warranty.
Start Up: Equipment startup.
Goodwill: Concessions
Other: Concessions and claims that do not fit any other category.

Claim Status:

Draft – Claim has been created and saved.
Submitted– Claim has been submitted to processing center.
Received – Claim has been received by claim processing center.
Approved – Claim has been reviewed and approved for payment.
Approved-Adjusted – Claim has been reviewed, approved for payment with adjustments made to the claim.
Approved By Hub – (not currently used in the United States)
Approved Adjusted by Hub – (not currently used in the United States)
Awaiting Parts Return - Claim payment is being held until required parts are returned to the manufacturing facility.
Awaiting Invoice – Invoice is needed from claim submitter.
Awaiting Payment Processing – Claim review has been completed and payment is in process. Once payment is completed, claim status will change to Processed for Payment.
Invoice Attached – Status after claim in "Awaiting Invoice" is resubmitted by claim submitter.
Pending for Information – External - Claim is being held pending further information from claim submitter (claim is opened for submitter to make changes and resubmit).
Pending for Information – Internal – Claim is being held pending further information from technical support or other internal source.
Resubmitted – Status after claim in "Pending for Information – External" is resubmitted to manufacturer.
Processed for Payment – Claim has been entered into Service Maintenance by claim processor.
Denied – Claim has been reviewed and denied for payment.
Denied By Manufacturer – (not currently used in the United States)