

## Submitting Warranty Claims

Below are step-by-step instructions for completing Warranty Claims on myhht.com.

1. After logging on to myhht.com, select the "New Claim" button.

The screenshot shows the myhht.com homepage. At the top left is the myhht.com logo with the tagline "brought to you by HEARTH & HOME technologies". To the right, it says "Welcome, Jane Jones | Logout" and "Claims, Warranty Registrations". Below this is a "QUICK SEARCH" bar with "Enter Keywords" and a "HELP / FAQs" button. A navigation bar contains links for SALES SUPPORT, ORDER / PURCHASING, TECH SUPPORT, MARKETING SUPPORT, MY TRAINING, COMMENT / COMPLAINT, and MY PROFILE. The main content area features a large banner for myhht.com with a video tutorial link and a "MARKET NEWS & UPDATES" section. Below the banner, there are tabs for "Claims" and "Warranty Registration". Under the "Claims" tab, there is a "View" dropdown menu set to "Serial Claims - Approved", a "New Claim" button (circled in red), and a "Search Claims" button. Below these buttons is a table header with columns: HHT Reference #, My Reference #, This Claim is for Distributor/Dealer, Type, Unit, Serial #, and Status.

2. Select "Warranty" as the Claim Type.

The screenshot shows the "Claim Entry" form. At the top left is the myhht.com logo. To the right, it says "Welcome, Jane Jones | Logout" and "Claims, Warranty Registrations". Below this is a "QUICK SEARCH" bar and a "HELP / FAQs" button. A navigation bar contains links for SALES SUPPORT, ORDER / PURCHASING, TECH SUPPORT, MARKETING SUPPORT, MY TRAINING, COMMENT / COMPLAINT, and MY PROFILE. The main content area is titled "Claim Entry" and "Step 1 of 3". There are "Next" and "Cancel" buttons. Below this is a "Claim Type" dropdown menu. The dropdown menu is open, showing a list of options: "--None--", "--None--", CO-OP, CO-OP Parade of Homes, Employee, Model Home, Promotion, Showroom, and Warranty. The "Warranty" option is selected and highlighted in blue. There is a "Cancel" button next to the dropdown menu.

3. Select the applicable Warranty Type for the specific claim.

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WELCOME, Jane Jones | Logout  
Claims, Warranty Registrations

QUICK SEARCH  
Enter Keywords

HELP / FAQs

SALES SUPPORT | ORDER / PURCHASING | TECH SUPPORT | MARKETING SUPPORT | MY TRAINING | COMMENT / COMPLAINT | MY PROFILE

### Claim Entry

Step 1 of 3 Next Cancel

Claim Type

Claim Type: Warranty

Warranty Info

Warranty Type: --None--  
--None--  
Damaged Part/Accessory or Short Ship  
Damaged Unit  
Service Call

Unit Info

Serial #  Unit

Next Cancel

4. Enter the serial number and/or part number and press the tab key to populate the unit or part.

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### Claim Entry

Step 1 of 3 Next Cancel

Claim Type

Claim Type: Warranty

Warranty Info

Warranty Type: Service Call

Unit Info

Serial #  Unit

Description: ECO PELLET CABINET STYLE

Next Cancel

5. Complete all of the required fields (marked in red).

Warranty - 234567

Step 2 of 3

[Previous](#) [Next](#) [Cancel](#) [Help...](#)

Claim Info	
Warranty Type	Service Call
This Claim is for Distributor/Dealer	HHT Fireplace, Stove & Insert Shop
HHT Adjustment Applies To	HHT Fireplace, Stove & Insert Shop
My Reference #	Smith
Serial #	234567
Unit	ECO-CAB50
Previous HHT Claim #	
Install Date	2/1/2012 [2/20/2012]
Service Date	2/20/2012 [2/20/2012]
Sales Order #	Test
Description of Problem	thermocouple bad
Check if fireplace was converted (LP/NG)	<input type="checkbox"/>
Consumer First Name	John
Consumer Last Name	Smith
Address Where Installed	100 Main Ave
City Where Installed	Lakeville
State Where Installed	MN
Zip Where Installed	55044
Phone Where Installed	
Submitted Date	2/20/2012
Date Code	
Sales Order Comments	
Corrective Action Taken	Replaced thermocouple
Credit Request	Request no-charge part to replenish stock (non-RMA parts only) or replace damaged or missing part

6. Select "Add" to include parts used and/or needed for the service call if applicable.

QUICK SEARCH

Enter Keywords

[HELP / FAQs](#)

[SALES SUPPORT](#) [ORDER / PURCHASING](#) [TECH SUPPORT](#) [MARKETING SUPPORT](#) [MY TRAINING](#) [COMMENT / COMPLAINT](#) [MY PROFILE](#)

Warranty - 234567

Step 3 of 3

[Previous](#) [Submit](#) [Cancel](#) [Help...](#)

Serial # 234567  
Unit ECO-CAB50

Labor Allowance		
Labor Cost	Freight Cost	Misc. Cost
55.00		

Accessories/Parts
<a href="#">Add</a>

7. Enter the part number. Selecting the magnifying glass will bring up a product search window. Click on the correct part number to select.

Accessories/Parts

Accessory/Part

812-4470



Remove

Add

Product Lookup (New Window)

Product Search | myhht.com - Windows Internet Explorer

Search Criteria  
Search 812-4470 Go  
Search by Name

Name	Description	Brand	Family	Category
812-4470	THERMOCOUPLE, 14IN	Eco Choice		Service Parts

Warranty - 2  
Step 3 of 3  
Serial #  
Unit  
Labor Allowance Done  
Labor Cost Freight Cost Misc. Cost

Accessories/Parts

Accessory/Part  
812-4470 Remove  
Add