



ROADS MUST BE BUILT. WORLDS MUST BE CONNECTED.



# Warranty Claim Submission



**Dealer Admin Training/Guide**

- Claim Entry Screen will show the Dealerships History Claims.
  - It shows the date the claim was created.
  - Model and Serial Number of the Machine.
  - Status the claim is in during the processing.
  - Total Amount the claim was submitted by the Dealer for reimbursement.
  - Total Approved amount for reimbursement from Sakai America if approved.
- From this screen you will also be able to use the +Add New button to create a new claim.

Claim Entry + Add New

Claim #	Claim Date	Dealer	Serial Number	Model	Status Name	Amount		Action
						Total Amount	Approved Amount	
<input type="text"/>								
CLS00036	5/20/2024		SN1234	CR271F	Approved	\$308.16	\$308.16	
CLS00035	5/20/2024		SN1234	CR271F	Denied	\$1,863.05	\$0.00	
CLS00034	5/14/2024		3SW79-40320	SW884	Denied	\$2,463.33	\$0.00	
CLS00033	5/14/2024		SN1234	CR271F	Approved	\$215.15	\$215.15	
CLS00032	3/26/2024		3SW79-40318	SW884ND	New	\$185.00	\$0.00	

New

- Newly created claim that has not been submitted by the Dealer.

In Progress

- Dealer has submitted the claim to Sakai America for consideration of warranty coverage.

Open

- Sakai America is in the process of consideration. From here Sakai has 3 courses of action with the claim. (Returned, Denied, Approved)

Returned

- Sakai America has returned the claim for additional information from the Dealer to provide.

Resubmitted

- Dealer has provided requested information and returned the claim to Sakai America for additional consideration.

Denied

- Sakai America has denied the claim and no reimbursement will be issued. Reasons for denial can be found in the claim comment section.

Approved

- Sakai America has approved the claim at the dealers requested reimbursement or adjusted reimbursement. Additional information can be found in the comment section of the claim.

<b>Policy #</b>	<b>Policy (Additional policies found in the Sakai Warranty Manual)</b>
2.17 & 2.22	This applies to all SAI Heavy Equipment machines. These machines include models SV, SW, TW, GW, and R2 manufactured and shipped through SAI. This applies to all SAI Light Equipment machines. These machines include models CR, PC, HS, and RS manufactured and shipped through SAI.
2.18 & 2.23	Any repair or replacement which becomes necessary due to a defect in materials or workmanship is warrantable with the exception of the items listed in Policy 2.45-2.82 Out of Scope of Warranty.
2.19 & 2.24	For specific engine warranty coverage see Policy 2.25.
2.2	The warranty begins on the date the Machine is delivered to the first Customer or the date it was first used as a demonstrator, lease, or rental, whichever occurs first. All heavy Machines will be registered for warranty coverage after 6 months from the SAI invoice to the Dealer if none of the aforementioned conditions has occurred. All light Machines will be registered 3 months from the SAI invoice.
2.7	This warranty does not apply to any part of the Machine which has been subjected to improper or abnormal use, negligence, alteration, modification, fitment of non-OEM parts, accident damage, or damage resulting from contact with overhead power lines, damage caused by foreign objects (e.g. stones, iron, material other than vegetation), failure due to lack of maintenance, use of incorrect oil or lubricants, contamination of the oil, or which has served its normal life.
2.10	Any repeated or additional repairs arising from an incorrect diagnosis or substandard previous repair work are not covered under the warranty.



- Open the Sakai Warranty System website.
  - <https://sakaiamericawarranty.com/>
  - Login



chris.atkinson

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Sign In

















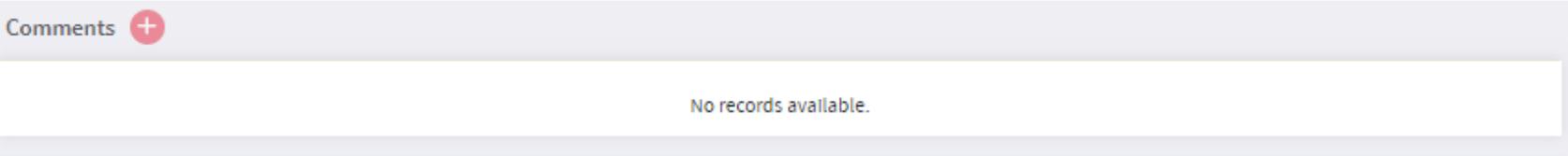




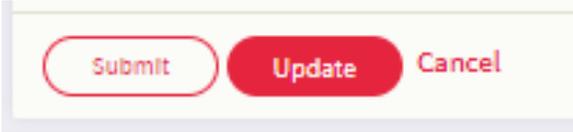




- The Comments section of the claim will be used to communicate information request for each claim. When a comment is added an email will be generated to the Dealer personal that input the claim.



- Once all information is input and the Dealer personal has verified the information then you will click the Submit button at the top of the claim.



Notes

A large rectangular area with horizontal lines, intended for taking notes.



- Claim submission should be completed as soon as possible after the completion of the repair. Delayed submission can result in a reduction of claim payments.
  - This information should be provided by your Dealerships Service Department
- In Sakai America's Warranty system
  - Login
  - Hover over Claim Transaction from the top tab.
  - Select Claim Entry from the drop-down menu.
  - Click the Add New button to start a new claim.
    - Enter and verify the Repair Order No., Serial Number, Claim Date, Failure Date, Service Date, Repair Complete Date, and In Machine Hrs.
      - Click Save
    - Input your Labor information (note to separate Diagnostic and Repair Times)
    - Add your Sakai parts to the Parts Information section (note if not found add part to the misc. section)
    - Add your Misc. expenses, these include non-Sakai parts, freight, travel time, and mileage.
    - Attach all required documents.
      - (1) Serial Number Plate
      - (1) Hour Meter Reading
      - (2) Pictures of the defect (close-up and wide view)
      - (1) Picture of the newly installed part
      - Invoices for all Non-Sakai Parts
      - Invoices from all 3<sup>rd</sup> party vendors
      - Approvals provided by Sakai in writing
    - Enter any additional comments you would like Sakai to consider
    - Click Submit



# Questions?

[SakaiAmerica.com](https://SakaiAmerica.com)

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