

# WARRANTY SERVICE CLAIM PROCEDURE

## How to Enter Your Warranty Service Claim Online

View 1.0

Brother International ASC Technical Support Website Login - Microsoft Internet Explorer

Address: <http://www.brothersupport.com/>

United States

At your side. **brother**

User ID

Password

Login

**Apply Now!**  
Click here to become a Brother Service Provider

**Brother International**

**Brother International ASC Technical Support**

If you are a consumer please click on this link [www.brother.com](http://www.brother.com) for assistance.

**Please enter your user ID and password**

Brother International's Authorized Service Center Technical Support site contains Service Manuals, Parts Manuals, Owner's Manuals, Accessory Lists, Service Updates, Warranty Information, Forms, On-Line Part Search and Ordering and access to on line training materials.

Most of the information contained on this site is in PDF format and can be viewed on-line with your web browser. The files may also be downloaded and viewed offline by using Adobe Acrobat Reader®. Download and viewing speeds will vary with your internet connection speed, service provider and file size.

This site is optimized for screen resolutions of 800x600 or better.

If you are a Brother ASC and are having problems accessing this website please [click here](#)

Note: Some PDF documents on this site will require that Adobe Reader® 7.XX or higher be installed on your PC before these documents are viewable.

Internet Explorer Netscape CD or Download Adobe Get Adobe Reader Get macromedia FLASH PLAYER

- Go to the Brother Support Web Site by typing in [www.brothersupport.com](http://www.brothersupport.com) in your web browser's address bar.
- Enter your **USER ID** and **Password** to log in. (You *must* have this to log on to our site.)
- If you do not have a User ID or Password, or if you are experiencing problems with the Website, you can click on the bottom right link to send an email explaining the problem you are having, or you can call us at 908-704-1700, Ext. 3318.

# WARRANTY SERVICE CLAIM PROCEDURE

View 1.1 (This will be the LIVE version. Test site will be slightly different.)

Brother International ASC Technical Support Website Main Page - Microsoft Internet Explorer

Address: [http://www.brothersupport.com/home\\_1\\_new.asp](http://www.brothersupport.com/home_1_new.asp)

United States

Search for Technical Info:  
 Search

Example - enter 2400 and click Search

**View Order History**  
[Warranty Part Orders](#)  
[Non-Warranty Part Orders](#)  
[Labor Reimbursement Claims](#)

**Product Information**  
[Accessory Products](#)  
[Checkwriter](#)  
[Cool Laminator](#)  
[Copy Board](#)  
[Daisy Wheel Word Processors](#)  
[Desktop Publishers](#)  
[Digital Copier](#)  
[Facsimile](#)  
[GeoBook](#)  
[Ink Jet Word Processors](#)  
[MPrint](#)  
[Multi-Function](#)  
[PowerNotes](#)  
[Printers](#)  
[P-Touch](#)  
[Quattro Digital Telephone](#)  
[Sewing Machines](#)  
[Stamp Creator](#)  
[Typewriters](#)  
[Vacuums](#)

**ASC Information**  
[ASC General Information](#)  
[Contacts](#)  
[Dealer Parts Exchange](#)  
[E-Newsletters](#)  
[Labor Reimbursement Claim](#)  
[Order Parts](#)  
[Service Updates](#)

Welcome  
BROTHER TESTING ACCOUNT  
[Click Here to Order Parts](#)

**Brother International ASC Technical Support**  
[Click here for Technical Support Via Email](#)

**Brothersupport News - Tuesday, November 21, 2006**  
[Click Here for Notice of Mandatory BH3 Flash ROM Update!](#)

**Brother Collection Program - Let's work together and try to reduce the solid waste sent to landfills! Click for more information!**

[Click here for information on the Print Head Extended Warranty for Machine Error 41 \(ME41\) issue](#)

[Firmware Update Utility for Fax-1820c/1920cn/MFC-3220c/3320cn/3420c/3820cn](#)

[Firmware Update Utility for MFC-4420c/MFC-4820c \(2.16MB\)](#)

Are you confused by the clutch switching mechanism used on the current Brother typewriters? We now have a document that examines the action of the clutch and its relation to the typing process. [Click here to learn more.](#)

Looking for the Fax/MFC Printhead ID setting utility? Then look no further! [Click here to download!](#)

Looking for that elusive, hard to find part? [Click here to check out our Dealer Parts Exchange Database!](#)

There is a wealth of information about current models at the Brother Solutions Center located

- Verify that your Company Name is correct. **(View 1.1)**
- On the Left side tool bar, Click “Labor Reimbursement Claim”. **(View 1.1)**

# WARRANTY SERVICE CLAIM PROCEDURE

## View 1.2

The screenshot shows the Brother International ASC Technical Support Website. The browser window title is "Brother International ASC Technical Support Website Main Page - Microsoft Internet Explorer". The address bar shows "http://www.brothersupport.com/warranty\_claims/claims\_check.asp". The page content includes a search bar, a "View Order History" section with links for "Warranty Part Orders", "Non-Warranty Part Orders", and "Labor Reimbursement Claims", a "Product Information" section with various product categories, and a "Labor Reimbursement Claim Form" button. A table at the bottom lists warranty claims, with one row highlighted and labeled 'C.'. Red arrows point from labels A, B, D, and E to specific elements on the page.

TESTER6101125329	This claim has not been submitted. Click <a href="#">Claim ID#</a> to submit it.	OPEN
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From this screen (View 1.2) you can:

- A. View Online Warranty and Non-Warranty Part Order History
- B. View Labor Reimbursement Claim History/Status
  - See View 1.2b for further details of online claim status
- C. Submit any OPEN Warranty Service Claim (associated with an online part order)
  - The table on this screen lists all online warranty part orders that have no Warranty Service Claim submitted. Once a repair is complete and you have all the needed information, you can click the Warranty ID # to submit a claim for that particular order.
- D. Place an Online Warranty Part Order
- E. Submit a stand-alone Warranty Service Claim (not associated with any online part order)
  - This would be used in cases where a part order was placed via phone or fax, no parts were needed for a repair, or if parts were ordered and sent by Customer Service.

# WARRANTY SERVICE CLAIM PROCEDURE

## View 1.2a

The screenshot shows the Brother International ASC Technical Support Website. The browser address bar indicates the URL is [http://www.brothersupport.com/Order\\_info.asp?Status=WAR](http://www.brothersupport.com/Order_info.asp?Status=WAR). The page features a search bar, a navigation menu on the left, and a main content area with a 'Warranty Part Orders History' button and a table of order data.

Order ID #	Serial #	PONumber	Order Date	Processed Date
TESTERS1005154346	U60026A1B323221	POWar123	10/5/2006 3:43:46 PM	10/5/2006 4:05:00 PM

The screenshot shows the Brother International ASC Technical Support Website. The browser address bar indicates the URL is [http://www.brothersupport.com/Order\\_info.asp?Status=BMG](http://www.brothersupport.com/Order_info.asp?Status=BMG). The page features a search bar, a navigation menu on the left, and a main content area with a 'Non-Warranty Part Orders History' button and a table of order data.

Order ID #	PONumber	Order Date	Processed Date
TESTERS1005153818	POTest1	10/5/2006 3:38:18 PM	10/5/2006 4:05:00 PM

Clicking on the links “Warranty Part Orders” and “Non-Warranty Part Orders” will take you to the page displaying their online order history (View 1.2a). *PLEASE NOTE: these screens only list part orders placed **online**.* They do not include orders placed via phone, fax, orders placed by Brother Customer Service (where parts are then sent to an ASC), or orders that are part of the Brother Pre-Stock Program. Also, no order status is included here. To obtain the status of a part order, please contact the Parts Department by e-mail at, [Parts@Brother.com](mailto:Parts@Brother.com) or by phone at, (901) 379-1000.

# WARRANTY SERVICE CLAIM PROCEDURE

View 1.2b

The screenshot shows the Brother International ASC Technical Support Website. The browser title is "Brother International ASC Technical Support Website Main Page - Microsoft Internet Explorer". The address bar shows "http://www.brothersupport.com/Order\_info.asp?Status=Claim". The page features a search bar, a "View Order History" section with links for Warranty Part Orders, Non-Warranty Part Orders, and Labor Reimbursement Claims. A "Product Information" section lists various Brother products. A "Labor Reimbursement Claim History" table is displayed, showing two claims. A note explains the process of submitting a claim online or via fax. A link "Click on Warranty ID# to view claim" is positioned above the table.

Warranty ID#	ASC Invoice#	Claim#	Serial#	Submitted Date	Processed Date	Status
TESTER61011125329	N/A	N/A	A1B321323	This claim has not been submitted. Click on Warranty ID# to submit it.	10/11/2006 12:53:30 PM	Open
TESTERW61010113322	inv321	N/A	A42343444	10/10/2006 11:40:10 AM	10/10/2006 11:42:46 AM	Pending

From this screen (View 1.2b) you can:

- A. View the status of your submitted Warranty Claims. The Status definitions are as follows:
  - Open = A claim has yet to be submitted for this part order
  - Pending = This claim has been submitted but is not yet being processed by Brother
  - In Process = This claim is currently being reviewed by Brother
  - Approved = This claim has been approved and payment is currently scheduled
  - Declined = This claim was reviewed and in its current state will not be paid
- B. Click on a Warranty ID # to view a claim's summary page
- C. Click any Column Heading to sort the table by that column
  - *The table on this screen lists all online warranty part orders that have no Warranty Service Claim submitted. Once a repair is complete and you have all the needed information, you can click the Warranty ID # to submit a claim for that particular order.*
- D. Place an Online Warranty Part Order

# WARRANTY SERVICE CLAIM PROCEDURE

- E. Submit a stand-alone Warranty Service Claim (not associated with any online part order)
- This would be used in cases where a part order was placed via phone or fax, no parts were needed for a repair, or if parts were ordered and sent by Customer Service.

View 1.2c

Brother International ASC Technical Support Online Warranty Claims - Microsoft Internet Explorer

Address: [http://www.brothersupport.com/Warranty\\_Claims/Claims\\_One\\_New.asp](http://www.brothersupport.com/Warranty_Claims/Claims_One_New.asp)

United States

Home

## Brother International Labor Reimbursement Claim Form [Step 1 of 3]

[HELP filling out the Warranty Claim Form](#)   [Warranty Claims Policy](#)   [FAQ's](#)

\* = Required field

**Warranty ID#:** TESTERW70131111636

**Date of Claim:** 1/31/2007

Account: TESTER

Name: BROTHER TESTING ACCOUNT

ASC's Invoice #:  \*

Number of Claims on this invoice:  \*

Address: 15 MUSICK AVE, IRVINE, CA 92618

**Customer Information**

Name:  \*

Address:  \*

City:  \*

State/Province:  Click to Select \*

Zip/Postal Code:  -  \*

Country: USA

Email:

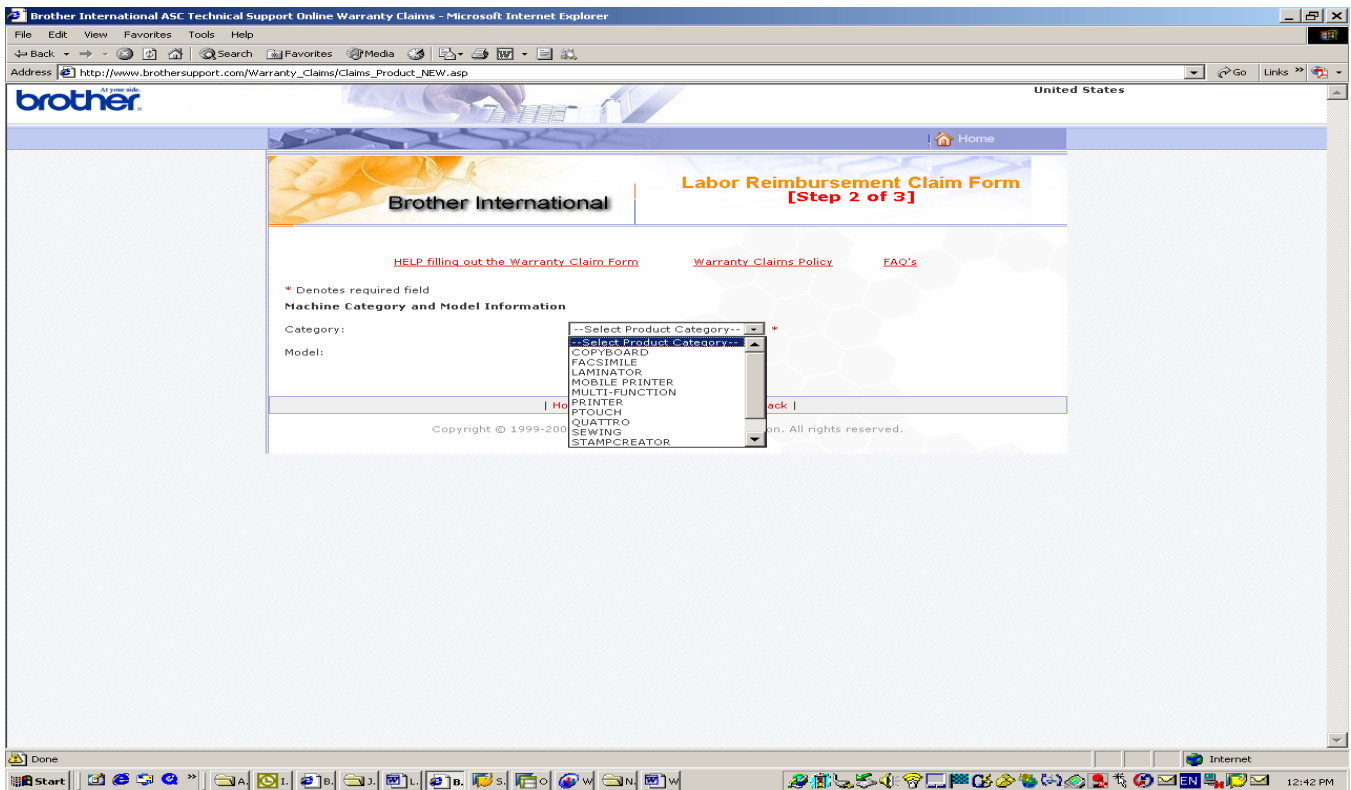
Phone:  -  -  \*

Fax:  -  -

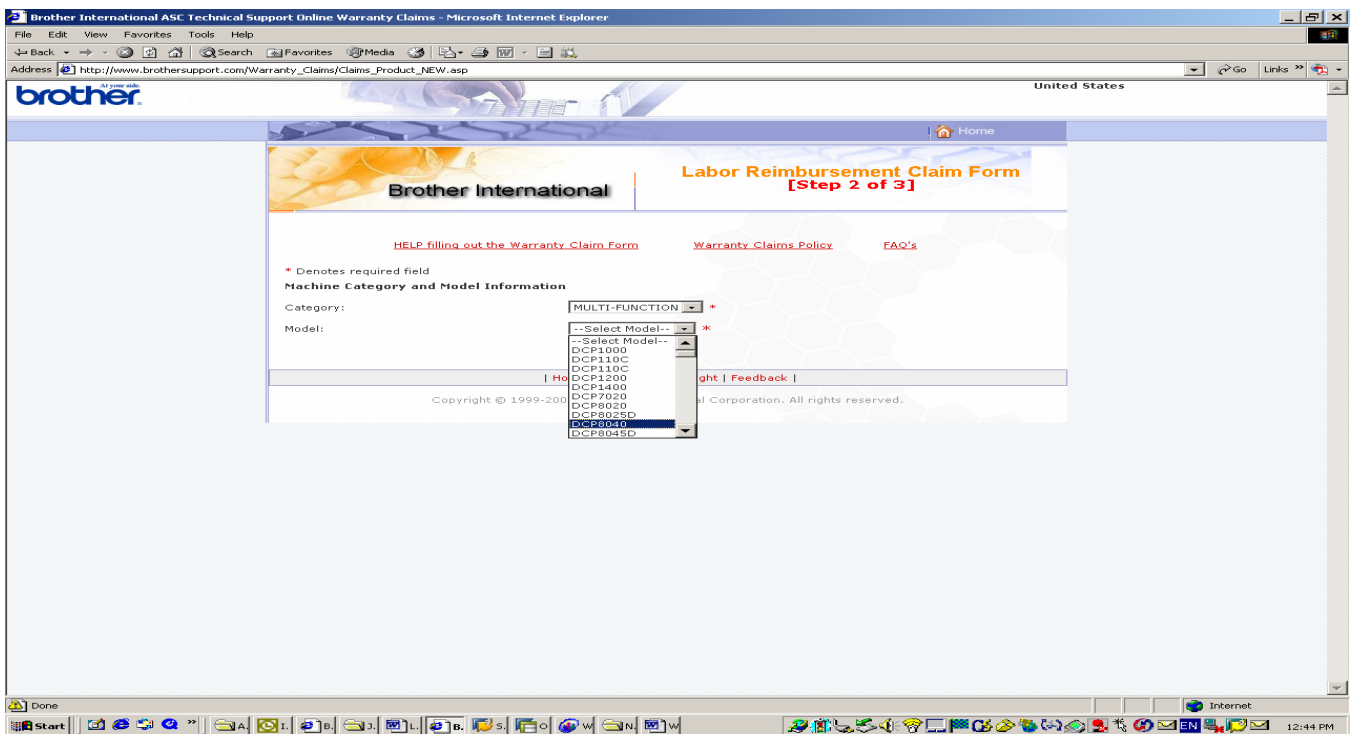
- F. Complete the Warranty Claim Labor form and click to continue. (View 1.2c)

# WARRANTY SERVICE CLAIM PROCEDURE

View 1.2d



View 1.2e



G. Select the category and model. (View 1.2d and 1.2e)

# WARRANTY SERVICE CLAIM PROCEDURE

View 1.2f

Brother International ASC Technical Support Online Warranty Claims - Microsoft Internet Explorer

Address [http://www.brothersupport.com/Warranty\\_Claims/Claims\\_Product\\_NEW.asp](http://www.brothersupport.com/Warranty_Claims/Claims_Product_NEW.asp)

United States

Home

## Brother International

### Labor Reimbursement Claim Form [Step 2 of 3]

[HELP filling out the Warranty Claim Form](#)   [Warranty Claims Policy](#)   [FAQ's](#)

\* Denotes required field

**Machine Category and Model Information**

Category:  \*

Model:  \*

Serial #: U61033-  \*

[Click to Continue](#)

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H. Enter the serial number and click to continue. (View 1.2f)

# WARRANTY SERVICE CLAIM PROCEDURE

View 1.2g

Brother International ASC Technical Support Online Labor Reimbursement Claims - Microsoft Internet Explorer

Address: http://www.brothersupport.com/Warranty\_Claims/Claims\_Next\_NEW.asp

## Brother International Labor Reimbursement Claim Form [Step 3 of 3]

\* Denotes required field

**Machine Information**

Date of Purchase: (MM/DD/YYYY)  \*

Sales Receipt: Yes:  No:  \*

Attach Proof Of Purchase:  Browse...  
(You can only attach one file per upload. If you have multiple files, please ZIP them together to create one file.)

Note: A copy of the end-users sales receipt providing proof that the unit is within the warranty period must be kept on file for any unit where the serial number indicates it was manufactured more than one year or 90 days (depending on the length of the warranty) prior to the date the unit was brought in for service. (Unless specifically waived in writing by Brother.)

Refurbished?: Yes:  No:

Date Received for Repair: (MM/DD/YYYY)  \*

Date Repair Completed: (MM/DD/YYYY)  \*

How many times customer replaced consumables (toners, drums, inks, etc.):  \*

Is customer using generic brand consumables? Yes:  No:  \*

EMA? Yes:  No:

The page count is required for Facsimile/Multi-Function/Printer claims when replacing items such as Printheads, PF Kits or Fusers

Page Count:

Problem Reported By Customer:  1000 Characters left

View 1.2h

performed):  1000 Characters left

**Parts Information** (If applicable)

Parts Order #:

Part Number:  Part Description:

Part Number:  Part Description:

Part Number:  Part Description:

Part Number:  Part Description:

Date Part Returned:  Tracking #:

**Click here for Part Reimbursement**

Quantity	Part Number	Brother Invoice#	Price
1. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4. <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Total Parts Reimbursement:

**Claim Information**

Brother Work Order #:  (if applicable)

Labor Reimbursement:  \$0

Labor & Parts Total Amount Due to ASC:  \$60.00

ASC Comments:  1000 Characters left

Is this a resubmission of a previous claim? Yes:  No:

[Click to Review Claim](#)

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I. Complete the form and at the bottom of the page, click to review the form. (View 1.2g and 1.2h).

# WARRANTY SERVICE CLAIM PROCEDURE

View 1.2i

Brother International ASC Technical Support Online Warranty Claims - Microsoft Internet Explorer  
Address: http://www.brothersupport.com/Warranty\_Claims/Fax\_Preview.asp

United States

Home

## Brother International Labor Reimbursement Claim Form [Preview Screen]

### PART I

Warranty ID#:	TESTERW70131111636
Date of Claim:	1/31/2007
Account:	TESTER
Name:	BROTHER TESTING ACCOUNT
ASC's Invoice #:	123
Number of Claims on this invoice:	1
Address:	15 MUSICK AVE IRVINE, CA 92618

**Customer Information**

Name:	jo
Address:	12
City:	fe
State/Province:	NJ
Zip/Postal Code:	08807
Country:	US
Email:	
Phone:	9082525555
Fax:	

Click EDIT if you would like to change the information in Part I: [EDIT](#)

### PART II

Category: MULTI-FUNCTION

View 1.2j

Brother International ASC Technical Support Online Warranty Claims - Microsoft Internet Explorer  
Address: http://www.brothersupport.com/Warranty\_Claims/Fax\_Preview.asp

Serial#:

Click EDIT if you would like to change the information in Part II: [EDIT](#)

### PART III

**Machine Information**

Date of Purchase:	10/01/2006
Sales Receipt:	No
Attach Proof of Purchase:	
Refurbished?:	No
Date Received for Repair:	01/01/2007
Date Repair Completed:	01/03/2007
How many times customer replaced consumables (toners, drums, inks, etc.)?	2
Is customer using generic brand consumables?	No
EMA?	No

The page count is required for Facsimile/Multi-Function/Printer claims when replacing items such as Printheads, PF Kits or Fusers

Page Count:

Problem Reported By Customer:

Resolution:

**Parts Information**

Parts Order #:		Part Description:	
Part Number:		Part Description:	
Part Number:		Part Description:	

# WARRANTY SERVICE CLAIM PROCEDURE

View 1.2k

Brother International ASC Technical Support Online Warranty Claims - Microsoft Internet Explorer

Address: [http://www.brothersupport.com/Warranty\\_Claims/Fax\\_Preview.asp](http://www.brothersupport.com/Warranty_Claims/Fax_Preview.asp)

Page Count:

Problem Reported By Customer: Paper Jam

Resolution: Removed jam

**Parts Information**

Parts Order #:

Part Number: Part Description:

Part Number: Part Description:

Part Number: Part Description:

Part Number: Part Description:

Date Part Returned: Tracking #:

**Claim Information**

Brother Work Order #:

Labor Reimbursement: 60

**Labor & Parts Total Amount Due to ASC: \$60.00**

ASC Comments: Test claim

Is this a resubmission of a previous claim? No

Click EDIT if you would like to change the information in Part III: **EDIT**

**Submit** **Cancel**

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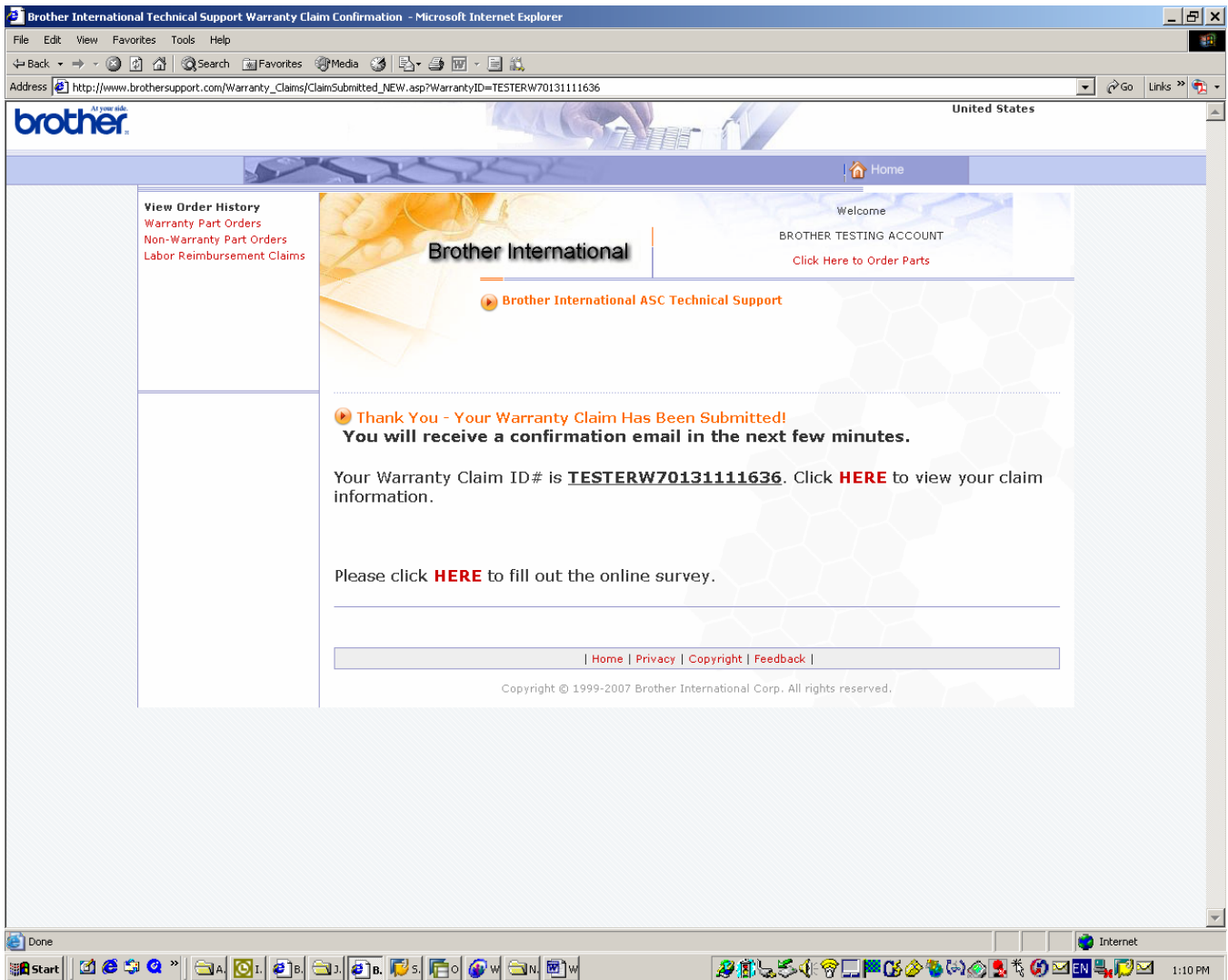
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J. If you need to make any changes, click on the Edit button in the appropriate section.  
(View 1.2i, 1.2j and 1.2k)

K. If no other changes are needed or you have completed them, click on the submit button.

# WARRANTY SERVICE CLAIM PROCEDURE

View 1.2I



L. You will receive a confirmation and opportunity to complete an online survey. (View 1.2I)

# WARRANTY SERVICE CLAIM PROCEDURE

View 1.2m

Warranty Claims Form - Editor - Microsoft Internet Explorer

## Brother Labor Reimbursement Claim

[Print Screen](#)

Date of Claim: 1/31/2007 11:52:45 AM	WarrantyID#: TESTERW70131111636	Status: <b>Pending</b>	Total Amount Due ASC: <b>\$60.00</b>
--------------------------------------	---------------------------------	------------------------	--------------------------------------

### ASC Information

ASC Number:	TESTER	ASC Name:	BROTHER TESTING ACCOUNT
ASC Address:	15 MUSICK AVE	ASC City:	IRVINE
ASC State:	CA	ASC Zip:	92618
ASC Phone:	949-894-9700	ASC Fax:	
ASC Email:	ADMIN@BROTHER.COM	ASC Invoice #:	123
ASC Comments:	Test claim	Number Claims Submitted:	1

### Customer Information

Customer Name:	jo	Customer Address:	12
Customer City:	fe	Customer State:	NJ
Customer Zip:	08807	Customer Phone:	9082525555
Customer Fax:		Customer Email:	

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M. You can also review and print your claim. (View 1.2m)

# WARRANTY SERVICE CLAIM PROCEDURE

View 1.2n

**View Order History**  
Warranty Part Orders  
Non-Warranty Part Orders  
Labor Reimbursement Claims

Welcome  
BROTHER TESTING ACCOUNT  
Click Here to Order Parts

**Brother International**  
Brother International ASC Technical Support  
Click here for Technical Support Via Email

### Labor Reimbursement Claim

**\* NOTE:** In order to process your Labor Reimbursement Claim online, we recommend you place your Warranty Part Order online first, then submit a Warranty Service Report for labor reimbursement Claim. Please click [HERE](#) to place Warranty Part Order, if needed.

If you faxed in the Warranty Part Order form to the Parts Department, or received the Work Order number with the Warranty Parts directly from Brother, you may click [HERE](#) to proceed with your Labor Reimbursement Claim.

**Click on Warranty ID# to view claim**

Warranty ID#	ASC Invoice#	Claim#	Serial#	Submitted Date	Status
<a href="#">TESTER61220081956</a>	N/A	N/A	j6J222333	This claim has not been submitted. Click on <a href="#">Warranty ID#</a> to submit it.	OPEN
				This claim has not been	

N. To continue with additional online labor claims, click on the Labor Reimbursement Claim.  
(View 1.2n)