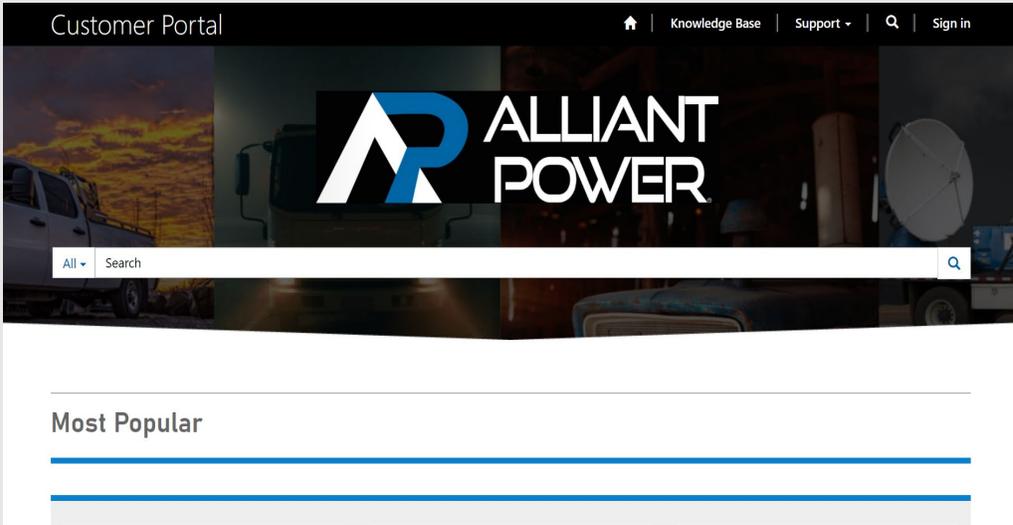
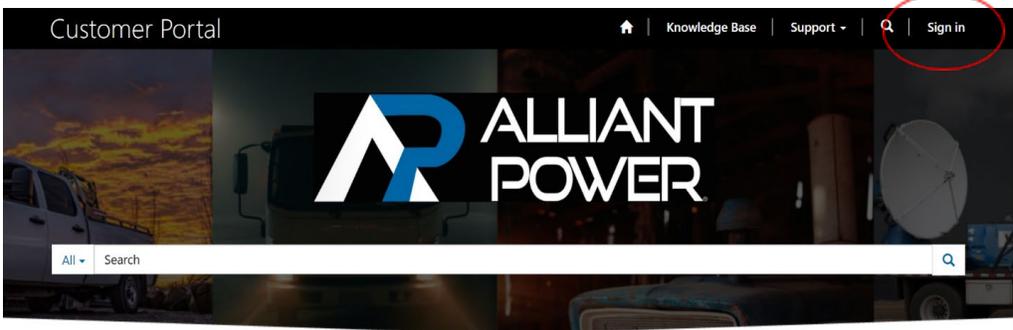


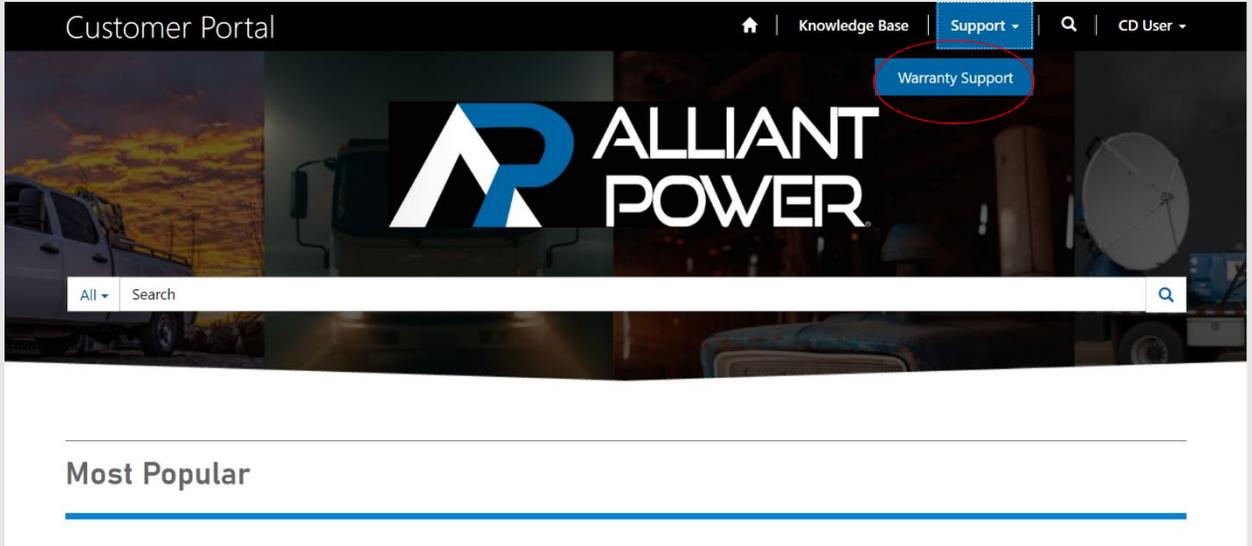
SUBJECT: Submitting a Warranty Claim on the Alliant Power Warranty Portal

This document provides step by step instructions for creating a warranty claim on the Alliant Power online portal.

Step Number	Description
1	<p>Login to the Customer Portal, located here: https://support.alliantpower.com/ If you need login credentials, please contact warranty@alliantpower.com. Your screen will mirror the below image.</p> 
2	<p>Sign into your account with the “Sign In” button located at the top right-hand corner of the screen.</p> 

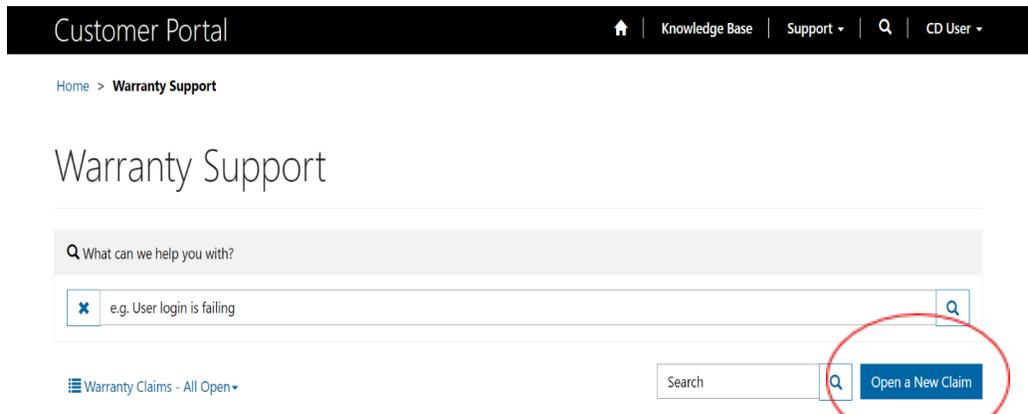
3

Once logged in, click the “Support” button located to the left of the magnifying glass at the top right-hand corner and click “Warranty Support”.



4

Click “Open a New Claim”.



You will now be on the "Service Dealer" tab of the claim form. Fill in all information boxes that are marked with the red asterisk (*) next to them. Boxes that do not have the red asterisk are not mandatory but could help provide more information to the representative working your claim. When complete, press the "Next" button.

Create Warranty Claim

1 - Service Dealer 2 - Vehicle Info 3 - Parts Information

Install Date *

6/7/2022

Install Miles/KM/Hours *

1

Failure Miles/KM/Hours *

2

Failure Date *

6/8/2022

Ship To *

617 SERVICE CENTER

Distributor *

DIESEL FORWARD INC

Contact Name

Address

Submitting Contact *

CD User

Warranty Account Type

Distributor

Next

5

6

You will now be directed to the "Vehicle Information" tab of the claim form. Fill in all information boxes that are marked with the red asterisk (*) next to them. Boxes that do not have the red asterisk are not mandatory but could help provide more information to the representative working your claim. When complete, press the "Next" button.

Create Warranty Claim

1 - Service Dealer ✓ 2 - Vehicle Info 3 - Parts Information

Vehicle Information

Year * Make * Model * Engine Type *

VIN No. *

7

You will now be directed to the "Parts Information" tab. Begin by pressing the "Add Product" button.

Create Warranty Claim

1 - Service Dealer ✓ 2 - Vehicle Info ✓ 3 - Parts Information

Parts Information

Products

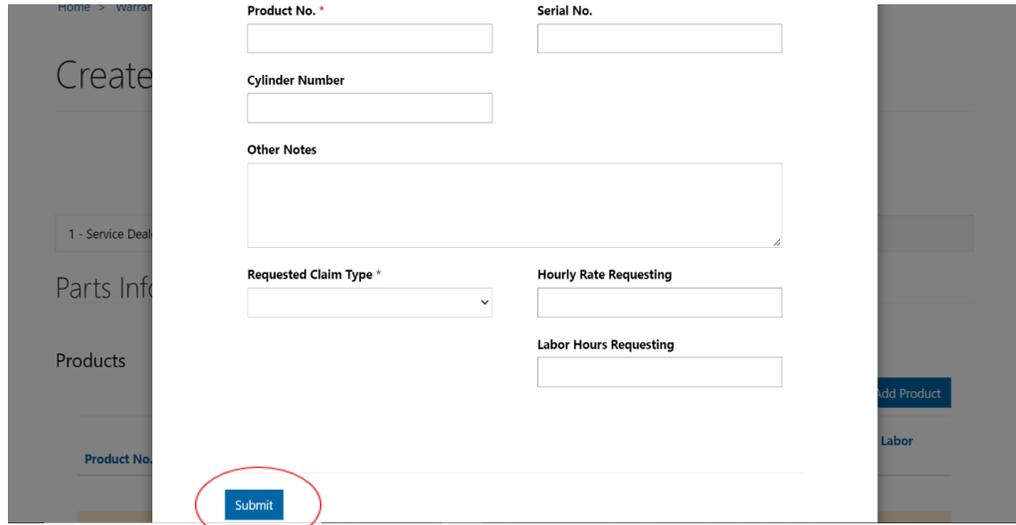
Add Product

Product No. ↑	Serial No.	Part Result	Reason	Status Note	Requested Labor Cost	Accepted Labor Cost
---------------	------------	-------------	--------	-------------	----------------------	---------------------

8

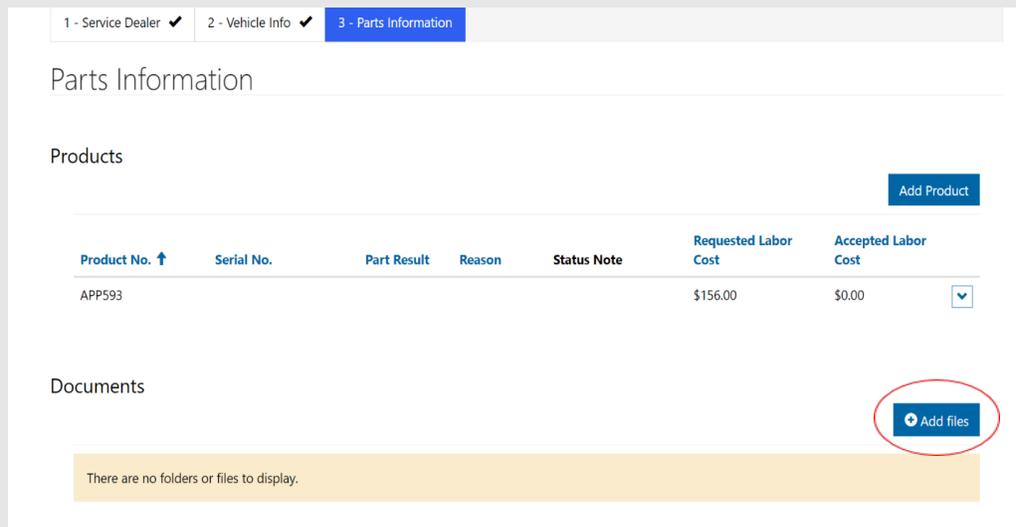
You will now see a pop-up screen to input the part information you are creating the claim for. If adding a request for labor, please input the number of hours and hourly rate you are requesting. Once completed press "Submit".

Note: If you are requesting labor for your part, you will need to upload supporting labor invoice documentation. If this is the case, please see step 8a. If not, please jump to step 9.



8a

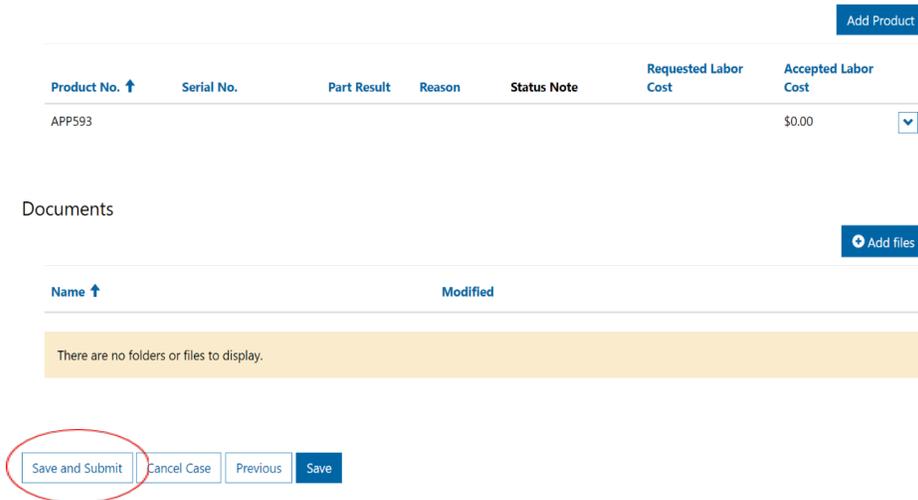
To add your labor invoices for labor consideration, click "Add Files" and select the document you would like to upload.



Product No. ↑	Serial No.	Part Result	Reason	Status Note	Requested Labor Cost	Accepted Labor Cost
APP593					\$156.00	\$0.00

9

When you have all claim information populated, press “Save and Submit” and you will be redirected back to the main page of the portal (Step 10). This button must be pressed for your claim to be submitted, the “Save” button only saves your progress up to your last edit point. Once “Save and Submit” is clicked you will no longer be able to edit the case information.



[Add Product](#)

Product No. ↑	Serial No.	Part Result	Reason	Status Note	Requested Labor Cost	Accepted Labor Cost
APP593						\$0.00

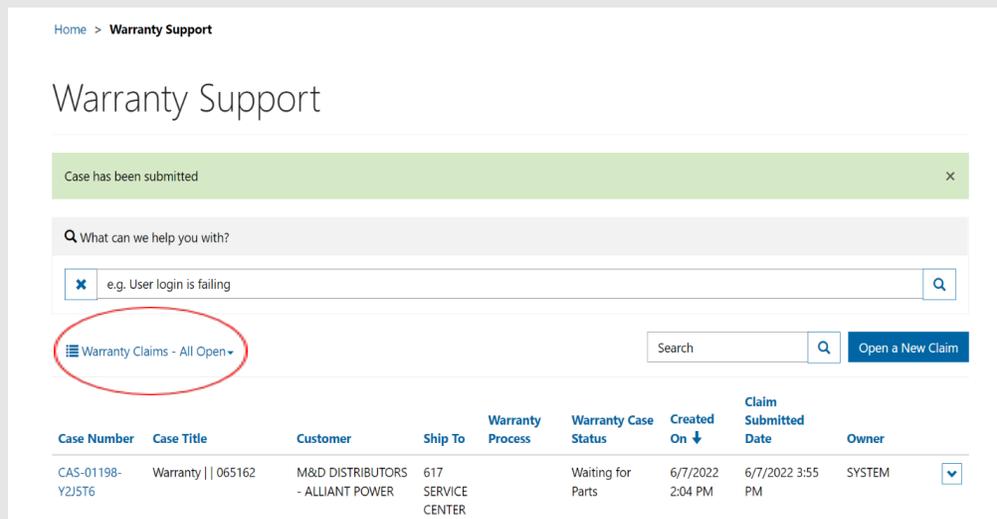
Documents [Add files](#)

Name ↑	Modified
There are no folders or files to display.	

[Save and Submit](#) [Cancel Case](#) [Previous](#) [Save](#)

10

Once “Save and Submit” is pressed, you will be redirected back to the main page of the portal where you can monitor the case you just created. Please note the filter button which allows you to see your open or closed warranty claims.



Home > Warranty Support

Warranty Support

Case has been submitted

What can we help you with?

e.g. User login is failing

[Warranty Claims - All Open](#) Search [Open a New Claim](#)

Case Number	Case Title	Customer	Ship To	Warranty Process	Warranty Case Status	Created On ↓	Claim Submitted Date	Owner
CAS-01198-Y2J5T6	Warranty 065162	M&D DISTRIBUTORS - ALLIANT POWER	617 SERVICE CENTER		Waiting for Parts	6/7/2022 2:04 PM	6/7/2022 3:55 PM	SYSTEM