INTERSTATE-McBEE

ONLINE ORDERING

Warranty Portal

How-To Guide

DOWNLOAD PDF

AUGUST 2025

How to Submit a Warranty

This guide will help you navigate our website and submit a warranty claim through the Warranty Portal.

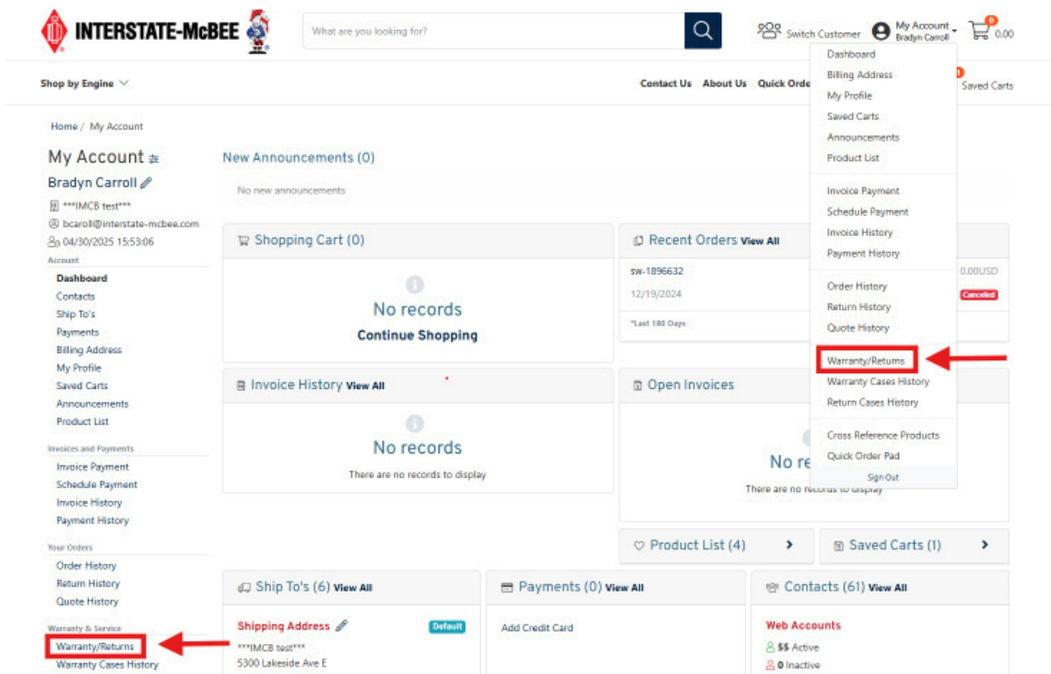
Accessing the Warranty Portal

1. **Sign In**
   Log in to our online ordering website here.
   If you're unable to log in, please contact z_onlineordering@interstate-mcbee.com for assistance.

2. **Navigate to Warranty/Returns**
   After logging in, you'll land on your dashboard. To access the Warranty Portal:
   - Use the left sidebar and click on "Warranty/Returns" **OR**

     Hover over your name in the **top-right corner**, then select "**Warranty/Returns**" from the drop-down menu.

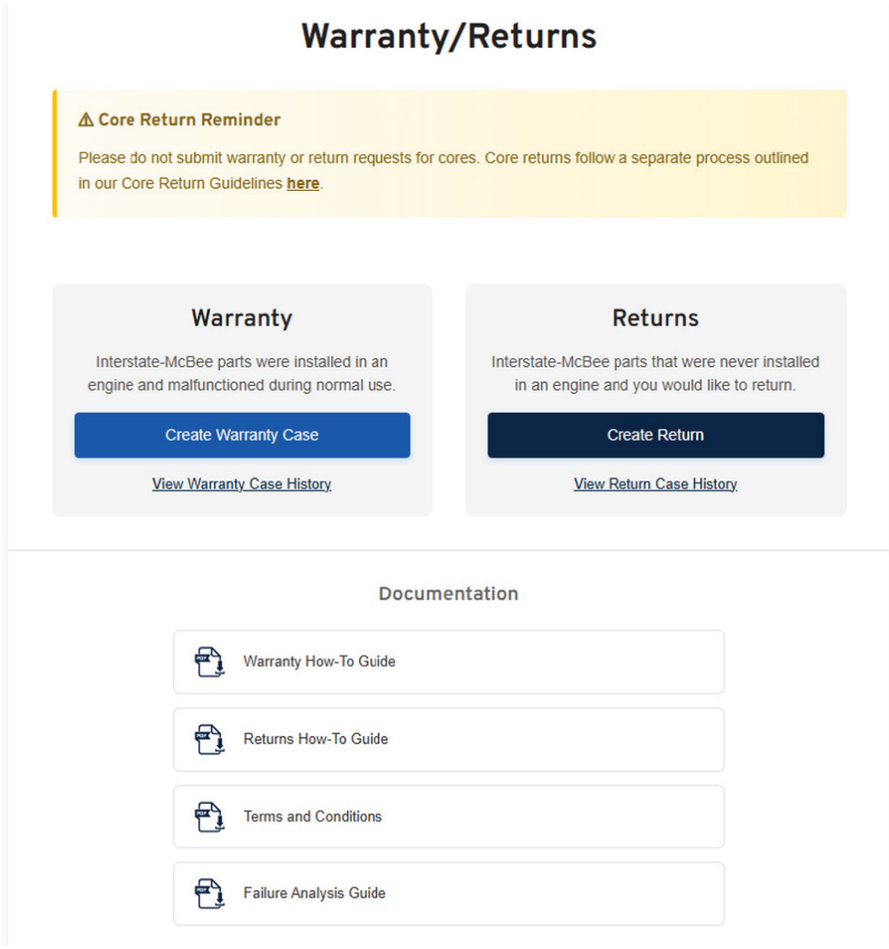
(See screenshot below for reference)



3. Start a New Case

On the **Warranty/Returns** page, click the "**Create Warranty Case**" button.

(See screenshot below for reference)



4. Complete the Warranty Case Form

You'll be taken to the warranty case creation form. Follow the steps on each page to enter the required information.

Creating a Warranty Case

Section 1: Customer Details

- **Required:**
  - Original Reference / PO Number
  - Instructions for our team on how to proceed **if the claim is approved or denied**
- **Optional:**
  - Phone number (if you prefer to be contacted by phone)

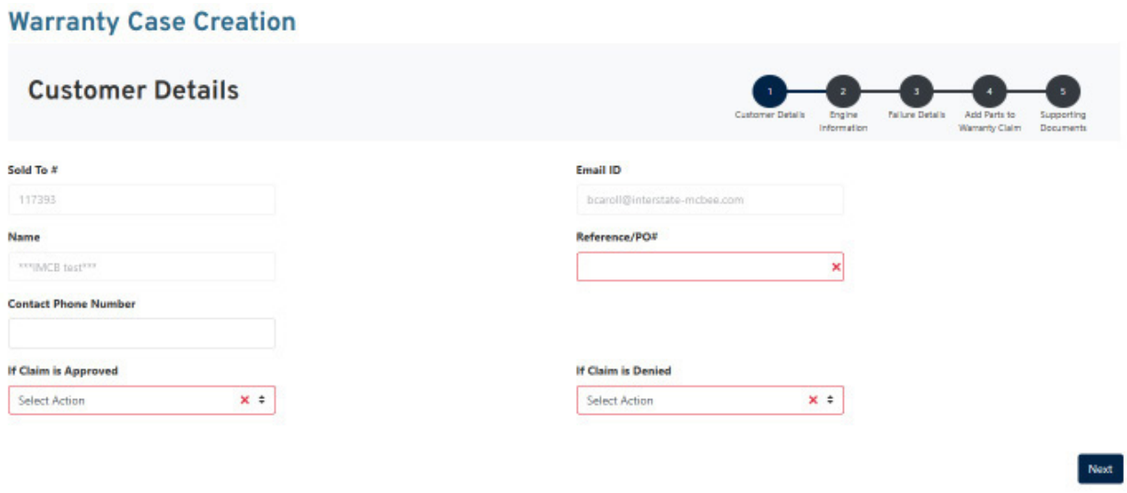
Note:

If you select "**Return using provided acct #**" in the "*If Claim is Denied*" dropdown, be sure to include:

Your **Shipping Carrier**

Your **Carrier Account Number**

(See screenshot below for reference)

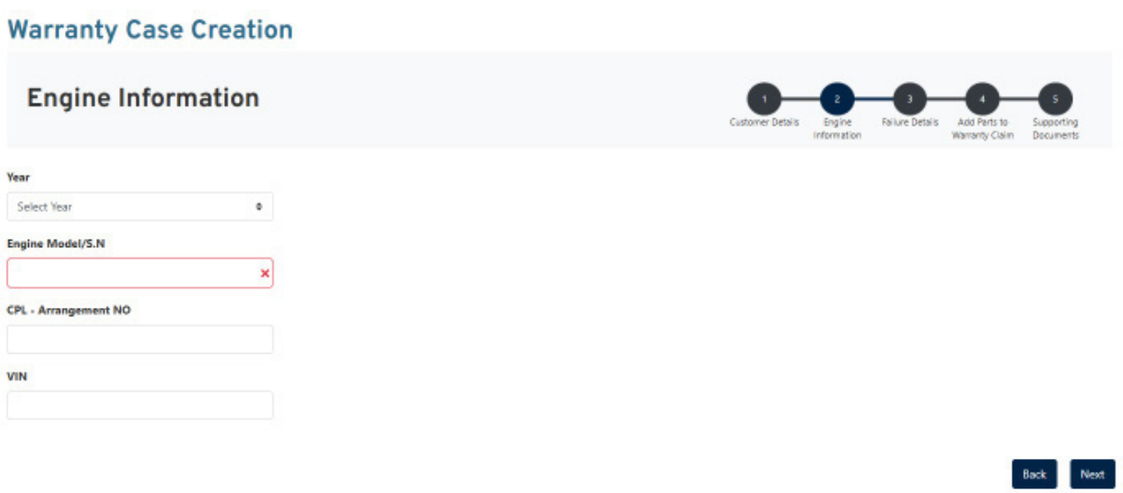


Section 2: Engine Information

Required: Engine Model and/or Serial Number

Optional: Model Year, CPL / Arrangement Number, VIN

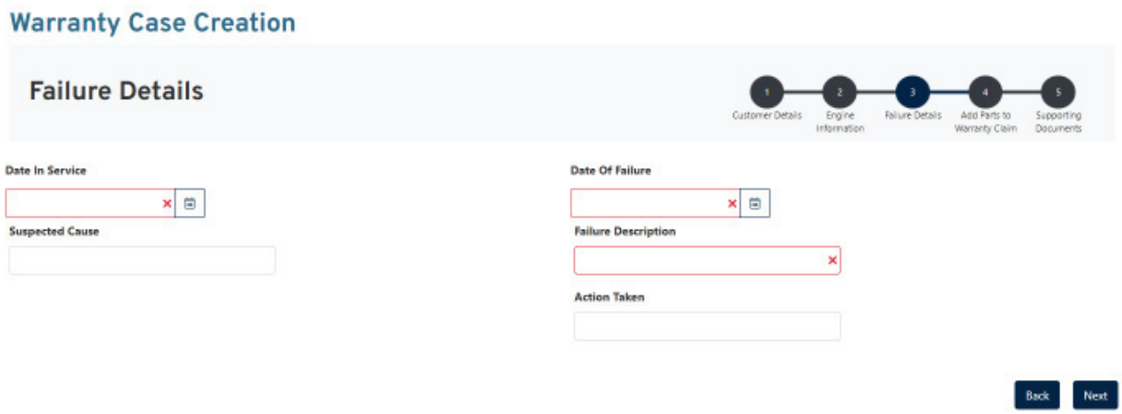
(See screenshot below for reference)



Section 3: Failure Details

- **Required:**
    - "Date In Service" and "Date of Failure" (If the engine was never in service, enter the same date for both fields)
    - Failure Description (Need help? Use our Failure Analysis Guide)
- **Optional:**
    - Suspected Cause
    - Actions Taken to Diagnose or Resolve the Issue

(See screenshot below for reference)



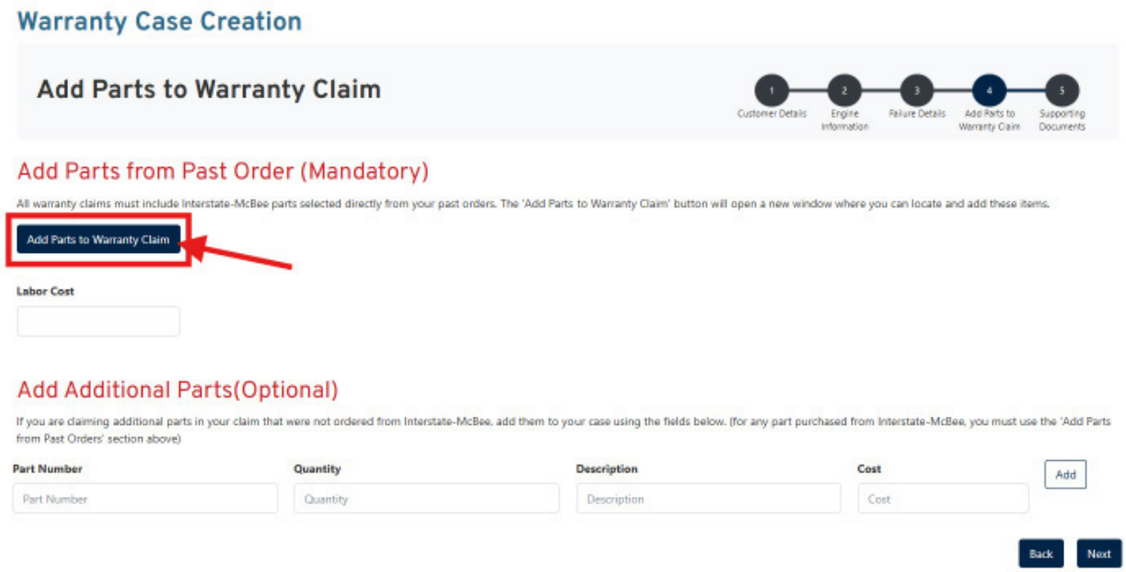
Section 4: Add Parts to Warranty Claim

- Required:
    - Click"**Add Parts to Warranty Claim**"

      - A pop-up will appear. Use the available fields to search for your parts.

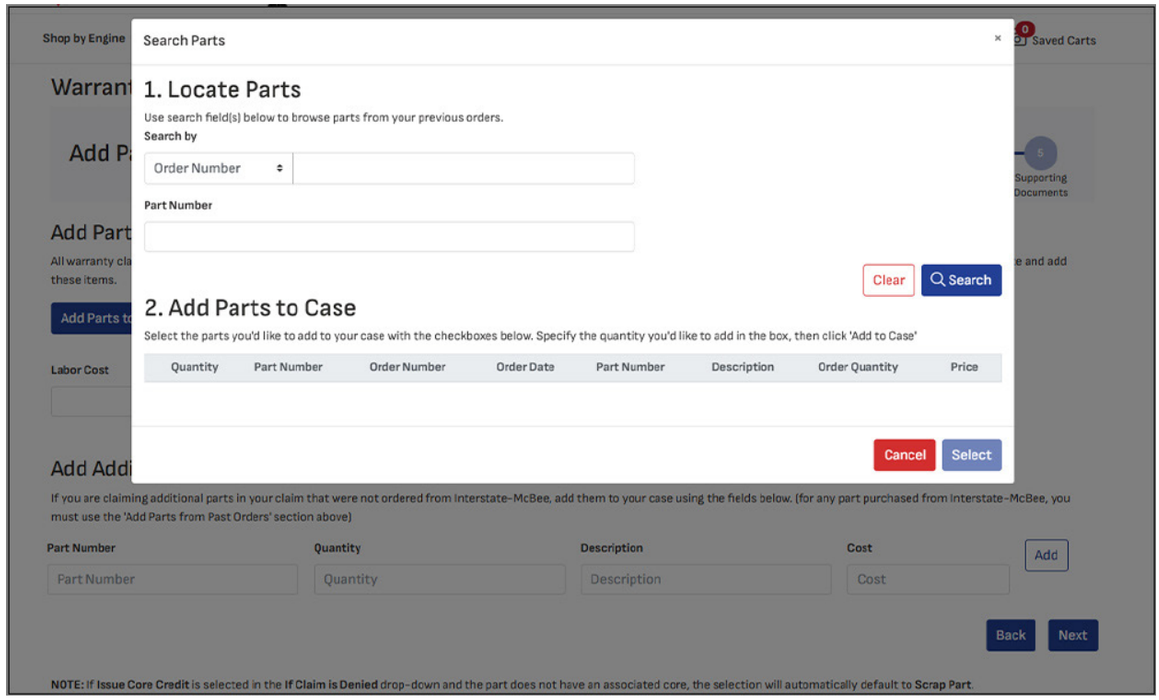
      - Once results populate, select the correct order, input the quantity, and click "**Select**" to add the parts to your claim.

(See screenshots on next page for reference)



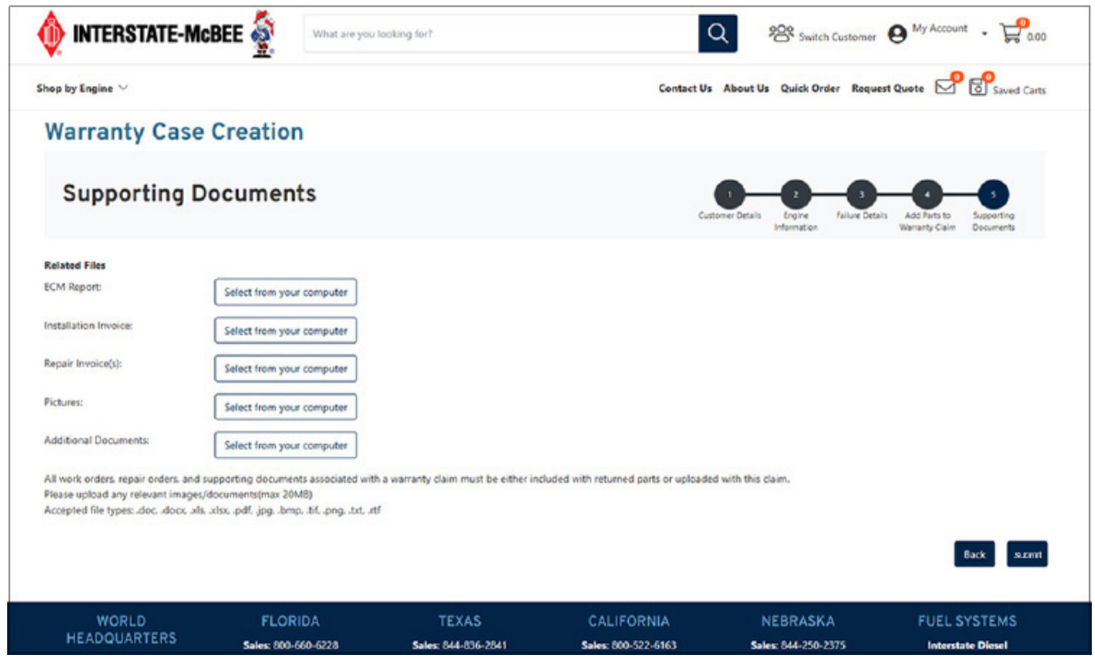
- Optional:

  - Add labor costs



Section 5: Supporting Documents

- Optional: Upload any relevant documents, such as:
  - ECM Reports
  - Installation Invoices
  - Repair Invoices
  - (See screenshot below for reference)
  - Images



Submitting Your Case

Once all sections are completed:

- Click "**Submit**" to submit your claim.
- You'll receive a **case number** upon submission.
- Please allow **1–2 business days** for RMA paperwork to be processed and sent to your email.

If you run into any issues or have any questions, contact z_onlineordering@interstatemcbee.com for support.

INTERSTATE-McBEE

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