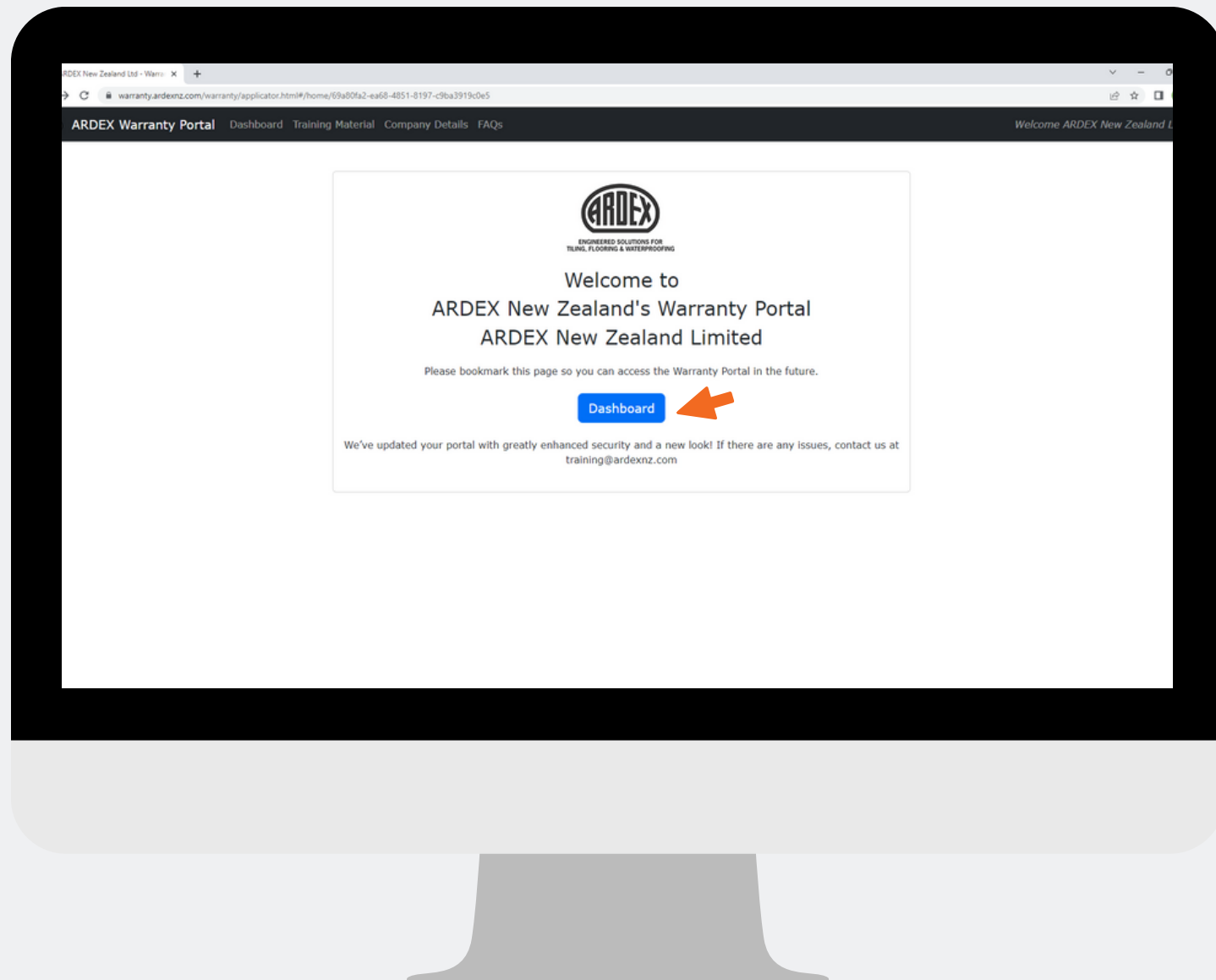




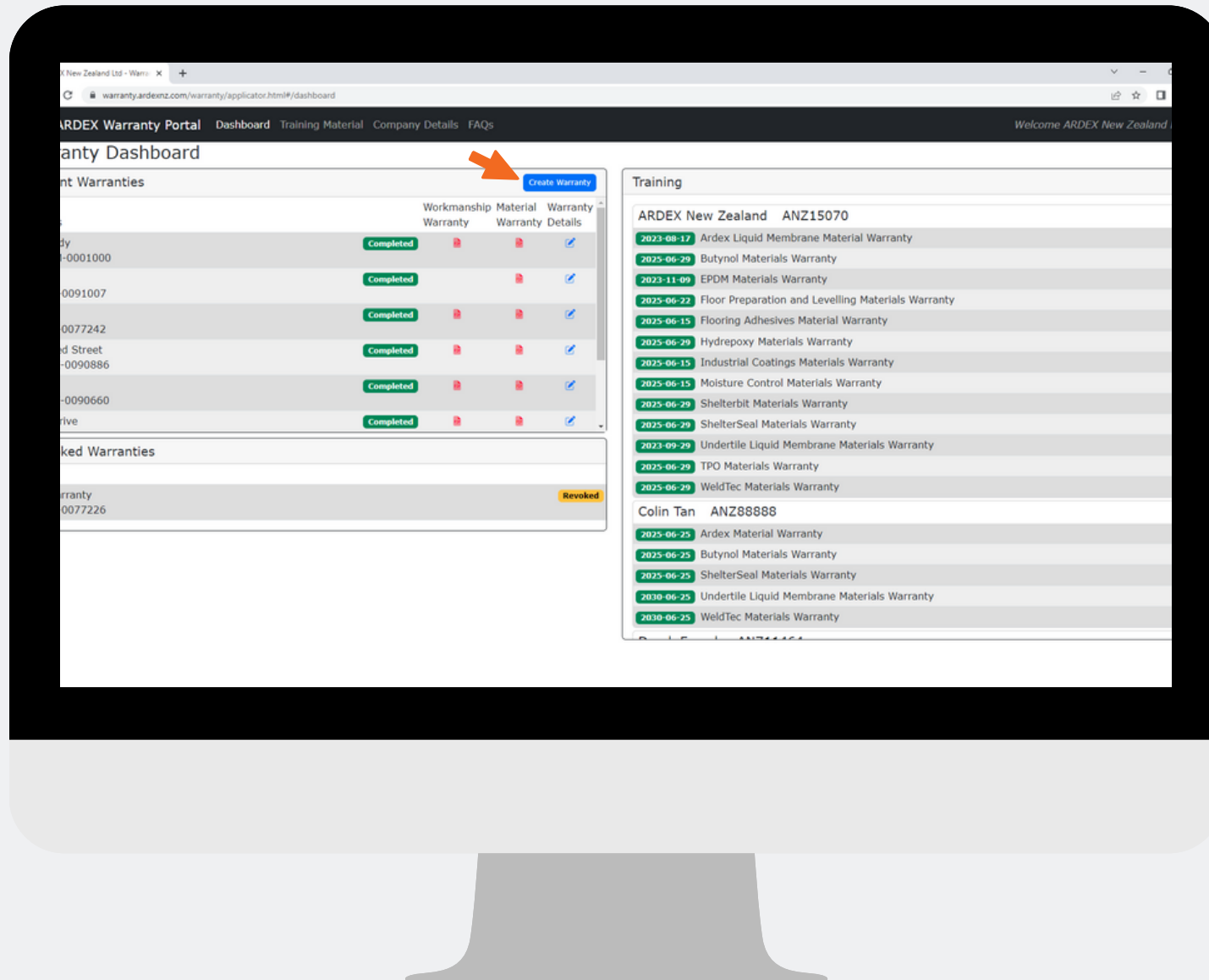
WARRANTY SYSTEM

HOW TO GUIDE



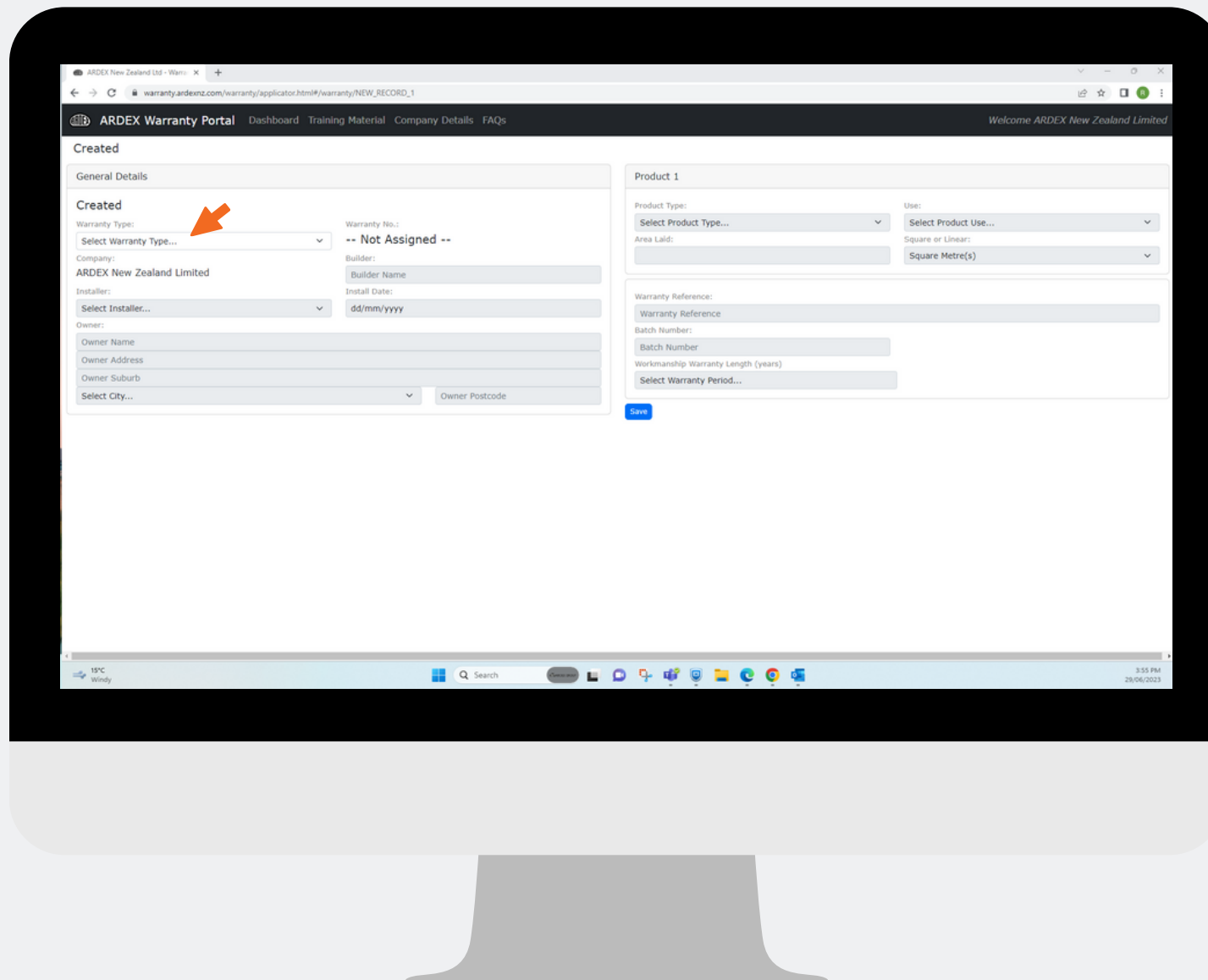
STEP 1:

Access your dashboard by clicking on your company's unique **Warranty Portal Link** (emailed to you). **Please check your SPAM box if you cannot find it.**



STEP 2:

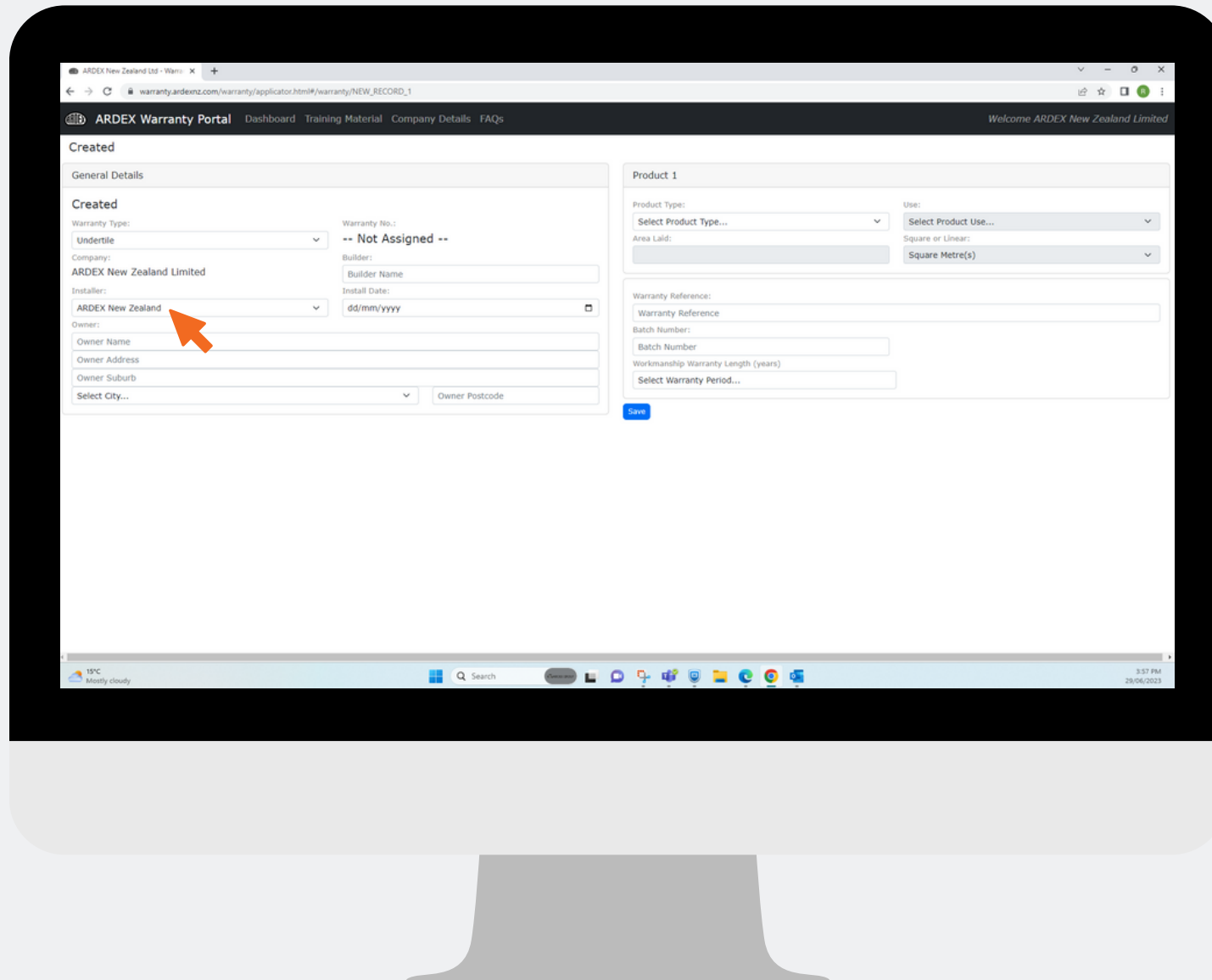
Click **Create Warranty**.



STEP 3:

Select the **Warranty Type**.

If the warranty you are wanting to apply for does not show up, this means you don't currently have any installers trained for that warranty type.



STEP 4:

Select the **Installer**.

** If the installer is not listed, they have not had the training to apply product pertaining to the Warranty Type or it has expired.



The screenshot shows the ARDEX Warranty Portal interface. The browser address bar indicates the URL is warranty.ardeznz.com/warranty/applicator.html#/warranty/NEW_RECORD_1. The page title is "ARDEX Warranty Portal" and it includes navigation links for Dashboard, Training Material, Company Details, and FAQs. A welcome message "Welcome ARDEX New Zealand Limited" is visible in the top right.

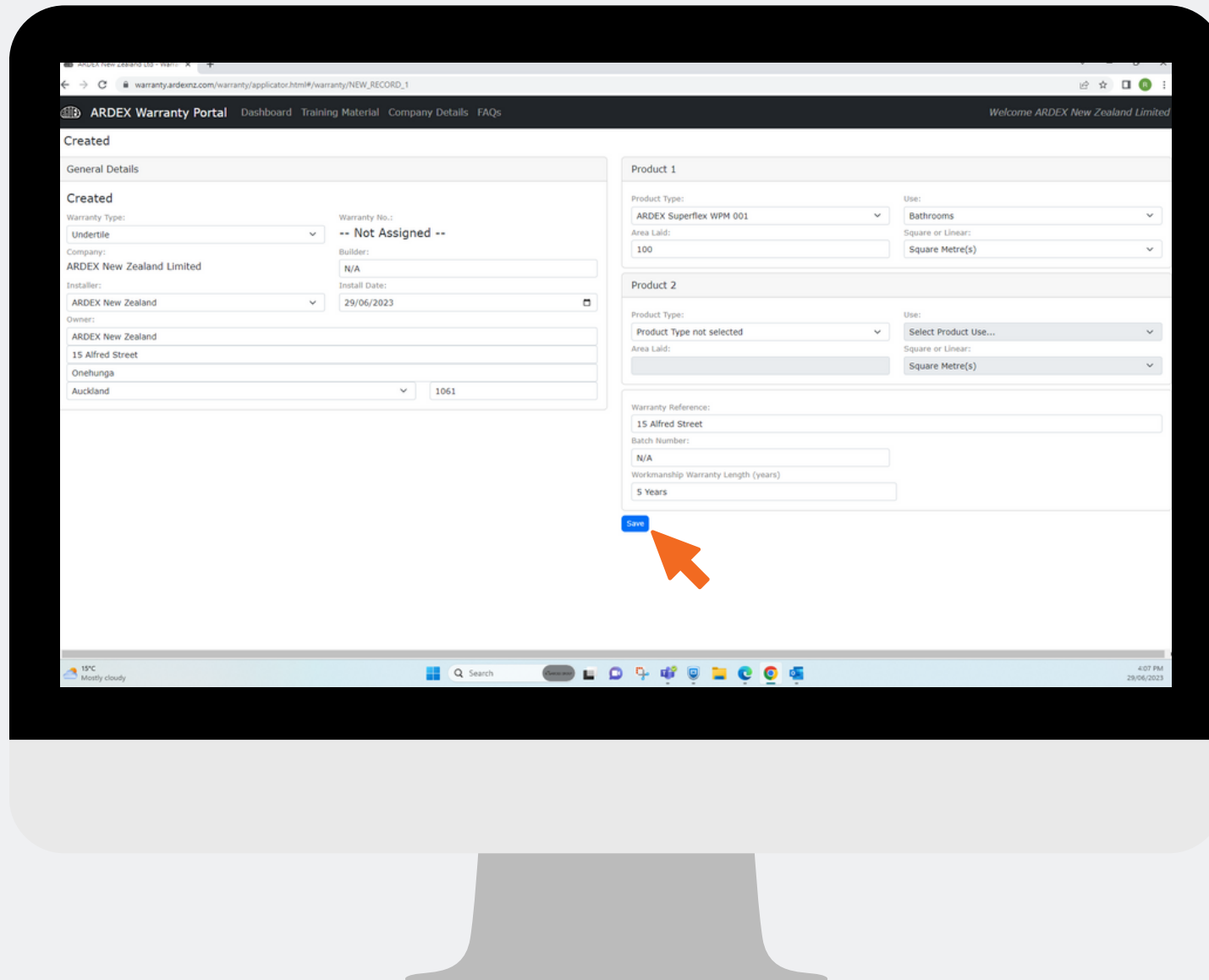
The form is titled "Created" and is divided into three main sections:

- General Details:** Contains fields for "Warranty Type" (dropdown), "Warranty No.:" (text, currently "-- Not Assigned --"), "Company:" (text, "ARDEX New Zealand Limited"), "Builder:" (text, "Builder Name"), "Installer:" (dropdown, "ARDEX New Zealand"), "Install Date:" (text, "dd/mm/yyyy"), "Owner Name" (text), "Owner Address" (text), "Owner Suburb" (text), "Select City..." (dropdown), and "Owner Postcode" (text).
- Product 1:** Contains fields for "Product Type:" (dropdown, "Select Product Type..."), "Area Laid:" (text), "Warranty Reference:" (text), "Batch Number:" (text), "Batch Number" (text), "Workmanship Warranty Length (years)" (text), and "Select Warranty Period..." (dropdown).
- Product Use:** Contains fields for "Use:" (dropdown, "Select Product Use...") and "Square or Linear:" (dropdown, "Square Metre(s)").

A "Save" button is located at the bottom of the form. The Windows taskbar at the bottom shows the system tray with a temperature of 15°C, weather "Rain tonight", and the date/time "29/06/2023 3:57 PM".

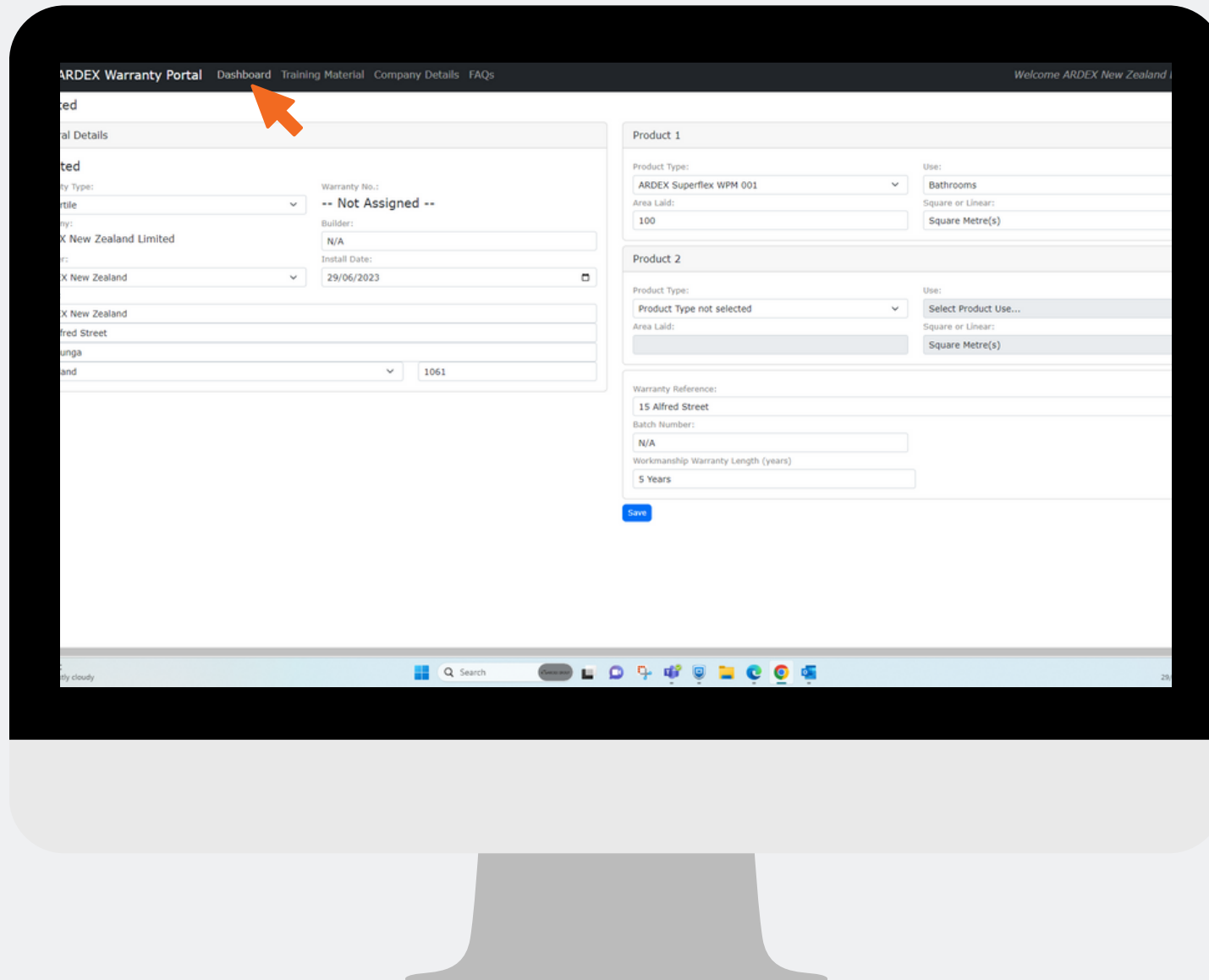
STEP 5:

Fill in the required fields highlighted yellow. Builder and batch number are not mandatory fields but please fill in if you can (batch number can be found on your purchased product).



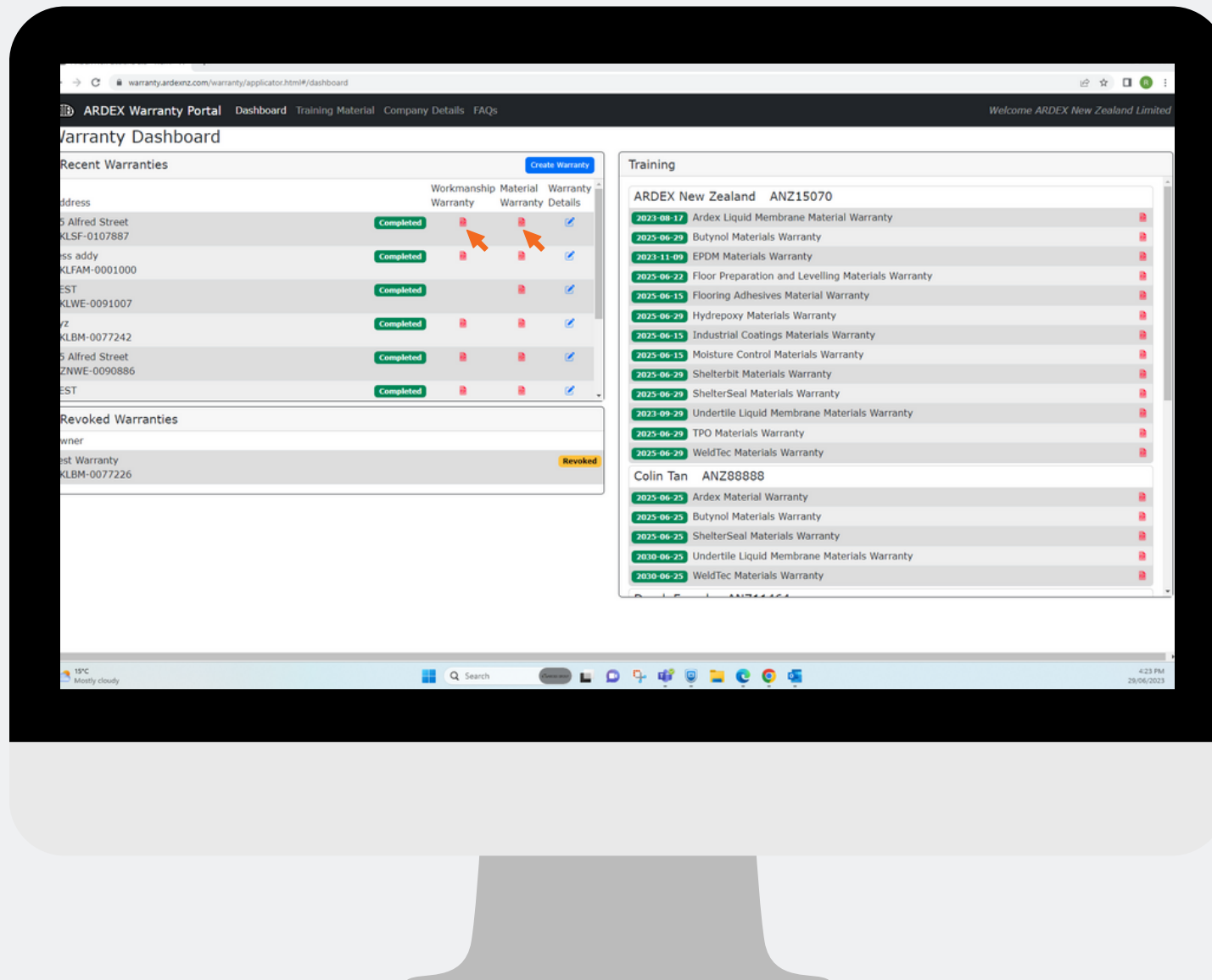
STEP 6:

Above is an example of a completed warranty. Click **Save**. You should receive a green pop up in the top right corner with **"Warranty Saved"**



STEP 7:

Once you have saved your warranty, click **Dashboard** on top left corner.



STEP 8:

Click the red PDF link to download your **Workmanship Warranty** and **Material Warranty**. The Workmanship Warranty will appear straight away but the Material Warranty may take a few minutes to process.



WARRANTY CREATION COMPLETED!

To re-download your Warranty, simply head back to your **dashboard** at any time.