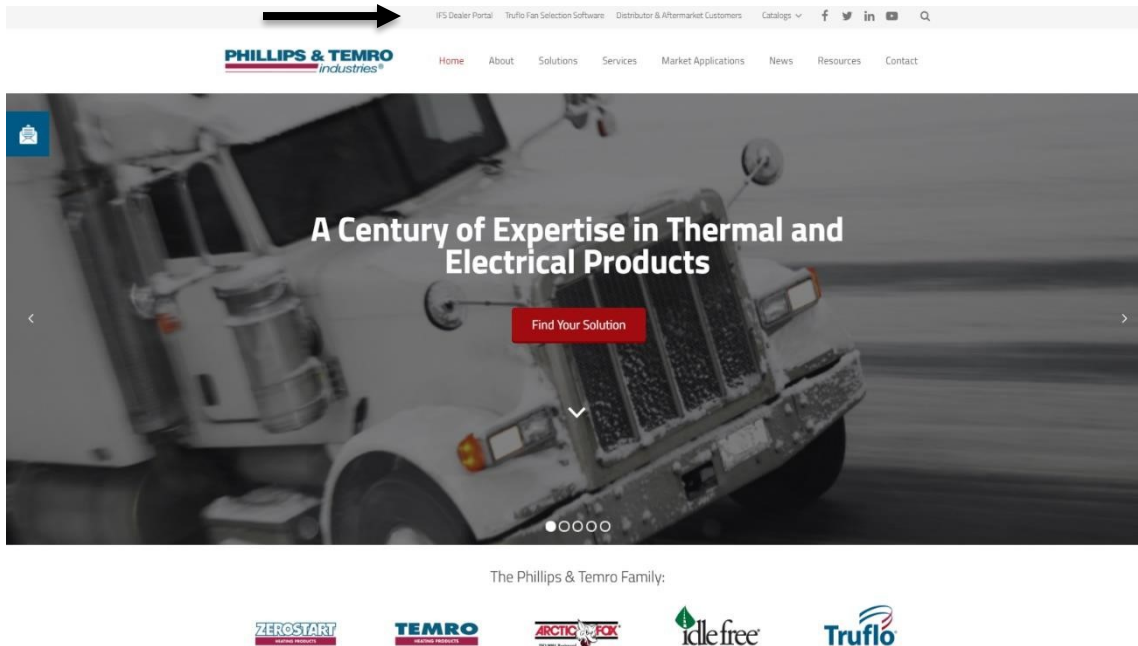


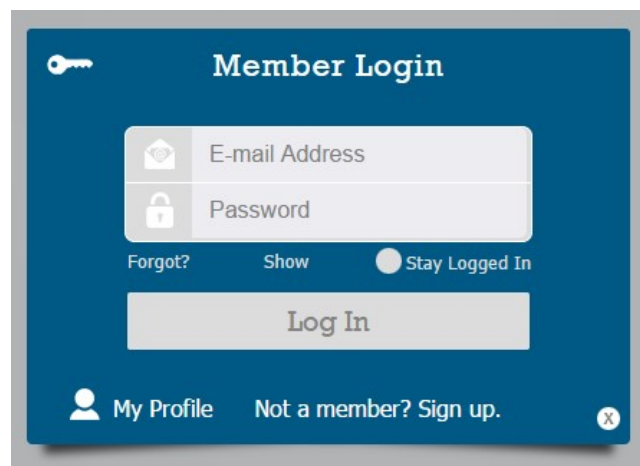
## Warranty Registration and Claim Submittal Process

To ensure full warranty coverage on Idle Free products, the Idle Free eAPU® needs to be registered.

1. To start the warranty registration process, go to [www.phillipsandtemro.com](http://www.phillipsandtemro.com).
2. Click on the IFS Dealer Portal button at the top of the webpage.



3. Use the Dealer Portal login information that was provided to you by Idle Free Systems to login.



4. Once you are logged in, click on the Warranty tab.



5. Next click on the Warranty Registration tab.
6. Fill out all requested information on the form and SUBMIT using the button at the bottom of the form.

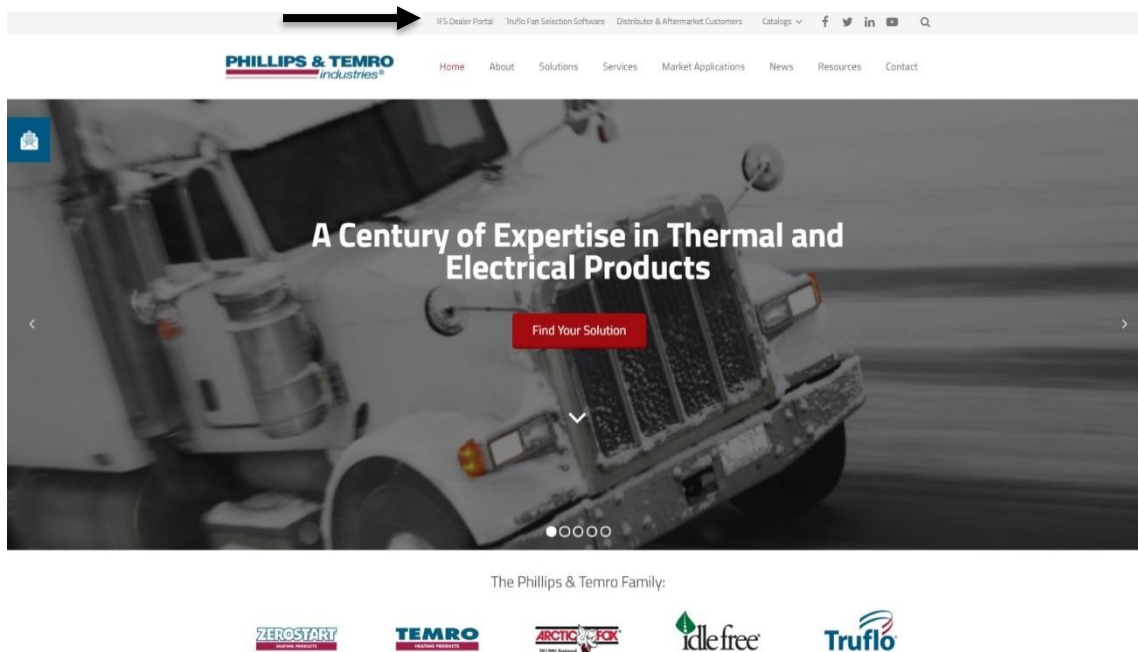
**The warranty registration process is complete!**

## **Idle Free Systems – Warranty Pre-Authorization**

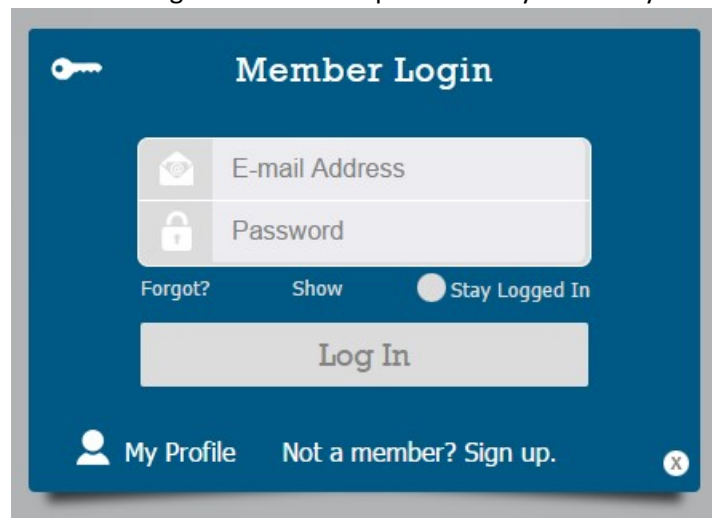
**If you believe that a warranty claim can be made for your eAPU® or Flex System, you will need to get the warranty work pre-approved.**

1. To start the pre-authorization process, go to [www.phillipsandtemro.com](http://www.phillipsandtemro.com).

2. Click on the IFS Dealer Portal button at the top of the webpage.

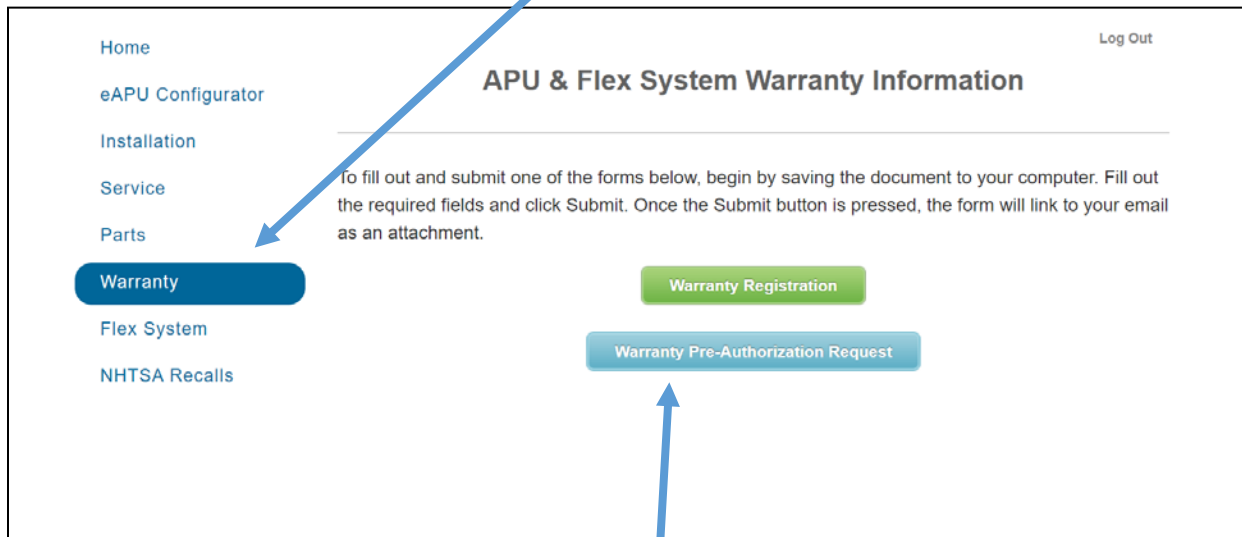


3. Login to the Dealer Portal using the credentials provided to you when you registered the unit.



The login form is titled 'Member Login' and features a key icon. It contains two input fields: 'E-mail Address' and 'Password'. Below these fields are links for 'Forgot?' and 'Show', and a radio button for 'Stay Logged In'. A large 'Log In' button is positioned below the input fields. At the bottom, there are links for 'My Profile' and 'Not a member? Sign up.', along with a close button (X).

- Once you are logged in, click the Warranty tab.



- Click on the *Warranty Pre-Authorization Request* button.
- Fill out the APU Pre-Authorization form and click *Submit* when complete. After clicking Submit, you will receive a confirmation email explaining that Idle Free Systems is reviewing the warranty claim request.

#### APU Pre-Authorization

Todays Date*	<input type="text" value="MM/dd/yyyy"/>
Subject*	<input type="text"/>
APU Serial Number*	<input type="text"/>
Dealer Name*	<input type="text"/>
Dealer Location*	<input type="text"/>
Point of Contact*	<input type="text"/>
Point of Contact Email*	<input type="text"/>
Point of Contact Phone Number*	<input type="text"/>
1. Select Subsystem*	<input type="text" value="-None-"/>
Technician Comments*	<input type="text"/>



**After we have reviewed your request, you will receive a follow-up email with information on warranty status.**

\*If you are **approved**, the email will contain an authorization number and an estimate of the SRTAs needed to repair the system.

\*If **denied**, you will receive a short explanation of why the system repair is not warrantable.

*If you have any questions or concerns, please call Idle Free Systems Technical Support team at 920-2069333.*

### **Idle Free Systems – Submitting A Warranty Claim**

Use the information you received from your pre-authorization email and send your warranty invoice to [warranty@idlefreesystems.com](mailto:warranty@idlefreesystems.com).

Please make sure to include the following information on the invoice:

1. Trouble Ticket/RMA number assigned to you.
2. Customer Name.
3. eAPU® Serial Number.
4. A break-out of the hours being submitted for the claim.