

# Learn How to Search and View Warranty and Entitlement Information



# Searching & Viewing Warranty and Entitlement Information

Warranty and Entitlement information is accessible on the Repair Order Portal. Users can search by serial number or service contract number to view warranty and entitlement information. The following tabs can be utilized to conduct a search:

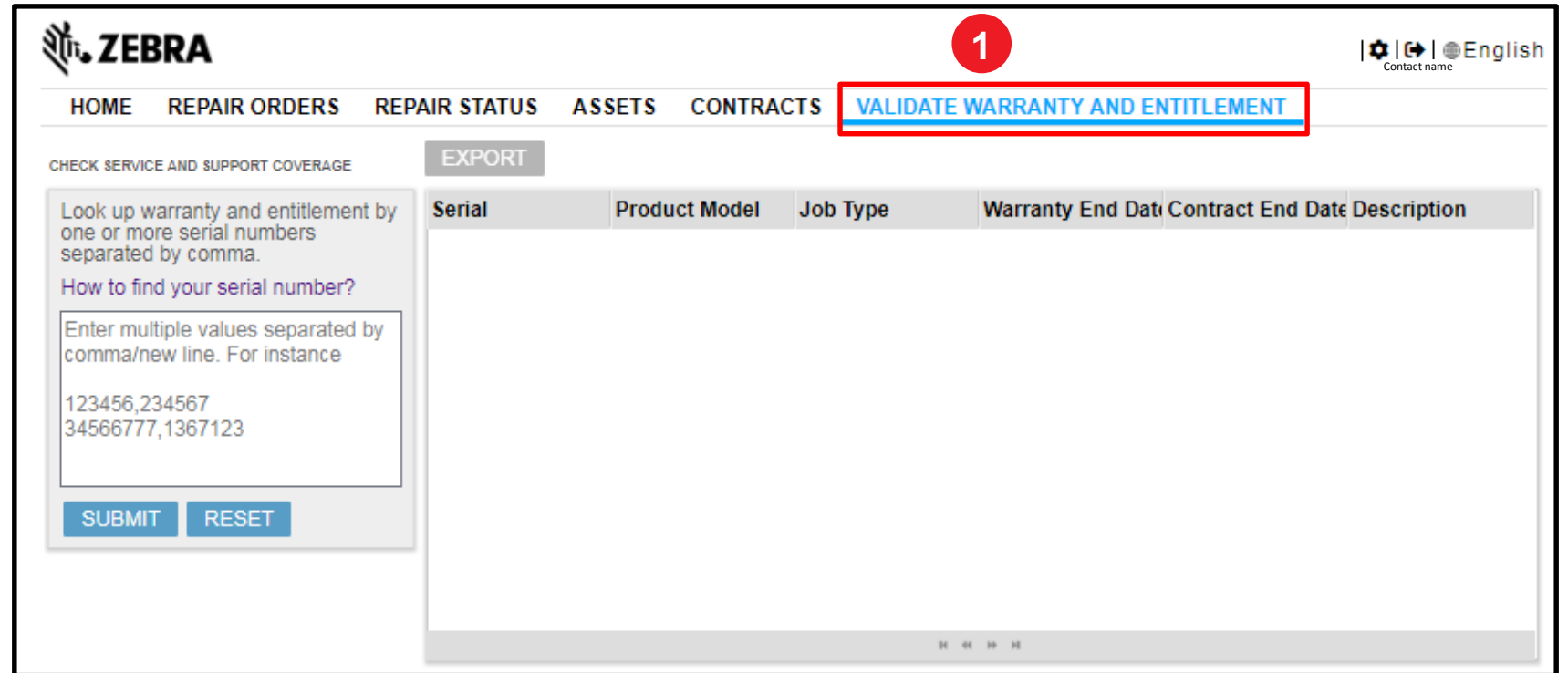
- **Validate Warranty and Entitlement Information** tab: Users can search for a serial number or series of serial numbers and view both warranty and entitlement information for the product(s)
- **Assets** tab: Users can search for a serial number and view both warranty and entitlement information for the product. Restrictions may influence a users ability to view serial number information within the **Assets** tab
- **Contracts** tab: Users can search for a service contract and view the serial numbers covered by the contract. Warranty information is not available in this tab. Restrictions may influence a users ability to view service contract information within the **Contracts** tab

*The following information outlines how to locate warranty and entitlement information on the repair order portal, using the Validate Warranty and Entitlement, Assets, and Contracts tabs*

## Executing a Search

The **Validate Warranty and Entitlement** tab can be utilized to view warranty and/or entitlement information for a serial number or series of serial numbers. The following information outlines the process to conduct a search in the **Validate Warranty and Entitlement** tab

**Step 1:** Access the **Validate Warranty and Entitlement** tab



The screenshot displays the ZEBRA Repair Order Portal interface. The ZEBRA logo is in the top left. The top navigation bar includes links for HOME, REPAIR ORDERS, REPAIR STATUS, ASSETS, CONTRACTS, and **VALIDATE WARRANTY AND ENTITLEMENT**, which is highlighted with a red box and a red circle containing the number 1. In the top right, there are settings icons and the text 'English' with 'Contact name' below it. Below the navigation bar, there is a section titled 'CHECK SERVICE AND SUPPORT COVERAGE' with an 'EXPORT' button. A text box on the left provides instructions: 'Look up warranty and entitlement by one or more serial numbers separated by comma.' and 'How to find your serial number?'. Below this is a text input field containing the example serial numbers '123456,234567' and '34566777,1367123'. At the bottom of this section are 'SUBMIT' and 'RESET' buttons. To the right is a table with the following headers: Serial, Product Model, Job Type, Warranty End Date, Contract End Date, and Description. The table body is currently empty.

## Identifying the Serial Number(s)

The **Validate Warranty and Entitlement** screen displays a text box, allowing the user to conduct a search for a serial number or series of serial numbers

**Step 2:** Type the serial number(s) in the text box

**Step 3:** Click on SUBMIT

The screenshot shows the ZEBRA Repair Order Portal interface. The top navigation bar includes links for HOME, REPAIR ORDERS, REPAIR STATUS, ASSETS, CONTRACTS, and VALIDATE WARRANTY AND ENTITLEMENT. The current page is titled "CHECK SERVICE AND SUPPORT COVERAGE" and features an "EXPORT" button. A search form is displayed with the following text: "Look up warranty and entitlement by one or more serial numbers separated by comma." and "How to find your serial number?". Below this is a text input field containing the example serial numbers "123456,234567" and "34566777,1367123". A red box highlights the text input field, and a red circle with the number "2" is next to it. A blue callout box points to the text input field with the text "Utilize a comma (,) to separate the multiple values". Below the text input field are two buttons: "SUBMIT" and "RESET". A red circle with the number "3" is next to the "SUBMIT" button.

Serial	Product Model	Job Type	Warranty End Date	Contract End Date	Description
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# Viewing the Warranty and Entitlement Information

The **Validate Warranty and Entitlement** screen refreshes and displays the warranty or entitlement information in the **Search Result** section. View the **Job Type** field for warranty or entitlement information

**ZEBRA**

HOME REPAIR ORDERS REPAIR STATUS ASSETS CONTRACTS **VALIDATE WARRANTY**

Showing 1 records

CHECK SERVICE AND SUPPORT COVERAGE **EXPORT**

Look up warranty and entitlement by one or more serial numbers separated by comma.  
How to find your serial number?

1520100504021

**SUBMIT** **RESET**

Serial	Product Model	Job Type	Warranty End Date	Contract End Date	Description
1520100504021	LS3408-ER2000...	Billable			

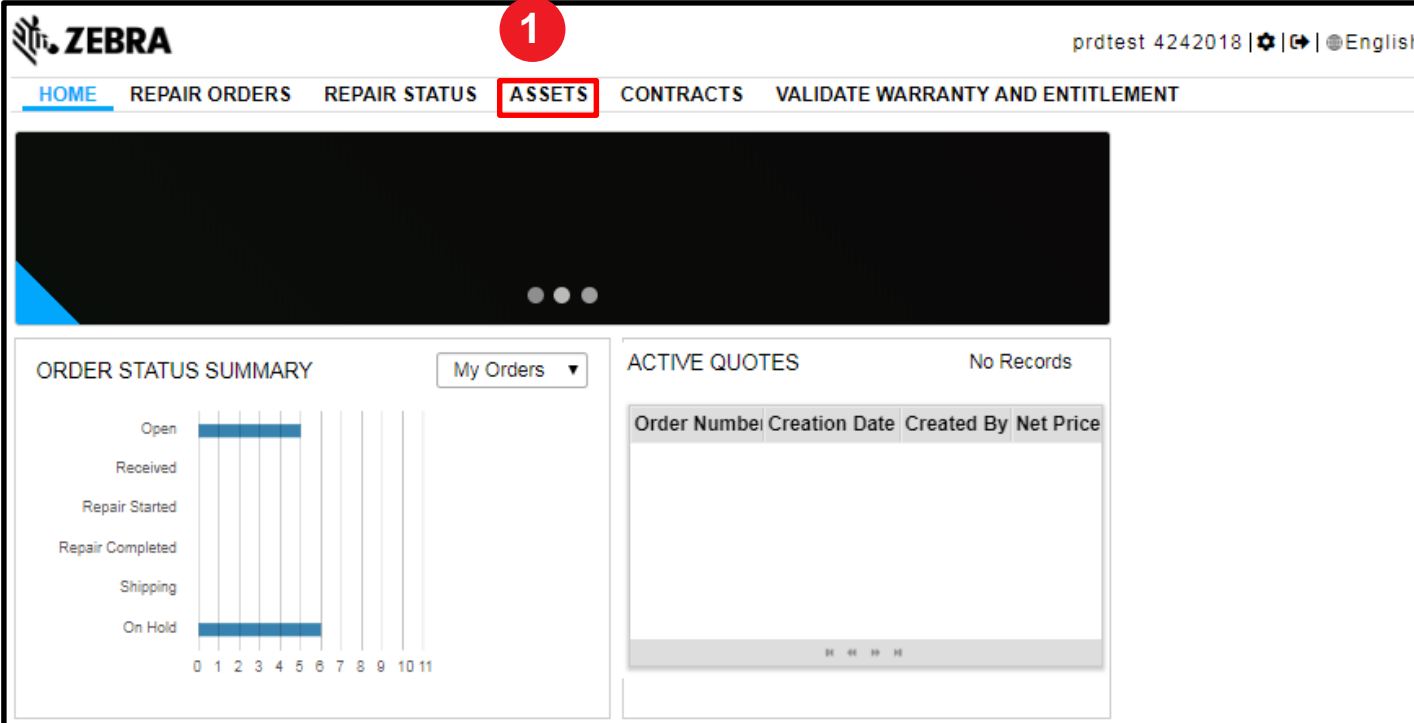
If the **Job Type** field reflects **Billable**, the unit is not entitled for repair  
The repair for the device will be charged to the customer. When a repair is requested, payment information is required

The **Job Type** field reflects the warranty or entitlement information for the serial number  
The following values display: Billable, Contract or Warranty

# Utilizing the Assets Tab for Warranty or Entitlement Information

The **Assets** tab can be utilized to conduct a search to view warranty or entitlement information for a serial number or series of serial numbers. The following information outlines the process to conduct a search in the **Assets** tab

**Step 1:** Access the **Assets** tab



The screenshot displays the ZEBRA Repair Order Portal interface. The top navigation bar includes the ZEBRA logo, a user ID 'prctest 4242018', and language settings. The main navigation menu has several tabs: HOME, REPAIR ORDERS, REPAIR STATUS, ASSETS, CONTRACTS, and VALIDATE WARRANTY AND ENTITLEMENT. The ASSETS tab is highlighted with a red box and a red circle containing the number '1'. Below the navigation bar, there is a large blacked-out area. The main content area is divided into two sections: 'ORDER STATUS SUMMARY' and 'ACTIVE QUOTES'. The 'ORDER STATUS SUMMARY' section shows a bar chart with categories: Open, Received, Repair Started, Repair Completed, Shipping, and On Hold. The 'ACTIVE QUOTES' section shows a table with columns: Order Number, Creation Date, Created By, and Net Price, and a message 'No Records'.

**NOTE:** Restrictions may apply and limit a users ability to view serial number within the **Assets** tab. If serial number information does not display after conducting a search, conduct an alternate search using the **Validate Warranty and Entitlement** tab

## Available Search Criteria in the Assets Tab

The **Assets** screen displays, presenting a list of serial numbers linked with the user's account. Users can click on a displayed serial number to view information or conduct a search if the desired serial number does not display. The following search filters available for selection:

- **Serial #:** Search by serial number of the product
- **Product:** Search by model of the product. A partial or wildcard search can be conducted. A list of serial numbers may display based on the executed search
- **Site:** Search by installed site address. A list of serial numbers may display based on the executed search
- **Order #:** Search by a service order number. A list of serial numbers may display, if multiple serial numbers were listed on the service order

The screenshot shows the ZEBRA Assets tab interface. At the top, there are navigation tabs: HOME, REPAIR ORDERS, REPAIR STATUS, ASSETS (selected), and ENTITLEMENT. Below the tabs, there is a search bar with a dropdown menu for 'Filter Type' and a text input field for 'Filter Value'. A blue callout box points to these fields with the text: 'Utilize the Filter Type and Filter Value fields to conduct a search for a serial number'. Below the search bar, there is a table of assets. The first row of the table is highlighted in blue and contains the following data: Serial # 0A0F8A11D8F, Product LA-41, Account# 1356962, Account Name ZEBRA TEC..., Owner Name ZEBRA TE..., Installed Site # 1070112119, Installed Site Name ZEBRA TECHNO..., Address Line 1 30 PLAN WAY, Address Line 2, and City WARWIC. A blue callout box points to the serial number '0A0F8A11D8F' with the text: 'Click on the serial number to view entitlement or warranty information'.

Serial #	Product	Account#	Account Name	Owner Name	Installed Site #	Installed Site Name	Address Line 1	Address Line 2	City
0A0F8A11D8F	LA-41	1356962	ZEBRA TEC...	ZEBRA TE...	1070112119	ZEBRA TECHNO...	30 PLAN WAY		WARWIC

## Executing a Search in the Assets Tab

Step 2: Select the applicable search criteria from the **Filter Type** drop down field

Step 3: Type the applicable value in the **Filter Value** field

Step 4: Click on 

**ASSETS**

EXPORT

Serial #
| ▾

FIND

Serial #	Product Name	Account#	Account Name	Owner Name	Installed Site #
0A0F83C9C65	LA-4137-1020-WW	1356962	ZEBRA TECHNOLO...	ZEBRA TECHNO...	1070112119



# Accessing Warranty or Entitlement Information

The **Assets** screen refreshes. If the search retrieves results, serial number information displays

**Step 5:** Click on the serial number in the **Serial #** field to display the serial number details

**ASSETS** 5

EXPORT Serial #  FIND

Serial #	Product Name	Account#	Account Name	Owner Name	Installed Site #
0A0F83C9C65	LA-4137-1020-WW	1356962	ZEBRA TECHNOLO...	ZEBRA TECHNO...	1070112119

# Viewing Serial Number Details

The *Serial Number Details* screen displays the serial number information

The screenshot shows the ZEBRA Repair Order Portal interface. At the top right, it displays 'prctest 4242018' and 'English'. The navigation bar includes 'HOME', 'REPAIR ORDERS', 'REPAIR STATUS', 'ASSETS' (highlighted), 'CONTRACTS', and 'VALIDATE WARRANTY AND ENTITLEMENT'. A 'BACK' button is located below the navigation bar.

The main content area is divided into three columns:

- ASSET DETAILS:** Serial # 0A0F83C9C65, Status Active, Ship Date, Product Name LA-4137-1020-WW, Product Description RADIO:T3 CF,IA,WW.
- ACCOUNT DETAILS:** Account Name, Owner name displays, Owner, Owner name displays.
- INSTALLED SITE:** Site# 123454321, Store#, 30 PLAN WAY, WARWICK, RI, United States.

Below the main sections are two tables:

- WARRANTIES:** Shows 1 - 1 of 1 record. Filter Type and Filter Value fields are present. The table has columns: Type, Subtype, Start Date, End Date. One record is shown: Type Standard, Start Date 27-06-2002, End Date 27-06-2003.
- ENTITLEMENTS:** Shows No Records. Filter Type and Filter Value fields are present. The table has columns: Type, Service Ho, Start Date, End Date, Agreement, Agreement S.

The following information outlines how to locate warranty and entitlement information for the serial number

# Viewing Warranty Information

Once the serial number is accessed, product warranty information is accessible by clicking on the **Warranty** tab

The serial number information displays at the top of the screen and displays regardless of selected tab

The screenshot displays the Zebra Repair Order Portal interface. At the top left is a 'BACK' button. The main content is divided into three columns: 'ASSET DETAILS', 'ACCOUNT DETAILS', and 'INSTALLED SITE'. Below these are two tabs: 'WARRANTIES' and 'ENTITLEMENTS'. The 'WARRANTIES' tab is active, showing a table with columns for Type, Subtype, Start Date, and End Date. A red box highlights the 'Start Date' and 'End Date' columns in the table. A blue callout points to the 'Serial #' field in the 'ASSET DETAILS' section. Another blue callout points to the 'Start Date' and 'End Date' columns in the 'WARRANTIES' table. A third blue callout points to the 'ENTITLEMENTS' tab.

**ASSET DETAILS**

Serial # DA0F83C9C65

Status Active

Ship Date

Product Name LA-4137-1020-WW

Product Description RADIO:T3 CF,IA,WW

**ACCOUNT DETAILS**

Account Name Account name displays

Owner Owner name displays

**INSTALLED SITE**

Site# 123454321

Store#

30 PLAN WAY,  
WARWICK,  
RI,  
United States.

**WARRANTIES** 1

Filter Type Filter Value FIND

Type	Subtype	Start Date	End Date
Standard		27-06-2002	27-06-2003

**ENTITLEMENTS** No Records

Filter Type Filter Value FIND

Type	Service Ho	Start Date	End Date	Agreement	Agreement S
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The **Start Date** and **End Date** fields display warranty coverage dates

If the warranty has expired, access the **Entitlements** tab to determine if the serial number is entitled through an active service contract

# Viewing Entitlement (Service Contract) Information

Once the serial number is accessed, entitlement information is accessible by clicking on the **Entitlements** tab. Service contract information may or may not display, depending on the status of the serial number

The screenshot displays the following sections:

- ASSET DETAILS:** Serial # 1520100504021, Status Active, Ship Date 23-07-2015, Product Name LS3408-ER20005R, Product Description SCNR:EXT RANG,M-INTFC,CORDED,CL2,YEL
- ACCOUNT DETAILS:** Account Name (Owner name displays), Owner (Owner name displays)
- INSTALLED SITE:** Site# 123454321
- WARRANTIES:** 1 - 1 of 1 records. Table with columns: Type, Subtype, Start Date, End Date. Row: Standard, 23-07-2015, 21-10-2018.
- ENTITLEMENTS:** Table with columns: Type, Service Hours, Start Date, End Date, Agreement, Agreement Status. The Agreement field is highlighted with a red box.

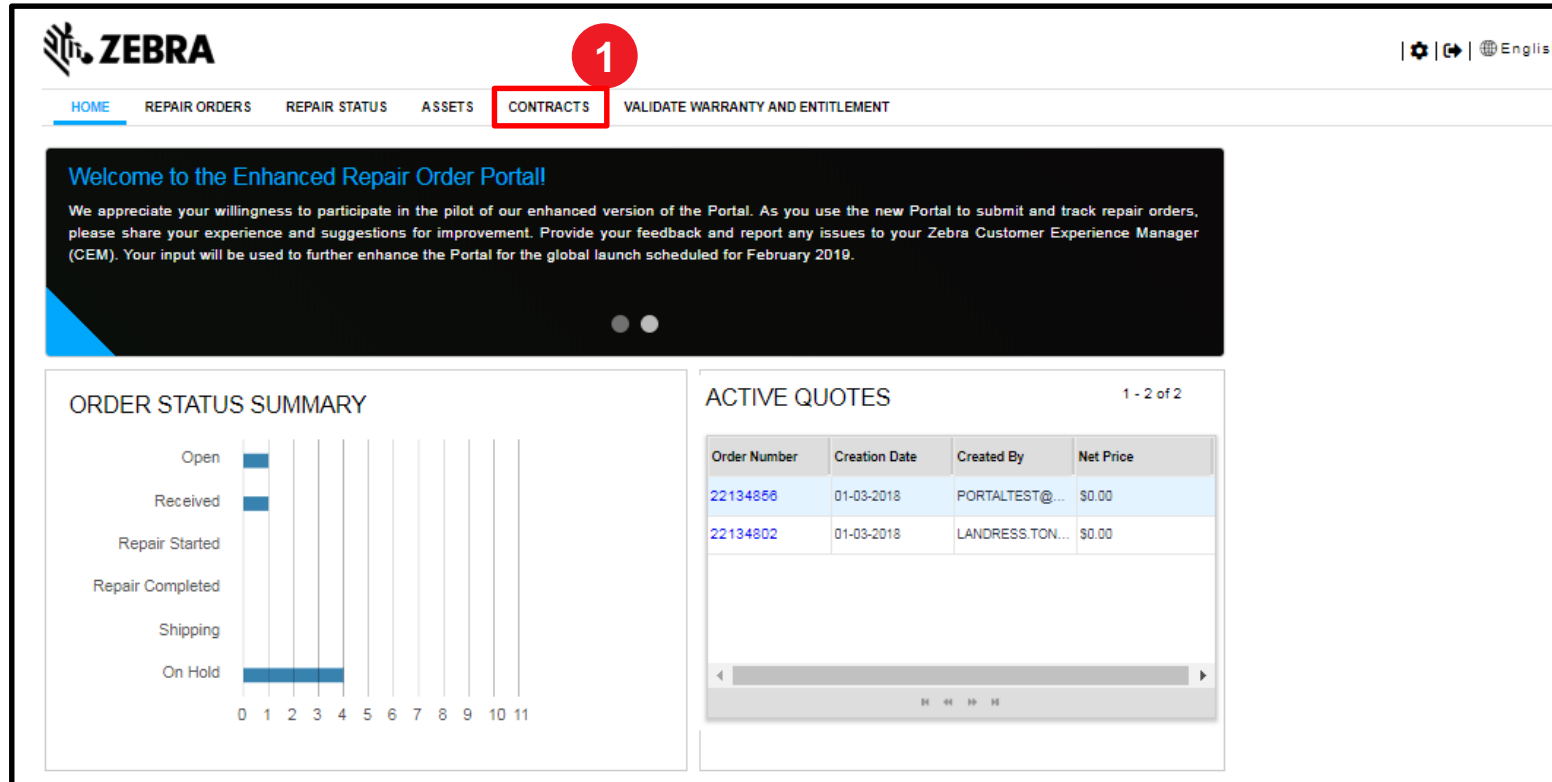
Callouts provide the following information:

- The **Start Date** and **End Date** fields display the start and end date of the service contract.
- The **Agreement Status** field displays the status of the service contract. If the service contract is active, the serial number is covered by the services associated with the service contract.
- The **Agreement** field displays the service contract number.

# Utilizing the Contracts Tab for Entitlement Information

The **Contracts** tab can be utilized to conduct a search to view entitlement information associated with a service contract. The following information outlines the process to conduct a search in the **Contracts** tab

**Step 1:** Access the **Contracts** tab



The screenshot displays the Zebra Repair Order Portal interface. The Zebra logo is in the top left, and the language is set to English in the top right. The navigation menu includes: HOME, REPAIR ORDERS, REPAIR STATUS, ASSETS, **CONTRACTS** (highlighted with a red box and a red circle containing the number 1), and VALIDATE WARRANTY AND ENTITLEMENT. Below the navigation is a welcome message: "Welcome to the Enhanced Repair Order Portal" followed by a paragraph of text. The main content area is divided into two sections: "ORDER STATUS SUMMARY" with a bar chart and "ACTIVE QUOTES" with a table. The table shows two active quotes.

Order Number	Creation Date	Created By	Net Price
22134856	01-03-2018	PORTALTEST@...	\$0.00
22134802	01-03-2018	LANDRESS.TON...	\$0.00

**NOTE:** Restrictions may apply and limit a users' ability to view service contract information within the **Contracts** tab. If service contract information does not display after conducting a search, conduct an alternate search using the **Validate Warranty and Entitlement** tab

## Available Search Criteria in the Contracts Tab

The **Contracts** screen displays, presenting a list of service contracts linked to the user's account. Users can click on a displayed service contract to view information or conduct a search if the desired service contract does not display. The following search filters available for selection:

- **Contract Number:** Search by service contract number
- **Status:** Search by status: Active, Inactive, Cancelled, or Expired
- **PO Number:** Search by the purchase order number listed on the service contract
- **Billing Frequency:** Search by billing frequency: One Time, Annual, Bi-Annual, Monthly, or Quarterly
- **Currency:** Search by currency value

The screenshot shows the 'CONTRACTS' screen with a search bar at the top containing 'Filter Type' and 'Filter Value' fields, and an 'EXPORT' button. Below the search bar is a table with columns: Contract #, Revision, Creation Date, Status, Start Date, End Date, and End User. The table contains several rows of contract data. A red box highlights the search filter fields, and a blue callout bubble points to them with the text: 'Utilize the Filter Type and Filter Value fields to conduct a search for a service contract'. Another red box highlights the 'Contract #' column, and a blue callout bubble points to it with the text: 'Click on the service contract number to view contract information'.

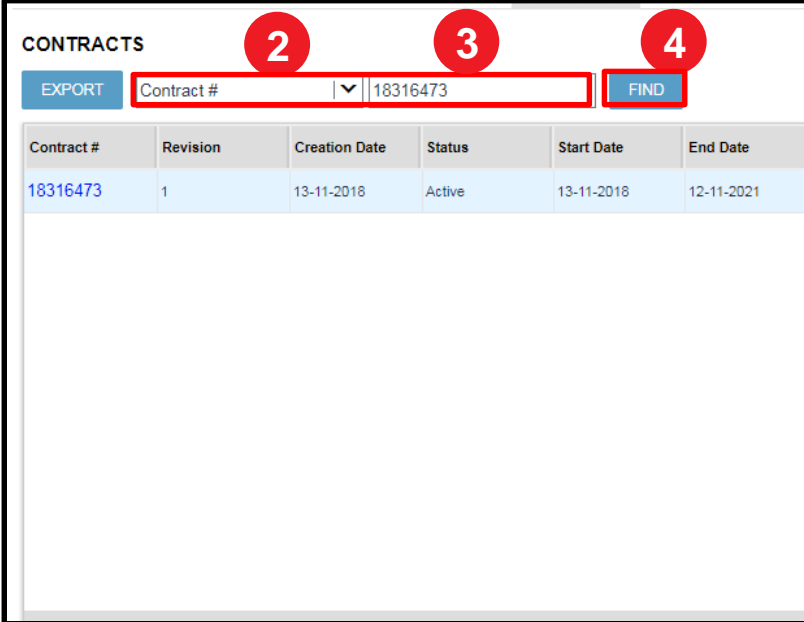
Contract #	Revision	Creation Date	Status	Start Date	End Date	End User
8316473	1	13-11-2018	Active	11-2018	12-11-2021	CMS DISTRIBU...
8312006	1	05-11-2018	A			...ry P...
8305738	1	17-10-2018	A			...strial...
8297920	1	05-10-2018	A			...Ltd
8291337	1	21-09-2018	A			...puter ...
8285986	1	06-09-2018	A			...ine S...
8285755	1	06-09-2018	A			...al Sol...
8285267	1	04-09-2018	Active	31-08-2018	30-08-2021	Martyn Industrial...
8281211	1	24-08-2018	Active	23-08-2018	22-08-2021	Boughey Distribu...
8280948	1	23-08-2018	Cancelled	23-08-2018		Boughey Distribu...

## Executing a Search in the Contracts Tab

**Step 2:** Select the applicable search criteria from the **Filter Type** drop down field

**Step 3:** Type the applicable value in the **Filter Value** field

**Step 4:** Click on 



CONTRACTS

EXPORT **2** Contract # **3** | 18316473 **4** FIND

Contract #	Revision	Creation Date	Status	Start Date	End Date
18316473	1	13-11-2018	Active	13-11-2018	12-11-2021

## Accessing Entitlement (Service Contract) Information

The **Contracts** screen refreshes and displays service contracts matching the search criteria

**Step 5:** Click on the service contract number in the **Contract Number** field to display the service contract details

CONTRACTS 1 - 1 of 1

**EXPORT** Contract #  **FIND**

Contract #	Division	Creation Date	Status	Start Date	End Date	End User	Reseller	Distributor	Price List	Currency	Billing Frequency	PO Number
18316473		13-11-2018	Active	13-11-2018	12-11-2021	Name	Name	750876	EMEA EUR Pric...	EUR	One Time	81-DXX02-D

Click on **Export** to create a file of the search results

If the service contract number does not display after conducting a search, conduct an alternate search by serial number within the [Validate Warranty and Entitlement](#) tab



# Viewing Entitlement (Service Contract) Information

The **Contract Details** screen displays the service contract information

**Step 6:** Click on the applicable service line from the **Line Details** section

**Step 7:** View the **Serial Number** field in the **Assets** section to determine serial numbers covered by the selected service

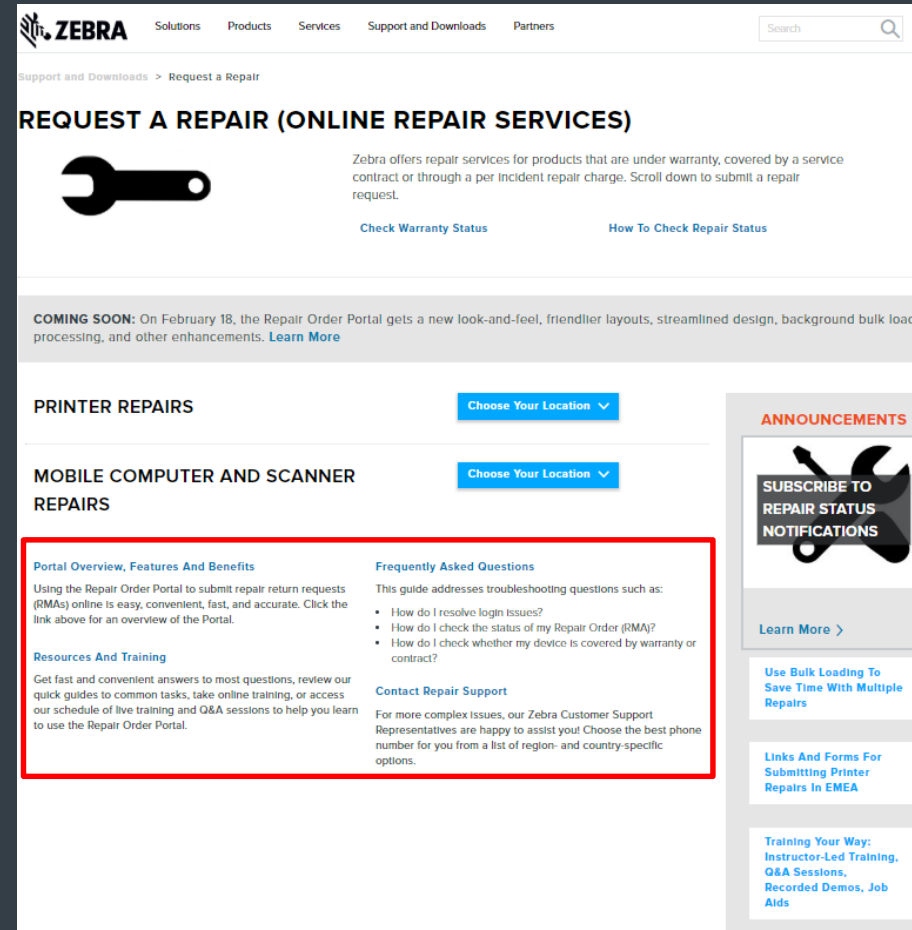
**NOTE:** Users must select each service line individually to view the serial number(s) covered by the selected service

The screenshot displays the 'CONTRACT DETAILS' screen. At the top, a red box highlights the 'CONTRACT DETAILS' header. Below it, contract information is shown: Contract #: 18316473, Revision: 1, Creation Date: 13-11-2018, Status: Active, Start Date: 13-11-2018, End Date: 12-11-2021, Reseller: Reseller Name displays, Distributor: 750876, Price List: EMEA EUR Price List, Billing Frequency: One Time, Currency: EUR, and PO Number: 81-DXX02-D. A red circle with the number '6' is placed over the 'LINE DETAILS' section. Below this, the 'LINE DETAILS' table has a red box around it. The 'ASSETS' table is also highlighted with a red box, and a red circle with the number '7' is placed over the 'Serial Number' field in the first row, which contains the value '182555230228'.

Line #	Service SKU	Qty	Start Date	End Date	Description	Serial Number	Product
1	Z1AE-MC33XX-3C00	1	13-11-2018	12-11-2021	3 YEAR(S) ZEBRA ONECA...	182555230228	MC330K-GE3HA3RW

# Need help?

Access [Zebra.com](https://zebra.com) > [Support & Downloads](#) for additional information and support



The screenshot shows the Zebra Repair Order Portal website. The navigation bar includes links for Solutions, Products, Services, Support and Downloads, and Partners, along with a search bar. The main heading is "REQUEST A REPAIR (ONLINE REPAIR SERVICES)" with a wrench icon. Below this, there are links for "Check Warranty Status" and "How To Check Repair Status". A "COMING SOON" message is displayed. The page is divided into sections for "PRINTER REPAIRS" and "MOBILE COMPUTER AND SCANNER REPAIRS", each with a "Choose Your Location" dropdown. A red box highlights a content area containing "Portal Overview, Features And Benefits", "Resources And Training", "Frequently Asked Questions", and "Contact Repair Support". A right-hand sidebar contains "ANNOUNCEMENTS" with a "SUBSCRIBE TO REPAIR STATUS NOTIFICATIONS" button, a "Learn More" link, and links for "Use Bulk Loading To Save Time With Multiple Repairs", "Links And Forms For Submitting Printer Repairs In EMEA", and "Training Your Way: Instructor-Led Training, Q&A Sessions, Recorded Demos, Job Aids".

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