Learn How to Search and View Warranty and Entitlement Information

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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 user's 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 user's 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.
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**

Utilize a comma (,) to separate the multiple values.
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.

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

NOTE: Restrictions may apply and limit a user's 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

Utilize the **Filter Type** and **Filter Value** fields to conduct a search for a serial number.

Click on the serial number to view entitlement or warranty information.
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
**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.

If the serial number does not display after conducting a search, conduct an alternate search within the **Validate Warranty and Entitlement** tab.

Click on **Export** to create a file of the search results.
Viewing Serial Number Details

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

The following information outlines how to locate warranty and entitlement information for the serial number.
Utilizing the Assets Tab to View Warranty or Entitlement Information

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 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.

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

![Contracts Tab Screenshot]

**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
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 Tab Example]

**Consortium**

**Export**

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<th>Contract #</th>
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<th>Creation Date</th>
<th>Status</th>
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<th>End Date</th>
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<td>13-11-2016</td>
<td>Active</td>
<td>13-11-2016</td>
<td>12-11-2021</td>
</tr>
</tbody>
</table>
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

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.
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.
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