



# Home Comfort Claims

User Guide - MFR

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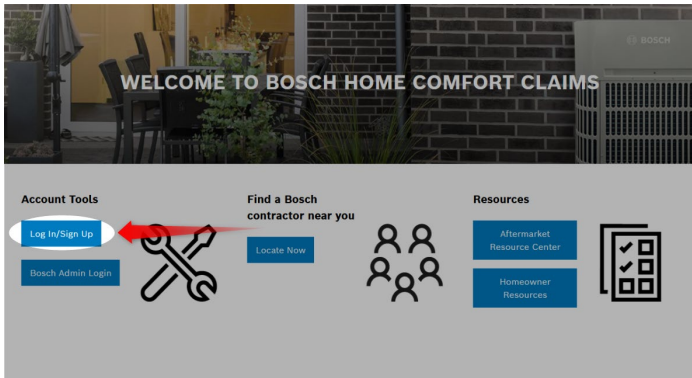
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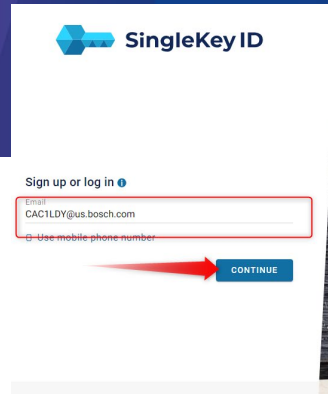
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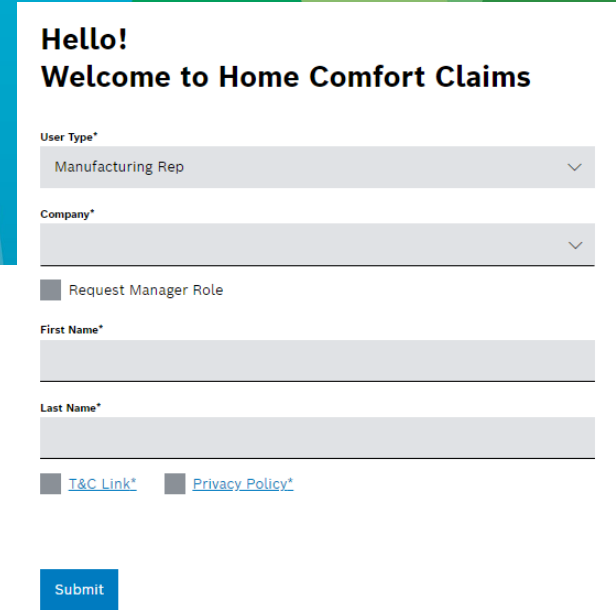
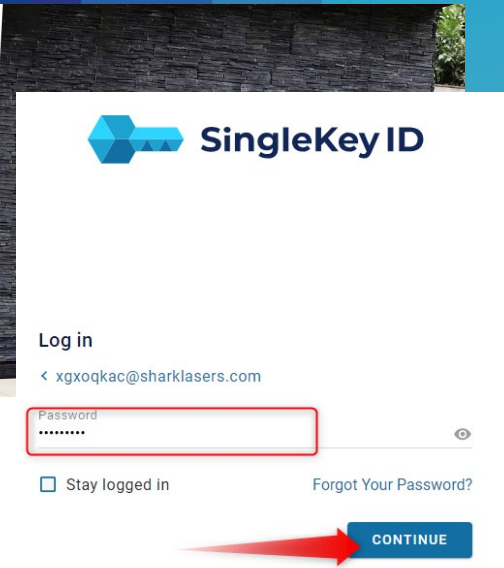
[Home Comfort Communications](#)



Log in to your account on <https://claims.bosch-homecomfort.us/> , click “**Log In/Sign Up**”. You will be directed to **SingleKey ID**.



Enter your email address.\* Click “**Continue**”  
Enter your password. Click “**Continue**”



Choose your ‘*User Type*’, and then select your company from the drop down. Enter in your name and accept the terms and conditions and privacy policy.  
Click “**Submit**”

\*Please use your existing SingleKey ID account. If you do not have one, you will be prompted to create one.

# Claims Dashboard

Your claims dashboard is designed to show claims filed by your company branch and other branches within the same company. Several key components and functionalities include:

**Overview:** The dashboard provides an overview of the total number of claims filed by your company.

**Claim Status:** The dashboard displays the status of each claim, indicating whether more info is needed, approved, rejected, or complete.

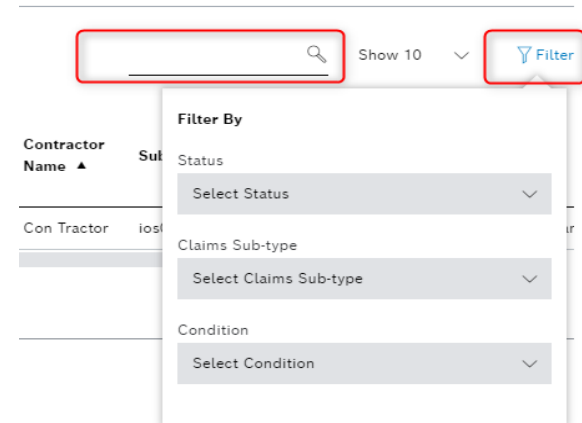
**Claim Details:** Detailed information such as the claim number, creation date and claim type and status.

**Export:** Enables users to extract data and information displayed on the dashboard into CSV file.

**NEW** 'All Claims' Dashboard that displays claims across all claim types

•**NEW** Search functionality that allows you to search for key terms within a claim, that are not displayed on the dashboard itself. Examples to search by: Homeowner Name, Jobsite Name, INC#, etc.

•**NEW** Filter feature that allows you to filter results on the dashboard by Status, Claim Type, and Replacement Method.



# Claim Types

Once logged in, begin filing your claim by clicking the 'Claim' icon and then select your claim type.

## Claim Types

**Warranty-** Material has been installed and has failed.

**Damage-** Material you have ordered arrived with visible or concealed damage.

**Lost-** Material you ordered did not arrive.

**Product Return-** Material that is in its original packaging, unused. Overstock items.

**Home Comfort Claims** | Bosch Global | English

Warranty | Damaged | Lost Shipment | Returns | All Claims

Export to CSV

View/Edit	Claim Number	Creation Date	Status	Claim Type
	400320	3/11/2024, 11:04:31 AM	Approved	PARTS_ONLY
	400319	3/11/2024, 11:01:52 AM	Approved	PARTS_ONLY
	400317	3/11/2024, 10:33:02 AM	In review	PARTS_ONLY

**Home Comfort Clai...**

- Dashboard
- Claims
- Claims Dashboard
- Claim Warranty Form
- Claim Damaged Shipment Form
- Claim Lost Shipment Form
- Claim Product Return Form

**Home Comfort Claims** | Bosch Global | English

Warranty | Damaged | Lost Shipment | Returns | All Claims

Export to CSV

View/Edit	Claim Number	Creation Date	Status	Claim Type
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	400319	3/11/2024, 11:01:52 AM	Approved	PARTS_ONLY
	400317	3/11/2024, 10:33:02 AM	In review	PARTS_ONLY

## Warranty Claims Form

I would like to repair or replace a defective product.

### Claim Details

What is your Warranty type?

I am filing this claim on behalf of another company

Distributor Branch\*

QA Test Distributor Company 123456 MI Boston

Warranty Type\*

Unit Replacement

Defective Serial Number\*

0000-000-000000-0000000000

My serial number does not match this format

Original Installation Date\*

mm/dd/yyyy

Failure Date\*

mm/dd/yyyy

Replacement Serial Number\*

Please provide unit serial number

### Required Information

Do you have...

An Incident Number

Pre-approval from Bosch

An Incident Number\*

# Warranty: Unit Replacement

**Please Note: Full unit replacements require pre-approval prior to submission.**

Claims submitted without an approval will result in a rejection. Rejected claims cannot be re-opened and will require resubmission.

**BCC Controls, Indirect Tanks\*, Cast Iron Boilers, and Cased Coils are all considered complete units.**

**[No approval required for these replacements.]**

*\*Indirect tanks will require photos of the leak location.*

Begin by choosing the Distributor you are filing on behalf of. If you are a buy-sell Rep you can file on behalf of yourself by deselecting this option.

### Required Information for filing:

1. Defective unit's serial number
2. Original installation date
3. Failure date of the unit
4. Replacement unit's serial number
5. Incident number\*\*\*
6. Contractor Information
7. Homeowner Information

*\*\*\*If you were provided an approval by Bosch Sales Team member, you are given the option to upload your pre-approval document.*

# Warranty Claims Form

I would like to repair or replace a defective product.

## Claim Details

### What is your Warranty type?

I am filing this claim on behalf of another company

Distributor Branch\*  
QA Test Distributor Company 123456 MI Boston

Warranty Type\*  
Parts Only

Defective Serial Number\*  
399a-714-000012-7739832068

My serial number does not match this format

This is an invoice warranty

Original installation Date\*  
mm/dd/yyyy

Failure Date\*  
mm/dd/yyyy

## Required Information

Describe details\*  
Please describe the reason for failure here.

Replacement Options\*  
 I replaced this part from stock  I require replacement parts

Material Number\* QTY\*  
+

Customer Reference Number

I am requesting labor reimbursement

# Warranty: Parts Only

Begin by choosing the Distributor you are filing on behalf of. If you are a buy-sell Rep you can file on behalf of yourself by deselecting this option.

### Required Information for filing:

1. Serial number of the unit
2. Original installation date
3. Failure date of the material you are claiming
3. Detailed failure reason. [40-character min.]
4. Replacement options\*
5. Part number of failed part\*\*
4. Contractor Information
5. Homeowner Information

**If labor is being requested, contractor's labor invoice must be uploaded to be processed.**

*\*If you have 'Replaced from stock'- Provide PO it was replaced on. If you 'Require replacement parts' you will be required to upload a purchase order.*

*\*\*To add additional parts, click the '+' sign to the right of the QTY field.*

Warranty Type\*  
Unit Replacement

My serial number does not match this format

Product Model\*  
Please select Product Model

Legacy Serial Number\*  
Please provide unit serial number

Should you realize you have a serial number that is not in the Bosch 23 standard format, select the "My serial number does not match this format" and you will be prompted to select the model of the unit and provide the serial number of the unit.

## Warranty: Labor Only

Labor only claims at this time, can be requested by emailing [warranty\\_returns@us.bosch.com](mailto:warranty_returns@us.bosch.com) and referencing the corresponding parts/unit claim.

Labor must be submitted within **90 days** from day of service to be eligible for reimbursement.  
[if applicable]

**\*Coming Soon\*** - Labor Only Claim

The screenshot shows an email composition interface with the following elements:

- Send** button: A button with a paper plane icon.
- To** field: Contains the text "Warranty Returns (TT/SNA-SQW);". A red arrow points to this field.
- Cc** field: Empty.
- Bcc** field: Empty.
- Subject** field: Contains the text "Labor Request for Parts Claim 400069". A red arrow points to this field.
- Attachments** section: Contains one attachment named "Contractor's Labor Invoice.pdf" with a size of "14 KB". A red arrow points to this attachment.





# Warranty: Invoice Warranty

My serial number does not match this format

This is an invoice warranty

Original Installation Date\*

03/01/2024



Failure Date\*

03/22/2024



## Required Information

Describe details\*

Please describe the reason for failure here.

Replacement Options\*

I replaced this part from stock

I require replacement parts

## Invoice or Purchase Order of Original Part \*

Browse Files

Please select your files to upload\*

## Invoice or Purchase Order of Replacement Part \*

Browse Files

Please select your files to upload\*

Invoice warranties are intended for part warranties when the unit is no longer within warranty. **Parts have a 12-month part warranty.**

If the material has been replaced from your stock, you will be required to provide the original purchase order and the replacement purchase order to verify the failure is within the 12-month window.

If you are requesting a replacement, be shipped- you will be required to provide the original purchase order, only.

This is an invoice warranty

Original Installation Date\*

03/01/2024



Failure Date\*

03/22/2024



## Required Information

Describe details\*

Please describe the reason for failure here.

Replacement Options\*

I replaced this part from stock

I require replacement parts

## Invoice or Purchase Order of Original Part \*

Browse Files

Please select your files to upload\*

## My product or packaging shows signs of damage.

Note: Products that have been damaged during shipment must be reported within 10 days from delivery. Products that contain hidden damage must be reported within 60 days of delivery.

### Claim Details

I am filing this claim on behalf of another company

Distributor Branch\*

QA Test Distributor Company 123456 MI Boston

What is your claim type?\*

Damaged Unit

I refused this shipment

PO Number\*

Shipping/Tracking Number

Shipment carrier name

I would like...\*

- replacement parts to repair in field  to return items and receive credit for shipment
- to keep at a discount  to return and receive replacement shipment

Damaged Unit Serial Number\*

[Browse Files](#) Please upload photos of Damage\*

Please describe the damage\*

### Delivery Receipt \*

[Browse Files](#) Please select your files to upload\*

## Required Information for filing:

1. Purchase Order
2. Delivery/tracking number
3. Serial number of the damage unit
4. Photos of damaged material\*
5. Signed delivery receipt

\*You can now file for up to 5 damaged units. If you have received more than 5 damaged units, please contact [warranty\\_returns@us.bosch.com](mailto:warranty_returns@us.bosch.com)

Shipments that have been refused; photos are not required to submit.

What is your claim type?\*

Damaged Unit

I refused this shipment

PO Number\*

## Damage: Units

- **NEW** replacement options now include requests to keep the unit at a discount as well as request parts for minor repairs in the field.

I would like...\*

- replacement parts to repair in field  to return items and receive credit for shipment
- to keep at a discount  to return and receive replacement shipment

\*Concealed damage requires photos of packaging. 6 max photos per unit.

## My product or packaging shows signs of damage.

Note: Products that have been damaged during shipment must be reported within 10 days from delivery. Products that contain hidden damage must be reported within 60 days of delivery.

### Claim Details

I am filing this claim on behalf of another company

Distributor Branch\*  
QA Test Distributor Company 123456 MI Boston

What is your claim type?\*  
Damaged Parts

I refused this shipment

PO Number\*

Shipping/tracking Number

Shipment carrier name

I would like...\*  
 to return items and receive credit for shipment  
 to return and receive replacement shipment

Material Number\* QTY\*

[Browse Files](#) Please upload photos of Damage\*

Please describe the damage\*

### Delivery Receipt \*

[Browse Files](#) Please select your files to upload\*

## Damage: Parts Only

### Required Information for filing:

1. Purchase Order
2. Delivery/tracking number
3. Part number of damaged material
4. Photos of damaged material\*
5. Signed delivery receipt

Shipments that have been refused; photos requirements will be removed.

What is your claim type?\*  
Damaged Unit

I refused this shipment

PO Number\*

\*Concealed damage requires photos of packaging. 6 max photos per material.

## I am missing part or all of my shipment

Please Note: All shortage claims must be submitted within 10 business days from original invoice date.

### Claim Details

I am filing this claim on behalf of another company

Distributor Branch\*

QA Test Distributor Company 123456 MI Boston

Have you received an incorrect part in your shipment?

New / Unused Claim

Is this missing an internal component?

Warranty Claim

PO Number\*

I'm missing my entire shipment

Shipping/Tracking Number\*

I would like...\*

a replacement shipment

to receive credit for shipment

Each Part Number & Serial Number\*

QTY\*

Additional information

### Delivery Receipt \*

Browse Files

Please select your files to upload\*

# Lost Shipments

### Required Information for filing:

1. Purchase Order
2. Delivery/tracking number
3. Replacement/ Reimbursement option
3. Part numbers of missing material
4. Signed delivery receipt

If you are missing your entire shipment; part number and quantity requirements will be removed.

PO Number\*

I'm missing my entire shipment

# Product Return Claim

All overstock return requests must be submitted within 30 days from original invoice date. Materials must be returned in unused condition in its original packaging. There is a 25% restocking fee for all returns, with a minimum return value of \$100.00. No freight will be credited. Bosch errors will not be subject to the 30 day window or any restock fees.

## Attention dear customer!

For our complete return policy, click [here](#)

I am filing this claim on behalf of another company

Distributor Branch\*

PO Number\*

Material Number\*

QTY\*



Reason for Return\*

- Overstock Return       Bosch Error
- Other

I would like...\*

- to return for credit       Requires Replacement

# Product Returns

## Required Information for filing:

1. Purchase Order
2. Part numbers of material
3. Return Reason
4. Replacement / Reimbursement Method

Reasons for return have been updated.

Reason for Return\*

- Overstock Return       Bosch Error
- Other

Bosch Error Code for Return\*

- Duplicate Shipment       Picking Error
- Incorrect Advice       Other

I would like...\*

- to return for credit       Requires Replacement

# Claim Status Updates

New Status	New Status Meaning
Submitted	New Submission
In Review	API validation completed, needs agent review
More Info Needed	Agent has requested additional information for processing
Approved	Site or Agent has approved claim for SAP processing
Completed	SAP processing is completed, and documents are uploaded to claim form.
Customer Cancelled	Customer cancelled their claim.
Rejected	Agent has reviewed claim, and it is not eligible.**


\*\* Claims that are rejected are unable to be re-opened.


# Editing your Claim

New Status	New Status Meaning
Submitted	New Submission
In Review	API validation completed, needs agent review
More Info Needed	Agent has requested additional information for processing*
Approved	Site or Agent has approved claim for SAP processing
Completed	SAP processing is completed, and documents are uploaded to claim form.
Customer Cancelled	Customer cancelled their claim.
Rejected	Agent has reviewed claim, and it is not eligible.**

After an agent has reviewed your claim, if there is more information needed, or an update required to complete your claim, the claim status will be updated to reflect “More Info Needed.”

This status will trigger an email to the submitter requesting the information; and provide a link to the claim.

 **BOSCH** Home Comfort Claims



Hello Valued Customer,

Thank you for submitting your claim to us. Unfortunately, we do not have all the required information to process your claim. To expedite the process, we kindly ask that you update the following missing/invalid information on your claim:

Failure reason provided is incomplete.  
<ClaimWarrantyForm/41a3abe3-b22c-479a-9aa0-edc6ae4fbc52>

Please be aware that without this information, we may not be able to process your claim in a timely manner. If you have any questions or concerns, please do not hesitate to contact us.

Thank you for your cooperation and we look forward to resolving this matter for you as soon as possible.

Best Regards,  
Bosch Warranty Team

Click the link to get to your claim where you will enter the missing information and then resubmit the claim.

If everything submitted is validated as correct the system will put the claim in an “Approved” state for processing; and after processing, a “Complete” state where you will be provided the appropriate documentation.

If any information is unable to be validated, your claim will return to an “In Review” state to be reviewed by an agent for further processing.


# Home Comfort Communications


New Status	New Status Meaning
Submitted	New Submission
In Review	API validation completed, needs agent review
More Info Needed	Agent has requested additional information for processing
Approved	Site or Agent has approved claim for SAP processing
Completed	SAP processing is completed, and documents are uploaded to claim form.
Customer Cancelled	Customer cancelled their claim.
Rejected	Agent has reviewed claim, and it is not eligible.**

After a claim has been approved and processed; the status will update to the “Complete” status.

This status will trigger an email to the submitter; informing of the status update and provide a link to the claim.

You follow the link to your claim form where the appropriate documentation will be uploaded for your download/printing.

 **BOSCH** Home Comfort Claims



Dear Valued Customer,

We are writing to inform you that your claim is now complete. Please find the attached documentation and follow any additional instructions in the paperwork provided.

[http://qa-claims\\_bosch-homecomfort.us/ProductReturn/be451a95-10f8-4fe0-8f36-22470e465bad](http://qa-claims_bosch-homecomfort.us/ProductReturn/be451a95-10f8-4fe0-8f36-22470e465bad)

**Anticipated Processing Times**

- For products that require return, credit will be issued within three business days upon receipt of material.
- For Field Scrap RMAs, please hold the material until credit has been issued. Credit will be issued to your account in 1-3 business days.
- Free of charge orders do not require the return of defective material. Estimated ship dates can be found in the attached Order Confirmation.
- Labor credits will be issued to your account in 1-3 business days.

Should you require additional information, please feel free to reach out to our dedicated team at [warranty\\_returns@us.bosch.com](mailto:warranty_returns@us.bosch.com). We are here to address any concerns or offer any support you may require.

Thank you for choosing Bosch.

Best Regards,  
Bosch Warranty Team.

## Administrative Section

### Claim Status

Completed ▼

### Customer Communication

Please provide your correspondence here

### Claim History

[3/25/2024, 3:19:28 PM]  
Bosch Admin Courtney: Claim Updated

[3/25/2024, 2:06:00 PM]  
Bosch Admin Courtney: Claim Updated

[3/22/2024, 5:51:05 PM]  
testmanrepmanager@mailinator.com: PO Validation:  
Invalid purchase order number

### View Documents

RMA

Credit

Replacement Order