

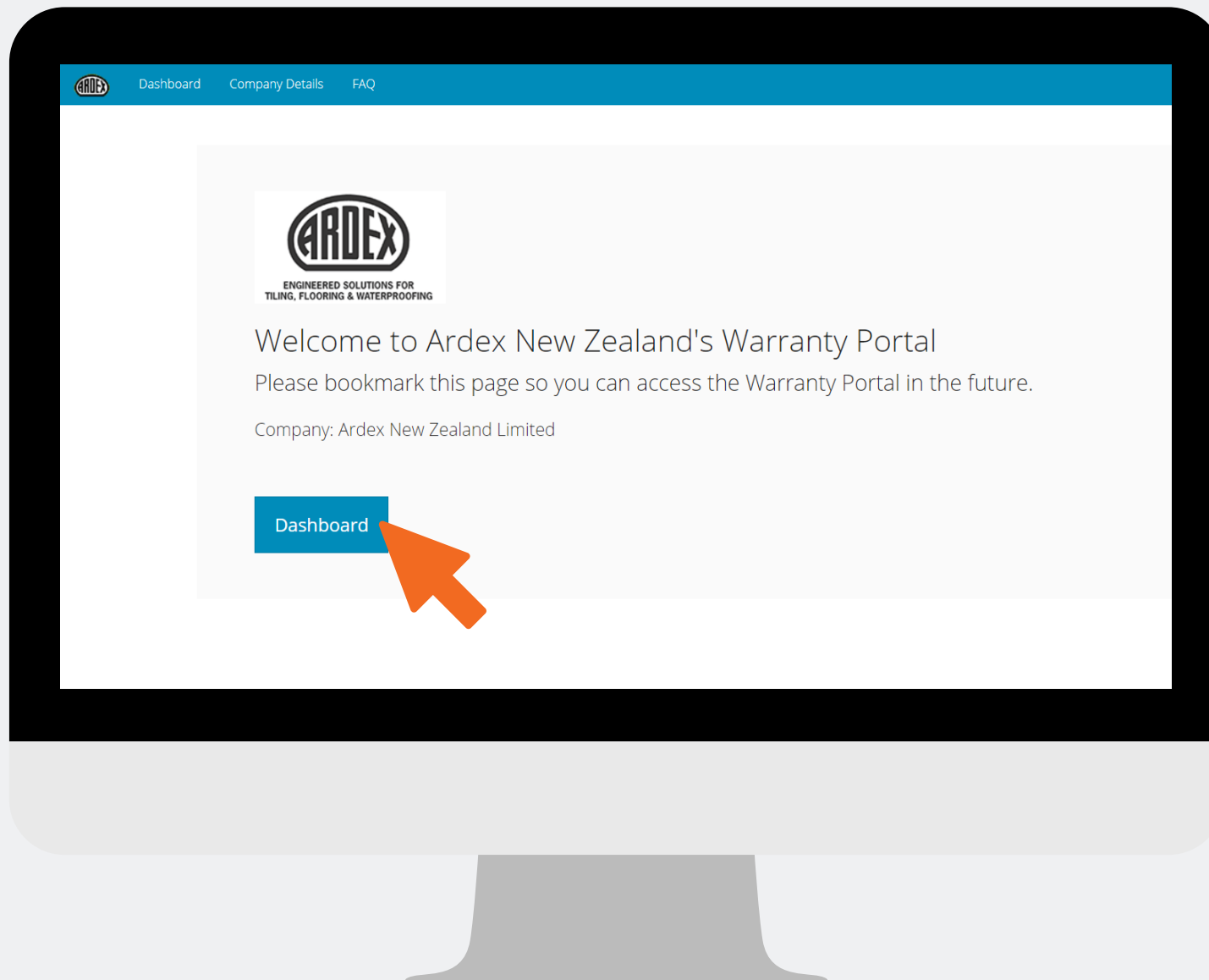


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# WARRANTY SYSTEM

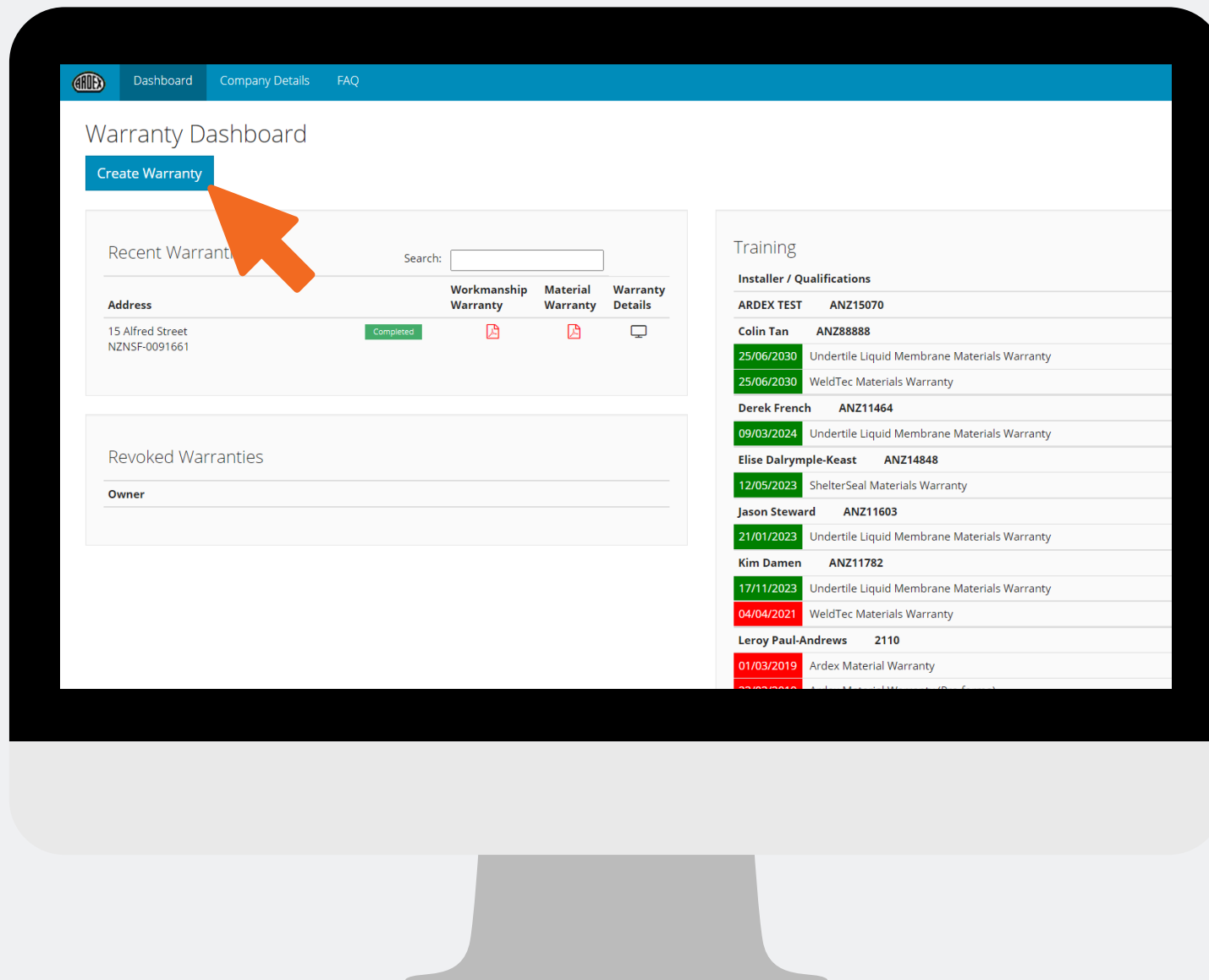
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HOW TO GUIDE



## 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:

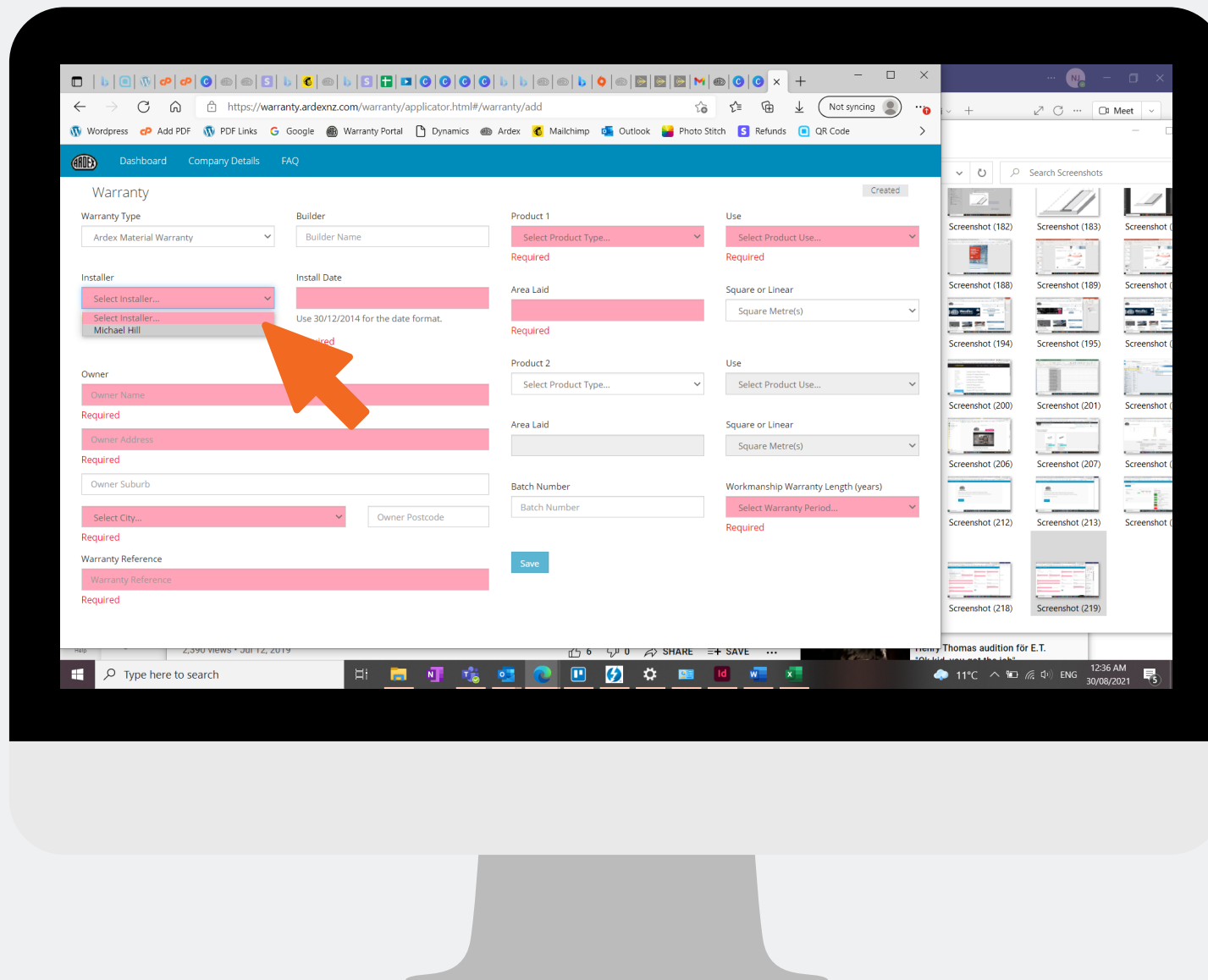
Click **Create Warranty**.



The screenshot shows a web application interface for creating a warranty. The top navigation bar includes the ARDEX logo and links for Dashboard, Company Details, and FAQ. The main form is titled 'Warranty' and features a 'Created' button in the top right corner. The form is organized into several sections: 'Warranty Type' with a dropdown menu (highlighted by an orange arrow), 'Builder' with a 'Builder Name' field, 'Product 1' and 'Product 2' each with a 'Select Product Type...' dropdown, 'Use' with a 'Select Product Use...' dropdown, 'Area Laid' with a text field, 'Square or Linear' with a 'Square Metre(s)' dropdown, 'Batch Number' with a 'Batch Number' field, 'Workmanship Warranty Length (years)' with a 'Select Warranty Period...' dropdown, 'Owner' with fields for 'Owner Name', 'Owner Address', 'Owner Suburb', 'Select City...', and 'Owner Postcode', and 'Warranty Reference' with a 'Warranty Reference' field. Red 'Required' labels are placed next to several fields. A 'Save' button is located at the bottom right of the form.

## STEP 3:

Select the **Warranty Type**  
that applies to you.



## 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.



## STEP 5:

Fill in the required fields marked in the dotted orange lines, including **Builder**, **Install Date**, **Owner** and **Address**.





Warranty

Warranty Type: Ardez Material Warranty

Builder: John Doe

Installer: Michael Hill

Install Date: 16/05/2021

Owner: Jane Doe

Address: 123 Anonymous Street

Happyville

Location: Auckland

Batch Number: 1234

Warranty Reference: Warranty Reference

Required

Product 1: ARDEX WPM 163

Use: Bathroom

Area Laid: 50

Square or Linear: Square Metre(s)

Product 2: Select Product Type...

Use: Select Product Use...

Area Laid:

Square or Linear: Square Metre(s)

Batch Number: Batch Number

Workmanship Warranty Length (years): Select Warranty Period...

Required

Save

## STEP 6:

Fill in the next required fields marked in the dotted orange lines by selecting the **Products** used in your installation.



The screenshot shows a web application interface for creating a warranty. The top navigation bar includes the ARDEX logo and links for Dashboard, Company Details, and FAQ. The main form is titled 'Warranty' and includes a 'Created' status button. The form is organized into several sections: 'Warranty Type' (dropdown menu), 'Builder' (text input), 'Product 1' (dropdown menu), and 'Use' (dropdown menu). Below these are 'Installer' (dropdown menu), 'Install Date' (text input with a note 'Use 30/12/2014 for the date format.'), 'Area Laid' (text input), and 'Square or Linear' (dropdown menu). The 'Owner' section includes 'Owner' (text input), 'Address' (text input), 'City' (text input), 'Region' (dropdown menu), and 'Postcode' (text input). The 'Product 2' section includes 'Product 2' (dropdown menu), 'Area Laid' (text input), and 'Square or Linear' (dropdown menu). The 'Batch Number' section includes 'Batch Number' (text input). The 'Workmanship Warranty Length (years)' section includes a dropdown menu with a red 'Required' label. The 'Warranty Reference' section includes a text input field with the value 'JD 16/05/2021' and a blue 'Save' button. An orange arrow points to the 'Warranty Reference' input field.

Warranty

Created

Warranty Type: Ardex Material Warranty

Builder: John Doe

Product 1: ARDEX WPM 163

Use: Bathroom

Installer: Michael Hill

Install Date: 16/05/2021  
Use 30/12/2014 for the date format.

Area Laid: 50

Square or Linear: Square Metre(s)

Owner: Jane Doe

123 Anonymous Street

Happyville

Auckland

1234

Product 2: Select Product Type...

Use: Select Product Use...

Area Laid:

Square or Linear: Square Metre(s)

Batch Number: Batch Number

Workmanship Warranty Length (years): Select Warranty Period...  
Required

Warranty Reference: JD 16/05/2021

Save

## STEP 7:

Fill in your **Warranty Reference**. We recommend using the initials of your installer and the date. *Eg: JD 16/05/2021*





Warranty

Created

Warranty Type: Ardex Material Warranty

Builder: John Doe

Product 1: ARDEX WPM 163

Use: Bathroom

Installer: Michael Hill

Install Date: 16/05/2021  
Use 30/12/2014 for the date format.

Area Laid: 50

Square or Linear: Square Metre(s)

Owner: Jane Doe  
123 Anonymous Street  
Happyville  
Auckland

Product 2: Select Product Type...

Use: Select Product Use...

Area Laid:

Square or Linear: Square Metre(s)

Batch Number: Batch Number

Workmanship Warranty Length (years): Select Warranty Period...  
Required

Warranty Reference: JD 16/05/2021

Save

## STEP 8:

Fill in the **Batch Number**, this information can be found on your product bags. *This is NOT a mandatory field.*



Warranty

Created

Warranty Type: Ardez Material Warranty

Builder: John Doe

Product 1: ARDEX WPM 163

Use: Bathroom

Installer: Michael Hill

Install Date: 16/05/2021

Area Laid: 50

Square or Linear: Square Metre(s)

Owner: Jane Doe

123 Anonymous Street

Happyville

Auckland

1234

Batch Number: Batch Number

Workmanship Warranty Length (years): 1 Year, 2 Years, 3 Years, 4 Years, 5 Years, 10 Years, 15 Years, 20 Years

Warranty Reference: JD 16/05/2021

Save

## STEP 9:

Select your **Workmanship Warranty Length**.



ARDEX Academy TRAINING EXCELLENCE

Dashboard Company Details FAQ

Warranty

Warranty Type: Ardex Material Warranty

Builder: John Doe

Product 1: ARDEX WPM 163

Use: Bathroom

Installer: Michael Hill

Install Date: 16/05/2021

Area Laid: 50

Square or Linear: Square Metre(s)

Product 2: Select Product Type...

Use: Select Product Use...

Owner: Jane Doe

123 Anonymous Street

Happyville

Auckland

1234

Warranty Reference: JD 16/05/2021

Drop MS Word Documents (.doc, .docx), Images (.png, .jpg), PDF

Periodic Audit

Company

Applicator

Save

Warranty saved 2x

## STEP 10:

Click **Save**. You should receive a green pop up in the top right corner with **"Warranty Saved"**.

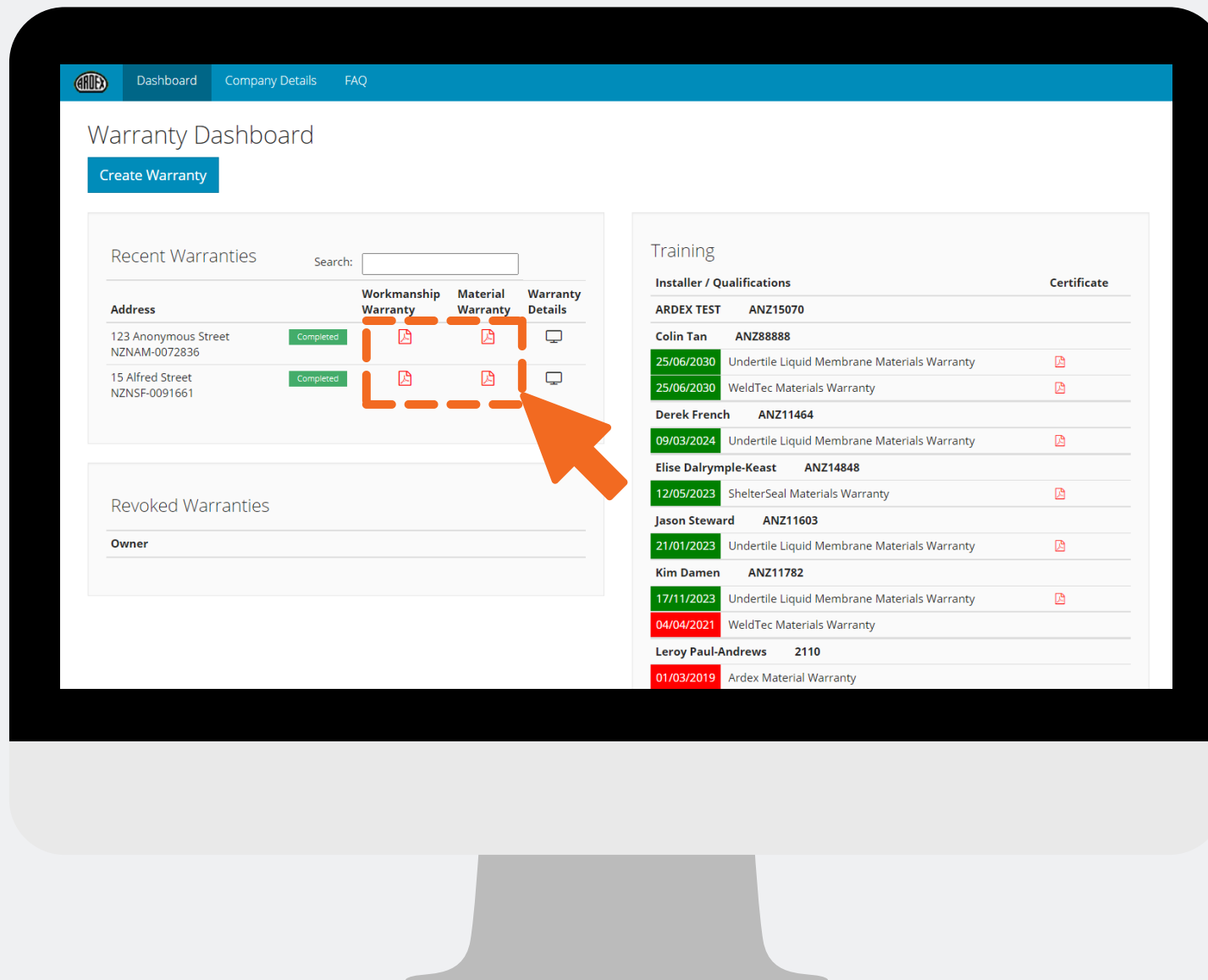


The screenshot shows the ARDEX Academy Warranty Creation interface. The top navigation bar includes 'Dashboard', 'Company Details', and 'FAQ'. A green notification bar at the top right states 'Warranty saved' with a '2x' multiplier. The main form is titled 'Warranty' and includes the following fields:

- Warranty Type:** A dropdown menu with 'Ardex Material Warranty' selected.
- Builder:** A text input field containing 'John Doe'.
- Product 1:** A dropdown menu with 'ARDEX WPM 163' selected.
- Use:** A dropdown menu with 'Bathroom' selected.
- Installer:** A dropdown menu with 'Michael Hill' selected.
- Install Date:** A text input field containing '16/05/2021'. Below it, a note says 'Use 30/12/2014 for the date format.'
- Area Laid:** A text input field containing '50'.
- Square or Linear:** A dropdown menu with 'Square Metre(s)' selected.
- Product 2:** A dropdown menu with 'Select Product Type...' selected.
- Use:** A dropdown menu with 'Select Product Use...' selected.
- Area Laid:** A text input field (empty).
- Square or Linear:** A dropdown menu with 'Square Metre(s)' selected.
- Batch Number:** A text input field containing 'Batch Number'.
- Workmanship Warranty Length (years):** A dropdown menu (empty).
- Owner:** A text input field containing 'Jane Doe'.
- Address:** Two text input fields containing '123 Anonymous Street' and 'Happyville'.
- Location:** A dropdown menu with 'Auckland' selected.
- Postcode:** A text input field containing '1234'.
- Warranty Reference:** A text input field containing 'JD 16/05/2021'.
- Save:** A blue button.
- Drop MS Word Documents (.doc, .docx), Images (.png, .jpg), PDF:** A dashed box for file uploads.
- Periodic Audit:** Two buttons: 'Company' and 'Applicator'.

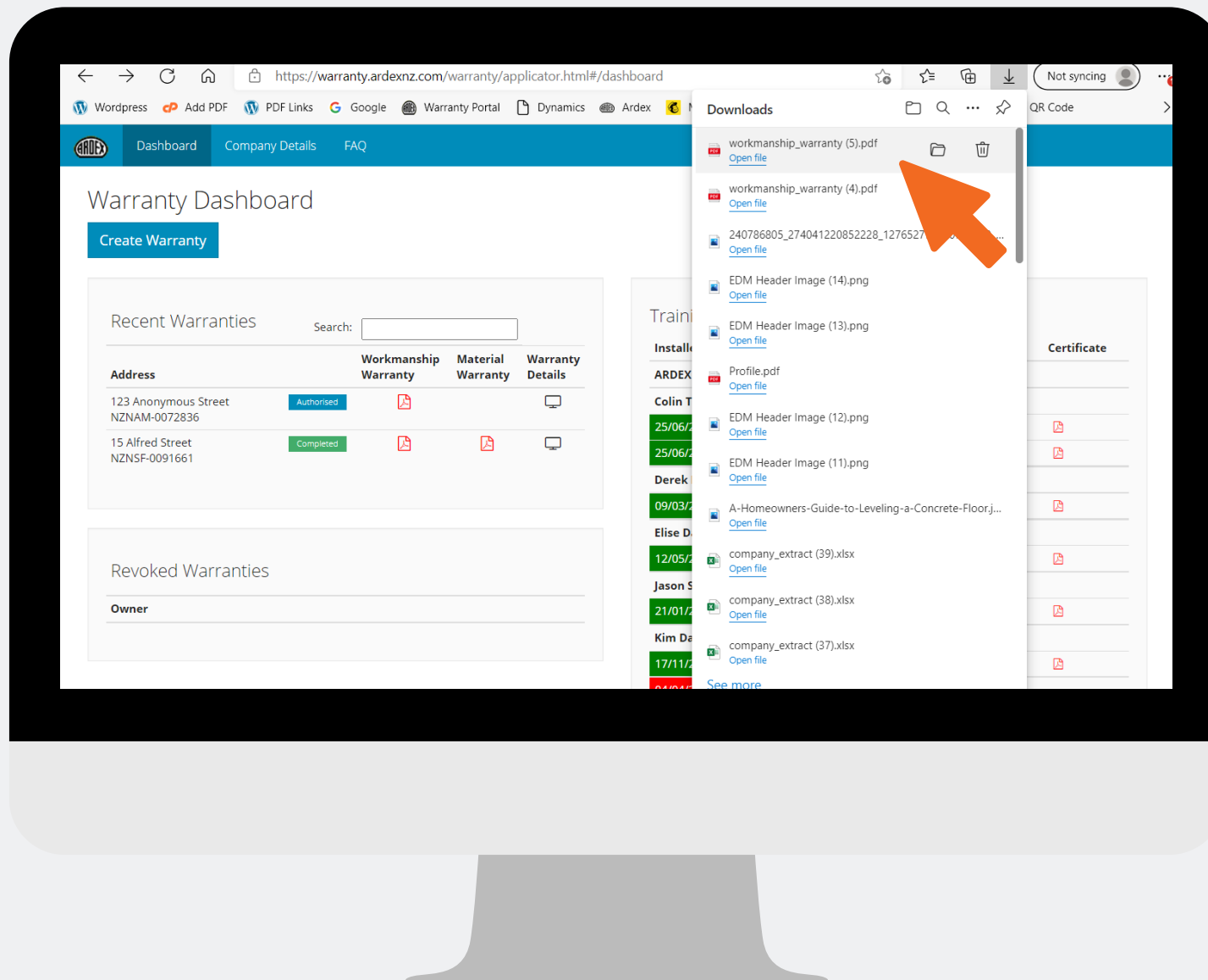
## STEP 11:

Click **Dashboard** on top left corner.



## STEP 12:

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.



## STEP 13:

Click the Downloads drop down tab or open your Downloads folder to find a PDF of your Warranty.



## WARRANTY CREATION COMPLETED!

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