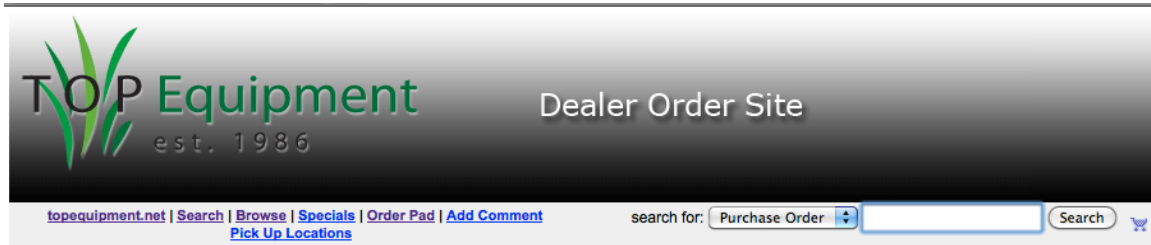


## Has my warranty been paid?

You can use your TOP Equipment website to verify if a warranty claim has been paid. After you sign in, use the search feature in the upper right hand corner to find the claim.



Use the dropdown menu to change the search option from **Keyword** to **Purchase Order**. All of our paid warranty claim numbers are referenced in the Purchase Order field of the related credit memo. Type your warranty claim number in the search field.

### Billy Goat

Use uppercase prefix "BGWC-" which stands for Billy Goat warranty claim followed by the five-digit number on the claim.

Example: paper claim #0011940

A screenshot of the search bar with the dropdown menu set to "Purchase Order" and the search field containing "BGWC-0011940". A "Search" button is to the right.

### Encore

Use uppercase prefix "ENWC-" which stands for Encore warranty claim followed by the number on the claim.

Example: online claim #032010-71FUR

A screenshot of the search bar with the dropdown menu set to "Purchase Order" and the search field containing "ENWC-032010-71FUR". A "Search" button is to the right.

### Scag

Use uppercase prefix "SWC-" which stands for Scag warranty claim followed by the number on the claim.

Example: online claim 714152

A screenshot of the search bar with the dropdown menu set to "Purchase Order" and the search field containing "SWC-714152". A "Search" button is to the right.

### Shindaiwa and Echo

Online claims can be researched by the provided nine-digit number only.

Example: online claim #500475608

A screenshot of the search bar with the dropdown menu set to "Purchase Order" and the search field containing "500475608". A "Search" button is to the right.

Warranty claims that originated on an Echo paper form will only have seven digits. Add two zeros as a prefix to complete the nine digit number.

Example: paper claim #2358974

A screenshot of the search bar with the dropdown menu set to "Purchase Order" and the search field containing "002358974". A "Search" button is to the right.

Warranty claims that originated on a Shindaiwa alpha numeric claim do not use a prefix. All letters are uppercase.

Example: claim # SH9CRK547

A screenshot of the search bar with the dropdown menu set to "Purchase Order" and the search field containing "SH9CRK547". A "Search" button is to the right.

Hit the *Search* button for a review of the warranty credit memo. Parts, labor, and warranty total will appear in a printable format. Open and unpaid warranty claims will not appear. Please call the TOP Equipment service team for more information.