



United Servicers Association

“Jennifer’s Warranty Tips”



Tip # 5 – Dacor Warranty Claims

Are you getting “pre-authorization” before you run an in-warranty Dacor service call? Are you submitting your claims correctly on their website?

It’s been more than two years and Dacor’s DDS program is still in full swing. Following their program will ensure that your claim(s) is paid and in a timely manner.

- You “must” have a pre-authorization number assigned through Dacor and it must be entered on your claim(s) in order to be paid.
Pre-authorization numbers are obtained through Dacor by the customer calling and speaking with Dacor’s Distinctive Service Dept. (1-800-793-0093, ext 2822)
If you are a Dacor Preferred Servicer or Self-servicing Dealer, you can obtain an authorization number for the customer through the Dacor website.
- Dacor, through their DDS program, provides all in-warranty parts at no-charge; however, you still have to list all of the parts installed for the repair on your claim. If you do not list the parts on the claim, it will be rejected.
If the in-warranty appliance serviced is a refrigerator, the parts must be entered in the “service performed” section of the claim. (Dacor’s claim system does not recognize refrigerator part #'s.)

All parts shipped at no-charge need to be entered with “Dacor” as the parts distributor and if you are unsure of the invoice # that the part(s) was shipped on, you can use invoice # 11111 on your claim.

- Enter your “mileage” breakdown in the service-performed field of your claim. Much like showing your work in Math class, you need to do the same on your Dacor claim.
Example: 27 miles driven one way, one round trip driven, 27×2 (one ways) = 54 miles driven round-trip
25 miles covered per Dacor contract, 25×2 (one ways) = 50 miles covered per contract



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54 miles driven round trip – 50 miles covered round trip = 4 billable miles
4 billable miles x \$1.00 each mile = \$4.00 mileage

Make sure to enter the mileage \$'s in the "Mileage Cost" field and the number of billable miles in the "Miles Outside Normal Radius" field, on your claim.

- Don't forget to "submit" your claim. (This sounds elementary, but is a problem sometimes.) Saving a claim does just that, it only saves the information entered on the claim and does not actually submit the claim for payment. Make sure to submit your claims and check the "Submitted Invoice" field before you log off Dacor's website to see if all of your newly submitted claims are listed.
- Make sure your claim(s) gets approved. On average, claims are either approved or rejected within 24 to 48 working hours, Monday through Friday. Check your claims over in the "TA Rejected" and "PD Rejected" fields on Dacor's website and make claim corrections if needed immediately so that your payments aren't delayed.

"Check back next month for warranty tip #6"

Best wishes,

Jennifer