



United Servicers Association

“Jennifer’s Warranty Tips”

Tip # 18 – How to file a BSH claim that did not require part replacement



If you are having trouble getting your BSH claims that did not require part replacement paid or are new to the BSH warranty world, following these claim steps is very important.

BSH requires that the part or related part that coincides with the repair on the appliance be entered on your claim as well as using the correct fault code.

CLAIM STEPS – PART 1

To get the part # that matches the model of appliance repaired, go to:

[https://portal.bsh-partner.com/portal\(bD1lbg==\)/LoginFrame.htm?PORTAL_REGIONINDEX=20](https://portal.bsh-partner.com/portal(bD1lbg==)/LoginFrame.htm?PORTAL_REGIONINDEX=20)

You will need a “User name” and “Password”.

(A user name and password can be obtained from your BSH field rep.)

Once you’ve logged on, go to the upper left hand corner of the screen and choose Service & Parts. (→ Service & Parts)

Next choose QuickFinder FullScreen, again on the left hand side.

(→ QuickFinder FullScreen)

A new screen will open and your cursor should be positioned to search your model.

Model / E-Nr.

Enter the model # you need (leave the version off – Example: WFVC3300UC and choose the model version from the drop down list). This way you will have the option of looking at the Spare Part List or the Exploded View. (I prefer the Spare Part List.)

(FYI...There is valuable repair information here as well.)



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Choose and document the part # that was repaired on the appliance or the part # that is related to the repair that was performed on the appliance.

You are now ready to enter your claim in Service Power.

CLAIM STEPS – PART 2

Log onto Service Power and begin to file your BSH claim.

When you get to the “Part Information” portion of the claim, you will need to enter the part # you obtained in step 1.

- Leave the **Qty** box **blank**
- Enter the part # obtained in step 1 in the Part# box
- Leave the **Invoice #**, **Part Cost** and **Ext** boxes all **blank**
- Click on the following symbol, located next to the Fault Code box - 
- Click on the correct Fault Code from the pop up box – the code will be filled in on your claim
- Click on the following symbol, located next to the Call Code box - 
- Click on the correct Call Code from the pop up box – again the code will be filled in on your claim
- Leave the **Distributor #** box **blank**

Fill in the rest of the payment information on your claim and submit for payment. If you have researched the correct model # and version when looking up the part #, your claim should either be approved or go into manufacture review, pending any other problems on the claim.

“Check back next month for warranty tip #19”

Best wishes

Jennifer