Service Q & A

Q: Does this unit have any recalls?

A: You can check this on Key Express

> **Warranty – Search Unit Info – Service Campaigns**

Q: What is the décor for this unit?

A: You can check this on Key Express

> **Warranty – Search Unit Info – Unit Details**

Q: When does the warranty expire on this unit?

A: You can check this on Key Express

> **Warranty – Search Unit Info – Unit Details**

Q: Didn't this unit come with an upgraded package?

A: You can check this on Key Express

> **Warranty – Search Unit Info – Unit Details**

Q: Can you reopen a Pre-Auth?

A: Only if payment on claim has not started processing. You can track the status in Key Express.

Q: Can I have more time for a job?

A: We follow the Flat Rate Manual; under certain circumstances this may possible. Make sure you are detailed on Complaint, Cause and Correction to help justify more time.

Q: What is the operation code for my job?

A: See updated flat rate manual on Key Express.

> **Customer Service – Manuals – Customer Service Manuals**

Q: Can I reopen an expired pre-Auth?

A: Yes, as long as the unit is still under Keystone warranty and there has been NO additional damage to the unit since original pre-auth was placed.

Q: Can I get a copy of the MSRP for this unit?

A: Yes (If you have security in Key Express to view invoices, parts and claims - check with your administrator)

        Your Account – Search for your VIN – Click on Invoice # – the MSRP (Print MSRP)

Q: Have my parts been shipped for the repairs?

A: Parts are not automatically ordered from an approved pre-auth. Check on Key Express for the Sales Order status placed by your parts department.

Q: How can I get an appliance manual for this unit to help diagnose?

A: Appliance Manuals are located on Key Express

        Customer Service – Manuals – Vendor Manuals

Q: Can I get more training on Key Express?

A: Yes, we have videos available on Key Express under Customer Service. If you need additional training email your team requesting additional training and they will help guide you with this.