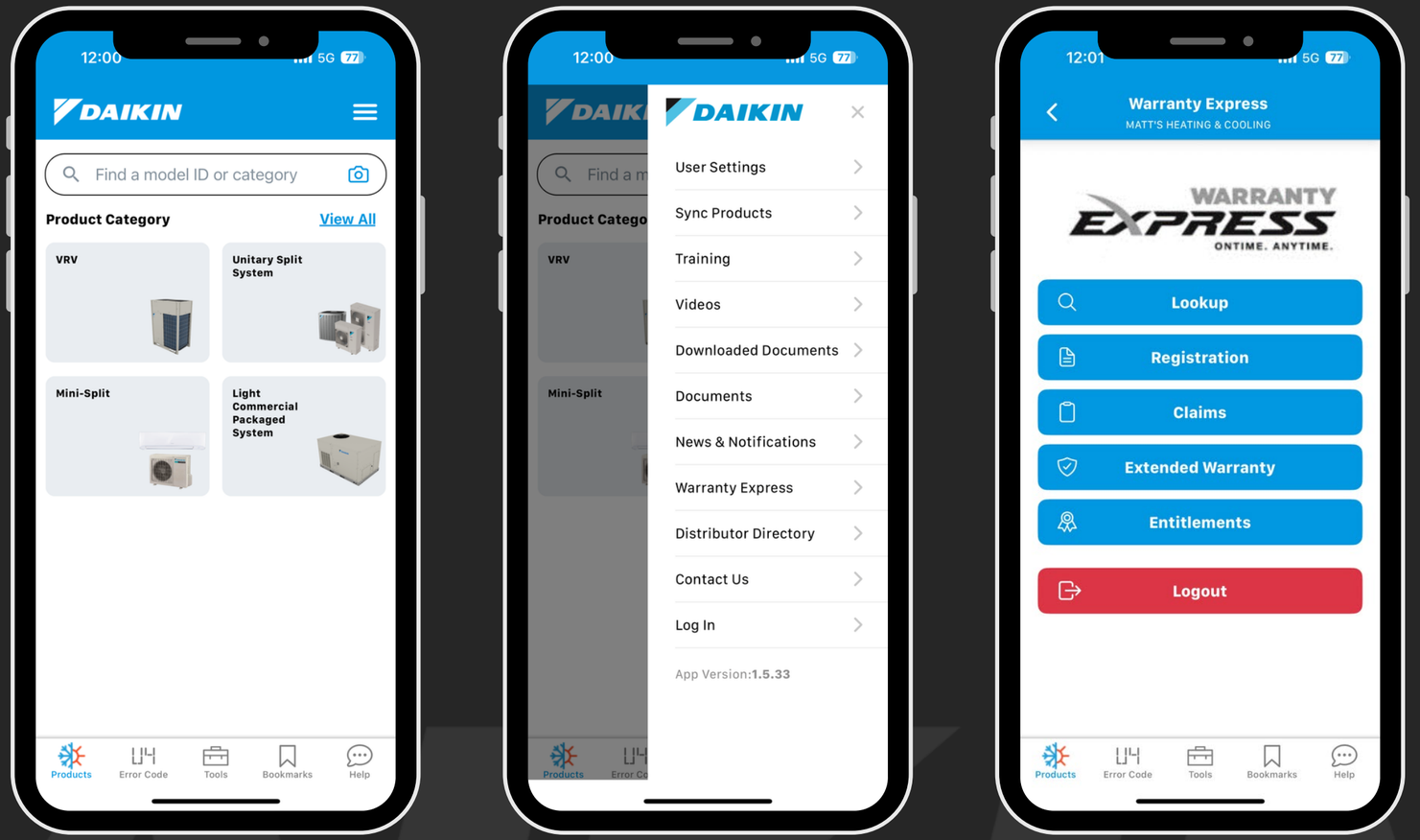
Warranty Express: How to File a Claim

Found in Daikin Tech Hub

STEP 1:

Navigate to Warranty Express VIA Daikin Tech Hub,

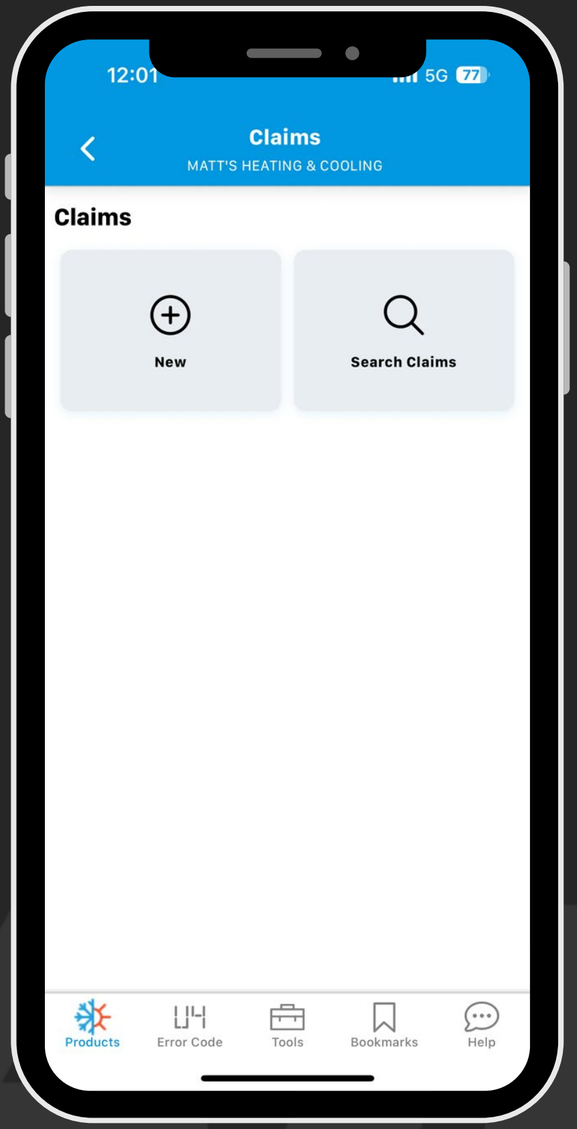
**Login using valid Warranty Express credentials. (required)*



Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

STEP 2:

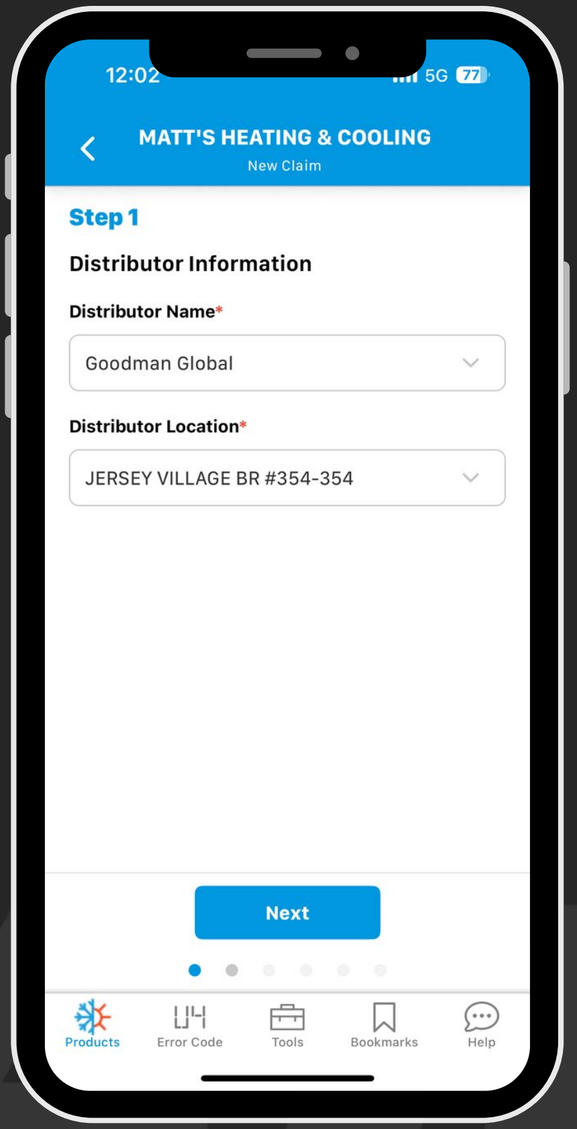
Select “New”
to start a new claim.



Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

STEP 3:

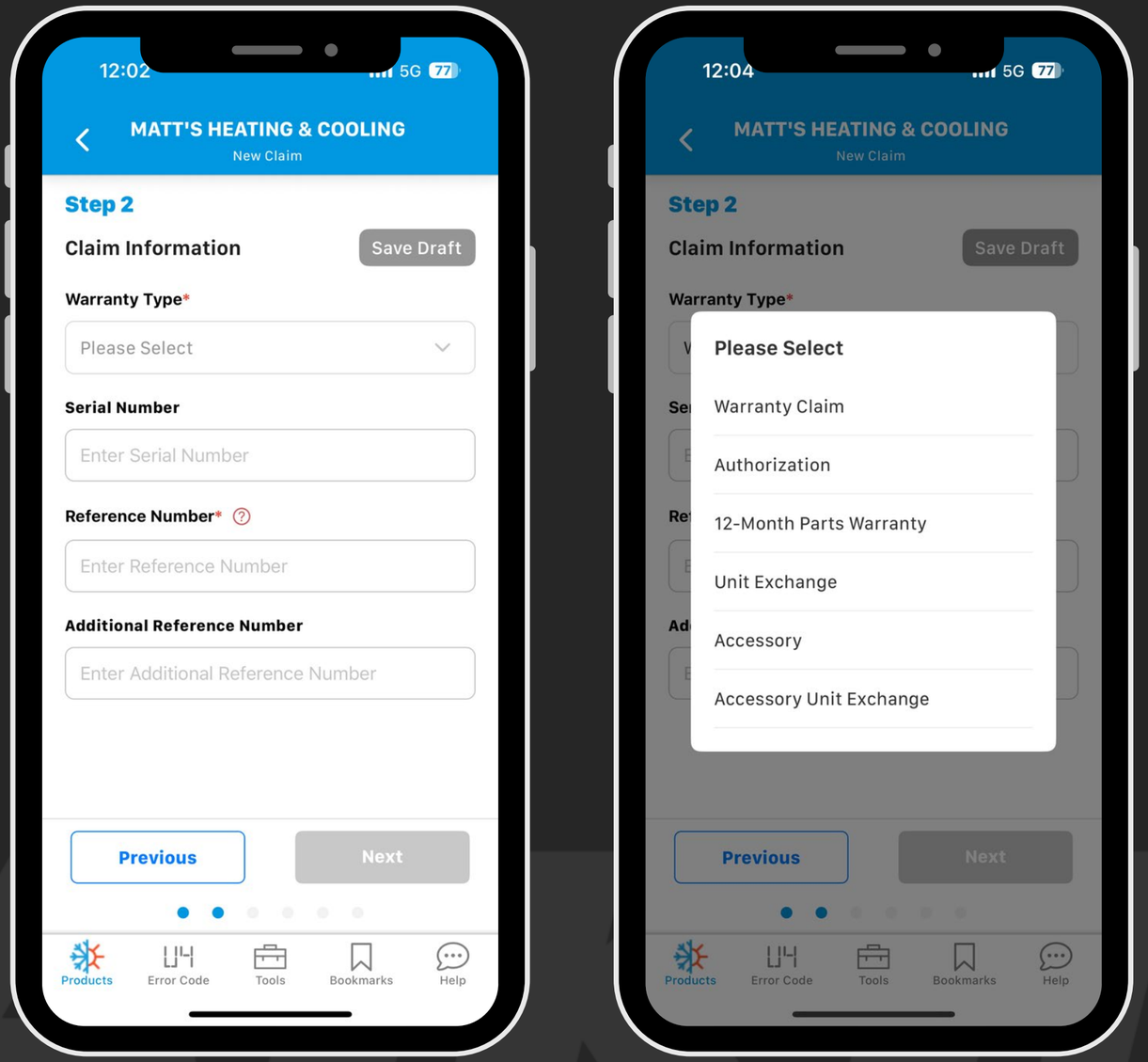
Select the Distributor Information. This is the branch you are filing the claim with.



Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

STEP 4:

Select the Warranty Type. Please refer to the “warranty types” quick reference guide for more information on the types.

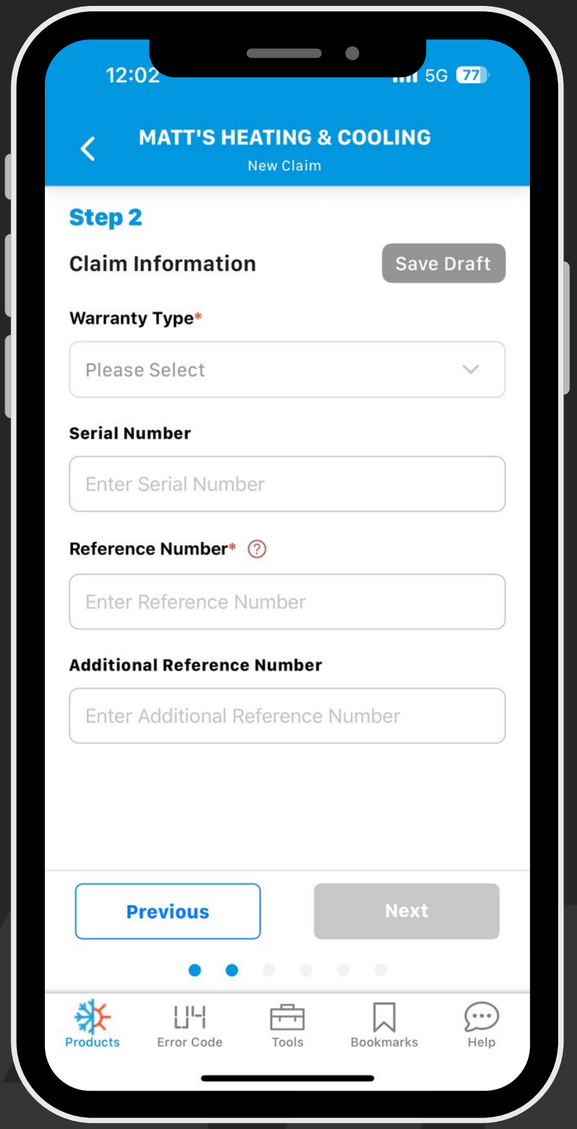


Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

STEP 5:

Fill in the Serial number,
Reference Number,
Additional Reference Number:

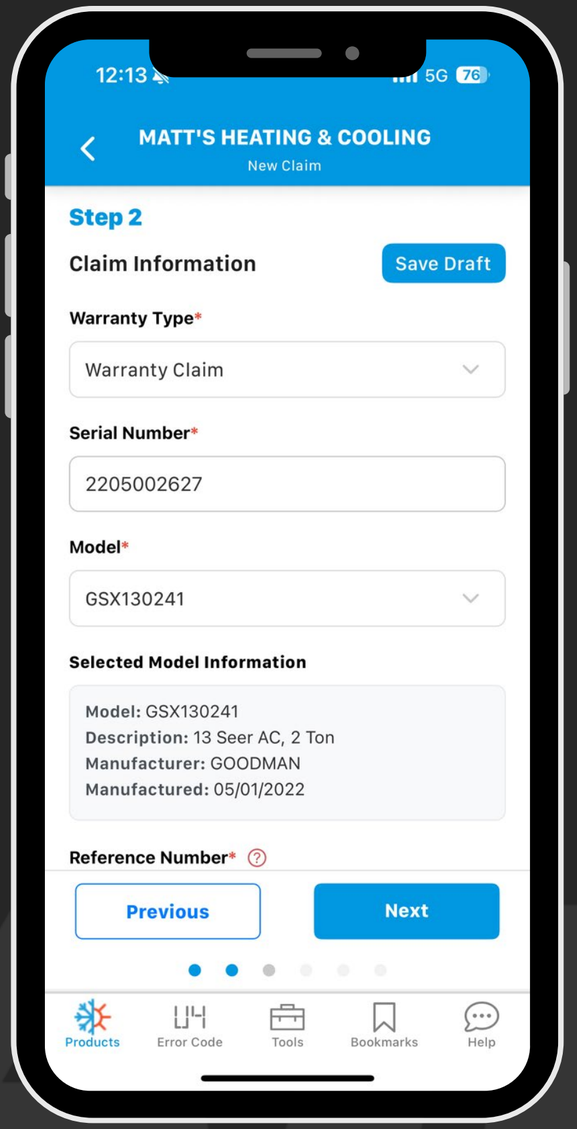
In this example we will demonstrate the most common warranty type “warranty claim”.



Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

STEP 6:

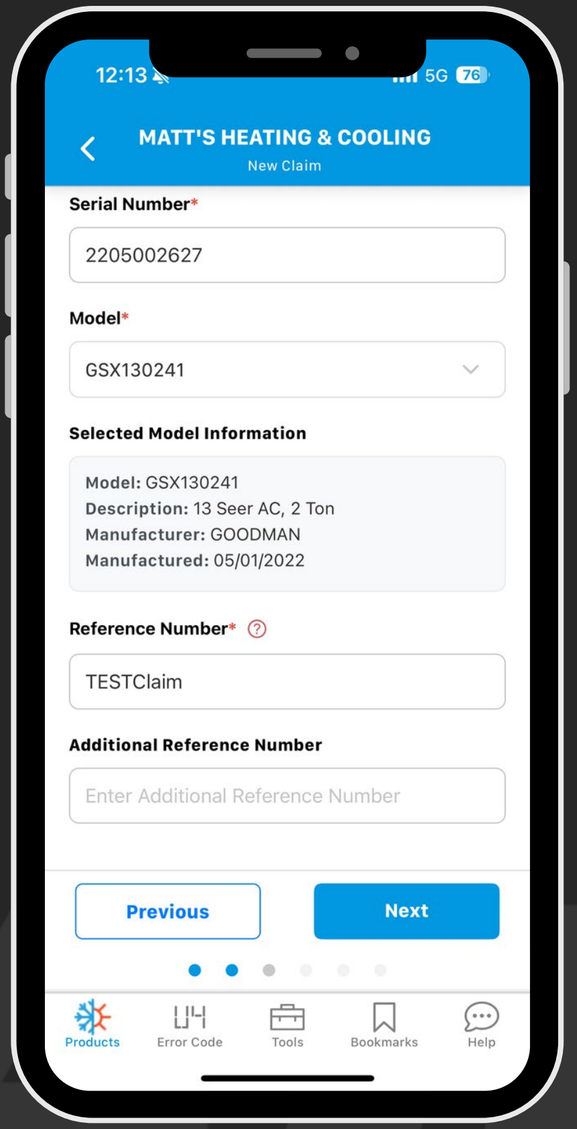
Once the serial # is entered the Model # will auto-populate.



Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

STEP 7:

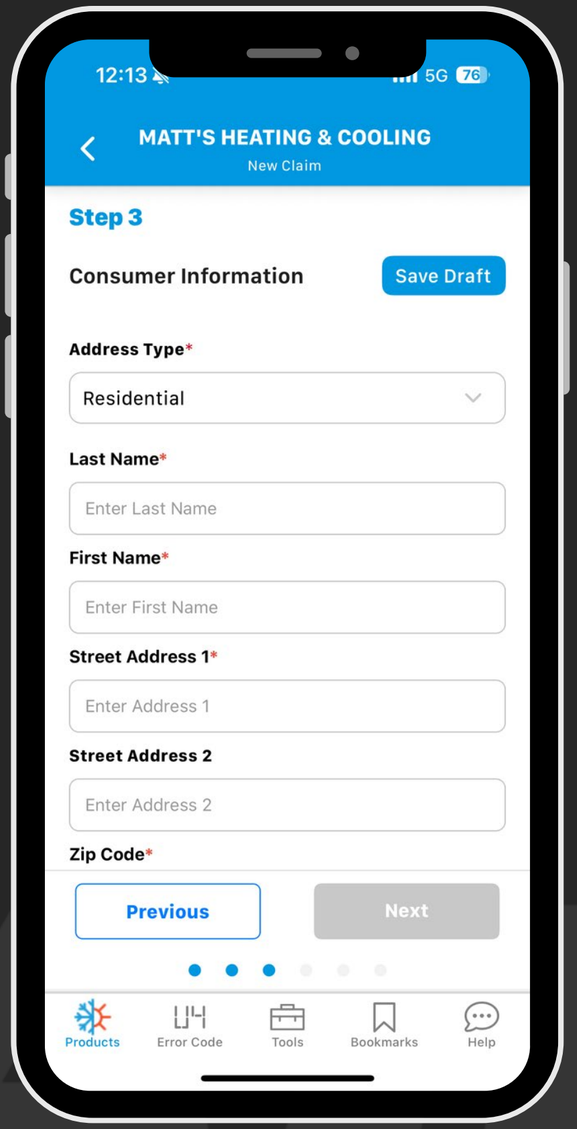
Fill the Reference Number. This must be a unique number/letter combination for your use.



Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

STEP 8:

Fill in the current homeowners contact information.

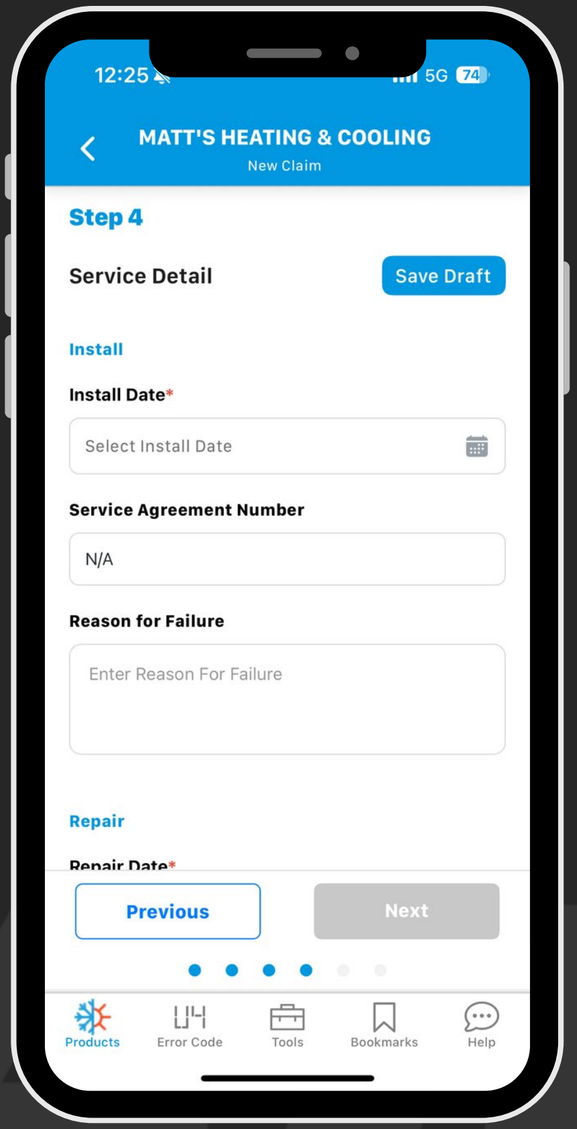


Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

STEP 9:

Enter the installation date.

Include the reason for failure. i.e. in this example we have a failed capacitor that is showing signs of leaking out.



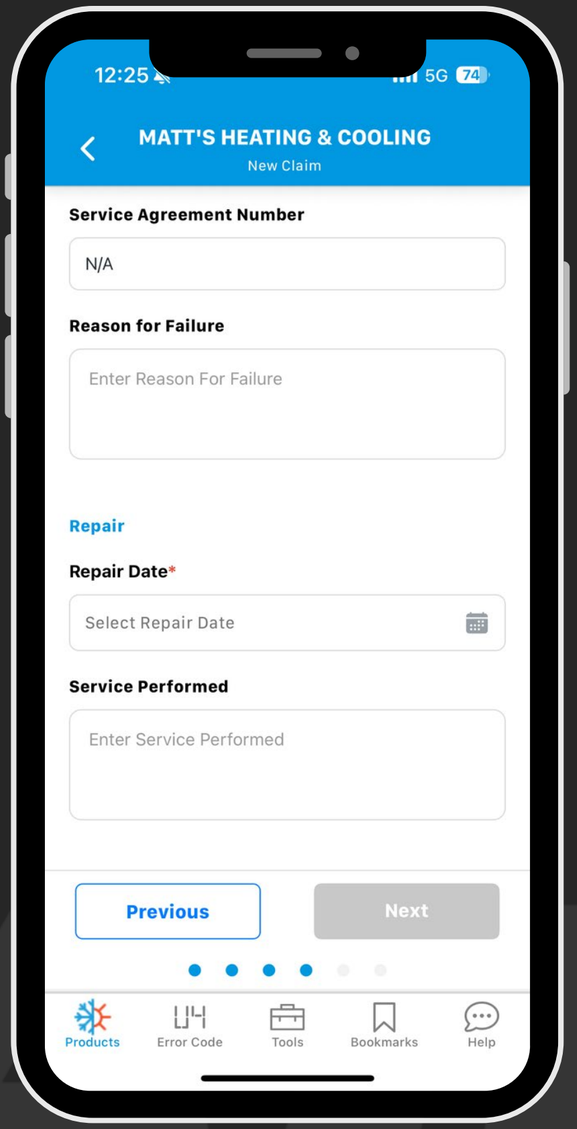
Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

STEP 10:

Enter the repair date.

**Remember you must submit the claim within 45 days of the service.*

Enter the Service Performed i.e. in this example we would say “replaced defective capacitor”.



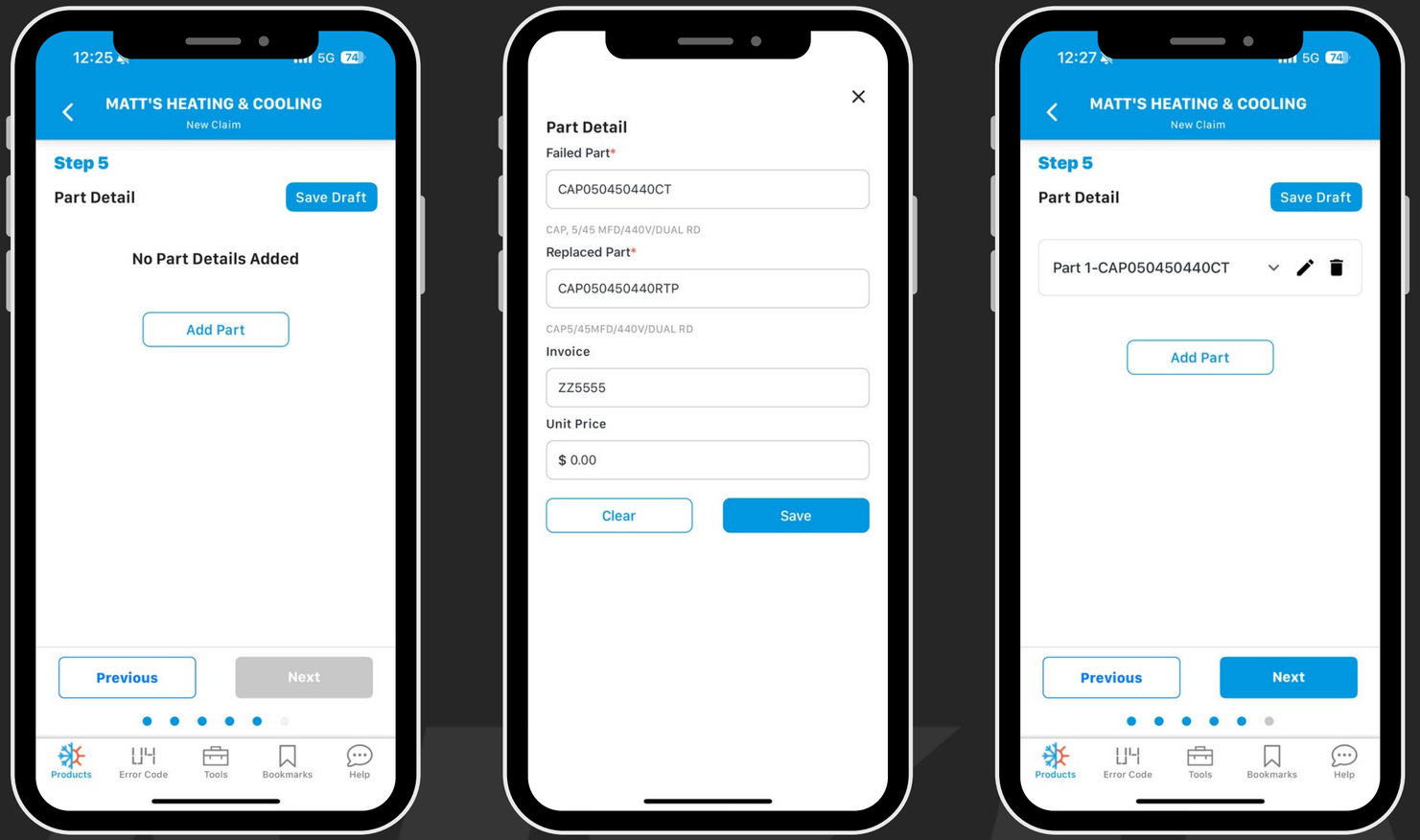
Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

STEP 11:

Add the failed Part Number and the Replaced Part Number. These might be different numbers see for instance this example. There might be a substitute or third-party replacement part.

It is important to include the Invoice number for the purchase of your replacement part in order to be reimbursed.

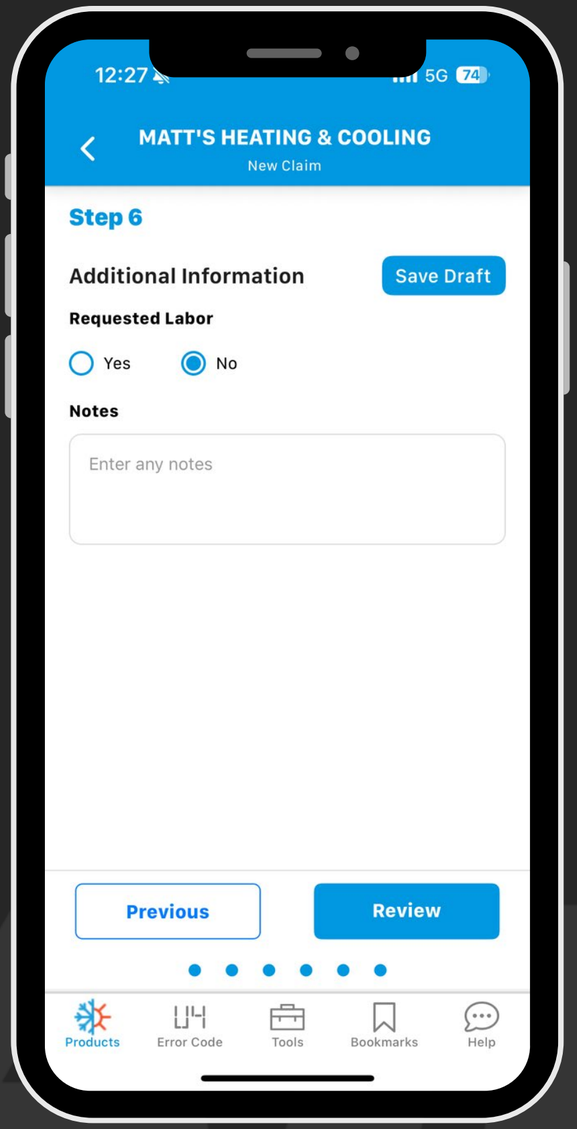
There are 2 different invoice # formats:
XX00000
7000000



Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

STEP 12:

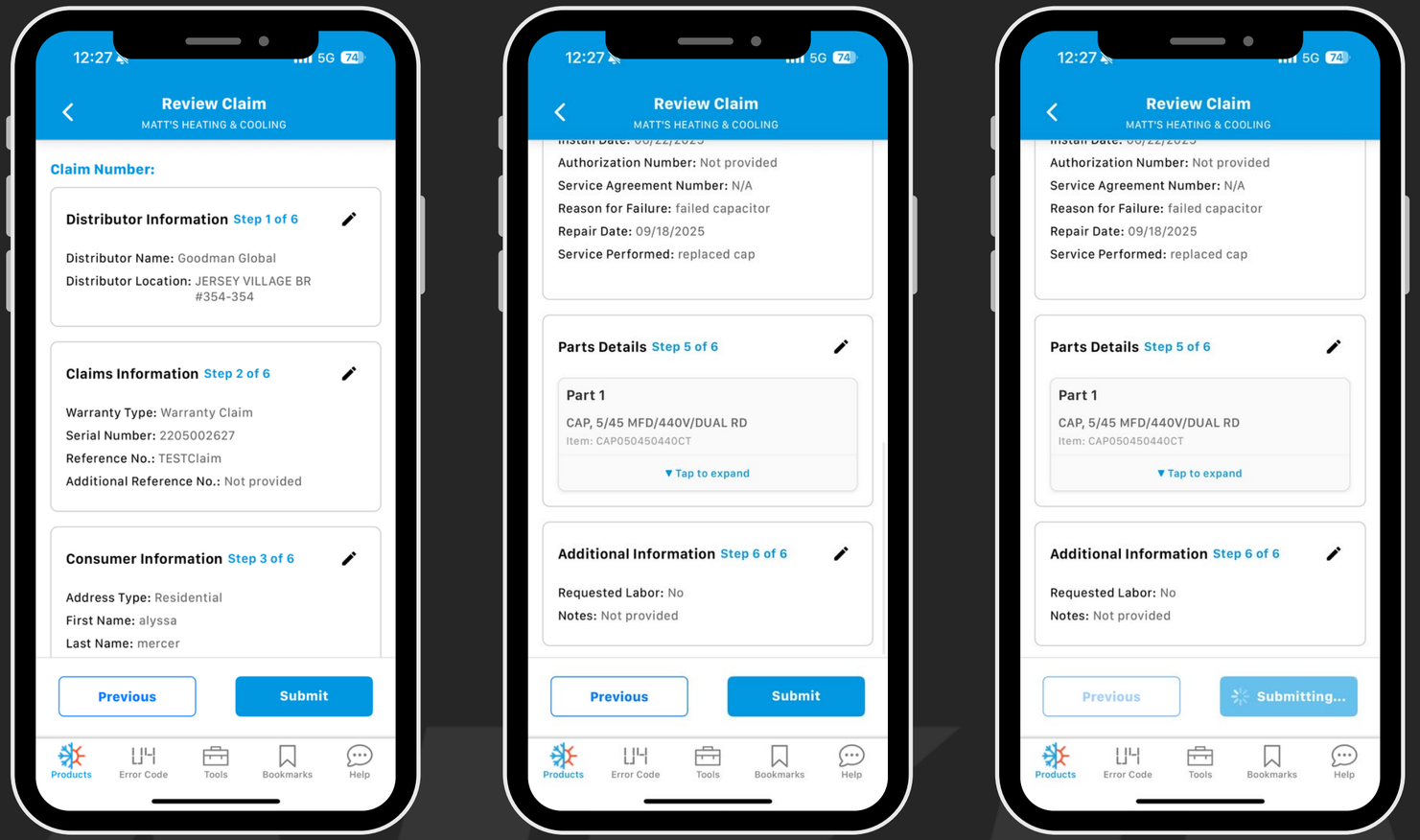
If the customer had purchased an Extended Service Agreement, and you are a registered Asure dealer, you could request Labor reimbursement on this screen.



Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

STEP 13:

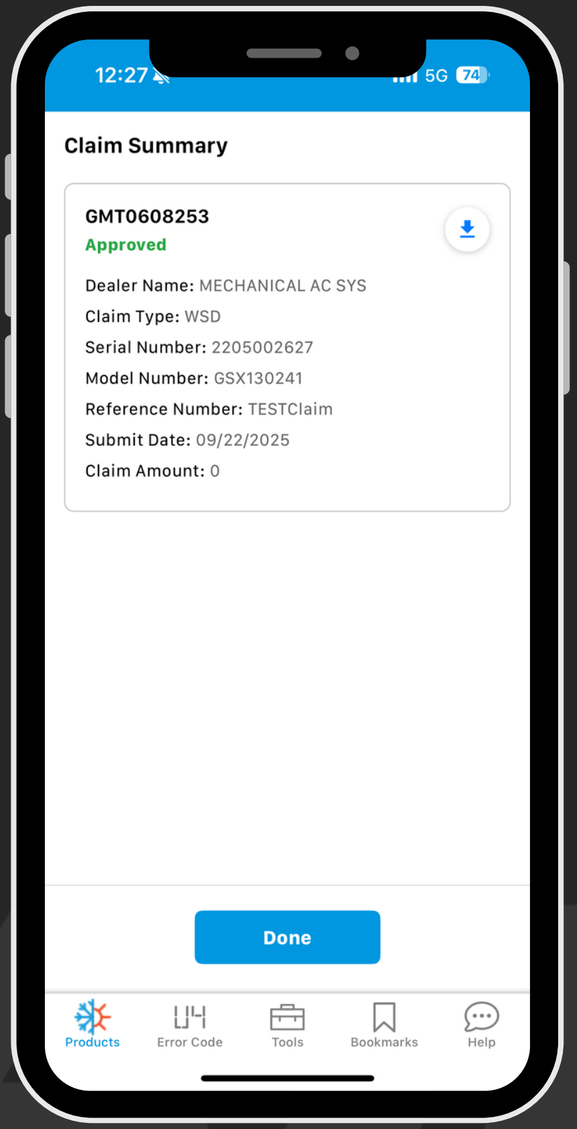
The final step is to review the claim. You will go through each section previously entered and have the opportunity to make changes. If you are happy with the claim you can press submit.



Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

You are now complete.

You will see that your claim has either been approved or moved to “doc review” status.



Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com

What do I do if my claim is in “Doc Review” status?

If your claim was not immediately approved and has moved into “doc review” status you will have 15 days to provide additional supporting documents. The Doc Review message will let you know which supporting documents to provide which can be uploaded in the app.

For assistance please contact: warrantyclaims@daikincomfort.com

Our continuing commitment to quality products may mean a change in specifications without notice.
© 2025 DAIKIN COMFORT TECHNOLOGIES NORTH AMERICA, INC. • Houston, Texas • USA • www.daikincomfort.com