

Warranty Types Overview

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Every System record is assigned a Warranty Type. Each Warranty Type defines how many days the system is covered by your company warranty for parts and labor. When a Work Order is created, the software looks at the system's warranty type and the warranty start date. If the system is still within the warranty period, then by default, no charges will be calculated. If the system is out of warranty, the software looks at the Service Level assigned to the work order to calculate billable charges.