# Tremco Commercial Sealants & Waterproofing
## Warranty Information System Exchange (SWISE) User Guide
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SOME IMPORTANT NOTES

One caution as you work in SWISE

If you leave a page without saving the information you enter, you risk losing the new information. Leaving a page includes navigating to a different page using the menu options at the left and using your browser’s Back button. You are also leaving a page when you use your browser’s Refresh or Reload button.

PLEASE NOTE: To avoid losing the information you enter, click the Save button before leaving any page.

Navigating the SWISE system

Do not use your browser’s buttons while you work in SWISE. Instead, use the Menu on the left side of the screen.

Unsure what to type into a key search box?

You can use an asterisk (*) to perform what are called “wildcard” searches. Situations where this might be used are if you are uncertain as to spelling of a word or if you want to expand the results that will be returned to you. The wildcard character (*) may be used to substitute for the beginning of a keyword, middle or the end of the keyword.

For example: Bob* will return any words that start with these letters, such as Bob Brown, Bob Jones, Bob Smith, etc. *Brown will return any words that end with these letters, such as Ann Brown, Bob Brown, Mike Brown, etc.

Using SWISE Help

Click the “?” Question Mark icon in the header to access the User Guide at any time.

Click the “i” Information icon in the header to access the Warranty Administrator’s contact information at any time.

If you click either of these icons and receive an error message instead of a pop-up Help window, you can contact the SWISE Administrator at 216-292-5181 for suggestions about improving your browser’s compatibility with pop-up windows.

Successful use of this site requires Microsoft Internet Explorer 6.0 or higher. Please note that if you are using Microsoft Internet Explorer 9, you must use the Tab Key (instead of the Enter Key) to Navigate through SWISE.
INTRODUCTION

Welcome to the Tremco Commercial Sealants & Waterproofing Warranty Information System Exchange (SWISE)

This online system is designed to facilitate your warranty requests and allow immediate access to information regarding the status of your request. As a user of the SWISE system, you can enter the necessary warranty information online. SWISE takes care of storing and processing the warranties and provides you with:

- Easy entry of warranty information with the ability to save information and return to the form at another time.
- Easy access to information on the status of the warranty.
- Secure storage of warranty and project information. (Submitters are only able to view their own warranties or those of others within their organization.)
- Expanded warranty search capabilities with reports in spreadsheet format.
- Assistance with the SWISE system through both general information and a User Guide.
- Ability to maintain Company information for address changes, etc.

PLEASE NOTE: If the SWISE program cannot be accessed because the Website is down, or for other technical difficulties, call the IT Support Line @ 1-800-562-5852 for assistance. If you get voicemail, please leave a message. Normal business hours are Monday through Friday, 8:30 a.m. - 5:00 p.m. (Eastern).
- User must be connected to the Internet prior to program startup.

- Navigate to the warranty request section of the Tremco Commercial Sealants & Waterproofing website.

- Log in using your email address and password provided to you by the SWISE Administrator.
If you have forgotten your password, please enter your email address in the Log In window and select the option to Email Password located at the bottom of the Log In window.

- If you have a valid SWISE User Account, you will see a message at the bottom of the Log In window that the password was sent.
- If you do not have a valid SWISE User Account, a message will appear in the bottom of the Log In window which states “Invalid email address.” If this occurs, please first check to make sure you entered your email address correctly. If you need assistance, contact the SWISE administrator at 216-292-5181.

To change your password, enter your email address, and click the Change Password link. You will have to enter your current password correctly in order to change it.

To request a new User Account in SWISE from the Log In page, you can click the Request for Account link, fill out the form and Submit it. You will receive a confirmation email with further instructions. When the account is created, you will receive a welcome email from the Warranty Administrator with your login information.

You can also request an account by contacting the SWISE Administrator at 216-292-5181 or warrantyadmin@tremcoinc.com during regular business hours.
CREATE NEW WARRANTY REQUEST

- From the Menu on the left side, select Create New Request in the Warranty section.

- In the Project Information Screen, fill out the form, adding information on the project for which you are creating the warranty(s). Click **Continue**.
- Once you have completed the Project Information, select **Click here to select Products** to continue.

- Select a category and type from the drop down menus.

- Select the product by checking the box next to it. Fill in the **Area** (linear/square footage) to which the product was applied. **Click Save this Product**.

- Once you have **Saved the Product**, you can either continue to fill out the Warranty Request, or you can save the information and complete it at a later time. If you decide to save the information and complete it later, **Click Save Warranty Job Information** in the bottom right hand corner of the screen. (See screen shot on next page).
- This will return you to the Warranty Summary Page.
- To return to your Request so that it can be completed and submitted, Click the arrow to the right of the Warranty ID.
- Click the **Job Warranty Information** tab.
Complete Warranty Job Information:

- Fill in the number of Warranty Years Requested.
- Choose the Type of Use from the drop down menu. If Other is chosen, please fill in "Other" type.
- Choose where the product was used: Interior/Exterior.
- Fill in the Date of Substantial Completion (MM/DD/YYYY).
- Fill in the Dollar value of Tremco product used.

![Warranty Job Information Table]

**APPLICATOR NAME**

- If the User is the Applicator, the Applicator Name will already be filled in. (Skip to Page 11 of these instructions for information on entering Distributor Name.)

![Applicator Name]

- If the User is not the Applicator, begin typing the applicator name in this field. As you type, a drop-down menu will appear with possible matches. You simply need to click on the appropriate company name to select it from the drop-down.

![Applicator Name (Full List)]
• Alternatively, if you are submitting multiple product warranty requests for the same project, you can click the “Copy From Previous Warranty” button to copy the applicator from the previously saved warranty in that project:

![Copy From Previous Warranty](image)

• If the company that you need is not appearing in the drop-down, or if you are not sure of the full company name, you can click “Full List” to see a complete list of applicators linked to your company in our warranty system:

![Full List](image)

Consult the list; then click “Close” to close this window:

<table>
<thead>
<tr>
<th>Applicator Name</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manno Caulking</td>
<td>Cleveland</td>
<td>OH</td>
<td>44111</td>
</tr>
<tr>
<td>Quality Waterproofing</td>
<td>Cleveland</td>
<td>OH</td>
<td>44107</td>
</tr>
<tr>
<td>First Construction</td>
<td>Cleveland</td>
<td>OH</td>
<td>44106</td>
</tr>
</tbody>
</table>

If the applicator that you are looking for does not appear on the list, you will need to contact the Warranty Administrator by email (WarrantyAdmin@tremcoinc.com) or by phone (216-292-5181) to have the name added.

**NOTE:** You cannot select the company name from the Full List by clicking on it; this list is for information purposes only.

After you close the list, begin typing the name in the Applicator field as it appeared in the full list. Then click to select it from the drop down.
**DISTRIBUTOR NAME**

- If the User is the Distributor, the **Distributor Name** will already be filled in. If the User is not the Distributor, begin typing the company name in this field:

  ![Distributor Name Form](image)

- As you type, a drop-down menu will appear with possible matches. You simply need to click on the appropriate company name to select it from the drop-down:

  ![Distributor Name Drop-down](image)

- If the company that you need is not appearing in the drop-down, or if you are not sure of the full company name, you can click “**Full List**” to see a complete list of distributors linked to your company in our warranty system:

  ![Distributor Name Full List](image)

- Consult the list; then click “**Close**” to close this window:

  ![Distributor Name List](image)

- If the distributor that you are looking for does not appear on the list, you will need to contact the Warranty Administrator by email (**WarrantyAdmin@tremcoinc.com**) or by phone (216-292-5181) to have the name added.

  **NOTE:** You cannot select the company name from the Full List by clicking on it; this list is for information purposes only.
After you close the distributor list, begin typing the name in the Distributor field as it appeared in the full list. Then click to select it from the drop down.

ARCHITECT / ENGINEER

- If there is an Architect/Engineer for the Project, click that box. If not, leave blank. **PLEASE NOTE that if the Project is a New Construction Project, the Architect/Engineer information is required in order for Warranty to be issued.**

- Fill in the Architect/Engineer Information. If you have already completed the Architect/Engineer Information for another Product on this Project, you can copy that information into this Product request by Clicking **From Previous Warranty.**

- If there is a General Contractor for the Project, click that box. If not, leave blank.

- Fill in the General Contractor Information. If you have already completed the General Contractor Information for another Product on this Project, you can copy that information into this Product request by Clicking **From Previous Warranty.**

- If there are any Special Instructions for this Warranty Request, please note them in the Special Instructions box.
• When you are ready to submit your Warranty Request, Click **Save & Submit Warranty**.

Once you have Clicked **Save & Submit Warranty**, SWISE does the following:

- Verifies that all required fields are complete and prompts you with a red error message to fill in any that are incomplete.
- Stores the information.
- Returns you to the Warranty Summary Page.

The following pop-up message will appear on your screen:

- SWISE changes the Warranty Request Status to either “Submitted,” “Approval Required” or “Not Submitted.”
- If the warranty request was successfully submitted, the User will receive an email message confirming that the Warranty Request was received by the Warranty Administrator.
PLEASE NOTE: Once the Request has been submitted, the User can no longer make changes. Changes can be requested by contacting the Warranty Administrator.

If additional Product warranties are needed for this Project, Click Add Products and repeat the steps above beginning on page 7.

If the Status of your Warranty Request shows Approval Required, this means it has been submitted and needs to be approved by your Tremco Sales Representative before it can be issued. This typically takes 1-2 business days.

If the Status of your Warranty Request shows Submitted, this means that it does not require special approvals and should be issued by the Warranty Administrator within 1 business day.
If the Status of your Warranty Request shows **Not submitted**, this means that it cannot yet be processed yet because you have not “Saved and Submitted” or because the request is missing information and contains errors. If you intended to Save and Submit and are not sure whether your request contains errors, click the blue arrow icon to the left of the warranty number to open the request and check for missing information. Warranties that are “Not submitted” will remain unissued in the SWISE system until the user has completed and submitted them.
Using the Search Feature to Edit or View a Warranty

- You can search for a warranty using the Search/Edit feature. Customers will have access to warranties created by Users assigned to their company. Only records in an Open status can be modified. After a record has been submitted for processing, the Warranty Administrator will need to be contacted for any changes.

- Click on the **Search / Edit** feature in the Warranty section of the Menu.

- A Warranty Search Selections form is displayed in the Main Frame. Enter your search criteria in the fields provided. You may enter partial entries for searching in any field that does not have a drop down box. For example, you can enter part of the Owner’s name. The more information you supply, the narrower the search will be and, therefore, the faster the response time.

- Select a field from the **Sort By** drop down menu to display the search results in order by Warranty Number, State, City or Project Name.

- Click on **Search** to start processing the search or click on **Reset** to clear all the fields.

- Click the **Envelope** icon next to the Warranty No. you want to view/edit. This will take you to the Project profile with a list of all warranties requested on that particular Project. If a warranty is in Open status, it can be edited by clicking the Arrow icon next to the Warranty ID. Any other status will open in a **View Only** mode. If there is no Envelope icon next to the Warranty No., this means that your company was noted as the Applicator or Distributor on the Warranty, but your company was not the entity that submitted the Warranty Request.
  - You are able to view and obtain a copy of the Warranty if the Warranty has been issued by clicking on the pdf file in the first column of pdf files.
  - If the Warranty has not been issued, you can view the Warranty Details by clicking on the pdf file in the second column of pdf files.

- Click on the Printer Friendly icon at the bottom of the window to generate a report.

- From the SWISE Home page, you can create a new search or create a new Warranty Request.

- Clicking the icon at the top of the page will log you out of SWISE.
**WARRANTY SUMMARY REPORTS**

- From the Reports section of the Menu, select **Warranty Summary**.
- Use the form on the Main Frame window to add filter criteria. Leaving all fields blank on the form will return all warranties.
- Click on the **Search** button.

- A list of warranties will be displayed in a grid in the Main Frame window.
- Click on the **Printer Friendly** icon at the bottom of the window to generate a report.

- Or you can open a particular warranty by clicking on the **Envelope** icon located at the left of the description.
- Warranty Details will be displayed in the Main Frame window.

- Click on the **Close** button to return to the Home page or click on the **Warranty List** tab to return to the list grid.
- Click on the **Search** tab to return to the Search selection form to create more searches.
- Clicking the **LOG OUT** icon at the top of the page will log you out of SWISE.