




ROADS MUST BE BUILT. WORLDS MUST BE CONNECTED.



Warranty Registration



Dealer Administration Training/Guide

- The Warranty Registration Screen will show all the Sakai Machines that have been added to the Dealers inventory.
- You are able to search through the columns by using the search bars at the top of each column.
- You can also sort the Machines by the current Status the Registration is in and download an Excel file of the dealership registrations.
- You are also able to see the Delivery Date of the machine to the dealership. This is important when it comes to the mandatory warranty start date of all Sakai machines.

Warranty Registration 

Serial Number	Make	Model	Warranty Details				Delivery Date	Status	Action
			Dealer	Package	Start Date	End Date			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			<input type="text"/>		
3SW79-40318	Sakai America	SW884ND	SAKAI-Sakai America Inventory		1/23/2024	1/22/2027	5/10/2024	Completed 	
3SW79-40321	Sakai America	SW884						In-Process 	

- Color indicators help to simplify views.

3SW79-40318	Sakai America	SW884ND
3SW79-40317	Sakai America	SW884ND

-Green Text indicates the Machine has a completed registration.

-Red Text indicates the Machine registration has not been submitted or approved.

In-Process

-In Process indicates the Machine is still needing its registration submitted.

Submitted

-Submitted shows the Dealer has submitted the registration and it is waiting on Sakai America's approval.

Completed

-Completed shows the Dealer has submitted the registration and it has been approved by Sakai America's.

Policy #	Policy (Additional policies found in section 5 of the Sakai Warranty Manual)
5.2	These policies apply to all SAI Heavy Equipment machines. These machines include models SV, SW, TW, GW, and R2 manufactured and shipped through SAI.
5.4	Dealers and Distributors are responsible for accurately documenting and submitting their Delivery Date in a timely manner. Submissions over 15 days may result in a registration hold or claim denial if applicable.
5.5	Warranty begins on the date the Machine is delivered to the first end customer or the date it was first used as a demonstrator, lease, or rental, whichever occurs first. If ownership of the Machine is transferred, only the remaining portion of the warranty period will be transferred.
5.6	Warranty coverage for all Heavy Machines will start six (6) months from the invoice date issued by SAI.
5.9	Submitted registrations will be reviewed by the SAI Product Support Department for accuracy and compliance with these policies. Registration processing will be conducted weekly and any additional information will be requested from the Dealer in writing before approval is provided. Failure to provide any information requested can delay the registration process.

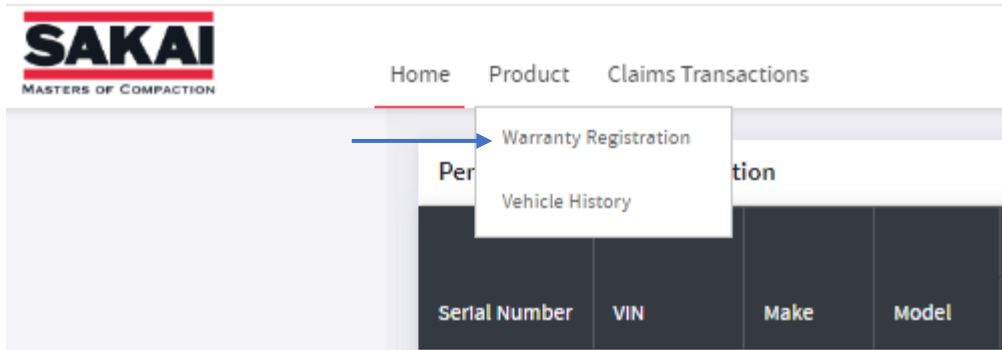
Policy #	Policy (Additional policies found in section 7 of the Sakai Warranty Manual)
7.2	These policies apply to all SAI Light Equipment machines. These machines include models CR, PC, HS, and RS manufactured and shipped through SAI.
7.4	Dealers and Distributors are responsible for accurately documenting and submitting their Delivery Date in a timely manner. Submissions over 15 days may result in a registration hold or claim denial if applicable.
7.5	Warranty begins on the date the Machine is delivered to the first end customer or the date it was first used as a demonstrator, lease, or rental, whichever occurs first. If ownership of the Machine is transferred, only the remaining portion of the warranty period will be transferred. Warranty coverage for all Light Machines will start three (3) months from the invoice date issued by SAI.
7.3	These policies apply to all SAI-Authorized Dealers and Distributors.
7.8	Submitted registrations will be reviewed by the SAI Product Support Department for accuracy and compliance with these policies. Registration processing will be conducted weekly and any additional information will be requested from the Dealer in writing before approval is provided. Failure to provide the required information or any additional information requested can delay the registration process.

- Open Sakai Warranty System website.
 - <https://sakaiaericawarranty.com/>
 - Login

The image shows a screenshot of the Sakai login interface. At the top is the Sakai logo with the tagline "MASTERS OF COMPACTION". Below the logo are two input fields: the first contains the email address "chris.atkinson" and the second is a masked password field. Underneath the password field is a checked checkbox labeled "Remember Me" and a link for "Forgot Password?". At the bottom of the form is a red "Sign In" button.

Notes

- Hover over the Product tab at the top directory
- Select the Warranty Registration from the drop down menu



- Search or Select the unit you are looking to register warranty on and click the serial number you wish to use.

Serial Number	VIN	Make	Model
3SW80-40160	3SW80-40160	Sakai America	SW994
5CR3-30178	5CR3-30178	Sakai America	CR271
SW774_0001	SW774_0001	Sakai America	SW774
3SV59-60394	3SV59-60394	Sakai America	SV414T

Serial Numbers highlighted **Green** are registered for warranty coverage and highlighted **Red** have not been registered for coverage.

Sakai Warranty Policy states “With no contact from the dealer the warranty will begin six months after invoice date for Heavy Equipment and three months for Light Equipment”.

Additional Notes

- Verify that the Serial Number and Model of the unit you want to register

Warranty Registration ☑

SerialNumber OR VIN *

Product Detail

Serial Number <input type="text" value="35W79-40321"/>	Model <input type="text" value="5W884"/>
Make <input type="text" value="Sakai America"/>	Model Year <input type="text" value="2024"/>
Delivery Date <input type="text"/>	

All machines purchased by a Dealer are registered to the same Dealer Code. Branches of the Dealership can all see the machines that are registered to that Dealer.

- Verify your dealer selection, All machines will be registered to the same dealer code

Warranty Details

Dealer * <input type="text" value="DLR0161-A & A RENTALS & SALES, INC."/>	Sales Person <input type="text"/>
Sales Date * <input type="text"/>	Hour Meter Reading * <input type="text"/>
Warranty Package * <input type="text" value="3 Year, 3000 Hour"/>	

Additional Notes

- Input the following information
 - Sales Person = Dealers Sales Person (Not Mandatory)
 - Sales Date = the date the Machine is delivered to the first end customer or the date it was first used as a demonstrator, lease, or rental, whichever occurs first. (Mandatory)
 - Hour Meter Reading = Hours on the machine at time of Sales Date. (Mandatory)
 - Select the Warranty Package. (Mandatory)
 - Any additional Remarks you would like to record (Not Mandatory)

Warranty Details

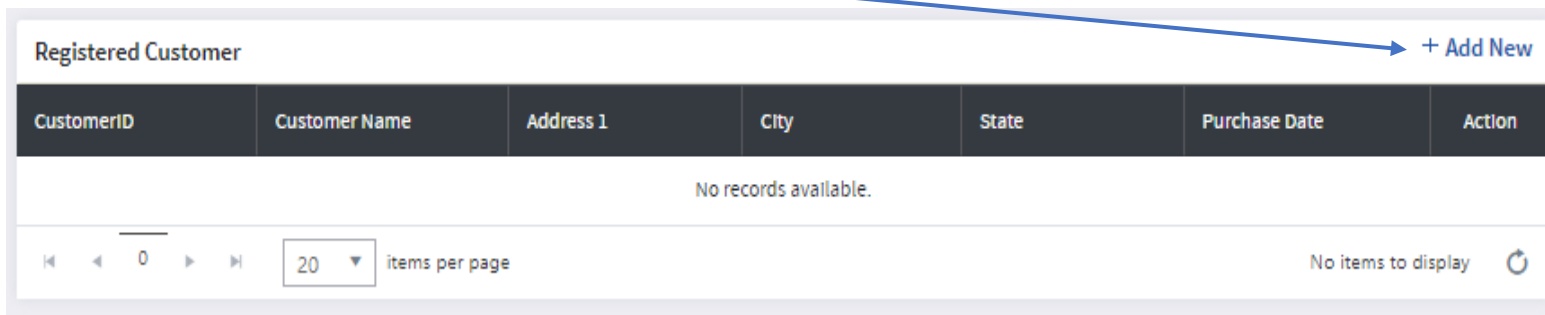
<p>Dealer * <input style="width: 90%;" type="text" value="DLR0161-A & A RENTALS & SALES, INC."/></p> <p>Sales Date * <input style="width: 90%;" type="text"/></p> <p>Warranty Package * <input style="width: 90%;" type="text" value="3 Year, 3000 Hour"/></p> <p>Warranty Start Date * <input style="width: 90%;" type="text"/></p> <p>Remarks <input style="width: 90%;" type="text"/></p>	<p>Sales Person <input style="width: 90%;" type="text"/></p> <p>Hour Meter Reading * <input style="width: 90%;" type="text"/></p> <p>Warranty End Date * <input style="width: 90%;" type="text"/></p> <p>OEM Comment <input style="width: 90%;" type="text"/></p>
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The standard manufacturer warranty package is 3 Year/ 3,000 Hour for Heavy Equipment and 1 Year/ 1,000 Hour for Light Equipment. If an extended warranty package is selected please attach a copy of the invoice that it was purchased on.

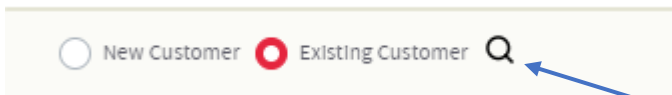
- Based on the Sales Date and Warranty Package selected the Warranty Start Date and Warranty End Date will auto populate.

- Register your End User/Dealer Customer

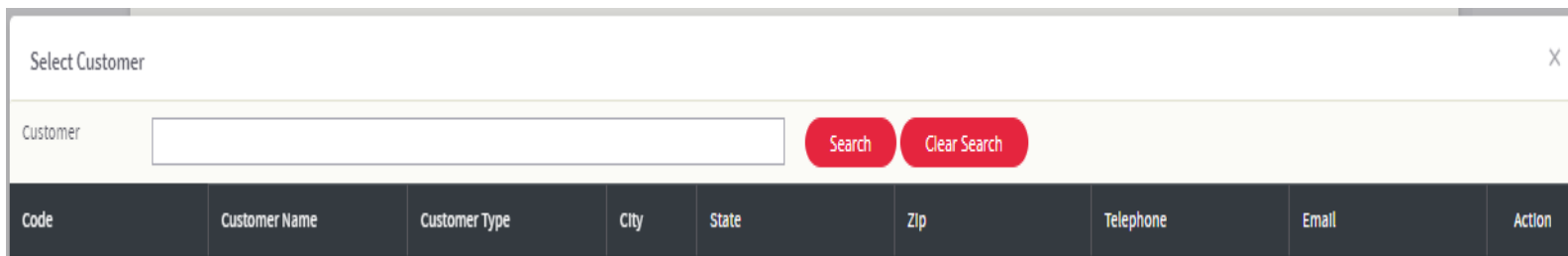
- Click +Add New



- Select New Customer or Existing Customer



- If Existing Customer click Magnifying Glass icon
 - Search through created customer information created by your dealership, click the + box under the action column of the correct customer information.



Additional Notes

Customer information is not disclosed to any other dealers. Customer information is used only for market research and to help better our product for the Dealer and End-Users.

Customer List are registered to the Dealership and set only for the Dealer and Sakai America's visibility.

- If New Customer information must be added
 1. Purchase Date = Sales Date
 2. Customer Type = Retail or Rental
 3. Dealer = Select your Dealership from the drop-down menu
 4. Customer Name = End-User/Company Name
 5. Address, City, Country, State, Zip = End-User/ Customer’s Business Address
 6. Email and Telephone = End-User/ Customer’s contact information
 7. Remarks can be used for any additional information you would like to store about the customer
 - Click SAVE and the customer has been created

Additional Notes

Customer information is not disclosed to any other dealers. Customer information is used only for market research and to help better our product for the Dealer and End-Users.

Customer List are registered to the Dealership and set only for the Dealer and Sakai America’s visibility.

If unit is going to be used as rental equipment the customer name should be the Dealership’s and all information should be associated with the dealer.

New Customer Existing Customer

1 Purchase Date *

CustomerID * 2 Customer Type *

3 Dealer 4 Customer Name *

6 Email * Address 1 *

6 Telephone *

Address 2 7 Remarks


5 City *






















5 Country *

5 State * 5 Zip *

Additional Notes

- 7 Attachments are required for Warranty Registration
 - 6 pictures
 - Serial Number Plate
 - Hour Meter Reading
 - Front Side Photo showing whole machine
 - Right Side Photo showing whole machine
 - Rear Side Photo showing whole machine
 - Left Side Photos showing whole machine
 - Sakai PDI Form completed and signed

Attachment 

Title	Description	File Size	Action
Serial Number Plate		82.0 kB	  
Hour Meter		82.0 kB	  
Front		82.0 kB	  
Right		82.0 kB	  
Left		82.0 kB	  
Back		82.0 kB	  
Signed PDI		82.0 kB	  

Sakai PDI forms can be found on our Dealer Portal under Warranty.

4 Corner pictures can be substituted in for the 4 side pictures.

*Sakai America allows for 30 day grace period from website launch before full implementation of requirements.

- Registering for machine warranty should be completed when the Machine is delivered to the first end customer or the date it was first used as a demonstrator, lease, or rental, whichever occurs first. This information should be provided by your Dealerships Sales Department
- In Sakai America's Warranty system
 - Login
 - Hover over Product from the top tab
 - Select Warranty Registration from the drop-down menu.
 - Search or Select the unit you are registering warranty on.
 - Verify Serial Number and Model Information
 - Verify correct Dealer has been selected
 - Input Warranty Detail information
 - Sales Date, Sold Warranty Package (Warranty Start and End Date will auto populate), Sales Person, and Hour Meter Reading
 - The Remarks section can be used for any additional information you would like to add. You can add additional attachments if you would like.
 - Register End-User/Customer
 - Add required Attachments (7 Total)
 - Pictures of the Serial Number Plate, Hour Meter, Front, Right, Rear, and Left side pictures. Profile pictures should show whole side of machine. (6)
 - Completed and signed Sakai PDI Form (1)

Questions?

SakaiAmerica.com

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