

**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)

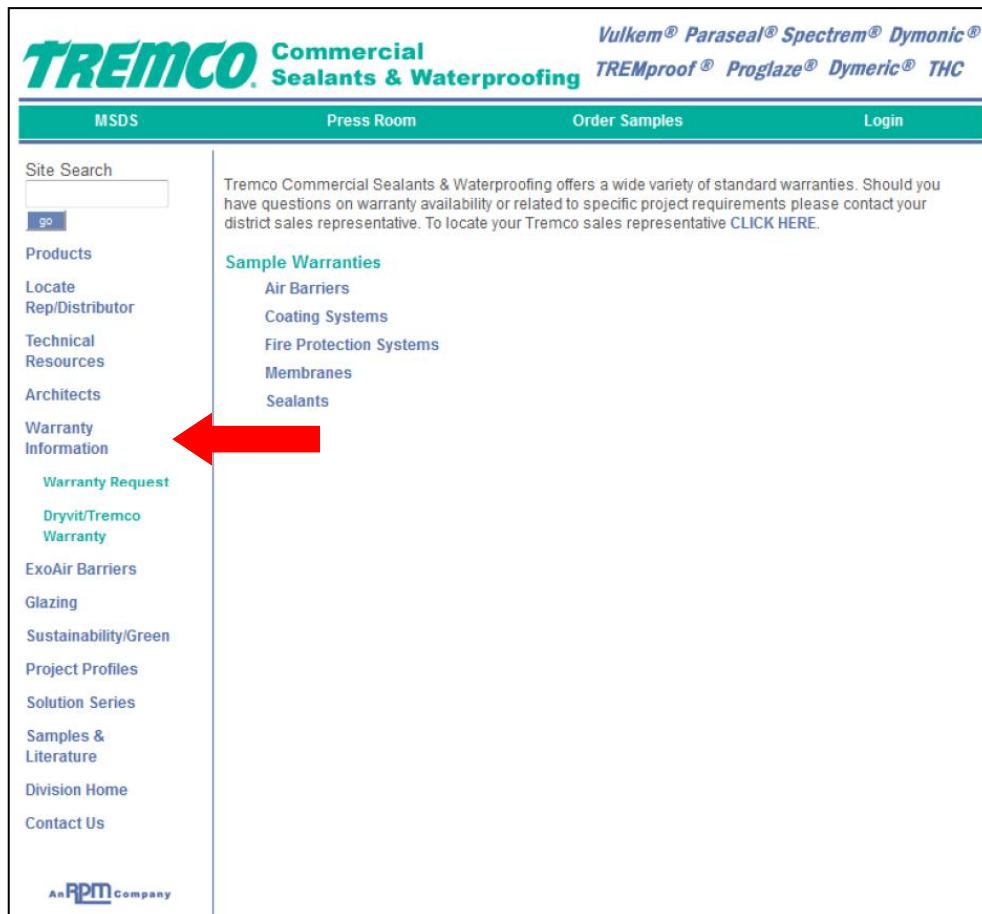
This online system is designed to facilitate your warranty requests and allow immediate access to information regarding the status of your request. As a user of the SWISE system, you can enter the necessary warranty information online. SWISE takes care of storing and processing the warranties and provides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

- User must be connected to the Internet prior to program startup.
- Navigate to the warranty request section of the Tremco Commercial Sealants & Waterproofing website.



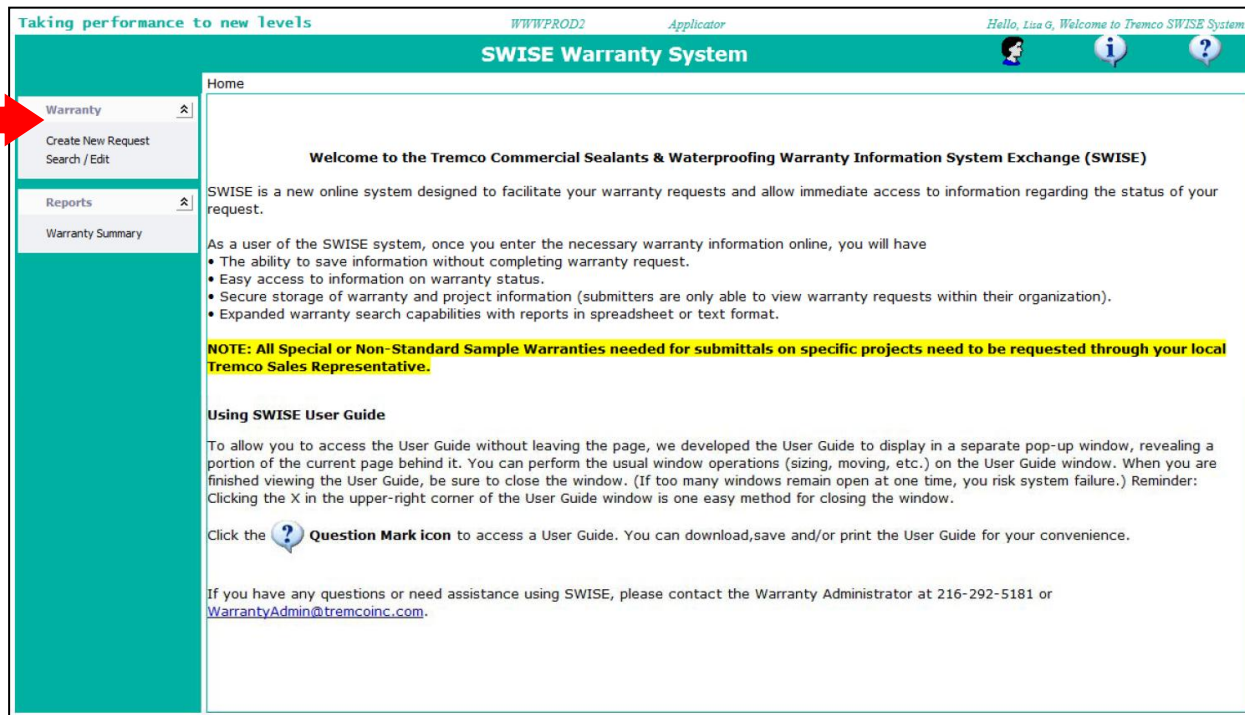
- Log in using your email address and password provided to you by the SWISE Administrator.

The screenshot shows the 'Log In' form. It has a title bar with a question mark icon. The form contains two input fields: 'Email Address:' and 'Password:'. Below these fields is a 'Log In' button. At the bottom of the form, there are three links: 'Email Password' (with an envelope icon), 'Change Password' (with a padlock icon), and 'Request for Account' (with a person icon).

- 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.



Taking performance to new levels WWWPROD2 Applicator Hello, Lisa G, Welcome to Tremco SWISE System.

SWISE Warranty System

Home

Warranty (selected)
Create New Request
Search / Edit

Reports
Warranty Summary

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

SWISE is a new online system 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, once you enter the necessary warranty information online, you will have

- The ability to save information without completing warranty request.
- Easy access to information on warranty status.
- Secure storage of warranty and project information (submitters are only able to view warranty requests within their organization).
- Expanded warranty search capabilities with reports in spreadsheet or text format.

NOTE: All Special or Non-Standard Sample Warranties needed for submittals on specific projects need to be requested through your local Tremco Sales Representative.

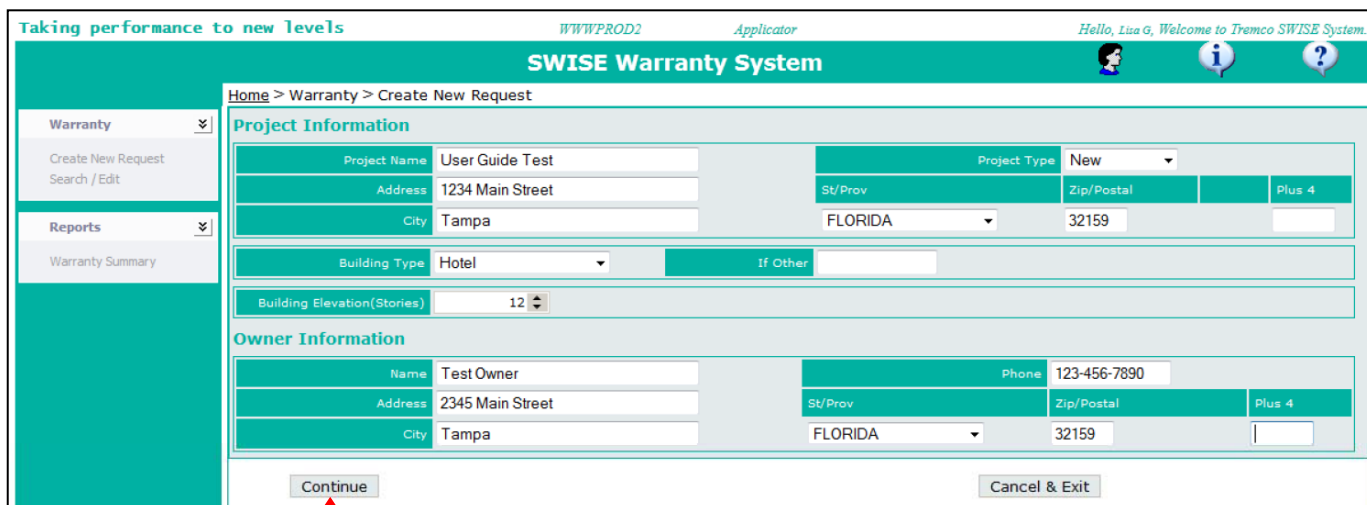
Using SWISE User Guide

To allow you to access the User Guide without leaving the page, we developed the User Guide to display in a separate pop-up window, revealing a portion of the current page behind it. You can perform the usual window operations (sizing, moving, etc.) on the User Guide window. When you are finished viewing the User Guide, be sure to close the window. (If too many windows remain open at one time, you risk system failure.) Reminder: Clicking the X in the upper-right corner of the User Guide window is one easy method for closing the window.

Click the **Question Mark icon** to access a User Guide. You can download, save and/or print the User Guide for your convenience.

If you have any questions or need assistance using SWISE, please contact the Warranty Administrator at 216-292-5181 or WarrantyAdmin@tremcoinc.com.

- In the **Project Information Screen**, fill out the form, adding information on the project for which you are creating the warranty(s). Click **Continue**.



Taking performance to new levels WWWPROD2 Applicator Hello, Lisa G, Welcome to Tremco SWISE System.

SWISE Warranty System

Home > Warranty > Create New Request

Project Information

Project Name	User Guide Test	Project Type	New	
Address	1234 Main Street	St/Prov	FLORIDA	Zip/Postal
City	Tampa		32159	Plus 4
Building Type	Hotel	If Other		
Building Elevation(Stories)	12			

Owner Information

Name	Test Owner	Phone	123-456-7890	
Address	2345 Main Street	St/Prov	FLORIDA	Zip/Postal
City	Tampa		32159	Plus 4

Continue **Cancel & Exit**

- Once you have completed the Project Information, select **Click here to select Products** to continue.

Taking performance to new levels WWWPROD2 Applicator Hello, Lua G, Welcome to Tremco SWISE System.

SWISE Warranty System

Project ****Multiple warranties may be selected and retained with this project record****

Project Name	User Guide Test	Project Type	New
Address	1234 Main Street	St/Prov	FLORIDA
City	Tampa	Zip/Postal	32159
		Plus 4	

[List of Warranties](#)

[Click here to select Products](#)

[Exit](#)

- 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.**

Warranty Details

Product Information Warranty Job Information

Product Information

Please select a category: Sealants [Need help locating a product? Click here for a product Look-up List:](#)

Please select a type: Silicone Sealants

Tremco high-performance sealants include:

- Hybrid Urethane Sealants (Dymonic FC)
- Impregnated Foam Sealant (ilmod 600)
- Non-Staining Sealants (Spectrem 3 and Spectrem 4-TS)
- Silicone Sealants (Spectrem Silicone Sealants and Tremsil 600)
- Specialty Sealants (Gutter Sealant, JS-773, Mono 555, Proglaze, Tremflex 834, Tremco 830, Tremco Acoustical Sealant, Tremco Butyl Sealant and Tremsil 200)
- Traffic Sealants (Spectrem 800 900SL)
- Urethane Sealants (Dymonic 240 and 240FC, Dymonic, THC 900 901, Vulkem 116, Vulkem 45 and 45SSL, Vulkem 921 and the hybrid polyurethane Dymonic FC)

Please select a product *

	Product	Area	Unit
<input checked="" type="checkbox"/>	Spectrem 1	500	Linear Footage
<input type="checkbox"/>	Spectrem 2	0	Linear Footage
<input type="checkbox"/>	Spectrem 3	0	Linear Footage
<input type="checkbox"/>	Spectrem 4-TS Field-Tintable	0	Linear Footage
<input type="checkbox"/>	Tremsil 600	0	Linear Footage

(*) Required field.

[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).

Warranty Details

Product Information | Warranty Job Information

Warranty Job Information

Request Warranty Years: 0

Type of use: If Other:

Interior/Exterior: Interior

Date of Substantial Completion (MM/DD/YYYY): Dollar value of Tremco product used: Enter a Number:

Applicator Information

Applicator	City	State	Zip
Tremco Incorporated	Reynoldsburg	OH	43068

Applicator:

Distributor(s)

Distributor	City	State	Zip
Tremco Incorporated	Beachwood	OH	44122

Distributor:

Architect/Engineer

Is there an Architect/Engineer? ☐

General Contractor

Is there a General Contractor? ☐

Special Instruction

Please note that the job specification must stipulate special instructions and a copy of the specification must be submitted to the Warranty Admin by fax to (216) 766-5543 or email at warrantyadmin@tremcoinc.com. Please make sure to include the project (job) name.

Enter email address if the warranty is being delivered to someone other than the requestor: admin@tremcoinc.com confirm email address:

Please note, once warranties are submitted, you will need to contact the warranty administrator to make changes.

Save & Submit Warranty | Save Warranty Job Information

- 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.

Project

****Multiple warranties may be selected and retained with this project record****

Project Name	Address	City	Project Type	St/Prov	Zip/Postal	Plus 4
User Guide Test	1234 Main Street	Tampa	New	FLORIDA	32159	

List of Warranties

Warranty ID	Category	Type	Status	Area	Terms Yr(s)	
15908	Sealants	Silicone Sealants	Open	500	0	Delete Add Product

Exit

- Click the **Job Warranty Information** tab.

Project

****Multiple warranties may be selected and retained with this project record****

Project Name	Address	City	Project Type	St/Prov	Zip/Postal	Plus 4
User Guide Test	1234 Main Street	Tampa	New	FLORIDA	32159	

List of Warranties

Warranty ID	Category	Type	Status	Area	Terms Yr(s)	
15908	Sealants	Silicone Sealants	Open	500	0	Delete Add Product

Warranty Details

Product Information | Warranty Job Information

Please select a category: Sealants

Please select a type: Silicone Sealants

Please select a product:

Product	Area	Unit
<input checked="" type="checkbox"/> Spectrem 1	500	Linear Footage
<input type="checkbox"/> Spectrem 2	0	Linear Footage
<input type="checkbox"/> Spectrem 3	0	Linear Footage
<input type="checkbox"/> Spectrem 4-TS Field-Tinable	0	Linear Footage
<input type="checkbox"/> Tremco 600	0	Linear Footage

Save this Product

Exit

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**.

The screenshot shows the 'Warranty Details' form with the 'Warranty Job Information' tab selected. The form contains the following fields:

Request Warranty Years		8
Type of use	Control Joints	If Other
Interior/Exterior	Interior	
Date of Substantial Completion (MM/DD/YYYY)	02/27/2012	Dollar value \$ of Tremco product used
		500.00

APPLICATOR NAME

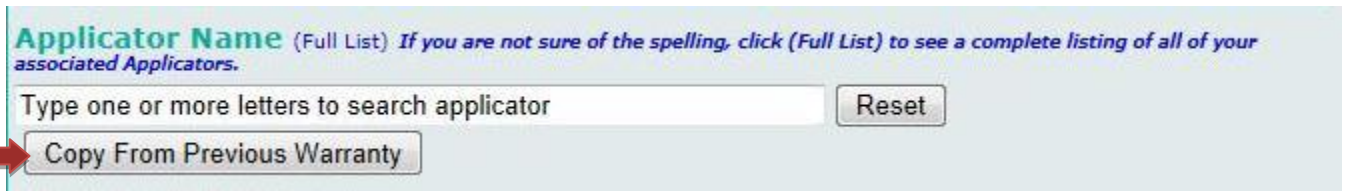
- If the User is the Applicator, the **Applicator Name** will already be filled in. (Skip to Page 11 of these instructions for information on entering **Distributor Name**.)

The screenshot shows the 'Applicator Name' field with the text 'Manno Caulking -- Cleveland, OH 44111' entered. A red arrow points to the input field. There is a 'Reset' button and a 'Copy From Previous Warranty' button.

- 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.

The screenshot shows the 'Applicator Name' field with the text 'ma' entered. A red arrow points to the input field. A dropdown menu is visible, showing two options: 'Manno Caulking -- Cleveland, OH 44111' and 'Master Waterproofing -- Cleveland, OH 44102'. A red arrow points to the second option, 'Master Waterproofing -- Cleveland, OH 44102'. There is a 'Reset' button.

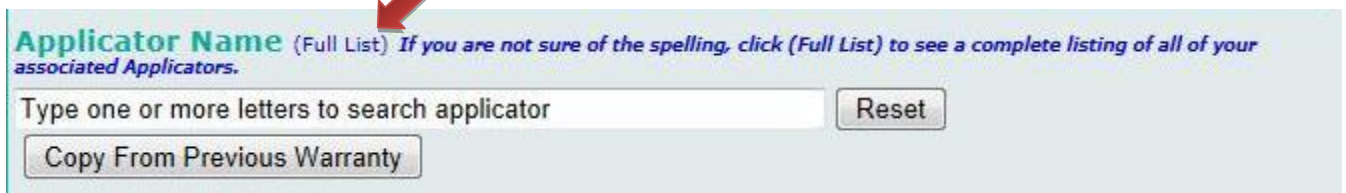
- Alternatively, if you are submitting multiple product warranty requests for the same project, you can click the **“Copy From Previous Warranty”** button to copy the applicator from the previously saved warranty in that project:



Applicator Name (Full List) *If you are not sure of the spelling, click (Full List) to see a complete listing of all of your associated Applicators.*

Type one or more letters to search applicator

- 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:



Applicator Name (Full List) *If you are not sure of the spelling, click (Full List) to see a complete listing of all of your associated Applicators.*

Type one or more letters to search applicator

Consult the list; then click [“Close”](#) to close this window:

Applicator Name	City	State	Zip
Manno Caulking	Cleveland	OH	44111
Quality Waterproofing	Cleveland	OH	44107
First Construction	Cleveland	OH	44106

[Close](#)



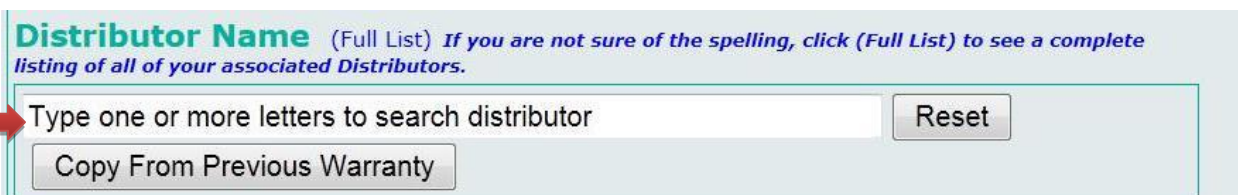
If the applicator that you are looking for does not appear on the list, you will need to contact the Warranty Administrator by email (WarrantyAdmin@tremcoinc.com) or by phone (216-292-5181) to have the name added.

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

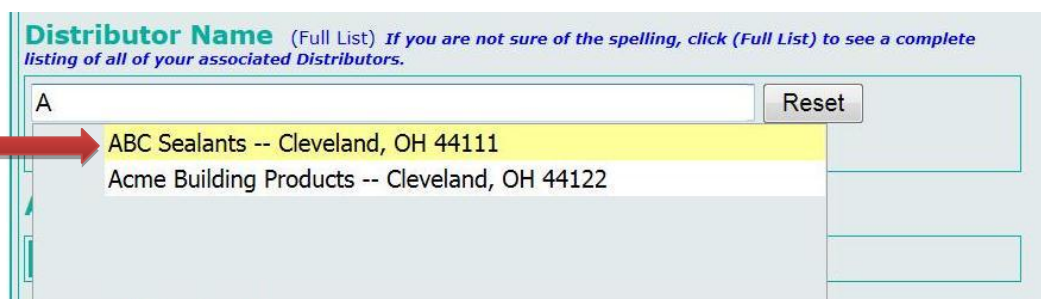
- If the User is the Distributor, the **Distributor Name** will already be filled in. If the User is not the Distributor, begin typing the company name in this field:



Distributor Name (Full List) *If you are not sure of the spelling, click (Full List) to see a complete listing of all of your associated Distributors.*

Type one or more letters to search distributor

- 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:

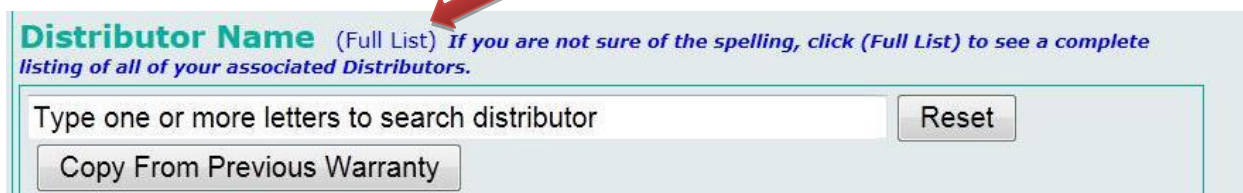


Distributor Name (Full List) *If you are not sure of the spelling, click (Full List) to see a complete listing of all of your associated Distributors.*

A

- ABC Sealants -- Cleveland, OH 44111
- Acme Building Products -- Cleveland, OH 44122

- 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) *If you are not sure of the spelling, click (Full List) to see a complete listing of all of your associated Distributors.*

Type one or more letters to search distributor

- Consult the list; then click ["Close"](#) to close this window:

Distributor Name	City	State	Zip
ABC Sealants	Cleveland	OH	44111
123 Supply	Cleveland	OH	44111
Acme Building Products	Cleveland	OH	44122

[Close](#)



- 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.

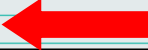
NOTE: You cannot select the company name from the Full List by clicking on it; this list is for information purposes only.

- 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.

Architect/Engineer	
Is there is an Architect/Engineer?	<input type="checkbox"/>



- 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**.

Architect/Engineer				
Is there is an Architect/Engineer? <input checked="" type="checkbox"/>				
Name	User Guide Architect	Phone	234-567-8901	
Address	3456 Center Boulevard	St/Prov	Zip/Postal	Plus 4
City	Miami	FLORIDA	31068	
From Previous Warranty				Clear

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

General Contractor	
Is there is a General Contractor?	<input type="checkbox"/>



- 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**.

General Contractor				
Is there is a General Contractor? <input checked="" type="checkbox"/>				
Name	User Guide Architect	Phone	345-678-9012	
Address	4567 River Road	St/Prov	Zip/Postal	Plus 4
City	Tampa	FLORIDA	32163	
From Previous Warranty				Clear

- If there are any Special Instructions for this Warranty Request, please note them in the Special Instructions box.

Special Instruction	
Please note that the job specification must stipulate special instructions and a copy of the specification must be submitted to the Warranty Admin by fax to (216) 766-5543 or email at warrantyadmin@tremcoinc.com. Please make sure to include the project (job) name.	
Job Specs call for a Joint Warranty	
Enter email address if the warranty is being delivered to someone other than the requestor	confirm email address

- When you are ready to submit your Warranty Request, Click **Save & Submit Warranty**.

Architect/Engineer

Is there an Architect/Engineer? ☒

Name	User Guide Architect	Phone	234-567-8901	
Address	3456 Center Boulevard	DN/Prev	Zip/Postal	Plus 4
City	Miami	FLORIDA	31068	
			From Previous Warranty	Clear

General Contractor

Is there a General Contractor? ☒

Name	User Guide Architect	Phone	345-678-9012	
Address	4567 River Road	DN/Prev	Zip/Postal	Plus 4
City	Tampa	FLORIDA	32163	
			From Previous Warranty	Clear

Special Instruction

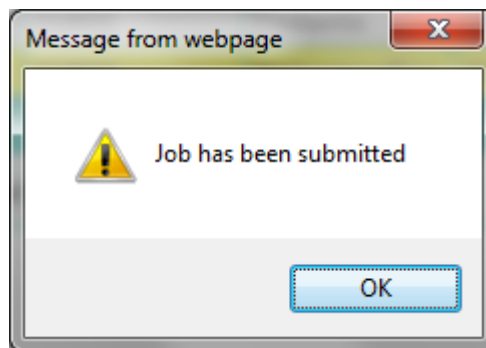
Please note that the job specification must stipulate special instructions and a copy of the specification must be submitted to the Warranty Admin by fax to (216) 766-5543 or email at warrantyadmin@tremcoinc.com. Please make sure to include the project (job) name.
 Job Specs call for a Joint Warranty

Enter email address if the warranty is being delivered to someone other than the requestor confirm email address

Please note, once warranties are submitted, you will need to contact the warranty administrator to make changes.

Save & Submit Warranty Save Warranty Job Information

- 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.

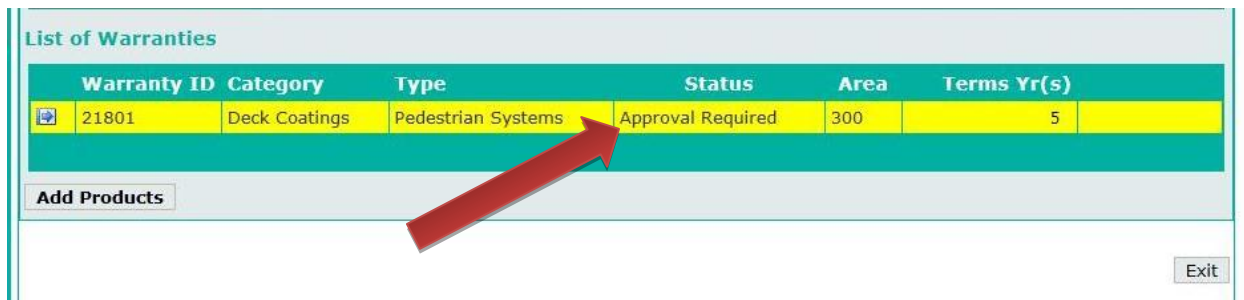
If additional Product warranties are needed for this Project, Click **Add Products** and repeat the steps above beginning on page 7.



The screenshot shows a web interface titled "List of Warranties". It contains a table with the following columns: Warranty ID, Category, Type, Status, Area, and Terms Yr(s). The first row of data shows Warranty ID 21801, Category Deck Coatings, Type Pedestrian Systems, Status Approval Required, Area 300, and Terms 5 years. Below the table is a button labeled "Add Products" and an "Exit" button in the bottom right corner. A large red arrow points from the "Add Products" button towards the bottom left of the page.

Warranty ID	Category	Type	Status	Area	Terms Yr(s)
21801	Deck Coatings	Pedestrian Systems	Approval Required	300	5

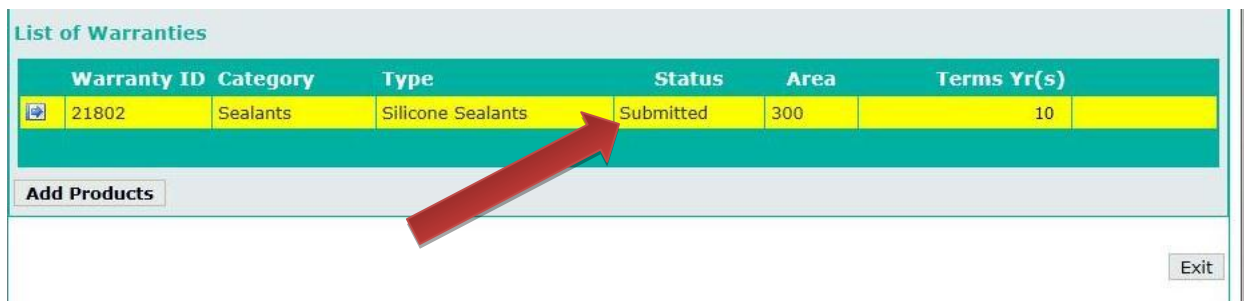
If the Status of your Warranty Request shows **Approval Required**, this means it has been submitted and needs to be approved by your Tremco Sales Representative before it can be issued. This typically takes 1-2 business days.



This screenshot is identical to the previous one, showing the "List of Warranties" interface with Warranty ID 21801 and status "Approval Required". A large red arrow points from the "Status" column of the table towards the bottom left of the page.

Warranty ID	Category	Type	Status	Area	Terms Yr(s)
21801	Deck Coatings	Pedestrian Systems	Approval Required	300	5


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.




The screenshot shows the "List of Warranties" interface with a new entry. The table has columns: Warranty ID, Category, Type, Status, Area, and Terms Yr(s). The first row of data shows Warranty ID 21802, Category Sealants, Type Silicone Sealants, Status Submitted, Area 300, and Terms 10 years. Below the table is a button labeled "Add Products" and an "Exit" button in the bottom right corner. A large red arrow points from the "Status" column of the table towards the bottom left of the page.

Warranty ID	Category	Type	Status	Area	Terms Yr(s)
21802	Sealants	Silicone Sealants	Submitted	300	10

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.



Warranty ID	Category	Type	Status	Area	Terms Yr(s)
 21801	Deck Coatings	Pedestrian Systems	Not submitted	300	5 Delete

[Add Products](#)

[Exit](#)

SEARCH/EDIT

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.

Taking performance to new levels

SWISE Warranty System




Home > Warranty > Search / Edit

Search Warranty List

Warranty No	Project No	Project Name	Address	City	State	Zip/Postal	Control No	Status
15963	15354	New Test for All Products	3735 Green Road	Beachwood	OH	44122		Pending Joint Signature
15962	15354	New Test for All Products	3735 Green Road	Beachwood	OH	44122		Issued
15961	15354	New Test for All Products	3735 Green Road	Beachwood	OH	44122		Approval Required
15943	15342	Test - Greenbriar Recreation Center	1108 Central Park Drive	Brampton	ON	L6S 2C9		Approval Required
15942	15341	Test - Rexford 1 & 2 Exterior	2108 & 2115 Rexford Road	Charlotte	NC	28211		Approval Required
15941	15341	Test - Rexford 1 & 2 Exterior	2108 & 2115 Rexford Road	Charlotte	NC	28211		Submitted
15940	15341	Test - Rexford 1 & 2 Exterior	2108 & 2115 Rexford Road	Charlotte	NC	28211		Approval Required
15933	15220	Test for All Products	1111 Main Street	Los Angeles	CA	11111		Issued
15932	15220	Test for All Products	1111 Main Street	Los Angeles	CA	11111		Issued
15927	15220	Test for All Products	1111 Main Street	Los Angeles	CA	11111		Issued

12345678


Printer Friendly

- 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.


The screenshot shows the 'SWISE Warranty System' interface. On the left sidebar, under the 'Reports' section, 'Warranty Summary' is highlighted with a red arrow. The main window displays the 'Warranty Summary Search Selection' form. At the bottom of this form, the 'Search' button is highlighted with a red arrow. The form includes fields for Product Name, Project Name, Project State, Product Category, Product Sub-Category, Building Type, Project Type, Warranty Issue Date (with 'From' and 'To' date pickers), and Warranty Status. A 'Close' button is also visible at the bottom right of the form.

- 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.

	A	B	C	D	E	F	G	H	I	J
1										
2	PROJECT NAME	PROJECT ADDRESS	PROJECT CITY	PROJECT STATE	PROJECT ZIP	BULDG ELEVATION	TYPE OF USE	PROJECT SIZE	PRODUCT CATEGORY	PRODUCT SUB-CATEGORY
3	Test for All Products	1111 Main Street	Los Angeles	CA	11111	3	Non-Structural Glazing	0	Glazing	Tremco Gaskets/Extrusions
4	Test for All Products	1111 Main Street	Los Angeles	CA	11111	3	Elevator Pit/Wells	600	Waterproofing	PQ Crystalline Waterproofing
5	Test for All Products	1111 Main Street	Los Angeles	CA	11111	3	Structural Glazing	200	Glazing	Products
6	Test for All Products	1111 Main Street	Los Angeles	CA	11111	3	Structural Glazing	357	Glazing	Products
7	Test for All Products	1111 Main Street	Los Angeles	CA	11111	3	Firesopping	100	Firesopping	Products
8	Test for All Products	1111 Main Street	Los Angeles	CA	11111	3	Control Joints	100	Sealants	Specialty Sealants
9	Test for All Products	1111 Main Street	Los Angeles	CA	11111	3	Vertical Wall	100	Sealants	Specialty Sealants
10	New Test for All Products	3735 Green Road	Beachwood	OH	44122	3	Firesopping	200	Firesopping	Products
11	New Test for All Products	3735 Green Road	Beachwood	OH	44122	3	Perimeters Door/Window	100	Sealants	Specialty Sealants

- 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.

The screenshot shows the 'Warranty Details' window for Warranty ID 115942. The details are organized into sections for Application, Architect, and Contractor. The Application section includes Project ID, Address, City, State, Zip, Project Name, Product Name, Warranty Status, Expiration Date, Terms, Amount Covered, Project Type, Building Type, Type of Work, Bldg Elevation, Date of Substantial completion, Dollar Amt, Owner Address, Owner City, Owner State, Owner Zip, Owner Phone, and Owner Email. The Architect section includes Architect Name, Architect Address, Architect City, Architect State, Architect Zip, Architect Phone, and Architect Email. The Contractor section includes Contractor Name, Contractor Address, Contractor City, Contractor State, Contractor Zip, Contractor Phone, and Contractor Email.

- 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  icon at the top of the page will log you out of SWISE.