

VERSION 1.0
MAY 26, 2021



IOTA WARRANTY CLAIM
ONLINE INSTRUCTIONS

OBJECTIVE

This document gives you step by step instructions on how to complete your claim request electronically.

Time estimated to complete is about 5 minutes or less provided you have the below items handy to upload:

- Picture(s) of defective unit
- Proof of purchase and/or...
- Date codes (located on defective unit)

Any questions please send email to postsalescontrols@AcuityBrands.com

INSTRUCTIONS FOR SUBMITTING A WARRANTY CLAIM

1. Begin this process by right clicking on the this link and opening a new tab <https://consumerclaims.acuitybrands.com/> The screen below will populate. Click Next to the bottom right of the screen to continue.

ACUITY POST SALES

WARRANTY CLAIM

Overview Contact Information Product Information Submit

*This form is for Retail Customers Only. For Commercial Customers please contact your local Acuity Rep.

File a Warranty Claim

In order to file a Warranty Claim you will need to have pictures of one of the following Proofs of Purchase for every product model that you are filing a claim for:

- A picture of the Sales Receipt including the date of purchase
- A picture of the Date Code on the product itself

You will also need to provide the model number. The model number is included on the UPC label on the box. If you cannot find your model number, you can call customer support at 1-800-797-8778 (8778)

Next

2. The next screen is where you would need to input your name, address, email address, phone# and shipping address. Click NEXT to continue.

Name

First Name
John

Last Name
Doe

Contact

Email Address
example@example.com

Phone Number
(555) 555-5555

Physical Address

Country
United States Of America

Address Line 1
Address Line

Address Line 2
Address Line

City
City

State
Select One...

Shipping Address

Shipping Address the same as Physical Address

Country
United States Of America

Address Line 1
Address Line

Address Line 2
Address Line

City
City

State
Select One...

3. The screen below will populate. You should enter into the “Problem Description” box the following...
 - a. Enter the word “IOTA-“ before entering any of the below.
 - b. Enter problem description
 - c. Enter Acuity's Case Number
 - d. Product Date code

Problem Description

1. Enter the word "IOTA-" before entering any of the below
2. Enter problem description
3. Enter Acuity's Case Number
4. Enter Product Date Code

Also listed on that page under “Basic Information” are fields to give information regarding the defective unit(s). Click on the **+ Add New** button to add in the necessary information (do not click UPDATE yet). Proceed to the next step below it, Proof of Purchase.

+ Add New

Model Number	Quantity Purchased	Quantity Rejected	Purchase Date	
Test- PS150	5	2	3/29/2021	<input type="button" value="Update"/> <input type="button" value="Cancel"/>

Under “Proof of Purchase”, there are fields that will allow you to upload photos of the defective unit as well as photos displaying the Product Date Code. A field to upload Receipts are also available.

The last field, “Registration Number” is where you can enter the Acuity Case Number (this number should have also been entered into the Product Description box in the beginning of this process. Once all pertinent information has been entered, click the button to save data then click Next.

Proof of Purchase

<p>Product Date Code Upload</p> <div style="border: 1px solid #ccc; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 5px;">Select file...</div> <div style="display: flex; align-items: center;"> <div style="margin-left: 5px;"> <p>IMG_0597</p> <p style="font-size: 8px;">80 kb</p> </div> <div style="margin-left: 10px; font-size: 12px;">x</div> </div> </div>	And/Or	<p>Receipt Upload</p> <div style="border: 1px solid #ccc; padding: 5px;"> <div style="background-color: #f0f0f0; padding: 2px; margin-bottom: 5px;">Select file...</div> <div style="display: flex; align-items: center;"> <div style="margin-left: 5px;"> <p>56680claim2</p> <p style="font-size: 8px;">1734 kb</p> </div> <div style="margin-left: 10px; font-size: 12px;">x</div> </div> </div>	And/Or	<p>Registration Number</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">289553</div>
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4. You are now ready to SUBMIT! Click the Green “SUBMIT” button at the bottom of the page.

ACUITY PROTECT SOLUTIONS

WARRANTY CLAIM

Overview

Contact Information

Product Information

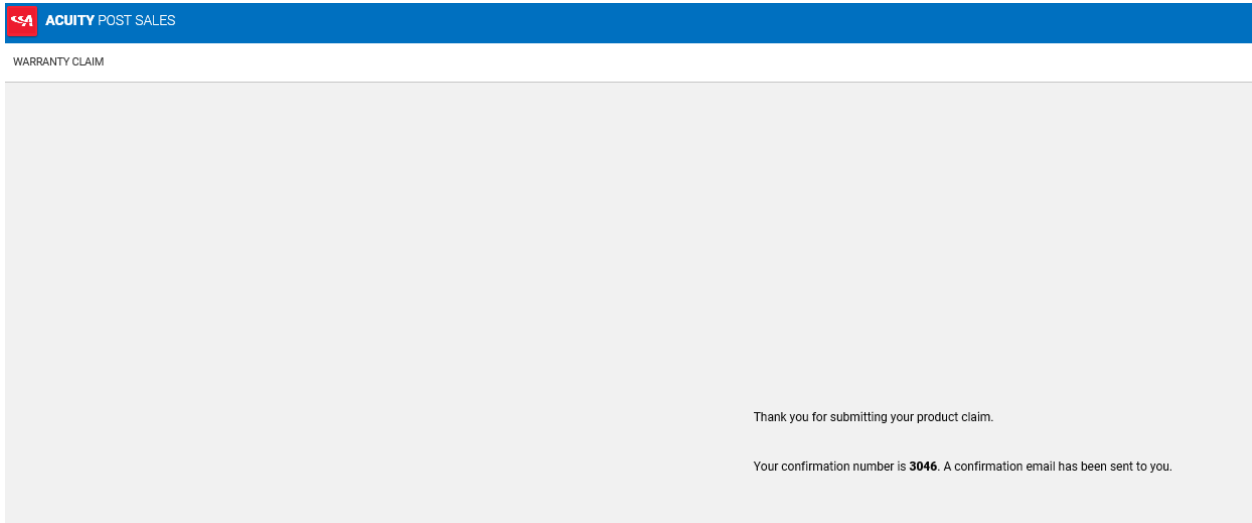
Submit

Ready to Submit!

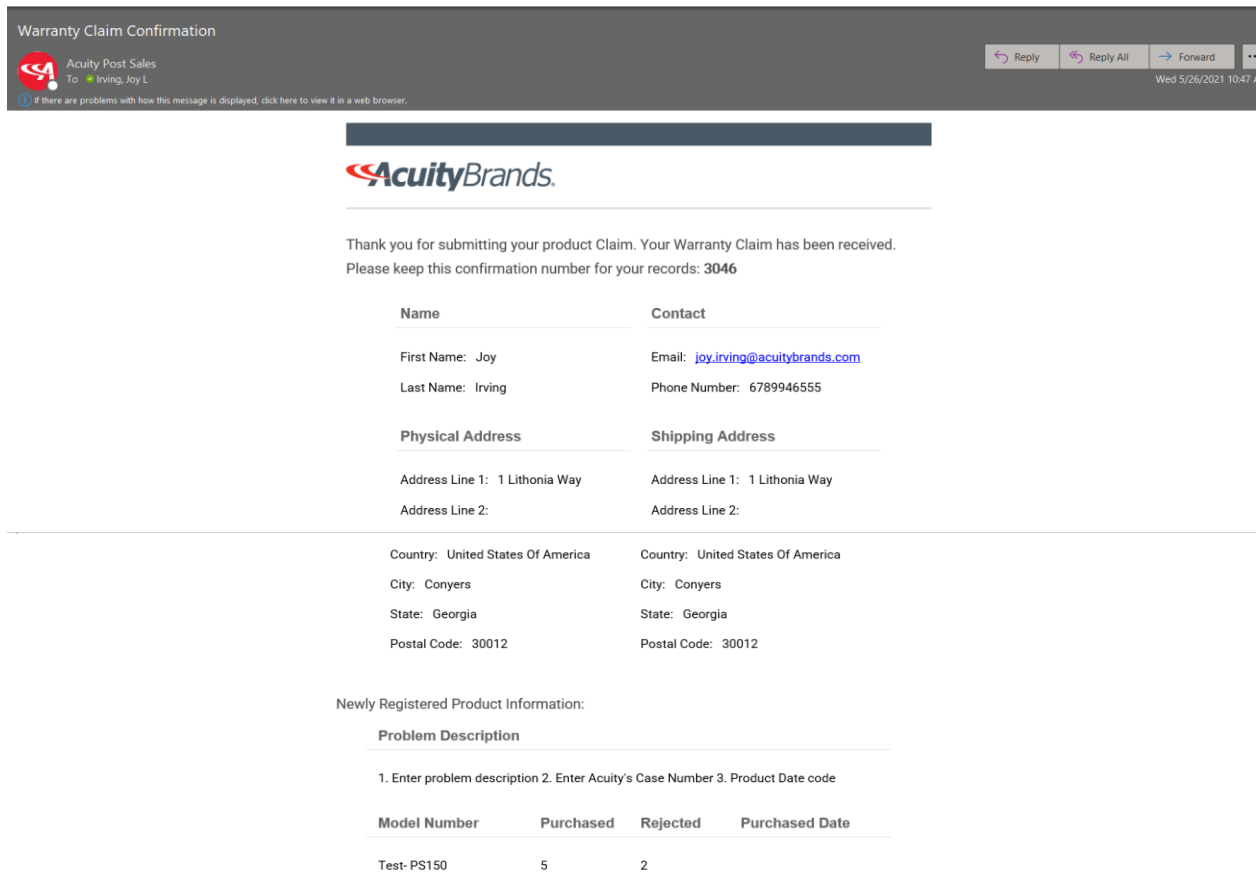
Click the Submit button below to submit your request to Acuity.

If you need to review prior to Submitting, use the Back button. Once you submit your request you must contact Acuity to make changes to your request.

5. You will receive a confirmation that your claim has been successfully submitted.



You will also receive an automated confirmation email displaying the data you gave within the claim.



Your claim will go directly to the Warranty Team for processing. Keep an eye out for an email pertaining to your claim request.

Any questions please send email to postsalescontrols@AcuityBrands.com