



## Warranty/Return Material Authorization (RMA) Instructions for Customer Service Portal

We have a new procedure for submitting RMA's through our Customer Service Portal. You will need to have an account setup on the Customer Service Portal (CSP).

### Setting up an Account

If you need to setup an account, go to <http://cs.bh-portal.net> and in the upper right-hand corner click on "New Account Profile". Complete the form and hit "Create New Account Profile". You will receive an email with the subject "Please confirm your account profile registration". You must click on the link contained in the email to accept. Your request will go into the Pending Authorization section of the portal and we then have to link your account data to your account. Once your profile is confirmed, please send an email to Customer Service at [customerservice@thermopride.com](mailto:customerservice@thermopride.com) or call 800-348-5130. They will then link your account information to your profile and you can begin using the portal. Please make sure that the email address your using to setup your portal account can receive email back from us with copies of your RMA Acknowledgments.

### Already have an account with another Burnham Company?

If you already have an account on the Burnham Holdings portal with another Burnham company, you will need to send an email to Marketing for access to the Thermo Products data. You will need to provide the sign-in email address of the existing account.

### How to change to Thermo Products from another Burnham Company on the CSP.

Click on the down arrow and select Thermo Products. To go back to another Burnham Company, just click the down arrow again and select another company.

Click on the down arrow to select the company.

**Thermo Products**  
Customer Service Portal

### Choose. Your Active Customer.

Clicking a link makes that customer your active customer.

**Filtered** Customers 1 to 1 (of 1)

Customer	Co	ShipTo	BillTo	Address
Your company name will appear here	10	Your Account Numbers will appear here	Your Account Numbers will appear here	Your Address will

< First < Previous Next > Last >

Thermo Products • 10

Search

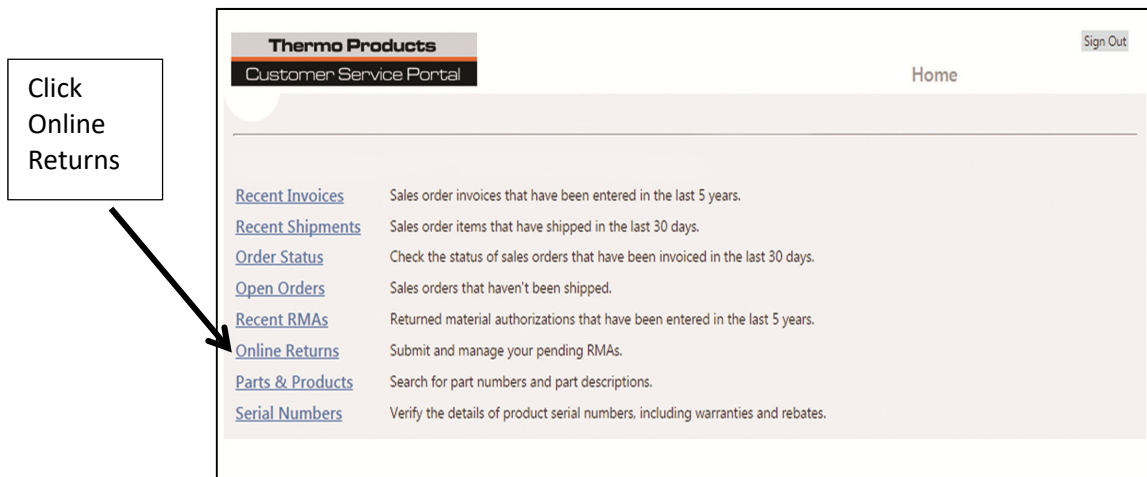
Search for Customer, Address, ShipTo, or =BillTo.

## Submitting an RMA

Log onto the CSP by either going to <http://cs.bh-portal.net> or by going to [www.thermopride.com/Support/Warranty](http://www.thermopride.com/Support/Warranty) returns and clicking on the link to the portal.

**Heat Exchanger and Compressor Warranty Returns** need to be pre-approved by Tech Service by calling 800-348-5130 or by emailing them at [techservice@thermopride.com](mailto:techservice@thermopride.com). Please do not submit them through the below procedure.

**New and Unused Units and Parts** need to be pre-approved by Customer Service by calling 800-348-5130 and are subject to return shipping charges, restocking fees, inspection and verification.



DO NOT USE THIS FIELD. This field is for returning an entire furnace. You must get pre-approval if returning an entire unit by calling customer service at 800-348-5130.

If returning a part, enter the part number in this field.

Customers will be emailed their RMA documents after their online returns have been approved.

These approved RMA's will then be available by clicking Home/ Recent RMA's.

The screenshot shows the 'Online Return' form. At the top, there is a header for 'Thermo Products Customer Service Portal'. Below the header, the title 'Online Return.' is displayed. There are two input fields: 'Serial Number To Return' and 'or Part Number To Return'. Below these fields is a button labeled 'Verify Return Material Item'. Below the button is a link with a shopping cart icon labeled 'Edit Pending RMA Line-Items'. At the bottom, there is a 'Note' section explaining the process: 'Note: Once an hour, online returns are imported into our corporate RMA system for approval. Your pending returns become available for import 30 minutes after they have been edited. Customers will be emailed their RMA documents after their online returns have been approved. These approved RMAs will then be available by clicking Home / Recent RMAs.' Below the note is a link labeled 'Back To Home'.

## How to Submit an RMA

**New Online Return.**

Serial Number	Part Number	Part Description	Quantity Returned
<input type="text"/>	AOPS7614	Mini Condensate Pump Kit	1

RMA Tag Number	Date Code	Product Category	Trouble Code
<input type="text"/>	<input type="text"/>	Accessories	<input type="text"/>

RMA Requested By	Email
<input type="text"/>	<input type="text"/>

Contractor Name

Contractor Address	Contractor City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Installed Name	Installed Date	Replaced/Removed Date
<input type="text"/>	<input type="text"/>	<input type="text"/>

Installed Address	Installed City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Credit Amount Requested	Our Debit Memo Number
<input type="text"/>	<input type="text"/>

**Comments / Reason For Warranty Claim**

Printed On RMA

[Back To Pending RMA Line-Items](#)

[Back To Online Return](#)

[Back To Home](#)

Enter serial number of unit part came off of.

Leave Blank

Enter if have, leave blank if don't have.

Click drop down arrow and select the year of failure code with the prefix TP Defective. e.g. TP Defective – TP 1<sup>st</sup> year warranty

Required Field. Enter the replaced removed date.

Enter credit amount that appears on your debit memo. Credit will be the current selling price to the distributor

Auto populated based on login data, can be changed. The RMA will only be emailed to the login email address.

Enter your Debit Memo number in this field. It will appear on the Credit Memo

Add your comments of what you want printed on RMA to assist you in tracking. You can put the serial number if you want it to print after part number and reason for warranty claim.

After the first item, click Summit.

DO NOT CLICK this to add another item. See next page for instructions.

The debit memo numbered entered in the “Our Debit Memo Number” field will appear on the credit memo along with the contractor name. Any other comments you want printed on RMA can be added to the Comments printed on RMA field. The RMA number also appears on the credit memo.

## To add a second part to an RMA

After you hit the “Submit Return Material Request” button, you will get the screen below. Either click on “Add to Current RMA” or “Create New RMA”.

If you have additional items, you can select to add to current RMA or create a new.

Thermo Products  
Customer Service Portal

Signed in as [Sign Out](#)  
[Home](#) [Customer](#) [Help](#)

**Online Return. Your company name and account number appear here**  
**Current RMA #17788**

☐ Create New RMA  
☒ Add To Current RMA #17788

Serial Number To Return

or Part Number To Return

[Verify Return Material Item](#)

[Edit Pending RMA Line Items](#)

**Note:** Once an hour, online returns are imported into our corporate RMA system for approval. Your pending returns become available for import 30 minutes after they have been edited. Customers will be emailed their RMA documents after their online returns have been approved. These approved RMAs will then be available by clicking Home / Recent RMAs.

[Back To Home](#)

## To check the status of an RMA

Click the Home button to get back to this screen.

Click Recent RMAs

Thermo Products  
Customer Service Portal

[Home](#) [Sign Out](#)

<a href="#">Recent Invoices</a>	Sales order invoices that have been entered in the last 5 years.
<a href="#">Recent Shipments</a>	Sales order items that have shipped in the last 30 days.
<a href="#">Order Status</a>	Check the status of sales orders that have been invoiced in the last 30 days.
<a href="#">Open Orders</a>	Sales orders that haven't been shipped.
<a href="#">Recent RMAs</a>	Returned material authorizations that have been entered in the last 5 years.
<a href="#">Online Returns</a>	Submit and manage your pending RMAs.
<a href="#">Parts &amp; Products</a>	Search for part numbers and part descriptions.
<a href="#">Serial Numbers</a>	Verify the details of product serial numbers, including warranties and rebates.

## To check the status of an RMA and view RMA Acknowledgement and Credit Memo

When the RMA is open it has an Open status when it has been processed it will have a Closed status.

Click hyperlink to view the RMA Acknowledgement giving line details.

Click hyperlink to view the Credit Memo to view or print the Credit Memo .

**Thermo Products**  
Customer Service Portal

Signed in as [Sign Out](#)

[Home](#) [Customer](#) [Help](#)

### Recent RMAs.

Customer Details:  
All RMAs 1 to 7 (of 7)

RMA	Line	Invoice	Part Number	Description	Auth	Recd	Date	Status
<a href="#">17790</a>	001	•	AOPS7484	Dual Pipe Flashing Kit For Cma Furnace	1	1	02/06/2020	Closed
<a href="#">17790</a>	002	•	320095	Neutralizing Kit; Condensing Unit	1	1	02/06/2020	Closed
<a href="#">17790</a>	003	•	AOPS8419	Transition Boot W\ Screen	1	1	02/06/2020	Closed
<a href="#">17789</a>	001	<a href="#">M398854</a>	AOPS7547	Filter Rack (Optional) 16 X 25 X 2	1	1	02/05/2020	Closed
<a href="#">17789</a>	002	<a href="#">M398854</a>	AOPS7600	Top Mtg Plate Ass'y L37-9	1	1	02/05/2020	Closed
<a href="#">17786</a>	001	•	AOPS7483	Concentric Vent, Cma (For 4" Flue Rj)	1	0	01/30/2020	Closed
<a href="#">17784</a>	001	•	350759	Sensor, Flame	1	0	02/17/2017	Closed

[First](#) [Previous](#) [Next](#) [Last](#)

☐ Search All Of My Customers

Search for RMA, Invoice, Part Number, DateFrom, Date-Date range, or =open for open RMAs only.

[Back To Home](#)

## RMA Acknowledgement

The RMA Acknowledgement will the debit memo number if entered in the PO/DM field at the top. It will have the part numbers and description followed by other information that is entered. At the bottom it will have the Online return entered by the persons first name initial followed by their last name. The email address of the portal account will follow the person's name.



THERMO PRODUCTS  
92 WEST 4TH STREET  
DENTON, NC 27239

Phone: 800-348-5130  
Fax: 717-874-5661  
www.ThermoPride.com

RMA Acknowledgement		
RMA Number	Scheduled Receipt Date	Page
19	4/28/2020	1 of 1
Print Customer PO / Customer Del		RMA Date
		4/28/2020
Original Sales Order		Original Invoice
Shipped Via		Freight Terms
Best Way Possible		
Freight Payment Terms		Contact
Pre-paid by customer		

Bill To

Ship To

Line	Product and Description	New Order	Warranty	Action	UOM	Quantity Due	Quantity Received	Receipt Date
001	380089 IGNITER, HOT SURFACE SILICONE CRYSTAR MODEL 201W, TPA			Return for Credit	EA	1	1	4/28/2020
Trouble Code : 04011 TP DEFECTIVE - TP 1ST YEAR WARRANTY								
Job Name GARLAND								
INSTALLED AS REPLACEMENT PART ON 11/1/19, FAILED ON 11/5/19.								
Contractor:								
Install Date: 11/01/19								
Online return entered by								

Return Material to Following Address:

THERMO PRODUCTS  
ATTN- RMA # 192357  
92 WEST 4TH STREET  
DENTON NC 27239

Note (Internal Use Only)	\$ Amount	Freight Charge

Return Material to the above address and send a copy of this form along with the items to be returned.

Original

# Credit Memo



THERMO PRODUCTS LLC  
P O BOX 8284  
LANCASTER PA 17604-8284

Phone: 800-348-5130  
Fax: 717-874-5661  
www.thermopride.com

## CREDIT MEMO M4022

Sales Order Number	Pack Slip Nbr	Page
M4022	1	1 of 1
Customer Purchase Order Nbr	Invoice Date	
	5/6/2020	
Shipped Via	Date Shipped	
Best Way Possible	5/5/2020	
Payment Terms		
1% 10 NET 30 DAYS		
Sales Contact		
Customer VAT Reg		

Bill To

Ship To

The Credit Memo will have the Debit Memo number if entered in the PO/DM Number field. The part numbers and description followed by other information that is entered. At the bottom it will have the Online return entered by the persons first name initial followed by their last name. The email address of the portal account will follow the person's name.

Line	Product and Description	UOM	Qty Ordered	Qty Shipped	Qty Back Ordered	Unit Price	Total Price
001	380089	EA	-1	-1	0	18.81	-18.81
	Continued						
	Trade Price \$41.80 Multiplier 45000						
	IGNITER, HOT SURFACE						
	SILICONE CRYSTAR MODEL						
	201W, TPA						
	WARRANTY CLAIM FOR DEFECTIVE PART - INSTALLED						
	AS REPLACEMENT ON 11/1/19, FAILED 11/5/19						
	HOMEOWNER - GARLAND						
	9905- Credit issued; material scrapped in field.						
	Contractor:						
	RMA # 192						
	Online return entered by						

Remittance Address  
THERMO PRODUCTS  
PO BOX 8284  
LANCASTER PA 17604-8284

SUBTOTAL	-18.81
Charges/Deposits	0.00
Freight	0.00
Total Tax Amount	
TOTAL	-18.81

Tax Exempt Nbr 0001553399 001

Original

All amounts shown in US Dollar