

# Online warranties make life easier

Welcome to the new BlueScope Steel Online Warranty Estimator and Management System. You can now prepare warranty applications online so that building/home owners can activate their warranties via the web.

A BlueScope Steel Warranty provides peace of mind for your customers and our new system creates warranty documents on the spot. It's simple and fast – in most cases documents are ready for printing in just a few minutes.

Here's what our new warranty page looks like, visit [bluescopesteel.com.au/warranties](http://bluescopesteel.com.au/warranties) next time you're online to sign up so you're ready to use it.



## What about the old manual warranty system?

Online Warranties replace the old manual system where information was first given to your rollformer and then passed on to BlueScope Steel. Streamlining the whole process for rollformers, installers, builders and building/home owners.

**The Warranty Evaluator helps you assess warranty eligibility.** You'll find there's a 'Warranty Evaluator' tool on the site which instantly gives you an indication of whether a particular product application, duration or location will meet warranty requirements.

**What if a Warranty Application is rejected?** If a warranty request is rejected or if you are not satisfied with the warranty offer, you can request a review of the warranty. Just click 'Request Review' for a manual review of your Warranty or Pre-Approved Warranty. You must do this within one month of the original warranty submission.

Warranty offers are only reviewed if a satisfactory reason for the review is provided. Please allow up to a week for this review.

**'How to' leaflet helps building/home owners.** If a Pre-Approved Warranty hasn't been issued, building/home owners may need help completing their online Warranty application.

You can help by giving them a copy of our special 'how to' leaflet available at [bluescopesteel.com.au/warranties](http://bluescopesteel.com.au/warranties). Visit the learn more section of our site to print out this handy guide to creating a Warranty online.



## Where do I find Online Warranties?

[www.bluescopesteel.com.au/warranties](http://www.bluescopesteel.com.au/warranties)

## Where do I go to for help?

Contact Steel Direct on 1800 022 999 or email us at [steeldirect@bluescopesteel.com](mailto:steeldirect@bluescopesteel.com)

# How it works

The online system is easy to use. Just visit the site, sign up, lodge your details and follow the prompts. Two kinds of warranty can be created – Pre-Approved Warranties before a project's actual completion; and a Warranty once the job is finished. Making multiple warranty applications for different product applications at the same address/project is also simple as the system stores your details.

## Pre-Approved Warranty

(before project completion)

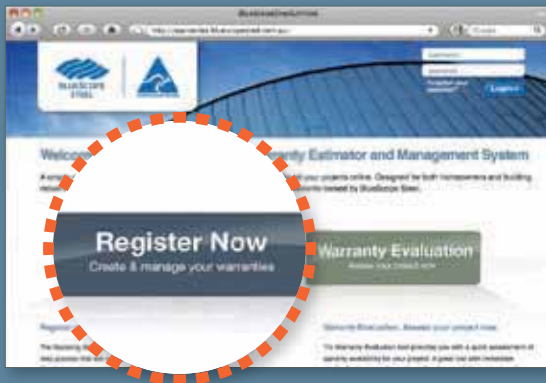
With a Pre-Approved Warranty application you submit details about a proposed building design and specification to generate what BlueScope Steel will offer as a warranty on completion (assuming the project has been completed in accordance with the submitted design and specification). Architects, contractors, installers or builders can create a Pre-Approved Warranty anytime in the 18 months before completion up until 3 months after the completion date. The Warranty Estimator and Management System will deliver a Pre-Approved Warranty document containing a *unique activation code*, which should be passed on to the building/home owner.

## Warranty

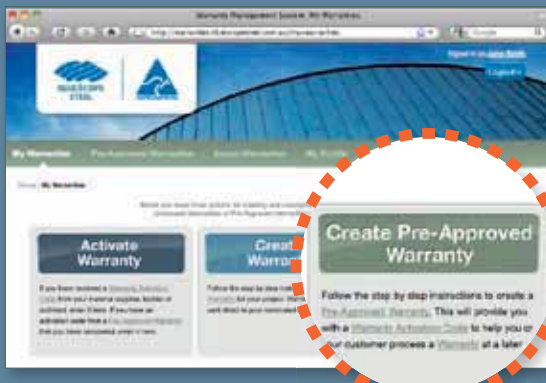
(after project completion)

Only the building/home owner can create or activate a Warranty as they need to agree to the terms and conditions. The Warranty can be created in two different ways. Where a Pre-Approved Warranty has been issued the building/home owner uses the *unique activation code* to confirm details, activate and print their Warranty. Where no Pre-Approved Warranty has been issued the building/home owner must first enter the project details in full before they can create and print their Warranty. An electronic copy remains on the system for everyone's records.

- 1 Visit [www.bluescopesteel.com.au/warranties](http://www.bluescopesteel.com.au/warranties) Sign up and register your details.

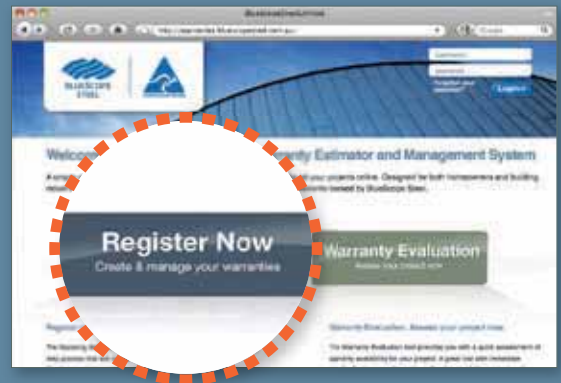


- 2 Click on the 'Pre-Approved Warranties' button.



- 3 Follow the prompts to obtain your *unique activation code*.

- 1 Visit [www.bluescopesteel.com.au/warranties](http://www.bluescopesteel.com.au/warranties) Sign up and register your details.



- 2 Click on the 'Warranties' button.



- 3 Follow the prompts to complete your warranty registration.

Warranty terms and conditions apply. Warranties are not available for all products and applications. The duration, terms and conditions of available warranties vary according to product use and application. To determine the eligibility of your project visit [www.bluescopesteel.com.au/warranties](http://www.bluescopesteel.com.au/warranties) or call 1800 022 999. COLORBOND®, TRUECORE®, DECKFORM®, ZINCALUME®, GALVASPAN® and BlueScope are registered trade marks of BlueScope Steel Limited. © 2010 BlueScope Steel Limited ABN 16 000 011 058. All rights reserved.



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