



# PACCAR Warranty Portal

# Sign In

**J.W. SPEAKER**  
Engineered. Lighting. Solutions.

**PACCAR**

J.W. Speaker Portal • Login

## Welcome to the J.W. Speaker Portal!

Welcome to our Portal, designed to give our PACCAR dealerships access to submit RMA requests. For any questions regarding log-in credentials and access rights, please reach out to J.W. Speaker Customer Care Specialists at [speaker@jwspeaker.com](mailto:speaker@jwspeaker.com).

### Sign In

Email Address

Password

**SIGN IN**

[Create an account](#)

## Steps to Signing In:

1. Go to [paccar.jwspeaker.com](http://paccar.jwspeaker.com)
2. First Time Users: Click "Create An Account"
3. Returning Users: Enter the email and password set up for you in the corresponding input fields.
4. Click the "Sign In" button when your information is correct.

# Sign Up

## Welcome to the J.W. Speaker Portal!

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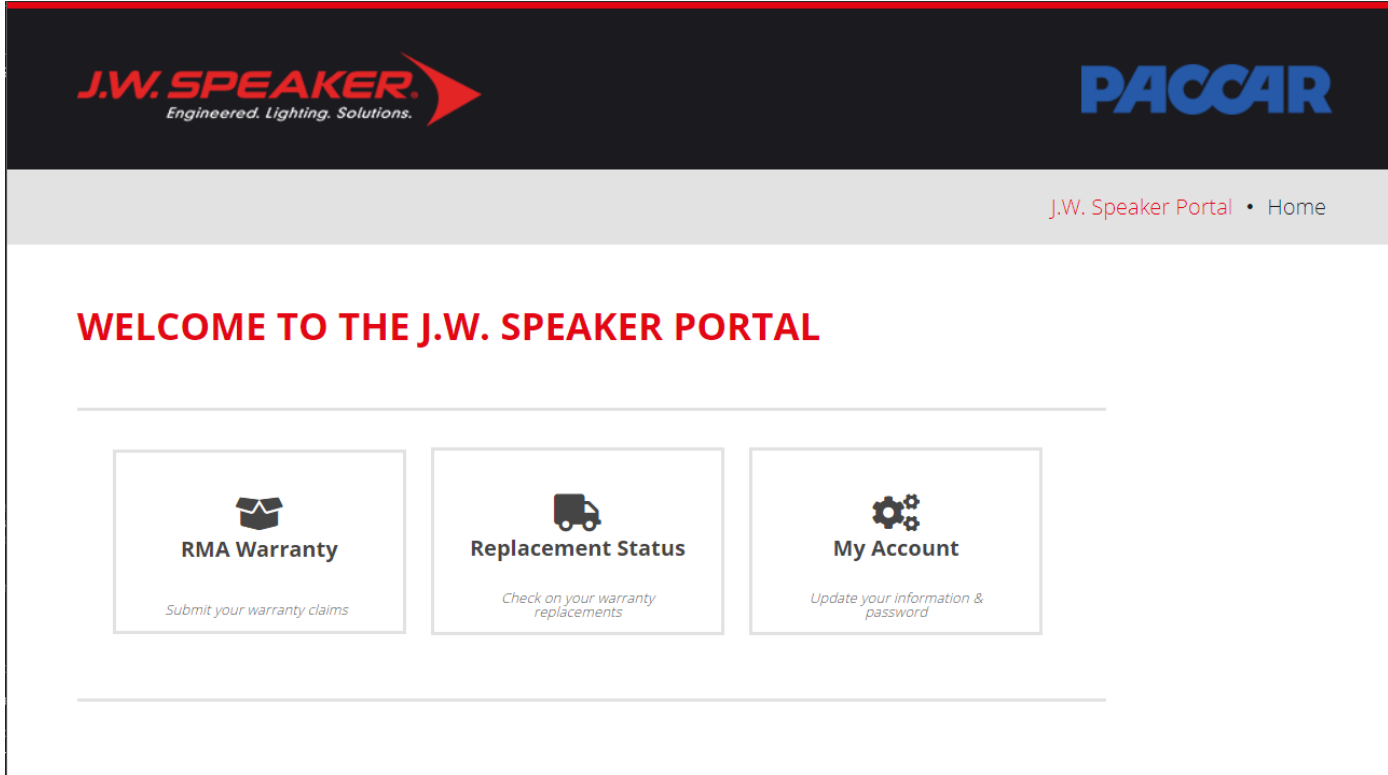
### Add New User

*First Name	<input type="text" value="First Name"/>
*Last Name	<input type="text" value="Last Name"/>
*Email	<input type="text" value="Email"/>
Phone Number	<input type="text" value="Phone Number"/>
*Dealer Code	<input type="text" value="Dealer Code"/>

### Steps to Signing Up:

1. Input required fields
2. Your PACCAR Dealer Code is required
3. Create and remember your password

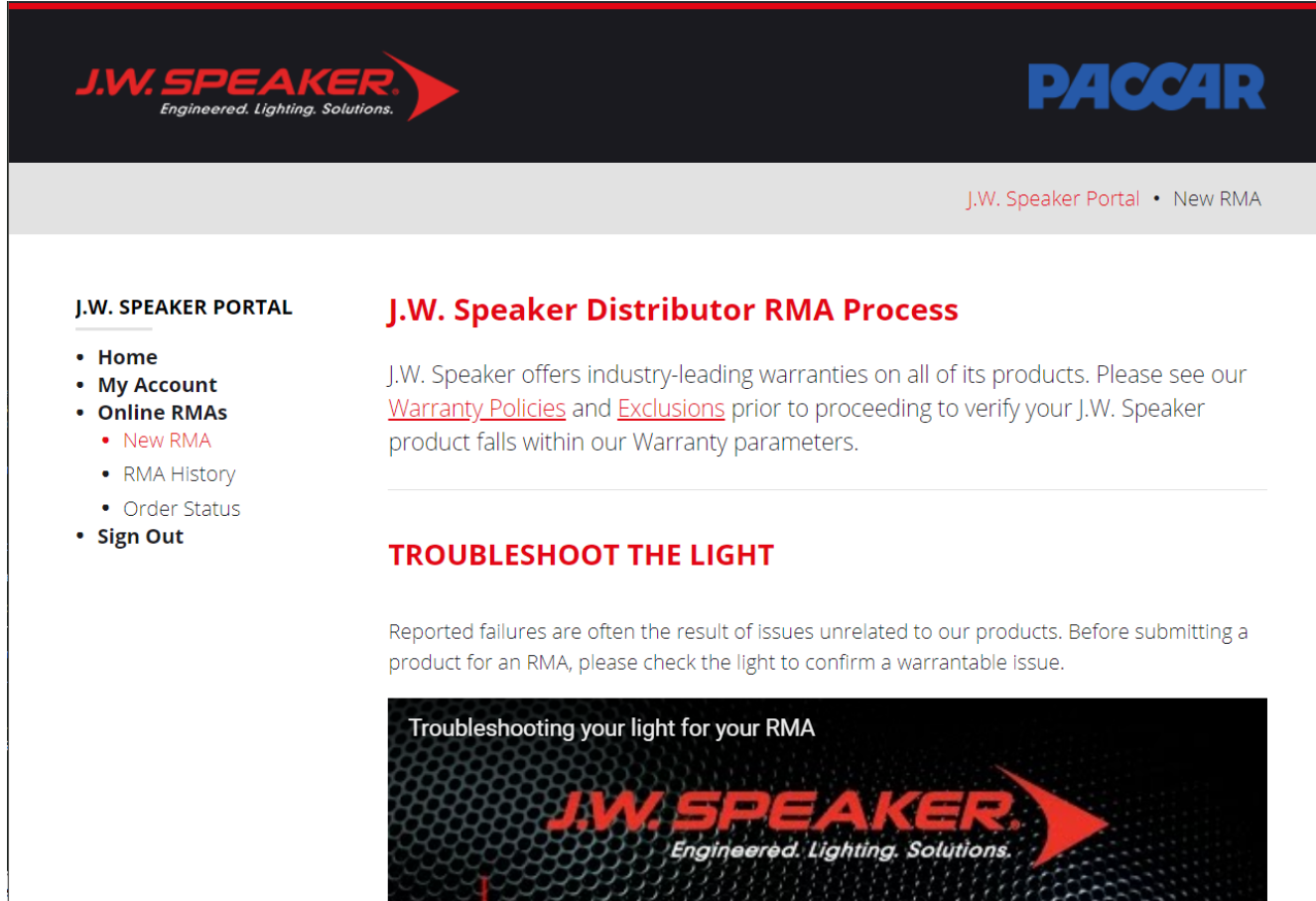
# Home



## Portal Contents:

1. RMA Warranty- This is where warranty requests will be submitted. (RMA stands for Return Material Authorization)
2. Replacement Status- Here you can check status on warranty replacement shipments.
3. My Account- Update information, change password, or send feedback.

# RMA Basics



The screenshot shows the J.W. Speaker Portal website. At the top, there is a dark blue header with the J.W. SPEAKER logo on the left and the PACCAR logo on the right. Below the header, a grey navigation bar contains the text "J.W. Speaker Portal • New RMA". The main content area is divided into two columns. The left column is titled "J.W. SPEAKER PORTAL" and contains a list of navigation links: Home, My Account, Online RMAs (with "New RMA" highlighted in red), RMA History, Order Status, and Sign Out. The right column is titled "J.W. Speaker Distributor RMA Process" and contains a paragraph of text: "J.W. Speaker offers industry-leading warranties on all of its products. Please see our [Warranty Policies](#) and [Exclusions](#) prior to proceeding to verify your J.W. Speaker product falls within our Warranty parameters." Below this text is a section titled "TROUBLESHOOT THE LIGHT" with a sub-heading "Troubleshooting your light for your RMA" and a video player showing the J.W. Speaker logo.

## Submitting Your Claim

- To start a new warranty claim, select the RMA Warranty button on the home page.
- Here you will find a brief overview of our warranty process, including links to our official Warranty Policy and Exclusions pages.
- Next you will see a basic troubleshooting video. Many issues can be resolved without ever filing a claim by following these steps.

\*Please continue scrolling down the page

# RMA Basics

## PHOTOS & DOCUMENTATION

Requests for RMAs require you to return product(s) for inspection prior to product replacement.

**Pictures and documentation are required** and can be uploaded along with your RMA request.

Be sure to include:

1. Original purchase receipt is required.
2. A photo of the defect or issue, if possible.
3. Photos showing the date codes, initials and/or any other identifying information.

## SHIPPING YOUR WARRANTY ITEM

It is important for our quality team to verify warrantable conditions that may impact future designs and manufacturing processes. Therefore, we ask that you ship the product back to us (unless other arrangements are made in advance).

1. Return your product(s) to the following address:

J.W. Speaker Corporation  
ATTN: Warranty Claims Department  
W185 N11315 Whitney Dr.  
PO Box 1011  
Germantown, WI 53022-8211

2. Write the RMA number clearly on the box. This helps us to identify each lamp upon receipt properly. Packages without RMA numbers will be disqualified from warranty.
3. Any lamps being returned for moisture issues MUST be enclosed in a sealed bag.

## ONCE A RETURN IS AUTHORIZED

After you submit the RMA request, J.W. Speaker will issue an RMA number for the product's return. Once we have received the product and our inspection is complete, you will be notified of the results.

## Photos & Documentation

- A copy of the original purchase receipt is required.
- Pictures make the process much easier for our quality team.

## Shipping

- Please be sure to mark the assigned RMA number clearly on the package.

\*Please continue scrolling down the page

# RMA Basics

After you submit the RMA request, J.W. Speaker will issue an RMA number for the product's return. Once we have received the product and our inspection is complete, you will be notified of the results.

If it is determined that warranty criteria have been met, a replacement of the product will be shipped to the address provided. It is J.W. Speaker's policy to ship similar product if the original part has been discontinued.

**Thank you for working with J.W. Speaker by following the standard Aftermarket Warranty Policy** (available for review here: [www.jwspeaker.com/warranty](http://www.jwspeaker.com/warranty)).

## Warranty Claim Form

If you have gone through the troubleshooting above and still find your light to be faulty, you can fill out and submit an RMA form here:

START RMA FORM

## Getting Started

- Now that we've covered the basics, let's get started on your claim.
- Select "Start RMA Form" at the bottom of the page.
- In the future you can skip straight to this step.

About Us

Latest Blog Posts

New Products

How Can We Help You?



How does SmartHeat™ Technology work?

LED Auxiliary Work Light - Model 448

# RMA Entry

## Request RMA

Please fill in the appropriate contact information for this RMA. Include the Ship To address of where we will return this product if no fault found or if the product is not warrantable. To proceed with your claim, click "Add Line Information".

### Contact Information

*RMA Contact Full Name	<input type="text" value="John Smith"/>
RMA Contact Phone	<input type="text" value="RMA Contact Phone"/>
*RMA Contact Email	<input type="text" value="john.smith@yourname.com"/>
*Existing Ship Tos	<input type="text" value="Please select one"/>

ADD LINE INFORMATION

## Contact Information

- Name and email will auto-populate, but can be changed if needed. (Some stores will choose to use one main account. For example, John Smith signs up and all the other parts guys use his account to make claims. It's a way to keep everything organized into one location.)
- Choose a shipping location for the replacement parts to be sent (see next slide for instructions)



# RMA Entry

\*Existing Ship Tos

\*Company

Attention of

\*Address

\*City

\*Country

\*State

\*Postal Code

ADD LINE INFORMATION

## Set up a shipping location

- When making your first ever warranty request, there will not be any existing shipping locations.
- Simply select “New Address” from the drop down menu. This will reveal 7 more fields where a new address can be created. The addressed will be saved for future claims.
- It makes sense for dealers to create their own store as the first location. This should be the address that gets used the most. However, we are willing to ship anywhere. If your customer needs the light shipped directly to them we can accommodate.

# RMA Entry

## RMA Line Item Form

Please complete the information below to submit a request for authorization to return material. Each part number requires its own line. Enter your part number with details, choosing a proper failure mode and if additional failure modes apply, choose 'Add Another Line' below and re-enter the part number with the next failure detailed. Please provide as much information as possible to expedite the RMA response process. **Please note we require the original purchase receipt to be attached for each part entered.**

### Part Information

*Part Number	<input type="text" value="JWS Part Number OR Customer Part Number"/>
Part Number Unknown?	<input type="checkbox"/>
Part Serial Number	<input type="text" value="Part Serial Number"/>
PACCAR Claim Number	<input type="text" value="PACCAR Claim Number"/>
*Original Date of Purchase	<input type="text" value="mm/dd/yyyy"/>
*Upload Original Receipt	<input type="button" value="Choose File"/> No file chosen

### Adding part information

- Once the correct address has been selected, click "Add Line Information".
- You will now be prompted to fill out the RMA Line Item Form. This is the warranty form.
- The part number will be 7 numerical characters followed by JWS (0551771JWS).
- Only the required fields must be filled in. For example, some of our lights have serial numbers on them. This is optional.
- Attaching the original receipt is crucial as that is how we will confirm the purchase date.

# RMA Entry

\*Failure Mode

\*Failure/Defect Description

Please note the file size limit is **200MB** and the form will not accept files above this size. If necessary, try zipping the files to reduce size.

Upload Related Files/Images

[ADD ANOTHER LINE](#)

[REVIEW RMA](#)

## Failure Mode

- Select the failure mode from the drop down. Pick whichever description fits best. We understand some issues are hard to categorize.
- The next field allows you to write your own description. Please provide as many details as possible.

## Photos

- Pictures can be crucial in identifying failure modes. If the issue can be clearly seen it makes the disposition process much easier.

## Next steps

- If you have another item to claim, select "Add Another Line". Otherwise select "Review RMA" to review and submit.

# RMA Entry

## Review RMA

Please review the information below before submitting your RMA to J.W. Speaker. If any changes or additions are necessary, please edit them at this time. After submittal, the RMA will be final and any changes will need to be resubmitted on a new RMA.

### Contact Information

RMA Contact Full Name

John Smith

RMA Contact Email

john.smith@yourname.com

RMA Contact Ship To

ABC Company, 123 ABC Drive, ABCDEFG, WI, 53037, UNITED STATES

### Line 1

Part Number

0551771

Other Part Number

0551771JWS

## Review your claim

- Confirm that all information is correct.
- At the bottom of this screen you will have the option to edit or delete any mistakes.
- Once you have confirmed everything is correct, click “Submit Claim” at the very bottom.

# RMA Entry

---

Dear John Smith (john.smith@yourname.com)

Your request for a warranty return is currently under review for claim(s).

An RMA number will be assigned to your request within 2 business days. Once the RMA number is assigned, you will be emailed instructions on how to initiate the return of product for testing. If the item is found to be warrantable, a replacement will be initiated for the defective part(s).

For more information on the warranty process, please visit our [Terms of Sale webpage](#).

**RMA Line 1 Details:**

JWS Part Number: 0551771

Qty: 1

Detailed Description: Flickering

## Confirmation Email

- After the warranty is submitted you will receive a confirmation email.
- This is just to verify that the request was successfully submitted.
- The email may take a few minutes to come through.

# RMA Entry

---

Dear John Smith,

**We have processed your request for a warranty return. Please refer to RMA0021106 in all related correspondence.**

Based on the information you provided for **line 1**, no further action is necessary. We will ship a replacement product to the address provided. It is J.W. Speaker's policy to ship similar product if the original part has been discontinued.

**RMA Line Details:**

JWS Part Number: 0551771

Qty: 1

Detailed Description: Flickering

Thank you,  
J.W. Speaker

## Disposition Email

- Within 2 business days you will receive a response.
- The response will include the assigned RMA number along with further instruction.
- In this example our quality team has determined that the light can be scrapped and a replacement will be sent.
- The other two potential responses are as follows:
  1. Light must be returned to JW Speaker for inspection (UPS/FedEx account # will be provided)
  2. Light is not warrantable (detailed explanation will be provided)

# Replacement Items

## Replacement Order Status View

This information shows a view of your search criteria. If you cannot locate what you were looking for, please click the 'Revise Search Criteria' link below and update your request.

[REVISE SEARCH CRITERIA](#)

PO Number ▲ ▼	JWS Order Number ▲ ▼	JWS Order Line ▲ ▼	JWS Item Number ▲ ▼	Customer Item Number ▲ ▼	Qty Ordered ▲ ▼	Unit Price ▲ ▼	Expected Ship Date ▲ ▼	Status ▲ ▼
<a href="#">RMA0021130</a>	<a href="#">C000445243</a>	1	0551771		1	\$0.00	06/19/2019	Ordered
<a href="#">RMA0021106</a>	<a href="#">C000445168</a>	1	0551771		1	\$0.00	06/18/2019	Ordered
<a href="#">RMA0020850</a>	<a href="#">C000444157</a>	1	0555051		1	\$0.00	05/23/2019	Shipped

## Checking Status

- From the home screen, select “Replacement Status”.
- Here you can check the status of your replacement shipments.

# Questions?

For any questions or assistance with the  
portal please reach out to  
[speaker@jwspeaker.com](mailto:speaker@jwspeaker.com)

