

“HOW TO”

FOR THE SIKA NZ WARRANTY PORTAL



INTRODUCTION

This portal is to allow Sika customers to get a warranty for jobs involving **less than 50m²** of installed Sika BlackSeal Elastic, Sika BlackSeal Plus, Sika Aqua Blok SBR or WPU, or Sikalastic-220 W only. It is not for any other products. If you require a warranty for more than 50m², you will need to apply for it using the Sika Request for Warranty Form (download [here](#)). If at any time you need help, please refer to the “Need Help?” section in the Portal. If you’re still stuck, please ring 0800 745 269 and ask for Lisa on extension 436.

1 REGISTRATION

- 1.1 You must register to gain access to the Sika NZ Warranty Portal using this registration link: https://sika-global.my.site.com/ciam/s/ciamSelfRegistration?language=en_US&accessSysCode=WARRANTY_SERVICE
- 1.2 Fill out the online form, tick the Privacy Notice & reCAPTCHA, click the ‘Submit’ button

The screenshot shows the 'MySika Sign Up Form' on a web portal. The form is titled 'MySika Sign Up Form' and is enclosed in a red box. It contains the following fields and elements:

- Language:** A dropdown menu set to 'English (United Stat...)'.
- Sign In / Sign Up:** Two tabs, with 'Sign Up' selected.
- * First Name:** Text input field containing 'NZ8'.
- * Last Name:** Text input field containing 'Test'.
- * Email:** Text input field containing 'rmagphing@NZ8@gmail.com'.
- Mobile:** Text input field (empty).
- * Company Name:** Text input field containing 'NZ Corp Test'.
- * Language:** Dropdown menu set to 'English (United States)'.
- Privacy Notice:** A checkbox labeled 'I have read the Privacy Notice' which is checked. Below it is a paragraph of text explaining data usage and privacy policies.
- reCAPTCHA:** A checkbox labeled 'I'm not a robot' which is checked, with a reCAPTCHA logo and 'reCAPTCHA Privacy - Terms' link.
- Submit:** A yellow button with a checkmark and the text 'Submit'.

Numbered callouts (1-4) are placed on the left side of the form:

- 1:** Points to the 'Last Name' field.
- 2:** Points to the 'I have read the Privacy Notice' checkbox.
- 3:** Points to the 'I'm not a robot' checkbox.
- 4:** Points to the 'Submit' button.

At the bottom left of the screenshot, there is a black bar with the text 'Waiting for sika-global.my.site.com...'.

Image 1: Sika NZ Warranty Portal Registration Screen

2 ACCESS

- 2.1 Once submitted, your registration request will undergo a check by the Internal Sika Team. They will make the decision to Approve or Revoke the request for access. You will have an answer within 24 hours either way. (This is the only wait you will have – a once only check. When access is approved, you can create and receive warranties instantly.)

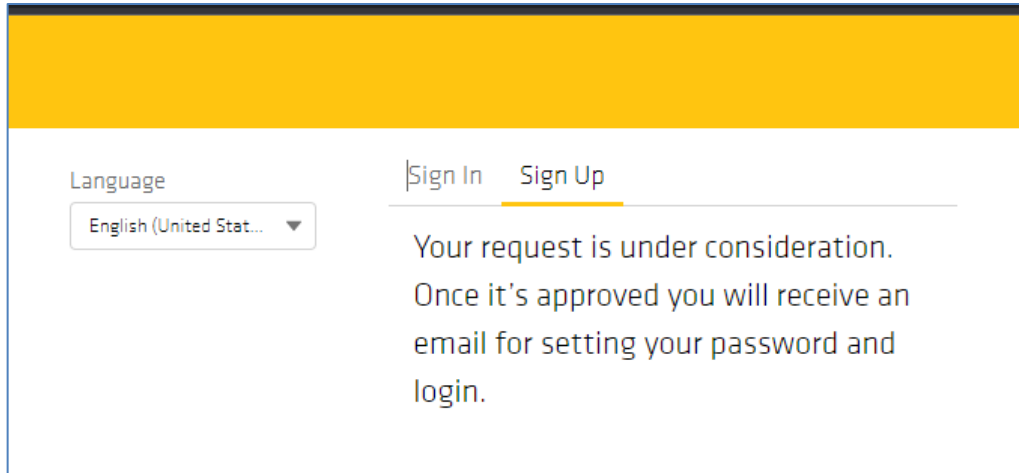


Image 2: Confirmation Message - Sign Up information submitted

- 2.2 Once the access has been approved, you will receive an email notification to reset your password.

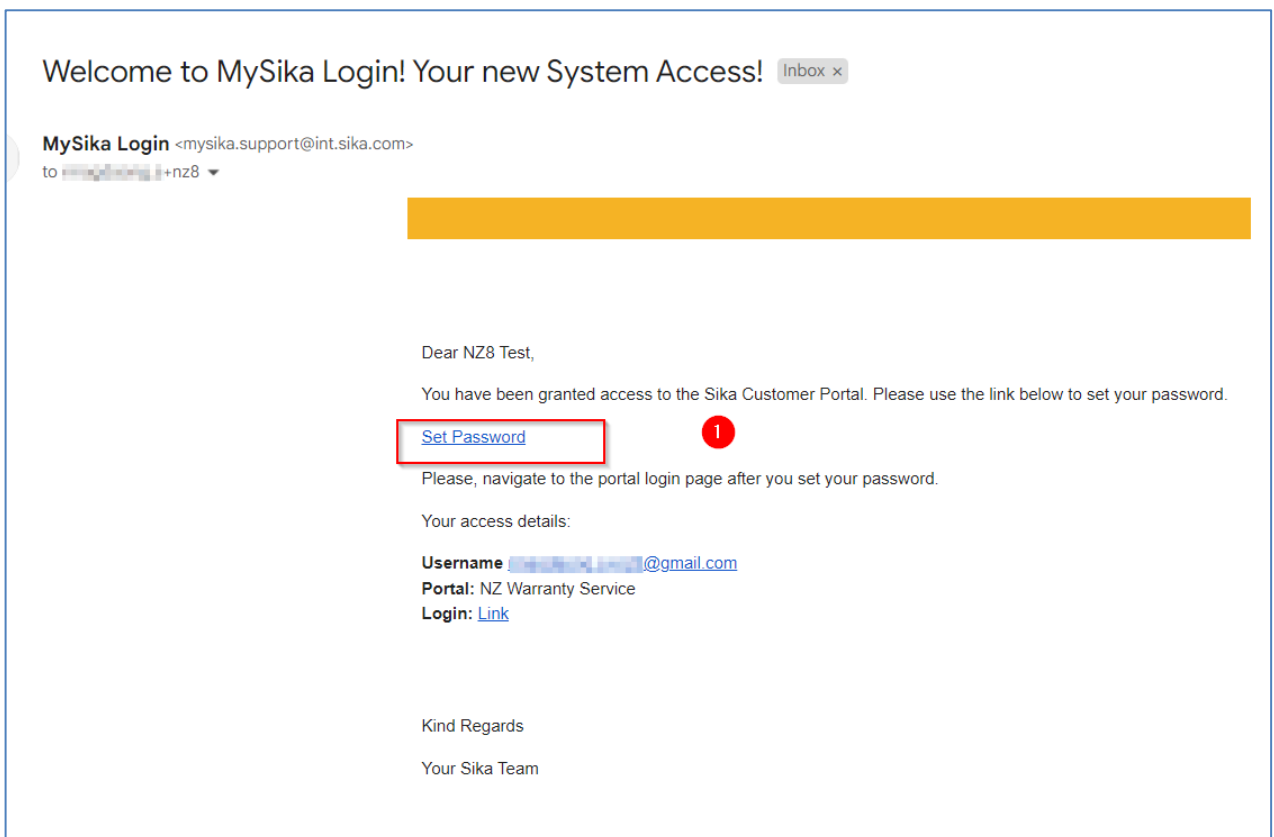


Image 3: Approval Email – Access to portal granted

- 2.3 Click on the “Set Password” link. You will get a new screen asking for your new password. Follow the prompts and click the ‘Change Password” button

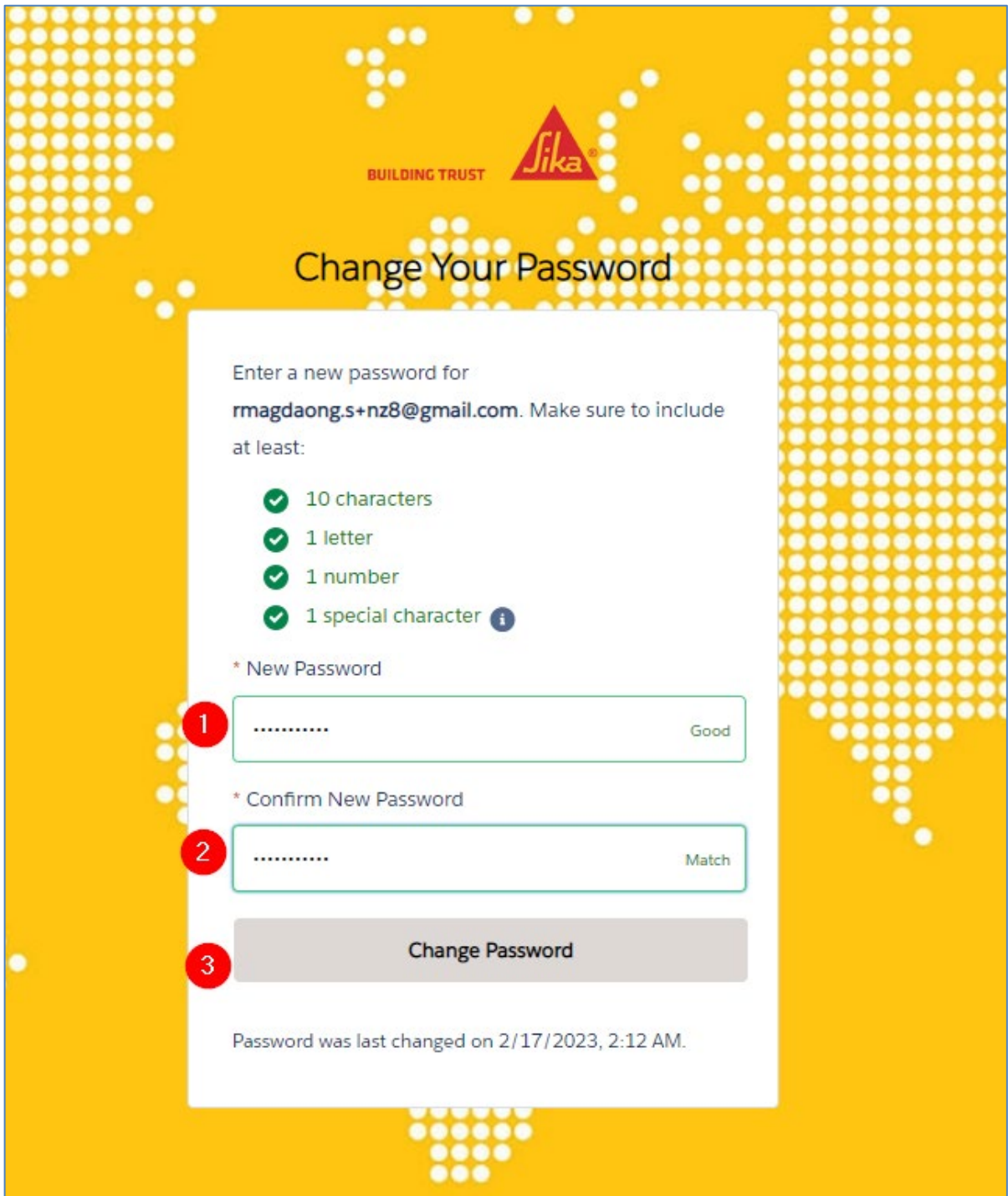


Image 4: Reset password screen

3 LOG IN

- 3.1 Log in using your new password. Login Link: <https://sika-apac.force.com/WarrantyService/>
- 3.2 Remember, if you forget, you can reset it again using the “Forgot your Password?” link.

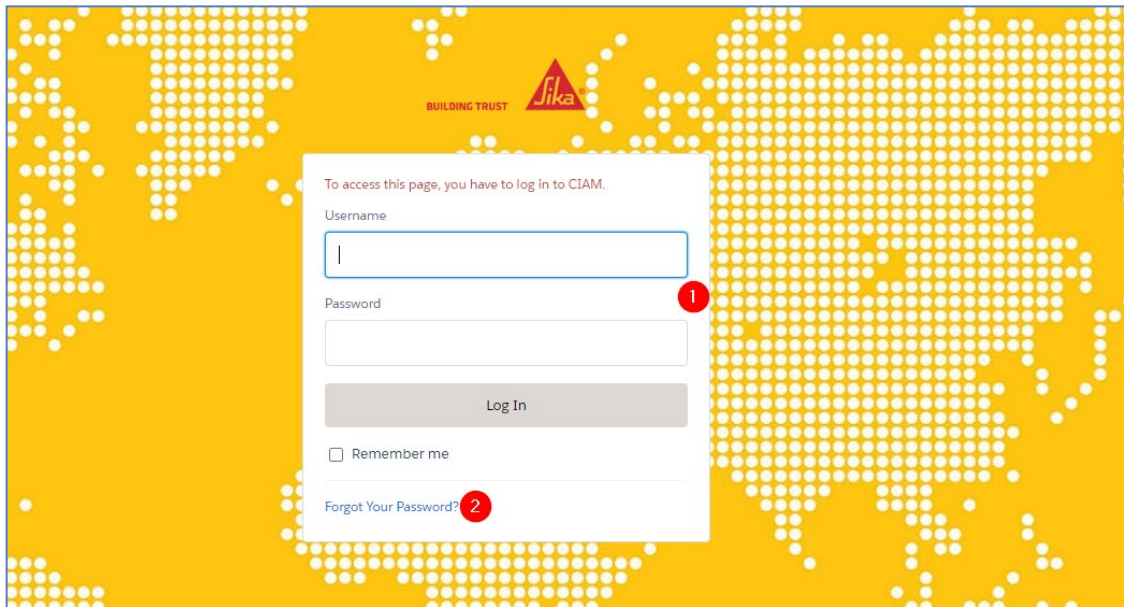


Image 5: Portal log in screen

4 NAVIGATION

- 4.1 There are three sections to the website
 - Create Warranty (create a new warranty)
 - Issued Warranties (see/access warranties you have already created)
 - Need Help? (see frequently asked questions, a contact us link and phone number)

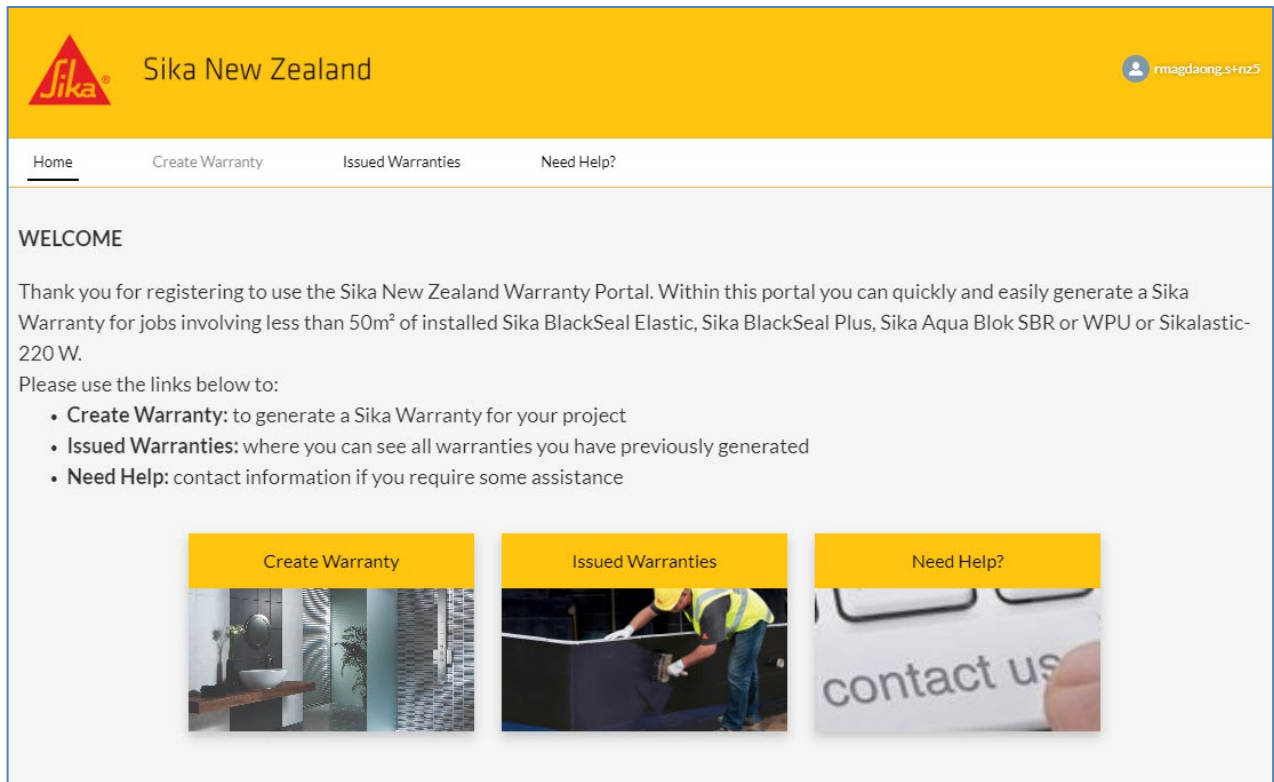


Image 6: Portal Home Screen

5 CREATE WARRANTY

- 5.1 Click on the “Create Warranty” tile or navigation link.
- 5.2 Fill in the online form. Note that your registration information will pre-fill in the Applicator section. All sections with a red asterisk * must be filled in. (It is very similar to the Sika Warranty Request Form currently in use.)

Sika New Zealand

Home Create Warranty Issued Warranties Need Help?

Create Warranty

Warranty Details

Applicator

- *Applicator First Name
NZS
- *Applicator Last Name
Test
- *Name of Applicator Company
NZ Corp Test
- *Applicator Email
rimgdaong+nz5@gmail.com
- *Applicator Phone
- *Sika Applicator License Number
- *State/Region
Choose one...

Project

- *Project Name
- *Client Name (Who the warranty is made out to)
- *Project Street Address
- *Project City
- *Project Zip Code
- *Project Installation Completion Date
- *Area of product installed (m2)
- *Where was the product installed? (e.g. ensuite, shower)

Sika Products Used:

- *Main Product Used (must tick/select one)
 - Sika BlackSeal Elastic
 - Sika BlackSeal Plus
 - Sikalastic-220 W
 - Sika Aqua Blok WPU
 - Sika Aqua Blok SBR
- *Auxiliary Products Used (tick any that were used)
 - Sika Primer-11 W+
 - Sika Primer-21 W
 - ECO Prime WB
 - ECO Prep N Prime
 - SealTape Inside/Outside Corners
 - SealTape Wall & Floor Flanges
 - Aqua Blok Internal/External Corners
 - Aqua Blok Tap Sleeve
 - Aqua Blok Elast Joint Bandage
 - Sika Fibre Mesh-1000
 - Sika SealTape B
 - Sika SealTape F
 - Sika BlackSeal Protection Sheet (or equivalent free-draining protection sheet)

Upload Receipt(s)

Or drop files

While uploading your proof of purchase is preferred, it is optional at this point. However you must provide receipts/invoices in the event of a claim.

Image 7: Create warranty page

- 5.3 **Sika Products Used** Section – choose one “main” product, and any of the “ancillary” products used on the project
- 5.4 **Upload Receipt(s)** Section- If your receipts for the purchase of the Sika products used are handy, please upload them. However, while you do not need to upload them, they will need to be provided if there is a claim, for the warranty to be valid.
- 5.5 **Click “CREATE”** and your warranty document is created – it will be emailed to you.

6 WARRANTY ISSUED

- 6.1 You will receive an email containing a PDF attachment of the new warranty document, example below (Image 8)

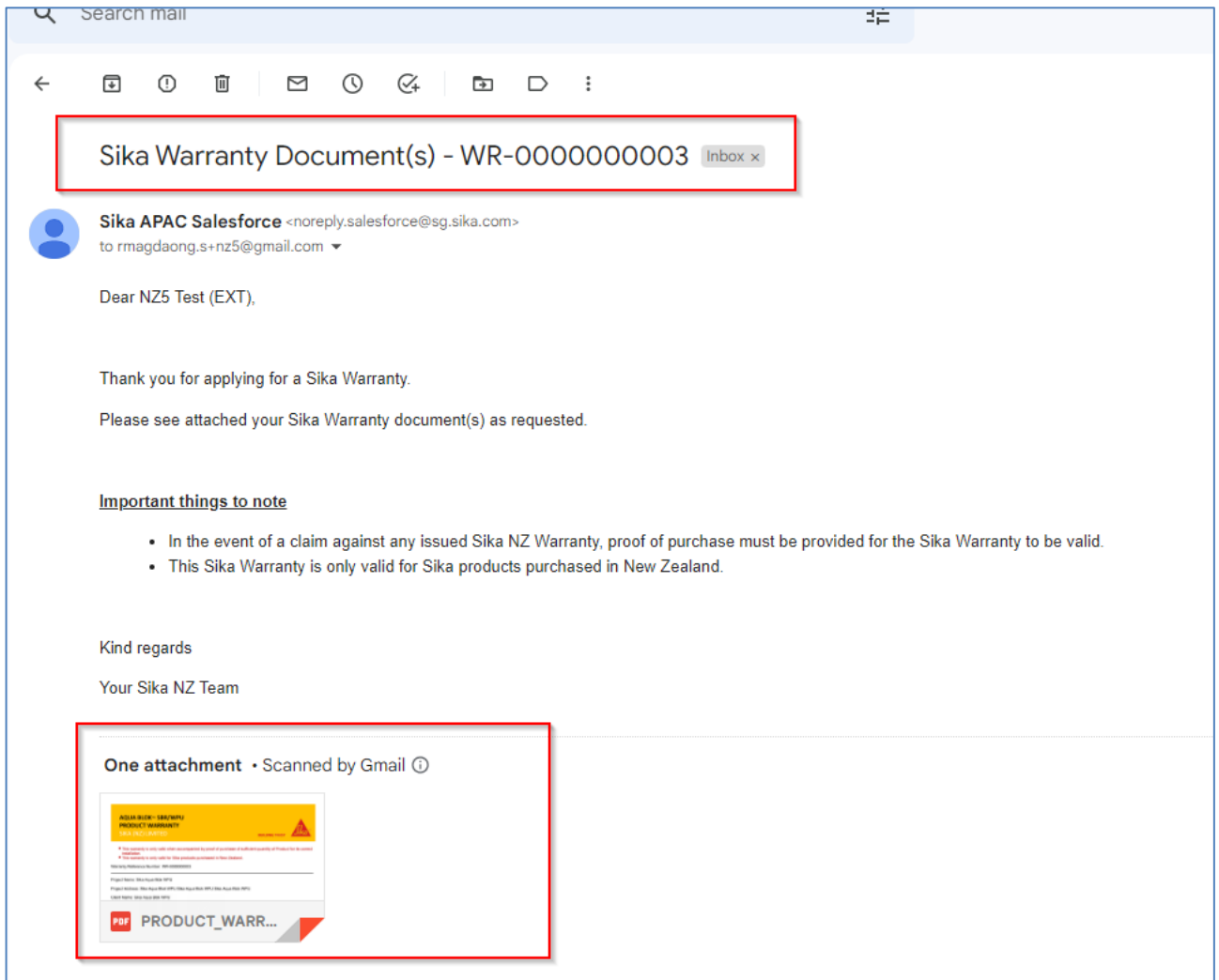


Image 8: Example of a 'Warranty Issued' email

- 6.2 You can also access all the warranties you have created in the Portal, at any time. Simply log in to the Portal, click on the “Warranties Issued” tile and search for the warranty required. You can sort by client name, project date or location, etc. If you want to view or download/print the warranty, click on the ‘GENERATE DOCUMENT’ column.

Warranty Re...	Generate Warranty D...	App...	App...	Client Name	Project Name	Project I...	Products Installed?	State/Region	Warranty Reques...	
1	WR-000000003	GENERATE DOCUMENT	NZ5	Test	Sika Aqua Blok WPU	Sika Aqua Blok WPU	14/02/2023	Sika Aqua Blok WPU	Central North Island - CNI	16/02/2023 6:21 pm

Image 9: Issued Warranties screen in the portal

7 NEED HELP? SECTION

- 7.1 If you need help at any point, please click on the “Need Help?” tile or top navigation. Here you will see some FAQs which may answer your query, or there is a link to contact us.

NEED HELP?

While we've endeavored to make getting a Sika warranty for small jobs easier for you, there will be times when you might need a little help. Please have a look at our frequently asked questions, and if you still need some assistance, please use the contact form below or give us a call on 0800 745 269 and ask for Lisa.

FAQs

Q: What if I lose my copy of the warranty?
A: You have access to all the documents you've generated via your log-in. You can view past warranty documents you've created, and download copies at any time, 24/7.

Q: What if my project is larger than 50m²?
A: If you have a project involving >50m² of installed Sika BlackSeal Elastic, Sika BlackSeal Plus, Sika Aqua Blok SBR or WPU or Sikalastic-220 W, you can still get a warranty. However, you will need to apply for it using the [Sika Warranty Request form](#). This is also the case for any other Sika products that you would like to request a warranty for.

Q: Do I need to upload my proof of purchase?
A: While you don't need to upload your proof of purchase when generating the warranty document, it will be required if you (or your client) need to make a claim.

Still stuck or not sure? Contact us!
If you'd still like some help, please feel free to [contact us](#) with your warranty questions.

Image 10: The Sika “Need Help” webpage