

Veeder-Root Warranty & Commission Transition Frequently Asked Questions

Important Update: Veeder-Root Warranty Process

As part of our ERP transition, Veeder-Root Customer Service will no longer handle warranty concerns directly. Warranty processes are now being integrated with Gilbarco Veeder-Root. We are updating the SMS portal to support these changes and expect delays during this transition. There will be a delay in receiving materials against existing Veeder-Root Return Materials Authorizations (RMAs) and in issuing new RMAs for recent warranty claims. All warranties expiring during this period will be honored, and payment periods for Automatic Tank Gauge (ATG) registration and commissioning will be extended if needed.

Veeder-Root Warranty Policy Changes – Effective September 15, 2025

1. Warranty parts credit will no longer be offered as an alternative to replacement parts.
2. Veeder-Root will no longer cover prepaid freight charges for warranty returns.
3. Replacement ATG orders will no longer be system generated automatically. Replacement orders will be manually entered after warranty approval. Replacement orders may be delayed during our transition process.

These changes apply to all Veeder-Root product lines: ATG, Red Jacket, EMR, and VRM. All requests received prior to the policy change effective date will be honored under the legacy Veeder-Root warranty program. Parts credit and pre-paid freight are available on requests made before September 15, 2025.



Who do I contact for warranty questions?

Please email warranty@gilbarco.com.



How do I commission, register, or start-up an Automatic Tank Gauge (ATG) for warranty?

To learn how to register equipment in SMS, copy and paste this link into your web browser: <https://360.articulate.com/review/content/a1c06ed3-1596-47c1-af36-f438b6daa215/review>

Note: This link is for training modules showing the user how to perform equipment registration only. See attached Registration Guide for more details.



When will serial numbers be available in SMS?

Serial numbers have been available in SMS since Wednesday, July 2, 2025.



How do I submit a parts-only warranty claim using the Warranty Return Material Authorization (WRMA) form?

Complete a [WRMA form](#) and email it to warranty@gilbarco.com. After your warranty claim has been processed, the warranty team will provide an RMA number that should be used to return parts to Veeder-Root.



How do I enter a warranty claim with Mileage, Travel, and/or Labor (MTL) on the SMS portal?

Warranty claims with MTL must be submitted through the SMS portal, which is located on our Extranet site: <https://interactive.gilbarco.com>.



Is there a training guide available?

Yes, there are two self-enroll courses on SABA with instructions for Web Closure and Web Commissioning. For support with SABA, please email our training department at technical.training@gilbarco.com.

? How are special warranty cases handled through SMS (e.g., HydrX inlet valve project)?

For parts-only replacement claims, complete the [WRMA form](#) and email it to warranty@gilbarco.com.
For claims that include MTL, submit the claim through the SMS portal on our Extranet site: <https://interactive.gilbarco.com>.

? How do I access the Gilbarco Veeder-Root extranet if I do not currently have access?

Please reach out to your Market Service Manager (MSM), who will submit an IT ticket on your behalf. For contact information for your regional MSM, please see the chart below:

Gary Buchelt Director – Field Services, North America	
+1.336.547.5673 gary.buchelt@gilbarco.com	
Adam Grasso Market Service Manager, US Northeast & Canada	Robert Lasswell Market Service Manager, US Central
+1.336.547.3395 adam.grasso@gilbarco.com Canada - all Provinces and Territories ME, VT, NH, MA, RI, CT, NY, NJ, DE, MD, DC, PA, OH, MI	+1.336.547.3263 robert.lasswell@gilbarco.com ND, SD, NE, KS, OK, TX, MN, IA, MO, AR, WI, IL, IN, KY
Jim Rogers Market Service Manager, US Southeast	Chris Dehoney Market Service Manager, US West
+1.336.547.5065 jim.rogers@gilbarco.com WV, VA, NC, SC, TN, GA, FL, AL, MS, LA	+1.336.315.2898 chris.dehoney@gilbarco.com MT, WY, CO, NM, ID, UT, AZ, WA, OR, NV, CA, AK, HI

? How can I check Veeder-Root warranty status using a serial number?

[Warranty lookup on veeder.com](#) is still functioning for ATG. If you have any questions, please email warranty@gilbarco.com for assistance.

? How can I view existing Veeder-Root RMA status and past registration information?

Please email questions to warranty@gilbarco.com for assistance.

? Where do I return parts?

Please mark the RMA number on the outside of all packaging. Use the RMA number as the shipment reference number when possible.

Note: Parts returned for warranty still require an RMA number. Please email warranty@gilbarco.com for an RMA.

Kindly return parts to:
Veeder-Root Company
2709 Route 764
Duncansville, PA 16635