Warranty Claims Tracker

How-to guide: what the workbook does, how to use it and what every number means. mfgcalcs.com

Warranty Claims Tracker

Log units shipped and every warranty claim and see the cohort return rate, returns per million, failures by months in service, cost and claims to decide.

For: Quality, reliability and customer service managers at manufacturers who handle warranty claims and report field return rates.

Version 1.0.0 · updated 24 November 2026

Quick start

1. On Setup, type your company name, currency, status date, observation window, warranty period, maximum return rate and decision days, then replace the example products and failure modes.
2. On Shipments, add the units shipped of each product each month: every month is a cohort.
3. On Claims, add one row per warranty claim with the unit's serial number and ship month; type the decision, its date and the cost when the claim is decided. Read the Check column: anything other than OK names the gap.
4. Open the Dashboard and filter by product, failure mode or ship months; decide the oldest pending claims first.

What is in the workbook

Start Here	Read this first: what the workbook does and how to use it.
Setup	Your company, status date, observation window, warranty period, maximum return rate and the lists the dropdowns read.
Shipments	Units shipped of each product each month: every month is a cohort.
Claims	One row per warranty claim: the unit, when it shipped and failed, what failed, the decision and the cost.
Dashboard	Cohort return rate against your maximum, when and why units fail, what it costs and which claims to decide, for the filters you choose.
Method	How every number is calculated, with assumptions, limits and sources.
Verify	Self-check: the workbook's formulas recomputed on fixed inputs against an independent reference.
About MFG Calcs	Everything MFG Calcs offers, free: calculators, templates, tariff tools, data and the Calkee AI helper.

What each number means

Quantity	How it is calculated	Units
Months in service	Claim month - ship month, in whole calendar months.	months

Quantity	How it is calculated	Units
Counted return	1 for the first accepted claim on a serial number with months in service below the observation window; repeats, rejected and pending claims count 0.	units
Cohort	Complete once the last day of the month (ship month + window - 1) has passed at the status date; In progress before.	-
Return rate	Counted returns / units shipped, for a cohort or summed over completed cohorts, as the live Warranty Return Rate calculator defines it. Per million = the same x 1,000,000.	%, per million
Margin to maximum	Maximum return rate - observed rate: positive is inside the limit.	% points
Warranty cost and cost per unit	Cost of accepted claims; divided by every unit shipped in the cohorts in view.	currency
Pending	A claim still undecided is Overdue after the Setup decision days, Due soon before.	-

Assumptions, limitations, sources and the self-check (the Verify sheet, which recomputes the workbook's formulas on fixed test inputs) are in the workbook. The last page shows the Dashboard with the example data for Malham Controls, a fictional business.

Free from MFG Calcs - keep this credit when you share it.

Engineering estimates for planning and improvement work. Verify the results against your own process, data and standards before you rely on them.

Warranty Claims Tracker

Cohort return rate against your maximum, when and why units fail, what it costs and which claims to decide, for the filters you choose.

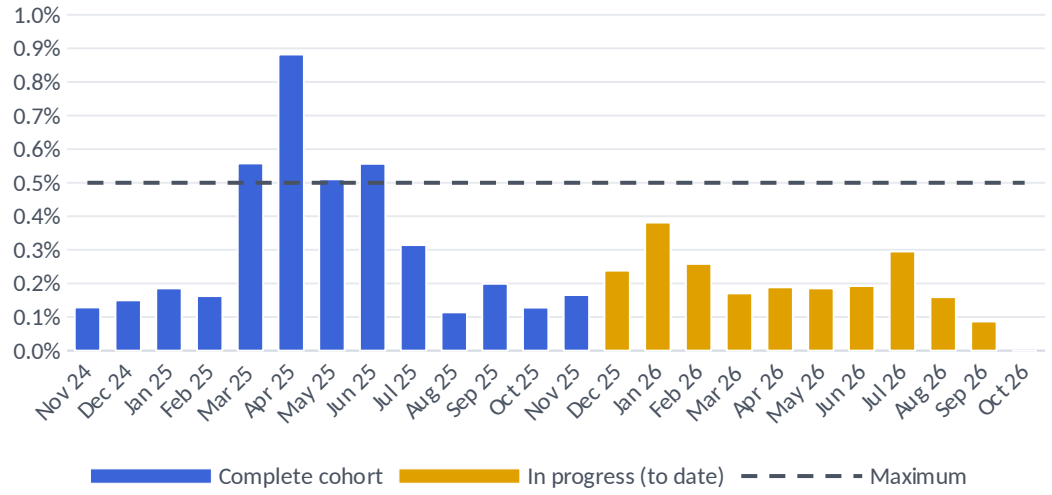
mfgcalcs.com

Product		Shipped from	
Failure mode		Shipped to	

Showing 243 claims on 58,976 units shipped. Return rate = first accepted claim per unit within 12 months in service / units shipped; headline figures use completed cohorts.

RETURN RATE, COMPLETED COHORTS	RETURNED UNITS PER MILLION	UNITS RETURNED	COHORTS OVER THE MAXIMUM
0.33%	**3,257**	**104**	**4**
Maximum 0.50%	Completed cohorts	Completed cohorts, each unit once	Completed cohorts in the table
On target			

Return rate by ship-month cohort



Accepted claims by months in service

