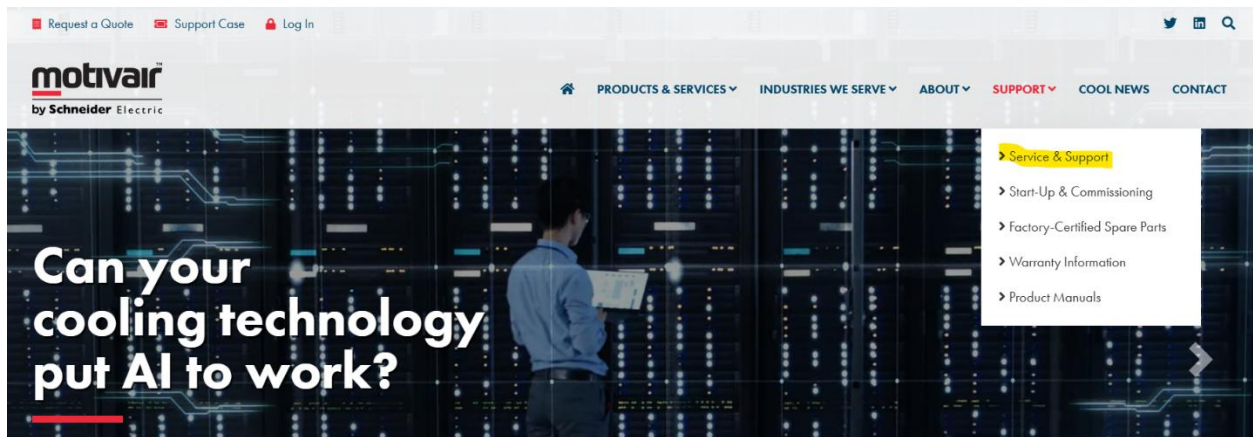




Purpose: How to access and create an account on our service portal.

1. Go to <https://www.motivaircorp.com/> and click on the 'Support' tab followed by 'Service and Support'.



2. Locate this section to 'Create New Account'

TECH SUPPORT – PARTS & SERVICE

Motivair's Support Team is available to assist you or your local service provider with technical support, spare parts sales, warranty support and scheduling maintenance. For the fastest support, please click the button below to open or view a parts/service ticket within Motivair's Service Portal:

[+ Create New Account](#)[➔ Log In Portal](#)

Service Call In: 716-899-1449 (Mon – Fri 8am – 5pm EST)

5900 Genesee St. | Lancaster, NY 14086 | +1 716 691 9222 (Office) | +1 716 691-9229 (Fax)
Motivaircorp.com

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3. Fill out your information and click 'Submit' to receive an email confirmation for your new account within 1 hour. If you do not receive a confirmation email, check all spam folders first and then proceed to contact service@motivaircorp.com and a representative will assist you.

MOTIVAIR TECHNICAL SUPPORT

Create a New Account

First Name *

Last Name *

Company Name *

Job Title

Your Email *

Phone Number *

Address

Suite/Office

City/Town

State

Zip Code

Country

Submit

Request Received

» Support » Request Received

Thanks, we got it!

Thank you for taking the time to contact Motivair Corp. You will receive a confirmation email shortly. If you do not receive a confirmation email, please contact service@motivaircorp.com and a representative will assist you.

Return to Home Page

4. An email will come through from 'Motivair Customer Service' Use these credentials to log in and create a password.

☐ ☆ Motivair Customer S.

Welcome to the Motivair Corp system [417758] - Your new MOTIVAIR account has been created. Please login using the following credentials:

motivair new lo...

Your new MOTIVAIR account has been created. Please login using the following credentials:

Username [REDACTED]
Password [REDACTED]

Log In

<https://motivaircorp-portal.acumatica.com?CompanyID=Motivair Corp>

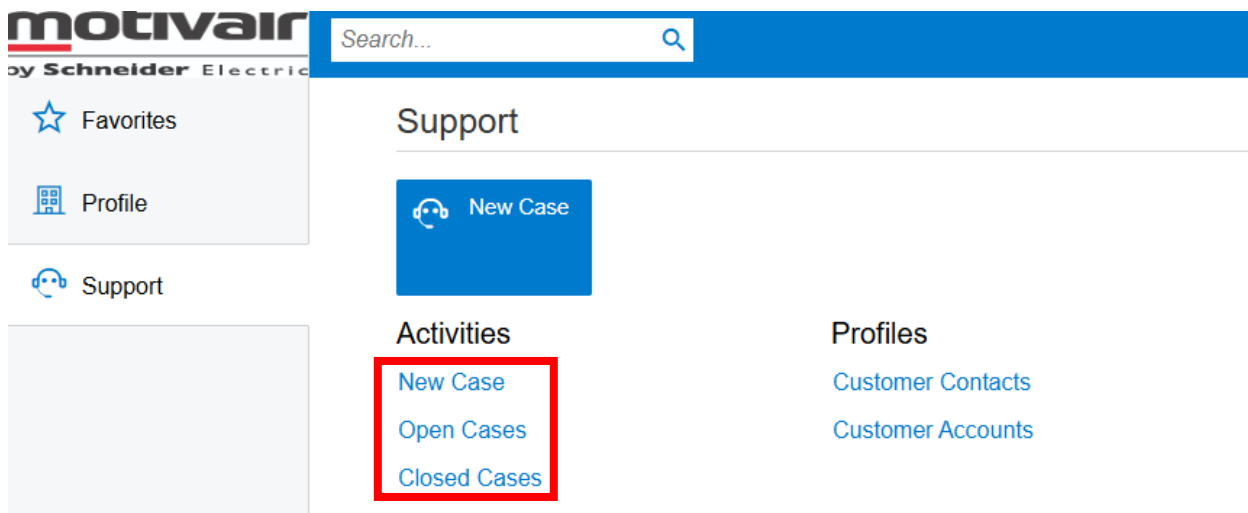
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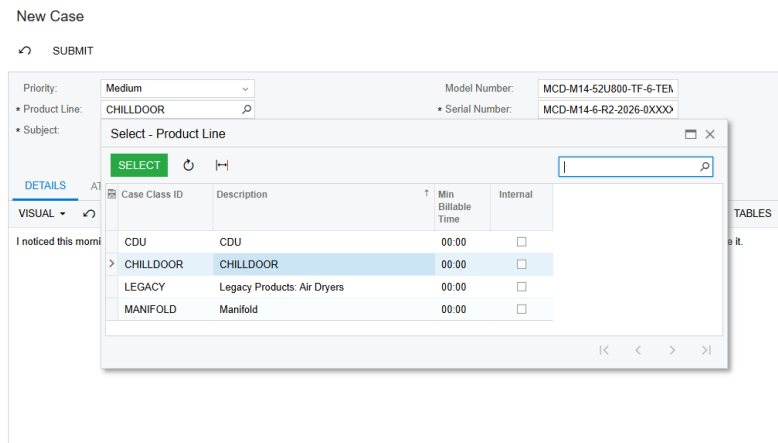


5. Once logged in, this is the dashboard you will see.

- New Case- This is how you will start a case
- Open Cases- After a case has been opened you can use this to track them
- Closed Cases- Finished cases are here and can be re-opened if needed



6. Start with Choosing the product line.



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7. Add a subject that hints toward the issue. If you need technical assistance, **YOU MUST HAVE YOUR MODEL AND SERIAL NUMBER IN ORDER FOR US TO HELP YOU.** If you do not provide this information, we will not be able to help until you do. Choose the issue that represents the problem you are having. Add a description of the problem you are noticing, the more information the better.

New Case

↶ SUBMIT

Priority:	Medium	Model Number:	MCD-M14-52U800-TF-6-TEN
* Product Line:	CHILLDOOR	* Serial Number:	MCD-M14-6-R2-2026-0XXX
* Subject:	On B Power (TEST)	Site Location:	
		Issue:	Electricals

DETAILS

ATTRIBUTES

VISUAL

↶ ↷ Paragraph B I U A ✎ ☰ ☷ ☸ ☹ ☺ ☻ ☼ ☽ ☾ ☿ ☽ ☾ ☿ ☽ ☾ ☿

INSERT LAYOUT TABLES

I noticed this morning that a unit was on B-Power indicated by the green lights. If you can reach out via this case or call me at XXX-XXX-XXXX I would appreciate it.

8. If possible add photos to better assist us, you can do that by clicking the 'FILES' section in the top right corner to upload them, when you are finished click 'SUBMIT'

New Case

📁 NOTES **FILES** TOOLS

↶ **SUBMIT**

Priority:	Medium
* Product Line:	CHILLDOOR
* Subject:	On B Power (TEST)
Model Number:	MCD-M14-52U800-TF-6-TEN
* Serial Number:	MCD-M14-6-R2-2026-0XXX
Site Location:	
Issue:	Electricals

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9. Once submitted you will be given a case number to reference. You will be notified by email when there has been a response and can view the message by clicking the 'Activities' Tab.

Case Details

[ADD COMMENT](#) [CLOSE CASE](#) [NEW SUPPORT CASE](#) [...](#)

Case ID:	012643	Product Line:	CHILLDOOR	Status:	New	Model Number:	MCD-M14-52U800-TF-6-TEA
Reported On:	9-2-2026 1:03 PM	Business Account:	Customer Portal User	Help Topic:	Unassigned	* Serial Number:	MCD-M14-6-R2-2026-0XXX
Last Activity:		Contact:	Doyle, Matthew	Severity:	Medium	Site Location:	
Assigned To:				Priority:	Medium	Issue:	Electricals
* Subject:	On B Power (TEST)						

[ACTIVITIES](#) [CASE DESCRIPTION](#) [ATTRIBUTES](#)

	Type	Summary	Start Date	Created At	Created By
>	Email	[Case #012643] On B Power (TEST)	9-2-2026 1:15 PM	9-2-2026 1:15 PM	Matthew Doyle

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