

# Dealer Portal Instructions





ORECK



TTi Floorcare North America

Three iconic brands in household floor care under one roof.

DEALER ACCOUNT NUMBER

Shopping Cart: (0 items) | [Order / Claim Status](#) | [My Account](#) | [Log Out](#)

Search keyword or item #

GO

Communications

Parts Catalog

Warranty

Service Information

Support

Approval Code

## Authorized Royal & C

March 18th, 2019

Valued Authorized Warranty Dea

In our further commitment to add  
group to tighten up the Product V  
transparent and provide a higher

The Product Warranty Service Certification process grants the consumer the courtesy of maintaining warranty serviceability in the rare case that a consumer cannot present an actual proof of purchase, or the selling dealer cannot reproduce the actual proof of sale receipt from historical records. The Warranty Service Certification process is not a blanket form to use on all consumer repairs.

Changes:

- The Need for the Originating Claim# has been removed. THE FORM IS TO BE RETURNED TO THE CONSUMER WITH THE REPAIRED UNIT TO SERVE AS THEIR PROOF OF PURCHASE GOING FORWARD.
- The "Original Purchase Date" has been replaced by "Warranty Inception Date" The change now reflects the warranty period from the actual manufacturing date of the unit and not an estimated purchase date. In some cases this may shorten the warranty length of the unit. Warranty statements clearly indicate warranty service provided with Original Receipt of purchase. Consumers should be offered an opportunity to locate their actual Proof of Purchase.
- The "Warranty Inception Date" is derived from the products MFG Code or Serial Number. (Use the Julian Date Interpretation sheet for assistance)
- The consumer is now required to sign the form certifying the accuracy of the data. This must be completed prior to submitting with the warranty claim submission.

Reminders:

- All lines must be completed for the form to be accepted as valid Proof of Purchase
- An actual Proof of Purchase is the preferred document
- Consumer is to have the form returned for future warranty service. If an additional form is submitted on other warranty service and identified during audit consumer will lose warranty coverage (PLEASE MAKE SURE CONSUMER RECIEVES THE CERTIFICATION FORM BACK WITH UNIT)
- Any submissions that are incorrect, forged, or fraudulent will jeopardizes Dealer's future warranty status and or consumer's warranty.
- Effective as of 4/1/2019 all warranty claim submissions using the old Certification form will be denied.

It is recommended that the form be present upon the consumer's initial contact for service and complete at that point.

[Download Announcement](#)

### WARRANTY

Warranty Claim  
Program Guidelines  
Labor Rates

### DOCUMENTS

How To: Missing Service BoMs  
How To: Machine Replacement

1. Click Warranty on the Homepage
2. Click Warranty Claim

# Warranty Repair Form



## ITEM INFORMATION

The warranty claim process requires a valid Hoover, Royal, Dirt Devil, or Oreck model to be entered along with a serial number, manufacturing code, or the date of purchase (within 15 months of warranty period) verified by the customer's purchase receipt. (A copy of the receipt should be retained and provided upon request. If possible, a copy of the customer's receipt can be attached to the claim for faster processing.)

<b>Model Number *</b>	<input type="text"/>
<b>MFG Code or Serial Num *</b>	<input type="text"/>
<b>Date Purchased *</b>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<b>Receipt Upload *</b>	<input type="text"/> <input type="button" value="Browse..."/>

Upload an image of your receipt (JPEG, GIF, PNG, or TIFF formats only)

Enter all required information, designated by the \*

## Warranty Repair Form



### ITEM INFORMATION

The warranty claim process requires a valid Hoover, Royal, Dirt Devil, or Oreck model to be entered along with a serial number, manufacturing code, or the date of purchase (within 15 months of warranty period) verified by the customer's purchase receipt. (A copy of the receipt should be retained and provided upon request. If possible, a copy of the customer's receipt can be attached to the claim for faster processing.)

Model Number \*

MFG Code or Serial Num \*

Date Purchased \*

 /  / 

Receipt Upload \*

Upload an image of your receipt (JPEG, GIF, PNG, or TIFF formats only)

Example

## CUSTOMER INFORMATION

The warranty claim process requires customer information to be provided including first and last name, phone number, and customer's current address.

**First Name \***

**Last Name \***

**Phone Number \***

 -  - 

**Email Address**

**Address \***

**CONTINUE**

Enter all required information, designated by the \*

## CUSTOMER INFORMATION

The warranty claim process requires customer information to be provided including first and last name, phone number, and customer's current address.

**First Name \***

KENISHA

**Last Name \***

MIDDLEBROOKS

**Phone Number \***

440 - 996 - 2000

**Email Address**

**Address \***

7005 COCHRAN RD --- GLENWILLOW, C 

**Address 1 \***

7005 COCHRAN RD

**Address 2**

**Country \***

- UNITED STATES  
 CANADA

**Zip Code \***

44139

**County / State \***

CUYAHOGA-OH 

**City \***

GLENWILLOW 

**CONTINUE**

Example

## Warranty Repair Form

1

General Info

2

Quality

3

Select Parts

4

Review

5

Confirmation

### QUALITY INFORMATION

To support our continuous improvement initiatives in high product and service quality please relay the following helpful quality information to us.

#### Warranty Related Service Failure

Select this option if the model in question requires service which would be covered by our warranty terms.

OR

#### Non Warranty Service

Select this option if the model in question requires service which would not be covered by our warranty terms. (Consumer abuse / Consumer misuse, etc.)

Select one option from above.

# Warranty Repair Form



## QUALITY INFORMATION

To support our continuous improvement initiatives in high product and service quality please relay the following helpful quality information to us.

### Warranty Related Service Failure [not this?](#)

Failure Code(s) \*

Select A Service Failure ...	▼		▼
Select A Service Failure ...	▼		▼
Select A Service Failure ...	▼		▼

Narrative

Attach Image

**CONTINUE**

Select Failure Code; one from the left and one from the right.

# Warranty Repair Form



## QUALITY INFORMATION

To support our continuous improvement initiatives in high product and service quality please relay the following helpful quality information to us.

### Warranty Related Service Failure [not this?](#)

Failure Code(s) *	<input type="text" value="**Cleaner / Product**"/>	<input type="text" value="No Power"/>
	<input type="text" value="Select A Service Failure ..."/>	<input type="text" value=""/>
	<input type="text" value="Select A Service Failure ..."/>	<input type="text" value=""/>

Narrative

Attach Image

**CONTINUE**

Example

# Warranty Repair Form



## PARTS

Service parts can be selected from the list below for order/replacement or credit based upon the claim model submitted. (Only parts associated with the claim model are eligible to be included on the claim.) Not sure of the parts needed? Refer to the [Parts Catalog](#) for current part information.

REPORT ISSUE

Model #	Description	Qty	Action
09-5510-0200	Nla Tungston Wire Assy, 12Pk, Airp		
21089-01	Nla Neg Ion Generator Air12 Srvc		
21101-01	Rear Exhaust W/2 Screws	<input type="text" value="1"/>	Select an Action ... <input type="button" value="v"/>
21109-01	Nla Motor And Power Supply Air12b		
21111-01	Wbd High Vltge Pwr Sply & Brd 12B	<input type="text"/>	Select an Action ... <input type="button" value="v"/>
21117-01	Nla Collector Cell Handle		
21118-01	Collector Cell Air12	<input type="text"/>	Select an Action ... <input type="button" value="v"/>
21119-01	Wbd Ozone Filter Air12b	<input type="text"/>	Select an Action ... <input type="button" value="v"/>
21134-01	Rubber Feet Bottom Main Unit	<input type="text"/>	Select an Action ... <input type="button" value="v"/>
21137-01	Wbd Right End Panel Assy Ar12b		

Enter Qty.of part(s) needed.

# Warranty Repair Form

1

General Info

2

Quality

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Select Parts

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Confirmation

## PARTS

Service parts can be selected from the list below for order/replacement or credit based upon the claim model submitted. (Only parts associated with the claim model are eligible to be included on the claim.) Not sure of the parts needed? Refer to the [Parts Catalog](#) for current part information.

### REPORT ISSUE

Model #	Description	Qty	Action
09-5510-0200	Nla Tungston Wire Assy, 12Pk, Airp		
21089-01	Nla Neg Ion Generator Air12 Srvc		
21101-01	Rear Exhaust W/2 Screws	<input type="checkbox"/>	Select an Action ...
21109-01	Nla Motor And Power Supply Air12b		
21111-01	Wbd High Vltge Pwr Sply & Brd 12B	<input type="checkbox"/>	Select an Action ...
21117-01	Nla Collector Cell Handle		
21118-01	Collector Cell Air12	<input type="text" value="1"/>	Select an Action ... Credit Order / Replace Select an Action ...
21119-01	Wbd Ozone Filter Air12b	<input type="checkbox"/>	Select an Action ...
21134-01	Rubber Feet Bottom Main Unit	<input type="checkbox"/>	Select an Action ...

Select Credit or Order/Replace.

# Warranty Repair Form



## PARTS

Service parts can be selected from the list below for order/replacement or credit based upon the claim model submitted. (Only parts associated with the claim model are eligible to be included on the claim.) Not sure of the parts needed? Refer to the [Parts Catalog](#) for current part information.

REPORT ISSUE

Model #	Description	Qty	Action
09-5510-0200	Nla Tungston Wire Assy, 12Pk, Airp		
21089-01	Nla Neg Ion Generator Air12 Srvc		
21101-01	Rear Exhaust W/2 Screws	<input type="checkbox"/>	Select an Action ... ▼
21109-01	Nla Motor And Power Supply Air12b		
21111-01	Wbd High Vltge Pwr Sply & Brd 12B	<input type="checkbox"/>	Select an Action ... ▼
21117-01	Nla Collector Cell Handle		
21118-01	Collector Cell Air12	<input type="text" value="1"/>	Order / Replace ▼
21119-01	Wbd Ozone Filter Air12b	<input type="checkbox"/>	Select an Action ... ▼
21134-01	Rubber Feet Bottom Main Unit	<input type="checkbox"/>	Select an Action ... ▼
21137-01	Wbd Right End Panel Assy Ar12b		

Example

## SHIPPING ADDRESS

Shipping Address: \*

Select an Address ...



CONTINUE

Scroll to the bottom to select an address.

**SHIPPING ADDRESS**

Shipping Address: \*

Select an Address ...  
ADDRESS

**PARTS & ACCESSORIES**

- Parts
- Top Service Parts
- Accessory Purchase Listing

**SUPPORT**

- My Account
- Contact Us
- Find a Service Center

Select correct address from list.

## SHIPPING ADDRESS

Shipping Address: \*

ADDRESS 1



123 STREET RD  
CITY, STATE 11111

CONTINUE

Verify address is correct and click Continue.

# Warranty Repair Form

1

General Info

2

Quality

3

Select Parts

4

Review

5

Confirmation

## Item Information

Model No: #AIR12B  
MFG Code/Serial No: 17112

## Customer Information

KENISHA MIDDLEBROOKS

ADDRESS

## Billing Address

ADDRESS

## Shipping Address

ADDRESS

## Items to be Ordered / Replaced

Item Description	Quantity
Collector Cell Air12 (#21118-01)	1

## \*Items to be Credited

Item Description	Quantity
Warranty Labor (#1A)	1
Administration Credit-Royal (#ADMINCR)	1

By "Submitting" I declare that the information in this Claim Form is true and correct to the best of my knowledge. I understand that the Claim Form is subject to audit, verification, and action by TTI Floor Care North America.

SUBMIT CLAIM

Verify the information is correct and click Submit Claim.

## Warranty Repair Form



### Under Review

Your warranty request has been submitted successfully, but must undergo a review process before it is completed.

Once the review process is complete, a confirmation for this claim will be sent to your email address

[EMAIL ADDRESS](#)

Warranty claims typically require 5-10 business days to process, you can track your claim by following the [View Status](#) link.

[VIEW STATUS](#)

Claim #: [13254](#)

[Print Receipt >](#)

#### Item Information

Model No: #AIR12B  
MFG Code/Serial No: 17112

#### Customer Information

KENISHA MIDDLEBROOKS

#### Billing Address

[ADDRESS](#)

#### Shipping Address

[ADDRESS](#)

#### Items to be Ordered / Replaced

Item Description	Quantity
Collector Cell Air12 (#21118-01)	1

#### \*Items to be Credited

Item Description	Quantity	Price	Total
Warranty Labor (#1A)	1	\$9.50	\$9.50
Administration Credit-Royal (#ADMINCR)	1	\$3.00	\$3.00

#### Claim Summary

Parts Credited (Pending):	\$0.00
*Labor Credited (Pending):	\$9.50
Other Items Credited (Pending):	\$3.00
<b>Total Credited (Pending):</b>	<b>\$12.50</b>

(\*) Labor credit is shown as estimated amount and subject to adjustment based on parts availability, repair(s) performed, and/or Machine Replacement.

Select Print Receipt for a copy of the claim confirmation.

# Uploading Proof of Purchase

# Saving Proof of Purchase Tips

- Create a “Proof of Purchase” Folder to save all receipts on your desktop or in “Pictures or Photos”
- Save files under “Customer First and Last Name” this will make uploading the proof of purchase to claims easier and ensure the correct proof of purchase is uploaded for the customers claim.
- Saved files(Proof of Purchase) can be deleted 30 days after claim fulfillment, same as unit requirements or at the dealer’s discretion.

# Select “Browse” to Add Proof of Purchase

## Warranty Repair Form

- 1**  
General Info
- 2  
Quality
- 3  
Select Parts
- 4  
Review
- 5  
Confirmation

### ITEM INFORMATION

The warranty claim process requires a valid Hoover, Royal, Dirt Devil, or Oreck model to be entered along with a serial number, manufacturing code, or the date of purchase (within 15 months of warranty period) verified by the customer's purchase receipt. (A copy of the receipt should be retained and provided upon request. If possible, a copy of the customer's receipt can be attached to the claim for faster processing.)

**Model Number \***

**MFG Code or Serial Num \***

**Date Purchased \***  /  /

**Receipt Upload \***

Upload an image of your receipt (JPEG, GIF, PNG, or TIFF formats only)

# Find Saved Proof of Purchase Document by Customer Name

The image shows a web-based warranty claim form with five steps: 1. General Info, 2. Quality, 3. Select Parts, 4. Review, and 5. Confirmation. A file upload dialog box is open over the form, displaying the 'Pictures library' with several image thumbnails and their corresponding part numbers: 38766008, 303996001, 440007773 exhaust, 440007802, and AH41001. The dialog box also shows a 'Browse...' button and a file type filter set to 'Pictures (\*.gif;\*.jpg;\*.jpeg;\*.png)'. The background form includes a 'Browse...' button and a note: 'Dirt Devil, or Oreck model to be entered of purchase (within 15 months of warranty of the receipt should be retained and receipt can be attached to the claim for...'. At the bottom, there are input fields for 'First Name \*' and 'Last Name \*'.

# Select "Open" After Document Selected

The image shows a web application interface with a five-step process bar at the top: 1. General Info, 2. Quality, 3. Select Parts, 4. Review, and 5. Confirmation. The current step is 'Select Parts'. A file upload dialog box is open, showing the 'Desktop' location. The file 'KENISHA MIDDLEBROOKS POP' (JPEG image, 15.2 KB) is selected. The dialog box has 'File name: KENISHA MIDDLEBROOKS POP' and 'Pictures (\*.gif;\*.jpg;\*.jpeg;\*.png)' selected. The 'Open' button is highlighted. In the background, the web form has a 'Browse...' button and text indicating supported image formats (BIF, PNG, or TIFF) and a requirement for first and last names.

1 General Info 2 Quality 3 Select Parts 4 Review 5 Confirmation

Choose File to Upload

Desktop

Organize New folder

Favorites

- Desktop
- Recent Places
- Downloads
- Dropbox (Service)
- Documents
- OneDrive - Royal Appliance Mfg. C

Libraries

- Documents
- Music
- Pictures
- Videos

FILE FOLDER

ORECK OF TEXAS  
File folder

Preferred Customer  
File folder

TECH SERV  
File folder

KENISHA MIDDLEBROOKS POP  
JPEG image  
15.2 KB

ScannedImages  
(cvbackuppc.oreck.local) - Shortc...  
Shortcut

File name: KENISHA MIDDLEBROOKS POP

Pictures (\*.gif;\*.jpg;\*.jpeg;\*.png)

Open Cancel

Dirt Devil, or Oreck model to be entered of purchase (within 15 months of warranty of the receipt should be retained and receipt can be attached to the claim for

Browse...

BIF, PNG, or TIFF formats only)

to be provided including first and last

First Name \*

Last Name \*

# Enter Customer Information and Select “Continue”

<b>Model Number *</b>	<input type="text" value="UD70100"/>
<b>MFG Code or Serial Num *</b>	<input type="text" value="A17A"/>
<b>Date Purchased *</b>	<input type="text" value="05"/> / <input type="text" value="15"/> / <input type="text" value="2017"/>
<b>Receipt Upload *</b>	<input type="text" value="C:\Users\kmiddleb\Desktop\KENISHA T"/> <input type="button" value="Browse..."/>
Upload an image of your receipt (JPEG, GIF, PNG, or TIFF formats only)	

### CUSTOMER INFORMATION

The warranty claim process requires customer information to be provided including first and last name, phone number, and customer's current address.

<b>First Name *</b>	<input type="text" value="KENISHA"/>
<b>Last Name *</b>	<input type="text" value="MIDDLEBROOKS"/>
<b>Phone Number *</b>	<input type="text" value="440"/> - <input type="text" value="996"/> - <input type="text" value="2000"/>
<b>Email Address</b>	<input type="text"/>
<b>Address *</b>	<input type="text" value="Select an Address ..."/> <input type="button" value="v"/>

# Possible Error Messages

# No Proof of Purchase was Added



1 General Info    2 Quality    3 Select Parts    4 Review    5 Confirmation

### ITEM INFORMATION

The warranty claim process requires a valid Hoover, Royal, Dirt Devil, or Oreck model to be entered along with a serial number, manufacturing code, or the date of purchase (within 15 months of warranty period) verified by the customer's purchase receipt. (A copy of the receipt should be retained and provided upon request. If possible, a copy of the customer's receipt can be attached to the claim for faster processing.)

Please upload a receipt.

Model Number \*

MFG Code or Serial Num \*

Date Purchased \*  /  /

Receipt Upload \*

Upload an image of your receipt (JPEG, GIF, PNG, or TIFF formats only)

### CUSTOMER INFORMATION

The warranty claim process requires customer information to be provided including first and last name, phone number, and customer's current address.

First Name \*

# The Date of Purchase was not Added, nor Proof of Purchase



1 General Info    2 Quality    3 Select Parts    4 Review    5 Confirmation

### ITEM INFORMATION

The warranty claim process requires a valid Hoover, Royal, Dirt Devil, or Oreck model to be entered along with a serial number, manufacturing code, or the date of purchase (within 15 months of warranty period) verified by the customer's purchase receipt. (A copy of the receipt should be retained and provided upon request. If possible, a copy of the customer's receipt can be attached to the claim for faster processing.)

Please upload a receipt.

Model Number \*

MFG Code or Serial Num \*

Date Purchased \*  /  /   
Please enter a valid date.

Receipt Upload \*

Upload an image of your receipt (JPEG, GIF, PNG, or TIFF formats only)

### CUSTOMER INFORMATION

The warranty claim process requires customer information to be provided including first and last name, phone number, and customer's current address.

First Name \*

# The Date of Purchase was not Added



### Warranty Repair Form

1 General Info    2 Quality    3 Select Parts    4 Review    5 Confirmation

#### ITEM INFORMATION

The warranty claim process requires a valid Hoover, Royal, Dirt Devil, or Oreck model to be entered along with a serial number, manufacturing code, or the date of purchase (within 15 months of warranty period) verified by the customer's purchase receipt. (A copy of the receipt should be retained and provided upon request. If possible, a copy of the customer's receipt can be attached to the claim for faster processing.)

Model Number \*

MFG Code or Serial Num \*

Date Purchased \*  /  /   
Please enter a valid date.

Receipt Upload \*

Upload an image of your receipt (JPEG, GIF, PNG, or TIFF formats only)

#### CUSTOMER INFORMATION

The warranty claim process requires customer information to be provided including first and last name, phone number, and customer's current address.

# Dealer Portal Improvements

# Overview of Improvements

Effective: October 1,2020

## **Improvements**

- Ability to upload claim images in multiple formats - We now accept PDF, JPG, JPEG, PNG, GIF, and TIFF formats
  - More flexible, and less time consuming due to smaller file size
- Ability to view Claim Reviewer Notes on Claim Summary
  - This creates the ability to review the notes added under “Report Issue” instead of a blank page
- Performance improvement to enhance speed
  - Experience less lag, and more responsiveness

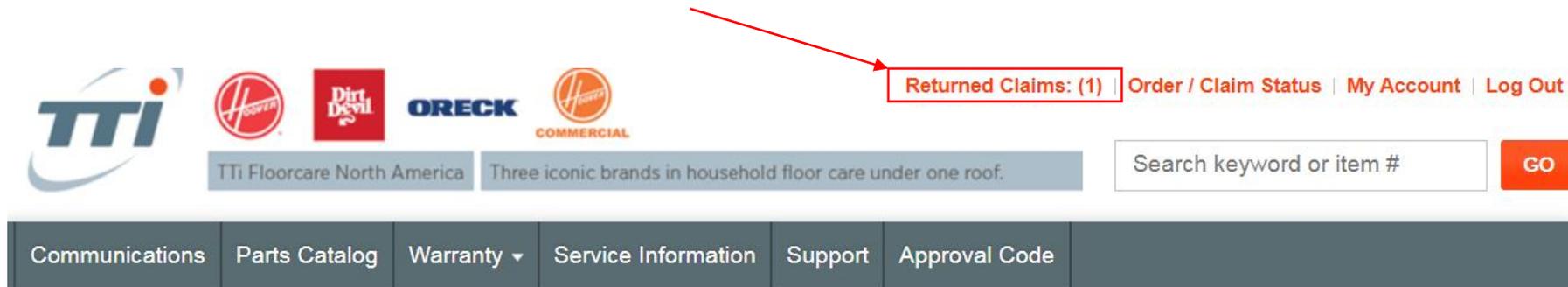
## **Action Required**

- Ability to edit claims that are returned from the Technical Services Team
  - Saves time in resubmitting the information on a new claim

**Dealer Portal Improvement Instructions can be viewed at [dealers.ttifloorcare.com](https://dealers.ttifloorcare.com) under the Homepage Notice and on the Communications Tab**

# Improvement Instructions

# Click "Returned Claim"



TTI Floorcare North America Three iconic brands in household floor care under one roof.

Returned Claims: (1) | Order / Claim Status | My Account | Log Out

Search keyword or item #

Communications | Parts Catalog | Warranty ▾ | Service Information | Support | Approval Code

## Important Notice!

Notice: All Oreck Authorized Warranty Dealers will be required to accept mail-in repairs, effective Friday, November 15, 2019. For specifications, please see the files below that can also be found on the communications tab under "Warranty Claim Submissions."

[Mail-In Service Communication](#) [Mail-In Service Manual](#)



**Quick Find**  
Parts & Accessories

Quickly find the parts you're looking for! Simply search by model number to retrieve a complete parts listing

Search by Model Number

Welcome to the NEW Dealer Portal | Hoover's Dirty House | Featured Dirt Devil Products

# Click “Edit Claim”

<b>CLAIM FILED</b> September 17, 2020	<b>UNIT</b> XL21-600ECB	<b>WARRANTY CUSTOMER</b>	<b>CLAIM NUMBER</b> 871149
<b>REVIEWER NOTES</b> detent replacement part number 430000890			
<b>CLAIM STATUS</b> UNDER REVIEW			
<b>RETURNED CLAIM</b> Dealer.TTIFC.Dealer.Order (NOT SUBMITTED)			
<b>EDIT CLAIM</b>			

Reviewer notes can be seen on each claim overview

# Customer Editable Fields

**Model Number \***

**MFG Code or Serial Num \***

**Date Purchased \***  /  /

**Receipt Upload \*** [View Current Receipt](#)  
 No file chosen

Upload an image of your receipt

Mfg Code or Serial # can be edited

Proof of Purchase can be reviewed and a new file can be added.

We now accept PDF, JPG, JPEG, PNG, GIF and TIFF formats!

# Parts Lists Fields

You can edit parts ordered or add new parts.

**REPORT ISSUE**

**Modify Previously Ordered Parts**

Model #	Description	Qty
03-00479-01M	Washer Thrust (Fan) Master Pac	<input type="text" value="1"/>
03-00480-01M	Washer, Lock Ext Tooth Master	<input type="text" value="1"/>
09-77038-02	Kit, Motor 120V XI21	<input type="text" value="1"/>
09-77230-51	Service Assy XI21 Fan Kit	<input type="text" value="1"/>
75117-01M	Seal, Motor Felt, Master Pack	<input type="text" value="1"/>

**Add Parts To Order**

Model #	Description	Qty
03-00402-01M	Wbd #8 X 1 1/2 Master Pack	<input type="text"/>
03-00448-01M	1/4 X 32 Yellow Chrome Mc	<input type="text"/>
03-00456-	Nla #8 X .75 Phillips W/Sm Hd Mc	<input type="text"/>

You can also edit or add a new report issue option

If you have multiple addresses, you can also change the shipping address.

# Claim Review

<b>Item Information</b> Model No: #XL21-600ECB MFG Code/Serial No: S0938936-1	<b>Customer Information</b> Customer Information	<b>Billing Address</b> Billing Address	<b>Shipping Address</b> Shipping Address
--	---	---	---

If the shipping address was updated, the new address will show here.

You can verify all parts and notes on this screen.

## Items to be Ordered / Replaced

Item Description	Quantity
Washer Thrust (Fan) Master Pac (#03-00479-01M)	1
Washer, Lock Ext Tooth Master (#03-00480-01M)	1
Kit, Motor 120V XI21 (#09-77038-02)	1
Service Assy XI21 Fan Kit (#09-77230-51)	1
Seal, Motor Felt, Master Pack (#75117-01M)	1

## \*Items to be Credited

Item Description	Quantity
Warranty Labor (#1A)	1
Administration Credit-Royal (#ADMINCR)	1

## Issue Notes

430000890

# Homepage After Claim is Submitted



TTi Floorcare North America Three iconic brands in household floor care under one roof.

Order / Claim Status | My Account | Log Out

Search keyword or item #

Communications | Parts Catalog | Warranty ▾ | Service Information | Support | Approval Code

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[Mail-In Service Communication](#) [Mail-In Service Manual](#)

### Quick Find

#### Parts & Accessories

Quickly find the parts you're looking for! Simply search by model number to retrieve a complete parts listing

## WELCOME to the NEW Dealer Portal!

World Class Brands Under **One Roof!**

**New!**

- 1 Online Ordering
- 2 Interactive Parts Catalog
- 3 Automated Warranty

Welcome to the NEW Dealer Portal | Hoover's Dirty House | Featured Dirt Devil Products

Returned Claims will not be shown

# Claim Review - Resubmitted

Claim Status will show Resubmitted after the claim edits have been returned to the Technical Service team.

**CLAIM FILED**  
September 17, 2020

**UNIT**  
XL21-600ECB

**WARRANTY CUSTOMER**  
.....

**CLAIM NUMBER**  
871149

**CLAIM STATUS**  
RESUBMITTED

**REPLACEMENT ORDER**  
DPD1T105853460 (NOT SUBMITTED)

[VIEW DETAILS](#)

**CREDIT ORDER**  
DPD1T105853459 (NOT SUBMITTED)

[VIEW DETAILS](#)

# Claim Review – Complete

Claim Status will show Complete after the claim edits have been approved & submitted by the Technical Service team.

<b>CLAIM FILED</b> September 17, 2020	<b>UNIT</b> XL21-600ECB	<b>WARRANTY CUSTOMER</b>	<b>CLAIM NUMBER</b> 871149
--	----------------------------	--------------------------	-------------------------------

**CLAIM STATUS**  
COMPLETE

**REPLACEMENT ORDER**  
DPD1T105853460 (BOOKED)

[VIEW DETAILS](#)

**CREDIT ORDER**  
DPD1T105853459 (NOT SUBMITTED)

[VIEW DETAILS](#)

# Parts Catalog Instructions

# USING PARTS CATALOG



Click on the Parts Catalog tab above. Be sure the Model Number has been saved in Sales Force. If the model number is not in Sales force on the first screen that comes up, you will enter the customer's model number. Then press Search.

The screenshot shows the TTI Parts Catalog interface. At the top left are logos for TTI, Husqvarna, Dirt Devil, and ROYAL, with the tagline "World Class Brands Under One Roof". Below the logos are four tabs: Model, Parts, Product Line, and Literature. The "Parts" tab is selected. Underneath the tabs is a "Select OEM:" dropdown menu with "TTI" selected. Below that is a "Model Search Criteria" section. It contains two radio buttons: "Begins with" (unselected) and "Contains" (selected). To the right of the radio buttons is a text input field labeled "Model Name/Number:" containing the text "UD70100". To the right of the input field is a red "Search" button. A red oval highlights the "Contains" radio button, the input field, and the "Search" button. A black arrow points from the yellow text box above to the "Search" button.

It should either pull up just the model you entered or a few different models. If there is more than one, then click on the model you want to look at. If nothing comes up, check to make sure that you did not include an "M" on the front of the model number. If it still does not come up it is probably an older model, check in PIM to see if there are any parts listed there. If there is still no info then the vacuum might be in the paper binders of old Royal and Dirt Devil vacuums or you can look in Find Articles.

The screenshot shows the TTI website search interface. At the top, there are navigation tabs for "Model", "Parts", "Product Line", "Literature", and "Pick List". Below these is a "Select OEM:" dropdown menu set to "TTI". To the right are buttons for "Bookmarks", "Help", and "About". The "Model Search Criteria" section has two radio buttons: "Begins with" and "Contains", with "Contains" selected. The "Model Name/Number:" field contains "UD701" and a "Search" button is next to it. The "Search Results:" section shows "Criteria: Model Contains 'UD701';" and "3 results found". A table lists the results under the heading "Model":

Model
UD70100 FeatherLite
UD70110 Vigor Turbo
UD70115 Quick Power Cyclonic

This screenshot shows the same TTI website search interface, but with the "UD70100 FeatherLite" model selected in the search results table. The table row is highlighted in orange. To the right of the table, a sidebar for the selected model is visible, with tabs for "Details", "Literature", and "Notes". Under the "Details" tab, there is a section titled "Illustrated Parts Lists" containing an "Assembly Schematic" link. A yellow callout box points to this link with the text: "You can then select the schematic from the list that comes up on the right side of the screen." The "Search Results:" section shows "Criteria: Model Contains 'UD701';" and "3 results found".

If you have a model number that brings up more than one Schematic click on the one that will reference the part of the unit that you are looking for.

**TTI** **Harvest** **DIRT DEVIL** **ROYAL**  
World Class Brands Under One Roof

Model Parts Product Line Literature Pick List

Select OEM: TTI

Bookmarks Help About

**Model Search Criteria**

Begins with **Model Name/Number:**

Contains F7452900 **Search**

**Search Results:**

**Criteria:** Model Contains 'F7452900'; **Help**

**1 result found**

**F7452900 MaxExtract All Terrain**

Details Literature Notes

Illustrated Parts Lists

- Assembly Schematic Lower Handle
- Assembly Schematic Nozzle
- Assembly Schematic Tanks
- Assembly Schematic Upper Handle

Search For Parts...  
Compare model...

The window that comes up can be resized by clicking and dragging the lines that divide the sections of the screen and the breakdown can be zoomed into with the magnifying glass at the top.

The screenshot displays a software interface for a technical drawing. At the top, a toolbar contains several icons, with a magnifying glass icon circled in red. Below the toolbar is a technical drawing of a microscope, with various components labeled with numbers from 1 to 24. Below the drawing is a table titled 'Pick List' with the following data:

Ref #	Part #	Description	Qty	Context Note	Foot Note
1	304590001 <a href="#">Add to pick list</a>	HANDLE ASSEMBLY - RED		UD70100	
1		HANDLE ASSEMBLY - BLACK		UD70110	
2	660294006 <a href="#">Add to pick list</a>	SCREW - #8 4 x 16mm		UD70100, UD70110	
-	515710003				

Pick List

The highlighted number in red shows the part number for the part in question below. When you click on the part number, a schematic for that vacuum will come up and the part you were looking at will be selected. This will allow you to see the part and make sure that it is the correct part before you check into sending it out to the customer.

Ref #	Part #	Description	Qty	Context Note	Foot Note
7	304708001 <a href="#">Add to pick list</a>	F-59 / F-66 FILTER ASSEMBLY WITH FOAM		UD70100, UD70110	
8	522843001 <a href="#">Add to pick list</a>	FILTER COVER		UD70100, UD70110	
9		NOZZLE BASE COVER		UD70100	
9		NOZZLE BASE COVER - BLACK		UD70110	
10	522855001 <a href="#">Add to pick list</a>	ROLLER LIFTER		UD70100, UD70110	

If you cannot find the part you need in the breakdown, you can close that window to go back to the screen that you searched for the model on and click on the "Search for Parts" link.

The screenshot shows the TTI website interface. At the top left are logos for TTI, Hitachi, Dirt Devil, and Royal. Below them is the tagline "World Class Brands Under One Roof". The navigation bar includes tabs for "Model", "Parts", "Product Line", "Literature", and "Pick List". A "Select OEM:" dropdown menu is set to "TTI". On the right, there are buttons for "Bookmarks", "Help", and "About". The "Model Search Criteria" section has "Contains" selected, with "UD701" entered in the "Model Name/Number:" field. A "Search" button is next to it. Below this, the "Search Results:" section shows "Criteria: Model Contains 'UD701';" and "3 results found". A table lists the results: "UD70100 FeatherLite" (highlighted in orange), "UD70110 Vigor Turbo", and "UD70115 Quick Power Cyclonic". On the right side of the results, there is a "UD70100 FeatherLite" section with tabs for "Details", "Literature", and "Notes". Under "Details", there are links for "Illustrated Parts Lists", "Assembly Schematic", "Search For Parts...", and "Compare model...". A yellow callout box at the top points to the "Search For Parts..." link.

This will switch you to the "Parts" tab and you can enter the name of the part in the "Description" box and press the "Search" button.

The screenshot shows the "Part Search Criteria" section of the TTI website. The "Parts" tab is selected in the navigation bar. The "Select OEM:" dropdown is still set to "TTI". The "Part Search Criteria" section has "Contains" selected. There are three input fields: "Part Number", "Description", and "Model Name (optional)". The "Description" field is circled in red and contains the text "and/or filter". The "Model Name (optional)" field is also circled in red and contains "UD70100 FeatherLite". A "Search" button is circled in red and is located to the right of the "Model Name (optional)" field. A yellow callout box at the top points to the "Search" button.

A list of all the parts in the vacuum with that word in their description should come up. Select the part you're looking for from that list or try using a different word in the "Description" box, if the right part does not appear to have come up. Once you have what you believe is the right part, click on it.

Model | **Parts** | Product Line | Literature | Pick List

Select OEM: TTI Bookmarks Help About

**Part Search Criteria**

Begins with    Part Number    Description    Model Name (optional)  
 **Contains**     and/or  within  Search

**Search Results:**

Criteria: Description Contains 'filter'; Model Contains 'UD70100 FeatherLite'; Help

2 results found

Part Number *	Description	Options
304708001	F-59 / F-66 FILTER ASSEMBLY WITH FOAM	 
522843001	FILTER COVER	

**Part Search Criteria**

Begins with    Part Number    Description    Model Name (optional)  
 **Contains**     and/or  within  Search

**Search Results:**

Criteria: Description Contains 'filter'; Model Contains 'UD70100 FeatherLite'; Help

2 results found

Part Number *	Description	Options
304708001	F-59 / F-66 FILTER ASSEMBLY WITH FOAM	 
522843001	FILTER COVER	

**Where Used:**

- UD70100 FeatherLite-->Assembly Schematic
- UD70110 Vigor Turbo-->Assembly Schematic
- UD70220 Total Vision-->Assembly Schematic
- UD70230 Jaguar Pet-->Assembly Schematic

Clicking on the part will bring up a list of all the models that part is used in. Click on the model number that you're working with in the list. (This particular part is used in four different vacuums)

TTI Floor Care Dealer Portal -- Priors - Part Number: [304708001] - Windo...

http://psw.tti.arinet.com/scripts/EmpartISAPI.dll?MF&app=TTI&session=db04675a-9807-4c64-bbe8-db6598

Google Search More >> Rhonda Cloud

Part Number Description Qty UOM USAGE Notes Options

304707001	FILTER ASSEMBLY WITH FOAM REPLACED BY 304708001	1	each	Discretionary		
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Close

Done Internet | Protected Mode: Off 100%

Be sure to check and see if the part number has been replaced by a newer number. If there is an arrow next to it pointing to the left, click on that to open up a new window that will show the updated part number. (If there is no arrow then there is no substitute part number.)

5	1855240600 <a href="#">Add to pick list</a>	POWER CORD - 25'	UD70100, UD70110
6	741599002 <a href="#">Add to pick list</a>	MOTOR ASSEMBLY	UD70100, UD70110
7	304708001 <a href="#">Add to pick list</a>	F-59 / F-66 FILTER ASSEMBLY WITH FOAM	UD70100, UD70110
8	522843001 <a href="#">Add to pick list</a>	FILTER COVER	UD70100, UD70110