

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 & Son

March 18th, 2019

Valued Authorized Warranty Dealer

In our further commitment to add value to our group to tighten up the Product Verification process transparent and provide a higher level of

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- The "Original Purchase Date" has been replaced by "Warranty Inception Date" The change now reflects the warranty period from the actual manufacturing date of the unit and not an estimated purchase date.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 RECEIVES 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.)

Model Number *

MFG Code or Serial Num *

Date Purchased *

 / /

Receipt Upload *

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

Enter all required information, designated by the *

Warranty Repair Form

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General Info

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Quality

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Select Parts

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Review

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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 *

AIR12B

MFG Code or Serial Num *

170112

Date Purchased *

2

/

20

/

2017

Receipt Upload *

C:\Users\kmiddleb\Pictures\03696840

Browse...

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 *

Select an 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

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General Info

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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

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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

Choose File

No file chosen

Customer Status

Customer Initial
Concern:*

Select Failure Code; one from the left and one from the right.
Add Customer's reason for bringing the unit in.

Warranty Repair Form

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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 [not this?](#)

Failure Code(s) *

Cleaner / Product



No Power



Select A Service Failure ...



Select A Service Failure ...



Narrative



Attach Image

Choose File

No file chosen

Customer Status

Customer Initial
Concern:*

The Customer noticed their machine has no power,
even when trying to plug into different outlets.



Example

Customer Status

Customer Initial Concern:*

The customer noticed their machine has no power, even when plugging into different outlets.

Repair Status: *

Please select repair status.

Please select a valid Repair Status.

Customer Drop Off Date: *

/ /

Please enter a valid past date.

CONTINUE

Select the repair status:

- Customer's unit requires part(s) to be repaired and returned
- Customer's unit has been repaired and returned

Enter the Customer's drop-off date & if repaired; the date returned. Select Continue

Example of unit being Repaired and Returned:

Customer Status

Customer Initial Concern:^{*}

The customer noticed their machine has no power, even when plugging into different outlets.

Repair Status: ^{*}

Customer's unit has been repaired and reti ▾

Customer Drop Off Date: ^{*}

02 / 01 / 2024

Date Unit Returned to Customer:^{*}

02 / 05 / 2024

CONTINUE

Example

Example of unit Requiring Parts:

Customer Status

Customer Initial Concern:^{*}

The customer noticed their machine has no power, even when plugging into different outlets.

Repair Status: ^{*}

Customer's unit requires part(s) to be repa ▾

Customer Drop Off Date: ^{*}

02 / 01 / 2024

CONTINUE

Warranty Repair Form

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General Info

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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="text" value="1"/> | Select an Action ... ▼ |
| 21109-01 | Nla Motor And Power Supply Air12b | | |
| 21111-01 | Wbd High Vltge Pwr Sply & Brd 12B | <input type="text"/> | Select an Action ... ▼ |
| 21117-01 | Nla Collector Cell Handle | | |
| 21118-01 | Collector Cell Air12 | <input type="text"/> | Select an Action ... ▼ |
| 21119-01 | Wbd Ozone Filter Air12b | <input type="text"/> | Select an Action ... ▼ |
| 21134-01 | Rubber Feet Bottom Main Unit | <input type="text"/> | Select an Action ... ▼ |
| 21137-01 | Wbd Right End Panel Assy Ar12b | | |

Enter Qty.of part(s) needed.

Warranty Repair Form

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General Info

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Select Parts

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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 | 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="text"/> | Select an Action ... ▼ |
| 21109-01 | Nla Motor And Power Supply Air12b | | |
| 21111-01 | Wbd High Vltge Pwr Sply & Brd 12B | <input type="text"/> | Select an Action ... ▼ |
| 21117-01 | Nla Collector Cell Handle | | |
| 21118-01 | Collector Cell Air12 | 1 | Order / Replace ▼ |
| 21119-01 | Wbd Ozone Filter Air12b | <input type="text"/> | Select an Action ... ▼ |
| 21134-01 | Rubber Feet Bottom Main Unit | <input type="text"/> | 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 | | |
|---|--|--|
| <div>Shipping Address: *</div> | | |
| <div>Select an Address ... ADDRESS</div> | | |
| | | |
| PARTS & ACCESSORIES | | SUPPORT |
| <div>Parts</div> <div>Top Service Parts</div> <div>Accessory Purchase Listing</div> | | <div>My Account</div> <div>Contact Us</div> <div>Find a Service Center</div> |

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

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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.

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!

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

EMAILADDRESS

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

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 | 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

Total Credited (Pending):

\$12.50

(*) Labor credit is shown as estimated amount and subject to adjustment based on parts availability, repair (s) preformed, 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

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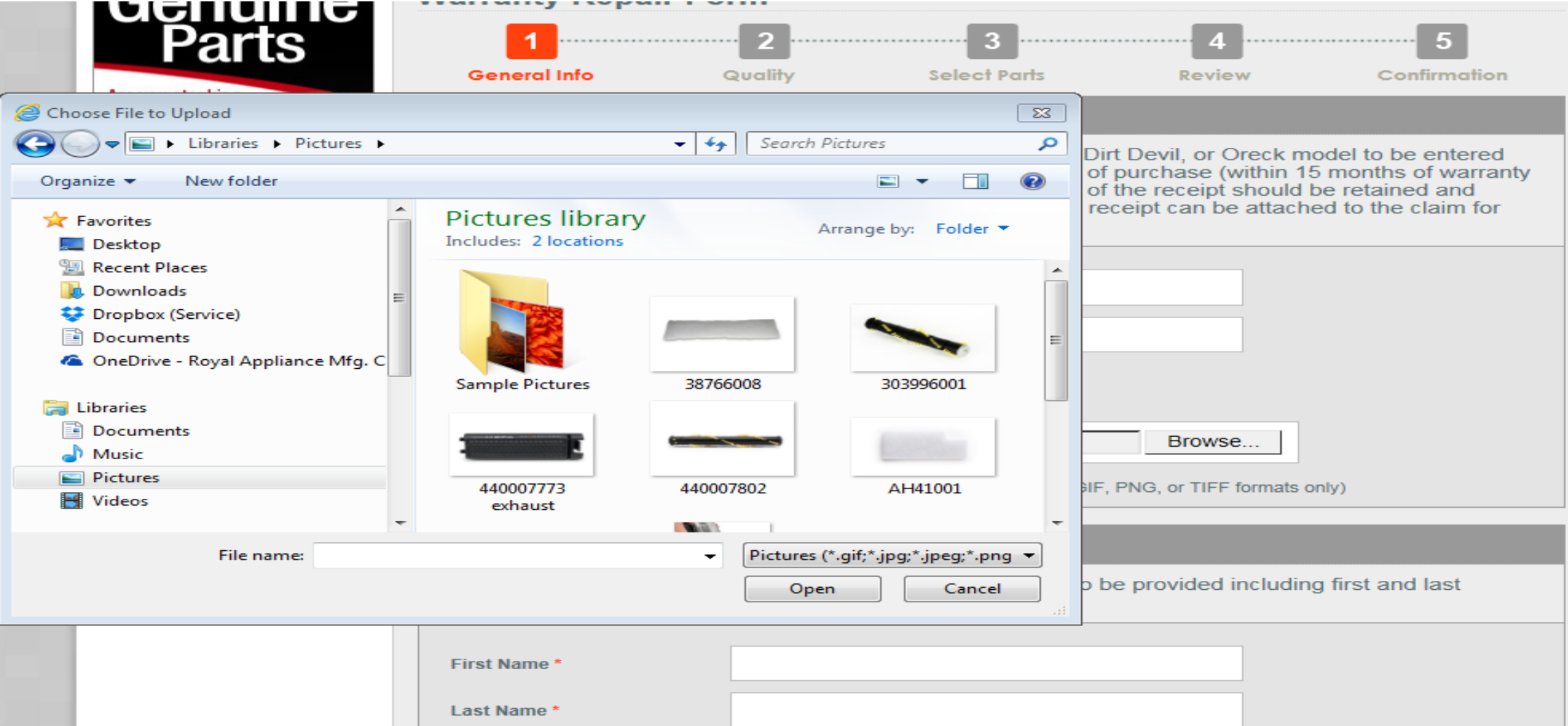
ITEM INFORMATION

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.)

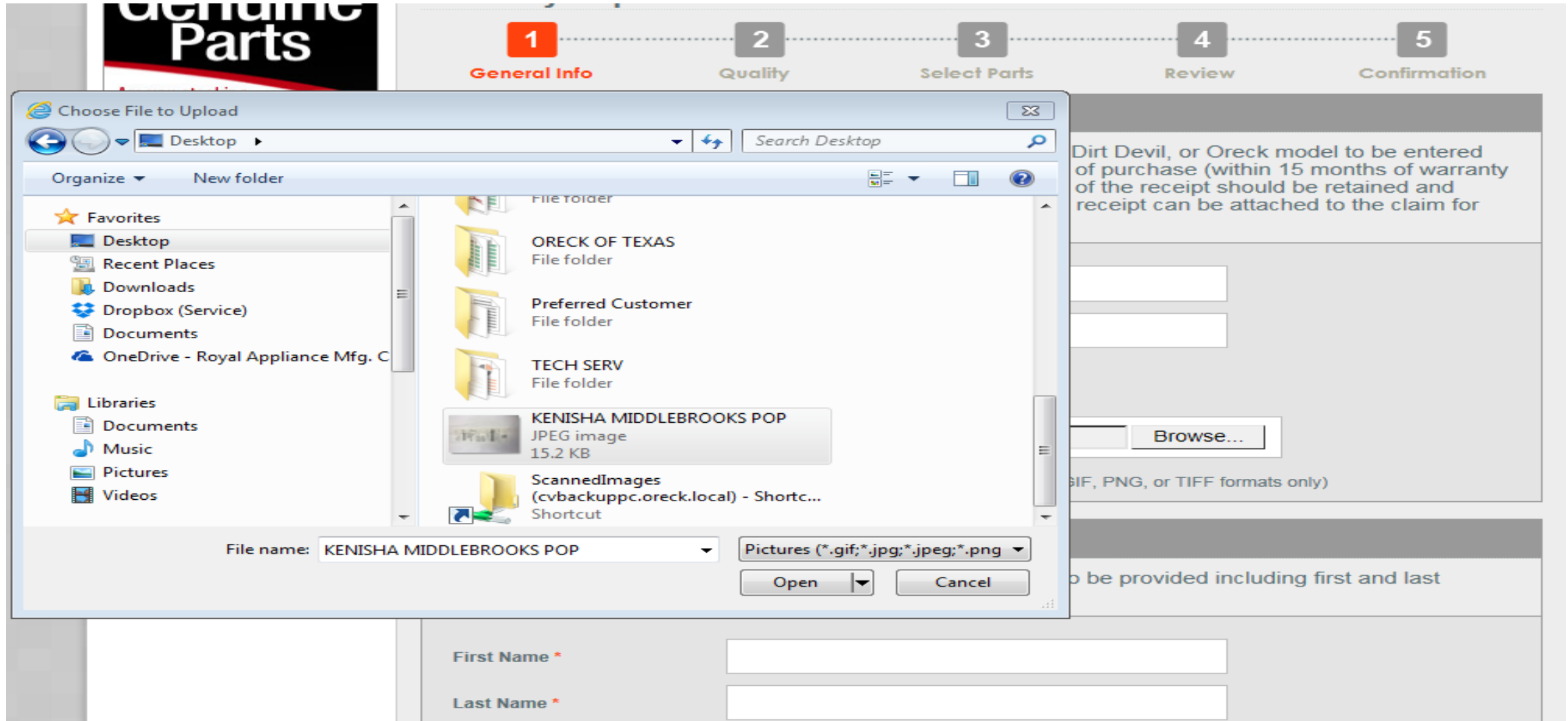
| | |
|--------------------------|--|
| Model Number * | <input type="text"/> |
| MFG Code or Serial Num * | <input type="text"/> |
| Date Purchased * | <input type="text"/> / <input type="text"/> / <input type="text"/> |
| Receipt Upload * | <div><input type="text"/> <input type="button" value="Browse..."/>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

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

Find Saved Proof of Purchase Document by Customer Name



Select “Open” After Document Selected



Enter Customer Information and Select “Continue”

| | | | | | |
|--|--|---|---------------------------------|--|-----------------------------------|
| Model Number * | <input type="text" value="UD70100"/> | | | | |
| MFG Code or Serial Num * | <input type="text" value="A17A"/> | | | | |
| Date Purchased * | <input type="text" value="05"/> | / | <input type="text" value="15"/> | / | <input type="text" value="2017"/> |
| Receipt Upload * | <input type="text" value="C:\Users\kmiddleb\Desktop\KENISHA I"/> | | | <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.

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

CONTINUE

Possible Error Messages

No Proof of Purchase was Added



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General InfoQualitySelect PartsReviewConfirmation

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 * | UD70100 |
| MFG Code or Serial Num * | A17A |
| Date Purchased * | 05 / 15 / 2017 |
| Receipt Upload * | <input type="text"/> <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.

| | |
|--------------|---------|
| First Name * | KENISHA |
|--------------|---------|

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



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General Info

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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 *

UD70100

MFG Code or Serial Num *

A17A

Date Purchased *

/ /

Please enter a valid date.

Receipt Upload *

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.

First Name *

KENISHA

The Date of Purchase was not Added



Warranty Repair Form

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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 * | <input type="text" value="UD70100"/> |
| MFG Code or Serial Num * | <input type="text" value="A17A"/> |
| Date Purchased * | <input type="text" value=""/> / <input type="text" value=""/> / <input type="text" value=""/> <small>Please enter a valid date.</small> |
| Receipt Upload * | <input type="text" value="C:\Users\kmiddleb\Pictures\38766008.j"/> <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.

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 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 #

GO

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

SEARCH



Welcome to the NEW Dealer Portal

Hoover's Dirty House

Featured Dirt Devil Products

Click “Edit Claim”

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

Reviewer notes can be seen on each claim overview

Customer Editable Fields

The screenshot shows a form with four main sections. The first section is 'Model Number' with a text input containing 'XL21-600ECB'. The second section is 'MFG Code or Serial Num' with a text input containing 'S0938936-1'. The third section is 'Date Purchased' with three dropdown menus showing '02', '02', and '2003'. The fourth section is 'Receipt Upload' with a link 'View Current Receipt' and a file upload area showing 'Choose File' and 'No file chosen'. Red boxes and arrows highlight the 'MFG Code or Serial Num' and 'Receipt Upload' sections, with red text boxes explaining that these fields are editable.

Model Number *

XL21-600ECB

MFG Code or Serial Num *

S0938936-1

Date Purchased *

02 / 02 / 2003

Receipt Upload *

[View Current Receipt](#)

Choose File 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.

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 | |

REPORT ISSUE

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

Item Information

Model No: #XL21-600ECB
MFG Code/Serial No:
S0938936-1

Customer Information

Customer Information

Billing Address

Billing Address

Shipping Address

Shipping Address

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

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

You can verify all parts and notes on this screen.

Homepage After Claim is Submitted

The screenshot shows the TTI Floorcare North America homepage. At the top, there are logos for TTI, Hoover, Dirt Devil, and Oreck Commercial. Below the logos is a navigation bar with links: Order / Claim Status, My Account, and Log Out. A search bar is also present with the text "Search keyword or item #" and a "GO" button. Below the navigation bar is a menu with links: Communications, Parts Catalog, Warranty, Service Information, Support, and Approval Code. A "Important Notice!" section follows, stating that all Oreck Authorized Warranty Dealers will be required to accept mail-in repairs, effective Friday, November 15, 2019. Below the notice is a link to "Mail-In Service Communication Mail-In Service Manual". The main content area features a "Quick Find Parts & Accessories" section with a search bar and a "SEARCH" button. To the right is a large banner titled "WELCOME to the NEW Dealer Portal!" with the tagline "World Class Brands Under One Roof!". The banner includes images of the dealer portal interface and a red circular badge that says "New!" with a list of features: 1 Online Ordering, 2 Interactive Parts Catalog, and 3 Automated Warranty. The footer contains three sections: "Welcome to the NEW Dealer Portal", "Hoover's Dirty House", and "Featured Dirt Devil Products".

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 # GO

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

SEARCH

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 XXXXXXXXXX | 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.

| | | | |
|--|----------------------------|--------------------------|-------------------------------|
| CLAIM FILED September 17, 2020 | UNIT XL21-600ECB | WARRANTY CUSTOMER | CLAIM NUMBER 871149 |
|--|----------------------------|--------------------------|-------------------------------|

CLAIM STATUS
COMPLETE

REPLACEMENT ORDER
DPD1T105853460 (BOOKED)

[VIEW DETAILS](#)

CREDIT ORDER
DPD1T105853459 (NOT SUBMITTED)

[VIEW DETAILS](#)



Parts Catalog



ORECK



ORECK
COMMERCIAL



Topics

1. Searching a Model Number
2. Viewing a Schematic
3. Printing a Schematic
4. Searching a Part Number
5. Viewing a Superseded Part



Learning Objectives

After completing this training, you'll be able to:

- Search for parts using the parts catalog tab.
- View and print schematics



Searching a Model Number

The screenshot shows the PART SMART website interface. At the top, there's a navigation bar with icons for Search, Product Line, Diagram, Pick Lists, and News. Below this, a breadcrumb trail shows the path: FH55000 Powerdash Compact Atf Gl. A red arrow points to this breadcrumb, and a callout box says "Model you are looking at". The main content area is divided into three sections: Attributes, Literature, and Notes on the left; a central diagram area; and a list of fast-moving parts on the right. The fast-moving parts list includes items like 440009876 - BASIC TOOL W/RUBBER NUBS, 440014335 - MESH BAG - TOOL FH54010, 440015293 - Nozzle Cleanout Tool, 440012804 - Professional Solution Tank Assembly, 440012803 - Wbd 440014033 SOLUTION TANK CAP ASSEMBLY, 440015341 - BRUSHROLL ACCESS WINDOW, and 440015338 - BRUSHROLL.

PART SMART

Search Product Line Diagram Pick Lists News

← FH55000 Powerdash Compact Atf Gl | New Search Report an Issue

Search for Parts Within this Model Filter Panel Content

FH55000 POWERDASH COMPACT ATF GL

Diagram Assembly Scheme Print All Diagrams

Attributes Literature Notes


Fast Moving Parts






- 440009876 - BASIC TOOL W/RUBBER NUBS
Add To Pick List
- 440014335 - MESH BAG - TOOL FH54010
Add To Pick List
- 440015293 - Nozzle Cleanout Tool
Add To Pick List
- 440012804 - Professional Solution Tank Assembly
Add To Pick List
- 440012803 - Wbd 440014033 SOLUTION TANK CAP ASSEMBLY
Add To Pick List
- 440015341 - BRUSHROLL ACCESS WINDOW
Add To Pick List
- 440015338 - BRUSHROLL

You can search models by model number or name.



Searching a Model Number




 Search Product Line Diagram Pick Lists News

Report an Issue

Keeps up with your recent searches

Numbers, Part Descriptions, etc.

 Recent Models

TTI Floorcare

UH72600 WindTunnel3 High Performance

FH55000 Powerdash Compact Atf Gl

L1400 SpinSweep


UH71250 Whole House Rewind

U9125900 Z-400

H2510 Imulse

C2401 Shoulder Vac Pro

C2401010 Shoulder Vac Pro

 Recent Parts

TTI Floorcare

620893001 | Nla Repl 430001077 Handle Screw

Add To Pick List

660021002 | STEEL SCREW

Add To Pick List

440005856 | TOOL KIT

Add To Pick List

440005855 | NOZZLE GUARD ASSY



Add To Pick List

305691002 | Wbd Brushroll Assy \ Genesis Red

Add To Pick List

304087001 | PRIMARY FILTER ASSY

Add To Pick List



Your recently searched models and parts will appear under the search tab.



Viewing a Schematic

To view the schematic for a unit, click “Assembly Schematic” under the Diagrams section.

The screenshot displays the PART SMART web application interface. At the top, the PART SMART logo is on the left, and navigation links for Search, Product Line, Diagram, Pick Lists, and News are on the right. Below the header, a breadcrumb trail shows 'FH55000 Powerdash Compact Atf Gl' and a 'New Search' button. A 'Report an Issue' link is also present. The main content area is divided into three sections. On the left, under 'FH55000 POWERDASH COMPACT ATF GL', there are links for Attributes, Literature, and Notes. The middle section, titled 'Diagrams', contains a list of diagram types: 'Assembly Schematic' and 'Print All Diagrams'. A red arrow points to 'Assembly Schematic' with a callout box stating 'Where you click to open the schematics'. The right section, titled 'Fast Moving Parts', lists various parts with their IDs and names, each with an 'Add To Pick List' button.

Diagrams

- Assembly Schematic
- Print All Diagrams

Fast Moving Parts

- 440009876 - BASIC TOOL W/RUBBER NUBS
Add To Pick List
- 440014335 - MESH BAG - TOOL FH54010
Add To Pick List
- 440015293 - Nozzle Cleanout Tool
Add To Pick List
- 440012804 - Professional Solution Tank Assembly
Add To Pick List
- 440012803 - Wbd 440014033 SOLUTION TANK CAP ASSEMBLY
Add To Pick List
- 440015341 - BRUSHROLL ACCESS WINDOW
Add To Pick List
- 440015338 - BRUSHROLL



Viewing a Schematic



Search

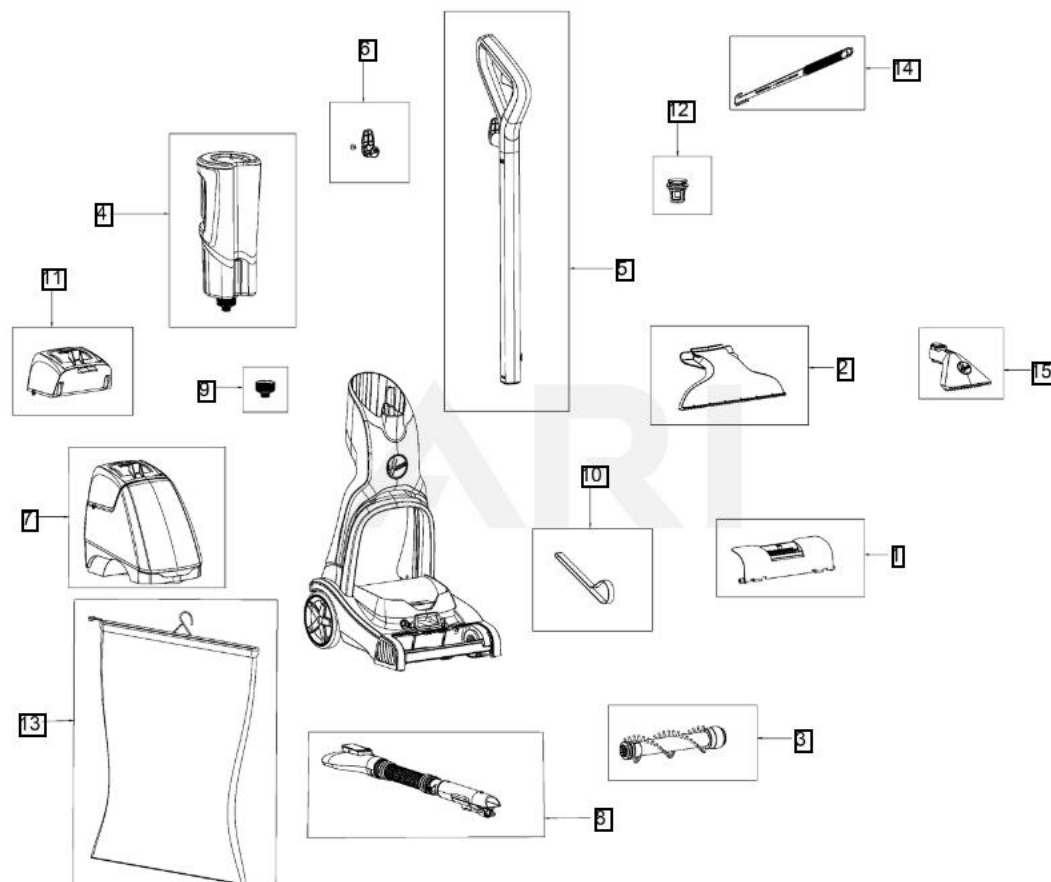
Product Line

Diagram

Pick Lists

News

Assembly Schematic



**FH55000 POWERDASH COMPACT
ATF GL**

Diagrams Print Diagram Report an Issue

Filter By:

Part Number or Part Description

- > 440015341 1
BRUSHROLL ACCESS WINDOW
- > 440015353 2
RECOVERY NOZZLE ASSEMBLY
- > 440015338 3
BRUSHROLL
- > 440012804 4
Professional Solution Tank Assembly
- > 440015339 5
HANDLE ASSEMBLY
- > 440015337 6
CORD DUMP
- > 440015336 7
RECOVERY TANK TOTAL ASSEMBLY



Printing a Schematic

The screenshot shows the PART SMART website interface. At the top, there's a navigation bar with the PART SMART logo, a search bar, and links for Product Line, Diagram, Pick Lists, and News. Below the navigation bar, the model number U9125900 Z-400 is displayed. On the left, there are tabs for Attributes (0), Literature (1), and Notes (0). The main content area is divided into two sections: 'Diagrams' and 'Fast Moving Parts'. In the 'Diagrams' section, there are two 'Assembly Schematic' entries and a 'Print All Diagrams' button. A mouse cursor is pointing at the first 'Assembly Schematic' entry. The 'Fast Moving Parts' section lists several parts with their descriptions and 'Add To Pick List' buttons.

Diagrams

- Assembly Schematic
- Assembly Schematic
- Print All Diagrams

Fast Moving Parts

- 92001201 - PCB - POWER / MICRO ASSEMBLY
Add To Pick List
- 12002714 - DOOR SPRING KIT
Add To Pick List
- 92001197 - POWER CORD - 35'
Add To Pick List
- 92001186 - STORAGE DOOR INSERT
Add To Pick List
- 92001185 - STORAGE DOOR - ARTIC WHITE
Add To Pick List
- 92001232 - MEDALLION
Add To Pick List
- 92001183 - CONTROL PANEL BOTTOM COVER

Select "Print all Diagrams" to print a copy of the schematic.



Finding a Part

The parts list is located to the right of the schematic. Use the search function to look up part numbers or names.

Assembly Schematic

Search Product Line Diagram Pick Lists News

FH55000 POWERDASH COMPACT ATF GL

Diagrams Print Diagram Report an Issue

Filter By:
Part Number or Part Description

- > 440015341 BRUSHROLL ACCESS WINDOW 1
- > 440015353 RECOVERY NOZZLE ASSEMBLY 2
- > 440015338 BRUSHROLL 3
- > 440012804 Professional Solution Tank Assembly 4
- > 440015339 HANDLE ASSEMBLY 5
- > 440015337 CORD DUMP 6
- > 440015336 RECOVERY TANK TOTAL ASSEMBLY 7

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Assembly Schematic

Search Product Line Diagram Pick Lists News

FH55000 POWERDASH COMPACT ATF GL

Diagrams Print Diagram Report an Issue

Filter By:
Part Number or Part Description

- > 440015341 BRUSHROLL ACCESS WINDOW 1
- > 440015353 RECOVERY NOZZLE ASSEMBLY 2
- > 440015338 BRUSHROLL 3
- > 440012804 Professional Solution Tank Assembly 4
- > 440015339 HANDLE ASSEMBLY 5
- > 440015337 CORD DUMP 6
- > 440015336 RECOVERY TANK TOTAL ASSEMBLY 7

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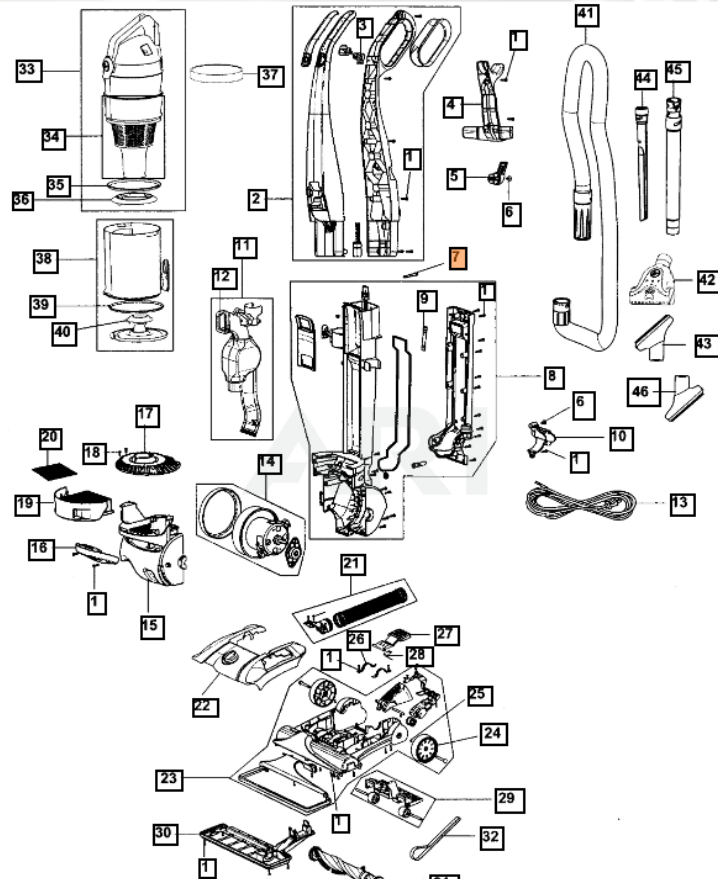
Superseded Parts

The part marked with “Supersession” is the updated part number.

PART SMART

Assembly Schematic Complete

Search Product Line **Diagram** Pick Lists News



Updated part number shown

UH72600
PER
Diagram
Report an Issue

Filter By:
Part Number or Part Description

620893001 7
Nla Repl 430001077 Handle Screw

Context Note:UH72600

Part Options

Cost Hide Price Hide

MSRP Hide

Currently Viewing

| | |
|-----|--|
| Add | 620893001 Nla Repl 430001077 Handle Screw Cost: \$0.00 MSRP: \$0.69 Price: \$0.69 |
| Add | 430001077 HANDLE SCREW Cost: \$0.00 MSRP: \$4.98 Price: \$4.98 Supersession |

Updated part number shown

440004097 8

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Reporting an Issue

In the upper right-hand corner, select “report an issue”. Now, you can select what type of issue you are experiencing, include a description, and attach screenshots. Select “View Issues” to check the status of previous issues.

The screenshot shows a web form titled "Report an Issue" with a "View Issues" link in the top right. The form has two radio buttons: "Data" (selected) and "Application". A callout points to the "Data" button saying "Choose what your issue is." and another points to the "Application" button saying "Software issues". Below the radio buttons, a text box contains the text "You are reporting that you see wrong, incorrect, or missing data information being displayed." with a callout saying "Data will be incorrect information or missing information". Below this is a section for "Issue Description" with a "Required field" label and a note "Please be as specific as possible." A large text box is provided for the description, with a callout saying "you have a text box to put in your information". At the bottom left, there is an "Add Attachment" section with a note "Image formats accepted: .png, .jpg" and a "Choose File" button. A callout points to this section saying "You can add screen shots". At the very bottom are "Report" and "Cancel" buttons.

Report an Issue View Issues

Choose what your issue is.

☒ Data ☐ Application

Software issues

Data will be incorrect information or missing information

You are reporting that you see wrong, incorrect, or missing data information being displayed.

Issue Description Required field

Please be as specific as possible.

you have a text box to put in your information

Add Attachment

Image formats accepted: .png, .jpg

Choose File No file chosen

You can add screen shots

Report Cancel