

Dealer Portal Tips:

Contact Methods:

Phone: 888-611-2160

Email: Warranty.Claims@ttifloorcare.com

Login In: <https://dealers.ttifloorcare.com>

Enter Account Number, Email Address is in **ALL CAPS**, Password

Filing a Claim:

- 1. Enter in Model Number**
- 2. Please make sure Serial Number or MFG Code is Correct- Please see Examples-** This is used for Quality tracking.
- 3. Upload copy of receipt/invoice.**
 - **Original purchase receipt and should be itemized showing the product that was purchased.**
 - **The amount paid for the unit.**
 - **The date of the transaction including the year.**
 - **The place the item was purchased from.**

-If this is an Older Oreck unit you may use the Product Warranty Certification Form-Please see example- The Date of Purchase will go by the Date Code or Serial Number of the unit
- 4. Enter the customer's information in the claim.** Please ensure this is the most updated and current information. If the customer has an email address, please include. Randomly Selected claims are audited for customer satisfaction.
- 5. Select Quality Information.** Warranty Service-Related Failure – is a warranty claim/ Non Warranty Service – is a way to report customer's non defect issue for tracking & will provide \$3 Administration Credit
- 6. Selecting Service Failure:**
 - Please ensure to select the most appropriate Failure that matches- This helps greatly for Quality Tracking
 - Please ensure the most appropriate Failure reason is selected-This helps greatly for Quality Tracking
- 7. Narrative Text Box:** Include any diagnostic testing that was completed. Any helpful observations or information you see can please be noted here.
- 8. Image Upload Section:** If you can take a picture of a defective part or area of the unit. Pictures can be very valuable!
- 9. Customer Status:** Let us know if the unit has been repaired or you are needing parts to be repair the unit. Please include the dates
- 10. Selecting Parts-** Please select the parts needed. If you are unsure, please Select **Parts Catalog** from this page. This way you can view a schematic. OR if you cannot select all the part(s) Please press report issue.

The screenshot shows a 'Warranty Repair Form' with a progress bar at the top indicating five steps: 1. General Info, 2. Quality, 3. Select Parts (highlighted in red), 4. Review, and 5. Confirmation. Below the progress bar, the 'PARTS' section is active, displaying a text box with instructions: '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.' Below the text box is a 'REPORT ISSUE' button. At the bottom, a table lists parts with columns for Model #, Description, and Qty.

| Model # | Description | Qty |
|-------------|--|-----|
| 09-75657-01 | Nla 440013704 Kit, Bag Dock | |
| 00-70055-03 | Nla 00-70055-03 Assy, Pilot, Joint & Eco Housing | |

When Reporting an Issue- Please let us know what parts you cannot select or further information we may need.

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

Issue: Part not listed

Please list the part number(s) below.

Describe Issue: I need Part number 09-75657-01 Nla 440013704 Kit, Bag Dock Also, the other parts selected.

| Model # | Description | Qty |
|-------------|--|-----|
| 09-75657-01 | Nla 440013704 Kit, Bag Dock | |
| 09-79065-02 | Nla 09-79065-03 Assy, Pilot Joint & Fan Housing | |
| 330A00160 | Nla 330A00342 Assy, Two Speed Switch Cap W/Pad Print | |
| 430000204 | Air Duct Kit | 1 |
| 430000205 | Cord Dump Kit | 1 |
| 430000206 | Nla 430000380 Base Kit | |

11. Continue
12. Review your claim and then submit when ready!

Returned Claims & Checking Claim Status:

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

1. If you see Returned Claims- Please press Returned Claims
2. Check the Reviewers Notes
3. Press Edit
4. Please update the claim to edit or add what is needed.

REVIEWER NOTES

Receipt needs to show item purchased for warranty. Please email complete receipt to: warranty.claims@ttifloorcare.com ATTN:CLAIM #

CLAIM STATUS
UNDER REVIEW

RETURNED CLAIM
Dealer.TTIFC.Dealer.Order (NOT SUBMITTED)

EDIT CLAIM

Checking Claim Status:

1. Select Order Claim Status

2. Click View Details
3. This section will show: Date Claim was processed, what was ordered and if it has shipped
4. If Fed Ex tracking number appears. It may be easier to copy and past the tracking number directly into [Tracking Your Shipment or Packages | FedEx](#)

Communications Tab:

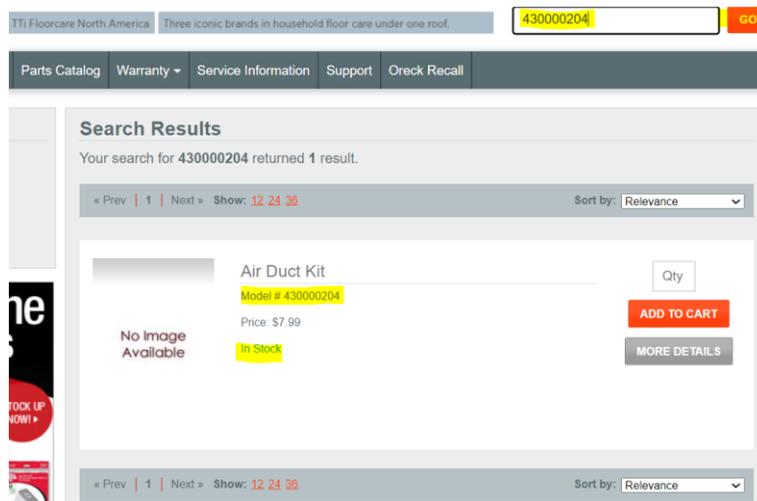
- This is where you can find New updates, Forms, Instructions, Newsletters & General Information

Oreck Recall Tab:

- CPSC Press Release, Store Posting, Important Product Information, Consumer Letter, Service Instructions

Checking Stock:

- Enter part number in Top Right-hand corner- Press Go
- Stock Status will show: In Stock, Backordered, No Longer Available
- Pricing is MSRP



Parts Catalog:

- This where you can find Schematics and Part Numbers