

Mail-In Service Manual



Main-In Service Communication

Revision September 2, 2020

Effective: Friday, November 15, 2019

Oreck Authorized Warranty Dealers,

To maintain our commitment to Oreck consumers, we want to provide our Oreck Authorized Warranty Dealer network with updated requirements for providing warranty and tune-up services to Oreck consumers.

As an Oreck Authorized Warranty Dealer, you may be required to service units that are shipped to you by distant consumers seeking warranty or tune-up services. Each of these repairs should be handled similarly to a walk-in customer, and the unit should be evaluated for warrantable and non-warrantable issues.

Dealers can also look for an opportunity to contact the consumers directly to offer consumable items such as; bags, belts, filters, agitators, etc.

We have attached instructions to further explain this process and procedure. Please refer to this for assistance as you manage these consumer repair needs.

Should you choose not to participate, please contact us in writing at Warranty.Dealers@ttifloorcare.com and we can adjust your account to a Household Dealer. This will allow you to service units that you sell, as well as provides warranty parts but does not compensate you for labor.

Please contact us with any questions or concerns you may have at Warranty.Dealers@ttifloorcare.com.

Sincerely,

Technical Services, TTI Floor Care North America

Process Overview

Revision September 2, 2020

Consumer contacts Customer Support for warranty service



Customer Support verifies the consumers proof of purchase and provides:

- Nearest Oreck Authorized Warranty Dealer Location
 - Mail-In Repair Form to complete
- 

Dealer receives unit for inspection

- See next slide for more information
- 

Dealer emails Customer Support at
CV-VecteurSupport@ttifloorcare.com to get prepaid return label for unit
shipment to the consumer, please include customer name or case number

After Inspection:

Revision September 2, 2020

