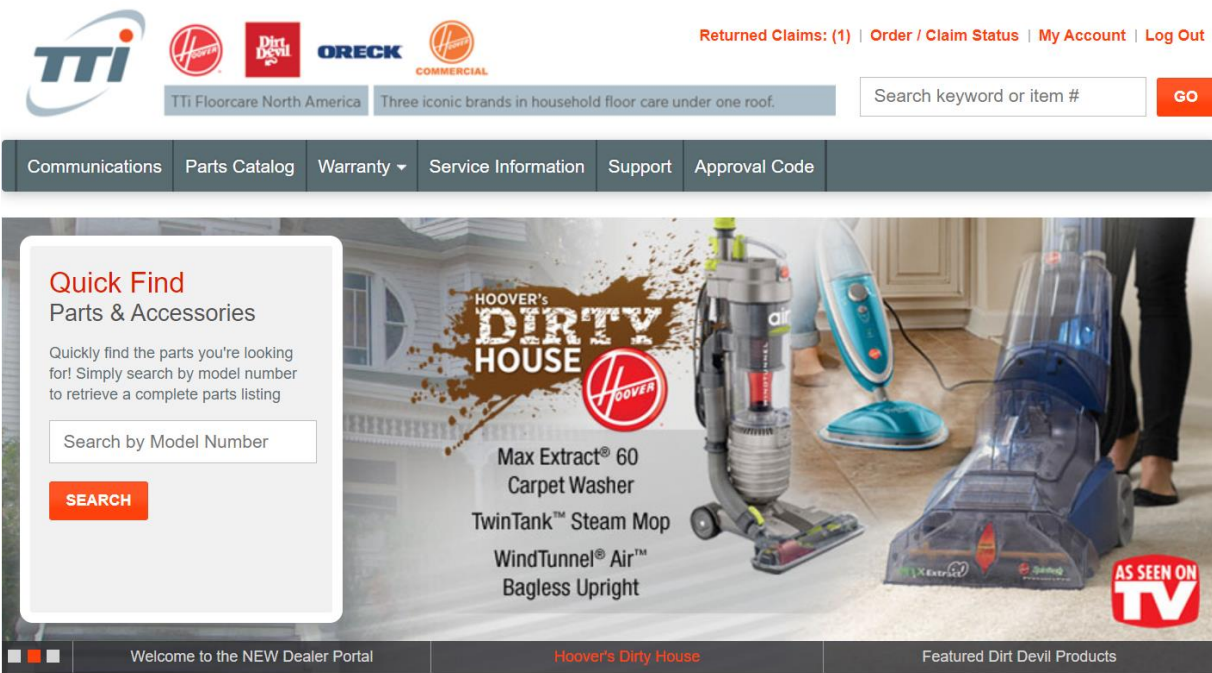


Dealer Portal: System Issues

February 17, 2022

The Dealer Portal issue resolution can be found below. We apologize for the delay and thank you all for your patience!

1. Any claim submitted after January 31, 2021, with a claim status of “**Submitted,**” will be returned to your dealer account. The claim status will update to “**Dealer Return.**”
2. When you log in to the Dealer Portal, you will have a quantity of returned claims, as seen below. For instructions on how to submit a returned claim, please click [here](#).
3. Once the claim is returned, a decision will be made in 48-72 business hours due to the increase in claims. Please contact us at 888-611-2160 or warranty.claims@ttifloorcare.com for any questions.



The screenshot shows the TTI Dealer Portal homepage. At the top, there is a navigation bar with the TTI logo, three brand logos (Hoover, Dirt Devil, Oreck), and a search bar. The search bar contains 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. The main content area features a large banner for "Hoover's DIRTY HOUSE" with images of Hoover vacuums and a list of products: Max Extract® 60 Carpet Washer, TwinTank™ Steam Mop, and WindTunnel® Air™ Bagless Upright. To the left of the banner is a "Quick Find" section with a search box labeled "Search by Model Number" and a "SEARCH" button. At the bottom of the banner, there is a footer with three sections: "Welcome to the NEW Dealer Portal", "Hoover's Dirty House", and "Featured Dirt Devil Products".