Email Queue Descriptions

##### Please ensure emails are sent to the correct queue and only one email queue.

# Warranty Claims - [warranty.claims@ttifloorcare.com](mailto:warranty.claims@ttifloorcare.com)

### Who should use this email address?

* 1. Servicing Distributors

### When should this email address be used?

1. To Check the status of a warranty claim
2. Approval Codes ( You may be requested to call in, if additional information is needed)

# Warranty Dealer – [warranty.dealers@ttifloorcare.com](mailto:warranty.dealers@ttifloorcare.com)

### Who should use this email address?

* 1. Servicing Distributor
  2. Non-Servicing Distributor
  3. Sales Representatives

### When should this email be used?

* 1. Basic Troubleshooting Questions
  2. Part Inquiries / Discrepancies

# Preferred Support – [preferred.support@ttifloorcare.com](mailto:preferred.support@ttifloorcare.com)

### Who should use this email address?

* 1. End Users
  2. Servicing Distributors
  3. Non-Servicing Distributors
  4. Sales Representatives

### When should this email be used?

#### For Commercial units only

1. Check status of Claim / Case
2. Basic Troubleshooting
3. Part Inquiries / Discrepancies