



TTI Floor Care North America

## **Authorized Hoover, Royal, & Oreck Warranty Dealers**

February 12, 2019

Valued Authorized Warranty Dealer,

In our further commitment to continually improve our dealer support programs, and remain competitive, we are excited to share with you our new 2019 Warranty Labor Rate Schedule (effective March 1, 2019). In reviewing our Warranty Labor Rates we took into account feedback from our dealers, competitor rates, and current warranty trends. The exciting changes you will notice in the 2019 Warranty Labor Schedule as an approved Hoover, Royal, & Oreck Authorized Warranty Dealer are:

- Maintained simplified rate classifications – we have maintained the current labor classifications of Minor, Mid-Range, and Major rate classification that our dealers have found easy to understand.
- We have improved our labor rate on Commercial Warranty Service to align better with commercial provider expectations and support the growth of our Hoover and Oreck commercial brands.
- Dirt Devil products are no longer serviceable and are not required to be service through our Warranty Dealer network. *If a consumer presents a Dirt Devil product for service please let the consumer know that we have simplified their warranty experience and can contact Dirt Devil direct at (800) 321-1134 for personalized support.*
- Implementation of a new Product Replacement rate that is applied in place of labor on warranty claims submitted for replacement units and/or found to be a replacement unit over service.

We would also like to remind our Warranty Dealer Network of the following requirements:

- Claim's for the same customer and model within a 90 day period are only reimbursed Labor and Administrative Fees on the original warranty claim. Subsequent claims for additional parts are only processed for part replacement only.
- Warranty covers manufacture defects in material and workmanship. As our eyes and experts we rely on our Warranty Dealers to appropriately diagnose between this and customer abuse, misuse, and/or lack of proper maintenance.
- Consumers should be given a detailed receipt of work completed including parts and services replaced and performed.

TTI is committed to providing our customers the highest level of product support and competitive compensation we appreciate your support of TTI Floor Care's brands and continued commitment to being Customer Focused and Service Driven.

Respectfully,

Warranty Dealer Services

Techtronic Industries Co., Ltd.  
TTI Floor Care North America  
7005 Cochran Road • Glenwillow, OH 44139



**ORECK**



**ROYAL**  
APPLIANCE MFG. CO.



**TTI Floor Care North America**

## **2019 TTI LABOR RATE SCHEDULE (Effective 3/1/2019)**

TTI will credit/replace parts or product to our warranty service centers for specified "in-warranty" repairs, of parts or products, which are deemed defective as a result of manufacture defect in material or workmanship. Keep defective parts properly labeled in the event they may need to be inspected by a TTI representative or until credits/replacements have been received.

Reimbursement for labor, time spent on "in-warranty", units will be issued directly to your TTI account through our on-line warranty program based upon your account type.

### **LABOR RATE SCHEDULE**

|                       |         |
|-----------------------|---------|
| ADMINISTRATIVE FEE    | \$3.00  |
| UNIT REPLACEMENT      | \$4.00  |
| MINOR / ORECK REPAIRS | \$9.50  |
| MID-RANGE REPAIRS     | \$14.00 |
| MAJOR REPAIRS         | \$18.00 |
| COMMERCIAL REPAIRS    | \$24.00 |

### **ADMINISTRATIVE FEE DEFINITION**

Completion of on-line warranty form and unit replacement.

### **UNIT REPLACEMENT DEFINITION**

Facilitating Consumer Exchange of non-repairable unit. \*

*\*applies to Hoover units and select Oreck units.*

*Dirt Devil units are not eligible for reimbursement consumers should be directed to Customer Service*

### **MINOR/ORECK REPAIR DEFINITION**

Repairs of Hoover, Royal (as defined as minor within the warranty portal), and all Oreck products consistent with product specific warranty length and coverage as it pertains to defects in material and workmanship with proof of purchase from an authorized seller.

### **MID-RANGE REPAIR DEFINITION**

Repairs of Hoover, Royal (as defined as mid-range within the warranty portal) products consistent with product specific warranty length and coverage as it pertains to defects in material and workmanship with proof of purchase from an authorized seller.

### **MAJOR REPAIR DEFINITION**

Repairs of Hoover, Royal (as defined as major within the warranty portal) products consistent with product specific warranty length and coverage as it pertains to defects in material and workmanship with proof of purchase from an authorized seller.

### **COMMERCIAL REPAIR DEFINITION**

Repair of Hoover Commercial Models (as defined as Commercial within the warranty portal) consistent with product specific warranty length and coverage as it pertains to defects in material and workmanship with proof of purchase from an authorized seller.