



TTI Warranty Department Newsletter

Q2 2023

Please take a few moments to complete our quick survey, we want to continue to improve and hear from you!

[Click here for the Survey!](#)

I. **Claim processing:** Up to 21 business days.

- i. **Claim decisions** require valid information, this includes customer information, model information, proof of purchase via receipts, and accurate issue details.

1. **Issue details:** Include the 4 sections below.

- a. The customer's complaint or reason for bringing their product in.
- b. Inspection findings.
- c. Parts repaired or replacement parts used/needed.
- d. If the customer's unit has been repaired and returned **OR** if parts are required.

II. **Process Updates:**

- i. **Increase of Hoover Models for Service:** Q1 2023, Hoover claim submission grew by 16% from Q1 2022! The category that grew the most was Wet products by 16% from 2022; to provide documented support we have updated the portal to include Service Instructions for our Wet products.
- ii. **Maintenance from Customer Service:** Our customer service team has also seen an increase in improper maintenance; we will send customers in for inspections. All brands can be sent for inspection when a maintenance issue is suspected by our customer service team. If you require support for escalated customers, please complete a non-warranty claim for maintenance through the dealer portal and provide the claim number to the customer. This will allow our customer service team to view the details of the inspection results and communicate them to the customer. A non-warranty claim does not approve a repair under warranty, nor does it require action from the Warranty Department. The non-warranty claim process is for note purposes only, and allows our team to align with our dealer network.
- iii. **Inspection Fees:** As an authorized dealer, a contract was signed stating all warranty repairs are completed at no cost to the customer (please sign into your account on authorization.ttifloorcare.com to view under Section 4). If an intake fee is charged and not returned to the customer after completing warranty fulfillment, your account will be removed from our dealer locator and in jeopardy of closure. We want to ensure we uphold customer warranties, and we need your help.

b. **Important Documents**

- i. **New! Service Bulletins & Service Instructions** (see Communications Tab)
- ii. **Service Requirements:** We wanted to remind our dealer network of the tools required for success!
 1. **Facilities:** Maintain adequate facilities to perform prompt and efficient service on products and to store inventory of parts and/or customer's units awaiting repair.
 2. **Staff:** Maintain an adequate staff of qualified and trained service technicians to properly service the products.

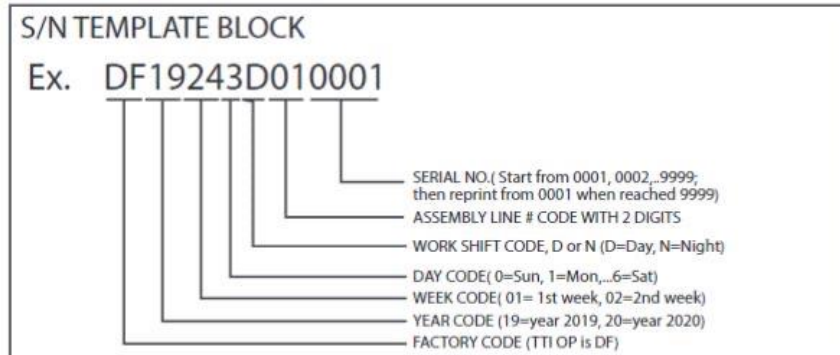




TTI Floor Care North America

3. **Tools:** We've had a few questions about tools for repairs, outside of your standard drills, screwdrivers, and wrenches, we advise a multi-meter to test continuity & voltage. These will save you a lot of time when dealing with power issues!

iii. **Reading Serial Numbers (new format):**



c. **Q1 Callouts**

- i. **Service:** Our top 5 models submitted for warranty all have Service Instructions, Parts Schematics, and are serviceable!
- ii. **Parts Inventory for Claims:** We are actively working to get parts in stock for our active SKU's, please continue to partner with us by adding the part number(s) required for repair in the narrative notes, part not listed, or selected the part(s) needed if available. If you do not know the part number, please check Parts Catalog to view the schematic. We want to limit the incorrect part(s) sent using the description only.
- iii. **Checking Claim Status:** If you or a customer wants to check claim status, the best method would be for you to contact warranty.claims@ttifloorcare.com with the claim number for an update. We have received an increase in complaints from customers being told to contact customer service with limited information. We want you to get the recognition for the warranty service from start to finish! If you have an escalated customer, you can also call us at 888-611-2160.

d. **Notice**

- i. **TTI Warranty Department will be closed the following dates:**
 1. Friday, May 26th for Training
 2. Monday, May 29th for Memorial Day
 3. Monday, June 19th for Juneteenth
 4. Monday, July 3rd – Tuesday, July 4th for Independence Day
- ii. TTI Warranty Department is only responsible for warranty, we are not responsible for sales/pricing. Please continue to partner with our distributors or your TTI National Account Manager.
- iii. If there have been any changes to your ownership, address, banking or contact information, please contact us at warranty.dealers@ttifloorcare.com for further assistance.

We thank you for being the face of our warranty, and servicing customers! We appreciate your continued support and patience!

Thank you,
TTI Warranty Department

