



TTI Warranty Department Newsletter

Q1 2023

- I. **Claim processing:** Up to 5-7 business days (we hope to bring this back down to 3-5 days by the end of Q1)
 - i. **Approval Codes** are no longer valid on the new or old portal. All claims must be submitted with sufficient information for TTI to determine whether to replace a unit.
 - ii. **Claim decisions** require valid information, this includes customer information, model information, proof of purchase via receipts, and accurate issue details.
 1. **Pictures and Videos:** Pictures and videos **are not required** to submit claims, but are helpful. We will no longer require pictures and videos (this does not include receipts) but will reach out when more information is required to make a decision for the claim. If requested, the defective product or part(s) may be returned for quality inspections via a TTI-issued pre-paid FedEx label.
 2. **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.
 - iii. **Returned Claims:** If you have a returned claim, please process it with additional issue details. If there are any issues, please let us know at warranty.claims@ttifloorcare.com
 - iv. If you have questions, want to provide information before a claim is submitted, or see a trend in the field, please contact us via email for the quickest response!
 - v. If you feel like a claim was denied in error or have more information to provide, please contact us via email or phone with the claim number and additional information.
 - II. **Process Updates:**
 - i. **Increase of Hoover Models for Service:** Hoover products are being sent for service, again! In 2022, we had multiple units returned for quality inspection completed by our engineers. We found most product issues were caused by user error, were user abuse, or could have been resolved by a repair. We are relying on our authorized dealer network to intake these repairs. We hope the incoming traffic helps build your customer network for future repairs and new purchases. *This does not apply to Oreck only dealers.*
 - ii. **Maintenance from Customer Service:** Our customer service team has also seen an increase in improper maintenance, we want our authorized dealer network to remain profitable and will send customers in for inspections! If inspection findings are not covered by warranty, we welcome you to charge the customer for the repair or make a sale. All brands can be sent for inspection when a maintenance issue is suspected by our customer service team.
 - 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**





TTI Floor Care North America

- i. **ACH & W-9 for Banking Updates:** Complete the forms and send them to SupplierDocuments@TTIFloorcare.com. Please make sure that you include your TTI Dealer Account number at the top of the ACH form. Accounts Payable will initiate a call back to you via a previously published telephone number to validate the request, may take up to 14 business days. No changes will be made until we can validate this information with you.
- ii. **Contact Methods:** Please see attached for our Email Queue Descriptions.

The Warranty Department does not administer payment, but we want to remain great partners! If you have a payment inquiry, please email your account number, address, and time frame to warranty.dealers@ttifloorcare.com. We will gather your claim data to send to the appropriate departments and copy you on the email.

If there have been any changes to your ownership, address, 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 for our brands! We appreciate your continued support and patience!

Wishing your business a successful 2023!!

Thank you,
TTI Warranty Department
888-611-2160

