



TTi Warranty Claim Site User Guide

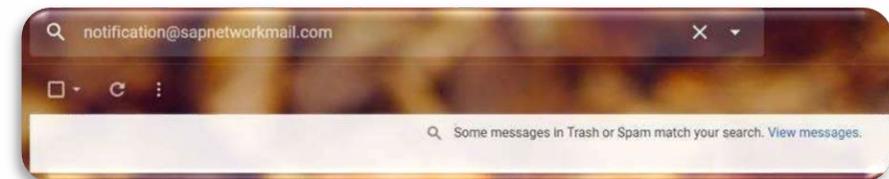
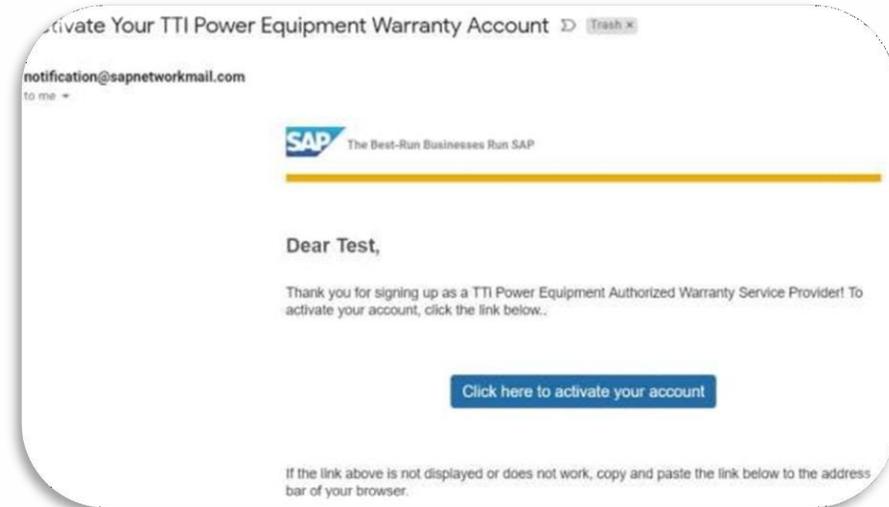
Outdoor Products & Power Tools

USA and CAN



Getting Started (New Service Centers)

- ❑ When new users are registered to the TTI Warranty Site, their email address must be verified
 - ❑ An email will be sent to the registered email address
- ❑ Please check spam folders for email from notification@sapnetworkmail.com if it is not received in inbox
- ❑ For many mail services, the user will have to tell the system that it wants to see messages in their spam folder when searching
 - ❑ After interacting with one message, any additional messages will be delivered to the user's inbox rather than spam





Logging In

Log On

E-Mail
E-Mail

Password
Password

Remember me

Log On

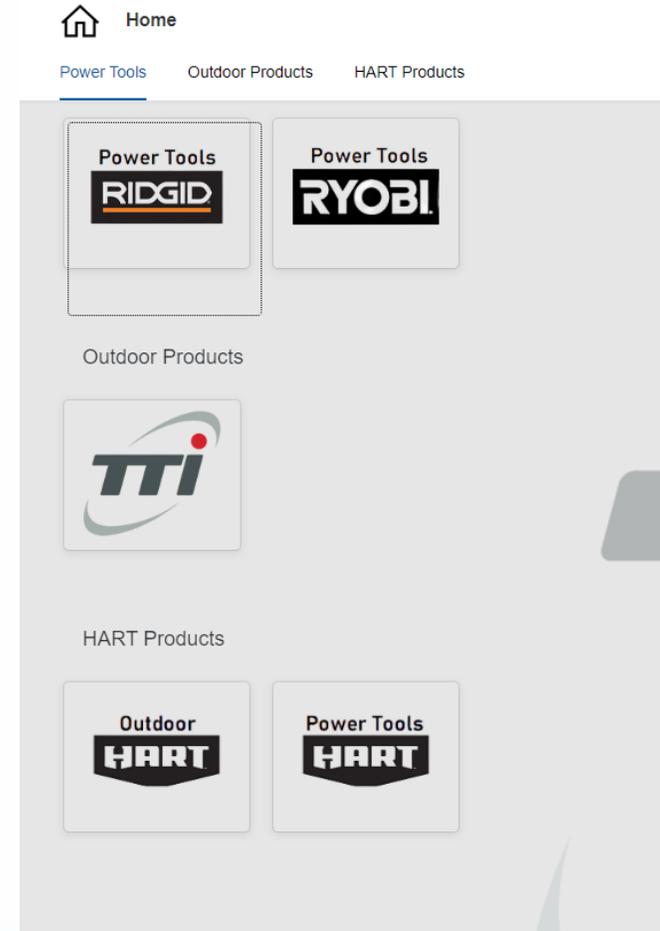
[Forgot password?](#)

- ❑ URL: <https://warranty.ttigroupna.com>
 - ❑ The URL shown on the login page is for the authentication service and redirects as soon as a user logs in
- ❑ You will have one login for all accounts.
- ❑ *****Email address will be used to log in. This is not case sensitive*****
- ❑ Password is setup at time of email verification and cannot be changed by TTI personnel.
- ❑ The “Forgot password?” link should be used if any user is unable to access their account. An email will be sent to the registered email address with a link.
- ❑ If you need assistance with logging in, please send an email to ASCsupport@ttigroupna.com



User Dashboard

- ❑ When logged in, you will see the tiles of the brands that you are signed up to service.
 - ❑ Power Tool Centers will see Power Tool Tiles – RIDGID, RYOBI, & HART
 - ❑ Outdoor Centers will see Outdoor Tiles – TTI & HART
- ❑ NOTE: Canadian Centers will not see HART. Canadian customers should be directed to customer support:
<https://www.harttools.com/support/contact>





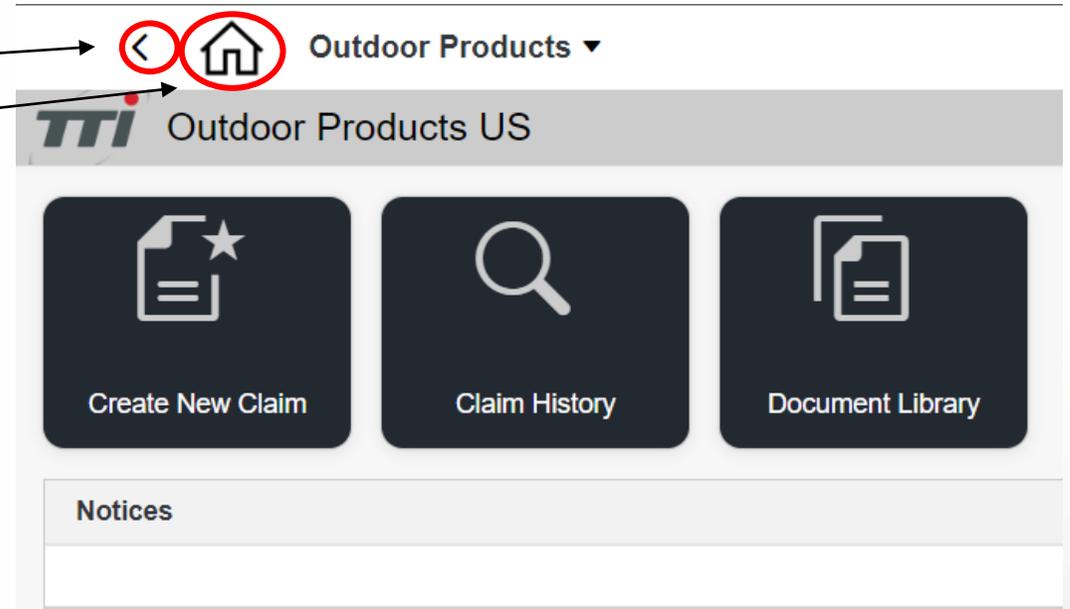
Branded Claim Tiles

- RIDGID Power Tools** (exclusive to Tools Section at Home Depot/Direct Tools Factory Outlet)
- RYOBI Power Tools** (exclusive to Tools Section at Home Depot/Direct Tools Factory Outlet)
- TTI Outdoor Products** (exclusive to Lawn & Garden/OPE Section at Home Depot/Direct Tools Factory Outlet)
 - RYOBI
 - RIDGID
 - HOMELITE
 - Miscellaneous TTI Brands (Found in ASC Manual)
- HART Power Tools** (exclusive to Tools Section at Walmart)
 - HART
- HART Outdoor Products** (exclusive to Lawn & Garden/OPE Section at Walmart)
 - HART
 - Black Max
 - Hyper Tough (Specific Models starting with HY26)



Tile Home

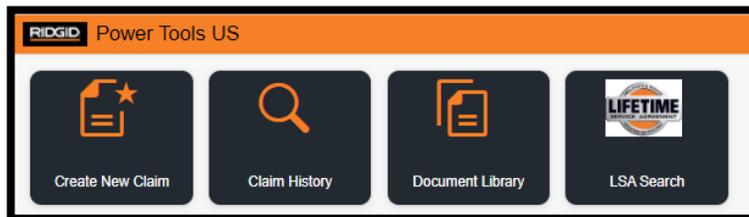
- ❑ Click on the back arrow to go back one screen
- ❑ Click on the house to go to the homepage
- ❑ Any Notices for all users of a specific tile will be displayed below the action tiles
- ❑ Create New Claim allows the user to enter the claim creation form
- ❑ Claim History allows the user to search claims previously filed
- ❑ Document Library allows the user to access documents relevant to the tile they are currently in





Searching For RIDGID LSA

- ❑ To locate a customer's listing of LSA-covered tools, click LSA Search from RIDGID or TTI OUTDOOR Home
- ❑ LSA-covered tools can be located by using any of the following:
 - ❑ Customer Account Number: Can be found on LSA registration confirmation. This field is not case-sensitive.
 - ❑ Console Model and Serial: Model and serial number from data label of tool
 - ❑ Console Serial Only: Serial number from data label of tool
 - ❑ Email: Customer email address used for registration; is not case sensitive
 - ❑ Phone Number: Customer phone number listed on registration (enter without symbols)
- ❑ This listing will show all items registered for LSA, however, only tool consoles are eligible for claim filing
 - ❑ If a tool is not on the list, then it is not registered.
- ❑ Click "Clear" to clear current search and results and start a new one.



Customer Account Number:	Console Model:	Console Serial:	Email:	Phone Number:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



Claim Page Set-up

< Home RYOBI Power Tools - New Claim ▾

RYOBI Power Tools US - New Claim

Service Center Claim ID *

This is for your reference only. An official RYOBI claim number will be issued upon successful submission.

i Customer Information

Customer ID Number for Registered Product

Please select the LSA registered tool being repaired. Batteries/Chargers will be entered in the 'Add Parts' section below if applicable.
For LSA Customers: If the address that auto-populates is incorrect, please include the correct information in the Notes section below.

Name *	Phone Number *
<input type="text" value="Customer's full name. If this repair is for a business, a contact name is mandatory."/>	<input type="text"/>
Address *	Email *
<input type="text"/>	<input type="text"/>
Country *	Address (continued)
<input type="text" value="United States"/> ▾	<input type="text"/>
City *	Postal Code *
<input type="text"/>	<input type="text"/>
State *	
<input type="text" value="Please Select"/> ▾	

Continue



Claim Page Set-up

- There are 5 separate sections to the claim form. Once a section is completed, you will see the number turn green and you can move to the next section.

- 1 Customer Information
- 2 Product Information
- 3 Defect Code & Add Parts
- 4 Additional Information & Attachments
- 5 Service Center Representative Information

1 Customer Information

2 Product Information

This section pertains to the tool itself. Battery/Charger info (if applicable) will be recorded in the 'ADD PARTS' section

Model number *

Serial number *

Unreadable characters from the serial number should be replaced with an 'X'. Must include full date code in order to be valid.

Date Purchased *

Original date of purchase, validated by proof of purchase.

Date Received *

Date received from customer.

Pre-File



Filing A Claim - Customer Information

- ❑ **Service Center Claim Number:** Any reference (#s, letters, name, ticket, etc.) that the user would like to enter but must be unique to the claim within the selected brand. This number must be unique and cannot be duplicated from a prior claim (add a -1, -A, etc.)
- ❑ **Customer Information:** All information must be confirmed with Customer prior to filing the claim.
 - ❑ Customer Name (first and last), phone number, physical address (No PO Boxes) are required
 - ❑ Email address no longer required, but recommended for customer order tracking (not for marketing purposes)
 - ❑ Commercial Customers – For Shipping Purposes, Individual Contact Name is Required in Notes Section
 - ❑ If an incorrect address is supplied, TTI will not reship any replacements delivered to the wrong address



Filing A Claim - Using Customer ID# Numbers

- ❑ Type the Customer's ID number and a drop-down list of the registered tools will appear for you to choose from. You can also type number by number to get a drop-down of possible registrations
- ❑ You can also Click the 2 Squares in the Customer ID Number Box to Search further
- ❑ Select the tool being serviced from the list
- ❑ The Customer's name, address, and phone number along with the model number, serial number, and date of purchase for the tool will all populate automatically
- ❑ If any of the customer's details do not match the current information from the customer, please edit the information in the claim and notate that you entered new information for the customer

1 Customer Information

Customer ID Number for Registered Product

E000169579

Please select the LSA registered tool being repaired. Batteries/Chargers will be entered in the 'Add Parts' section below if applicable. For LSA Customers: If the address that auto-populates is incorrect, please include the correct information in the Notes section below.

Select: Customer ID

Go Hide Filters

Customer ID: E000169579 Customer Name: Serial ID:

Items

ID	Name	Model	Serial ID
E000169579	MICHAEL NEMETH	R4030	
E000169579	MICHAEL NEMETH	R9780	
E000169579	MICHAEL NEMETH	R862105	



Filing A Claim – Product Information

- Model Number: This is the tool console number. Package number, Combo kit model, and batteries/chargers should not be entered here as they are not eligible to be the subject of warranty claims. You must press the enter key after typing the model number
- Serial Number: The serial number of the subject tool. If the serial number is unreadable, please check the box for this.
- Reconditioned Tool: If the tools was purchased as reconditioned, check this box. Claim cannot be submitted without attaching proof of purchase. Reminder: 1-year warranty from Receipt Date
- Date Purchased: The date the tool was purchased. If proof of purchase is provided, it can be attached the to the claim. If no date of purchase can be verified, check the no proof of purchase box. Please do not enter an unverified date of purchase or an estimate.
- Date Received: The date the customer dropped the tool off for service

This section pertains to the tool itself. Battery/Charger info (if applicable) will be recorded in the 'ADD PARTS' section

Model number*
R4513

Serial number*

Unreadable characters from the serial number should be replaced with an 'X'. Must include full date code in order to be valid.

Date Purchased*
02-24-2020

Date Received*
Date received from customer.

Reconditioned Tool ?

Serial number is completely unreadable. Date Purchased required if checked.

Proof of purchase unavailable. Valid Serial Number required if checked.



Process

- ❑ When you receive the customer's tool, we require you to create a Pre-Filed Claim with the Customer Info, Tool Info, and Date Received into your shop. Once entered, you will click Pre-File and the claim will be created.
 - ❑ *Tip - You could Print this and provide it to the customer as a claim ticket
- ❑ To Finish the claim, you will go to your Claim History, and you can either search for the claim or look at your Pre-Filed (Saved) Claims.

RYOBI Power Tools US - Claim History

Claim Number: Model Number: Service Center Claim ID: Serial Number: From Date: End Date:

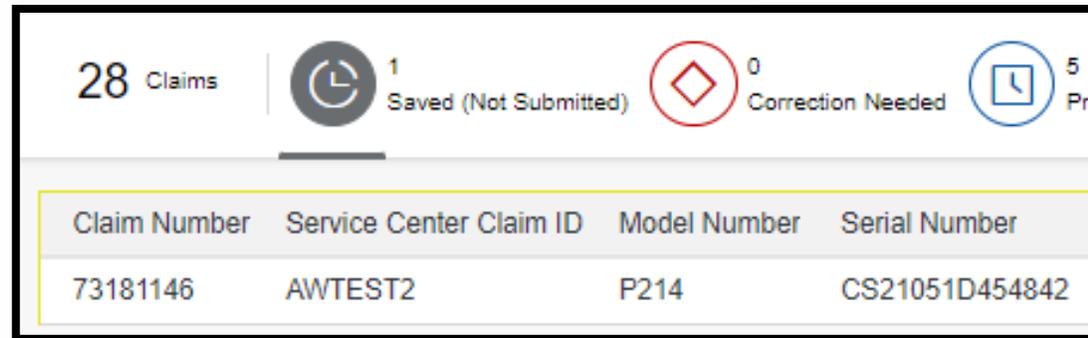
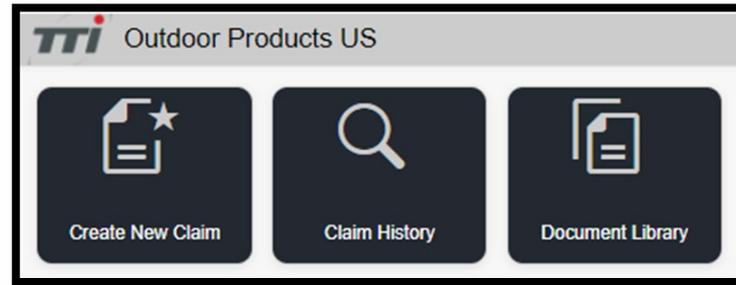
28 Claims | 1 Saved (Not Submitted) | 0 Correction Needed | 5 Processing | 18 Completed



Process

❑ Once you have started or completed the repair OR you are ready to file for a replacement claim:

- ❑ To Reopen the claim, you will go to Claim History, and you can either search for the claim or look at your Saved Claims.
- ❑ Simply click on the Saved Claim to view a summary of it.





Process

- ❑ You will Click Edit in the top Right of the Screen to Reopen the Claim.
- ❑ At this point, you can add parts, defect codes, etc. and when you are finished, you can submit.
 - ❑ Notice that this is the screen where you can click Print to print off the page.

RYOBI Power Tools US - Claim History

Claim Number: 73181146 ◇ Pre-Filed

Service Center Information PHILADELPHIA Pennsylvania 19170-4191 +1 609-585-0411	Claim Information Service Center Claim #: AWTEST2 Created On: 04-04-2022 Model: P214 Serial Number: CS21051D454842	Customer Info. AARON RYAN 1424 HIGHWAY G44 KNOXVILLE Iowa 50138 (888)888-8888	Dates Purchased: 27-02-2022 Received: 30-03-2022 Returned: 03-04-2022	Bill To TTI Consumer Power Tools, Inc. 115 Innovation Way Anderson, SC 29621 Signature: Amanda Winslett Additional Notes:
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[Defect Code\(s\)](#) [Parts](#) [Pricing](#)

[Edit](#) [Print](#)



Filing A Claim – Defect Codes

- ❑ The ability to enter Defect Codes will not appear until a valid model for the brand is entered
- ❑ Choose the appropriate defect code from the drop down
- ❑ If more than one defect code applies, click the "+ Add Defect" button to add additional codes
- ❑ Labor will be assigned based on the highest amount for the defects entered
- ❑ Additional labor cannot be requested via the notes section of the claim. A TTI technician must approve any changes to labor and provide an authorization number prior to the claim being filed.

A screenshot of a web form titled "3 Defect Code & Add Parts". The form has a light grey header with the title. Below the header is a large text input field labeled "Defect Code". To the right of this field is a green button with a plus sign and the text "+ Add Defect". Below the "Defect Code" field is a dropdown menu with "CK999" selected. To the right of the dropdown is a label "Tool Replacement Request (Include detailed notes or authorization number from technician)" and a blue trash can icon.



Filing A Claim - Replacements

- ❑ Choose the defect code for Tool Replacement Request ending in '999' in order to file for a full replacement
- ❑ Replacement reason must be selected
- ❑ Notes should be entered indicating why the unit needs to be replaced rather than repaired, including NLA or backordered part number(s) – these part #s can be entered in the “Unavailable Parts” section
- ❑ **When filing for a replacement, no repair parts may be entered (If parts were used and repair unsuccessful, file a 2nd claim for repair (reference repl.))**
- ❑ If there are extenuating circumstances beyond those above that indicate a full replacement, please contact the dedicated TTi ASC Line at 877- 371-8735 and speak to a technician for additional assistance. The technician will need to provide you with an authorization number if more time is required

Defect Code

GH999

Tool Replacement Request

PR001	Part is NLA-Part # Required
PR002	Long Backorder-Part # & Time Required
PR003	Replace-Only List-Diagnosis Required
PR004	Tech Authorization-Auth # Required
PR005	Same Repair 3 Times-Diagnosis Required
PR006	Safety Issue-Diagnosis Required
PR007	Other-Notes Required

Unavailable Parts

Part Number

Description

314282001

Axial Stator w/Bearing Assembly, Stage 3



Filing A Claim - Replacements

- ❑ Your information will be auto-filled into the “Ship to” address for the replacement.
- ❑ If the address needs to be shipped to customer due to distance, please update the Ship to section, ensuring that the customer address is 100% correct.

4 Additional Information & Attachments

Tracking Number:

Required if Freight Cost is entered.

Dealer:

This is the account that the claim will be assigned to

Carrier Information:

Required if Freight Cost is entered.

Date Returned:*

Notes: 0 of 2000 characters used

Attachments [Browse...](#) [Upload File](#)

File Name	Action
	No data

Ship to

Name*

Address*

Country*

City*

State*

Postal Code*

[Continue](#)



Filing A Claim - Adding Parts

- ❑ Parts cannot be added to the claim until a valid model number for the current tile has been entered
- ❑ Type the part number used for the repair and press "Enter" to populate the part description and pricing
 - ❑ ***NOTE: Failure to press "Enter" will result in no description or pricing being populate for the part
- ❑ If more than one part was used during the repair, click the + button in order to add additional rows
- ❑ The total cost of the parts will be calculated in the Totals section below

3 Defect Code & Add Parts

Defect Code + Add Defect

🗑️

Add Parts + Add Part

Part Number	Description	Qty	Price	
<input type="text"/>		<input type="text" value="1"/>	<input type="text" value="0.00"/>	🗑️

Continue

Total Part List Cost	\$	0	USD
Discount (40.00%)	\$	0	USD
Handling 15% (\$5 max per item) of discounted price	\$	0	USD
Labor Cost	\$	19.50	USD
Freight Cost	\$	0.00	USD
Taxes	\$	0.00	USD
Total Cost	\$	19.50	USD



Filing A Claim - Batteries And Chargers

- ❑ All battery and charger claims must be filed against a tool model number
- ❑ **Enter the part given to the customer and Press “Enter”. (This may be different than the original, please be aware of part substitutions at Gardner)**
- ❑ Old Part Number & Serial Number: Enter the part number & serial number for the expired battery or charger
- ❑ New Serial No: Enter the serial number from the battery being given to the customer
- ❑ If the box for the new part number does not show, please type the old and new model & serial numbers in the notes section of the claim
- ❑ Serial number for the old part number must either be validated based on LSA registration or within 12 weeks of the serial number of the tool filed with it unless it is a standalone part number
- ❑ **Standalone batteries and chargers require a receipt to be attached**
- ❑ Ryobi & Hart 40V:
 - ❑ Please note that only the 40V tools carry the 5-year warranty - the batteries and chargers have a 3-year warranty

Part Number	Description	Qty	Price
130429048	PACK, BATTERY 18V 1.5Ah LG, A-TECH LI-ION	1	63.33

Part Serial

Original Part Number: *

Original Serial Number: *

New Part Number:

New Serial Number: *



Filing A Claim - Freight

- Freight is paid only if a customer ships their product to you due to distance and the product must be shipped back to them OR is approved by TTI personnel; Approved Warranty Riding Mower Pickup & Delivery Amount should also be entered in this field.
- If parts are shipped from the parts distributor to you via LTL, then you may file for reimbursement for those freight charges
- The amount paid for shipping should be entered in the Freight field**
- Tracking and Carrier information must be included in the "Additional Information" section**
 - **The tracking must be trackable by TTI for freight charges to be paid**
- In order to expedite the auditing and review process, we recommend that a shipping receipt be attached.
- ***Please note that TTI does not reimburse shipping costs associated with parts ordered for servicing the product**

Freight Cost	\$	0.00	USD
Taxes	\$	0.00	USD
Total Cost	\$	17.50	USD

Tracking Number:	<input type="text"/>
	<small>Required if Freight Cost is entered.</small>
Dealer:	<input type="text" value="H0927"/>
	<small>This is the account that the claim will be assigned to</small>
Carrier Information:	<input type="text"/>
	<small>Required if Freight Cost is entered.</small>



Filing A Claim - Notes

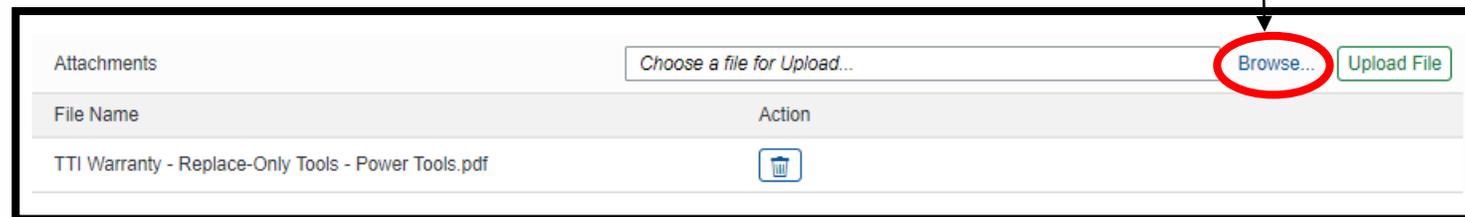
- Any information that may aid TTI warranty auditors in making a final decision about warranty claim approval should be entered here
- This would include explaining any out of the ordinary circumstances, TTI tech authorizations, etc.
- If a part that is usually not covered by warranty is damaged due to failure of a part that is covered under warranty, please note this in order to ensure a smooth approval process
- If the address or contact information pulled from a customer's account is not accurate, please note that you have entered different info
- This field should also be used to give details for any defect code which requests additional details, including replacement requests. Claims with these defects added will not be approved without sufficient information
- The Notes section is your friend; the more information you provide, the more we can help.
- More time should not be requested here; the authorization # from a technician who already authorized the time should be entered here.

Notes: 0 of 2000 characters used



Filing A Claim - Attachments

- ❑ Attachments can be added to warranty claims by clicking the Browse button, selecting the file, and clicking Upload File
- ❑ If an attachment is added in error, simply click on the trash can to delete
- ❑ Any documentation - This can include anything that is required or may be helpful during the auditing process:
 - Receipts
 - Proof of Replacement
 - Pictures of damage to a unit
 - Freight receipts
- ❑ All attachments are transmitted with and attached to claims





Filing A Claim - Service Center Representative Information

☐ Just need your First Name, Last Name, and Phone Number

5 Service Center Representative Information

First Name*	Last Name*
<input type="text" value="Test"/>	<input type="text" value="Test"/>
Phone Number*	
<input type="text" value="(123)123-1234"/>	



Filing A Claim - Submission

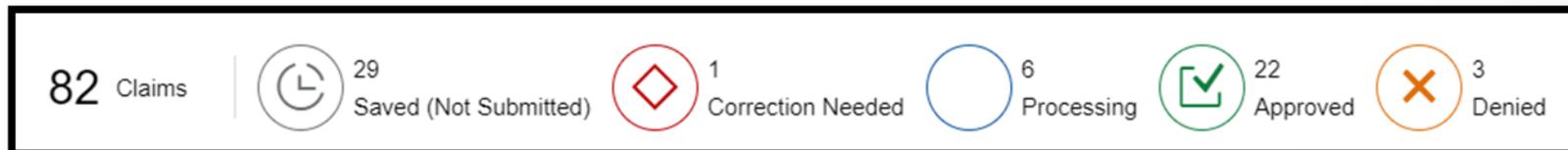
- ❑ Once all areas of the claim form have been completed and you are ready to send the claim to TTI for processing, click "Submit"
- ❑ **This transfers the claim to TTI immediately, therefore no edits to the claim are possible once "Submit Claim" is clicked**
- ❑ **If the claim is not yet ready to be sent to TTI, you may hit cancel or the back button on your browser to leave the form.**
- ❑ Please email ASCsupport@ttigroupna.com if corrections are needed.





Claim History

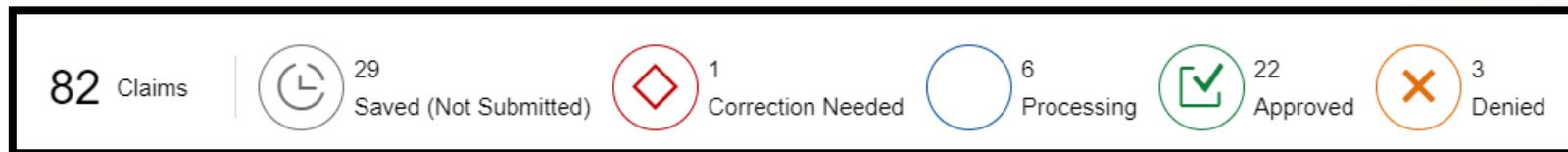
- ❑ Go to Claim History
- ❑ Claims can be searched by numerous fields
- ❑ The search will return only claims filed under the current tile
 - ❑ For example, when searching inside the RIDGID tile, only RIDGID claims would be returned
- ❑ You can click the icon to see claims in each Status:
 - ❑ Pre-Filed
 - ❑ Correction Needed
 - ❑ Processing
 - ❑ Completed
 - ❑ Denied





Claims Information

- Pre-Filed (Checked in to your shop, no repair/replacement completed, not submitted)
- Correction Needed (Claim submitted, request for more information added to end of your notes)
- Processing (Claim auditing is in process)
- Approved (Claim has been approved and submitted for payment)
- Denied (Claim is rejected)





TTI Auditor Responses to Claims

- If a claim is placed in Correction Needed/Under Review, notes are added to the end of your notes in the claim requesting the information needed. You will need to email ASCSupport or the claim auditor to provide more information.
- You can now send a text message to 877-371-8735 and it will allow you to track TTI tool replacement orders. You will be asked for the 7-digit order number that is found added to the end of your notes in the claim.

RYOBI Power Tools US - Claim History

Claim Number: 73897587 ◇ Pre-Filed Edit Print

Service Center Information	Claim Information	Customer Info.	Dates
	Service Center Claim #: test151515 Created On: 21-09-2022 Model: PMF01 Serial Number: CS1952	test test anderson South Carolina 21692 (444)444-4444 test@ryobi.com	Purchased: 05-09-2022 Received: 20-09-2022 Returned:

Bill To

TTI Consumer Power Tools, Inc.
115 Innovation Way
Anderson, SC 29621

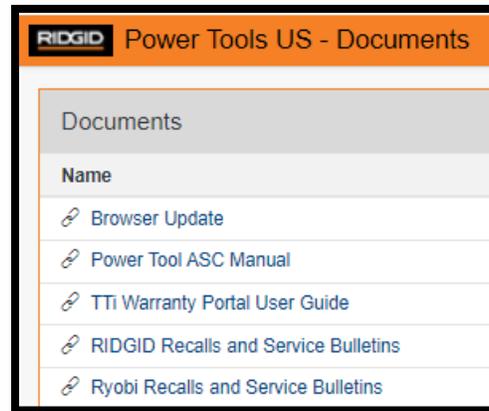
Signature:
Additional Notes: Switch Failure, PN# 270016200 (Switch) is NLA. **9/28 MN Order 7672503**

Once this claim is submitted you will no longer be able to edit this claim. All diagnostic, parts, and repair should be finished before submitting the claim. ×



Document Library

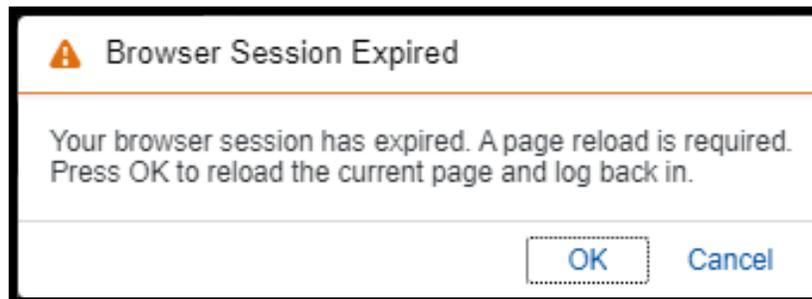
- ❑ Helpful documents provided by TTI are available under the Browse Documents section of each branded tile
- ❑ The most up to date version of the ASC Manual, Defect Code listing, and Replace-Only List can be found in this section





General Information

- Before a claim is submitted, the tool repair or the diagnosis for a replacement must be completed.
- Tools must be returned upon the completion of a repair. They cannot be held until completion and payment of warranty claims.
- Claims filed Thursday – Wednesday are finalized on the following Friday and checks are typically issued by the next Thursday. They are generally mailed out the date issued.
- The claim form has a time-out feature of 15 minutes due to inactivity. You will see the error message below and need to click OK. The page will refresh and allow you to continue.





Contacts

- ❑ Warranty Claim Site: <https://warranty.ttigroupna.com>
- ❑ Dedicated TTI Contact Options: 877-371-8735 & ASCsupport@ttigroupna.com
- ❑ Parts Ordering and Illustrations:
 - ❑ US: Gardner, Inc. - 888-GARDNER & <https://www.gardnerinc.com/>
 - ❑ CA: Power Source - (800) 663-9700 & <https://www.powersourcecanada.ca/>
- ❑ Power Tool Claim Questions & Issues: Andrea Jones - andrea.jones@ttigroupna.com
- ❑ Outdoor Product Claim Questions & Issues: Dustin Hannold - dustin.hannold@ttigroupna.com
- ❑ Parts Questions & Issues: Amanda Winslett - amanda.winslett@ttigroupna.com
- ❑ Tool Replacement Order Questions – stephanie.sunner@ttigroupna.com
- ❑ Canadian/French Assistance: Chakib Essammah - chakib.essammah@ttigroupna.com
- ❑ Warranty Site Assistance: Michael Nemeth - michael.nemeth@ttigroupna.com
- ❑ Service Agreement Assistance: Jeff Cox - jeff.cox@ttigroupna.com