
Product Bulletin

May 20, 2015

ProGen® Upright Center Wheel Delamination Issue

A limited quantity of center wheels on the bottom of the base plate of the ProGen upright vacuum model have been found to be peeling (or delaminating). Due to a tolerance deficiency in the sub-material of the wheel overmold, friction between floor surfaces and the wheel can cause peeling. This peeling does not affect the performance of the vacuum; it is strictly a cosmetic issue.

The material was corrected on all ProGen models beginning with serial numbers below:

ProGen 12 (SKU # 107329) – 1439 KC 00001

ProGen 15 (SKU # 107330) – 1443 KC 00001

Where the serial number includes the manufacture date (for example):

1439 = YYWW = the 39th week of 2014

00001 = vacuum identifier

Although upright vacuum wheels are considering wear items, this delamination is a material defect and the center wheel can be replaced under the product's Limited Warranty for this issue.

WHEEL REPLACEMENT INSTRUCTIONS:

Repairing this issue in the field requires the following: position the vacuum in a manner to access the underside of the base plate, remove 4 baseplate screws, remove the wheel cover, lift the center wheel from the base and slide the wheel off the metal lever serving as its axle. To reinstall: Slide the replacement center wheel onto the lever/axle, reposition the wheel and axle into the recessed area of the baseplate, reposition the wheel cover onto the base and secure the cover to the base with the 4 baseplate screws.

Please contact ProTeam Customer Service at customerservice.proteam@emerson.com or 866-888-2168 to order the wheel.

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