

Product Bulletin

May 19, 2015

Backpack Vacuum Cord Care Reminder

Use the provided Cord Holder

We have received reports from the field regarding damaged power cords and switch cords on backpack vacuums. The damage includes shorting or overheating of the cord conductors adjacent to the male plug or at the switch box's overmolded strain relief feature. Specific descriptions of the aforementioned issues vary from heat damage to a pinhole-sized melting of the exterior jacket, or just reports of the product no longer working. The common underlying issue is that the cord holder is not being used and some other method of holding the cords, such as knotting, causes the damage.

These cords are designed and tested for heavy commercial use, and are durable enough to withstand normal usage for the life of the vacuum. There are several methods and habits of daily general care and maintenance that will help ensure prolonged life for these cords. These are listed in the Owner's Manual and literature shipped with each vacuum. Following are items we wish to highlight based on inspection of product from the field:

- 1) Cord holder use is necessary. Each backpack is shipped with a cord holder attached to the waist belt. The extension cord should be looped through the holder to secure it, eliminating any need for cords to be tied or knotted together, which can damage the internal conductors.
- 2) When looping the extension cord through the cord holder on the waist belt, there should be 8-10 inches in cord length from the cord holder to the point where the extension cord and power cord connect, avoiding any sharp bends in the cords.
- 3) The switch box is designed to be attached to the waist belt. If it is left unsecured and hanging free, it can get caught on objects, which can result in amplified stress or immediate breakage to the cord during use.

Any severe or extreme bend to an electrical cord of any type on any appliance can damage the internal conductors within the cord. Once a conductor is broken/fractured, a high resistance point is created, which will produce heat in a location contrary to the product design and may eventually lead to failure.

ProTeam changed the durometer (hardness/rigidity) of the cords on the backpack in the past to assist with cord usage. The change provides more flexibility in the assembly, but proper care is still needed to minimize severe bending in the cords.

See examples of proper cord length and attachment in photos to the right.



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