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# Product Bulletin

May 22, 2015

## ProGen® Upright Hose Not Designed as Carry Option

A limited number of reports have been received regarding the stretch hose on the ProGen uprights unraveling. Durability tests conducted on the design intent of the product (which included full extension of the hose across a fixture to mimic the use during vacuuming hard-to-reach areas) have been unable to duplicate the failure.

During numerous design tests, damage has only been replicated when lifting the entire weight of the vacuum by the hose several times, rather than by the designed carry handle on the back of the vacuum. In this manner, the hose material stretches beyond its designed capability and eventually fatigues and tears under the weight of the vacuum.

It is important that users DO NOT try to carry the vacuum by the hose, but use the intended carry handle as shown in the photo below. This will ensure longer life of this wear item.

