

Product Bulletin

May 19, 2015

ProGen® Upright Power Cord Care Reminder

We have received reports of the ProGen upright power cord separating at the strain relief as well as cord jacket failure at the point where the cord is joined with the strain relief over-mold. Testing has shown the cause of this type of damage as a result of extreme bending of the cords over time contrary to their design.

Our ProGen vacuums are designed and approved for commercial use. However, upright power cords experience a lot of movement and contact with hard surfaces (floors, walls, cubicles, furniture, etc.). Because of so many environment variables and other factors, the cords are considered wear items and not covered by the product's Limited Warranty.

With basic care, however, they are durable enough to withstand normal usage for the life of the vacuum. There are a number of methods and habits of daily general care and maintenance that will help ensure prolonged life for these cords. Several are listed in the Owner's Manual and literature shipped with each vacuum. Following are two cord care and maintenance items we wish to highlight based on recent inspection of vacuums from the field:

- 1) The cord should be wrapped around the bottom cord storage hook first and then directed upward and wrapped around the top hook. The pattern would continue until the cord is fully stored on the vacuum. This method cares for the cord in such a way as to reduce stress on the jacket and its internal conductors while not in use. If the cord storage process begins by wrapping over the top hook, especially immediately after long use, when the cord temperature is higher, it creates a sharp bend and can break the cord's internal conductors. *See Photo 1 below.*

EXAMPLE OF HOW NOT TO SECURE THE POWER CORD:



PHOTO 1

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- 2) Forcing the cord and strain relief in an extreme direction/position. One vacuum recently observed had the cord bent backwards and secured to the handle. The internal conductors of the cord were damaged at the point where the cord is joined with the strain relief, which resulted in a short and the vacuum inoperable. Cords should not be forced into such an extreme position. *See Photo 2 below.*

EXAMPLE OF HOW NOT TO SECURE THE POWER CORD:



PHOTO 2

CORRECT CORD STORAGE AND DIRECTION OF WRAP:



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