
Product Bulletin

May 20, 2015

ProGen® 12 Upright Rear Wheel Issue

A problem has been identified in the performance of the rear wheels in a specific group of ProGen 12 upright vacuums manufactured in 2014. The axle hole in the base was oversized and the specific vacuums affected have a potential of the rear wheel locking or wobbling, making the vacuum difficult to use.

Not all ProGen vacuums are affected. Only a ProGen 12 model (**SKU # 107329**) that falls within one of the serial number ranges below:

1429 KC 0481

1429 KC 0728 through 1429 KC 0755

14154 KC 0002 through 14154 KC 0925

14173 KC 0001 through 14180 KC 0433

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

1429 = YYWW = the 29th week of 2014

14154 = YYDDD = the 154th day of 2014

0002 = vacuum identifier

To repair this issue in the field requires a complete disassembly of the vacuum base. In lieu of that involved work, ProTeam will replace and exchange an entire vacuum that falls in the above serial number range with the reported wheel/axle hole issue.

Please contact ProTeam Customer Service at customerservice.proteam@emerson.com or 866-888-2168 to coordinate the vacuum exchange. ProTeam will pay for the shipping and return of the vacuums.