



TTI Floor Care North America

## Technical Service Bulletin

**Memo #:** 110817RPORECK  
**To:** Oreck Service Dealer Network  
**From:** TTI Floor Care Warranty / Service Department **Date:** NOV 08, 2017  
**Re:** BU10000 / BU10010 Warranty Service Parts NLA

This bulletin addresses the policy being instituted regarding consumers seeking warranty service on the NLA BU10000 / BU10010 Oreck Bagless Upright Vacuum.

Effective, as of this bulletin, if there is a manufacturers defect and a service part(s) are no longer in production or available when a BU10000 or BU10010 unit is presented for repair, follow the policy below.

Prior to executing an option below for replacement of a BU10000 or BU10010 all points of trouble shooting must be performed to isolate that the failure is a warranted cause (A failure to maintain / clean and or change the dirt cup and exhaust filters resulting in damage to the suction motor is not warranted). After thorough diagnostics and inspection of the machine refer to the following two options for consumer satisfaction.

**Option 1. BAGLESS REPLACEMENT** – If the consumer desires a Bagless Upright vacuum as a replacement; Mandatory proof of purchase will be required from consumer. Submission of these forms acknowledge "As per bulletin, the unit has been inspected and has been determined to be defective and in need of a non-available warranted repair part(s). Once the original Proof of Purchase, Data Sticker from the BU10000 and completed Option forms are received, the warranty department will process a replacement with a Bagless Upright Vacuum (Brand and model at the discretion of the warranty department commensurate with the original purchase receipt price of the BU10000 / BU10010). Any warranty coverage that remains on the original BU10000 / BU10010 will carry over to the replacement machine. The replacement machine will not have any new, different or separate warranty coverage. Dealer will remove the DATA sticker from original machine and include with form.

**Option 2. ORECK REPLACEMENT** – If the consumer prefers to remain within the Oreck brand of products, the customer may be offered the opportunity to upgrade to a new bagged Oreck UK30200 at a special price of \$190.00. The dealer will be billed \$94.45 and will retain \$95.55 providing revenue to cover handling of replacement as well as return shipping of the original machine (if returned for inspection). If the consumer wishes to take this Option, have the consumer complete and sign the adjoining Option Form issued by the warranty department. Upon completion of the Option Form mail the forms, Data Sticker and ORIGINAL proof of purchase to: Oreck Manufacturing, ATT: BU10000 Warranty, 1400 Salem Rd. Cookeville, TN, 38506. The Warranty Department may request the BU10000 to be returned to be inspected and verified that the machine itself is the underlying cause of the failure and that the machine has not been damaged from misuse, mishandling or a failure to maintain dealer shall hold the BU10000 for 30 days pending a request the machine be returned. The original warranty claim (if any has been submitted) will be closed and no warranty claim will be required in the Dealer Warranty Portal. Only the completion of the Option Form with proof of purchase will be required. If the consumers Original Proof of Purchase documents their original purchase price was \$298.00 or greater, the fee for upgrading to the Oreck machine will be waived.

**TTI Floor Care / Warranty Department, 1400 Salem Rd. Cookeville, TN 38506**

