Technical Service Bulletin

**Memo #: Oreck Magnesium Bulletin July 15, 2021**

**To: Oreck Service Dealer Network**

**From: TTI Floor Care North America Warranty / Technical Service Department**

**Subject: Oreck Magnesium Replacement Bulletin**

**Reference – Oreck Magnesium LW100/LW1500RS**

This bulletin addresses the policy being instituted regarding consumers seeking warranty service on the Oreck Magnesium (LW100 and LW1500RS)

Effective, as of this bulletin, if there is a manufacturers defect and a service part(s) are no longer in production or available when an Oreck Magnesium LW100 and LW1500RS unit is presented for repair, follow the policy below.

Prior to executing an option below for replacement of a LW100/LW1500RS 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. Oreck Elevate Conquer UK30300PC at no charge