

Important Product Safety Information

Oreck® Discover™ Upright Vacuum

VOLUNTARY RECALL

Free Repair of Recalled Units

Dear Valued Customer,

As the owner of the Oreck brand, we are committed to delivering superior and safe products to meet your cleaning needs.

Therefore, we wanted to inform you that some **Oreck Discover Upright Vacuums** are being recalled due to a potential safety issue. We have received reports and confirmed that some of these vacuums contain electric cord plug prongs that can detach from the plug and remain in an electrical outlet when the vacuum is unplugged. A detached prong can pose a risk of an electrical shock hazard if it remains connected with an electrical outlet. Oreck has received no reports of personal injury, but it is voluntarily recalling the affected vacuums out of an abundance of caution.

For your safety, please **STOP USING YOUR ORECK DISCOVER UPRIGHT VACUUM**. Then follow the steps below to determine whether your **Oreck Discover Upright Vacuum** falls within the scope of the recall. Only certain production batches are affected.

Step 1: Determine the serial number of the Oreck vacuum. The serial number is located on a silver data label on the bottom of the vacuum **as shown below**:



Data Label Placement



**Affected Serial Numbers
Begin with the Following Six
(6) Letters and Numbers:
AJ2226, AJ2227, AJ2228,
AJ2229, AJ2230, AJ2231,
and AJ2232.**



If your serial number is **NOT** listed in this letter as an affected unit, then your Oreck Discover Upright Vacuum is **safe for use and no further action is needed.**

The **affected serial numbers** begin with the following six (6) letters and numbers: **AJ2226, AJ2227, AJ2228, AJ2229, AJ2230, AJ2231, and AJ2232.**

If your serial number **IS** listed, **please continue to Step 2.**

Step 2: Call Oreck Customer Service.

If you have determined that your vacuum is affected, please discontinue using your vacuum and call our customer service department for instructions on how to receive a free repair for your vacuum. If you need any assistance determining if your vacuum is part of the recall, please call:

1-888-383-7000

9 a.m. to 5 p.m. ET, Monday through Friday, or visit us online at <https://oreck.com/pages/recall> or www.oreck.com and click on "Product Recall" at the bottom of the page for more information.

We would like to apologize for any inconvenience this may cause you and look forward to serving your vacuum cleaning needs in the future. Thank you for taking the time to look at your Oreck Discover Upright Vacuum.

Sincerely,

Royal Appliance Mfg. Co.