



December 7, 2023

**Re: IMPORTANT SAFETY RECALL NOTICE**

Dear Retail Partner:

This letter is to inform you of a voluntary product recall in connection with the electric power cord plugs on certain Oreck Discover Upright Vacuums (impacted serial numbers begin with the following six letters/numbers: AJ2226, AJ2227, AJ2228, AJ2229, AJ2230, AJ2231, and AJ2232). This voluntary product recall is being conducted in cooperation with the U. S. Consumer Product Safety Commission ("CPSC").

The vacuum's electric cord plug prong can detach and potentially remain in an electrical outlet when the vacuum is unplugged. A detached prong can pose an electrical shock hazard if it remains connected with the electrical outlet. We have received several allegations that a prong separated from the plug on these vacuums and remained in an electrical outlet. However, we have not received any allegations of injury. In response and out of an abundance of caution, we have initiated a voluntary recall in cooperation with the CPSC.

Our records indicate that affected units may have been sold in your store(s) or online during and after September 2022. There may be models of this unit in your inventory, so we request that you immediately check to confirm whether you have affected units. **If you have any affected units in your inventory, please stop their sale immediately and contact Oreck customer service at <https://oreck.com> (and click "Support" at the top of the webpage) or call 1-888-383-7000 for more information.**

Again, the only Oreck Discover Upright Vacuum serial numbers that are affected begin with the following six letters/numbers: AJ2226, AJ2227, AJ2228, AJ2229, AJ2230, AJ2231, and AJ2232. If needed, the serial number can be located with the assistance of Oreck Customer service. Consumers with an affected vacuum will receive a free repair through an Oreck Warranty Service provider.

**We ask that you post the enclosed notice in accordance with CPSC requirements for 120 days in a prominent location at all store locations where the vacuums are sold, near the entrance or exits, or at the cash register(s).** More copies of the notice are available upon request. The CPSC will be monitoring this corrective action. Thank you in advance for your cooperation on this important matter.

Sincerely,

Royal Appliance Mfg. Co. d/b/a TTI Floor Care North America

Enclosure: CPSC In-Store Poster Oreck Discover (12 7 23)

