



TTI Floor Care North America

Oreck Discover: Lifting Nozzle & Brushroll Stops Spinning

Wednesday, May 3, 2023

This notice is to provide a notification and resolution for 2 issues that required the response of our Quality Engineering Team.

Lifting Nozzle

Issue: Some Oreck Discover models' nozzle stays locked at 90 degrees to the spine when reclined to use. This is due to the air inlet. We have conducted a 100% audit in Q1 2023 at our distribution centers, all models found without the ability to lay flat were removed from inventory.

Action: Please submit a warranty claim with all the details of the issue, a prepaid label will be sent at the discretion of the TTI Warranty Department. A replacement unit will be sent to rectify the issue.

Brushroll Stops Spinning Immediately "ON"

Issue: The Oreck Discover monitors if the brushroll stalls by reading a magnet in the brushroll with a sensor. We have found that a very small number of magnets used in the Discover brushroll are not strong enough to tell the sensor the brushroll is spinning, causing the unit to think it is stalled.

Action: Please submit a warranty claim with all the details of the issue for a brushroll (Item # **83020-01**), a prepaid label will be sent at the discretion of the TTI Warranty Department. A replacement brushroll will be sent to rectify the issue.

Reference:

- Models: UK30500PC & UK30500



ORECK.

