



TTI Floor Care North America

Technical Service Bulletin

Memo #: 101315 ORECK
To: Oreck Service Dealer Network
From: Oreck Warranty / Service Department
Date: November 3, 2015
Re: AIRTB Collector cells NLA

This bulletin addresses the policy being instituted regarding consumers seeking warranty service on the Air TB air purifiers with a lifetime warranty on the collector cells.

Effective, as of this bulletin, Air TB Collector cells are no longer in production or available. Please review and follow the policy below when presented an Air TB unit for repair.

Prior to submitting a warranty claim for the collector cell in the AIR TB all points of trouble shooting must be performed to isolate that the collector cell is in need of replacement (There are other factors that can cause a Check Collector Cell light to illuminate).

- If the “check collector cell” is flashing that usually is an indicator that the cause is electrical and NOT the collector cell proceed by completing the following steps:
 1. Coated Pre Charge Wires (Wipe Wires, Clean Wires With Polishing Stone or Replace Wires)
 2. Displaced HV Contacts (Replace damaged HV Contacts)
 3. Defective HV Power Supply (Replace HV Power Supply)
- If the light is on continuous (not flashing) proceed by completing the following steps:
 1. Dirty or wet Cell or Burr on Cell Plate (Clean cell or Dry Cell or Locate Burr on cell and remove)\
 2. Wash the Truman Cell as directed in the owner’s manual (warm water, mild detergent and/or Assail-a-Cell). Rinse thoroughly.
 3. Check the plates of a collector cell to verify that they have not become damaged as a result of not being maintained (cleaned as recommended by the manufacturer) note that incorrect or lack of maintenance is not considered a manufacturers defect and would not be warrantable
 4. Check the 4 very thin pre-charge wires to ensure that they are now clean and in place and that the 4-legged metal attachment piece is not deformed and keeps good tension on the wires. Replace wires if broken detached or have poor tension. (part # 09-20082-01) In addition clean the wires using a polishing stick by lightly rubbing the wires end to end.
 5. Inspect the edges of the metal plates of the collector cell – if there are any burrs or metal slivers on the edges smooth the edges with a fine file, emery paper or a polishing stick like the ones used for polishing commutators.

If after completing the steps above it is determined the collector cell is the cause of the check collector cell light staying on and the cell is unrepairable refer to the following two options for consumer satisfaction.

Option 1 - Complete a warranty claim in the dealer portal. (Mandatory proof of purchase will be required from consumer) In step 3 “Select Parts” Select “Report Issue” select Part not Listed and include in the narrative "As per bulletin 101315 unit was checked and has been determined to be defective cell. Once the claim is received the warranty department will replace the AIRTB with factory reconditioned Air Purifier (model at the discretion of the warranty department subject to availability).

Option 2 – As an alternative, to repair, the customer can be offered the opportunity to upgrade to a new Air 16 at a special price of \$185.00. (Dealer will be billed \$109.00 at a warranty adjusted cost for the unit thus giving you \$76.00 in revenue to cover shipping and handling of claim) If the consumer wishes to take this Option have the consumer complete and sign the attached Option Form (issued by the warranty department see attached). Upon completion of the Option Form fax the form to 1-888-975-5151 and ship (at dealer cost) the consumer's old machine with collector cell to Oreck Manufacturing, Attn: AIRTB, 1400 Salem Rd. Cookeville, TN, 38506. Where it will be inspected and verified that the machine itself is not the underlying cause of the collector cell light illuminating and that collector cell has not been damaged from use of unauthorized cleaning agents or mishandling. After which, Oreck will send the dealer the Air 16 for the consumer (If this option is selected no warranty claim should be filed in the Dealer Portal. Only the completion of the Option Form is required)

Oreck Warranty Department
1400 Salem Rd
Cookeville, TN 38506

