

# PREPARING YOUR CLEANER FOR SHIPPING

In the event that you should have to send your Cleaner in for repair, you must package the Cleaner properly to ensure it reaches the repair facility safely and without incurring damage during transport. Failing to do so may delay your repair turnaround time and require you to contact your shipper directly to dispute damages.



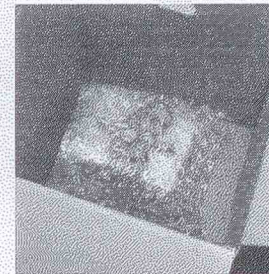
1

Ask the technical service analyst whether the Power Supply needs to accompany your Cleaner. If yes, the Power Cord should be coiled (Fig. 1a) and the Power Supply should be entirely well wrapped in bubble-wrap or equivalent protective material and be positioned in the center of the base of the shipping box (Fig. 1b). The shipping box base must be firmly sealed.

Figure 1a



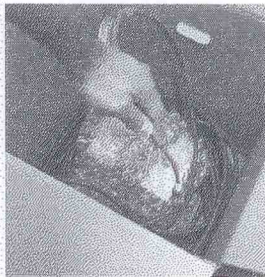
Figure 1b



2

Your Cleaner's Floating Cable should be coiled and encircled around the Power Supply located at the base of the shipping box (Fig. 2).

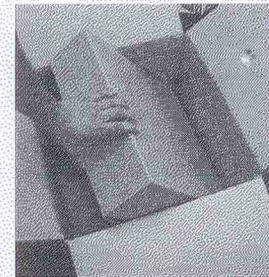
Figure 2



3

A protective barrier (preferably thick cardboard) should be placed on top of the Floating Cable and Power Supply (Fig. 3).

Figure 3



4

Your Cleaner should be completely wrapped in bubble-wrap or equivalent protective material. The protected Cleaner should be positioned in the center on top of the protective barrier that is shielding the Cleaner from the Power Supply and the Floating Cable underneath. Insulated protective material like bubble-wrap should be placed between the Cleaner and the shipping box at walls and top to secure the Cleaner and around shipping during transit (Fig. 4a). Models with Floating Handles should be folded and insulated during packaging in order to prevent damage during transport (Fig. 4b).

Figure 4a

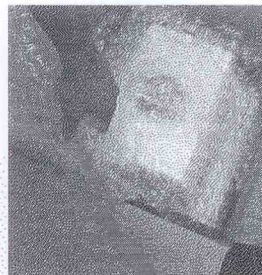
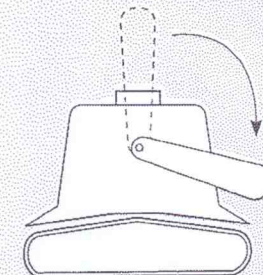


Figure 4b

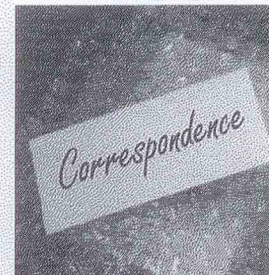


5

A copy of all information obtained during your contact with the technical service analyst and / or Authorized Service Center, including your contact information, Cleaner's serial number and information relevant to the current technical issue should be sent in the packaging with your cleaner in an envelope marked correspondence (Fig. 5). The correspondence should specify the following:

- Technical issue
- Troubleshooting procedures that you completed
- Who you spoke with, when and what was determined
- Your contact information (name, email, phone number, address, Cleaner model name and serial number)

Figure 5



**IMPORTANT:** Keep a copy of your shipping information for tracking purposes!