

April 30, 2019

TECHNICAL BULLETIN

RE: Updated Safety Information Regarding Cordless HUSHTONE Backpack (CH93406)

On March 1, 2017, TTI Floor Care North America ("TTIFC") issued a technical bulletin regarding the Hoover® Commercial Cordless HUSHTONE Backpack to remind users that this product is intended for dry use only. The previous bulletin stated that "if the carpet or floor is damp, the machine will pick up moisture and this may subsequently damage the unit, battery, and subsequent batteries used on the failed unit." This bulletin is being issued to notify users about an update to the product manual, which specifically warns about the potential danger of exposing a lithium-ion battery to conductive or corrosive liquids and the availability of a new on-product warning label being made available to current product owners.


The Hoover Commercial Cordless HUSHTONE Backpack is powered by a 40V lithium-ion battery, and like other lithium-ion batteries, it can experience an internal short circuit if exposed to conductive or corrosive liquids. If conductive or corrosive liquids enter the 40V battery in sufficient volume, they can cause battery pack failure, which, in extreme situations, can result in smoking or fire, even when not in use. Examples of highly conductive or corrosive liquids include salt water, chlorine, certain industrial chemicals, and bleach or bleach-containing products. To eliminate risks, users should always avoid ingesting or exposing the HUSHTONE Backpack's 40V battery to water, moisture, or fluids. The HUSHTONE Backpack should never be used outdoors and should not be used to vacuum wet or damp floors.

The operator's manual instructs users on proper use and potential scenarios users may encounter. To further inform and warn users against misuse, the Cordless HUSHTONE Backpack has been updated with an expanded manual warning and a new on-product warning label, which are attached to this bulletin for reference. **If you own a Cordless HUSHTONE Backpack please request a new manual(s) and new on-product label(s) by contacting TTIFC Customer Service at 1-888-768-2014 or by email at preferred.support@ttifloorcare.com, and ensure that all users are aware of these updates.** Updated manuals may also be downloaded by clicking on the Literature/Media link at www.hoovercommercial.com/cordless-technology/hushtone-6q-cordless-backpack.

The HUSHTONE Backpack meets all applicable safety and regulatory standards and is safe for use when used in accordance with instructions. If you have any questions or concerns please contact Customer Service at 1-888-768-2014 between 8 a.m. and 5 p.m. (ET) Monday through Friday. If conductive or corrosive liquids have entered your battery pack, you should immediately place the battery a safe distance from people, pets, and structures, and call Customer Service.

Sincerely,

The Hoover Commercial Product Team

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