

Issued by: Quality Team HUP
Subject: Product Exchange / Ergorapido and Centaur

Introduction:

Stop the battery repairs with 9.6 V Ergorapido and Centaur cleaners

Description:

Electrolux has a quality issue with 9,6V version of battery cleaners Ergorapido and Centaur in International countries (mainly in US and less in Japan & Korea). They were assembled with Sub-C 4/5 battery pack produced by KAN. Statistically there is very slightly chance to face up with the same problem in EU. To make sure no more potential risk will be introduced in the market it was decided to stop spare part supply for Sub-C 4/5.

Please be aware that we are only talking about the service cases/ repairs where spare parts might be used!

Platforms

- 9.6 V Ergorapido (older generation)
- Centaur: **before 743xxxxx serial number or when the forth digit start with 5(xxx 5xxxx)**
(In Centaur we changed the supplier week 43 in 2007, and with the new supplier there is no problem with battery)

To Do:

Step 1:

The decision is the following: not to carry out any repairs on battery pack when the following ANC number might be used for repairing*, or to replace with same battery type. Instead - exchange product with new Centaur 12V version, when it is under warranty!

* There are 2 varieties of Sub C Battery which can be found as spare parts, two different colors: blue and green battery. The green colored type can be used as spare part. It can be easily separated by colors.



Green colored battery can be used as spare part



Blue colored battery – not to be used!

Here comes the list of the ANC (ID):

407 13 97-25 / 3
407 13 97-26 / 1
407 13 68-33 / 8
407 13 68-32 / 0
405 50 19-10 / 5
405 50 19-09 / 7

Step 2:

Initially take cost locally, but create excel file where cases are recorded for later reimbursement from supplier. It has to be reported to the European service manager and as information please put in HUP quality team in addressee.

Step 3:

Please check your stock from the above mentioned ANC and separate it if you have blue colored battery pack. When it is done, send over to Germany, Distriparts warehouse. This transfer cost you can invoice to HUP.

Please mention details on invoice to be transparent and traceable.

Notes:

Till today, no other option to repair such defects but hopefully INTEC(other battery supplier) battery will be available for us and supplier can provide to Distriparts according to the orders.