



June, 2023

Attention: Authorized Kirby Service Center!

**Subject: New Service Kit for the Avalir 2 MSSS Shampoo System P/N 810001A includes a Brush Roll # 305714, Shield # 304414, Belt # 301291 and an instruction insert.**

We have noticed a high incidence of a "improperly assembled brush roll to the shampooer"- leading to melting of parts. This normally would be classified as a "User Issue", not a defect in workmanship or materials covered under warranty. However, we have decided to cover this as a Warranty Inclusive Issue.

This new MSSS Service Kit will adequately repair the majority of the incidents. However, you should inspect the unit carefully to insure that there is no additional damage to the nozzle weldment. If so, you will need to replace that part as well with P/N 857222. Steel City will have these parts in stock. If you have any questions, please call our Hot Line Number: 800-535-8674.

We care for our customers and are very grateful to you for the service you provide them.

Regards,

**Jim O'Leary**  
*Customer Support Specialist*

**Lou Verardi**  
*Channel Development Manager*



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