



September, 2023

Almost all fan repair cases are a result of user issues, and not a Warranty issue of failed material or workmanship. Here are some helpful tips.

Categorizing the various fan related issues:

1. User picking up an object that damages the fan, such as a nail, coin, or screw. The Kirby suction allows the machine to pick up objects that other machines pass over. "Just like cutting your lawn," always pick up the big sticks, that otherwise could damage the mower.
2. Not allowing the fan to cool down while inflating or deflating. The Manual instructs the user to provide intermittently sufficient time for the motor to cool down, avoiding possible damage to the fan.

We rely on each of you to help educate our mutual customer on the best practices and use of the vacuum. Continue to communicate these two factors on the proper use of the Kirby. However, in the rare instance when you are dealing with a very emotional customer, you may employ the Warranty option as a remedy to the problem. Help educate the customer to avoid future fan issues.

Tips on the Proper Fan Installation:

1. Be sure to clean the edge of the fan case and base pan where they come together.
2. Apply a coating of clear silicone (P/N T117) to this cleaned surface to insure a tight seal. All the suction comes through the fan opening in the middle of the fan case. Significantly reduced suction can occur when this surface is not properly sealed.
3. Apply a very thin layer of grease to the inside of the rubber flanged gasket that comes with the replacement fan assembly. Apply the grease where it makes contact with the brass eyelet on the front of the bearing plate to avoid a whistling sound when the fan is slowing down to turn off.

Thanks for your attention to this bulletin and don't hesitate to call us with any questions.
(1-800-535-8674)

Regards,

Jim O'Leary
Customer Support Specialist

Lou Verardi
Channel Development Manager



KIRBY®