

# Salter Hand Vacuums Cordless.: DC Adaptor Recall & Replacement – Q&A

## **Q. Why do I need to have the adaptor replaced with another one?**

A. We have found a manufacturing fault with a very small number of adaptors, whereby the back of the adaptor can come off.

## **Q. The adaptor has worked fine for me, and the back seems secure, do I have to stop using it?**

A. Yes, we advise that you stop using the adaptor immediately as the manufacturing fault is not visible.

## **Q. If it is only a small number of incidents why do I need to stop using my adaptor?**

A. Although the number of incidents is low, as a responsible supplier, we believe replacing the adaptor is right thing to do.

## **Q. What shall I do with my adaptor and cordless vacuum?**

A. Stop using both the adaptor and the Salter Hand Vacuum Cordless and store them away. To register for a replacement adaptor please complete your details on the website: [Salter | Product Recall Notices](#).

## **Q. How do I return my old adaptor?**

A. Please register your details on the website: [Salter | Product Recall Notices](#). Once we receive the replacement adaptors into our warehouse, we will send a new adaptor to you along with a prepaid returns label so that you can return your old adaptor to us free of charge.

## **Q. Can I dispose of the adaptor?**

A. Please discontinue using the adaptor and wait for the prepaid envelope to be sent to you so that the charger can be returned to us free of charge.

## **Q. How long will it take for me to receive a replacement adaptor?**

A. We will start sending out replacement adaptors the week commencing 8<sup>th</sup> January 2024. We must wait until the replacement adaptor has passed all relevant testing and safety checks. Once we receive the replacement adaptors into our warehouse, we will immediately start the process of posting them out to customers. We thank you for your patience.

## **Q. Why do I have to wait till January to get my replacement adaptor?**

A. The replacement adaptor needs to pass all relevant testing and safety checks before it can be manufactured and then delivered to Ultimate Products. Once we receive the replacement adaptors into our warehouse, we will immediately start the process of posting them out to customers. We thank you for your patience.



**Q. If I need to speak to someone about my adaptor, who should I call/email?**

A. Please contact our Customer Service Team at Ultimate Products on:

- UK phone number: 0808 169 8571
- Ireland phone number: 0044 161 934 2212
- [productsupport@upplc.com](mailto:productsupport@upplc.com)