

Beldray Revo Cordless Vacuum & Salter Hand Vacuum 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 Beldray Revo Cordless Vacuum/Salter Hand Vacuum Cordless and store them away. To register for a replacement adaptor please complete your details on the website relevant to the brand of your vacuum: [Beldray | Product Recall Notices](#) OR [Salter | Product Recall Notices](#).

Q. How do I return my old adaptor?

A. Please register your details on the website relevant to the brand of your Beldray Revo Cordless Vacuum/Salter Hand Vacuum Cordless: [Beldray | Product Recall Notices](#) OR [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 8th 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. I don't have my receipt, can I still get a replacement adaptor?

A. Yes. Please register your details on the website relevant to the brand of your Beldray Revo Cordless Vacuum/Salter Hand Vacuum Cordless: [Beldray | Product Recall Notices](#) OR [Salter | Product Recall Notices](#) Once we receive the replacement adaptors into our warehouse, we will immediately start the process of posting them out to customers.

Q. What batches of adaptors are affected?

A. The manufacturing fault affects all adaptors supplied with the Beldray Revo Cordless Vacuums/Salter Hand Vacuums Cordless in the UK & Ireland since January 2020.

Q. Can I use a different adaptor to charge my cordless vacuum whilst I am waiting for my replacement adaptor?

A. No. Please stop using the adaptor and the vacuum and wait for a replacement adaptor to be sent to you.

Q. Do I need to return the whole vacuum?

A. No. We only require the adaptor back. This manufacturing issue only affects the adapter not the Beldray Revo Cordless Vacuums/Salter Hand Vacuums Cordless. Place the adaptor (not the vacuum) in the prepaid envelope and take it to your nearest Yodel return point at www.yodel.co.uk/store-locator.

Q. Once I receive the prepaid envelope, how I post the adaptor back to Ultimate Products?

A.

1. Place the loose faulty adaptor in the original postage envelope (no box is required).
2. Please ensure the envelope is securely sealed.
3. Attach your prepaid returns label on the outside of the postage envelope over the existing Yodel label and present this at your Yodel return point.
4. You can find your local Yodel return point at www.yodel.co.uk/store-locator.

Q. Where can I find the vacuum model number?

A. The model number can be found on the rating label on the Beldray Revo Cordless Vacuum/Salter Hand Vacuum Cordless, which is directly beneath the dust container. Please see below image below displaying the location of the silver rating label containing the model number.



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