

FILTERQUEEN®

AUTHORIZED SERVICE CENTER PARTS MANUAL 2011



Order Toll Free: 1-855-287-5043

ABOUT FILTERQUEEN AND HMI INDUSTRIES

In 1928, Frank and Martin Callahan, along with Ray Owen, founded what is now known as HMI Industries. Their original company, Sanitation Systems, Inc., was located in Chicago, Illinois.

In May 1930, Sanitation Systems, Inc. changed its name to Health-Mor Sanitation Systems, Inc. and became the largest direct selling organization selling any electric appliance within the city of Chicago.

A few years later, Ed Yonkers, an appliance shop owner in Chicago, was inspired to design a home cleaning system based on cyclonic action after seeing a tornado in Arizona. Ed brought his idea to the Callahan brothers, who promptly bought it, and the Health-Mor FilterQueen was born.

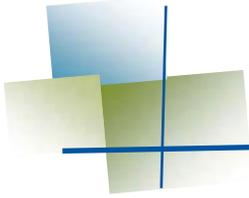
FilterQueen soon revolutionized the market with its cyclonic action and design innovations. Along with the Defender air purifier, introduced in 1996, the FilterQueen indoor air quality system has become an integral part of creating healthy home environments throughout the world.

On February 3, 2008, HMI Industries proudly entered its 80th year in business!



FILTERQUEEN®

1940's	Early 1950's	1955	1960's	1977	1988	1993	1995	1997
								
Model 200	Model 350	Model 500 Golden Monarch	Model 31 Model 33	Model D31X	Model 95X Majestic	Model 95 65th Anniversary Majestic	Model 99A Triple Crown Majestic	Model RAC-2000A Defender



FILTERQUEEN AUTHORIZED SERVICE CENTER PROGRAM

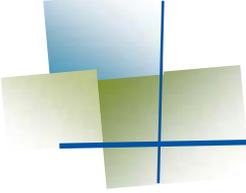
TO PLACE YOUR ORDER:

- Call our toll free number at 1-855-287-5043
from Monday to Friday 9:00 AM - 5:30 PM (EST)
- Fax us, 24 hours a day, at 440-846-7906
- E-mail your order to servicecenter@filterqueen.com
- Mail your order to: Service Center Support
HMI Industries Inc.
13325 Darice Parkway, Unit A
Strongsville, Ohio 44149 USA

or

- Place your order through your current Parts Wholesale provider.
- (Certain parts are exclusive to Authorized Service Centers ONLY)

1998	1998	1999	2001	2002	2002	2004	2004
							
Model 112A 70th Anniversary Majestic	Model RAC-3000A Defender	Model 112B Limited Edition Majestic	Model RAC-4000A Defender	Model 112C 75th Anniversary Majestic	Model AM4000 Defender	Model M360 360° Majestic	Model D360 Defender



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HEALTH-MOR
An HMI Industries Inc. Company

Quality Policy

Our customers are our number one priority, and their complete satisfaction is our goal.

Health-Mor is dedicated to delivering safe and dependable products that are the best in our industry.

We strive for continual improvement in our products and are committed to our Quality System which is reviewed for continuing sustainability.

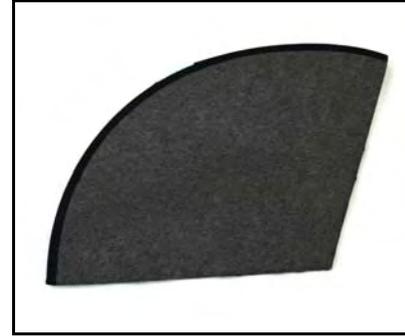
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Product Note:

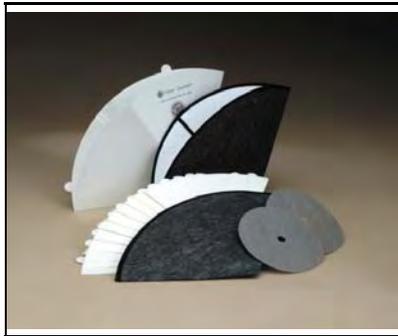
- Products noted as “New Style” are for 112C 75th Anniversary units and newer.
- Products noted as “Old Style” are for 112B Limited Edition units and older.
- Products for specific models are noted.

FilterQueen Majestic & Princess
12 Pack Majestic Filter Cones


Item#	ESSCO Part#	Detailed Description	Models
4404008200	FQ-50047	12 Pack Majestic Filter Cones	All Models

FilterQueen Majestic & Princess
Medipure Filter Cone


Item#	ESSCO Part#	Detailed Description	Models
4404008100		Medipure Filter Cone for Odor & Particulate Filtration	All Models

FilterQueen Majestic & Princess
6 Month Bundle Package


Item#	ESSCO Part#	Detailed Description	Models
4404007900	FQ-1827	6 Month Bundle Package	All Models

Defender Air Filter
Defender Cartridge


Item#	ESSCO Part#	Detailed Description	Models
4404001400	FQ-1813	Defender Medi Cartridge 8" (Service Center Exclusive)	RAC-4000, AM-4000, D360 Models
4404001500	FQ-1819	Defender Medi Cartridge 12" (Service Center Exclusive)	RAC-3000 Models

FilterQueen Majestic & Princess
Enviopure Cone (2 Pack)


Item#	ESSCO Part#	Detailed Description	Models
4404008400	FQ-1805	Enviopure Cone (2 Pack) for Odor Control	All Models

**Call Toll Free to Place Orders:
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***NEW* Defender Smoke Filter**
***NEW* Defender Smoke Filter**


Item#	ESSCO Part#	Detailed Description	Models
4404007300		Defender Smoke Cartridge 8" (Service Center Exclusive)	RAC-4000, AM-4000, D360 Models

Vacu-Queen Central Vac
Flexon Central Vac Filters


Item#	ESSCO Part#	Detailed Description	Models
4990000700	FQ-10404	Flexon Central Vac Filters	Central Vac

Defender Air Filter
Defender Wrap


Item#	ESSCO Part#	Detailed Description	Models
4404009100	FQ-1814	Defender Charcoal Wrap 8" (Service Center Exclusive)	RAC-4000, AM-4000, D360 Models
4404009200	FQ-1818	Defender Charcoal Wrap 12" (Service Center Exclusive)	RAC-3000 Models

**Call Toll Free to Place Orders:
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Authorized Service Center Service Kit - 10 Pack



Item#	ESSCO Part#	Short Description	Old Part#	Models
4300003400	FQ-4300003400	Authorized Service Center Service Kit - 10 Pack		88

**Toll Free Number: 1-855-287-5043 or
Fax Orders To: 1-440-846-7906**

Straight Suction Attachment Kit



Item#	ESSCO Part#	Short Description	Old Part#	Models
S7NA		Straight Suction Attachment Kit		S7 Attachment

**Our Hours are 9:00 AM to 5:30 PM
Eastern Time.**

S7 Attachment

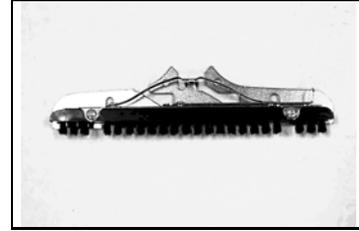
11" Nozzle & Brush Assembly, Black



Item#	ESSCO Part#	Detailed Description	Models
4291000101	FQ-50020	11" Nozzle & Brush Assembly, Black	S7 Attachment

S7 Attachment

11" Brush & Guide Assembly, Straight Suction



Item#	ESSCO Part#	Detailed Description	Models
4079001001	FQ-3122	11" Brush & Guide Assembly, Straight Suction	S7 Attachment

S7 Attachment

11" Straight Suction Brush - Bristles Only



Item#	ESSCO Part#	Detailed Description	Models
1291000701	FQ-95224	11" Straight Suction Brush - Bristles Only	S7 Attachment

S7 Attachment

11" Nozzle & Brush Bumper, Black



Item#	ESSCO Part#	Detailed Description	Models
1783000401	FQ-95201	11" Nozzle & Brush Bumper, Black	S7 Attachment

S7 Attachment

Floor Polisher Pad Assembly



Item#	ESSCO Part#	Detailed Description	Models
4069001100	FQ-2450	Floor Polisher Pad Assembly	S7 Attachment

Floor Brushes & Tools

10" Bare Floor Brush



Item#	ESSCO Part#	Detailed Description	Models
4079000401	FQ-9681-3	10" Bare Floor Brush, Gooseneck Black (Old Style)	Older Models
4079000409		10" Bare Floor Brush, Gooseneck, Gray (Old Style)	Older Models
4079002401	FQ-5510	10" Bare Floor Brush, Black (New Style)	112C, M360, M360SS
4079000801	FQ-9281-2	10" Bare Floor Brush, Straight Suction, Black	Older Models
1291001200	FQ-2200	10" Bare Floor Brush - Bristles Only	All Models
4842000101	FQ-4855-2	10" Brush Adaptor Tube Black (Old Style)	Older Models

Floor Brushes & Tools

12" Horse Hair Brush



Item#	ESSCO Part#	Detailed Description	Models
4079006201		12" Horse Hair Brush with Felt Wheels (Old Style)	Older Models
1079005801		12" Horse Hair Brush with Felt Wheels (New Style)	112C, M360, M360SS

Floor Brushes & Tools

14" Floor Brush



Item#	ESSCO Part#	Detailed Description	Models
4079003701		14" Straight Suction Brush (Old Style)	Older Models
4069000601	FQ-5500	14" Floor Brush Assembly (Old Style)	Older Models
4079003901		14" Floor Brush Assembly (New Style)	112C, M360, M360SS

Floor Brushes & Tools

Combi Tool with Microfiber Pads



Item#	ESSCO Part#	Detailed Description	Models
4079008100		Combi Tool Attachment with Microfiber Pads (Old Style)	Older Models
4079008000		Combi Tool Attachment with Microfiber Pads (New Style)	112C, M360, M360SS
4300003300		Microfiber Pads for Combi Tool Attachment	All Models

Floor Brushes & Tools

Swift Mate Attachment



Item#	ESSCO Part#	Detailed Description	Models
4079005801		Swift Mate Attachment (Old Style)	Older Models
4079005701		Swift Mate Attachment (New Style)	112C, M360, M360SS

Brushes

Dusting Brush Attachment



Item#	ESSCO Part#	Detailed Description	Models
4079000301	FQ-9682-3	Dusting Brush Attachment, Black (Old Style)	Older Models
4079005601	FQ-5300	Dusting Brush Attachment, Black (New Style)	112C, M360, M360SS
1079000200	FQ-33806	Dusting Brush - Bristles Only	All Models

Brushes

6" Upholstery Brush Attachment



Item#	ESSCO Part#	Detailed Description	Models
4079000601	FQ-9627-3	6" Upholstery Brush Attachment, Black (Old Style)	Older Models
4079002501	FQ-5200	6" Upholstery Brush Attachment, Black (New Style)	112C, M360, M360SS
1079000501	FQ-5210	6" Upholstery Brush, Black - Bristles Only	All Models
1079000601	FQ-9228	Upholstery Nozzle Only, 6" Black	

Brushes

6" Upholstery Brush Bristles



Item#	ESSCO Part#	Detailed Description	Models
1079000511		6" Upholstery Brush, Bronze - Bristles Only	All Models
1079000502		6" Upholstery Brush, Brown - Bristles Only	All Models
1079000509	FQ-92291	6" Upholstery Brush, Gray - Bristles Only	All Models

Brushes

Mini-Blind Brush Attachment



Item#	ESSCO Part#	Detailed Description	Models
1560003600		Mini-Blind Brush Attachment (Old Style)	Older Models
4560004500		Mini-Blind Brush Attachment (New Style)	112C, M360, M360SS

Crevice Tools

Crevice Tool Attachment, Black Plastic



Item#	ESSCO Part#	Detailed Description	Models
4079000101	FQ-9679-3	Crevice Tool Attachment, Black (Old Style)	Older Models
4079001101	FQ-5412	Crevice Tool Attachment, Black (New Style)	112C, M360, M360SS

Crevice Tools

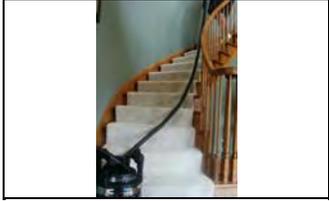
Flexible Crevice Tool



Item#	ESSCO Part#	Detailed Description	Models
4079005100	FQ-4079005100	Flexible Crevice Tool (Old Style)	Older Models
4079005400	FQ-4079005400	Flexible Crevice Tool (New Style)	112C, M360, M360SS

Specialty Accessories

15" Hose Handle Assembly Complete



Item#	ESSCO Part#	Detailed Description	Models
4802004301		15" Hose Handle Assembly Complete (Old Style)	Older Models
4802005801	FQ-4015	15" Hose Handle Assembly Complete (New Style)	112C, M360, M360SS

Specialty Accessories

Mini Vac Attachment Kit (6 Pieces)



Item#	ESSCO Part#	Detailed Description	Models
1069000200		Mini Vac Attachment Kit (6 Pieces) (Old Style)	Older Models
4069003400		Mini Vac Attachment Kit (6 Pieces) (New Style)	112C, M360, M360SS

Specialty Accessories

Air Glider Turbo Nozzle



Item#	ESSCO Part#	Detailed Description	Models
4069002401	FQ-5701	Air Glider Turbo Nozzle (Old Style)	Older Models
4079004001		Air Glider Turbo Nozzle (New Style)	112C, M360, M360SS

Specialty Accessories

Massager/Pet Groomer Attachment



Item#	ESSCO Part#	Detailed Description	Models
4069001001	FQ-7400	Massager/Pet Groomer Attachment (Old Style)	Older Models
4069003101		Massager/Pet Groomer Attachment (New Style)	112C, M360, M360SS

Specialty Accessories

Hand Held Turbo Nozzle



Item#	ESSCO Part#	Detailed Description	Models
4079006101	FQ-4079006101	Hand Held Turbo Nozzle (Old Style)	Older Models
4079006301		Hand Held Turbo Nozzle (New Style)	112C, M360, M360SS

Specialty Accessories

Medi Cap



Item#	ESSCO Part#	Detailed Description	Models
1888007601		Medi Cap	All Models
2888007601		Medi Cap - 10 Pack	All Models

Specialty Accessories

Circulaire Attachment



Item#	ESSCO Part#	Detailed Description	Models
4069002501		Circulaire Attachment, Black	All Models

Specialty Accessories

Air Deodorizer Attachment



Item#	ESSCO Part#	Detailed Description	Models
4069000200		Air Deodorizer Attachment	All Models

Specialty Accessories

Hose Holder



Item#	ESSCO Part#	Detailed Description	Models
SHH		Hose Holder	All Models
SHH-10	FQ-SHH12	Hose Holder - 10 Pack	All Models

Fragrances

Fragrances



Item#	ESSCO Part#	Detailed Description	Models
1789002100		4 Pack Scents - Lavender, Eucalyptus, Lemon & Rose	
1789004500		4 Pack Scents - Eucalyptus, Citrus, Apple Spice, Lavender	
1789004200		4 Pack Scents - Mulberry, Island Breeze, Cucumber Melon, Vanilla	
1789002000		4 Pack Scents - Pine, Eucalyptus, Lemon & Rose	
1789002700	FQ-APPLE	Apple Spice Scent, 2 oz.	
1789002500	FQ-60789E	Cinnamon Scent, 2 oz.	
1789004400		Citrus Scent, 2 oz.	
1789004100		Cucumber Melon Scent, 2 oz.	
1789001500	FQ-60789	Eucalyptus Scent, 2 oz.	
1789004000		Island Breeze Scent, 2 oz.	
1789001900	FQ-60789G	Lavender Scent, 2 oz.	
1789001600		Lemon Scent, 2 oz.	
1789003900		Mulberry Scent, 2 oz.	
1789001800		Pine Scent, 2 oz.	
1789002400	FQ-60789F	Strawberry Scent, 2 oz.	
1789002600		Vanilla Scent, 2 oz.	

Dome Cap

Dome Cap Assembly Upgrade Kit, Black



Item#	ESSCO Part#	Detailed Description	Models
4073000901		Dome Cap Assembly Upgrade Kit, Black	Older Models

Dome Cap

Dome Cap Deodorizer Retainer Spring



Item#	ESSCO Part#	Detailed Description	Models
1231001500	FQ-500793	Dome Cap Deodorizer Retainer Spring	Older Models

Dome Cap

Deodorizer Felt Pad (Old Style)



Item#	ESSCO Part#	Detailed Description	Models
1404001400	FQ-500790	Deodorizer Felt Pad	Older Models

Dome Cap

Dome Cap Screw



Item#	ESSCO Part#	Detailed Description	Models
2888010000	FQ-31795	Dome Cap Screw (#8x.52 PHH RD HD) - 50 Pack	Older Models

Dome Cap

Dome Cap Gasket (Old Style)



Item#	ESSCO Part#	Detailed Description	Models
1430001401	FQ-31776	Dome Cap Gasket	Older Models

Dome Cap

Dome Cap Assembly, Black



Item#	ESSCO Part#	Detailed Description	Models
4073000701	FQ-4073000	Dome Cap Assembly, Black	112A, 112B, 112C, M360, M360SS
4073000801	FQ-4073000801	Dome Cap Assembly, Black - 10 Pack	112A, 112B, 112C, M360, M360SS

Dome Cap

Dome Cap Inner Stamping



Item#	ESSCO Part#	Detailed Description	Models
1073000100	FQ-95650	Dome Cap Inner Stamping	Older Models

Dome Cap

Deodorizer Felt Pad (New Style)



Item#	ESSCO Part#	Detailed Description	Models
4069003500	FQ-1812	Deodorizer Felt Pad	112B, 112C, M360, M360SS

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Dome Cap

Dome Cap Gasket (New Style)



Item#	ESSCO Part#	Detailed Description	Models
1430000600	FQ-7610	Dome Cap Gasket	112B, 112C, M360, M360SS

Dome Cap

Plastic Dome Connector

Item#	ESSCO Part#	Detailed Description	Models
1858000301	FQ-9271	Plastic Dome Connector	112B, 112C, M360, M360SS

Attachment Crown & Accessories

Spring & Pin Assembly, Attachment Crown



Item#	ESSCO Part#	Detailed Description	Models
4231000100	FQ-7201	Spring & Pin Assembly, Attachment Crown	All Models

Attachment Crown & Accessories

Crevice Tool Attachment, Black



Item#	ESSCO Part#	Detailed Description	Models
4079000101	FQ-9679-3	Crevice Tool Attachment, Black (Old Style)	Older Models
4079001101	FQ-5412	Crevice Tool Attachment, Black (New Style)	112C, M360, M360SS

Attachment Crown & Accessories

Attachment Crown Assembly, Foot Pedal, Black



Item#	ESSCO Part#	Detailed Description	Models
4061000301	FQ-9561	Attachment Crown Assembly, Foot Pedal, Black (Old Style)	Older Models

Attachment Crown & Accessories

Dusting Brush Attachment, Black



Item#	ESSCO Part#	Detailed Description	Models
4079000301	FQ-9682-3	Dusting Brush Attachment, Black (Old Style)	Older Models
4079005601	FQ-5300	Dusting Brush Attachment, Black (New Style)	112C, M360, M360SS

Attachment Crown & Accessories

Attachment Crown Assembly, Black



Item#	ESSCO Part#	Detailed Description	Models
4061000801	FQ-5702	Attachment Crown Assembly, Black	112B, 112C, M360, M360SS

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Attachment Crown & Accessories

10" Bare Floor Brush



Item#	ESSCO Part#	Detailed Description	Models
4079000401	FQ-9681-3	10" Bare Floor Brush, Gooseneck Black (Old Style)	Older Models
4079000409		10" Bare Floor Brush, Gooseneck, Gray (Old Style)	Older Models
4079002401	FQ-5510	10" Bare Floor Brush, Black (New Style)	112C, M360, M360SS

Attachment Crown & Accessories

6" Upholstery Brush



Item#	ESSCO Part#	Detailed Description	Models
4079000601	FQ-9627-3	6" Upholstery Tool Attachment, Black (Old Style)	Older Models
4079002501	FQ-5200	6" Upholstery Tool Attachment, Black (New Style)	112C, M360, M360SS

Attachment Crown & Accessories

Attachment Seal (O-Ring)



Item#	ESSCO Part#	Detailed Description	Models
1430001501		Attachment Seal (O-Ring)	AT1100, AT360
4430001501	FQ-7605	Attachment Seal (O-Ring) - 10 Pack	AT1100, AT360

Dome Assembly

Handle Assembly, Black



Item#	ESSCO Part#	Detailed Description	Models
1724000101	FQ-35066	Handle Assembly, Black	112B, 112C, M360, M360SS

Dome Assembly

Dome Handle Screw

Item#	ESSCO Part#	Detailed Description	Models
4888015500	FQ-33719	Dome Handle Screw (#8-18x.75 PHH Truss) - 1 Lb	112B, 112C, M360, M360SS

Dome Assembly

On/Off Switch, Foot Pedal



Item#	ESSCO Part#	Detailed Description	Models
1302000100	FQ-31302	On/Off Switch, Foot Pedal	D31X, 95X, 95, 99A

Dome Assembly

Switch Lever Pad, Foot Pedal - Brown



Item#	ESSCO Part#	Detailed Description	Models
350749	FQ-99749	Switch Lever Pad, Foot Pedal - Brown	

Dome Assembly

Rocker Switch 99A



Item#	ESSCO Part#	Detailed Description	Models
1302000200	FQ-34008	Rocker Switch with Leads	99A

Dome Assembly

Dome Grille



Item#	ESSCO Part#	Detailed Description	Models
1645000301	FQ-95645-3	Dome Grille	99A, 112A

Dome Assembly

Rocker Switch 112B, 112C



Item#	ESSCO Part#	Detailed Description	Models
1302000103	FQ-34007	Rocker Switch, 110V, 2 Speed, Red	112B, 112C

Dome Assembly

Dome Grill, Black (Narrow)



Item#	ESSCO Part#	Detailed Description	Models
1645000401	FQ-7535	Dome Grill, Black (Narrow)	112B, 112C, M360

Dome Assembly

Rocker Switch M360SS



Item#	ESSCO Part#	Detailed Description	Models
1302002503	FQ-3460	Rocker Switch, DPDT Red T85 (Wide)	M360SS

Dome Assembly

Dome Grille, Black (Wide)



Item#	ESSCO Part#	Detailed Description	Models
1645001801	FQ-7540	Dome Grille, Black (Wide)	M360SS

Dome Assembly

Slide Switch



Item#	ESSCO Part#	Detailed Description	Models
1302000600	FQ-3331	Slide Switch, 2 Speed	

Dome Assembly

Indicator Light



Item#	ESSCO Part#	Detailed Description	Models
1835000700		Indicator Light	99A
1835000500	FQ-95835	Indicator Light	112A, 112B, 112C, M360, M360SS

Dome Assembly

Chrome Plated Dome

Item#	ESSCO Part#	Detailed Description	Models
4653000113		Chrome Plated Dome	M360SS

Dome Assembly

Power Cords



Item#	ESSCO Part#	Detailed Description	Models
1301000701	FQ-31301	20' Power Cord Black	Older Models
4301011201	FQ-95301	23' Power Cord Black	112B, 112C, M360, M360SS
5301006801	FQ-3060	23' Power Cord Black - 5 Pack	112B, 112C, M360, M360SS

Dome Assembly

Outlet & Holder Assembly



Item#	ESSCO Part#	Detailed Description	Models
4321000200	FQ-9532	Outlet & Holder Assembly	D31X, 700, 800

Dome Assembly

Outlet Holder



Item#	ESSCO Part#	Detailed Description	Models
1321000300	FQ-95350	Outlet Holder	D31X, 700, 800

Dome Assembly

Outlet, Power Nozzle



Item#	ESSCO Part#	Detailed Description	Models
1321000500	FQ-33321	Outlet, Power Nozzle	D31X, 700, 800

Dome Assembly

Snap In Power Outlet 120V



Item#	ESSCO Part#	Detailed Description	Models
1321000100	FQ-33321M	Snap In Power Outlet 120V	112B, 112C, M360, M360SS

Dome Assembly

Strain Relief



Item#	ESSCO Part#	Detailed Description	Models
1306000100		Strain Relief	All Models

Dome Assembly

Silencing Filter



Item#	ESSCO Part#	Detailed Description	Models
1404000400	FQ-1800	Silencing Filter	All Models

Dome Assembly

Cardboard Filter Support



Item#	ESSCO Part#	Detailed Description	Models
1404007500	FQ-31791	Cardboard Filter Support	All Models

Motor Assembly

Upper Motor Screen, Plastic

Item#	ESSCO Part#	Detailed Description	Models
1731000201		Upper Motor Screen, Plastic	

Motor Assembly

Upper Motor Housing Assembly (Old Style)



Item#	ESSCO Part#	Detailed Description	Models
4731000201	FQ-31731	Upper Motor Housing Assembly (Old Style)	

Motor Assembly

Top Motor Gasket



Item#	ESSCO Part#	Detailed Description	Models
1430001301		Top Motor Gasket	112B, 112C

Motor Assembly

Upper Motor Housing Assembly (New Style)



Item#	ESSCO Part#	Detailed Description	Models
4731000101	FQ-3180	Upper Motor Housing Assembly (New Style)	

Motor Assembly

Motor Assembly



Item#	ESSCO Part#	Detailed Description	Models
4008001100	FQ-3309C	Majestic Motor Assembly, 110V 2 Speed	33, 95X, 99A
4008000100	FQ-6015	Majestic Motor Assembly, 110V	112A
4008002600	FQ-6010	Majestic Motor Assembly, 110V 2 Speed	112B
4008003400	FQ-6000	Motor Upgrade Kit, 120V 2 Speed (Motor & Top Gasket)	112B
4008007801	FQ-6036	Majestic Motor Assembly, 120V 1 Stage	112C, M360, M360SS
4008001600	FQ-3109	Majestic Motor Assembly, 120V 1 Speed, Bearing/Sleeve	

Motor Assembly

Circuitboard



Item#	ESSCO Part#	Detailed Description	Models
1303000100	FQ-3600	Circuitboard, 110V 2 Speed	112A
1303002600		Circuitboard, 2 Speed	M360SS
1303000300	FQ-3610	Circuitboard, 120V 2 Speed	112B, 112C, 111E
4303000100	FQ-3660	Circuitboard Relay Upgrade Kit (Apr 04 - Jun 06 M360)	M360

Motor Assembly

Bottom Motor Support Gasket



Item#	ESSCO Part#	Detailed Description	Models
1430000401	FQ-350060	Bottom Motor Support Gasket	112B, 112C, M360, M360SS

Motor Assembly

Lower Motor Support Assembly



Item#	ESSCO Part#	Detailed Description	Models
4769000201	FQ-6201	Lower Motor Support Assembly	112B, 112C, M360, M360SS
1430000301	FQ-31775	Lower Motor Housing Assy Support Gasket	112B, 112C, M360, M360SS
4888015700	FQ-8888000700	Lower Motor Housing Screw (#10-32x.75 PHH PAN) - 1 Lb.	112B, 112C, M360, M360SS

Motor Assembly

Secondary Filter Support Assembly



Item#	ESSCO Part#	Detailed Description	Models
GR-3117		Secondary Filter Support Assembly	D31X, 700, 800, 99A

Motor Assembly

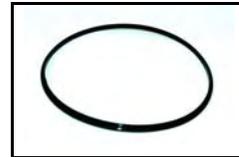
Secondary Disc Filter, Large (All Models)



Item#	ESSCO Part#	Detailed Description	Models
1404000600	FQ-350450	Secondary Disc Filter, Large (All Models)	D31X, 700, 800, 99A

Motor Assembly

Retainer Ring for Secondary Filter



Item#	ESSCO Part#	Detailed Description	Models
2769000101	FQ-95798	Retainer Ring for Secondary Filter - 10 Pack	

Motor Assembly

Perforated Cone Support



Item#	ESSCO Part#	Detailed Description	Models
1770000101	FQ-31770	Perforated Cone Support	All Models

Motor Assembly

Thumb Screw for Cone Support

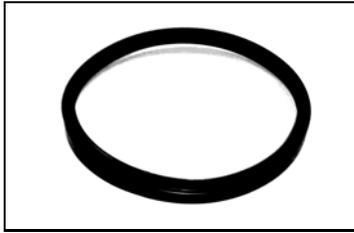


Item#	ESSCO Part#	Detailed Description	Models
1888000500	FQ-350712	Thumb Screw for Perforated Cone	All Models

Call Toll Free: 1-855-287-5043 to place your order!

Dirt Container

Dirt Container Gasket



Item#	ESSCO Part#	Detailed Description	Models
1430000101	FQ-200430	Dirt Container Gasket (All Models)	All Models

Dirt Container

Dirt Container Clamp Bracket



Item#	ESSCO Part#	Detailed Description	Models
1781000500	FQ-500778	Dirt Container Clamp Bracket	All Models

Dirt Container

Dirt Container Clamp Assembly



Item#	ESSCO Part#	Detailed Description	Models
4781000313	FQ-3174	Dirt Container Clamp Assembly	All Models

Dirt Container

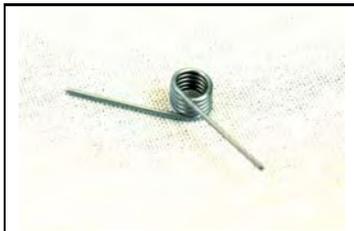
Dirt Deflector, Stainless Steel



Item#	ESSCO Part#	Detailed Description	Models
1451000100	FQ-200451	Dirt Deflector, Stainless Steel	All Models

Dirt Container

Clamp Spring



Item#	ESSCO Part#	Detailed Description	Models
1231000100	FQ-500779	Clamp Spring	All Models

Dirt Container

Inlet Assembly



Item#	ESSCO Part#	Detailed Description	Models
4406000201	FQ-35043	Inlet Assembly with Gasket 1.75"	All Models
1430000200		Inlet Gasket	All Models
2430000200	FQ-92407	Inlet Gasket - 10 Pack	All Models

Dirt Container

Direct Container Labels



Item#	ESSCO Part#	Detailed Description	Models
1419704400		Dirt Container Label - 112B Limited Edition	112B
1419707600		Dirt Container Label - 112C	112C

Caster Assembly

Caster Plate Assembly



Item#	ESSCO Part#	Detailed Description	Models
4062000201	FQ-7112	Caster Plate Assembly	All Models

Caster Assembly

Complete Caster Assembly, Chrome



Item#	ESSCO Part#	Detailed Description	Models
4062000101	FQ-9562A	Complete Caster Assembly, Chrome	All Models

Caster Assembly

Caster Shield



Item#	ESSCO Part#	Detailed Description	Models
1062000700	FQ-95905	Caster Shield	All Models

**Fax Your Orders to
1-440-846-7906**

Caster Assembly

Caster Bumper (Black)



Item#	ESSCO Part#	Detailed Description	Models
1783000101	FQ-99783	Caster Bumper (Black)	All Models

Models 48, 88, 96
Power Nozzle with Hose & Wand


Item#	ESSCO Part#	Detailed Description	Models
4061000401	FQ-5752	Power Nozzle with Hose & Wand	88/96

Models 48, 88, 96
Power Nozzle Cover, Black


Item#	ESSCO Part#	Detailed Description	Models
4229000901	FQ-9625-3	Power Nozzle Cover, Black	96

Models 48, 88, 96
Power Nozzle Assembly, Complete Model 48


Item#	ESSCO Part#	Detailed Description	Models
4020000109		Power Head Assembly, Complete Model 48	48

Models 48, 88, 96
Power Nozzle Cover Screw


Item#	ESSCO Part#	Detailed Description	Models
1888002900	FQ-88208	Power Nozzle Cover Screw (#8 x 2.25" Phillips)	88/96

Models 48, 88, 96
Power Nozzle Assembly, Complete Model 88/96


Item#	ESSCO Part#	Detailed Description	Models
4020001101	FQ-5755	Power Head Assembly, Complete Model 88/96	88/96

Models 48, 88, 96
Power Nozzle Lens


Item#	ESSCO Part#	Detailed Description	Models
1229000100	FQ-88230RB	Power Nozzle Lens	88/96

Models 48, 88, 96
Power Nozzle Assembly, Complete MA961

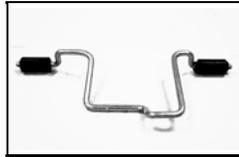

Item#	ESSCO Part#	Detailed Description	Models
4020000101	FQ-5020000101	Power Head Assembly, Complete MA961	MA961

Models 48, 88, 96
Power Nozzle Bulb 15W


Item#	ESSCO Part#	Detailed Description	Models
1835000300	FQ-88235	Power Nozzle Bulb 15W	48/52, 88/96

Models 48, 88, 96
Roller Arm Retainer Plate


Item#	ESSCO Part#	Detailed Description	Models
1888001500	FQ-48282	Roller Arm Retainer Plate	48/52, 88/96

Models 48, 88, 96
Roller Arm Assembly


Item#	ESSCO Part#	Detailed Description	Models
4281000200	FQ-5222	Roller Arm Assembly	48/52
4281000100	FQ-8822	Roller Arm Assembly	88/96

Models 48, 88, 96
Roller Arm Wheel Assembly


Item#	ESSCO Part#	Detailed Description	Models
4248000301	FQ-52283L	Roller Arm Wheel Assembly (Left)	88 Front, 48 Right
4248000401	FQ-52283R	Roller Arm Wheel Assembly Short (Right)	88 Left

Models 48, 88, 96
Roller Arm Spring

Item#	ESSCO Part#	Detailed Description	Models
1231000500	FQ-48284	Roller Arm Spring	48/52
1231000300	FQ-88284	Roller Arm Spring	88

Models 48, 88, 96
Brushroll Bearing Assembly

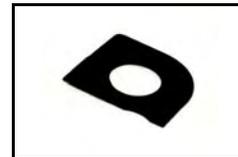

Item#	ESSCO Part#	Detailed Description	Models
1023000200	FQ-4823	Brushroll Bearing Assembly	48/52
1023000100	FQ-5223	Brushroll Bearing Assembly	88/96

Models 48, 88, 96
Power Nozzle Fiber Washers


Item#	ESSCO Part#	Detailed Description	Models
1888001300	FQ-48216	Fiber Washer for Power Nozzle	48/52

Models 48, 88, 96
Power Nozzle Steel Washers

Item#	ESSCO Part#	Detailed Description	Models
1888001400		Steel Washer for Power Nozzle	48/52

Models 48, 88, 96
Dirt Seal for Power Nozzle


Item#	ESSCO Part#	Detailed Description	Models
1842000300	FQ-52228	Dirt Seal for Power Nozzle	48/52
1842000100	FQ-88228	Dirt Seal for Power Nozzle	88/96

Models 48, 88, 96
Felt Bearing Washer, Dirt Seal


Item#	ESSCO Part#	Detailed Description	Models
1842000500	FQ-48267	Felt Bearing Washer, Dirt Seal	48/52, 88/96

Models 48, 88, 96
Brushroll, Revolving

Item#	ESSCO Part#	Detailed Description	Models
1291001500	FQ-2005	Brushroll, Revolving	48/52
1291001600	FQ-2000	Brushroll, Revolving	88/96

Models 48, 88, 96
Wheel Roller Shaft


Item#	ESSCO Part#	Detailed Description	Models
1888002100	FQ-88249	Wheel Roller Shaft	88/96

Models 48, 88, 96
Rear Wheel Assembly


Item#	ESSCO Part#	Detailed Description	Models
4248000201	FQ-7100	Rear Wheel Assembly, Power Nozzle	48/52
4248000501	FQ-88248	Rear Wheel Assembly, Power Nozzle	88/96

Models 48, 88, 96
Height Adjustment Cam


Item#	ESSCO Part#	Detailed Description	Models
1225000100	FQ-52225	Height Adjustment Cam	48/52, 88/96

Models 48, 88, 96
Power Nozzle Adjustment Knob


Item#	ESSCO Part#	Detailed Description	Models
1888002200	FQ-96221	Power Nozzle Adjustment Knob, Black (Old Style)	48/52, 88/96

Models 48, 88, 96
Power Nozzle Bumper Black


Item#	ESSCO Part#	Detailed Description	Models
1783000301	FQ-48201	Power Nozzle Bumper Black	48/52
1783000201	FQ-RB88201	Power Nozzle Bumper Black	88/96

Models 48, 88, 96
Power Nozzle Adaptor Assembly, Black


Item#	ESSCO Part#	Detailed Description	Models
4210000201	FQ-9687-3	Power Nozzle Adaptor Assembly, Black	48/52

Models 48, 88, 96
Power Nozzle Adaptor Assembly, Locking, Black


Item#	ESSCO Part#	Detailed Description	Models
421000101		Power Nozzle Adaptor Assembly, Locking, Black	88/96

Models 48, 88, 96
Power Nozzle Base Assembly


Item#	ESSCO Part#	Detailed Description	Models
4229000201	FQ-88209	Power Nozzle Base Assembly	96

Models 48, 88, 96
Adaptor Retainer, Black

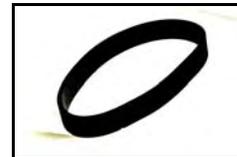

Item#	ESSCO Part#	Detailed Description	Models
4211000201	FQ-4826-4	Adaptor Retainer, Black (Old Style)	48/52
1211000101	FQ-88211	Adaptor Retainer, Black (Old Style)	88/96

Models 48, 88, 96
Circuit Breaker Assembly 2.0A


Item#	ESSCO Part#	Detailed Description	Models
4302001702	FQ-8831	Circuit Breaker Assembly 2.0A	88

Models 48, 88, 96
Power Nozzle Cord


Item#	ESSCO Part#	Detailed Description	Models
1301004401	FQ-48323-2	Power Nozzle Cord, Black	48
1301006102	FQ-48323-4	Power Nozzle Cord, Brown	48
1301003401	FQ-96323	Power Nozzle Cord with Strain Relief, Black (Old Style)	88/96
1301000201	FQ-3055	Power Nozzle Cord with Strain Relief, Black (Old Style)	MA961

Models 48, 88, 96
Power Nozzle Belt


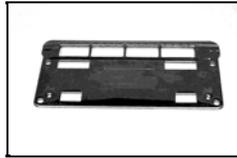
Item#	ESSCO Part#	Detailed Description	Models
1260000100	FQ-48260	Power Nozzle Belt	48/52, 88/96

Models 48, 88, 96
Power Nozzle Motor 110V


Item#	ESSCO Part#	Detailed Description	Models
1008000900	FQ-5608	Power Nozzle Motor 110V	48/52
1008000500	FQ-8808	Power Nozzle Motor 110V	88/96

Models 48, 88, 96
Power Nozzle Motor Bracket


Item#	ESSCO Part#	Detailed Description	Models
1888002600	FQ-48217A	Power Nozzle Motor Bracket	88/96

Models 48, 88, 96
Bottom Plate Assembly


Item#	ESSCO Part#	Detailed Description	Models
4270000300	FQ-5224	Bottom Plate Assembly	48/52
4270000100	FQ-8824	Bottom Plate Assembly	88/96

Models 48, 88, 96
Bottom Plate Screw


Item#	ESSCO Part#	Detailed Description	Models
1888003200	FQ-88215	Bottom Plate Screw (#10-17 x 1" Phillips Flat)	88/96
1888004500		Bottom Plate Screw (#10-32 x .75" Phillips Flat)	48

Models 48, 88, 96
Sealing Gasket, Bottom Plate - Long


Item#	ESSCO Part#	Detailed Description	Models
1430000909	FQ-88280	Sealing Gasket, Bottom Plate - Long	48/52, 88/96

Models 48, 88, 96
Sealing Gasket, Bottom Plate - Short


Item#	ESSCO Part#	Detailed Description	Models
1430000809	FQ-88279	Sealing Gasket, Bottom Plate - Short	48/52, 88/96

Models 1100, AT360
Power Nozzle Assembly, Complete AT360


Item#	ESSCO Part#	Detailed Description	Models
4020002701	FQ-4020002701	Power Nozzle Assembly, Complete AT360	112C, M360, M360SS

Models 1100, AT360
Power Nozzle, Upper Housing Assembly

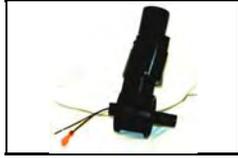

Item#	ESSCO Part#	Detailed Description	Models
4229002901	FQ-7212	Power Nozzle, Upper Housing Assembly	M360, M360SS

Models 1100, AT360
Felt Seal, Upper Power Nozzle


Item#	ESSCO Part#	Detailed Description	Models
1430003300		Felt Seal, Upper Power Nozzle	AT1100, AT360

Models 1100, AT360
Upper Housing Grill


Item#	ESSCO Part#	Detailed Description	Models
1645001001	FQ-7220	Upper Housing Grill	M360, M360SS

Models 1100, AT360
Power Nozzle Swivel Assembly (New Style)


Item#	ESSCO Part#	Detailed Description	Models
4210000901	FQ-7210	Power Nozzle Swivel Assembly (New Style)	M360, M360SS

Models 1100, AT360
Power Nozzle, Motor Retainer Screws

Item#	ESSCO Part#	Detailed Description	Models
4888016000	FQ-7888008804	Power Nozzle, Motor Retainer Screws - 1/2 Lb (#6-19x.75 PHH PAN)	AT1100, AT360

Models 1100, AT360
Power Nozzle Swivel Neck Clamp

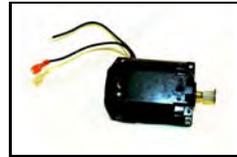

Item#	ESSCO Part#	Detailed Description	Models
1210000701	FQ-7225	Power Nozzle Swivel Neck Clamp	AT1100, AT360

Models 1100, AT360
Circuit Breaker Assembly 2.0A


Item#	ESSCO Part#	Detailed Description	Models
4302001702	FQ-8831	Circuit Breaker Assembly 2.0A	88, AT360

Models 1100, AT360
Power Nozzle Swivel Lock


Item#	ESSCO Part#	Detailed Description	Models
1210000601		Power Nozzle Swivel Lock	AT1100, AT360
4210000800	FQ-1210000600	Power Nozzle Swivel Lock - 10 Pack	AT1100, AT360

Models 1100, AT360
Power Nozzle Motor 120V 2 Speed


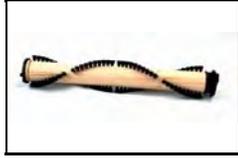
Item#	ESSCO Part#	Detailed Description	Models
4008006600	FQ-6060	Power Nozzle Motor 120V 2 Speed	AT1100, AT360

Models 1100, AT360
Connector Crimp


Item#	ESSCO Part#	Detailed Description	Models
1888019300		Connector Crimp - 50 Pack	MA961, AT1100, AT360

Models 1100, AT360
Power Nozzle Belt, Cog


Item#	ESSCO Part#	Detailed Description	Models
1260000201	FQ-1075	Power Nozzle Belt, Cog	AT1100, AT360

Models 1100, AT360
Brushroll, Revolving


Item#	ESSCO Part#	Detailed Description	Models
4291002000	FQ-2025	Brushroll, Revolving (New Style)	112C, M360, M360SS

Models 1100, AT360
Brushroll End Cap Screw

Item#	ESSCO Part#	Detailed Description	Models
1888008803	FQ-7700	Brushroll End Cap Screw (#6-19x.50 PHH PAN)	AT1100, AT360

Models 1100, AT360
Power Nozzle, Lower Housing Assembly


Item#	ESSCO Part#	Detailed Description	Models
4229002801	FQ-7515	Power Nozzle, Lower Housing Assembly	M360, M360SS

Models 1100, AT360
Front Wheel Assembly


Item#	ESSCO Part#	Detailed Description	Models
4248000100	FQ-7110	Front Wheel Assembly, Power Nozzle	112C, M360, M360SS
1888013400		Front Wheel Axle, Power Nozzle	112C, M360, M360SS

Models 1100, AT360
Rear Wheel Assembly

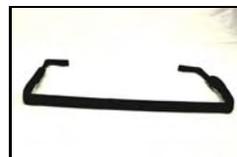

Item#	ESSCO Part#	Detailed Description	Models
4248000201	FQ-7100	Rear Wheel Assembly, Power Nozzle	48/52, AT360
1888013500		Rear Wheel Axle, Power Nozzle	48/52, AT360

Models 1100, AT360
Felt Seal, Lower Power Nozzle


Item#	ESSCO Part#	Detailed Description	Models
1430003400		Felt Seal, Lower Power Nozzle	AT1100, AT360

Models 1100, AT360
Wear Plate, 3 Rib


Item#	ESSCO Part#	Detailed Description	Models
1270001000	FQ-7612	Wear Plate, 3 Rib	AT1100, AT360

Models 1100, AT360
Power Nozzle Bumper Black


Item#	ESSCO Part#	Detailed Description	Models
1783000700	FQ-7410	Power Nozzle Bumper Black	AT1100, AT360

Hose & Handle Assembly

Hose/Handle Complete Assembly 7' Black



Item#	ESSCO Part#	Detailed Description	Models
4802000601	FQ-9684JE	Hose/Handle Complete Assembly 7' Black	99A, 112A, 112B

Hose & Handle Assembly

Hose/Handle Assembly (New Style)



Item#	ESSCO Part#	Detailed Description	Models
4802005501	FQ-4005	Hose/Handle Assembly (New Style)	M360, M360SS

Hose & Handle Assembly

15" Hose Handle Assembly Complete



Item#	ESSCO Part#	Detailed Description	Models
4802004301		15" Hose Handle Assembly Complete (Old Style)	Older Models
4802005801	FQ-4015	15" Hose Handle Assembly Complete (New Style)	112C, M360, M360SS

Hose & Handle Assembly

Hose Assembly, Princess, 10' Black



Item#	ESSCO Part#	Detailed Description	Models
4802002109	FQ-4884-2-10	Hose Assembly, Princess, 10' Black	

Hose & Handle Assembly

Hose Assembly Complete, 110V



Item#	ESSCO Part#	Detailed Description	Models
4802001211	FQ-9684	Hose Assembly Complete, 110V, Black	88/96
4802000102	FQ-8884	Hose Assembly Complete, 110V, Brown	88/96

Hose & Handle Assembly

Straight Suction Hose Assembly, Black



Item#	ESSCO Part#	Detailed Description	Models
4802002001	FQ-9584	Straight Suction Hose Assembly, Black	S7 Attachment

Hose & Handle Assembly

Hose Only, 110V

Item#	ESSCO Part#	Detailed Description	Models
1802001301		Hose Only, 110V Black	88/96
1802000102		Hose Only, 110V, Brown	88/96

Hose & Handle Assembly

Hose Handle (New Style)



Item#	ESSCO Part#	Detailed Description	Models
4802003001	FQ-7060	Hose Handle (New Style)	M360, M360SS

Hose & Handle Assembly

Button/Spring Kit - 2 Pack



Item#	ESSCO Part#	Detailed Description	Models
4300001800	FQ-4505	Button/Spring Kit - 2 Pack	M360, M360SS

Hose & Handle Assembly

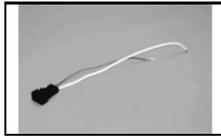
Hose Handle Switch 120V



Item#	ESSCO Part#	Detailed Description	Models
1724000301	FQ-9001	Hose Handle Switch 120V	

Hose & Handle Assembly

Hose Handle Outlet 120V



Item#	ESSCO Part#	Detailed Description	Models
1724000501	FQ-9010	Hose Handle Outlet 120V	

Hose & Handle Assembly

Hose Handle Tube, Black Plastic



Item#	ESSCO Part#	Detailed Description	Models
1313000101	FQ-7005	Hose Handle Tube, Black Plastic	

Hose & Handle Assembly

Hose Swivel Connector Assembly, Black



Item#	ESSCO Part#	Detailed Description	Models
4802001501	FQ-9680-3	Hose Swivel Connector Assembly, Black	All Models

Hose & Handle Assembly

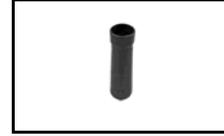
Hose Adaptor Assembly



Item#	ESSCO Part#	Detailed Description	Models
4802001311	FQ-9585	Hose Adaptor Assembly, Black	88/96
4802000302	FQ-4885-4	Hose Adaptor Assembly, Brown	88/96

Hose & Handle Assembly

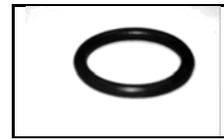
Long Tube Seal



Item#	ESSCO Part#	Detailed Description	Models
1842000301	FQ-96842B	Long Tube Seal Black (Old Style)	88/96
1842000102		Long Tube Seal - Brown	88/96
1802001309	FQ-92842	Long Tube Seal - Gray	88/96

Hose & Handle Assembly

Hose Connector Gasket



Item#	ESSCO Part#	Detailed Description	Models
4430001001	FQ-3407	Hose Connector Gasket	All Models

Hose & Handle Assembly

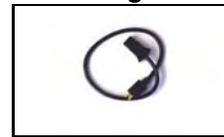
Male Pigtail Cord



Item#	ESSCO Part#	Detailed Description	Models
1301000202	FQ-88821	Male Pigtail Cord, Brown	All Models (Brown)
1301000501	FQ-96821	Male Pigtail Cord, Black	All Models

Hose & Handle Assembly

Female Pigtail Cord



Item#	ESSCO Part#	Detailed Description	Models
1301003301	FQ-96822	Female Pigtail Cord, Black	88/96

Wand Assembly

Stainless Wand Assembly



Item#	ESSCO Part#	Detailed Description	Models
4313000101	FQ-9630-3	Stainless Wand Assembly	MA961

Wand Assembly

Stainless Wand Assembly, Curved Handle



Item#	ESSCO Part#	Detailed Description	Models
4313000711	FQ-9630	Stainless Wand Assembly, Curved Handle	88/96

Wand Assembly

Stainless Wand Assembly (New Style)



Item#	ESSCO Part#	Detailed Description	Models
4313001823	FQ-5001	Stainless Wand Assembly (New Style)	M360, M360SS

Wand Assembly

Straight Suction Wand Assembly, Upper, Black (Old Style)



Item#	ESSCO Part#	Detailed Description	Models
4313001001	FQ-9278	Straight Suction Wand Assembly, Upper, Black (Old Style)	S7 Attachment

Wand Assembly

Straight Suction Wand Assembly, Lower, Black (Old Style)



Item#	ESSCO Part#	Detailed Description	Models
4313000901	FQ-9277	Straight Suction Wand Assembly, Lower, Black (Old Style)	S7 Attachment

Wand Assembly

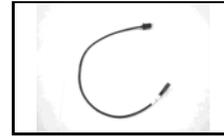
Short Tube Seal



Item#	ESSCO Part#	Detailed Description	Models
1842000201	FQ-96842-3	Short Tube Seal - Black	Older Models
1842000211		Short Tube Seal - Bronze	Older Models

Wand Assembly

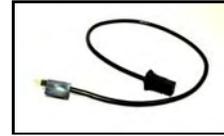
Straight Wand Cord



Item#	ESSCO Part#	Detailed Description	Models
1301001701	FQ-9636T	Straight Wand Cord, Black	88/96

Wand Assembly

Curved Handle Wand



Item#	ESSCO Part#	Detailed Description	Models
1301003501	FQ-4836-4	Curved Handle Wand Cord, Black	88/96

Defender Parts - SERVICE CENTER EXCLUSIVE
Filter Screen Kit


Item#	ESSCO Part#	Detailed Description	Models
2200003400		Filter Screen Kit	RAC-3000 Models
4200008900		Filter Screen Kit	RAC-4000, AM-4000, D360 Models

Defender Parts - SERVICE CENTER EXCLUSIVE
Base Support with Bumpers


Item#	ESSCO Part#	Detailed Description	Models
4200004300		Base Support with Bumpers	All Models
1200001400		Floor Bumpers	All Models

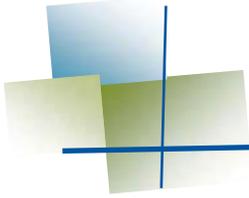
Defender Parts - SERVICE CENTER EXCLUSIVE
Assembly Bolt


Item#	ESSCO Part#	Detailed Description	Models
1200003500		Threaded Assembly Rod	RAC-3000 Models
1888012900		Threaded Assembly Rod	RAC-4000, AM-4000, D360 Models

Defender Parts - SERVICE CENTER EXCLUSIVE
Base Knob


Item#	ESSCO Part#	Detailed Description	Models
1200000900		Base Knob	All Models

Defender Filters & Parts are Service Center Exclusives



RETURN MATERIAL AUTHORIZATION: POLICIES AND PROCEDURES

Policy Effective: November 15, 2010

A Return Material Authorization (RMA) is used whenever any part or whole good is returned to Health-Mor Industries. As a matter of concern for everyone, the following steps must be taken before returning any part or product to Health-Mor for repair or replacement.

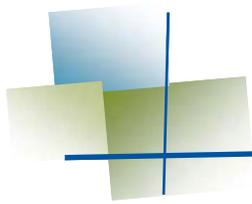
RMA Request:

The Service Center completes an RMA Request Form with the following information and faxes it to 440-846-7906.

Service Center Name & Number
Customer Name
Address
Phone
Unit Serial #
Original Unit Date of Purchase
Attachment Serial #

The Service Center generates an RMA number which will be posted in the upper right-hand corner of the RMA Request Form, which is then faxed or emailed back to the Service Center.

For new defective product (less than 90 days) and Defender returns, HMI will issue a pre-paid FEDEX shipping label to the Service Center to assist



RETURN MATERIAL AUTHORIZATION: POLICIES AND PROCEDURES, CONTINUED

Packaging & Return:

Properly clean all parts or products before returning to Health-Mor.

Attach a Service Center identification tag to every part or product being returned with the following information:

- Customer Name**
- Address**
- Phone**
- Unit Serial #**
- Attachment Serial #**

Properly package all items being returned to avoid damage during transit.

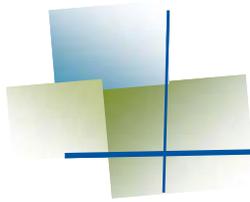
Mark all outside cartons with the RMA number issued by Health-Mor.

Package all Defender and defective new product returns separately from normal warranty returns – never combine the two. (Each RMA must be in its own box.)

Ship all authorized returns to:
 Health-Mor Industries Inc.
 Attn: Warranty Repair Department
 13325 Darice Parkway, Unit A
 Strongsville, OH 44149

Freight Guidelines:

Type of Return	Inbound Cost	Outbound Cost
New Defective Product Returns (Majestic or parts, newer than 90 days)	Health-Mor (ARS label provided)	Health-Mor
Warranty Product Returns Majestic or parts, older than 90 days)	Service Center	Health-Mor
Non-Warranty Product Returns (Majestic or parts)	Service Center	Service Center
Defender Returns (All units, warranty and non-warranty)	Health-Mor (ARS label provided)	Health-Mor
All Recalled Product	Health-Mor (ARS label provided)	Health-Mor



RETURN MATERIAL AUTHORIZATION: POLICIES AND PROCEDURES, CONTINUED

Warranty Repair & Replacement:

Type of Return	Course of Action
New Defective Product Returns (Majestic or parts, newer than 90 days)	Repair or Replacement
Warranty Product Returns (Majestic or parts, older than 90 days)	Repair or Replacement
Non-Warranty Product Returns (Majestic or parts)	Quote for repair or replacement to Service Center (Requiring customer approval)
Defender Warranty Returns	Repair or Replacement
Defender Non-Warranty Returns	Quote for repair or replacement to Service Center (Requiring customer approval)
All Recalled Products	Replacement

DEFENDER:

*The **U.S. Food and Drug Administration (FDA)** has authorized the Defender to be marketed as a Class II Medical Device. In order to regulate and ensure the Defender is operating safely and effectively as a medical re-circulating air cleaner, all service work must be performed only by authorized Health-Mor Service Technicians in Strongsville, Ohio, with the exception of limited replacement parts. Health-Mor Industries and authorized Distributors must be able to trace the medical device and its critical components (motor and medi-filter cartridge) back to the owner of the product, in the event of a recall.*

Contact Information:

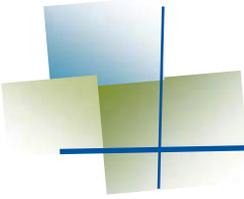
Service Center Support can be reached at:

Service Center Support E-mail: servicecenter@filterqueen.com

Service Center Support Phone Number: 1-855-287-5043 (Toll Free)

Service Center Support Fax Number: 440-846-7906

Hours of Operation: Monday through Friday, 9:00AM to 5:30PM, Eastern Time



Order Toll Free: 1-855-287-5043



FILTERQUEEN®



HMI Industries Inc.

**ATTN: Service Center Support
13325 Darice Parkway, Unit A
Strongsville, Ohio 44149**

Service Center Support Contact Information

Toll Free Number: 1-855-287-5043

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