



Rexair LLC  
50 W Big Beaver Rd.  
Suite 350  
Troy, MI 48084

June 17, 2020

**Important Safety Notice**  
**Concerning Your Rainbow® SRX® Vacuum**

Dear Consumer,

In cooperation with the U.S. Consumer Product Safety Commission, Rexair LLC is notifying you of a potential safety issue associated with certain Rainbow® SRX® units. Rexair has received reports of two such SRX units catching fire, posing a potential burn hazard. No injuries have been reported. Our records indicate that you have purchased an affected SRX unit. Consumer safety is our top priority at Rexair, and Rexair has devised an effective repair to address this potential issue. Accordingly, effective immediately, we are working closely with our independent authorized Rainbow® distributors to implement a straightforward repair to the affected Rainbow SRX, Model RHCS19 Type 120 (Serial number range 22003399 through 22077889) pictured below:



We apologize for any inconvenience to you, and request your cooperation in contacting an authorized Rainbow® distributor who can work directly with you to facilitate a timely repair of your SRX unit. We are working closely with our distributor network to support this effort in

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order to minimize any inconvenience, and allow you to resume use of your SRX as soon as possible.

**ACTION REQUIRED: Immediately unplug and stop use of your SRX.**

You should contact your local authorized Rainbow® distributor to arrange for a simple repair that will be made at no cost to you. Once you contact the distributor, arrangements will be made to facilitate and complete the necessary repair. The unit should not be used until the authorized Rainbow® distributor has completed the repair of the affected SRX unit.

At your earliest convenience, please contact the authorized Rainbow® distributor shown on your purchase agreement – or, contact Rexair toll-free at 833-940-2775 from 10 a.m. to 10 p.m. ET to locate a distributor authorized to make the repair. For more information, consumers may also visit our website at <https://rainbowsystem.com> and click on the recall button of the homepage.

Thank you in advance for contacting an authorized Rainbow® distributor. Your distributor is standing by to arrange a prompt repair of your unit. The necessary repair addresses the identified potential risk, so that you can continue to enjoy all the benefits of your SRX with complete confidence in its safety, reliability and performance. We are sincerely sorry for any inconvenience that this may cause. Rexair remains deeply committed to providing you with the highest level of service and quality products.

Sincerely,

Mark Howie  
Vice President of Manufacturing  
Rexair LLC