

SERVICE BULLETIN NO. 0115

DATE: August 11, 2026

SUBJECT: Cooling-Air Inlet — Foam Removal Required

MODELS AFFECTED: HERO R25 (25-Gallon Wet/Dry Vacuum)

AFFECTED SERIALS: See next page.

CLASSIFICATION: Mandatory service action.

Problem — Affected R25 units were built with a foam filter seated at the motor cooling-air inlet, underneath the top plastic lid. The foam has been observed to restrict cooling air and cause motor to operate at elevated temperature.

Symptoms — The vacuum motor runs at elevated temperature and may trigger automatic overheat shutdown response.

Discovery — Customer informed ONYX of machine shutdown symptom. ONYX Engineering conducted testing and found motor operates 30-40 degrees F hotter with foam. Foam was determined to be unnecessary component with no substantial purpose.

Risk Assessment — No fire, shock, or injury hazard have been identified. Motor contains internal temperature monitoring and will automatically shutdown if upper temperature limit is observed, thereby preventing equipment damage. However, this automatic shut down renders machine inoperable for 30-60 minutes to allow cooldown. Furthermore, this condition will continue to recur, causing operator disruption. Furthermore, repeated exposure to high temperature could shorten motor life.

Required Action — Remove the foam filter found above the motor housing. Scan the QR code below for a guide.

Moving Forward — There are no parts to order and no warranty claim to file for this removal. Please confirm completion by serial number to Support@OnyxSolutions.com.

SCAN BELOW for a video guide of the foam removal



**Questions or concerns? Contact ONYX Support at
1-800-858-3533 or Support@OnyxSolutions.com**

SERVICE BULLETIN NO. 0115 — AFFECTED SERIAL NUMBERS

HERO R25 — 116 units

200966	201015	201073	201119
200967	201016	201074	201120
200968	201017	201075	201121
200970	201019	201078	201122
200972	201020	201079	201125
200974	201022	201081	201126
200975	201025	201084	201127
200976	201026	201085	201141
200977	201027	201086	201143
200978	201030	201087	201150
200979	201031	201089	201151
200980	201037	201090	201152
200981	201039	201091	201156
200988	201044	201092	201158
200991	201045	201093	201162
200992	201046	201094	201164
200993	201049	201095	201165
200994	201050	201096	201166
200995	201051	201097	201167
200999	201053	201103	201168
201002	201055	201107	201169
201003	201058	201108	201170
201007	201059	201111	201171
201008	201060	201112	201178
201009	201063	201113	201179
201010	201064	201114	201180
201011	201066	201116	201181
201013	201071	201117	201183
201014	201072	201118	201184