



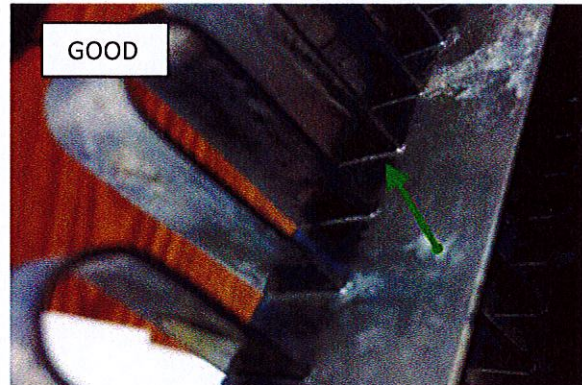
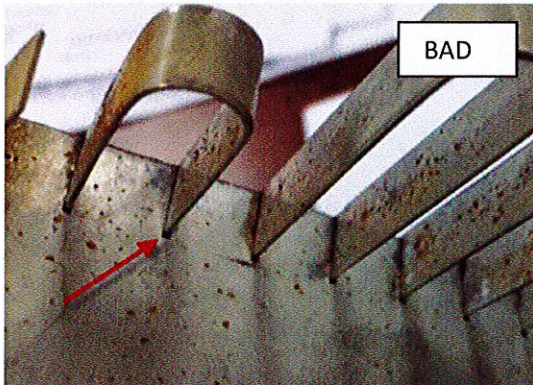
IMPORTANT SAFETY RECALL NOTICE
NHTSA RECALL 16-E027

April 20, 2016

Dear Valued Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Hale Products has decided a safety related defect may exist with some 6" intake strainers (010-0030-00-0) that protect the pump from debris in the waterway per NFPA 1901 standards. Strainers shipped between May 2015 and March 2016 may have components that make up the strainer that were improperly soldered during the manufacturing process. This condition could allow the strainer to come apart during use and may allow pieces of the strainer to be drawn into the intake of the pump. This condition could lead to degradation in pump performance which could reduce firefighting effectiveness, potentially leading to personal injury.

As part of your normal daily checks Hale Products is requesting that you pull caps and any suction adapters off of the intake and check the strainer for faulty soldering. To check the strainer simply remove it from the suction with a pair of needle nose pliers and inspect the back side. If your strainer is missing solder at the joint shown below it is considered defective and a potential risk to safe operation.



If you find that you have received a defective strainer please contact Hale Products Customer Service Center at 1-800-533-3569 or halecustomerservice@idexcorp.com and our Customer Service Representative will send a free replacement directly to the station or the address you specify. Please have your pump serial number available for tracking purposes and be prepared to send a picture of the strainer. Since strainer inspection should be part of the normal checks on your apparatus we are not providing warranty coverage for labor.

If you believe you have a valid warranty claim that extends beyond a free strainer please contact Hale Products Customer Service Center at 1-800-533-3569 or halecustomerservice@idexcorp.com and our Customer Service Representative will evaluate your claim.

If you believe there is a failure to remedy this defect without charge and within a reasonable period of time, you may submit a written complaint to the Administrator, NHTSA, 1200 New Jersey Ave, SE, Washington, DC 20590, or call Vehicle Safety Hotline 1-888-327-4336 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.