



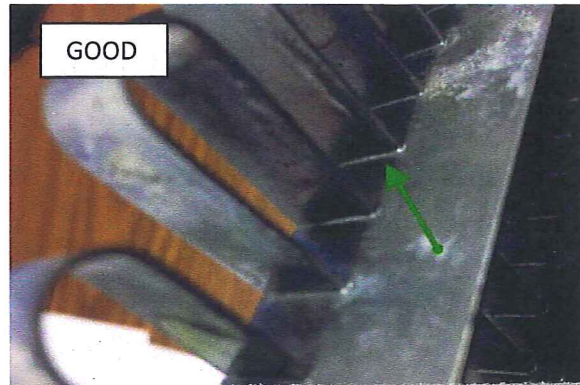
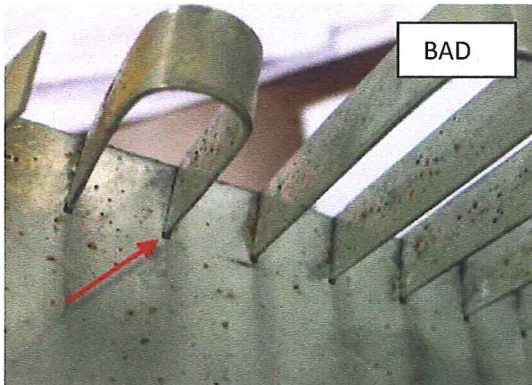
IMPORTANT SAFETY RECALL NOTICE
NHTSA RECALL 16-E027

April 25, 2016

Dear Valued OEM 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.

Hale Products is requesting that all of the pumps on the enclosed list in your facility be checked. No special tools or skills are required. Pull suction caps (if installed) and/or 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 address you specify. Please have the pump serial number available for tracking purposes and be prepared to send a picture of the strainer. For pumps in your stock we are authorizing .25 hour at standard Hale warranty rate.

Many of the pumps on the attached list may have already shipped to customers and therefore need to be informed through your company processes and in compliance with NHTSA guidelines.



Note that where Hale has end user information from returned warranty cards, we will inform customers directly. However given the delays in returning warranty cards it is expected that most end users will be contacted through OEM and dealer forwarding of the recall notice. Some end users may be contacted more than once, but this will help ensure that end users are contacted without delay and this recall issue is 100% resolved in the installed base.

Per the enclosed end user directed Recall Service Bulletin 133, the end user can contact Hale via email or phone directly and we will send the strainer directly to the end user for their installation. This saves the OEM time and money and gives the end user minimum delays and downtime with their apparatus.

Since the Hale supplier is located in the US, we are having them quickly produce additional strainers so we have them on hand for quick replacements and have worked with them to improve their quality processes to prevent this from happening again. All strainers are now 100% inspected before leaving our facility.

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>.

We appreciate your business and Thank You for your prompt attention to this safety issue.



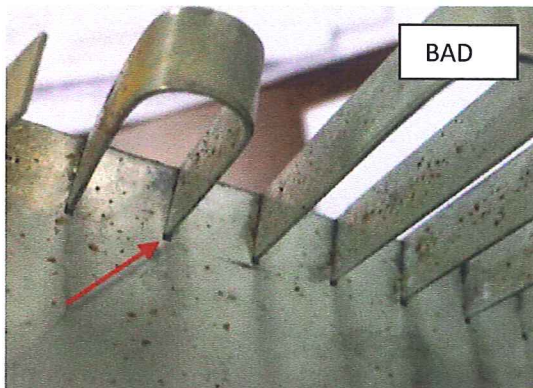
IMPORTANT SAFETY RECALL NOTICE
NHTSA RECALL 16-E027

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>.



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NHTSA RECALL 16-E027

SERVICE BULLETIN SB-133D
INTAKE STRAINER P/N 010-0030-00-0

LIST OF PUMPS SHIPPED BETWEEN MAY 2015 AND MARCH 2016

Sold To Name	Customer PO	Order # - Type	Invoice Date	Shipped Item
Spartan ERV	021587	567781 SO	8/14/2015	H09283-001
Spartan ERV	203596	558237 SO	7/7/2015	H08550-001
Spartan ERV	203663	558480 SO	7/14/2015	H08566-001
Spartan ERV	203905	560117 SO	7/14/2015	H08690-001
Spartan ERV	203971	560305 SO	7/14/2015	H08739-001
Spartan ERV	204184	562178 SO	8/11/2015	H08837-001
Spartan ERV	204275	562685 SO	8/4/2015	H08860-001
Spartan ERV	204312	563019 SO	8/4/2015	H08904-001
Spartan ERV	204380	563292 SO	8/4/2015	H08936-001
Spartan ERV	204495	564410 SO	9/29/2015	H09001-001
Spartan ERV	204495	564410 SO	9/29/2015	H09002-001
Spartan ERV	204495	564410 SO	9/29/2015	H09003-001
Spartan ERV	204495	564410 SO	9/29/2015	H09004-001
Spartan ERV	204495	564410 SO	9/29/2015	H09005-001
Spartan ERV	204495	564410 SO	9/29/2015	H09006-001
Spartan ERV	204497	564428 SO	8/11/2015	H09014-001
Spartan ERV	204563	564741 SO	8/24/2015	H09059-007
Spartan ERV	204985	566238 SO	9/8/2015	H09194-001
Spartan ERV	205029	566394 SO	9/1/2015	H09199-001
Spartan ERV	205430	568498 SO	9/29/2015	H09360-001
Spartan ERV	205541	568951 SO	2/16/2016	H09399-001
Spartan ERV	205678	569899 SO	2/16/2016	H09483-001
Spartan ERV	205830	570356 SO	2/16/2016	H09515-001
Spartan ERV	205835	570486 SO	9/29/2015	H09517-001
Spartan ERV	205840	570500 SO	2/16/2016	H09518-001
Spartan ERV	206318	573428 SO	10/27/2015	H09695-001
Spartan ERV	207231	578714 SO	12/31/2015	H10123-010
Spartan ERV	207673	580628 SO	3/15/2016	H10311-001
Spartan ERV	207673	580628 SO	3/15/2016	H10312-001



Spartan ERV	207673	580628 SO	3/15/2016	H10313-001
Spartan ERV	207673	580628 SO	3/15/2016	H10314-001
Spartan ERV	207673	580628 SO	3/15/2016	H10315-001
Spartan ERV	207673	580628 SO	3/15/2016	H10316-001
Spartan ERV	207673	580628 SO	3/15/2016	H10317-001
Spartan ERV	208267	582666 SO	2/29/2016	H10539-001
Spartan ERV	208267	582666 SO	2/29/2016	H10540-001
Spartan ERV	208267	582666 SO	2/29/2016	H10541-001
Spartan ERV	208267	582666 SO	2/29/2016	H10542-001
Spartan ERV	208267	582666 SO	2/29/2016	H10543-001
Spartan ERV	208267	582666 SO	2/29/2016	H10544-001



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SERVICE BULLETIN SB-133D
INTAKE STAINER P/N 010-0030-00-0

LIST OF PARTS SHIPPED BETWEEN MAY 2015 AND MARCH 2016

Sold To Name	Customer PO	Order # - Type	Invoice Date	Item Number	Quantity
Spartan ERV	210010	590257 SO	3/23/2016	010-0030-00-0	2