



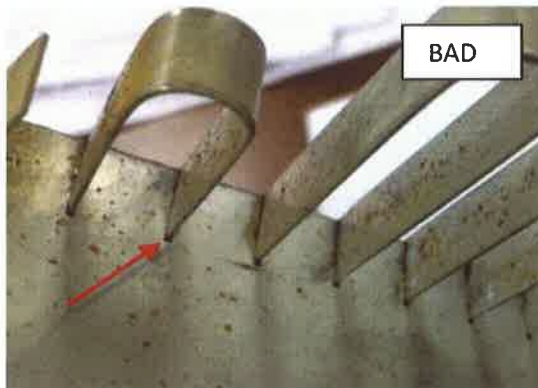
IMPORTANT SAFETY RECALL NOTICE  
NHTSA RECALL 16-E027

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](mailto: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](mailto: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>.



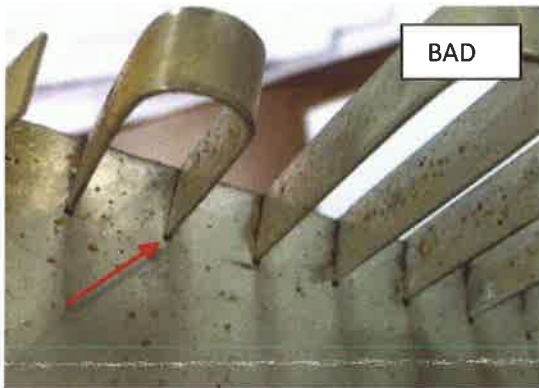
IMPORTANT SAFETY RECALL NOTICE  
NHTSA RECALL 16-E027

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](mailto: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.



Service Bulletin SB-133-D  
Intake Strainer p/n 010-0030-00-0

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](mailto: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-EO27

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
E-One Inc.	304854	556919 SO	7/17/2015	H08369-001
E-One Inc.	305697	558673 SO	8/11/2015	H08575-001
E-One Inc.	306922	560667 SO	7/14/2015	H08762-007
E-One Inc.	306922	560667 SO	7/14/2015	H08763-001
E-One Inc.	306922	560667 SO	7/22/2015	H08760-007
E-One Inc.	306942	560631 SO	8/3/2015	H08758-001
E-One Inc.	306942	560631 SO	8/4/2015	H08759-001
E-One Inc.	306942	560631 SO	8/6/2015	H08755-001
E-One Inc.	306942	560631 SO	8/12/2015	H08756-001
E-One Inc.	306942	560631 SO	8/18/2015	H08757-001
E-One Inc.	307360	561510 SO	7/22/2015	H08808-001
E-One Inc.	307360	561510 SO	8/25/2015	H08809-001
E-One Inc.	307670	563008 SO	8/4/2015	H08902-007
E-One Inc.	307928	563163 SO	7/17/2015	H08912-001
E-One Inc.	307928	563163 SO	7/21/2015	H08908-001
E-One Inc.	307928	563163 SO	7/23/2015	H08910-001
E-One Inc.	307928	563163 SO	7/29/2015	H08909-001
E-One Inc.	307928	563163 SO	8/5/2015	H08911-001
E-One Inc.	308172	563668 SO	7/27/2015	500527
E-One Inc.	308172	563668 SO	8/12/2015	H08980-007
E-One Inc.	308705	565826 SO	8/18/2015	H09172-007
E-One Inc.	308705	565826 SO	8/26/2015	H09173-007
E-One Inc.	308705	565826 SO	9/2/2015	H09174-001
E-One Inc.	308705	565826 SO	9/25/2015	H09175-001
E-One Inc.	309109	567003 SO	9/18/2015	H09240-001
E-One Inc.	309109	567003 SO	9/18/2015	H09242-001
E-One Inc.	309109	567003 SO	9/25/2015	H09241-001
E-One Inc.	309595	568656 SO	9/30/2015	H09379-007
E-One Inc.	309624	568605 SO	9/10/2015	H09375-001
E-One Inc.	309624	568605 SO	9/16/2015	H09368-001



E-One Inc.	309624	568605 SO	9/24/2015	H09369-001
E-One Inc.	309624	568605 SO	9/24/2015	H09372-001
E-One Inc.	309624	568605 SO	9/25/2015	H09370-001
E-One Inc.	309624	568605 SO	9/25/2015	H09373-001
E-One Inc.	309624	568605 SO	9/25/2015	H09374-007
E-One Inc.	309624	568605 SO	9/29/2015	H09371-001
E-One Inc.	309624	568605 SO	9/30/2015	H09367-001
E-One Inc.	309625	568526 SO	9/29/2015	H09365-001
E-One Inc.	309625	568526 SO	9/30/2015	H09366-001
E-One Inc.	309868	569303 SO	9/17/2015	500527
E-One Inc.	320246	569804 SO	9/8/2015	H09470-001
E-One Inc.	320246	569804 SO	9/10/2015	H09471-007
E-One Inc.	320246	569804 SO	9/16/2015	H09466-001
E-One Inc.	320246	569804 SO	9/16/2015	H09475-007
E-One Inc.	320246	569804 SO	9/21/2015	H09473-001
E-One Inc.	320246	569804 SO	9/28/2015	H09472-001
E-One Inc.	320246	569804 SO	10/5/2015	H09469-007
E-One Inc.	320246	569804 SO	10/5/2015	H09474-001
E-One Inc.	320246	569804 SO	10/13/2015	H09467-007
E-One Inc.	320278	569929 SO	10/16/2015	H09486-007
E-One Inc.	320278	569929 SO	10/16/2015	H09487-007
E-One Inc.	320706	571843 SO	10/22/2015	H09585-007
E-One Inc.	320743	571445 SO	10/22/2015	H09576-007
E-One Inc.	320744	571490 SO	10/27/2015	H09577-007
E-One Inc.	320745	571504 SO	10/26/2015	H09578-001
E-One Inc.	320915	572219 SO	10/16/2015	H09629-007
E-One Inc.	320916	572239 SO	11/13/2015	H09631-001
E-One Inc.	320917	572684 SO	10/22/2015	H09632-001
E-One Inc.	320970	572318 SO	11/13/2015	H09643-007
E-One Inc.	321223	572928 SO	11/17/2015	H09661-007
E-One Inc.	321224	572932 SO	11/10/2015	H09666-007
E-One Inc.	321226	572971 SO	10/26/2015	H09669-001
E-One Inc.	321425	573675 SO	11/20/2015	H09742-007
E-One Inc.	321425	573675 SO	11/20/2015	H09743-007
E-One Inc.	321765	573971 SO	12/4/2015	H09751-001
E-One Inc.	321766	573974 SO	11/30/2015	H09757-007
E-One Inc.	321775	573980 SO	11/2/2015	H09758-007
E-One Inc.	321776	574006 SO	12/4/2015	H09760-001
E-One Inc.	321777	573989 SO	12/15/2015	H09759-001
E-One Inc.	321778	574008 SO	11/19/2015	H09761-001



E-One Inc.	324355	580574 SO	2/3/2016	H10351-007
E-One Inc.	324843	581629 SO	2/25/2016	H10429-001
E-One Inc.	324844	581630 SO	2/5/2016	H10430-001
E-One Inc.	324845	581631 SO	1/13/2016	H10431-001
E-One Inc.	324847	581632 SO	1/22/2016	H10432-001
E-One Inc.	324848	581635 SO	2/29/2016	H10435-001
E-One Inc.	324849	581634 SO	2/4/2016	H10434-007
E-One Inc.	324850	581633 SO	2/5/2016	H10433-007
E-One Inc.	325407	582606 SO	2/15/2016	H10532-001
E-One Inc.	325408	582612 SO	2/4/2016	H10534-001
E-One Inc.	325409	582610 SO	2/5/2016	H10533-001
E-One Inc.	325410	582616 SO	2/22/2016	H10535-001
E-One Inc.	325767	583367 SO	3/1/2016	H10598-007
E-One Inc.	325767	583367 SO	3/4/2016	H10599-007
E-One Inc.	325767	583367 SO	3/4/2016	H10600-007
E-One Inc.	325793	583368 SO	3/8/2016	H10601-007
E-One Inc.	325793	583368 SO	3/18/2016	H10602-007
E-One Inc.	326292	584127 SO	3/18/2016	H10664-007
E-One Inc.	326293	584111 SO	3/8/2016	H10663-001
E-One Inc.	326294	584108 SO	3/15/2016	H10662-001
E-One Inc.	326295	584100 SO	3/28/2016	H10661-001
E-One Inc.	326296	584096 SO	3/24/2016	H10660-001
E-One Inc.	326297	584086 SO	3/11/2016	H10659-007
E-One Inc.	326298	584080 SO	3/28/2016	H10658-007
E-One Inc.	326299	584076 SO	3/21/2016	H10657-007
E-One Inc.	326301	584151 SO	3/30/2016	H10669-001
E-One Inc.	326302	584139 SO	3/24/2016	H10666-001
E-One Inc.	326303	584145 SO	3/7/2016	H10667-001
E-One Inc.	326305	584135 SO	3/7/2016	H10665-001
E-One Inc.	326318	584075 SO	3/7/2016	H10656-007
E-One Inc.	326940	585278 SO	3/21/2016	H10785-001
E-One Inc.	326941	585277 SO	3/21/2016	H10784-001
E-One Inc.	328383	588186 SO	3/28/2016	H11038-001
E-One Inc.	716681	558647 SO	8/12/2015	H08571-011
E-One Inc.	716681	558647 SO	8/14/2015	H08570-011
E-One Inc.	716682	558649 SO	8/14/2015	H08572-011
E-One Inc.	716682	558649 SO	9/17/2015	H08573-011
E-One Inc.	716999	561529 SO	8/12/2015	H08810-001
E-One Inc.	716999	561529 SO	8/14/2015	H08811-001
E-One Inc.	717100	563057 SO	7/21/2015	H08907-007



IMPORTANT SAFETY RECALL NOTICE  
NHTSA RECALL 16-E027

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
E-One Inc.	307365	561651 SO	7/2/2015	010-0030-00-0	2
E-One Inc.	307916	562966 SO	7/20/2015	010-0030-00-0	2
E-One Inc.	308172	563668 SO	7/27/2015	010-0030-00-0	4
E-One Inc.	309331	567616 SO	8/28/2015	010-0030-00-0	2
E-One Inc.	309868	569303 SO	9/17/2015	010-0030-00-0	1
E-One Inc.	324825	581768 SO	1/4/2016	010-0030-00-0	1
E-One Inc.	325288	582500 SO	1/26/2016	010-0030-00-0	4
E-One Inc.	325793	583368 SO	2/15/2016	010-0030-00-0	2
E-One Inc.	326908	585071 SO	3/11/2016	010-0030-00-0	3
E-One Inc.	791763	578430 SO	11/18/2015	010-0030-00-0	1
E-One Inc.	792917	585525 SO	2/5/2016	010-0030-00-0	2
E-One Inc.	793799	590783 SO	3/30/2016	010-0030-00-0	1
E-One Inc.	892382	565633 SO	7/21/2015	010-0030-00-0	5
E-One Inc.	892606	569969 SO	8/28/2015	010-0030-00-0	5
E-One Inc.	893078	572217 SO	9/21/2015	010-0030-00-0	5
E-One Inc.	893370	574970 SO	10/15/2015	010-0030-00-0	5
E-One Inc.	893598	576809 SO	11/3/2015	010-0030-00-0	5
E-One Inc.	893674	577296 SO	11/6/2015	010-0030-00-0	5
E-One Inc.	893847	578793 SO	11/20/2015	010-0030-00-0	2
E-One Inc.	893934	579573 SO	12/2/2015	010-0030-00-0	7
E-One Inc.	894478	582719 SO	1/8/2016	010-0030-00-0	5
E-One Inc.	894618	583942 SO	1/21/2016	010-0030-00-0	2
E-One Inc.	894813	585613 SO	2/8/2016	010-0030-00-0	5
E-One Inc.	895347	589285 SO	3/15/2016	010-0030-00-0	5
E-One Inc.	909274	567507 SO	8/6/2015	010-0030-00-0	6
E-One Inc.	909926	571704 SO	9/15/2015	010-0030-00-0	10
E-One Inc.	912013	585727 SO	2/9/2016	010-0030-00-0	4