



Pro-Tech Extended Warranty

Fighting fires is your business — Looking out for your pump is ours

Few things in life are more reliable than your new Hale midship pump. Quality engineered and manufactured, our pumps are constructed of high strength, long lasting castings.

High-5 Performance Warranty

At “NO CHARGE” Hale offers a **STANDARD HIGH-5 PERFORMANCE WARRANTY*** covering a period of five (5) years from the date the product is first placed into service or five and one-half (5-1/2) years from date of shipment by Hale (whichever period shall be first to expire). As part of Hale’s standard High-5 Performance Warranty, Hale covers **PARTS AND LABOR** for the first two (2) years and **PARTS ONLY** for years three (3) through five (5).

Pro-Tech Program “Buy More, Pay Less”

If you want additional coverage, Hale’s **ProTech Extended Warranty Program** offers an exceptional value in additional long-term protection and peace of mind on Hale major pumps beyond the standard 5 year warranty period. The ProTech Extended Warranty covers **LABOR** for one to three additional years. You choose the level you need.

1 Year Extended Warranty	\$250
Covers labor for year three in the standard warranty	
2 Year Extended Warranty	\$750
Covers labor for years three and four in the standard warranty	
3 Year Extended Warranty	\$1500
Covers labor for years three, four, and five in the standard warranty	

With the Pro Tech Extended Warranty, you get coverage beyond Hale’s standard 5 Year Warranty. The Pro-Tech Warranty offers **LABOR** coverage for years three to five in the Hale 5 Year Standard Warranty. Hale exclusively offers extended Labor warranties. Whichever term you choose, you’ll get extra warranty coverage — and lots more time to make the most of it.

There’s a Sixty Day Deadline

Strong as the Pro-Tech Warranty is, it’s only as good as your commitment to maintaining and caring for your new Hale pump. So we must ask you to begin the process by committing to an extended warranty within sixty days of placing your new pump in service. If you have any questions, please feel free to call us at 610/825-6300 and ask for our Customer Service Department.

Serving Side-by-Side

** (Fire Service Applications Only)*

Pro-Tech Extended Warranty

EXPRESS WARRANTY: Hale Products, Incorporated ("Hale") hereby warrants to the original buyer that products manufactured by Hale are free of defects in material and workmanship for a period of five (5) years from the date the product is first placed into service or five and one-half (5-1/2) years from date of shipment by Hale, whichever period shall be first to expire. Within this warranty period Hale will cover parts and labor for the first two (2) years and parts only for years three (3) through five (5).

LIMITATIONS: HALE'S obligation is expressly conditioned on the Product being:

- Subjected to normal use and service.
- Properly installed and maintained in accordance with HALE'S Instruction Manual and Industry Standards as to recommended service and procedures.
- Not damaged due to abuse, misuse, negligence or accidental causes.
- Not altered, modified, serviced (non-routine) or repaired other than by an Authorized Service facility.
- Manufactured per design and specifications submitted by the original buyer.
- Used with an appropriate engine as determined by the engine manufacturers published data.
- Excluded are normal wear items identified as but not limited to packing, strainers, anodes, filters, light bulbs, intake screens, wear rings, mechanical seals, etc.

THE ABOVE EXPRESS LIMITED WARRANTY IS EXCLUSIVE. NO OTHER EXPRESS WARRANTIES ARE MADE. SPECIFICALLY EXCLUDED ARE ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATIONS, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE; COURSE OF DEALING; USAGE OF TRADE; OR PATENT INFRINGEMENT FOR A PRODUCT MANUFACTURED TO ORIGINAL BUYER'S DESIGN AND SPECIFICATIONS.

EXCLUSIVE REMEDIES: If Buyer promptly notifies HALE upon discovery of any such defect (within the Warranty Period), the following terms shall apply:

- Any notice to HALE must be in writing, identifying the Product (or component) claimed defective and circumstances surrounding its failure.
- HALE reserves the right to physically inspect the Product and require Buyer to return same to HALE'S plant or Authorized service Facility.
- In such event, Buyer must notify HALE for a Return Goods Authorization number and Buyer must return the Product F.O.B. within (30) days thereof.
- If determined defective, HALE shall, at its option, repair or replace the Product, or refund the purchase price (less allowance for depreciation).
- HALE's reimbursement covers only the standard labor and Hale components required for the removal, repair, and/or re-installation of HALE supplied Product.
- HALE's reimbursement does not cover the standard labor or components for the removal and reinstallation of non-HALE supplied components.
- Absent proper notice within the Warranty Period, HALE shall have no further liability or obligation to Buyer therefore.

THE REMEDIES PROVIDED ARE THE SOLE AND EXCLUSIVE REMEDIES AVAILABLE. IN NO EVENT SHALL HALE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOSS OF LIFE; PERSONAL INJURY; DAMAGE TO REAL OR PERSONAL PROPERTY DUE TO WATER OR FIRE; TRADE OR OTHER COMMERCIAL LOSSES ARISING, DIRECTLY OR INDIRECTLY OUT OF PRODUCT FAILURE.

Equipment Description

Pump Model # _____ Pump Serial # _____ Date: _____

Dealer Purchased From: _____ Dealer Salesman: _____

Apparatus Manufacturer: _____ Engine Model: _____

Transmission Model: _____ Date placed in Service: _____

Vehicle Type (Check one):

Pumper Rescue Pumper Tanker Tanker Pumper Mini-Pumper Aerial

Purchasing Company/Department

Name: _____ Street: _____ City: _____

County: _____ State: _____ Zip: _____ Country: _____

Authorized Signature: _____ Date: _____

Extended Warranty (Check One)

- Additional 1 year parts and labor — \$250
- Additional 2 years parts and labor — \$750
- Additional 3 years parts and labor — \$1500