



**Hale Products, Inc. Limited Extended Pump Warranty
in the
SafeBuy™ Module**

(Fire Service Applications Only)

The Hale Products, Incorporated Q-max pump installed inside a SafeBuy™ module configuration will be covered by the standard Hale Products, Inc. Limited 5 Year Parts and Labor Warranty outlined in the attached document. As part of the SafeBuy™ feature set we are offering an extended warranty on the Hale Q-max pump beyond these five years. Hale also guarantees that the Q-max pump will meet recertification requirements for five years. There are requirements that the fire department must follow in order to qualify for this extended warranty. Starting in year two the fire department must:

- Supply Hale with documentation that they have performed their yearly pump service requirements as identified in the Hale Pump Manual
- Supply Hale with certification that the pump has passed the yearly pump retesting.

Based on receipt of these documents, Hale will extend their parts and labor warranty period to cover years six, seven and eight on the Q-max pump. All other Hale and Class1 components in the SafeBuy™ module will be covered under the standard warranty for those components. To keep this extended warranty the fire department must continue to supply Hale with verification of their yearly pump service and pump retesting. Any lack of transmittal of this data to Hale will violate the terms of the extended warranty and the standard Hale warranty will be applied.



Class 1



Hale Products, Inc. Limited SafeBuy™ Pump **5 Year** Warranty (Fire Service Applications Only)¹

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 entire first five (5) years.

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

¹ Portable and float pumps, non-fire service applications, skids and trailer products sold by Hale are not covered by this warranty document.

**Class 1**

RECOMMENDED WEEKLY PROCEDURES

- ☐ Test relief valve system or governor at 150, 200, 250 PSIG.
- ☐ Test transfer valve (if applicable).
- ☐ Test the priming system (check lubrication level in priming tank were installed).
- ☐ Lubricate all valves, discharge, suction, hose, drain, and multi-drain.
- ☐ Check pump shift warning indicator lights.

RECOMMENDED MONTHLY PROCEDURES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Complete weekly checks												
Lubricate threads on PM relief valve panel control and check light												
Lubricate remote valve controls												
Check controlled packing leakage (if applicable) and adjust if necessary (8 to 10 drops per minute)												
Perform dry vacuum test*												
Check drive flange bolts to ensure tightness												
Lubricate suction tube threads												
Clean and inspect inlet strainers												
Inspect gaskets. Replace if cracked or damaged.												
Check oil level in pump gearbox; add oil if necessary. If necessary, replace oil with SAE EP 90 oil												

*Per NFPA-1911, 22 inches Hg minimum vacuum: loss not to exceed 10 inches Hg vacuum in 5 minutes.

RECOMMENDED ANNUAL PROCEDURES

- ☐ Complete all previous checks on all questions.
- ☐ Check gauge calibration.
- ☐ Check oil level in AutoLube® assembly (SAE-EP 90 or 80W-90); see operation and maintenance manual for details.
- ☐ Lubricate power transfer cylinder, power shift cylinder, and shift control valve with vacuum cylinder oil, if applicable.
- ☐ Change pump gearbox oil and refill (SAE-EP 90 oil or 80W-90).
- ☐ Check individual drain lines from pump to multi-drain to ensure proper drainage and protection from freezing.
- ☐ Lubricate transfer valve mechanism on two stage pumps. Dry moly spray is preferred.
- ☐ Run yearly standard pump test (per NFPA-1911) to check pump performance levels – chart provided below.
- ☐ Repacking of pump is recommended every two or three years. (Does not apply to pumps with Mechanical Seals.)

NOTE: The above general recommendations are provided for normal use and conditions. Extreme conditions or variables may indicate a need for increased maintenance. Good preventative maintenance lengthens pump life and ensures greater dependability. Consult service or diagnostic chart in operator's manual for detailed information.