

# **HALE** FIRE PUMP COMPANY

CONSHOHOCKEN, PA. 19428 • PHONE: (215) 828-8835

SERVICE BULLETIN 18A

November 30, 1967

To: Major Pump Customers  
Pumping Unit Distributors

Subject: Service Policy on Pumping Units

Gentlemen:

This Bulletin was prepared for you - in delivering to your customer a properly operating unit.

## RECEIPT AND INSPECTION OF NEW UNITS

To insure delivery of a new pumping unit in satisfactory condition, and to protect you against unwarranted expense, this bulletin should be fully understood.

Since all units are carefully inspected and tested before shipment, the distributor should (1) inspect each unit for damage or loss of parts and equipment, and (2) report result of inspection to Carrier.

It is imperative that the distributor inspect shipment at the time of receipt from the Carrier in order to place responsibility for:

- A. Physical damage occurring in transit.
- B. Missing parts or other equipment not covered by a back order notice.

## PUMP WARRANTY:

Hale guarantees the machinery and goods of our manufacture to be suitable material made in a thoroughly workmanlike manner and that when properly operated or used are suitable for the purpose represented by us. Any part or parts of such machinery proving defective on account of workmanship or material within one year from date of shipment we will replace free of charge, F.O.B. our factory, upon receipt of satisfactory proof of such defect or defects. Parts returned to Hale prepaid.

## ENGINE WARRANTY:

Engines used in conjunction with the Hale Pumps are covered under warranty by manufacturer of engine. Engine manufacturer's obligations under this warranty are:

1. Chrysler: Copy attached.
2. Briggs & Stratton and Wisconsin - covered in Manual shipped with unit.

PUMPS • VALVES • ACCUMULATORS • POWER TAKE-OFFS

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(Engine Warranty Continued)

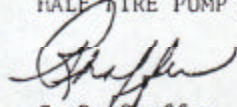
The engine Manuals shipped with each unit should be read and fully understood. Particular attention should be directed to type and grade of oil, and gas should be a good grade of regular gas. In the past, we have experienced difficulties in engines due to customer using low grade oil and gas.

Engine accessories (such as ignition systems, starting devices, batteries, alternators, carburetors and other trade accessories) in finished form and installed on engines are covered under warranty by manufacturer for time specified for the equipment.

It is recommended that distributors set up a working agreement with authorized repair centers in their areas to cover the respective engines by Hale.

We welcome any suggestions you may have regarding Hale Pump---  
Service Policy.

Yours very truly,  
HALE FIRE PUMP COMPANY



C. R. Shaffer  
Service Manager

encl.



TO ALL HALE DEALERS AND CUSTOMERS

The Chrysler Industrial Engine Division of the Chrysler Corporation has arranged with their Industrial Engine dealers and service stations to perform warranty service on their engines supplied in our units. This arrangement is based on service in accordance with the terms of the standard industrial engine warranty. A copy of Industrial Engine Warranty is attached.

WARRANTY SERVICE

"No warranties are made or will be deemed to have been made by either the Distributor/Dealer or the Manufacturer of the new engine and engine accessories furnished hereunder, excepting only Chrysler Corporation's current printed warranty applicable to such engines and engine accessories, which warranty is incorporated herein and made a part hereof and a copy of which will be delivered to the purchaser at the time of delivery of the new engine and engine accessories. Such warranty shall be expressly in lieu of any other warranty, expressed or implied, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and the remedies set forth in such warranty will be the only remedies available to any person with respect to such new engine and engine accessories."

Service under the applicable warranty coverage is to be performed only by authorized distributors and their dealers. This also applies to the performance of such service, when required, for customers of manufacturers of equipment using Chrysler Marine or Industrial Engines, and for customers of dealers associated with the manufacturers.

Warranty service is to be performed without charge to the owner for parts and labor involved in the replacement of parts which prove to be defective in material and workmanship within the applicable warranty coverage. Whenever possible, the owner should obtain warranty service from his selling distributor/dealer. If the owner cannot return to the selling distributor/dealer, any authorized distributor/dealer should provide the necessary warranty service.

All correspondence relative to the industrial engine should be directed to the Service Department, Marine Division/Industrial Products Division, P. O. Box 1, Marysville, Michigan, 48040. Telephone 364-8200 (Area Code 313).

When contacting the Chrysler Corporation it is important that you give the details of the difficulty and the following information:

Engine model, type, serial number, date when purchased or placed in service.

Upon receipt of your request for warranty service they will arrange to have the nearest dealer in Chrysler products contact you and perform the warranty service. They will instruct the dealer as to the proper method of handling the claim.

Although this plan in the form outlined above has been developed and put into effect solely by the Chrysler Corporation, we feel that it should offer more expeditious and satisfactory service to the user and dealer. If following the above plan still does not result in satisfactory service, the Service Department of the Hale Fire Pump Company should be notified at once.



CHRYSLER INDUSTRIAL ENGINES (STANDARD WARRANTY)

The following is the Manufacturer's express warranty applicable to Marine and Industrial engines manufactured by Chrysler Corporation:

"Marine Division/Industrial Products Division warrants its new products to be free from defects in material and workmanship under normal use and service during the periods specified below for the type of products indicated:

"INDUSTRIAL ENGINES - For six (6) months or 600 hours after delivery to the first user thereof or for eighteen (18) months after delivery to original purchaser, whichever occurs first.

"ENGINE ACCESSORIES - (such as ignition system, starting devices, batteries, alternators, carburetors, or other trade accessories) in finished form and installed on an industrial engine and purchased new from other manufacturers for that purpose - for the greater of either (1) fifteen (15) months after delivery to the original purchaser or ninety (90) days after delivery to the first user thereof, whichever occurs first, or (2) the period specified by such other manufacturer.

"During the warranty periods specified above, Chrysler (Marine Division/Industrial Products Division) will make good at its factory any part or parts of such products returned to it (with transportation charges prepaid) which its examination shall disclose to its satisfaction to have been thus defective; provided it receives written notice of any such claimed defect within thirty (30) days from the date of discovery.

"This warranty will not apply to any Chrysler (Marine Division/Industrial Products Division) engine or product which has been subject to misuse, misapplication, negligence or accident, or to repairs or servicing as a result of using parts not supplied or approved by Chrysler (Corporation), or which shall have been altered or repaired outside of one of its authorized service stations in any way so as, in the judgment of Chrysler (Corporation), to affect the stability or reliability of such engine or product.

"In the absence of any contrary written agreement signed by an authorized agent of Chrysler (Corporation), this express warranty is the only warranty applicable to the Chrysler (Corporation) products described herein and is expressly in lieu of any warranties otherwise implied by law (including, but not limited to, implied warranties of merchantability or fitness for any particular purpose). The remedies available under this express warranty shall be the only remedies available to the purchaser with respect to defects in material or workmanship or otherwise. Chrysler (Corporation) neither assumes, nor authorizes anyone to assume for it, any liability in connection with the sale of its products."

Chrysler reserves the right to make changes in design, or to make additions to, or improvements in its products, without imposing any obligation upon itself to install them on its product previously manufactured.

CHRYSLER CORPORATION  
INDUSTRIAL ENGINE DIVISION