



## **Mercedes Textiles Ltd, Hydro-Wick Industries Ltd and Highwater Hose Inc.**

### **Specific warranty terms for Krakenhammer® 10-L and 2-10-L warranties for municipal products**

The following warranty coverage takes effect for the respective fire hose products listed under the Krakenhammer® 10-L and/or Krakenhammer® 2-10-L coverage below.

#### **“2” denotes Two year “all hazards” warranty**

We will repair or replace, at our discretion, fire hose products that incur accidental damage within this two-year warranty period. Accidental damage can occur during fire suppression in the form of cuts, abrasion, or other hazards that are present while fighting fires which could render the products unfit for use.

Contamination of hose that has come in contact with fuels, toxic chemicals and blood borne fluids are not covered under this warranty. Contaminated hose should be considered as an insurance claim as they are unsafe to handle, prohibited to transport, and should be disposed of as dictated by local authority/jurisdiction.

Hose and couplings that are used for purposes other than fire-fighting, the use for which it is intended, including Training Academy use and damage incurred due to hose testing operations, shall not be covered in this warranty. Mercedes Textiles, Hydro-Wick Industries and/or Highwater Hose reserve the right of final decision in cases of any ambiguity concerning a damaged product.

#### **“10” denotes Ten- year warranty against manufacturing defects**

Fire hose products are guaranteed to be free from defects in material and/or workmanship for a period of ten (10) years from date of invoice.

#### **“L” denotes Lifetime warranty against liner delamination**

We provide a lifetime warranty against liner delamination for the fire hose products mentioned below. Delamination meaning the waterway liner has separated or partially separated from the hose fabric.

#### **Krakenhammer® 10-L Coverage products**

MTFS-800-DP®, Carry-Lite®, Future-Line®, MTSS-800™

#### **Krakenhammer® 2-10-L Coverage products**

Mertex Wayout® coupling, Storz IReflect® coupling, KrakenExo®, EXOmetro®, KrakenExo Super II\*, Aquaflow Plus®, Megaflo® Breather, X-Stream® Plus, X-Stream®, Hydratak 600™\*, Deluge™\*\*,

\* When coupled with the patented Mertex Wayout®

\*\* When coupled with the patented Storz IReflect®



**MERCEDES  
TEXTILES LIMITED**  
Innovation delivered.™



### **Returned Goods Order (RGO) Procedure**

To obtain repair or replacement, please request an RGO number from our Support Services Department prior to shipment of the hose to the factory.

If the return item qualifies under the 2-10-L warranty terms, we will repair or replace the item and pay the cost of shipping the hose to the factory and the cost of returning the hose will be charged.

If the product is found to be defective, we will repair or replace the item and pay both inbound and return freight costs.

If the hose is found to be not under our warranty guidelines, we will advise of the repair charges including inbound and outbound freight to determine the total cost

### **To request an RGO number:**

1. Contact the dealer who sold the hose, or
2. Contact Support Services at Mercedes Textiles or Highwater Hose
3. Please have complete purchase details available

This warranty may be discontinued at any time at the discretion of Mercedes Textiles, Hydro-Wick Industries and/or Highwater Hose.

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