



Hale Products, Inc. Service Bulletins

Bulletin#: Revision#: Date:

Product Type Covered:

<input checked="" type="checkbox"/>	Vehicle Mounted Pump	<input type="checkbox"/>	Valve
<input type="checkbox"/>	Portable Pump	<input type="checkbox"/>	Refueler Pump
<input type="checkbox"/>	Pump End	<input type="checkbox"/>	CAFS
<input type="checkbox"/>	Foam Proportioners	<input type="checkbox"/>	Parts and/or Accessory

Keywords:

Product Covered:

Problem Statement:

Hale QMAX-XS pumps built with both packing seals and mechanical seals in the date range listed may not receive proper seal cooling water flow due to internal machining variation. This should be corrected with the addition of external cooling lines to the pump to make sure seal life is not reduced. The kit is external to the pump and can be installed with typical hand tools.

Written by: Date:

Approved by:

Project Manager:

Body of the Bulletin

QMAX-XS pumps contain internally machined cooling holes that connect the suction and discharge cavities of the pump body to the pump shaft seal cavity. These cooling holes are used to supply water from the pump discharge to the seal cavity and from the seal cavity back to the pump suction. This cooling water flow provides necessary lubrication and cooling for the pump shaft seal whether it is equipped with a mechanical seal or a packing seal.

On pumps produced between 09/2012 and 02/2014 it is possible these cooling holes were not properly machined, thus restricting the amount of cooling water supplied to the seal cavity. For pump/seal longevity, it is imperative the seal receive adequate cooling water or the possibility for premature failure exists. While no premature seal failures have been identified at this time, adding the retrofit kit will remove the risk of excessive wear and premature seal failure.

Hale Products, Inc. has assembled an upgrade kit with external fittings and hoses to correct this issue. The kit is simple to install, only requires a few pieces and can be installed without

removing the pump assembly from the truck. The estimated installation time is less than one hour with an experienced mechanic and typical truck construction.

The part number for this kit is 546-00038-000 and it is available at no cost to customers with pump produced between 09/2012 and 02/2014.

Detailed installation instructions can be found on 101-00174-000, which is included with the retrofit kit.

Pumps not produced between the date range listed above do not need this kit and gain no advantage with kit installation.

For additional information or assistance, please contact Hale Products customer service at 1-800-220-HALE.