

MERCEDES
TEXTILES LIMITED

AND

HIGHWATER
HOSE INC

INNOVATION DELIVERED

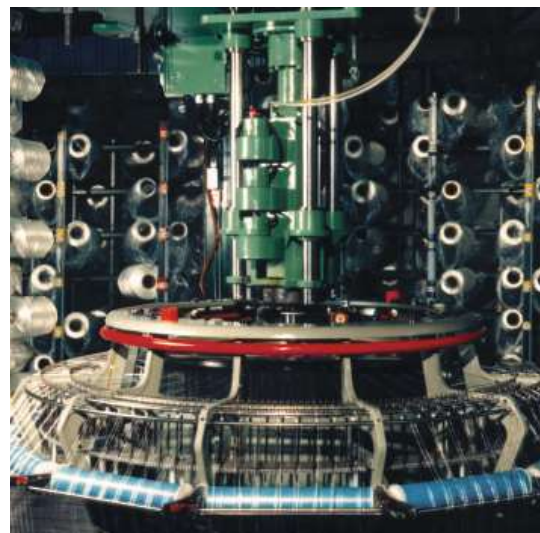
HOSE PRODUCT CATALOGUE

Unique Mertex® Lining Process

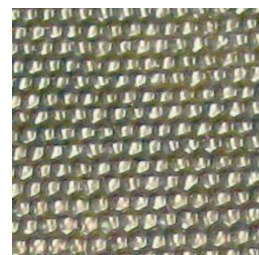
A unique Mertex® process designed especially for the manufacturing of fire hose was developed exclusively by Mercedes Textiles Limited. This process uses a lining material in a molten state which is then introduced into the fabric jacket as it is being woven at the loom. No adhesives are used in this process. With this method, a smoother waterway is produced, yielding greater water flow at the discharge end. This continuous process is your assurance that Mercedes Fire Hose will provide the most efficient products available. Some advantages of our Mertex® process are:

- The superior liner adhesion of the Mertex® process allows for the use of high strength Filament Polyester yarn in both the warp & weft directions, for a greater burst safety margin
- Creates a virtually inseparable bond without the use of adhesives "NO DELAMINATION"
- Locks fibers together for even greater strength while still allowing for a high flexibility
- Creates an amazingly smooth waterway which yields an extremely low friction (pressure) loss "HIGHER FLOW"
- Produces lower elongation under pressure. Lower elongation means less back pull when water is suddenly shut-off, resulting in a safer hose to work with in firefighting
- Permits manufacturing to any length (Call factory for non-standard lengths)

Hose Loom with "Extruder"
Experience up to 66% greater flow



Our Mertex® Process
Synthetic Hose Lining
(smooth surface = less
friction/greater flow)



Example: Competitor's
Synthetic hose lining
(rough surface = less flow)

Permatek™ Treatment for Hose Jackets

Permatek™ treatment is a high performance polymeric dispersion which saturates each and every fiber of the hose jacket, ensuring superior physical properties. Some of the advantages of the Permatek™ treatment are:

- Locks all fibers together for greater strength
- Produces a lower drag coefficient in charged hose lays which results in greater ease of advancement
- Reduces water pickup and absorption
- Provides excellent protection against abrasion
- Provides resistance to petroleum products, hydrocarbons, most solvents and greases
- Excellent resistance against UV and Ozone
- Results in much shorter drying time
- Available in the 9 NFPA colors

Note: Actual hose colors may vary from the colors shown in this catalogue



About the Companies

Since our inception in 1978, our vision has been to manufacture the finest, most durable and highest performing hose products in the world. Dedication, hard work and a series of critical decisions helped us to realize our objectives in a relatively short period of time. Across the spectrum, proactive thinking, unrivaled advancement and continued customer acceptance are the qualities that set Mercedes Textiles Limited apart. We hold over 60 patents and have grown into three facilities producing a vast array of products sold worldwide.

Fueled by the early creation of innovative product offerings, we created Hydro-Wick Industries Inc. in 1995. This production facility focuses on the manufacture of high-pressure pumps, advanced coupling systems and technology enhanced, wildland firefighting products.

The next year, in 1996, we continued to expand with the formation of HighWater Hose Inc. to extend our product offerings to include a wide range of rubber covered and lightweight, lay-flat hose.

Today Mercedes Textiles is widely recognized as the world's leader in innovative municipal, forestry, snowmaking and industrial fluid delivery systems and specialty equipment. A relentless focus on research and development continues to be at the forefront of our growth strategy. Mercedes Textiles has come a long way, yet we remain just as committed to improving, redefining and transforming our industry as we did when we first began.



MERCEDES
TEXTILES LIMITED



HIGHWATER HOSE INC.
MERCEDES TEXTILES LIMITED

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[FORESTRY]



HYDRO-WICK® PROCESS

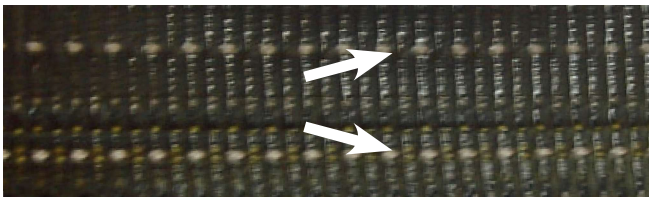
Unique Hydro-Wick® Weeping Process

Special problems require special solutions and Mercedes Textiles Limited is particularly innovative in creating practical solutions to difficult problems. When the Forest Services of North America needed a more finely controlled weeping (self-protecting) hose than the previous technology could provide, Mercedes Textiles Limited created this clever yet simple design wherein carefully spaced yarns were exposed into the waterway. Through capillary action, a controlled amount of water is allowed to wick through the yarn and quickly soak the jacket thoroughly. This action produces a wetted outer surface without reducing flow or creating additional turbulence. When the jacket is fully wet, the capillary action automatically stabilizes.

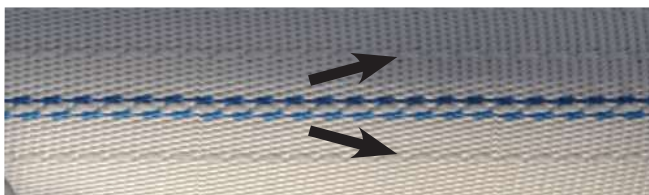
- The Hydro-Wick® weeping process results in considerably less pressure loss than competing products, while still maintaining protection against fire and heat
- Virtually eliminates clogging, as compared to competing products
- Complete wet out is achieved in up to 300% less time than the needle prick method
- The resulting wet jacket provides excellent protection against heat, i.e., forest fire applications

Hydro-Wick® Weeping Process “Wick Effect”

Liner Wicks Pick up the Water



Jacket Wicks Distribute the Water



FIREBREAK II®

Worldwide, the #1 choice for weeping hose among forest fire agencies.



Applications

- Forestry light weight, self-protecting, attack /supply hose
- Urban interface, grass fire kits, and mop up hose
- Wildland brush fire truck attack hose
- Cottage and forestry home values protection hose

Features and Benefits

- Unique Hydro-Wick® weeping process producing a "wick" effect to dampen the hose jacket
- Tough and light in weight

- Unique Mertex® lining
- Premium all synthetic single jacket
- Resistant to most chemicals, petrol products, ozone and U.V. exposure, hydrolysis, rot and mildew
- Remains flexible to -65° F (-55° C)
- Meets or exceeds all performance requirements of NFPA 1961, Underwriters Laboratories and Factory Mutual
- Meets ULC S519.1 requirements and can be labeled upon request in the sizes* specified below

Hose Spec	Trade Size		Bowl Size		Weight Un-coupled 100'(30.5M)		Coil Diameter 100'(30.5M)		Service Pressure		Proof Pressure		Burst Pressure	
	In.	mm	In.	mm	Lbs	Kg	In.	Cm.	PSI	kPa	PSI	kPa	PSI	kPa
730	1.00	25	1 5/32	29	8.0	3.6	14.0	35.6	300	2 070	600	4 140	900	6 200
731	1.5*	38*	1 11/16	43	11.0	5.0	14.0	35.6	300	2 070	600	4 140	1 000	6 900
734	2.50	64	2 11/16	68	16.5	7.5	15.0	38.1	250	1 725	500	3 450	800	5 515

FORESTFLO®

Cotton/synthetic jacket combined with Hydro-Wick® weeping process provides maximum heat protection.



Applications

- Forestry light weight, self-protecting, attack hose
- Urban interface, grass fire kits, and mop up hose

Features and Benefits

- Cotton /synthetic single jacket
- Unique Hydro-Wick® weeping process producing a "wick" effect to dampen the hose jacket
- Standard treatment of cotton jacket includes anti-fungal and anti-microbe as per ULC S518/S519 and CGSB CAN2-4.2 method 28.3

- Light weight and compact with superior heat and abrasion resistance
- Unique Mertex® lining
- Meets or exceeds all performance requirements of NFPA 1961, ULC S519 and ULC 400° C Hot Block test
- Meets ULC requirements and can be labeled upon request in the sizes* specified below
- Resistant to most chemicals, petrol products, ozone and U.V. exposure, and hydrolysis

Hose Spec	Trade Size		Bowl Size		Weight Un-coupled 100'(30.5M)		Coil Diameter 100'(30.5M)		Service Pressure		Proof Pressure		Burst Pressure	
	In.	mm	In.	mm	Lbs	Kg	In.	Cm.	PSI	kPa	PSI	kPa	PSI	kPa
762	1.00	25	1 5/32	29	8.5	3.9	15.0	38.1	300	2 070	600	4 140	900	6 200
707	1.5*	38*	1 11/16	43	12.0	5.5	15.0	38.1	300	2 070	600	4 140	900	6 200

PERCOLITE™

All synthetic ULC weeping hose approved for helicopter deployment, where every pound matters.



Applications

- Helicopter attack hose
- Forestry extra light weight, self-protecting, attack hose
- Urban interface, grass fire kits, and mop up hose
- Cottage and forestry home values protection hose

Features and Benefits

- Extremely light in weight
- Unique Hydro-Wick® weeping process producing a "wick" effect to dampen the hose jacket

- Unique Mertex® lining
- Premium all synthetic single jacket
- Resistant to most chemicals, petrol products, ozone and U.V. exposure, hydrolysis, rot and mildew
- Meets ULC S519.1 requirements and can be labeled upon request in the sizes* specified below

Hose Spec	Trade Size		Bowl Size		Weight Un-coupled 100'(30.5M)		Coil Diameter 100'(30.5M)		Service Pressure		Proof Pressure		Burst Pressure	
	In.	mm	In.	mm	Lbs	Kg	In.	Cm.	PSI	kPa	PSI	kPa	PSI	kPa
710	1.00	25	1 5/32	29	6.6	3.0	14.0	35.6	300	2 070	600	4 140	900	6 200
711	1.5*	38*	1 11/16	43	9.0	4.1	14.0	35.6	300	2 070	600	4 140	900	6 200

FIRE BOSS®

Most rugged with lowest friction loss, all synthetic non-percolating forestry hose, standard with yellow Permatek HPT™ treatment.



Applications

- Forestry and industrial applications hose
- Wildland brush fire truck attack hose
- Cottage and forestry home values protection hose
- High-rise hose kits, attack hose

Features and Benefits

- Tough and ready for action and light in weight.
- Spun yarn jacket for superior abrasion resistance
- Standard strobe yellow Permatek HP™ treatment against abrasion, moisture pick up and mildew

- Unique Mertex® lining
- Premium all synthetic single jacket
- Resistant to most chemicals, petrol products, ozone and U.V. exposure, hydrolysis, rot and mildew
- Meets or exceeds all performance requirements of NFPA 1961, Underwriters Laboratories and Factory Mutual
- Meets or exceed all performance requirements of U.S.D.A. spec 5100-187C Type II for 1" (25mm) and 1 ½" (38mm)

Hose Spec	Trade Size		Bowl Size		Weight Un-coupled 100'(30.5M)		Coil Diameter 100'(30.5M)		Service Pressure		Proof Pressure		Burst Pressure	
	In.	mm	In.	mm	Lbs	Kg	In.	Cm.	PSI	kPa	PSI	kPa	PSI	kPa
750	1.00	25	1 5/32	29	9.0	4.1	17.0	43.2	300	2 070	600	4 140	1 000	6 900
751	1.50	38	1 11/16	43	13.5	6.1	17.0	43.2	300	2 070	600	4 140	1 000	6 900
752	1.75	44	1 7/8	48	15.5	7.0	17.0	43.2	300	2 070	600	4 140	1 000	6 900

FIRE STOP®

A rugged all synthetic non-percolating forestry hose.



Applications

- Forestry and industrial applications hose
- Wildland brush fire truck attack hose
- Cottage and forestry home values protection hose

Features and Benefits

- Tough and ready for action and light in weight
- Spun yarn jacket for superior abrasion resistance
- Unique Mertex® lining
- Premium all synthetic single jacket
- Available with Permatek HP™ treatment against abrasion, moisture pick up and mildew
- Resistant to most chemicals, petrol products, ozone and U.V. exposure, hydrolysis, rot and mildew
- Meets or exceeds all performance requirements of NFPA 1961, Underwriters Laboratories and Factory Mutual
- Meets or exceed all performance requirements of U.S.D.A. spec 5100-187C Type II for 1" (25mm) and 1 1/2" (38mm), when coated

Hose Spec	Trade Size		Bowl Size		Weight Un-coupled 100'(30.5M)		Coil Diameter 100'(30.5M)		Service Pressure		Proof Pressure		Burst Pressure	
	In.	mm	In.	mm	Lbs	Kg	In.	Cm.	PSI	kPa	PSI	kPa	PSI	kPa
740	1.00	25	1 5/32	29	8.6	3.9	16.0	40.6	300	2 070	600	4 140	1 000	6 900
741	1.50	38	1 11/16	43	13.0	5.9	16.0	40.6	300	2 070	600	4 140	1 000	6 900
742	1.75	44	1 7/8	48	14.8	6.7	16.0	40.6	300	2 070	600	4 140	1 000	6 900

FORESTGUARD II®

Tough, all synthetic, ULC approved non-percolating forestry hose.



Applications

- Forestry lightweight, attack /supply hose
- Urban interface, grass fire kits, and mop up hose
- Wildland brush fire truck attack hose
- Cottage and forestry home values protection hose

Features and Benefits

- A tough versatile lightweight forestry fire hose
- Unique Mertex® lining
- Premium all synthetic single jacket
- Available with Permatek HP™ treatment against abrasion, moisture pick up and mildew
- Resistant to most chemicals, petrol products, ozone and U.V. exposure, hydrolysis, rot and mildew
- Remains flexible to -65° F (-55° C)
- Meets or exceeds all performance requirements of NFPA 1961, Underwriters' Laboratories of Canada Spec .1, Factory Mutual and USDA Spec 5100-187C Type I for 1" (25mm) and 1 1/2"(38mm), when treated yellow
- Meets ULC requirements and can be labeled upon request in the sizes* specified below

Hose Spec	Trade Size		Bowl Size		Weight Un-coupled 100'(30.5M)		Coil Diameter 100'(30.5M)		Service Pressure		Proof Pressure		Burst Pressure	
	In.	mm	In.	mm	Lbs	Kg	In.	Cm.	PSI	kPa	PSI	kPa	PSI	kPa
704	1.00	25	1 5/32	29	8.0	3.6	14.0	35.6	300	2 070	600	4 140	1 000	6 900
705	1.5*	38*	1 11/16	43	11.8	5.4	14.0	35.6	300	2 070	600	4 140	1 000	6 900
706	1.75	44	1 7/8	48	13.5	6.1	15.0	38.1	300	2 070	600	4 140	900	6 200
701	2.50	64	2 3/4	70	22.0	10.0	16.5	41.9	300	2 070	600	4 140	900	6 200

FORESTSTREAM®

A light weight all synthetic, non-percolating, ULC approved forestry hose for both helicopter deployment and over-land supply.

Applications

- Forestry extra lightweight, attack /supply hose
- Helicopter attack hose
- Urban interface, grass fire kits, and mop up hose
- Cottage and forestry home values protection hose

Features and Benefits

- Extremely light in weight
- Unique Mertex® lining
- Premium all synthetic single jacket
- Available with Permatek HP™ treatment against abrasion, moisture pick up and mildew



- Resistant to most chemicals, petrol products, ozone and U.V. exposure, hydrolysis, rot and mildew
- Remains flexible to -65° F (-55° C)
- Meets or exceeds all performance requirements of NFPA 1961, Underwriters' Laboratories of Canada Spec 5518.1, Factory Mutual and USDA Spec 5100-187C Type I, when coated for 1" (25mm) and 1 1/2" (38mm)
- Meets ULC requirements and can be labeled upon request in the sizes* specified below

Hose Spec	Trade Size		Bowl Size		Weight Un-coupled 100'(30.5M)		Coil Diameter 100'(30.5M)		Service Pressure		Proof Pressure		Burst Pressure	
	In.	mm	In.	mm	Lbs	Kg	In.	Cm.	PSI	kPa	PSI	kPa	PSI	kPa
713	1.00	25	1 5/32	29	6.5	3.0	13.5	34.3	300	2 070	600	4 140	900	6 200
715	1.5*	38*	1 11/16	43	9.5	4.3	13.5	34.3	300	2 070	600	4 140	900	6 200
718	2.50	64	2 11/16	68	16.5	7.5	15.0	38.1	250	1 725	500	3 450	750	5 175

MTS-187 T-2™

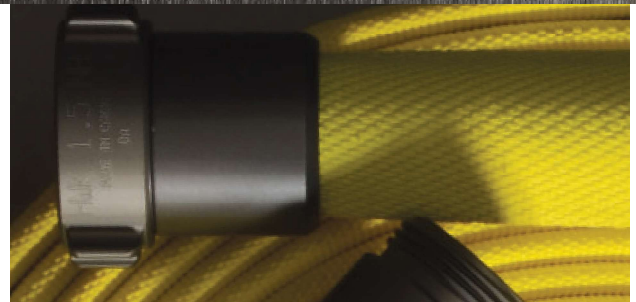
Rugged all synthetic, single jacket forestry hose, c/w our yellow Permatek™ HP treatment and our "lowest friction loss" lining.

Applications

- Wildland Brush Fire Truck Attack Hose
- High-Rise Hose Kits, Attack Hose
- Industrial and Forestry Applications Hose
- Cottage and forestry home values protection hose

Features and Benefits

- Tough and ready for action but light in weight
- Our unique Mertex® lining process produces an amazingly thin but smooth inner waterway, yielding an extremely low friction loss for maximum flow

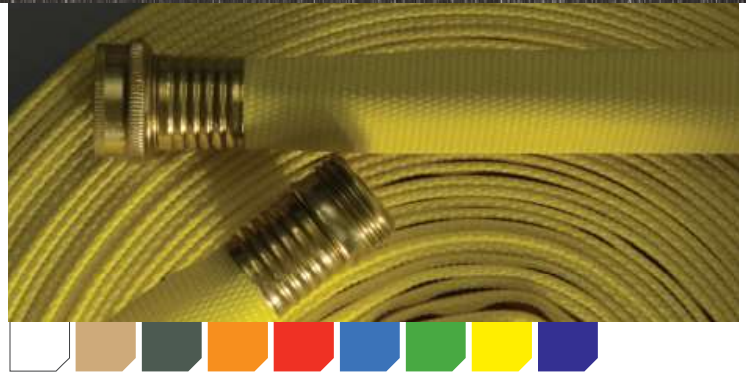


- Standard Strobe Yellow Permatek™ HP treatment for greater visibility & abrasion resistance and greatly reduces moisture absorption through the jacket
- Resistant to most chemicals, petrol products, ozone & U.V. exposure, hydrolysis, and rot & mildew Meets or exceeds all performance requirements of NFPA 1961, Underwriter's Laboratories & Factory Mutual
- Meets or exceed all performance requirements of U.S.D.A. spec 5100-187B Type II

Hose Spec	Trade Size		Bowl Size		Weight Un-coupled 100'(30.5M)		Coil Diameter 100'(30.5M)		Service Pressure		Proof Pressure		Burst Pressure	
	In.	mm	In.	mm	LBS	Kg	In.	Cm.	PSI	kPa	PSI	kPa	PSI	kPa
535	1.00	25	1 5/32	29	8.8	4.0	16.0	40.6	300	2 070	600	4 140	900	6 200
536	1.50	38	1 11/16	43	11.8	5.4	16.5	41.9	300	2 070	600	4 140	900	6 200
537	1.75	44	1 7/8	48	14.2	6.5	16.5	41.9	300	2 070	600	4 140	900	6 200

MYTI-FLO®

A circular woven, seamless, all synthetic hose featuring "lowest friction loss lining".



Applications

- Forestry mop-up and sprinkler hose
- Cottage and forestry home values protection hose
- Decontamination and wash down hose
- Industrial applications hose
- Marine fire hose and RV potable water (when specified)

Features and Benefits

- Seamless, light weight, and multipurpose
- Unique Mertex® lining
- Premium all synthetic single jacket

- Available with Permatek HP™ treatment against abrasion, moisture pick up and mildew
- Resistant to most chemicals, petrol products, ozone and U.V. exposure, hydrolysis, rot and mildew
- Remains flexible to -65° F (-55° C)
- Meets or exceeds all performance requirements of NFPA 1961, Underwriters Laboratories and Factory Mutual
- Available with both GHT and unique Baby Merlug® ¾"/19mm QC couplings

Hose Spec	Trade Size		Bowl Size		Weight Un-coupled 50'(15.2M)		Coil Diameter 50' (15.2M)		Service Pressure		Proof Pressure		Burst Pressure	
	In.	mm	In.	mm	Lbs	Kg	In.	Cm.	PSI	kPa	PSI	kPa	PSI	kPa
810	5/8	16	N/A	N/A	1.5	0.7	8.0	20.3	250	1 725	500	3 450	750	5 175
719	3/4	19	N/A	N/A	1.7	0.8	8.0	20.3	250	1 725	500	3 450	750	5 175

BOOSTLITE®

A non-collapsible reel hose designed to meet a variety of fire attack requirements.



Applications

- Booster reel hose
- Range control attack hose
- Wildland brush fire truck attack hose
- Compressed Air Foam System (CAFS) applications

Features and Benefits

- Extremely kink resistant, even at low pressure
- Bend radius is less than 3 ½"/8.9cm for a ¾"/19mm hose; 4 ½"/11.4cm for a 1.0"/25mm hose; and 9.0"/23cm for a 1 ½" / 38mm hose
- Non-Collapsible and fits standard hose reels

- Heavy duty spun yarn construction
- Unique Mertex® lining
- Premium all synthetic single jacket
- Standard Strobe Yellow Permatek HP™ treatment against abrasion, moisture pick up and mildew
- Resistant to most chemicals, petrol products, ozone and U.V. exposure, and hydrolysis
- Temperature range of -60° F to 160° F (-50° C to 71° C)
- Available with expansion ring and field repairable couplings, field repairable splice, factory installed compression splice and compression couplings

Hose Spec	Trade Size		Bowl Size		Weight Un-coupled 100'(30.5M)		Coil Diameter 100' (30.5M)		Service Pressure		Proof Pressure		Burst Pressure	
	In.	mm	In.	mm	Lbs	Kg	In.	Cm.	PSI	kPa	PSI	kPa	PSI	kPa
799	0.75	19	1 1/16	27	14.9	6.8	15.3	38.9	400	2 755	800	5 515	2 000	13 775
800	1.00	25	1 9/32	33	19.3	8.8	18.0	45.7	400	2 755	800	5 515	2 000	13 775
801	1.50	38	1 13/16	46	32.0	14.5	25.0	63.5	400	2 755	800	5 515	1 800	12 400

DRAFTLITE®

A crush resistant draft hose where light weight and high pressure resistance are critical.



Applications

- Suction /Supply Line

Features and Benefits

- Extremely kink resistant - See table for bend radius
- Heavy duty spun yarn construction
- Ideal for helicopter applications
- Unique Mertex® lining
- Premium all synthetic single jacket

- Standard Strobe Yellow Permatek HP™ treatment against abrasion, moisture pick up and mildew
- Resistant to most chemicals, petrol products, ozone and U.V. exposure, hydrolysis, rot and mildew
- Temperature range of -60° F to 160° F (-50° C to 71° C)
- Available with NH, NPSH, BSP, Cam & Groove in both sizes and QC couplings in 1.5" / 38mm

Hose Spec	Trade Size		Bowl Size		Weight Un-coupled 10'(3M)		Bend Radius		Service Pressure		Proof Pressure		Burst Pressure	
	In.	mm	In.	mm	Lbs	Kg	In.	Cm.	PSI	kPa	PSI	kPa	PSI	kPa
802	1.50	38	1 13/16	46	4.6	2.1	12.5	32	400	2 755	800	5 515	1 200	8 275
803	2.00	51	2 5/16	59	5.5	2.5	15.0	38	400	2 755	800	5 515	1 200	8 275

QUICKCONNECT

The only End to End Quick Connect (1/4 turn) System
From 3/4" (19mm) through to 2 1/2" (63mm).

Applications

- Forestry, industrial and municipal hose

Features and Benefits

- The only sexless system to offer a full flow waterway
- Rapid connect and disconnect equals faster firefighting
- No threads or swivel to damage
- Compatibility among fire agencies
- Can attach hose sizes from 3/4" (19mm) To 2 1/2" (63mm)
- Hose can be rolled from either end
- High strength, forged couplings allow for multiple re-use
- Unique extended Merlug® facilitates universal spanner wrenches
- Unique Babylug™ is the only quick connect coupling in the industry for 5/8" / 16mm and 3/4" / 19mm forestry hose
- ULC and USDA approved for 1" / 25mm and 1 1/2" / 38mm
- Field proven for over 20 years



FLD FORESTRY™

A rubber covered, layflat hose for forestry fire fighting where small size, heat resistance and low weight are an asset.



Applications

- Forestry agency attack hose
- Wildland brush fire truck attack hose

Features and Benefits

- Available in bright yellow

- Lower friction loss than comparable jacketed hose
- The ¾"(19mm) version comes with garden hose fittings for greater flexibility
- Exceeds NFPA 1961 and UL standard performance requirements
- Maintenance free; just wipe down and return to service

Trade Size		Bowl Size		Weight Un-coupled 50' (15.2M)		Coil Diameter 50' (15.2M)		Service Pressure		Test Pressure		Burst Pressure	
In.	mm	In.	mm	Lbs	Kg	In.	Cm.	PSI	kPa	PSI	kPa	PSI	kPa
3/4	19	1	25	5.5	2.5	12.0	30.5	300	2 070	600	4 140	900	6 200
1	25	1 3/16	30	7.0	3.2	12.5	31.8	300	2 070	600	4 140	900	6 200
1 1/2	38	1 3/4	44	11.0	5.0	12.5	31.8	300	2 070	600	4 140	900	6 200

Courses Offered

We offer training courses in the following categories:

- Fireline operating procedures for power pumps
- Repair and maintenance of portable fire pumps
- Basic Forest Fire Fighting

Training courses are offered in classroom and field environments with a hands-on, certified S100 instructor.

Our courses can be given either in our classroom facilities or at a remote location anywhere in the world.

Ordering Information

Our distributors are located worldwide. Please contact us or go to our website to request the distributor nearest you.

Our Patents

- Mertex Wayout® coupling (US 9,539,449; Canada 2,753,087; South Africa 2011/06223; UK 2,480,968). Other patents pending
- IReflect® high visibility lock lever (US 9,895,562; US 10,493,306; Canada 2,772,960 ; China ZL201090001151.4). Other patents pending
- Identify® recessed area for couplings (China ZL201220060166.9; Germany 20 2012 100 577.8) Other patents pending
- MERLITE™ lightweight coupling with protective shoulder (US 9,103,474; Canada 2,808,486).
- Fuel can adaptor (Canada 2,853,322; US 9,505,602). Other patents pending
- Breather technology™ for fire hose (US 9,752,707; Canada 2,865,920)
- Plus other patents pending in several countries

Notations

- UL denotes Underwriters Laboratory USA and ULC denotes Underwriters Laboratory of Canada
- FM denotes Factory Mutual
- ® Represents registered trademarks of Mercedes Textiles Limited or Highwater Hose Inc, unless otherwise noted
- ™ Represents trademarks of Mercedes Textiles Limited or Highwater Hose Inc., unless otherwise noted
- All our hoses meet or exceed all performance requirements of NFPA 1961, Underwriter's Laboratories and Factory Mutual
- Specifications subject to change without notice

Terms and Conditions of Sale

Shortages or Damaged Merchandise

Any shortage, damage or error in shipment should be reported to us immediately upon receipt of goods and at the latest within 10 days after delivery. All packages should be carefully inspected for visible damage prior to acceptance, and delivery refused or damage noted when signing for receipt of packages.

Warranties

Standard warranty

Mercedes Textiles Limited and/or Highwater Hose Inc. offer a limited warranty on items manufactured by Mercedes Textiles Limited and/or Highwater Hose Inc., as described below under “defects in material”, and disclaims liability for the following:

- Failure of the product if it is used for other than its intended purpose
- Changes or modifications not expressly approved by Mercedes Textiles Limited and/or Highwater Hose Inc.
- Unreasonable use, supplemental damage, or damage to the product not resulting from defects in material or workmanship
- Any personal injury, damage to property, or any incidental or consequential damages of any kind resulting from misuse, improper installation, negligence, repair, or alteration of the product

Note: Mercedes Textiles Limited and/or Highwater Hose Inc. make no warranty with respect to any item non-manufactured by it. The buyer is subject only to any such warranty made by these respective manufactures, and to the extent available to the buyer.

Defects in Material

Mercedes Textiles Limited and/or Highwater Hose Inc. guarantee all merchandise manufactured by Mercedes Textiles Limited and/or Highwater Hose Inc. to be free from defects in material and/or workmanship for a period of one (1) year from date of invoice (See pump manuals for limitations on hours of use, etc.). Any item believed to contain a defect must be returned to Mercedes Textiles Limited and/or Highwater Hose Inc. for examination and evaluation. If the merchandise is defective as a result of a manufacturing defect, Mercedes Textiles Limited and/or Highwater Hose Inc. will repair or replace the defective item and reimburse the buyer for reasonable transportation charges.

2-10-L warranty for the following coupled hose products

KrakenExo®; Aquaflow Plus®; EXOmetro®; Aquapower™; Megaflo® Breather; X-Stream® Plus; X-Stream®; Hydratak 600™*; Deluge™**; and IntrepidXP®** hose products.

* When coupled with the patented Mertex Wayout®

** When coupled with the patented Storz IReflect®

“2” denotes Two year “all hazards” warranty (details below) against any damage incurred during firefighting applications

“10” denotes Ten year warranty against manufacturing defects

“L” denotes Lifetime warranty against liner delamination

Two year all hazards warranty

This warranty applies to selected products purchased after January 1, 2003 for a period of two (2) years. Mercedes Textiles Limited and/or Highwater Hose Inc. will repair or replace, at our option, any accidental damage to these products within this warranty period. Accidental damage can occur due to fire causes, cuts, abrasion or any other hazards that are present while fighting fires, which could render the hose unfit for use. Products that are used for purposes other than fire fighting, the use for which they are intended, shall not enjoy this warranty. Mercedes Textiles Limited and/or Highwater Hose Inc. reserve the right of final decision in cases of any ambiguity concerning a damaged hose.

10-L warranty for the following coupled hose products

MTFS-800-DP®; CarryLite®; FutureLine®; MTSS-800™

Coupling Warranty

The Mertex Wayout® and Storz IReflect® couplings carry a 2-10 warranty.

Returned Goods

If there is a need to return goods, please contact our customer service department with full details concerning the reason for return of any goods. The customer service will issue a Return Goods Order number (RGO), which should be indicated with the return goods shipment. Material being returned for credit will carry a minimum 20% handling and restocking charge. Goods must be in new and original condition subject to inspection, and returned freight prepaid.

Note: Non-standard items are non-cancelable and non-returnable for credit.

Return Goods Order Number (RGO)

To obtain repair or replacement, please request a Return Goods Order Number (RGO) prior to shipment of the hose and/or couplings to the factory. The cost of shipping to the factory will be paid by the Fire Department or customer. Mercedes Textiles Limited and/or Highwater Hose Inc. will cover the cost of returning the hose and couplings to the Fire Department or customer.

To request a Return Goods Order (RGO) number, contact the dealer who sold the hose, or refer to the Returned Goods section.

These warranties may be modified or discontinued at any time at the discretion of Mercedes Textiles Limited and/or Highwater Hose Inc.



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