



(On I-80, Exit 267 South) 2096 Moscow Road, Moscow, Iowa 52760

Phone: (800)321-3494 or (563)724-3396 Fax: (563)724-3408 Internet: [www.hwhcorp.com](http://www.hwhcorp.com)

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## PRODUCT/SERVICE BULLETIN

**ISSUE DATE:** February 13, 2003

**TO:** Service Personnel

**FROM:** HWH Corporation

**RE:** Concerning Return Policy for HWH Hose Warranties

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### CONCERNING RETURN POLICY FOR HWH HOSE WARRANTIES

The normal return policy when a hose assembly is replaced is the complete old hose assembly must be returned to HWH. If a hose is being repaired, the piece of hose that is being replaced must be returned to HWH. When a hose end is replaced, a minimum of 6" of hose, if possible, must be returned with the hose end. Hose ends must be returned for warranty consideration.

If removing the existing hose will require an excessive amount of labor, which would not allow the repair to be done in the allowed warranty flat rate time, return the two hose ends, with at least 1 foot of hose on each end, and any section of hose which is defective or damaged.

HWH pays NO warranty for hose repaired or replaced with equipment that is not supplied by HWH Corporation, this includes the hose and hose ends. Hose ends must be swaged not crimped.