MQ Yellow Submarine Submersible Pump

Table Of Contents ................................................... 2
Parts Ordering Procedures ..................................... 3
Safety Information .................................................. 4-7
Specifications ......................................................... 8
General Information ................................................ 9
Components .......................................................... 10
Operation ............................................................. 11-12
Troubleshooting/Cable .......................................... 13
Pump Assy ........................................................... 14-15
Terms And Conditions Of Sale — Parts ............... 16

NOTE

Specification and part number are subject to change without notice.
PARTS ORDERING PROCEDURES

Ordering parts has never been easier!
Choose from three easy options:

Effective: January 1st, 2006

Order via Internet (Dealers Only):
Order parts on-line using Multiquip's SmartEquip website!
- View Parts Diagrams
- Order Parts
- Print Specification Information

Goto www.multiquip.com and click on Order Parts to log in and save!

Order via Fax (Dealers Only):
All customers are welcome to order parts via Fax.
Domestic (US) Customers dial: 1-800-6-PARTS-7 (800-672-7877)

Fax your order in and qualify for a 2% Discount on Standard orders for all orders which include complete part numbers.*

Order via Phone: Domestic (US) Dealers Call: 1-800-427-1244

When ordering parts, please supply:
- Dealer Account Number
- Dealer Name and Address
- Shipping Address (if different than billing address)
- Return Fax Number
- Applicable Model Number
- Quantity, Part Number and Description of Each Part

Specify Preferred Method of Shipment:
- UPS/Fed Ex
- Priority One
- Ground
- Next Day
- Second/Third Day

International Customers should contact their local Multiquip Representatives for Parts Ordering information.

Non-Dealer Customers: Contact your local Multiquip Dealer for parts or call 800-427-1244 for help in locating a dealer near you.

NOTICE
All orders are treated as Standard Orders and will ship the same day if received prior to 3PM PST.

WE ACCEPT ALL MAJOR CREDIT CARDS!

If you have an MQ Account, to obtain a Username and Password, E-mail us at: parts@multiquip.com.

To obtain an MQ Account, contact your District Sales Manager for more information.

Goto www.multiquip.com and click on Order Parts to log in and save!

Note: Discounts Are Subject To Change

Use the internet and qualify for a 5% Discount on Standard orders for all orders which include complete part numbers.*

Note: Discounts Are Subject To Change

Effective: January 1st, 2006

Non-Dealer Customers: Contact your local Multiquip Dealer for parts or call 800-427-1244 for help in locating a dealer near you.

WE ACCEPT ALL MAJOR CREDIT CARDS!
Do not operate or service the equipment before reading the entire manual. Safety precautions should be followed at all times when operating this equipment. Failure to read and understand the safety messages and operating instructions could result in injury to yourself and others.

SAFETY MESSAGES

The four safety messages shown below will inform you about potential hazards that could injure you or others. The safety messages specifically address the level of exposure to the operator and are preceded by one of four words: DANGER, WARNING, CAUTION or NOTICE.

SAFETY SYMBOLS

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Safety Hazard</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="DANGER" /></td>
<td>Rotating parts hazards</td>
</tr>
<tr>
<td><img src="image" alt="WARNING" /></td>
<td>Electric shock hazards</td>
</tr>
</tbody>
</table>

Potential hazards associated with the operation of this equipment will be referenced with hazard symbols which may appear throughout this manual in conjunction with safety messages.
GENERAL SAFETY

**CAUTION**

- **NEVER** operate this equipment without proper protective clothing, shatterproof glasses, respiratory protection, hearing protection, steel-toed boots and other protective devices required by the job or city and state regulations.

- Avoid wearing jewelry or loose fitting clothes that may snag on the controls or moving parts as this can cause serious injury.

- **NEVER** operate this equipment when not feeling well due to fatigue, illness or when under medication.

- **NEVER** operate this equipment under the influence of drugs or alcohol.

- **ALWAYS** clear the work area of any debris, tools, etc. that would constitute a hazard while the equipment is in operation.

- No one other than the operator is to be in the working area when the equipment is in operation.

- **DO NOT** use the equipment for any purpose other than its intended purposes or applications.

**NOTICE**

- This equipment should only be operated by trained and qualified personnel 18 years of age and older.

- Whenever necessary, replace nameplate, operation and safety decals when they become difficult to read.

- Manufacturer does not assume responsibility for any accident due to equipment modifications. Unauthorized equipment modification will void all warranties.

- **NEVER** use accessories or attachments that are not recommended by Multiquip for this equipment. Damage to the equipment and/or injury to user may result.

- **ALWAYS** know the location of the nearest fire extinguisher.

- **ALWAYS** know the location of the nearest first aid kit.

- **ALWAYS** know the location of the nearest phone or keep a phone on the job site. Also, know the phone numbers of the nearest ambulance, doctor and fire department. This information will be invaluable in the case of an emergency.
SAFETY INFORMATION

PUMP SAFETY

⚠️ DANGER

- NEVER operate the equipment in an explosive atmosphere or near combustible materials. An explosion or fire could result causing severe bodily harm or even death.
- NEVER use pump for swimming pool dewatering applications. This can result in electrical shock or electrocution.

⚠️ WARNING

- Accidental starting can cause severe injury or death. ALWAYS place the ON/OFF switch in the OFF position.
- DO NOT place hands or fingers inside pump when pump is running.
- NEVER disconnect any emergency or safety devices. These devices are intended for operator safety. Disconnection of these devices can cause severe injury, bodily harm or even death. Disconnection of any of these devices will void all warranties.

⚠️ CAUTION

- DO NOT restrict the flow of the discharge hose as it may cause overheating.
- Be careful of discharge whipping under pressure.

NOTICE

- ALWAYS place the pump in an upright position on a platform before using. The platform will prevent the pump from burrowing itself on soft sand or mud.
- NEVER operate pump on its side.
- DO NOT allow up to freeze in water.
- NEVER leave an open pump chamber unattended.
- ALWAYS keep the machine in proper running condition.
- DO NOT attempt to thaw-out a frozen pump by using a torch or other source of flame. Application of heat in this manner may heat the oil in the seal cavity above the critical point, causing pump damage.

- DO NOT pump water greater than 104° F.
- DO NOT pump liquids containing acid or alkali.
- ALWAYS check strainer before pumping. Make sure strainer is not clogged. Remove any large objects, dirt or debris from the strainer to prevent clogging.
- ALWAYS use a large basket strainer when pumping water that contains large debris.
- ALWAYS flush pump (clean) after use when pumping water concentrated with heavy debris. It is very important to always flush the pump before turning it off to prevent clogging.
- Fix damage to machine and replace any broken parts immediately.
- ALWAYS store equipment properly when it is not being used. Equipment should be stored in a clean, dry location out of the reach of children and unauthorized personnel.
- NEVER lubricate components or attempt service on a running machine.
- ALWAYS allow the machine a proper amount of time to cool before servicing.
- Keep machine in proper running condition.

ELECTRICAL SAFETY

⚠️ DANGER

- The electrical voltage required to operate pump can cause severe injury or even death through physical contact with live circuits. ALWAYS disconnect electrical power from pump before performing maintenance on pump.

NOTICE

- ALWAYS make certain that the voltage supplied to the pump is correct. Always read the pump’s nameplate to determine what the power requirements are.
Power Cord/Cable Safety

⚠️ DANGER

- NEVER let power cords or cables lay in water.
- NEVER use damaged or worn cables or cords. Inspect for cuts in the insulation.
- NEVER grab or touch a live power cord or cable with wet hands. The possibility exists of electrical shock, electrocution or death.
- Make sure power cables are securely connected to the motor's output receptacles. Incorrect connections may cause electrical shock and damage to the motor.

⚠️ WARNING

- NEVER attempt to use the power cord as a lifting or lowering device for the pump.

⚠️ NOTICE

- ALWAYS make certain that proper power or extension cord has been selected for the job. See Cable Selection Chart in this manual.

Grounding Safety

⚠️ DANGER

- ALWAYS make sure pump is grounded.
- ALWAYS make sure that electrical circuits are properly grounded to a suitable earth ground (ground rod) per the National Electrical Code (NEC) and local codes before operating generator. Severe injury or death by electrocution can result from operating an ungrounded motor.
- NEVER use gas piping as an electrical ground.

LIFTING SAFETY

⚠️ CAUTION

- When raising or lowering of the pump is required, always attach an adequate rope or lifting device to the correct lifting point (handle) on the pump.

⚠️ NOTICE

- DO NOT lift machine to unnecessary heights.
- NEVER lift the equipment while the engine is running.

TRANSPORTING SAFETY

⚠️ NOTICE

- ALWAYS shutdown pump before transporting.
- ALWAYS tie down equipment during transport by securing the equipment with rope.

ENVIRONMENTAL SAFETY

⚠️ NOTICE

- Dispose of hazardous waste properly. Examples of potentially hazardous waste are used motor oil, fuel and fuel filters.
- DO NOT use food or plastic containers to dispose of hazardous waste.
- DO NOT pour waste, oil or fuel directly onto the ground, down a drain or into any water source.
### Table 1. Specifications

<table>
<thead>
<tr>
<th>Model</th>
<th>Yellow Submarine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Submersible Pump</td>
</tr>
<tr>
<td>Impeller</td>
<td>Plastic</td>
</tr>
<tr>
<td>Suction &amp; Discharge Size</td>
<td>1.25 in. (31.75 mm)</td>
</tr>
<tr>
<td>Maximum Pumping Capacity</td>
<td>33 gallons/minute (125 liters/minute)</td>
</tr>
<tr>
<td>Discharge Height Above Pumping Level</td>
<td>5 ft (1.5 meters) 1,800 gallons/hr (6,814 liters)</td>
</tr>
<tr>
<td></td>
<td>10 ft (3.0 meters) 1,320 gallons/hr (4,997 liters)</td>
</tr>
<tr>
<td></td>
<td>15 ft (4.5 meters) 720 gallons/hr (2,725 liters)</td>
</tr>
<tr>
<td></td>
<td>20 ft (6.0 meters) 120 gallons/hr (454 liters)</td>
</tr>
<tr>
<td>Power</td>
<td>0.25 HP (0.37kw)</td>
</tr>
<tr>
<td>Voltage Phase</td>
<td>1Ø 115V</td>
</tr>
<tr>
<td>Starting Amps</td>
<td>11.5</td>
</tr>
<tr>
<td>Running Amps</td>
<td>2.3</td>
</tr>
<tr>
<td>Thermal Overload Protection</td>
<td>YES</td>
</tr>
<tr>
<td>Rotation</td>
<td>CCW</td>
</tr>
<tr>
<td>Power Cable Length</td>
<td>9.0 ft. (274 cm.)</td>
</tr>
<tr>
<td>Dimensions (Dia x Height)</td>
<td>6-1/4 in. (15.9 cm.) x 9.5 in. (24 cm.)</td>
</tr>
<tr>
<td>Dry Net Weight (Shipping)</td>
<td>8.5 lbs. (3.85 Kg.)</td>
</tr>
<tr>
<td>Dry Net Weight</td>
<td>6.0 lbs. 2.72 Kg.</td>
</tr>
</tbody>
</table>

1. **Motor Rotation** – Upon start-up, the pump "kicks" in the opposite direction of motor rotation. The correct rotation is counterclockwise (CCW) as viewed from the impeller end of the pump.
GENERAL INFORMATION

Introduction

The MQ Model Yellow Submarine submersible pumps is designed to pump water and is used for the draining (dewatering) of flooded rooms, drains and fill tanks, power fountains and waterfalls swimming pool covers, and flat roofs.

A plastic impeller is attached to the output shaft of a 1/4 HP electric motor which provides adequate power for general purpose pumping. This submersible pump is supplied complete with an electric power cable, and a discharge port located at the top of the pump which accepts a 1-1/4-inch hose. For greater versatility, the 1-1/4-inch NPT discharge port is equipped with a garden hose adapter

This pump is ideal for portability because of its light weight and carrying handle. In addition this pump will pump dry to 1/8-inch. Built in overload protection protect the electric motor from overheating.

The pump when in use, should be installed as free standing (upright position) on its strainer base. A 1-1/4-inch discharge hose (not supplied) should be connected to the discharge port located on top of the pump. The discharge hose should be adequately supported to avoid stress on the pump.

For maximum water flow, the discharge hose should be kept as short as possible, and with minimum elevation above the pump. Remember as the length and/or height of the discharge hose is increased, the flow of water will be reduced. Also any reduction in the hose size, and any fittings such as valves or outlet nozzles, will restrict the water flow.

To avoid back-siphonage when the pump is switched off, ensure that the end of the discharge hose is installed above the water level at the final discharge point.

When the pump is switched off, the water remaining in the hose will run back through the pump. This can be avoided by placing a non-return valve in the hose nearest the pump.

NEVER use this submersible pump to pump flammable liquids or operate in a explosive or flammable environment.

Avoid using this pump in conditions where mud, grit, silt or other debris are present. These conditions could cause blockage and cause excessive pump wear.

DO NOT install the pump directly into an area where there is a heavy build-up of mud, grit, silt or debris. If this condition is present, install the pump on a platform before operating.

This pump must always be positioned on a platform in an upright position. NEVER operate the pump by a suspended rope. To prevent large solids from entering the pump, install a wire mesh screen or similar barrier around the pump.

If the pump was used to pump water containing mud, silt, use clean water to flush out the pump after each use.

DO NOT allow the pump to run dry, as this will damage the pump. During maintenance, dry running is permissible but only for a few seconds.

NEVER lift the pump by its electrical power cord. ALWAYS lift the pump by its carrying handle or attached a rope to carrying handle.

A fully submerged pump in liquid will not freeze, unless the liquid freezes. DO NOT allow a partially submerged pump to freeze. The expansion of water freezing in the volute may crack the pump, causing expensive repairs. If there is any danger of the pump being subjected to freezing temperatures, Lift the pump from water and allow it to drain thoroughly.

If the pump jams or the pump rotor locks for any reason, disconnect the pump from the power source immediately. Allowing the pump motor to cycle ON and OFF under an overload condition can burn out the motor.

When replacement of nuts and bolts is required, use only recommended parts as referenced in the parts section of this manual. This pump uses metric threads. DO NOT use English measurement threads.
Figures 1 shows the location of the basic components, for the MQYELLOW SUBMARINE submersible pump. Listed below is a brief explanation of each component.

1. **Strainer Base** – This strainer base is made of stainless steel which is resistant to hardware corrosion. **DO NOT** pump large objects or debris with this pump. This pump is for pumping water only. For dewatering purposes, always place the strainer base on a platform.

2. **Volute/Impeller** – Impellers are constructed of high-chrome ductile iron to minimize wear and prolong service life.

3. **Electric Motor** – This unit utilizes a single-phase, 115 V, 0.25 HP electric motor. Consult with a licenced electrician before connecting motor to a power source. Observe all city and local safety codes.

4. **Discharge Port** – Connect a 1-1/4-inch hose to this port. Remember to adequately support the discharge hose to avoid stress on the pump.

5. **AC Power Cable** – This unit is supplied with a 9.0 ft. (2.74 meters) AC power cable. Always check the cable for signs of wear. **NEVER!** use a defective power cable. Replace the cable immediately if the cable is worn or defective.

6. **Carrying Handle** – Always carry the submersible pump by its handle. **NEVER!** carry the pump by its power cord. Carrying or lifting the pump by the power cord, will cause undue stress on the cord, and ultimately the cord will become dislodged from the pump. See Table 3 for selecting proper extension cord.

7. **Thermal Overload Protection** – This pump will require the use of an external control box with a thermal overload protection device that will shut down the motor in the event of high operating temperatures. The motor will automatically restart once the temperature returns to an acceptable operating temperature.

8. **Garden Hose Adapter** – Connect a 3/4-inch diameter garden hose to this adapter.

9. **3/4 NPT Fitting** – Install this fitting into the discharge port of the pump when using a 3/4-inch garden hose.
Operation

1. Attach a suitable lifting cable (rope) to the carrying handle (Figure 2) on the pump and lower the pump into place. For applications where there is an excessive amount of mud, grit or silt, the use of a support platform is desirable. When pumping water from swimming pool type applications where there is little or no debris, the support platform is not required.

2. Make sure the pump is always placed in an upright position, not tilted (Figure 3). Never position the pump directly on a soft, loose bottom. Remember to attain maximum pumping capacity and prevent excessive wear, position the pump so it will not burrow itself into sand or clay.

3. After the pump has been positioned correctly into place, power can be applied to the pump's electric motor.

Figure 2. Submersible Pump Upright Position (Correct)

Figure 3. Submersible Pump Upright Position (Incorrect)
4. **NEVER!** grab or touch a live power cord (Figure 4) with wet hands, the possibility exists of *electrical shock, electrocution* and even *death*.

![Figure 4. Power Cord (Wet Hands)](image)

**WARNING**

**NEVER!** grab or touch a live power cord. **DO NOT** stand in water when connecting the pump’s power cord into a voltage source. The possibility exist of electrical shock, electrocution and possibly *death*!

3. If all of the pump’s electrical requirements have been met, insert the power plug (Figure 5) on the pump into the power source receptacle. Make sure the extension cord is of proper size, see Table 3. It is recommended that the pump’s power cord be plugged into a *GFCI receptacle* to prevent the possibility of *electrical shock*.

![Figure 5. Connecting the Power](image)

**WARNING**

**NEVER** cut or remove the ground prong from the pump’s AC power cord.

This pump is supplied with a grounding conductor and a grounding-type attachment plug. To reduce the possibility of electric shock, make certain that pump is connected only to a properly grounded receptacle.

4. Wait a few seconds and water should begin to flow from the discharge hose.

5. If water is not flowing from the discharge hose or not flowing freely after a few minutes, remove the power from the pump and check the system for leaks.

**Pump Shut-Down/Clean-up**

1. Remove the power from the pump by turning off the circuit breaker or switch that provides power to the pump. Remember to make sure that hands are dry (not wet), and feet are not standing in water when removing or disconnecting power from the pump.

2. Using the lifting rope, lift the pump up from its current position. Remove the discharge hose from the discharge port on the pump.

3. If the pump was used to pump mud, grit or silt, flush vigorously with clean water.

4. Remove the pump from the water. Wipe off any mud or debris that might have attached itself to the pump.

5. Store pump in a clean dry place away from dirt and debris.
### TABLE 2. PUMP TROUBLESHOOTING

<table>
<thead>
<tr>
<th>SYMPTOM</th>
<th>POSSIBLE PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pump Fails To Start</td>
<td>Incorrect voltage/amps?</td>
<td>Check that proper voltage (115 VAC 10) is being supplied to the pump. Also check that there is an adequate amount of current (amps) to run the pump. Check power source circuit breaker.</td>
</tr>
<tr>
<td></td>
<td>Check electrical connections?</td>
<td>Inspect power cord.</td>
</tr>
<tr>
<td></td>
<td>Blown fuse or defective circuit breaker?</td>
<td>Replace fuse or circuit breaker. Check cause of blown fuse or tripped circuit breaker.</td>
</tr>
<tr>
<td></td>
<td>Impeller locked?</td>
<td>Disconnect power cord and check for clogging and improper impeller clearance. Unclog pump. Check overload protection device.</td>
</tr>
<tr>
<td></td>
<td>Wet motor windings?</td>
<td>Use multimeter to check motor insulation. Insulation resistance must be approximately 15 megaohms. If resistance is low, disassemble pump motor and bake windings to dry them.</td>
</tr>
<tr>
<td></td>
<td>Defective motor and pump bearings?</td>
<td>Check for excessive bearing wear, if worn replace bearings. Replace motor if defective.</td>
</tr>
<tr>
<td>Pump Fails to Deliver Full Output</td>
<td>Twisted or restricted discharge hose?</td>
<td>Lay hose flat un-kinked. Remove clog from hose line.</td>
</tr>
<tr>
<td></td>
<td>Clogged pump strainer?</td>
<td>Clean strainer.</td>
</tr>
<tr>
<td></td>
<td>Low voltage?</td>
<td>Use a voltmeter to check voltage while pump is energized. Voltage must be within ±10%. Check power source (no load and load). If an extension cord is used, make sure it has adequate current-carrying capacity for the required length.</td>
</tr>
<tr>
<td></td>
<td>Impeller worn?</td>
<td>Replace impeller.</td>
</tr>
<tr>
<td>Water in Seal Oil</td>
<td>Defective mechanical seal?</td>
<td>Replace mechanical seal.</td>
</tr>
</tbody>
</table>

### Table 3. Cable Selection (60 Hz, Single Phase Operation)

<table>
<thead>
<tr>
<th>Current in Amperes</th>
<th>Load In Watts</th>
<th>115 VAC</th>
<th>#10 Wire</th>
<th>#12 Wire</th>
<th>#14 Wire</th>
<th>#16 Wire</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.5</td>
<td>300</td>
<td>1000 ft.</td>
<td>600 ft.</td>
<td>375 ft.</td>
<td>250 ft.</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>600</td>
<td>500 ft.</td>
<td>300 ft.</td>
<td>200 ft.</td>
<td>125 ft.</td>
<td></td>
</tr>
<tr>
<td>7.5</td>
<td>900</td>
<td>350 ft.</td>
<td>200 ft.</td>
<td>125 ft.</td>
<td>100 ft.</td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>1200</td>
<td>250 ft.</td>
<td>150 ft.</td>
<td>100 ft.</td>
<td>65 ft.</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>1800</td>
<td>150 ft.</td>
<td>100 ft.</td>
<td>65 ft.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>2400</td>
<td>125 ft.</td>
<td>75 ft.</td>
<td>50 ft.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**CAUTION:** Equipment damage can result from low voltage.
<table>
<thead>
<tr>
<th>NO.</th>
<th>PART NO.</th>
<th>PART NAME</th>
<th>QTY</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>YS139495</td>
<td>CABLE 9 FT.</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>80000-002</td>
<td>CABLE 20 FT</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>YS137728</td>
<td>GARDEN HOSE ADAPTER</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>YS137727</td>
<td>FITTING, 3/4&quot; NPT</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>YS020331</td>
<td>BUSHING YELLOW SUB</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>YS139492</td>
<td>STRAINER BASE</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
TERMS AND CONDITIONS OF SALE — PARTS

PAYMENT TERMS
Terms of payment for parts are net 30 days.

FREIGHT POLICY
All parts orders will be shipped collect or prepaid with the charges added to the invoice. All shipments are F.O.B. point of origin. Multiquip’s responsibility ceases when a signed manifest has been obtained from the carrier, and any claim for shortage or damage must be settled between the consignee and the carrier.

MINIMUM ORDER
The minimum charge for orders from Multiquip is $15.00 net. Customers will be asked for instructions regarding handling of orders not meeting this requirement.

RETURNED GOODS POLICY
Return shipments will be accepted and credit will be allowed, subject to the following provisions:

1. A Returned Material Authorization must be approved by Multiquip prior to shipment.
2. To obtain a Return Material Authorization, a list must be provided to Multiquip Parts Sales that defines item numbers, quantities, and descriptions of the items to be returned.
   a. The parts numbers and descriptions must match the current parts price list.
   b. The list must be typed or computer generated.
   c. The list must state the reason(s) for the return.
   d. The list must reference the sales order(s) or invoice(s) under which the items were originally purchased.
   e. The list must include the name and phone number of the person requesting the RMA.
3. A copy of the Return Material Authorization must accompany the return shipment.
4. Freight is at the sender’s expense. All parts must be returned freight prepaid to Multiquip’s designated receiving point.
5. Parts must be in new and resalable condition, in the original Multiquip package (if any), and with Multiquip part numbers clearly marked.
6. The following items are not returnable:
   a. Obsolete parts. (If an item is in the price book and shows as being replaced by another item, it is obsolete.)
   b. Any parts with a limited shelf life (such as gaskets, seals, “O” rings, and other rubber parts) that were purchased more than six months prior to the return date.
   c. Any line item with an extended dealer net price of less than $5.00.
   d. Special order items.
   e. Electrical components.
   f. Paint, chemicals, and lubricants.
   g. Decals and paper products.
   h. Items purchased in kits.
7. The sender will be notified of any material received that is not acceptable.
8. Such material will be held for five working days from notification, pending instructions. If a reply is not received within five days, the material will be returned to the sender at his expense.
9. Credit on returned parts will be issued at dealer net price at time of the original purchase, less a 15% restocking charge.
10. In cases where an item is accepted, for which the original purchase document can not be determined, the price will be based on the list price that was effective twelve months prior to the RMA date.
11. Credit issued will be applied to future purchases only.

PRICING AND REBATES
Prices are subject to change without prior notice. Price changes are effective on a specific date and all orders received on or after that date will be billed at the revised price. Rebates for price declines and added charges for price increases will not be made for stock on hand at the time of any price change.

Multiquip reserves the right to quote and sell direct to Government agencies, and to Original Equipment Manufacturer accounts who use our products as integral parts of their own products.

SPECIAL EXPEDITING SERVICE
A $35.00 surcharge will be added to the invoice for special handling including bus shipments, insured parcel post or in cases where Multiquip must personally deliver the parts to the carrier.

LIMITATIONS OF SELLER’S LIABILITY
Multiquip shall not be liable hereunder for damages in excess of the purchase price of the item with respect to which damages are claimed, and in no event shall Multiquip be liable for loss of profit or good will or for any other special, consequential or incidental damages.

LIMITATION OF WARRANTIES
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Effective: February 22, 2006
## HERE’S HOW TO GET HELP

PLEASE HAVE THE MODEL AND SERIAL NUMBER ON-HAND WHEN CALLING

### UNITED STATES

**Multiquip Corporate Office**

<table>
<thead>
<tr>
<th>Address</th>
<th>Tel.</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>18910 Wilmington Ave.</td>
<td>(800) 421-1244</td>
<td>(800) 537-3927</td>
</tr>
<tr>
<td>Carson, CA 90746</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact: <a href="mailto:mq@multiquip.com">mq@multiquip.com</a></td>
<td></td>
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</table>

**MQ Parts Department**

<table>
<thead>
<tr>
<th>Address</th>
<th>Tel.</th>
<th>Fax</th>
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<tr>
<td>800-427-1244</td>
<td></td>
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<tr>
<td>310-537-3700</td>
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**Mayco Parts**

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<tr>
<th>Address</th>
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<th>Fax</th>
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<tr>
<td>800-306-2926</td>
<td></td>
<td></td>
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<tr>
<td>310-537-3700</td>
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**Service Department**

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### MEXICO

**MQ Cipsa**

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<th>Address</th>
<th>Tel.</th>
<th>Fax</th>
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<tbody>
<tr>
<td>Carr. Fed. Mexico-Puebla KM 126.5</td>
<td>(52) 222-225-9900</td>
<td>(52) 222-285-0420</td>
</tr>
<tr>
<td>Momoxpan, Cholula, Puebla 72760 Mexico</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact: <a href="mailto:pmastretta@cipsa.com.mx">pmastretta@cipsa.com.mx</a></td>
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### CANADA

**Multiquip**

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<thead>
<tr>
<th>Address</th>
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<tbody>
<tr>
<td>4110 Industriel Boul.</td>
<td>(450) 625-2244</td>
<td>(450) 625-8664</td>
</tr>
<tr>
<td>Laval, Quebec, Canada H7L 6V3</td>
<td>(877) 963-4411</td>
<td></td>
</tr>
<tr>
<td>Contact: <a href="mailto:jmartin@multiquip.com">jmartin@multiquip.com</a></td>
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### UNITED KINGDOM

**Multiquip (UK) Limited Head Office**

<table>
<thead>
<tr>
<th>Address</th>
<th>Tel.</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit 2, Northpoint Industrial Estate, Global Lane, Dukinfield, Cheshire SK16 4UJ</td>
<td>0161 339 2223</td>
<td>0161 339 3226</td>
</tr>
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