



# CUSTOMER SERVICE

**1-866-795-1586 (TOLL FREE IN THE U.S.)**

**OUTSIDE THE US: 970-259-2869 • SALES@STONEAGETOOLS.COM**

**HOURS: 8:00 AM - 5:00 PM MONDAY - FRIDAY (USA MOUNTAIN TIME)**

## TECHNICAL SUPPORT

For Technical Support in North America, please contact StoneAge. Outside of North America, please visit our website at [www.stoneagetools.com](http://www.stoneagetools.com).

## MANUALS

Operator's manuals and repair videos for all equipment are available online. They illustrate tools, identify parts, and detail maintenance and overhaul procedures.

## REPAIRS

Repair & Maintenance Service is available by the same technicians who build and test our tools. We try to complete repairs and test every tool within three days of receipt. You must call StoneAge for an RMA number prior to sending your tool in for repair.

### Send tool to:

StoneAge Inc. Attention Repairs, 466 S. Skylane Dr., Durango CO 81303, USA

Serial Number Database is maintained on all equipment sold. If a serial number is provided when ordering parts, we can verify that the right parts are specified.

## LEAD TIME

Parts and Service Kits are available to ship same day as ordered. Standard tools can usually be shipped the next day. Custom porting of heads usually requires 3-4 days to schedule through the factory. More complicated systems like Lancing Machines are built when ordered, which can take several weeks depending on factory backlog. Check availability and place orders early enough to avoid scheduling conflicts.

## ORDERING

Call or email your order to StoneAge or an authorized dealer with purchase order number, shipping and billing addresses, and delivery date. Check datasheet to ensure specifications are complete. Advise whether we should hold shipment until all items are available.

## SHIPPING

Shipping is pre-paid and invoiced with order but may be charged directly to the customer's account with selected courier by special instruction. Most orders are shipped via UPS or Fed Ex couriers; specify a preference if you wish. Larger equipment will be shipped by truck or air freight. Either party may make the arrangements. Airline counter-to-counter delivery is not reliable from our mountain location.

## PAYMENT

Major credit cards or bank transfers are accepted. Pre-payment is required to ship custom equipment.

## RETURNS

Any parts returned for credit or warranty must be accompanied by a StoneAge RMA number. Please contact a Customer Service Specialist or Authorized Dealer to obtain an RMA number. A minimum restocking fee of 15% applies to standard items returned unused. Returns will only be accepted on unused items returned 6 months or less from invoice date. All returns and restocking fees are subject to StoneAge final decision. Returns of custom products and obsolete items are not accepted.

## ⚠️ WARNING ⚠️

Operations with waterblast equipment can be potentially hazardous. Caution **MUST** be exercised prior to and during machine and water jet tool use.

Please read and follow all of these instructions, in addition to the guidelines in the WJTA Recommended Practices handbook, available online at [www.wjta.org](http://www.wjta.org). Deviating from safety instructions and recommended practices can lead to severe injury and/or death.

- Do not exceed the maximum operating pressure specified for any component in a system.
- Refer to individual tool manuals for proper and safe operation, maintenance and assembly.
- The immediate work area **MUST** be marked off to keep out untrained persons.
- Inspect the equipment for visible signs of deterioration, damage, and improper assembly. Do not operate if damaged, until repaired.
- Make sure all threaded connections are tight and free of leaks.
- Always de-energize the system before opening a door to service or replace any parts. Failure to do so can result in severe injury and/or death.

### Pre-Run Safety Check

**Install mechanical stops, stingers and back out preventers as appropriate when doing any tube, pipe or vessel cleaning. See the WJTA-IMCA's Recommended Practices for the use of high-pressure water jetting equipment and/or the water jetting association's, WJA Code of Practice for additional safety information.**

- Complete a job specific risk assessment and act on the resulting actions.
- Adhere to all site specific safety procedures.
- Ensure the waterblasting zone is properly barricaded and that warning signs are posted.
- Ensure the work place is free of unnecessary objects (e.g. loose parts, hoses, tools).
- Ensure all Operators are using the correct Personal Protective Equipment (PPE).
- Check that the air hoses are properly connected and tight.
- Check all hoses and accessories for damage prior to use. Do not use damaged items. Only high quality hoses intended for waterblast applications should be used as high-pressure hoses.
- Check all high-pressure threaded connections for tightness.
- Operate the high-pressure water at full pressure and use the Pneumatic Foot Pedal Dump Control to verify that the dump valve is working properly.
- Ensure that Operators never connect, disconnect, or tighten hoses, adapters, or accessories with the high-pressure water pump unit running.
- Ensure no personnel are in the hydroblasting zone.

### Personal Protective Equipment

Use of Personal Protective Equipment (PPE) is dependent on the working pressure of water and the cleaning application. Managers, Supervisors, and Operators **MUST** carry out a job specific risk assessment to define the exact requirements for PPE. See Protective Equipment for Personnel (Section 6) of WJTA-IMCA's Recommended Practices For The Use Of High-pressure Water jetting Equipment for additional information.

- Hygiene—Operators are advised to wash thoroughly after all waterjetting operations to remove any waterblast residue which may contain traces of harmful substances.
- First aid provision—users **MUST** be provided with suitable first aid facilities at the operation site.

### PPE MAY INCLUDE:

- Eye protection: Full face visor
- Foot protection: Kevlar® brand or steel toe capped, waterproof, non-slip safety boots
- Hand protection: Waterproof gloves
- Ear protection: Ear protection for a minimum of 85 dBA
- Head protection: Hard hat that accepts a full face visor and ear protection
- Body protection: Multi-layer waterproof clothing approved for water jetting
- Hose protection: Hose shroud
- Respiratory protection: May be required; refer to job specific risk assessment

**StoneAge has designed and manufactured this equipment considering all hazards associated with its operation. StoneAge assessed these risks and incorporated safety features in the design. StoneAge WILL NOT accept responsibility for the results of misuse.**

- IT IS THE RESPONSIBILITY OF THE INSTALLER/OPERATOR to conduct a job specific risk assessment prior to use. Job specific risk assessment **MUST** be repeated for each different set up, material, and location.
- The risk assessment **MUST** conform to the Health and Safety at Work Act 1974 and other relevant Health and Safety legislation.
- The risk assessment **MUST** consider potential material or substance hazards including: **Aerosols, Biological and microbiological (viral or bacterial) agents, Combustible materials, Dusts, Explosion, Fibers, Flammable substances, Fluids, Fumes, Gases, Mists, Oxidizing Agents.**