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**\*\*\*URGENT – MANDATORY RECALL NOTICE\*\*\***

Dear Valued Customer,

**TORC, LLC of Mahwah, New Jersey USA** acting on behalf of its supplier **HYDROWER-Hydraulik GmbH, Sprockhövel, Germany**, announced today that as a precaution, it is instituting a **MANDATORY RECALL** of **HYFLOW Pumps** of the following models and serial numbers: **HYFLOW-115V** (13500051-13500105); **HYFLOW-230V** (23520051 - 23520079); and **HYFLOW-Air** (03500051 – 03500100). These HYFLOW Pumps were manufactured without a DBT-750 bar (10k psi) safety valve (“max-pressure valve”) at HYDROWER’s Sprockhövel, Germany plant between the dates of June 2013 to December 2014.

In certain situations, such HYFLOW Pumps may build past 750 bar (10k psi), thereby over-pressurizing the pump, hoses and/or tool. While **NO** mechanical failure or personal property damage or injury has been reported, **all such HYFLOW Pumps must be taken out of service immediately.**

TORC’s and HYDROWER’s quality assurance personnel found the manufacturing defect in such HYFLOW Pumps during routine quality control activities. To prevent future occurrence, the companies have instituted improved quality control programs.

TORC strongly urges anyone in possession of such HYFLOW Pumps to return them as soon as possible. *Distributors of such HYFLOW Pumps have the obligation to give public notice of the defect and also give specific notice to every person to whom such HYFLOW Pumps were delivered or sold.* TORC will correct the manufacturing defect in such HYFLOW Pumps free of charge and pay all shipping costs. Please immediately contact TORC at 1-888-444-TORC (8672) or [info@torc.com](mailto:info@torc.com) for further instruction or information and/or register your recalled HYFLOW Pump at [www.torc.com/HyflowPumpRecall](http://www.torc.com/HyflowPumpRecall).

Sincerely,

A handwritten signature in black ink that reads "Brian Gershenoff". The signature is written in a cursive style.

Brian Gershenoff  
General Manager, Torc LLC