

TAVOR TS12 SHOTGUN



OPERATOR MANUAL



Read the instructions and warnings in this manual carefully. Understand them before using this firearm. If there is anything you do not understand, seek advice from your retailer, someone qualified in the safe handling of firearms, or contact IWI US, Inc. Tel: +1 (717) 695-2081 or services@iwi.us.

This Operator Manual should always accompany this firearm. It should be transferred upon change of ownership, or when the firearm is loaned or transferred to another person.



***Congratulations on your purchase
of the TS12 Shotgun.***

Your Packaging Includes.

1. *Quick-Detachable Sling Swivels (2) in a small bag*
2. *Literature Packet*
 - *This Manual*
 - *NSSF Firearms Safety Depends on You Pamphlet*
 - *NSSF Firearms Responsibility in the Home Pamphlet*
 - *IWI US, Inc. Limited Product Warranty Card*
 - *National Rifle Association (NRA) Application*
 - *IWI Sticker*
3. *Choke tube wrench*
4. *Protective VCI Bag*

*If you notice that anything is missing from the
above listing, please contact IWI US, Inc. customer
service at either service@iwi.us*

or call

Tel: +1 (717) 695-2081.

We appreciate your business.

IWI US, Inc.

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1 Warnings/Safety Precautions



CARDINAL RULES OF FIREARMS SAFETY

- Treat all guns as if they were loaded.
- Point the muzzle in a safe direction at all times. (A “safe direction” is one in which no one would be injured if the gun were to discharge.)
- Keep your finger off the trigger and outside the trigger guard straight along the frame until you are on target and intend to fire.
- Be sure of your target, what's around and beyond it.
- When you pick up a gun that, even for an instant, has been out of your direct, continuous control, while following the above rules, open the gun's action (recoil mechanism) and determine whether or not the gun is loaded.
- All guns left unattended, even briefly, must be made inoperable or inaccessible to children and other unauthorized users.



WARNING! Careless and improper handling of this shotgun could result in unintended discharge, causing injury, death and/or property damage. Safety must be the first and constant consideration when handling a firearm and ammunition.
SAFETY DEPENDS ON YOU.



WARNING! Prior to removing this shotgun from its packaging, and prior to handling, loading and firing, carefully and thoroughly read and understand this entire Operator Manual. Your safety and that of others (including your family) depends on your responsible compliance with that advice, good judgment and common sense. Firearms safety depends on YOU. You cannot forget, you cannot overlook, you cannot allow yourself to be distracted, and you cannot become complacent or casual with firearms.

There are no “foolproof” firearms. Once a shot is fired, it cannot be called back. A firearm in your hands can cause unintended death or serious bodily harm if you fail to follow safe gun handling rules and practices such as those contained in this manual.

Remember, firearms safety depends on YOU! If unfamiliar with firearms, seek supervised instruction from a certified firearms instructor.

2 About This Document

This manual contains:

- Important **WARNINGS** and **SAFETY PRECAUTIONS** that must be read and understood before using this firearm. **SAFE GUN HANDLING IS YOUR RESPONSIBILITY AT ALL TIMES.** Disregarding the warnings and safety precautions in this manual can result in injury or death to you, others and/or damage to property.
- Directions and procedures for handling, loading, firing, unloading, disassembling and assembling this firearm.
- Instructions for care, cleaning and repair of this firearm.

This Operator Manual is designed to help you learn how to properly and safely use and care for your **TS12 Shotgun**. Only when you have fully familiarized yourself with the function of your firearm should you handle your firearm.

This Operator Manual should always accompany the firearm and be transferred with the firearm on change of ownership or possession. Should you ever need to replace it, this manual is available FREE upon request from IWI US, Inc. or on the IWI US, Inc. website at www.iwi.us.

All illustrations and instructions in this manual relate to the right hand shooter configuration.

The illustrations in this manual may differ slightly from the actual product.

Throughout this manual, special references are made when seemed important. Four classifications are used to separate these references by their order of importance.



DANGER! Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.



WARNING! Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



CAUTION! Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury or an unsafe practice that can lead to property damage.

NOTE: *An indication of particularly important information.*

3 General Safety Rules and Procedures



WARNING! This firearm was designed to function properly in its original condition. Do not alter any parts, as this will nullify the warranty. Do not replace any parts unless you are factory-trained to do so and then use only original factory parts from IWI US, Inc.



WARNING! Horseplay has no place around firearms. Guns can't think – you can! **SAFETY DEPENDS ON YOU!**

NOTE: *This Operator Manual, and the instructions and warnings contained in it, are intended for the civilian recreational user, target shooter, or hunter, and not necessarily for the law enforcement, security, military, or other “defensive” user. Defensive use of this or any other firearm involves unusual, serious risks, and may at times require deviation from certain safety rules and firearms handling procedures contained in this manual. Such defensive procedures and deviations are beyond the scope of this manual. In order to use such defensive procedures safely requires intensive initial training and qualification from a proper professional source, followed by “in service” training and qualification at appropriate intervals. Anyone who has not been properly and professionally trained in defensive firearms handling procedures must not attempt to use this firearm in any manner other than as set out in this Operator Manual. Doing so can result in death or serious injury.*



WARNING! Always handle and treat your firearm as if it were loaded. Never take anyone's word that it is unloaded. Always check it yourself with your finger off the trigger and the shotgun pointed in a safe direction. Visually and physically inspect the chamber, bolt face and magazine tubes to ensure the shotgun is free of ammunition. Even after you have confirmed that the shotgun is unloaded, continue to treat it as if it were loaded.



WARNING! Never place your finger on the trigger unless you are on target and intend to fire. Instead, keep your trigger finger off the trigger,

superior to the trigger guard, straight alongside the frame of the shotgun until you intend to fire. Do not pull the trigger or attempt to fire until the safety selector has been moved to the "FIRE" position.



WARNING! Upon firing, a hot, empty shell casing is forcefully ejected from the ejection port. All persons present must wear suitable eye protection, and must stand clear of the case ejection area.



DANGER! DO NOT grasp the forward portion of the trigger guard/hand grip frame with your non-shooting hand or allow any fingers of your non-shooting hand to enter the trigger guard at any time. If you do so, there is a chance your non-shooting hand or fingers could touch the trigger, unintentionally discharging the shotgun. This could potentially cause death or serious injury.



WARNING! Keep the gun's muzzle pointed in a safe direction at all times. A safe direction is one in which an unintentionally fired shot will not cause any physical injury or property damage. Never let the muzzle of a firearm point at any part of your body or another person, or in any direction where an injury may result if the shotgun were to fire. Always be sure of your target, what's beyond and around it before firing.



WARNING! Always make sure your firearm is not loaded before cleaning, storing, transporting or handing it to another person. Firearms should be transported unloaded and in a protective shotgun case.



WARNING! Remember, safety is your responsibility. Be a safe shooter. **SAFETY DEPENDS ON YOU!**



WARNING! Always wear and require others to wear wrap around ANSI or OSHA approved safety glasses while shooting to protect your eyes from injury by ejected shell cases, gun powder gas, lubricant, dirt or metallic particles, carbon residue, sparks, bullet fragmentation from targets or other debris.



WARNING! UNLOAD ALL FIREARMS WHEN NOT IN USE. NEVER STORE A LOADED FIREARM. Firearms and ammunition should be stored separately under lock and key so that they are inaccessible to children or unauthorized users. Never leave any firearm or ammunition, unattended where an unauthorized user might have access to it. At the range, any firearm you lay down on the shooting bench should be unloaded, with its action locked open. Never lean or place a firearm where it could slide or fall, such as leaning it against or placing it on a vehicle. Never let the muzzle of a firearm touch the ground, mud, sand or snow that might obstruct the bore, causing the barrel to burst when you fire. If you drop a firearm, pick it up carefully with it pointed in a safe direction (have all other people move out of the direction of the muzzle), with your finger outside the trigger area and the safety lever in the "Safe" position. Then unload the firearm, and check to be sure there are no obstructions in the bore. This can be done safely with a cleaning rod, or by disassembling the firearm and looking down the bore from the chamber (rear) end. If there is any possibility of damage to your **TS12 Shotgun**, have it inspected by a qualified gunsmith, or return it to IWI US, Inc. for inspection, before you load or fire it again.



WARNING! Always wear and require others to wear commercially manufactured ear protection designed for shooting while shooting. Without ear protection, the noise from your gun, and other guns close to you, could leave a “ringing” in the ears for some time after firing, and could result in permanent hearing loss.



WARNING! Learn the mechanical and handling characteristics of the firearm you are using. Not all firearms are the same, and your **TS12 Shotgun** firearm has some unique features. Do not assume that just because you have experience with other firearms, you know how to use the **TS12 Shotgun** firearm properly. Read and understand this manual. If there is anything you do not understand, contact your firearms retailer or IWI US, Inc. at service@iwi.us or telephone Tel: +1 (717) 695-2081.



WARNING! Never climb or descend a tree, fence or wall, jump across a stream or ditch, or attempt to cross an obstacle, ice, or precarious terrain while carrying a loaded firearm. Whenever you are going to do anything where the weapon will not be positively controlled, unload the shotgun first!



WARNING! Do not shoot at a hard surface, such as rock, masonry, metal, or at water or ice. The bullet may ricochet and travel in unpredictable directions to strike you or another unintended person or object.



WARNING! A bullet fired into the air can travel several miles and can kill or seriously injure someone when it comes down. Never fire up into the air, or at animal in a tree, or on the crest of a hill.



WARNING! Before hunting with this or any other firearm, take an approved Hunter Safety Course, taught in all states by the state game commission or by the National Rifle Association (NRA). Follow your state's game laws at all times while hunting.



WARNING! If you have not received formal firearms instruction or if you have any doubts about your ability to handle or use this firearm safely, seek supervised instruction from a certified firearms instructor. Information about sources of firearms instruction can often be obtained from your local police department, firearms retailer, gun club, shooting range, state game commission, or from the **National Rifle Association ("NRA")**, **11250 Waples Mill Road, Fairfax, Virginia 22030**, telephone **1-703- 267-1000** or **1-800-672-3888**.



WARNING! Firearms and alcohol do not mix. Never drink alcoholic beverages or take drugs before or during shooting. This constitutes criminal disregard for your safety and that of others. Some medications can impair your vision, balance, reflexes, coordination, alertness or judgment. Never use a firearm while you are taking medication unless you have checked with your doctor to ensure your fitness to handle your firearm safely. Do not handle your firearm when you are ill, tired, upset or distracted.



WARNING! If at any time you notice something about the appearance or functioning of your **TS12 Shotgun** that does not seem proper or that causes you concern, STOP. Unload your firearm immediately, and do not load or fire your firearm until you have it inspected and, if necessary, repaired by a factory-trained armorer or by IWI US, Inc. If you fire your **TS12 Shotgun** extensively, have it professionally inspected and serviced periodically (annually is a good average interval) by a factory- trained armorer or by IWI US, Inc.



WARNING! Discharging firearms in poorly ventilated areas, cleaning or handling firearms, or handling ammunition may result in exposure to lead and other substances that may cause birth defects, reproductive harm, and other serious physical injury. Have adequate ventilation at all times. Wash your hands and face thoroughly after exposure, especially before eating or drinking. Shooting, handling or cleaning guns may expose you to lead, which is a toxic substance.



REMEMBER, FIREARMS SAFETY DEPENDS ON YOU! THERE ARE NO “FOOLPROOF” GUNS, INCLUDING THE TS12 Shotgun. A SINGLE MOMENT OF INATTENTION OR A SINGLE FAILURE TO FOLLOW THESE FIREARMS SAFETY RULES AND WARNINGS CAN RESULT IN TRAGEDY. YOU ARE RESPONSIBLE FOR THE GUN THAT IS IN YOUR HANDS, IN YOUR POSSESSION, OR UNDER YOUR CONTROL. FIRE- ARMS SAFETY DEPENDS ON YOU!



WARNING! Never fire your shotgun with water, grease, excess oil, or any other obstruction in the barrel as this could cause damage to the shotgun and possible injury to the user. Be sure the barrel is clear of any obstructions before shooting.



WARNING! If you experience a noticeable difference in sound or recoil, **STOP FIRING!** Keep your finger off the trigger and point the firearm in a safe area (see definition of safe area above).

This condition could be caused by an incomplete power burn, a cartridge with a primer but no powder (“SQUIB LOAD”) or too little powder. The round could possibly be lodged in the bore.

Immediately unload the shotgun and check for unburned powder residue in the bore and the receiver, or the possibility of a round lodged in the bore. Remove the unburned powder before resuming firing. If a bullet is stuck in the bore, have a qualified gunsmith repair the shotgun. Never try to “SHOOT OUT” a bullet stuck in the bore. Firing with unburned powder in the barrel or a bullet stuck in the bore could cause the barrel to explode causing serious injury or death.

4 Firearms Safe Home Storage Checklist

- Firearms naturally attract the attention of children, teenagers and adults alike. Accordingly, it is YOUR responsibility to ensure that your firearms, when unattended, stored or not in use, are secured under lock and key, safely out of the access of all unauthorized users. This is YOUR responsibility, and any mistake or inattention on your part can result in death or serious injury to your loved ones or others.
- Firearms must be securely stored under lock and key in a location inaccessible to children and other unauthorized persons.
- One of the safest ways to store your firearms is in a locking metal gun safe or lockbox. Many models, including ones permitting quick access to the firearm, if needed for self-defense, are now available at firearms retailers or via the Internet. Lock your firearm in a metal gun safe, where it is also out of sight and protected from fire, theft, and curious hands.
- Firearms should be unloaded before they are brought into the home.
- All firearms should be immediately cleaned and placed in secure locked storage when they are returned from hunting or target shooting.
- When firearms are removed from storage, they must always immediately be carefully checked to confirm that they are unloaded.
- Ammunition should be stored under lock and key, in a separate location from firearms.
- The operator manual that came with your firearm must be read, understood and followed.

For more information on safe storage and use, refer to the NSSF pamphlets “Firearms Safety Depends on You” and “Firearms Responsibility in the Home”, available for download from the **NSSF website at <http://nssf.org>**.

5 General Description



DANGER! The standard TS12 Shotgun is designed as a “bullpup” and therefore should be fired only when configured for the shooter’s hand preference. Firing the standard TS12 Shotgun from the left shoulder or the TS12 Shotgun converted to left-hand operation from the right shoulder will result in ejected cases striking the shooter in the face with considerable force. This may cause serious eye injury and other injury. Never shoot a right handed TS12 from the left shoulder and vice versa. Fire the shotgun only from the shoulder for which it is set up.

5.1 Features

The **TS12 Shotgun** features include:

- Chambered for 12 GA , 3" ammunition
- Rear center of gravity
- Body made of reinforced polymer
- Safety lever has two positions , Fire and Safe
- No special tools required for field stripping
- The weapon needs to be sent in to the factory to be converted
- Air ventilating gas chamber
- MIL STD 1913 rail
- M- Lok slots for additional accessories
- Compatible with Beretta/Benelli style chokes
- Mobil chokes
- Three magazine tubes capable of holding up to five 2 3/4 inch shells"
- Adjustable gas system for optimal function with heavy and light loads
- Unique bolt design
- Shot shell release buttons on each side for discharging one shell at a time

Magazine locking lever allows the user to select a specific magazine tube.

5.2 Function Overview

The **TS12 Shotgun** is a semi-automatic auto loading bullpup shotgun, 12Ga 3", 18.5" Barrel, Accepts Beretta/ Benelli Multi Chokes, 15 round bullpup shotgun. It functions based on a uniquely Mobil designed bolt principle. It utilizes a piston which pushes on a separate skidder tube to cycle the bolt.

The movement of the safety lever disengages the trigger and trigger arm, this part transfers movement of trigger rearward to the TS12 Shotgun hammer group.

The **TS12 Shotgun** has an 18.5" long smoothbore barrel chambered in 12 GA with a 3" chamber for firing 2 ¾" and 3" shotgun shells.

The **TS12 Shotgun** uses a patented unique magazine with 15-round capacity. This unique magazine has three tubes. Each tube is capable of holding five 2 ¾" or four 3" shot shells.



6 Specifications

The table below details the technical specifications of the **TS12 Shotgun**.

Specifications Table

Caliber	12 Gauge
Operating System	Gas operated. Unique bolt design
Barrel Length	18.5" smooth bore
Barrel Material	4041
Magazine Type	Polymer rotating non-detachable tube magazine
Magazine Capacity	15 rounds 2 ¾ shells/ 12 3 inch shells
Firing Mode	Semi-automatic
Stock Type	Re-enforced Polymer
Stock Color	Black Flat Dark Earth Olive Green
Additional Tools & Accessories	Choke Tube Wrench
Overall Length	28.34 inches
Weight	9 pounds

6.1 Ammunition

Use only high quality commercially manufactured ammunition in good condition of the appropriate gauge and chamber length. The gauge and chamber length of your shotgun is marked on the left side of body. The TS12 Shotgun is chambered for 12 GA 3", which will also fire 12 GA 2 3/4" ammunition. Use only SAAMI specification ammunition.

For optimum performance of this shotgun, use shells with a minimum velocity of 1200 fps and minimum weight of 1 1/8 oz. The weapon can also be tested with the gas setting on "H" (heavy) or "L" (light) for function based on the velocity of the load you are using. For reliable functioning with 2 3/4 shot shells, use the "L" setting. For higher velocity 3 inch magnum rounds, use the "H" setting. If the heavier rounds fail to function with the "H" setting, try the "L" setting with the same ammunition. Short and mini shot shells will not function.

Not all ammunition produces the same result. IWI US, Inc. recommends that once you find a brand which functions best, keep using it.

IWI US, Inc. does not recommend using hand loads reloads, remanufactured ammunition, or foreign or military surplus ammunition of unknown or questionable quality. The use of this ammunition will void the IWI US, Inc. warranty, and may be dangerous, possibly causing death or serious injury if the ammunition is not made to the proper specifications.

6.2 External View

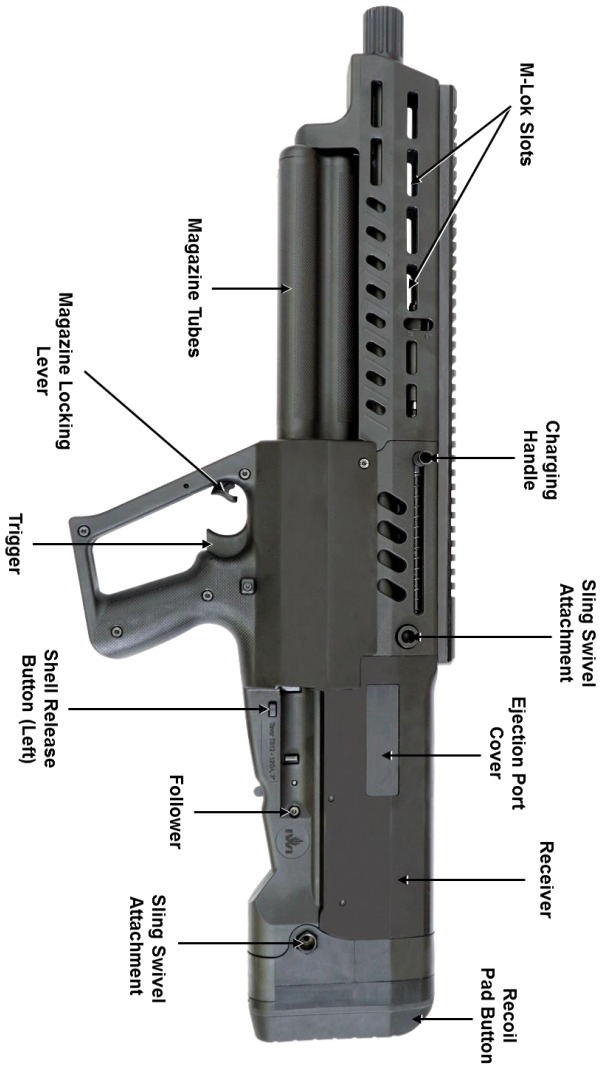


Figure 6-1 - TS12 Shotgun Left External View

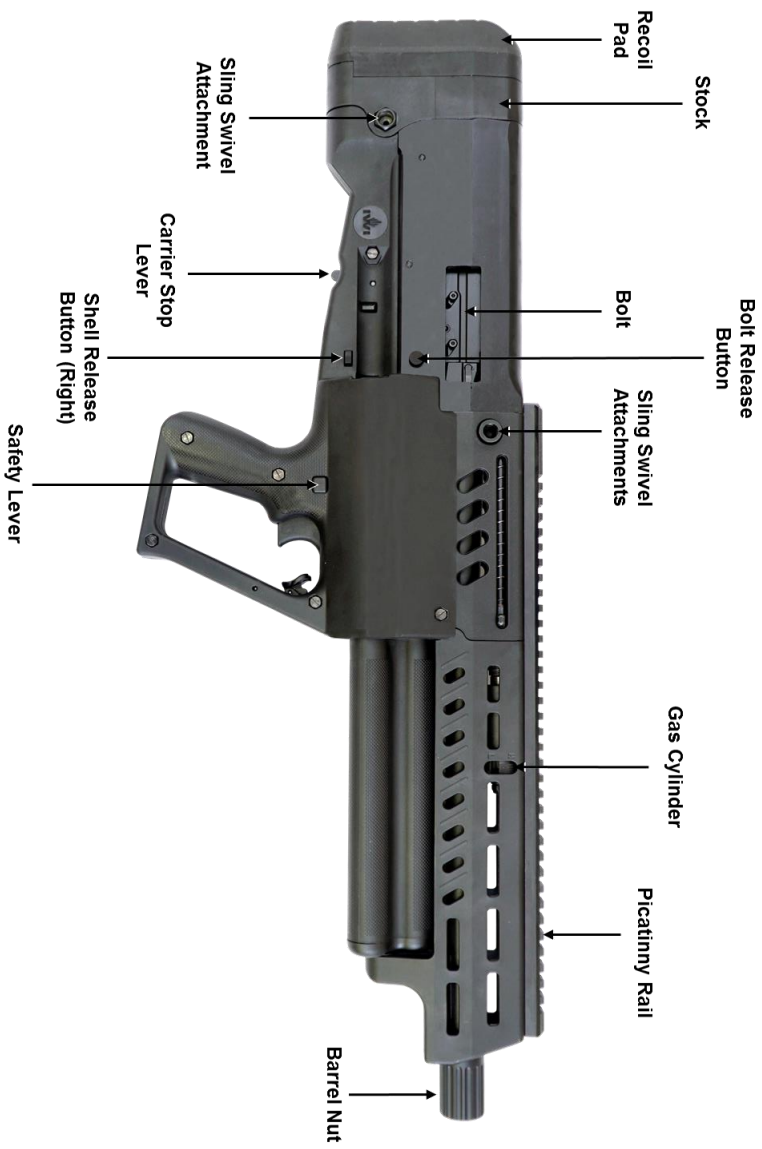


Figure 6-2 - TS12 Shotgun Right External View

6.3 Safety Lever and its Positions



WARNING! Safety is the first and foremost concern when handling any firearm. Always keep the muzzle pointed in a safe direction! Keep your trigger finger outside the trigger guard and on the frame of the shotgun superior of the trigger until you are aimed at a proper target and intend to fire! Keep the safety lever on “SAFE” until you are aimed at a target and only then move the safety lever to the “FIRE” position.

The safety lever is located above the trigger along the frame and has two positions, FIRE (Red line is visible) and SAFE (Red line is not visible).

Safety lever position is visible from each side of the shotgun.



Figure 6-3 – TS12 Shotgun – Safety Lever Position



WARNING! The safety lever is not intended as a replacement for safe gun handling practices. Do not rely on the safety lever alone to keep you and others safe. Always keep the muzzle pointed in a safe direction and keep your finger off the trigger until you are ready to shoot.

6.4 Gas Cylinder Adjustment

For optimum performance of this shotgun, use shells with a minimum velocity of 1200 fps and minimum weight of 1 1/8 oz. The weapon can also be tested with the gas setting on “H” (heavy) or “L” (light) for function based on the velocity of the load you are using. For reliable functioning with 2 3/4 shot shells, use the “L” setting. For higher velocity 3 inch magnum rounds, use the “H” setting. If the heavier rounds fail to function with the “H” setting, try the “L” setting with the same ammunition. Short and mini shot shells will not function.

To adjust the gas setting, remove the charging handle by aggressively pulling it out of the skitter tube. Place the end of the charging handle in the gas cylinder slot and turn the cylinder to the desired position. Replace the charging handle after use by re-inserting it into the skitter tube.

H - Heavy / **L** - Light

NOTE: *It is recommended that shells with a velocity of at least 1250fps be used.*

H - Utilized for 3-inch shot shells.

L - Recommended for 2 3/4-inch shells.



Figure 6-4 – TS12 Shotgun – Gas Cylinder Adjustment Lever Settings

7 Zeroing

The **TS12 Shotgun** is not equipped with optics or iron sights. However, standard back up sights and optics that can be attached to the Picatinny rail, may be utilized effectively. The sights will be roughly 3.75 inches over the height of the bore line. This means that the sight in distance for the shotgun has to be specific for how the shotgun will be utilized. For general use, a 50 yard zero (using slugs) is preferred for engaging targets out to 100 yards.

To understand the ballistic profile of the round, the line of sight is in black and the line of departure is in red.

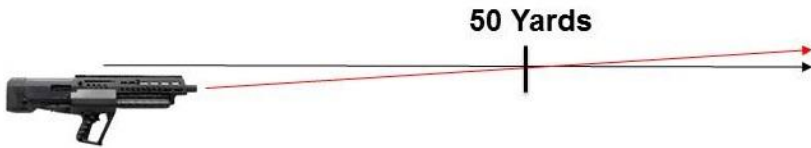


Figure 7-1 – TS12 Shotgun – Zeroing

When sighting in the TS12 Shotgun, the rounds and spread will impact low relative to the sights at closer distances. The projectiles and spread will continue upward through the line of sight and be slightly high at 100 yards.

If the weapon is only intended to be used at shorter distances, the sights can be adjusted to account for that. Be aware that at a shorter zero distance, the rounds or spread will impact significantly higher the further down range they travel past that distance.

Slugs will provide the best results in specifically zeroing the shotgun. Depending on the ammunition and choke selected, using buckshot or birdshot may be difficult to truly gauge the center of the spread at a given distance.

If you are utilizing buckshot to zero, it may be necessary to walk down range after unloading the shotgun after each shot and marking the individual pattern before adjusting the sights and firing another shot. Adjustment of the optic sights will be based on the individual manufacturer's manual.

8 Operating Instructions



WARNING! Before your firearm left the factory, it was function tested, inspected and packaged.

IWI US, Inc. cannot control the product handling after it has left our factory. Therefore, at the time of purchase carefully examine the shotgun to be sure it is unloaded and undamaged and all components are included. Seek your dealer's help for assistance in examining the firearm and to answer your questions.



WARNING! Always handle and treat your firearm as if it is loaded! Never take anyone's word that it is unloaded. Keep the muzzle pointed in a safe direction at all times. Keep your fingers outside the trigger area until you are aiming at a target and intend to fire.

8.1.1 Unloading and Safety Check

To unload or clear your shotgun of ammunition, or to make sure it is unloaded, keep the muzzle pointed in a safe direction and your finger outside the trigger area while performing the following steps:

1. Ensure that the safety lever is in the SAFE position. The red stripe must not be visible (see Safety Lever and its Positions Section on page 21).
2. Press the shot shell release button to unload the two exposed magazine tubes. Repeat until the follower is visible indicating the tube is empty.

You may need to use the support hand to pull the shell outward while depressing the button to release the shell. The released shell from the magazine tube will be held in place by the shot shell holder. Remove the shell and repeat the process until the tube is empty.

3. Rotate the tube directly underneath the barrel to the right or left by depressing the magazine locking lever and rotating the tube. This will expose the tube to the loading/unloading port. Remove the shells as described above until the follower is visible.
4. Charge the bolt to the rear using the charging handle to unload the chamber. If a live shell is in the chamber, it will be ejected.
5. Push the carrier stop button forward to engage it. The carrier stop button is located at the bottom rear portion of the stock.
6. Cycle the charging handle again and the bolt should remain to the rear.
7. Visually inspect the magazine tubes, chamber and the carrier, then rotate the magazine tubes one last time to verify the shotgun is clear.

If there is not enough light for you to see clearly that the chamber is empty, use a flashlight or other artificial light. You must not “think” the chamber is empty, you must KNOW it is empty, because if you are wrong, death or serious injury may result.

8. Depress the bolt release button located on the right side of the receiver to drop the bolt.
9. Move the safety lever to the “SAFE” position. Your shotgun is now ready for storage.

8.1.2 Function Test



WARNING! Perform this test after **any** firearm conversion, inspection, or part replacement.



WARNING! Make sure the **TS12 Shotgun** is cleared, unloaded, and there is no ammunition in the chamber (EMPTY) before performing the safety function test. The muzzle should be pointed in a safe direction at all times.



WARNING! If the shotgun fails any of the steps of the test, **do not load or use the shotgun**. Contact IWI US, Inc. to return the shotgun for inspection and repair.

1. Visually inspect the weapon and verify that it is unloaded (see Unloading and Safety Check Section on p.25).
2. Visually inspect the weapon and verify that it has been assembled properly.
3. Pull the charging handle to the rear and release it. Verify proper and free movement of the bolt assembly. If the bolt is locked at rearmost position due to carrier stop function, press bolt release button.
4. Place the Safety Lever in the SAFE position (Red line hidden). Pull the trigger. This should NOT release the hammer.
5. Set the Safety to FIRE position (Red line visible) and press the trigger until the hammer falls and its release is heard.
6. Hold the trigger to the rear. Pull the Charging Handle to the rear and release; continue holding the trigger to the rear. The bolt will stay to the rear.
7. Drop the bolt using the bolt release button, then slowly release the trigger with a slow and smooth motion until the trigger is fully forward. An audible click should be heard. The hammer should not fall and is reset.
8. Charge the shotgun and check the ability to set the safety lever to SAFE position.
9. Verify the ability to charge the shotgun when the safety lever is set to SAFE. The function test is complete.

8.2 Loading



WARNING! Always check that the ammunition is clean, undamaged, and of the correct gauge for the shotgun. Forcing damaged ammunition into the chamber could result in injury, death, damage to property as well as damage to your shotgun.



WARNING! Always position the Safety Lever in the SAFE position when loading and unloading the firearm.



WARNING! Upon firing, a hot, empty shell is forcefully ejected from the ejection port of the firearm. All persons present must wear suitable eye protection, and must stand clear of the shell ejection area.

8.2.1 Loading the Magazine Tubes

- The magazine can hold either 2 $\frac{3}{4}$ inch and 3 inch 12 GA shot shells at the same time.
- Each magazine tube can hold up to five 2 $\frac{3}{4}$ -inch shells or four 3-inch shot shells.
- The magazine can be loaded from both loading ports at the same time.
- Upon user preference, the magazine can be rotated freely to any direction at any time.

To load the magazine tubes:

1. Ensure that the safety lever is in the SAFE position (see Safety Lever and its Positions on p.21).
2. Point the muzzle in a safe direction.
3. Place the shot shells into the loading ports ensuring the brass of the shell is to the rear.
4. Push shot shells into the magazine tubes so the rim of the shell passes the shell stop. Repeat this action until the magazine tube is completely filled.
5. Press magazine locking lever and rotate the loaded magazine to the right or left until an unloaded magazine is visible and locked in position. The empty tube can then be loaded with the desired amount of shells.

8.2.2 Loading the Chamber

To load the chamber:

1. With the bolt in the closed position, depress the carrier stop lever located at the bottom of the stock. A shell will drop onto the carrier. Cycle the bolt so that round is loaded into the chamber.
2. Press the magazine locking lever and rotate the tube that fed the chamber and add one additional round to completely load the shotgun.

**THE SHOTGUN IS NOW LOADED
WITH THE SAFETY LEVER ON "SAFE".**

8.2.3 Loading the Shotgun – Alternative Method

1. Ensure that the safety lever is in the SAFE position (see Safety Lever and its Positions on p.21).
2. Point the muzzle in a safe direction.
3. Verify that the shotgun is unloaded.
4. Engage the carrier stop lever and charge the bolt to the rear. The bolt should lock to the rear because the carrier stop lever was engaged.
5. Drop a shot shell through the open ejection port (with the shell oriented properly) then press the bolt release button. The round will load into the chamber.
6. Load each magazine tube as described above to completely load the TS12 Shotgun.

**THE SHOTGUN IS NOW LOADED
WITH THE SAFETY LEVER ON “SAFE”.**

8.3 Firing Operation

8.3.1 Preparation for Firing



WARNING! Do not chamber a round until you are ready to fire the shotgun. Always keep the muzzle pointed in a safe direction. Do not disengage the safety or put your finger into the trigger area until you are aimed at a safe target and intend to fire. Always wear eye and ear protection when firing your shotgun.



DANGER! The standard TS12 Shotgun is designed as a “bullpup” platform and **therefore should be fired only when configured for the shooter’s hand preference.** Firing the standard TS12 Shotgun from the left shoulder or the TS12 Shotgun converted to left-hand operation from the right shoulder will result in ejected cases striking the shooter in the face with considerable force. This may cause serious eye injury and other injury. Never shoot a right handed TS12 from the left shoulder and vice versa. Fire the shotgun only from the shoulder for which it is set up. Left-handed shooters and others wishing to fire the TS12 Shotgun from the left shoulder must convert the shotgun to left-hand use.

1. Shoulder the **TS12 Shotgun** ensuring that the ejection port is on the opposite side of your face.
2. When on target, turn the safety off by pressing it so the red is showing on the opposite side.



DANGER! Beyond this step the shotgun will fire!

8.3.2 Firing the Weapon

To fire the weapon:

1. While looking through the sight or sights, and on target, press the trigger. The shotgun will fire the chambered round and automatically cycle the next round into the chamber. After selected magazine tube is completely discharged, the bolt will lock back.
2. To continue firing, press the magazine locking lever with the tip of your index finger and rotate the next magazine tube into position while releasing the lever. After the tube locks into position, the shell will automatically drop onto the carrier and load into the chamber.
3. If at any time you would like to stop shooting, turn the safety lever on, keep your finger straight along the frame, outside the trigger guard and the muzzle pointed in a safe direction.
4. Repeat this until all of the magazine tubes are empty and the bolt locks to the rear.

NOTE: Once a magazine tube is empty and rotated out from underneath the barrel, the tube can be reloaded even though there is a live round in the chamber.

5. To fire additional rounds, aim and press the trigger again. Repeat this process until you are finished firing or the magazine is empty.
6. After the last round has been fired, verify that the weapon is unloaded by checking all three magazine tubes, the chamber and carrier for live shot shells.
7. Whenever you stop firing and you are no longer aiming at the target, even momentarily, turn the safety lever on.
8. When firing is completed, remove your finger from the trigger, place it straight alongside the frame of the shotgun, and turn the safety lever on.

WHEN THE MAGAZINE IS EMPTY:

9. When you finish firing, unload the shotgun and confirm that it is empty ("Clear"), following the Unloading and Safety Check procedure on p.25 and below.

9 Strip Field - Disassembly/Assembly Instructions



WARNING! Be sure the **TS12 Shotgun** is unloaded before starting the disassembly! Keep the muzzle pointed in a safe direction.

This section provides the following removal/installation procedures for the following shotgun components and parts:

<u>Part/Component</u>	<u>Page</u>
Receiver disassembly	33
Front Cover and Gas Piston disassembly	36
Receiver installation	40
Front Cover and Gas Piston installation	38



WARNING! Before conducting any work on the TS12 Shotgun, make sure the weapon is unloaded and cleared of all ammunition by clearing the weapons first, and ensure that there is no ammunition in the chamber (EMPTY) and in the leaning area. See Unloading and Safety Check Section on p. 25. The muzzle should be pointed in a safe direction at all times.

9.1 Disassembling the Receiver

Tools Required: none

To remove the Receiver:

1. Ensure the bolt is closed.
2. Press the recoil pad button located at the top rear portion of the butt assembly (1). While the button is depressed, slide recoil pad in an upward direction to slide the pad off the body (2).

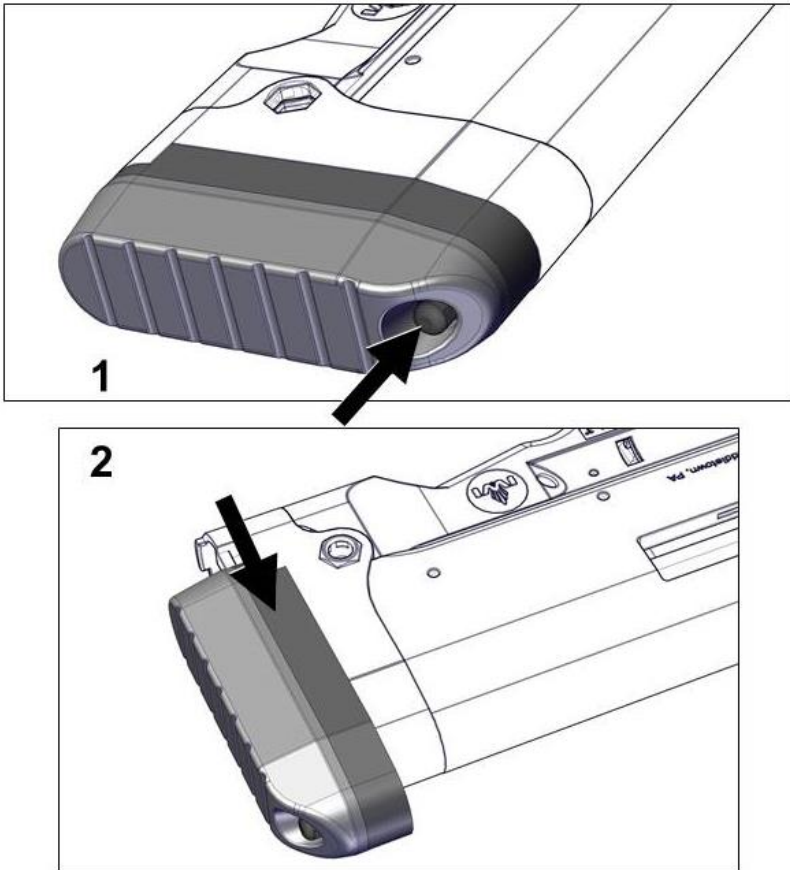


Figure 9-1 - TS12 Shotgun - Disassembling the Receiver

3. Press sling swivel sleeve from either side and push it out of the stock assembly (3).

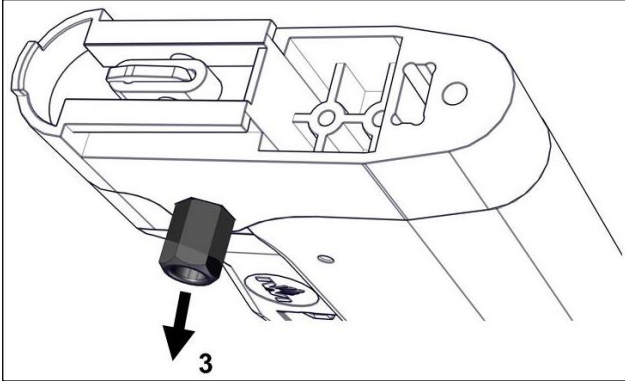


Figure 9-2 - TS12 Shotgun - Disassembling the Receiver: Sling Swivel Sleeve Removed

4. Slide the stock body in a rearward direction to remove it (4).

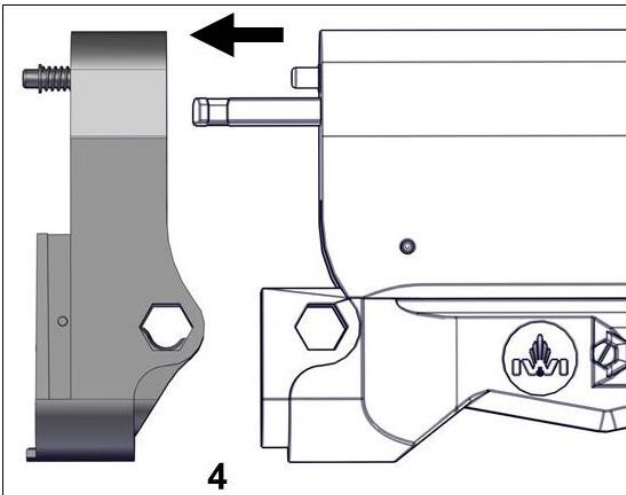


Figure 9-3 - TS12 Shotgun - Disassembling the Receiver: Stock Removed

5. Slide the receiver in a rearward direction to remove it (5).

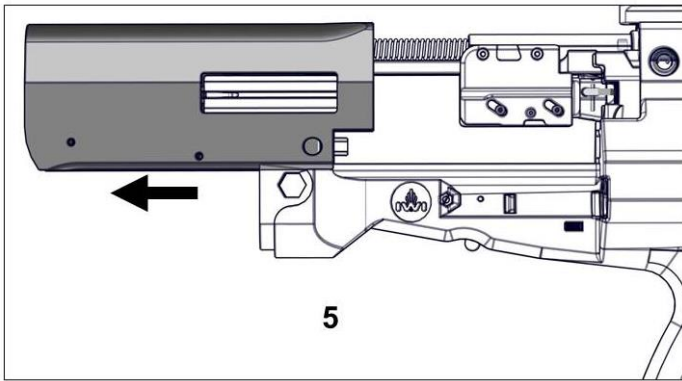


Figure 9-4 - TS12 Shotgun - Disassembling the Receiver: Receiver Removal

6. Remove the recoil spring guide (6) and bolt assembly by removing it from the rear of the firearm (7).

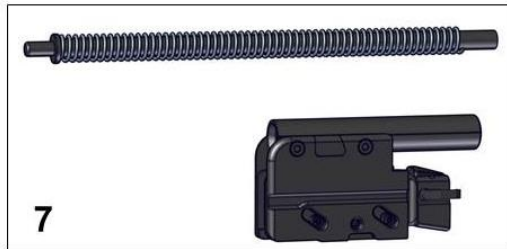
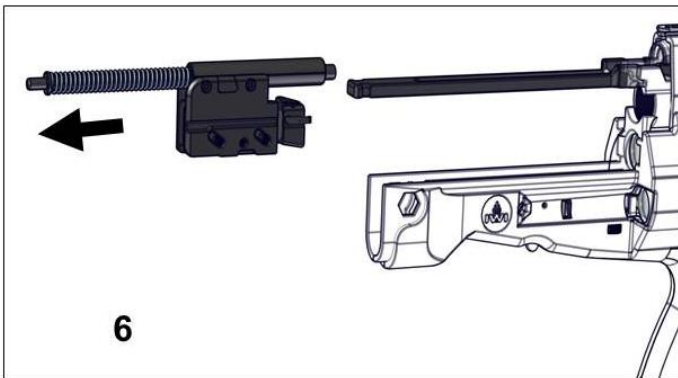


Figure 9-5 - TS12 Shotgun - Disassembling the Receiver: Spring Guide and Bolt Assembly Removed

9.2 Disassembling Front Cover and Gas Piston

Tools Required: flathead screwdriver, 3mm punch, eye protection.

To remove the Front Cover:

1. Unscrew the barrel nut by turning it counter clockwise (1).

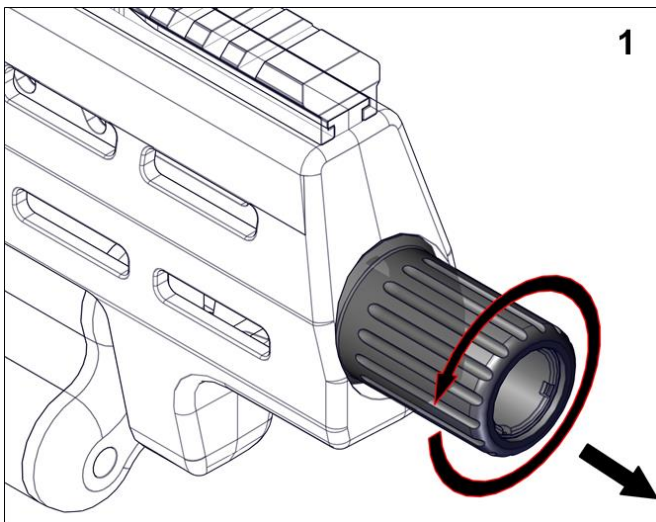


Figure 9-6 - TS12 Shotgun - Disassembling the Barrel Nut

2. Slide the MLOK forend of the body.

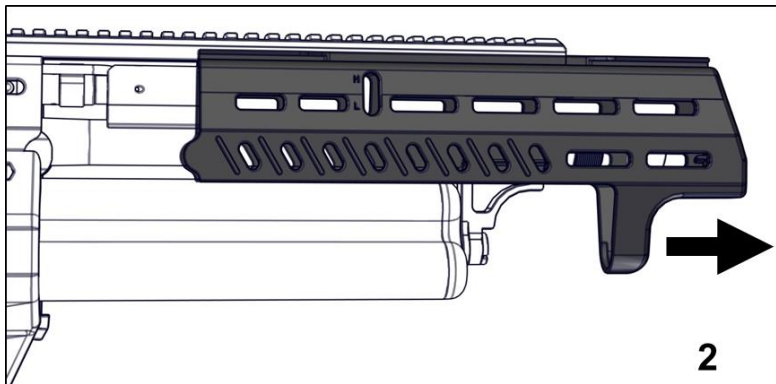


Figure 9-7 - TS12 Shotgun - Disassembling the Front Cover

To remove the Gas Piston:

1. Using a screwdriver, remove the gas cylinder retaining spring by prying it from the left side and removing it (1).
2. Use the 3mm punch, unscrew the gas cylinder counter clockwise (2) and pull out from the housing (3).
3. Remove the gas piston by pushing it forward and out of the housing (4).

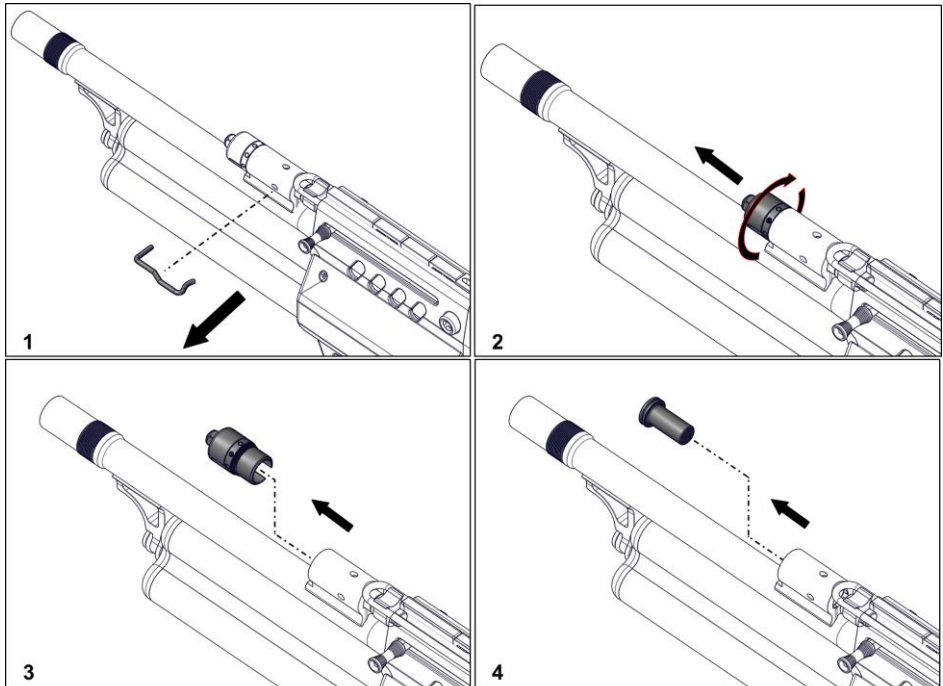


Figure 9-8 – TS12 Shotgun - Disassembling the Gas Cylinder and Gas Piston

9.3 Assembling Gas Piston and Front Cover

Tools Required: flathead screwdriver, 3mm punch, eye protection.

To assemble the Gas Piston:

1. Insert the gas piston into the housing (1).
2. Place the gas cylinder into the housing (2).
3. Use the 3mm punch, Screw the gas cylinder into the housing clockwise (3).
4. Insert the gas cylinder retaining spring from the left side (4).

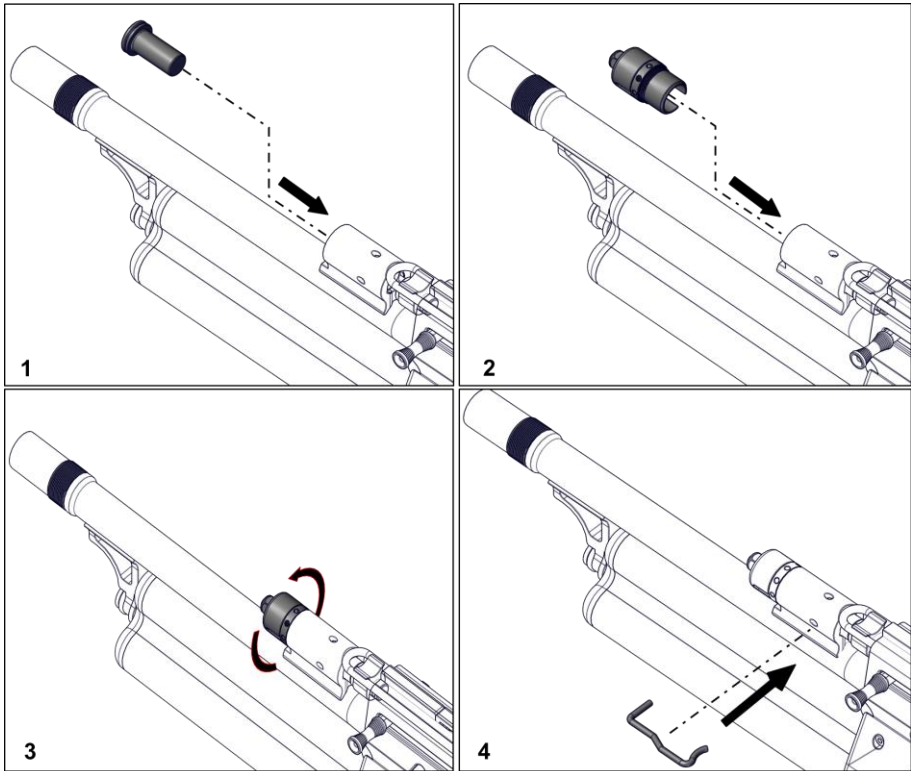


Figure 9-9 - TS12 Shotgun - Assembling the Gas Cylinder and Gas Piston

To assemble the Front Cover:

1. Slide the front cover from the front to rear.

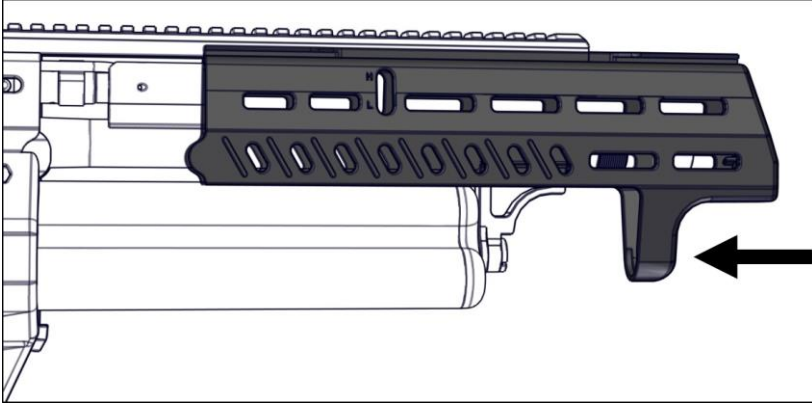


Figure 9-10 – TS12 Shotgun - Assembling Front Cover

2. Turning the barrel nut clockwise until it ratchets into place and stops.

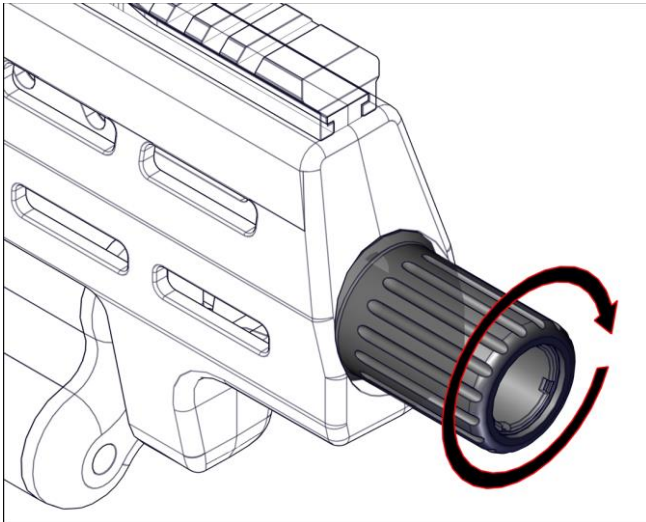


Figure 9-11 – TS12 Shotgun - Assembling Barrel Nut Assembly

9.4 Assembling the Receiver

Tools Required: none

To assemble the Receiver:

1. Install the recoil spring guide to its slot on bolt. The button detent should face the rear. It can only be installed from one direction (1).
2. Slide the bolt assembly through the bolt rail and seat it into the chamber in the most forward locked position (2).
3. Slide the receiver from the rear until it fully seats onto the body. The recoil spring guide and bolt rail must protrude through the rear of the receiver (3).
4. Install the stock by pushing the stock down onto the body from the rear and sliding it forward into position. The sling swivel cut out must align with the cut out on the receiver. The recoil spring guide and bolt rail must protrude through the rear of the receiver (4).
5. Install the sling swivel sleeve by pressing the part into its slot on stock from either direction. It must be centered in the stock (5).
6. Slide the recoil pad from the rear, aligning the rail and press downwards until the recoil pad button snaps into place. You may need to apply forward pressure against the stock while sliding the buttpad onto the stock (6).

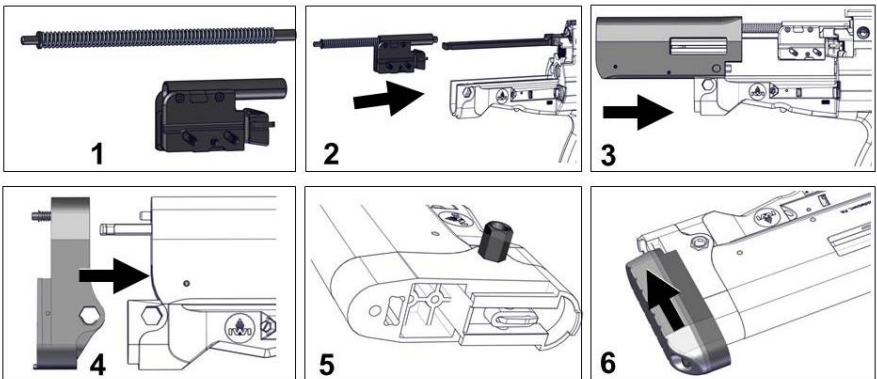


Figure 9-12 - TS12 Shotgun - Assembling the Receiver

10 Secondary

Disassembly/Assembly

This section provides disassembly/assembly procedures for the following:

<u>Shotgun Assembly</u>	<u>Page</u>
Carrier Group Mechanism	41
Bolt Assembly	44
Choke Tubes	45

10.1.1 Carrier Group Mechanism



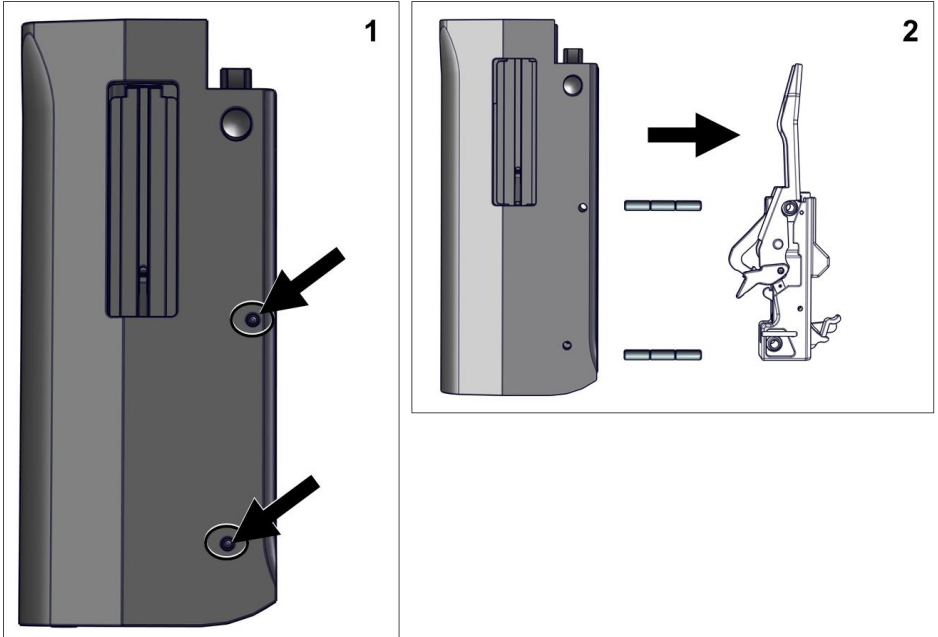
WARNING! The Carrier Group Mechanism disassembly can be performed **ONLY** by a certified armorer!

To disassemble the carrier group assembly from the receiver, first remove the receiver assembly from the shotgun as shown in the Strip Field - Disassembly/Assembly Instructions on p.32.

Tools required: a 3mm punch and small hammer.

10.1.1.1 Disassembly

1. Use a 3mm punch and small hammer to remove the receiver pins by tapping from the left side, removing them from the right side (1).
2. Pull the carrier group mechanism downward and out of the receiver, until it is out completely (2).



**Figure 10-1 - TS12 Shotgun - Carrier Group Mechanism:
Disassembly**

10.1.1.2 Assembly

1. Align the holes on receiver and the carrier group (1). During alignment, press bolt release button to allow the carrier move vertically.
2. Tap the receiver pins into the holes on right side of receiver with a small hammer until the pins are flush with the receiver (2).

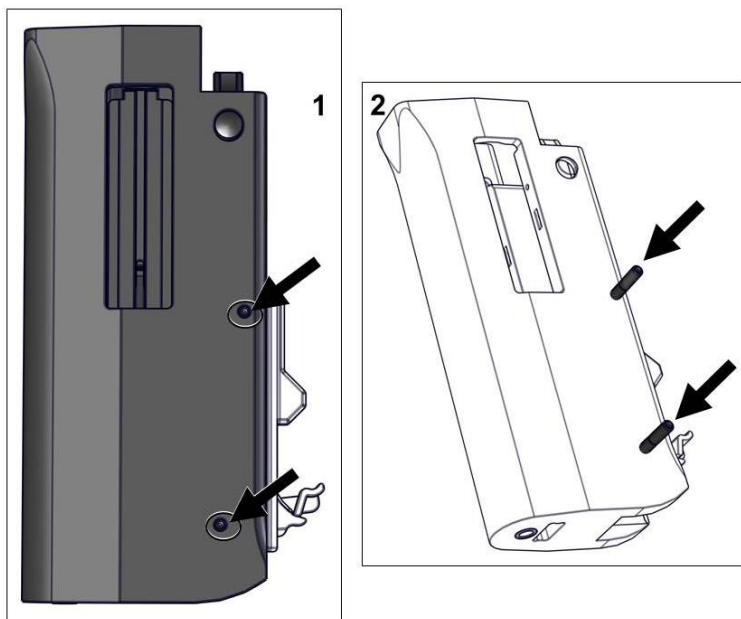


Figure 10-2 - TS12 Shotgun - Carrier Group Mechanism: Assembly

10.1.2 Bolt Assembly

Tools required: 3mm punch

To install or remove Bolt Assembly:

1. Remove the receiver from the shotgun.
2. Using a 3 mm punch, remove the tow bolt pins (1) from the bolt carrier (2).

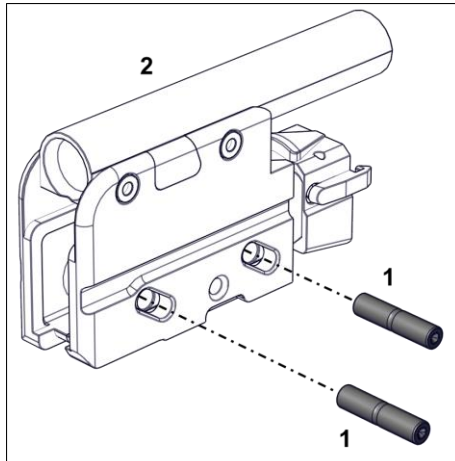


Figure 10-3 - TS12 Shotgun - Carrier Group Mechanism: Bolt

3. Remove the bolt (3) from the bolt carrier (2).

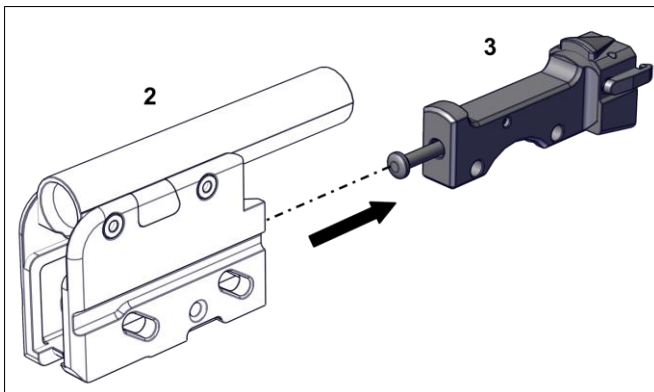







Figure 10-4 - TS12 Shotgun - Carrier Group Mechanism: bolt

10.1.3 Choke Tubes

Tools required: choke tube wrench (supplied)

NOTE: *The TS12 Shotgun uses standard Benelli / Beretta choke tubes. The choke tube wrench will be supplied with the shotgun.*

10.1.3.1 Choke Tube Diagram

Designation	CL (Cylinder)	IC (Improved Cylinder)	M (Modified)	IM (Improved Modified)	F (Full)
Choke Tube					
Notches	5	4	3	2	1



WARNING! Make sure the **TS12 Shotgun** is cleared, unloaded, and there is no ammunition in the chamber (EMPTY). The muzzle should be pointed in a safe direction at all times.

1. Remove the barrel nut (1) by turning it counter clockwise (2).

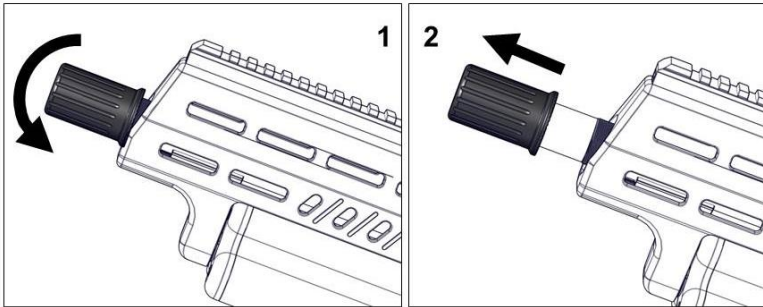


Figure 10-5 - TS12 Shotgun - Barrel Nut Removal

NOTE: *Wipe off the barrel threads with a rag or patch to make removal easier.*

2. Using a choke tube wrench (supplied), turn choke tube in counter clockwise direction (3) to disengage threads of choke and barrel.
3. Hold and pull choke tube out from the muzzle (4).

NOTE: Wipe off the barrel threads with a rag or patch to make installation easier.

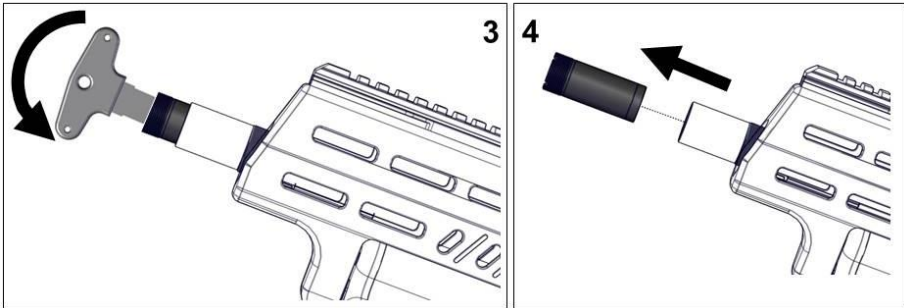


Figure 10-6 - TS12 Shotgun - Choke Tube Removal

10.1.3.3 Assembly

1. Insert the choke tube (1), turning it in clockwise direction, and tighten it with a wrench until it is properly installed (2).

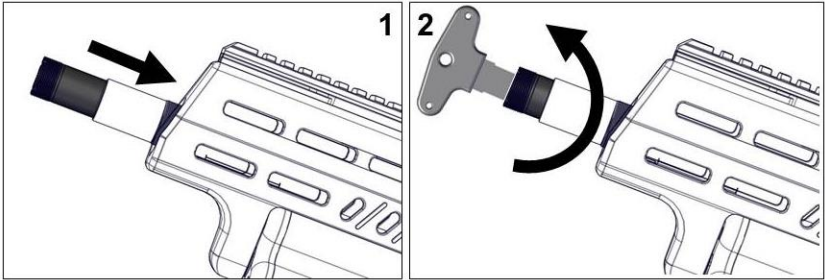


Figure 10-7 - TS12 Shotgun - Choke Tube Assembly



CAUTION! Do not over-torque the choke tube!

2. Re-install the barrel nut.

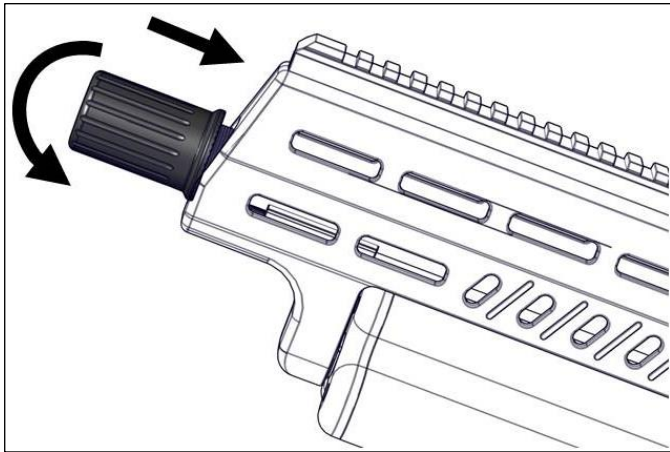


Figure 10-8 - TS12 Shotgun - Barrel Nut Assembly



WARNING! Only improved cylinder and cylinder choke tubes are recommended for slugs. Anything tighter than these choke tubes may cause damage and/ or injury if a slug is fired through the barrel. The warranty will also be void if compensated holes or another aftermarket modification to barrel are performed. These modifications may change the function of the weapon and/or cause further damage to other parts inside the TS12 Shotgun.



STOP! You should not disassemble your TS12 Shotgun any further, unless you are a factory-trained and certified armorer.



CAUTION! Further disassembly by individuals who are not factory-trained and certified as **TS12 Shotgun** armorers can result in damage to or destruction of the shotgun, voiding of the warranty, and possibly the creation of **UNSAFE CONDITIONS THAT COULD RESULT IN SERIOUS INJURY OR DEATH.**

11 Cleaning and Maintenance



WARNING! During cleaning the TS12 Shotgun, make sure the weapon is unloaded and cleared, of all ammunition by clearing the weapons first, and ensure that there is no ammunition in the chamber (EMPTY) and in the leaning area. See Unloading and Safety Check Section on p. 25. The muzzle should be pointed in a safe direction at all times.

Cleaning kit required:

- Solvent
- Patches
- Toothbrush
- cleaning rod
- 12-gauge bronze bore brush
- Jag
- Cleaning rag
- Gun oil
- 3mm punch

NOTE: *Cleaning Kit is not supplied.*

Before cleaning:

1. Perform Unloading and Safety Check procedure (see p. 25).
2. Disassemble the TS12 Shotgun following the Strip Field - Disassembly/Assembly Instructions (see p. 32).

11.1 Cleaning the Barrel



WARNING! It is recommended that the barrel be cleaned after firing, after being stored for a long time, or immediately if dirt, water, debris or mud gets into the barrel or chamber. The barrel should immediately be inspected and cleaned if there is any possibility of a barrel obstruction. The barrel can be inspected by looking down the chamber after the weapon has been UNLOADED and disassembled.

To clean the inside of the barrel:

1. Remove the choke by using the appropriate choke wrench.
2. Soak a patch with quality carbon solvent designed for firearms. Using a cleaning rod and jag, push the soaked patch down the barrel from chamber to muzzle.
3. Use a copper brush and clean the barrel from chamber to muzzle. Inspect the bore to ensure all debris and fouling have been removed.
4. Use a wet patch with a high quality gun oil and push it from chamber to bore. Alternate a dry and wet patch until the patch is relatively clean.
5. Run a dry patch through the bore to ensure that only a light coat of oil remains in the barrel.
6. The choke threads and the choke must be wiped off and cleaned.



WARNING! Look for any signs of wear, chipping or damage to the threads or any rust in the barrel.

11.2 Cleaning the Gas System

To clean the Gas System:

1. Unscrew the barrel nut.
2. Slide the MLOK forend off the body.
3. Remove the gas regulator.
4. Clean ventilation ports and outer surface of barrel can by gun oil and a cloth.

Beware of scratching gas piston while cleaning!



WARNING! Beware of scratching gas piston while cleaning!



WARNING! Do not lubricate gas piston and gas cylinder. Lubricants will cause carbon build up and increase malfunctions because of fouling.

11.3 Cleaning the Bolt Assembly

To clean the Bolt Assembly:

1. Wipe of the outside of the bolt assembly and clean under the extractor using a cleaning toothbrush.
2. Remove the 2 bolt pins by driving them out with a punch in either direction. Clean the bolt and inside the bolt carrier with patches and a toothbrush.
3. After cleaning the bolt assembly, dry the parts off and apply a thin coat between bolt body and bolt head.
4. To clean the firing pin channel, a small amount of degreaser may be sprayed from the rear of the bolt toward the firing pin hole.
5. Wipe off the bolt face. This area should remain clean and dry.



WARNING! Always keep bolt rail cleaned and lightly oiled!



WARNING! Cleaning agents, paint thinners, gun oils and other chemicals may harm TS12 Shotgun's polymer parts.



WARNING! The Carrier Group Mechanism disassembly can be performed **ONLY** by a certified armorer!

11.4 Cleaning the Trigger Assembly

To clean the Trigger Assembly

1. Disassemble the receiver as described in Disassembling the Receiver Section on p. 33.
2. Push trigger pins and remove the trigger group from the receiver and remove the trigger assembly by pulling downwards. If necessary, press the bolt release button to release the carrier from receiver.
3. Spray gun degreaser or use a toothbrush to remove debris and carbon from the trigger group.
4. Make sure that the trigger group is clean and dry and lightly oil the trigger assembly.

The trigger assembly can be cleaned 2 to 4 times a year (based on use) or anytime the weapon has been in extreme conditions such as rain, snow or exposure to salt water and humid climates.

11.5 Cleaning the Weapon Body

Interior surfaces of receiver can become coated with carbon and oil.

To clean the Weapon Body:

1. Wipe of the interior of the body with a rag and leave the area dry.

11.6 Cleaning the Receiver and Carrier Latch

Interior surfaces of receiver can become coated with carbon and oil.

To clean the Receiver and Carrier Latch:

1. Clean the interior surfaces of the receiver by using gun cleaner and a simple cloth.
2. Lightly oil carrier the latch and its housing.

12 Long Term Storage

In addition to periodic maintenance, it is advised to occasionally clean and oil the bore/ barrel and all key parts to keep the TS12 Shotgun in good working order and prevent corrosion.

After long term storage, always remember to conduct pre-fire maintenance to ensure the shotgun is serviceable and the bore is free of obstructions.

NOTE: *When storing for long periods, it is important to clean and re-lubricate the TS12 Shotgun regularly to prevent pitting and rust; you may also decide to add thicker oil that will not evaporate quickly over time. Be sure to remove the excess oil from the TS12 Shotgun parts before firing.*

13 Troubleshooting and Repair

This chapter provides Troubleshooting and Repair table. The table describes a problem and provides remedy action instructions for its solution.



DANGER! During all troubleshooting, keep finger off the trigger and keep muzzle pointed in a safe area.

Troubleshooting and Repair Table

Malfunction	Description	Possible Cause	Action	Remedy
Failure to fire	Hammer doesn't fall. The weapon is not discharged.	<ul style="list-style-type: none"> • Safety is ON 	Turn safety to OFF	
Failure to fire	Hammer falls but the weapon has not discharged	<ul style="list-style-type: none"> • Bad primer • Dirty weapon • Weapon failed to cycle due to an underpowered shell. • Weapon failed to go to bolt lock on the last round. 	Cycle the action and attempt to fire if necessary. If a shell does not load into the chamber, push the carrier stop lever and cycle the action again. Ensure that the magazine tubes are aligned. Attempt to fire if necessary.	Clean weapon thoroughly; especially the gas cylinder area and verify that the ammunition is the appropriate type for the TS12 Shotgun.
Stovepipe	A shell is not completely ejected from shotgun	<ul style="list-style-type: none"> • Underpowered shell • Dirty weapon • Ejection port blocked • Improper gas setting 	<ol style="list-style-type: none"> 1. Place the weapon on safe and point in a safe direction. 2. Hold the bolt to the rear by holding the charging handle to the rear. 3. Sweep or pluck out the spent shell. 4. Release the charging handle so the next round loads. 5. If the weapon does not load, push the carrier stop lever and cycle the action. 6. Fire if necessary 	Clean weapon thoroughly; especially the gas cylinder area and verify that the ammunition is the appropriate type for the TS12 Shotgun.
Double feed	Two shells attempting to load into the chamber area	<ul style="list-style-type: none"> • Extractor slipped over the rim of the shell • Damaged ejector • Damaged rim 	<ol style="list-style-type: none"> 1. Place weapon on safe and point in a safe direction. 2. Ensure proper gas setting for ammunition. 3. Pull and hold the charging handle to the rear. 4. While holding the handle to the rear, attempt to pluck the shell from the ejection port area. 5. Cycle the action until the shell in the chamber is ejected. 6. Press the carrier stop button and cycle the bolt. 7. Fire if necessary. 	Clean the weapon thoroughly and inspect the ejector and extractor to see if they need to be replaced. Contact IWI Customer Service department if the parts appear broken or worn.
Shell trapped	underneath the carrier A shell was dropped from the magazine tube underneath the carrier Weak shell latch Damaged rim		<ol style="list-style-type: none"> 1. Place the weapon on safe Point in a safe direction. 2. Attempt to clear out live rounds 3. Disassemble receiver and remove the shell 	If the problem persists, please contact IWI US customer service

14 Limited Product Warranty

1. This Warranty is given by "IWI US, Inc." solely to the original purchaser (the "Purchaser") of IWI US, Inc.'s **TS12 Shotgun SEMI- AUTOMATIC RIFLE** (the "Product") for a period of 5 years commencing from the date of Product retail purchase (the "Warranty Period"). Subject to the limitations and exclusions contained below, IWI US, Inc. warrants the Product to be free from defects in design, materials and workmanship. Consequently, should any failure to conform to this Warranty be discovered and brought to the attention of IWI US, Inc. during the Warranty Period, and be substantiated by examination at IWI US, Inc.'s facility or by duly authorized and certified field personnel on IWI US, Inc.'s behalf, IWI US, Inc., at its sole option and free of charge, shall either repair, replace or refund the purchase price of any non-conforming Product.
3. This Warranty shall only apply provided that:
 - 3.1 The Product has been transported and stored, handled, maintained, operated and used properly; all in accordance with IWI US, Inc.'s instructions found in this manual.
 - 3.2 No changes, repairs or services were made to the Product by any party other than IWI US, Inc. or an authorized representative of IWI US, Inc.
 - 3.3 The Product was not damaged as a result of improper operation, misuse (whether intentional or otherwise), abuse, negligence, accident or flood, fire, earthquake or other external causes.
 - 3.4 Only appropriate, non-defective new commercial ammunition was fired from the Product.
 - 3.5 The defective Product and/or defective parts shall have been returned by the Purchaser to IWI US, Inc. immediately upon requesting conformance with IWI US, Inc.'s return procedures.

4. This Warranty does not apply to:
 - 4.1 Maintenance, repair or replacement of parts due to normal wear and tear.
 - 4.2 Expendable items such as batteries (including battery leaks), bulbs, cleaning supplies and other consumables.
 - 4.3 Firing the Product with an obstruction in the barrel.
 - 4.4 Any cosmetic damage that does not impede form, fit, and function of the Product.
 - 4.5 Products that show evidence of tampering.
 - 4.6 IWI US, Inc. does not warrant that the operation of the product will be uninterrupted, or error-free, or free of stoppages or malfunctions.
5. In the event a Product returned to IWI US, Inc. is not defective in design, materials or workmanship or not returned within the Warranty Period, a test and evaluation charge, as determined by IWI US, Inc. will apply.
6. No implied warranty is made to any accessory items attached or appurtenant to the Product.
7. IWI US, Inc. will be the sole determining evaluator and authority for adjudicating Warranty claims hereunder.
8. THE REPAIR, REPLACEMENT, OR REFUND AS PROVIDED HEREINABOVE IS THE SOLE AND EXCLUSIVE REMEDY OF THE PURCHASER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OF IMPLIED, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, COURSE OF DEALING AND USAGE OF TRADE. IN NO EVENT SHALL IWI US, INC. BE LIABLE TO PURCHASER, PURCHASER'S CUSTOMERS OR ANY THIRD PARTY, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE AND STRICT LIABILITY) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES OR EXPENSES OF ANY KIND, OR PERSONAL INJURIES OR DAMAGE TO PROPERTY OF ANY KIND OR CHARACTER, OR LOSS OF REVENUE OR PROFITS, LOSS OF USE, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCT TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY APPLICABLE LAW.
9. Some states do not allow the exclusion of consequential or incidental damages, so the above limitations may not apply to you.

15 Repair Services

If you need assistance with your firearm, please call:

Tel: +1 (717) 695-2081, Monday through Friday, 8:00AM to 4:00PM US Eastern time and ask to speak to Customer Service. If it is determined that shipment of your firearm to IWI US, or an authorized IWI US, Inc. Service Center is warranted, please prepare and ship as follows:

1. Request a Return Authorization number (RA#) from the IWI US, Inc. Customer Service Representative. Please note that IWI US, Inc. will refuse return/repair shipments without a RA#.
2. Record the serial number of your firearm before packing and shipping.
3. Check to make sure your firearm is unloaded.
4. Remove all accessories from the firearm to prevent loss or damage. IWI US, Inc. will not be responsible for any loss or damage to non-IWI US, Inc. firearms or accessories.
5. Pack your firearm in the original box. If the original box is not available, pack your firearm in a box that will protect it from any handling and/or shipping damage. Be sure that there are no markings and/or words on the outside of the box that indicate there is a firearm inside the box. This will help to deter theft of the firearm while in-transit to IWI US, Inc.
6. Enclose a letter with the firearm detailing the model name and serial number of your firearm along with a full description of the problem. Be sure to include your full name and street address city and state, including zip code, daytime telephone number and email address.

Ship your firearm by UPS, FedEx or USPS (US Postal Service). IWI US, Inc. is not responsible for damage or loss during shipment, so you may elect to purchase insurance from the carrier. Ship to the following address:

IWI US, Inc.

Attn. Service Department RA#

1441 Stoneridge Drive

Middletown, PA 17057



WARNING! DO NOT SEND LIVE AMMUNITION OR SPENT (FIRED) SHELLS/CARTRIDGES IN YOUR FIREARM OR IN THE SAME BOX WITH YOUR FIREARM. THIS IS A VIOLATION OF FEDERAL LAW. IF YOU FEEL YOU MUST SEND SPENT (FIRED) SHELLS/CARTRIDGES, PLEASE SHIP THEM IN A SEPARATE PACKAGE AND INCLUDE A COPY OF THE LETTER THAT YOU PACKED WITH YOUR FIREARM.

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17057 • Tel: +1 (717) 695-2081 • Fax: +1 (717) 412-0873 •
services@iwi.us
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In the interest of product improvement, its design and performance characteristics may be changed at any time without prior notice.



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