



MUSTANG SURVIVAL FAQs

Below are some frequently asked questions (FAQs) about our company, our products and how to use and maintain them. If you have additional questions, please contact our customer service department at custserv@mustangsurvival.com for more information.

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WHERE & HOW TO BUY

Where can I buy Mustang Survival products?

Our products are available at select dealers throughout Canada and the United States. To find a dealer in North America, please click here for our [HOW TO BUY](#) page. For international sales inquiries, please email us at international@mustangsurvival.com.

Do you sell direct to the public?

No, we do not sell or accept product exchanges direct from the public. You can purchase our products at select dealers throughout Canada and the United States. To find a dealer in North America, please click here for our [HOW TO BUY](#) page. For international sales inquiries, please email us at international@mustangsurvival.com

We do sell directly to government institutions such as the Coast Guards and other government agencies. If you are a member of the US Coast Guard Auxiliary, please [click here to visit our USCG page](#) for your order form. **We must receive your order in writing.** To obtain pricing, please contact our customer service department at custserv@mustangsurvival.com

WARRANTY & REPAIR

What is the Mustang Survival warranty?

To learn more about our warranty, click here to download our [Warranty Information](#).

How can I determine if my Mustang garment, used in commercial applications, is ready for replacement?

Suits and coats, used in commercial applications, condition indicators are described to provide guidance with respect to repair and replacement. A garment's buoyancy must be maintained or it should not be in service. If you suspect buoyancy has been significantly reduced, replace the garment or contact a Mustang product dealer.

Our products are designed as lifesaving devices manufactured with high quality materials providing comfort, durability and protection. The care and maintenance of these products are critical as they are lifesaving devices. Please read the care and maintenance instructions provided or contact our customer service department at custserv@mustangsurvival.com.

Closed cell foam becomes compressed over time. The volume of foam provides buoyancy and as the foam becomes compressed, buoyancy may be reduced to an unsafe level. Factors such as gasoline and prolonged oil contamination, among others, are very harmful to foam. This should be considered when reviewing the product.

Products should be examined each year or whenever there is reason to question the safety provided. Review the product using the following garment condition indicators:

- **Buoyancy** - Test the product in a controlled in-water situation. Ensure an observer is monitoring and that the test is conducted in a calm water environment. A well-functioning personal flotation device's (PFD) buoyancy should keep your head safely out of the water.
- **Foam Liners** - Check shoulder and sleeve areas for separation or slippage
- **Seams** - Inspect seams to ensure they are not separating, tearing or fraying
- **Zippers** - Movement should be easy and have good overall condition
- **Fasteners** - Snaps, buckles and Tug-Tites® should all be in good working order
- **Improper Storage** - Mold or mildew should not be present and storage in a compressed state or near heat may indicate damage
- **UV Damage** – Indicated by significant discoloration or bleaching that weakens the exposed materials

Products that indicate failure in any of these areas are not in proper condition and must be repaired or replaced. These are only guidelines, but should be considered when reviewing our personal lifesaving devices used in commercial applications.

Mustang products are warranted to be free from defects in materials and workmanship for a period of one year after date of purchase by the end user. We reserve the right not to repair or service any garment requiring replacement Products, which, in our judgment, have received excessive or abusive use, will not be covered by this warranty. Please contact our customer service department if you have any further questions.

How do I send my Mustang Survival product in for repair?

Should a Mustang Survival product require inspection, please contact your local dealer or please contact our customer service department at custserv@mustangsurvival.com. Contact us for a Return Authorization Number (RA#) and correct shipping address prior to sending your Mustang Survival product in for service. A "Return Authorization Number" for tracking and identification purposes must accompany all products returned to our facility.

What do repairs cost for non-warranty product?

The cost of non-warranty repairs varies from one repair to another, depending on the cost of the materials and extent of the repair. After the product is inspected, Mustang Survival will notify you of the cost associated with the repair to obtain your approval on the costs before the repair is started.

How do I remove grease from Mustang Survival products?

We would recommend that you use a mild detergent (no bleach) in warm water. Scrub with a medium bristled brush and rinse thoroughly in clean water.

***NOTE: Consult product specific care and maintenance guidelines.**

How do I remove mildew from my Mustang Survival garment?

The best way to remove mildew is to never let it start - prevention is the key. Always store your boating equipment and garments in a dry and well-ventilated area out of direct sunlight, and be sure to avoid stowage in areas that are prone to high humidity or significant temperature fluctuations.

You can try the following steps to help neutralize and limit the spread of mildew on the garment:

1. Soak in a solution of 2 cups of salt per gallon of warm water
 2. Scrub affected mildew areas
 3. Rinse with clean, fresh water
 4. Hang to dry in a well ventilated area
 5. Once dry, hand wash with an antibacterial soap and warm water
 6. Rinse with clean, fresh water
 7. Hang to dry in a well ventilated area
 8. Store in a dry place out of direct sunlight
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PRODUCT QUESTIONS

Will my vest turn me over if I am unconscious and face down in the water?

There is a difference between a life jacket and a PFD (personal flotation device). A PFD is designed for constant wear where comfort and flotation are the critical issues. A PFD will float you, but not self-right you (turn you over in the water). A life jacket will turn you face up in the water, but the foam filled varieties are bulky and less comfortable to wear. Typically, life jackets are horseshoe shaped in design and slip over your head with all of the flotation in the front of your body up around your neck.

Both exceptional comfort and self-righting performance are now available to you with Mustang Survival inflatable life jackets. These products carry U.S. and Canadian Coast Guard approvals, depending on the specific model. For more information visit our [Inflatable Lifejacket page](#).

On Manual Inflatable Life jackets, do I have to blow it up by mouth?

No. Manual Inflatable life jackets are inflated by pulling the cord with the 'Jerk to Inflate' knob at the bottom of the device. This causes the life jacket to be inflated using a CO₂ gas cartridge. All inflatable life jackets do have an oral inflation tube as backup should you want to inflate it by mouth.

Do I have to worry about inadvertent inflation of my automatic inflatable life jacket?

Automatic Inflatable PFDs by Mustang are designed so that they have to be immersed in water before the inflation mechanism can be set off. The device may accidentally inflate if the inflator is exposed directly to water.

How long will I survive in a Mustang Survival product?

Survival time varies dramatically depending on the type of product you are wearing, the temperature and conditions of the water, as well as your own physiological conditions. Download our Hypothermia Protection document and learn more about estimating survival times when immersed in cold water.

How waterproof are Mustang products?

Mustang Survival products are lined with an AirSoft™ foam liner. This liner is impenetrable by wind or water making our products virtually waterproof.

Is there a difference between a work suit and a survival suit?

A survival suit is regulated by an Immersion Suit standard. These are suits designed to be donned quickly in an emergency situation where a person could potentially be awaiting rescue for some time. These suits offer maximum flotation and environment protection and let little to no water into them.

A work suit is designed for constant wear while still offering flotation and environment protection. They are classified as PFDs and are worn in situations where help is closer at hand.

Can Mustang Survival Marine Suits be worn for Ice Fishing or as a snowsuit?

Yes, Mustang Survival suits are often used in extreme temperatures. The closed cell foam that we use in these suits provides excellent thermal protection from extreme temperatures.

Can I add Waterproof spray to my Mustang?

You can apply a waterproof spray to your garment in order to add additional water resistance. Recommended products include "Scotch Guard" and "Silicon Plus". Outdoor stores may be able to recommend additional products but please ensure that the product you select is intended for nylon products. Please follow the manufacturer's instructions when applying the spray. No dry-clean sprays please.

Why are your Inflatable fishing vests not approved?

The MD1165 (Deluxe Inflatable Fisherman Vest) and the MIV-10 (Inflatable Fisherman Vest) do not carry approvals from either Transport Canada or Canadian Coast Guard.

The Fisherman's Vests while not approved, will provide the required buoyancy, when inflated, to keep the user afloat. The Inflatable Fisherman's Vests offer 16 lbs of buoyancy when inflated compared to 15.5 lbs of buoyancy in traditional, inherently buoyant, personal floatation devices. The standard in Canada for approved vests or suspenders type inflatable PFD's is 150 Newtons or nearly 34 lbs.

Our full line of Inflatable PFD's (excluding the Fisherman's Vests) are approved under UL 1180 with Canadian Addendum. These units offer 35 lbs of buoyancy when inflated.

Why are no life jackets available/approved for infants in Canada, but there are in the US?

The US and Canada have different standards for infant lifejackets. For more information on US Infant lifejacket standards, visit <http://www.uscgboating.org/>.

There are no PFDs for children under 20 lbs in Canada. Canadian Coast Guard has a web page that outlines the fitting of life jackets for children and infants. The web address is <http://www.ccg-gcc.gc.ca>. The Office of Boating Safety Info line is 1-800-267-6687, email: obs-bsn@dfo-mpo.gc.ca

How do I find out if one of your products is Workers Compensation Board (WCB) approved?

Mustang Survival does not determine a products WCB approval. You will need to contact WCB for assistance.

BUOYANCY REQUIREMENTS

I am a large person. Do you have a life jacket with enough flotation to keep me afloat?

Average sized adults need approximately 7 – 12 pounds of buoyancy to keep their head above water. The minimum requirement for an adult PFD is 15 ½ lbs of buoyancy. All you have to remember is 'If It Fits You, It Will Float You'.

CO₂ AND RE-ARMING QUESTIONS

*To find the re-arm kit for your inflatable PFD, please go to your product's web page.

What are the technical specifications of your CO₂ cylinders?

[Carbon Dioxide Cylinders iSi Components Material Safety Data Sheet](#)

How do I safely dispose of CO₂ Cylinders?

To safely dispose of the CO₂ cylinders, you must ensure that the head of the cylinder has been pierced. Following this the cylinder can be disposed of. Alternatively, the CO₂ cylinders are 100% steel and can be recycled- should a recycling program be available.

Will any size CO₂ work on your inflatable life jackets?

No they will not. Different inflatable life jackets can provide varying amounts of buoyancy. For example, an AirForce™ inflatable life jacket with 35lbs. of buoyancy requires a 33gm CO₂ cylinder to fully inflate it. Other, models that offer 22lbs. would require a smaller size cylinder.

Can I take my CO₂ cylinders on a commercial flight?

CO₂ cylinders are dangerous goods and it is up to the discretion of the airline as to whether CO₂ cylinders are allowed on board their aircraft, either as checked luggage or carry-on. We recommend contacting the airline prior to your flight to request information on their policy. An alternative is to remove the CO₂ canister from your vest and purchase a replacement at your destination point.

For travel within the United States

United States airport security through the Transportation Security Administration (TSA) has a formal policy for Security Screeners. This policy is posted on the TSA web site <http://www.tsa.gov/travelers/airtravel/prohibited/permitted-prohibited-items.shtml#9>

***We recommend you contact the airline prior to your flight to request information on their policy, and inform them of the official TSA policy.**

For travel within Canada

For the formal policy for travel with CO₂ cylinders within Canada, check the Canadian Air Transport Security Authority web page:

<http://www.catsa-acsta.gc.ca/Page.aspx?ID=5&pname=Permitteditems&lang=en&ItemID=280&CategoryID=7>

***We recommend you contact the airline prior to your flight to request information on their policy, and inform them of the official CATSA policy.**

SUBMITTING PRODUCT IDEAS

I have an invention that I would like to submit to Mustang Survival. How do I begin this process?

If you would like to submit your invention: please download, fill out and return the (insert new link) [NEW PRODUCT DISCLOSURE FORM.pdf](#)

SUBMITTING SPONSORSHIP REQUESTS

I have a sponsorship opportunity for your consideration. How do I submit such requests to Mustang Survival?

We're proud of our long history of community involvement and sponsorship of organizations that promote water safety. Thank you for considering us for partnership with your organization.

We are always looking for new and creative ways to help us reach recreational and professional users and inform them about our innovative and market leading products. We want to demonstrate the style, comfort and mobility people can experience while play or working near or on the water.

For more information about our sponsorship programs and to submit a request, visit our [Industry and Community](#) page.