

ADVANCED TASER<sup>®</sup> M26  
**Operating Manual**



**TASER**

## IMPORTANT SAFETY AND HEALTH INFORMATION

Read, understand and follow the warnings and safety instructions contained in the enclosed Product Warnings document included with this weapon. The most current warnings are posted on our website at [www.TASER.com](http://www.TASER.com). Do not attempt to use this device until you have completed training with a TASER International certified instructor.



This warning label is now installed on new ADVANCED TASER® M26 devices.

TASER® Electronic Control Devices (ECDs) are weapons designed to incapacitate a person from a safe distance while reducing the likelihood of serious injuries or death. Though they have been found to be a safer and more effective alternative when used as directed to other traditional use of force tools and techniques, it is important to remember that the very nature of use of force and physical incapacitation involves a degree of risk that someone will get hurt or may even be killed due to physical exertion, unforeseen circumstances and individual susceptibilities.

## OPERATIONAL SAFETY

To minimize the risk of injury before, during, and after use, consider the following:

### MINIMIZE RISKS BEFORE USE

- **Read and Heed.** Read, understand and follow all warnings and instructions before using the TASER M26.
- **Complete Training First.** Do not attempt to use a TASER device unless you have been trained and certified by a TASER International, Inc. certified instructor.
- **Obey Applicable Laws.** Carry and use the TASER device in accordance with applicable federal, state, and local laws as well as your law enforcement agency's guidance – policies, procedures, training, etc.
- **Store in a Secure Location.** Store the TASER M26 in a secure location inaccessible to children and other unauthorized persons. TASER devices are not toys, and users should avoid any inappropriate deployments and/or activations, which may result in serious bodily harm to the user or others, including animals.

### MINIMIZE RISKS DURING USE

- **Avoid Torturous or Other Misuse.**
- **Assume Device is Loaded.** Always assume that a TASER device is loaded. Do not point a TASER device at anything you do not intend to hit.

- **Avoid Unintentional Activation.** Keep finger away from trigger until ready to use.
- **Keep Body Parts Away From Front.** Keep your hands and body parts away from the front of the TASER cartridge.
- **Avoid Static Electricity Discharge.** Avoid contact between static electricity and the TASER cartridge because static electricity can cause unexpected discharge.
- **Do not point the laser at the eyes or stare into the beam.**



## USE OF FORCE POLICY

Each agency is responsible for creating its own use-of-force policy and determining how TASER devices fit into their use-of-force matrix based on legal and community standards. Make sure your agency has a use-of-force policy that addresses TASER device use and that this policy is clearly addressed during end-user training.

## FLAMMABILITY

**Beware – TASER Devices Can Ignite Explosive Materials, Liquids or Vapors.** These include gasoline, other flammables, explosive materials, liquids, or vapors (e.g., gases found in sewer lines, methamphetamine labs, and butane-type lighters). Some self-defense sprays (for example, pepper sprays), use flammable carriers such as alcohol and could be dangerous to use in immediate conjunction with TASER devices.

Some self-defense sprays labeled “non-flammable” may ignite when used in conjunction with TASER devices. It is recommended that each agency conduct its own tests to determine the compatibility of its personal defense spray with TASER devices.

## WHAT IS THE ADVANCED TASER M26?

The ADVANCED TASER M26 is an ECD manufactured by TASER International, Inc. ECDs use propelled wires or direct contact to conduct energy to affect the sensory and motor functions of the nervous system.

The ADVANCED TASER M26 uses a replaceable cartridge containing compressed nitrogen to deploy two small probes that are attached to the ADVANCED TASER M26 by insulated conductive wires. The ADVANCED TASER M26 transmits electrical pulses along the wires and into the body affecting the sensory and motor functions of the peripheral nervous system. The energy can penetrate up to two inches of clothing, or one inch per probe. The cartridges are available with various wire lengths from 15’ to 35’ (4.2 meters to 10.6 meters).

See [www.TASER.com](http://www.TASER.com) for current specifications. A citizen model of the M26 is also available where legal and has different operating characteristics than the law enforcement model. Sale of cartridges with wire length longer than 15' is limited to law enforcement only.

The M26 has an internal memory that stores a record of every deployment. See the **DOWNLOAD** section for more details.



### **NEUROMUSCULAR INCAPACITATION (NMI)**

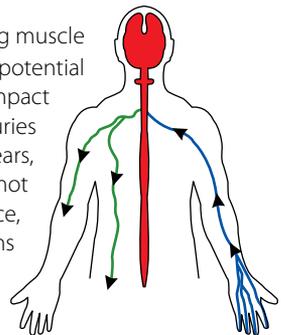
The human nervous system communicates with simple electrical impulses. The command center (brain and spinal cord) processes information and makes decisions. The peripheral nervous system includes the sensory and motor nerves. The sensory nerves carry information from the body to the brain (temperature, touch, etc.). The motor nerves carry commands from the brain to the muscles to control movement and can be involuntary in response to the sensory information. An example would be the involuntary muscle reaction to pull a hand away from a hot object.

TASER technology uses similar electrical impulses to cause stimulation of the sensory and motor nerves. Neuromuscular Incapacitation (NMI) occurs when a device is able to cause involuntary stimulation of both the sensory nerves and the motor nerves. It is not dependent on pain and is effective on subjects with a high level of pain tolerance.

Previous generations of stun guns could primarily affect the sensory nerves only, resulting in pain compliance. A subject with a very high tolerance to pain (e.g., a drug abuser or a trained, focused fighter) might be able to fight through the pain of a traditional stun gun.

### **COMMON EFFECTS OF NMI**

The use of TASER technology causes incapacitation and strong muscle contractions making secondary injuries a possibility. These potential injuries include but are not limited to: cuts, bruises, impact injuries, and abrasions caused by falling, and strain-related injuries from strong muscle contractions such as muscle or tendon tears, or stress fractures. These injuries are secondary in nature and not directly attributable to the electric output of the TASER device, but are possible consequences of the strong muscle contractions the TASER device induces to produce incapacitation. Some of the effects may include:



- Subject may fall immediately to the ground, and be unable to catch him/herself.
- Subjects located in the water may drown if their ability to move is restricted.
- Subject may yell or scream.
- Involuntary muscle contractions, of varying degrees.
- Subject may freeze in place with legs locked.
- Subject may feel dazed for several seconds/minutes.
- Potential vertigo.
- Temporary tingling sensation.
- May experience critical stress amnesia (may not remember any pain).

**For a full list of warnings, see [www.TASER.com](http://www.TASER.com).**

### **BASIC M26 ELECTRICAL THEORY**

- Electricity must be able to flow between the probes or the electrodes.
- Electricity generally follows the path of least resistance between the probes.
- The greater the spread between the probes on the target, generally the greater the NMI effectiveness.
- Electricity generally will not pass to others in contact with the subject unless contact is made directly between or on the probes.
- Electricity can arc through clothing, and even some bullet-resistant materials.
- Exposure to water will not cause electrocution or increase the power to the subject (the electrical charge is fixed inside the TASER device, and will not increase significantly even with environmental changes).

Modern pacemakers and implanted cardiac defibrillators withstand external electrical defibrillators at least 800 times stronger than the TASER conducted energy pulses.



## ADVANCED TASER M26 AND CARTRIDGE FEATURES

The M26 is constructed of impact resistant sonic welded polymer and weighs approximately 19 ounces. Various color options are available. See [www.TASER.com](http://www.TASER.com) for the most current specifications.



### SAFETY SWITCH:

**Ambidextrous safety switch can be operated from either side.**

- Safety Switch down (SAFE).
- Safety Switch up (ARMED), and ready to deploy.
- Do not block the safety switch on one side of the M26 while attempting to move it on the other side. This can break the safety switch and disable the device.



### SPARK DURATION:

When the M26 is deployed, it delivers a 5-second energy burst. The burst can be stopped at any time by positioning the safety switch to the down (SAFE) position.



### BATTERIES

The ADVANCED TASER M26 uses 8 AA batteries. TASER International recommends Duracell® Ultra alkaline batteries, or Energizer® Nickel Metal Hydride (NiMH) rechargeable batteries.



### **BATTERY COVER**

The battery cover is released by depressing the metal plunger and then sliding the cover forward.



### **POWER INDICATOR**

The M26 has a red LED to indicate power is available to the device. The LED operates only when the safety switch is in the up (ARMED) position. The LED either flashes or is steady. No illumination in the LED indicates a malfunction or dead batteries. The LED is only an indication of power to the circuit and does not necessarily mean that there is enough power to create an electrical charge, even if the laser appears to operate normally. The only valid indicator of adequate battery strength is the spark test.



### **LASER**

The M26 has a laser sight to aid in aiming. Some agency policies allow the officer to use verbal commands and the laser to “paint the target” to attempt to gain compliance.



### **DATAPORT PLUG**

The dataport plug is used for several functions. Primarily, the plug is used for connecting the data download cable. It can also be used with the approved M26 battery charger to permit charging without removing the batteries from the M26. It can also be used for remote firing (robot, remote trigger, etc.). A rubber plug cover is installed to prevent damage to the dataport plug contacts.



## TRIGGER

Unlike a firearm trigger, the ADVANCED TASER M26 trigger is a momentary electrical switch. The switch is operational only when the safety switch is in the up (ARMED) position. Depressing and releasing the trigger will result in a five-second discharge unless the safety switch is moved to the down (SAFE) position. Holding the trigger switch for more than 5 seconds will result in a continuous discharge until the trigger switch is released, or until the batteries are depleted.

**WARNING:** In the event of an accidental discharge, immediately move the safety switch to the down (SAFE) position to stop the discharge cycle.



## MECHANICAL SIGHTS

The mechanical sights on the M26 are molded to provide manual aiming of the M26.

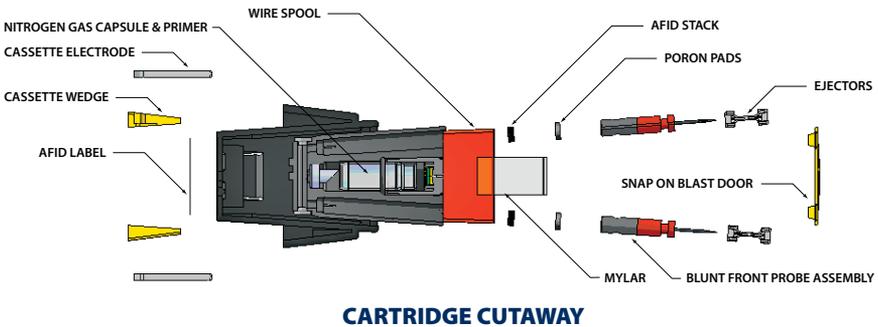


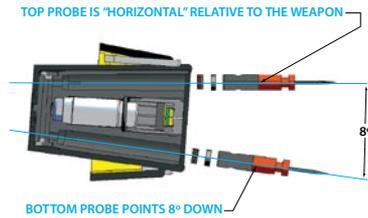
## ELECTRODES

The front of the M26 contains two metal electrodes. These electrodes direct the charge to the electrodes on the cartridge to initiate deployment of the probes. In addition, the electrodes provide the ability to use the M26 in a “drive-stun” mode as a traditional stun-gun type device.

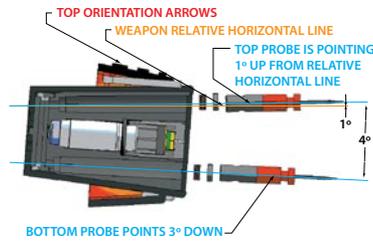
## 15, 21, LS, XP25, AND XP35 TASER CARTRIDGES

Specifications are available at [www.TASER.com](http://www.TASER.com) and are subject to change without notice.





### 21' CARTRIDGE



### XP35 CARTRIDGE

**WARNING:** The XP35 TASER Cartridge is not reversible. It has raised orange arrows printed on the side of the cartridge that is inserted towards the top of the device.

Never attempt to open or modify a TASER Cartridge. Tampering with a live TASER Cartridge could cause it to fire or malfunction.

Handle all TASER cartridges with care. Probes may deploy unexpectedly if exposed to physical shock, or static electricity.

Additionally, the firing sequence for all TASER Cartridges is designed to be initiated by an electrostatic discharge delivered by the TASER device. This is an important design and functional element for the TASER device and cartridge. However, an electrostatic discharge can come from many sources. When an electrostatic discharge, regardless of the source, contacts the front of a TASER Cartridge, it is possible for the cartridge to discharge. Therefore avoid contact between static electricity and the TASER cartridge, because static electricity can cause unexpected discharge.

TASER Cartridges should be kept away from conditions known to create an electrostatic discharge, such as rubbing cloth (i.e. jacket liner) across a cartridge in an environment known to create static shocks.

Although highly unlikely, it is possible for TASER Cartridges to deploy outside of the TASER device, or in a device that has not been activated due to contact with an electrostatic discharge. Care should be taken to keep electrostatic discharge away from TASER Cartridges.

Occasionally, blast doors will be knocked off the front of a cartridge. Because those cartridges cannot be relied upon to consistently discharge, TASER International recommends removing those cartridges from service. Those cartridges can then be returned to TASER International for repair or replacement. TASER operators should not attempt to fire a cartridge with no blast doors on it unless they are facing an immediate threat and do not have the time or option to reload. Attempting to deploy a cartridge with no blast doors could result in a charge being created and held in the wires. Any conductive material that comes into contact with the front of the cartridge, even after the cycle has ended, could draw the charge to the ignition pin and deploy the probes.

## AFID

Every time a TASER Cartridge is deployed, at least 24 small confetti-like Anti-Felon Identification (AFID) tags are ejected. Each AFID is printed with the serial number of the cartridge deployed, allowing departments to determine which officer deployed the cartridge. AFIDs were originally provided to track citizen use if ever used in a criminal act.



Cartridge specifications are available at [www.TASER.com](http://www.TASER.com). Specifications are subject to change without notice.

## OPERATING THE M26

### Installing the Batteries

#### Battery Cautions:

- The ADVANCED TASER® M26 is shipped without batteries.
- To help ensure a tight connection between the batteries and the contacts in the battery tray, the tray is designed with springs at both the positive and negative ends. The proper orientation is marked on the inside of the battery tray. Inserting one or more batteries with the improper polarity may result in failure of the weapon and/or damage to the weapon circuitry.
- Never mix alkaline and NiMH rechargeable batteries.
- Never use batteries that are leaking or have visible signs of damage.
- Inserting a battery backwards could cause the battery to leak, overheat, and rupture.
- Installing the batteries in the wrong orientation will cause irreparable damage to the M26 device.

#### Removing the Battery Tray

1. Place the safety switch in the down (SAFE) position.
2. Remove the TASER Cartridge.
3. Depress the metal plunger and slide the battery cover toward the front of the weapon.
4. Remove the battery tray. Tapping the heel of the weapon on the leg or palm of the hand may help release the tray from the weapon.



## Installing New Batteries:

1. Inspect the battery tray for cracks or deformities. If the battery tray is damaged, request a new battery tray from TASER International.
2. Insert the batteries in a "V" shape.
3. Verify that the batteries are in the correct orientation.
4. Verify that the M26 safety switch is in the down (SAFE) position.
5. Verify that the TASER Cartridge is removed.
6. Insert the battery pack into the M26 with the contacts facing into handle. NOTE: The tray can only be inserted in one direction in order for the battery cover to close.
7. Install the battery cover and ensure that the cover pin is properly seated.
8. Perform a spark test to ensure proper operation.



## SPARK TEST

A spark test should be conducted once every 24 hours or prior to the start of your shift for your individually issued M26.

There is no need to use an extended duration. As long as you see a visible spark between the electrodes (one second), the weapon is functional.

### The Reason for the Spark Test Include:

- To verify the TASER device is working.
- To verify that the batteries are adequately charged.
- There are components in the high voltage section of the M26 that are more reliable when energized ("conditioned") on a regular basis.

### Spark Test Instructions

1. Verify that the safety switch is in the down (SAFE) position.
2. Verify that the TASER cartridge is removed. A spark test should never be conducted with a TASER cartridge in the device.
3. Point the device in a safe direction, (such as the floor) and verify that fingers, and no part of your body are in front of the device.
4. Place the safety switch in the up (ARMED) position.
5. Depress the trigger and confirm sparking across the electrodes at a rapid rate.
6. Place the safety switch in the down (SAFE) position.

## LOAD THE TASER CARTRIDGES

**WARNING:** Never place your hands or fingers in front of the cartridge. When loading and unloading, always hold the cartridge on the sides or top.



**LOADED**



**UNLOADED**

### LOADING:

1. Verify that the safety switch is in the down (SAFE) position.
2. Point the device in a safe direction.
3. Place the cartridge into the front of the weapon until an audible click is heard.
4. Verify that the cartridge is secure by pulling on the sides of the cartridge.

### UNLOADING:

1. Verify that the safety switch is in the down (SAFE) position.
2. Point the device in a safe direction.
3. Depress the tabs on the sides of the cartridge and remove.

The 15-, 21-, and 25-foot TASER Cartridges are specifically designed so there is no “up” or “down” position – enabling you to quickly reload one in a stressful situation without worrying about putting it in upside down. (The 35-foot cartridges must be loaded a specific way. See the 35-foot TASER Cartridge specifications at [www.TASER.com](http://www.TASER.com). Specifications are subject to change without notice.)

## AIMING AND PROBE PLACEMENT

All deployments should be in accordance with department SOP.

Normally, aim the laser at the large muscles groups (center of mass) such as the back, torso, thigh, etc.

Deploying the M26 at the suspect’s back offers several advantages:

- Clothing fits tighter.
- Surprise factor.
- Stronger muscles – even more overwhelming.
- Less likelihood of a head, face, throat, or groin exposure.



The top probe impacts the target near the laser beam and can vary depending on distance, type of cartridge, etc. See [www.TASER.com](http://www.TASER.com) for current specifications.

The bottom probe impacts at an 8-degree angle from the top probe (except XP35). This results in a spread of approximately 1' for every 7' of distance from the target. Greater probe spread increases effectiveness. If possible, a minimum 4-inch spread is recommended.

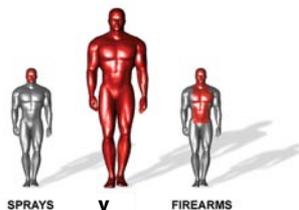
Hold the M26 device so that the cartridge is vertical for an upright target.

**WARNING:** Avoid head, face, throat, or groin exposure unless officer safety dictates otherwise.



Cartridge specifications are available at [www.TASER.com](http://www.TASER.com). Specifications are subject to change without notice.

#### EFFECTIVE TARGET ZONES



#### “SILENCE IS GOLDEN”

The TASER device's electrical current is relatively quiet in actual human use. Some practice conductive targets are loud because the energy is arcing in the air. If electrical current is loud during field deployment and the subject is not reacting as expected, the current may be shorting out and may not be effective. Deploy a second cartridge or consider other options.

## POTENTIAL CAUSES OF REDUCED OR NO EFFECTIVENESS

- Loose or Thick Clothing. The current from the ADVANCED TASER M26 is capable of penetrating approximately 2 cumulative inches of clothing, or one inch per probe.
- Miss or Single Dart Hit. The current must pass between the probes. If one probe misses, a second cartridge should be deployed if practical. Also, using the M26 in the drive-stun mode as described below will also complete the circuit between the single probe and the device electrode.
- Low Nerve or Muscle Mass. If the probes impact in an area where there is very little muscle mass (e.g., the side of the rib cage), the effectiveness can be significantly diminished.
- Limited Probe Spread. Probe spreads of less than 4 inches (including drive-stun) result in little or no effect from NMI and become primarily a pain compliance option.
- Wires Break. If a wire breaks (e.g., during a struggle), the current will not flow to the probes. Drive-stun is still available.
- Do not become dependent on the TASER device. No device is 100% effective in every situation. Do not deploy the TASER device without following department SOP for proper backup.

## DRIVE-STUN BACKUP

Drive-stun capability is available with or without a TASER Cartridge installed. The drive-stun mode will not cause NMI and generally becomes primarily a pain compliance option. Probe deployment is usually considered more desirable, even at close range. Some of the advantages include:

- Drive-stun is only effective while the device is in contact with the subject or the subject's clothing. As soon as the device is moved away, the energy stops. Deploying the probes allows the officer to separate from the subject while maintaining control.
- Due to automatic reflex actions, most subjects will struggle to separate from the TASER device. Each time the device comes back in contact with the individual, another set of burn marks may be visible. Using the probes allows for one point of discharge.
- If the probes are deployed, even at very close range, the officer may be able to use drive-stun to another portion of the body that is farther away from the probes, thereby resulting in the complete NMI effect.

If the drive-stun is not effective, evaluate the location of the drive-stun, consider an additional cycle to a different pressure point, or consider alternative force options. When using the drive-stun, drive the front of the ADVANCED TASER M26 firmly against the body of the subject. Simply "touching" the M26 against the subject is not sufficient. The subject is likely to recoil and try to get away from the stun electrodes. It is necessary to aggressively drive the front of the M26 into the subject for maximum effect.

The drive-stun works more effectively when aggressively applied to pressure points on nerve bundles. This includes the brachial area, common peroneal, mastoid, and pelvic triangle. The ADVANCED TASER M26 must be actively depressed or aggressively driven into the nerve bundles in a "drive-stun" manner to be effective in the drive-stun mode.

## RECOMMENDED DRIVE-STUN AREAS FOR MAXIMUM EFFECT

When officer safety is at risk, drive the M26 into the following areas for maximum effectiveness.

- Carotid (sides of neck) (**see warning below**).
- Brachial plexus tie-in (upper chest).
- Radial (forearm).
- Pelvic triangle (**see warning below**).
- Common peroneal (Outside of thigh).
- Tibial (calf muscle).

**WARNING:** Use care when applying a drive-stun to the neck or groin. These areas are sensitive to mechanical injury (such as crushing to the trachea or testicles if applied forcefully). However, these areas have proven highly effective targets. These areas should only be targeted when officers are defending themselves from violent attacks. Refer to your department's policy regarding drive-stuns in these and other sensitive areas.

## WHAT TO DO FOLLOWING TASER DEVICE USE

### Considerations for Handling Used Probes

Each agency will establish its own procedure for probe removal and collection. Treat probes that have penetrated the body as contaminated needles (biohazard). If the probes must be removed from the subject, follow all department SOP for handling biohazards.



- Grab the probe firmly and quickly pull it straight out. Do not twist the probe as the barbed tip may cause additional injury.
- Carefully place used probes sharp-tip first into either a sharps container or into the cartridge side wire pocket container, secure in place, and place in a secure location where no one will accidentally touch the probes.
- Once the subject is restrained, evaluate the need for medical attention as you would with any other use-of-force incident.\*
- Take photos of any injuries, place the photos into evidence.\*
- Collect the expended cartridge, probes, and AFIDs and place them into evidence.\*  
\* as directed by department policy.

## EFFECTS ON ANIMALS

- The M26 TASER devices are an effective option for dealing with aggressive animals and have generally been successful in most deployments.
- NOTE: The aggressive animals are usually incapacitated/stunned momentarily, but recover quickly. The vast majority of the animals quickly left the scene and broke the wires.
- If deployed on a domestic animal, consider having animal control available to restrain the animal.

## **POLICE/MILITARY K-9 CAUTION**

TASER operators and K-9 officers must work closely together to develop SOPs for deploying the TASER device when a K-9 is present. If a K-9 bites a probe or bites the suspect between the probes, the K-9 can receive a shock. This could have a negative impact on the future duty use of the K-9.

## **M26 MAINTENANCE AND CARE**

Each agency should establish a maintenance and handling program.

- The M26 is a sensitive electronic device, and should be handled with care. Avoid dropping an M26. Do not use an M26 with a cracked handle.
- The only valid indicator of battery strength is a spark test. Always perform a spark test after charging batteries.
- Alkaline batteries should be replaced when the spark rate is noticeably slower than normal. Rechargeable batteries should be recharged when the spark rate is noticeably slower than normal.
- Check expiration of TASER cartridges (5-year exp. on the serial number label). Do not use an expired TASER cartridge.
- Occasionally wipe out the TASER cartridge firing bay with dry cloth. Multiple cartridge firings create carbon build-up (particularly after training courses).
- Secure the M26 in a protective holster when not in use.
- When an M26 is returned to TASER International for repair, the download data will be lost. Download the data before returning the unit.
- Avoid exposing the M26 to excessive moisture, or water.
- See the troubleshooting guide at [www.TASER.com](http://www.TASER.com) for detailed instructions.

## **DROPPED OR WET M26**

- Place the safety switch in the down (SAFE) position.
- Point in safe direction and safely remove the cartridge.
- Remove the batteries.
- Dry the M26 thoroughly (at least 24 hours).
- Reinstall the batteries.
- Place the safety switch in the up (ARMED) position.
- If the M26 discharges without pulling the trigger, remove the battery tray and return the M26 to TASER International immediately.
- Spark test for a full five seconds.
- If the M26 does not function properly, return it to TASER International.
- If the spark test is normal, return the M26 to service.

## **BATTERY RECONDITIONING USING NiMH RECHARGEABLE BATTERIES:**

Normal recharging requires only one charging cycle. In addition, TASER International recommends that rechargeable batteries be reconditioned at least every six months. The reconditioning procedure is included in the operating instructions for the M26 battery charger unit.

## **TASER ONLINE TROUBLESHOOTING GUIDE**

A troubleshooting guide is available by visiting the TASER Web site at [www.TASER.com](http://www.TASER.com). If you need product support on accessories or have any other questions, please contact customer service at:

U.S.: 1.800.978.2737 or 1.480.905.2000

International: +1.800.978.2737 or +1.480.905.2000

## **RMA PROCESS**

To return a TASER product for service, first obtain a Return Material Authorization ("RMA") number from our website at [www.TASER.com](http://www.TASER.com). See the warranty specifications on the website. If you don't have internet access, contact TASER International at the numbers listed above. Mail the defective product with postage prepaid together with a written description of the defect and proof of purchase within one year or proof of purchase of an extended warranty (PO, invoice, or purchase affidavit) or a check/credit authorization for the fee specified on the TASER website for the TASER M26 to:

TASER International, Inc., 17800 North 85th Street, Scottsdale, Arizona 85255

Attn: RMA Department.

Note the RMA number on the outside of the package. Be sure to include your name, physical address, and phone number of where to return the repaired items. Failure to provide the required information may delay the return of the repaired items. Any TASER device that has not been paid for or required information has not been provided for during a period of 90 days after receipt of the TASER device by TASER shall be deemed abandoned and TASER may dispose of such TASER device without any compensation to Purchaser.

**WARNING:** If the TASER device has been exposed to bodily fluids or other biohazards, please contact the customer service department at +1.800.978.2737 or +1.480.905.2000 for specific instructions BEFORE returning the weapon for specific instructions.

## OPTIONS

### EXTENDED WARRANTIES

See the *Warranty Policy* section for more information on extended warranties.

### DATA DOWNLOAD KIT

Optional download kits are available to permit departments to access the deployment information in the M26 memory. The M26 has a download function that can help protect an officer from claims of excessive use of force by providing documentation of the time and date for each firing. The dataport also provides law enforcement with a powerful management tool to track usage patterns and prevent misuse.

The data download records the date and time for the last 584 discharges.

The M26 download interface uses a serial adapter to connect to any Windows® 98, 2000, XP or ME computer. The cable connects to the M26 device through the dataport plug. The M26 device is programmed to Greenwich Mean Time (GMT) at the factory and can be reset to local time if desired.

### BATTERY CHARGER AND RECHARGEABLE BATTERY PACK

TASER International offers a NiMH battery charger that is specifically designed for use with the M26. The charger allows charging of a battery pack with removing the batteries from the battery tray. It also allows charging of the batteries while the battery tray is in the weapon through use of a custom cable from the charger to the M26 dataport.



Rechargeable self-contained battery trays are also available. See [www.TASER.com](http://www.TASER.com) for complete information.

### BLADE TECH HOLSTERS

The M26 ships without a holster. A variety of holsters and accessories are available including cartridge carriers and quick-release BladeTech Tek-Lok™ belt clips.



### ADDITIONAL INFORMATION

New TASER products are under development. Visit our Web site at [www.TASER.com](http://www.TASER.com) for the latest information. Material Safety Data Sheets (MSDS) for rechargeable batteries are available from the battery manufacturer. MSDS for TASER Cartridges are available at [www.TASER.com](http://www.TASER.com) or by contacting TASER International.

## **SUPPORT**

### **TASER TRAINING ACADEMY**

The TASER Training Academy is designed to provide training on the use of TASER-brand electronic control devices. Training is geared toward the special needs of law enforcement officers, correctional officers, medical personnel, the military, and private citizens. Force options and decision-making, tactics, medical issues, weapon maintenance, and personal safety are just a few of the topics covered in the offered courses.

Located at TASER International's headquarters in Scottsdale, Arizona, the TASER Training Academy features a state-of-the-art classroom facility complete with 48 work stations equipped with power and internet access, safety mats, heavy bags and the IES MILO interactive training simulator.

It is a well established truth that we "fight like we train." It is for this reason that we emphasize hands-on, interactive and scenario-based training. Most of our courses involve some degree of physical activity and participation. We make every effort to simulate real-life stress and circumstances, to provide realistic training to better prepare the student for success in the field. Through the use of our IES interactive force simulator and TASER Simulation Training Suits, we promote sound use of force judgment, tactics and follow up procedures.

Our cadre of instructors consists of active and former law enforcement officers and military trainers. Many are internationally recognized experts in use of force at all levels with extensive training backgrounds. All of our instructors are committed to providing the best training possible and to forming lasting relationships to support our students long after they leave the Academy.

For more information visit our website [www.TASER.com](http://www.TASER.com) or give us a call at +1.800.978.2737 ext. 2016 or +1.480.905.2000 ext. 2016

- TASER M26 & X26 User Course
- TASER M26 & X26 Instructor Course
- TASER Master Instructor Course
- TASER Armorer's Course
- Relevant Medical Issues for Doctors
- TASER Use of Force, Risk Management and Legal Strategies Seminar
- Taser Use in the Correctional Environment
- Personal Defense Course

## MEDICAL RESEARCH

TASER devices are among the most extensively studied weapons of their type. Dozens of Medical and Field studies have been published. For more information go to [www.TASER.com](http://www.TASER.com).



## WARRANTY POLICY

**A. General.** The following TASER International, Inc. ("TASER International") warranty provisions are applicable on all sales or transfers of TASER International Products. The term "Purchaser" shall mean any purchaser, transferee, possessor, or user of TASER International Products.

**B. Limited Warranty.** TASER International warrants that its TASER®<sup>1</sup> devices are free from defects in workmanship and materials for a period of one year from the date of purchase. TASER International agrees to repair or replace such defective product which, under normal use as defined in the written and video instructions that accompanied the product at time of purchase, fails to function within the warranty period provided that the disclosed defect is determined by TASER International to be TASER International's fault. TASER International's sole responsibility under this warranty shall be to either repair or replace, at TASER International's sole option, any such product determined to be defective by TASER International and return it via prepaid postage. After the warranty period, TASER International will repair or replace any defective TASER M18, M18L, or M26 device for a charge as specified on TASER International's website and a TASER X26 or X26C device on a prorated replacement fee schedule as specified on TASER International's website. TASER cartridges that are fired are deemed to have operated properly. TASER-manufactured accessories are covered under a limited 90-day warranty. Non-TASER manufactured accessories are covered under the manufacturer's warranty. This warranty is TASER International's only warranty and may not be changed or enlarged by any agent, distributor, dealer, or other person. This warranty shall be void and TASER International shall not be responsible for any loss, damage, or other liabilities arising from alterations, additions, or repairs which are made to the TASER Product by other than TASER International authorized personnel or from the use of TASER Cartridges, batteries (and cells) or other parts, components or accessories that are not manufactured or recommended by TASER International.

<sup>1</sup>TASER® and ADVANCED TASER® are registered trademarks of TASER International, Inc. AIR TASER, M18, M18L, M26, X26, and X26C are trademarks of TASER International, Inc.

**C. “No Questions Asked” TASER Extended Warranty.** THE EXTENDED WARRANTY FOR A TASER M18, M18L, or M26 CAN ONLY BE PURCHASED AT THE TIME THE M18, M18L, or M26 IS PURCHASED. THE EXTENDED WARRANTY FOR A TASER X26 or X26C CAN ONLY BE PURCHASED DURING THE ONE (1) YEAR LIMITED WARRANTY PERIOD. For customers who have purchased a “No Questions Asked” Extended Warranty, TASER International warrants it will repair or replace any TASER M18, M18L, M26, X26, or X26C which fails to function for any reason from the date of purchase of the extended warranty through the balance of the one year limited warranty plus the term of the extended warranty measured after the expiration of the one-year limited warranty. Extended Warranties for the TASER X26 and X26C are sold packaged in a special DPM module. When loaded into an X26 or X26C, the Warranty DPM will reprogram the X26 or X26C to extend its warranty period for the purchased number of years. Purchaser has the responsibility to return the defective product to TASER International via prepaid postage and provide written information as to the nature of the problem. If the weapon is out of warranty, TASER International will respond with a quotation for repair costs.

**D. Warranty Repair Procedure.** To make a warranty claim, you must first verify that your TASER device is within its active warranty period. To validate your TASER X26 or X26C warranty status, remove the DPM for a period of 5 seconds or more, then reinstall while observing the CID display on the back of the device. The CID will flash the date on which the warranty will expire (or has expired).

To register a warranty claim, first obtain a Return Material Authorization (“RMA”) number within the warranty period from TASER International through TASER International’s website. If internet access is not available, then contact TASER International by mail or toll-free telephone number at 800-418-9283. TASER International will advise what parts need to be returned for repairs. The Purchaser has the responsibility to return the defective product to: TASER International, Inc., 17800 North 85th Street, Scottsdale, Arizona 85255 Attn: Warranty Department; via prepaid postage and provide written information as to the nature of the defect together with proof of purchase or proof of purchase of an extended warranty (PO, invoice or purchase affidavit) or a check/credit authorization for the fee specified on the TASER International website for the TASER M18, M18L, or M26 or for the replacement fee for a TASER X26 or X26C as specified on the prorated replacement schedule found on TASER International’s website. Please note the RMA number on the outside of the package. Please provide your name, address, and phone number of where to return the repaired items. Failure to provide the required information may delay the return of the repaired items. Any TASER device that has not been paid for or required information has not been provided for during a period of 90 days after receipt of the TASER device by TASER International shall be deemed abandoned and TASER International may dispose of such TASER device without any compensation to Purchaser.

**E. Warranty Exclusions.** THE WARRANTY STATED ABOVE IS THE EXCLUSIVE WARRANTY WITH RESPECT TO THE TASER PRODUCT. TASER INTERNATIONAL DISCLAIMS ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, DESIGN OR FITNESS FOR A PARTICULAR PURPOSE OR ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE, OR ANY WARRANTY AGAINST PATENT INFRINGEMENT. IF THE EXCLUSION OF IMPLIED WARRANTIES IS PROHIBITED BY STATE LAW, THEN ANY APPLICABLE IMPLIED WARRANTIES SHALL BE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY DESCRIBED ABOVE AND OTHER PROVISIONS CONTAINED HEREIN.

**F. Release.** PURCHASER AGREES TO RELEASE AND SAVE TASER INTERNATIONAL HARMLESS FROM ANY AND ALL LIABILITY ARISING OUT OF DEPLOYMENT, USE OR MISUSE OF THE TASER PRODUCT, INCLUDING ANY CLAIMS FOR DAMAGES AND PERSONAL INJURIES. PURCHASER AGREES TO ASSUME ALL RISKS OF LOSS AND ALL LIABILITY FOR ANY DAMAGES AND PERSONAL INJURY WHICH MAY RESULT FROM THE DEPLOYMENT, USE, OR MISUSE OF THE TASER PRODUCT. TASER IS NOT LIABLE FOR THE FAILURE OF THE TASER PRODUCT TO PERFORM AND TASER IS NOT LIABLE FOR ANY CLAIMS MADE BY A THIRD PARTY OR BY PURCHASER FOR OR ON BEHALF OF A THIRD PARTY.

**G. Limitation of Remedies.** THE REMEDIES PROVIDED FOR IN THE ABOVE WARRANTY ARE EXPRESSLY IN LIEU OF ANY OTHER LIABILITY TASER INTERNATIONAL MAY HAVE, INCLUDING INCIDENTAL AND CONSEQUENTIAL DAMAGES. TASER INTERNATIONAL'S CUMULATIVE LIABILITY TO ANY PARTY FOR ANY LOSS OR DAMAGES RESULTING FROM ANY CLAIMS, DEMANDS, OR ACTIONS ARISING OUT OF OR RELATING TO THE TASER PRODUCT SHALL NOT EXCEED THE PURCHASE PRICE PAID TO TASER INTERNATIONAL BY PURCHASER FOR THE PRODUCT. IN NO EVENT WILL TASER INTERNATIONAL BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED, WHETHER FOR BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, EVEN IF TASER INTERNATIONAL HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR IF SUCH DAMAGE COULD HAVE BEEN REASONABLY FORESEEN, AND NOTWITHSTANDING ANY FAILURE OF ESSENTIAL PURPOSE OF ANY EXCLUSIVE REMEDY PROVIDED HEREIN. SOME STATES DO NOT ALLOW FOR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

CUSTOMER SERVICE:

U.S.: 1.800.978.2737 or 1.480.905.2000

International: +1.800.978.2737 or +1.480.905.2000

[www.TASER.com](http://www.TASER.com)



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