



Warranty Policy (USA and Canada)

This warranty policy applies only to purchases made from Authorized YELLOW JACKET® Distributors. If your purchase was made through an unauthorized online platform (i.e. Amazon, eBay, etc.), you will need to contact the seller of the product. Amazon, eBay and similar online platforms are NOT Authorized YELLOW JACKET® Distributors.

YELLOW JACKET® products purchased from Ritchie Engineering Company, Inc. are guaranteed to be free from material and workmanship defects for a period of one year from date of purchase unless specified otherwise. This guarantee does not cover products that have been disassembled, altered, abused, misused, or improperly maintained. **All returns, including Over the Counter (OTC) exchanges, must be authorized** and have an RMA (Return Merchandise Authorization) or SRO (Service Repair Order) number & label accompany the return. Items without proper documentation may be refused or discarded. Proof of purchase is required for warranty status consideration. Contact Ritchie Engineering customer service for a return number prior to return. Shipping costs of all returns are paid by the sender. Exceptions to the one-year warranty policy are individually identified within this policy. Returns will be fully inspected upon receipt. Credit will be issued based on the condition of the item received and upon final analysis and disposition by the technical team.

Ritchie Engineering stands by their products and we are committed to satisfying our customers. Our materials and workmanship are guaranteed. Product returned to Ritchie Engineering for repair or replacement will be fully inspected. If an item received is in working order, the customer will be contacted, and it will be returned at their expense. If we do not receive a response from the outreach within 30 days, the item will be discarded.

Not all cataloged products are stocked and eligible for return. Check with your YELLOW JACKET® representative or contact customer service for more information at (800)769-8370, (952)943-1300 or custserv@yellowjacket.com.

RECOVERY PRODUCTS

YELLOW JACKET® Refrigerant Recovery System (UPC 957XX) are covered by a one-year warranty for parts and labor from the date of purchase. Recovery Products, P/N 95760 and 95762, have an extended three-year compressor warranty. This warranty allows for a one-year OTC exchange, when applicable.

YELLOW JACKET® Recovery System (P/N 9573X) is covered by a one-year warranty for parts and labor from the date of purchase.

To find out if a unit qualifies for OTC consideration, call customer service for the required authorization. Proof of purchase is required. Failure to obtain the required authorization could result in denial of the OTC. If an OTC is approved, a credit will be issued upon receipt, analysis and final disposition completed by the YELLOW JACKET® warranty department. If credit is denied the customer will be contacted to arrange return at their expense. If no response is received from the outreach the unit will be discarded in 30 days.

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RECOVERY MACHINE WARRANTY CHECKLIST

Before contacting customer service for a warranty repair, please use the following inspection checklists to verify the condition of the recovery machine. Failure to confirm inspection may lead to rejection of the warranty.



Check for signs of abuse (warranty)

- A. Handle bent or broken
- B. Gauges are cracked or not reading zero pressure
- C. Inlet and outlet fittings damaged
- D. Housing cracked or otherwise damaged
- E. Power connector broken or compromised
- F. Feet broken
- G. Strap snapped (95780)
- H. Strap connections bent (95780)
- I. Shoulder Strap Eyelets broken (95780)

Check other potential issues:

Symptom		Possible Problem	Solution
Poor suction	Quiet Pump	Dirty screen on inlet	Replace
High pressure	Pump cuts out	High Pressure switch	Make sure tank and hose valves are open
Pump Won't Start	Motor stalled	Fan blade has something in it through the screen	Ensure unit has no items in it
	Power Connector	Power Cable loose	Insert power cable
	Low pressure cut out	Machine was run into a vacuum and capped off	Pressurize the inlet port

The following exceptions will not be covered under this warranty:

- Recovery products that have been disassembled, altered, abused, misused, or improperly maintained.
- Recovery products that have been used with a system where a rubberized leak stop product has also been used.

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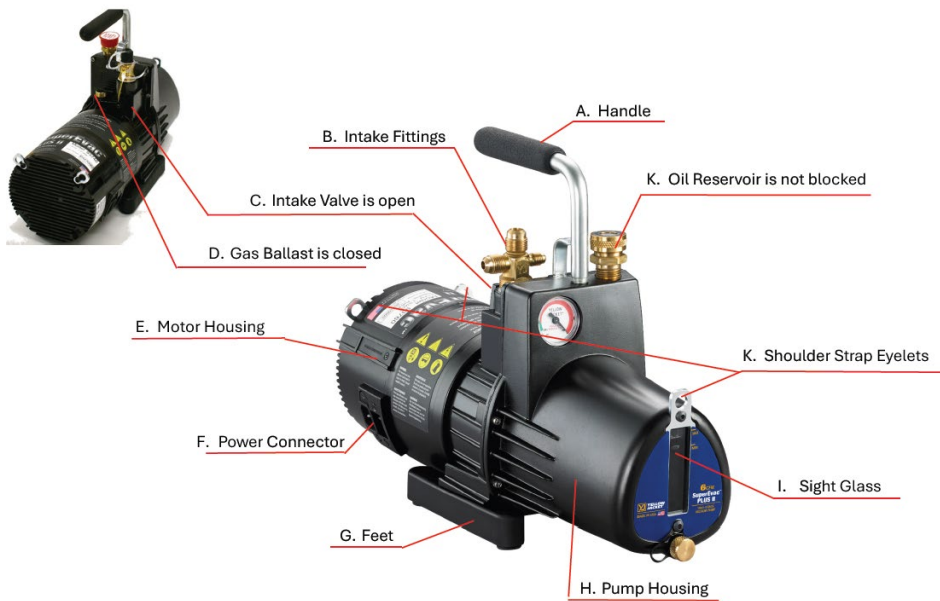
VACUUM PUMPS

YELLOW JACKET® vacuum pumps are covered by a two-year warranty for parts and labor from the date of sale. The warranty allows for an OTC exchange for up to two years, when applicable.

To find out if a pump qualifies for OTC exchange, call for required authorization. Proof of purchase is required. Failure to obtain the required authorization could result in denial of the OTC. If an OTC is approved, a credit will be issued upon receipt, analysis and final disposition completed by the YELLOW JACKET® warranty department. If credit is denied the customer will be contacted to arrange return at their expense. If no response is received from the outreach the unit will be discarded in 30 days.

VACUUM PUMP WARRANTY CHECKLIST

Before contacting customer service for a warranty repair, please use the following inspection checklists to verify the condition of the vacuum pump. Failure to confirm inspection may lead to rejection of the warranty.



Check for signs of abuse (warranty)

- A. Handle bent or broken
- B. Intake Fittings damaged
- C. Valve is open
- D. Gas Ballast is closed
- E. Motor Housing cracked or otherwise damaged
- F. Power Connector broken or compromised
- G. Feet bent or broken
- H. Pump Housing damaged
- I. Sight Glass broken
- J. Shoulder Strap Eyelets broken
- K. Oil reservoir is not blocked

Check other potential issues:

Symptom		Possible Problem	Solution
Poor Vacuum	Quiet Pump	Dirty Oil	Flush 1-3 times
Poor Vacuum	Noisy Pump	Low Oil	Add Oil
Oil Leaks	Exhaust	Oil Level High	Adjust oil level
	Case	Oil Drain Fitting	Replace
Pump Won't Start	Motor stalled	Closed intake on pump	Open Intake Fitting
	Power Connector	Power Cable loose	Insert power cable
High Temperature	Pump	Dirty Oil	Flush 1-3 times
		Low Oil	Add Oil



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Oil must be drained from the vacuum pump prior to return.

The following exceptions will not be covered under this warranty:

- Failure to use correct type of oil. (SuperEvac® Premium Vacuum Pump Oil)
- Failure to change the oil as directed. (Consult the manual)
- Vacuum pumps that have been disassembled, altered, abused, misused, or improperly maintained.
- The use of the pump on lithium bromide systems.
- Signs that a rubberized leak stop product has been used.
- The use of the pump on ammonia systems unless pump is BULLET®X model 93530 or 93533 intended for ammonia systems.

VACUUM AND CHARGING HOSES, ADAPTERS, VALVES AND PARTS

YELLOW JACKET® hoses, adapters, valves, and parts are covered by a one-year warranty from the date of purchase and **not longer than three years from the date of manufacture**. Date codes are stamped on the brass fitting. If you are not sure where to find the manufacture date code, contact Ritchie Engineering.

If a hose, fitting, or adapter is found to be defective within the one-year warranty period, follow the field scrap procedure at the end of this policy. The single failed hose only, in a three-pack, qualifies for credit consideration. We will not credit complete three-packs. Replace and field scrap the defective hose only. Single hoses are available to order and stock for this purpose. The completed field scrap form and proof of sale are required.

The following exceptions will not be covered under this warranty:

- Hoses that have been disassembled, altered, abused, misused, or improperly maintained.
- Hoses with missing or damaged gaskets.
- Hoses with missing core depressors.
- Metal hoses and custom, special length hose assemblies are not returnable.

MANIFOLD TEST & CHARGING SYSTEMS

YELLOW JACKET® “Series 41”, TITAN® and BRUTE II® test and charging manifolds are covered by a one-year warranty from the date of purchase. If the manifold fails within the first year, follow the field scrap procedure.

- Do not replace and field scrap the manifold hoses. Replace and field scrap the defective manifold only.
- If a gauge on a manifold has failed within one year of purchase, replace and field scrap the gauge only.
- If a hose on a manifold has failed, follow the procedure under “Vacuum and Charging Hoses”.

The manifold *bar* is covered by a lifetime warranty (manifold bar includes all items except gauges and hoses). After the one-year warranty period please contact customer service for warranty options.

The following exceptions will not be covered under this warranty:

- Over-pressurized or broken gauges.
- Manifolds that have been disassembled, altered, abused, misused, or improperly maintained.
- CO2 manifolds do not qualify for field scrap.



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SPECIALIZED & GENERAL USE GAUGES

YELLOW JACKET® replacement gauges are covered by a one-year warranty from the date of purchase. Follow the field scrap procedure.

The following exceptions will not be covered under this warranty:

- Over-pressurized or broken gauges.
- Gauges that have been disassembled, altered, abused, misused, or improperly maintained.
- CO2 manifolds do not qualify for field scrap.

ELECTRONIC INSTRUMENTS

YELLOW JACKET® electronic products are covered by a one-year warranty repair from the date of purchase. Proof of purchase is required for warranty repair consideration. All electronic products must be returned to Ritchie Engineering for repair. Customers should call and speak with a technician prior to sending the item in for repair as troubleshooting may resolve the issue. If the product is verified to be defective, Ritchie Engineering will repair or replace at their discretion. Electronic instruments do not qualify for OTC exchange.

Exceptions to one-year warranty:

- Wireless digital gauges (YJACK® and ManTooth®) are covered by a two-year warranty. They do not qualify for OTC or field scrap.
- TITANMAX™ and P51 TITAN® digital manifolds have a 2-year warranty. They must be returned with the temp clamps & vacuum sensors that accompanied the original purchased item to allow for proper testing, analysis, and final disposition. Do not return the hoses or backpack, they do not qualify for OTC or fieldscrap Accessories have a 1-year warranty. (Vacuum sensor, temperature clamps, and hoses).

The following exceptions will not be covered under warranty:

- Electronic products that have been disassembled, altered, abused, misused, or improperly maintained.
- Cracked or damaged screen
- Cracked housing
- Missing parts
- Damaged fittings
- Bent hook (if applicable)

INSTRUMENTS WITH MICRON SENSORS

Instruments with Micron Sensors have a one-year warranty from date of purchase. They must come back for warranty repair. They do not qualify for OTC or field scrap. Returns due to contamination can be avoided by properly cleaning the sensor. The sensor should be cleaned using the YJ cleaning kit, P/N 69030 (refer to cleaning video on website: yellowjacket.com/videos/7990/). Micron sensors that come in for cleaning will be charged a routine maintenance fee & return shipping. Customers should call and speak with a technician prior to sending the unit in for repair to avoid delay and unnecessary returns. All sensors must have an SRO number & label attached to them when sending them in for repair.



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HEATING INSTRUMENTS

YELLOW JACKET® heating products are covered by a one-year warranty from the date of purchase. Follow the field scrap procedure.

The following exceptions will not be covered under the field scrap policy.

- Heating Instruments that have been disassembled, altered, abused, misused, or improperly maintained.
- Psychrometers call Ritchie Engineering for SRO prior to return. We will repair or replace at our discretion.

LEAK MONITORS AND LEAK DETECTORS

YELLOW JACKET® leak detection products are covered by a two-year warranty. OTC exchanges for in warranty units will need to be authorized and verified by the warranty department. Field scrap policy does not apply.

Exceptions to two-year warranty:

- Leak detection kits, lights, injectors, dyes, and scanner solutions have a one-year warranty from date of purchase. Follow the field scrap procedure.

The following exceptions will not be covered under warranty:

- Leak detection products that have been disassembled, altered, abused, misused, or improperly maintained.
- Contact Ritchie Engineering for out-of-warranty repair instructions.

SYSTEM TOOLS

YELLOW JACKET® tubing tools are covered by a one-year warranty from the date of purchase. Follow the field scrap procedure. Customers should call and speak with a technician prior to submitting the field scrap repair request form on a tool kit. Simple trouble shooting may resolve the issue.

The following exceptions will not be covered as field scrap:

- Hydraulic Tube Expander Kit (60493). Call Ritchie Engineering for SRO number & label. We will repair or replace at our discretion. Please send defective part only.

The following exceptions will not be covered under this warranty:

- Tools that have been disassembled, altered, abused, misused, or improperly maintained.
- Tube cutters in working order with broken or worn-out cutting wheels.



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COMBUSTION ANALYZERS

YELLOW JACKET® Combustion Analyzers are covered by a one-year warranty from date of purchase. Proof of purchase is required for warranty repair consideration. Please contact customer service and speak to a technician prior to sending the item in for repair as troubleshooting may resolve the issue. If the product is verified to be defective, Ritchie Engineering will repair or replace at their discretion. Combustion Analyzers do not qualify for OTC exchange.

The following exceptions will not be covered under warranty:

- Combustion Analyzers that have been disassembled, altered, abused, misused or improperly maintained.

Service Procedure:

- 1) Wholesaler or End User contacts YJ Customer Service
- 2) YJ Customer Service and/or Tech Support utilizes the Q & A flowchart to identify Probable Flat Rate Service Level
- 3) Shipment of analyzers must originate from the wholesaler where it was purchased

FIELD SCRAP PROCEDURE – USA and Canada

- The field scrap request form must be emailed to YELLOW JACKET® customer service at custserv@yellowjacket.com. The form is available on our website at yellowjacket.com/product-warranty, from your representative, or by contacting Ritchie Engineering customer service at (952)943-1300 or (800)769-8370. Please fill out this form completely to assure accurate and efficient processing.
- The information needed is:
 - Date of purchase from Ritchie Engineering
 - Your purchase order number to Ritchie Engineering
 - Date of sale from wholesaler to customer - Must be within one year of date of sale to qualify for field scrap.
 - Date of failure
 - Form must be submitted within 60 days of failure.
 - Reason for failure

Note: Do not replace and field scrap an entire tool kit. Replace and request field scrap credit for the defective part only. Call and speak with a technician prior to submitting the field scrap or repair request form on a tool kit. Simple trouble shooting may resolve the issue.

- Once the field scrap is approved, you will receive credit and a copy will be emailed to you. There may be times that we require the material to be returned for analysis. We will notify you, provide an RMA number & label along with a UPS account number to arrange the return. Credit will be processed upon receipt, analysis, and final disposition.