



Warranty Policy (USA and Canada)

(Field Scrap Procedure located at the end of this document)

YELLOW JACKET® products from Ritchie Engineering Company, Inc. are guaranteed to be free from material and workmanship defects for a period of one year from date of sale. This guarantee does not cover products that have been altered, abused, misused or improperly maintained. **All returns (including Over-The-Counter (OTC) exchanges) MUST be authorized** and have an RMA or SRO number. Proof of purchase or copy of an invoice may be required to establish in warranty status. Call Ritchie Engineering for a return number prior to return. All returns must be prepaid. Any exceptions to the one-year warranty policy are individually identified within this policy. Returns will be inspected and approved prior to issuance of credit.

Ritchie Engineering stands by their products and are committed to satisfying our customers. As a result, our materials and workmanship are guaranteed. However, units returned to Ritchie Engineering for repair or replacement will be inspected. If the unit comes back and is in working order, it will be returned at the expense of the customer.

Not all cataloged products are stocked and eligible for return. Check with your YELLOW JACKET representative or the factory for more information.

Ritchie Engineering Customer Service Telephone: 1(800)769-8370 or (952)943-1333

RECOVERY PRODUCTS

YELLOW JACKET Refrigerant Recovery System (UPC 957XX) are covered by a one-year warranty for parts and labor from the date of sale. The 115V Recovery Products (UPC 95760 and 95762) have an extended three-year compressor warranty. The warranty also allows for a one year Over-The-Counter (OTC) exchange, when applicable.

YELLOW JACKET Recovery System (UPC 9573X) is covered by a one-year warranty for parts and labor from the date of sale. Recovery product (UPC 9573X) also comes with a 30 day Over-The-Counter (OTC) exchange, when applicable.

To find out if a unit qualifies, call for required authorization. **Failure to get the required authorization could result in a denial of the OTC.** If an OTC is approved, a credit will only be issued upon return, inspection and approval by the YELLOW JACKET Warranty Department. Field scrap policy does not apply.

The following exceptions will not be covered under this warranty:

- Recovery products that have been altered 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 also allows for an Over-The-Counter exchange for up to one year when applicable.

To find out if a unit qualifies, call for required authorization. **Failure to get the required authorization could result in a denial of the OTC.** If an OTC is approved, a credit will only be issued upon return, inspection and approval by the YELLOW JACKET Warranty Department. Field scrap policy does not apply.

Always drain oil from the vacuum pump before returning.

The following exceptions will not be covered under this warranty:

- Failure to use correct type of oil.
- Failure to change the oil as directed.
- Vacuum pumps that have been altered 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 SuperEvac model #93530 or 93533 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 sale, **but 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. If one hose in a three-pack fails, only the defective hose qualifies under this procedure. **Note: DO NOT request credit for all hoses in a three pack. Replace and field scrap the defective hose only.**

The following exceptions will not be covered under this warranty:

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



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MANIFOLD TEST & CHARGING SYSTEMS

YELLOW JACKET “Series 41”, TITAN™ and BRUTE™ II Test and Charging Manifold are covered by a one-year warranty from the date of sale. 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 sale, replace and field scrap the gauge only.
- If a hose on a manifold has failed, follow the procedure under “Vacuum and Charging Hoses” above.

The manifold *bar* is covered by a lifetime warranty (manifold bar includes all items except gauges and hoses). After the one-year warranty period, manifold bars must be returned to Ritchie Engineering:

1. Call Ritchie for an SRO number
2. Return to:
Ritchie Engineering Company
SRO _____
10950 Hampshire Avenue South
Bloomington, MN 55438-2623
3. Enclose your check or money order for \$12.50 to cover postage and handling. **DO NOT** return hoses with manifold. (minimum charge for a credit card is \$25.00)

Exceptions to one-year warranty:

- Refrigeration System Analyzer - covered by a two-year warranty. **Field scrap policy does not apply, and Over-The-Counter exchanges will not be authorized.**

The following exceptions will not be covered under this warranty:

- Over-pressurized or broken gauges.
- Manifolds that have been altered, misused or improperly maintained.

SPECIALIZED & GENERAL USE GAUGES

YELLOW JACKET replacement gauges are covered by a one-year warranty from the date of sale. Follow the “Field Scrap” procedure.

The following exceptions will not be covered under this warranty:

- Over-pressurized or broken gauges.
- Gauges that have been altered, misused or improperly maintained.



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ELECTRONIC INSTRUMENTS

YELLOW JACKET electronic products are covered by a one-year warranty from the date of sale. All electronic products **must** be returned to Ritchie Engineering. If the product is found to be defective, Ritchie Engineering will repair or replace at our discretion. **Over-The-Counter exchanges will not be authorized.**

Exceptions to one-year warranty:

- Wireless Digital Gauges (Mantooth) - covered by a two-year warranty. **Field scrap policy does not apply, and Over-The-Counter exchanges will not be authorized.**
- P51 TITAN Digital Manifolds must be returned with all accessories – including all hoses and clamps that were included with the original purchase – in order for proper return testing to be done.
- Pocket (Mechanical) Thermometers (69251, 69252, 69253, 69255, 69256, 69265, 69107) – follow “Field Scrap” procedure.

The following exceptions will not be covered under warranty:

- Electronic products that have been altered, misused or improperly maintained.

MICRON SENSORS

Micron Sensors have a one-year warranty from date of purchase. They must come back for warranty repair and **do NOT qualify for Over-The-Counter exchanges or for the Field Scrap program.** Many times, the sensor can simply be cleaned using the YJ Cleaning Kit, P/N 69030. Micron sensors that come in for cleaning will be charged a routine maintenance fee of \$40 if the units are outside the one-year warranty period. The \$40 fee includes return shipping charges and the YJ Cleaning Kit, P/N 69030. **Customers should call and speak with a technician prior to sending the unit in for repair.** All units must have an SRO attached to them when sending them in for repair.

HEATING INSTRUMENTS

YELLOW JACKET heating products are covered by a one-year warranty from the date of sale. Follow the “Field Scrap” procedure.

The following exceptions will not be covered under “Field Scrap”:

- Heating Instruments that have been altered, misused or improperly maintained.
- Psychrometer (69008) and Manometer (78050, 78052). Call Ritchie Engineering for SRO prior to return. We will repair or replace at our discretion.



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LEAK MONITORS AND LEAK DETECTORS

YELLOW JACKET leak detection products are covered by a two-year warranty on the unit (one-year warranty on sensors) from the date of sale. **All leak detection products must be returned to Ritchie Engineering.** If the product is found to be defective, Ritchie Engineering will repair or replace at our discretion. **Over-The-Counter exchanges will not be authorized.** Field scrap policy does not apply.

Exceptions to two-year warranty:

- Fixed leak monitors - one-year warranty from date of sale. Ritchie Engineering will repair or replace at our discretion. **Over-The-Counter exchanges will not be authorized.** Field scrap policy does not apply.
- Leak detection kits, lights, injectors, dyes, and scanner solutions – one-year warranty from date of sale. Follow the “Field Scrap” procedure.

The following exceptions will not be covered under warranty:

- Leak detection products that have been altered, misused or improperly maintained.

SYSTEM TOOLS

YELLOW JACKET tubing tools are covered by a one-year warranty from the date of sale. Follow the “Field Scrap” procedure. **Note: DO NOT replace and field scrap an entire tool kit. Replace and request credit for the defective part only.**

The following exceptions will not be covered under “Field Scrap”:

- Hydraulic Tube Expander Kit (60493). Call Ritchie Engineering for SRO prior to return. 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 altered, misused or improperly maintained.
- Tube cutters in working order with broken or worn out cutting wheels.



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FIELD SCRAP PROCEDURE – U.S.A. and Canada

- The [Field Scrap Request Form](#) must be sent to the YELLOW JACKET Customer Service Department via fax (1-800-322-8684) or e-mail (custserv@yellowjacket.com). The form is available on-line at www.yellowjacket.com, from your rep, or by calling Ritchie Engineering Customer Service at (952)943-1333 or (800)769-8370. Please fill out this form **completely**.
- 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
 - Reason for failure
- Once this is approved, you will receive a RMA Form and credit will be issued. There may be times that we will require that the material be returned. We will notify you of this and will issue a UPS “Call Tag” to have the product returned.