



Warranty Policy (International)

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. Any exceptions to the one year warranty policy are individually identified within this policy.

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

All returns MUST have an RGA number and proof of purchase/copy of invoice. Call Ritchie Engineering for an RGA number prior to return. All returns must be prepaid.

Ritchie Engineering Customer Service Telephone Number: +1(952)943-1333

RECOVERY PRODUCTS

YELLOW JACKET recovery products (UPC 957xx) are covered by a one year warranty for parts and labor from the date of sale. Call for an RGA number prior to return. Recovery products (UPC 9573x) qualify for a 30 day over-the-counter exchange. To find out if a unit qualifies, call for required authorization. Failure to get the required authorization will result in a denial of the over-the-counter exchange.

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.

VACUUM PUMPS

YELLOW JACKET vacuum pumps are covered by a two year warranty for parts and labor from the date of sale. Call for an RGA number prior to return.

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.
- Vacuum pumps that have been altered, misused or improperly maintained.
- The use of the pump on lithium bromide systems.
- The use of the pump on ammonia systems unless pump is SuperEvac model #93530 or 93533 for ammonia systems.



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VACUUM AND CHARGING HOSES, ADAPTERS, VALVES AND PARTS

YELLOW JACKET hose fittings and adapters are covered by a one year warranty from the date of sale. YELLOW JACKET hoses 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 one hose in a three-pack fails, only the defective hose qualifies is warranted. **Note: DO NOT return all of the hoses in a three pack. Return 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.**

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.

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 RGA number
2. Return to the location/address received with your RGA number
3. **DO NOT** return hoses with manifold.

Exceptions to one year warranty:

- Refrigeration System Analyzer - covered by a two year warranty.

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.



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The following exceptions will not be covered under this warranty:

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

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.

Exceptions to one year warranty:

- Wireless Digital Gauges (Mantooth) - covered by a two year warranty. Ritchie Engineering will repair or replace at our discretion. .

The following exceptions will not be covered under warranty:

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

HEATING INSTRUMENTS

YELLOW JACKET heating products are covered by a one year warranty from the date of sale. Call Ritchie for RGA 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 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.

Exceptions to two year warranty:

- Fixed leak monitors - one year warranty from date of sale. Ritchie Engineering will repair or replace at our discretion.
- Leak detection kits, lights, injectors, dyes, and scanner solutions – one year warranty from date of sale.

The following exceptions will not be covered under warranty:

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



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SYSTEM TOOLS

YELLOW JACKET tubing tools are covered by a one year warranty from the date of sale.

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.