

United States/Canada Warranty Policy

YELLOW JACKET® Field Scrap Policy

The following is the YELLOW JACKET “Field Scrap” policy and the items it covers.

POLICY

- ⤴ Technicians—return your defective product to the distributor or wholesaler you purchased it from.
- ⤴ Distributors/Wholesalers—you must fill out and send in the [Field Scrap Request Form](#) on behalf of the technician to the YELLOW JACKET Customer Service Department via fax (1-800-322-8684) or [email](#). The form is also available from your YELLOW JACKET representative or by calling Customer Service at 1-800-769-8370. Please fill out this form **completely**.
- ⤴ The information needed is:
 - ⤴ Date of purchase (purchase order number) from Ritchie.
 - ⤴ 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, a “Reference Number” will be given as authorization to “Field Scrap” and a 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.

ITEMS COVERED

Hoses, manifolds, tubing tools, replacement gauges, fittings and adapters, gas and fuel oil test kits, UV products, test leads, mechanical thermometers.

EXCEPTIONS

- ⤴ **Hoses** - Only individual hoses are covered. No 3-Packs are to be field scrapped. Stainless Steel Corrugated Hose Assemblies are not covered under this policy and cannot be field scrapped.
- ⤴ **Manifolds** - The manifold bar has a lifetime warranty. If a gauge has failed, replace the gauge and follow the above procedure for credit on the failed part. Manifolds with hoses are **not** considered a legitimate “Field Scrap” item.
- ⤴ **Tools** - All hand tools are covered with the exception of “Tool Kits”. Please “Field Scrap” only the failed part and a credit will be issued for this part only. Oil Pumps 77930 and 77940 are covered under the field scrap policy.

The following part numbers must be returned to the factory for in warranty repair and return.

- ⤴ **Vacuum Pumps**
93540, 93560, 93580, 93590, 93600, 93610
- ⤴ **Recovery Machine**
95100, 95700, 95760, 95762
- ⤴ **Vacuum/Micron Gauges**

69060, 69075, 69080, 69086

⤴ **Electronic Leak Detectors**
69336, 69354, 69365, 69373

⤴ **Electronic Scales**
68802, 68803, 68812, 68813

⤴ **Electronic Products**
69008, 78050

⤴ **Refrigeration System Analyzers**
40812, 40815

⤴ **Leak Monitors**
68004, 68008, 68010, 68011, 68032, 68036, 68091, 68093, 68096, 68097, 68099, 68016,
68024, 68043, 68047, 68028, 68029, 68050, 68052, 68064, 68068, 68094

⤴ **Refrigerant Analyzers**
68945, 68947