

ROBINAIR

Line Abrev-ROB Warranty Code 520 1 Year

All Robinair products are warranted to be free from defects in material and workmanship under normal use and service for a period of one year after the sale of the product. Exception to this policy will be individually identified. The sole obligation under this warranty shall be to repair, replace or provide credit for any defective product or parts thereof, which are returned to the seller's factory within the period mentioned above, and which upon examination are proven to the seller's satisfaction to be defective.

The warranty shall not apply to any product or part which has been subject to misuse, negligence or accident. The seller shall not be responsible for any special or consequential damages and the warranty as set forth is in lieu of all other warranties, either expressed or implied. However, the seller makes no warranty of merchantability in respect to any products for any particular purpose other than that stated in this literature and any applicable manufacturer's shop or service manuals referred to therein, including any subsequent service bulletins.

VACUUM PUMPS

In Warranty - Covered by Robinair's No Hassle one-year over-the-counter exchange policy. Please return vacuum pump to your distributor.

Distributors only:

1. Provide over-the-counter exchange for your customer.
2. Contact Customer Service at 800-327-5060 to obtain your No Hassle RGA

Out of Warranty ONLY – Customer or Distributor sends pump to one of the four Robinair Regional Vacuum Pump Repair Centers listed below:

1. Please include description of problem, complete address, phone number and contact name.
2. Service center will provide an estimate upon request.

Region 1 - Southwest

Broward Hydraulics
3907 S. W. 12th
Court
Ft. Lauderdale, FL
33312
(954) 583-2504

Region 2 - Northeast

A & A Hydraulic Repair
Co.
5301 West 161st Street
Cleveland, OH 44142
(216) 362-4000 or (800)
992-9898

Region 3 - Midwest

Rocky Mountain CFC
Equipment Service Inc.
851 A-10 Hwy 224
Denver, CO 80229
(303) 287-2607 or (800) 626-
3266

Region 4 - West

Merced A/C Equipment
Service
805 S. Fremont Ave.
Alhambra, CA 91803
(626) 293-5710



EQUIPMENT

1. Call the Technical Support Line at 1-800-822-5561 for assistance.
2. Have the following information available: Model number, serial number, and date code.
3. Troubleshooting will be provided. Service center may be dispatched or parts may be shipped at no charge.

TOOLS & ACCESSORIES/INSTRUMENTS

"No Hassle" Item:

Return product to the distributor.

Distributor:

1. Provide over-the-counter exchange to the customer.
2. Call Customer Service at 1-800-628-6496 for RGA# to return product.

Distributor Cost over \$50.00 and not "No Hassle" Item:

1. Call Technical Support at 1-800-822-5561 for warranty instructions.
2. Item may be replaced, repaired, or parts may be sent at the discretion of Robinair.

Distributor Cost under \$50.00:

1. Follow Field Scrap procedures below.

FIELD SCRAP

1. Verify that the distributor price is \$50.00 or less.
2. Contact Robinair sales representative, who will complete the field scrap form and submit it to Robinair.
3. Credit will be issued on account. Allow 4-6 weeks processing time.