

OTC WARRANTY POLICY

Warranty

All products sold by C&D Valve, LLC are warranted to be free of defects in materials and workmanship and include a one year over-the-counter warranty from date of shipment by C&D Valve unless otherwise specified. This warranty applies to all repairable instruments that have not been tampered with or damaged through improper use including unauthorized opening of the unit. C&D Valve limits this warranty to the repair, replacement, or credit at invoice price (our option) of products which in our opinion are defective due to defects in workmanship and/or materials. This express warranty is in lieu of and excludes all other warranties, guarantees and/or representations, express or implied, of C&D Valve, LLC and/or the manufacturer of such products who make NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE.

Technical information, recommendations and advice as to properties and usage of materials, design, installation and use of products, engineering and other matters are provided as an accommodation and are intended only as suggestions. Although they are believed to be accurate, based on C&D Valve's knowledge and experience, C&D Valve assumes no obligation or liability for any results obtained in their use or application, and they are not to be construed as establishing any warranty, express or implied. In no event shall C&D Valve be liable for claims for any damages whatsoever (whether direct, immediate, foreseeable, consequential, or special) suffered by buyer or anyone else arising out of any breach by C&D Valve, LLC. C&D Valve makes no warranty to those defined as consumers in the Magnuson-Moss Warranty Federal Trade Commission Improvement Act.

Warning

C&D Valve products are designed to be used by licensed Air-conditioning and Refrigeration service technicians only. Due to the high pressures encountered in these systems, plus the dangers due to the physical and chemical nature of refrigerants and oils present in the systems, misapplication could result in injury or death. C&D Valve expressly warns against the sale to or use of products by anyone other than professionally trained personnel.

Safety glasses and gloves should always be worn when working with refrigerants. Contact with refrigerants may cause injury.

This product can expose you to chemicals including lead which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.

Product Returns for Repair/Replacement

Every effort has been made to provide reliable, superior quality products. However, in the event your product requires repair or replacement, please contact C&D Valve Customer Service to obtain a Return Material Authorization (RMA) number. Ensure that all returned products are packed to avoid damage in shipment. Paperwork should be placed in a separate plastic bag and include the C&D Valve RMA number, a description of the problem, and any customer assigned repair or purchase order number, if applicable.

Contact Customer Service for RMA number:

800.654.9233 phone

800.840.0443 fax

Products should be shipped with freight prepaid to:

C&D Valve

RMA# _____

201 NW 67th Street

Oklahoma City, OK 73116 USA

Product returns will not be accepted without RMA number from C&D Valve, LLC.



cdvalve.com

P 800.654.9233

F 800.840.0443

sales@cdvalve.com

PO Box 13250

Oklahoma City, OK 73113

OTC WARRANTY POLICY

Vacuum Pumps

NOT CHANGING OIL WILL VOID WARRANTY

C&D Valve, LLC vacuum pumps are warrantied to be free of defects in materials and workmanship for a period of one year from the date of purchase. This warranty applies to all repairable instruments that have not been tampered with or damaged through improper use including unauthorized opening of the unit.

Pumps received within warranty period are assessed upon arrival at the C&D Valve facility to determine warranty coverage. Wholesaler will be notified of warranty coverage determination. Over-the-counter warranty applies only to manufacturing defects and is VOID if determination has been deemed product misuse.

To eliminate unnecessary returns and/or costly repairs, verify oil has been changed and proper pump operation guidelines have been followed prior to requesting a return materials authorization (RMA).

Check for Signs of Misuse

- A. Housing area
- B. Broken base
- C. Trap
- D. Damage to fins or drain valve
- E. Sight glass
- F. Damage or dents to pump body
- G. Broken or bent handle
- H. Damaged or missing intake valve



IMPORTANT:
OIL LEVEL MUST BE ABOVE
HALFWAY IN SIGHT GLASS



Reasons for Void of Warranty

- Improper usage of pump and pump oil
- Oil has not been changed
- Corrosive substances and/or contaminants found in pump
- Pump has been damaged, altered, or components have been removed or are missing

Packing Vacuum Pump for Return

To ensure that no additional charges are incurred due to improper packaging:

1. Drain ALL oil from pump and close off valves.
2. Place pump in a sealed plastic bag.
3. Package pump in a cushioned bottom carton with packing paper. Be sure to secure and protect pump in carton on all sides.
4. Include RMA number issued by C&D Valve and supporting paperwork with detailed description of issue in a sealed, separate plastic bag.
5. If an estimate is required, be sure to specify in documentation.



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