



JB Industries, Inc. Return and Repair Policy

I. Vacuum Pumps

IA. Over-the-Counter Vacuum Pump Warranty

Vacuum pumps returned to the point of purchase during the 24 month over-the-counter warranty period will be replaced free of charge. This warranty covers products that in JB's opinion are defective due to defects in workmanship and/or materials. Obvious product abuse, misuse such as broken parts or lack of maintenance including failure to keep the vacuum pump filled with clean oil, abnormal use, or normal wear and tear will not be honored as warranty repair and will be subject to repair charges outlined below.

A copy of the contractor's invoice indicating model number, serial number and date of sale must accompany all over-the-counter warranty claims.

Products replaced under the over-the-counter warranty period should be returned to JB by the wholesaler where the product was initially purchased (see Return Instructions for return procedure). Upon receipt of the product at JB's facility and after a determination that the warranty claim is justified, the appropriate credit will be issued to the designated wholesaler.

IB. Out-of-Warranty Repair – Vacuum Pumps

Out-of-warranty repairs or repairs required due to product abuse or misuse must be returned to JB or Merced Wholesale (see Return Instructions for return procedure). In-bound freight charges for returning the product to JB will be the responsibility of the customer. Repair charges will be charged per the following schedule inclusive of the out-bound freight charges for returning the products to the customer:

TYPE OF REPAIR	CHARGE	INCLUDES as needed
Base repair charge applies to all repairs	\$	Cartridge reset, coupler handles, seals, fittings, motor switch, line cord
Minor repair (plus base repair charge)	\$ \$	Cover Assembly Trap Assembly
Major repair (plus base repair charge)	\$ \$	Cartridge repair- shaft, rotor & center plate assembly New motor

All out-of-warranty repairs will carry a 90-day warranty on the repaired or replaced part only from the date of repair or replacement.

Rebuilt vacuum pumps are available as replacement pumps or as an alternate to repairing a pump in need of repair. Customers are advised to contact the factory to check on rebuilt pump availability with prices as per the following schedule:

Model No.	Price	Warranty
DV-85N 3CFM	\$	6 months from date of sale
DV-142N 5CFM	\$	6 months from date of sale
DV-200N 7CFM	\$	6 months from date of sale

II. Digital Gauges

IIA. Over-the-Counter Digital Gauge Warranty

JB's Digital Gauge warranty includes vacuum gauges; superheat/subcooling gauges and digital manifolds. Products returned to the point of purchase during the 12 month over-the-counter warranty period will be replaced free of charge. This warranty covers products that in JB's opinion are defective due to defects in workmanship and/or materials. Obvious product abuse, misuse such as broken parts or lack of maintenance, abnormal use, or normal wear and tear will not be honored as warranty repair and will be subject to repair charges outlined below.

A copy of the contractor's invoice indicating model number, serial number and date of sale must accompany all over-the-counter warranty claims.

Products replaced under the over-the-counter warranty period should be returned to JB by the wholesaler where the product was initially purchased (see Return Instructions for return procedure). Upon receipt of the product at JB's facility and after a determination that the warranty claim is justified, the appropriate credit will be issued to the designated wholesaler.

IIB. Out-of-Warranty Repair – Digital Gauges (vacuum, superheat/subcooling & digital manifold)

Out-of-warranty repairs or repairs required due to product abuse or misuse must be returned to JB (see Return Instructions for return procedure). In-bound freight charges for returning the product to JB will be the responsibility of the customer. Repair charges will be charged per the following schedule inclusive of the out-bound freight charges for returning the products to the customer:

Model No.	Charge
DV-20, DV-22N & DV-24N	\$
Sensor cleaning only	\$
SH-31N, SH-34N, SH-35N & SH-36N	\$

DM2-3, DM2-5 & DM2-8

Determined After Inspection

All out-of-warranty repairs will carry a 90-day warranty on the repaired or replaced part only from the date of repair or replacement.

III. NIST Certification

Model Number

Charge

DV-22N, SH-31N, SH-34N,
SH-35N, SH-36N, DM2-3, DM2-5 & DM2-8

\$

IV. Rothenberger Tools

IVA. Over-the-Counter Tool Warranty

Rothenberger tools returned to the point of purchase during the 24 month over-the-counter warranty period will be replaced free of charge. This warranty covers products that in JB's opinion are defective due to defects in workmanship and/or materials. This warranty covers replacement of the defective product provided the failure is not due to abuse, misuse, abnormal use, or normal wear and tear.

A copy of the contractor's invoice indicating model number, serial number and date of sale must accompany all over-the-counter warranty claims.

Products replaced under the over-the-counter warranty period should be returned to JB by the wholesaler where the product was initially purchased (see Return Instructions for return procedure). Upon receipt of the product at JB's facility and after a determination that the warranty claim is justified, the appropriate credit will be issued to the designated wholesaler.

IVB. Out-of-Warranty Repair – Rothenberger Tools

Out-of-warranty repairs or repairs required due to product abuse or misuse must be returned to JB (see Return Instructions for return procedure). In-bound freight charges for returning the product to JB will be the responsibility of the customer. Repair or replacement charges will be determined once the product is received and condition evaluated.

V. Return Instructions

Prior to returning any product to JB it is required to obtain a Return Goods Authorization (RGA) number. Contact JB Customer Service Department at 1-800-323-0811 (+1-630-851-9444) or fax at 800-552-5593 (+1-630-851-9448) to obtain an RGA number. Insure that all returned products are packed adequately to avoid any

damage in shipment. Paperwork should be placed in a separate plastic bag and should include JB's assigned RGA number, a description of the problem and any customer assigned repair or purchase order number, if applicable. For vacuum pumps, the recommended procedure is outlined below. Products must be returned freight prepaid to the following address:

JB Industries, Inc.
601 N. Farnsworth Avenue
Aurora, Illinois 60505
Phone: 800-323-0811
Fax: 630-375-2479

Note: For vacuum pump repairs only, customers in Alaska, Arizona, California, Idaho, Montana, Nevada, Oregon, Utah and Washington have the option of having their repairs done by JB or:

Merced Wholesale
805 S. Fremont
Alhambra, CA 91803
Phone: 626-293-5710
Fax: 626-289-1196

For those customers opting for vacuum pump repair at the Merced Wholesale facility, prices and terms and conditions must be obtained from Merced.

VI. Preparing Vacuum Pumps for Return

Please follow the following steps when returning a vacuum pump to JB:

1. Completely drain oil from pump and close off all valves.
2. Place pump in plastic bag and seal.
3. Cushion bottom of carton with packing paper or crumpled newspaper before putting pump in carton. Use packing paper or crumpled newspaper around all sides and the top. Do not use peanuts.
4. Place all paperwork in a separate plastic bag and seal. Please include RGA number issued by JB and a detailed description of the problem.
5. If an estimate is required prior to repair be certain this is clearly specified and highlighted.
6. Depending on the time of year allow 2-4 weeks for repair service.