



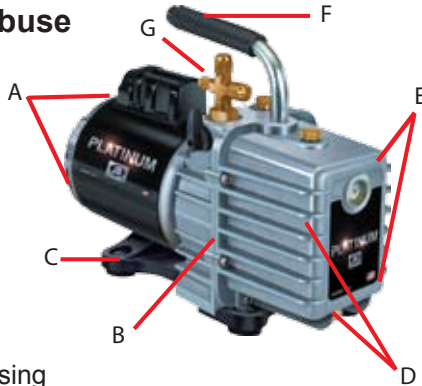
JB Industries Guide to the OTC Warranty Program

PUMPS 24 months

Pumps that are in warranty are examined as soon as they arrive at the warehouse so that we may contact the wholesaler regarding our determination. The over-the-counter warranty applies only to the manufacturing defects and is **VOID** if the problem has been determined to be abuse.

Check for signs of abuse

- A. Back bell housing area
- B. Side of trap
- C. Base broken or missing corners
- D. Damage to protective fins and drain valve
- E. Flat hit marks on top and bottom corners
- F. Handle bent down or broken
- G. Intake damaged or missing



Manifolds lifetime bar only

Manifolds carry a lifetime warranty on the bar only and does not include coverage of any parts. The twelve month over-the-counter warranty covers manufacturing defects, not abuse.

Check for signs of abuse

- Lens cracked, broken or missing
- Check calibration with the set screw on the gauge
- Can gauges be loosened by hand
- Drop marks on manifolds or unions

Rothenberger Tools 12 months

Inspect for abuse

Limited Warranty

Products sold by JB Industries Inc. are warranted for a twelve month period from the date of sale with the following exceptions:

- Vacuum pumps are warranted for 24 months over-the-counter
- Digital gauges are warranted for 12 months over-the-counter
- Rothenberger tools are warranted for 24 months over-the-counter
- Manifolds have a lifetime warranty on the bar only, parts are not covered.

All other JB Products are warranted for twelve months from date of purchase against manufacturing defects only

Digital Instruments (Gauges, Manifolds, Scales) 12 months

Check the batteries. The product will provide a low battery warning with flashing dots at the bottom of the display. Plug in and toggle through the settings as well as the temperature setting to check if the sensors are working.

If sensors are working

- Push on/off button to auto-cal to see if it will return to zero
- If any readings are off, check to see what the temperature reading is for both sensors. A few degrees in difference between the two could cause a problem with readings
- Look for cracked case, drop marks on fittings, or any abuse
- Display is bold not dimmed or damaged
- Sensor not pinched or sliced
- Hook is not bent or missing

For DV-22N 12 months

- Check last recorded vacuum, and then press twice to clear last recorded vacuum to see if it resets (if the numbers are jumping around, it may be a cold pump or oil contaminant inside thermistor)
- If the numbers are jumping around after you have disconnected the gauge from the vacuum and it will not return to one, wait until the gauge auto-calibrates
- Unit will display JB and turn off before it reads 1 if batteries are low.
- Look for cracked case, loose coupler at the base of the case, or any abuse
- O-ring/gasket is not chewed up, damaged, or missing
- Pliers/Channel locks on couplers (no credit, out of warranty) considered abused
- Hook is broken



JB limits this warranty to the repair, replacement or credit at invoice price (JB's option) of products that in JB's opinion are defective due to defects in workmanship and or materials. Warranty claims resulting from 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 JB's published repair cost. This express warranty is in lieu of and excluded all other warranties, guarantees and of representations, express or implied, of JB and or the manufacture of such products that make **NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE**. Technical information, recommendations and advice as to properties and usages 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 JB's knowledge and experience, JB 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, expressor implied. In no event shall JB be liable for claims for any damages (wether direct, foreseeable, consequential or special) suffered by buyer or anyone else arising out of any breach by JB makes no warranty to those defined as consumers in the Magnuson-Moss Warranty-Federal Trade Commision Improvement Act



How to Return Product

Prior to returning any product to JB, you are required to obtain a Return Goods Authorization (RGA) number. Contact the JB Customer Service Department at the following addresses to request your RGA number:

Phone: 800-323-0811 or +1-630-851-9444
Fax: 800-552-5593 or +1-630-851-9448
E-mail customerservice@jbind.com

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, a copy of the invoice, and any customer assigned repair or purchase order number (if applicable). Please provide contact information of whom to inform of package receipt as well as the contact information of the person we should contact should the warranty be void or need authorization for repair charges.

Please make sure that all items are packaged correctly to prevent damage in shipment. We will not honor warranty claims for items damaged in transit.

Do not put stickers or strong tape on faces of products as item may come back with no manufacturer defects.

The recommended packing procedure for vacuum pumps is outlined below.

Returning Vacuum Pump for Repair

Before returning pump to factory, follow these steps to ensure that no additional charges are incurred because of poor packaging.

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.

Ship Pump To:

JB Industries
Repair Department
601 N. Farnsworth Ave.
Aurora, IL 60505

FOR VACUUM PUMP REPAIRS ONLY:

Customers in Alaska, Arizona, California, Idaho, Montana, Nevada, Oregon, Utah, and Washington have the option of sending their vacuum pump repairs to JB or to Merced Wholesale:

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

For customers opting to use the Merced Wholesale facility, prices and terms and conditions must be obtained from Merced.



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