

# Warranty

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## **OTC Products LIFETIME MARATHON WARRANTY® Effective 4-1-84**

**THIS WARRANTY IS EXPRESSLY LIMITED TO ORIGINAL RETAIL BUYERS OF SPX SERVICE SOLUTIONS' OTC BRAND PRODUCTS OR PARTS ("OTC PRODUCTS"). THIS WARRANTY IS NOT ASSIGNABLE OR TRANSFERABLE. SPX SERVICE SOLUTIONS MAKES NO WARRANTY TO ANYONE ELSE, INCLUDING OTHER PURCHASERS AND/OR USERS, AND NONE SHALL BE IMPLIED.**

Except as otherwise provided in this warranty, OTC products are warranted against defects in materials and workmanship for the life of the OTC Product, meaning that point in time when the OTC product no longer functions due to normal wear. This warranty does not apply to electronic products, which are covered by separate warranties. Nor does this warranty apply to the following items, which may be incorporated into or sold with OTC Products and which are sold "as-is" with all faults: chains, batteries, electric motors, knives, and cutter blades. (Electric motors are warranted by their manufacturers under conditions stated in their warranties).

The sole and exclusive remedy for any OTC Product found to be defective is repair or replacement, at the option of SPX Service Solutions. If this exclusive remedy is deemed to have failed of its essential purpose, SPX Service Solutions' liability shall not exceed the purchase price of the OTC Product. In no event will SPX Service Solutions be liable for any direct, indirect, special, incidental, or consequential damages (including lost profit) whether based on warranty, contract, tort, or any other legal theory.

This warranty does not cover any OTC Product that has been abused, altered, worn out, contaminated, rusted, heated, ground, damaged due to side loading, used for a purpose other than that for which it was intended, or used in a manner inconsistent with SPX/OTC's instructions regarding use. The existence of a defect shall be determined by SPX Service Solutions in accordance with procedures established by SPX Service Solutions. No one is authorized to make any statement or representation altering the terms of this warranty.

**THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

## **ROBINAIR Products LIMITED WARRANTY**

**THIS WARRANTY IS EXPRESSLY LIMITED TO ORIGINAL RETAIL BUYERS OF SPX SERVICE SOLUTIONS' AIR CONDITIONING / REFRIGERATION SERVICE TOOLS AND EQUIPMENT, COOLANT EXCHANGE / RECYCLING EQUIPMENT, FLUID CONTAMINATION REMOVAL EQUIPMENT AND TRANSMISSION FLUID EXCHANGE EQUIPMENT. THIS WARRANTY IS NOT ASSIGNABLE OR TRANSFERABLE. SPX SERVICE SOLUTIONS MAKES NO WARRANTY TO ANYONE ELSE, INCLUDING OTHER PURCHASERS AND/OR USERS, AND NONE SHALL BE IMPLIED.**

Units are warranted against defects in materials and workmanship for one year from the date of purchase, except for rebuilt items which are warranted for 90 days from the date of purchase.

The sole and exclusive remedy for any Unit found to be defective is repair or replacement at the option of SPX Service Solutions. If this exclusive remedy is deemed to have failed of its essential purpose, SPX Service Solution's liability shall not exceed the purchase price of the Unit. In no event will SPX Service Solutions be liable for any direct, indirect, special, incidental or consequential damages (including lost profit) whether based on warranty, contract, tort or any other legal theory.

This warranty does not cover any Unit that has been abused, altered, worn out, used for a purpose other than that for which it was intended, or used in a manner inconsistent with SPX Service Solutions' instructions, including, but not limited to, these situations:

1. Use of Robinair recovery and recycling equipment with unauthorized refrigerants will void the warranty. Authorized refrigerants are listed on the equipment. Information is also available through our Technical Support Department at 1-800-822-5561.
2. Use of Robinair fluid contamination removal products with unauthorized cleaning solvents will void the warranty. Solvents approved for use are listed in the operating manuals. The existence of a defect shall be determined by SPX Service Solutions in accordance with procedures established by SPX Service Solutions. No one is authorized to make any statement or representation altering the terms of this warranty.

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# Warranty

## Stinger by OTC Products

### OTC TWO-YEAR GRANITE WARRANTY®

**THIS WARRANTY IS EXPRESSLY LIMITED TO ORIGINAL RETAIL BUYERS OF SPX SERVICE SOLUTIONS' STINGER BY OTC BRAND PRODUCTS OR PARTS ("STINGER BY OTC PRODUCTS.") THIS WARRANTY IS NOT ASSIGNABLE OR TRANSFERABLE. SPX SERVICE SOLUTIONS MAKES NO WARRANTY TO ANYONE ELSE, INCLUDING OTHER PURCHASERS AND/OR USERS, AND NONE SHALL BE IMPLIED.**

Except as otherwise provided in this warranty, Stinger by OTC Products are warranted against defects in materials and workmanship for two years. This warranty does not apply to electronic products, which are covered by separate warranties. Nor does this warranty apply to the following items, which may be incorporated into or sold with Stinger by OTC Products, and which are sold "as-is" with all faults: chains, batteries, electric motors, knives, and cutter blades. (Electric motors are warranted by their manufacturers under conditions stated in their warranties.)

The sole and exclusive remedy for any Stinger by OTC Product found to be defective is repair or replacement, at the option of SPX Service Solutions, or its authorized warranty service providers. If this exclusive remedy is deemed to have failed of its essential purpose, SPX Service Solution's liability shall not exceed the purchase price of the Stinger by OTC Product. In no event will SPX Service Solutions be liable for any direct, indirect, special, incidental, or consequential damages (including lost profit) whether based on warranty, contract, tort, or any other legal theory.

This warranty does not cover any Stinger by OTC Product that has been abused, altered, worn out, contaminated, rusted, heated, ground, damaged due to side loading, used for a purpose other than that for which it was intended, or used in a manner inconsistent with SPX Service Solutions/OTC's instructions regarding use. The existence of a defect shall be deter-mined by SPX Service Solutions in accordance with procedures established by SPX Service Solutions. No one is authorized to make any statement or representation altering the terms of this warranty.

**THIS WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

### STANDARD REPAIR PROCEDURE

Should your Stinger by OTC Product require repair service, return it freight prepaid to an OTC authorized service center, and provide proof of purchase. If the Stinger by OTC Product is covered by warranty, SPX Service Solutions will return the repaired Stinger by OTC Product, or a replacement, ground freight prepaid. If the Stinger by OTC Product is determined to be out of warranty, it will be repaired for a reasonable charge plus return freight.

## Stinger No Hassle Exchange Procedure

### STINGER BY OTC "NO HASSLE" EXCHANGE PROCEDURE

Certain products listed below are covered by our "No Hassle" over-the-counter exchange policy. This policy covers defects in material or workmanship occurring within two years from the initial retail purchase. As a distributor of Stinger by OTC products, you are authorized to provide a new, identical product at no charge in exchange for the defective in-warranty product covered by the "No Hassle" policy. The distributor must retain the defective merchandise for inspection by an SPX representative. A replacement item will be shipped upon approval by the SPX representative. The SPX representative will then provide the distributor with direction as to field destruction or return of the unit to SPX. Field destruction must be accomplished in accordance with the approved instructions on the following page. If a return is requested by SPX, this return must be authorized through SPX Customer Service with a return goods authorization (RGA). If the distributor destroys the product prior to approval from their SPX representative, no replacement item will be sent. For returned products that do not qualify for the in-warranty claim, the distributor will be invoiced for inspection and handling charges.

For "No Hassle" claims on any of these products, the distributor is required to verify only three points to establish in-warranty status:

1. The item is within the warranty period. Proof of retail sale must be provided to receive a replacement item.
2. The cause of the claim is due to manufacturing or material defect(s). A description of the defect must be included with the returned unit. Defects due to abuse, alterations, mishandling or accidental damage, or use for a purpose other than which the product was intended, are not covered.
3. If the defect involves a missing or damaged hardware accessory for which a replacement part or repair kit is readily available (i.e. wheels, casters, handles, and other miscellaneous hardware), then "No Hassle" exchanges will only be authorized if the part was found to be missing or defective within 30-days of the original purchase. Proof of retail sale must be provided to receive a replacement item.

# Warranty

## Stinger and OTC Products covered by the "No Hassle" Exchange Policy (continued):

ITEM	ITEM DESC	BRAND	PART REMOVED
1532	2 Ton Aluminum Racing Jack	OTC	Handle socket and bolts
1572	3,600 lb. Car Dolly(pair)	OTC	Handle and pump piston
1734	Heavy duty truck wheel step	OTC	top tubing
1737	3,000 lb. Alum. Racing Jack	OTC	handle socket & bolts
5112	12 ton short bottle jack	OTC	handle socket & pump piston
5120	20 ton short bottle jack	OTC	handle socket & pump piston
5212	12 ton tall bottle jack	OTC	handle socket & pump piston
5213	12 ton Bottle jack	OTC	handle socket & pump piston
5220	20 ton tall bottle jack	OTC	handle socket & pump piston
5221	20 ton Bottle Jack	OTC	handle socket & pump piston
1534A	light truck wheel step	OTC	top tubing
1734A	Heavy duty truck wheel step	OTC	top tubing
5095A	Easy Lever (small)	OTC	Rollers
5096A	Easy Lever (large)	OTC	Rollers
5213T	12 ton Bottle jack, telescoping	OTC	handle socket & pump piston
1500	3 Ton Jack Pack	Stinger	see 1504
1502	2 1/4 Ton service jack	Stinger	handle socket & bolts
1503	2.5 ton import service jack	Stinger	handle socket & bolts
1504	3 ton import service jack	Stinger	handle socket & bolts
1526	3-1/2 Ton Service Jack	Stinger	handle socket & bolts
1534	light truck wheel step	Stinger	top tubing
1536	3-1/2 Ton SUV Jack Pack	Stinger	see 1526
1537	3,000 lb. Aluminum Racing Jack	Stinger	handle socket & bolts
1543	Brake Drum Dolly	Stinger	handle
1545	1,500 lb. motorcycle/ATV lift	Stinger	hydraulic jack
1580	1,500 lb. Easy Roller Dolly	Stinger	hydraulic pump
2002	2000 lb.. Folding Floor Crane	Stinger	hydraulic cylinder
2003	1,500 lb. engine lift package	Stinger	see 2002 and 4305
2004	4,000 lb. folding floor crane	Stinger	hydraulic cylinder
2007	750 lb. engine stand	Stinger	mounting plate
2010	1,000 lb. engine stand	Stinger	mounting plate
2012	1,250 lb. engine stand	Stinger	mounting plate
2015	1,500 lb under hoist stand w/o pedal	Stinger	saddle
2016	1,500 lb. under hoist stand w/pedal	Stinger	saddle
2018	2 ton tripod stand	Stinger	saddle pad & base
2021	1,000 lb. rotating engine stand	Stinger	cross beam with wheels
2025	1,250 lb. rotating engine stand	Stinger	leg assembly
2510	air/hydraulic pump	Stinger	oil outlet - item #68
4302	2 ton bottle jack	Stinger	handle socket & pump piston
4304	4 ton bottle jack	Stinger	handle socket & pump piston
4305	1,500 lb engine load leveler	Stinger	roller side plates
4306	6 ton bottle jack	Stinger	handle socket & pump piston
4308	8 ton bottle jack	Stinger	handle socket & pump piston
4312	12 ton bottle jack	Stinger	handle socket & pump piston
4313	12 ton bottle jack, air assist	Stinger	handle socket & pump piston
4314	12 ton short bottle jack	Stinger	handle socket & pump piston
4320	20 ton bottle jack	Stinger	handle socket & pump piston
4321	20 ton bottle jack, air assist	Stinger	handle socket & pump piston
4322	20 ton short bottle jack	Stinger	handle socket & pump piston
4324	1,000 lb. Engine Support bar	Stinger	cross bar
4332	32 ton bottle jack	Stinger	handle socket & pump piston

# Warranty

## Stinger and OTC Products covered by the "No Hassle" Exchange Policy (Continued):

ITEM	ITEM DESC	BRAND	PART REMOVED
9101	SPREADER W/COUPLER	Stinger	complete unit
9102	Spreader w/coupler	Stinger	complete unit
9104	4 ton ram	Stinger	complete unit
9106	single speed hand pump	Stinger	handle socket & handle
9107	single speed hand pump	Stinger	handle socket & handle
9110	10 ton Ram	Stinger	complete unit
1500A	3 Ton Jack Pack	Stinger	see 1504A
1503A	2 1/2 ton Service Jack	Stinger	handle socket & bolts
1504A	3 ton Service jack	Stinger	handle socket & bolts
2010A	1,000 lb engine stand	Stinger	main post
2012A	1,250 lb. engine stand	Stinger	main post
2015A	1,500 lb under hoist stand w/o pedal	Stinger	saddle
2016A	1,500 lb. under hoist stand w/pedal	Stinger	saddle
2018A	2 ton tripod stand	Stinger	saddle pad & base
2510	air/hydraulic pump	Stinger	oil outlet - item #68
2510A	air/hydraulic pump	Stinger	release valve body-item #70
4302A	2 ton Bottle jack	Stinger	handle socket & pump piston
4304A	4 ton bottle jack	Stinger	handle socket & pump piston
4306A	6 ton bottle jack	Stinger	handle socket & pump piston
4308A	8 ton bottle jack	Stinger	handle socket & pump piston
4312A	12 ton bottle jack	Stinger	handle socket & pump piston
4313A	12 ton bottle jack, air assist	Stinger	handle socket & pump piston
4314A	12 ton short bottle jack	Stinger	handle socket & pump piston
4320A	20 ton Bottle jack	Stinger	handle socket & pump piston
4321B	20 ton bottle jack, air assist	Stinger	handle socket & pump piston
4322A	20 ton short bottle jack	Stinger	handle socket & pump piston
4332A	32 ton bottle jack	Stinger	handle socket & pump piston
9005B	5 ton Bottle jack	Stinger	handle socket & pump piston
9008B	8 ton bottle jack	Stinger	handle socket & pump piston
9012B	12 ton Bottle Jack	Stinger	handle socket & pump piston
9020B	20 to Bottle Jack	Stinger	handle socket & pump piston
9030B	30 to Bottle Jack	Stinger	handle socket & pump piston
9101A	Spreader w/coupler	Stinger	complete unit
9104A	4 ton ram	Stinger	complete unit
9106A	single speed hand pump	Stinger	handle socket & handle
9107A	single speed hand pump	Stinger	handle socket & handle
9110A	10 ton Ram	Stinger	complete unit
9112B	12 ton Bottle Jack	Stinger	handle socket & pump piston
9120B	20 ton Bottle Jack	Stinger	handle socket & pump piston
15150	VACUUM PUMP, 1.5 CFM, 110V/60HZ	Robinair	reservoir
15234	1.2 CFM, R-134A VAC. PUMP	Robinair	reservoir
15300	VACUUM PUMP, 3 CFM 110V	Robinair	reservoir
15434	4 CFM VACUUM PUMP	Robinair	reservoir
15500	VACUUM PUMP, 5 CFM 110V	Robinair	reservoir
15600	6 CFM VACUUM PUMP	Robinair	reservoir
16455	DETECTOR, ULTRASONIC LEAK	Robinair	battery contacts
42160	MANIFOLD PRESSURE TEST KIT 0-3	Robinair	gauge
15120A	10 CFM 115V - VACUUM PUMP	Robinair	reservoir

# Repair Procedure for Software

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## OTC Products SOFTWARE

The above warranty applies to OTC product software except that, instead of warranting against defects in materials and workmanship, SPX Service Solutions warrants that OTC Product software, when correctly installed, will execute its programmed instructions. SPX Service Solutions does not warrant that software will operate uninterrupted or error-free. OTC product software is proprietary, confidential information protected under copyright law. Users have no right in or title to OTC product software other than a limited right of use revocable by SPX Service Solutions. OTC product software may not be transferred or disclosed without the written consent of SPX Service Solutions and may not be copied except in ordinary backup procedures.

### REPAIR

Should your OTC Product require repair service, return it freight prepaid to an OTC authorized service center, and provide proof of purchase. If the OTC Product is covered by warranty, SPX Service Solutions will return the repaired OTC Product, or a replacement, ground freight prepaid. If the OTC Product is determined to be out of warranty, it will be repaired for a reasonable charge plus return freight.

### ELECTRONIC PRODUCT REPAIR AND WARRANTY PROCEDURE

If unit is non-functional, ship unit, freight prepaid, to closest SPX Service Solutions authorized Electronic Service Center or SPX Service Solutions Depot Repair Service.

#### SPX Service Solutions Depot Repair Service 2100 Park Drive Owatonna, MN 55060

1. Unit must be returned with a copy of the sales receipt.
2. Enclose name, address, and phone number.
3. Enclose a note describing the problem.
  - A. If determined to be under warranty, unit will repaired or replaced at no charge.
  - B. If determined not under warranty, unit will be repaired for a nominal fee.

## ROBINAIR Products SOFTWARE

The above warranty applies to Unit software except that, instead of warranting against defect in materials and workmanship, SPX Service Solutions warrants that Unit software, when properly installed, will execute its programmed instructions. SPX Service Solutions does not warrant that software will operate uninterrupted or error free. Unit software is proprietary, confidential information protected under copyright law. Users have no right in or title to Unit software other than a limited right of use revocable by SPX Service Solutions. Unit software may not be transferred or disclosed without the written consent of SPX Service Solutions. Analyzer software may not be copied except in ordinary backup procedures.

### “NO HASSLE” EXCHANGE

Certain products listed below are covered by our "No Hassle" over-the-counter exchange policy. This policy covers defects in material or workmanship occurring within the later of one year from the initial retail purchase or 18 months from the date of manufacture. As a distributor of Robinair products, you are authorized to provide a new, identical product at no charge in exchange for the defective in-warranty product covered by the "No Hassle" policy. An offsetting credit will be issued upon receipt of the defective in-warranty item covered by the "No Hassle" policy. This return must be authorized through SPX Customer Service with a return goods authorization (RMA). For returned products that do not qualify for the in-warranty claim, the distributor will be invoiced for inspection and handling charges. For "No Hassle" claims on any of these products, the distributor is required to verify only two points to establish in-warranty status:

1. The item is within the warranty period. Proof of retail sale must be provided to receive a RGA.
2. The cause of the claim is due to manufacturing or material defect(s). A description of the defect must be included with the returned unit. Defects due to abuse, alterations, mishandling or accidental damage, or use for a purpose other than which it was intended, are not covered.

# Repair Procedure for Hardware

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## OTC Products

### HYDRAULIC AND EQUIPMENT REPAIR AND WARRANTY PROCEDURE

If unit is non-functional and does not qualify for a "No Hassle" exchange, unit is to be delivered to the closest OTC authorized Hydraulic Service Center for service and repair, or returned to OTC, freight prepaid.

- A. If determined to be under warranty, unit will be repaired or replaced, no charge.
- B. If determined not under warranty, unit will be repaired for a nominal fee.

### REPAIR AND WARRANTY PROCEDURE FOR ALL OTHER OTC PRODUCTS

Product requiring service and/or repair should be taken to the Distributor or Jobber where the product was purchased, or returned to OTC, freight prepaid.

- A. If determined to be under warranty, unit will be repaired or replaced, no charge.
- B. If determined not under warranty, unit will be repaired for a nominal fee.

### AUTHORIZED SERVICE CENTERS

Service parts, regular repair and service for OTC products (except electronic) are available through a nationwide network of authorized Hydraulic Service Centers. Your distributor, jobber, or the Technical Services Group at the factory can inform you of the nearest location.

**Call OTC Technical Support for the nearest Service Center.  
1-800-533-6127 (select option 3)**

## TIF Products TIF WARRANTY

All TIF products are warranted for 1 year from date of purchase by the end user, with the following exceptions:

- a. 30 Day Warranty - All replacement parts
- b. 2 Year Warranty - TIF9010A, TIF8500A , TIF XL-1A, TIF RX-1A
- c. 3 Year Warranty – TIF XP-1A
- d. 25 Year Warranty – TIF ZX-1

### TIF REPAIR POLICY

All TIF products have a fixed repair price policy, meaning that the repair price applies regardless of the defect condition. For the fixed repair price, TIF will either repair or replace the product at its discretion, with a new or refurbished unit. Call 1-800-327-5060 for repair pricing information. It is recommended that tool distributors review repair pricing with their customers before deciding to return the product for repair.

### SHIPMENTS TO THE FACTORY FOR REPAIR

For items authorized to be returned to the SPX factory;  
Send the item to:

#### \*SPX Service Solutions

**Attn: Repair Department RGA# \_\_\_\_\_  
6387 Technology Avenue, Suite B  
Kalamazoo, MI 49009**

\* Items returned for repair require an RGA. Shipments received without an RGA will be refused.

# Repair Procedure for Hardware

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## **ROBINAIR Products** **SHIPMENTS TO AUTHORIZED SERVICE CENTERS**

Robinair has established a network of independent authorized equipment service centers. All in-warranty service work must be authorized by Robinair prior to the work being done. For authorization and the location of the service center nearest you, call our toll-free Technical Support Line at 1-800-822-5561.

Items sent to a service center must be shipped freight prepaid. Return shipping charges for in-warranty items only will be paid by Robinair.

### **SHIPMENTS TO THE FACTORY**

For items authorized to be returned to the SPX factory; Send the items to:

**SPX Service Solutions**  
**Attn: RGA# \_\_\_\_\_**  
**2100 Park Drive**  
**Owatonna, MN 55060-0995 USA**

Items received without RGA # clearly visible on the outside of the box will be refused.

### **IN-WARRANTY SERVICE**

#### **Vacuum Pumps**

1. Provide over-the-counter exchange to the customer.
2. Send pump to one of four service centers; include manila card-stock section of vacuum pump return form (SA681) and copy of proof of purchase. **DO NOT SEND THE PUMP TO SPX.**
3. Send yellow and white copies of pump return form to:

**SPX Program**  
**111 Roberts Road**  
**Grindstone, PA 15442**

#### **Equipment**

1. Call Technical Support Line, 800-822-5561, for assistance.
2. Have the following available: model number, serial number, and date code.
3. Parts may be sent at no charge or a service center may be dispatched.

## **ROBINAIR Products**

### **Tools/Accessories/Instruments**

#### **"No Hassle" Item:**

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

#### **Distributor Cost over \$50.00/not "No Hassle" Item:**

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

#### **Distributor Cost under \$50.00:**

#### **"Follow Field Scrap procedures."**

#### **Field Scrap**

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

### **OUT-OF-WARRANTY SERVICE**

#### **Vacuum Pumps**

1. Send pump to one of the four pump service centers.
2. Include description of problem, complete address, phone number and contact name.
3. A repair estimate may be requested; service center will provide an estimate upon request.

#### **Equipment**

Contact nearest service center. Visit [www.robinair.com](http://www.robinair.com) or call Technical Support, 800-822-5561, for a complete listing of authorized service centers.

#### **Tools/Accessories/Instruments**

Contact Technical Support at 800-822-5561 for instructions.