



**ICOR INTERNATIONAL, INC.
Disposable Refrigerant Cylinders (the “Products”)**

ICOR International, Inc. (ICOR) warrants to its customer that its products will be free of defects for a period of **18 months** from the date code stamped on top of the cylinder.

*** Always qualify cylinder before giving customer an exchange or credit ***

ICOR Warranty Claim Procedures

- 1) Locate the ICOR date code stamped on top of the cylinder (see example on back). If ICOR date code is not visible on cylinder, we will refer to the cylinder manufacturer’s date code. If both date codes are missing, the warranty is null and void. (See back for example on how to read the Julian date codes.)
- 2) If the cylinder is leaking from the valve port, place a 1/4” flared cap over the threaded fitting on the cylinder.
- 3) If cylinder is leaking from the valve stem, open and close the valve rapidly to reseal. If this fails to stop leak, call ICOR at (800) 497-6805 for instructions.

NOTE: This warranty is void if the cylinder is returned to ICOR empty. The only exception to this is when the cylinder is returned empty and the factory, shrink wrapped, seal is still affixed to the valve.

- 4) Complete the ICOR Return Goods tag and affix tag to the cylinder handle. if you do not have a wire tag make a copy of the tag on back page, fold and tape to cylinder.
- 5) Call ICOR International, Inc., at (800) 497-6805 to receive a return goods authorization number (RGAN). ICOR will provide shipping instructions when you call to get your RGAN.

Credits

A full credit will be issued to the customer if a defect is found after the cylinder has been received and inspected. If no defect is found, the warranty will be null and void.

All products returned to ICOR become the property of ICOR and will not be returned to the customer unless the customer requests that the cylinder be returned and prepays all expenses for shipment.

Additional Warranty Exclusions

This warranty does not apply to any ICOR product that has been improperly stored, mishandled, used under improper conditions, used in any manner that violates any applicable federal, state or local statute, regulation, or agency recommendation, or if the product in any way has been modified or altered from its original manufactured design. See Rupture Disc Addendum.

For warranty assistance please call: 800-497-6805 Monday through Friday 7:30-4:30 ET. This information can also be accessed at our website: www.icorinternational.com



ICOR Disposable Cylinder Date Codes

1) There are two separate codes printed on the top of every ICOR disposable cylinder, an ICOR produced code and a code produced by the cylinder manufacturer.

Example: ICOR Code - 9710
This date code translates to the 97th day of 2010.

Cylinder Manufacturer Code - P10123
This date code translates to the 123rd day of 2010.

Note: The "P" prefix is manufactured by Amtrol while a "WC" prefix is manufactured by Worthington Cylinder. The days and years are in reverse order from the ICOR code.

2) To qualify for warranty the cylinder date code must be within the 18 month period allowed.

Example: Cylinder Date Code - 32108 (321st day of 2008)
This cylinder would be in warranty until approximately April 2010.

3) For warranty assistance or to receive an RGAN please call: 800-497-6805 Monday through Friday 7:30-4:30 ET. This information can also be accessed at our website: www.icorinternational.com



WARRANTY LABEL

Item # _____ Date: _____

Item Description: _____ RGA #: _____

ICOR Date Code: _____ Manufacturer Date Code: _____

Reason for Return: _____

PRODUCT USER INFORMATION

Company Name: _____

Contact Name: _____ Original Purchase Date: _____

DISTRIBUTOR INFORMATION

Company Name: _____

Location: _____

Contact Name: _____ Phone #: _____

WARRANTY TAG PROCEDURES

Each product being returned from a distributor must be accompanied by a completed ICOR Warranty Label. ***Credit will not be issued unless the entire label is completed.*** Make a copy of this label for your records. This label must be affixed the original copy to the product being returned.

Subject: Cylinder Warranty Addendum - Rupture Disc Precautions

Exposing refrigerant cylinders to outdoor elements will lead to oxidation of the metal cylinder as seen in Fig. 1 & 2. The Rupture Disc (Fig. 2) is a required safety feature designed to release the refrigerant charge if the cylinder exceeds it's designed pressure. When refrigerant cylinders are exposed to the elements, oxidation can weaken the disc and eventually rust through and create a leak. When a disc operates as it is designed to, it will open like a trap door as seen in Fig 3.

The integrity of the Rupture Disc can also be compromised if the disc is struck and dented. Unboxed cylinders that are not secured during transportation are vulnerable to damage.

ICOR's cylinder warranty does not cover cylinders that failed, in anyway, under the conditions described above. ICOR will deny warranty on any cylinder with a leaking Rupture Disc that has visible signs of oxidation, accidental damage, or tampering.



Fig. 1



Fig. 2



Fig. 3