



**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.

**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](http://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](http://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.