

Wood's Powr-Grip Company offers an Exchange and Repair Service to keep vacuum cups in top operating condition. Any N-Series Metal Handle cup or Vertical Handle cup (regardless of condition) may be returned to Wood's Powr-Grip in exchange for a remanufactured vacuum cup of the same model at a reduced cost. Because this service relies on a continued source of parts to recondition, a remanufactured vacuum cup is only available in exchange for another cup. Vacuum cups that qualify for the Exchange Program are:

- N4300, N4950TS, N4950 (with 8" [204 mm] diameter, flat G0695 or G0695TS pad)
- N5300, N5450 (with 9" [229 mm] diameter, flat G0725 pad)
- N5450CS (with 9" [229 mm] diameter, concave VPCS9 pad)
- N6300, N6450 (with 10" [254 mm] diameter, concave G0750 pad)
- LJ6VH (with 6" [153 mm] diameter, concave LJ6 pad)

Other Wood's Powr-Grip cups may be returned for repair. Both remanufactured (exchanged) and repaired vacuum cups meet exacting factory specifications and pass the same tests as new products. In addition, Wood's Powr-Grip automatically replaces the carrying case for all N-Series vacuum cups when they are exchanged (effective August 1, 2006). All other vacuum cups are also shipped from the factory in a carrying case or with a pad cover, depending on the model. This helps to protect the vacuum cup during return shipping. Remanufactured vacuum cups are usually shipped within 24 hours of receipt. Price varies according to the type of vacuum cup and the services received.

**Note: For faster service and reduced shipping costs, many dealers now stock Exchange cups. Check with our authorized Wood's Powr-Grip Exchange cup dealers for more information about the services they provide.**

**To receive factory repair or exchange services in North America:**

1. Attach the following information to the vacuum cup:

**Company Name**

**Your Name** (or name of person to contact, if questions arise)

**Street Address** (for UPS Delivery)

**City, State, Zip**

**Phone Number**

**Company Name and Address for invoicing** (if different from the shipping address)

**A description of any problem or special instructions.** Please indicate whether you believe a problem to be covered under warranty.

NOTE: An additional handling fee may be assessed if this information is not provided in a clearly legible format.

2. Place the vacuum cup in its protective carrying case or attach its protective pad cover (whichever applies), and pack the cup in any suitable box.

NOTE: If you are shipping an N-Series vacuum cup, most carriers will accept the carrying case without other packaging. However, make sure the case is securely taped shut.

3. Ship the package, with the postage paid, via your most convenient package delivery service (if package pick-up service is desired but not available, contact Wood's Powr-Grip for advice). Securely attach a label to the package addressed to:

**Wood's Powr-Grip Co., Inc.**  
**908 West Main Street**  
**Laurel, MT U.S.A. 59044**

You will be billed for services provided (excluding warranty service) and the return postage. Unless otherwise requested, vacuum cups will be returned via United Parcel Service.

**To receive services outside North America:**

Contact the Technical Sales Department at Wood's Powr-Grip Co. or your dealer for assistance.

**For pricing or additional information, please contact our Customer Service Department.**

