



Corrosive and Dangerous Gas Policy

Effective: November 7, 2017

This Corrosive and Dangerous Gas Policy is applicable for models: SmartTrak 50, SmartTrak 100, and 800 Series capillary products.

This policy details specific information regarding the service and warranty of Sierra's 50, 100 and 800 Series capillary products in applications where the gas used can pose a danger to Sierra employees. When such a device is returned to our facility, Sierra's technicians may be exposed to chemical burns and respiratory hazards. There is also a risk that Sierra's calibration facilities can become contaminated.

Return Policy Concerning Scientific Units Exposed to Corrosive and/or Dangerous Gases

Sierra's 50, 100 and 800 Series capillary products are compatible with most gases due to their 316 stainless steel flow bodies and sensors, provided they are used with the recommended elastomeric seal material. However, these gases can often mix with other gases or liquids during use which can alter their chemical properties and create a corrosive or dangerous condition.

Because of safety concerns, Sierra has adopted a **"Do Not Return"** policy for meters and controllers subjected to the following gases:

Gas Name	Gas Symbol
Boron Trichloride	BCl_3
Chlorine	Cl_2
Fluorine	F_2
Hydrogen Chloride	HCl
Hydrogen Fluoride	HF
Nitrogen Dioxide	NO_2
Tungsten Hexafluoride	WF_6
Sulfur Dioxide	SO_2
Uranium Hexafluoride	UF_6



Sierra Policy Summary

1. Other gases that are not listed might also be considered corrosive or dangerous. Before attempting to return a device to the Sierra factory for service, please provide Technical Support with a Material Safety Data Sheet (MSDS) for approval before attempting to ship.
2. Devices subjected to listed or non-approved gases are NOT to be returned to the Sierra factory for service or calibration, regardless of purging or cleaning.
- 3. The normal 1-year warranty is void once the device is exposed to one of these gases.**
4. If a problem arises, contact Sierra Technical Support for a possible solution, or to order a replacement at a discount. Standard lead times apply.
5. If a device has been calibrated for one of the above gases but has not yet been exposed to it, it may be returned for service. A signed Non-Exposure Statement must accompany the shipment. This document is provided on the [Sierra Instruments website](#) during the RMA process. If there is any question, please contact [Sierra Technical Support](#) during Pacific Time business hours.

Sierra Industrial Device Policy Summary

Industrial products such as 620, 640, 780, 240 and 241, if exposed to any of these gases, must be properly cleaned and purged in order to return for service. During the RMA process, a “Declaration of Decontamination” must be completed and signed, and an MSDS document supplied with the shipment.

V1_11.17