



ASPEN Refrigerants, Inc.
38-18 33rd Street
Long Island City, NY 11101

800-473-3766
(O) 718-392-8002
(F) 718-392-8006

**Instructions for returning empty refrigerant
product cylinders to ASPEN Refrigerants, Inc.**

ASPEN accepts and will refund deposits only for the following brand refrigerant cylinders: Airgas/ASPEN, Arkema-Atofina/Forane, Chemours/DuPont/Suva/Freon, Honeywell/Genetron, Ineos-Mexichem/Arcton and Weitron. All other brands may be accepted by carriers as carriers will not inspect the shipment at pick-up, but these cylinders will be returned, freight collect and no credit will be issued for the deposit. Brands not accepted include but are not limited to: Coolgas, Marigases, Unitor and Wangsgard, etc.

When your ASPEN Refrigerants (ASPEN), or other acceptable manufacturers' brand returnable cylinders are empty and ready for return to ASPEN Refrigerants please follow the instructions below to ensure proper crediting to your account.

For standard returnable cylinders (sizes—70 to 150 lbs.):

- 1) Please call our toll free number, 800-473-3766 to place your pick up order for the return of your empty returnable cylinders.
- 2) Please have the following information available before placing your call for pick up.
 - a. How many empty cylinders do you have to return
 - b. What refrigerant type and size empty cylinder are you returning, i.e. R404A (100)
 - c. Where are the empties located (complete address)
 - d. Contact name, telephone, email and/or fax number(s) of the responsible person at the location that empties are located for pick up
 - e. If applicable purchase order (PO) or release number for your reference

Our customer service representative will send shipping paperwork and will arrange pick up of the empty cylinder via common carrier.



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IMPORTANT

Palletizing Cylinders: The Department of Transportation (DOT) requires that cylinders are secure in the vehicle during transit and therefore it is mandatory that cylinders are prepared for shipment by following these steps:

- All cylinders (2 or more) must be on a pallet for transportation (horizontally stacked), single cylinders do not have to be on a pallet
- All cylinders must be secured to the pallet with either shrink wrap or metal bands
- Pallets cannot have more than 12 cylinders

For ½ tons (1,000 lb.) and ton cylinders:

- 1) Please call our toll free number, 800-473-3766 to place your pick up order for the return of your empty returnable cylinders.
- 2) Please have the following information available before placing your call for pick up.
 - a. How many empty cylinders do you have to return
 - b. What refrigerant type empty cylinder are you returning, i.e. R22 (1000)
 - c. The refrigerant manufacturer name listed on the shipping label affixed to each ½ ton or ton available for return
 - d. The cylinder deposit value listed on either the shipping label or deposit label
 - e. Where are the empties located (complete address)
 - f. Contact name, telephone, email and/or fax number(s) of the responsible person at the location that empties are located for pick up
 - g. If applicable purchase order (PO) or release number for your reference

Our customer service representative will send shipping paperwork and arrange pick up of the empty cylinders via common carrier.

Please allow 5-7 business days after pick up of empty cylinders to process credit for the return.