

## Frequently Asked Questions

**Question:** What is the warranty on your parts?

**Answer:** Redhorse Performance (RHP) is the only fitting company with a lifetime warranty against manufacturing defects on all fittings and adapters. All of our other products are covered under a one-year warranty against manufacturing defects.

**Question:** Where are your parts made?

**Answer:** The vast majority of our products are designed, engineered, and manufactured in our Shanghai facility overseen by the president of Redhorse Performance. Our United States headquarters is located outside of Chicago, IL, and serves as our main distribution center.

**Question:** Is it my first time using RHP parts, what can I expect?

**Answer:** Great engine builds and builders demand high-performance engine plumbing components that perform and look good. Our hand polishing prior to anodizing process provides a polished consistent finish unlike any other. Redhorse Performance is the only engine plumbing component manufacturer with a lifetime warranty on fittings and hose ends, which you can rely on. Driving confidence with a 0.01% defect rate. Thank you for choosing RHP.

**Question:** Where can I buy your products?

**Answer:** At RHP, we pride ourselves on our extensive distributor relationships. On our web site ([www.redhorseperformance.com](http://www.redhorseperformance.com)) under the preferred dealers menu, you can search for the closest dealers to your zip code. If you are an authorized distributor, orders can be called in, faxed, or emailed to [orderdesk@redhorseperformance.com](mailto:orderdesk@redhorseperformance.com). Retail orders can also be placed online.

**Question:** Do you make custom fittings?

**Answer:** RHP tries to keep up with trends and changes in the market, and our product line additions reflect that. Although we do not make custom fittings and colors, we welcome the opportunity to discuss your needs to see if we can provide advice or look into adding a new product to our existing offerings.

**Question:** Do you do assemblies?

**Answer:** Yes, we can assist you with assemblies. All you need to do is provide us with the hose size, style, end type, length, and quantity. Assembly pricing is \$4.00 per fitting and \$4.50 for crimp styles. Please note assembly completion time is depended on number of orders and quantity requested. For an estimated in hands delivery date, please contact customer service.

**Question:** Are the fittings reusable?

**Answer:** The swivel seal hose ends (series 1200) for polytetrafluoroethylene (PTFE) are reusable. For crimp style hose ends, you need to purchase a replacement collar.

**Question:** Where can I get help with technical questions?

**Answer:** Our tech department is here to answer any questions you might have. Our order desk is always responsive and will let you know when you can expect each and every part.

**Question:** Do you participate in any trade shows?

**Answer:** Yes, we have been exhibiting at the Specialty Equipment Market Association (SEMA) trade show, Las Vegas, and the Performance Racing Industry (PRI) trade show, Indianapolis, for several years. Stop by and say hello to see what is new.

**Question:** What are the available lengths of the hoses?

**Answer:** Pre-cut hoses are available in lengths of 3, 6, 10, 20 and 50 feet.

**Question:** I am interested in becoming a dealer; what do I need to do?

**Answer:** To be considered for dealership, please contact RHP's order desk at [orderdesk@redhorseperformance.com](mailto:orderdesk@redhorseperformance.com).

**Question:** How do I return parts?

**Answer:** New, unused parts can be returned within 90 days of their purchase. To do so, please contact our friendly and knowledgeable customer service department at 708-430-1603 to obtain a Return Goods Authorization (RGA) form. Note: RHP will only accept returns of products that were purchased directly from us. If you purchased through our distributors, you must contact them directly.

**Question:** Are the brake lines Department of Transportation (DOT) approved?

**Answer:** Not at the moment. RHP is in the process of getting our brake lines DOT approved.

**Question:** Are the fittings pressure rated or is just the hose?

**Answer:** No, the fittings are not pressure rated. They use the pressure rating of the hose.

**Question:** Why do the AN wrenches have two sides?

**Answer:** Our AN wrenches are double ended, with a nut side and a socket side. Double-ended wrenches make it easier than ever to assemble RHP's hose and hose ends correctly without damaging them. Pick up a complete set for your tool box today.