



MACHINE REPAIR SHIPPING AND PACKAGING INSTRUCTIONS

Please follow these simple steps when returning your Wire Processor or Cutter to Carpenter Mfg. for service repair.

1. Remove the following items from the machine and **keep at your facility**
 - LEXAN SAFETY GUARD – held onto the faceplate with 2 1/8" Allen Screws
 - Power Cord
 - Wire Straightener and all Guide Tubes and Exit Guides – Be sure to remove ones in machine as well
2. **PACKAGING** – The machines range in weight from 70 pounds to almost over 95 pounds. The machines will ship UPS ground or other carriers but it is CRITICAL to package it well in a HEAVY WALL BOX designed to carry a machine of this weight. It must have adequate room for cushioning materials to protect the machine and prevent movement and damage that can occur in shipment. We use expandable foam. Ideally the original shipping box and foam inserts were saved and that can be used.
3. **IDENTIFICATION** – Please include your full contact information including Company Name, Contact Name, Phone Number, E-mail address. Also include a note describing the symptoms and issues for the service. This gives us a good idea of where to look for the problem.
4. **COST ESTIMATES** – Once we receive the machine we will diagnose and determine the extent and cost of the repair. Note: While we have a machine in for service we go through the machine to get it as close to original condition as possible. A quote for the repair will be provided prior to the work being performed for your authorization.
5. **OBSOLETE MACHINES** – Any machine that is identified as Obsolete and not currently manufactured will be charged an evaluation fee. This fee will be deducted if you choose to move forward with the repair. If you decide you do not want to fix the machine we will charge the fee for the evaluation process. Please call and ask what that fee is for your Model.
6. **WARRANTY REPAIRS** – Full warranty information policy can be found on our website www.carpentermfg.com under Downloads /Warranty .
7. **REPAIR TIME** – We take great pride in the service and support we provide for our customers to insure they get back up and operational in a timely fashion. We will provide a rough estimate for the length of time we will need the machine. This is a variable according to unexpected volume and other uncontrollable circumstances.
8. **ADDRESS** :
Please send the repair to:

**CARPENTER MANUFACTURING CO., INC.
110 FAIRGROUNDS DRIVE
MANLIUS, NY 13104**

ATTN: CUSTOMER SERVICE REPAIR DEPARTMENT

Any questions we can be reached by phone at 315-682-9176 or by e-mail at sales@carpentermfg.com