



MODEL CX122

4-1/2" METAL CUTTING BAND SAW

USER MANUAL



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Extreme caution should be used when operating all power tools. Know your power tool, be familiar with its operation, read through the owner's manual and practice safe usage procedures at all times.

❖ **ALWAYS** read and understand the user manual before operating the machine.

❖ **CONNECT** your machine **ONLY** to the matched and specific power source.

❖ **ALWAYS** wear safety glasses respirators, hearing protection and safety shoes, when operating your machine.

❖ **DO NOT** wear loose clothing or jewelry when operating your machine.

❖ **A SAFE ENVIRONMENT** is important. Keep the area free of dust, dirt and other debris in the immediate vicinity of your machine.

❖ **BE ALERT! DO NOT** use prescription or other drugs that may affect your ability or judgment to safely use your machine.

❖ **DISCONNECT** the power source when changing drill bits, hollow chisels, router bits, shaper heads,

blades, knives or making other adjustments or repairs.

❖ **NEVER** leave a tool unattended while it is in operation.

❖ **NEVER** reach over the table when the tool is in operation.

❖ **ALWAYS** keep blades, knives and bits sharpened and properly aligned.

❖ **ALL OPERATIONS MUST BE** performed with the guards in place to ensure safety.

❖ **ALWAYS** use push sticks and feather boards to safely feed your work through the machine.

❖ **ALWAYS** make sure that any tools used for adjustments are removed before operating the machine.

❖ **ALWAYS** keep the bystanders safely away while the machine is in operation.

GENERAL SAFETY RULES

WARNING!

Serious injuries can occur if proper safety precautions are not followed.
READ ALL INSTRUCTIONS.

WORK AREA:

1. Children and visitors should be kept at a safe distance away from the work area.
2. Cluttered areas and workbenches invite accidents, **KEEP YOUR WORK AREA CLEAN.**
3. Use padlocks to prevent entry or master switches to prevent unauthorized startup. Remove starter keys from the machine.
4. Do not use power tools in damp or wet areas. Keep your work area well lit.

PERSONAL SAFETY:

1. Refrain from wearing loose clothing, gloves, neckties, rings, or jewelry that may get caught in the moving parts of machinery. Protective hair covering and non slip footwear is also recommended.
2. **WEAR SAFETY GOGGLES.** Prescription eyeglasses have only impact resistant lenses, they are NOT safety glasses.

3. Disconnect tools from the power source when changing the blade, accessories or performing any maintenance in the machine.
4. Keep all guards in place and in good working order.
5. Remove any adjusting keys and wrenches. Form a habit of checking for this before startup.
6. Keep proper footing, **DO NOT OVERREACH.**
7. Always ensure the power switch is in the off position before connecting to the power source. This will prevent accidental startup.
8. Only use the recommended accessories as noted in your operation manual. Improper or ill fitting accessories may cause injury.
9. **NEVER STAND ON THE TOOL.**
10. Check for damaged parts. Any damaged parts should be carefully checked to determine if it will operate and perform its intended function, check for alignment, binding or breakage of moving parts or any other conditions that affect its operation.

THINK SAFETY!

SAFETY IS A COMBINATION OF OPERATOR COMMON SENSE AND ALERTNESS AT ALL TIMES WHEN THE BANDSAW IS BEING USED.

WARNING!

Do not allow familiarity (gained from frequent use of your band saw) to become commonplace. Always remember that a careless fraction of a second is sufficient to inflict severe injury

WEAR YOUR SAFETY GOGGLES!

The operation of any power tool can result in foreign objects being thrown into the eyes. Put on your safety goggles before you start your machine.

TOOL USE:

1. Do not force the tool or any attachment to do a job for which it is not intended.
2. Use the right tool for the right job. This will be a better and safer result.
3. Secure your workpiece properly. Use clamps or a vice when practical. It is safer than using your hand and will enable you to have both hands to operate your saw.
4. Never leave a machine unattended while running, always turn off the power. Do not leave

the tool until it comes to a complete stop.

5. Do not remove jammed or cutoff pieces until the tool comes to a complete stop.
6. Maintain the proper blade tension, blade guides and thrust bearing adjustments.
7. Adjust the upper blade guide to just clear the workpiece.
8. Ensure the workpiece is held firmly against the table.

TOOL CARE:

1. Maintain your machine with care. Ensure blades are sharp and effective. Keep your machine clean for a better and safer performance. Follow proper instructions regarding lubrication and changing accessories.
2. Do not alter or misuse your machine. These machines are precision built. Any alteration or modification not specified is misuse and could result in a dangerous condition.
3. Do not operate any electric tools in a gaseous or explosive atmosphere. Machine motors spark and may result in ignition of flammable gases.

WARNING!

Before connecting this machine to a power source (receptacle, outlet, etc), be sure the supply voltage is the same as specified on the nameplate of the machine. A power source with a voltage greater than specified can result in serious injury to the user as well as damage to the machine. If in doubt, DO NOT, PLUG IN THE MACHINE. A voltage, lower than the specified voltage, will cause damage to the motor.

MOTOR SPECIFICATIONS & ELECTRICAL REQUIREMENTS

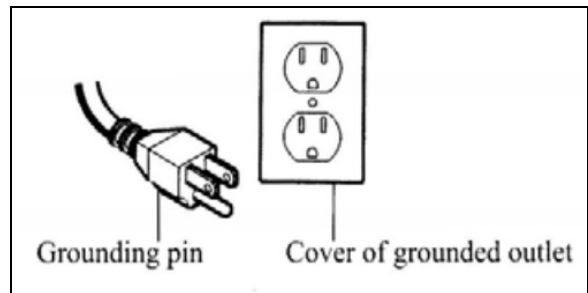
MOTOR SPECIFICATIONS:

- This bandsaw is designed to use a 1720 RPM motor only. Do not use any motor that will exceed this speed. It is wired for operating on 110-120 volts, 60 Hz, alternating current.
- Do not use blower or washing machine motors or any motor with automatic reset overload protection. This will help to avoid injury from unexpected startup.
- This machine needs to be connected to a properly grounded 110/120volt type outlet, protected by a 15 amp dual element time delay fuse or circuit breaker. Not all outlets are properly grounded and if not as pictured below, have it checked by an electrician.
- To avoid electric shock, do not touch the metal prongs on the

plug when installing or removing the plug.

WARNING!!!

Failure to properly ground this power tool can cause electrocution or serious electrical shock, particularly when used near metal plumbing or other metal objects. If shocked, your reaction could cause your hands to hit the cutting head. If at any time you discover your power cord is worn, cut or damaged in any way, have it replaced immediately to avoid electrical shock or even a fire hazard.



NOTE:

The use of an extension cord will cause some power loss, to keep this to a minimum and prevent overheating and or motor burn-out, use the table below to determine the minimum wire size (A.W.G.) for the extension cord. Use only 3-conductor extension cords with 3-prong grounding plugs and mating 3-pole receptacles.

Extension Cord Length Wire Size (A.W.G.)

0-25 feet	16
26-50 feet	14
51-100 feet	12

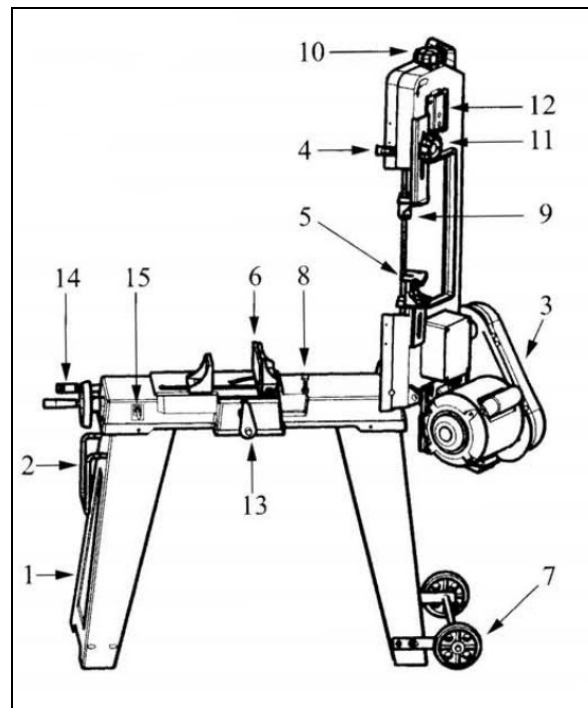
STOP/START SWITCH LOCKOUT

This is to safeguard the band saw from unauthorized operation and to avoid accidental startup by children. The SWITCH has two holes through the switch guards enabling the insertion of a padlock. This will successfully guard against unauthorized use.

BANDSAW FUNCTIONS:

1. **STAND** - Simple rolling support stand with removable wheel assembly which enables the band saw to be bolted to a supporting surface.
2. **HANDLE** - To easily assist movement of the band saw.
3. **PULLEY COVER** - Protection cover for the V-belts
4. **AUTO STOP TAB** - As band saw lowers to the horizontal position it engages the start/stop switch and cuts power to the motor.
5. **VERTICAL TABLE** - Provides a working surface for when the saw is in the vertical position
6. **WISE PLATE** - provides a means to tighten and hold the workpiece securely from 0- 45 degrees.
7. **WHEELS** - Allows for easy movement of the machine and provides additional support when the machine is in the vertical position.
8. **STOP BOLT & LOCK NUT** - Controls the lowest cutting position
9. **BLADE SUUPORT & GUIDE BEARINGS** - Keeps the blade tracking properly

10. **BLADE TENSION ADJUSTMENT KNOB** - Controls blade tension
11. **BLADE GUIDE ADJUSTMENT KNOB** - Adjusts the blade guide brackets to accommodate the size of the workpiece.
12. **BLADE ADJUSTMENT SCREW** - Adjusts the blade to the proper position
13. **STOCK STOP** - Used as a stop when doing repeated cuts of the same length.
14. **PRESSURE ADJUSTMENT HANDLE** - Increases and decreases feed pressure
15. **STOP/START SWITCH** - Start switch and when Auto Stop engages – automatic shut off.



UNPACKING:

1. To avoid injury from an unexpected startup or electrical shock, do not plug the power cord into the power source. The machine must remain unplugged whenever you are working on the machine.
2. When unpacking and checking contents. Separate all loose parts from packaging materials and check each item against "The table of loose parts" to make sure all items are accounted for/ If any parts are missing do not assemble the band-saw, connect to the power or turn on the machine until all missing parts are obtained and installed.
3. Never use gasoline, naphtha or similarly volatile products to clean the band-saw. The chemicals can cause a fire and toxic reaction.
4. Apply a coat of paste wax to the unpainted machined surfaces to prevent rust. Wipe all parts thoroughly with a clean dry cloth.

TOOLS REQUIRED FOR ASSEMBLY:

6" Adjustable wrench, #2 Phillips Screw Driver, ¼" Flat Screwdriver and a (4MM) Hex key.

OPERATING CONTROLS AND ADJUSTMENTS

ADJUSTING THE DOWNWARD TRAVEL LIMIT:

The downward travel limit is set by adjusting the stop screw (D) (see fig. 1). It should be set to just trip the toggle switch at its lowest position. To adjust, loosen lock nut (C), and turn the stop screw (D) in or out until the correct height is established; then tighten lock-nut (C).

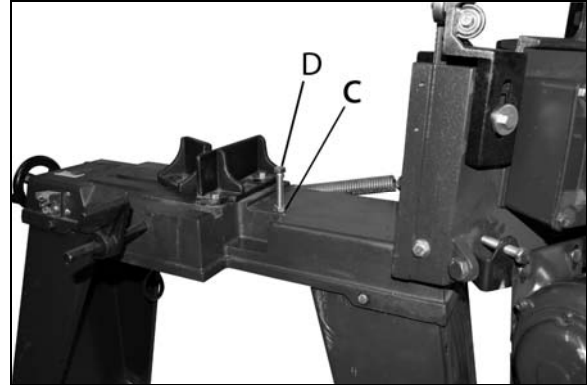


Figure 1

ADJUSTING BLADE TRACKING

1. Place the saw arm in the vertical position and open the wheel cover (A) (see Fig.2)
2. Turn on the band-saw. The blade is tracking properly when the back of the blade (B) is just touching the edge of the wheel flange (C). The back of the blade should not rub against the flange.
3. If adjustment is necessary, the blade guide bearings and blade support bearings should be clear of the blade.
4. Loosen screw (D) (see Fig.3) to a point where it is loose but snug.
5. With the band-saw running, turn the adjusting screw (E) until the blade is tracking properly making certain the blade tension is maintained by turning the blade tension knob (F). The blade is tracking properly when the back of the blade (B) is just touching the edge of the wheel flange.
6. Tighten screw (D) (see Fig.3) when the adjustment is complete.

IMPORTANT:

IT IS POSSIBLE WHEN MAKING THIS ADJUSTMENT, TO OVER TIGHTEN THE

ADJUSTING SCREW (E) AND CAUSE THE BASIC SETTING TO BE MIS-ALIGNED.

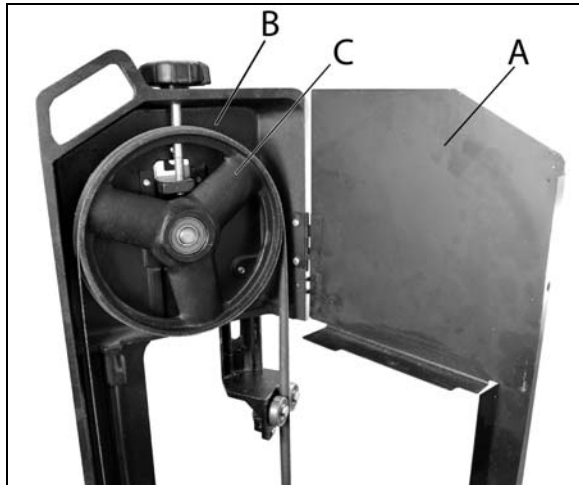


Figure 2

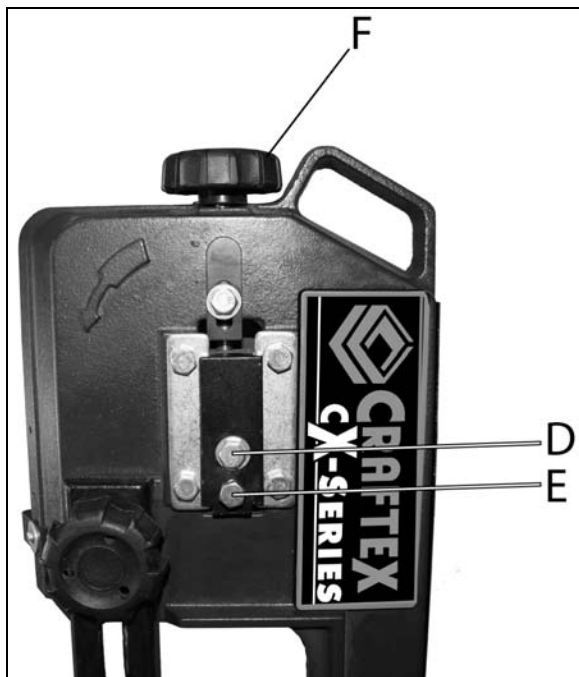


Figure 3

ADJUSTING BLADE TENSION

- Turn the blade tension hand-wheel (A) (see Fig.4) clockwise to increase or counterclockwise to decrease the blade tension. The correct tension is obtained when the blade is just tight

enough so that no slippage occurs between the blade and the wheels.

- When the machine is not in use, release the blade tension.

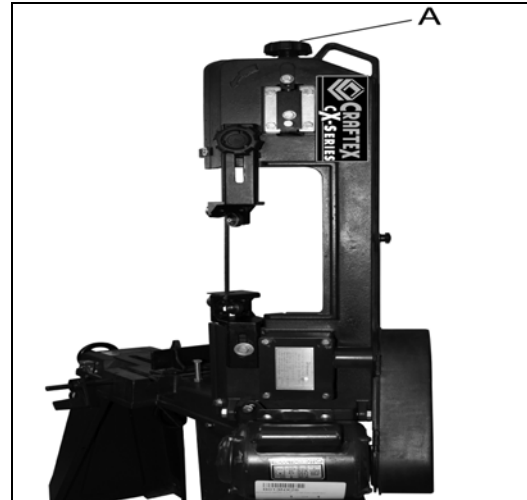


Figure 4

ADJUSTING BLADE SUPPORT BEARING

1. Disconnect the machine from the power source
2. The blade support bearing (A) (see Fig.5) should be adjusted so it just touches the back of the saw blade after the blade is tracking properly.
3. Adjust the other blade support bearing in the same manner.

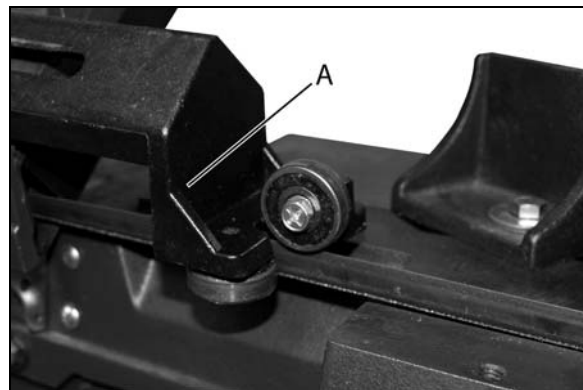


Figure 5

ADJUSTING BLADE GUIDE BEARINGS

1. Disconnect the machine from the power source
2. Blade guide bearings (A) and (B) (see Fig.5) should be adjusted until they touch the sides of the blade (C) after the blade is tracking properly and the blade support bearing is adjusted.

Proceed as follows:

3. Remove the cover plate attached to the face of the right guide bracket (D) (see Fig.6)
4. The inside guide bearing (A) (see fig.6) is mounted to a fixed shaft and cannot be adjusted. The outside guide bearing (B) is mounted on an eccentric shaft and should be adjusted so that the sides of the blade (C) just contact the guide bearings (A) and (B). To adjust, loosen screw (E) until the proper adjustment is made. Then tighten screw (E).
5. Adjust the other blade guide bearings in the same manner.

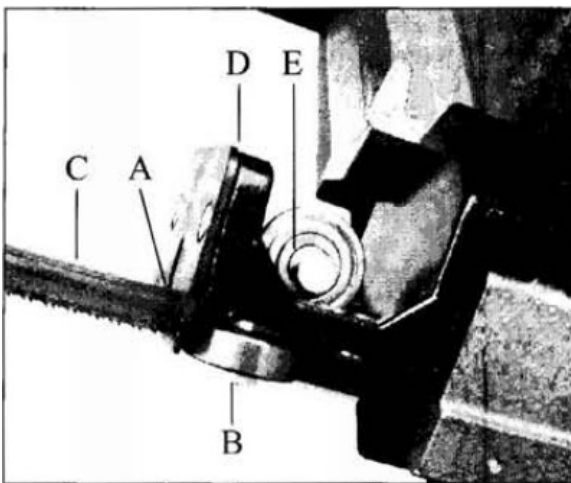


Figure 6

CHANGING SPEEDS AND BELT TENSION

Disconnect the machine from the power source before changing speeds and adjusting belt tension.

Proper belt tension is obtained when there is approximately $\frac{1}{4}$ " of deflection of the belt using a light finger pressure at the center span of the pulleys. To adjust the belt tension, loosen lock nut (A) (see Fig.7), and turn adjusting screw (B), clockwise to increase and counterclockwise to decrease tension. Tighten locknut (A) after the belt tension has been achieved.

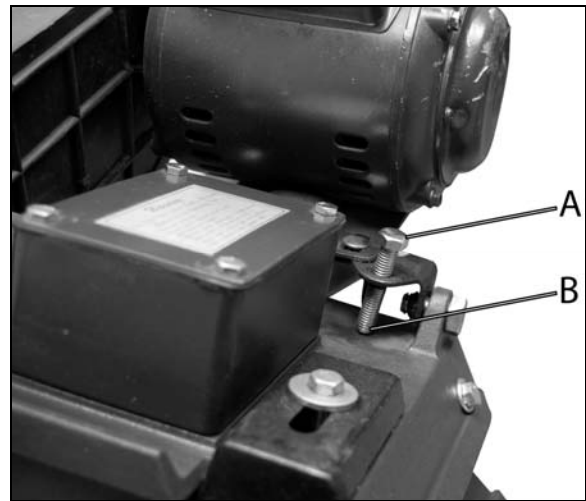


Figure 7

When changing speeds, release the belt tension and open the belt and pulley guard cover (D) (see Fig.8).

Speed rates of 80, 120, and 200 feet per minute are available with your saw. When the belt is on the largest step of motor pulley (A) and the smallest step of the gearbox pulley (B) the blade will be at 80 feet per minute. After the desired speed is obtained, adjust belt tension and close the belt and pulley guard cover.



Figure 8

MATERIAL TO BE CUT	SPEED	BELT POSITION	
		MOTOR PULLEY	GEAR BOX PULLEY
Tool Steel Stainless Steel Alloy Steel Hard Bronze	80FPM	Small	Large
Mild Steel Medium Hard Brass Medium Hard Bronze	120FPM	Middle	Middle
Soft Brass Aluminum Plastic Other Light Materials	200FPM	Large	Small

ADJUSTING BLADE GUIDE BRACKETS

The left and right blade guide brackets (A) and (B) are adjustable by lock knobs (C) and sliding the brackets to accommodate the width of the work-piece. The guide brackets should be set as close as possible to the work-piece (as shown in Fig.9) without interfering with the work-piece or contacting the table. Once the adjustment is made, tighten the lock knobs (C).

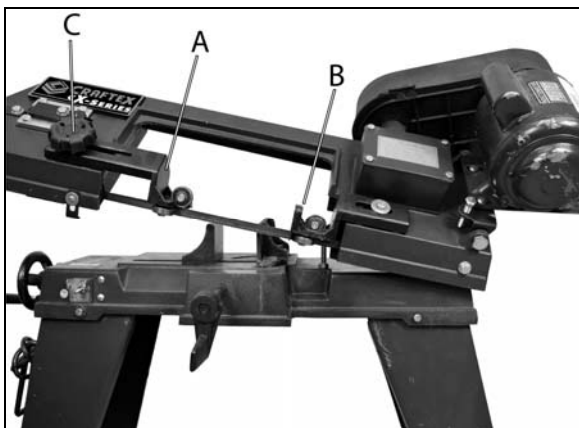


Figure 9

ADJUSTING THE FEED RATE

The feed rate of the saw arm can be adjusted by turning the control arm (see Fig.10) counterclockwise to increase and clockwise to decrease the feed rate. Do not turn the control arm more than one turn at a time. Excessive feed pressure can break the blade. Insufficient feed pressure dulls the blade rapidly.



Figure 10

ADJUSTING THE BLADE SAFE PLATE

1. Assemble the blade safe plate (A) to the blade guard (B) using the screws supplied. (see Fig.11)
2. Assemble the blade safe plate (C) to the blade guard (D) using the screws supplied. (see Fig.11)

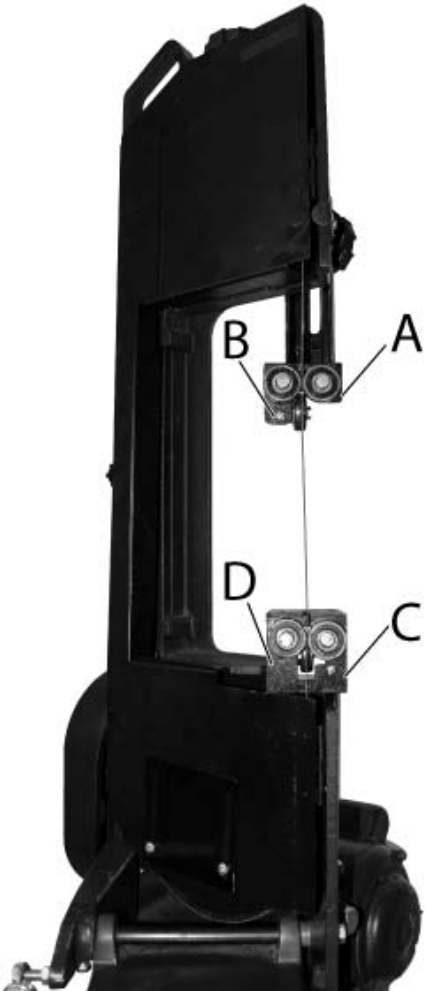


Figure11

OPERATING AND ADJUSTING THE VISE

1. The work-piece (A) is placed between the vise jaws with the required amount to be cut off extending out past the blade. To tighten the work-piece in the vise, turn the hand-wheel (B). (See Fig.12)
2. This machine, if used in the horizontal position, will shut off automatically after the cut is finished. This is done when the metal stop (C) hits the switch (D), causing the machine to shut off.

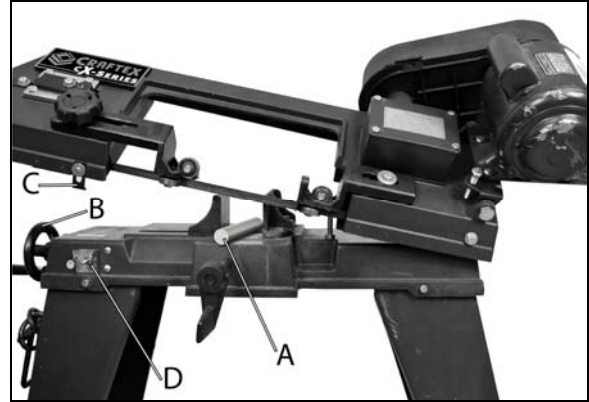


Figure 12

3. The vise can be adjusted to cut any angle from 0 to 45 degrees by loosening the two screws (A) (see Fig.13) and positioning the vise jaw (B) to the desired angle. A scale (C) is positioned on the rear of the table to indicate the proper cutting angle.

NOTE:

When cutting at an angle, it may also be necessary to move the left vise jaw (D) to clear the blade guide bracket.

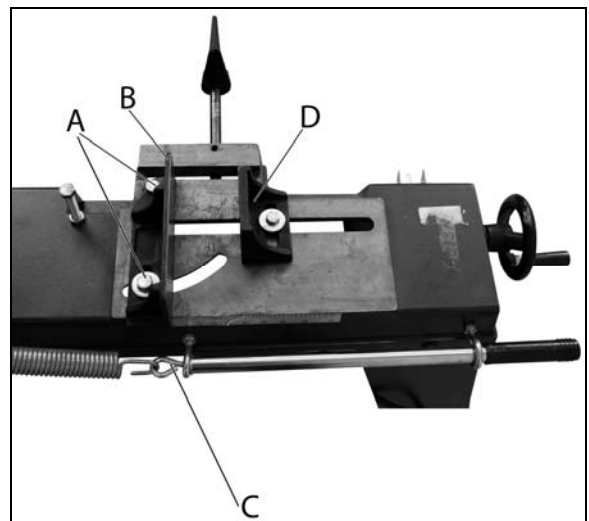


Figure 13

ADJUSTING THE STOCK STOP

The stock stop is used when more than one piece is to be cut to the same length.

1. Position the stop block (A) (see Fig.14) the desired distance away from the blade. It is good practice to have the work contact the stop rear the bottom of the work-piece, as shown.

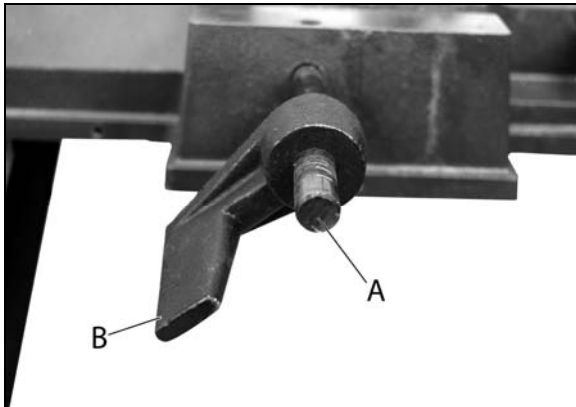


Figure 14

2. The stop can slide in or out by loosening the set screw (B) and moving the stop.
3. When not using the stock stop simply swing the stop out of the way below the table surface. (figure 15)
4. For cuts where the work will not extend beyond the table, the bolt (A) (see Fig.16) on the stop can be adjusted to contact the work-piece.

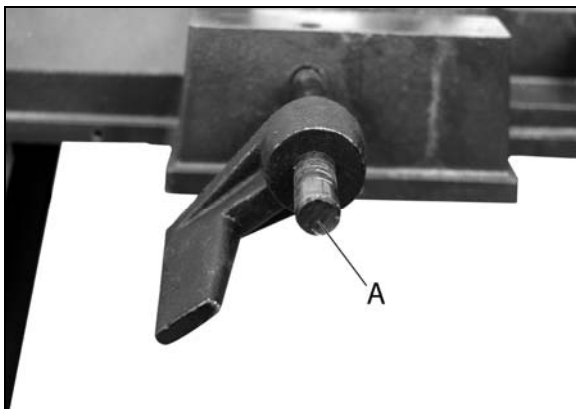


Figure 15

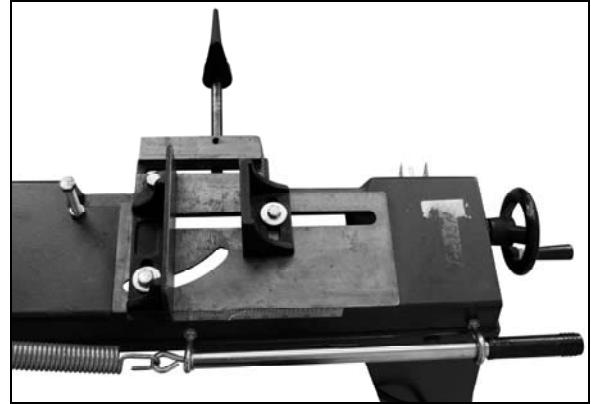


Figure 16

BASIC OPERATION

CHANGING THE BAND SAW FROM HORIZONTAL TO VERTICAL OPERATION

Your saw can be changes to the vertical position for notching, slitting or contour work as follows:

1. Disconnect the machine from the power source.
2. Move the cutting arm to the vertical position (loosen the tension on the coil spring by turning the handle, and the cutting arm will stay up).
3. Remove the two screws (A) and cover plate (B) (see Fig.17.)
4. Assemble the vertical table (C) to the guide bracket using the two screws (D) as shown in Fig.18.

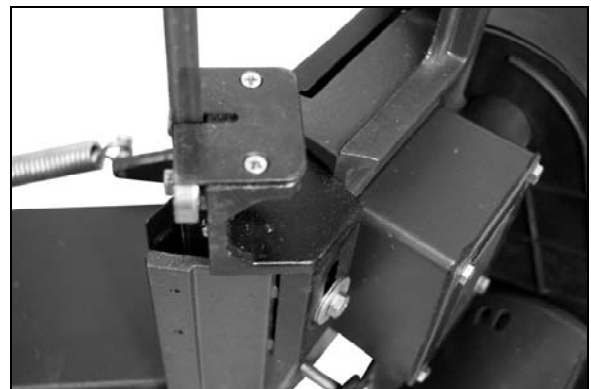


Figure 17

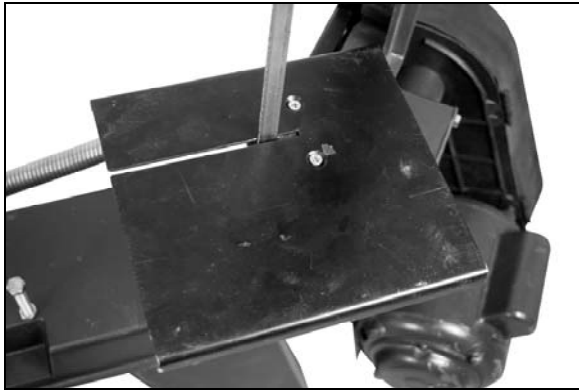


Figure 18

CHANGING BLADES

1. Disconnect the machine from the power source.
2. Raise the saw arm to the vertical position and open the blade wheel cover (A) (see Fig.19)
3. Release the blade tension by turning the blade tension hand knob (B)
4. Remove the two finger guards (C).
5. Slip the blade (D) off both wheels (E) and guide assemblies (E).
6. Place the new blade between each of blade guide bearings (F) and around both wheels (E). NOTE: the teeth must be pointing down on the right hand side as shown in the directional arrow.
7. Replace the finger guard (C) and adjust the blade tension by turning the hand knob (B).
8. Close the blade cover (A).

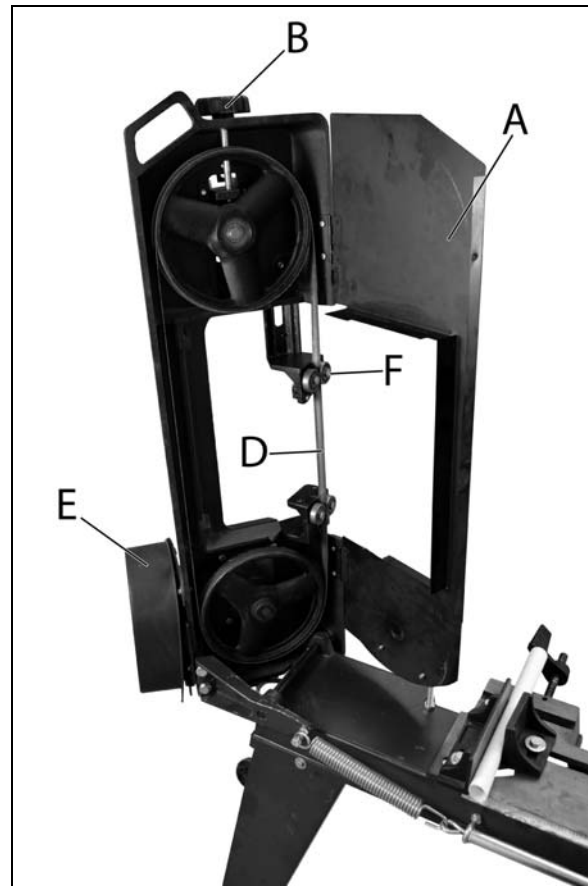


Figure 19

BLADE SELECTION

1. Your band saw uses ½"wide, 64-1/2" long and .020-.025" thickness. 14 teeth per inch and 24 teeth per inch blades.
2. Never use a blade so course that less than 3 consecutive teeth are engaged in the work-piece at one time. (Too few teeth will cause the teeth to strip out.)
3. Never use a blade finer than required to obtain a satisfactory surface finish or flatness (too many teeth engaged in the work-piece will prevent attainment of a satisfactory sawing rate, frequently produce "dished" cuts, cuts which are neither square or parallel).

4. When thin rectangular solid bar is to be sawed, the work should, whenever possible, be loaded with the thinnest cross section exposed to the blade teeth. The pitch (number of teeth per inch of the blade) selected must provide engagement of at least three consecutive teeth in the work-piece. Should application of this rule not be possible because the thinnest cross section is too thin, the piece must be loaded with the wider dimension exposed to the saw teeth and a coarse blade selected.
5. When thin wall pipe or channel iron are cut, a 14 pitch (number of teeth per inch of blade) is used. Fewer than 14 teeth per inch will almost never be satisfactory.

3. Remove the four screws (A) (see Fig.20), and the gearbox cover (B) and gasket.
4. Remove the old oil from inside the gearbox and replace the oil using the 140 weight gear oil. The new oil should just come to the edge (C) (see Fig.21) of the gearbox. Do not overflow. Replace the cover, gasket and four screws that were removed in step 3.

MAINTENANCE

LUBRICATION

The vise lead screw should be lubricated using a light machine oils as needed.

The drive gears run in an oil bath gear box and it should not be necessary to change this oil more than once a year unless the oil becomes contaminated or a leak occurs due to improper.

Replacement of the gearbox cover. To change the oils in the gearbox, proceed as follows:

1. Disconnect the machine from the power source.
2. Position the cutting arm in the horizontal position.

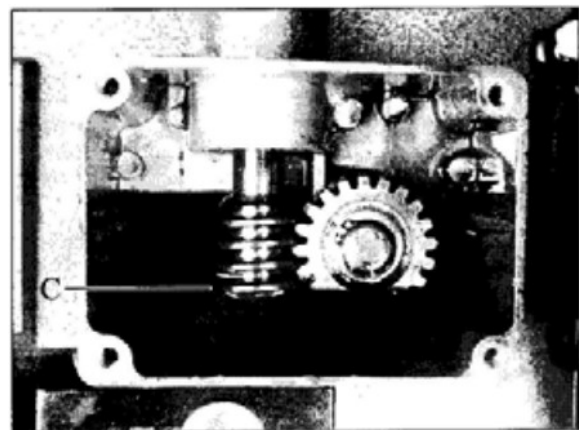


Figure 20

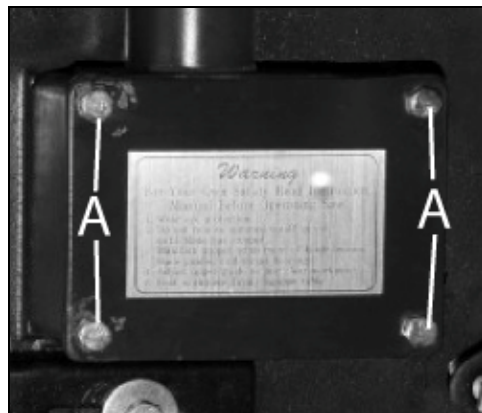
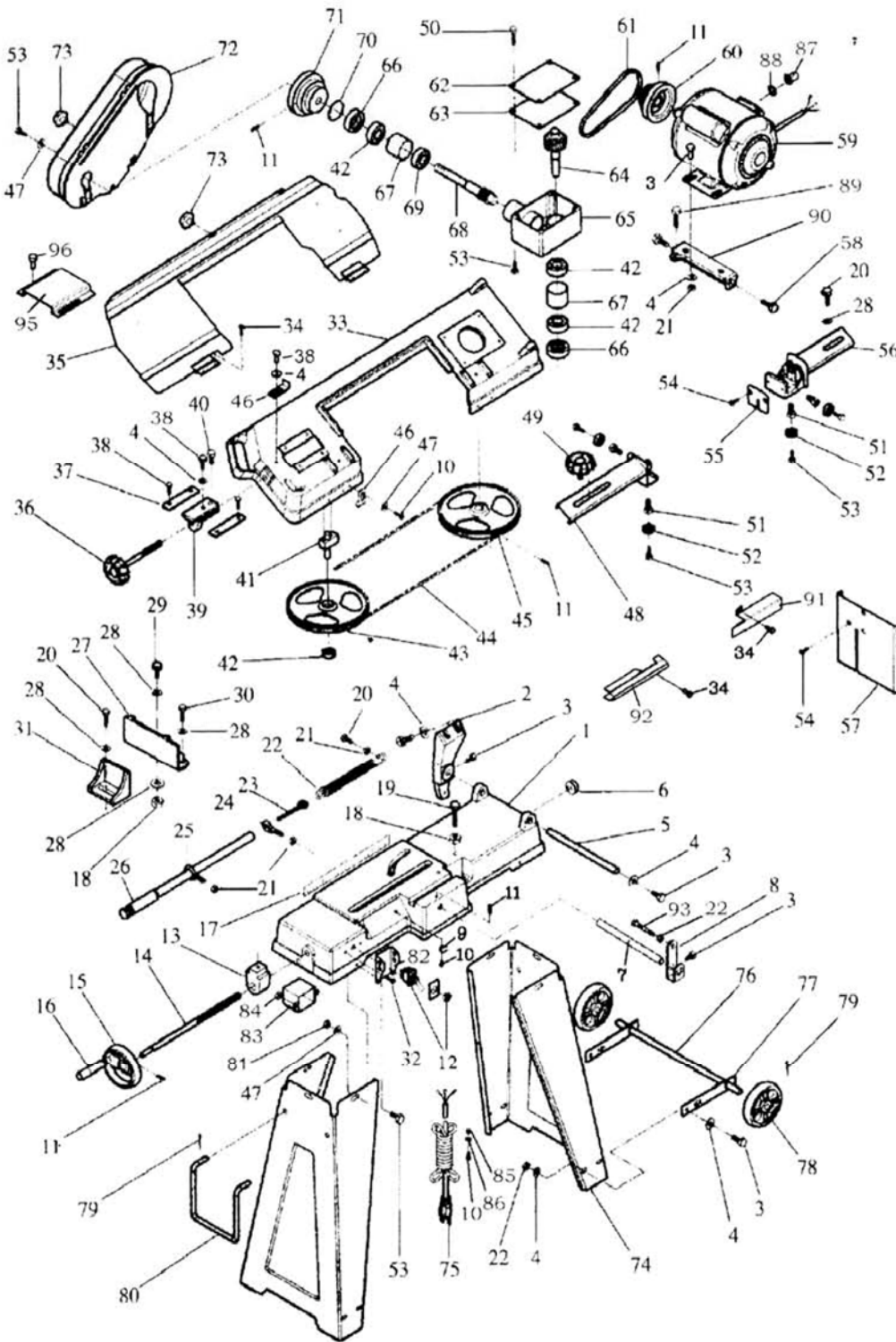


Figure 21

REPAIR PARTS LIST AND SCHEMATIC



REPAIR PARTS LIST AND SCHEMAT

CX122001	BASE	1
CX122002	SUPPORTING PLATE COVER SEAT	1
CX122003	HEX SCREW (5/16"X3/4")	9
CX122004	WASHER	17
CX122005	PIIVOTING ROD	1
CX122006	PLASTIC SLEEVE	1
CX122007	STOCK STOP ROD	1
CX122008	STOCK STOP	1
CX122009	CORD CLAMP PLATE	2
CX122010	PAN SCREW (3/16"X1/4")	3
CX122011	SET SCREW (5/16"X1/4")	5
CX122012	SWITCH ASS'Y	1
CX122013	WISE NUT	1
CX122014	LEAD SCREW	1
CX122015	HANDLE WHEEL	1
CX122016	HANDLE	1
CX122017	SCALE	1
CX122018	HEX NUT (3/8")	2
CX122019	HEX SCREW (3/8"X2-1/2")	1
CX122020	HEX SCREW (5/16"X1")	5
CX122021	HEX NUT (5/16")	12
CX122022	SPRING	1
CX122023	SPRING ADJUSTING SCREW (1/4")	1
CX122024	EYE BOLT (SMALL 5/16")	1
CX122025	EYE BOLT (LARGE 5/16")	1
CX122026	ADJUSTING ROD	1
CX122027	MITERING VISE PLATE	1
CX122028	WASHER (5/16")	5
CX122029	HEX SCREW (3/8"X1-1/4")	1
CX122030	HEX SCREW (3/8"X3/4")	1
CX122031	MOVABLE VISE PLATE	1
CX122032	PAN SCREW (3/16"X3/4")	2
CX122033	BODY FRAME	1
CX122034	PAN SCREW (3/16"X1/4")	6

CX122035	BLADE BACK SAFETY COVER	1
CX122036	BLADE TENSION ADJUSTABLE KNOB	1
CX122037	BLADE TENSION SLIDING GUIDES	2
CX122038	HEX SCREW (5/16"X1/2")	7
CX122039	BLADE TENSION SLIDING PLUTE	1
CX122040	HEX SCREW (5/16"X1-1/4")	1
CX122041	BLADE WHEEL (SHAFT)	1
CX122042	BEARING #6202ZZ	4
CX122043	BLADE WHEEL (REAL)	1
CX122044	BLADE 14T	1
CX122045	BLADE WHEEL (FRONT)	1
CX122046	METAL STOP	2
CX122047	WASHER	13
CX122048	BLADE GUARD (LEFT)	1
CX122049	ADJUSTING KNOB	1
CX122050	HEX SCREW (1/4"X1/2")	4
CX122051	GUIDE PIVOT	6
CX122052	BEARING #6200ZZ	6
CX122053	HEX SCREW (1/4"X3/4")	20
CX122054	SCREW (1/4"X3/8")	3
CX122055	GUIDE PLATE	1
CX122056	BLADE GUIDE (RIGHT)	1
CX122057	VERTICAL CUTTING PLATE	1
CX122058	HEX SCREW (1/2"X1")	2
CX122059	MOTOR	1
CX122060	MOTOR PULLEY	1
CX122061	BELT (A-23)	1
CX122062	GEAR BOX COVER	1
CX122063	COVER GASKET	1
CX122064	TRANSMISSION WHEEL SEAT	1
CX122065	GEAR BOX	1
CX122066	OIL SEAL	2
CX122067	PLASTIC BEARING SLEEVE	2
CX122068	WORM GEAR	1
CX122069	BEARING #6202ZZ	1
CX122070	C-RING	1
CX122071	WORM GEAR PULLEY	1
CX122072	PULLEY COVER	1
CX122073	PLUM SCREW	2

CX122074	FLOOR STAND	2
CX122075	ELECTRIC CORD	1
CX122076	WHEEL SHAFT	1
CX122077	WHEEL BRACKET	2
CX122078	WHEEL	2
CX122079	SPLIT CUTTER PIN	4
CX122080	FLOOR STAND HANDLE	1
CX122081	HEX NUT (1/4")	10
CX122082	SWITCH SAFETY BRACKET	1
CX122083	SWITCH BOX	1
CX122084	SWITCH BOX SCREW	2
CX122085	HEX NUT (3/16")	1
CX122086	WASHER	1
CX122087	CORD STRAIN RELIEF	1
CX122088	WASHER	1
CX122089	HEX SCREW (3/8"X1-1/2")	1
CX122090	MOTOR MOUNT PLATE	1
CX122091	BLADE SAFETY PLATE (RIGHT)	1
CX122092	BLADE SAFETY PLATE (LEFT)	1
CX122093	HEX SCREW (5/16"X2")	1
CX122094	BLADE WHEEL SAFETY COVER	1
CX122095	HEX SCREW (1/4"X3/8")	2



WARRANTY

CRAFTEX 3 YEARS LIMITED WARRANTY

Craftex warrants every product to be free from defects in materials and agrees to correct such defects where applicable. This warranty covers **three years** for parts and 90 days for labour (unless specified otherwise), to the original purchaser from the date of purchase but does not apply to malfunctions arising directly or indirectly from misuse, abuse, improper installation or assembly, negligence, accidents, repairs or alterations or lack of maintenance.

Proof of purchase is necessary.

All warranty claims are subject to inspection of such products or part thereof and Craftex reserves the right to inspect any returned item before a refund or replacement may be issued.

This warranty shall not apply to consumable products such as blades, bits, belts, cutters, chisels, punches etceteras.

Craftex shall in no event be liable for injuries, accidental or otherwise, death to persons or damage to property or for incidental contingent, special or consequential damages arising from the use of our products.

RETURNS, REPAIRS AND REPLACEMENTS

To return, repair, or replace a Craftex product, you must visit the appropriate Busy Bee Tools showroom or call 1-800-461-BUSY. Craftex is a brand of equipment that is exclusive to Busy Bee Tools.

For replacement parts directly from Busy Bee Tools, for this machine, please call 1-800-461-BUSY (2879), and have your credit card and part number handy.

- All returned merchandise will be subject to a minimum charge of 15% for re-stocking and handling with the following qualifications.
- Returns must be pre-authorized by us in writing.
- We do not accept *collect* shipments.
- Items returned for warranty purposes must be insured and shipped pre-paid to the nearest warehouse
- Returns must be accompanied with a copy of your original invoice as proof of purchase. Returns must be in an un-used condition and shipped in their original packaging a letter explaining your reason for the return. Incurred shipping and handling charges are not refundable.
- Busy Bee will repair or replace the item at our discretion and subject to our inspection.
- Repaired or replaced items will be returned to you pre-paid by our choice of carriers.
- Busy Bee reserves the right to refuse reimbursement or repairs or replacement if a third party without our prior authorization has carried out repairs to the item.
- Repairs made by Busy Bee are warranted for 30 days on parts and labour.
- Any unforeseen repair charges will be reported to you for acceptance prior to making the repairs.
- The Busy Bee Parts & Service Departments are fully equipped to do repairs on all products purchased from us with the exception of some products that require the return to their authorized repair depots. A Busy Bee representative will provide you with the necessary information to have this done.