CX612
MINI MILLING MACHINE WITH BRUSHLESS MOTOR
User Manual (March 18h, 2014)

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GENERAL SAFETY INSTRUCTIONS FOR MACHINES

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** wears loose clothing or jewelry when operating your machine. Wear protective hair covering.
- **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** allow unsupervised or untrained person to operate the machine.
- **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 bystanders safely away while the machine is in operation.
- **NEVER** attempt to remove jammed cutoff pieces until the blade has come to a full stop.

CX612 – MINI MILLING MACHINE
SPECIFIC SAFETY INSTRUCTIONS

- **READ AND UNDERSTAND** the user manual before operating the milling/drilling machine.
- **ALWAYS WEAR** safety glasses for the protection of your eyes while operating this machine**.**
- **WEAR PROPER APPAREL.** Loose clothing, gloves neckties, rings, bracelets, or other jewelry may get caught in moving parts of the machine. Wear protective hair covering to contain long hair. Do not wear gloves and keep your fingers and hair away from rotating parts.
- **KEEP GUARDS** in place. Safe guards must be kept in place and in working order. Do not operate the milling machine unless the chip guard is in its position, guarding the spindle.
- **MAKE SURE** the work-piece is properly clamped to the table before operating the machine. Never hold the work-piece by hands when using the mill.
- **MAKE SURE** the cutting tool is sharp, not damaged and properly secured in the chuck before you start the machine.
- **NEVER** turn the power ON with the cutting tool contacting the work-piece.
- **SELECT THE PROPER SPINDLE SPEED** for the type of work and material you are cutting. Let the spindle reach to its full speed before beginning a cut.
- **DO NOT FORCE THE TOOL.** Always use the machine at the rate for which it is designed. Do not force the machine doing a job for which it is not designed.
- **NEVER LEAVE** the machine unattended while it is running.
- **ALWAYS** turn off the power before removing scrap pieces and cleaning the machine.
- **SHOULD ANY PART** of your tool be missing, damaged or fail in any way, shut off the machine immediately and remove the plug from power source. Replace any damaged or missing parts before resuming operation.
- **MAKE SURE** before installing and removing any parts, servicing, cleaning or making any adjustments, the switch is in the “OFF” position and the cord is un-plugged from the power source.
- **BEFORE OPERATING** your CX612 make sure you have read and understood all the safety instructions in the manual and you are familiar with your machine. If you fail to do so, serious injury could occur.

WARNING!

***The safety instructions given above can not be complete because the environment in every shop is different. Always consider safety first as it applies to your individual working conditions*.**

CX612 – MINI MILLING MACHINE

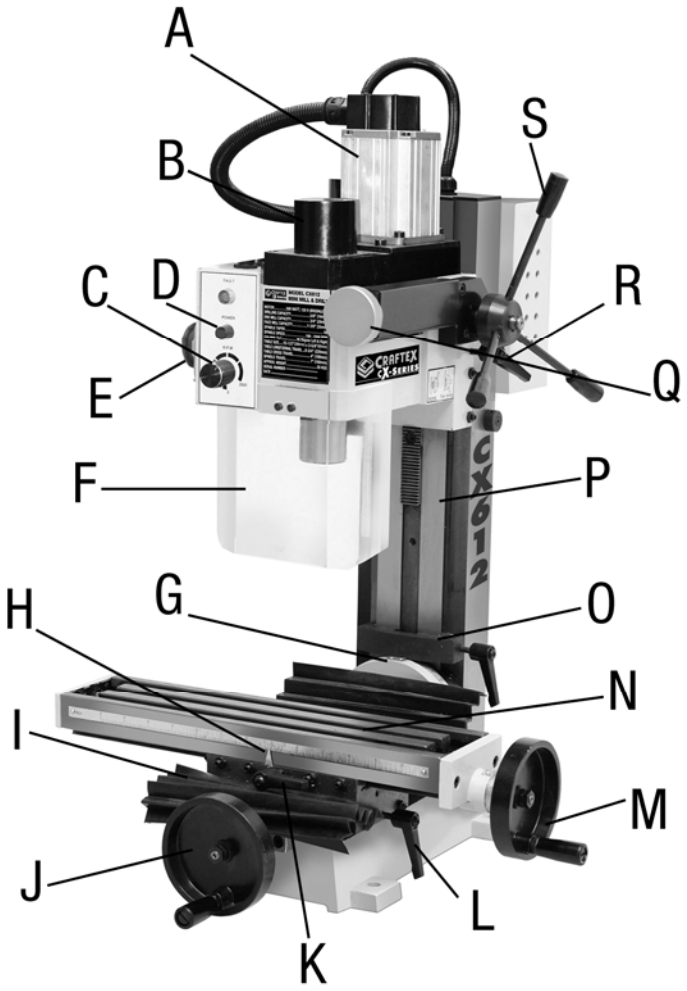
FEATURES

MODEL CX612 – MINI MILLING MACHINE

As part of the growing line of Craftex metalworking equipment, we are proud to offer the CX612, a Mini Milling Machine with Variable Speed and Brushless Motor. By following the instructions and procedures laid out in this user manual, you will receive years of excellent service and satisfaction. The CX612 is a professional tool and like all power tools, proper care and safety procedures should be adhered to.

- Motor ..... 500 Watt, 110-V, 60Hz, Brushless
- Drilling Capacity..... 5/8" (16mm)
- End Mill Capacity..... 3/4” (20mm)
- Face Mill Capacity ..... 1-3/8” (35mm)
- Spindle Taper R8
- Head Tilt ..... + - 45°
- Number of Spindle Speeds..... Variable
- Range of Spindle Speeds..... 100 RPM - 2500 RPM
- Table Size..... 15-1/2" (390mm) x 3-5/8" (93mm)
- Max. Table Longitudinal Travel..... 8-3/4” (220mm)
- Max. Table Cross Travel..... 4” (100mm)
- Maximum Spindle Travel ..... 7" (180mm)
- Number of T-Slots 3
- Net Weight (approx) ..... 50 Kg
- Warranty..... 3-Years

CX612 MINI MILLING MACHINE
PHYSICAL FEATURES



A. Motor
B. Spindle Cover
C. ON & Speed Control Knob
D. Power Indicator Light
E. Emergency Stop Button
F. Chip Guard
G. Pivot Scale
H. Scale Pointer
I. Way Cover
J. Cross Feed Hand Wheel
K. Table Cross Feed Lock Lever
L. Table Longitudinal Movement Lock
M. Longitudinal Hand Wheel
N. Table
O. Limit Block
P. Column
Q. Fine Feed Knob
R. Head Lock Lever
S. Rapid Down Feed Handle

PROPER GROUNDING

Grounding provides a path of least resistance for electric current to reduce the risk of electric shock.

CX612 is for use on a normal 110 volt circuit. Make sure that the machine is connected to an outlet having the same configuration as the plug. If an adaptor plug is used, it must be attached to the metal screw of the receptacle. To prevent electrical hazards, have a qualified electrician ensure that the line is properly wired.

The sander should be wired with a plug having 3 prongs to fit a 3 prong grounded receptacle as shown in figure-1. Do not remove the grounding prong to fit it into a 2 pronged outlet.

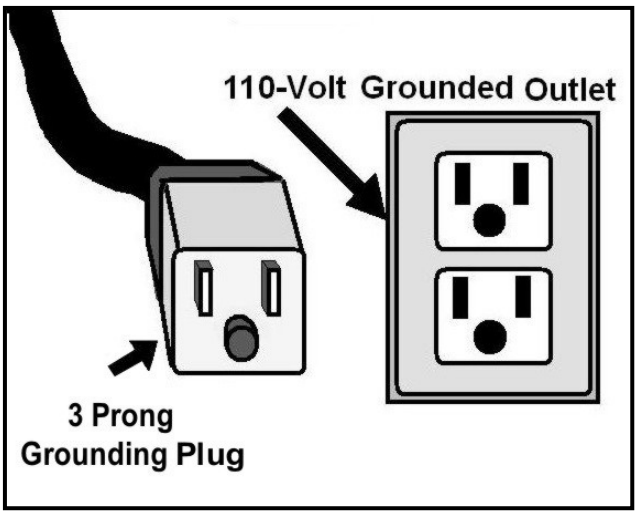


Figure-1 110-Volts outlet for CX612

WARNING!

Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the outlet is properly grounded.

It is strongly recommended not to use extension cords with your CX612. Always try to position your machine close to the power source so that you do not need to use extension cords.

In case if you really find it necessary to use an extension cord, make sure the extension cord does not exceed 50-feet in length and the cord is 14-gauge to prevent motor damage.

SETUP

Before setting up your machine you should read and understand the instructions given in this manual.

The unpainted surfaces of this machine are coated with a rust preventive waxy oil and you will want to remove this before starting assembly. Use a solvent cleaner that will not damage painted surfaces.

> ***WARNING!***
> *CX612 is a heavy machine, do not over-exert yourself. Use a fork truck or get the help of an assistant for safe moving.*

Before setting up your machine you should read and understand the instructions given in this manual.

UNPACKING

To ensure safe transportation this machine is properly packaged and shipped completely in a crate. When unpacking, carefully inspect the crate and ensure that nothing has been damaged during transit.

While doing inventory, if you can not find any part, check if the part is already installed on the machine. Some of the parts come assembled with the machine for the shipping purposes.

MOUNTING TO WORKBENCH OR STAND

The CX612 features four mounting holes on its base which allows to be mounted on a stand or workbench.

To mount the machine on a stand or workbench:

Make sure the stand or the workbench is sturdy enough to support a weight of 50 Kg (weight of CX612). The stand or workbench must be level so that the machine is mounted in a stable position.

Lift the machine using a fork truck or get the help of an assistant and place it over the stand or workbench. Make sure the machine is centered on the workbench.

Locate the four mounting holes on the CX612 base and mark the holes on workbench or stand using a center punch.

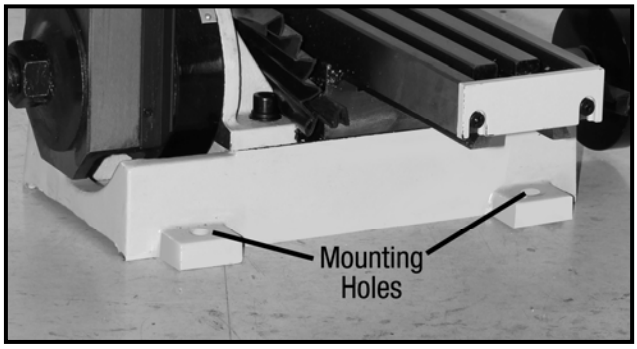


Figure-2 Mounting holes

Remove the machine and drill four holes where you marked the workbench or stand top. Position the machine on the stand or workbench and align the holes on the machine base with the holes on the stand or workbench top.

Bolt the machine base properly on the work bench or stand top.

ASSEMBLY

The hand wheels on your CX612 come installed and you will need to install only the handles on the hand wheels.

Attach the handles to the longitudinal and cross feed hand wheels and secure the handles by threading the screws using a screwdriver. See figure-3.

Figure-3 Installing the handles onto the hand wheels

DRILL CHUCK REMOVAL

The CX612 might come with the drill chuck installed in the spindle. You will have to remove the drill chuck before performing a test run.

To remove the chuck and arbor from the spindle:

Make sure the cord is disconnected from the power source.

Remove the screws securing the chip guard and remove the chip guard for easy access.

Remove the draw bar plastic cover from the top.

Insert the spindle locking pin into the hole on the spindle. See figure-4.

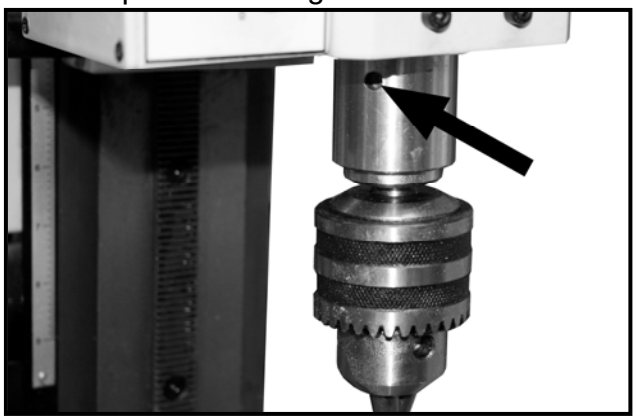


Figure-4 Hole to insert the locking pin inside

WARNING!

Do not remove the drawbar completely before striking it with a mallet or it will damage the threads o the drawbar and the arbor.

Loosen the drawbar using a proper sized wrench but do not remove it.

Tap the drawbar with a mallet from the top to unseat the taper of the arbor and spindle.

Hold the chuck with one hand and loosen the drawbar completely with another hand.

CONTROL PANEL

This section provides information on the CX612 control panel. It is good to get familiar with your machine's control panel before operation.

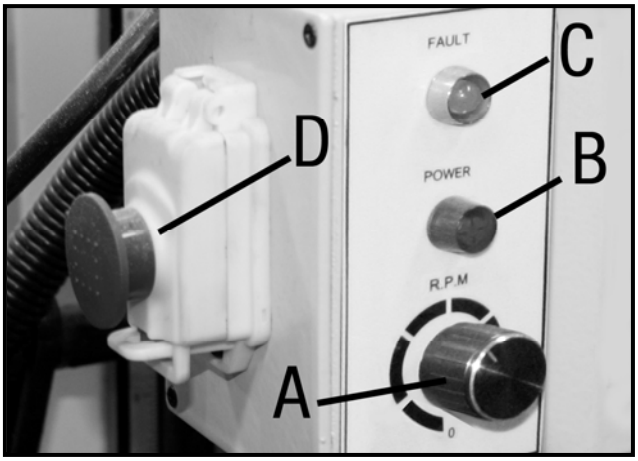


Figure-5 Control panel

A. ON & SPEED CONTROL KNOB: The CX612 is a variable speed milling machine and features a speed control knob. This buttons turns the milling machine ON and controls the spindle RPM.

B. POWER INDICATOR LIGHT. This light shines when power is ON.

C. FAULT INDICATOR LIGHT. This light shines when there is a disruption in the system.

D. EMERGENCY STOP BUTTON: The CX612 features a large emergency stop button, used to stop the machine in the emergency cases.

After using emergency stop button it is necessary to reset the On/ Speed Control Knob.

TEST RUN AND SPINDLE BREAK-IN

Once you have assembled your milling machine completely, it is then time for a test run to make sure that the machine works properly and is ready for operation.

Remove all the tools used for assembling the machine and make sure all the guards are in place.

WARNING!

Before starting the milling machine, make sure that you have read and understood the manual and you are familiar with the functions and safety features on this machine. Failure to do so may cause serious personal injury or damage to the machine.

To test run the CX612:

1. Lubricate the machine as instructed on page-15.

2. Connect the power cord to the outlet and turn the ON & Speed Control Knob (1/3 of a complete turn) to turn the machine ON.

3. Let the machine run for 10 minutes and the machine should run smoothly without excessive noise or vibration.

If you hear any unusual noise(s) coming from the machine or if it vibrates excessively, shut the machine OFF immediately and disconnect from the power source. Investigate to determine the problem with your machine.

If the machine runs smoothly, perform as instructed in the next step.

4. Increase the RPM slowly (half turn) and let the machine run for another 10 minutes.

5. Increase the RPM slowly (all the way) and let the machine run for another 10 minutes.

6. Now, push the Emergency Stop Button in, it should turn the machine OFF.

7. The system can be re-activated by opening the switch cover and pushing in and up on the button and allowing the inner button to release.

DOWN FEED CONTROLS

The CX612 features two down feed methods; rapid down feed and fine down feed.

RAPID DOWN FEED

Loosen the lock lever securing the head to the column and pull the down feed handle to disengage the teeth. See figure-6.

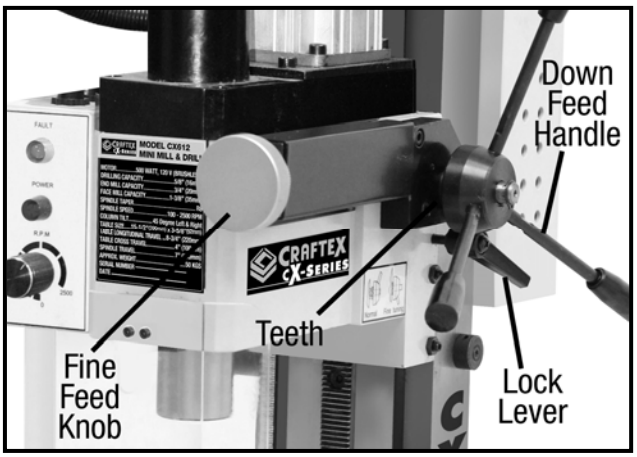


Figure-6 Down feed controls

Turn the handle to raise or lower the head.

FINE FEED

Make sure the lock lever securing the head to the column is loosened. See figure-7.

Push the down feed handle to engage the teeth and to enable the fine feed.

Turn the find feed knob to the desired depth.

LIMIT BLOCK

The limit block allows to limit the amount of head travel while down feeding. This feature is used when drilling repeated holes.

To set the limit block:

Make sure the machine is OFF and the cord is disconnected from the power source.

Select the depth of cut and move the head to that position and lock it in position using the lock lever shown in figure-7.

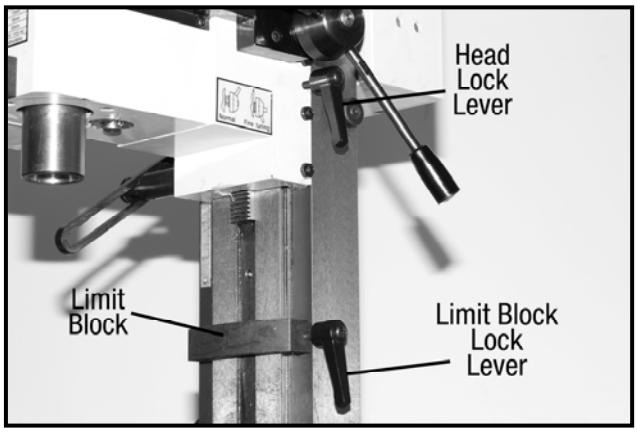


Figure-7 Setting the limit block

Loosen the limit block lock lever and slide the limit block and set it tight against the bottom of the head and lock it in position.

TABLE TRAVEL

The CX612 is designed so that the table travels in X and Y axis and the travel is controlled by two hand wheels.

LONGITUDINAL TRAVEL

The longitudinal travel or X axis movement of the table is controlled by a hand wheel at the end of the table. This hand wheel moves the table side to side. The longitudinal movement can be locked in position using the lock lever located on the front of the table. See figure-8.

CROSS FEED

The cross feed or Y axis movement of the table is controlled by a hand wheel at the front of the table. This hand wheel moves the table close to or away from the column and it can be locked using the lock lever located underneath the table on the right side of the machine. See figure-8.

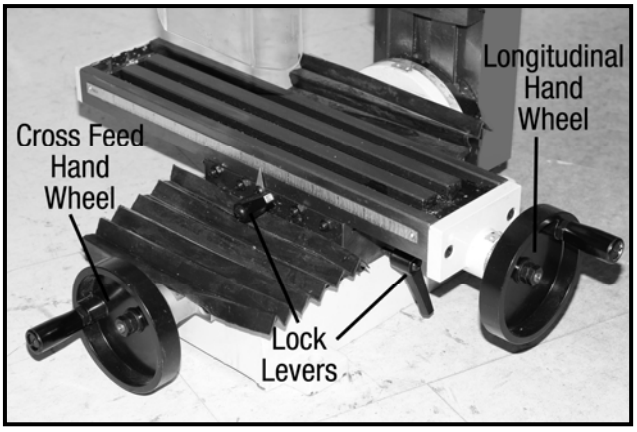


Figure-8 Table travel controls

TILTING THE COLUMN

The column can be tilted up to 45° either to the right or to the left on vertical axis and locked in position.

To tilt the column:

Make sure the machine is OFF and the cord is disconnected from the power source.

Ensure that the machine is securely connected to the workbench or table and the workbench or table is sturdy enough to hold the machine when the column is tilted.

Hold the head with one hand and loosen the nut securing the column to the base shown in figure-9.

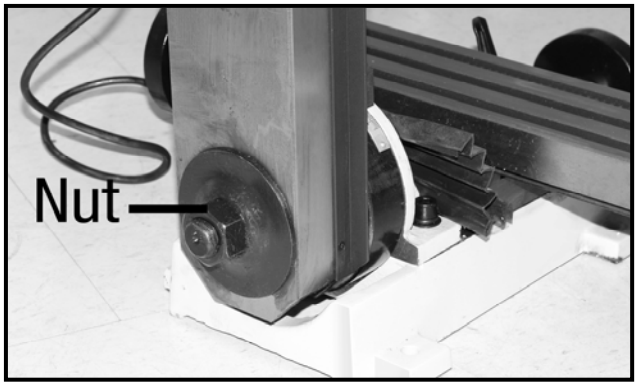


Figure-9 Loosening the nut securing the column to the base

Position the column to the desired angle and retighten the nut properly.

WARNING!

Make sure to support the head while loosening the nut to prevent the head from falling. Failure to do so could result the falling of the head and personal injury could occur.

R8 COLLETS

The CX612 comes with an R8 spindle taper and accepts only R8 collets.

To install the collet:

Make sure the machine is OFF and the cord is disconnected from the power source.

Make sure the column securely is locked in position.

Remove the drawbar cap and loosen the drawbar.

Clean the surface of the collet and spindle taper so that there is no debris and grease.

Insert the cutting tool into the collet and then insert the collet all the way into the spindle taper untill it touches the threaded end of the drawbar.

Hold the collet with one hand and thread the drawbar into the collet.

Hold the cutting tool into the collet with one hand and tighten the draw bar using the proper sized wrench with another hand.

Make sure not to over-tighten the drawbar.

Over-tightening the drawbar will make collet removal difficult and will cause damage to the spindle taper.

To remove the collet:

Make sure the machine is OFF and the cord is disconnected from the power source.

Make sure the column securely is locked in position.

Locate the hole on the spindle shown in figure-10 and insert the spindle locking pin inside hole with one hand.

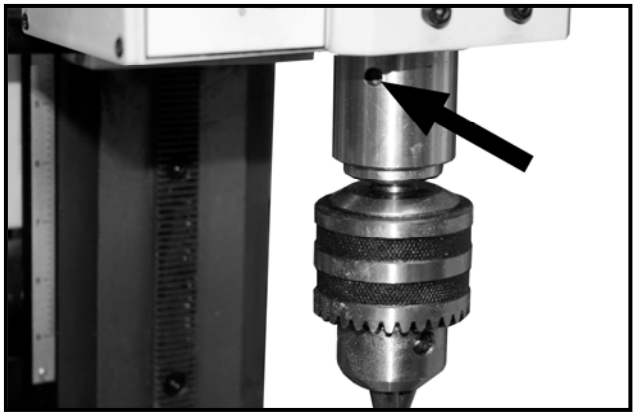


Figure-10 Hole position on the spindle

Loosen the drawbar with a wrench using the other hand.

Hold the cutting tool with a piece of cloth to prevent it from falling on the table.

Now, tap the drawbar with a mallet to unseat the taper.

Unscrew the drawbar by hand and remove the collet.

MAINTENANCE

During the life of your machine, you will need to practice some regular maintenance to keep your machine in peak performance condition.

1. Treat your machine with care, keep it clean and grease and lubricate it regularly. Only through good care you can be sure that the working quality of the machine will remain constant.

2. During operation, the chips which fall onto the sliding surface should be cleaned in a timely fashion. Frequent inspections should be made to prevent chips from falling into the position between the work table and the slide ways.

> ***WARNING!***
> *Do not remove the chips with your bare hands. There is a risk of cut due to sharp-edged chips. Never use flammable solvents or cleaning agents or agents that generate noxious fumes. Protect electrical components such as motors, switches, switch boxes, etc..., against humidity when cleaning.*

3. After the operation every day, eliminate all the chips and clean different parts of the machine tool and apply machine tool oil to prevent from rusting.

4. Make sure your work area is well ventilated.

5. Check the machine everyday before operation for; worn or damaged cord, wire, loose nuts and bolts and make sure all the safety devices are working properly.

GIBS ADJUSTMENT

After a period of time, movement of the work table and the head over the slide ways will cause normal wear that needs to be adjusted. Make sure the adjustments are equal and in small increment.

To adjust the gib screws:

Make sure the machine is OFF and the cord is disconnected from the power source.

Locate the work table horizontal adjustment gib screw **(A)** on the right side of the table and vertical adjustment gib screw **(B)** on the front side of the table as shown in figure-11.

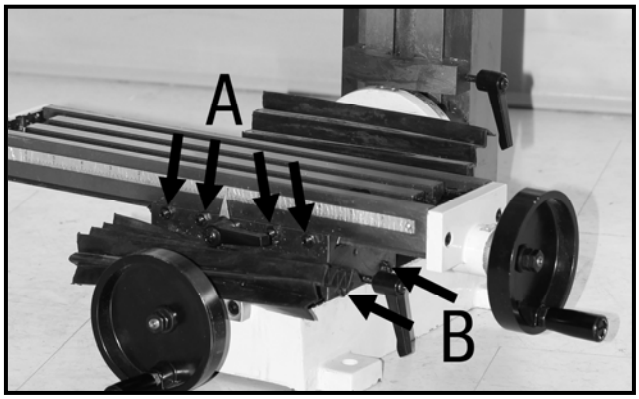


Figure-11 Adjusting the gib screws

Loosen the lock nuts.

Move the table and tighten each set screw a little. When the screws are properly adjusted you will feel the resistance.

Tighten the lock nuts.

LUBRICATION

Apply three to four drops of ISO 68 or similar oil directly to the areas shown in figure-13.

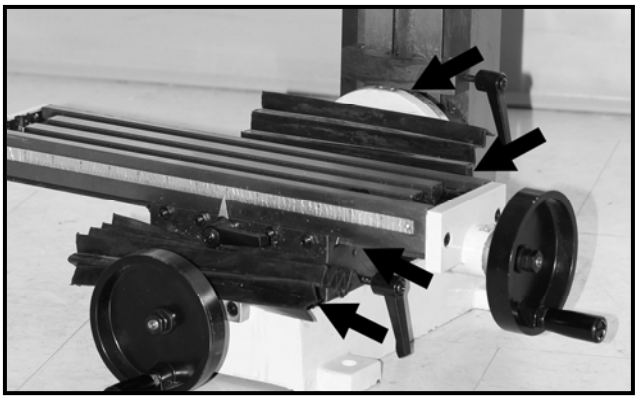
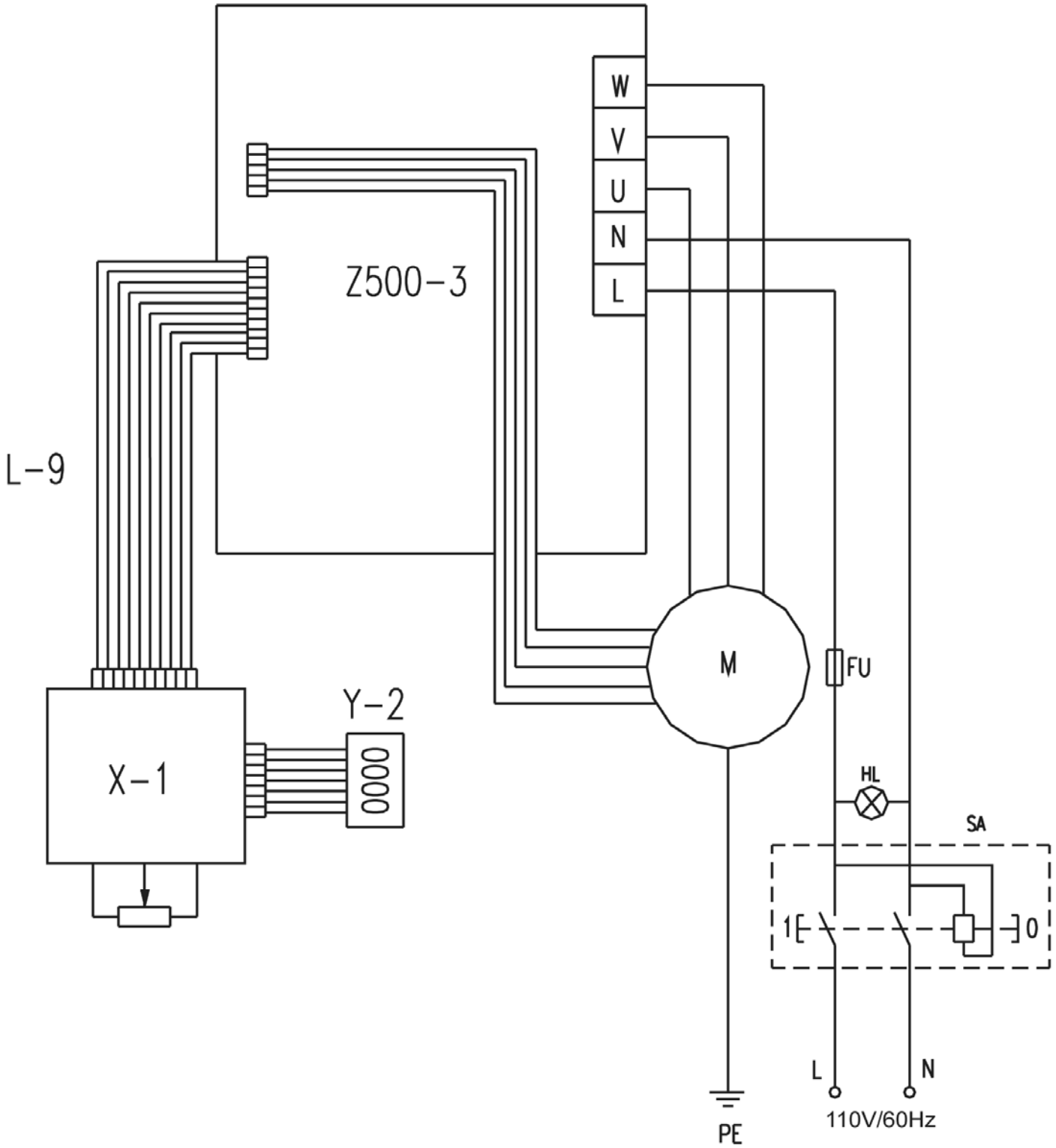


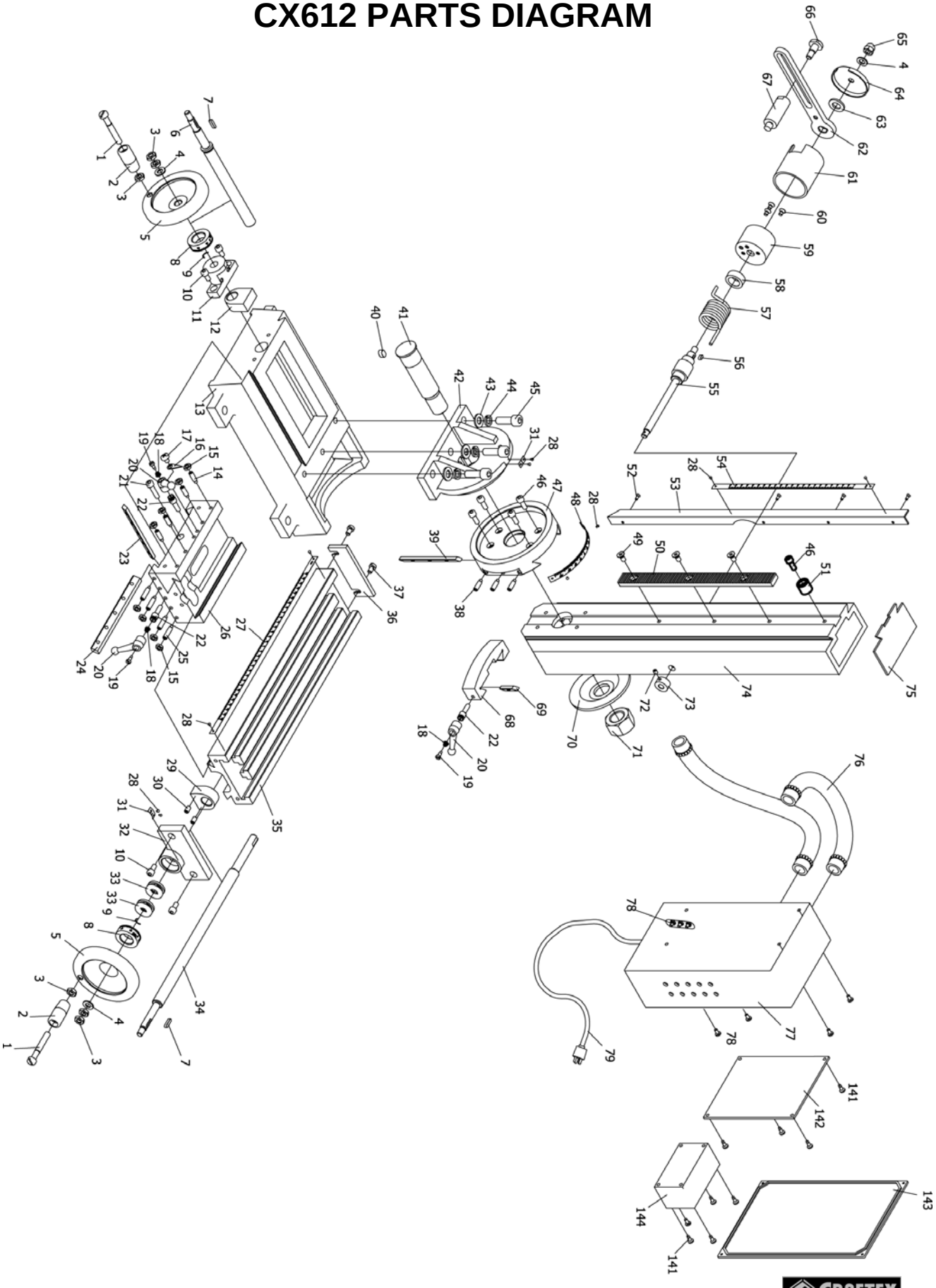
Figure-13 Lubrication areas

Apply a light weight grease every month directly to the cross feed screw, column gear rack and longitudinal lead screw.

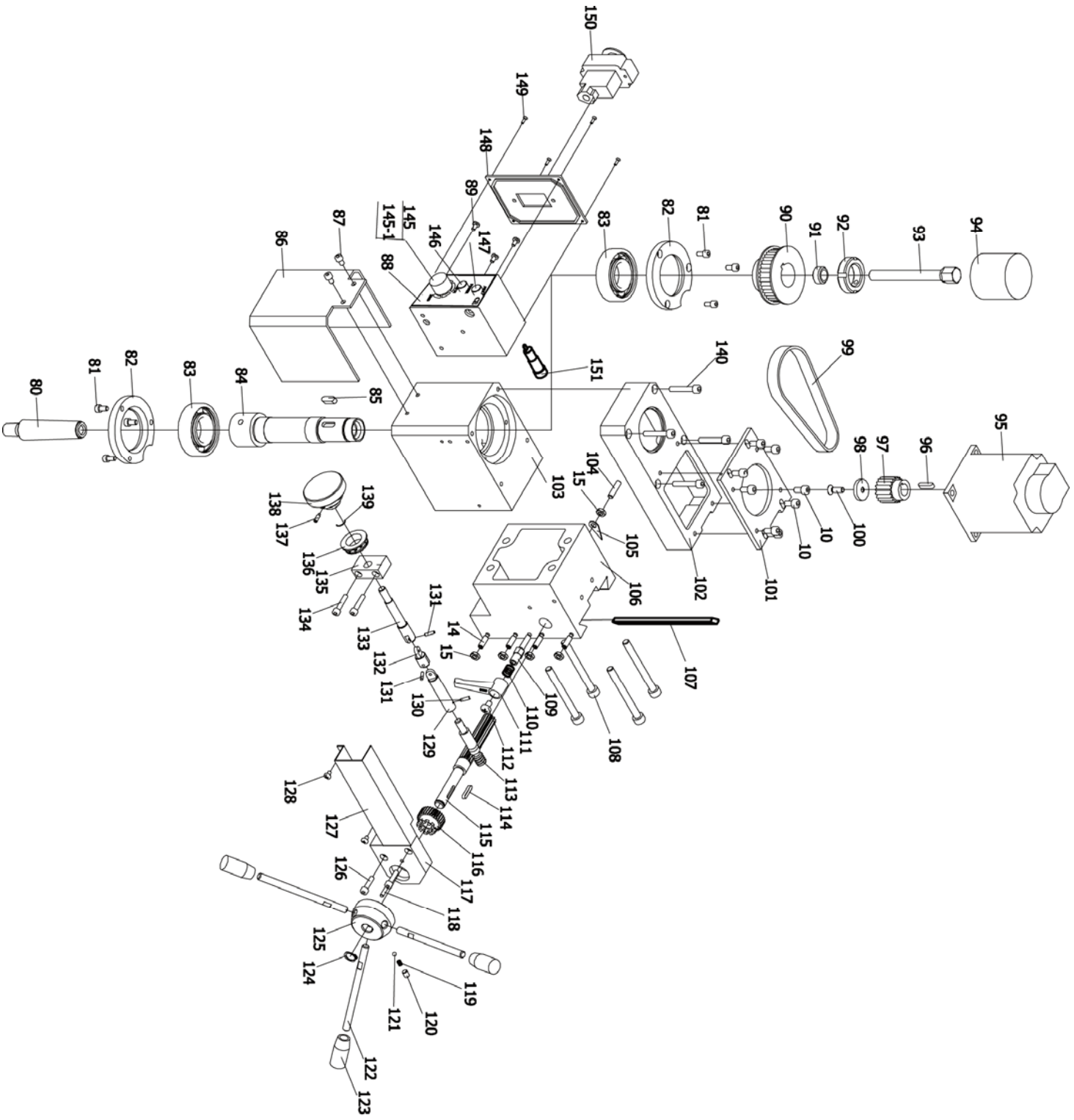
CX612 ELECTRICAL DIAGRAM



CX612 PARTS DIAGRAM



CX612 PARTS DIAGRAM



CX612 PARTS LIST

PART NO.	IM NO.	DESCRIPTION
1	CX61201	SCREW - HANDLE M8-1.25 X 55
2	CX61202	HANDWHEEL HANDLE
3	CX61203	NUT - HEX M8-1.25
4	CX61204	WASHER - FLAT M8
5	CX61205	HANDWHEEL
6	CX61206	Y-AXIS LEAD SCREW
7	CX61207	KEY M4 X 4 X 16
8	CX61208	GRADUATED COLLAR
9	CX61209	SPRING
10	CX61210	SCREW - CAP M6-1.0 X 12
11	CX61211	Y-AXIS SCREW SEAT
12	CX61212	NUT
13	CX61213	BASE
14	CX61214	SCREW - SET M6-1.0 X 20
15	CX61215	NUT - HEX M6-1.0
16	CX61216	INDICATOR
17	CX61217	SCREW - RND HD M6-1.0 X 8
18	CX61218	SPRING
19	CX61219	SCREW
20	CX61220	HANDLE
21	CX61221	SCREW - CAP M6-1.0 X 25
22	CX61222	BOLT
23	CX61223	Y-AXIS GIB
24	CX61224	X-AXIS GIB
25	CX61225	SCREW - SET M6-1.0 X 25
26	CX61226	SADDLE
27	CX61227	RULER
28	CX61228	SCREW - 2 X 3
29	CX61229	NUT -Y-AXIS LEADSCREW
30	CX61230	SCREW - M6-1.0 X 10
31	CX61231	GUIDE FINGER
32	CX61232	BEARING SEAT
33	CX61233	BEARING 8200
34	CX61234	Y-AXIS LEADSCREW
35	CX61235	WORKING TABLE
36	CX61236	END COVER
37	CX61237	SCREW - CAP M6-1.0 X 10
38	CX61238	SCREW - CAP M6-1.0 X 20
39	CX61239	GIB - COLUMN CONNECTOR
40	CX61240	KEY M8 X 8 X 12
41	CX61241	SHAFT
42	CX61242	BRACKET SUPPORT
43	CX61243	WASHER - FLAT M10

44	CX61244	WASHER - LOCK M10
45	CX61245	SCREW - CAP M10-1.5 X 30
46	CX61246	SCREW - CAP M6-1.0 X 16
47	CX61247	CONNECT TRAY
48	CX61248	RULER
49	CX61249	SCREW - FLAT HD M6-1.0 X 12
50	CX61250	RACK
51	CX61251	FIXED SLEEVE
52	CX61252	SCREW - M3- X 8
53	CX61253	BRACKET
54	CX61254	RULER
55	CX61255	SHAFT
56	CX61256	KEY M4 X 4 X 8
57	CX61257	SPRING
58	CX61258	FERRULE
59	CX61259	SPRING SEAT
60	CX61260	SCREW - M5-0.8 X 8
61	CX61261	COVER
62	CX61262	ARM
63	CX61263	WASHER - FLAT M12
64	CX61264	COVER
65	CX61265	NUT - ACORN M8-1.25
66	CX61266	SCREW - (SPECIAL)
67	CX61267	SUPPORT
68	CX61268	LIMIT BLOCK
69	CX61269	GIB - LIMIT BLOCK
70	CX61270	MOUNTING FLANGE
71	CX61271	NUT - HEX M24-
72	CX61272	SCREW - M5-0.8 X 6
73	CX61273	TIGHTEN RING
74	CX61274	COLUMN
75	CX61275	COLUMN COVER
76	CX61276	POWER LINE
77	CX61277	ELECTRICAL BOX
78	CX61278	SCREW - M4-0.7 X 8
79	CX61279	PLUG
80	CX61280	DRILL CHUCK ARBOR R8 JT33
81	CX61281	SCREW - CAP M5-0.8 X 10
82	CX61282	OIL COVER
83	CX61283	BEARING 80206
84	CX61284	SPINDLE
85	CX61285	KEY M6 X 6 X 18 DRE
86	CX61286	SPINDLE CUTTER GUARD
87	CX61287	SCREW - CAP M5-0.8 X 8
88	CX61288	CONTROL BOX
89	CX61289	SCREW - M4-0.7 X 8
90	CX61290	PULLEY - SPINDLE

91	CX61291	FIXED SLEEVE
92	CX61292	NUT - SPECIAL
93	CX61293	DRAWBAR 7/16-20
94	CX61294	DRAWBAR COVER
95	CX612MOT	BRUSHLESS MOTOR
96	CX61296	KEY DRE
97	CX61297	PULLEY - MOTOR
98	CX61298	WASHER IV
99	CX61299	DRIVE BELT - COGGED
100	CX612100	SCREW H M6-1.0 X 18
101	CX612101	MOTOR MOUNTING PLATE
102	CX612102	COVER
103	CX612103	SPINDLE BOX
104	CX612104	SCREW - M6-1.0 X 25
105	CX612105	INDICATOR
106	CX612106	SPINDLE BOX
107	CX612107	Z-AXIS GIB
108	CX612108	SCREW - M8-1.25 X 80
109	CX612109	BOLT
110	CX612110	SPRING YII
111	CX612111	HANDLE
112	CX612112	SCREW M6-1.0 X 10
113	CX612113	WORM
114	CX612114	KEY M4 X 4 X 20
115	CX612115	GEARED SHAFT
116	CX612116	GEAR
117	CX612117	SUPPORT
118	CX612118	PIN B4 X 16
119	CX612119	SPRING
120	CX612120	SCREW - SET M6-1.0 X 8
121	CX612121	STEEL BALL
122	CX612122	HANDLE
123	CX612123	HANDLE KNOB M8-1.25 X 40
124	CX612124	C-RING 12 EXT
125	CX612125	HANDLE SEAT
126	CX612126	SCREW - CAP M5-0.8 X 20
127	CX612127	COVER
128	CX612128	SCREW - M4-0.7 X 6
129	CX612129	SLEEVE
130	CX612130	PIN A3 X 12
131	CX612131	PIN B3 X 12
132	CX612132	UNIVERSAL JOINT
133	CX612133	UNIVERSAL SHAFT
134	CX612134	SCREW - CAP M5-0.8 X 25
135	CX612135	BRACKET
136	CX612136	GRADUATED COLLAR
137	CX612137	SCREW - SET M4-0.7 X 12

138	CX612138	KNOB - ROUND METAL
139	CX612139	SPRING
140	CX612140	SCREW - CAP M6-1.0 X 35
142	CX612142	PC BOARD - SPEED CONTROL
143	CX612143	COVER
145	CX612145	SPEED CONTROL KNOB
146	CX612146	GREEN LAMP
147	CX612147	YELLOW LAMP
148	CX612148	COVER
149	CX612149	SCREW
150	CX612150	SWITCH
151	CX612151	FUSE HOLDER
152	CX612152	FUSE
153	CX612153	SPEED CONTROL SWITCH (POTENTIOMETER)

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 labor (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.
- For faster service it is advisable to contact the nearest Busy Bee location for parts availability prior to bringing your product in for repairs.