



MODEL CX617 12" DRILL PRESS USER MANUAL



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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 user 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. 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.

SPECIFIC SAFETY INSTRUCTIONS

CX617 – 12" DRILL PRESS

- ❖ **READ AND UNDERSTAND** the user manual before operating the CX617.
- ❖ **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 drill press unless the chuck guard is in its position, guarding the chuck.
- ❖ **MAKE SURE** the work-piece is properly clamped to the table before operating the machine. Never hold the work-piece by hand 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 unplugged from the power source.
- ❖ **BEFORE OPERATING** your drill press 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.



CX617 – DRILL PRESS FEATURES

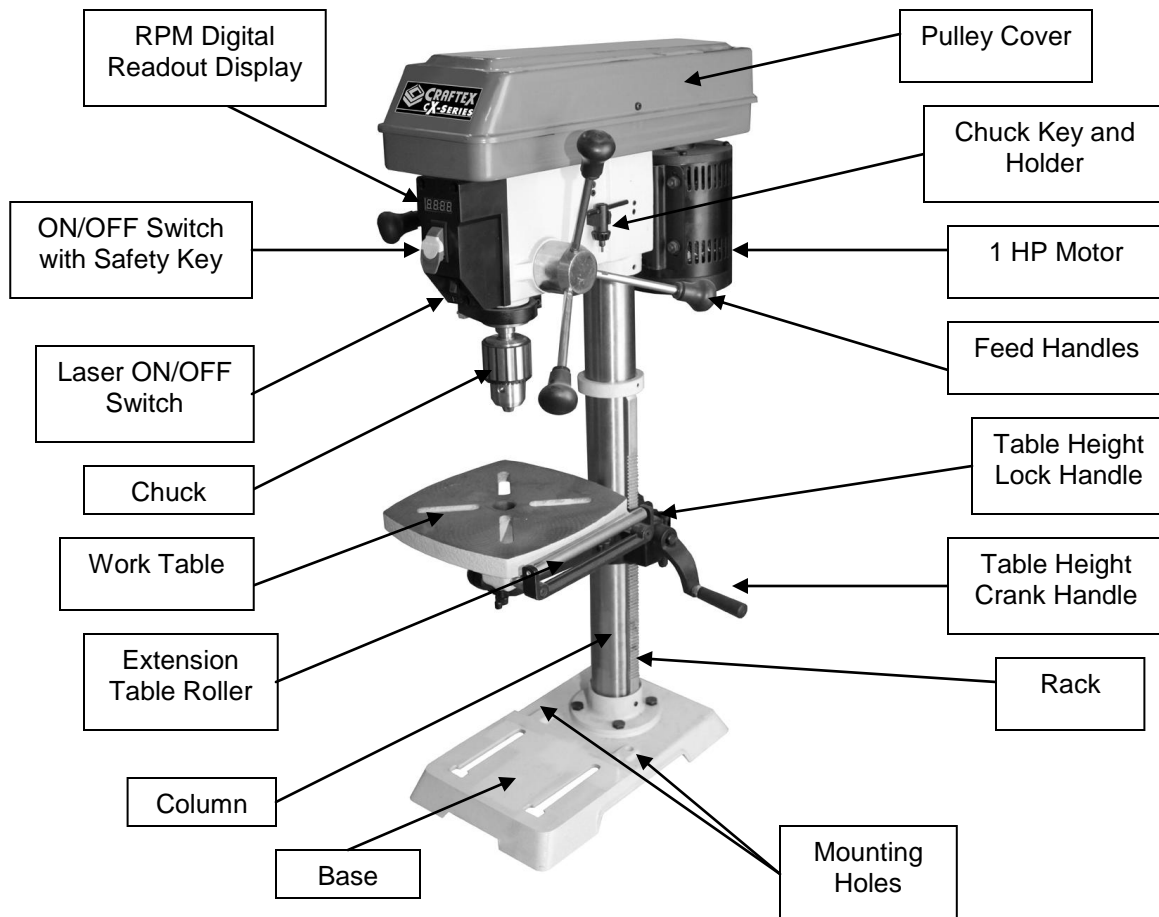
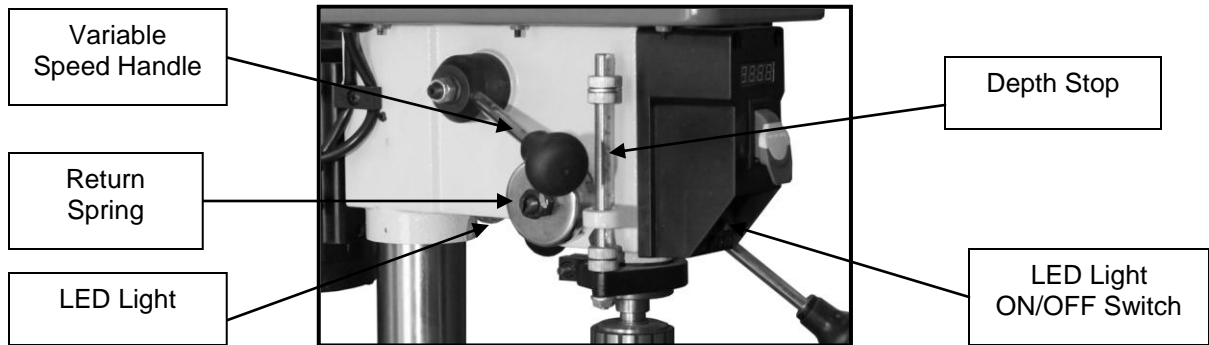
MODEL CX617 – 12" DRILL PRESS

As part of the growing line of Craftex CX-Series metalworking equipment, we are proud to offer the CX617, a 12" Drill Press. By following the instructions and procedures laid out in this user manual, you will receive years of excellent service and satisfaction. The CX617 is a professional tool and like all power tools, proper care and safety procedures should be adhered to.

- ⊞ Motor 1.5 HP, 120V, 60 Hz, 5A
- ⊞ Motor.....No Load Speed: 1750RPM
- ⊞ Type Belt Drive
- ⊞ Variable Speed 530 ~ 3100 RPM (DRO)
- ⊞ Capacity..... 6" (chuck to column), 20" (chuck to base)
- ⊞ Spindle Taper MT2
- ⊞ Spindle Travel..... 3-1/8"
- ⊞ Chuck Capacity 5/8"
- ⊞ Stroke 3-18"
- ⊞ Laser Class III, Transformed Powered
- ⊞ Table Size..... 9.45" x 9.45
- ⊞ Table Tilt..... 0 to 45° Left and Right
- ⊞ Overall Dimensions 21" L x 15.35" H x 37.4 H
- ⊞ Gross Weight / Net Weight..... 41kg / 38kg
- ⊞ Warranty 3-Years

PHYSICAL FEATURES

CX617 - 12" DRILL PRESS



PROPER GROUNDING

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

CX617 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 drill press 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.

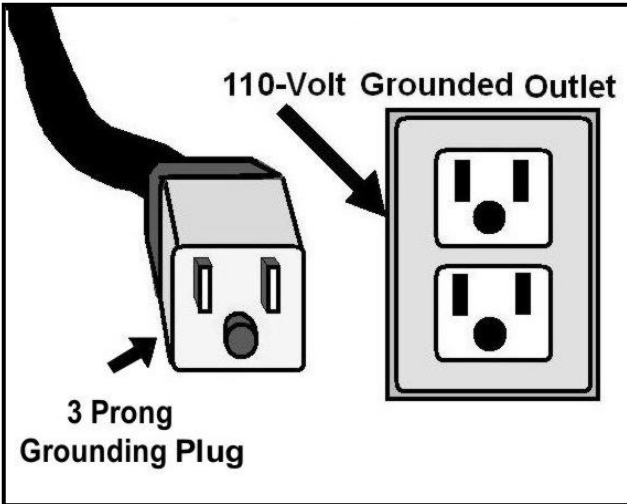


Figure-1 110-Volts outlet for CX617

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 CX617. Always try to position your machine close to the power source so that you do not need to use extension cords.

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.

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.

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!

CX617 is a heavy machine, do not over-exert yourself. Use a fork truck or get the help of an assistant for safe moving.

MOUNTING TO A TABLE TOP

The CX617 features two mounting holes allowing it to be mounted to a table top having a load capacity of approximately 38 Kg.

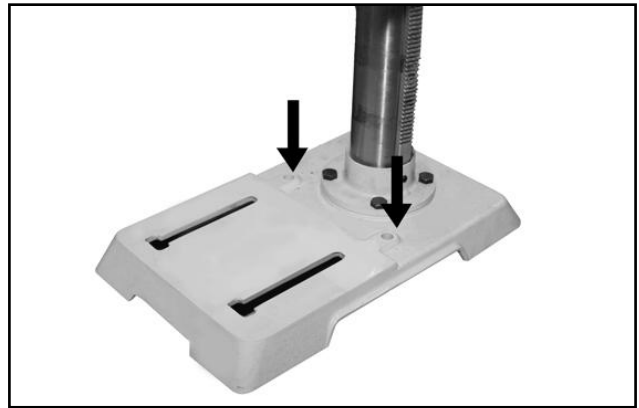


Figure-2 Mounting holes on the base

To mount the drill press to the table top:

Make sure the surface is flat and stable.

Position the drill press onto the table and use the two holes on the drill press base as a guide and drill into the table.

Secure the drill press to the table by using lag bolts, flat washers and hex nuts (not provided).

TABLE SUPPORT

To install the table support:

Slide the table support assembly all the way down until it rests on the base.

Install the support lock handle to right side of the table support as shown in figure-3.

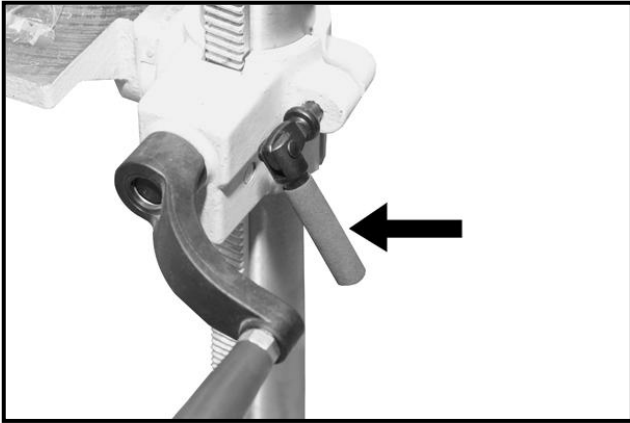


Figure-3 Installing table height lock handle

Slide the table to desired height and lock it in position.

FEED HANDLES

To install the feed handles:

Thread the three feed handles into the holes on the feed hub and hand tighten. See figure-4.

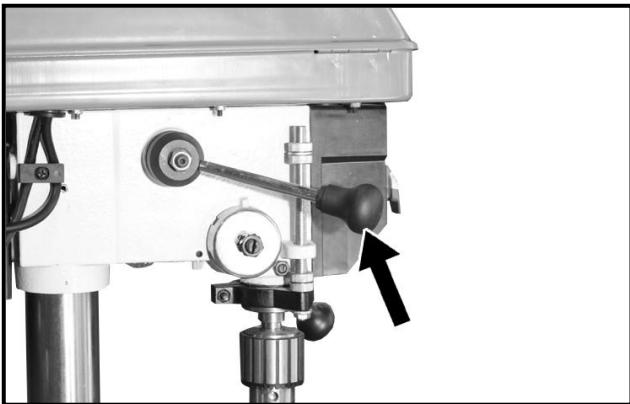


Figure-4 Installing the feed handles

SPEED HANDLE

Thread the speed handle into the hole on the speed hub and hand tighten. See figure-5.

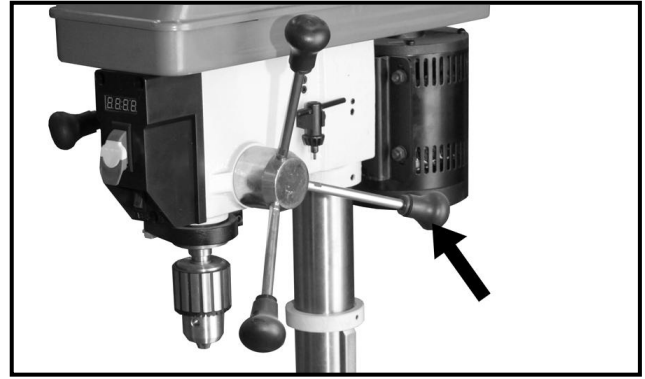


Figure-5 Installing feed handle

EXTENSION TABLE ROLLER

Insert the two rods of the extension table into the two channels at the side of the table.

Secure the extension table by tightening the two lock knobs underneath the table. See figure-6.

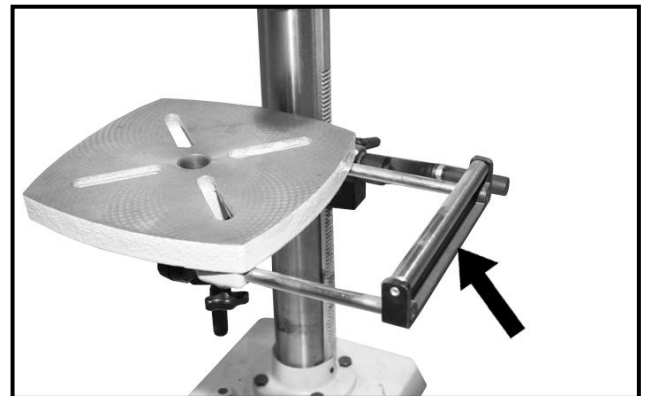


Figure-6 Installing extension table

INSTALLING THE CHUCK

Remove grease and particles from the chuck and spindle surface with a clean cloth.

Slide the chuck onto the arbor and then place a block of wood under the chuck and tap the chuck and arbor with a hammer until it seats into the spindle.

Do not strike the chuck directly with a steel hammer.

REMOVING THE CHUCK

Lower the chuck to its lowest position exposing the spindle sleeve.

The spindle sleeve has a large oval hole on both sides of it.

Rotate the chuck until the spindle hole lines up with the hole in the spindle sleeve.

Insert the wedge and tap the wedge lightly with a hammer.

The arbor and the chuck will release from the spindle.

ON/OFF SWITCH

The CX617 features ON/OFF switch with a removable key which prevents from unauthorized use when removed.

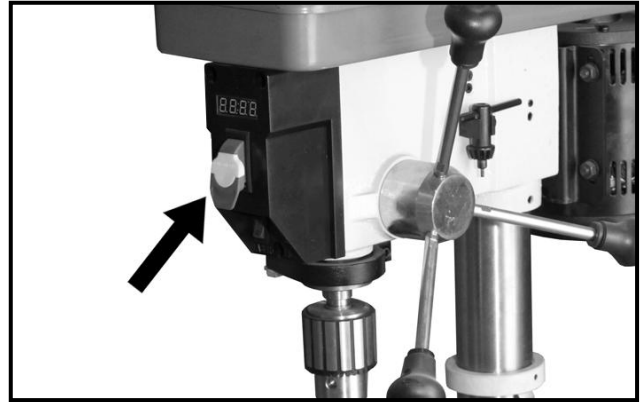


Figure-7 ON/OFF switch with removable key

LED LIGHT & LASER ON/OFF SWITCHES

There are two small other ON/OFF switches on the front side of drill press. The ON/OFF switch on the right is for the LED light and one on the left is for the laser. See figure-8.

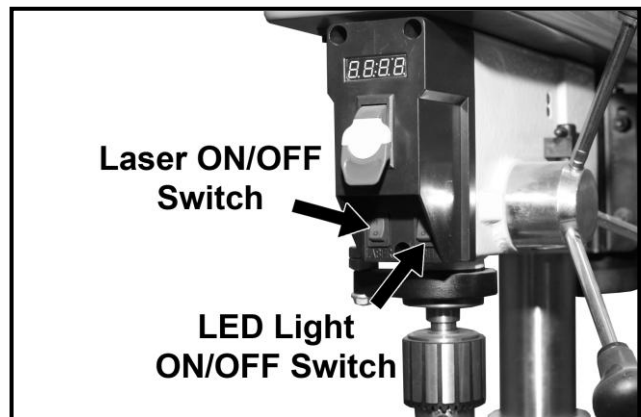


Figure-8 Rocker switches for LED light and Laser

TEST RUN

Once you have assembled your drill press completely, it is then time for a test run to make sure that it 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.

If you find an unusual problem during the test run, immediately stop the machine, disconnect it from the power and fix the problem before operating the machine again.

WARNING!

Before operating the drill press make sure that you have read and understood the instructions given in 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 MACHINE

Connect the machine to power supply.

Turn the switch to ON position. The motor should run smoothly, without unusual vibration and noises.

Turn the switch to OFF position and allow the spindle to come to a complete stop.

VARIABLE SPEED

The CX617 is provided with a variable speed to increase or decrease the spindle speed using a speed handle.

Use the following table to determine the recommended speed for the drill size you are using and the type of material you are drilling. While drilling, check the speed of the digital speed readout located at the front of the drill press.

SPEED RANGE (RPM)	WOOD		ALUMINUM/ ZINC/ BRASS		IRON/ STEEL	
	inch	mm	inch	mm	inch	mm
2000 - 3200	3/8	9,5	7/32	5,6	3/32	2,4
1400 - 2000	5/8	16,0	11/32	8,75	5/32	4,0
1000 - 1400	7/8	22,0	15/32	12,0	1/4	6,4
800 - 1000	1 1/4	31,75	11/16	17,5	3/8	9,5
580 - 800	1 5/8	41,4	3/4	19,0	5/8	16,0

Figure-9 Recommended speed for drill bit size and material

WARNING!

Make sure the machine is on while changing the speed using the variable speed handle. DO NOT change the speed while the drill press is OFF.

To change the speed:

Turn the machine on.

Use the variable speed handle to change the spindle speed.

ADJUSTING TABLE

The table height and angle can be adjusted on the CX617.

To adjust the table height:

Make sure the cord is disconnected from the power source.

Loosen the lock handle, move the table to desired height and tighten the lock handle.

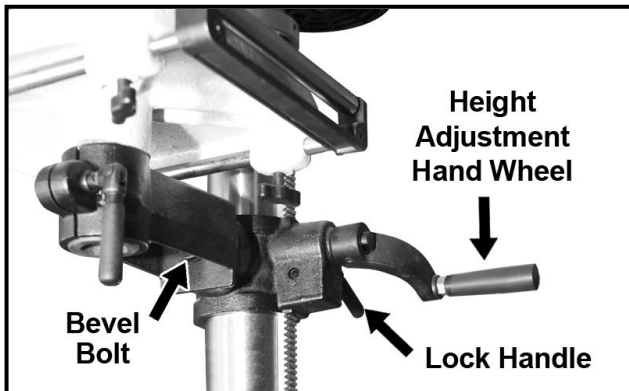


Figure-10 Table adjustment controls

To adjust the table angle:

Loosen the bevel bolt shown in figure-10.

Tilt the table to the desired angle according to the tilt scale shown in figure-11.

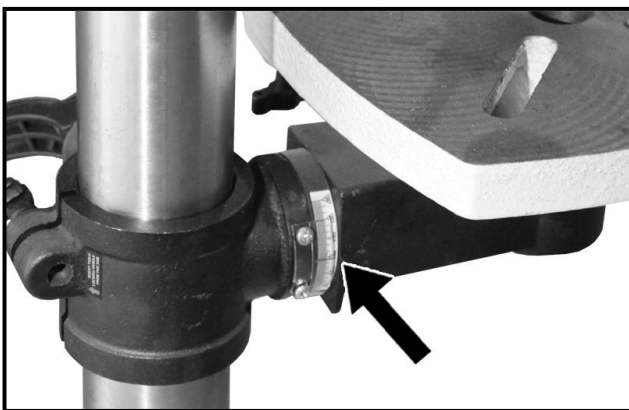


Figure-11 Table tilting scale

Tighten the bevel bolt.

CHANGING DRILL BIT

To insert the bit:

Make sure the cord is disconnected from the power source.

Open the chuck wide enough to accept a new bit.

Insert the drill bit into the chuck far enough to obtain maximum gripping by the jaws, but not far enough to touch the spiral grooves of the drill bit when the jaws are tightened.

Tighten the chuck with the chuck key.

Remove the chuck key and reconnect the power source.

To remove a drill bit:

Disconnect the cord from the power source.

Loosen the chuck with the chuck key and remove the bit with your hand.

DEPTH STOP

A drilling depth stop is provided on the left side of the drill head. The depth stop is consists of a threaded rod with depth setting jam nuts. The front side of the threaded rod has a depth scale. The jam nuts are loosened and moved to the desired depth on the scale. The upper jam nut is then tightened against the lower nut. See figure-12.

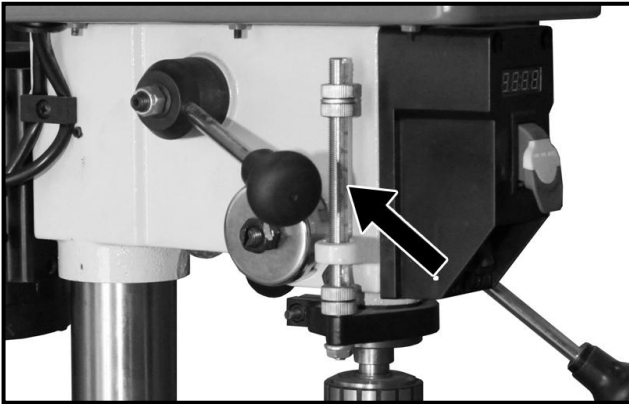


Figure-12 Depth stop

SPINDLE RETURN SPRING

The spindle is equipped with an auto-return mechanism featuring a spring and notched housing. The spring was properly adjusted at the factory and should not be readjusted unless absolutely necessary.

Do adjust the spindle return spring:

Disconnect the cord from the power source.

Place a screw driver into the loop to hold the spring in position.

Loosen the two housing nuts. DO NOT remove the nuts from the threaded shaft. Do not allow the spring and spring housing to slip out of control.

While firmly holding the spring housing, carefully pull the spring housing out until it clears the raised notch.

Turn the housing so that the next notch is engaged with the raised notch.

To increase the spindle return tension, turn the spring housing counter-clockwise.

To decrease the tension, turn the spring housing clockwise.

Tighten the two housing nuts.

Make sure not to overtighten the nuts. Overtightening the nuts will cause the movement of the spindle and the feed handles to be sluggish.

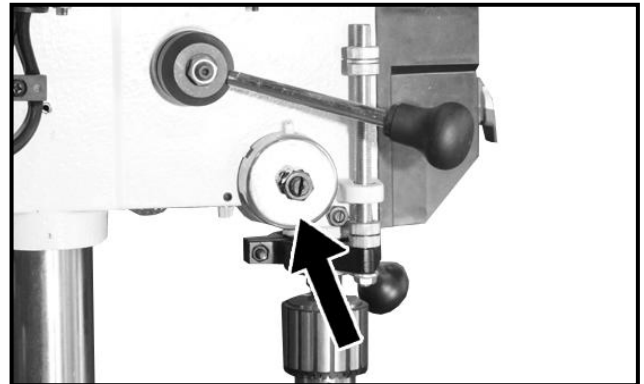


Figure-13 Spindle return spring housing

DRIVE BELT REPLACEMENT

Belt tension and drill press speed is controlled by the variable speed handle located on the side of the machine.

To replace the drive belt:

Make sure the machine is on and loosen the tension on the belt by using the variable speed handle.

Now turn off the machine and disconnect the cord from the power source.

Remove the screw securing the belt cover and open the cover.

Remove the belt from the pulleys and replace it with a new one.

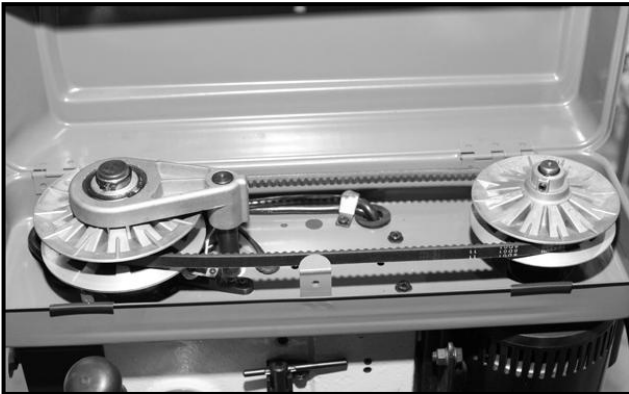


Figure-14 Belt replacement

DO NOT turn the variable speed handle while the machine is OFF.

Once the belt is installed properly on both the pulleys, close the belt cover and retighten the screw.

MAINTENANCE

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

WARNING!

Make sure the main power switch is OFF and the cord is disconnected from the power source, before making any adjustments, lubricating or servicing. Failure to do so could result in serious personal injury or even death.

1. 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.
2. 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.
3. 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.
4. 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.
5. Make sure your work area is well ventilated.

LUBRICATION

Following are lubrication recommendations for drill press components.

SPINDLE PULLEY DRIVE

Lubricate spindle occasionally with light grease.

QUILL, TABLE, AND COLUMN

Lubricate with light film of oil.

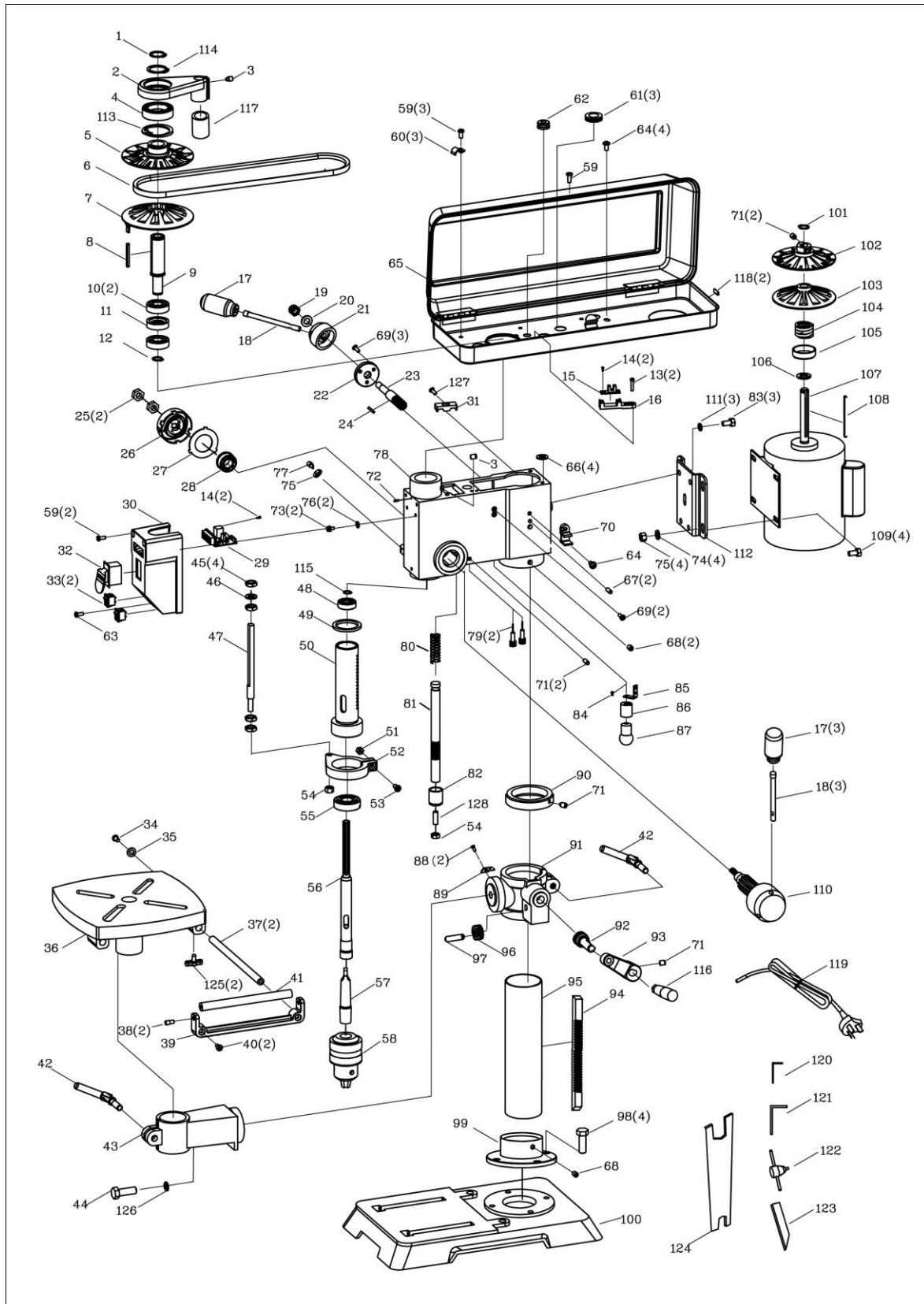
TABLE LIFT RACK

Lubricate regularly with SAE20 oil (clean rack with solvent before applying oil.)

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	REMEDY
Spindle does not turn.	<ol style="list-style-type: none"> 1. Circuit breaker tripped. 2. Branch circuit breaker tripped or fuse blown. 3. Open wire in switch circuit. 4. Defective switch. 5. Broken drive belt. 	<ol style="list-style-type: none"> 1. Reset circuit breaker. 2. Reset branch circuit breaker/replace fuse. 3. Repair open circuit. 4. Repair switch. 5. Replace drive belt.
Spindle noisy.	<ol style="list-style-type: none"> 1. Damaged spindle bearings. 2. Worn spindle. 	<ol style="list-style-type: none"> 1. Replace bearings. 2. Replace spindle.
Drill stalls.	<ol style="list-style-type: none"> 1. Worn drive belt. 2. Excessive feed rate for size of drill and material being drilled. 3. No cutting fluid or improper cutting fluid. 	<ol style="list-style-type: none"> 1. Check condition of belt. Replace if glazed or slipping on pulleys. 2. Reduce feed pressure or use cutting fluid. 3. Use correct cutting fluid.
Poorly drilled holes.	<ol style="list-style-type: none"> 1. Drill dull. 2. Lack of rigidity in hold-down method. 3. Speed too fast for material and drill size. 4. Feed too fast for material and drill size. 5. No or improper cutting fluid or coolant being used. 6. Improperly ground drill bit. 	<ol style="list-style-type: none"> 1. Sharpen drill. 2. Check that all T-slot hold-downs are tight and that table-lock and drill head bolts are tight. 3. Check spindle speed recommendations. Reduce speed if necessary. 4. Reduce feed rate. 5. Use cutting fluid, or change to proper fluid or coolant for material being drilled. 6. Check for proper angles and reliefs. Re grind to proper geometry.
Motor overheating.	<ol style="list-style-type: none"> 1. Electrical circuit fault. 2. Oversize drill. 3. Excessive feed. 4. No cutting fluid, or wrong fluid. 	<ol style="list-style-type: none"> 1. Check current draw in circuit. Make sure current draw is the same as rating on motor plate. 2. Reduce drill size. 3. Reduce feed rate. 4. Use correct cutting fluid for the material and drill.
Table can not be raised.	<ol style="list-style-type: none"> 1. Lack of lubrication. 	<ol style="list-style-type: none"> 1. Lubricate.
No speed readout.	<ol style="list-style-type: none"> 1. Speed pickup out of adjustment or failed. 	<ol style="list-style-type: none"> 1. Adjust gap between speed pickup and post spindle pulley. If there is no readout on the speed indicator, replace the speed pickup.

PARTS DIAGRAM



PARTS LIST

No.	English	Spec.	Qty
1	CIRCLIP FOR SHAFT	φ 24	1
2	ADJUSTMENT SEAT	ZL102	1
3	LOCK SCREW	M8X12	2
4	BEARING	61907	1
5	SPINDLE PULLEY	ZL102	1
6	Tranigular Belt	M36	1
7	SPINDLE SET PULLEY	ZL102	1
8	FLAT KEY	A4*4*64	1
9	DRIVE SLEEVE	45	1
10	BEARING	6203RZ	2
11	RING		1
12	CIRCLIP FOR SHAFT	φ 17	1
13	PHILIPS SCREW	M4*20	2
14	PHILIPS SCREW	ST2. 9*6. 5	4
15	Optoelectronic counter		1
16	COUNTER BASE		1
17	HANDLE HEAD ASS"Y	ABS	4
18	HANDEL BAR	Q235	4
19	LOCK NUT	M10	1
20	SPRING(SHAPE OF BUTTERFLY)	φ 10	1
21	SPEED CONTROL HANDLE BASE		1
22	GEAR BASE		1
23	GEAR SPINDLE	45	1
24	FLAT KEY	A3*3*25	1
25	THIN HEX NUT	M12	2
26	SPRING COVER ASS"Y		1
27	SPRING PLATE		1
28	BUSH		1
29	DIGITAL DISPLAY TRANSFORMER		1
30	SWITCH BOX		1
31	WIRE FIXING PLATE	ABS	1
32	ON/OFF SWITCH	HY18-4P	1
33	LASER SWITCH	HY17-2P	2
34	PHILIPS SCREW	M6*8	1
35	FLAT WASHER	φ 8	1
36	WORK TABLE	HT150	1
37	GUIDE ROD	Q235	2
38	ROLLER SCREW	Q235	2
39	ROLLER BASE	ZL102	1
40	PHILIPS SCREW	M6*12	2
41	ROLLER SUPPORT	Q235	1
42	WORKTABLE FIXED HANDLE		2

43	WORKTABLE CORBEL	HT150	1
44	HEX BOLT	M12*35	1
45	ADJUSTMENT NUT	45	4
46	IRREGULAR WASHER		1
47	SCALE		1
48	BEARING	6201RZ	1
49	RUBBER WASHER		1
50	QUILL	HT150	1
51	HEX NUT	M6	1
52	SCALE BASE	ZL102	1
53	PHILIPS SCREW	M6*16	1
54	HEX SCREW	M8	2
55	BEARING	6204RZ	1
56	SPINDLE	45	1
57	CHUCK CONNECT ROD	45	1
58	CHUCK	JT3#1-16mm	1
59	PHILIPS SCREW	M5*12	6
60	WIRE FIXING SLICE		3
61	RUBBER SLEEVE		3
62	LEADING WIRE SLEEVE		1
63	PHILIPS SCREW	M5*10	1
64	PHILIPS SCREW	M6*12	5
65	PULLEY COVER ASS'Y		1
66	SPONGE-RUBBER WASHER		4
67	SPRING PIN	6*15	2
68	HEX SCREW	M8*8	3
69	PHILIPS SCREW	M5*10	5
70	WRENCH HOLDER	45	1
71	HEX SCREW	M6*10	6
72	SPRING PIN	φ 5*13	1
73	PHILIPS SCREW	M5*8	2
74	FLAT WASHER	φ 8	4
75	HEX NUT	M8	5
76	OUT GEAR LOCKED WASHER	φ 5	2
77	QUILL FIXED SCREW	M8	1
78	HEAD	HT150	1
79	LASER		2
80	RACK COMPRESSION SPRING		1
81	RACK ROD		1
82	RACK SLEEVE		1
83	HEX BOLT	M8*12	3
84	PHILIPS SCREW	M3*10	1
85	LIGHT SUPPORT	Q235	1
86	SOCKET		1
87	LED LAMP		1

88	PHILIPS SCREW	M4*8	2
89	POINTER SLICE		1
90	RACK RING	HT150	1
91	TABLE BRACKET	HT150	1
92	WORM	45	1
93	UP/DOWN HANDLE		1
94	RACK		1
95	COLUMN		1
96	INNER BEARING PULLEY	45	1
97	INNER BEAR SHFT	Q235	1
98	HEX BOLT	M10*25	4
99	COLUMN BASE	HT150	1
100	BASE	HT150	1
101	CIRCLIP FOR SHAFT	φ 14	1
102	MOTOR FIXED PULLEY	ZL102	1
103	MOTOR RUNING PULLEY	ZL102	1
104	MOTOR COMPRESSION SPRING		1
105	SPRING BOWL		1
106	SPRING WASHER		1
107	MOTOR		1
108	A-TYPE KEY	A4*4*80	1
109	HEX SCREW	M8*16	4
110	CROSS SHAFT ASS"Y	45	1
111	LIGHT SPRING WASHER	φ 8	3
112	MOTOR PLATE		1
113	A-CIRCLE	φ 55	1
114	SHAFT CIRCLE	φ 35	1
115	THIN HEX NUT	M15*1.5	1
116	HANDLE		1
117	LOW SPEED SLEEVE		1
118	SRALING RUBBER STRIP		2
119	POWER CORD		1
120	HEX WRENCH	S3	1
121	HEX WRENCH	S4*63	1
122	CHUCK HANDLE	45	1
123	BLOCK		1
124	WRENCH		1
125	PLASTIC HANDLE		2
126	SPRING WASHER	φ 12	1
127	PHILIPS SCREW	M6*12	1
128	HEX SCREW	M8*60	1



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.