



# Return Authorization Request Form



**IMPORTANT:** The CarveWright Machine must be properly packed in the original box and foam. If the original box and foam are not available, they can be purchased from the CarveWright website [HERE](#).



**WARNING:** CarveWright Machines not packed in the original packaging can be damaged in shipping and result in a shipping claim being denied. Customers are responsible for this damage, which can cost as much as the total price of the machine.

**FOLLOW THE PACKING INSTRUCTIONS EXACTLY AS STATED IN THIS DOCUMENT!**

Please submit this completed form to the vendor, LHR Technologies, at [support@carvewright.com](mailto:support@carvewright.com) to receive the Return Material Authorization (RMA) and shipping call tag. Customers are responsible for shipping charges.

Customer Name: \_\_\_\_\_

Machine Serial Number: \_\_\_\_\_

Machine Cut Hours: \_\_\_\_\_

Date Purchased: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Reason For Return:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Additional description information space has been provided on the last page if necessary

# Packing the CarveWright for Return



**WARNING:** CarveWright Machines not packed in the original packaging can be damaged in shipping and result in a shipping claim being denied. Customers are responsible for this damage, which can cost as much as the total price of the machine.

**FOLLOW THE PACKING INSTRUCTIONS  
EXACTLY AS STATED IN THIS DOCUMENT!**

## Locating the Machine Cut Hours

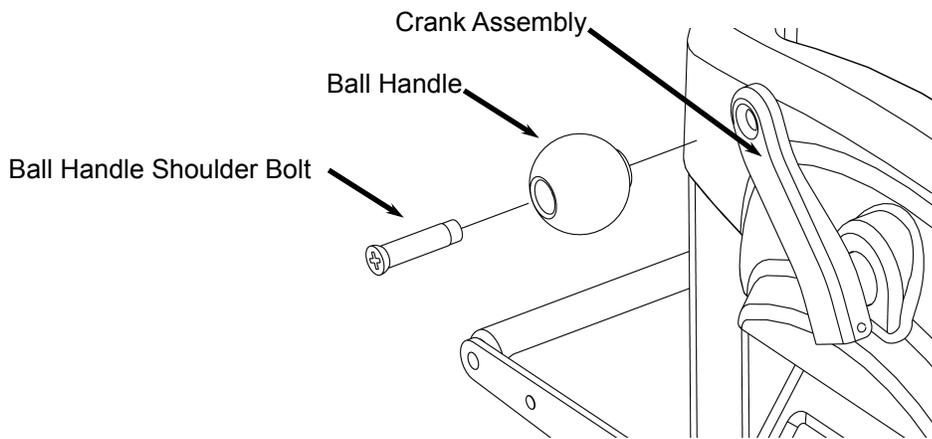
1. Plug in the machine Insert the Memory Card.
2. Turn the power switch on
3. When the menu appears on the screen press the “0” button
4. When the Options menu appears press the “3” button
5. The Cut Hours will display on the screen in hours and minutes
6. Write these numbers down in above form
7. Turn machine power off
8. Remove Memory Card



**REMINDER:** The CarveWright Machine standard warranty is for One Year or 200 Cut Hours, whichever occurs first. Returns for refund must be submitted for approval within 30 days of date of purchase. See Warranty and Return Policy for further details.

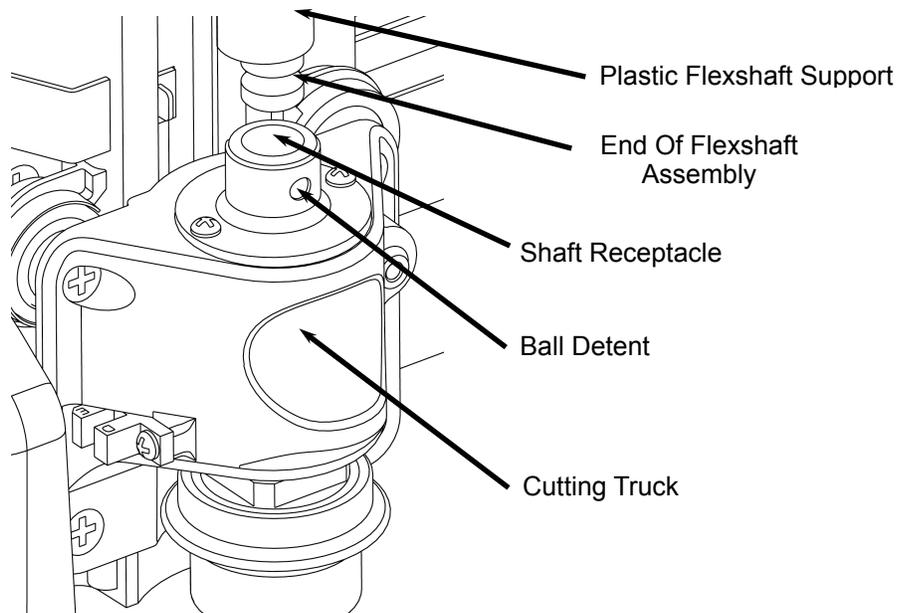
## Packaging Instructions

1. **Unplug the machine.** Wrap the power cord around the two cord brackets under the front outfeed tray and secure the plug.
2. **Remove any workpiece materials from the machine.**
3. **Remove the muffler from the back of the machine.**
4. **Remove the bit from the spindle.**
5. **Clean the machine of the as much sawdust as possible.** Sawdust will penetrate all parts of the machine during shipping if left in the machine.
6. **Crank the head all the way to the bottom of travel.** Orient the handle so that it is pointed down.
7. **Remove the ball handle.** Remove the ball handle from the crank lever using a Phillips screwdriver as shown in Figure 1. Do not remove the entire crank assembly from the machine.



**FIGURE 1: REMOVING THE BALL HANDLE**

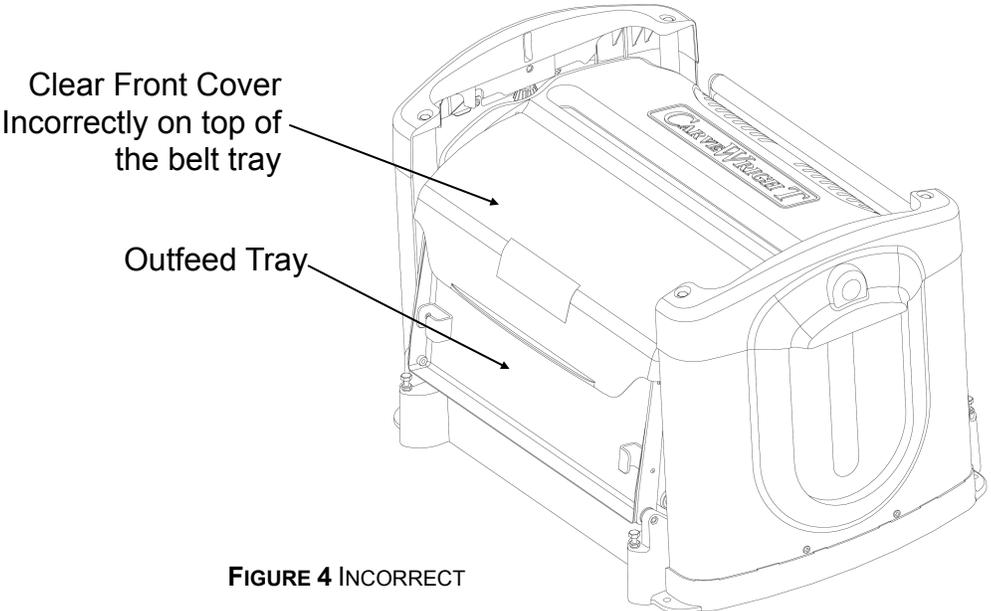
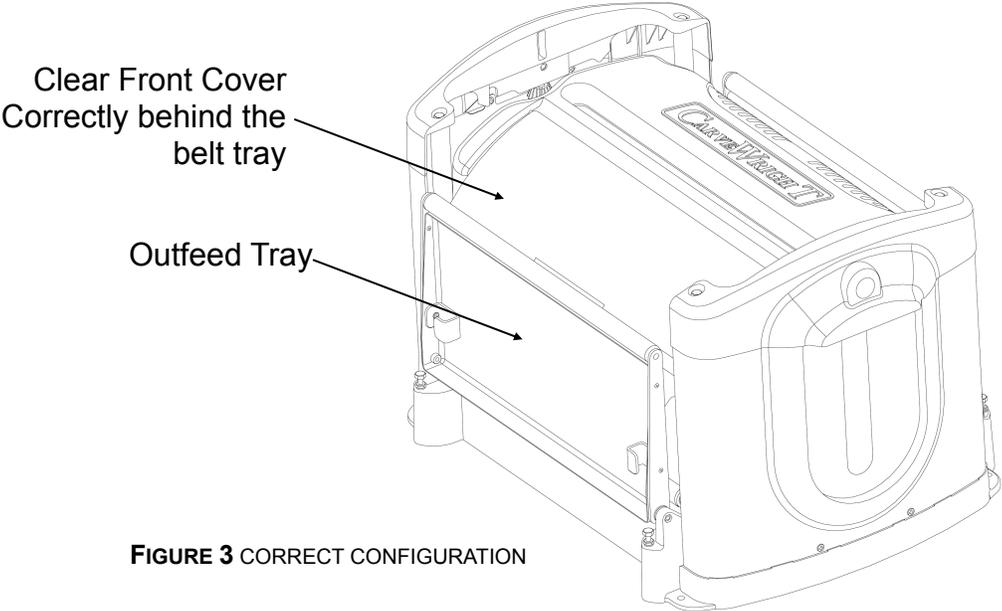
8. **Locate the original box and packaging foam.** Remove the top packaging foam from the box.
9. **Remove the flexshaft from the cutting head:** Move the cutting truck to the center of its horizontal travel and to the top of its vertical travel. Locate the plastic flexshaft support that mates to the top of the cutting head. Grab this support with one hand and the cutting truck with the other hand. Pull on the flexshaft (and twist) until it snaps out of the ball detent. Make sure to only pull on the plastic support and not on the wire or flexshaft sheath.



**FIGURE 2: REMOVING THE FLEXSHAFT**

10. **Secure flexshaft core.** Wrap the end of the flexshaft in plastic and rubber band so that the core will not slide out during shipping.

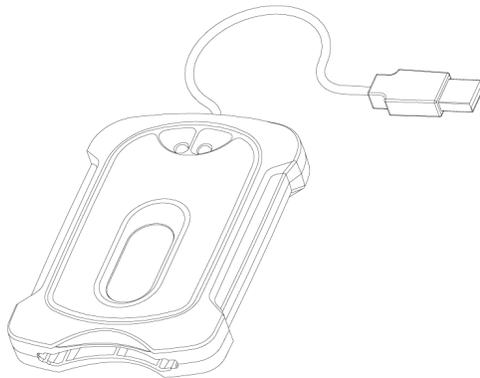
**11. Fold-up the outfeed trays.** Fold both trays into vertical position and make sure that the clear front cover is not closed over the top of the front outfeed tray. If the tray is packaged incorrectly the cover will be broken in shipping. This will not be covered under the warranty. Figure 3 shows the front tray in the correct position for shipping. Figure 4 shows the cover incorrectly closed over the tray.



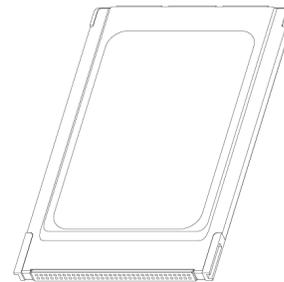
12. **Place the machine into the bottom foam in the box.** Make sure that the cutout in the bottom foam for the power cord is orientated correctly.
13. **Place the top foam into the box.** Make sure that the notch for the crank assembly is on the correct side and that the slots in the foam for the outfeed trays are aligned to the trays.
14. **Place ALL of the accessories back into the box. Credit cannot be granted for partial product. Make sure that all accessories are secured, especially the bits.**

## Items to be included with the Returned CarveWright System

- CarveWright Machine
- CarveWright Memory Card Programmer (Figure 5)
- CarveWright Memory Card (Figure 6)
- 1/16" Diameter Tip Tapered Carving Bit with Bit Adapter (Figure 7)
- T-Handle Allen Wrench (Figure 8)
- Crank Handle Ball and Shoulder Bolt (Figure 1)



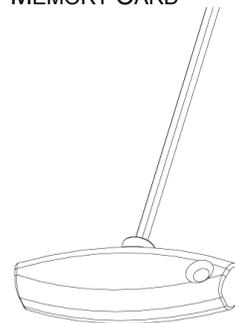
**FIGURE 5:** CARVEWRIGHT  
MEMORY CARD PROGRAMMER



**FIGURE 6:**  
CARVEWRIGHT  
MEMORY CARD



**FIGURE 7:** 1/16" CARVING BIT WITH PRESSED ON  
BUSHING



**FIGURE 8:** 4MM ALLEN WRENCH

15. **Print and place this Return Authorization form into the box for shipping to the manufacturer.**

