

CompuCarve/CarveWright Repair Machine Authorization Form

IMPORTANT: The machine MUST BE PROPERLY packed in the original box and foam. WARNING: Machines not packed in the original packaging are damaged in shipping most of the time. Customers are responsible for this damage which can cost as much as the total price of the machine. Please follow the packaging instructions on pages 2-5 of this document. Machines not packed in the original packaging are damaged in shipping most of the time. Customers are responsible for this damage which can cost as much as the total price of the machine.

Please place this form inside box when shipping machine in for repair. If you have any further questions contact us, LHR Technologies, at (713) 473-6572.

Customer Name: _____

Date Purchased: _____

Machine Serial Number: _____

Contact Phone Number:

E-mail Address: _____

Description of the Problem: _____

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

Reminder, the machine is under warranty for One Year from original purchase date or 200 Cut Hours, whichever occurs first. If it is determined the machine is no longer under warranty, then parts & labor costs will apply. You will be notified before repair is initiated if there are additional charges.

Packing the CompuCarve/CarveWright for Return

Please read and follow all of the packaging instructions carefully. **Warning: Machines not packed in the original packaging are damaged in shipping most of the time. Customers are responsible for this damage which can cost as much as the total price of the machine.** If you do not have the original box and packaging foam please contact CompuCarve/CarveWright service to purchase another set before returning the machine.

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 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.

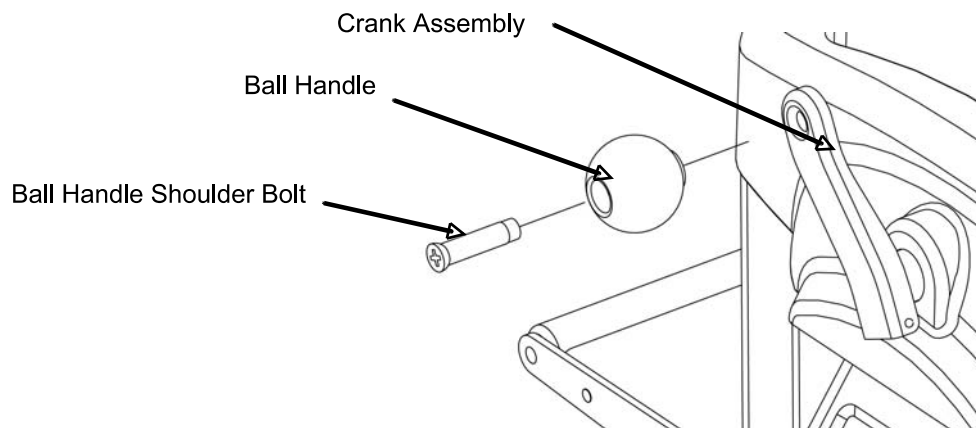


FIGURE 1: REMOVING THE BALL HANDLE

8. **Locate the original box and packaging foam.** Remove the top packaging foam from the box.
9. **Remove the flexshaft from the cutting head (Figure 2) :** 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.

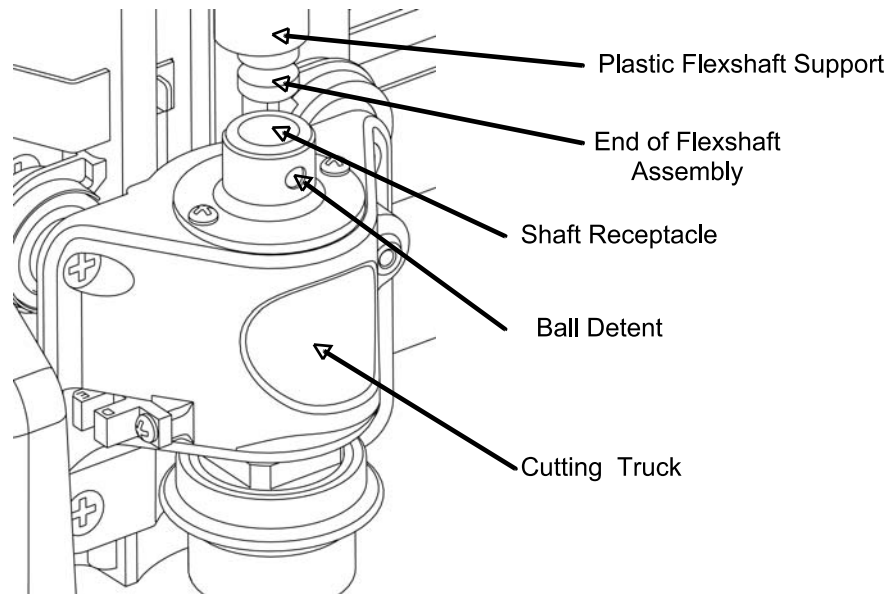


FIGURE 2: REMOVING THE FLEXSHAFT

- 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.

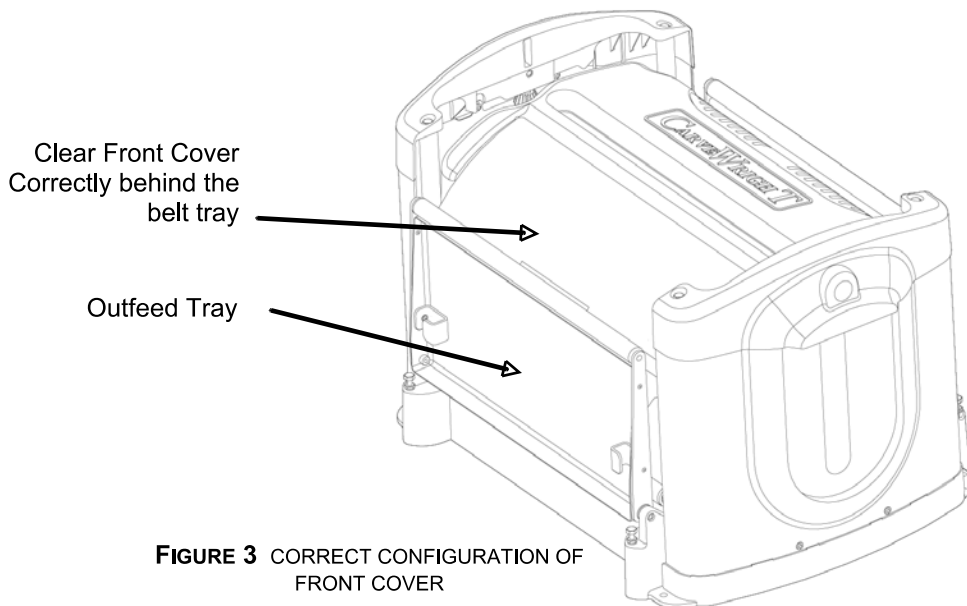


FIGURE 3 CORRECT CONFIGURATION OF FRONT COVER

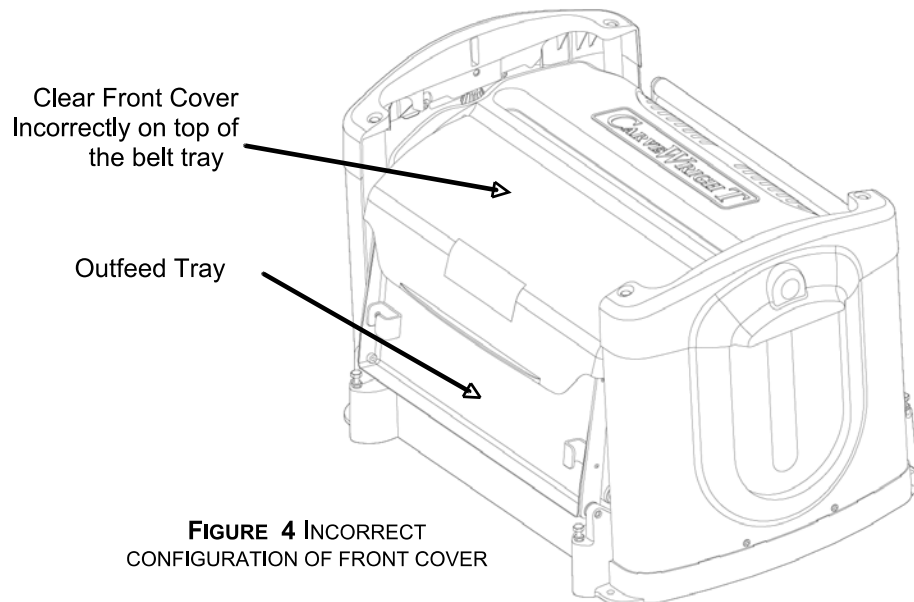


FIGURE 4 INCORRECT CONFIGURATION OF FRONT COVER

- 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. Keep the following parts.** When sending in your machine, it is unnecessary to have the following parts for repair:

- ✓ CarveWright Software CD
- ✓ Operation Manual
- ✓ CarveWright Memory Card Programmer (Figure 5)
- ✓ Muffler Dust Collector (Figure 6)
- ✓ CarveWright Memory Card (Figure 7)
- ✓ 1/8" Diameter Straight Cutting Bit with Bit Adapter (Figure 8)
- ✓ 1/16" Diameter Tip Tapered Carving Bit with Bit Adapter (Figure 9)
- ✓ 3/32" Allen Wrench (Figure 10)
- ✓ Bit removal Tool (Figure 11)
- ✓ Crank Handle Ball and Shoulder Bolt (Figure 1)

The items in instruction 14 are the responsibility of the customer. If the items are lost due to shipping, misplacement, or wear, they will not be replaced by LHR Technologies. If a technician has prompted for any of the items in instruction 14 to be sent in, that will be the only time that the items are replaced from misplacement while in our repair facility.

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

Items included with the CompuCarve/CarveWright System

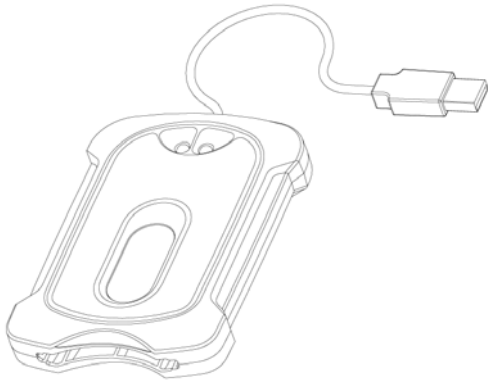


FIGURE 5: CARVE WRIGHT MEMORY CARD PROGRAMMER

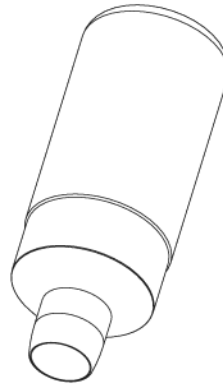


FIGURE 6: MUFFLER AND DUST COLLECTOR BAG

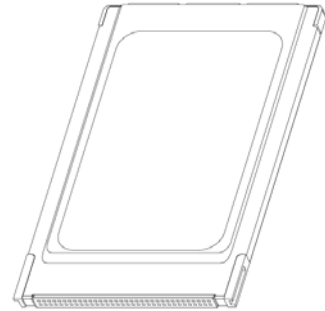


FIGURE 7: CARVEWRIGHT MEMORY CARD



FIGURE 8: 1/8" CUTTING BIT WITH ADAPTER



FIGURE 9: 1/16" CARVING BIT WITH ADAPTER



FIGURE 10: 3/32" ALLEN WRENCH



FIGURE 11: BIT REMOVAL TOOL

I understand and accept the terms of agreement for the Return Machine Authorization Form

Submit

Print

