



INSITE Limited Warranty Statement

All new packaging equipment manufactured and supplied by INSITE Packaging Automation is warranted to be free from defects in materials and workmanship for the period of time specified in this statement. The warranty period commences from the date the equipment is shipped from our facility.

✓	Base Frame	Lifetime
✓	INSITE Standard Components	3 years
✓	Buyer Specified Components	1 year

The following limitations and restrictions apply to this warranty:

1. The base frame limited lifetime warranty applies to structural and welding failures such as breaking, cracking or bending.
2. INSITE Standard Components include all non-wear parts that are fabricated or purchased by INSITE Packaging and incorporated into the supplied equipment. However, select standard components are warranted for less than three (3) years depending upon the original manufacturer's warranty. Consult with INSITE for warranties on standard components.
3. Buyer Specified Components include all non-wear parts that differ from INSITE's Standard Components and are incorporated into the supplied equipment per Buyer's specification requirements. However, Buyer Specified components are warranted for one (1) to five (5) years depending upon the original manufacturer's warranty.
4. Most wear components shall not be warranted. However, select wear components are warranted for one (1) to five (5) years depending upon the original manufacturer's warranty. A warranty claim against a wear part may be made if it is determined the part failed due to a factory defect. If it is determined the part failed due to a factory defect, the claim will follow the normal returns process. Consult with INSITE for warranties on wear components.
5. Wear and tear on the equipment that is considered standard in the industry shall not be warranted.
6. Equipment that is purchased by INSITE Packaging Automation and incorporated into the supplied equipment shall be subject to the original manufacturer's standard warranty. Such equipment includes, but is not limited to, conveyors, accumulators, inspection systems and coders.
7. Unless specified otherwise, frame and component finishes shall not be warranted if the equipment is installed in a wet environment, or exposed to harsh cleaners or high-pressure wash downs.
8. Equipment that has been misused, poorly maintained, neglected, or improperly moved, repaired or altered by anyone other than INSITE Packaging or its authorized agents shall not be warranted. Corrosion on components not manufactured by INSITE Packaging shall be warranted as per the original manufacturer's standard warranty.



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9. INSITE Packaging shall not be responsible for any removal, handling, or shipping charges (including applicable duties, taxes and inspection fees) that the Buyer incurs to return a component for warranty evaluation.
10. INSITE Packaging shall be responsible for the repair or replacement of components that are, in its sole determination, defective and covered by warranty. This responsibility includes handling charges, non-expedited shipping charges to return a component to the Buyer, and all applicable duties, taxes and inspection fees.
11. INSITE Packaging shall not be responsible for any labor costs to reinstall components or for line downtime during repair.
12. This warranty is for the sole benefit of the original Buyer and is not transferable.
13. This warranty is in lieu of all other warranties, expressed or implied, or merchantability, or fitness for a particular purpose, performance or otherwise.
14. This warranty applies to new packaging machinery only. Modified or reconditioned equipment is not warrantied.

INSITE Component Warranty List

INSITE standard components include all non-wear parts that are fabricated or purchased by INSITE Packaging Automation and incorporated into the supplied equipment.

Most wear components shall not be warrantied. However, select wear components are warrantied for one (1) to three (3) years depending upon the original manufacturer's warranty. A warranty claim against a wear part may be made if it is determined the part failed due to a factory defect. If it is determined the part failed due to a factory defect, the claim will follow the normal returns process.

See list below for a description and warranty period of Douglas standard components and wear and non-wear components:



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3-YEAR WARRANTY

<i>Manufacturer</i>	<i>Item(s)</i>	<i>Manufacturer</i>	<i>Item(s)</i>
Allen Bradley	Safety Disconnect, AC and Servo Drives, Servo Line Filter, Servo Cables, Absolute and Incremental Encoders, HMI, Manual Motor Control, Motors, Photo Controls (photoeyes), Programmable Logic Controller (Processor, I/O, rack), Switches (pushbuttons/pilot lights 800H style)	Linn	Gears, Sprockets
		Murr	Line Filter (servo) and On-Machine I/O
		Orvivo	Pulleys and Gear Boxes (seals : 2 years)
		Ringfeder	Adaptors
		Ruland	Coupling (rigid)
		Siemens	AC Drives, HMI
Balluff	Switch (proximity)	THK	Linear Rails and Guides
Banner	Photo controls (photoeyes)	TRD	Cylinders (pneumatic)
Boston	Gears	Turck	Switch (proximity)
Elau	Servo Drives	Wittenstein	Gear Boxes (seals: 2 years)
Fenner	Tensioners	Watlow	Temperature Control (power and temperature)
Gates	Pulleys		
Igus	Energy Chain		

2-YEAR WARRANTY

<i>Manufacturer</i>	<i>Item(s)</i>	<i>Manufacturer</i>	<i>Item(s)</i>
Busch	Vacuum Pump		revolution, rotary)
Interroll	Drum Motors	Festo	Cylinders (pneumatic)
Kenall	Light (cutter assembly)	Sola	Power Supply UPS
Lenze	Gear Motors and Gear Boxes		
Mayr	Torque Limiter (axial friction, single		

1-YEAR WARRANTY

<i>Manufacturer</i>	<i>Item(s)</i>	<i>Manufacturer</i>	<i>Item(s)</i>
Air Vac	Vacuum (Venturi)	Hub City	Gear Box, Sealed Lubeable Ball Bearing Inserts
AMCI	Stepper Motors		
American Fan	Impeller	Industrial Fiber	Fibers (SERCO)
Baldor	AC/DC Motors	IPTICI	Bearings (mounted washdown only), Sealed Lubeable Ball Bearing Inserts
Bando	Pulleys	Leeson	AC/DC Motors
Beckett Air	Impeller	Light Exchange	Light Fixture (enclosure)
Breco	Pulleys	Lincoln	Lube (pump)
Browning	Gears, Pulleys, Coupling, Tensioners	Lovejoy	Coupling (flexible), Motor Mounts, Tensioners
Camco/Ferguson	Indexers		
Dart	DC Drives	Islatrol	Line Filter (PLC and servo)
Dayton	Cooling Fan	MAC	Valves (pneumatic)
Duff Norton	Actuator	Marathon	DC Motors
Edco	Vacuum (Venturi)	Martin	Gears, Sprockets
Fairchild	Gear Box	Maska	Pulleys, Taper Lock Bushings
Ferraz Shawmut	Switch (disconnect)	Maurey	Pulleys
GAM (Jakob)	Coupling (servo)	McMaster Carr	Casters
Goldenrod	Airshafts	Micro-Switch	Switch (limit)
Hevi-Duty	Transformer (power conditioning)	Midwest Motion Products	Actuator
Hoffman	Enclosure (air conditioners, main operator, junction, fan, light fixture)	Morse	Coupling (flexible), Torque Limitor (friction)
Hubbell	Disconnect (safety)	Nexen	Brake (pneumatic), Clutch (pneumatic),



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Nordson	Disk Brake	Seal Master	Sealed Lubeable Ball Bearing Inserts
Pneumatic	Glue System (guns, hoses, tank)	Simco	Power Supply (static bar)
Pneumatic	Cylinders (pneumatic), Filter Housing (pneumatic), Regulator (pneumatic)	Sixnet	Modem (telephone)
PHD	Switch (pressure and vacuum)	Square D	Switch (limit)
Phoenix Contact	Guided Cylinders (pneumatic)	SST	Sprockets
Plab	Switch (Ethernet)	Stober	Gear Box
Robohand	Vacuum (Venturi)	Tidland	Airshafts (shrink film)
Schaffner	Cylinders (pneumatic slides)	Warner	Electric Clutch, Clutch (ratcheting)
	Line Filter (PLC and servo)	Zeromax	Coupling (flexible, servo)

WEAR COMPONENTS NOT UNDER WARRANTY (including, but not limited to, the components listed below.)

Air Cylinders	Chain and Rails	Roller Chain
Air Filters	Control Relays	Rollers
Batteries	Couplers	Safety Relays
Bearings – except washdown (1 year)	Crush Rollers	Seals
Belts – Conveyor	Fasteners	Solenoid Valves
Belts – Drive	Fuses / Breakers	Springs
Belts – General	Gas Springs / Gas Shocks	Sprockets
Belts – Servo Drive	Guard Door Switches	Static Bars
Brake Pads	Heaters	Table-Top Chain
Brushes	Hoses	Tunnel Heaters
Bulbs (light)	Light Emitting Diodes	Vacuum Filters
Bushings	Linear Bearings, Shafts, Rails	Vacuum Cups
Cabling Flexible	Mat-Top Chain	Vulcanizing
Cabling – General	Nice Bearings	Wrap-Spring Clutch
Cam Follower	Plastic	Wrapper Knives
	Rod Ends	