



Service Shipping Instructions

When sending a CarveWright CNC unit in for service, the customer is responsible for shipping. To make that easier, we have secured a negotiated rate, with insurance, for you to purchase from us directly.

Once your unit is packaged according to these instructions please notify customer support at 713-473-6572 or at support@carvewright.com for a UPS pickup call tag.

All units arriving at our service facility will be subject to a minimum of 2 hour labor cost (\$65/hr) for check-in and diagnostics.



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 CarveWright.com > [CLICK HERE](#)



WARNING: FOLLOW THE PACKING INSTRUCTIONS EXACTLY AS STATED IN THIS DOCUMENT! CarveWright CNC 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.

Once your unit is packaged according to these instructions please notify customer support at 713-473-6572 or at support@carvewright.com for a UPS pickup call tag.

Customer Name: _____

Machine Serial Number: _____

Machine Cut Hours: _____

Date Purchased: _____

Contact Phone Number: _____

E-mail Address: _____

Description of Service Needed:

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

Packing the CarveWright for Shipping

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 any dust collection attachments from 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.

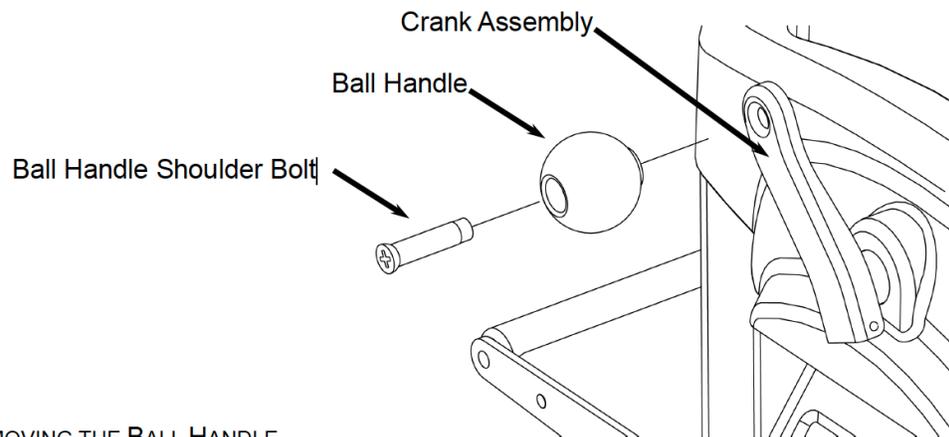
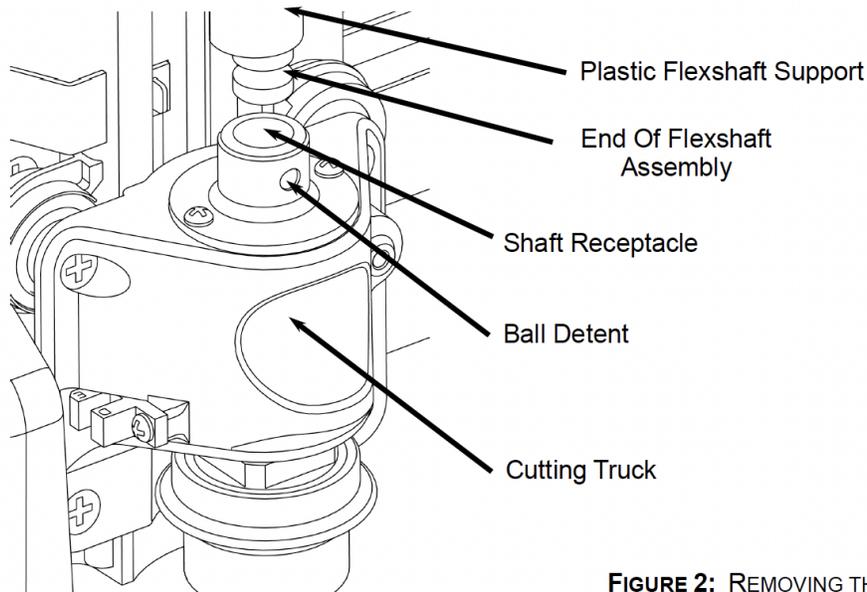


FIGURE 1: REMOVING THE BALL HANDLE

8. **Locate the original box and packaging foam.** Remove the top packaging foam from the box. (replacement boxes and packaging foam are available from CarveWright.com)
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.



DO NOT SEND YOUR ACCESSORY ITEMS WITH THE UNIT UNLESS THEY ARE SPECIFICALLY PART OF YOUR SERVICE ISSUE.

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

