



MODEL SPECTRA MAX v.20 SERIAL # 2006-8899999

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INSTRUCTION MANUAL

FOR ALL INQUIRIES
PLEASE CONTACT
OUR LOCAL DISTRIBUTOR

FOR NORTH AMERICA ONLY 1-800-333-6556

Thank you for choosing ORION stretch-wrapping equipment. It is a wise choice, which will benefit your company now and in the future.

ORION uses a unique combination of functional, rugged steel structure and sophisticated control systems to offer equipment high in durability and low in maintenance requirements. Our advance control systems mean that Orion equipment can be operated safely and efficiently without the need for special operator expertise.

Please read this manual carefully and keep it handy. Following these simple operating instructions will insure the safe and efficient performance of this machine while simple maintenance procedures will guarantee a long and productive life of the equipment.

Notice:

Our manual covers standard features of the machine. Certain options may not be fully covered due to their unique application.

In order to acquire more information about custom made features of your machine and to provide quicker service, the following information is required when making an inquiry:

1)Model

2)Serial Number 2006-8899999

3)Subassembly (see PART LIST)

SAFETY:

ORION'S stretch wrappers should be operated with caution and common sense as any other industrial equipment. To prevent injury and/or electrical shocks, careful operation of the machine and awareness of its many automatic functions is required.

NOTE: All electrical power and compressed air <u>must to be disconnected</u> prior to all inspection, maintenance or repair work.

ORION PACKAGING INC.

SpectraMAX

Spiral Low Profile Platform Automatic Rotary Turntable System

Maximum Load Size52"W x 52"L x 90"HMinimum Load Size30"W x 30"L x 10"H

Weight Capacity 5,000 lbs. Dynamic ; 20,000 lbs. Static

Utilities 115 / 1 / 60 ; 20 Amp Electrical Service ; 3 CFM Compressed Air @ 80 PSI

Turntable & Drive: 65" Diameter x 3/8" Steel Plate

0-14 RPM variable speed with adjustable soft-start Dynamic positive alignment home positioning feature

Chain & sprocket drive with automatic, self-adjusting chain tensioner

In-line helical gear reducer on turntable drive train No-maintenance, quiet DuraGlide™ support bearings

3" Height floor to top of turntable

Control Features: State-of the-Art Allen Bradley MicroLogix Programmable Logic Controller

User Friendly Controls with Non-Proprietary Pushbuttons, and Switches Insta-Sense™ Film Broken /Out Sensing Logic with Indicator Light Lanyard Switch for Customer Installation to Allow Remote Cycle Start

AUTOMATIC film attachment to the load and cut off RevoLogic™ Exact Wrap Counting To Eliminate Film Waste Electronic Film Tension Control Adjustment on the Panel

End of Cycle Film Force Release

Separate Top and Bottom Wrap Count Selectors

Variable Speed & Separate Film Carriage Up/Down Controls

Film Carriage Raise/Lower Switch (Manual)

Turntable Jog Pushbutton

Cycle Pause for Stopping the Wrap Cycle Without Resetting All Colors Compatible Photocell for Automatic Load Height Detection

Film Stretch & Delivery: Uses standard 20" film rolls

InstaThread for ultra-fast drop-in film threading

260% Standard film stretch (available from 100% to 425%)
AUTOMATIC electronic non-contact film force-to-load control
Dynamic dancer bar for consistent film tension around entire load
Precision ground, polyurethane stretch rollers with lifetime warranty

Film Carriage Drive: Heavy Duty Zero-maintenance industrial belt lift carriage

Variable Speed Drive Motor

UHMW Precision Carriage Guidance System

Structural Features: All STEEL base frame and tower construction

Base structure includes dual full-length steel channels

Forklift portable from front or rear of machine

Hinged tower for ease of transport (reduces machine profile) Adjustable, foldaway film roping bar to lock load to pallet

Film Tail Treatment: Pneumatic Film Clamping Device

Impulse Wire Film Cutting

Pneumatic Load Seeking Film Tail Treatment System Folding Film Clamp For Short Loads Wrapping Capability

Ease of Use and Safety: Fail-Safe film carriage drive with free-fall prevention

Film carriage features obstacle detection with automatic shut-off

Ergonomic side facing film replacement

Protective cover over powered prestretch rollers

All-enclosed chains & electronics

Protective barrier for film tail treatment device

No operator involvement required for film attachment to the load and cut off

 ORION PACKAGING RESERVES RIGHTS TO CHANGE THIS SPECIFICATION AT ANY TIME WITHOUT NOTICE

MACHINE UNLOADING INSPECTION & INSTALLATION

UNLOADING

Machine can be easily unloaded and transported by a forklift with a minimum capacity of 2500 lbs.

- 1. Carefully insert the forks into the lifting tubes to the maximum possible depth. Depending on the model, a forklift access may be either at the turntable end of the machine frame, the tower end or both. In case of the mongoose machine enter the forks under the frame or insert the forks in the tube brackets welded to the top of the machine.
- 2. Lift the machine (or other part of system) only to the necessary height to move it with no bouncing or friction on the floor.
- 3. Sit the machine down assuring uniform contact with the floor, which is necessary to ensure correct and smooth operation.

INSPECTION

- 1. Remove all packing and supporting additions these may include the blocks under the carriage and the restraining bar over the table. **NOTE:** when removing the stretchwrap film covering the machine, care must be taken not to cut any of the electrical wires and/ or polyurethane covering on the film carriage rollers.
- 2. Perform a visual inspection of the electrical and mechanical parts for loosened joints and / or broken connections. Any suspected shipping damage must be reported immediately to the freight carrier. Any transport damage cannot be claimed to Orion Packaging Inc. Items that are vulnerable to damage and must be inspected are as follows:
 - Motors and transmissions
 - Junction boxes
 - Electrical conduits
 - Proximity and limit switches
 - Photocells
- 3. Check under the turntable to ensure that there is no crippling of the movable parts i.e. casters, center axle or drive assembly.
- 4. Verify the following:
 - Turntable or rotary arm drive system to confirm that the reducer to drive the chain is snug and properly aligned.
 - Verify the wires tight conduits for crushed sections or loose fittings.

- Verify the film carriage to be sure that it is correctly aligned with the tower
- Verify the tension on the lift chain.
- Verify all the dials and knobs on the control panel for smooth action.

MACHINE INSTALLATION

After the visual inspection has been completed, the electrical power and the compressed air shall be connected as specified on the diagrams supplied with the machine. An electrical diagram is provided with each machine in the envelope attached to the panel box.

ASSEMBLY PROCEDURE

The structural frames of the machine have to be installed on a leveled floor. Locate the main wrapper section into its final position, keeping the tower assembly* away from any traffic. The wrapper mainframe section **must be bolted to the floor by the 1/2**" **concrete floor anchors** (leg & shield or expandable type). Any wiring that has been disconnected to facilitate transport is marked with a number located on the junction box to which the wiring must be reconnected. Any wire run that appears too short or long may indicate that the position of the mechanical components is incorrect. Verify the status of all assemblies before proceeding.

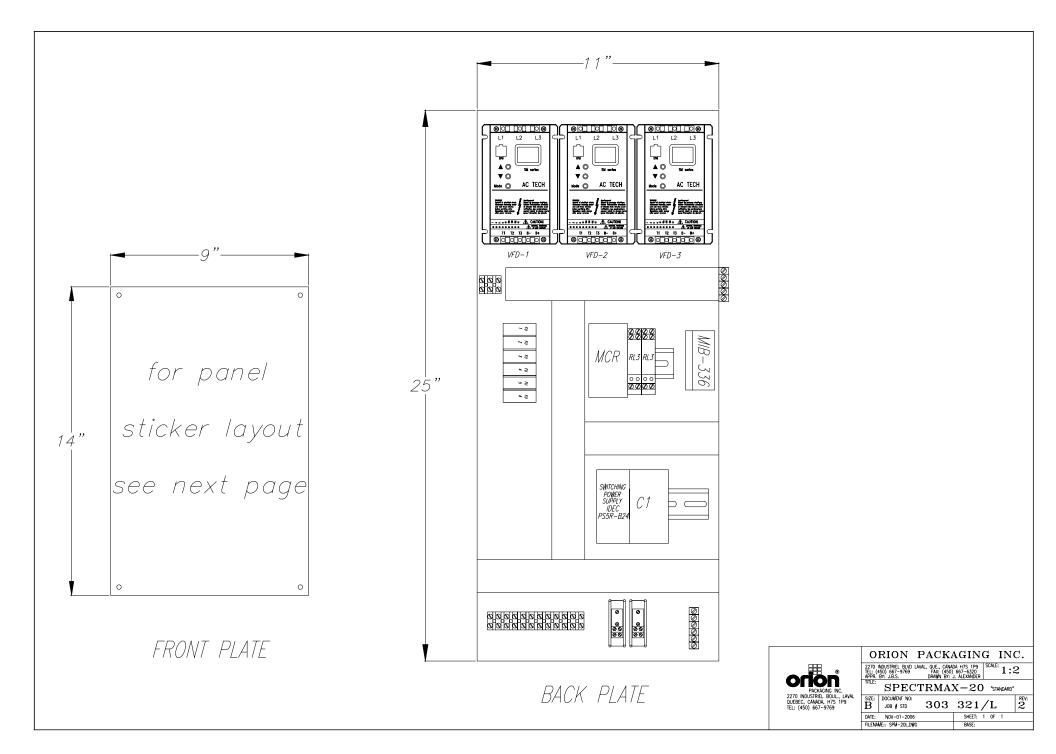
* The tower deviation from vertical must not exceed 1/4" on the distance of 10 feet (angle: 0 degrees 6').

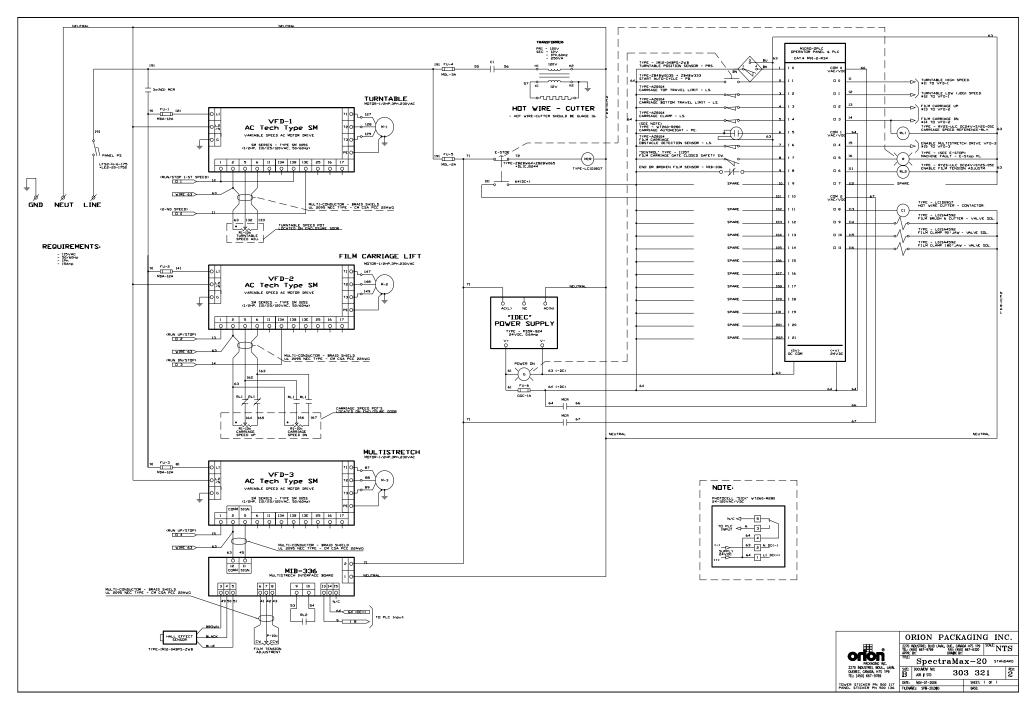
THE ROPING BAR

The roping bar is rotating around the shoulder screw (dwg M-435381 item # 7) and his height can be adjusted from 0 to 6 inches from the base. That device is squeezing a stripe from 0 to 6 inches of the film like a rope to stabilize the load itself or attach it on the pallet. To adjust the roping bar you need a $\frac{1}{2}$ " wrench and you have to loose up the screw #5 and #6.

Getting started; Security tip

Be careful to never walk on the turntable it could cause you an injury. Put a pallet on the turntable and attach the end of film around the load on the same side than the control panel. Put the carriage at the bottom end of the tower to begin a cycle of wrapping. After the start don't stay to close and wait until the end of the cycle. After the cycle, cut the film and remove the load. The carriage is returned back to the bottom of the tower and ready to wrap again.





Note: For VFD adjustment, please contact Orion Packaging service department.



MACHINE OPERATION

POWER SWITCH

Located on the panel door or side of the panel box, the lockable power switch has two settings:

ON - connects a power source to the machine OFF - disconnects the power source.

START AND EMERGENCY STOP SWITCHES

The START switch is used to start the cycle once the load is on the turntable. The cycle may be stopped at anytime by pressing the STOP button. (see *Figure 1*)



Figure 1

NOTICE: The STOP button interrupts the entire machine electrical circuits. To continue the cycle the STOP push/pull button should be pulled out and START button pressed for the machine to restart. Double pressing the push – pull STOP button will reset the machine program and machine will be ready to apply the wrapping cycle from the beginning.

SETTING-UP MACHINE PARAMETERS

Note: Parameter change is available when machine is not in cycle.

1- AUTOHEIGHT PHOTOCELL

Press button #1 on the keypad to switch from ON to OFF, or vice-versa.(see *Figure 2*)

ON - When ON, the photocell is activated to automatically detect top of the load. The carriage will automatically stop at the top of the load regardless of its height.

OFF - When OFF, the photocell is inoperative and carriage will travel to the top limit switch regardless of its height.

NOTE: For proper machine operation, top limit switch position should be adjusted to desired level prior to starting the cycle.



Figure 2

2- TOP WRAPS 1,2,3...9

Press button #2 on the keypad to select "Top Wrap", then using the arrows on the keyboard select between 1 to 9 for required number of wraps on top of the load.

3- BOTTOM WRAPS 1,2,3...9

Press button #3 on the keypad to select "Bottom Wrap", then using the arrows on the keyboard select between 1 to 9 for required number of wraps at the bottom of the load.

Note: Refer to the list of options at the bottom of the panel sticker for reference. (see *Figure 3*)



Figure 3

4- WRAPPING MODE "SPIRAL" UP OR UP-

Press button #4 on the keypad to switch from **UP** to **UP & DOWN**, or vice-versa.

UP - When the UP position has been selected machine will first wrap bottom of load applying selected number of bottom wraps. The film carriage will then move to the top of load and stop. Selected number of top wraps will then be applied, after which the turntable will slow down and stop in home position. Wrap pattern "SPIRAL UP ONLY" has been completed.

UP-DOWN - This Selection has two Sub-Modes, programmable to enable the machine to perform the two different wrap patterns (Bottom Wraps First and Top Wraps First). (*Figure 4*)



Figure 4

5- WRAPPING MODE; BOTTOM WRAPS FIRST OR TOP WRAPS FIRST (ENABLE ONLY IF THE WRAPPING MODE SPIRAL UP-DOWN HAVE BEEN SELECTED PREVIOUSLY)

Press button #5 on the keypad to switch from **BOTTOM WRAPS FIRST** to **TOP WRAPS FIRST**, or vice-versa.

BOTTOM WRAPS FIRST - When this Sub-Mode has been selected machine will first wrap bottom of load applying selected number of bottom wraps. The film carriage will then move to top of load and stop. Selected number of top wraps will then be applied. The film carriage will move down to bottom position, after which the turntable will slow down and stop in home position.

TOP WRAPS FIRST - When this Sub-Mode has been selected film carriage will move to top of load and stop. Selected number of top wraps will be applied. The film carriage will then move to bottom of the load and stop. Selected number of bottom wraps will then be applied. The film carriage will remain in bottom position; turntable will slow down and stop in home position.

6- TURNTABLE JOG

The turntable jog can operate only when machine is not in cycle. The turntable jog will rotate at a low speed when the button #6 is held down, when released, the turntable will stop.

FILM TENSION

Film tension may be adjusted using the film tension control knob (see *Figure 5*). The range of tension is from 0 to 10 (0 to 4 the low range, 4 to 8 the most selected range for most of the films used by our customers, 8 to 10 as a very high range which may break some types of films).



Figure 5

CARRIAGE SPEED (Film Overlap)

The carriage speed knob can be used to control the amount of film overlap apply during the wrap. The potentiometer has settings from 0 to 10, the higher the settings the faster the speed. High settings apply less film overlap due to faster carriage speed. Low settings apply more film overlap due to lower carriage speed.

This machine is equipped with independent speed adjustement for travel up & down. (see *Figure 5*)

TABLE / TOWER SPEED

The table speed knob can be used to control the speed of the table during the operation mode.

MACHINE WRAPPING TEST

Notice: It is advisable to test-run the equipment with several pallet loads before attempting to wrap using film. Please position the operator beside the EMERGENCY STOP push button. Start up of the machine (system) may determine the need for the adjustment of:

- Load height stop photoswitch (on the carriage)
- Top limit switch position
- Bottom limit switch position
- Roping bar height adjustment

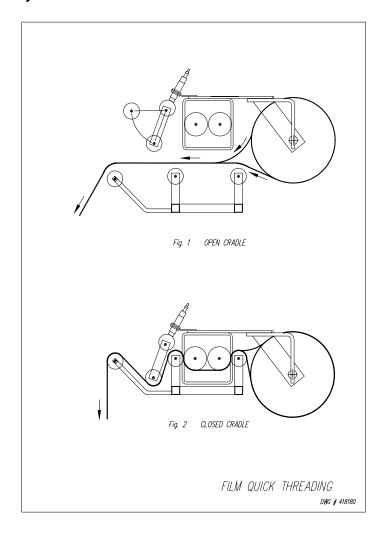
Before the test procedures adjust the wrapping cycle parameters i.e. top wraps, bottom wraps, height photocell on/off, film tension, carriage speed (Last two parameters may be adjusted during the wrapping cycle).

LOADING THE FILM

The film roll can be loaded on the carriage mandrel from either end of the roll. When using tacky film, please verify that the inward tacky surface of the film is inward on the load.

- 1. Disconnect power (turn off power switch).
- 2. Swing up the top mandrel spool.
- 3. Put the roll of film on the bottom mandrel.
- 4. Install the top mandrel on top of the roll to prevent upward movement.
- 5. Pull the handle marked PULL TO OPEN to open film distributor cradle.
- 6. Pass the roped tail of the film through opening (as shown on the film quick threading pattern DWG. # 418180 Fig.1).
- 7. Close the film distributor cradle by pushing bar marked PUSH TO CLOSE.
- 8. When the film feeding is completed (fig. 2) turn the power switch on.
- 9. Peel off the first few winds of the film (multistrech will run due to displacement of the dancer roller) and fix the film end onto the load.

The system is now ready to begin the first wrapping cycle.

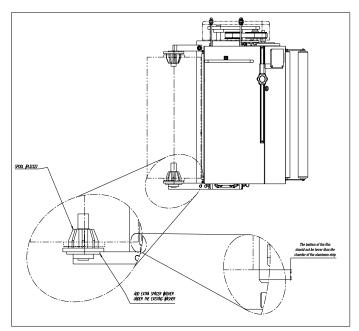


ADDITIONNAL SPACER WASHER

(IF NEEDED ONLY)

The roll of film may be slightly different from time to time, so you might have to change the bottom spool spacer (washer). The only thing you have to do is to add or remove the spacer washer under the bottom spool. With the machine their is 1 washer under the bottom spool (432322), and you have received with the machine 2 extra washer to be use if needed.

Note: The bottom of the film should not be lower than the chamfer of the aluminum strip as shown on the drawing below.

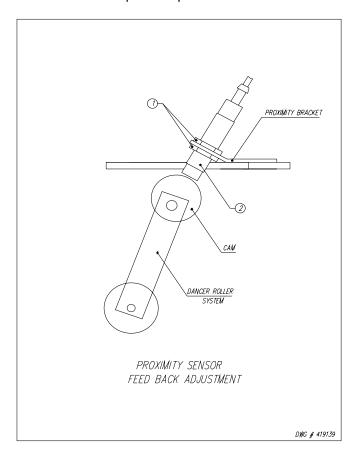


PROXIMITY SENSOR ADJUSTMENT

Occasionally the Feed Back Proximity Sensor may need some adjustment. The position of the feed back proximity sensor against the cam is shown on drawing # 419139 and on *Figure 6*.

Adjustment instructions:

- > Power down machine.
- > Remove the carriage cover.
- ➤ Unbolt the two nuts holding the proximity switch item # 1.
- ➤ Turn the Proximity sensor (item # 2) to create the gap between the cam and the front side of proximity sensor about 1/8 ".
- > Tighten on the nuts securing the Proximity Sensor.
- > Put the cover back on.
- > Power up machine.
- Turning the trim pot SPAN adjust the moment when motor starts to turn when dancer roller moved from its home position up to 1 1/2".
- > If not satisfied repeat the procedure.



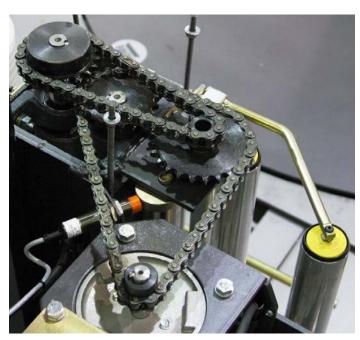


Figure 6

MACHINE MAINTENANCE

All general information about machine maintenance is based on normal machine working conditions: indoor, moderate dust and low moisture environment, and maximum rotation of 32 RPM of turntable/rotary arm. They should be regarded as guidelines, reviewed and corrected according to requirements of actual use and conditions.

MOTOR MAINTENANCE

An occasional inspection of the brushes should be made in order to establish a wear rate. Replacement brushes should be installed before old brushes wear to 9/16" long, measured on the long side. After replacing brushes run the motor near rated speed for at least 1/2 hour with no load to seat the new brushes. Failure to properly seat the new brushes may cause commutator damage and rapid wear of the new brushes. If the commutator becomes rough, scored or out of shape, a competent motor shop should disassemble it and resurface the commutator. With every third brush change, have a competent motor shop resurface the commutator and blow the carbon dust out of the motor.

REDUCER OIL CHANGE

All external cap screws and plugs on the reducing transmission should be checked for tightness after the first week. It is recommended to change the oil every six months or at least 1800 hours of operation, whichever comes first. When adding or changing oil, the transmission should never be filled above the oil level mark indicated, because leakage and overheating may occur. Below is the list of the type of lubricant that should be used. List of recommended reducer oils:

Manufacturer Lubricant

American Oil Co. American Cyl Oil no: 196-L Cities Service Oil Co. Citgo Cyl Oil 100-5 Gulf Oil Corp. Gulf Senate 155 Mobil Oil Corp. Mobil 600 W Suer-r Cyl. Oil Philips Oil Corp. Andes S 180 Texaco Inc. 624 + 650T Cyl.Oil Velvata Oil J82 Shell Oil Co. Union Oil of Cal. Red Line Worm Gear Lube 140

RING BEARING MAINTENANCE (when applicable)

The ring bearing (located under the turntable) should be relubricated internally and externally.

Internally: by injecting grease into all the lubrication nipples in succession until a collar of fresh grease appears around the perimeter of the ring. The re-lubrication interval suggested for these bearings, used in Stretch Wrapping Machinery is 750 hours, with a maximum period of 6 months. The lubricant should be fresh and applied in sufficient quantities to make sure all surfaces are lubricated.

Externally: by lubricating and wiping the chain drive with oily cloth. The frequency of lubrication depends on entirely upon the usage of the machine and environment in which the machine is placed (dust, moisture etc.). Machines working under extremely dirty conditions should be lubricated every 400 operating hours but at minimum, every 2 months. Longer lubrication intervals may occur only when machine is working under very clean and dry conditions but should be not be longer than 6 months.

List of recommended lubricants for the ring bearing lubrication

Manufacturer Lubricant

RΡ Energrease LS2 Castrol Speeroll AP2 Esso Beacon 2 Gulf Crown Grease 2 Mobil Mobilus 2 Shell Avania Grease R2 Texaco Glissando FT 2 Valvoline LB-2

TOWER RACEWAYS MAINTENANCE

The film distributor (carriage) is sliding on the plastic guides attached behind its back plate. The section of the tower on which the plastic guides move (raceways) should be cleaned and regreased approximately every 600 hours of machine operation.

NOTICE: If the machine works in a dusty and corrosive environment, the raceways should be re-greased more often (at least every 100 hours).

CHAIN MAINTENANCE

To clean the chain, wipe it with an oily cloth every month. When machine is working in a dusty and damp environment, it may be necessary to repeat the cleaning operation more often. As the chain lubricants please use the most common chain lubricants on the market. With time, the chain will tend to stretch. A loose tower chain should be tightened by moving the reducer on its mounting plate. Turntable is equipped with automatic chain tensionner and does not need any adjustement.

NOTICE: First chain tension inspection must be done after the first two weeks of machine usage.

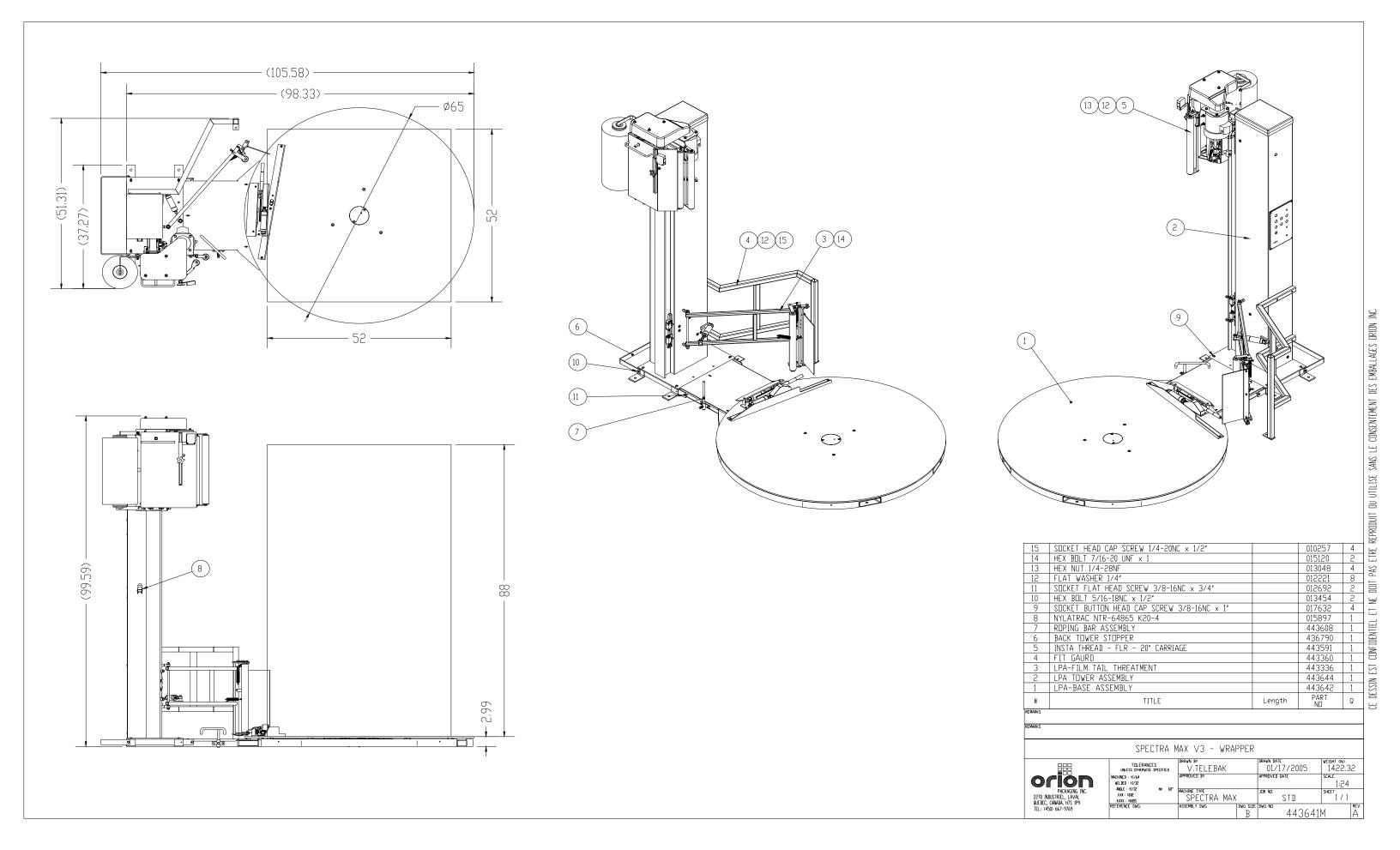
CAM FOLLOWER MAINTENANCE (when applicable)

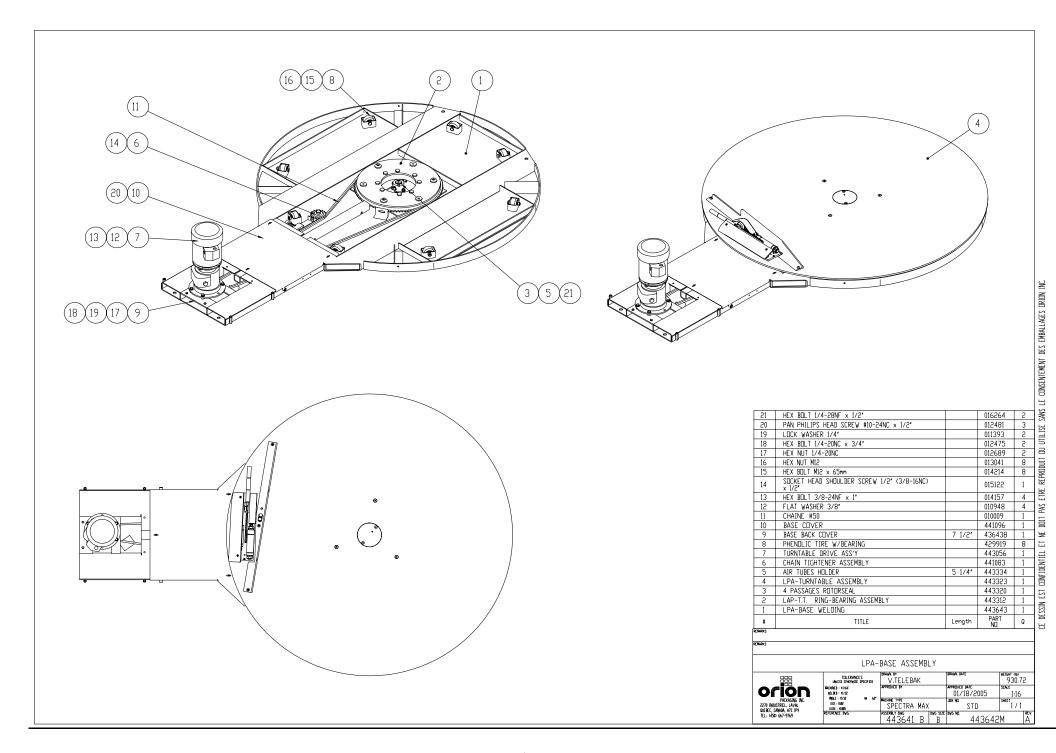
The cam followers have deep grease pockets and do not need frequent relubrication. The portion of the tower on which the cam followers run, should be cleaned and regreased every 300 hours of operation. If the machine operates in a dusty or corrosive environment the tower should be relubricated more often.

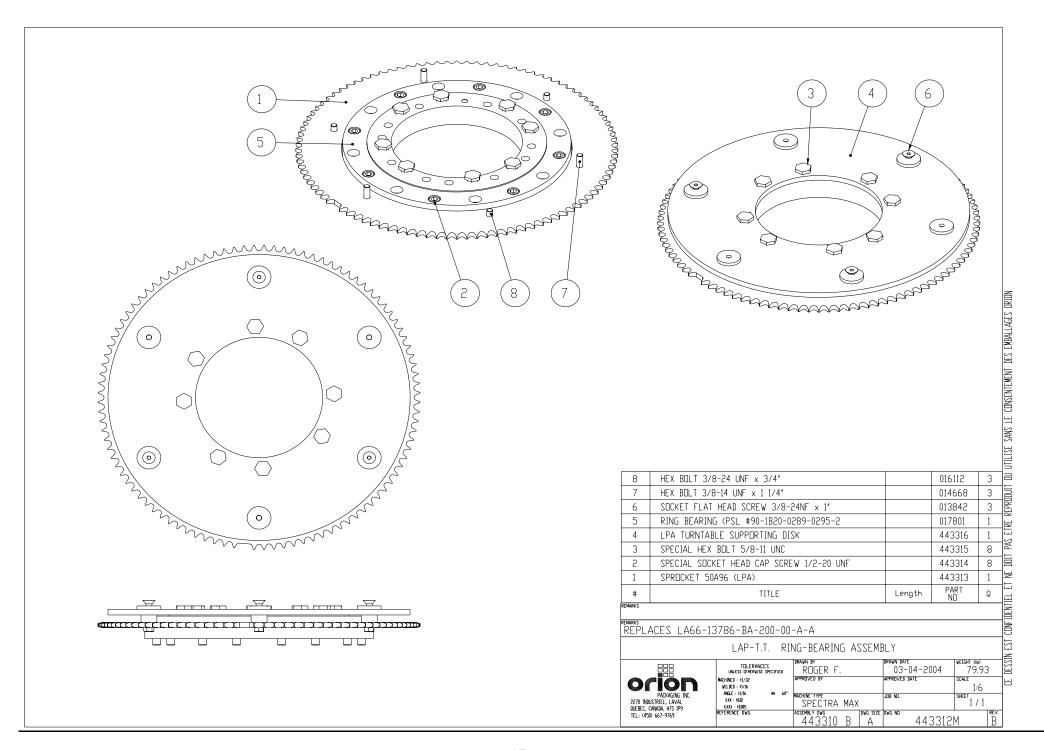
SEMI-AUTOMATIC STANDARD ASSEMBLY PART LIST

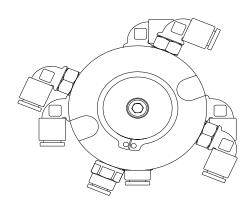
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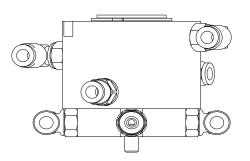
- * Quantity listed in order of part number
- ** The names given to the parts are generic

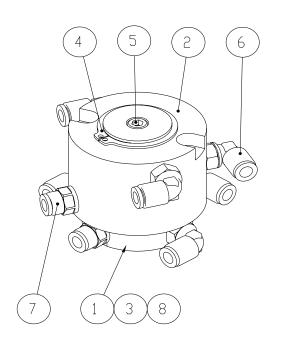












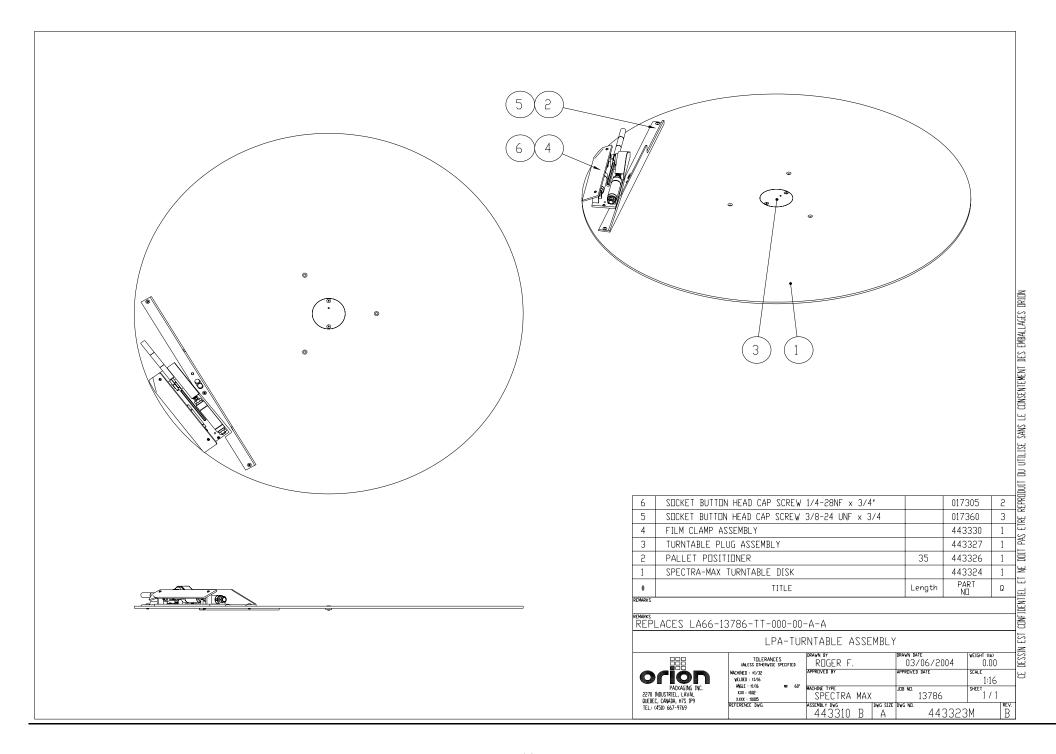
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8	SOCKET HEAD SET SCREW #10-32NF x 1/4"		017987	4]=		
7	MALE CONNECTOR 1/4 OD × 1/8 NPT		011986	2			
6	SWIVEL MALE ELBOW 1/4 OD x 1/8NPT		017630	6			
5	SOCKET HEAD CAP SCREW 1/4-28 UNF x 2 1/2"		017367	1	ETRE		
4	EXTERNAL RETAINING RING - 1 1/4" SIZE		013655	1			
3	□-RING #121, 1 1/4" □D × 3/32" WIDTH		017933	5	T PAS		
2	4 PASSAGES ROTOR SEAL SHELL		443322	1	Ħ		
1	4 PASSAGES ROTOR SEAL CORE		443321	1	₹		
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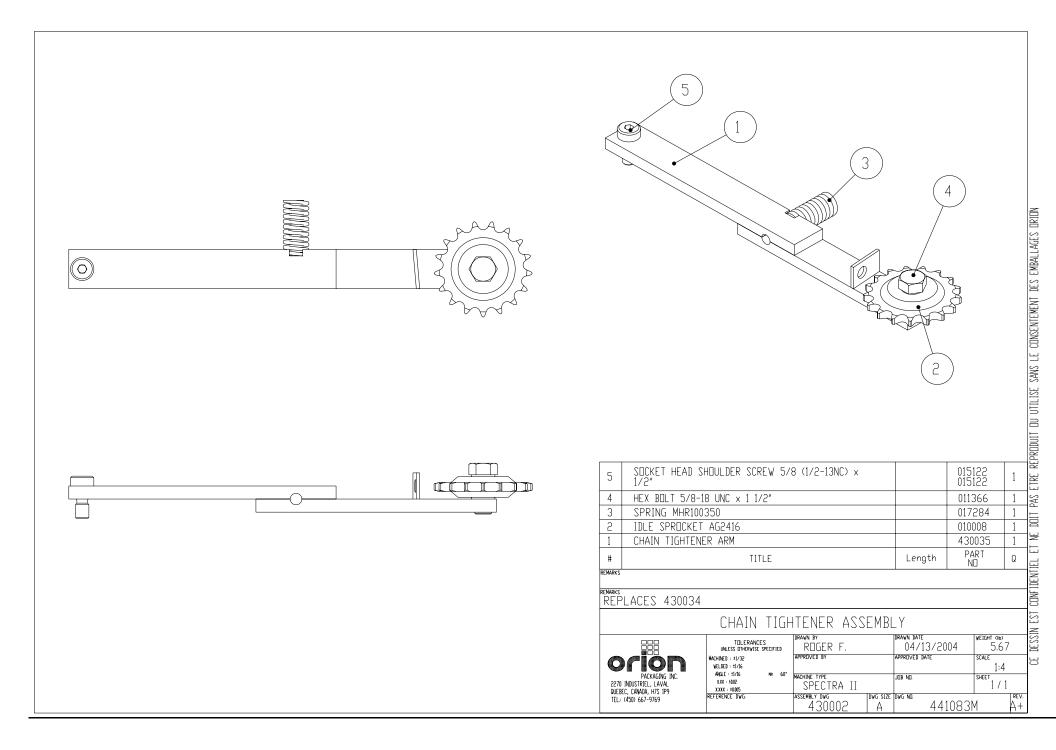
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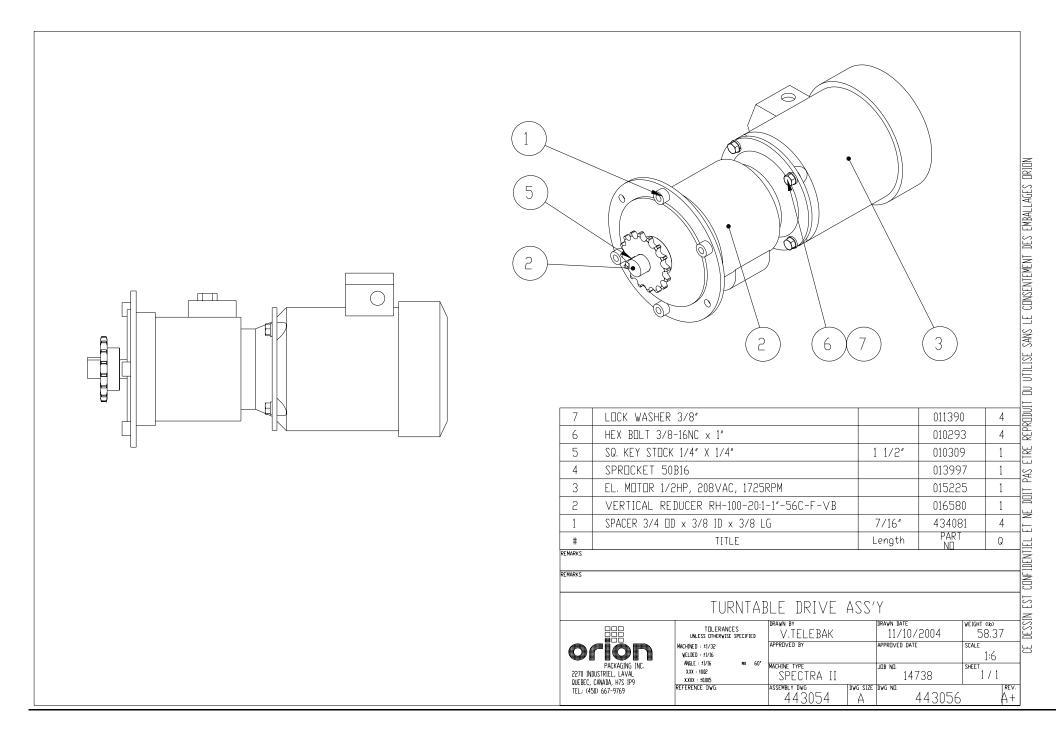


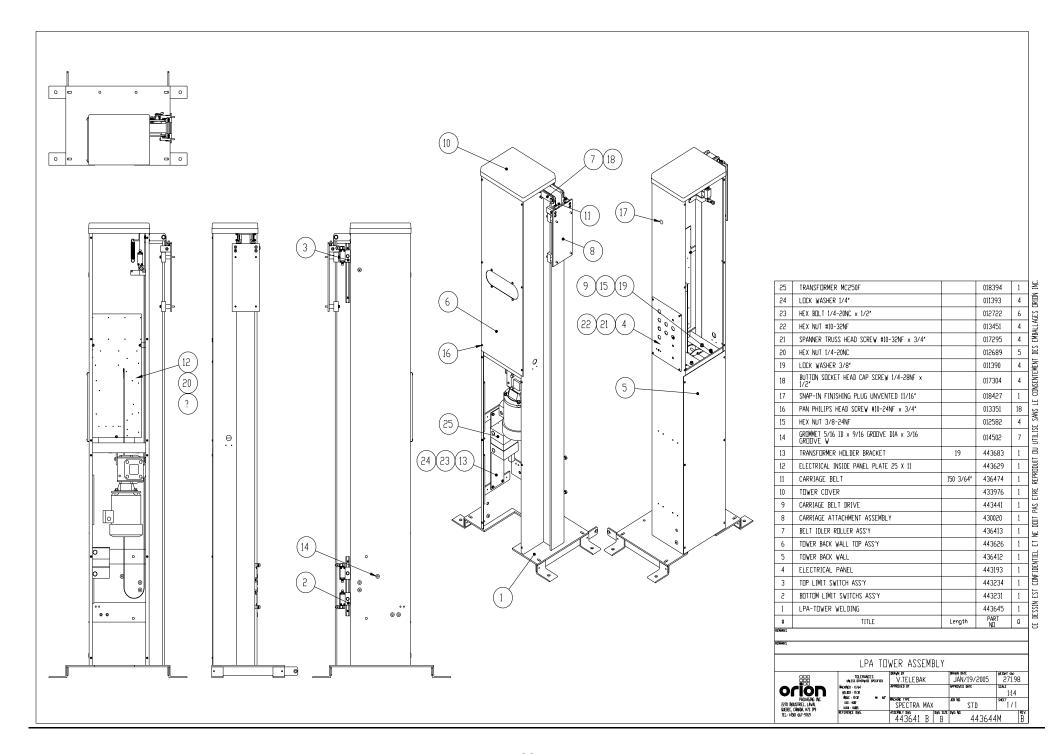
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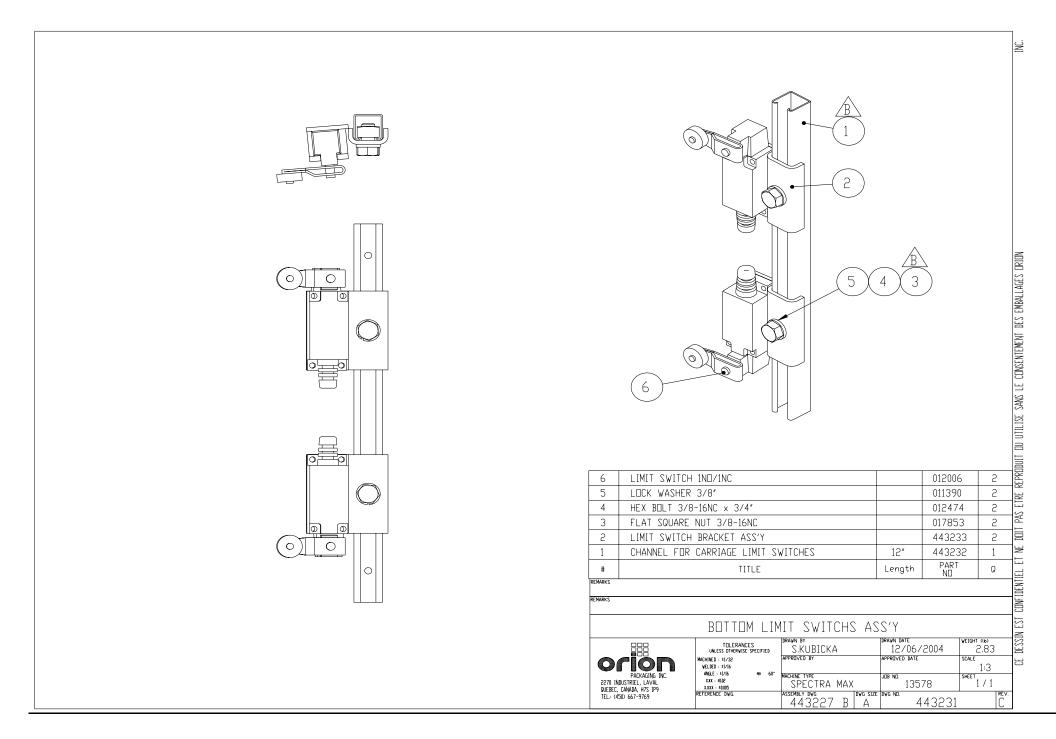
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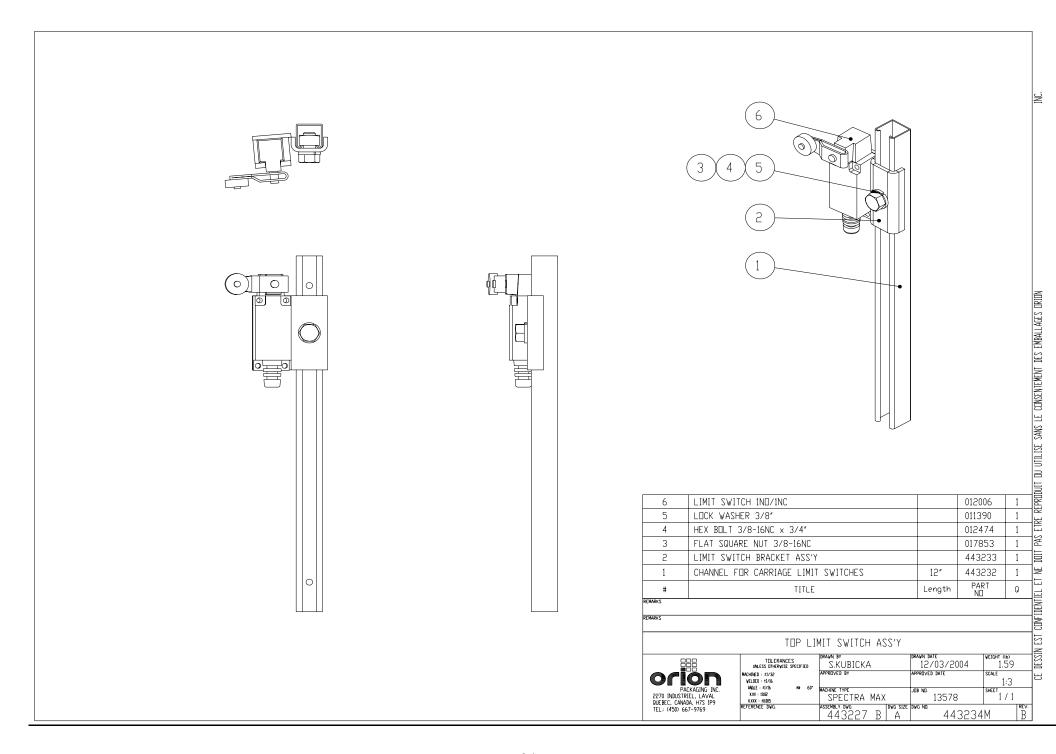


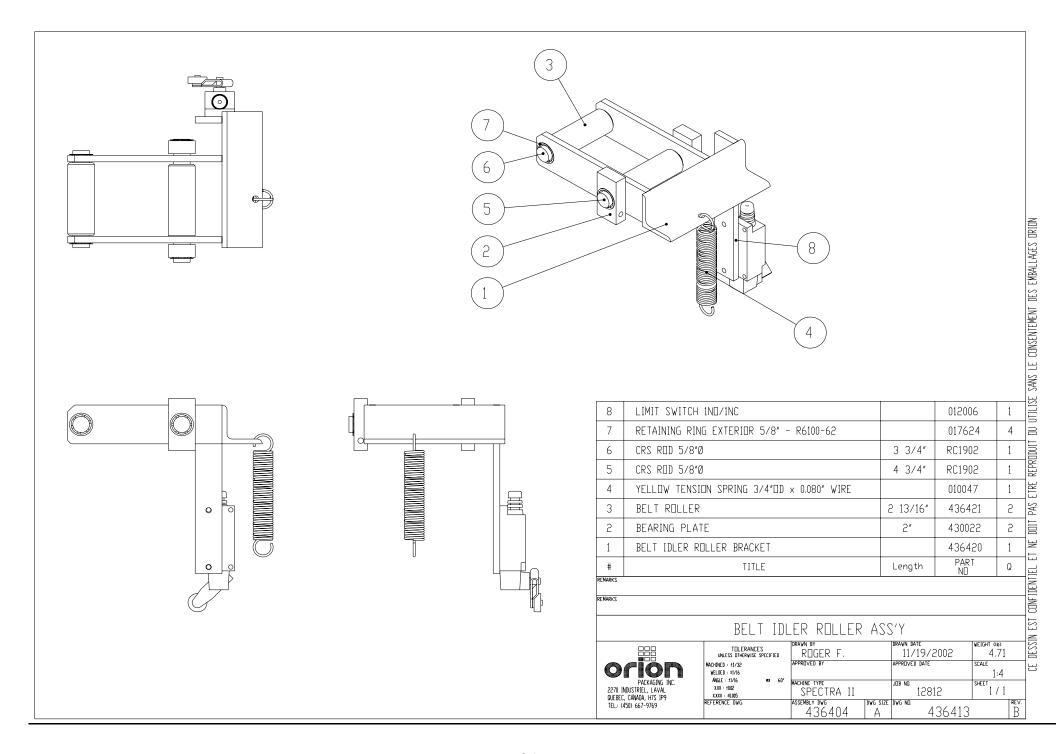


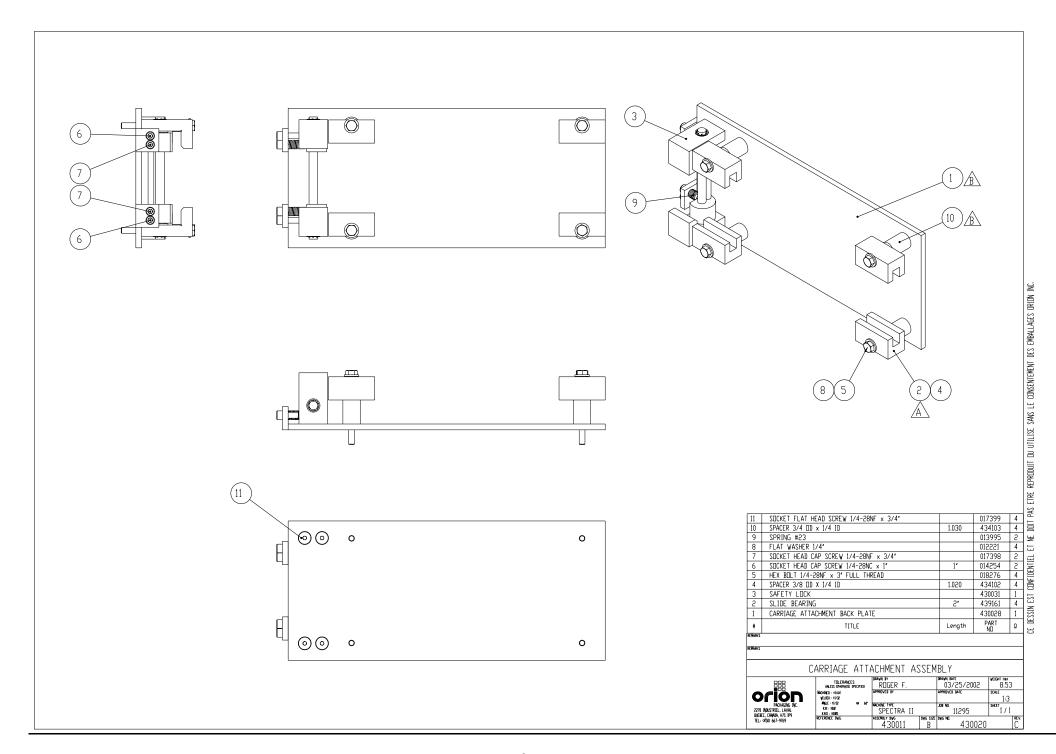


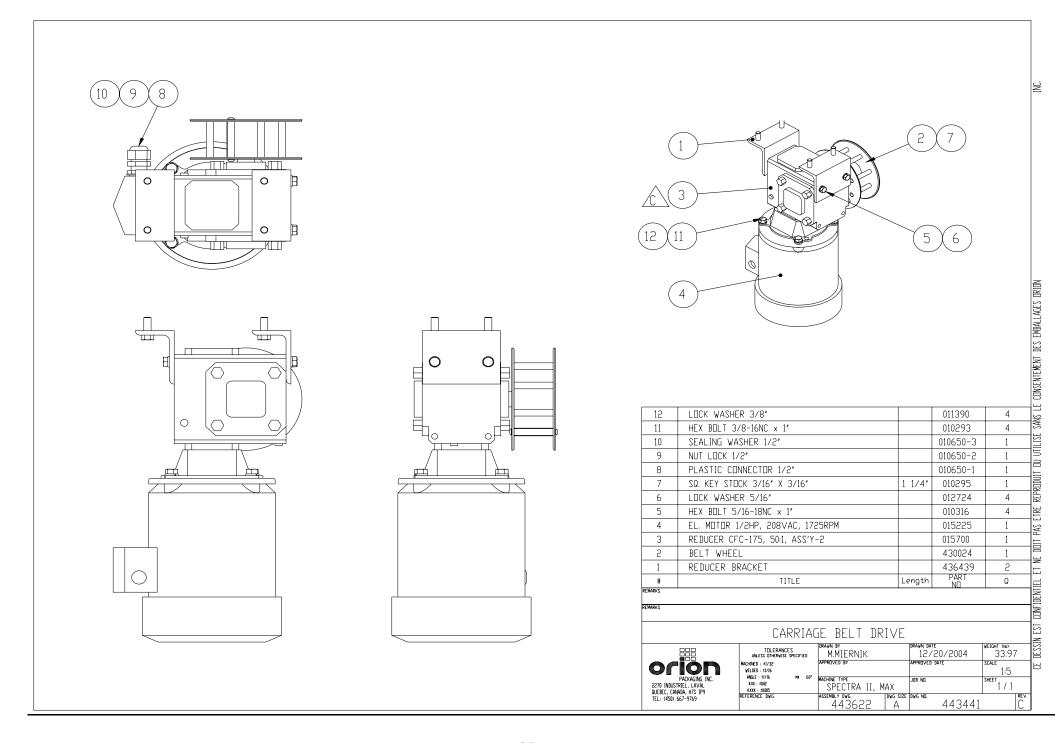


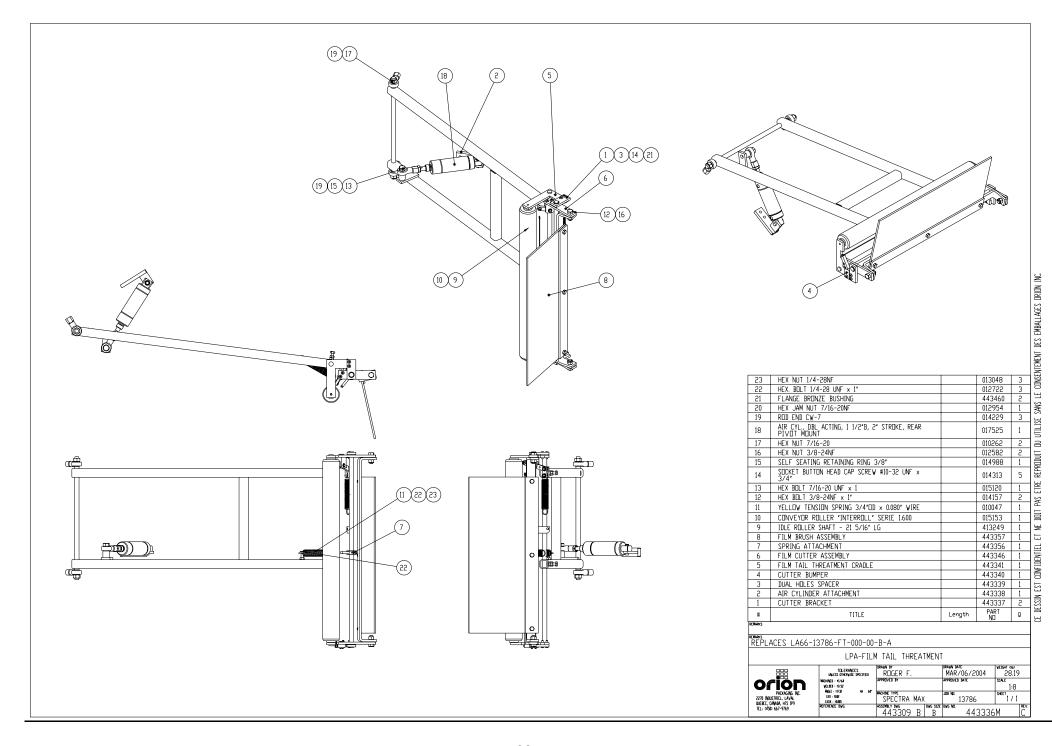


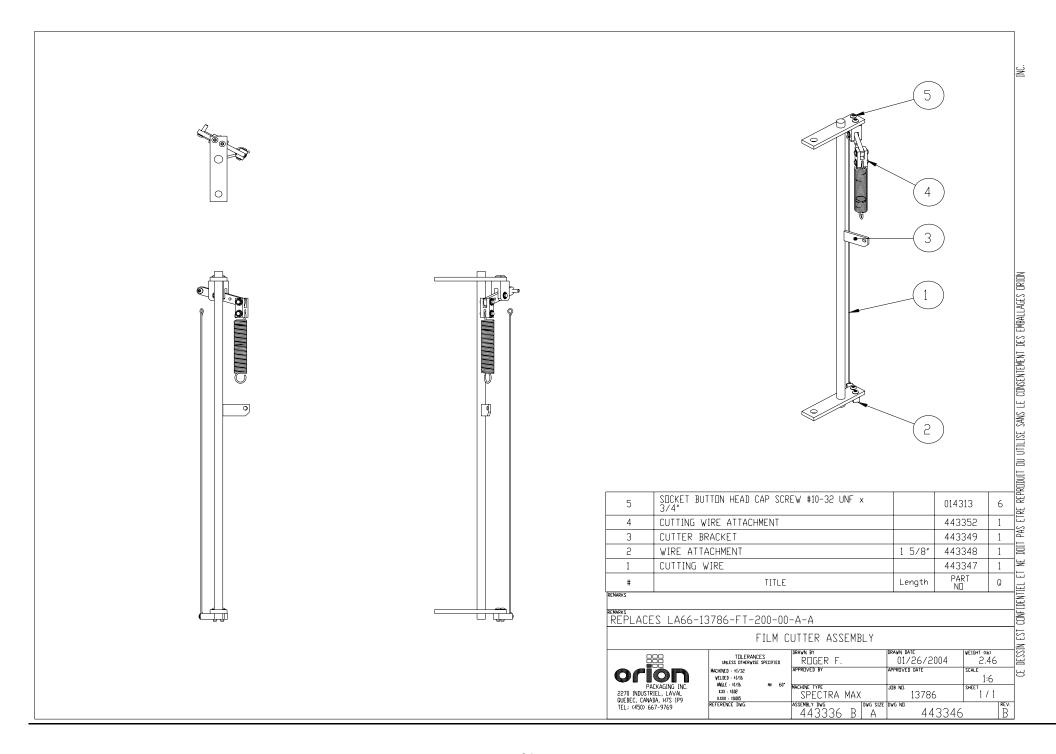


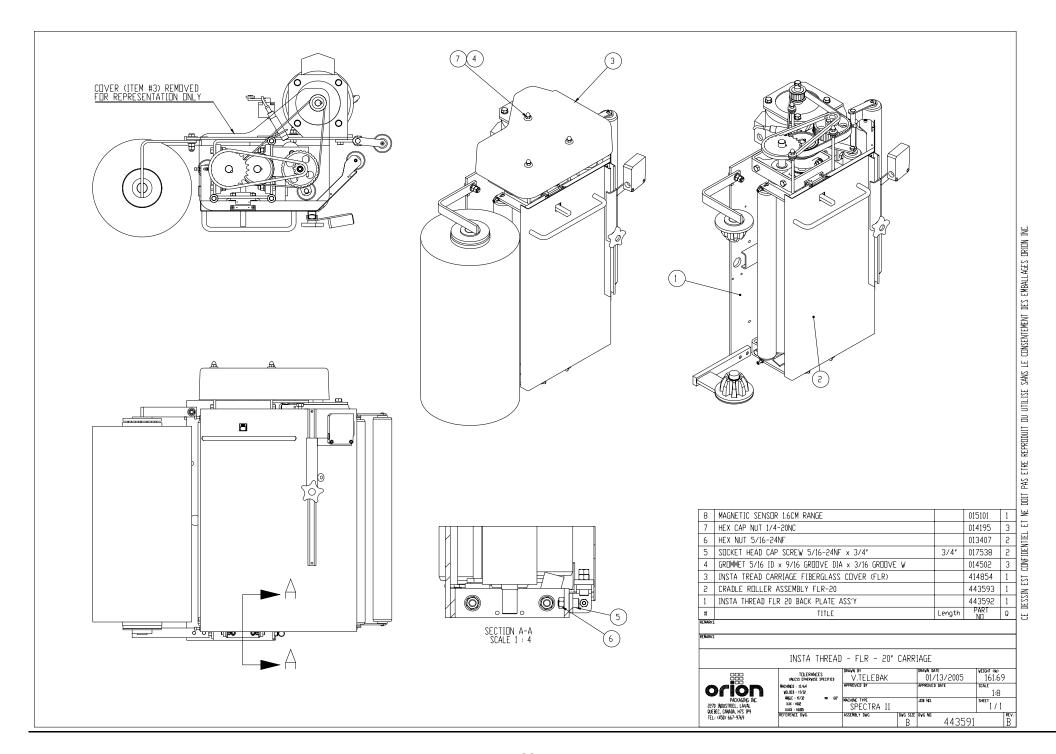


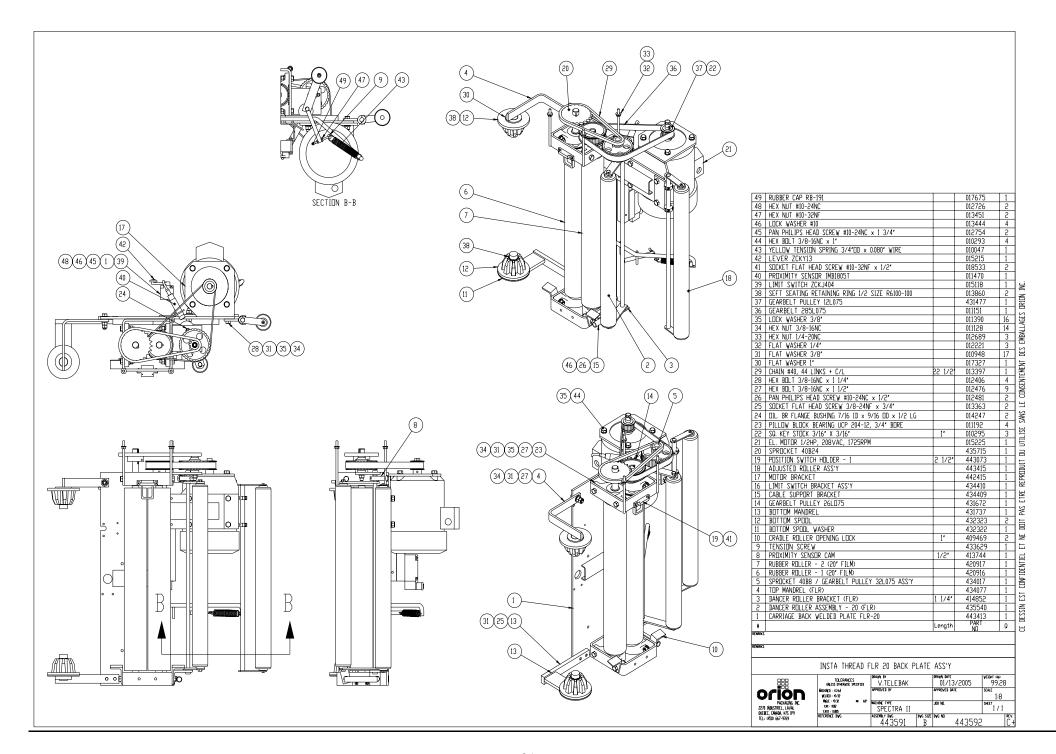


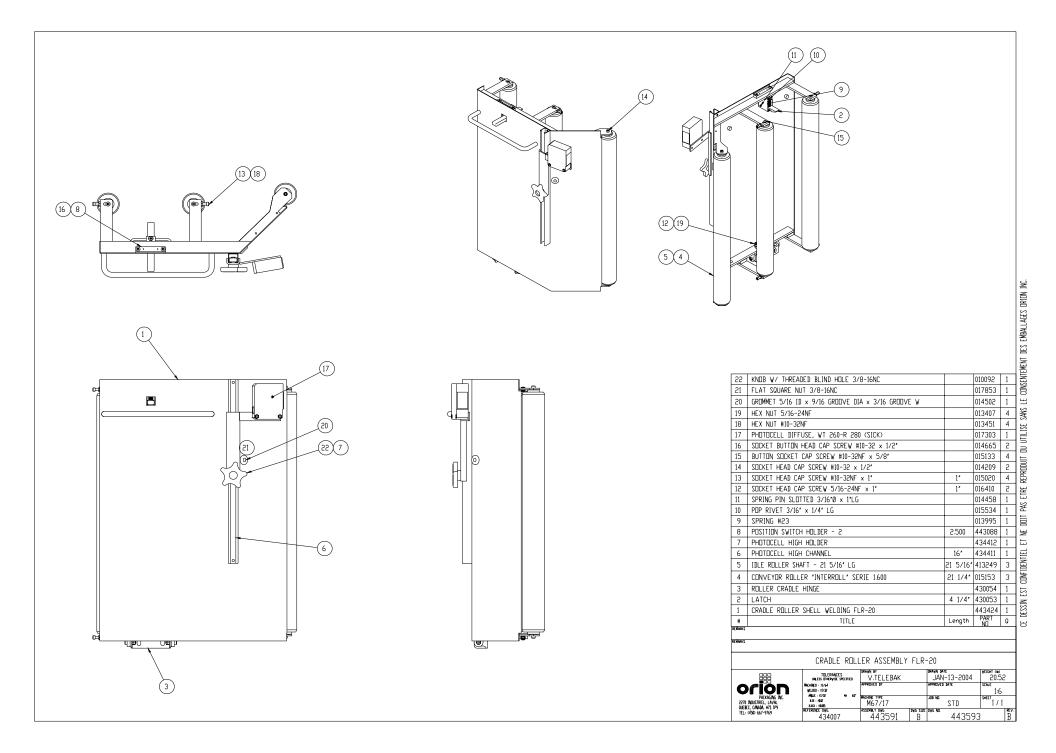


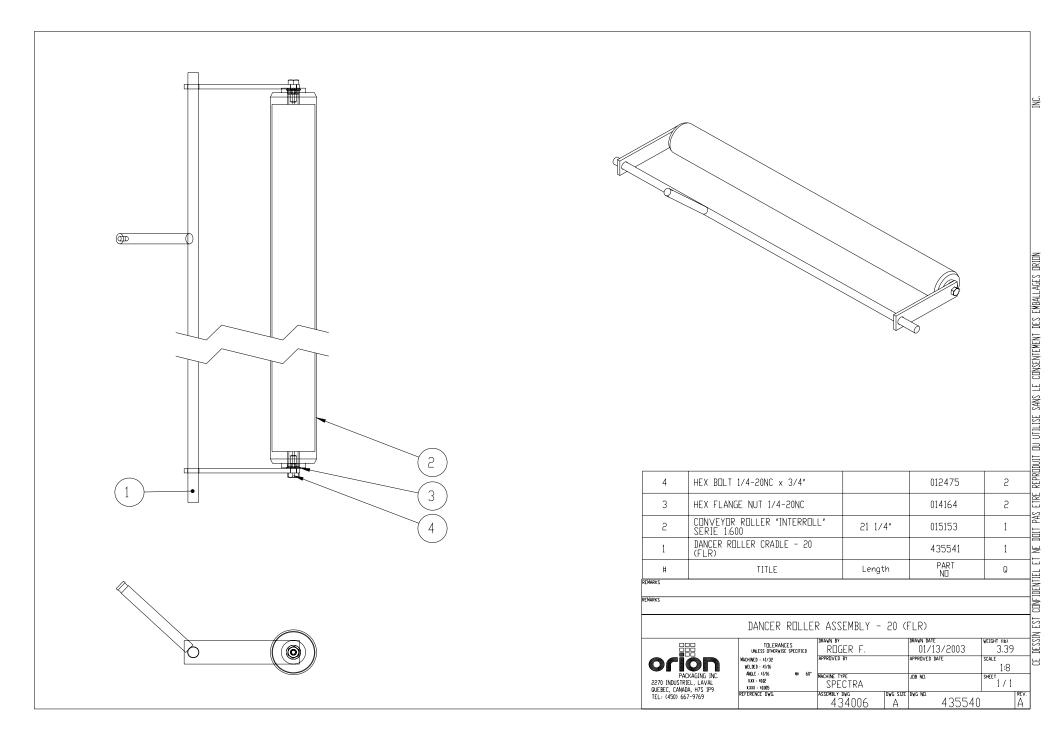












APPENDIX

Air Compressor Unit (OPTINAL)



PC1010

1 HP (Peak) .5 HP (Running) Electric Oil-Less Compressor

Fastening Solutions



The PC1010 is ultra quiet and lightweight lubeless pump compressor.

Applications:

- Finish and trim
- · Hobbies and crafts

Features and Benefits:

- . Hand carry-ultra quiet and lightweight, only 20 lbs.
- Direct drive motor/pump for efficient operation
- . 1.0 gallon of air capacity
- Comfortable cushioned grip
- Lubeless pump
- CSA approved
- Standard equipment: regulator, pressure gauges, 1/4" universal coupler, air filter
- · One year warranty



Unit Specifications:

Engine: 1.0 hp. (Peak) .5 hp. (Running)

Tank Storage: 1 gallon
Lub: Oil-Less
Power Source: 110V
Running Amps: 4.0
SCFM@100 psi: 0.6
Decibels (dB): 69
Max. Pressure: 125 psi

Pump-up Time: 128 seconds (0-125 psi) Recovery Time: 35 seconds (95-125 psi)

Weight: 20 lbs. (9.09 kg)
Dimensions: Length 14"
Height 10.3"

Height 10.3° Width 12.5"

www.senco.com

@2005 by Senco Products, Inc.

Warranty Information

We, at SENCO believe in the tough quality and rugged durability of our tools and accessories, and we are confident that you'll feel the same way. That's why we offer one of the most extensive warranties in the industry.

Product Warranty/Guarantee

SENCO provides two ways for you to register your purchase with us to validate your warranty. You may register your product at SENCO.com using the online Product Registration. Or you may fill out the postage paid warranty registration included with your Operator's manual/ parts charts information, found inside each carton or box. Thank you for taking your time to register your purchase with SENCO.

Length of this guarantee is two years [during the applicable period for XtremePro™ Tools] or one year [during the applicable period for most other SENCO tools. See pertinent literature for these tools] from date of purchase by the original retail purchaser. During this period, SENCO Products, Inc., will repair or replace at SENCO's option, any original part or parts for the original retail purchaser. This will be done free of charge, provided the parts are determined defective in materials or workmanship upon examination by a SENCO Authorized Warranty Service Center (exception: rubber o-rings and seals, driver blades). Any replacement part provided will carry a warranty for the balance of the period of warranty applicable to the part it replaces.

General Warranty Conditions

This warranty will be honored, only if:

- A) Clean, dry, regulated compressed air has been used, at air pressure not exceeding the maximum indicated on the tool casting;
- B) No evidence of abuse, failure to follow recommended operational maintenance, or modification of the tool is present (read Operator Manual for use and maintenance instructions);
- C) When repair or replacement of parts or tools is necessary, the original retail purchaser returns the complete tool or part, with transportation prepaid, to the nearest SENCO Authorized Warranty Service Center, with purchase receipt or other positive proof that the part or tool is within the warranty period.

THIS WARRANTY IS THE ONLY WARRANTY ON THIS TOOL, AND ALL OTHER WARRANTIES, WHETHER ORAL, WRITTEN, EXPRESS, OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY OR PARTICULAR PURPOSE, ARE EXCLUDED. BUYER'S OR USER'S REMEDIES ARE SOLELY AND EXCLUSIVELY AS STATED ABOVE. SENCO PRODUCTS, INC. SHALL IN NO EVENT BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, OR SPECIAL DAMAGES. IN NO EVENT, WHETHER AS A RESULT OF A BREACH OF CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, SHALL SENCO'S LIABILITY EXCEED THE PRICE OF THE TOOL WHICH HAS GIVEN RISE TO THE CLAIM OR LIABILITY. ANY LIABILITY CONNECTED WITH THE USE OF THIS TOOL SHALL TERMINATE UPON THE EXPIRATION OF THE WARRANTY PERIOD SPECIFIED ABOVE.

Tool Replacement Due to Natural Disaster

SENCO will also replace any tool destroyed by an Act of God such as flood, earthquake, hurricane or other disaster resulting only from the forces of nature. Such a claim will be honored provided that such original retail purchaser had previously submitted a completed warranty registration card, and then submits proof of ownership and an acceptable statement describing such Act of God, as documented by an insurance carrier, police department, or other official governmental source. To obtain instructions for filing a claim call 1-800-543-4596.