



## FLEX SERIES

- Flex Low-Profile and High-Profile turntable style of machines include the LPD, LPA, HPD and HPA
- Flex Rotary tower style of machines include the RTD, RTA, and RTC.

### WARRANTY

- **5-years** on all Structural Components without limitation on cycles.

### EFFECTIVE JANUARY 1, 2020

The **Flex** series by Orion is covered by a **5-year warranty** from the delivery date of its products to be free from defects in materials and workmanship as described below. This warranty assumes that normal maintenance as outlined in your machine operation manual, will be performed by the user.

#### **STRUCTURAL COMPONENTS**

All Structural Components on the **Flex** series by Orion are warranted to be free from defects in material and workmanship for a period of **5-years**. During the warranty period Orion will, at its option, either repair or replace any failed component. Structural components are defined as the Base weldment, Tower weldment and Carriage backplate. Components bolted to these items fall under the Mechanical and Electrical components listed below.

#### **MECHANICAL & ELECTRICAL COMPONENTS**

All Mechanical and Electrical Components on the **Flex** series by Orion are warranted to be free from defects in material and workmanship for a period of **1-year** or **Manufacturer's Warranty** whichever is greater. During the warranty period Orion will, at its option, either repair or replace any failed component. This warranty does not include any labor, travel, or equipment downtime cost for part replacement.

#### **POLYURETHANE PRE-STRETCH ROLLERS**

The polyurethane pre-stretch rollers on the **Flex** series by Orion models carry a **Limited Lifetime** warranty and are guaranteed to be free from defects in material and workmanship. Rollers are not warranted against physical damage, corrosion, abuse, or negligence.

Wear parts including, but not limited to belts, fuses, light bulbs, circuit breakers, brakes, motor brushes, slip ring, brushes, casters, chains, sprockets, etc. are **excluded** from this warranty.

### DAMAGE IN TRANSPORT

Damage in transport is the responsibility of the carrier and is not covered under our warranty.

## **FREIGHT CHARGES**

There will be no freight charges for warranty parts that are ordered for shipment via FedEx regular ground service from Orion. Any other method of shipment, (FedEx next day /second day, etc., UPS, common carrier, etc.) will be at the expense of the customer/distributor.

## **PARTS RETURN POLICY**

Most components valued at under \$300 list price, Orion does not require that the defective component be returned. All defective components valued at \$300 or more list price must be returned to Orion in Alexandria, MN. It is at Orion's sole discretion as to whether **any** given component must be returned, regardless of its value, for the purpose of determination of warranty status and the nature of the defect. Furthermore, confirmation that the part does not need to be returned must be provided by Orion at the time of order placement. Please contact Orion Parts to learn more about the **RMA** (Returned Materials Authorization) procedure.

## **IMPORTANT EXCLUSIONS**

Except as stated herein, Orion makes no other warranty, expressed or implied and in no event shall be liable for incidental or consequential damages. Orion makes no warranty as to fitness of equipment for particular purpose. Orion neither assumes nor authorizes anyone else to assume for it, any other obligation or liability relating to its equipment. This warranty does not apply to damage to equipment which, in the judgment of Orion, has been subject to incorrect voltage supply, normal wear and tear, to misuse, neglect, or has been repaired or altered by unauthorized personnel. Defective parts must be returned to Orion, freight prepaid, within 30 days of shipment of the replacement part, except for components valued at under \$300 list price under the conditions stated above. Defective parts must be returned in their original state along with the RMA documentation. Defective parts that have been disassembled, damaged during removal, or otherwise tampered with, will not be covered under warranty, unless otherwise stated in writing. Orion's sole obligation under this warranty will be to provide repairs to components or replacement parts, F.O.B. Orion's point of shipment except as stated above. All aspects of the above stated warranty and procedures related to ordering parts under warranty will be upheld with no exceptions. Orion recommends that the purchase of an Orion Essential Spare Parts Kit be considered to maximize system uptime. See your Orion parts representative for details.

*This document supersedes all **Flex** warranty documents created prior to January 1, 2020.*