



Walker, Michigan, U.S.A. 49534-7564

USER'S OPERATING AND INSTRUCTION MANUAL

BM-42

BOULE MOULDER



Oliver Packaging and Equipment Company
3236 Wilson DR NW Walker, MI 49534

(800) 253-3893
www.oliverquality.com

OPERATOR'S MANUAL
SAFETY INSTRUCTIONS
MAINTENANCE & TROUBLE SHOOTING
GEARMOTOR MAINTENANCE INSTRUCTIONS
WARRANTY & PARTS DIAGRAMS & WARRANTY



BM42 BOULE MOULDER



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DO NOT INSTALL, OPERATE OR DO MAINTENANCE OF THIS EQUIPMENT WITHOUT READING THE MANUAL. PROTECT YOURSELF AND OTHERS BY OBSERVING ALL SAFETY INFORMATION AND PROCEDURES. FAILURE TO COMPLY WITH INSTRUCTIONS COULD RESULT IN INJURIES AND/OR PROPERTY DAMAGES.

SAFETY DEPENDS ON YOU!



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Toll Free 1-800-253-3893
Oliver Packaging and Equipment Co
3236 Wilson Dr NW, Walker, MI 49534



Thank you for purchasing the **Bloemhof BM42 Boule Moulder**. We invite you to read the instructions in order to obtain maximum performance, safety, and satisfaction from this outstanding unit.

The **Bloemhof BM42 Boule Moulder** is specifically developed to handle the most difficult dough with up to 15% protein flour as well as traditional artisan breads. The advanced hand moulding action produces a superior oven jump and a seamless finish.

Our Boule Moulder eliminates the tedious task of hand moulding of medium to large rounds and with the infinite control settings, all types of dough can be moulded to your complete satisfaction. Weight range for this machine is from 7 ounce to 4 pounds and up to 1,000 Boules of 36 oz. can be made in one hour.

The **Bloemhof BM42 Boule Moulder** features:

- Variable speed cone rotation
- Variable speed kneading action
- Adjustable stroke settings
- Heavy duty motor and drive system
- Sanitary construction

It should be noted that this machine controls and works the dough pieces through rotation, kneading, stroke and a time interval. Separate electronic controls and gear motors have been incorporated for cone rotation and for cone kneading. Cone stroke can also be quickly varied by adjusting the stroke adjustment knob. This versatility gives you complete control on how much or how little you work your dough for consistent quality results.

The FDA approved surfaces are clean, durable and will not absorb oils or dough ingredients. A full scraper system prevents dough buildup and makes cleaning simple.

The **Bloemhof BM42 Boule Moulder** will be a welcome addition to your shop, since it was designed to reduce the labor intensive and tedious moulding operations and produce the finest quality products.

The instructions are in general because of personal preference with regards to dough consistency, bread types and most important, formulae.



IMPORTANT

UNCRATING

This machine was carefully manufactured, tested and crated prior to shipment. When unpacking this machine, carefully inspect for any shipping damage. Make sure any bolts or parts that may have loosened during transit are tightened before proceeding.

1. Carefully uncrate the Boule Moulder using claw hammer.
2. This unit weighs 850 pounds and is top heavy, thus care must be taken when removing from pallet.
3. Discard all shrink wrap & packing materials. Ensure that there are no loose parts, nails, wood or other foreign material in or underneath cone and tub.
4. Check cone hold down knobs and make sure they are securely fastened.
5. Read operating instructions before attempting to use this machine.
6. **DO NOT** change the cord end to any other voltage or phase rating.
Serious damage to motors and controls will result which is not covered by warranty!

SAFETY INSTRUCTIONS

WARNING!

DO NOT INSTALL OPERATE OR MAINTAIN THIS EQUIPMENT WITHOUT READING AND UNDERSTANDING THIS MANUAL

SAFETY DEPENDS ON YOU!

WARNING! ELECTRICAL SHOCK CAN KILL

- Install equipment in accordance with the all national and local electrical codes.
- Improper connection of the equipment grounding conductor and line voltage can result in a risk of electrical shock and / or damage to equipment, (such damages are not covered by warranty).
- Consult with a qualified electrician and / or service person to ensure that the outlet is properly grounded. Only a qualified electrician can modify the electrical cord and / or plug-in provided.
- Disconnect machine from electrical supply source before performing any and all maintenance.



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GENERAL SAFETY INSTRUCTIONS

1. **READ** the Operators Manual carefully. Be thoroughly familiar with the controls and the proper use of the equipment.
2. **ONLY PERSONS** well acquainted with these rules for safe operation should be allowed to use this machine.
3. **Do not** wear loose clothing, scarves, or neckties. These items may become caught in moving parts and result in personal injury.
4. **VISUALLY** inspect machine prior to starting motor. Ensure all safety guards, covers and devices are in position and in good condition. Keep hands, hair, clothing and tools away from rollers, V-belts, conveyor belts and all other moving parts when starting, operating or repairing equipment. Do not disconnect Safety Bar or render it inoperable by tying or taping it in a fixed position.
5. **DISCONNECT** machine from power supply before performing servicing, maintenance, or cleaning. In some cases it may be necessary to remove safety guards to perform required maintenance. Immediately replace guards before placing the machine into service.
6. **TURN OFF** machine control before unplugging. Do not unplug machine and do not attempt to move the machine by pulling cord.
7. **DO NOT** operate machine when children are present and disconnect power supply when unattended.
8. **STAY ALERT!** Watch what you are doing and use common sense. Do not use the machine when you are tired, distracted or under the influence of drugs, alcohol or heavy medication.



GENERAL INSTRUCTIONS

You should become familiar with the major components of your new Bloemhof Boule Moulder as we will make reference to them throughout this manual.

WARNING

BEFORE STARTING, REMOVE DOUGH PIECES, FOREIGN OBJECTS, AND HANDS FROM WORKING AREAS. DURING OPERATIONS, KEEP FINGERS AND HANDS AWAY FROM THE PINCH POINTS BETWEEN THE TUB AND CONE.

IF MACHINE STOPS DURING OPERATIONS, UN-PLUG UNIT AND WAIT 5 MINUTES FOR THE ELECTRONIC CONTROLS TO RESET.

1. CONTROL PANEL

The Control Panel controls all the motor functions and is located by the catch tray.

- A. STOP** - Stops all motors, twist knob to reset.
- B. START** - Starts rotations and kneading motors.
- C. SELECTOR SWITCH** - Turn **“counter clockwise”** energizes rotation motor only. Turn **“clockwise”**, energizes rotation **and** kneading motors.
- D. KNEADING SPEED** - Controls the rate the cone kneads or squeezes the dough piece. Adjustment of this control allows from 35 to 150 hits per minute.
- E. ROTATION SPEED** - Controls the movement of the dough piece around the tub and dough ball shape. Adjustment of this control allows from 3 to 12 revolutions per minute.
- F. POWER** - Disconnects main power from controls. Use this switch to disconnect machine from supply circuit before performing cleaning, maintenance or servicing electrical circuits. Shut off Power switch before unplugging cord from supply.

NOTE

If the selector switch “C” is changed from “rotation only” to “rotation and kneading” while the cone is rotating, the START selector button “B” must be pushed to energize the kneading motor.

WARNING

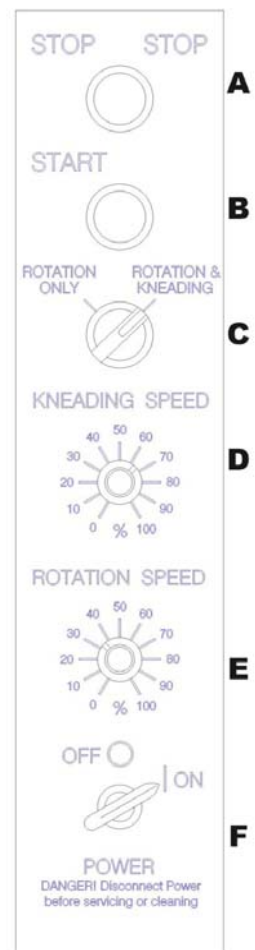
TURN OFF MAIN POWER SWITCH AND UNPLUG MACHINE FROM POWER SOURCE BEFORE MAKING ADJUSTMENTS, CLEANING AND/OR MAINTENANCE.

2. CONE

The cone moulds the dough pieces against the tub surfaces. Both tub and cone are covered with a durable FDA approved material.

CONE REMOVAL

- a. Turn off Main Power Switch and unplug machine from power source.





- b. Remove six cone hold down knobs. Carefully lift cone from machine. Two people are required to lift cone.
- c. Place cone on a clean smooth surface. Do not drop cone or place on floor as the scraper edge could get damaged.
- d. Clean tub area and cone thoroughly of any old dough and flour. Inspect scraper edge on cone. Use *a plastic scraper and damp cloth* to clean cone and scraper edge. **DO NOT IMMERSE CONE IN WATER OR PLACE IN PAN WASHER.**

WARNING!

DO NOT DROP CONE ONTO TABLE OR FLOOR AS SEVERE SCRAPER DAMAGE COULD RESULT.

CONE INSTALLATION

- a. Clean any foreign material from top hold down plate.
- b. Position cone on top of hold down plate on machine and rotate cone until holes from hold down plate line up with holes in cone. Two people required to install cone.
- c. Install hold down knobs and tighten securely.

WARNING!

MAKE SURE THAT THE CONE KNOBS, WHICH HOLD THE CONE IN POSITION, ARE SECURELY FASTENED AT ALL TIMES.

3. CONE SCRAPER

The cone scraper prevents dough from squeezing under the cone and also cleans the tub bottom. The underside of the scraper must be kept clean to prevent foreign particles from embedding in the plastic scraper and damaging the tub bottom. **Clean with a plastic scraper only do not use a metal scraper or any another sharp object.**

4. TUB

The tub forms the outer moulding surface. Dough loading is on the right side of the tub exit. Clean the tub daily with a plastic scraper. **Clean with a plastic scraper only do not use a metal scraper or any another sharp object.**

TUB REMOVAL (SEE PAGE 13 FOR DIAGRAM)

- a. Turn off "Main Power Switch" and unplug machine from power source.
- b. Remove cone from machine.
- c. Loosen and remove 8 tub hold down knobs. Remove eye bolts from machine.
- d. Carefully remove tub from machine. Two people required to remove tub.

TUB INSTALLATION

- a. Clean any foreign material from the top of the machine before positioning tub. Care must be taken to remove debris from the cone slot.
- b. Using two people, carefully position tub on the machine making sure to install the tub the same way it was removed. The exit end of the tub should be over the catch tray.
- c. Line up the slots for the hold down knobs and position hold down eye bolts on each cone pin.



d. All 8 knobs should be tightened in sequence. In other words, start at the catch tray end and work around the cone tightening each knob slightly. Once completed, repeat procedure starting at the first knob by the catch tray and tighten securely. Do not use a wrench for this procedure.

5. CONE KNOBS

There are six cone knobs that hold the cone in position. Before starting the Boule Moulder, quickly check to make sure all knobs are securely fastened. A knocking sound may emanate from the machine if the cone knobs are not secure.

6. STROKE CLAMP KNOB

The stroke clamp knob secures the setting of the stroke adjustment. Before starting Boule Moulder, make sure that this knob, which is located at the very top of the cone, is securely fastened. **Hand tighten only.**

7. STROKE ADJUSTMENT WHEEL

The stroke setting is the range the cone will swing from side to side. This setting will determine how intense the dough piece is being squeezed in-between the tub and the cone. This setting will be determined by the formulation, weight range and tightness required of the product being moulded.

To make this adjustment, loosen the stroke clamp knob on the top of the machine, and adjust the wheel to a higher or lower number. The higher the number, the larger the stroke and more intense the squeeze in-between the tub and cone.

8. CATCH PLATE

The catch tray is hinged and can be positioned in the loading position by lifting the catch tray and positioning the holding bar underneath the catch tray. The catch tray can be positioned in the storage position by lifting the catch tray and lowering the holding bar.

9. LOCKING CASTERS

The locking casters are provided to stabilize the Boule Moulder during operations. Place the unit on a level surface then press the black brake mechanism down on all four casters. **NOTE: Before moving the machine to a new location, make sure all casters are unlocked.**

10. FOOT PADS *(When supplied)*

When machines are supplied with foot pads, **make sure the machine is level before starting machine.** Adjust foot pads as required.



MOULDING ROUNDS

GENERAL REFERENCE SETTING TEST

The following settings are a guide only. The purpose is to familiarize you with the moulding adjustments and set a nominal reference point for further adjustments (Diagram page 6).

1. Observe the “Stroke Adjustment Wheel” and if it is not set at #4, loosen the “**Stroke Adjustment Knob**” and adjust the “**Stroke Adjustment Wheel**” to #4. Re-tighten the “stroke adjustment knob” securely.
2. Adjust the rotation speed setting (#D) to 25%.
3. Adjust the kneading speed setting (#E) to 50%.
4. Turn main power switch (#F) to on.
5. Twist “Stop” button (#A) clockwise to unlock switch.
6. Turn “Selector” switch (#C) clockwise to energize cone rotation and cone kneading motors
7. Press “Start” button.

Position a one pound dough piece into the tub loading area next to the exit ramp and observe its progress. The dough piece should move gradually around the tub without sticking or stalling and progressively become more round and dense. (See “*Trouble shooting*”)

Once the dough piece exits the Boule Moulder inspect the item and determine if the dough is under moulded, fully moulded or over moulded. A seam at the bottom of the dough piece is the normal gathering of the gluten skin. The seam should be placed down on the pan.

NOTE

During this trial run, it is imperative that a fresh piece of dough be used for each test.

TEST RESULTS

- i. FULLY MOULDED**
Make note of the settings for the STROKE ADJUSTMENT WHEEL, ROTATION SPEED and KNEADING SPEED for that weight range.
- ii. UNDER MOULDED**
Adjust the rotation speed setting (#D) to 20 %. This will increase the length of time the dough ball is in the machine. Try another one pound dough piece.

If still under moulded, change the kneading speed setting (#E) to 60%. This will increase the number of kneading strokes for the length of time the dough piece is in the machine. Position a new one pound dough piece in the machine.



Variations of these settings should produce a rounded dough ball.

If the dough ball is not sufficiently moulded, stop the machine by pushing the stop button. Change the "stroke adjustment wheel" setting to a higher number. This will increase the squeeze, thus the rotation speed setting (#D) may have to be increased to 30% *decreasing the length of time the dough ball is in the machine* and the kneading speed, (#E) decreased to 50%. *Decreasing the number of hits during the time the dough piece is in the machine.*

iii. OVER MOULDED

Change the "stroke adjustment wheel" setting to a lower number. This will decrease the squeeze. Try a new piece of dough and observe the finished product.

If the dough piece is still over worked, adjust the rotation speed setting (#D) to 30 %. This will decrease the length of time the dough ball is in the machine. Try another one pound dough piece.

If still over moulded change the kneading speed setting (#E) to 40%. This will decrease the number of kneading strokes per revolution.

Variations of these settings should produce a rounded dough ball.



TROUBLE SHOOTING

1. DOUGH TEARING

Cause: *Excessive pressure.*

- Reduce cone kneading speed
- Increase cone rotation speed
- Set stroke setting to a smaller number
- Pre-flour dough piece to reduce friction & sticking

2. EXCESSIVE CRUMBS

Cause: *Scraper and tub needs cleaning*

- Remove cone and clean scrapers on bottom of cone and tub.
- Clean with plastic scraper only.

3. DOUGH CONE SHAPED

Cause: *Dough is being spun excessively*

- Reduce cone rotation speed
- Increase dough kneading speed
- Increase stroke

4. DOUGH PIECE STALLS

Cause: *Dry dough surface*

- Increase rotation speed
- Decrease dough kneading setting
- Spray dough piece with water mist prior to moulding

5. LARGE HOLES

Cause: *Dough is not squeezed sufficiently*

- Increase stroke setting
- Increase cone kneading speed

6. CONE STALLS

Cause: *V-Belt stretched or not adjusted.*

- See Maintenance instructions.

7. MACHINE STOPS

Cause: *Motor overheating*

- Unplug machine, **WAIT 5 MINUTES**, check motor.
- Excessive dough buildup. Remove cone and clean cone and tub with plastic scraper.
- Too many dough pieces being worked by machine at one time or pieces too large for stroke setting. *Increase spacing between dough balls. **Decrease** stroke setting.*



8. SCRAPER NOISE

Cause: Scrapers have dry dough build up or are damaged.

- Remove cone and inspect scrapers
- Inspect tub and clean thoroughly
- Clean cone and tub with plastic scraper
- **DO NOT USE A STEEL SCRAPER**

9. RUBBING NOISE

Cause: Dog arm needs grease (Drawing #1, Page14)

- Remove cone and lubricate grease nipple on dog arm
- Inspect dog arm for premature wear

10. MACHINE VIBRATES

Cause: Machine unbalanced

- Ensure machine is on a level surface
- Make sure casters are locked
- Reduce kneading speed
- With foot pads, or casters, adjust accordingly



PREVENTATIVE MAINTENANCE SCHEDULE

WARNING, MAKE SURE TO ALWAYS DISCONNECT THE EQUIPMENT FROM THE POWER SUPPLY BEFORE PERFORMING ANY SERVICING, MAINTENANCE, AND CLEANING!

DAILY

- 1. CONE AND TUB**
Clean cone and tub using a plastic scraper. The cone and tub should be removed on a daily basis for cleaning. **DO NOT immerse cone in water or place in pan washer.** Follow cone and tub removal and installation Instructions Pages 4 & 5.
- 2. CONE SCRAPER:**
Scrapers are located on the bottom of the cone. Clean if there is dough build up. Follow Cone Removal & Installation Instructions Pages 4 & 5.

EVERY TWO MONTHS

- 1. KNOBS**
Lubricate clamping knob threads with anti-seize compound or grease.

EVERY THREE MONTHS

- 2. Dog Arm Fittings**
Fitting on the dog arm should be greased about four times per year. Remove cone to access grease nipple.
- 3. V- BELT**
Remove cone to inspect V-belts. Adjust V-belt tension by loosening bolts on motor and tighten accordingly.

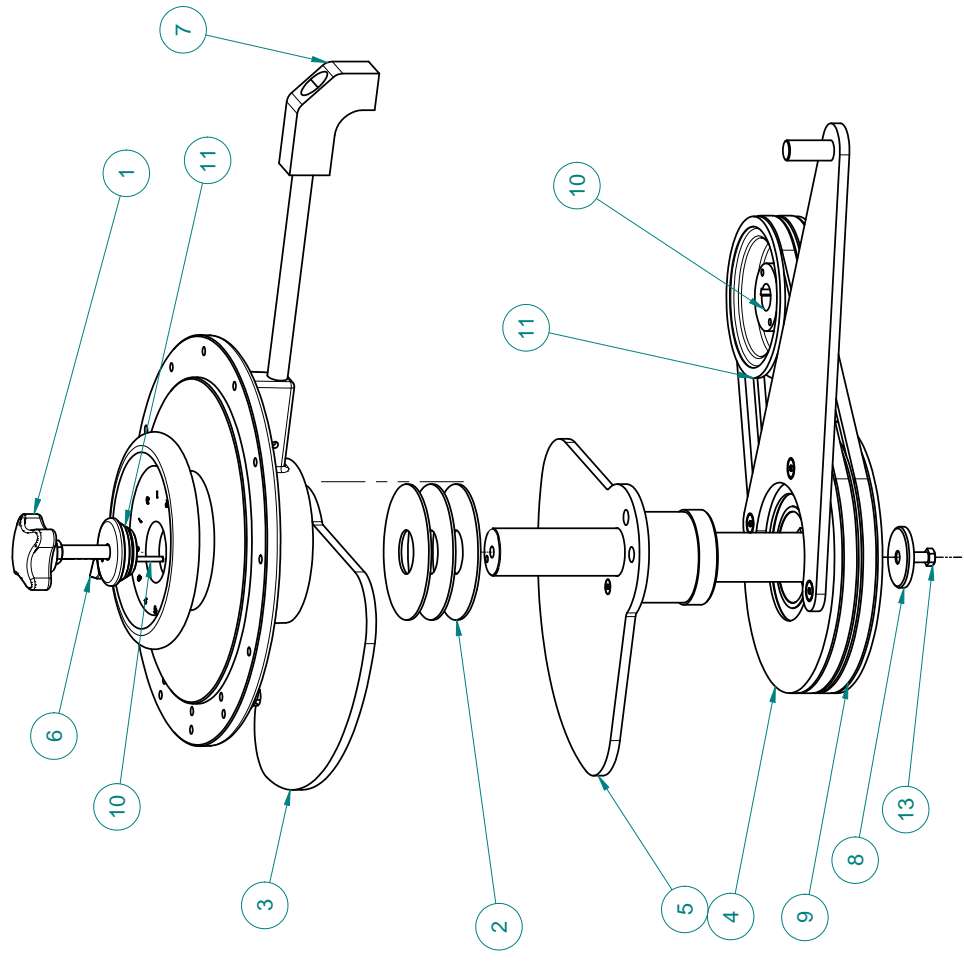
EVERY THREE MONTHS

- 4. Gear Motors**
Check by removing back panel to inspect both gear-motors. Inspect the fan guards and remove any accumulated debris and dust from fan and top of motors. Inspect gear boxes for oil leaks. Gears are lubricated with synthetic oils for 20,000 hours of normal use. **DO NOT MIX synthetic and mineral base oils.** Top up oil level and change oil when required with Mobil Glygoyle 30 or Texaco Synstar GL75W 140 oil only.


WARNING!
DO NOT SPRAY MACHINE WITH WATER.

C|0601 - 25001

0	TOOL NAME	NUMBER	ITEM	PART NUMBER	DESCRIPTION	QUAN.



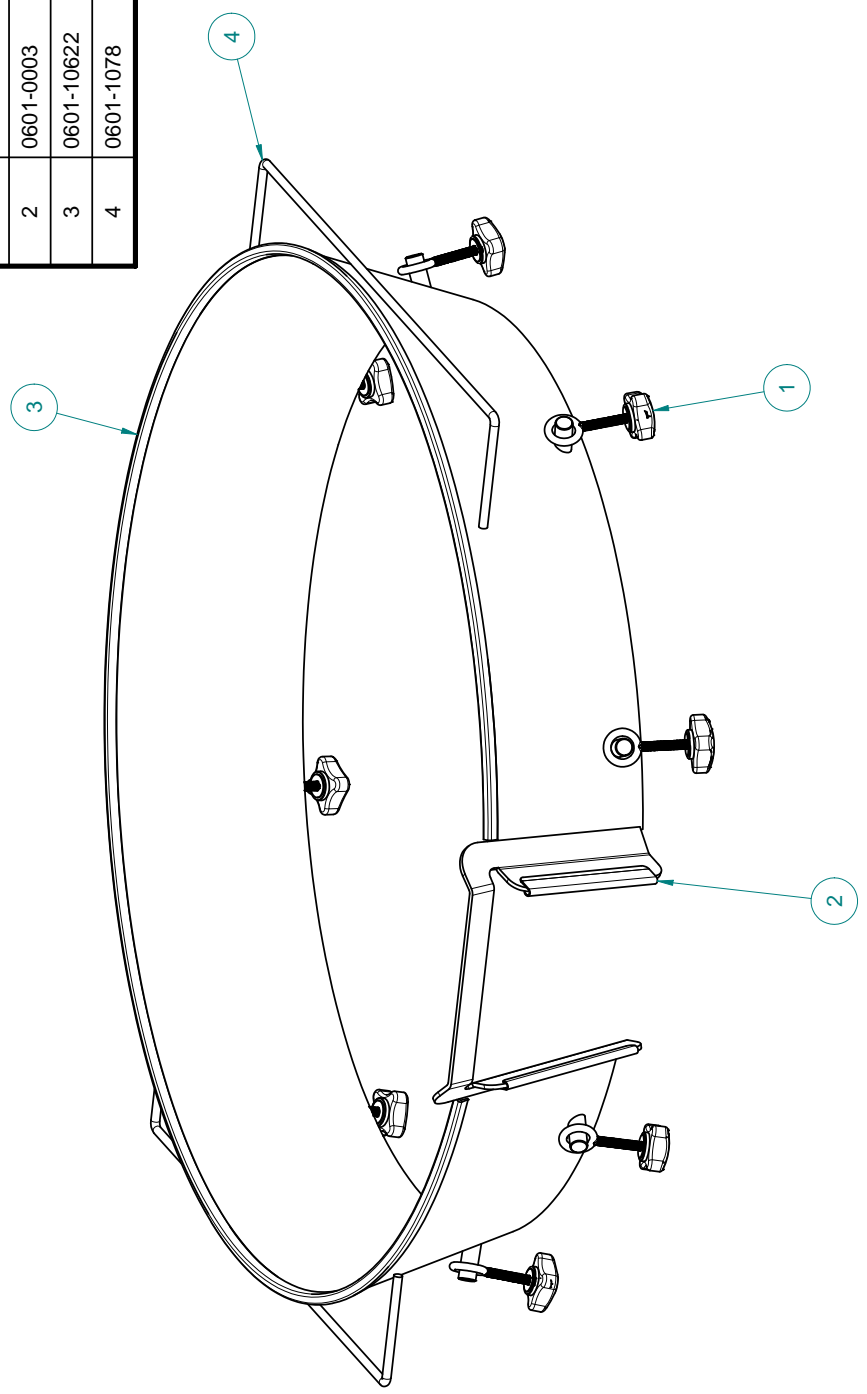
Item Number	Part Number	Description	Qty
1	0601-0009	Knob Hand Wheel	1
2	0601-10649	Clutch Disc	3
3	0601-1082	Cone Spigot Sub Assembly	1
4	0601-1083	Bm Dog Pulley Sub Assembly	1
5	0601-1090	Bm Drive Shaft Assy	1
6	0601-1104	Weldment Indicator Pointer	1
7	0601-11565	Pivot-Dog	1
8	0625-0043-001	Washer-Special-Thread	1
9	5601-1230	Belt-V 5L460	2
10	5602-0115	Bushing-Split Taper Browning H1	1
11	5615-0779	6" 2 Groove Pulley	1
12	5835-6478	3/16 X 1-1/2 Inch Dowel Pin	1
13	5843-1052	Screw - Hex HD 3/8-16 X 3/4 STST	1
14	6909-3224	O-Ring-1-3/4 X 2 X 1/8W Buna-N	1

LTR	CHANGE	DATE	BY	EC NO.	LTR	CHANGE	DATE	BY	EC NO.
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NAME ASSEMBLY-CONE DRIVE MATL. _____ MATL. NO. _____ FINISH _____ DRAWN BY _____ DATE _____ SCALE _____ REMOVE BARRS & SHARP EDGES DIMENSIONAL TOLERANCES UNLESS SPECIFIED: FRACTIONAL ± 1/64 DECIMAL ± .002 ANGULAR ± 1									

C|0601 - 25003

CHANGE	ITEM	PART NUMBER	DESCRIPTION	QUAN.

Item Number	Part Number	Description	Qty
1	0601-0001	ASSEMBLY TUB HOOK	8
2	0601-0003	TRIM-DISCHARGE	2
3	0601-10622	STRIP-TUB BOTTOM WEAR	1
4	0601-1078	WELDMENT, TUB	1



NAME ASSEMBLY-TUB		SCALE	
MATERIAL		DATE	
DRAWN BY		FINISH	
REVISIONS		SCALE	
REMOVE BURRS & SHARP EDGES		DO NOT SCALE THIS DRAWING	
DIMENSIONAL TOLERANCES UNLESS SPECIFIED: FRACTIONAL ± 1/64; DECIMAL ± 0.02; ANGULAR ± 1°			



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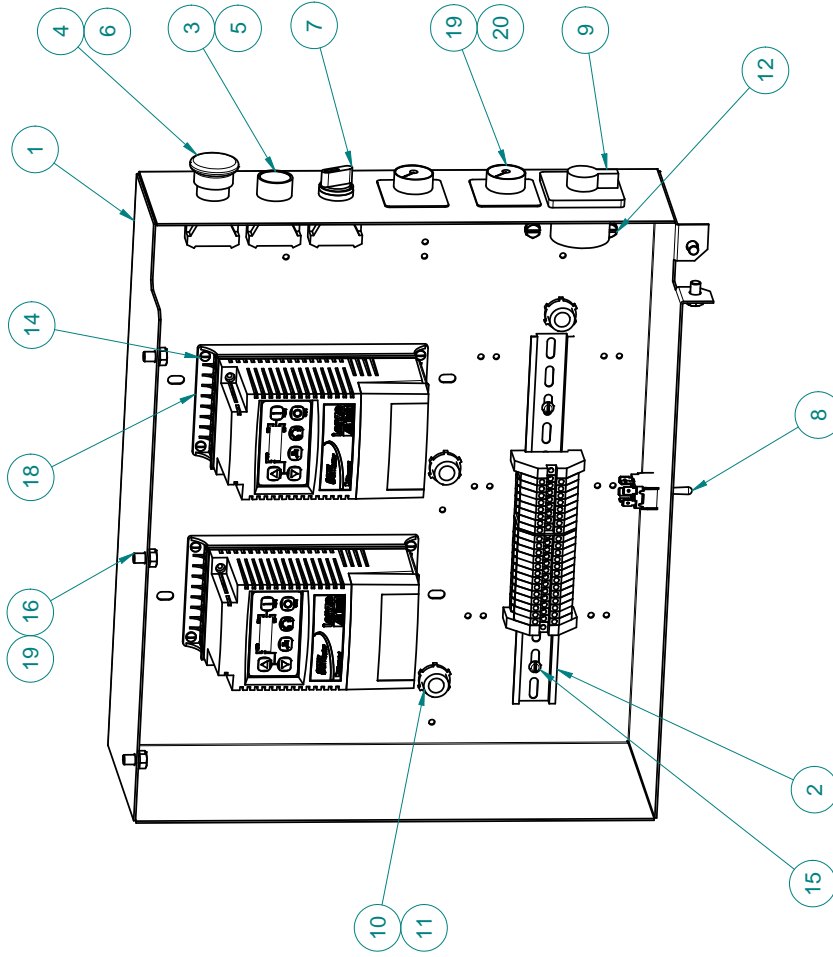
LTR	CHANGE	DATE	BY	EC NO.

C 0601 - 25005

0	TOOL NAME	NUMBER	ITEM	PART NUMBER	DESCRIPTION	QUAN.
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Item Number	Part Number	Description	Qty
1	0601-10841	ENCLOSURE-ELECTRICAL	1
2	4516-3507-2102	STEEL DIN RAIL 35MM X 12 3/4"	1
3	5708-7900	OPERATOR-PB GREEN FLUSH	1
4	5708-7920	OPERATOR-P.B. MUSHROOM HD RED	1
5	5708-7930	BASE-MTG/BLOCK-CONTACT NO	2
6	5708-7931	BASE-MTG/BLOCK-CONTACT NC	1
7	5708-7934	OPERATOR-SELECTOR 2 POSITION	1
8	5757-3068	SWITCH-TOGGLE DPDT 15A 125V	1
9	5757-6002	SWITCH, ROTARY CAM ON/OFF 2 POLE, 20 AMP	1
10	5765-1082	RELIEF-STRAIN 1/2NPT	4
11	5766-7750	NUT-LOCK APPLETON # BL-50	4
12	5841-9531	GRN GROUNDING SCREW 1/4-20 X 3/8	2
13	5843-1026	SCREW- HEX HD 5/16-18 X 1/2 STST	5
14	5843-5553	SCREW-PANHD SLOT 8-32 x 3/8 STST	8
15	5843-5591	SCREW, PAN HD, 10-32 X 3/8 STST	4
16	5851-9358	WASHER-LOCK 5/16" STST 18-8	5
17*	5851-9395	WASHER-INT TOOTH 1/4	2
18	6309-1465	DRIVE-1HP VFD 115/230 1PH LENZE	2
19	6309-6035	DIAL PLATE AND KNOB KIT	2
20	6309-6036	POTENTIOMETER 10K	2

*ITEM NOT SHOWN



NAME: ASSEMBLY-BM-42 ELECTRICAL		SCALE: _____	
MATERIAL: _____		DATE: _____	
DRAWN BY: _____		FINISH: _____	
REMOVE BARRS & SHARP EDGES			
DIMENSIONAL TOLERANCES UNLESS SPECIFIED: FRACTIONAL ± 1/64 DECIMAL ± .005 ANGULAR ± 1°			
DO NOT SCALE THIS DRAWING			



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LTR	CHANGE	DATE	BY	EC NO.



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WARRANTY

PARTS

Oliver Packaging & Equipment Company warrants that if any part of the equipment (other than a part not manufactured by Oliver Packaging & Equipment) proves to be defective (as defined below) within one year after shipment, and if Buyer returns the defective part to Oliver Packaging & Equipment within one year, Freight Prepaid to Oliver Packaging & Equipment's plant in Grand Rapids, MI, then Oliver Packaging & Equipment, shall, at Oliver Packaging & Equipment's option, either repair or replace the defective part, at Oliver Packaging & Equipment's expense.

LABOR

Oliver Packaging & Equipment further warrants that equipment properly installed in accordance with our special instructions, which proves to be defective in material or workmanship under normal use within one (1) year from installation or one (1) year and three (3) months from actual shipment date, whichever date comes first, will be repaired by Oliver Packaging & Equipment or an Oliver Packaging & Equipment Authorized Service Dealer, in accordance with Oliver Packaging & Equipment's published Service Schedule.

For purposes of this warranty, a defective part or defective equipment is a part or equipment which is found by Oliver Packaging & Equipment to have been defective in materials workmanship, if the defect materially impairs the value of the equipment to Buyer. Oliver Packaging & Equipment has no obligation as to parts or components not manufactured by Oliver Packaging & Equipment, but Oliver Packaging & Equipment assigns to Buyer any warranties made to Oliver Packaging & Equipment by the manufacturer thereof.

This warranty **does not** apply to:

1. Damage caused by shipping or accident.
2. Damage resulting from improper installation or alteration.
3. Equipment misused, abused, altered, not maintained on a regular basis, operated carelessly, or used in abnormal conditions.
4. Equipment used in conjunction with products of other manufacturers unless such use is approved by Oliver Packaging & Equipment in writing.
5. Periodic maintenance of equipment, including but not limited to lubrication, replacement of wear items, and other adjustments required due to installation, set up, or normal wear.
6. Losses or damage resulting from malfunction.

The foregoing warranty is in lieu of all other warranties expressed or implied AND OLIVER PACKAGING & EQUIPMENT MAKES NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR PURPOSE REGARDING THE EQUIPMENT COVERED BY THIS WARRANTY. Oliver Packaging & Equipment neither assumes nor authorizes any person to assume for it any other obligations or liability in connection with said equipment. OLIVER PACKAGING & EQUIPMENT SHALL NOT BE LIABLE FOR LOSS OF TIME, INCONVENIENCE, COMMERCIAL LOSS, INCIDENTAL OR CONSEQUENTIAL DAMAGES.



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WARRANTY PROCEDURE

1. If a problem should occur, either the dealer or the end user must contact the Parts and Service Department and explain the problem.
2. The Parts and Service Manager will determine if the warranty will apply to this particular problem.
3. If the Parts and Service Manager approves, a Work Authorization Number will be generated, and the appropriate service agency will perform the service.
4. The service dealer will then complete an invoice and send it to the Parts and Service Department at Oliver Packaging & Equipment Company.
5. The Parts and Service Manager of Oliver Packaging and Equipment Company will review the invoice and returned parts, if applicable, and approve for payment.



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RETURNED PARTS POLICY

This policy applies to all parts returned to the factory whether for warranted credit, replacement, repair or re-stocking.

Oliver Packaging and Equipment Company requires that the customer obtain a Return Material Authorization (RMA) number before returning any part. This number should appear on the shipping label and inside the shipping carton as well. All parts are to be returned prepaid. Following this procedure will insure prompt handling of all returned parts.

To obtain an RMA number contact the Repair Parts Department toll free at (800) 253-3893.

Parts returned for re-stocking are subject to a **RE-STOCKING CHARGE**.

Thank you for your cooperation,

Repair Parts Manager
Oliver Packaging and Equipment Company