

PACKAM INDEXERS

For over 20 years, Packam products have been the industry standard for a high precision & quality cam Indexers. Packam manufactures a wide range of motion control products including:

- Globoidal Cam Indexers
- Parallel Cam Indexers
- Precision Link Conveyors
- Servo Mechanical Indexers
- Cam Mechanisms
- Custom Cams
- Cam Followers
- Custom Components

PRODUCT WARRANTY

- | | |
|---|--------------------|
| ▪ Packam Cam Indexers | 4 years warranty * |
| ▪ Servo Mechanical Indexers | 4 years warranty * |
| ▪ Precision Link Conveyors | 2 years warranty * |
| ▪ All Custom Mechanisms, Cams & Cam Followers | 1 year warranty * |
| ▪ Other products | 1 year warranty * |

** Conditions apply – Subject to Model Selection.*

WARRANTY

All Packam Products are thoroughly inspected and tested before dispatch. We fully guarantee all materials and workmanship to be free of defects. Any product that is found to be defective in design, material or workmanship in the course of its normal use will be promptly repaired / replaced.

Packam Controls warranty extends only to products manufactured by it and is to the extent permitted by Packam’s Warranty Policy, in lieu of all other warranties, express or implied, including warranties of merchantability and fitness for particular purpose and any prior written or oral representations regarding such products made by Packam Controls, its employees, agents or representatives.

Products or components thereof, (eg: Bearings, Oil seals, O-rings, Gearbox, Gear Motion, Torque Limiters, etc...) supplied by any other party to Packam Controls, which are not manufactured or assembled by Packam Controls, are covered only by the individual warranty of such other party and copies of such warranty may be furnished upon request.

In case of a problem is detected, initial investigation will be carried out phone & email by our Sales & Technical Team with the customer. The customer is required to follow all suggestion as recommended by our team to help identify and isolate the root cause of the problem and work together to resolve the problem. Customer’s patience and understanding is accredited during this stressful period.

Post initial investigation, if Packam feels units needs to be checked & investigated further, the same must be sent to Packam Workshop located in Mumbai, India for detailed inspection. All repairs, if any are only by carried out at Packam Workshop by their technicians experienced in index drives.

Packam may depute its technician to visit the customer to attend to a complaint in special cases only. Packam reserves the right to determine when and if a visit is warranted or required. This visit is meant to identify, address and resolve issues related to Packam’s Indexers Only. **Packam does not provide any service to resolve issues related to customers machine fabrication, functioning or design.** If during the visit, no problem is found in the indexer, the customer shall be liable to pay applicable visit charges as well as reimburse Packam for all costs incurred for the visit.

Packam shall take full responsibility for any manufacturing defects. If so is determined, Packam shall repair the unit at no cost to the customer. Any claims of manufacturing defects must be reported to Packam within 20 days from date of dispatch. All claims if approved shall be addressed within 30 day from date of conformation.

Over the past 20 years Packam has observed 99.99% of customer complaints are due to reasons at customers end. Packam advises customers to first thoroughly check their machine, its build & design before requesting Packam to depute a technician for on site visit. This will prevent unnecessary expense to customer.

If a visit is approved, customer is required to remove the indexer from their machine and keep it ready for inspection. All attachments if any, including gearbox, motor, chain pulley, flange, etc. must be removed and indexer must be in original supplied condition at the time of inspection. Packam will not inspect the indexer if installed in the machine.

If the indexer is found to be ok, it shall be the responsibility of the customer to check and reconfirm the technical data provided during model selection. Further, it shall be the responsibility of the customer to resolve any and all problems related to their machine and design.

When and if a problem is detected:

- IMMEDIATELY STOP USING THE INDEXER
- Contact Packam representative - remember to mention the indexer type and serial number in your communication. This will enable Packam to serve you at the earliest.
- Do not attempt to open the unit - warranty shall be void if the unit has been opened, tampered with or modified in any way.

Note: Packam recommends that only technicians experienced in index drives maintenance make repairs. That is why all repairs if any are carried out at Packam workshop ONLY.

Warranty is null and void if:

- The Indexer is opened, repaired, modified or altered in any way.
- The Indexer is operated at levels in excess of the stated throughput capacity
- The Indexer has been subjected to abuse, vandalism, accident or similar deviations from normal operations.
- The customer does not maintain and operate the product in strict accordance with the "Installation and Maintenance Manual"

Warranty does not apply to / cover:

- This warranty is limited to the original buyer and is not transferable.
- This warranty does not cover perishable parts subject to wear or consumption
- Any damages caused to the indexer due to customer error
- Any damages caused to the indexer due to improper installation or operation
- The customer does not maintain and operate the product in strict accordance with the "Installation and Maintenance Manual"
- Packam is not liable for labour, special, direct, incidental, or consequential damages and under no circumstances any charges in excess of the invoice amount of the product proven to be defective.

POST WARRANTY

When and if a problem is detected:

- IMMEDIATELY STOP USING THE INDEXER
- Contact Packam representative - remember to mention the indexer type and serial number in your communication. This will enable Packam to trace back for spare parts or other reasons in case of end-user requirements.

A FULL YEAR WARRANTY IS PROVIDED ON ANY UNIT REBUILT BY PACKAM.

Note: Packam recommends that only technicians experienced in index drives maintenance make repairs. That is why all repairs if any are carried out at Packam workshop ONLY.

If the customer must rebuild the unit themselves, they should follow step-by-step procedures for disassembly and assembly. Cautions and warnings should also be followed.

PACKAM WILL NOT WARRANT ANY UNIT REBUILT BY THE CUSTOMER. PACKAM DOES NOT PROVIDE TRAINING OR GUIDANCE TO CUSTOMER FOR REPAIRS.

OTHER SERVICES

Packam provides other services to its customer for the products supplied. These services include:

- Product Application Training
- Installation Training
- Service
- On site troubleshooting visit

Contact Packam sales representative for more information on our services and charges.

VISIT CHARGES

Packam visit charges are fixed and no discounts of any kind at any time are offered to any customer.

Contact Packam sales representative for more details on our visit charges.