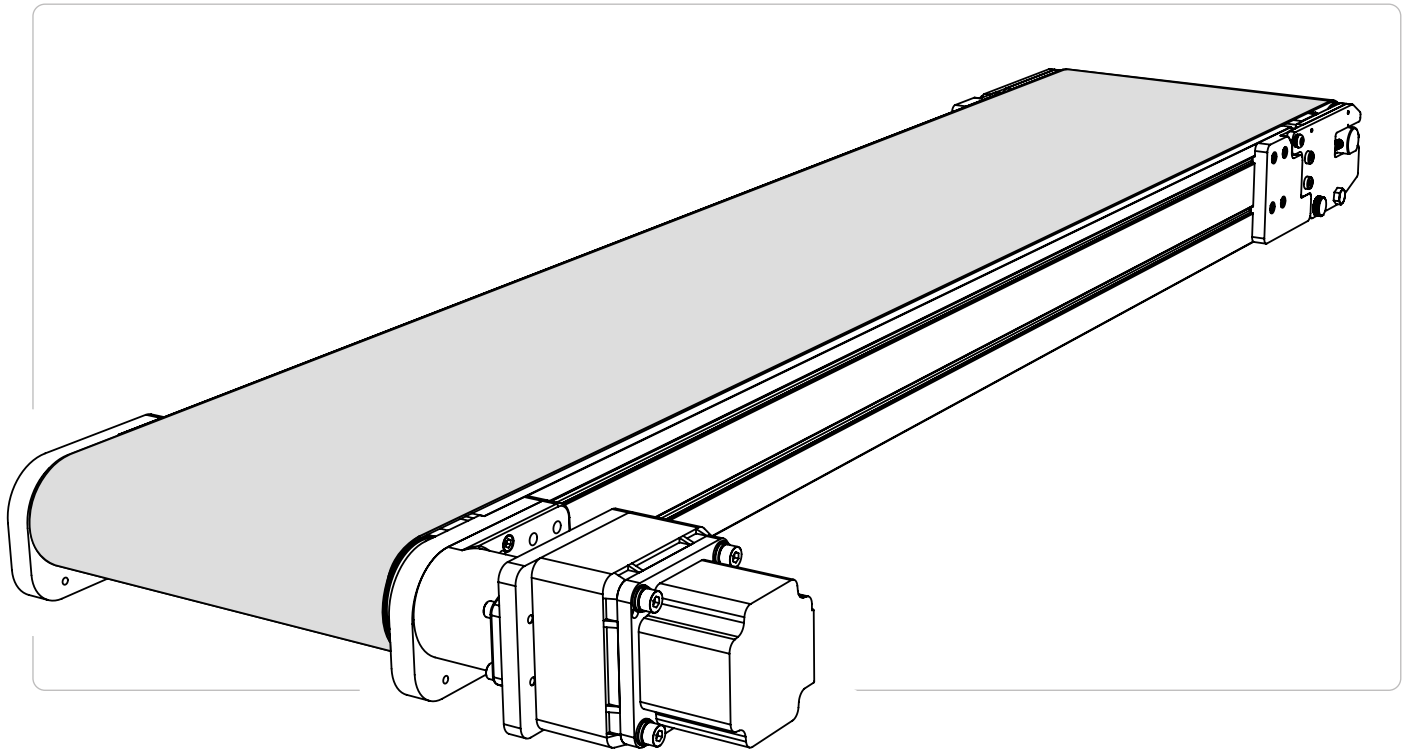


# AS80 CONVEYOR MANUAL

Installation & Maintenance



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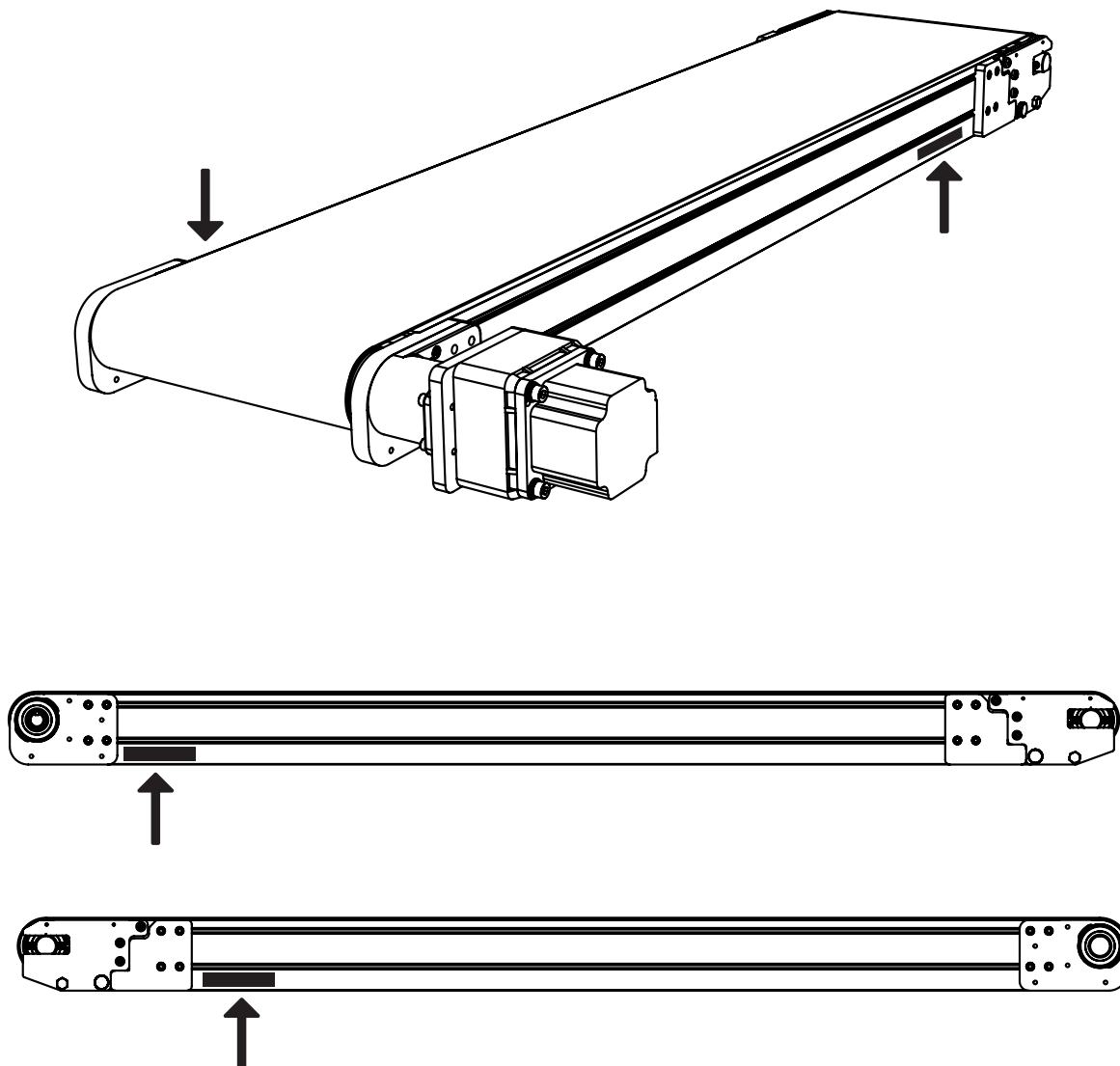


A DURAVANT COMPANY

Conveyor Spare Parts	Drawing Page
Belts	21
Drive Assembly	22
Tail Assembly	23
Underside Idlers	24

📄 To order parts, please visit [qcconveyors.com/serial](http://qcconveyors.com/serial) or call us at +1 (513) 753 - 6000

▷ Locating the Serial Number




**CAUTION**




When used improperly, the conveyor rollers can pinch or maim.

**CAUTION**




Lock out power before servicing the conveyor.

**CAUTION**



Do not use with the guards removed.

**CAUTION**



Read this manual before operating.

**DANGER**



Climbing, sitting, walking, or riding on the conveyor at any time could result in severe injury or death. **KEEP OFF.**

**WARNING**




Exposed, moving parts can cause severe injury. **DISCONNECT POWER** before removing the guards.

**WARNING**



The equipment may start without warning and can cause severe injury. **KEEP AWAY.**

**WARNING**



Servicing equipment that is moving or energized can cause severe injury. **LOCK OUT POWER** prior to performing maintenance.

▷ Tools

**REQUIRED TOOLS**

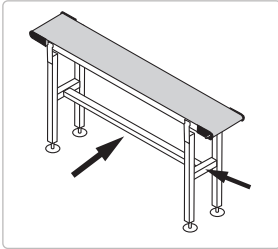
- Wrench set: 3mm – 13mm
- Tape Measure
- 10" Adjustable Wrench
- Screw Gun and T-30 Torx Bit
- Wide, Flat Head Screw Driver
- Set of Metric Allen Wrenches: 3mm, 4mm, 5mm ballhead
- Bubble Level

**OPTIONAL TOOLS**

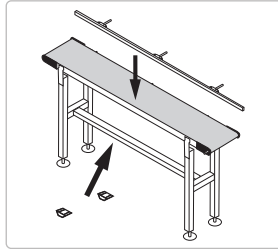
- 3/8" Drive Socket Wrench
- Electric chop saw with proper cutting blades
- Aluminum and Steel Cutting Hack Saw, or Equivalent

Before opening the shipment, visually inspect the outside of the crate/box for shipping damage. Carefully unpack the crate/box, inspecting for component damage which may have occurred inside the packing materials. Contact the carrier and QC Conveyors regarding any damage that may have occurred during shipment. Check the contents of your shipment against the supplied packing slip and inform QC Conveyors of any discrepancies.

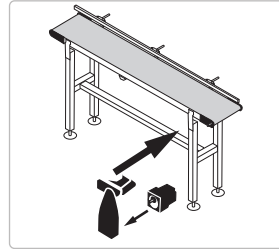
▷ General Sequence of Installation



**1** Mount conveyor to stand or mounting brackets.



**2** Attach sides, guides or underside idlers to conveyor and adjust as needed.



**3** Install drive motor and mounting package.

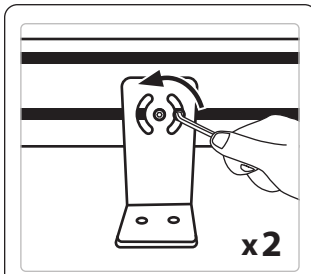


**4** Lag conveyor to floor/ Engage caster locks and inspect conveyor before use.

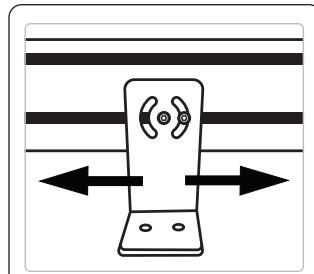
▷ Assistance

If you need assistance, please contact QC Conveyors customer service department Monday through Friday, 8am-5pm EST at (513) 753-6000. In addition, your local distributor has been trained at the factory and can provide support in many ways. You can also visit our website — [qcconveyors.com](http://qcconveyors.com) — for additional information and technical documents.

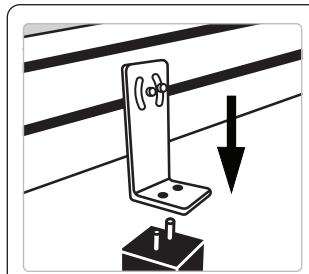
Stands should be placed as close to the conveyor's ends as possible (about 1.5" inches away from end components and tensioning blocks). The standard, maximum distance between stands is 6', however there are a few exceptions to this rule.



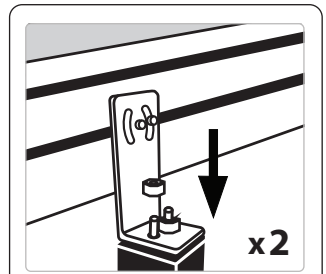
**1** Loosen, but do not remove the two cap screws holding each foot to the frame.



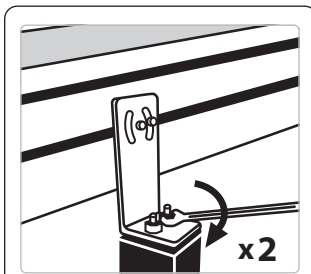
**2** Adjust the location of each foot along frame to match the uprights of stand legs.



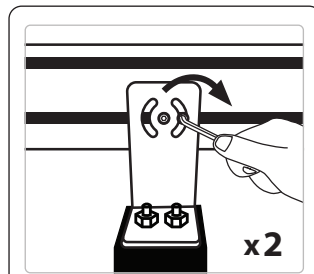
**3** Place conveyor on stand inserting posts through holes in feet.



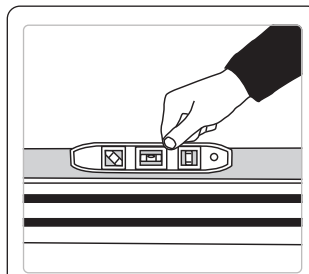
**4** Screw nuts onto posts sticking up through feet.



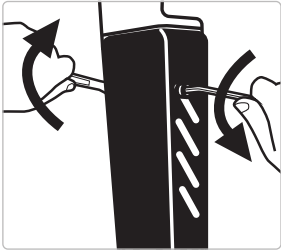
**5** Tighten each nut to secure feet to frame.



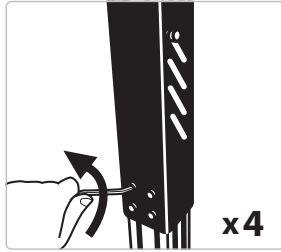
**6** Tighten cap screws holding feet to conveyor frame.



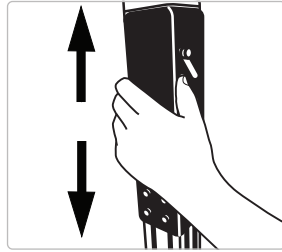
**7** Check conveyor for level or desired angle, and make adjustments if needed.



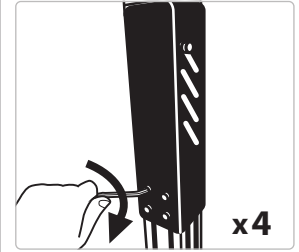
**1** Loosen but do not remove safety bolt.



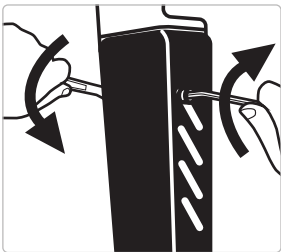
**2** Loosen but do not remove four cap screws holding bracket to frame legs.



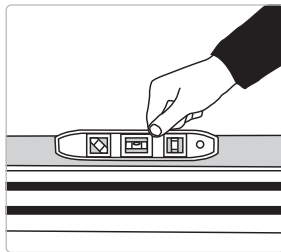
**3** Adjust bracket to achieve desired height. This may require additional help to lift conveyor.



**4** Tighten four cap screws holding bracket to frame legs.



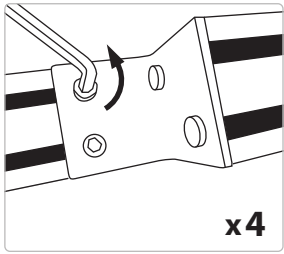
**5** Tighten safety bolt. If height adjustment moved added slots above top of stand legs, bolt may be removed and replaced at lowest available slot before tightening, but is not required.



**6** Check conveyor for level or desired angle, and make adjustments if needed.

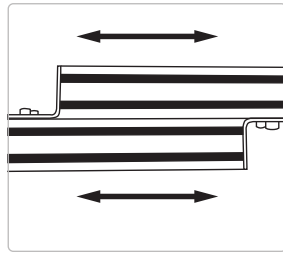
For applications using a single cross tie, the cross tie should be installed between the cross bars of the stands using the steps below. For applications using two cross ties, the cross ties should be installed between the uprights of the stands. The installation process is the same for each.

*If cross ties are NOT adjustable, only use steps 3 - 5 below.*

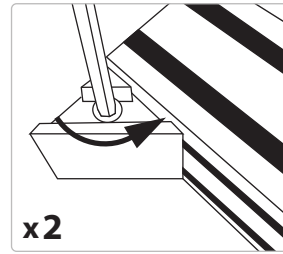


**x4**

**1** Using a 5mm allen wrench, loosen two socket head cap screws in each cross tie adjustment plate.



**2** Slide adjustable cross tie pieces to fit between stands.

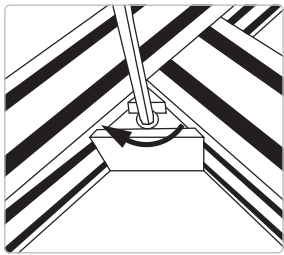


**x2**

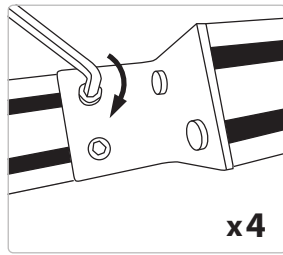
**3** Loosen triangular Quick Clamp on each end of cross tie.



**4** Ensuring the socket head cap screw is facing you, slide Quick Clamp into tee slot at desired mounting position.

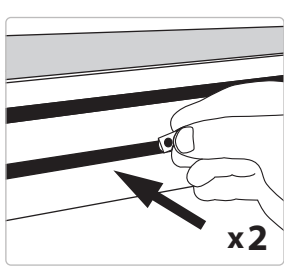


**5** Using a 5mm allen wrench, tighten Quick Clamp.



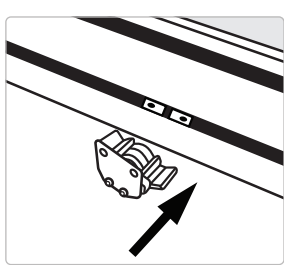
**x4**

**6** Using a 5mm allen wrench, tighten two socket head cap screws in each cross tie adjustment plate.

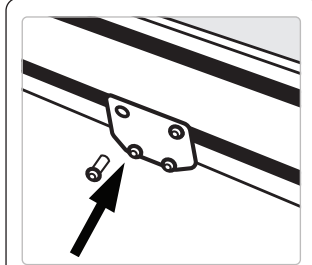


**1** Insert drop in t-nuts into frame at each needed location. Exact location can be adjusted later.

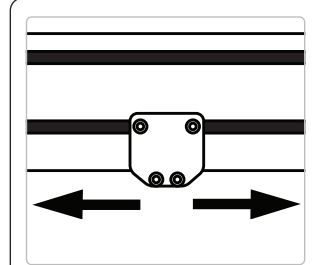
▷ Underside Idler Install



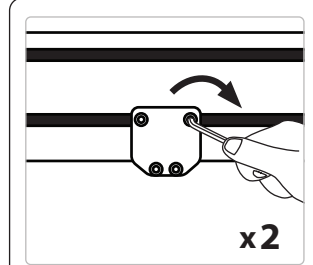
**1** Align holes in idler bracket to t-nuts.



**2** Insert two button head screws, but do not tighten to hold idler to frame.



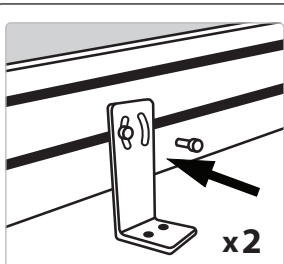
**3** After ensuring belt is riding on top side of idler wheels, adjust location of idlers to eliminate belt sag.



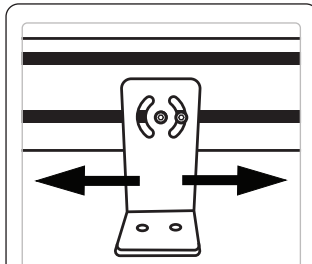
**4** Tighten two button head screws on each idler securing them in place.

▷ Raised Mount

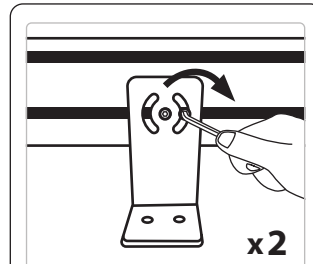
Mount's foot can be placed facing inward or outward depending on application.



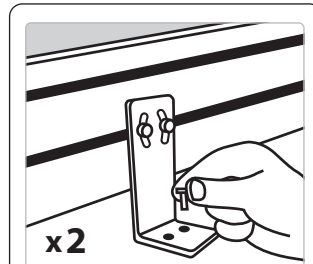
**1** After choosing desired direction foot will face, insert two cap screws through mount and into t-slot.



**2** Adjust location of feet along frame.

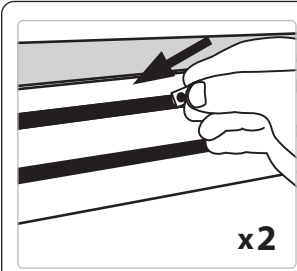


**3** Tighten cap screws to secure feet to frame.

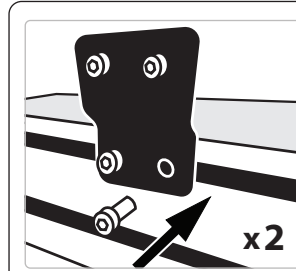


**4** Using desired hardware, secure feet to mounting surface or equipment.

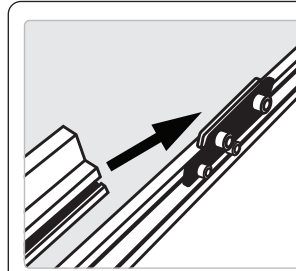




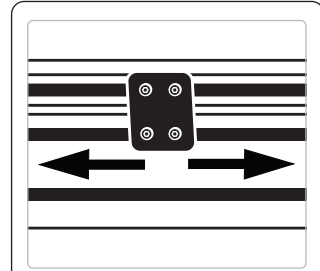
**1** Insert drop in t-nuts into frame at each needed location. Exact location can be adjusted later.



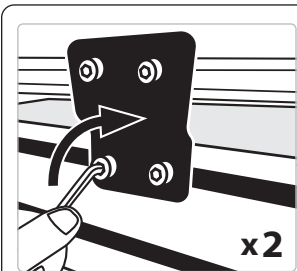
**2** Insert cap screws through side rail mounts and into t-nuts, but do not tighten.



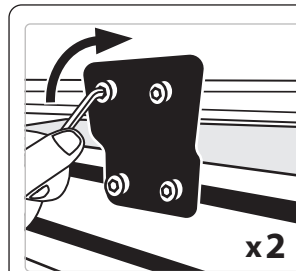
**3** Slide side rail into place using t-slot on rail and double t-nut on mounts.



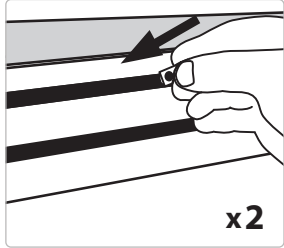
**4** Adjust location of mounts along conveyor frame.



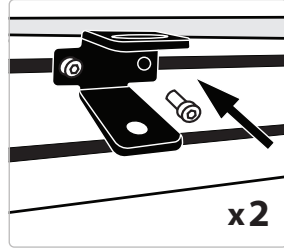
**5** Tighten cap screws on mount to frame.



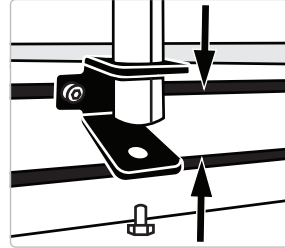
**6** Tighten cap screws on mount to side rail.



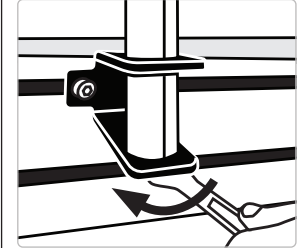
**1** Insert drop in t-nuts into frame at each needed location. Exact location can be adjusted later.



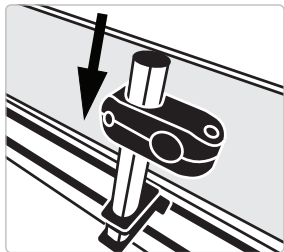
**2** Insert cap screws through mounting brackets and into t-slots.



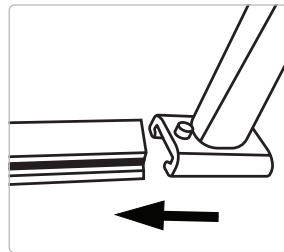
**3** Insert adjustment rod through mount and insert bolt through mount into bottom of rod.



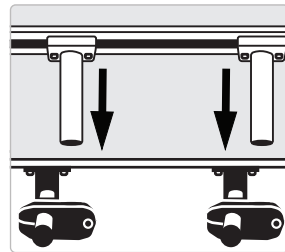
**4** Tighten bolt to secure rod in place.



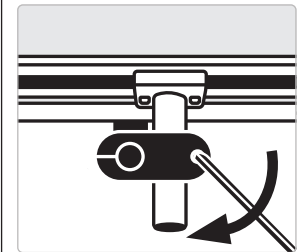
**5** Slide cross block onto adjustment rod.



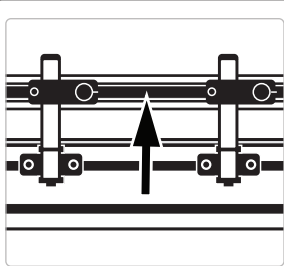
**6** Slide secondary adjustment rod assembly into slots on guides.



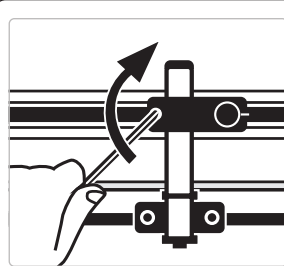
**7** Align adjustment rods with cross blocks on mounts, and tighten into place along guide.



**8** Insert adjustment rods on guide through cross blocks to desired location, and tighten top screw on blocks.



**9** Raise guide to desired height along conveyor, ensuring guide does not touch belt.



**10** Tighten cross block to adjustment rod to secure in place.



**Conveyor may tip after motor is installed if feet are not properly lagged to floor, or if outriggers are not installed.**

QC Conveyors recommends that all wiring be completed by a certified electrician to ensure correct installation. Refer to documentation contained in the motor's box for instructions on electrical connections.

The Drive Package will ship separate from the conveyor with the speed reducer attached, and the speed reducer's coupler already attached to its shaft. For Standard Duty Drives the speed reducer and motor will ship installed on the drive mounting package.

**1** Ensure key is installed in pulley shaft.

**2** Using a flathead screwdriver, lightly strike just behind the key to ensure key does not slide.

**3** Install mounting package by sliding coupling onto shaft, ensuring key is aligned and holes on pulley assembly are visible through mount.

**4** Insert three cap screws through mounting package and into pulley assembly.

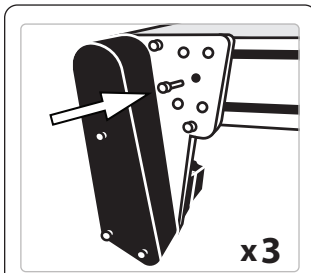
**5** Tighten three cap screws to secure mounting package to conveyor.

**6** Locate set screws on coupling through window in mount. (Belt may need to be rotated to reveal set screws)

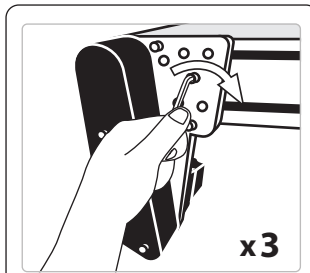
**7** Ensure set screws are tightened, and couplings are secured in place.

ID Bore	Torque Value
12mm/Drive Pulley	58 – 62 in-lbs
18mm	44 in-lbs

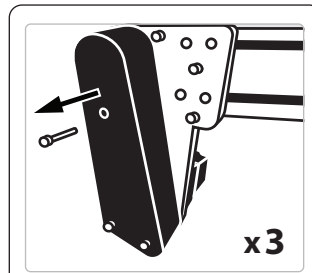
The Drive Package will ship separate from the conveyor. For Heavy Duty Drives, the motor is always shipped in its own box; the right angle speed reducer will be attached to the drive mounting package and the motor will need to be attached to it.



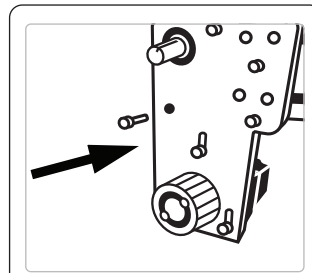
**1** Align mounting package and insert three cap screws, attaching mounting package to conveyor.



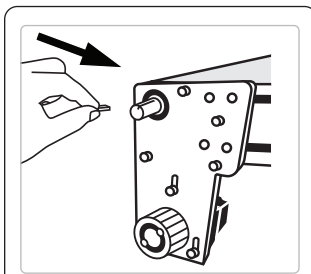
**2** Tighten three cap screws on mounting package to conveyor.



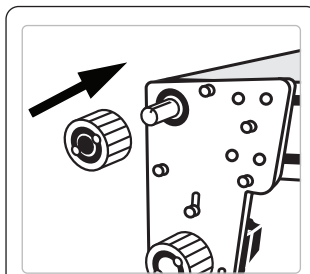
**3** Remove three screws holding cover, and remove cover.



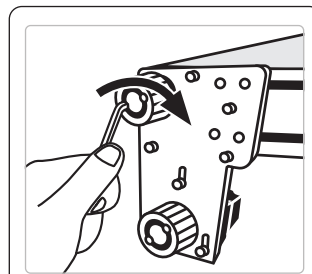
**4** Insert and tighten remaining cap screw to finish securing mounting package to conveyor.



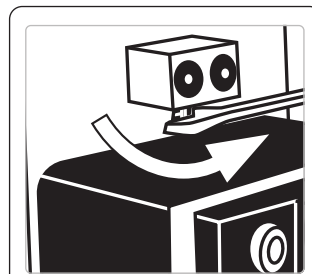
**5** Ensure key is in place on drive pulley.



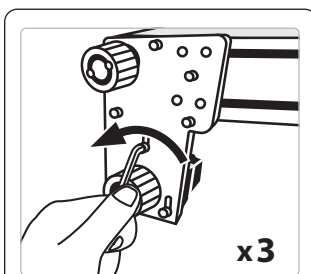
**6** Slide sprocket onto drive pulley's shaft.



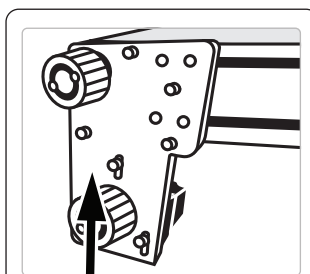
**7** Tighten two screws on sprocket to secure it to drive pulley. (Ensure alignment with bottom sprocket)



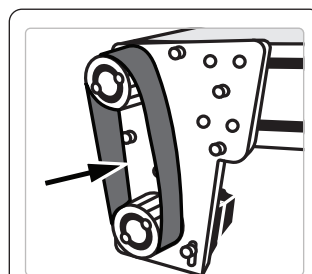
**8** Tighten jacking screw allowing movement of speed reducer or motor.



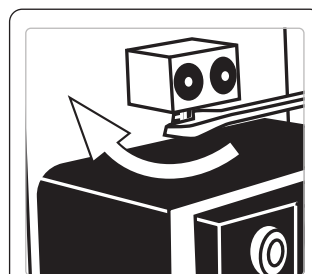
**9** Loosen three cap screws holding speed reducer or motor in position.



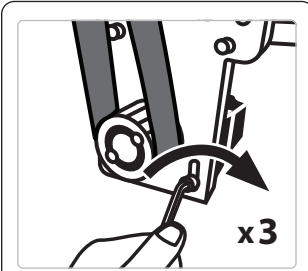
**10** Slide bottom sprocket up to reduce distance between sprockets.



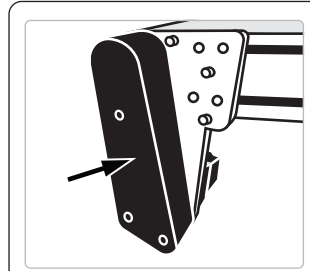
**11** Install belt over both sprockets and check for alignment.



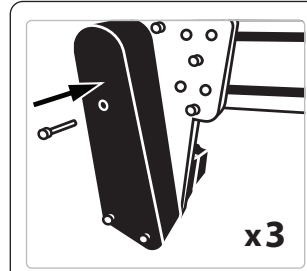
**12** Loosen jacking screw, moving speed reducer or motor away from conveyor and apply tension to drive belt.



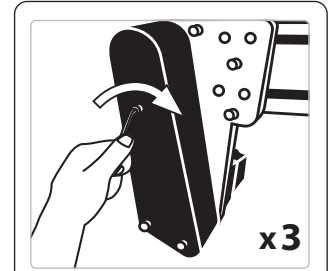
**13** Tighten three cap screws securing sprocket and motor into place.



**14** Replace cover over belt and sprockets.



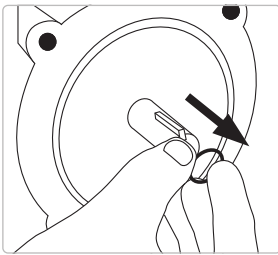
**15** Insert three screws through cover.



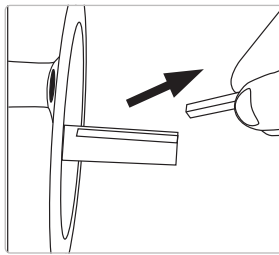
**16** Tighten three screws in cover to secure in place.

For heavy duty drive package installation, proceed to next page.

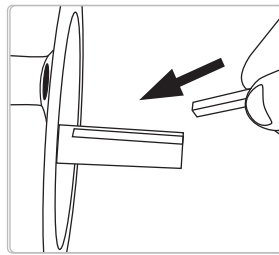
The Drive Package will ship separate from the conveyor. For Heavy Duty Drives, the motor is always shipped in its own box; the right angle speed reducer will be attached to the drive mounting package. To install mounting bracket, see Top & Bottom Mounting Packages section of this manual.



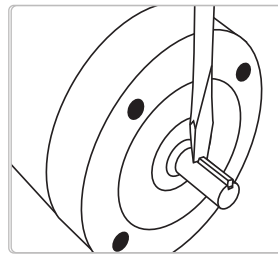
**1** Remove ring holding key in place.



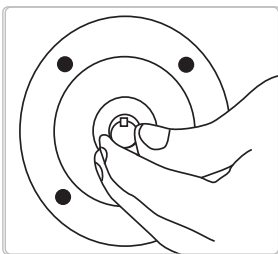
**2** Remove and discard key that is included with motor.



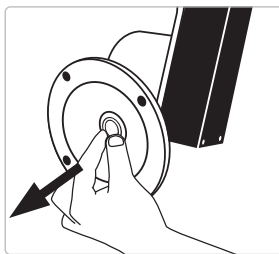
**3** Install Leeson speed reducer key to keyway on motor.



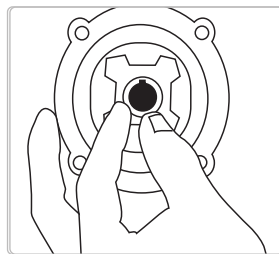
**4** Lightly strike just behind the key with a screwdriver and hammer.



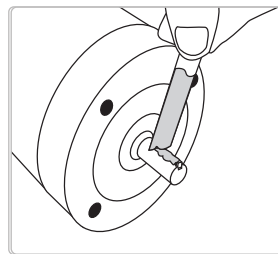
**5** Rotate keyway on motor to 12 o'clock position.



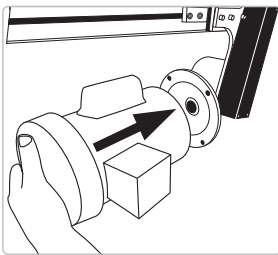
**6** Remove plug from speed reducer.



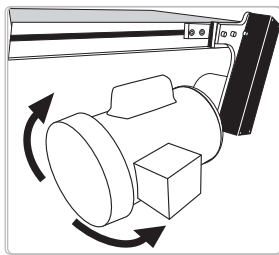
**7** Rotate quill pin on speed reducer so that keyway is in 12 o'clock position.



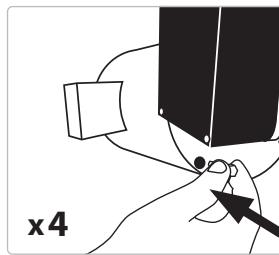
**8** Apply anti-seize compound to speed reducer input quill and motor shaft.



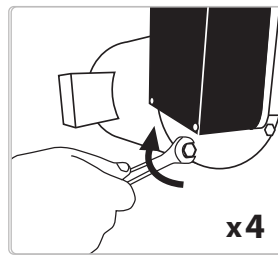
**9** Install motor onto speed reducer.



**10** Rotate motor so workbox is in desired position.

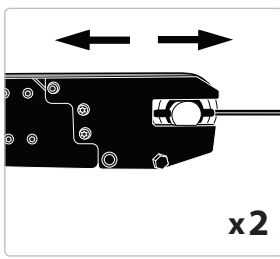


**x4**  
**11** Install four hex head bolts.

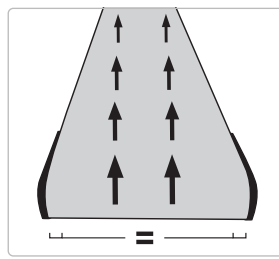


**x4**  
**12** Tighten four hex head bolts to secure motor.

Tail End is tracked when belt can make a full revolution without contacting either side of frame. *(Preferred method)*

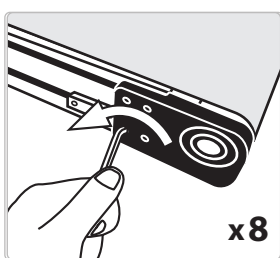


**1** Rotate adjustment screw to move tail pulley on side that is riding too close. **x2**

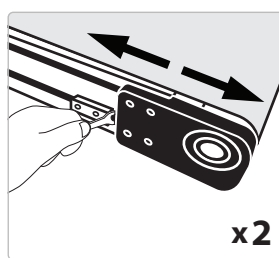


**2** Let conveyor make several rotations to ensure belt is tracking properly.

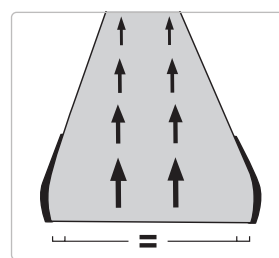
The Drive End is tracked when the belt can make a full revolution without contacting either bearing plate.



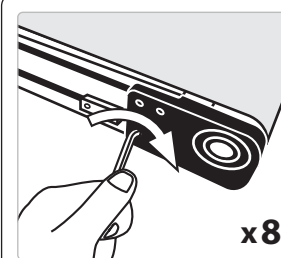
**1** Loosen four drive pulley assembly screws on each side of tracking block. **x8**



**2** With conveyor running, rotate square head tracking screw toward drive pulley on side where belt is riding too close. **x2**

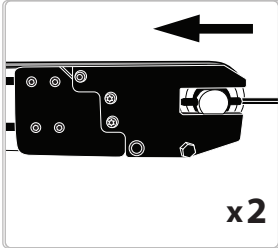


**3** Let conveyor make several rotations to ensure belt is tracking properly.

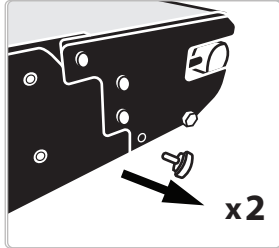


**4** Re-tighten driver assembly screws. (Four on each side) **x8**

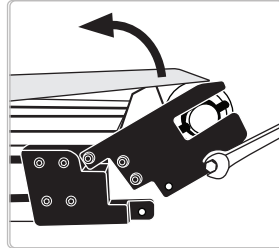
 If additional belt tension is needed after following these steps, it is recommended that a new belt be installed. (Page 16)



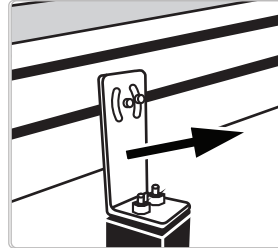
**1** Run tensioning screw in on both sides of tail pulley to relieve tension on belt. *(Pulley will move towards conveyor frame)*



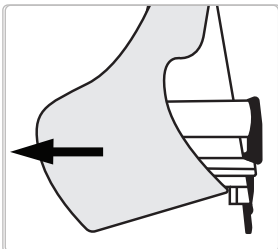
**2** Remove twist nut on both sides of tail assembly.



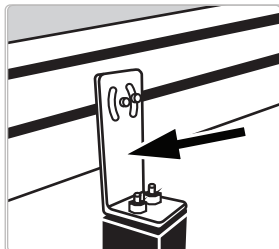
**3** Using a box wrench rotate tail pulley up into the disengaged position.



**4** Remove mounts on one side of conveyor using steps outlined in Mount Install section of this manual. *(Only remove one mount at a time to keep conveyor stable. Replace each mount as belt is removed)*



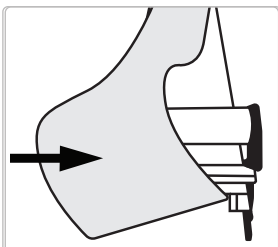
**5** Remove belt.



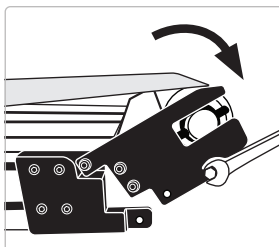
**6** Ensure all mounts are replaced and secure.

▷ New Belt Installation

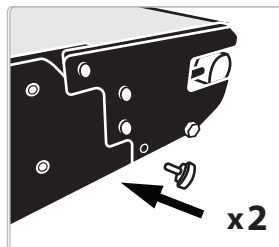
Repeat steps 4 & 6 above, as belt as intalled.



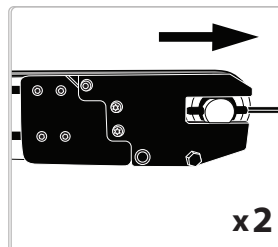
**1** Install new belt.



**2** Keeping fingers away from all pinch points, rotate tail pulley back down into engaged position.



**3** Replace twist screws on both sides of tail assembly to secure in place.



**4** Adjust tensioning screws outward to apply tension to belt. *(Pulley will move away from conveyor frame, and mark on pulley should line up with mark on housing for optimal tension)*

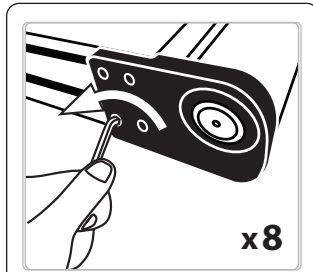
☐ Re-tensioning and tracking of belt may be necessary. Refer to tracking and tensioning sections of this manual. (Page 15)



Remove belt and drive package.

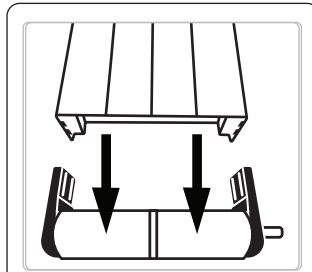
(Follow steps for your drive package in Drive Package section of this manual in reverse order)

(Follow belt removal steps in the Belt Removal section of this manual.)

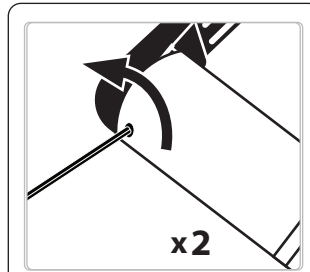


x8

**1** Loosen, but do not remove, four mounting screws on each side of drive assembly.

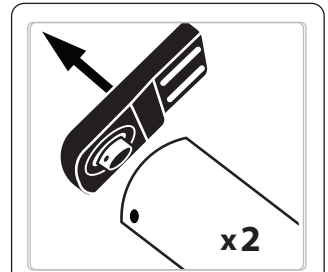


**2** Slide entire drive pulley assembly out of conveyor frame.



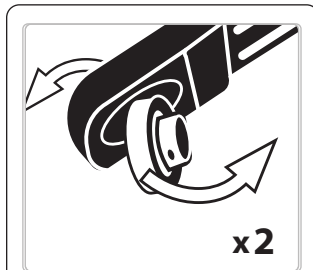
x2

**3** Loosen set screws at both ends of drive pulley.



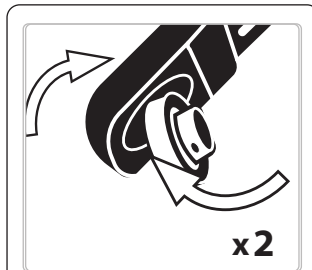
x2

**4** Remove drive pulley from bearings. (Take note of which side drive shaft is facing)



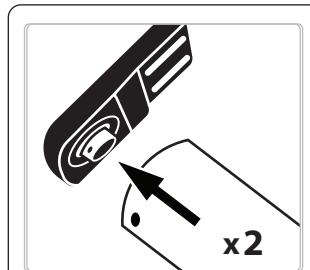
x2

**5** Rotate bearings out of bearing housings.



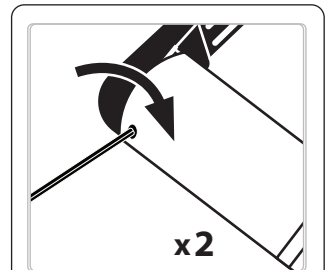
x2

**6** Rotate new bearings into bearing housings.



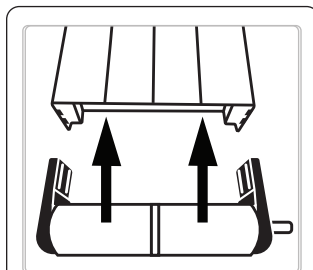
x2

**7** Install drive pulley into bearings with drive shaft facing proper direction.

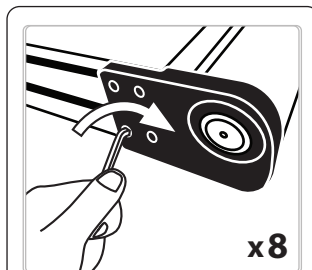


x2

**8** Tighten set screws in drive pulley to secure in place.



**9** Re-install drive pulley assembly into conveyor.

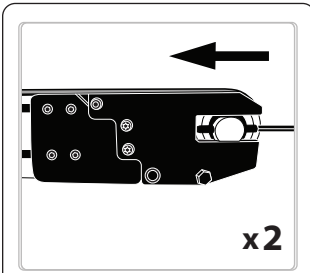


x8

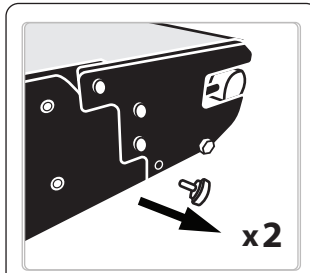
**10** Tighten four screws on each side of conveyor to secure drive pulley assembly.

☐ Re-install belt and drive package. (Follow steps for your drive package in Drive Package section of this manual)

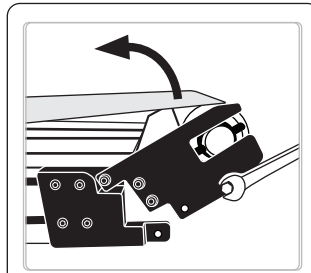
Re-tensioning and tracking of belt may be necessary. Refer to tracking and tensioning sections of this manual. (Page 15)



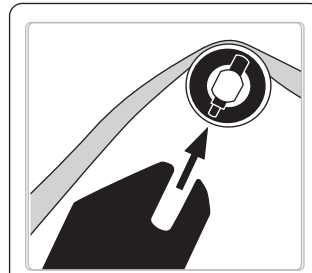
**1** Run tensioning screw in on both sides of tail pulley to relieve tension on belt. *(Pulley will move towards conveyor frame)*



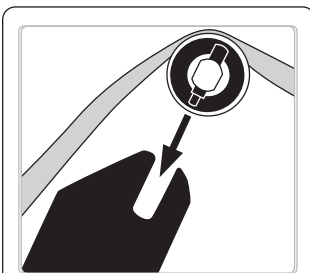
**2** Remove twist nut on both sides of tail assembly.



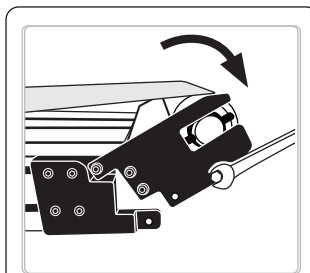
**3** Using a box wrench rotate tail pulley up into the disengaged position.



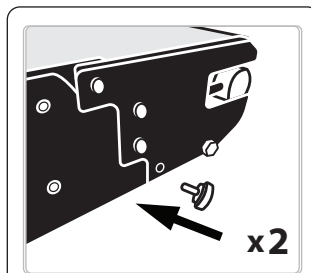
**4** Remove tail pulley from slots.



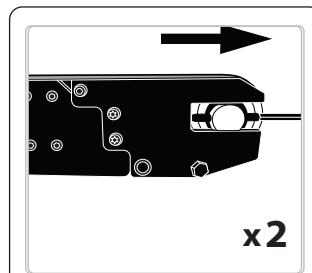
**5** Replace with new tail pulley.



**6** Keeping fingers away from all pinch points, rotate tail pulley back down into engaged position.



**7** Replace twist screws on both sides of tail assembly to secure in place.

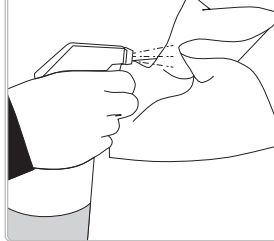


**8** Adjust tensioning screws outward to apply tension to belt. *(Pulley will move away from conveyor frame, and mark on pulley should line up with mark on housing for optimal tension)*

☐ *Re-tensioning and tracking of belt may be necessary. Refer to tracking and tensioning sections of this manual. (Page 15)*



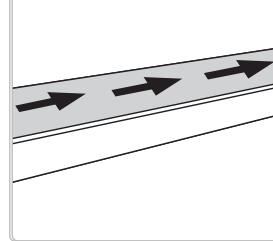
**1** Inspect belt for any fraying or tears and replace if needed.



**2** Spray proper cleaning solution on clean rag.



**3** Wipe belt with rag.





**4** Cycle conveyor to reveal opposite side of belt.











**5** Wipe belt with rag.

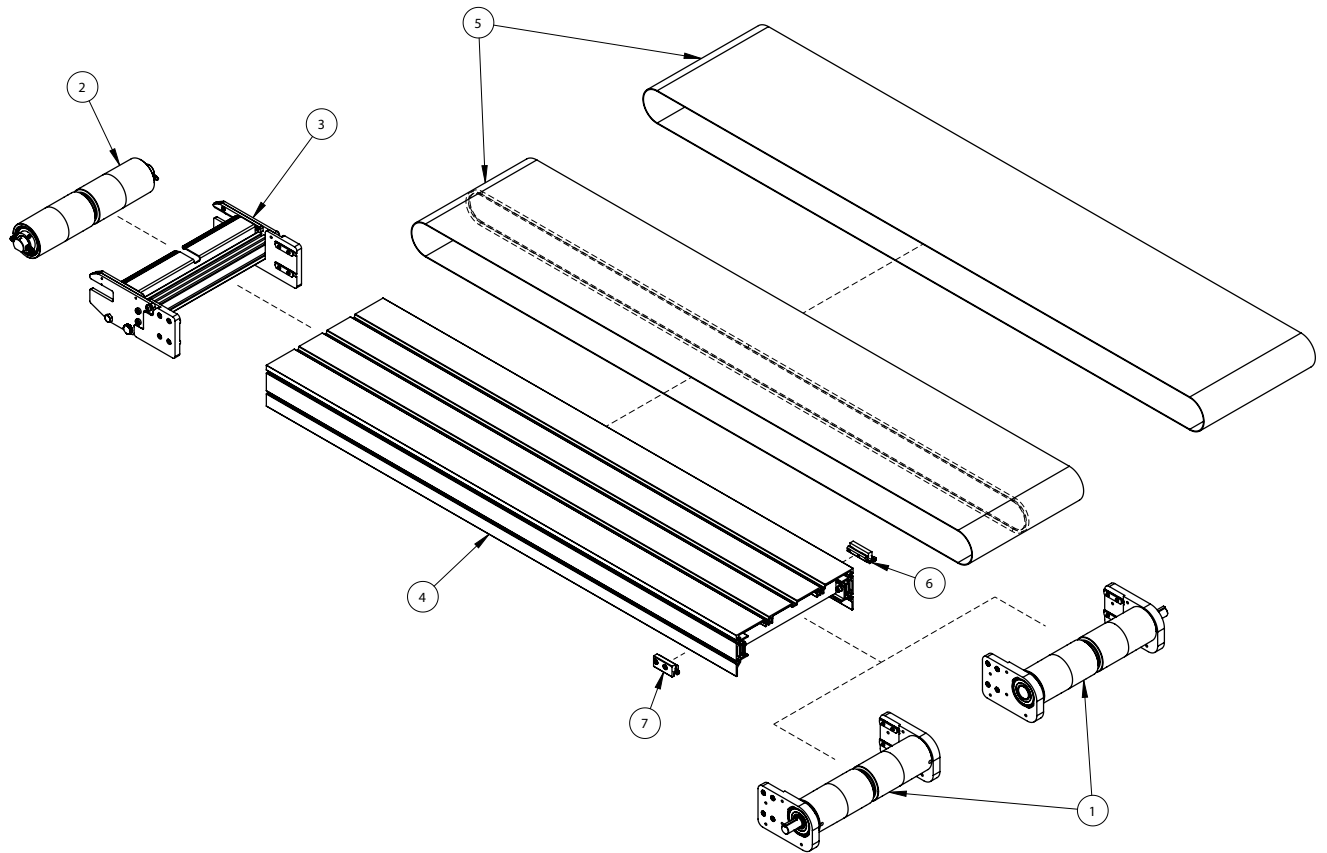
☐ Repeat steps 2 - 5 until entire belt is clean.

*If belt needs to be replaced, refer to Belt Removal and Installation section of this manual. (Page 16)*

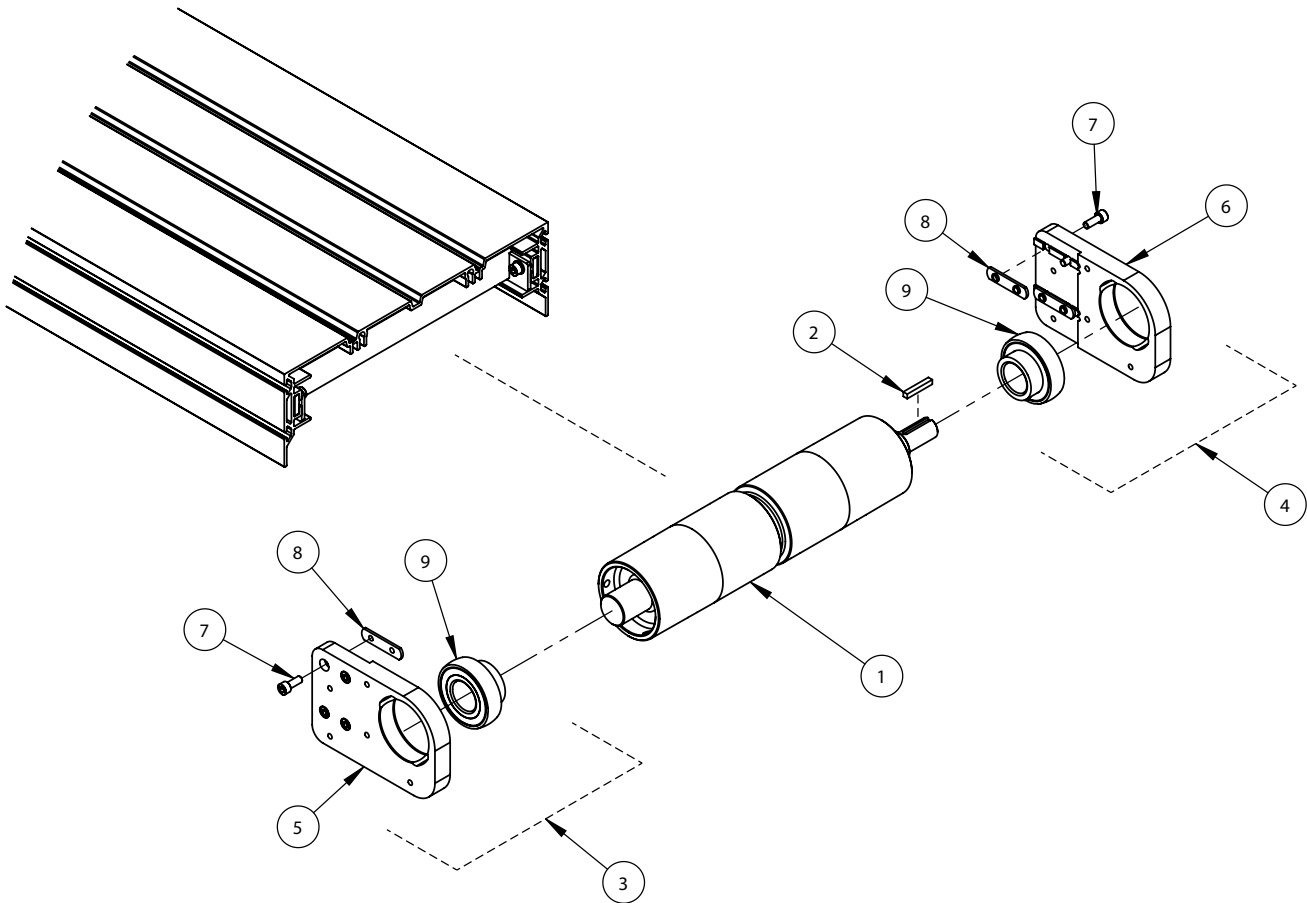
Symptom	Possible Cause	Corrective Action
 <p><b>Belt is slipping or stops under load</b></p>	Demand is more than the conveyor is rated for	Verify conveyor capacity
	Lubrication between drive pulley and belt	Clean bottom of belt and drive pulley
	Tail pulley assembly not rotated into proper position	Refer to section on tensioning the belt (page 15)
 <p><b>Belt does not move without load</b></p>	Timing belt under drive guard is not connected	Verify correct installation by referring to drive package section of this manual
	Tail pulley assembly not tensioned properly	Refer to section on tensioning the belt (page 15)

Symptom	Possible Cause	Corrective Action
 <b>Belt will not track at drive end</b>	Accumulation or belt wear	Refer to Belt Tracking section of this manual (page 15)
	Improper tension	Refer to Belt Tensioning section of this manual (page 15)
 <b>Belt is brittle, delaminating or is discolored</b>	Belt is being attacked by chemicals or excessive heat	Contact factory to discuss belt application
	Belt life has expired	Replace belt
	Urethane belts can discolor when exposed to UV light	No corrective action
 <b>Motor is Hot</b>	Motor can run with a skin temperature of 221°F	No corrective action
	Motor is not protected with overload protection and is drawing too much current	Install overload protection on motor
 <b>Speed reducer is getting hot</b>	Speed reducer can run with skin temperature of 225°F	No corrective action
 <b>Speed reducer is leaking oil</b>	Speed reducer's life has expired	Replace speed reducer
	Installation was performed incorrectly and input seal was damaged	Replace speed reducer
 <b>Bearing noise</b>	Bearings are damaged or failing	Refer to Pulley Assembly & Bearing Replacement section of this manual (pages 17 & 18)
 <b>Belt is traveling reverse of desired direction</b>	Motor or speed reducer not wired properly	Check wiring and correct per wiring instructions
 <b>Conveyor belt has prematurely worn out</b>	Correct belt not selected for application	Contact factory to discuss belt application

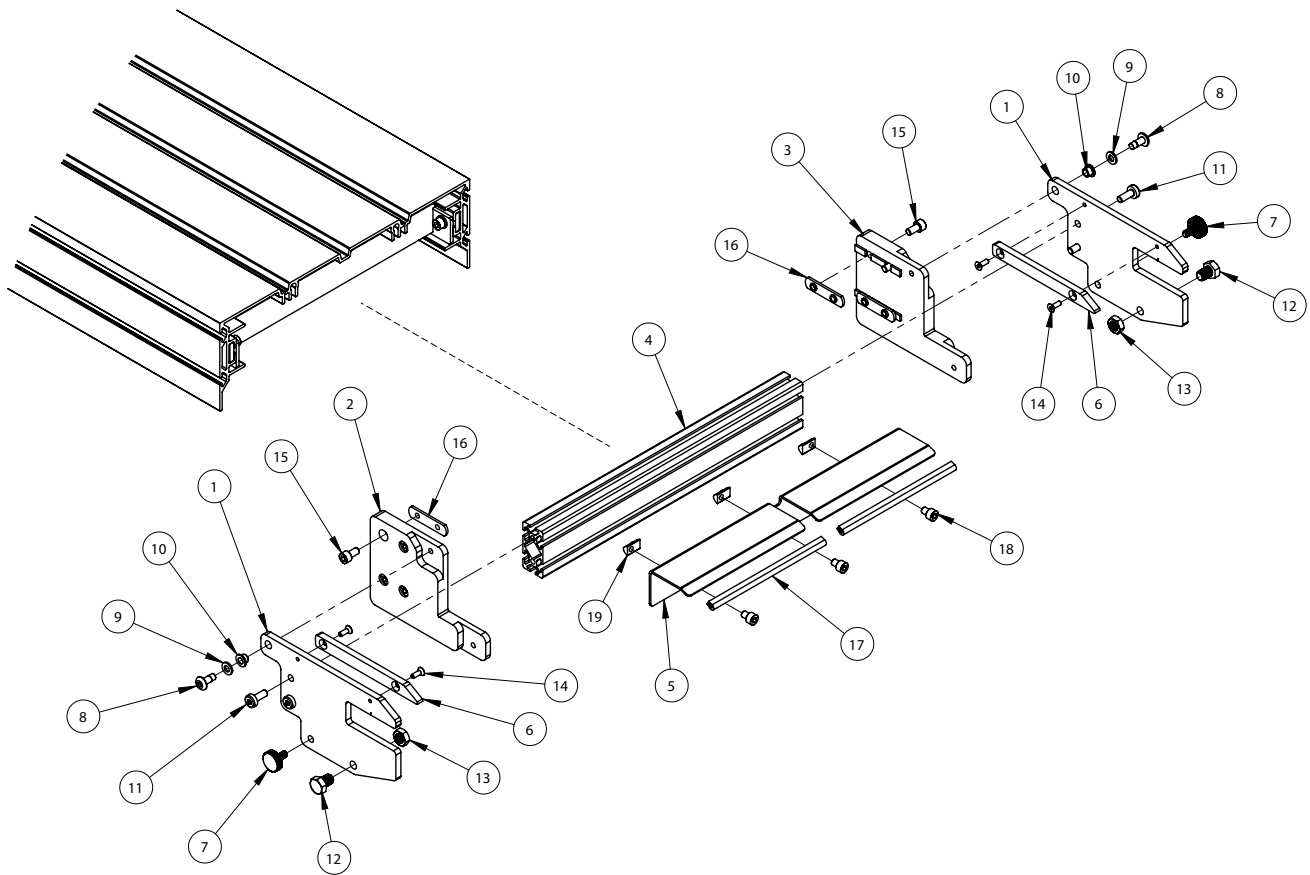
 If you are unable to remedy the problem with these corrective actions, please contact QC Conveyors Customer Service at (513) 753-6000. Failure to correct the problem may lead to abnormal use of the conveyor, thereby voiding the warranty.



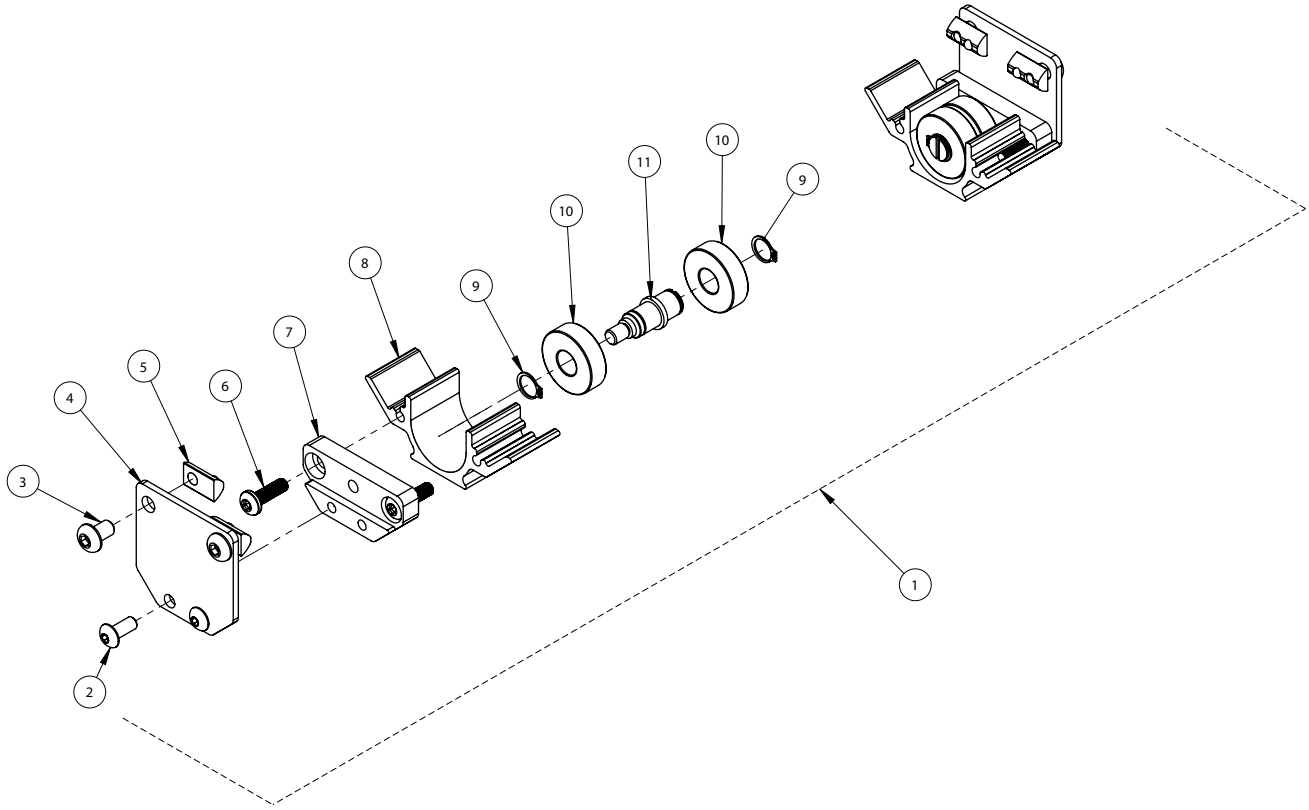
#	Part #	Description
1	1A0178A_L 1A0178A_R	DRIVE ASSEMBLY AS80 __"W LH DRIVE ASSEMBLY AS80 __"W RH
2	1A0177A_-ASY	PULLEY ASSEMBLY AS80 TAIL __"W
3	1A0176A_	TAIL ASSEMBLY AS80 FLIP UP __"W
4	1A0174A-_-_-_-	AS80 FRAME ASSEMBLY __"W ___"L
5	AE8-_-_-_-A_ AE8-_-_-_-V_	BELT_A_ __"W ___"L STANDARD BELT_V_ __"W ___"L V-GUIDED
6	1D0125A-ASY	BLOCK, JACKING, ASY, DRIVE END, AS40
7	1D0126A-ASY	BLOCK, JACKING, ASY, DRIVE END, AS40



#	Part #	Description
1	1D0565A06	PULLEY AS80 DRIVE SOLID 6"W
	1D0566A__	PULLEY AS80 DRIVE WELDED __"W (12" - 36")
2	125-0078-011	KEY STD 3/16" SQ X 1 3/16"L
3	1D0529A01-ASY	BEARING HOUSING ASY, AS80 DRIVE LH
4	1D0529A02-ASY	BEARING HOUSING ASY, AS80 DRIVE RH
5	1D0529A01	DRIVE BEARING HOUSING LH
6	1D0529A02	DRIVE BEARING HOUSING RH
7	SHCS-M06X100X016-ZP	SCREW SOCKET HEAD CAP M6 X 1.00 X 16mm ZP
8	1D0030A0006	T-NUT M6 DOUBLE ECONOMY
9	1D0530A	BEARING AS80 DRIVE



#	Part #	Description
1	1D0523A	FLIP PLATE AS80 TAIL
2	1D052201	FLIP BASE AS80 TAIL LH
3	1D052202	FLIP BASE AS80 TAIL RH
4	1D0363A__	EXTRUSION 1" X 2" X __mmL
5	1D0525A__	SLIDER PLATE AS80 TAIL __"W
6	1D0609A	GAP GUARD AS80 TAIL
7	1D0546A	SCREW THUMB M6X1.0X12MM
8	1D0225A	BOLT, SHOULDER, BUTTON HEAD, M6
9	WSHF-M06X12X16-ZP	WASHER FLAT M6 X 12MM OD X 1.6MM THICK ZP
10	1D0560A	FLANGED SLEEVE BEARING
11	PHCS-M06X100X016-ZP-ST	SCREW SOCKET PAN HEAD CAP ST M6 X 1 X 16mm ZP
12	125-0077-038	SCREW HEX HEAD CAP 3/8-16 X 1/2 SS
13	125-0077-037	NUT HEX 3/8-16 THIN SS
14	FHCS-M04X070X012-SS	SCREW FLAT HEAD CAP M4 X 0.7 X 12 LG ZP
15	SHCS-M06X100X012-ZP	SCREW SOCKET HEAD CAP M6 X 1.00 X 12mm ZP
16	1D0030A0006	T-NUT M6 DOUBLE ECONOMY
17	C-0250-EX-__	PINCH GUARD UHMW EXTRUSION
18	SHCS-M06X100X008-ZP	SCREW SOCKET HEAD CAP M6 X 1.00 X 8mm ZP
19	1D0030A0001	NUT DROP IN T W/ BALL BEARING



#	Part #	Description
1	1A0182A	IDLER PAIR SUBASSEMBLY
2	BHCS-M05X080X012-ZP	SCREW BUTTON HEAD CAP M5 X 0.8 X 12 LG ZP
3	BHCS-M06X100X010-ZP	SCREW BUTTON HEAD CAP M6 X 1.0 X 10 LG ZP
4	1D0584A	PLATE IDLER OUTER AS80
5	1D0030A0001	NUT DROP IN T W/ BALL BEARING
6	PHCS-M05X080X016-ZP-ST	SCREW, PAN HEAD TORX - M5 X 80 X 16mm
7	1D0588A	PLATE IDLER INNER AS80
8	1D0149A	GUARD UNDERSIDE IDLER WIDE CLEATED BELT
9	1D0315A	10MM EXTERNAL RETAINING RING
10	43-0050-51	INA BALL BEARING 60002RSC3
11	1D0153A	SHAFT UNDERSIDE IDLER CLEATED BELT WIDE



QC Conveyors warrants that our conveyors are free from defects in materials and workmanship and fit for the ordinary purposes for which such goods are used, under normal installation, use and service for ten (10) years\* from date of purchase or 21,000 hours\* of running use, whichever is sooner. QC Conveyors will replace any defective part within the warranty period, without charge, provided:

- » The Purchaser gives QC Conveyors prompt written notice of the defect, including the date of purchase and original purchase order number.
- » The Purchaser will then be given a return goods authorization number (RGA#) which must be displayed on all labels and packing slips returned with merchandise. (See Return Policy section)
- » The Purchaser pays for delivery of the defective part to QC Conveyors for inspection and verification of the defect.
- » The Purchaser shall pay any costs of installing the replacement part.

This warranty is limited to the replacement of defective parts. **QC Conveyors WILL NOT BE LIABLE FOR ANY DAMAGES CAUSED BY ANY DEFECT IN THIS UNIT.** This warranty shall not apply if any failure of this unit or its parts is caused by unreasonable use, lack of maintenance, improper maintenance and/or repairs, incorrect adjustments, exposure to corrosive or abrasive material, damage causing moisture, or any modification or alteration affecting the operation of the unit which is not authorized by QC Conveyors in writing. This warranty shall not apply to the following items that are covered by their manufacturer's warranty, subject to any limitation contained in those warranties.

- » Bearings
- » Motors
- » Reducers
- » Controllers
- » Casters
- » Belts (Unless otherwise agreed to in writing)

CAUTION: Any attempt to repair such items may actually void the manufacturer's warranty. Any description of this unit is only to identify it and is not a warranty that the unit fits the description. Any warranties implied by law are limited in duration to the ten (10) year term of this warranty. EXCEPT AS SET FORTH HEREIN, QC Conveyors MAKES NO OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING MERCHANTABILITY FOR FITNESS OR ANY PARTICULAR PURPOSE.

\*Warranty is five years/10,500 hours without registration at [qcconveyors.com/serial](http://qcconveyors.com/serial).

## ▷ Lost or Damaged Goods

Shipments should be inspected immediately upon receipt for lost or damaged goods. Any loss or damage should be noted on the carriers receipt (or bill of lading) at the time of acceptance. If items are perceived to be lost or damaged after the shipment has been accepted, it becomes more difficult to file a claim with the carrier if the receipt does not indicate such loss or damage. Do not, at any time, request the carrier to return any items or shipment to QC Conveyors without previous authorization from our company for such a return. Please notify QC Conveyors as soon as any loss or damage is discovered and request the department that handles the lost or damaged goods. You will need to know a complete description of all lost or damaged items. If replacement items are needed, a purchase order made out to QC Conveyors will need to be supplied. QC Conveyors will then contact the carrier's local agent and request that an inspection of the items be performed. This is absolutely necessary. Unless an inspection is performed, the carrier will not entertain any claim for loss or damage. After the inspection has been completed, the carrier will notify QC Conveyors. If the carrier takes responsibility for the claim, a credit will be issued to you for the replacement item(s), including freight charges from QC Conveyors, where applicable. If the carrier does not take responsibility for the claim, a representative of QC Conveyors will contact you.

## ▷ Limited Restocking Policy – Products Available for Limited Restocking

We take great pride in our intentionally engineered conveyor systems built for use by you and your customers. Please review the below chart of products available for limited restocking and then review the appropriate policy that applies to the issue at hand.

Product Line	Restock Fee/Cancellation Charge
Automation Series: AS40/80, AS40-CD, AS40-Z, CB80 Conveyor Systems/Parts	25% Restock Fee/Cancellation Charge
Industrial Series: IS125, IS125-FT, IS175-ID, IS300, IS400 Conveyor Systems/Parts	25% Restock Fee/Cancellation Charge
HydroClean Series: HC200 Conveyor Systems/Parts	30% Restock Fee/Cancellation Charge
Flextrac Series: Alpine, Modular Plastic Chain, Gripper Elevator (Wedge) Conveyor Systems/Parts	50% Restock Fee/Cancellation Charge
Custom OEM Product Lines	25% Restock Fee/Cancellation Charge
PF Series	20% Restock Fee/Cancellation Charge
Custom Engineered/Special Conveyors, Belts or Parts; Discontinued Product Lines	Non-Returnable

If it becomes necessary to cancel or revise an order prior to the order being shipped, QC Conveyors reserves the right to evaluate each order independently prior to authorizing cancellation/revision; restocking / cancellation fees may apply. A restocking charge will be invoiced if an order has been assembled prior to its cancellation or revision. We will not restock custom components (items that are not stocked at QC Conveyors) and those items will be invoiced to the purchaser at list price. If the order contains other-than-stock items, an evaluation will be made based on the status of the order. Additional charges may be included in addition to the restocking fee, if any of the following conditions are met:

- (1) The order contains any items that are considered to be non-stock items and these items have already been produced or are in process by QC Conveyors or one of its suppliers.
- (2) The order contains any items that require special handling or assembly and these processes have been completed.

## ▷ Limited Restocking Policy

Restocking must meet the following criteria prior to an RGA (Restock Goods Authorization) number being issued:

- (1) Items must be eligible for restock.
- (2) Items must have been purchased within 60 Days (based on invoice date).
- (3) Items must be unopened, undamaged and in resalable condition.

## ▷ RGA – Restocking Goods Authorization

Contact QC Conveyors — Email [customerservice@qcconveyors.com](mailto:customerservice@qcconveyors.com) or call Customer Service at 513-753-6000

### Information Needed for RGA

- (1) Name of Purchaser (Company QC Conveyors invoiced, may be the distributor, if applicable)
- (2) Name of the Customer and/or end user of the item(s).
- (3) Invoice Number - Include any/all purchase order numbers related to the item(s) in question.
- (4) Contact Information - Phone numbers and names of contacts involved.
- (5) Item Number(s) & Quantities - Complete part numbers /quantities of all items involved in the RGA.
- (6) Reason - Complete description as to the reason for the return and the actions that need to be taken.  
*If the item is to be replaced, a new purchase order number must be supplied by the Purchaser along with complete shipping and billing instructions. These replacements will be treated as separate orders by QC Conveyors and evaluated for possible credit only after returned items are received and evaluated.*

### Process Once RGA is Approved

- (1) **QC Conveyors Will Email RGA Number** — Once all the above information is provided, we will begin processing your RGA. Once authorization has been approved, you will be emailed the RGA number to use when returning the item(s). RGA numbers will not be given verbally over the phone.
- (2) **Items Must Be Received 30 Days from RGA Issue Date** — Upon receipt of your RGA number, you are required to return the item(s) within 30 days of receipt of RGA number email. After 30 days, the Return Authorization will be void if item(s) are not received by QC Conveyors. All shipping charges and freight insurance charges of restocked goods will be the responsibility of the Purchaser.
- (3) **Returned Items Must Have RGA Number Listed on Packaging** — The RGA number must be clearly marked on the outside of all packages and noted on any paperwork, packing slips, or delivery receipts. If there is no RGA number visible on the package, the package may be refused and sent back at the Purchaser's expense. Parts received in damaged condition due to inadequate packaging are not eligible for credit or warranty consideration.
- (4) **QC Conveyors Will Evaluate RGA and Credit If Applicable** — After receipt of returned goods, QC Conveyors will evaluate the item(s) for credit and take the appropriate action. Items outside of Warranty Issues must be on the Limited Restocking List, must be returned in new, undamaged, resalable condition and must be received within 30 days of RGA Number being assigned. Credit will be issued to the purchaser less restocking fee and any additional fees (evaluation, disassembly, cleaning, disposal, and reissuing of components into inventory). Please allow 30 days for credits to be issued. Full purchase credit will only be issued for defective or damaged initial shipping issues.

## »» [qcconveyors.com/serial](http://qcconveyors.com/serial) Manuals, Videos, Replacement Parts

### » Register today to double your warranty to 10 Years

QC Conveyors come standard with a 5 Year manufacturer's warranty, but if you register online we'll double that to 10 Years, giving you the longest warranty in the conveyor industry.



**Register today at [qcconveyors.com/serial](http://qcconveyors.com/serial)!**

### While You're There, You'll Have Access to

- » All the installation and maintenance manuals for your product
- » Product-specific videos to guide you through routine maintenance tasks
- » A complete list of replacement parts along with the original bill of materials and exploded views to help you find exactly the right part
- » Easy replacement part quoting



Registration also entitles you to all the benefits of our Conveyor Configurator, where you can configure and quote conveyor systems with help from our engineering-based configuration tools to ensure your conveyor and components will work together perfectly in your application.

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**Date** **Service Performed**

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