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GENERAL SAFETY INSTRUCTIONS

Extreme caution should be used when operating all power tools. Know your power tool, be familiar with its operation, read through the owner’s manual and practice safe usage procedures at all times.

- **ALWAYS** read and understand the user manual before operating the machine.
- **CONNECT** your machine **ONLY** to the matched and specific power source.
- **ALWAYS** wear safety glasses, respirators, hearing protection and safety shoes, when operating your machine.
- **DO NOT** wear loose clothing or jewelry when operating your machine.
- **A SAFE ENVIRONMENT** is important. Keep the area free of dust, dirt and other debris in the immediate vicinity of your machine.
- **BE ALERT! DO NOT** use prescription or other drugs that may affect your ability or judgment to safely use your machine.
- **DISCONNECT** the power source when changing blade and / or making adjustments.
- **NEVER** leave a tool unattended while it is in operation.
- **NEVER** reach over the table when the tool is in operation.
- **ALWAYS** keep blades, knives and bits sharpened and properly aligned.
- **ALL OPERATIONS MUST BE** performed with the guards in place to ensure safety.
- **ALWAYS** use push sticks and feather boards to safely feed your work through the machine.
- **ALWAYS** make sure that any tools used for adjustments are removed before operating the machine.
SPECIFIC SAFETY INSTRUCTIONS

- **CX119** is designed to cut wood only. Do not attempt to use cut metals using this band saw.

- **ALWAYS INSPECT** the blade for any cracked or missing teeth before operating the band saw.

- **ALWAYS ENSURE** that the blade tension is properly set for the type and width of blade installed.

- **NEVER** place your fingers or hands in the line of cut. If you slip, your hands or fingers may come into contact with the blade. Always use a push stick when ripping narrow pieces.

- **DO NOT** back the work-piece away from the blade while cutting. Always turn off the machine if you are backing out a cut.

- **ALL GAURDS** must be in place while operating the band saw to ensure safety.

- **ALWAYS FEED** the stock smoothly. Do not force or twist the work-piece while cutting.

- **ALWAYS ENSURE** that the band saw blade guard is no more than 1/2” above the stock.

- **MAKE SURE** before making any adjustments, the switch is in the “OFF” position and the cord is un-plugged from the power source.

- **NEVER LEAVE** the band saw unattended while it is running.

- **DO NOT** attempt to remove jammed pieces unless the band saw has come to a complete stop and the power switch has been turned to the OFF position.

- **NEVER TURN ON** the band saw if the blade is in contact with your stock.

- **ALWAYS ENSURE** that the guide blocks are properly set to prevent blade wander.

- **ALWAYS MAKE CERTAIN** that the bearings are properly adjusted to guide the blade.

- **MAINTAIN AND SERVICE** your band saw regularly as instructed in the user manual.

- **MAKE SURE** you have read and understood all the safety instructions in the manual and you are familiar with your band saw, before operating the CX119. If you fail to do so, serious injury could occur.

**WARNING!**

The safety instructions given above can not be complete because the environment in every shop is different. Always consider safety first as it applies to your individual working conditions.
MODEL CX119 – 14” WOOD BAND SAW

As part of the growing line of Craftex woodworking equipment, we are proud to offer the CX119, a 14” Wood Band Saw. By following the instructions and procedures laid out in this user manual, you will receive years of excellent service and satisfaction. The CX119 is a professional tool and like all power tools, proper care and safety procedures should be adhered to.

- Motor...........................................................2HP, 110V / 220V (pre-wired), TEFC, Single Phase
- Amps..........................................................12.8 Amp / 6.2 Amps
- Blade Speed ............................................1430, 2300, 3250 FPM
- Table Size ...............................................16” x 20” Precision Cast Iron
- Table Tilt ..................................................-10° Left and 45° Right
- Wheel Size..................................................14”
- Maximum Blade Width .......................3/4”
- Minimum Blade Width .......................1/8”
- Floor to Table Height .........................38”
- Cutting Capacity/Throat .....................13-5/8”
- Maximum Width of Cut .......................13-5/8”
- Maximum Depth of Cut ......................13”, Ideal for Ripping
- Dust Collection Ports .................................2 Ports @ 4”
- Base Dimensions ..................................15”x 25”
- Blade Length .....................................114”
- Blade Width............................................3/4”
- Bearings................................................Sealed and Permanently Lubricated
- Computer Balanced Cast Iron Wheels....Yes
- Powder Coated Paint..............................Yes
- Overall Size...........................................39” x 32” x 76”
- Approximate Weight.............................138 Kgs (307 lbs)
- Warranty ..............................................3 Years
SETUP

Before setting up your machine you need to read and understand this user manual completely.

The unpainted surfaces of this band saw are coated with a rust preventive waxy oil and you will want to remove this before you begin assembly. Use a solvent cleaner that will not damage painted surfaces.

WARNING!

CX119 is a heavy machine. Do not over-exert yourself. Use a fork truck or get the help of an assistant or a friend.

UNPACKING

The machine is properly packaged in a carton for safe transportation. When unpacking, carefully inspect the crate and ensure that nothing has been damaged during transit. Open the crate and check that the machine is in good condition.

The hardware (screws, washers & etc) might be shipped in a plastic bag. After the machine has been un-packed, check that all loose parts and hardware are present.

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A. Table.................................................  1
B. Table Insert.......................................  1
C. Table Lock Knobs .............................  2
D. Table Tilt Lock Knob .........................  1
E. Table Pin...........................................  1
F. Miter Gauge Holder.........................  1
G. Fence Holder .................................  1
H. Miter Gauge .................................  1
I. Fence Assembly ...........................  1
J. Fence Rail..........................................  1
K. Allen Keys.......................................  2
L. Wrench .............................................  1
M. Hardware.........................................Bag
PROPER GROUNDING

Grounding provides a path of least resistance for electric current to reduce the risk of electric shock.

CX119 is for use on a normal 220V volt circuit. Make sure that the machine is connected to an outlet having the same configuration as the plug. If an adaptor plug is used, it must be attached to the metal screw of the receptacle. To prevent electrical hazards, have a qualified electrician ensure that the line is properly wired.

The band saw should be wired with a plug having 3 prongs to fit a 3 prong grounded receptacle as shown in figure-1. Do not remove the grounding prong to fit it into a 2 pronged outlet.

WARNING!

Improper connection of the equipment-grounding conductor can result in a risk of electric shock. Check with a qualified electrician if you are in doubt as to whether the outlet is properly grounded.

It is strongly recommended not to use extension cords with your CX119. Always try to position your machine close to the power source so that you do not need to use extension cords.

If it is necessary to use an extension cord, make sure the extension cord does not exceed 50-feet in length and the cord is 14-gauge to prevent motor damage.
ASSEMBLY

Follow the steps below to assemble your band saw:

Take the band saw table and put it upside down on floor and make sure that all the table bolts shown in the figure are tight. See figure-2.

Now turn the table up right, and remove the table pin from the table slot and the table insert (if already installed) and move the table in position around the blade guiding through the table slot. See figure-3.

Position the table on the base in such a way that the bolts under the table extend through the holes on the base. Thread the two knobs on the bolts (do not tighten). See figure-4.

Position the table on the table stop and the base so that the table is perpendicular to the blade. See page 15 for details.

Locate the table tilt bracket under the table and attach it to the band saw using the bigger lock knob provided. See figure-6.
Once the table is in the correct position, tighten the table lock knobs under the table and the tilt lock knob.

Install the table insert at the center of the table and the table pin into the table slot as shown in figure-7.

Now take the fence and pull its handle up (in the unlocked position). Place the fence on the fence rail and slide it towards the blade.

Attach the miter gauge holder and the fence holder to the back of the saw using screws and washers provided see figure-10.
BLADE TRACKING

The blade tracking means where the blade rides on the upper and lower wheels. It should always be centered on both wheels.

Although the blade tracking of this band saw is factory set you should check it again to make sure that the blade is centered on the wheels. The misalignment of the blade can be controlled by adjusting the upper wheel tilt lock nuts.

Disconnect the machine from power (if connected) and open the upper wheel cover. Rotate the upper wheel by hand slowly and see how the blade rides on the wheel.

If the blade is not properly aligned and needs to be adjusted, loosen the lock nuts shown in figure-11 and turn the knobs.

Figure-11 Knobs and Locks Nuts

TURN KNOBS CLOCKWISE:
If the blade moves towards the front edge of the wheel. It makes the top of the wheel to tilt back and moves the blade towards the center.

TURN KNOBS COUNTER-CLOCKWISE:
If the blade moves towards the back edge of the wheel. It makes the top of the wheel to tilt to the front and moves the blade towards the center.

Figure-12 Blade centered on the wheel

When you have adjusted the blade tracking, retighten the lock nuts.

Figure-13 Lower wheel adjustment sleeves

IMPORTANT
In very rare cases if the blade tracking is not adjusted by tilting the upper wheel, then you will have to make minor adjustments to the angle of tilt of the lower wheel. Loosen the four hex bolts and rotate the sleeves to tilt the lower wheel to get the proper angle of tilt and tighten the bolts back. Remember, this adjustment is done only if the blade tracking is not adjusted by tilting the upper wheel.
BASIC CONTROLS

The basic controls of this machine are shown in the figure below. Use the figure and read the text to understand what the basic controls of this band saw are.

A. The magnetic switch turns the machine on and off.

B. The blade guide hand wheel raises or lowers the blade guide assembly on the table when rotated. The rack and pinion construction allows for smooth movement.

C. The quick release blade tension lever increase or decreases blade tension when rotated.

TEST RUN

Once you have assembled your machine completely, it is then time for a test run to make sure that the machine works properly and is ready for operation.

During the test run if there is any unusual noise coming from the machine or the machine vibrates strangely, stop the machine immediately and disconnect from the power source and investigate if you can find out the problem with your machine.

WARNING!

Before starting the band saw, make sure that you have read and understood the manual and you are familiar with the functions and safety features on this machine. Failure to do so may cause serious personal injury.

WARNING!

This machine can perform many types of operations which are beyond the scope of this manual and are very dangerous if performed incorrectly. The safety instructions given in this manual can not be complete because the environment in every shop is different. Always consider safety first as it applies to your individual working conditions.

IMPORTANT

Make sure you have done the tracking adjustment and the blade is centered on the wheels before you start the band saw for a test run. See page-11
BLADE TENSION
A properly tensioned blade is very important to get the best performance from any band saw. If the blade is too loose there is a possibility that the blade will slip or drift off the line while in operation and it will be hard to have accuracy in the line of cut. If the blade is tensioned too tightly, it will be very difficult to make tighter radius cuts and there will be a great possibility of blade breakage.

When using a wider blade for making straight cuts, for re-sawing or making wide radius cuts, tighter blade tension is recommended; while using narrower blades for cutting shorter stock or making tighter radius cuts, less blade tension is recommended.

The information above is just a guideline for you to understand to set the blade tension according to the cut however understanding the blade tension adjustment, comes with the practice.

Look at the blade tension scale located at the back of your band saw. The scale shows the ideal blade tension adjustment according to the width of the blade.

ADJUSTING BLADE TENSION
To adjust the blade tension, lift the blade tension handle shown in figure-15 and turn it. Turning the handle clockwise will tighten the tension on the blade while turning the handle counter-clockwise will loosen the blade tension.

IMPORTANT
All blades stretch with use, and the scale at the back of your band saw (shown in figure-15) is just an approximation. So, do not reply on any adjusted measurement for long period of time as the blades stretch and the tension on the blades changes.

IMPORTANT
To prolong the life of the blade and reduce blade stretching, when the machine is not in use for period of 24 hours or more release the tension on the blade.

SUPPORT BEARINGS ADJUSTMENT
The guide bearings (besides), thrust bearing (behind) the blade, support the blade to move in a straight line during cutting operation. Properly adjusted support bearings play, an important role in getting accurate cuts.

To adjust the support bearings, turn the machine off and disconnect the cord from the power source.
Use a proper size Allen key and loosen the screws located on each of the two guide bearings. Turn the knurled knobs on each bearing to adjust the distance between the bearing and the blade. Once the distance is set, retighten the set screws. See figure-16.

**IMPORTANT!**

Adjust the two guide bearings so that the space between each bearing and the blade should be 0.002” which is thickness of a sheet of paper. See figure-17.

Now, loosen the thumb screws shown in figure-18 and move the bearing shafts in or out so that the two guide bearings are 1/32” behind the blade gullets and the thrust bearing (upper bearing), 1/64”.

Once the bearings are at the correct position behind the blade, tighten the thumb screws to lock the bearings in place.

Adjust the lower support bearings in the same manner.

**TABLE STOP ADJUSTMENT**

CX119 features a table stop which allows the table to easily come to a 90° if the table is tilted.

To adjust the table stop so that the table sits at 90°, you should first make sure the switch is in “OFF” position and the power cord is unplugged. Loosen the two lock knobs under the table and loosen the hex nut which locks the table stop bolt.

Now, place a square on the table as shown in figure-19 and adjust the table stop so that the table is at a 90° with the blade.
Once the table is at 90° with the blade, tighten the hex nut and the knobs.

TABLE TILT SCALE CALIBRATION

To calibrate the table tilt scale:

Make sure the table is at 90° and the blade tensioning and tracking is properly done.

Disconnect the machine from the power source and loosen the pointer screw shown in figure-20. Align the tip of the pointer with the 0" mark on the tilt scale and tighten the pointer screw.

TO ALIGN THE TABLE:

Make sure the blade tension and tracking is done correctly. Disconnect the machine from the power source and loosen the two knobs under the table. Place a straightedge on the table so that the straightedge touches the blade and is parallel to it as shown in figure-21. Make sure the straightedge touches only the flat part of the blade, not the teeth.

Now, use a ruler to measure the distance between the miter slot and the straight edge on both sides on the table R & L. See figure-21.

Adjust the table until the distance on both sides of the table is equal and tighten the knobs.
GUIDE POST

The guide post assembly can be moved up or down above the work-piece. The movement of the guide post is controlled with the hand wheel shown in figure-22.

![Figure-22 Guide Post](image)

To make accurate cuts and to reduce the blade slipping out of position, it is recommended to keep the guide post no more than 1” above the work-piece while cutting operation.

TO ADJUST THE BLADE GUIDE ASSEMBLY:

Make sure the switch is turned off and the cord is disconnected from the power source.

Loosen the guide post lock knob on your band saw shown in figure-22 and rotate the hand-wheel to move the guide post assembly up or down.

When the guide post assembly is about 1” above the work-piece, lock the guide post in place using the lock knob.

SPEED CHANGE SETTINGS

CX119 features 3 speed settings; 1430 FPM, 2300FPM and 3250FPM.

The band saw features a motor pulley and an idler pulley. The motor pulley is a 3-step pulley while the idler pulley is a 4-step pulley. The first 3 steps on the idler pulley are to line up with the motor pulley for 3 feed speeds and the 4th one is to drive the pulley behind the wheel.

![Figure-23 Pulleys, wheel and drive belt](image)

The band saw speed can be changed by loosening the tension on the driver belt using the motor bracket lock at the back of the band saw. Pulling out the lock shown in figure-24 disengages it for resetting while releasing it, engages the bolt for tightening or un-tightening.

TO CHANGE THE SPEED ON THE BAND SAW:

Open the lower wheel cover and use the motor bracket lock lever to turn the bolt counter-clockwise and lift the motor with hands and tighten back the bolt. The driver belt will be enough loosen to move it between the pulleys.
Figure-24 Unscrewing the bolt to loosen the motor bracket

To set the band saw to a speed of 1430FPM, line-up the drive belt on the first steps of the pulleys. See figure-25.

To set the band saw to a speed of 2300FPM, line-up the drive belt on the second steps of the pulleys. See figure-25.

To set the band saw to a speed of 3250FPM, line-up the drive belt on the third steps of the pulleys. See figure-25.

Figure-25 Drive belt position on the pulleys for the speed changes

Once you have positioned the drive belt on the pulleys, turn the motor bracket lock lever clockwise to lock the motor in place.

WORK-PIECE INSPECTION

Before cutting any wood, make sure to inspect the work-piece for nails, staples, small pieces of stone or metal and any other object which is dangerous to come in contact with the blade.

If the wood contains any of these objects and it comes in contact with the blade, the object might fly and hit the operator or seriously damage the blade. For a safe cutting method always inspect your work-piece carefully before cut and wear eye protection.

Some woods with excessive twisting or wrapping are un-stable while cutting and are dangerous to cut because during operation the work-piece can move unexpectedly which either damage the blade or hurt the operator.

If the wood is slightly cupped, make sure the cupped face of the wood is held against the fence. If the bowed side of the work-piece is held against the fence, the work-piece will move while cutting.

WARNING!

The information above is just a guideline for you to understand how to cut a work-piece with slight cupping. If you are not sure and do not have any experience in cutting cupped stock, do not cut it. Failure to follow these instructions might bring personal injuries to the operator or serious damage to the blade.

Some stock with large knots can damage the blade and wet stock will give a poor result.
CAST IRON WHEELS

The CX119 comes with heavy duty cast iron wheels for added stability and overall performance.

A coplanar shim adjustment also added for better alignment of the wheels that allow the blade to run as straight as possible ensuring straight and accurate cuts.

This feature will help improve the band saw performance with the wheels working together instead of against each other. The end result will give you less vibration, more power, accuracy and less wandering. This will be noticed most when it comes to re-sawing and making straight cuts with blades larger than 1/4”.

COPLANAR ADJUSTMENT

Figure-26 and figure-27 show the shim for adjusting the top wheel. To move the wheel out remove the nut and shims then remove the wheel.

Now you can add shims to the back of the wheels as required. Replace the wheel and any remaining shims and the nut and tighten. To move the wheel in, remove the cast iron wheel as mentioned above and remove the shims from behind the wheel. Replace the wheel, shims and nut and retighten.
OPERATIONS
Before operating the band saw make sure you have performed the following adjustments:

- Blade tension adjustment
- Blade tracking adjustment
- Guide bearings adjustment
- Make sure all the guards are in place

RIPPING
Cutting solid wood with the grain cutting down the length of the work-piece is called ripping.

Adjust the fence on the rails, according to the width of the cut on the work-piece and turn the hand-wheel to set the guide post assembly 1" above the work-piece.

Now, turn the band saw ON and use a push stick or the band saw finger protector to push the work-piece against the blade.

WARNING!
Do not use your fingers to feed narrow work-pieces into the blade. If you slip, your fingers might come close the blade. Always use a push stick.

CROSSCUTTING
Cutting solid wood across the grain and cutting plywood across the width of the work-piece is called crosscutting.

Mark the work-piece where you want to start the cut from and make sure the miter gauge is at 90° position on the miter slot. Place the work-piece on the table so that the marked point is aligned with the blade and hold the work-piece against the miter gauge.

Turn the band saw ON and feed the work-piece against the blade.

RESAWING
Cutting a work-piece into two or more thinner pieces is called resawing. Wider blades give better result, when resawing.

To resaw a work-piece make sure that the table is at a 90° with the blade and using a wider blade will give better results.

Adjust the fence according to the width of the cut you want, and lock it in position. Turn the band saw ON and feed the work-piece into the blade using feed paddles until the blade is completely through the work-piece.

CUTTING CURVES
For cutting curves always try to use narrower blades. When cutting curves feed the stock into the blade and turn it very carefully so that the blade follows the line of cut and make sure the blade does not twist.

Make relief cuts through the waste part of the work-piece which makes the job easier and prevents the blade from twisting.
CONNECTING TO A DUST COLLECTOR

CX119 features two 4” diameter dust ports to connect to a dust collector.

When connecting to a dust collector, use a proper sized hose and make sure all the connections are sealed tightly.

![CX119 connected to dust collector](image1)

**WARNING!**

The saw dust produced by the band saw can go into your lungs and cause serious health problems. Make sure the band saw is connected to a dust collection system while operating it.
MAINTENANCE

During the life of your machine, you will need to practice some regular maintenance to keep your saw in peak performance condition.

REPLACING THE BLADE

To replace or change the blade, turn the switch OFF and disconnect the cord from the power source.

Release the blade tension lever, and remove the table insert and the table pin. To protect your hands, wear protective gloves. Open the upper and lower wheel cabinets and carefully slide the blade off the both wheels. Now, slide the blade out, through the slot on the table.

TO INSTALL THE NEW BLADE:

Once the old blade is removed, carefully slide in the new blade through the slot on the table so that the teeth of the blade are pointing downwards. Position the blade through the upper and lower guide bearings and install it over the wheels. Once the blade is in the proper position, turn the tension lever.

Adjust the blade tracking (See page-11) and adjust the guide bearings (See page-13). Close the top and bottom cabinets and insert the table pin and table insert back.

REPLACING THE BLADE GUIDES

The blade guides should be checked and adjusted every time the blade is replaced. The blade guides should be checked to ensure they turn properly and do not cause the blade to get stuck.

Disconnect the band saw from the power source and turn the blade tension lever to release the tension on the blade. Release the blade guard and use a 10 mm wrench to loosen the bolt shown in figure-30.

Now open the two thumb screws and remove the thrust bearing mounting shaft and the blade guide mounting shaft.

Remove the “C ring” and slide the thrust bearing off the shaft using C-ring pliers. Take the blade guide bearings and remove the “C-rings” in the same way.
Install the new bearing on the mounting shaft and then re-install the C-ring.

Put the bearing and mounting shaft assembly back and the guide bearings in place, and tighten back the thumb screws.

Re-install the upper blade guides and the blade guard.

**TILTING THE TABLE BACKWARD**

To tilt the table backward, you will need to loosen the bolts shown in figure-31 and adjust them as needed using a wrench.

![Figure-31 Bolts to tilt the table backward](image)

**TABLE & BASE**

The moisture from the wood dust remains on the table surface and can cause rust. Protect the un-painted cast iron surfaces of the table by cleaning the table after every use or apply a protective coating.

If the table becomes harder to tilt, remove the table and apply a few drops of oil on the trunnions.

**BLADE & TABLE ALIGNMENTS**

The blade and table alignments should often be checked, and make sure the blade is at a 90° with the table.

**WARNING!**

_When removing or installing, servicing or adjusting any part of the machine, make sure that the switch is in the off position and the power cord is disconnected from the power source._

**V-BELT**

The V-belts stretch with use, and should be re-tensioned periodically. To ensure optimum power transfer from the motor to the blade, the belt must be in good condition and under proper tension.

Check the V-belt at least after every 3 months and more often if the band saw is used daily.

**TO INSPECT THE V-BELTS**

1. Turn the power switch off and disconnect the cord from the power source.
2. Open the bottom cabinet.
3. Turn the wheel slowly with your hand and inspect if the V-belts are in good condition and properly tensioned.
TO REPLACE THE V-BELTS:

4. Follow the instructions 1-3 to access and inspect the V-belts.

5. Loosen the motor bracket lock and bolt, shown in figure-33 and idler pulley mounting nut shown in figure-33.

6. Pivot the motor and slide the idler pulley to loosen the belt.

7. Remove the old belt and install the new one.

8. Slide the idler pulley down to tighten the lower wheel V-belt. Keep pressure on the idler pulley and tighten the mounting nut.

9. Check the wheel pulley V-belt if tensioned properly. If tension is necessary, pivot the motor to tighten the motor V-belt. Keep pressure on the motor and tighten the motor adjustment bolt.

10. Check the motor V-belt, if properly tensioned, and then tighten the motor hinge bolt.

11. Install back the wheel, blade and close the cabinets.

**WARNING!**

All adjustments should be done with the power off. Failure to do so may result in serious personal injury or death.
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<td>KNOB 5/16*2&quot;</td>
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<td>GAUGE BAR</td>
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## CX119 BODY PARTS BREAKDOWN & LIST

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<td>FLAT WRENCH 10mm</td>
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Craftex warrants every product to be free from defects in materials and agrees to correct such defects where applicable. This warranty covers three years for parts and 90 days for labour (unless specified otherwise), to the original purchaser from the date of purchase but does not apply to malfunctions arising directly or indirectly from misuse, abuse, improper installation or assembly, negligence, accidents, repairs or alterations or lack of maintenance.

Proof of purchase is necessary.

All warranty claims are subject to inspection of such products or part thereof and Craftex reserves the right to inspect any returned item before a refund or replacement may be issued.

This warranty shall not apply to consumable products such as blades, bits, belts, cutters, chisels, punches etceteras.

Craftex shall in no event be liable for injuries, accidental or otherwise, death to persons or damage to property or for incidental contingent, special or consequential damages arising from the use of our products.

RETURNS, REPAIRS AND REPLACEMENTS

To return, repair, or replace a Craftex product, you must visit the appropriate Busy Bee Tools showroom or call 1-800-461-BUSY. Craftex is a brand of equipment that is exclusive to Busy Bee Tools.

For replacement parts directly from Busy Bee Tools, for this machine, please call 1-800-461-BUSY (2879), and have your credit card and part number handy.

- All returned merchandise will be subject to a minimum charge of 15% for re-stocking and handling with the following qualifications.
- Returns must be pre-authorized by us in writing.
- We do not accept collect shipments.
- Items returned for warranty purposes must be insured and shipped pre-paid to the nearest warehouse
- Returns must be accompanied with a copy of your original invoice as proof of purchase. Returns must be in an un-used condition and shipped in their original packaging a letter explaining your reason for the return. Incurred shipping and handling charges are not refundable.
- Busy Bee will repair or replace the item at our discretion and subject to our inspection.
- Repaired or replaced items will be returned to you pre-paid by our choice of carriers.
- Busy Bee reserves the right to refuse reimbursement or repairs or replacement if a third party without our prior authorization has carried out repairs to the item.
- Repairs made by Busy Bee are warranted for 30 days on parts and labour.
- Any unforeseen repair charges will be reported to you for acceptance prior to making the repairs.
- The Busy Bee Parts & Service Departments are fully equipped to do repairs on all products purchased from us with the exception of some products that require the return to their authorized repair depots. A Busy Bee representative will provide you with the necessary information to have this done.
- For faster service it is advisable to contact the nearest Busy Bee location for parts availability prior to bringing your product in for repairs.