MACHINERY CATALOG 2016

SBP® Sustainable Biodegradable Products™

EnviroTextiles LLC
...fabric for our future
EnviroTextiles offers consulting services for agricultural production relating to industrial hemp and other natural fiber resources. We focus on maximum utilization of yield including waste, reducing chemically dependent inputs during farming and processing, and specialty processing and logistics for your raw materials. We offer a wide range of agricultural machinery to help fulfill your needs.

We only offer machines we are confident will make your job easier and more efficient. Our machines are produced from many manufactures worldwide. Our de-hullers are manufactured by a pioneer in dehulling technologies that owns a variety of technology patents and is an ISO9001 certified manufacturer.

We offer door to door shipping service, installation on most machinery, and brokerage services. If you need a machine you do not see in catalog, please inquire to: machinery@envirotextile.com.
Contents

Decorticators:

Automatic Decorticator – 3 Models ................................................................. 4
ETM-OP1685 – Automatic Screw Hot/Cold Oil Press ........................................... 5
ETM-OP1688 - Full Automatic Multifunctional Spiral Oil Press ............................ 6
ETM-OP120 - Full Automatic Multifunctional Spiral Oil Press ............................. 7
ETM-OP105 - Full Automatic Multifunctional Spiral Oil Press ............................. 8
ETM-OP150 - Full Automatic Multifunctional Spiral Oil Press ......................... 11
ETM-DSOT200 – Oat Peeler ................................................................................ 12
ETM-DSBT300 – Buckwheat Sheller .................................................................. 13
ETM-OP250 Combined Oil Press ......................................................................... 14
ETM-DSOT1000 Oat Hulling Machine ............................................................... 15
ETM-DSHP3000 Hempseed Dehulling Machine ................................................ 16
ETM-DSSR1200 Sunflower Seed Dehuller and Separator .................................... 17
ETM-CLSR0800 Sunflower Seed Cleaner ............................................................ 18
ETM-DSSR1500 Sunflower Seed Dehuller ........................................................... 19
ETM-DSBT0400 Buckwheat Dehuller and Separator .......................................... 20
ETM-DSAD0500 Almond Processing Line ......................................................... 21
ETM-DSPN0300 Pumpkinseed Dehuller ............................................................. 22
ETM-DSPT0100L & 180L Peanut Dehuller ....................................................... 23
ETM-CSPT0200L Peanut Pre-Cleaner Sieve ..................................................... 24
ETM-DSMN0150L Mungbean Dehuller ............................................................. 25
Shipping ............................................................................................................ 26
Installation ........................................................................................................ 26
FAQ .................................................................................................................. 27
Purchasing ........................................................................................................ 28
Shipping ........................................................................................................... 28
Repair and Return Policy and Procedures ....................................................... 31
Automatic Decorticator – 3 Models

This decorticator works well with high capacity, low labor intensity, low cost to have high-quality fiber, which is the preferred machine for fiber processing companies. This automatic decorticator is suitable for different raw material such as hemp, sisal, jute, banana stems, ramie, etc…

Raw material is sent to the blade drum by the feeding device. The high-speed spinning blade drum and fixed blades break the raw material and separate the fiber and residue. The fiber separated from the residue will drop on the conveyor belt for the next process.

<table>
<thead>
<tr>
<th>Specs</th>
<th>ETM-DRHP01</th>
<th>ETM-DRHP02</th>
<th>ETM-DRHP03</th>
</tr>
</thead>
<tbody>
<tr>
<td>Outer diameter of Blade Drum</td>
<td>44cm</td>
<td>44cm</td>
<td>44cm</td>
</tr>
<tr>
<td>Motor Power</td>
<td>7.5kw</td>
<td>11kw</td>
<td>7.5kw</td>
</tr>
<tr>
<td>Dimensions (cm)</td>
<td>310x125x131</td>
<td>310x125x131</td>
<td>310x125x131</td>
</tr>
<tr>
<td>Weight</td>
<td>950kg</td>
<td>1000kg</td>
<td>950kg</td>
</tr>
<tr>
<td>Price</td>
<td>$13,800</td>
<td>$12,200</td>
<td>$10,600</td>
</tr>
</tbody>
</table>
ETM-OP1685 – Automatic Screw Hot/Cold Oil Press

Machine Specifications:

- Capacity: 80-160 kg/hr
- Weight: 780 kg
- Dimensions: 170x130x160cm
- Worm shaft diameter: 10cm
- Worm shaft speed: 44r/min
- Main power: 5.5kw
- Heater power: 3kw
- $7,000

All New Oil Press Machines include:

- Frying cauldron (x1)
- Manual (x1)
- Pass Certificate (x1)
- Bags of Accessories (x1)

ETM-OP1685 Summary:
ETM-OP1688 - Full Automatic Multifunctional Spiral Oil Press

- Capacity: 150-260 kg/h
- Weight: 1100 kg
- Dimensions: 200x140x175cm
- Worm shaft diameter: 8cm
- Word shaft speed: 60r/min
- Main power: 7.5kw
- Heater power: 3.5kw
- $9,800

Machine Specifications:

- All New Oil Press Machines include:
  - Frying cauldron (x1)
  - Manual (x1)
  - Pass Certificate (x1)
  - Bags of Accessories (x1)

ETM-OP1688 Summary:
ETM-OP120 - Full Automatic Multifunctional Spiral Oil Press

- Capacity: 260-400 kg/hour
- Weight: 1500 kg
- Dimensions: 205x155x180cm
- Worm shaft diameter: 12cm
- Word shaft speed: 36 r/min
- Main power: 11kw
- Heater power: 4kw
- $10,200

Machine Specifications:

- All New Oil Press Machines include:
  - Frying cauldron (x1)
  - Manual (x1)
  - Pass Certificate (x1)
  - Bags of Accessories (x1)

ETM-OP120 Summary:
ETM-OP105 - Full Automatic Multifunctional Spiral Oil Press

- Capacity: 5.5 tons/24 hours
- Weight: 1200 kg
- Dimensions: 226 x 95 x 180cm
- Main power: 11kw
- $6,400

Machine Specifications:

- All New Oil Press Machines include:
  - Frying cauldron (x1)
  - Manual (x1)
  - Pass Certificate (x1)
  - Bags of Accessories (x1)

ETM-OP105 Summary:
ETM-OP130 - Full Automatic Multifunctional Spiral Oil Press

Machine Specifications:
- Capacity: 400-500 kg/hour
- Weight: 1900 kg
- Dimensions: 2.25*1.6*1.85
- Worm shaft diameter: 13cm
- Worm shaft speed: 36 r/min
- Main power: 18.5kw
- Heater power: 6kw
- Pricing: $8,000

ETM-OP130 Summary:
- All New Oil Press Machines include:
  - Frying cauldron (x1)
  - Manual (x1)
  - Pass Certificate (x1)
  - Bags of Accessories (x1)
ETM-OP165 - Full Automatic Multifunctional Spiral Oil Press

Machine Specifications:

- Capacity: 500-650 kg/hour
- Weight: 2000 kg
- Dimensions: 2.8*1.5*2.3
- Worm shaft diameter: 16cm
- Word shaft speed: 35r/min
- Main power: 22kw
- Heater power: 6kw
- Pricing: $8,800

ETM-OP165 Summary:

- All New Oil Press Machines include:
  - Frying cauldron (x1)
  - Manual (x1)
  - Pass Certificate (x1)
  - Bags of Accessories (x1)
ETM-OP150 - Full Automatic Multifunctional Spiral Oil Press

- Capacity: 400-500 kg/hour
- Weight: 1900 kg
- Dimensions: 220 x 146 x 175cm
- Worm shaft diameter:
- Worm shaft speed:
- Main power:
- Heater power:
- Pricing: Contact for pricing

- All New Oil Press Machines include:
  - Frying cauldron (x1)
  - Manual (x1)
  - Pass Certificate (x1)
  - Bags of Accessories (x1)

Machine Specifications:

ETM-OP150 Summary:
ETM-DSOT200 – Oat Peeler

Machine Specifications:

- Capacity: 1500-200 kg/hour
- Weight: 60kg
- Dimensions: 72 x 32 x 95cm
- Main power: 3kw
- Features: Simple structure, processing and installation process is good, small size, easy operation.
- Pricing: $950

How it works: peeling machine working chamber is equipped with iron mesh, mesh installed grinding wheel, grinding wheel in between the screen and the formation of a grain peeling gap, work screens and wheel reverse rotation, the food grain seed coat removal, peeling combined in winnowing to separate Renhe seed coat, thereby greatly reducing the fragmentation rate, the more effectively improve the quality and yield of peeling.

ETM-DSOT200 Summary:
ETM-DSBT300 – Buckwheat Sheller

Machine Specifications:

- Capacity: 200-300 kg/hour
- Weight: 150kg
- Dimensions: 750 x 500 x 700 cm
- Main power: 1.1kw
- Pricing: $3,000

ETM-DSBT300 Summary:

- Buckwheat sheller machine, it is used for raw bitter buckwheat, buckwheat, buckwheat shell in the process of working procedure.
ETM-OP250 Combined Oil Press

• Power: 1.5 kw (220v)
• Heating Power: 800w, 500w
• Capacity: 15-25 kg/hour
• Size: 70 x70 x 120cm
• Weight: 250 kg
• Pricing: Contact for pricing

Machine Specifications:

• Combined Oil Press Features
  • Small size: at 70cmx70cmx120cm, with wheels and can put into any flat place at home to work.
  • High efficient: Oil output rate over 45% (different according to different materials)
  • Easy operation and continuous work: No need the traditional way from frying to pressing to filtering, it just need to press the button then put into materials can finish the whole work, and the machine can work 24 hours continuously.

ETM-OP250 Summary:
ETM-DSOT1000 Oat Hulling Machine

Machine Specifications:

- Power: 12.25kw (380V) 3
- % of whole kernels: 95% min
- % of final kernels in shell: 2% max
- Input capacity: 0.6-0.8 mt/hour
- Space occupied: 7.3m × 2.8m
- Height: 3.9m/Weight: 2.8mt
- Dust reduction
- No foundation required
- Base Price: $57,000

ETM-DSOT1000 Summary:

- The ETM-DSOT1000 is designed for dehulling and separating of oats. It features a compact design and simple operation. It’s processes a high percentage of dehulling over 95% of whole kernels.
- Including all-steel main parts, the impeller adopts 99% alumina porcelain which improves the dehulling result and gives longer service time. The external motor is easy to access for maintenance and replacement. You can achieve an ideal separating result by adjusting the angle of the screens.
ETM-DSHP3000 Hempseed Dehulling Machine

Machine Specifications:

- Power: 6.69kw (380v 3phase 50Hz)
- Input Capacity: 300-350 kgs/hour
- % of whole kernels: 98% min
- % of final kernels in shell: 2% max
- Input capacity: 0.6-0.8 mt/hour
- Space occupied: 9.0m x 2.5m
- Operators: 2
- No foundation required
- Base Price: $69,000

ETM-DSHP3000 Summary:

- We adopted a vibrating respirator for seed-kernels separation that works to reduce the kernels percentage content in seeds for the second round of dehulling, thus the kernels broken rate is reduced accordingly. Un-hulled seeds are returned for re-hulling automatically.
- A key innovation has been added due to the high oil content of the hemp seeds. The mixture after dehulling inside the chamber will stick to the inner walls easily, so an opening is available for cleaning up at any time.
ETM-DSSR1200 Sunflower Seed Dehuller and Separator

Machine Specifications:
- Power: 14.59kw (380v)
- Input capacity: 0.5-0.8mt/hour
- % of whole kernels: 90% minimum
- Space occupied: 14.4m × 2.8m
- Height: 4.1m
- Weight: 5.0mt
- Base Price: $67,000

ETM-DSSR1200 Summary:
- The ETM-DSSR1200 is the latest generation of sunflower defulling and separation utilizing twin dehullers. It consists of input hopper, spiral elevator, multi-functional cleaner, bucket elevator, twin-dehullers, respirator (3sets), kernels collector, pneumatic device for back-flowing materials, and the electric control cabinet.
- The equipment can pre-clean, dehull and remove shells, and separate and reseparate your product at one time, making it the optimum equipment for processing sunflower kernels.
ETM-CLSR0800 Sunflower Seed Cleaner

Machine Specifications:

- Power: 10.43 kw (380v 3 phase 50Hz)
- Input capacity: 0.8-1 mts/hour
- % of impurities after cleaning: 0.1% max.
- % of broken kernels: 3-10% adjustable
- Space occupied: 8.8m × 5.5m
- Height: 3.4m
- Weight: 5.2 mts
- Contact for Pricing

ETM-CLSR0800 Summary:

- The ETM-CLSR0800 is used for cleaning the sunflower kernels before packing. The machine removes the various impurities, especially pernicious impurities such as stone, glass, metals, and hair in sunflower kernels. The percentage of broken kernels is adjustable.
- The equipment consists of an input hopper, 4 sets of circular-motion and vibrating cleaners to remove heavy debris, vibrating suction cleaner, metal remover, laminated screen, 2 sets of combined spiral elevators, and the electric control cabinet.
ETM-DSSR1500 Sunflower Seed Dehuller

Machine Specifications:

- Power: 16.47kw (380v)
- Input capacity: 0.5-1.0 mt/hour
- % of whole kernels: 90% minimum (kernels that are less than 1/2 whole are brokens)
- % of inshell in final kernels: 2-5%
- Space occupied: 11.3m × 3.3m
- Height: 5.5m
- Weight: 5.2mt
- Base Price: $67,000

ETM-DSSR1500 Summary:

- The ETM-DSSR1500 consists of an input hopper, spiral elevator, multi-functional cleaner, bucket elevator, 4-dehullers, pneumatic device for back-flowing materials, reseparator, kernels collector, and electric control cabinet.
- Vertical dehullers set-up design save space.
- Complete control from central electric control cabinet.
- Wide-screen design increase the separation capacity.
ETM-DSBT0400 Buckwheat Dehuller and Separator

- Power: 9.84kw (380V)
- Output: 200kgs/hour minimum
- % of inshell in final kernels: 2% max
- % of whole kernels: 98% minimum
- Space occupied: 6.0m × 3.0m
- Height: 4.5m
- Weight: 2.2mt
- Base Price: $75,200

**Machine Specifications:**

- The ETM-DSBT0400 uses a dry method dehulling process, preheating the buckwheat is not required.
- During the dehulling process, the buckwheat kernel-shell can be separated automatically at the same time, and meanwhile sort out the brokens from kernels.
- The ideal dehulling result can be achieved due to the adjustable design of the dehullers, clearance in-between of emery rollers can be adjusted according the various materials.

**ETM-DSBT0400 Summary:**
ETM-DSAD0500 Almond Processing Line

Machine Specifications:

- Power: 9.08kw (380v 3phase 50Hz)
- Input capacity: 500kgs/hour
- % of whole kernels: 98% min.
- % of kernels in shells: 0.3%
- % of shells in kernels: 2% max.
- Space occupied: 18.5m × 1.6m
- Height: 1.7m
- Weight: 3.0mts
- Call for Pricing

ETM-DSAD0500 Summary:

- This almond inshell processing line provides one-stop solution for the food industry. It can grade nuts, and dehull and separate shells. The machine can be also used to process hazelnuts.
- The complete line consists of an input hopper, elevator, dehuller, separating screen, elevator for un-hulled almond, laminated-spring conveying sieve for unhulled almonds. It can dehull almond nuts after grading, then separate out the small shells and unhulled almonds from kernels, through which the mixture of shells and almond kernels will eject into the collecting bin.
ETM-DSPN0300 Pumpkinseed Dehuller

- Power: 8.19kw (380v)
- % of whole kernels: 95% min. (kernels that are less than 1/2 whole kernels are brokens)
- % of inshell in final kernels: 2% max
- Input capacity: 200-300 kgs/hour
- Space occupied: 6.5m × 2.9m
- Height: 3.5m
- Weight: 2.5mt
- Base Price: $74,000

Machine Specifications:

The ETM-DSPN0300 can dehull pumpkin seeds, guard seeds and squash seeds, separate shells from kernels and re-separate your products.

- Adopts wet method for dehulling process
- Unprocessed seeds will return for recycled dehulling automatically
- Adopts negative-pressure method to suck the shells out instead of blowout to reduce the dust quantity.
- Change screen size based on size of seeds
ETM-DSPT0100L & 180L Peanut Dehuller

**ETM-DSPT0100L Specifications:**
- Capacity: 130-150 kg/h
- Power: 0.55kw
- Removes 95-97%
- 1-2% broken
- 85-95% integrate
- Dimensions: 118 x 72 x 110cm
- Base Price: $9,200

**ETM-DSPT0180L Specifications:**
- Capacity: 180-200 kg/h
- Power: 0.75kw
- Removes 95-97%
- 1-2% broken
- 85-95% integrate
- Dimensions: 1180 x 850 x 1100mm
- Base Price: $10,400

**ETM-DSPT0100L Summary:**

**ETM-DSPT0180L Summary:**
ETM-CSPT0200L Peanut Pre-Cleaner Sieve

- Capacity: 2000 kg/h
- Power: 0.75kw
- Dimensions: 260x110x260cm
- Contact for Pricing

ETM-CSPT0200L Specifications:
ETM-DSMN0150L Mungbean Dehuller

- Power: 9kw (380v 3phase 50Hz)
- Processing capacity: 150kg/h min.
- % of decorticated beans recovery: 70-75% min.
- % of the whole decorticated beans: 42% min.
- Space occupied: 4m × 2.2m
- Height: 2.4m
- Contact for Pricing

ETM-DSMN0150L Specifications:

- The equipment consists of grinder, sieve for sorting out bran and electric control cabinet. It can be used to decorticate beans and separate the bran from the decorticated mung beans.
- The equipment features high automation and a high recovery of decorticated beans.

ETM-DSMN0150L Summary:
Shipping

We can handle all of your shipping needs using our global support agents.

1. Our forwarder has agents all over the world, who can supply service to all of the main ports on earth.
2. We can assist customers with Customs Clearing if necessary.

Installation

We can provide several options for installation depending on your needs:

1. **Setup by Customer:** If the customer has basic knowledge and experience with the machinery, we can provide instructions and videos for self-installation.
2. **Setup by our Technicians:** We also offer to send a technician to your site for assistance in installation. Requirements include one forklift and 2-4 additional people depending on the size of the machine. The cost is dependent on customer needs, please contact us for an estimate.
3. **Setup Time:** If the customer can provide 2-4 people to assist, the installation should be completed in one week.
4. **Power Source Requirements:** The power source is 380V, 50HZ, and requires 3 phase voltage.
FAQ

1. What is the type of power source? Will the client need to re-wire anything to operate in Canada?
   A: Power source is 380V, 50HZ, normal industrial voltage is 380V.

2. Can a customer setup the machine by themselves?
   A: Yes, we provide written instructions and videos.

3. Can the factory send a technician to help setup?
   A: Yes, the factory can send a technician to setup the machines. Customer should bear round trip
ticket from China to your location, accommodation, all transportation and meals. Customer will need
find some additional people to help for large machines such as hemp seed equipment. At least 4
people and one forklift.

4. How long does it take to set-up a large machine with the technician?
   A: If there are enough people to work together, 1 week will be enough.

5. Can you provide a door-to-door service?
   A: Yes.

6. What is the estimated time of delivery once purchased?
   A: Around 30 working days after paid deposit.

7. How about the warranty?
   A: We offer a 30 day warranty beginning on the date of delivery that includes part replacement with
the exception of shipping costs. We offer an extended warranty in combination with a Maintenance
contract. For more information please contact our Customer Service department.
Purchasing

All machinery orders are customized for our customer’s applications and will vary based on the machinery purchases.

1. Dehulling and sorting machines (or universal machines with these features) will require seed or kernel measurement.
2. Power Supply/Power Requirements – Most machines are manufactured for XXX power. XXX power specifications will be provided unless an alternate power module was requested prior to purchase and shipment.

**Delivery Address** – In order to provide a complete quote for shipping costs, the final destination for delivery is required. Please provide the preferred port for delivery, if applicable.

**Deposit and Payment Terms** – A 60% deposit of the total invoice is required. Your order will be filled to your specifications and shipped to you. Upon delivery the remaining balance is due within 5 business days.

**Warranty and Replacement Parts Terms** – EnviroTextiles offers a full warranty including defective or damaged parts. A complete visual inspection upon delivery is required to assess any damages during transport. Free replacement for defective or DOA parts is included for up to 45 days after delivery.

**Installation Terms** – Video and printed instructions are provided with each machine. Installations are typically performed by the client. We can provide onsite technicians upon request for an additional fee.

**Insurance Options** – The customer is/is not required to purchase shipping insurance.

**Support** – Support and troubleshooting is available directly from the manufacturer in China. Email is the preferred method. Please contact us to have a support account created for direct communications to the manufacturing team.

**Additional Information** – Replacement parts may be purchased from EnviroTextiles for your machine.

Shipping

Custom and special order products have longer lead times in most cases, its best to confirm with customer service or your sales rep. It is best to determine product production lead time at the time of order.
Shipping Notification – After the product ships, EnviroTextiles will send an email to the customer listed on the billing address of each order. This email will contain shipping information including the trucking company name, phone number and your shipment tracking number. The trucking company will call you to schedule a delivery time window.

For business deliveries with a loading dock that do not need a delivery appointment, then we ask that the receiving party listed on the shipping address of the order to contact the trucking company directly to coordinate delivery date and time, as the receiving party is required to meet the truck at the time of delivery to avoid redelivery charges.

For all business deliveries via freight truck, the trucking company will assume your business is open and staffed to receive deliveries Monday-Friday during normal business hours. For business delivery appointments it is the sole responsibility of the customer to contact the trucking company to arrange a delivery appointment if needed, it not already arranged for a delivery appointment at the time of order.

Delivery Timing - EnviroTextiles does not guarantee at any time a certain delivery date or time frame for delivery for any product or order. Any listed time for a shipping method is an estimate only. For orders with deadlines please order well in advance. EnviroTextiles is not responsible for lost, misplaced, or delayed shipments or damaged freight by the freight carriers.

Unloading Product - Business freight deliveries or freight deliveries without a lift gate are dock to dock, which means the receiving business party is required to remove the product from the truck via a loading dock or with a forklift. Truck drivers are not responsible for removing product off of the truck by hand. Hand unloading of material off the back of the truck by our customers is no longer allowed by most freight companies and therefore not an option with EnviroTextiles freight deliveries.

Inspecting for Damage - Please be sure to check all packages for any potential damage during transit. EnviroTextiles is not responsible for damaged products due to shipping. It is the sole responsibility of the receiving party to fully inspect the product at the time of delivery for any potential damage. We recommend removing any protective wrapping to fully inspect the product, before the driver leaves. In addition please count the product before signing the Delivery Receipt.

What to Do If Product is Damaged - If the product is damaged in any way, DO NOT REFUSE THE PRODUCT. Refusing product by the customer does not recuse the customer of re-deliver or return shipping costs.

If damage did occur during transit, any and all damage must be noted on the Bill of Receipt in detail and signed by the driver. A copy of the Bill of Receipt will need to be faxed, emailed or snail mailed to EnviroTextiles in order for a damage claim to be filed with the trucking company, on our customers
behalf, in order for replacement product to be sent to the customer.

When possible, please photograph the damaged product on the truck and off the truck for evidence that will assist with a product damage claim. Damaged product must be held in the customer's possession up to 2 months. The shipping company has the right to inspect and/or claim the product if a damage claim is filed and or / paid by them.

**Lift Gate and Inside Delivery Options** - Lift gate delivery service is available at additional cost over and above standard dock to dock business service. Lift gate service is required for all customers that do not have a loading dock or a forklift. If requested and paid for at the time of order, lift gate service will transfer the product off of the truck and onto the curb at the delivery site. This DOES NOT include any inside of home or garage delivery or moving the freight pallet away from the curb.

**Additional Accessorial Charges** - Any and all additional charges that are not paid for already or included for free at the time of order, such as inside delivery, change of address, residential delivery, limited access, re-delivery, and storage fees will be the sole responsibility of the customer unless stated in the customer order as part of the shipping costs pre-paid for by the customer to EnviroTextiles at the time of order.

**Limited Access Issues** - All freight deliveries will arrive, in most cases, in a full size 42 ft tractor trailer truck, (such as long haul trucks you might see on the freeway system). It is the customer's responsibility to notify EnviroTextiles at the time of order, if your delivery location has potential limited access issues, such as in the event the truck cannot reach your location or can not turn around in your area. Any and all re-delivery charges incurred will be billed back to the customer if delivery is attempted and cannot be completed because of unknown limited access issues.

**Delivery Refusal** - If the customer refuses delivery for reasons other than those agreed to in writing within the order document, the customer will be responsible for all initial shipping and re-delivery charges. It is important to note that freight deliveries are always curbside even when a lift gate option is added to the order. Drivers are not obligated to deliver freight into driveways or garages. “Curbside” means next to the curb on the street. Inside delivery is not available.

For further questions regarding the above EnviroTextiles Shipping Disclaimer statements please contact Customer Service at info@envirotextile.com.
Repair and Return Policy and Procedures

Advance Replacement:

In the event of a hardware failure, please contact EnviroTextiles, LLC to obtain a Return Material Authorization (RMA) number. The replacement part may be refurbished, or substituted with similar products at the option of manufacture.

All replacement claims must have a valid invoice number. This number is necessary to ensure proper tracking and handling of needed replacement parts. EnviroTextiles LLC reserves the right to refuse shipments that do not have an authorized invoice number. The Returns Policy requires customers to claim the defective parts to EnviroTextiles within 30 business days of receipt of machine, or be billed for the defective part at full purchase price. Machine must be fully assembled within 30 days of receipt to final location.

Factory Repair:

All claims filed for machine units that fail (under warranty) will be repaired or replaced (with refurbished equipment) at the sole discretion of Manufacture.

Dead on Arrival (DOA):

For hardware that is considered Dead On Arrival (DOA) within the first thirty (30) days from the shipment date of Product from manufacturing facilities, EnviroTextiles LLC will provide an expedited replacement of the affected part. A new part will be made available for shipment from the manufacturing facility and a technician will assist in replacement if deemed needed. For customers located outside the US and Canada, our freight forwarding company will assist with the shipment and delivery of the new unit to an international location. Defective product must be returned within ten (10) days from receipt of replacement unit, or customer will be invoiced the full purchase price of the replacement part. Non U.S. customers should allow for additional transit time due to international customs clearance. EnviroTextiles LLC can assist the customer in facilitating the return of a defective DOA unit. Please do not send a DOA unit back to below addresses unless instructed by an EnviroTextiles LLC representative.

Out of Warranty:

Additional requirements for units that are no longer under warranty: EnviroTextiles will confirm the hardware failure and inform the customer that a Customer Service Representative (CSR) will be contacting them. The CSR will provide a quote to the customer for the repair or replacement of the hardware. The customer is required to provide a P.O. for the repair or replacement costs associated
with the hardware failure. Once the P.O. is received, via fax or email, the CSR will process the return and service agreement and send further instructions to the customer or shipment details.

Additional Information:

Please do not return any hardware back to EnviroTextiles without a valid and authorized return order.

When requesting a return order, please provide the following information:

- Product model number for the defective hardware
- Product serial number for the defective hardware
- Invoice number of the base unit
- Description of failure and troubleshooting performed to isolate cause
- Customer ship-to address
- Contact name
- Contact phone, fax, and e-mail