

Product Policy | Warranty



This document represents Actionpac's current Warranty policy. It is subject to change without notice.

One Year Limited Manufacturer's Warranty

Actionpac covers its manufactured equipment for a period of 12 months from the date of shipment. During that period Actionpac warrants each of its parts and components, excluding load cells and weight modules, to be free of defects in material and/or workmanship. Any eligible part found to be defective shall be replaced at no charge.

Warranty replacement parts have a limited warranty for a period of 6 months after shipment from Actionpac's factory. Replacement parts do not extend the warranty of the original equipment.

Credit will be issued for the replacement after an inspection of the original at Actionpac's factory verifies eligibility. It is the responsibility of the Buyer to return the part in question to Actionpac's facility for inspection within 30 days of the replacement's dispatch or forfeit the right to claim warranty credit on the pending invoice.

LIMITATIONS

- The limited parts warranty covers ground shipping only.
- Replacement part lead time is subject to stock and supply chain availability.
- Original part must be returned within 30 days of replacement being sent.
- Warranty claims are subject to inspection at the factory to verify fault in manufacturing or workmanship.

EXCLUSIONS

- Load cells and weight modules (Page #3).
- Third party machines and components which are covered by their own manufacturer's warranty.
- Warranty does not extend to integrated systems or machines not supplied by Actionpac.
- Physical damage to a parts exterior or interior components disqualifies a part from a warranty claim.
- Shipping return of the original part to the factory for inspection.
- Expedited shipping, rush delivery are not covered, such costs are the responsibility of the Buyer.
- Labor, service, travel, expenses to replace part onsite are not covered.
- Service, training or technical instruction whether provided onsite or furnished remotely.
- Damage or component failure as a result of operator error or improper use of equipment is not covered by this warranty.

VOID

- Improper system/machine usage voids the limited warranty.
- Aftermarket modifications, retrofits or alterations not performed by or under the supervision of Actionpac.

- Failure to comply with any Buyer obligations as stated in the proposal and/or Purchase & Usage Agreement will void the One Year Limited Manufacturer's Warranty.
- Failure to engage with the Factory Acceptance Test process and complete the sign-off, approval process, unless otherwise approved by Actionpac, will result in the One Year Limited Manufacturer's Warranty being voided.
- Failure to arrange and/or proceed with installation and training, unless otherwise approved by Actionpac, may result in the One Year Limited Manufacturer's Warranty being voided.
- Ownership transfer or change of location and/or responsible operator will void the One Year Limited Manufacturer's Warranty.

HOW TO MAKE A WARRANTY CLAIM

1. Fill out Support Request online: [HERE](#)

OR

Reach out directly at [\(805\) 487-0403 x](tel:8054870403)

2. Actionpac Technician will evaluate the problem and determine if a part swap is warranted
3. If that determination is made the technician will create a new order for the part
4. Once the part has shipped an invoice will be generated to your account
5. Send back the original part by carefully packaging it in the materials used to send the replacement
6. Return, within 30 days of replacement dispatch, to Actionpac's Factory: [📍 270 Quail Court](#)
7. Address the shipment to your technician with your organization's name clearly listed
8. Once your return has been received it will be inspected
9. If the part is found to be defective and eligible for warranty replacement a credit will be issued to your account in the amount of the replacement part.
10. If the part does not qualify for warranty replacement the invoice will remain pending on your account.
11. Payment for that part is due¹ within 3 days of a determination being made.

¹ Late payments may result in your account being placed on hold. Accounts on hold do not have access to remote technical support until past dues are cleared.

LOAD CELLS & WEIGHT MODULES

Actionpac uses load cells and weight modules from a variety of manufacturers. As such these components are subject to those manufacturers' warranties. They are not covered under Actionpac's One Year Limited Manufacturer's Warranty. These components are subject to third party warranties and may not be eligible for reimbursement in the form of credit.

All load cells and weight modules must be pre-paid prior to shipping and are considered new orders. A credit for the load cell/weight module may be available if the unit is returned for Actionpac to make a claim.

HOW TO CLAIM A LOAD CELL/WEIGH MODULE CREDIT

1. Fill out Support Request online: [HERE](#)
OR
Reach out directly at [\(805\) 487-0403 x](tel:8054870403)
2. Actionpac Technician will evaluate the problem and determine if a new load cell/weigh module is required.
3. If that determination is made the technician will create a new order and transfer the order to "Parts & Shipping."
4. An invoice for the cost of the load cell/weight module with shipping will be sent to the email on file.
5. Once payment has been received the load cell will be shipped (lead times may vary).
6. Send back the defective load cell/weigh module, carefully packaging it in the materials used to send the new one.
7. Return, as soon as possible, to Actionpac's Factory: [📍 270 Quail Court](#)
8. Address the shipment to your technician with your organization's name clearly listed.
9. Once the unit is received it will be forwarded to the appropriate vendor for inspection and evaluation.
10. If the vendor finds the load cell is defective they will issue a credit, usually within 45-60 days.
11. Actionpac will then apply a credit to your account for the purchased price of the unit.

LIMITATIONS

- The original Load Cells/Weigh modules on a machine can be returned to claim credit for a period of 3 months from the ship date of the original equipment from Actionpac's factory.
- New Load Cell/Weigh module purchases may be returned to claim credit for a period of 30 days after it ships from our factory.
- All orders are subject to lead times based on stock and availability.
- Prices subject to change without notice
- Replacement part lead time is subject to stock and supply chain availability.
- Credit claims are subject to inspection at the third party manufacturer's factory and that manufacturer's policies.