

RAZORGAGE

POSITIONERS • SOFTWARE • SYSTEMS

This document is intended to be a memo of understanding between Technical Services and you, our valued customer. Please read it and sign the second page to indicate that you have read it. Scan and email it or fax it to our factory, attention Steve Hoshor.

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RazorGage Installation Service

If you purchase a RazorGage saw system or a positioner with a stroke longer than 24-feet, it will typically include factory installation service. Our factory technician will travel to your site to install your machine. When we quote this service, it covers all costs incurred by our technician portal to portal (to locations in North America within 90-minute drive from a major airport), so long as you are ready for him. Delays caused by customer readiness issues will result in extra charges.

Customer responsibilities prior to installer arrival:

1. Ensure when you place your order that you have confirmed the following:
 - a. Feed direction was specified correctly.
 - b. Maximum material thickness and width specified correctly.
 - c. 3-phase AC voltage available for saw, was specified correctly.
 - i. **Note that changing saw voltage specified on your quote, after your saw has been on order for more than 1 week, will result in additional charges that you will be responsible for including but not limited to - extra labor at \$100/ hour, parts freight charges, per diem and flight change costs.**
2. Installation site to be cleared and broom clean.
3. **Saw should already be in place with 3-phase power that is compatible with the saw ordered, hooked up and working.**
4. **Dedicated and properly grounded 120Vac circuit to be pre-installed for computer electronics.**
5. Ethernet cable or Wi Fi ready for RazorGage PC connection to network.
6. 80psi nominal capable of up to 5cfm, clean and dry air supply from 1/2" or larger line.
7. Connection for two 4-inch dust ports on saw systems; 600cfm recommended.
8. Equipment to be installed should be staged near the installation site.
9. Placement of longer, heavier items will require assistance from your designated person.
10. Cut list download sample to be completed and verified prior to arrival of technician.
11. Anchor tables and saw to flooring after being advised to do so by our installer.
12. If installation is being done next to your saw or other machinery, you must ensure that your equipment is level and plumb prior to our installer's arrival.

After installation is completed, the technician will spend any time remaining training your operators. It is imperative that you have all points above covered to ensure no time is wasted, allowing the maximum time available for training.

We recommend that you plan to run production on your machine while our technician is there. That makes the best real-world training. Also, any issues unique to your materials or parts will become apparent and any last-minute adjustments to the machine can be done prior to his departure.

There are some machine-dependent limitations to be aware of:

1. If your machine includes inkjet printing, bear in mind that it will require frequent operator attention to keep it printing clearly, especially if your material is dusty and/or your dust collection is weak. Most printing issues are cleared up with a quick wipe of the nozzles using a soft, absorbent cloth. Keep an extra ink cartridge on hand at all times. Cover the cartridge if it will not be used for 24 hours.
2. The minimum width material that can be printed on is 1.25-inch. The printer cannot be positioned any closer to the fence.
3. If your machine includes pocket hole drilling, bear in mind that the drills bits and drill spindle assemblies take considerable pressure in use and are consumable items. You should keep spare parts on hand.
4. Pocket holes should not be drilled into materials less than 1-inch in width.

Please acknowledge by signature below as soon as possible. We will need this document prior to releasing your order for shipment.

Company Name: _____

Signature: _____

Print name: _____

Date: _____