

Plas-Ties® Warranty Policy

Plas-Ties® Company warrants our twist tie machines to be free from defects in materials and workmanship for the original owner who purchased from Plas-Ties® Company or an approved distributor or reseller. Liability under this warranty is limited to the repair or exchange of any defective part or parts of the unit, provided the unit is returned to Plas-Ties® Company. The warranty period for each Plas-Ties® twist tie machine begins on the date received by the end user. The original user must provide proof of purchase, serial number, and model number.

The warranty is void for any Plas-Ties® twist tie machine that has been subjected to negligence, accident, misuse, failure to follow the equipment instructions in the manual, or tampering. Additionally, the warranty will be voided if the machine is not used with Plas-Ties® twist tie spool material.

The warranty periods for Plas-Ties® twist tie machines are as follows:

Plas-Ties® HD+ Tie-Matic® Twist Tie Machine Warranty

- 3 years or 300,000 cycles on parts and labor (only at Plas-Ties® factory).
- 5 years or 1,000,000 cycles on HD+ motors only.

Plas-Ties® XL2 Twist Tie Machine Warranty

- 1 year or 200,000 cycles on parts and labor (only at Plas-Ties® factory).
- 2 years or 300,000 cycles on motors only.

Plas-Ties® XL8 Twist Tie Machine Warranty

- 1 year or 200,000 cycles on parts and labor (only at Plas-Ties® factory).

Factory Repaired Twist Tie Machines Warranty

Plas-Ties® Company warrants parts repaired or replaced on any Plas-Ties® model twist tie machine that we manufacture. The parts replaced in service or repair are covered for 90 days or 100,000 cycles from the date received by the customer. **The warranty is void if the repaired machine is used with spool material that is not Plas-Ties® twist tie spool material or if it is modified in any way other than factory specifications.**