

WARRANTY INFO

Preface

At one time companies like IBM would include service as part of the lease contract. While profitable, studies have shown that over the product life, half the cost was attributed to this service. For this reason, there was a high emphasis placed on assuring quality service: Reliability, Availability, and Service... RAS for short. The GORBY 1000 shares that emphasis.

RAS

Reliability

Precision motors, top-line bearings used through out, and sturdy components make for a reliable machine. The 200 lb press has an estimated life of several million cycles (corresponding to over 10 million pods) before failing. Tight tolerances assure a consistent and repeatable results.

Availability

Improved availability is achieved by guarding against operator goofs. Precise control of turntable assures that pods are exactly aligned with cutters (and double checked with precision alignment pins). Cup sensors assures that all 4 pods are in position to receive coffee. Thermal limit sensors guards against thermal runaway. Basically,. The design attempts to protect the machine from the operator

Serviceability

Given that all mechanical machines will eventually fail, service time will be dictated by problem diagnosis, access to the failed part, time to get a replacement part.

As indicated in the Specifications, the machine is controlled by a PLC, a robust computer. At the same time the PLC is used to perform **problem diagnosis**. Each I/O component can be addressed and function verified.

Each major function stands alone, and thus is inherently **easy to access**. Virtually, all parts can be accessed by removal of a simple screw. All wiring is terminated in a master control board mounted an the back cover of the auger assy.

Because each GORBY 1000 machine is built to order, there is a ready supply of virtually all the parts. Thus, any part can be **shipped within 24 hours time**

WARRANTY

Each GORBY 1000 is fully tested and run for several hours before shipping.

The machine is warranted for a period of 12 months

Defective parts will be replaced no charge during the warranty period. Excluded are parts subject to normal wear and tear or parts that fail due to operator error and/or abuse.

Telephone support is provided during warranty period no charge.

Use of non-approved pods and related lid material will terminate the warranty. Such substitutions violate the ASTM Certification for compostability and will be subject to FDA sanctions.

SUMMARY

The GORBY 1000 machine is designed to provide a long-lived trouble free service. It can be configured to fit the business needs and grow as packaging needs dictate. Falling short of that goal, serves no one's purpose and is not an option.

gorby
Sept '18