



MINI-ROCKETBOX+TM

ADVANCED PRE-ROLL FILLING MACHINE



V5.6

(509) 204-3164 (CALL OR TEXT) | STMCANNA.COM |
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View our training
video for instructions

bit.ly/2mrR0sA



MINI-ROCKETBOX+™

USER MANUAL V5.6



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<u>WEIGHT & DIMENSIONS</u>	Approximately 35 lbs Machine Dimensions 14" L x 17" H x 10" W
<u>VOLUME CAPACITY</u>	143 or 72 pre-rolls every cycle Compatible with 84, 98, and 109 mm sized cones
<u>POWER</u>	Standard 110-120v Full-load 5.2 Amps 5 1/2 ft. cord length
<u>MATERIALS</u>	Encased in SAE 304 Stainless Steel Aluminum & Other Food Grade Components
<u>CYCLE CUSTOMIZATION</u>	Single Cycle Operation with Variable Dial
<u>POWER SUPPLY & MOTORS</u>	UL, CE listed
<u>SOFTWARE & UPGRADES</u>	Updates available as necessary
<u>TRAINING</u>	Video tutorials available
<u>COMPLIANCE</u>	OSHA Compliant UL-Listed Components 100% Food-Grade
<u>LIFE CYCLE</u>	10 Years
<u>OPERATION</u>	Patented Leveling System

**WARNING: Unplug your Machine before every cleaning & MAINTENANCE
and always use machine in a well ventilated area.**

Thank you for being a valued STM customer. We strive to provide the best product quality and customer service, and your feedback is important to us.

The Mini Rocketbox Plus is a compact, efficient pre-roll machine that produces up to 143 pre-rolls per minute. Its adjustable settings and compatibility with various cone sizes ensure consistent, high-quality results for any cannabis business.



GETTING STARTED

1. Open the crate carefully.
2. In addition to the Mini-RocketBox+ machine, there will be at least one top and bottom tray (unless more are ordered), reset brackets, wing nuts/washers, packout kit in plastic with the reset bars, risers, loading box, and a density test beaker.
3. Also included is this printed manual. **Please read thoroughly and watch the videos in the link below before using.**
4. You can also reach out to our Client services team at clientservices@stmcanna.com if you have any questions or concerns or to schedule a virtual training for your staff.

TRAINING VIDEO

A video is available online for this machine. It is recommended that this manual be used in conjunction with the videos.

Link: bit.ly/2mrR0sA



Important Note: Discard and do not use any materials that may have fallen inside the shaker box for the first 400 hours. Visually inspect for debris before using any product. Visual inspection should always be a routine part of the operation to uphold quality control standards.

1. Guide Rods - Threaded rods to guide the trays into the machine.
2. Shaker Box - Gray internal box which holds trays for filling.
3. Power Switch/Button - Machine power switch (or button) & indicator light.
4. Adjustable Dial - Controls vibration intensity. Recommended to start at 100%
5. Suction Cup - Used to secure the machine to a sturdy solid table.

IMPORTANT NOTE: The Mini must be installed on a solid, sturdy table to function properly. Be sure to check and always depress the suction cup button before each run to ensure it is secure.

VIDEO:

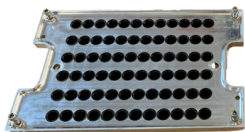
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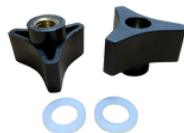
Scan to view training videos

PACKOUT KIT (INCLUDED)

1. Adjustable Top Tray



4. Wingnuts + Washers



2. Bottom Tray



5. Reset Brackets



3. Loading Box

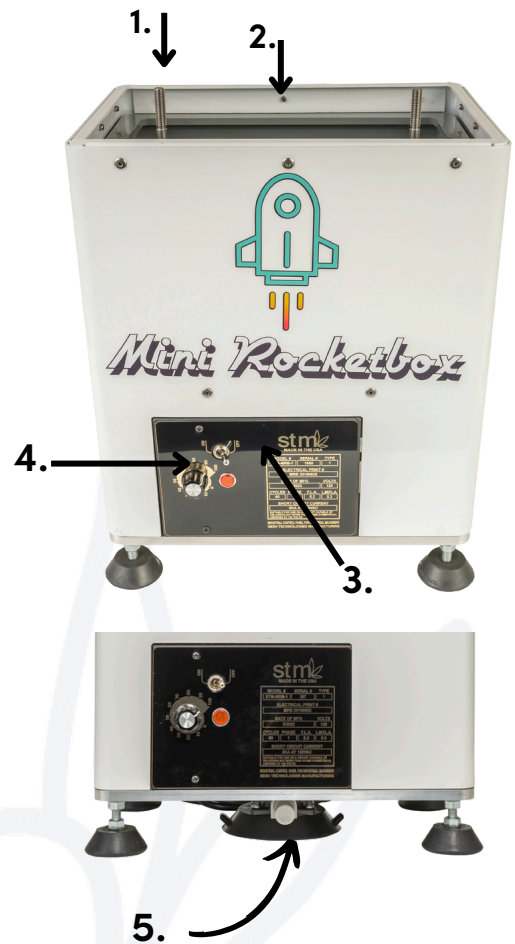


6. Density Beaker



7. Riser Bolts/Standoffs

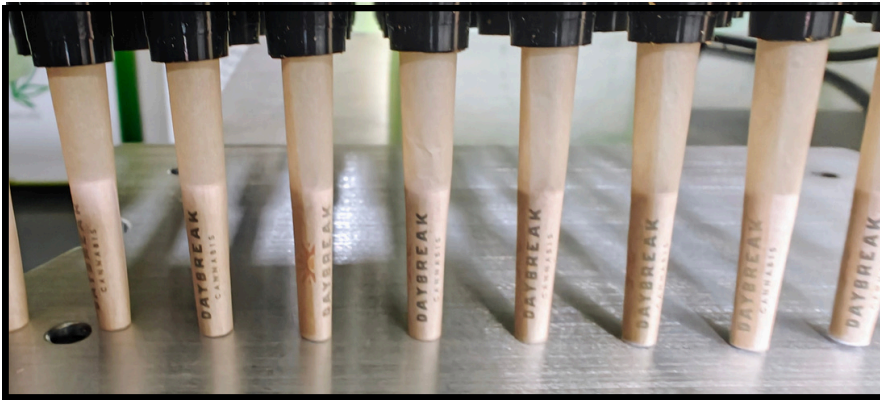
- Black -84mm
- Green - 98mm
- Pre-Installed - 109mm



1. Adjustable Top Tray - Funnels material into bottom tray cones. Can be adjusted for different fill volumes and heights.
2. Bottom Tray - Holds specific cone size to be filled from top tray.
3. Wingnuts + Washers - To secure top and bottom trays in the machine. Quick release wingnuts are available in our store.
4. Loading Box - Holds trays to load empty cones or unload filled cones.
5. Reset Brackets - To reset the adjustable top tray to the default 1/4" level spacing (See Page 4).
6. Density Beaker - 10 mL graduated beaker used during density tests.
7. Riser Bolts - to adjust height of the lift plate for different sized trays.
8. Liner Bags - Included is a roll of standard 10-gallon liners bags.

LIFT PLATE:

Before using the Mini-RocketBox Plus, install the Lift Plate. The Lift Plate levels the bottom of the cones for an even fill and consistent weights.



The Lift Plate levels cones from the bottom up for a more even fill line and accurate weights

The Lift Plate attaches to different-sized hexagonal risers or standoffs on the bottom of your Mini-RocketBox. The correct riser height depends on the size of the tray being filled. **This is crucial to proper function of the machine.**

LIFT PLATE INSTALL STEPS (Also See Video or Scan QR):

- Install the proper riser or standoffs based on the information below:
- For 109mm trays, simply attach the Lift Plate to the pre-installed risers at the bottom of the shaker box.
- For 98mm trays, screw the green/seafoam green risers on top of the pre-installed risers.
- For 84mm trays, screw the black riser bolts ON TOP of the pre-existing 109 risers.
- Place the Lift Plate over the risers securing it with 4 screws.

NOTE: Older Mini-RocketBox+ models may have different colored risers, but sizes remain the same. Do not remove the default 109mm risers from the bottom of the shaker box.



Lift Plate:



Riser Bolts/Stand-Offs



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VIDEO:

<http://bit.ly/2mrR0sA>

WARNING: Unplug your Machine before every cleaning & MAINTENANCE and always use machine in a well ventillated area.

NOTE: Liner bags must be used when operating any RocketBox machine to protect electronics and speed up cleaning. Failure to do WILL void your warranty.

Your Mini-RocketBox comes with a roll of standard 10-gallon waste basket bag liners. These must be used during operation and are quick 10 second install.

The Two Key Benefits of using liner bags:

- Easy clean up of overflow material
- Keeps important and critical inside electronics free of debris

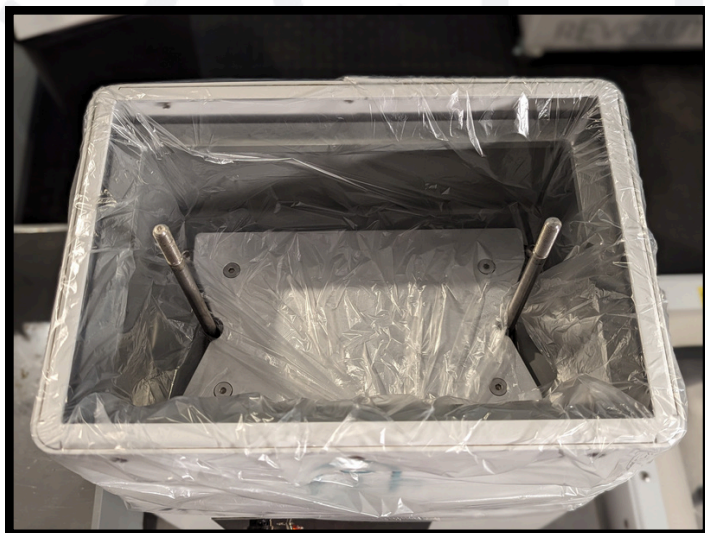


Liner Bags

INSTALLING THE PLASTIC LINER

1. Center the liner over the shaker box opening, positioning it between the guide rods.
2. Gently push the liner down into the box, guiding the rods through the liner.
3. Flatten the liner over the edge of the Mini-RocketBox.
4. Important: Tuck the excess liner under the lift plate to prevent it from interfering with the tray crutches.

WARNING: Do not reclaim material in the filling station within the first 400 hours of operation and always use in a well ventilated area.



Tuck excess bag at the bottom underneath the Lift Plate.



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VIDEO:

<http://bit.ly/2mrR0sA>

ADJUSTABLE TOP TRAY:

The Adjustable Top Tray rests on top of the bottom tray, which holds the empty cones. The Top Tray's short funnels sit inside the top opening of the cones in the bottom tray. The Top Tray funnels material into the bottom tray, controlling the fill level for consistent pre-rolls and accurate weights.



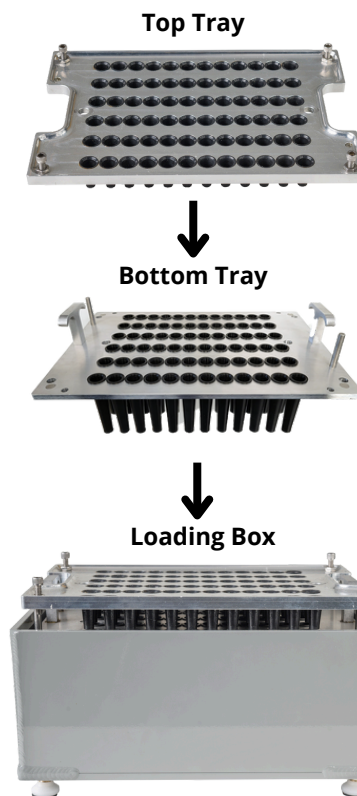
Top Tray & Cones

BOTTOM TRAY:

The Bottom Tray holds the pre-rolled cones. It comes in different sizes to accommodate various pre-rolled cone sizes: 109mm standard, 109mm Plus (for joints over 1.1 grams), 98mm, and 70mm Dog Walkers.

LOADING BOX:

Holds the bottom tray for loading empty cones and attaching/removing the top tray before and after cones are filled using the Mini-RocketBox.

**TRAY ASSEMBLY**

WARNING: Do not remove plastic funnels from top or bottom tray, it will void your warranty.



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VIDEO:

<http://bit.ly/2mrR0sA>

Adjusting the Top Tray (ONLY If Needed)

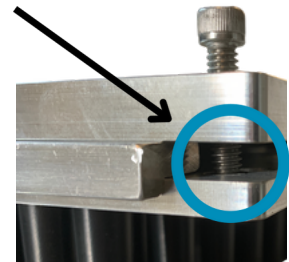
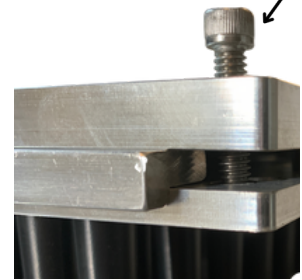
The top tray can be adjusted to fine-tune fill levels and weights for more consistent pre-rolls. Raise the tray to allow more material into the cone or lower it to reduce the amount. This adjustment enables operators to control the precise amount of material funneled into each cone, minimizing waste and ensuring uniformity across batches of pre-rolls.

1. Loosen the each bottom nut on the adjustment bolt with a 7/16" closed-end wrench.
2. Turn each adjustment bolt counter-clockwise to lower the top tray, or clockwise to raise the top tray. Mark the top with a sharpie for a visual marker. Ensure each bolt is turned evenly.

NOTE: . If joints are under weight, raise the Top Tray. If overweight, lower the top tray.

3. Tighten each bottom nut to hold bolt into its new position.

Adjustment Bolt



Reset Brackets



RESETTING THE TOP TRAY BACK TO DEFAULT SETTING

1. Attach the reset brackets to the sides of the bottom tray and place the adjustable top tray on top.
2. Use a 7/16" wrench to loosen all hex bolt lock nuts. Unscrew the adjustment bolts until the top tray rests on the bars.
3. Adjust each bolt until it touches the bottom tray, then tighten the lock nut. Repeat for all bolts to set the default 1/4" setting.

ADJUSTABLE TOP TRAY IS EQUIPPED WITH:

1. (4) 1/4" adjustment bolts.
2. (4) 1/4" bottom nuts
3. (2) removable reset brackets



WARNING: Do not remove plastic funnels from top or bottom tray, it will void your warranty.

QUALITY

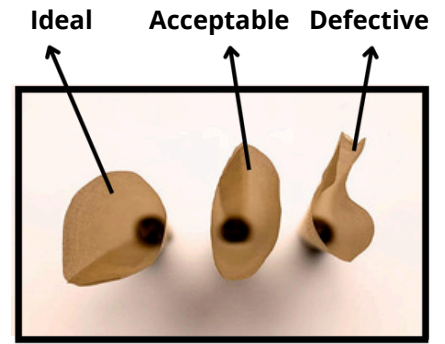
Always use high-quality papers and discard any defective ones.

Before loading cones into STM Canna loading trays, make sure they are not deformed, crushed, torn, or warped. Using damaged cones with the Mini-RocketBox+ can lead to inconsistent results and lower quality pre-rolls.



Helpful Tips

High-quality cones improve the success rate of the Mini-RocketBox+. STM Canna recommends Zig Zag or other reputable brands. Always use the correct cone size to match weights. **Contact sales@stmcanna.com for exclusive pricing on quality pre-rolled cones.**



Loading Box

LOADING TRAYS

1. Place a bottom tray into the loading box.
2. Gently load empty cones into each cell of the tray.
3. Attach the top tray onto the bottom tray using the T-handles and your thumbs to ensure they are flush and secure ("married").
4. Carefully flip the married trays upside down, shaking or gently tapping them to help the cones settle onto the top tray's funnels for more successful filling.
5. Inspect the cones one last time for any defects before loading them into the machine.
6. Place the married trays into the Mini-RocketBox+ filling station and secure with washer and wing nuts.



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training videos

VIDEO:
<http://bit.ly/2mrR0sA>

IMPORTANT: Place the Mini-RocketBox+ on a sturdy surface for optimal results. Secure it to the table by fully engaging the suction cup underneath. Check the suction between runs and re-engage if needed.

To release, pry the rubber edge using the side tabs. Not using a sturdy table or sufficient suction will negatively impact pre-roll fill and pack quality.



POWERING ON THE MINI-ROCKETBOX+

1. Connect the power cord to back of machine. Make sure the cord is firmly seated in the socket.
2. Plug the machine into a standard 110 outlet and turn on the power switch at the back.
3. Turn the front On/Off switch to "ON."
4. Set the desired vibration strength using the adjustment dial. 100% power is recommended.
5. Important: Turn off back power button when machine is not in operation.

NOTE: The machine might rattle briefly when first turned on before it transfers the vibration fully to the shaker box. If it continues more than a few seconds, check to ensure tray knobs are tight and the suction cup is securing the machine to the table.



Note: Some Mini-RocketBox models may vary in front control panels, however, all other functions remain the same.



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VIDEO:
<http://bit.ly/2mrR0sA>

1. Insert the trays into the machine, ensuring they are level and not obstructed by the liner. Secure them with washers and wingnuts.
2. Turn on the machine and set the power level to 100% (recommended).
3. Evenly distribute material onto the top tray until all 72 cells are full. Do not overfill top tray with material. You will need to experiment with your times, pack tightness and weights. Generally, more time leads to more dense packs. Infused material may need more time. We suggest starting at 45 seconds and increasing time as needed.

NOTE: NO pre-weighting is necessary. When the top tray cell funnels are full, material is rolling and desired time has elapsed, filling is complete.

1. Turn off the machine, remove the trays, and place them in the loading box.
2. Remove the top tray and reclaim any remaining material.
3. Carefully remove the bottom tray from the loading box and place it on a flat surface to inspect your filled cones.



Helpful Tips

- Sift your material for better quality pre-rolls.
- Fill the entire top tray until all cells are full.
- Start with a moderate amount of material, wait 10-15 seconds for the cones to "set," then add the rest.
- Use a small/medium brush or hand to evenly distribute the material.

SUGGESTED ADDITIONAL TOOLS

- Small pitcher for material pouring.
- Stainless steel chopsticks for stirring material.
- Collection bin to reclaim Top Tray material.



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VIDEO:

<http://bit.ly/2mrR0sA>



The dog walker tray requires a slightly different set-up for use. **Dog Walker usage video**

<https://vimeo.com/1027091155>

1. Remove the butterfly lift plate from the Mini RocketBox.
2. Install A (98) risers on top of the permanent silver risers in the bottom of the Mini RocketBox.
3. Install B (84) risers on top of the A risers.
4. Install the butterfly lift plate on top of the A & B risers, then secure with the 4 bolts you removed on step 1.
5. Loosen all four hex nuts on your top tray and turn the bolts to the right until you have 8-10 exposed threads at the bottom. An easy way to do this is by tightening them all the way down and doing two full turns to the left.
6. *This will be your starting point. You can make minor adjustments to fine tune the process from here.
7. Load your bottom tray with 72 Dogwalker (70mm) cones
8. Now add your top tray and pull up the bottom tray with the T handles, while putting pressure on the top tray with your thumbs.
9. Remove from the loading box and now your trays are married.
10. Flip both trays upside down, and tap/shake until all 72 cones fall, and settle onto the top tray funnels.
11. *Take your time during this step to ensure they are all level. Dogwalkers have a very small opening, so some may need help going over the funnels.
12. Once all 72 are settled, slightly press down on crutches to secure them on the funnels (this will make loading into the Mini RB much easier)
13. Load into the Mini RB, and secure with knobs.
14. Do a very light pour over all 72 holes simultaneously to set your crutch (this prevents a loose crutch, and builds a strong foundation for the pre roll)
15. Do a heavier pour over all 72 holes, let the Mini RB vibrate for 5-10 seconds, then do a heavy pour to top them all off. The more you can get to fill up at once the better. Variances in weights may require longer, or shorter runs.
16. Let them all vibrate together for a few seconds once done pouring material and turn the Mini RB off.
17. Remove trays, and put them back into the loading box
18. Remove top tray (Be careful of clingers on the bottom)
19. Remove the bottom tray and tamp the crutches onto a flat surface a few times to help settle them. Now sit the bottom tray down to inspect fill lines.

Dog Walker usage video -

<https://vimeo.com/1027091155>



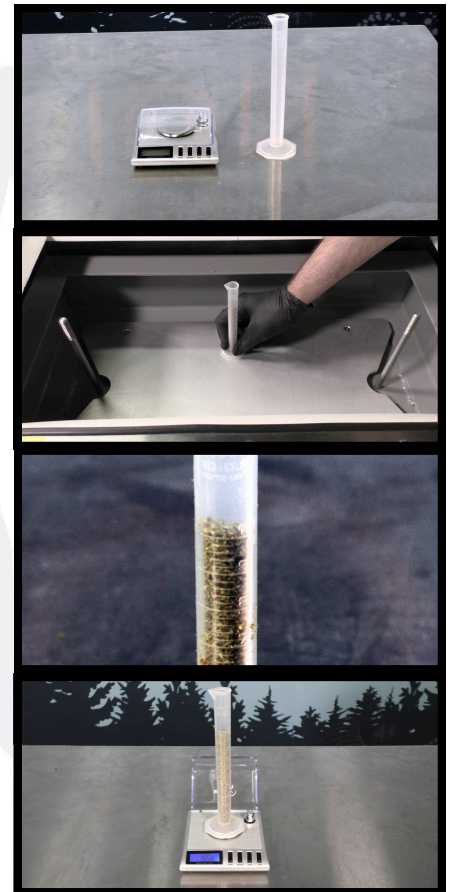
**WHAT IS DENSITY?**

The density of a substance is the relationship between the mass of the substance and how much space (volume) it takes up. Density is important when making pre-rolls because material density affects joint pack and weights. Optimizing for density ensures optimal results.

PERFORMING A DENSITY TEST

1. Place an empty 10 mL beaker on a scale that measures to the thousandth of a gram and tare it (zero it out).
2. Fill the beaker slightly above the 10 mL line with ground material.
3. Hold the beaker firmly on the lift plate and start the density test by turning the machine on at its highest speed.
4. Continue adding material until it settles at the 10 mL fill line while vibrating. Time the test for 1 minute.
5. Remove the beaker and place it on the tared scale to record the weight.
6. Move the decimal point one place to the left to determine the calculated density of the material.

Example: If the scale weight is 1.590, then 0.1590 will be the density value of your tested material.

**Helpful Tips**

- Repeat the density test three times and calculate the average for the most accurate results.
- Use a quality scale which measures to the thousandth of a gram for precise density measurements.



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VIDEO:

<http://bit.ly/2mrR0sA>

WARNING: UNPLUG YOUR MACHINE BEFORE EVERY CLEANING & MAINTENANCE AND ALWAYS USE MACHINES IN A WELL VENTILATED AREA.

CLEANING INSTRUCTIONS:

1. Remove the plastic liner and Life Plate from the filling station.
2. Vacuum loose any material from the filling station and trays.
3. Thoroughly wipe down all the parts of the machine with 70% isopropyl alcohol.
4. Reinstall the Lift Plate and place a new plastic liner in the filling station.

NOTE: All trays can be cleaned with soap and water or 70% iso alcohol. Pipe cleaners are helpful for cleaning tight areas on the trays.

TRAY CLEANING INSTRUCTIONS:

- Spray Top Trays and Bottom Trays with 70% Iso and/or soap and water.
- Rinse off and dry completely.
- **Do not** remove plastic funnels from top or bottom tray, it will void your warranty.

NOTE: Trays can be soaked in warm soapy water to help remove residue.



Helpful Tips

Clean the trays after every use with soap and water or use up to 99% Isopropyl Alcohol for tougher cleaning tasks. • Do not remove the plastic funnels from the trays, as this may void your warranty.



Scan to view training videos

VIDEO:

<http://bit.ly/2mrR0sA>

SAFETY PRECAUTIONS

General Safety:

- Only trained and authorized personnel are permitted to operate STM Canna pre-roll machinery
- Never operate the machinery if you are feeling unwell, fatigued, or under the influence of drugs and alcohol
- Familiarize yourself with the machine's operating manual and emergency shutdown procedures before operation
- Keep the work area clean and free of debris
- Report any malfunctions or safety hazards immediately to the supervisor
- Do not attempt to repair or modify the machinery unless specifically authorized and trained

Ventilation:

- All STM Canna pre-roll machines must be operated in a well-ventilated area. Ensure adequate airflow to minimize the accumulation of dust, kief, and other airborne particles. This may require the use of a local exhaust ventilation (e.g., dust collection systems) in addition to general room ventilation
- Regularly inspect and maintain ventilation systems to ensure their effectiveness

Personal Protective Equipment (PPE):

- The following PPE must be worn at all times when operating or near the STM Canna pre-roll machinery
 1. Safety glasses: ANSI Z87.1 approved safety glasses with side shields are required to protect against flying particles
 2. Dust Mask/Respirator: A NIOSH-approved N95 or higher respirator or dust mask is required to protect against inhalation of dust and kief. (Specify the appropriate respirator type based on risk assessment and consultation with safety professionals. Higher levels of protection, such as powered air-purifying respirator (PAPR), may be required depending on the environment and materials being processed.)
 3. Gloves: Appropriate gloves (e.g., nitrile, latex-free) should be worn to maintain hygiene and prevent contamination of the product
 4. Hearing Protection: If noise levels exceed 85 dbA, hearing protection (e.g., earplugs or earmuffs) must be worn. Conduct a noise assessment to determine the required level of protection
 5. Lab Coat/Smock: A lab coat or smock is recommended to protect clothing from contamination

Machine-Specific Safety:

- Include specific safety precautions for each model of STM Canna pre-roll machines. This should include information on emergency stops, pinch points, moving parts, electrical safety, etc. Consult the manufacturer's documentation for this information
- Never bypass or disable safety interlocks, sensors, or guards
- Ensure all guards and safety features are in place and functioning correctly before starting the machine
- Keep hands and other body parts away from moving parts
- Do not reach into the machine while it is operating
- Use caution when handling sharp objects or tools



SAFETY PRECAUTIONS

CONTINUED

Fire Safety:

- Keep flammable materials away from the machinery
- Ensure fire extinguishers are readily available and personnel are trained in their use
- In case of fire, follow established emergency procedures

Pre-Operation Checks:

- Inspect the machine for any damage or missing parts
- Ensure all safety guards are in place and functioning correctly
- Verify that the area around the machine is clean and free of obstructions
- Check the material to be processed for any foreign objects
- Turn on the ventilation system
- Put on required PPE

Operation:

- Follow the manufacturer's operating instructions for the specific machine model
- Do not force any parts of the machine
- If the machine malfunctions, stop operating immediately and report the issue to the supervisor

Post Operation:

- Turn off the machine and disconnect it from the power source
- Clean the machine according to the manufacturer's instructions
- Remove and dispose of PPE properly
- Clean the work area
- Record any issues or maintenance performed in the machine's logbook

Maintenance:

- Regular maintenance is crucial for safe and efficient operation
- Only trained and authorized personnel should perform maintenance on the machinery
- Follow the manufacturer's maintenance schedule and procedures
- Lock out and tag out the machine before performing maintenance
- Keep maintenance records

Emergency Procedures:

- In case of emergency (e.g., fire, injury, machine malfunction), follow established emergency procedures
- Immediately stop operation of the machine
- Notify the supervisor and first responders
- Administer first aid if necessary
- Document the incident

Training:

- All personnel operation or maintaining STM Canna pre-roll machinery must receive thorough training on this SOP, machine operation, and safety procedures

Purchasing Terms & Conditions

I hereby confirm that I have thoroughly reviewed and agreed to all terms and conditions herein:

1. I understand that all products are first-come first-serve and that receipt of payment is required in order to receive a confirmed shipping date in the queue. Due to high demands, certain items may have a lead time of 4-8 weeks or more from payment date, unless otherwise stated.
2. I understand and agree that following the receipt of my invoice, STM Canna must receive payment within a maximum of 7 days before the invoice expires – leaving lead times, quoted prices, specials and discounts on all items subject to change.
3. I understand that if a deposit is applicable for any special reason, my deposit is non-refundable.
4. I agree to the Customer Awareness Program and Terms of Business herein.

Customer Awareness Program (C.A.P.)

STM takes pride in the products we make and the services we offer. To ensure our customers fully understand the services we provide, along with the capabilities and expectations of our products, we have executed and outlined the Customer Awareness Program contents below:

1. A 12-month warranty on each product that is applicable with regards to manufacturer's defects, including parts and labor.
2. STM Client Services department is dedicated to ensuring the success and satisfaction of all STM clients. As such, product on-boarding programs are provided to familiarize our clients with their new equipment.
3. STM Tech department provides our clients with all software updates, phone support and onsite support, as needed.
4. Training with our technicians to train your staff on best practices to accomplish your desired results for a quality finished product.
5. An easy-to-use client portal with tools such as product F.A.Q.'s and Best Practices, along with an extensive video library to help guide you towards success with your STM equipment.

Expectations & Capabilities of Equipment**STM RocketBox Pro, RocketBox 2.0 & STM Mini-RocketBox**

With training from our on technical training staff, you can expect to receive a complete and comprehensive training program to educate your team on best practices, as well as the cleaning and maintenance of your machine and accessories.

Any and all RocketBox series machines must have liner bags in them during use or warranty will be voided. The RocketBox Pro and Mini use standard 10 gallon trash liners. The liners prevent material from getting inside the machine and for easy clean-up. The RocketBox 2.0, uses a 100 gallon liner. For more information, refer to the machines manual or reach out to Client Services.

By following the guidelines provided to you via the user manual and training, you will be able to produce a quality and consistent product that will be easily repeatable. The shaker box within the machine contains an area where material may escape during operation. With the 400-hour break-in period, STM advises against re-purposing this excess waste due to potential metal contaminants residing in the shaker box from regular usage.

Results are not guaranteed and can greatly vary from operation to operation.

Always use STM equipment in a well ventilated area and or use a certified mask if needed.

STM Revolution 2.0 and Mini-Revolution

- With the STM Client Success Program, Pre-Grind Checklist and other guidelines provided, you will be able to achieve the highest quality and most consistent grind for your needs.
- For best results and ease of operation, humidity control is necessary. A 10% or lower moisture content is recommended. Although the Revolution may be able to operate at higher levels, it is not recommended and may cause clogs and overheating.
- Safety features are in place to ensure proper use of the machine and are meant to stop operation if handled/operated improperly. The display screen will notify the user if any features are not in the proper state.
- A regular cleaning routine should be in place to ensure proper function and longevity of the Revolution and its blades.
- A Pre-Grind Check List is conveniently located next to your display unit. (2.0. Version Only)
- Results are not guaranteed and can greatly vary from operation to operation.

STM LaunchPad

Installation is to be performed by STM canna Technicians Only

1. Confirm the installation location meets the following criteria:

- The surface is stable, level, and vibration-free.
- Away from direct sunlight, heat sources, and drafts.
- Climate control to maintain 64° f – 77° f operating temperature range with XX% humidity

LaunchPad is accessible for routine maintenance and calibration.

Be aware of the proximity to other equipment. Ensure the LaunchPad scale is positioned away from equipment that generates heat, vibration, or fumes.

Confirm the shipping crate security seal is intact and that the LaunchPad scale has been in the final

Install location for 24 hours before the STM Canna technician's arrival

Verify Power Quality:

- The circuit is dedicated to the LaunchPad and has its own earth-ground probe.
- 110–120-volt AC at 15-20 amps. < 4VAC neutral to earth.
- STM Canna supplied a UPS/Surge protector between the outlet and LaunchPad scale.

Safety considerations: Prioritize safety during installation and operation:

- Follow proper lifting techniques when moving or installing the scale to avoid personal injury or damage to the equipment.
- Adhere to any safety protocols or guidelines specific to the lab environment, such as wearing appropriate personal protective equipment (PPE) when working with hazardous substances.

Atomic Closer and Astro Infuser

Safety considerations: Prioritize safety during installation and operation:

- Follow proper lifting techniques when moving or installing the scale to avoid personal injury or damage to the equipment.
- Adhere to any safety protocols or guidelines specific to the lab environment, such as wearing appropriate personal protective equipment (PPE) when working with hazardous substances.

TERMS OF BUSINESS & WARRANTY

Who is Covered:

Please note that results with STM Canna & STM Supply products can yield varying results which depend on a myriad of factors, including but not limited to: correct grind size, age of material, quality of material, moisture content, strain, temperature, correct sized cone usage, quality of cones used, skill of the operator, and more. Our quoted weight ranges for flower, and trim are all general averages that have been reported to us by our customers, however your material may behave completely differently. We take no responsibility whatsoever for your results, only for the working functionality of our products. If you have any questions or concerns, please do not hesitate to talk to us about this very important disclaimer.

Extent of Warranty:

There are no warranties on paper products. Machines come with a 1-year parts and labor warranty. See Returns below.

Troubleshooting:

- Reference your instruction sheet and double-check all instructions.
- Always take time to examine problems in detail.
- When all else fails, please call the STM technical support line at (509) 204-3164 or email us at clientservices@stmcanina.com.

The technical line is open 9:00am – 5:30pm Monday through Friday, Eastern Time. Please have the following information handy: Name of Company the purchase was made under, Date of Purchase, and Serial number.

Terms:

All orders must be paid in full before the order is placed. Order quotes expire within 7 days. STM Canna & STM Supply reserve the right to specify collection by certified check, money order, or company check. Personal checks are not accepted.

Shipping:

All orders must be paid in full before the order is shipped. Order quotes expire within 10 days.

Orders received will fall in line and be serviced accordingly where the shipment date may be sooner than originally quoted. We will ship by the most reasonable means based on the volume of the order, unless otherwise specified. For international orders, border and customs-related costs are the responsibility of the purchaser.

Special Orders:

All special-order items must be paid in full before the order is placed. These items are non-returnable and no refund will be given. All special-order items will also take a longer period of time for the customer to receive, which will be quoted at the time of payment.

Liability:

The purchaser of any products releases the manufacturer of those parts and STM Canna from all liabilities pertaining to use of the products.

Returns:

No Refunds/Exchanges: We do not accept returns or exchanges unless the item purchased is defective. All items that we ship are insured; if an item comes that is damaged from shipping, we will work closely with you to get you replacement parts as soon as possible. We may also request pictures or other identifying information to establish that damage was caused by the shipping carrier.

In the event of an approved refund or exchange at STM Canna's discretion, there will be a minimum 25% restocking fee.

If you receive an item you believe is defective, please contact us with details of the product at (509) 204-3164 or email us at clientservices@stmcanina.com.

We may ask you for pictures, video, descriptions, and other identifying information to make a determination. If you are unable to provide adequate documentation requested, your return request will be denied. If your item is deemed defective, which is solely at STM's discretion, we will issue you an RMA # which you will need to place in and on the package. After receiving your RMA #, you may send the item to:

STM Canna
2701 N Van Marter Rd
Spokane Valley, WA 99206

Upon receipt of the returned product, we will fully examine it and notify you via e-mail, within a reasonable period of time, whether you are entitled to replacement as a result of the defect. If you are entitled to a replacement, we will replace the product at no additional cost to you.

Since ownership of product transfers at the FOB point, claims for damaged, lost, or short shipments must be made at the time of receipt.

Technical Questions:

See your local dealer or contact us directly at (509) 204-3164 or email to clientservices@stmcanina.com.



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