



ROCKETBOX PRO

INDUSTRIAL PRE-ROLL PACKING & FILLING



USER MANUAL V1.5



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

ROCKETBOX PRO™

USER MANUAL V1.5



Sesh Technologies Manufacturing, Inc.
 2701 N Van Marter Rd,
 Spokane Valley, WA 99206
 Sales: (509) 204-3165
 Web: www.stmcanna.com
 Support: (509) 204-3164
support@stmcanna.com

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<u>WEIGHT & DIMENSIONS</u>	Approximately 325 lbs Machine Dimensions 22" L x 37" H x 62" W	
<u>VOLUME CAPACITY</u>	72-count tray X 5=360 filled cones in a single cycle 143-count tray X 5=715 filled cones in a single cycle	
<u>POWER</u>	Standard 110-120v 60 hertz 20 amp circuit	6 foot cord 13 FLA
<u>MATERIALS</u>	6061 food grade aluminum 304 stainless steel Heavy Duty Caster Wheels (for transport)	
<u>CYCLE CUSTOMIZATION</u>	Single cycle on/off or timed on/off with variable shaker control via 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 Emergency Stop System
<u>LIFE CYCLE</u>	10 Years	
<u>OPERATION</u>	Individualized controls per section, five sections	

Always use STM equipment in a well ventilated area

As a valued and loyal STM client, your feedback is essential to us. We strive to deliver the highest quality products and customer service, and your insights help us continually improve and innovate our offerings. Thank you for your continued support.

The RocketBox PRO efficiently fills your pre-rolls using a direct funneling airbag vibration system. By inserting the top tray funnels into the cones, you ensure that only the desired material from the top tray enters the cones in the bottom tray.

GETTING STARTED

Upon opening the crate your order arrived in, you will find the RocketBox PRO machine, along with 5 top trays, 10 bottom trays, two loading boxes, reset brackets, wing nuts/washers, and a density test beaker.

KEYS TO SUCCESS:

- Always use good quality cones.
- Sift material carefully before use but not too fine.
- Always use liner bags during operation.
- Always unplug machine before cleaning & maintenance.
- Keep machine clean.

TRAINING VIDEOS

An online training video is available for this machine. Use this manual alongside the video for comprehensive instruction. Refer to the time index at the bottom of each section to quickly locate specific operations.



Scan to view training videos

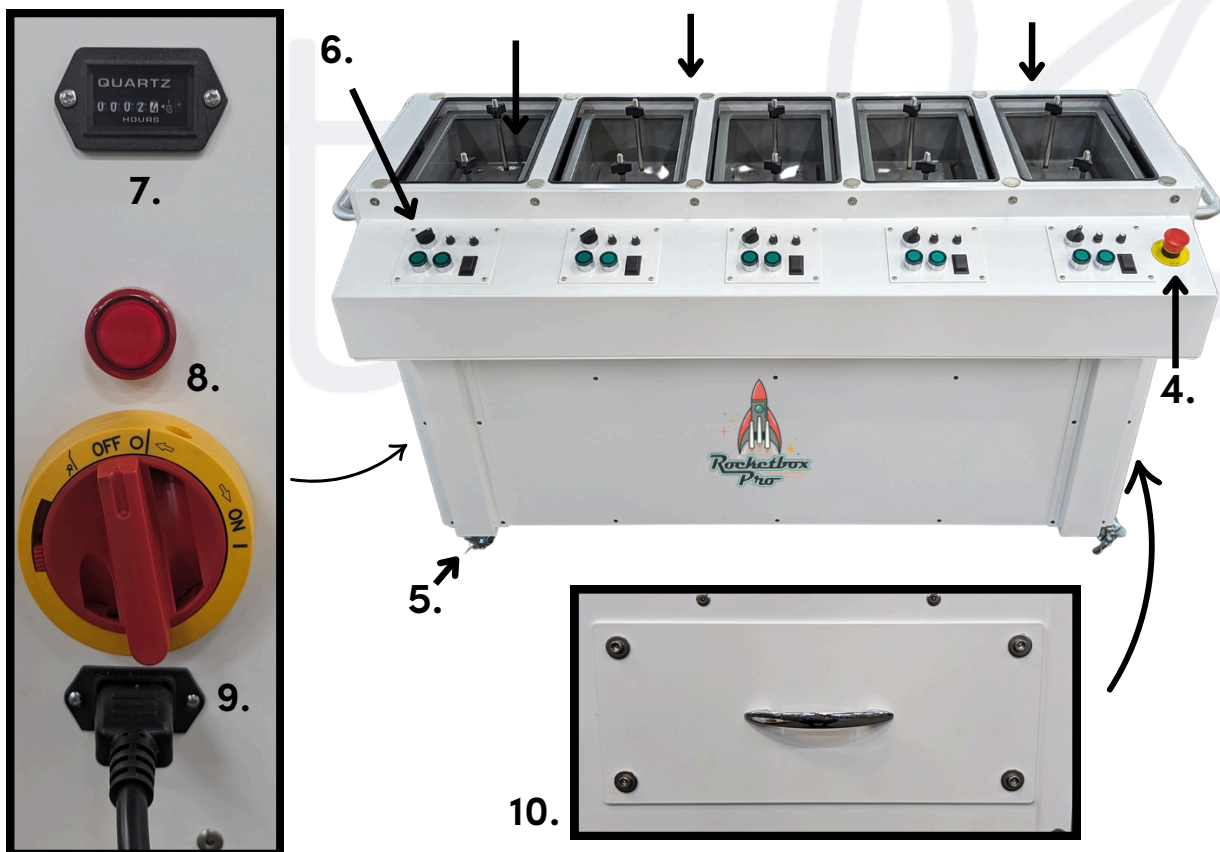


PLEASE ADHERE TO THE RECOMMENDED GUIDELINES TO BREAK-IN YOUR ROCKETBOX PRO

After setting up your RocketBox PRO, run multiple empty cycles on each tray system. Check for and remove any debris that may appear due to vibration. Always visually inspect for debris before use to ensure quality control.

Following the initial dry runs, the RocketBox PRO is ready for normal use. However, discard any material found inside the shaker boxes during the first 400 hours of operation (material in bag liners is safe).

1. **Filling Stations:** Five independent stations which accommodate 360-715 cones (using 72 or 143 count trays). Use simultaneously or individually.
2. **Guide Rods:** Threaded rods secure and guide the trays into the machine.
3. **Bag Liner Magnets:** Secure bag liners inside shaker boxes during operation.
4. **E-Stop Button:** Immediately shuts down the machine in emergencies.
5. **Casters:** Swiveling wheels for easy movement.
6. **Control Panels:** Individual control panels for each of the 5 stations.
7. **Hour Counter:** Tracks total machine operation time.
8. **Power Switch/Indicator:** Turns the machine on/off. Lit indicator signifies machine is on.
9. **Power Port:** Connection point for the power cord.
10. **Collection Drawer:** Pull-out drawer inside the machine collects material that has fallen in.



VIDEO:

<http://bit.ly/2mr0sA>



COMPONENTS

5

1. **Adjustable Top Tray** - Used to funnel material into the bottom tray and control desired pre-roll fill levels.

2. **Bottom Tray** - Holds cones to be filled in sizes 70mm, 84mm, 98mm and 109mm. There is a marking on bottom size of tray to indicate size.

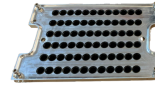
3. **Wingnuts + Washers** - Keeps trays in place during machine operation.

4. **Loading Box** - Holds top/bottom trays for easy loading and unloading before and after filling.

5. **Reset Brackets** - Used to reset the adj. top tray to the default 1/4" level spacing. Page 8

6. **Density Beaker** - 10 mL graduated beaker used during density tests. Page 12.

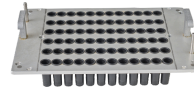
1. Adjustable Top Tray



4. Loading Box



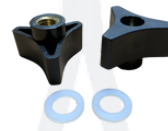
2. Bottom Tray



5. Reset Brackets



3. Wingnuts + Washers



6. Density Beaker



CONTROL PANEL

There is a independent control panel for each of the 5 RocketBox Pro stations. Each can be customized to various joint tray sizes, timer settings and even custom **Lift Plate** heights.

1. **Size/Lift Plate Selector:** Choose cone sizes 84mm, 98mm, or 109mm.

2. **Vibration Timer:** Set an automatic timer to run from 0-3 minutes, then stop.

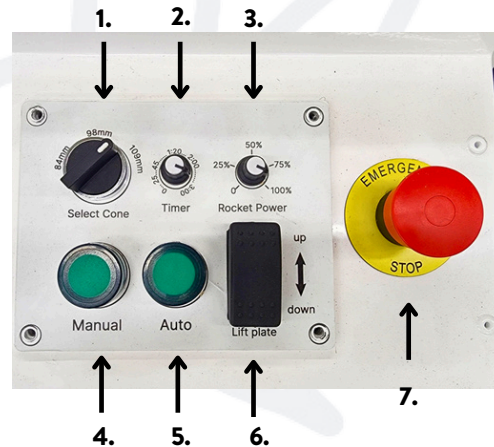
3. **Vibration Power:** Control vibration speed from 0-100% power. We recommend 100%.

4. **Manual Mode:** Press to turn on will keep machine running until pressed again.

5. **Auto Mode:** Unit will run until it reaches the set Vibration Timer than stop.

6. **Custom Lift Plate:** This switch manual lowers and raises the Lift Plate for custom applications.

7. **Emergency Stop Button:** The E-stop button instantly stops machinery for safety.



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



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.

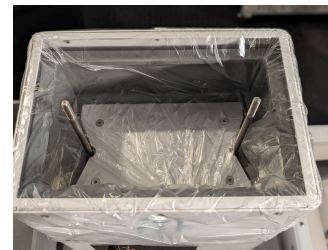
Each RocketBox Pro includes a roll of standard 10-gallon waste basket bag liners. These must be used in every station during operation and are quick, easy install.



**Standard 10
Gallon Liner Bags**

The Two Key Benefits of using liner bags:

- Easy clean up of overfill material which keeps stations clean.
- Keeps important and critical inside electronics free of debris.



INSTALLING THE PLASTIC LINER

1. Center the 10 gallon liner over the shaker box opening, positioning it between the guide rods. Repeat for each station.
2. Gently push the liner down into the box, guiding the rods through the liner.
3. Use the magnets on top of each station to secure the back in place.
4. **Important:** Tuck the excess liner under the lift plate to prevent it from interfering with the tray crutches.



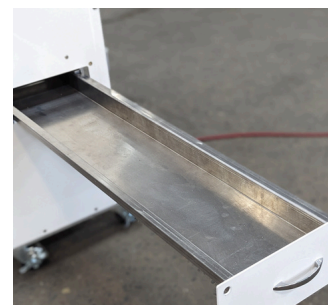
**Magnets to hold liner
bags in place.**

COLLECTION DRAWER

If loose material gets past the liners and enters the machine, reclaim it using the side collection drawer. Remove the four attachment screws with a 5/32" Allen wrench to access the drawer.



Scan to view training videos



WARNING: Do not reclaim material in the filling station within the first 400 hours of operation.
Unplug your Machine before every cleaning and MAINTENANCE.
ALways Use in A Well Ventilated Area.

ADJUSTABLE TOP TRAY:

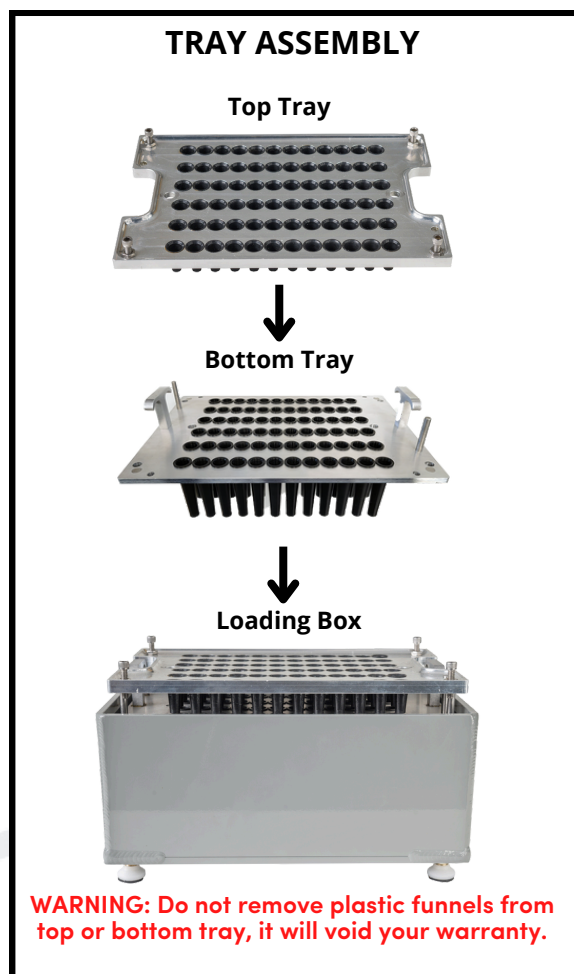
The Adjustable Top Tray rests on top of the Bottom Tray, which holds the empty cones. The Top Tray's short funnels sit inside the top opening of the cones in the bottom tray. The Top Tray funnels material into the Bottom Tray, controlling the fill level for consistent pre-rolls and accurate weights.



Top Tray & Cones

BOTTOM TRAY: The Bottom Tray secures the pre-rolled cones and is available in various sizes to fit different cone lengths: 109mm standard, 109mm Plus (for cones over 1.1 grams), 98mm, and 70mm Dog Walkers.

LOADING BOX: The Loading Box holds the Bottom Tray in place for loading empty cones. It also facilitates the attachment and removal of the Top Tray before and after filling the cones with the Mini-RocketBox.



Scan to view training videos

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.

A quicker way to adjust the tray and joint fill levels is to instead use the manual lift plate adjustment on the control panel.

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.

RESETTING THE TOP TRAY BACK TO DEFAULT SETTING

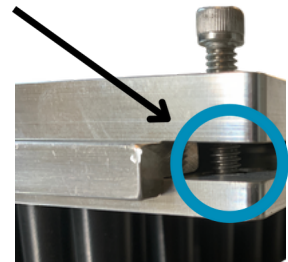
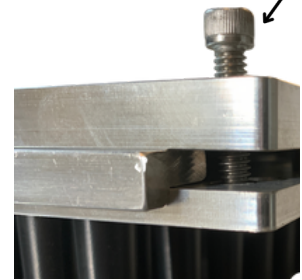
1. Attach the reset brackets to the sides of the Bottom Tray and place the adjustable Top Tray on top.

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

Adjustment Bolt**Reset Brackets**

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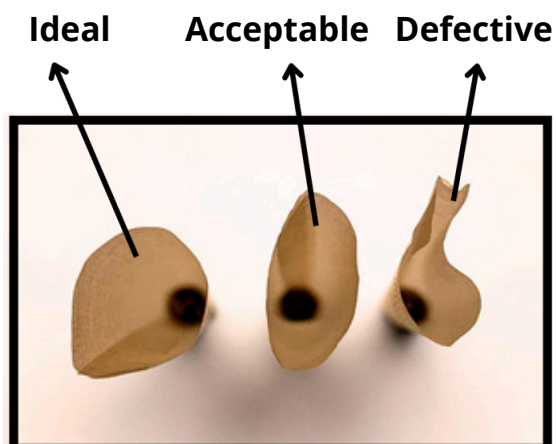


WARNING: Do not remove plastic funnels from top or bottom tray, it will void your warranty.

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 RocketBox PRO. 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.**



OPERATION

POWERING ON THE ROCKETBOX PRO

- Connect the RocketBox PRO to a power source.
- Rotate the power button clockwise until the arrow aligns with the "ON" position.
- When the power indicator light turns on, the RocketBox PRO is ready for use.



Scan to view
training videos

VIDEO:

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

LOADING TRAYS

1. Insert a Bottom Tray into the Loading Box.
2. Carefully load blank cones into each cell of the Bottom Tray.
3. Place the Top Tray onto the Bottom Tray, ensuring a snug fit with complete insertion of the two pins on the Bottom Tray.
4. Hold the T-handles with two fingers and place your thumb on the Top Tray, then invert the assembled trays and shake or tap the bottom to settle cones onto the Top Tray's bridges.
5. Flip the joined trays back to their original position.



USING THE ROCKETBOX PRO

1. Ensure bag liners are installed the stations, then insert trays into the machine and secure trays in place with washers and wingnuts.
2. Select desired settings via the control panels; each station has independent controls for size, timers, and other necessary settings.
3. Evenly distribute material onto the top tray until all 72 cells are completely filled; avoid overfilling. Experiment with times, pack tightness, and weights—starting at 45 seconds and adjusting as needed. Note: Pre-weighing is not necessary.
4. When complete, the machine will stop automatically in timed mode, or manually press the **manual** button to stop.
5. Remove trays and place them into the Loading Box.
6. Carefully remove the Top Tray and reclaim any material on top.
7. Lift up the Bottom Tray from the loading box and place it onto a table.
8. Remove individual joints to close manually, or move the tray to the Atomic Closer if it's part of the workflow. **If you come across this and wish to buy an Atomic Closer, simply inform any STM sales representative and receive a 10% discount on an Atomic Closer pre-roll closing machine.**

WARNING

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(If Applicable)

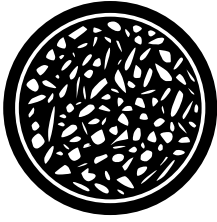
The dog walker tray requires a slightly different set-up for use. **Dog Walker usage video**

<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>



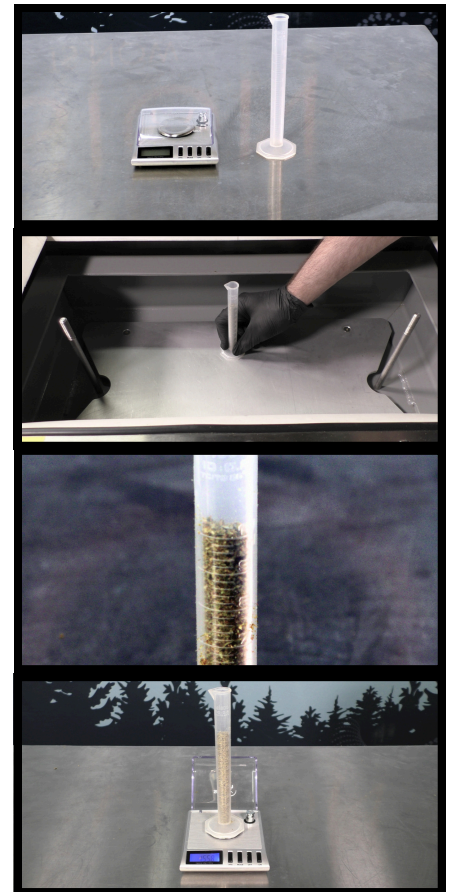
**WHAT IS DENSITY?**

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.



Scan to view
training videos

VIDEO:

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

WARNING: UNPLUG YOUR MACHINE BEFORE EVERY CLEANING & MAINTENANCE**CLEANING INSTRUCTIONS:**

1. Remove the plastic liners from each filling station.
2. Vacuum loose any material from the filling stations and trays.
3. Thoroughly wipe down all the parts of the machine with 70% isopropyl alcohol.

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.



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VIDEO:

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

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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 with proper PPE 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

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

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- 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@stmcanna.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@stmcanna.com.



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