



MINI-ROCKETBOX+™

ADVANCED PRE-ROLL FILLING MACHINE



v6.0

**(509) 204-3164 | STMCANNA.COM
SUPPORT@STMCANNA.COM**

Sesh Technologies Manufacturing, Inc.
2701 N Van Marter Rd,
Spokane Valley, WA 99206

Support: (509) 204-3164, support@stmcanna.com

⚠ IMPORTANT: READ BEFORE PROCEEDING

To prevent damage to the STM Machine and ensure warranty validity, all operational and maintenance procedures must be followed exactly as described in this manual. Only trained personnel should operate or service this machine.

MINI-ROCKETBOX+™

USER MANUAL v6.0



Thank you for being a valued STM customer
- your feedback helps us deliver top
product quality and service.

The Mini Rocketbox Plus is a compact pre-roll machine producing up to 143 pre-rolls per minute, with adjustable settings and compatibility across cone sizes for consistent, high-quality results.



Sesh Technologies Manufacturing, Inc.
2701 N Van Marter Rd,
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Sales: (509) 204-3165
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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 the machine before cleaning or maintenance. Use it only in a well-ventilated area with proper PPE, eye and hearing protection.

Note: Video Training - <https://shorturl.at/I0RBS>
Latest Documentation - <https://stmcanna.com/machine-documentation/>



Note: The VFD is now housed in a sealed, remote enclosure to protect it from particulates and vibration, improving durability. **Liners are still required to maintain warranty.**

TRAINING VIDEO

A video is available online for this machine. It is recommended that this manual be used in conjunction with the videos - bit.ly/2mrR0sA

Latest Documentation -

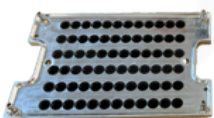
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GETTING STARTED

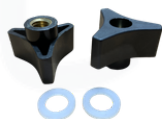
1. Carefully open the crate.
2. Contents include the Mini RocketBox+, trays, reset brackets, hardware, packout kit, reset bars, risers, loading box, density beaker, and this manual.
3. Read the manual and watch the videos before use.
4. Contact clientservices@stmcanina.com with questions or to schedule training.

PACKOUT ACCESSORIES 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

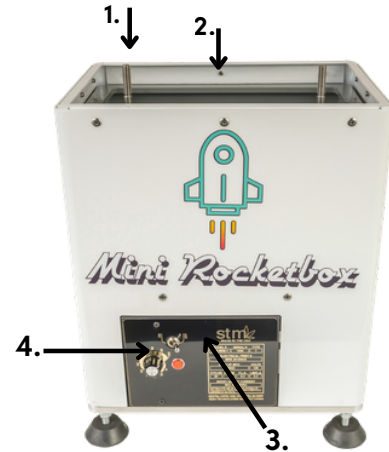
- Adjustable Top Tray – Funnel material into cones; adjustable for fill volume and height.
- Bottom Tray – Holds the specific cone size.
- Wingnuts + Washers – Secure trays (quick-release options available).
- Loading Box – For loading empty cones or unloading filled ones.
- Reset Brackets – Reset top tray to 1/4" spacing.
- Density Beaker – 10 mL beaker for density tests.
- Riser Bolts – Adjust lift plate height for different trays.
- Liner Bags – Includes standard 10-gallon liner bags.

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 that guide trays into the machine.
2. **Shaker Box** – Internal box that holds trays during filling.
3. **Power Switch** – Turns the machine on/off with indicator light.
4. **Adjustable Dial** – Controls vibration intensity (start at 100%).
5. **Suction Cup** – Secures the machine to a sturdy table.
6. **Control Box** – Houses the VFD and key electronics.

Important: The Mini-Rocketbox+ must be installed on a sturdy, heavy-duty table or workbench to provide adequate support and help minimize vibration during operation. Press the suction cup before each run to ensure stability.

The external VFD must be placed on a separate, stable surface from the machine.



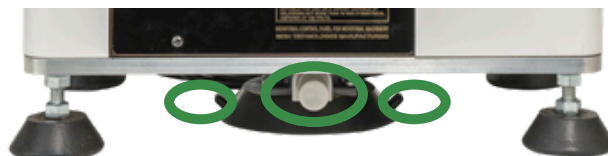
Mounting

1. Unpack the Mini RocketBox and place it on a heavy-duty, stable table.
2. Ensure feet are level; adjust if needed.
3. Press the suction cup firmly to secure the machine.
4. Check and re-press the suction cup between runs.

Important: Always use a solid table and secure the suction cup before each run for proper operation.

IMPORTANT: Place the Mini RocketBox+ on a sturdy surface and fully engage the suction cup to secure it. Check and re-engage between runs.

To release, lift the rubber edge using the side tabs. Insufficient stability or suction will reduce fill and pack quality.



WARNING: Unplug your Machine before every cleaning & Maintenance. Always use machine in a well ventillated area with appropriate PPE, eye and hearing protection.
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LIFT PLATE:

Install the Lift Plate before use. It levels cones for even fill and consistent weights.

The Lift Plate mounts to risers at the bottom of the machine. Correct riser height depends on tray size and is critical for proper function.



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

Install Steps:

NOTE: The 109 risers are installed from the factory. Do not remove. If using 109 trays, just install lift plate on top of these risers. If using another size:

1. 109mm trays: Already installed by default. Place lift plate on top with screws.
2. 98mm trays: Add green risers on top of installed default 109 risers.
3. 84mm trays: Add black risers on top of installed 109 defaults.
4. Secure Lift Plate with 4 screws.

Note: Riser colors may vary on older models, but sizes are the same. Do not remove the default 109mm risers.

**DO NOT OVER TIGHTEN RISERS - ONLY HAND TIGHTEN RISERS.
DO NOT USE ELECTRIC OR HAND TOOLS TO TIGHTEN!**

LINER BAG

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.

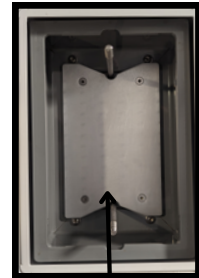
The Two Key Benefits of using liner bags:

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



Liner Bags

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Lift Plate:



Riser Bolts/Stand-Offs

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.



Tuck excess bag at the bottom underneath the Lift Plate.

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

TRAYs

ADJUSTABLE TOP TRAY:

The Adjustable Top Tray sits above the bottom tray, which holds the empty cones. Its short funnels fit into the cone openings below. The tray directs material into each cone, helping control fill levels for consistent pre-rolls and accurate weights.

BOTTOM TRAY:

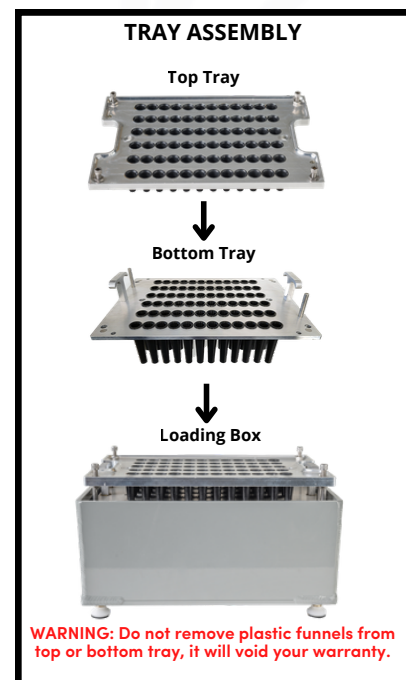
Holds pre-rolled cones. Available in multiple sizes to fit different cone types: 109mm standard, 109mm Plus (for over 1.1g), 98mm, and 70mm Dog Walkers.

LOADING BOX:

Holds the bottom tray while loading empty cones. Also used to attach and remove the top tray before and after filling with the Mini-RocketBox.



Top Tray & Cones



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Adjusting the Top Tray (ONLY If Needed)

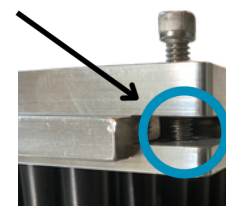
Adjust the top tray to fine-tune fill levels and weights. Raise it to allow more material into each cone or lower it to reduce the amount. This helps control dosing, minimize waste, and maintain consistent pre-rolls across batches.

1. Loosen each bottom nut on the adjustment bolts using a 7/16" closed-end wrench.
2. Turn each bolt evenly. Rotate counterclockwise to lower the top tray or clockwise to raise it. Mark the top with a Sharpie for reference.

NOTE: If joints are underweight, raise the top tray. If overweight, lower it.

1. Tighten each bottom nut to lock the bolts in place.

Adjustment Bolt



Reset Brackets



RESETTING THE TOP TRAY BACK TO DEFAULT SETTING

1. Attach the reset brackets to the sides of the bottom tray, then 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. Turn each bolt until it touches the bottom tray, then tighten the lock nut. Repeat for all bolts to set the default 1/4" position.

ADJUSTABLE TOP TRAY IS EQUIPPED WITH:

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

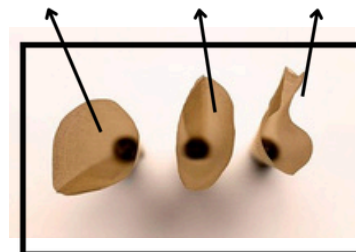


USE QUALITY CONES

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

Before loading cones into STM Canna trays, check that they are not deformed, crushed, torn, or warped. Damaged cones can lead to inconsistent results and lower quality pre-rolls when using the Mini-RocketBox+.

Ideal Acceptable Defective

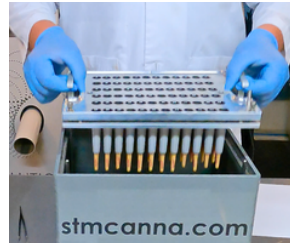


Helpful Tips

High-quality cones improve performance with the Mini-RocketBox+. STM Canna recommends Zig Zag or other reputable brands.

Always match cone size to target weight. For exclusive pricing on quality pre-rolled cones, contact sales@stmcanina.com.

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



Loading Box

1. Place bottom tray in the loading box.
2. Load empty cones into each cell.
3. Attach top tray and secure using T-handles and thumbs.
4. Flip trays upside down and gently shake to seat cones in funnels.
5. Inspect cones for defects.
6. Load trays into the machine and secure with washers and wing nuts.

POWERING ON THE MINI-ROCKETBOX+

1. Connect the power cord securely to the machine.
2. Plug into a standard 110 outlet and turn on the rear power switch.
3. Turn the front switch to "ON."
4. Set vibration strength (100% recommended).
5. Turn off the rear power when not in use, servicing or cleaning.

Power Switch on back.



Note: Brief rattling on startup is normal. If it continues, check tray knobs and suction cup stability. Check suction cup before each run, depressing the bottom to make sure it is securely attached.

Variations

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



WARNING: Unplug your Machine before every cleaning & Maintenance. Always use machine in a well ventilated area with appropriate PPE, eye and hearing protection.
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USING THE MINI-ROCKETBOX+

1. Insure liner bag is installed!
2. Insert trays, ensure level, and secure with washers and wing nuts.
3. Turn on machine and set to 100% power.
4. Evenly fill all 72 cells without overfilling. Adjust time for desired density (start ~45 seconds). Infused material may require more time.



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

1. Turn off machine and place trays in loading box.
2. Remove top tray and reclaim excess material.
3. Remove bottom tray and inspect filled cones.

RECOMMENDED ADDITIONAL TOOLS

- Small pitcher for material pouring.
- Stainless steel chopsticks for stirring material.
- Collection bin to reclaim top tray material.



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.

FILLING THE DOG WALKER TRAY (If Applicable)

Dog walker tray requires a slightly different set-up for use. **Dog Walker video** <https://vimeo.com/1027091155>

1. Remove the lift plate and install A (98) risers, then B (84) risers on top.
2. Reinstall the lift plate and secure with bolts.
3. Adjust top tray bolts to 8–10 exposed threads (starting point).

Tray Setup

1. Load 72 Dogwalker (70mm) cones into the bottom tray.
2. Attach top tray, lift with T-handles, and "marry" trays.
3. Flip and gently shake until cones settle into funnels; press lightly to secure.

Loading & Filling

- Insert trays into machine and secure.
- Lightly pour to set crutches, then do a heavier fill.
- Let vibrate 5–10 seconds, then top off with a final pour.
- Allow a short final vibration, then power off.



Dog Walker usage video -
<https://vimeo.com/1027091155>

Post-Fill

- Remove trays and place in loading box.
- Separate trays carefully.
- Lightly tamp crutches on a flat surface and check fill levels.

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**WHAT IS DENSITY?**

Density is the relationship between a material's mass and the space it occupies. It directly impacts pre-roll pack and weight, so optimizing density ensures consistent, high-quality results.

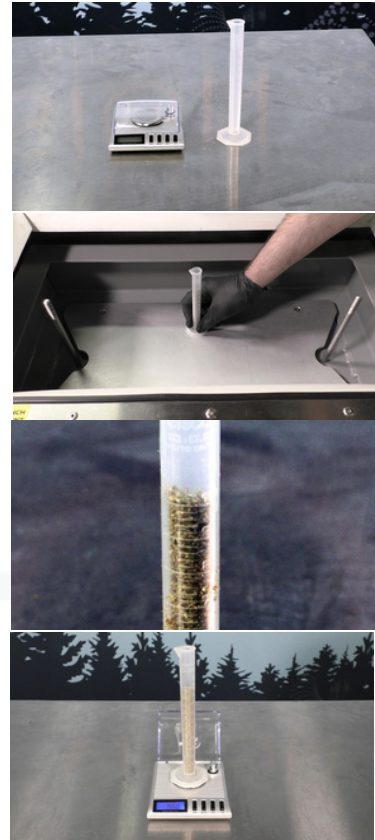
PERFORMING A DENSITY TEST

1. Tare an empty 10 mL beaker on a precision scale.
2. Fill slightly above 10 mL with ground material.
3. Hold on the lift plate and run the machine at max speed.
4. Add material as it settles to the 10 mL line; run for 1 minute.
5. Reweigh the beaker.
6. Move the decimal one place left to get density.

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 average the results for accuracy.
- Use a precision scale (to 0.001 g) for best measurements.



WARNING: Unplug your Machine before every cleaning & Maintenance. Always use machine in a well ventilated area with appropriate PPE, eye and hearing protection.
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WARNING: UNPLUG YOUR MACHINE BEFORE EVERY CLEANING & MAINTENANCE. ALWAYS USE MACHINES IN A WELL VENTILATED AREA WITH PROPER PPE, EYE AND HEARING PROTECTION.

CLEANING INSTRUCTIONS:

1. **Always Clean After Each Use**
2. Remove liner and Lift Plate.
3. Vacuum loose material from machine and trays.
4. Wipe all parts with 70% isopropyl alcohol.
5. Reinstall Lift Plate and add a new liner.

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

- Clean trays with soap and water or 70% iso.
- Rinse and dry completely.
- Do not remove plastic funnels (voids warranty).

NOTE: Use pipe cleaners for tight areas. Trays can be soaked in warm, soapy water to remove residue.



Helpful Tips

- Clean trays after each use with soap and water or up to 99% isopropyl alcohol.
- Do not remove plastic funnels, as this may void the warranty.

WARNING: Unplug your Machine before every cleaning & Maintenance. Always use machine in a well ventilated area with appropriate PPE, eye and hearing protection.
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General Safety:

- Only trained, authorized personnel may operate the machine.
- Do not operate if unwell, fatigued, or under the influence.
- Review the manual and emergency procedures before use.
- Keep the work area clean and clear.
- Report issues or hazards immediately.
- Do not repair or modify unless authorized.

Ventilation:

- Operate machines in a well-ventilated area to reduce dust and airborne particles.
- Use local exhaust systems (e.g., dust collection) if needed.
- Regularly inspect and maintain ventilation for effectiveness.

Personal Protective Equipment (PPE):

- Safety Glasses: ANSI Z87.1 with side shields required.
- Respirator/Dust Mask: NIOSH-approved N95 or higher (upgrade as needed based on risk).
- Gloves: Nitrile or latex-free for hygiene and contamination prevention.
- Hearing Protection: Required if noise exceeds 85 dBA.
- Lab Coat/Smock: Recommended to protect clothing.

Machine-Specific Safety:

- Never bypass or disable safety features.
- Ensure all guards are in place before operation.
- Keep hands clear of moving parts.
- Do not reach into the machine while running.
- Use caution with sharp tools.

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 must be trained on this SOP, machine operation, and safety procedures before use or maintenance.
- Latest documentation – <https://stmcanna.com/machine-documentation/>

For Updated Terms of Business: <https://stmcanina.com/tob>

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 Canina 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, RollCraft MRB and RollCraft MRB

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 and RollCraft series filling 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/RollCraft 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.

WARNING: Unplug the machine before cleaning or maintenance. Use it only in a well-ventilated area with proper PPE. Do not use materials that fall into the shaker box for the first 400 hours. Check for debris before every use.

For Updated Terms of Business: <https://stmcanina.com/tob>

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, RollCraft ATC and Astro Infuser

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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.

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Extent of Warranty:

There are no warranties on paper products. Machines come with a 1-year parts and labor warranty. Wearable and third-party components: including blades, bearings, bushings, augers, belts, chains, seals, electrical/electronic components, sensors, controllers, wiring, and similar wear items—are considered consumable or serviceable components and are not covered under the equipment 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 support@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.

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 support@stmcan.ca.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 support@stmcan.ca.com.

WARNING: Unplug the machine before cleaning or maintenance. Use it only in a well-ventilated area with proper PPE. Check for debris before every use.

Note: Video Training - <https://shorturl.at/I0RBS>
Latest Documentation - <https://stmcan.ca.com/machine-documentation/>