AirWave
Packaging Inc, USA
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Indianapolis, IN 46268
1-888-824-7928

Limited Machine Warranty & Standard Repair Pricing

AirWave AW1, AW2, AWPro and Nano machines are covered by a 12-month limited manufacturer's warranty beginning on the date of purchase from AirWave.

12-Month Full Manufacturer's Warranty*
All electrical components • All mechanical components (excluding wear parts) • AirWave labor, if required • Ground shipping costs • Loaner machine, if required

After Warranty Expiration – Standard Flat-Rate Repairs
After the 12-month Full Warranty expires, AirWave offers a standard flat rate for in-house repairs covering the repair conditions listed on the RFR (codes 01–09 and 11), regardless of failure mode, subject to the exclusions and limitations below.

• Nano – $130 USD • AW1 – $180 USD • AWPro – $180 USD • AW2 – $230 USD

Flat Rate Includes
The flat rate includes mechanical and electrical work, replacement of wear parts, AirWave labor, and a loaner machine if required.

Not Included in Flat Rate Pricing
Shipping and freight charges are excluded from the flat rate and will be billed in addition. Upgrades (RFR code 10) are quoted separately.

Not Covered Under Flat-Rate Repairs
Gross neglect or abuse, including operation with unauthorized materials; physical damage caused by mishandling; tampering with internal components; failure to follow basic maintenance protocols; or use in environments or applications not intended by the manufacturer. Accidental damage and upgrades are not included in standard flat-rate pricing.

Unreasonable Repairs – Right to Decline
AirWave reserves the right to decline a flat-rate repair if, after inspection, it reasonably determines that the repair is unsafe, technically impracticable, required parts are unavailable, or the estimated repair cost is disproportionate to the machine's current value or condition. Examples may include extensive physical damage or damage resulting from gross neglect or abuse. AirWave may provide a separate estimate; no additional work will be performed without the customer's written approval.

Repair Process
During the first 12 months, contact AirWave for warranty parts (excluding wear parts); covered parts and ground shipping are provided at no charge. Technical assistance via live video is available. • After the Full Warranty expires, submit a completed RFR and required PO before repair work begins. If a repair is declined or falls outside the flat-rate scope, AirWave will provide a separate estimate for written approval before proceeding. • Loaner requests received by 12 p.m. EST ship the same business day via ground; requests received later ship the next business day.

Our service program is designed to keep your equipment running with fast, predictable repair pricing.

*The 12-month warranty period will not be extended or restarted by any repair or replacement. Any replacement product or part is covered only for the unexpired portion of the original warranty term. Standard flat-rate repair pricing is not a warranty and does not extend or renew warranty coverage.

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