



# 1100 Series Mid Drive Conveyors

Installation, Maintenance & Parts Manual



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## IMPORTANT

*Some illustrations may show guards removed. DO NOT operate equipment without guards.*

Upon receipt of shipment:

- Compare shipment with packing slip. Contact factory regarding discrepancies.
- Inspect packages for shipping damage. Contact carrier regarding damage.
- Accessories may be shipped loose. See accessory instructions for installation.

Dorner's Limited Warranty applies.

Dorner has convenient, pre-configured kits of Key Service Parts for all conveyor products. These time saving kits are easy to order, designed for fast installation, and guarantee you will have what you need when you need it. Key Parts and Kits are marked in the Service Parts section of this manual with the Performance Parts Kits logo .

Dorner 1100 series conveyors have patents pending.

Dorner reserves the right to make changes at any time without notice or obligation.

# Warnings – General Safety

## ⚠ WARNING

The safety alert symbol, black triangle with white exclamation, is used to alert you to potential personal injury hazards.

## ⚠ DANGER



Climbing, sitting, walking or riding on conveyor will cause severe injury. **KEEP OFF CONVEYORS.**

## ⚠ DANGER



**DO NOT OPERATE CONVEYORS IN AN EXPLOSIVE ENVIRONMENT.**

## ⚠ WARNING



Exposed moving parts can cause severe injury. **LOCK OUT POWER** before removing guards or performing maintenance.

## ⚠ WARNING



Gearmotors may be **HOT**. **DO NOT TOUCH** Gearmotors.

## ⚠ WARNING



Dorner cannot control the physical installation and application of conveyors. Taking protective measures is the responsibility of the user.

When conveyors are used in conjunction with other equipment or as part of a multiple conveyor system, **CHECK FOR POTENTIAL PINCH POINTS** and other mechanical hazards before system start-up.

## ⚠ WARNING



Loosening stand height or angle adjustment screws may cause conveyor sections to drop down, causing severe injury.

**SUPPORT CONVEYOR SECTIONS PRIOR TO LOOSENING STAND HEIGHT OR ANGLE ADJUSTMENT SCREWS.**

# Product Description

Refer to Figure 1 for typical components.

1	Conveyor
2	Bottom Mount
3	Gearmotor
4	Guiding
5	Mounting Brackets
6	Return Rollers

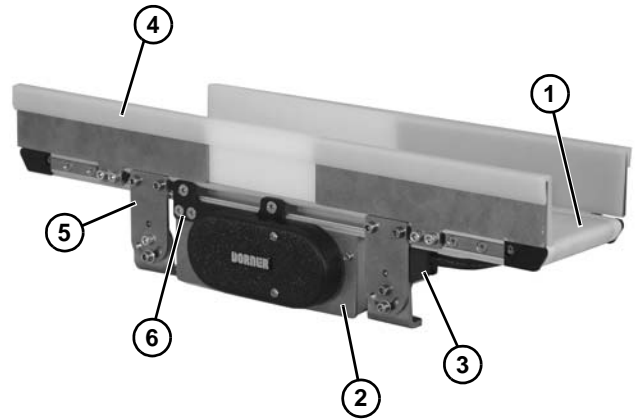
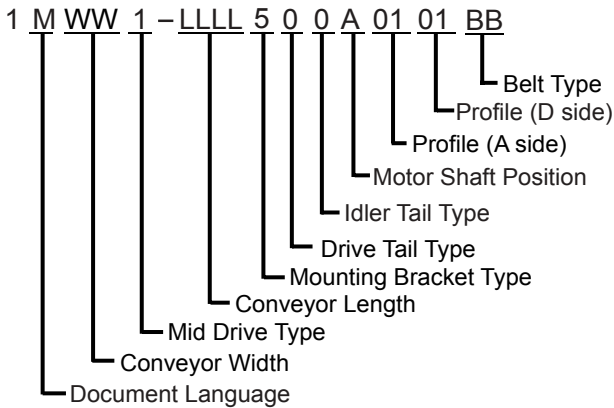


Figure 1

# Specifications

## Models:

### 1100 Series End Drive Conveyor



## Conveyor Supports:

### Maximum Distances:

- 1 = 18" (457 mm)
- 2 = 36" (914 mm)
- 3 = 18" (457 mm)

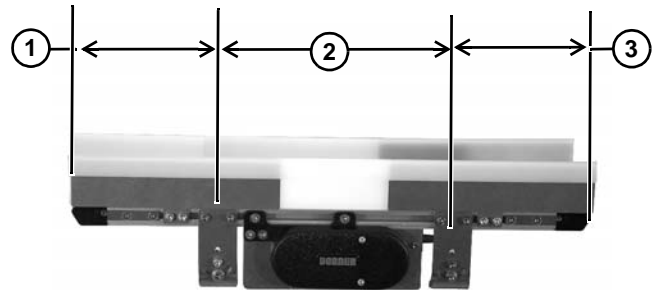


Figure 2

# Specifications

## Specifications:

Conveyor Width Reference (WW)	02	04	06	08	10
Conveyor Belt Width	1.75" (44 mm)	2.75" (70 mm)	6" (152 mm)	8" (203 mm)	10" (254 mm)
Maximum Conveyor Load* (See NOTE Below)	15 lb (6.8 kg)				
Conveyor Startup Torque*	2.5 in-lb (0.28 Nm)	4 in-lb (0.45 Nm)	6 in-lb (0.68 Nm)	7.5 in-lb (0.85 Nm)	9 in-lb (1.02 Nm)
Belt Travel	3.9" (99 mm) per revolution of pulley				
Maximum Belt Speed	81.1 ft/minute (24.9 m/minute)				
Conveyor Belt Reference (LLLL)	0093 to 0720 in 0001 increments				
Conveyor Length (Feet)	0.93 ft (283 mm) to 6 ft (1829 mm) in 0.12" (0.31 mm) increments				

\* See Ordering and Specifications Catalog for details.

### NOTE

*Maximum conveyor loads based on:*

- *Non-accumulating product*
- *Product moving towards gearmotor*
- *Conveyor being mounted horizontal*

## NOTE

Conveyor comes assembled with mount package and gearmotor attached. If maintenance is needed to the components see 1100 Series Mid Drive Mounting Package manual 851-749.

## NOTE

Conveyor **MUST** be mounted straight, flat and level within confines of conveyor. Use a level (**Figure 3, item 1**) for setup.



Figure 3

### Installation Component List

Conveyor frame (two sections if longer than 12ft)  
 Conveyor brackets (4x)  
 Return rollers (for longer conveyors)

### Required Tools

- Hex-key wrenches:  
 2 mm, 2.5 mm, 3 mm, 4 mm
- Level
- Needle Nose Pliers
- Torque wrench

### Recommended Installation Sequence

- Attach mounting brackets to conveyor
- Attach conveyor to stands
- Install return rollers on conveyor
- Attach guides/accessories (see page 32 through page 52 of “Service Parts” section for details)

## Mounting Brackets

### Standard Mounting Bracket

1. Locate short or tall mounting brackets. Exploded views shown in Figure 4 & Figure 5.

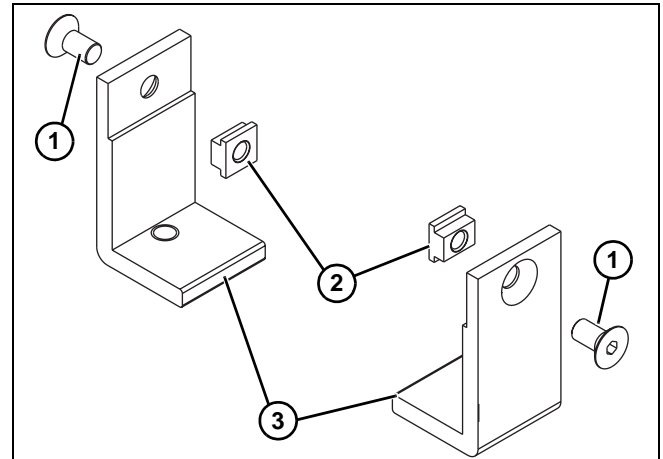


Figure 4

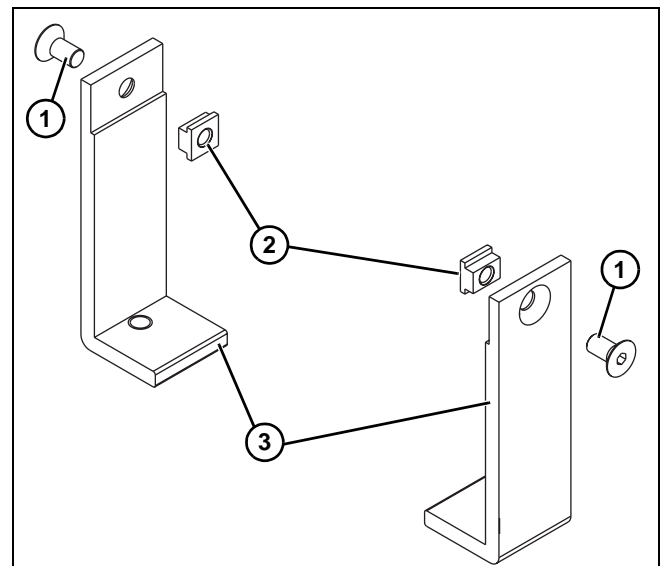


Figure 5

2. Remove screws (**Figure 4, item 1**) or (**Figure 5, item 1**), and T-bars (**Figure 4, item 2**) or (**Figure 5, item 2**) from short brackets (**Figure 4, item 3**) or tall brackets (**Figure 5, item 3**).

# Installation

## Pivoting Mounting Bracket

1. Locate pivoting brackets. Exploded view shown in Figure 6.

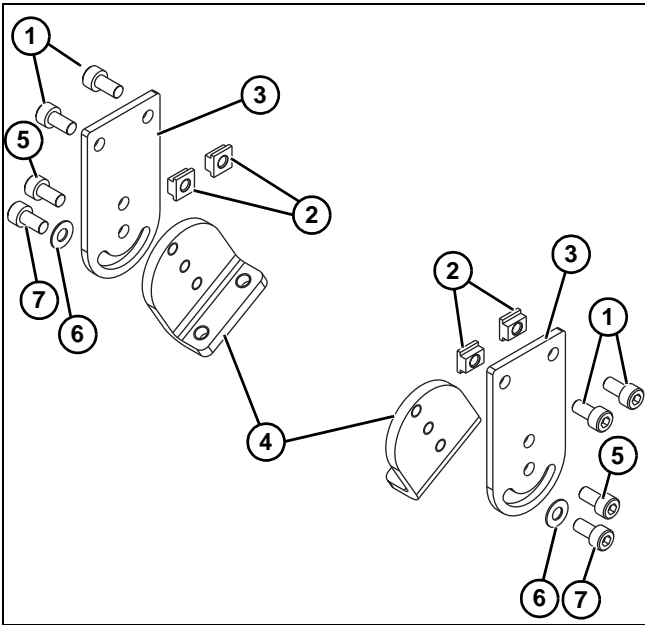


Figure 6

2. Remove screws (Figure 6, item 1) and T-bars (Figure 6, item 2) from flat mounting brackets (Figure 6, item 3).
3. Install angled mounting brackets (Figure 6, item 4) onto flat mounting brackets (Figure 6, item 3) on top end with screws (Figure 6, item 5). On bottom, install washer (Figure 6, item 6) with screw (Figure 6, item 7).

## Install Mounting Brackets

1. For standard mounting brackets, insert one T-bar (Figure 7, item 1), or pivoting mounting brackets, install two T-bars (Figure 7, item 1) into conveyor side slots (Figure 7, item 2).

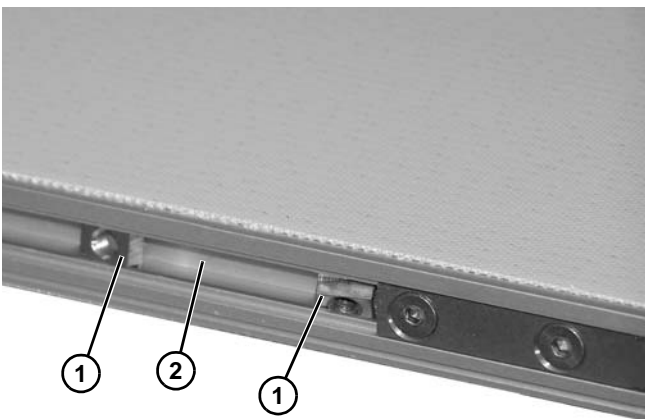


Figure 7

## NOTE

Installing pivoting mounting brackets onto conveyor shown below.

2. Fasten brackets (Figure 8, item 1) to support stand with mounting screws (Figure 8, item 2).

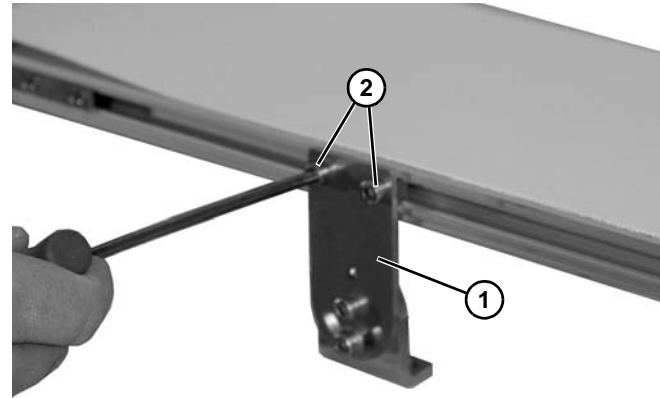


Figure 8

3. Tighten screws (Figure 8, item 2) to 60 in-lb (7 Nm).
4. To adjust angle of pivoting bracket (Figure 9, item 1) loosen screw (Figure 9, item 2) and rotate pivoting bracket to desired position.

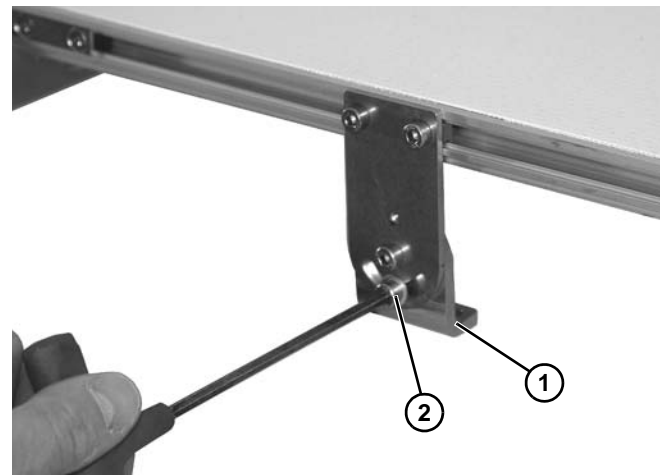


Figure 9

5. Tighten screw (Figure 9, item 2) to 15 in-lb (1.7 Nm).



## Return Rollers

1. Locate return rollers. Exploded view shown in Figure 10.

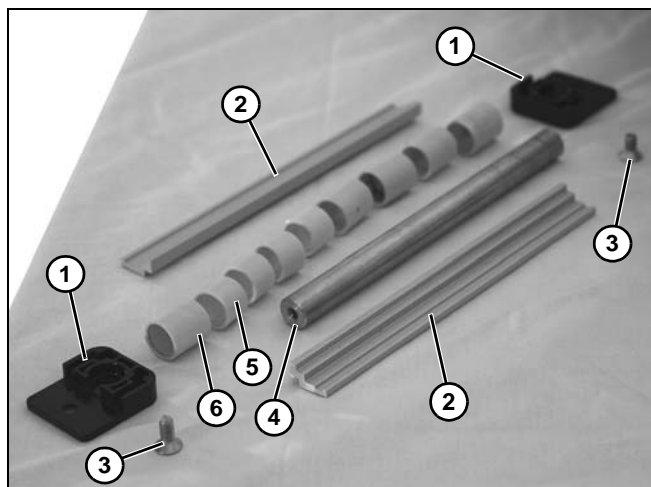


Figure 10

- |   |                     |
|---|---------------------|
| 1 | Return Roller Clip  |
| 2 | Return Roller Guard |
| 3 | Screw               |
| 4 | Return Roller Rod   |
| 5 | Roller (Short)      |
| 6 | Roller (Long)       |

2. Remove screws (Figure 10, item 3) from roller assembly.

3. Insert one T-bar (Figure 11, item 1) into conveyor side slots (Figure 11, item 2) with a needle nose pliers.

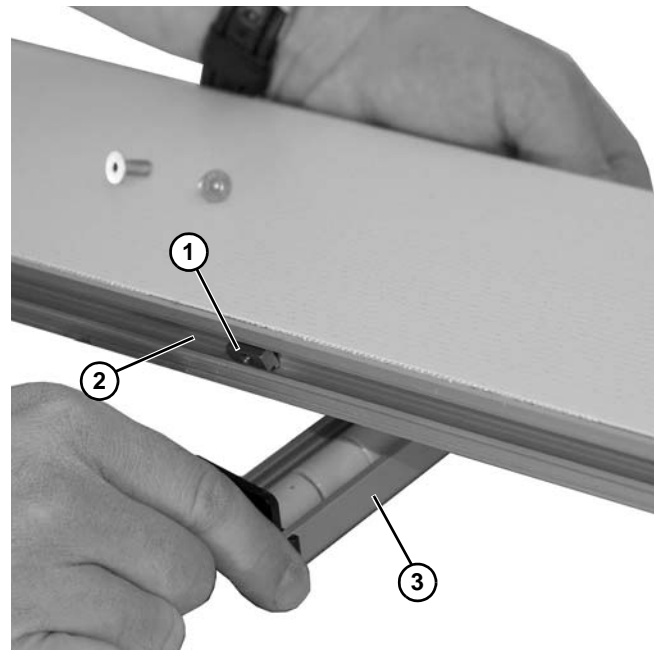


Figure 11

4. Install roller assembly (Figure 11, item 3) as shown.
5. Install and tighten screws (Figure 12, item 1) to 15 in-lb (1.7 Nm).

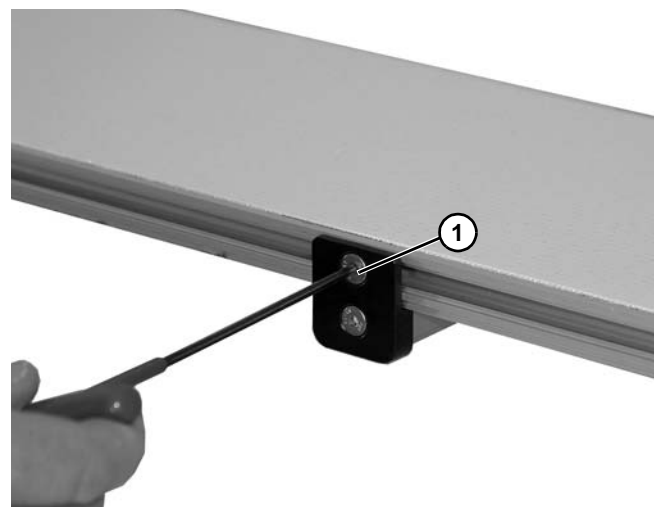
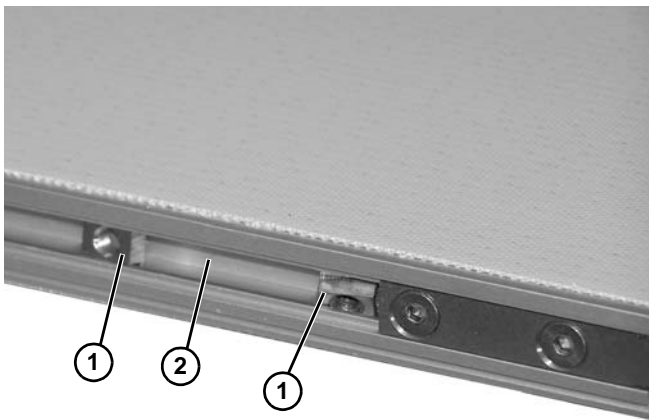


Figure 12

# Installation

## Guiding

1. Insert two T-bars (Figure 13, item 1) into conveyor side slots (Figure 13, item 2).



**Figure 13**

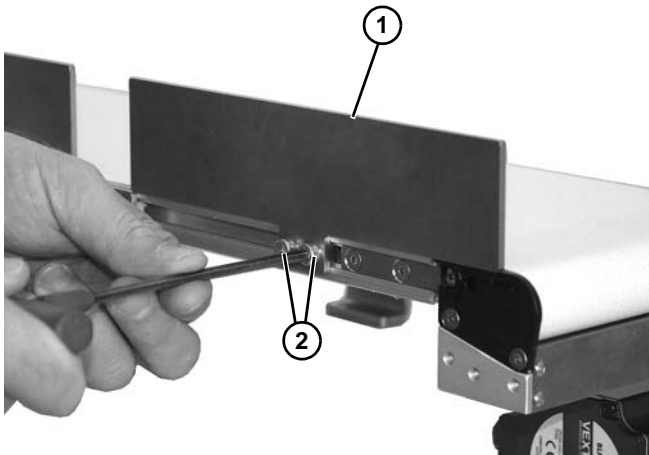
2. Install guiding support bracket (Figure 14, item 1) with two screws (Figure 14, item 2).

### NOTE

*2" profile shown below. For other guide profile layouts see pages page 25 thru page 26.*

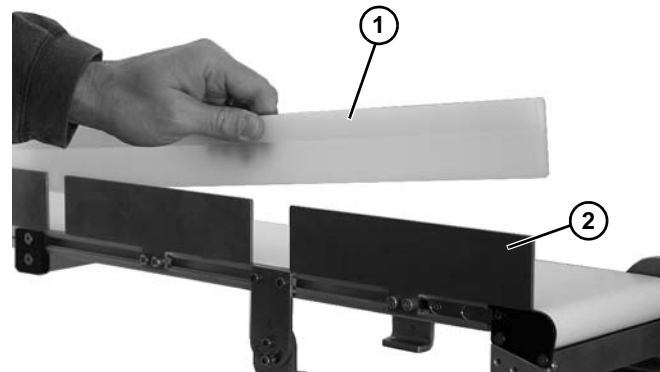
### NOTE

*Space support brackets evenly along conveyor as shown in (Figure 15).*



**Figure 14**

3. Install guide (Figure 15, item 1) onto guiding support bracket (Figure 15, item 2).



**Figure 15**

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# Preventive Maintenance and Adjustment

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## Required Tools

### Standard Tools

- Hex-key wrenches:  
2 mm, 2.5 mm, 3 mm, 4 mm
- Level
- Needle nose pliers
- Torque wrench

### Checklist

- Keep service parts on hand (see “Service Parts” section for recommendations)
- Keep supply of belt cleaner
- Clean entire conveyor and lagged pulley while disassembled
- Replace worn or damaged parts

### Lubrication

No lubrication is required. Replace bearings if worn.

## Maintaining Conveyor Belt

### Troubleshooting

Inspect conveyor belt for:

- Surface cuts or wear
- Stalling or slipping

Surface cuts and wear indicate:

- Sharp or heavy parts impacting belt
- Jammed parts
- Foreign material inside the conveyor
- Improperly positioned accessories
- Bolt-on guiding is pinching belt

Stalling or slipping indicates:

- Excessive load on belt
- Conveyor belt is not properly tensioned
- Impacted dirt on drive pulley
- Intermittent jamming or drive train problems
- Gears worn or slipping on shaft

## Cleaning

### IMPORTANT

*Do not use belt cleaners that contain alcohol, acetone, Methyl Ethyl Ketone (MEK) or other harsh chemicals.*

Use Dornier Belt Cleaner. Mild soap and water may also be used. Do not soak the belt.

## Conveyor Belt Replacement

### WARNING



**Exposed moving parts can cause severe injury. LOCK OUT POWER before removing guards or performing maintenance.**

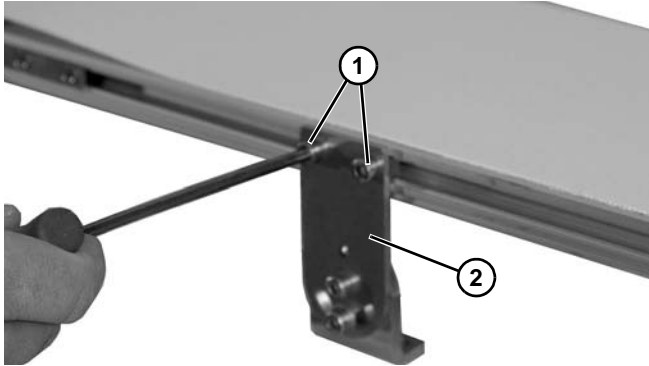
## Conveyor Belt Replacement Sequence

- Remove old conveyor belt
- Install new conveyor belt
- Tension conveyor belt

# Preventive Maintenance and Adjustment

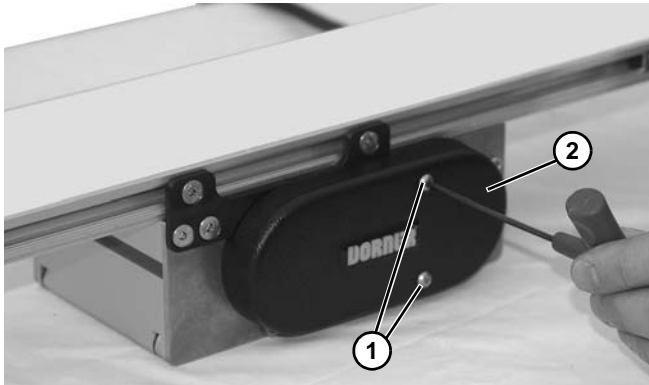
## Belt Removal

1. Place temporary support stands at both ends of the conveyor.
2. Remove two screws (**Figure 16, item 1**) and remove mounting brackets (**Figure 16, item 2**) from one side of conveyor.



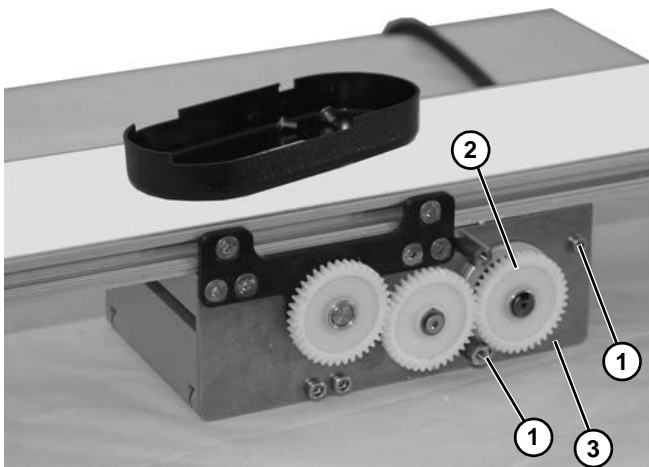
**Figure 16**

3. Remove two screws (**Figure 17, item 1**) and cover (**Figure 17, item 2**) from mid drive module.



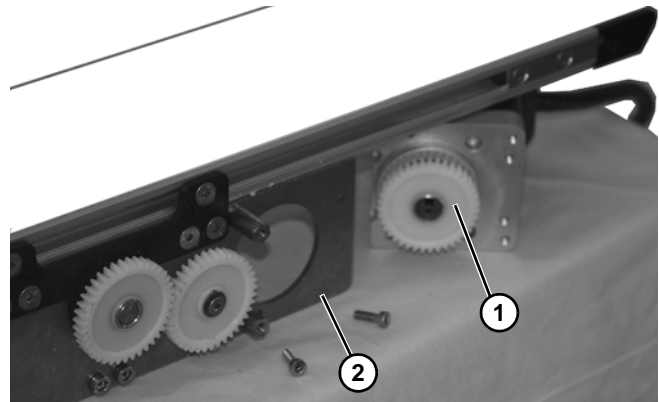
**Figure 17**

4. Remove two screws (**Figure 18, item 1**) securing drive motor (**Figure 18, item 2**) to mid drive bracket (**Figure 18, item 3**).



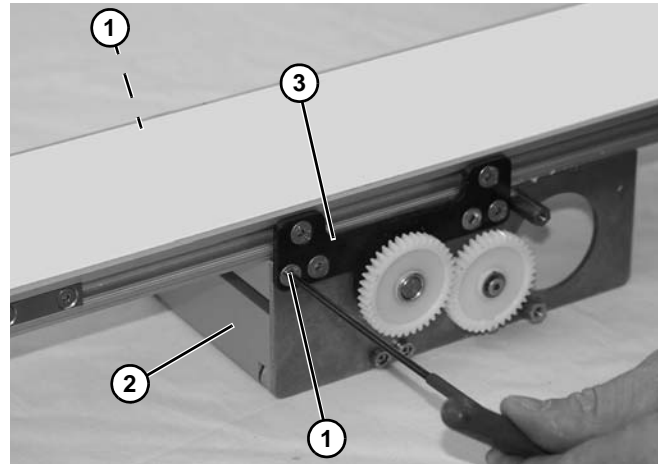
**Figure 18**

5. Remove drive motor (**Figure 19, item 1**) from mid drive bracket (**Figure 19, item 2**).



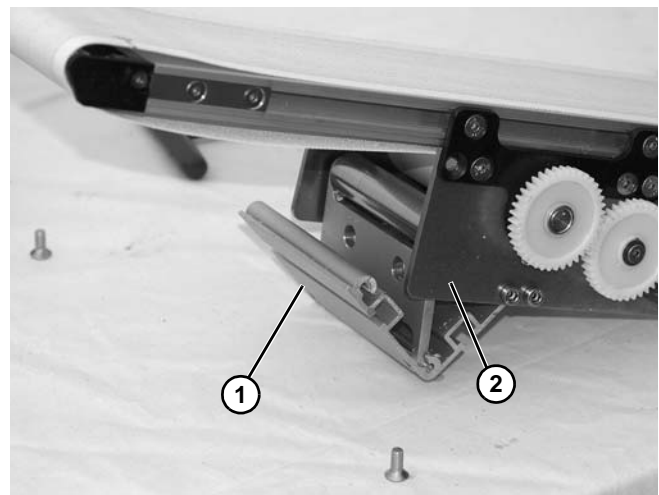
**Figure 19**

6. Remove one screw (**Figure 20, item 1**) on each side securing pinch drive guard (**Figure 20, item 2**) to conveyor pinch plate (**Figure 20, item 3**).



**Figure 20**

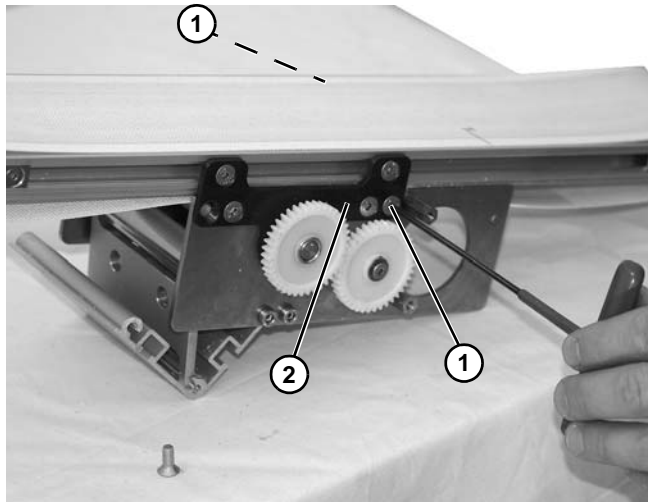
7. Rotate pinch drive guard (**Figure 21, item 1**) away from mid drive bracket (**Figure 21, item 2**).



**Figure 21**

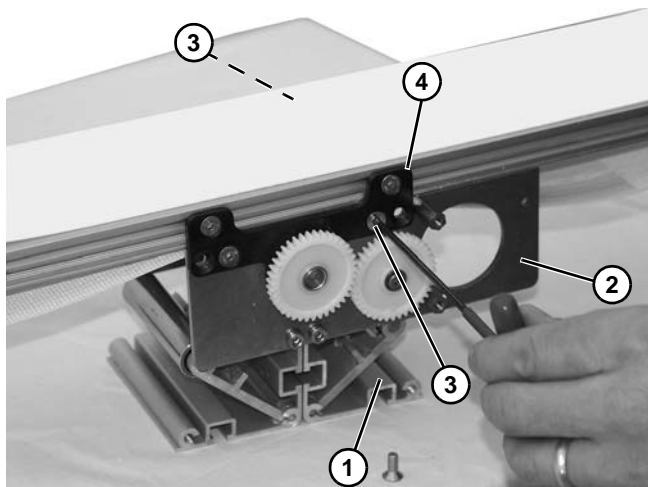
# Preventive Maintenance and Adjustment

8. On opposite end, repeat procedure by removing one screw (**Figure 22, item 1**) on each side securing pinch drive guard to conveyor pinch plate (**Figure 22, item 2**).



**Figure 22**

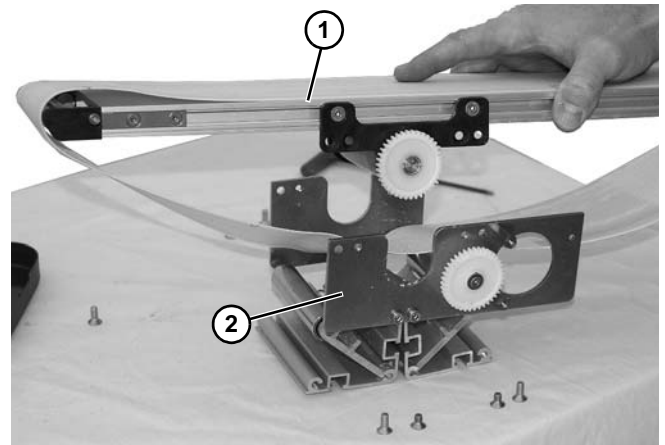
9. Rotate opposite end pinch drive guard (**Figure 23, item 1**) away from mid drive bracket (**Figure 23, item 2**).



**Figure 23**

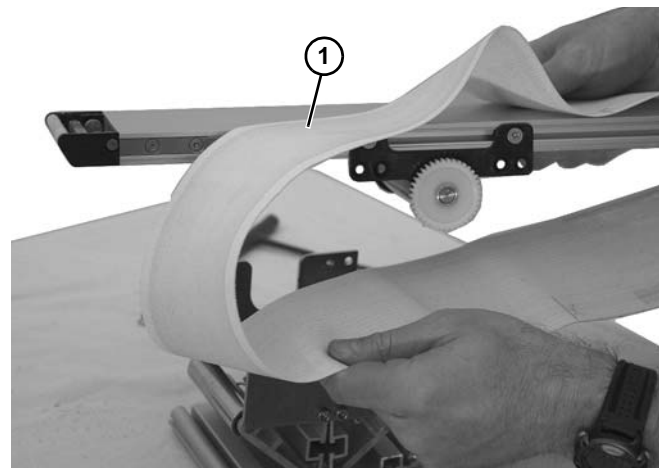
10. Remove one screw (**Figure 23, item 3**) on each side securing pinch drive guard (**Figure 23, item 4**) to conveyor pinch plate (**Figure 23, item 2**).

11. Lift conveyor (**Figure 24, item 1**) off of mid drive bracket (**Figure 24, item 2**).



**Figure 24**

12. Remove belt (**Figure 25, item 1**) from conveyor.

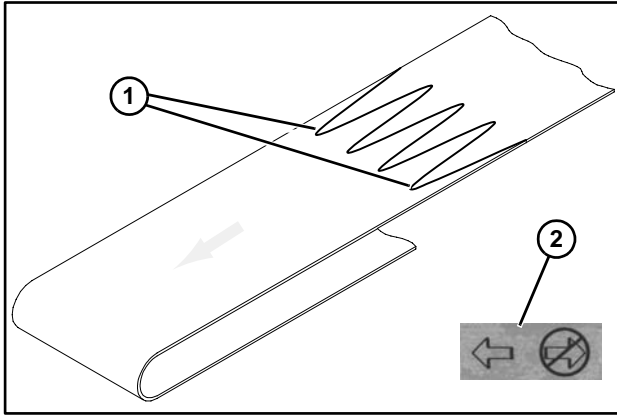


**Figure 25**

# Preventive Maintenance and Adjustment

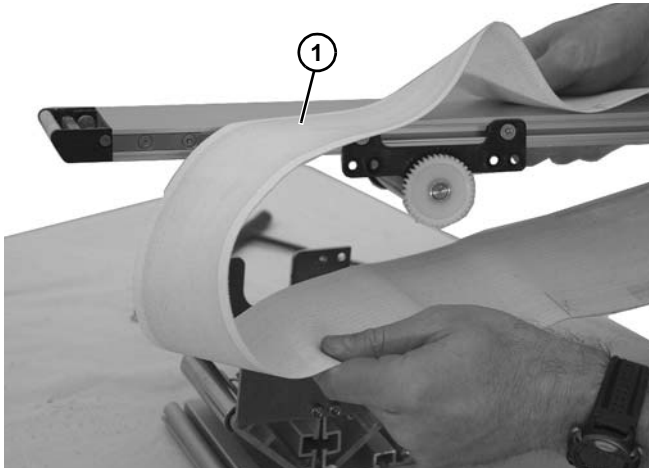
## Belt Installation

1. Ensure temporary support stands are placed at both ends of the conveyor.
2. Orient belt so splice leading fingers (**Figure 26, item 1**) point in the direction of belt travel as identified by the conveyor directional label (**Figure 26, item 2**).



**Figure 26**


3. Install belt (**Figure 27, item 1**) on conveyor. Lift conveyor slightly to avoid pinching belt on temporary support stands.



**Figure 27**

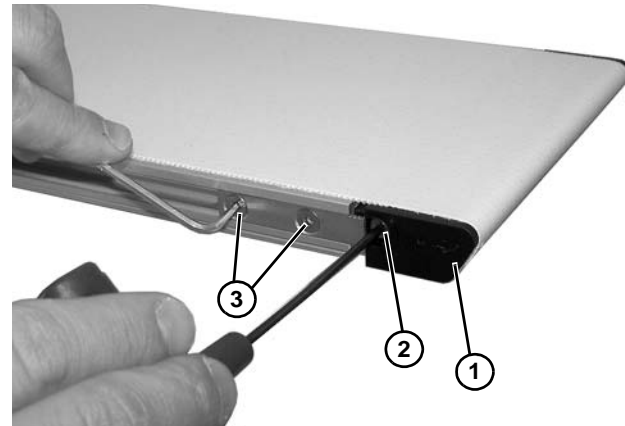
4. Re-install the mid drive module. Reverse steps 2-11 on pages 12-13.
5. Re-install mounting brackets. Refer to “Mounting Brackets” on page 7.
6. Tension belt. Refer to “Conveyor Belt Tensioning” on page 14“.
7. Install return rollers and guiding, if equipped.

## Conveyor Belt Tensioning

<b>⚠ WARNING</b>

<b>Exposed moving parts can cause severe injury. LOCK OUT POWER before removing guards or performing maintenance.</b>

### Conveyors with 1.00" (25 mm) Diameter Pulleys

1. On tension end of the conveyor, adjust idler end (**Figure 28, item 1**) tracking cam (**Figure 28, item 2**) to adjust head plate assembly just enough to remove slack in the belt.



**Figure 28**

2. Tighten screws (**Figure 28, item 3**) to 12 in-lb (1.4 Nm).

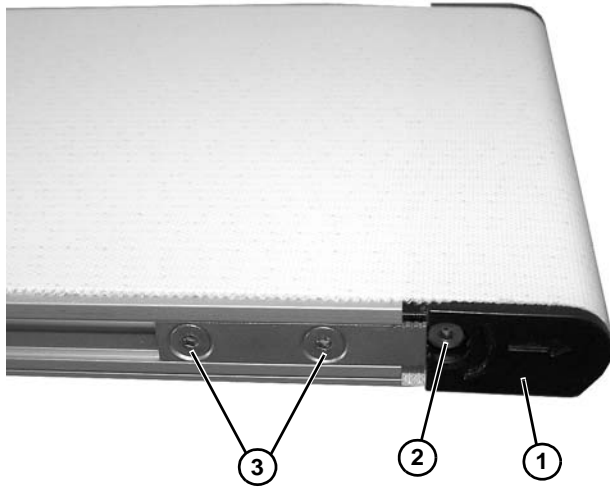
<b>IMPORTANT</b>
<i>Over-tension can cause loss of load capacity and premature bearing failure.</i>

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# Preventive Maintenance and Adjustment

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3. On opposite end of the conveyor, adjust idler end (**Figure 29, item 1**) tracking cam (**Figure 29, item 2**) to adjust head plate assembly just enough to remove slack in the belt.



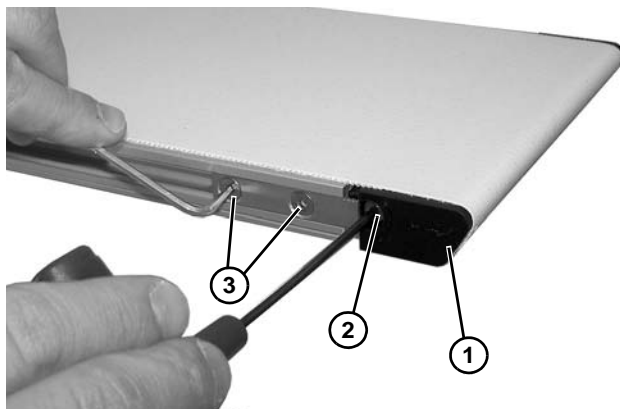
**Figure 29**

4. Tighten screws (**Figure 29, item 3**) to 12 in-lb (1.4 Nm).

## Conveyors with Nose Bar Tail

IMPORTANT
<i>Over-tension can cause loss of load capacity and premature bearing failure.</i>

1. On tension end of the conveyor, adjust idler end (**Figure 30, item 1**) tracking cam (**Figure 30, item 2**) just enough to remove slack in the belt.



**Figure 30**

2. Tighten screws (**Figure 30, item 3**) to 12 in-lb (1.4 Nm).

# Preventive Maintenance and Adjustment

## Conveyor Belt Tracking

Non V-guided belt conveyors are equipped with a belt tracking cam (Figure 31, item 1) for belt tracking adjustment.

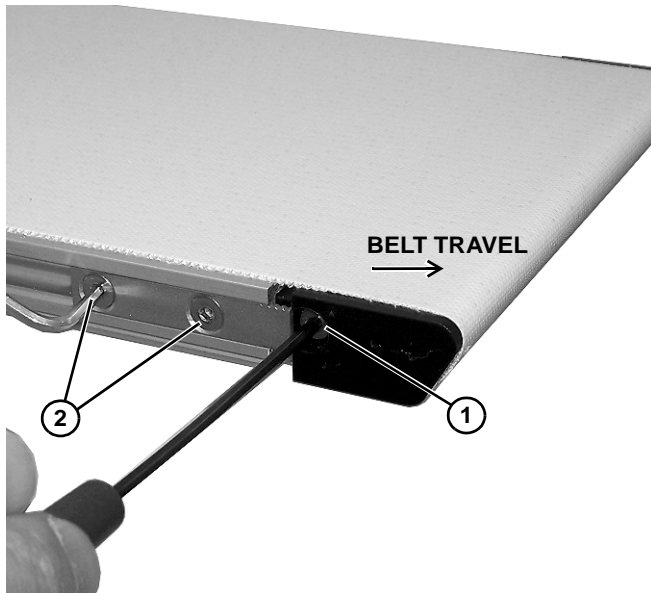



Figure 31

When adjusting belt tracking, always adjust the discharge end of the conveyor first. To adjust belt tracking:

1. With conveyor running, insert 2.5 mm hex wrench into tracking cam (Figure 31, item 1) on the side toward which the belt is tracking.
2. Loosen head plate fastening screws (Figure 31, item 2).
3. Rotate tracking cam (Figure 31, item 1) in small increments until belt tracks in the center of conveyor.
4. While holding tracking cam (Figure 31, item 1), tighten head plate fastening screws (Figure 31, item 2) to 12 in-lb (1.4 Nm).

## Spindle Removal

<b>⚠ WARNING</b>

<b>Exposed moving parts can cause severe injury. LOCK OUT POWER before removing guards or performing maintenance.</b>

- A – Idler Spindle Removal
- B – Drive Spindle Removal

## A – Idler Spindle Removal

1. Remove two screws on each side of the drive end of conveyor and remove pinch drive assembly (See “Belt Removal” on page 12).
2. On both sides of the idler end (Figure 32, item 1) conveyor, loosen two (2) head plate fastening screws (Figure 32, item 2).

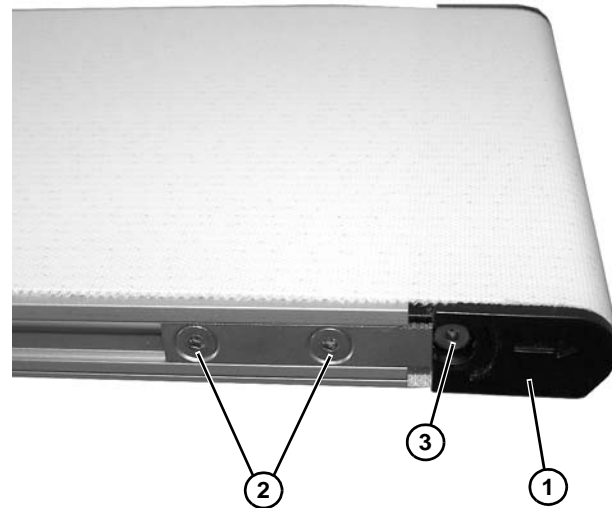


Figure 32

3. On both sides of conveyor, rotate belt tracking cam screw (Figure 32, item 3) to remove tension on belt.
4. Remove belt (Figure 33, item 1). See “Conveyor Belt Replacement” on page 11.

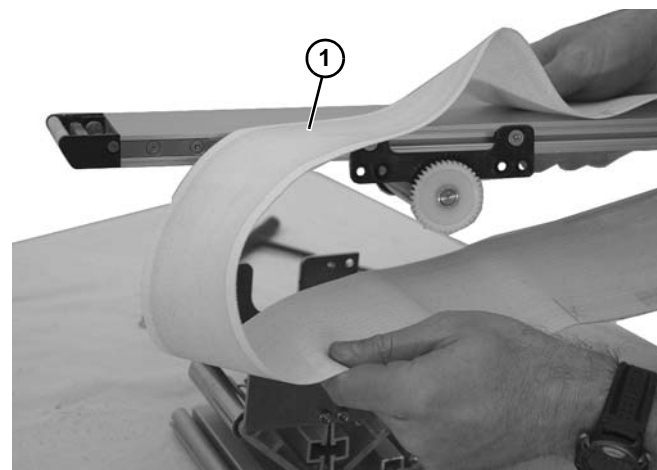
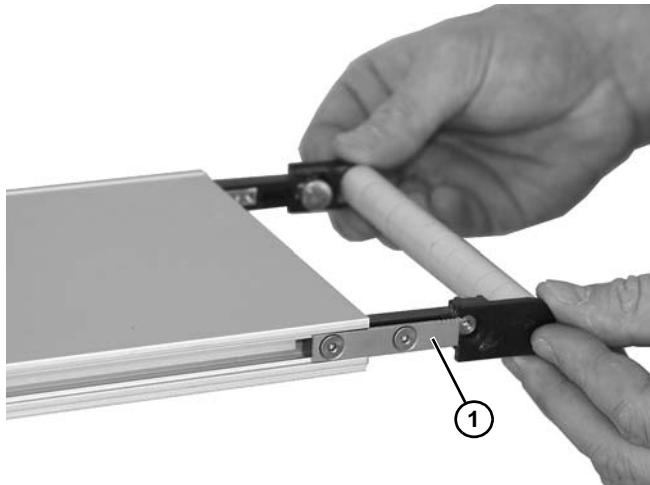


Figure 33



# Preventive Maintenance and Adjustment

5. Remove the idler spindle assembly (Figure 34, item 1) from the conveyor frame.



**Figure 34**

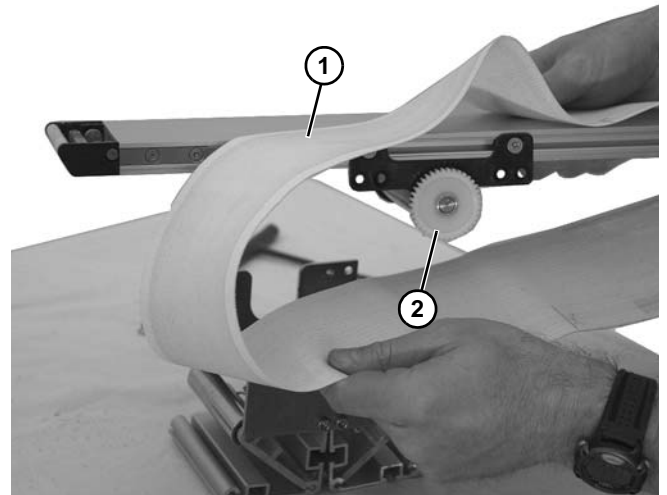
6. Disassemble components as shown (Figure 35).



**Figure 35**

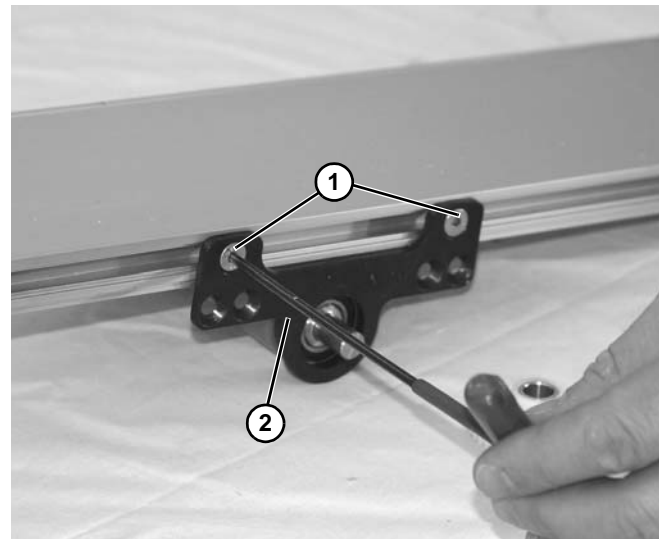
## B – Drive Pulley Removal

1. Remove belt (Figure 36, item 1). See “Conveyor Belt Replacement” on page 11.



**Figure 36**

2. Remove drive gear (Figure 36, item 2) from shaft.
3. Remove two screws (Figure 37, item 1) from each side of pinch plate (Figure 37, item 2).



**Figure 37**

# Preventive Maintenance and Adjustment

4. Raise conveyor (Figure 38, item 1) from pinch plate assembly.

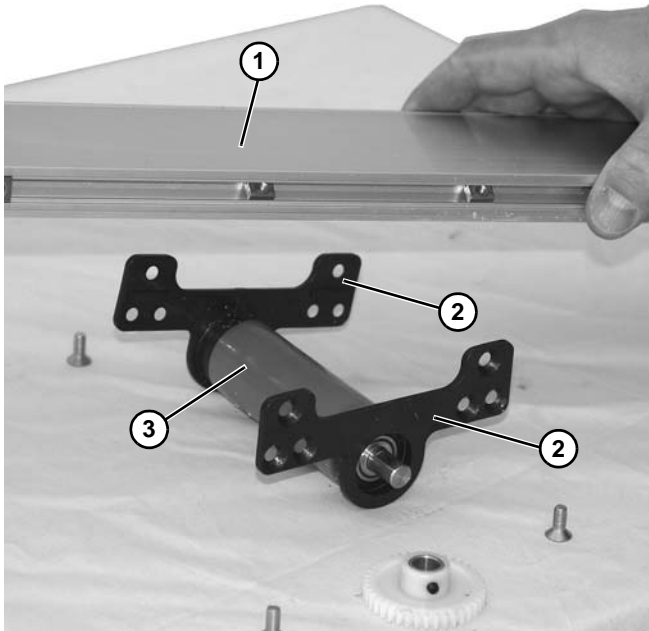


Figure 38

5. Remove pinch plates (Figure 38, item 2) from roller (Figure 38, item 3).

## Drive and Idler Bearing Replacement

### IMPORTANT

All spindles are provided with bearings installed at the factory. It is not recommended to install new bearings in the field. Replace the entire spindle assembly with bearings.

## Nosebar Bushing Replacement

### IMPORTANT

Nosebar tail is provided with bushings installed at the factory. It is not recommended to change the bushings in the field. Replace the entire nosebar tail.

## Drive Spindle and Idler Spindle Installation

### Drive Spindle Installation

1. Install roller (Figure 39, item 1) onto pinch plates, making sure tabs (Figure 39, item 2) are seated on each pinch plate and are seated onto conveyor frame (Figure 39, item 3) as shown.

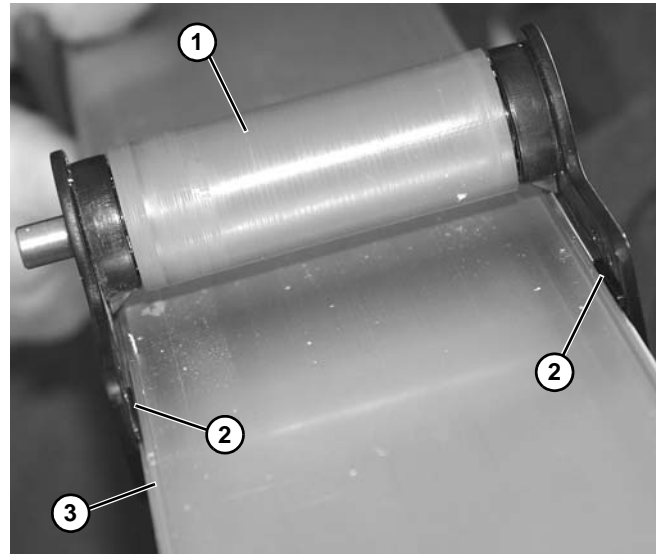


Figure 39

2. Install pinch plates (Figure 40, item 2) onto roller (Figure 40, item 3).

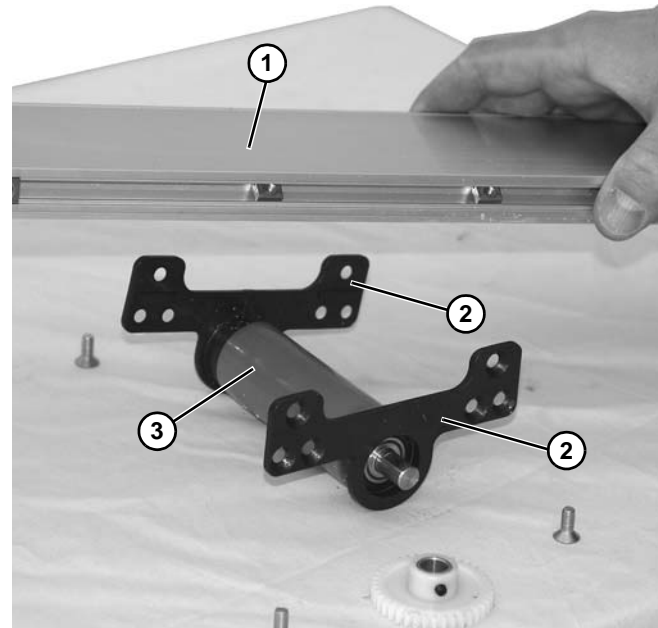
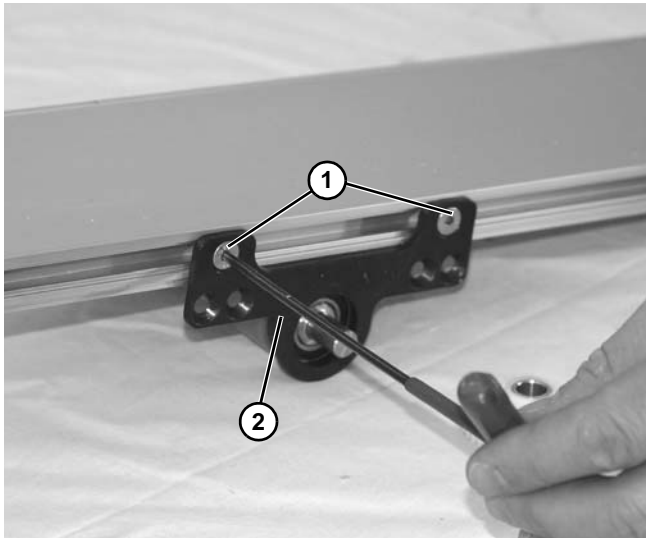


Figure 40

3. Install conveyor (Figure 40, item 1) onto pinch plate assembly.

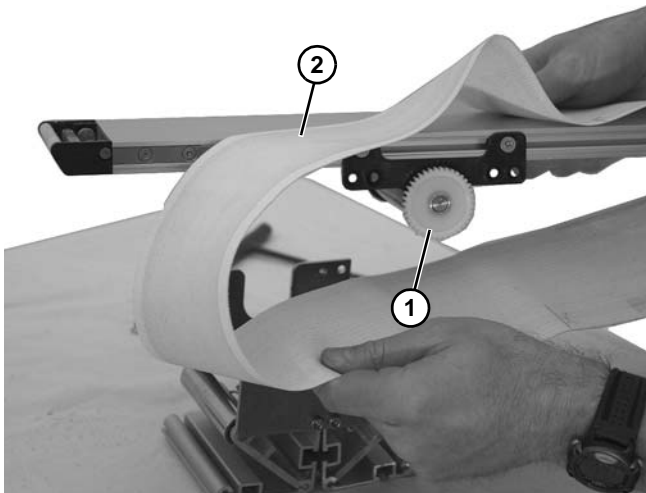
# Preventive Maintenance and Adjustment

4. Install two screws (**Figure 41, item 1**) onto each side of pinch plate (**Figure 41, item 2**) to secure assembly onto conveyor. Leave loose until mid drive module is assembled and aligned properly.



**Figure 41**

5. Install drive gear (**Figure 42, item 1**) onto shaft.

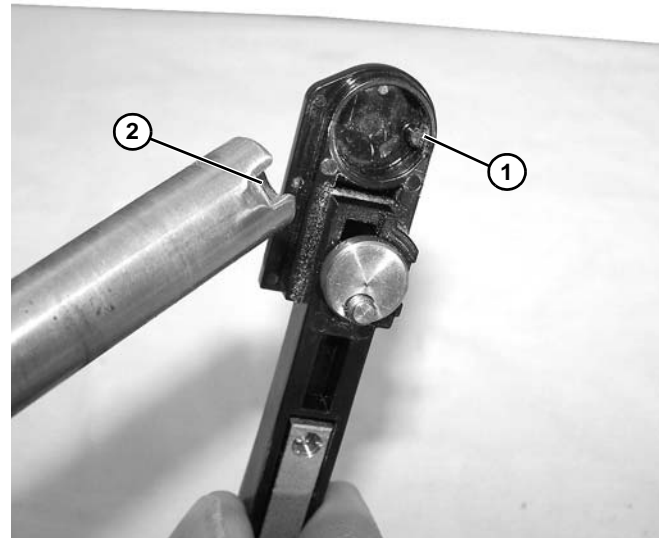


**Figure 42**

6. Install belt (**Figure 42, item 2**). See “Conveyor Belt Replacement” on page 11.

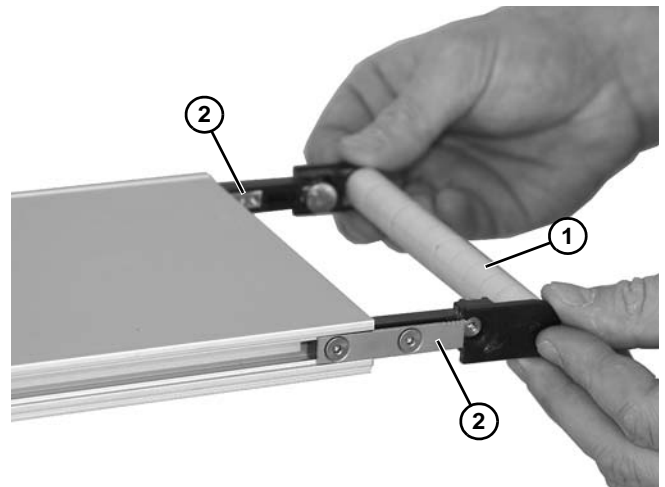
## Idler Spindle Installation

1. Install tail plate assembly with notch (**Figure 43, item 1**) in tail plate matching with slotted portion (**Figure 43, item 2**) of shaft.



**Figure 43**

2. Assemble the idler spindle bearings (**Figure 44, item 1**) onto shaft onto each tail plate as shown and raise idler spindle assembly T-bars (**Figure 44, item 2**) to the conveyor frame.




**Figure 44**

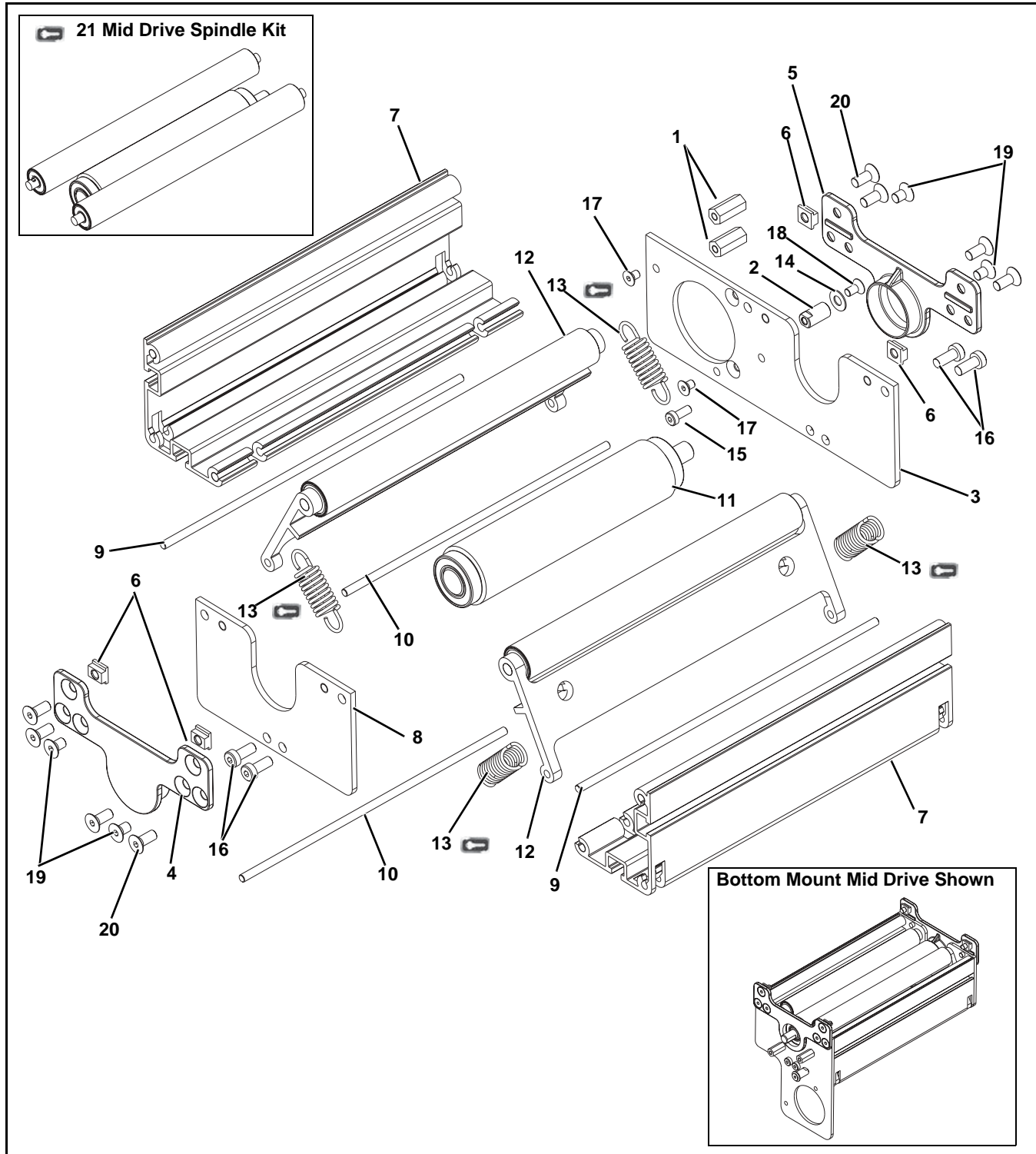
3. Tighten screws 12 in-lb (1.4 Nm). (Install belt and see “Conveyor Belt Tensioning” on page 14 to tension belt to specification.)

# Service Parts

## NOTE

For replacement parts other than those shown in this section, contact an authorized Dorner Service Center or the factory. Key Service Parts and Kits are identified by the Performance Parts Kits logo . Dorner recommends keeping these parts on hand.

## Mid Drive End

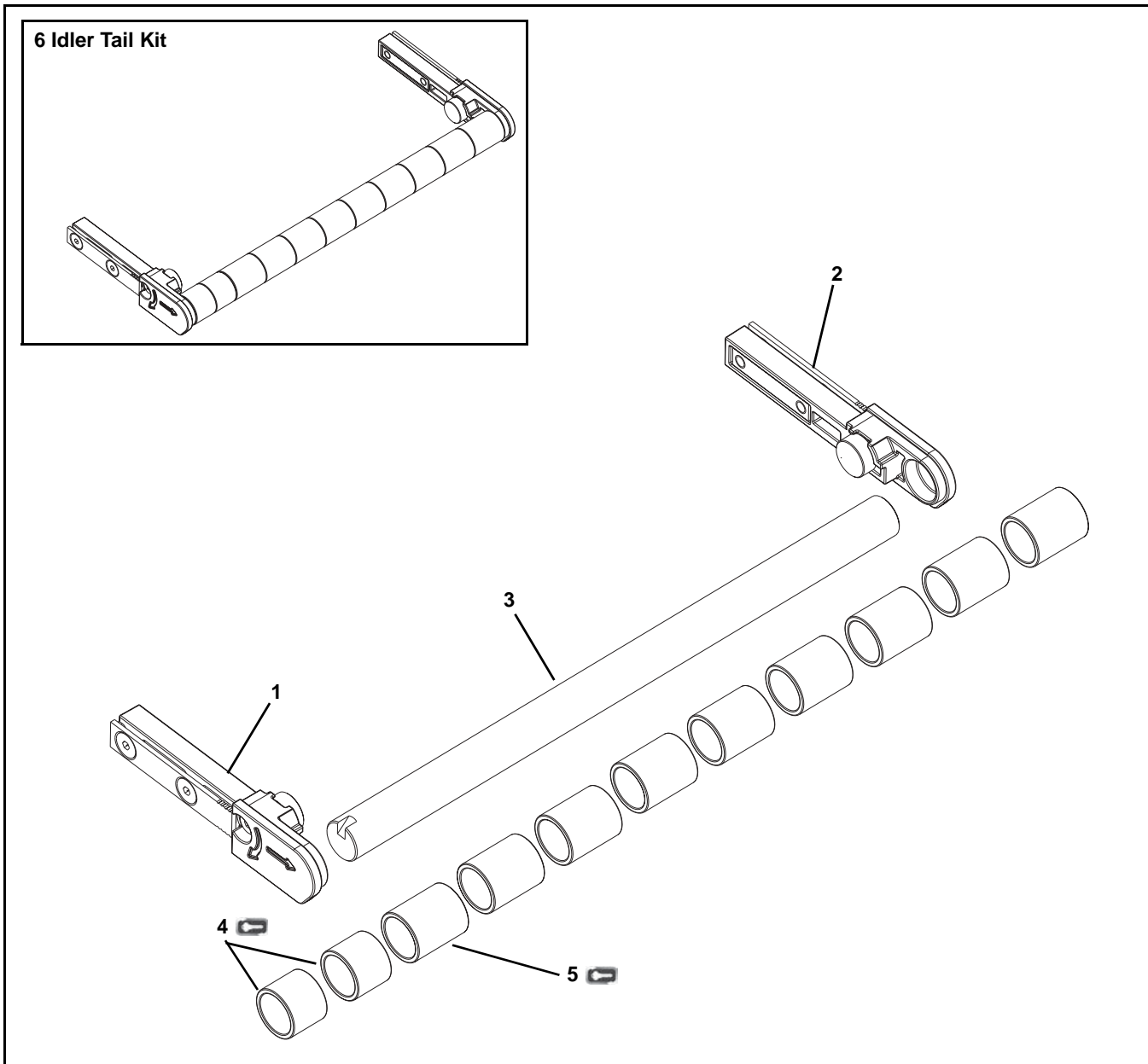


# Service Parts

Item	Part Number	Description
1	210120	Hex Stand Off
2	210121	Gear Shaft
3	210126	Side Plate for Drive Side, Bottom Mount Mid Drive
	210127	Side Plate for Drive Side, Side Mount Mid Drive
	210125	Side Plate for Drive Side, Customer Driven Mid Drive
4	210130	Pinch Plate Non-Drive Side
5	210131	Pinch Plate Drive Side
6	210135	Single T-Bar
7	210069- <u>WW</u>	Pinch Drive Guard
8	210125	Side Plate for Non-Drive Side
9	210132- <u>WW</u>	Support Rod
10	210133- <u>WW</u>	Support Rod
11	204054- <u>WW</u>	Mid Drive Spindle Assembly
12	204056- <u>WW</u>	Mid Drive Pinch Roller Assembly
13	807-2207	Precision Spring
14	911-205	Washer
15	950410MSS	Low Head Cap Screw, M4-0.70 x 10 mm
16	950512MSS	Low Head Cap Screw, M5-0.80 x 12 mm
17	930406MSS	Flat Head Screw, M4-0.70 x 6 mm
18	930408MSS	Flat Head Screw, M4-0.70 x 8 mm
19	930508MSS	Flat Head Screw, M5-0.80 x 8 mm
20	930512MSS	Flat Head Screw, M5-0.80 x 12 mm
21	11MDS- <u>WW</u>	Mid Drive Spindle Kit (Includes items 11 & 12)
<u>WW</u> = Conveyor width reference: 02, 04, 06, 08, & 10		

# Service Parts

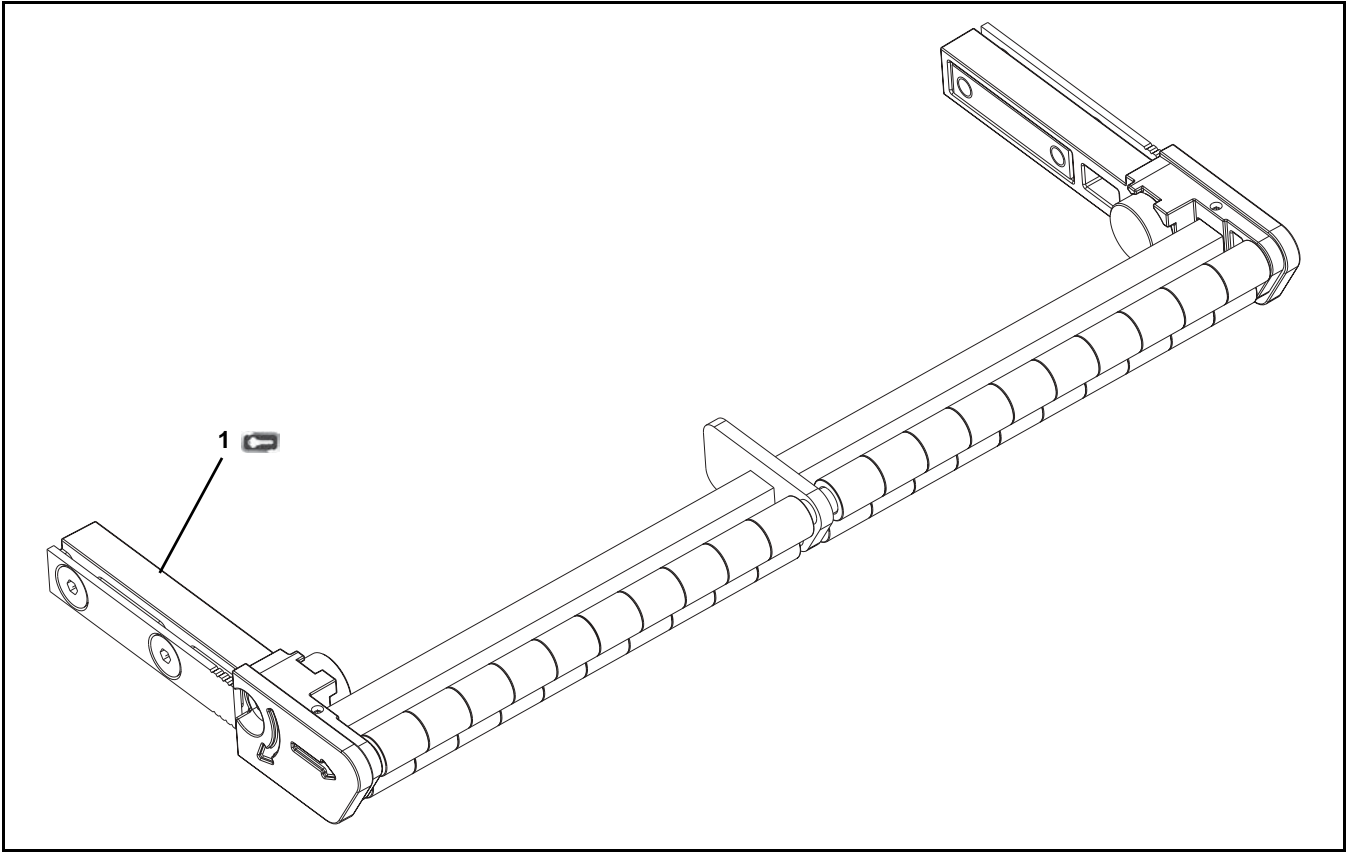
## Idler End



Item	Part Number	Description
1	210094	Right Hand Tail Plate Assembly
2	210093	Left Hand Tail Plate Assembly
3	210091- <u>WW</u>	Shaft
4	801-148	Bearing, 0.625 dia. x 0.50 long (for quantities see Bearing Chart)
5	801-149	Bearing, 0.625 dia. x 0.75 long (for quantities see Bearing Chart)
6	210092- <u>WW</u>	Idler Tail Kit (Includes items 1 through 5)
<u>WW</u> = Conveyor width reference: 02, 04, 06, 08 & 10		

Bearing Quantity Chart		
<u>WW</u>	Item #4 (801-148)	Item #5 (801-149)
02	0	2
04	1	4
06	1	7
08	2	9
10	0	13

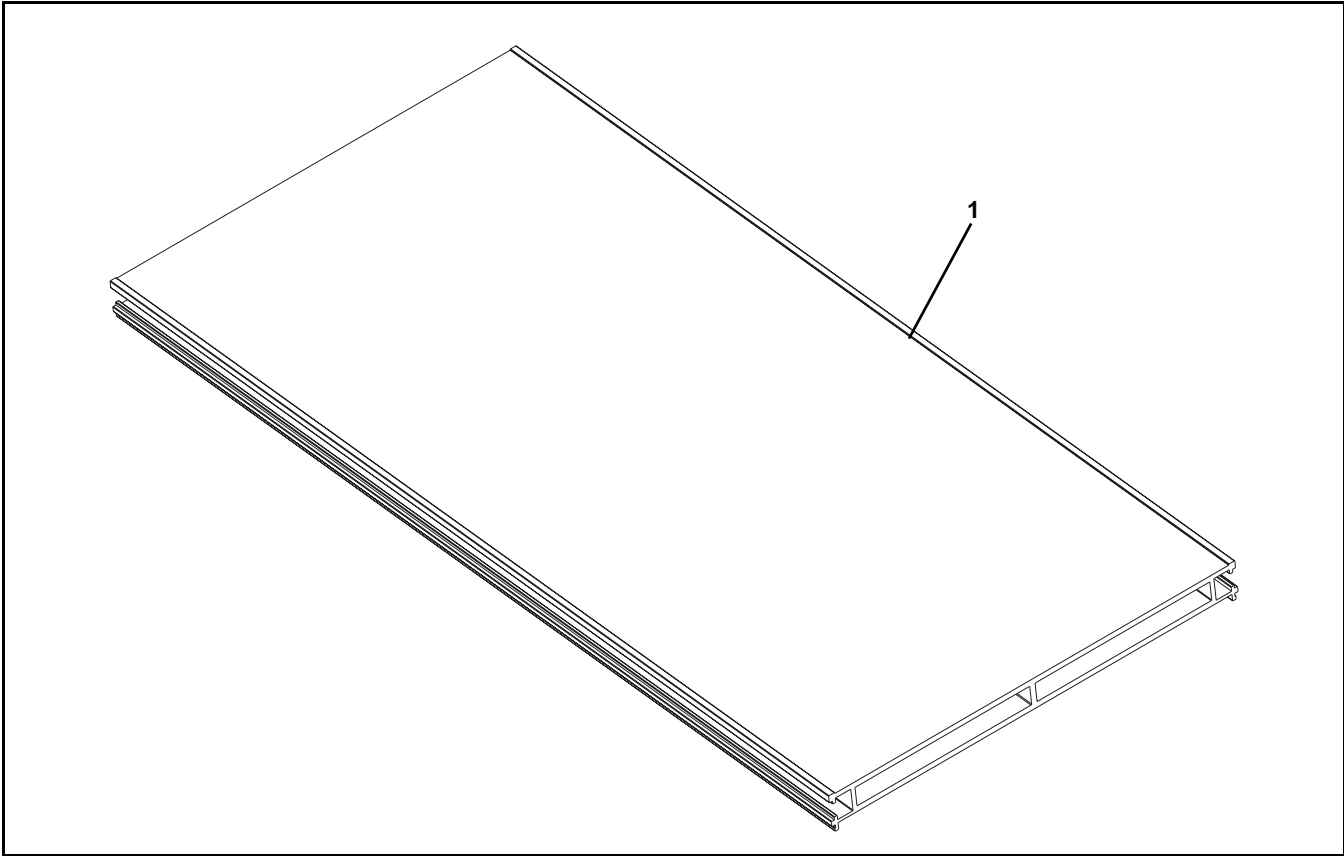
**Nose Bar Idler End**



Item	Part Number	Description
1	11TT- <u>WW</u>	Nosebar Tail Assembly
<u>WW</u> = Conveyor width reference: 02, 04, 06, 08, & 10		

# Service Parts

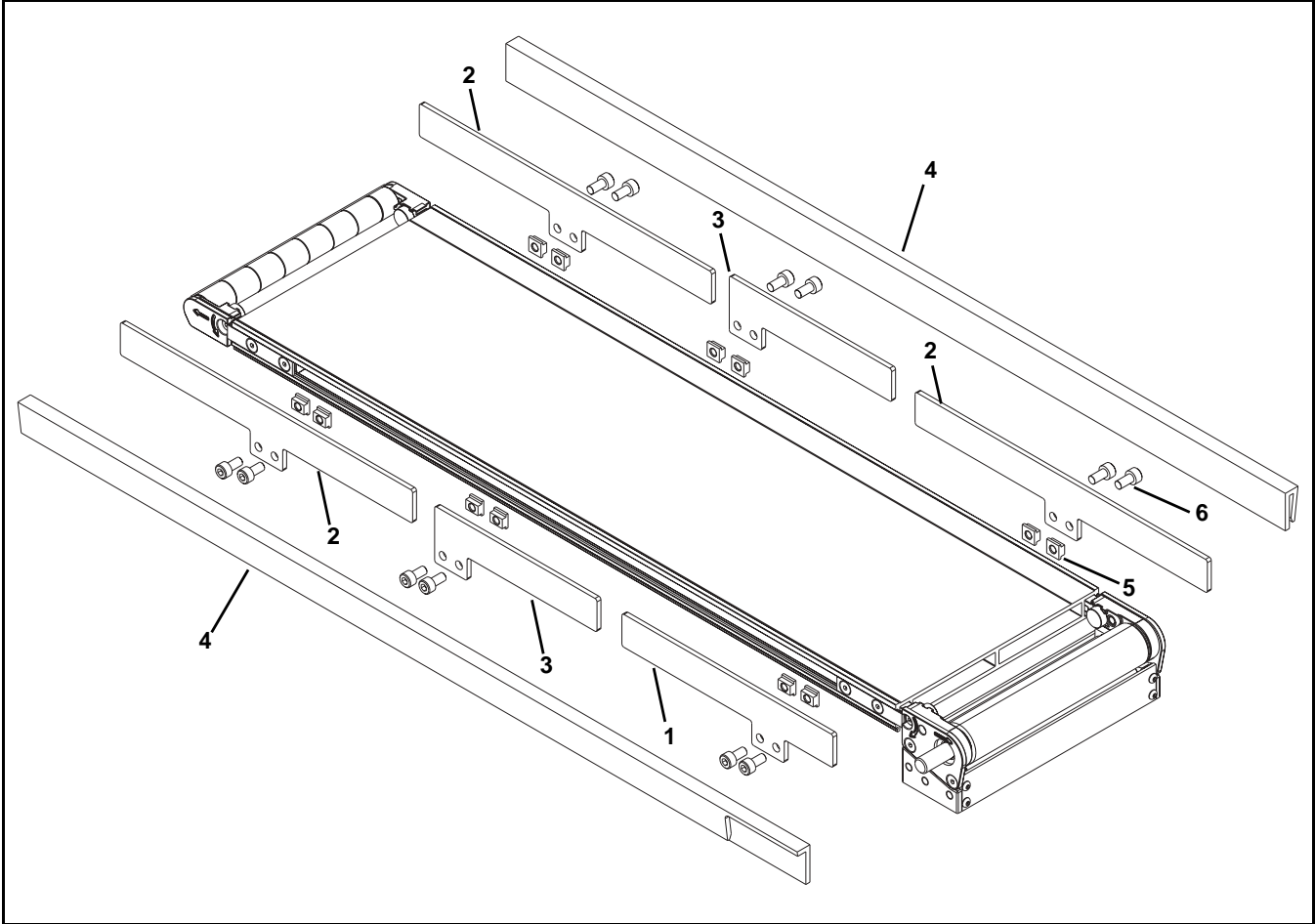
## Frame



Item	Part Number	Description
1	210071-LLLLL	2" Wide Frame
	210072-LLLLL	4" Wide Frame
	210073-LLLLL	6" Wide Frame
	210074-LLLLL	8" Wide Frame
	210075-LLLLL	10" Wide Frame
LLLLL= Part length in inches with 2 decimal places		
Example: Part Length = 35.25" LLLLL = 03525		



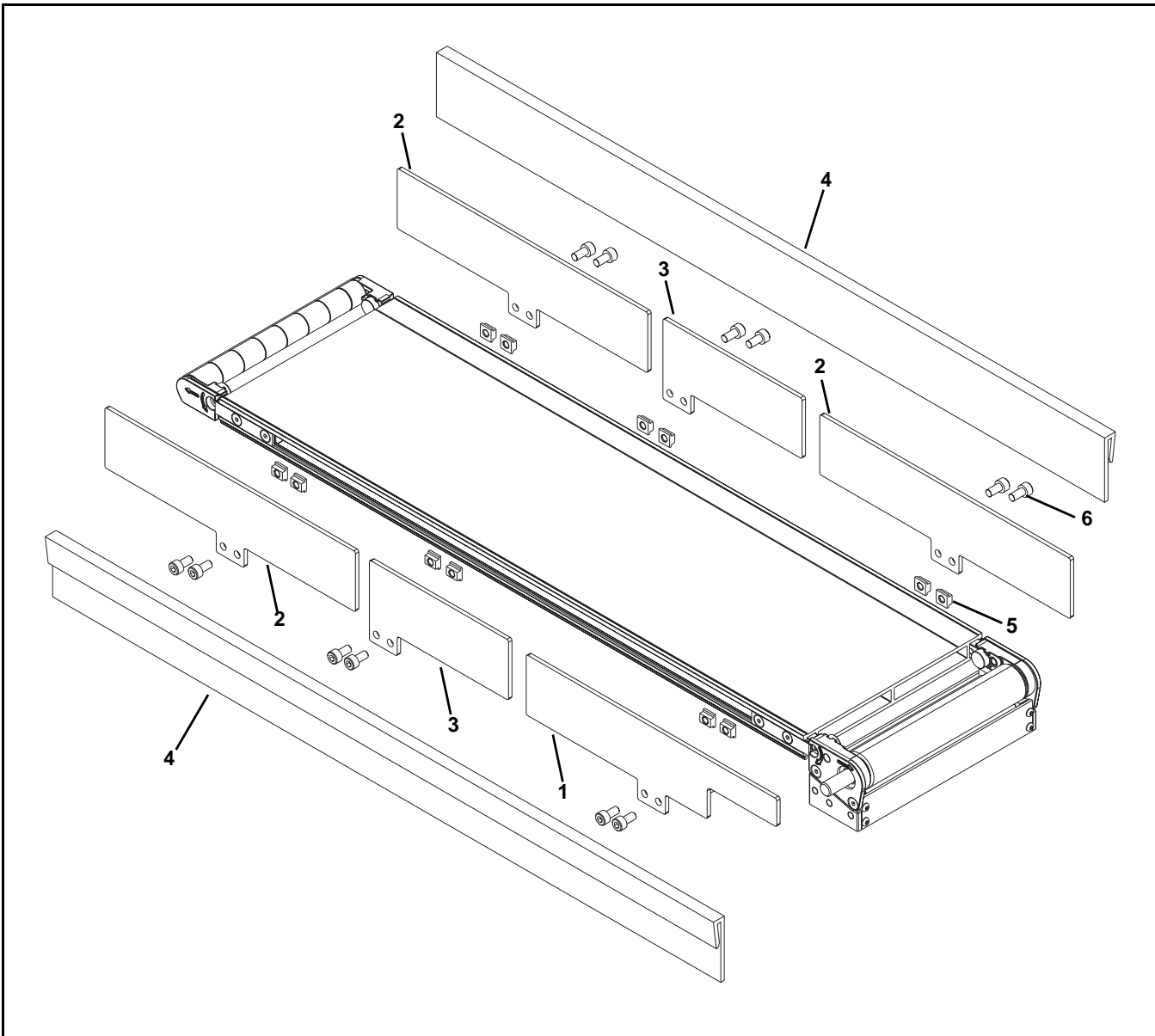
## 1" Profile



Item	Part Number	Description
1	204044	Guiding Support Bracket, 1" x 2.50" Drive End, Drive Side Only for Conveyors under 14" long
	204042	Guiding Support Bracket 1" x 6.50" Drive End, Drive Side Only for Conveyors 14" long and longer
2	210159	Guiding Support Bracket 1" x 9"
3	210161	Guiding Support Bracket 1" x 5"
4	210163-LLLLL	1" UHMW Guiding
5	210135	Single T-Bar
6	950512MSS	Low Head Cap Screw, M5 - 0.80 x 12 mm
LLLLL= Part length in inches with 2 decimal places.		
Example: Part Length = 35.25" LLLLL = 03525		

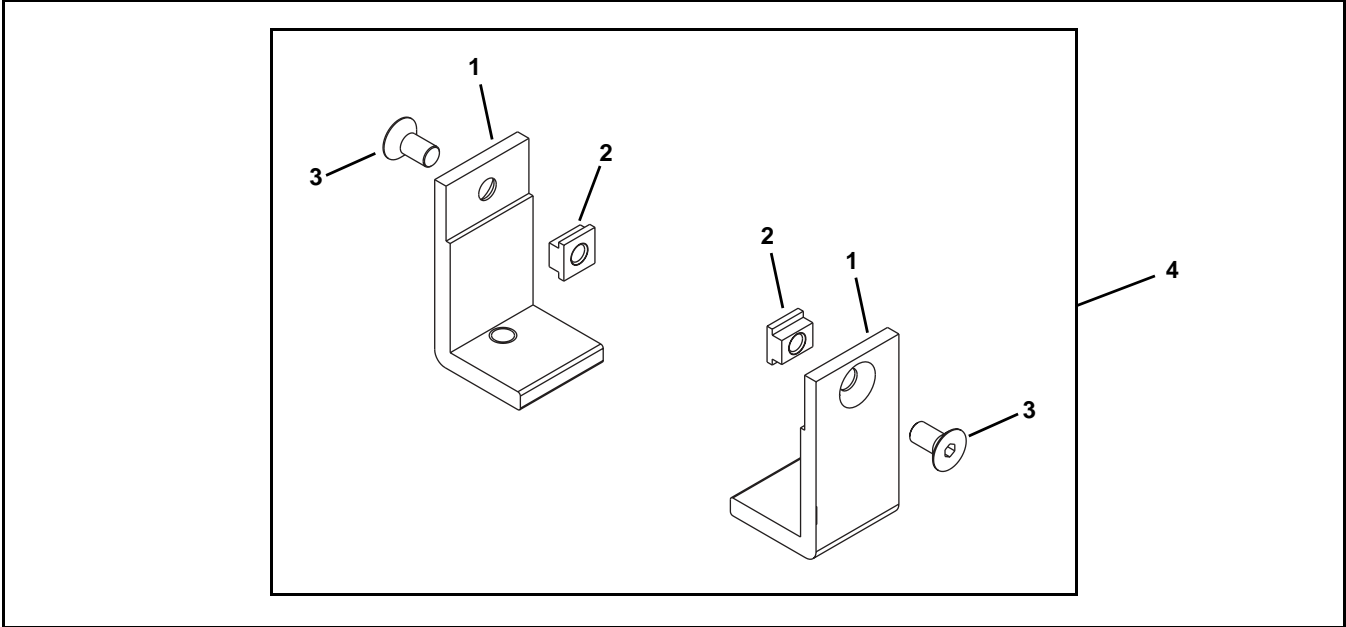
# Service Parts

## 2" Profile



Item	Part Number	Description
1	204045	Guiding Support Bracket 2" x 2.50" Drive End Only for Conveyors under 14" long
	204043	Guiding Support Bracket 2" x 6.50" Drive End Only for Conveyors 14" long and longer
2	210158	Guiding Support Bracket 2" x 9"
3	210160	Guiding Support Bracket 2" x 5"
4	210162-LLLLL	2" UHMW Guiding
5	210135	Single T-Bar
6	950512MSS	Low Head Cap Screw, M5 - 0.80 x 12 mm
LLLLL= Part length in inches with 2 decimal places.		
Example: Part Length = 35.25" LLLLL = 03525		

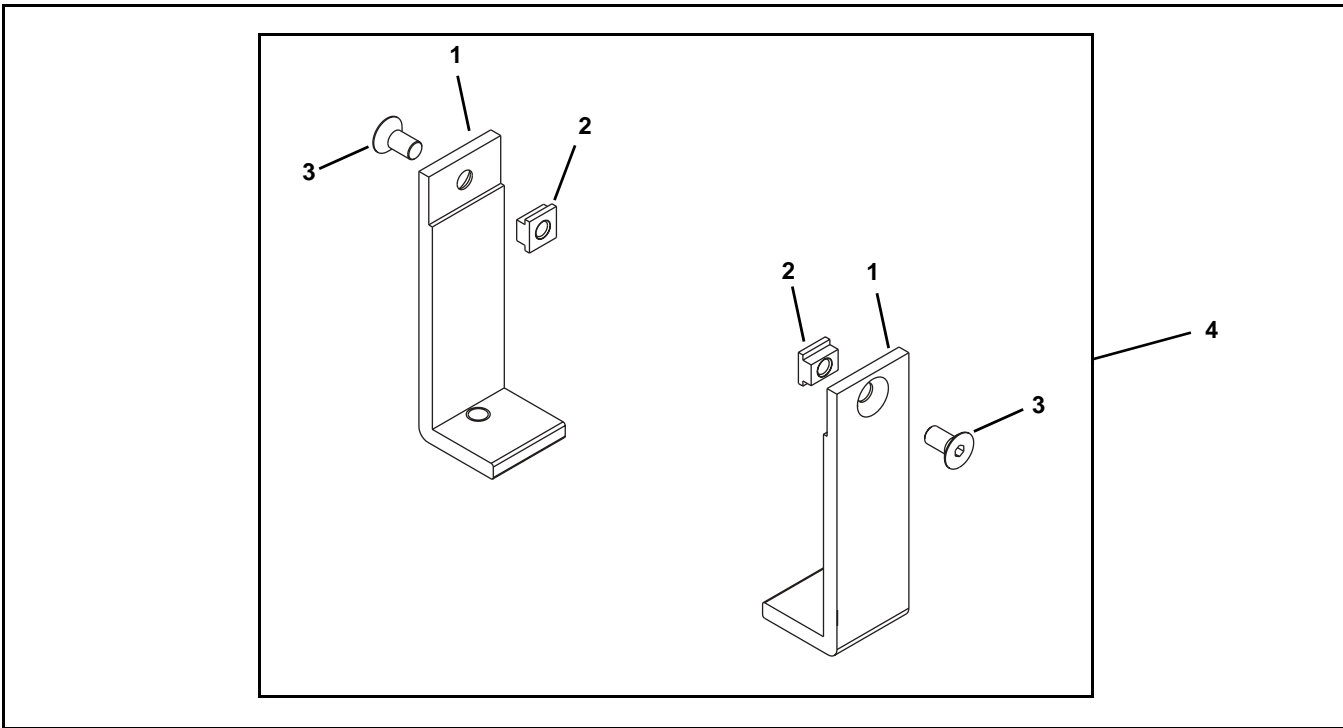
Short Mounting Bracket



Item	Part Number	Description
1	210145	Mounting Bracket (Short)
2	210135	Single T-Bar
3	930512MSS	Flat Head Screw, M5 - 0.80 x 12 mm
4	210143	Short Mounting Bracket Assembly

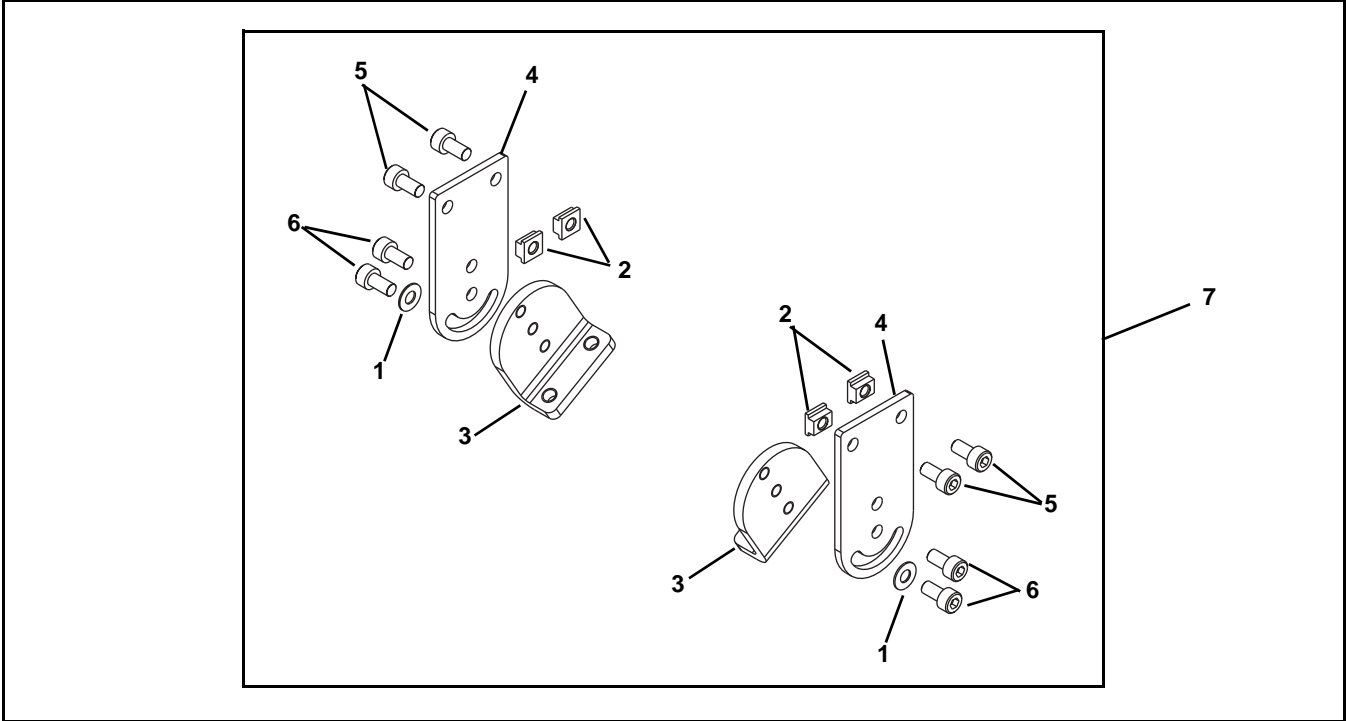
# Service Parts

## Tall Mounting Bracket



Item	Part Number	Description
1	210146	Mounting Bracket (Tall)
2	210135	Single T-Bar
3	930512MSS	Flat Head Screw, M5 - 0.80 x 12 mm
4	210144	Tall Mounting Bracket Assembly

Pivoting Mounting Bracket



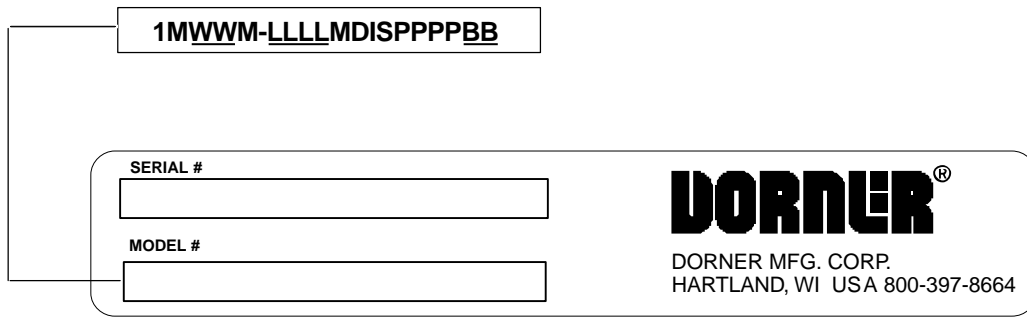
Item	Part Number	Description
1	911-205	Washer
2	210135	Single T-Bar
3	210147	Angled Mounting Bracket
4	210148	Flat Mounting Bracket
5	950512MSS	Low Head Cap Screw, M5 - 0.80 x 12mm
6	950510MSS	Low Head Cap Screw, M5 - 0.80 x 10mm
7	210149	Pivoting Mounting Bracket Assembly

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# Service Parts

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## Conveyor Belt Part Number Configuration



**Figure 45**

### Mid Drive Part Number Configuration

Refer to Dorner serial number plate (**Figure 45**). From the model number, determine conveyor width (“WW”), length (“LLLL”), and belt type (“BB”). Use data to configure belt part number as indicated below.

**15 - WW LLLL / BB**

15 - \_ \_ \_ \_ / \_ \_  
(Fill In)



# Return Policy

Returns must have prior written factory authorization or they will not be accepted. Items that are returned to Dorner without authorization will not be credited nor returned to the original sender. When calling for authorization, please have the following information ready for the Dorner factory representative or your local distributor:

1. Name and address of customer.
2. Dorner part number(s) of item(s) being returned.
3. Reason for return.
4. Customer's original order number used when ordering the item(s).
5. Dorner or distributor invoice number (if available, part serial number).

A representative will discuss action to be taken on the returned items and provide a Returned Goods Authorization (RMA) number for reference. RMA will automatically close 30 days after being issued. To get credit, items must be new and undamaged. There will be a return charge on all items returned for credit, where Dorner was not at fault. It is the customer's responsibility to prevent damage during return shipping. Damaged or modified items will not be accepted. The customer is responsible for return freight.


Product Type									
Standard Products									Engineered to order parts
Product Line	Conveyors	Gearmotors & Mounting Packages	Support Stands	Accessories	Spare Parts (non-belt)	Spare Belts - Standard Flat Fabric	Spare Belts - Cleated & Specialty Fabric	Spare Belts - Plastic Chain	All equipment and parts
1100	30% return fee for all products except: 50% return fee for conveyors with modular belt, cleated belt or specialty belts						non-returnable		case-by-case
2200									
2200 Modular Belt									
2200 Precision Move									
2300									
2300 Modular Belt									
3200									
3200 LPZ									
3200 Precision Move									
4100									
5200									
5300									
6200									
Controls									
7200 / 7300	50% return fee for all products								
7350	non-returnable								
7360									
7400									
7600									

Returns will not be accepted after 60 days from original invoice date. The return charge covers inspection, cleaning, disassembly, disposal and reissuing of components to inventory. If a replacement is needed prior to evaluation of returned item, a purchase order must be issued. Credit (if any) is issued only after return and evaluation is complete.

Dorner has representatives throughout the world. Contact Dorner for the name of your local representative. Our Customer Service Team will gladly help with your questions on Dorner products.

For a copy of Dorner's Warranty, contact factory, distributor, service center or visit our website at [www.dorner.com](http://www.dorner.com).

For replacement parts, contact an authorized Dorner Service Center or the factory.

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