

# ***Energizer***®



**CORDLESS LAWNMOWER**  
**ELMC20V**  
**ELMC20V-UK**  
**USER GUIDE**

**CAUTION:** Read this manual before using this machine!

# ***Energizer***®

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## **Let's get started.**

You're excited to power up, so we'll keep this brief!

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# 1. INTENDED USE

The lawn mower is intended for private use i.e. for use in home and gardening environments. Private use of the lawn mower refers an annual operating time generally not exceeding that of 50 hours, during which time the equipment is primarily used to maintain small-scale, residential lawns and home/hobby gardens. Public facilities, sporting halls, and agricultural/forestry applications are excluded.

## CAUTION:

Due to the high risk of bodily injury to the user, the lawn mower may not be used to trim bushes, hedges or shrubs, to cut scaling vegetation, planted roofs, or balcony-grown grass, to clean (suck up) dirt and debris off walkways, or to chop up tree or hedge clippings. Moreover, the lawn mower may not be used as a power cultivator to level out high areas such as molehills.

For safety reasons, the lawn mower may not be used as a drive unit for other work tools or tool kits of any kind, unless they have been expressly permitted by the manufacturer.

The equipment is to be used only for its prescribed purpose. Any other use is deemed to be a case of misuse. The user/operator and not the manufacturer will be liable for any damage or injuries of any kind caused as a result of this.

Please note that our equipment has not been designed for use in commercial, trade or industrial applications. Our warranty will be voided if the machine is used in commercial, trade or industrial businesses or for equivalent purposes.

# 2. SAFETY INSTRUCTIONS

## WARNING!

Important! Read carefully before use. Keep for future reference.

Read all safety warnings and all instructions. Safe operating practices for electrically powered lawnmowers.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the appliance.

## 2.1 TRAINING

- a) Read the instructions carefully. Be familiar with the controls and the correct use of the machine.
- b) Never allow children or people unfamiliar with these

instructions to use the machine. Local regulations can restrict the age of the operator.

- c) Never operate the machine while people, especially children, or pets are nearby.
- d) Keep in mind that the operator or user is responsible for accidents or hazards occurring to other people or their property.

## **2.2 PREPARATION**

- a) While operating the machine always wear substantial footwear and long trousers. Do not operate the machine when barefoot or wearing open sandals. Avoid wearing clothing that is loose fitting or that has hanging cords or ties.
- b) Thoroughly inspect the area where the machine is to be used and remove all objects which can be thrown by the machine.
- c) Before using, always visually inspect to see that the blade, blade bolt and the blade assembly are not worn or damaged. Replace worn or damaged components in sets to preserve balance. Replace damaged or unreadable labels.

## **2.3 OPERATION**

- a) Operate the machine only in daylight or in good artificial light.
- b) Avoid operating the machine in wet grass.
- c) Always be sure of your footing on slopes.
- d) Walk, never run.
- e) Mow across the face of slopes, never up and down.
- f) Exercise extreme caution when changing direction on slopes.
- g) Do not mow excessively steep slopes.

- h) Use extreme caution when reversing or pulling the machine towards you.
- i) Stop the blade(s) if the machine has to be tilted for transportation when crossing surfaces other than grass, and when transporting the machine to and from the area to be used.
- j) Never operate the machine with defective guards or shields, or without safety devices, for example deflectors and/or grass collector, in place.
- k) Switch on the motor carefully according to instructions and with feet well away from the blade(s).
- l) Do not tilt the machine when switching on the motor, except if the machine has to be tilted for starting. In this case, do not tilt it more than absolutely necessary and lift only the part, which is away from the operator.
- m) Do not start the machine when standing in front of the discharge opening.
- n) Do not put hands or feet near or under rotating parts. Keep clear of the discharge opening at all times.
- o) Do not transport the machine while the power source is running.
- p) Stop the machine and remove the disabling device. Make sure that all moving parts have come to a complete stop whenever you leave the machine, before clearing blockages or unclogging chute, before checking, cleaning, or working on the machine, after striking a foreign object. Inspect the machine for damage and make repairs before restarting and operating the machine.
- q) If the machine starts to vibrate abnormally (check immediately):

- Inspect for damage.
- Replace or repair any damaged parts.
- Check for and tighten any loose parts.

## **2.4 MAINTENANCE AND STORAGE**

- a) Keep all nuts, bolts and screws tight to be sure the machine is in safe working condition.
- b) Check the grass collector frequently for wear or deterioration. On machines with multi blade, take care as rotating one blade can cause other blades to rotate.
- c) Be careful during adjustment of the machine to prevent entrapment of the fingers between moving blades and fixed parts of the machine.
- d) Always allow the machine to cool down before storing. When servicing the blades be aware that, even though the power source is switched off, the blades can still be moved.
- e) Replace worn or damaged parts for safety. Use only genuine replacement parts and accessories.
- f) When it is not in use, store the mower indoors in a dry area, and out of the reach of children.

## **2.5 BATTERY AND CHARGER SAFETY**

- a) Before using the charger, read all instructions and cautionary markings on the charger, battery pack and the product using the battery pack.
- b) Keep the battery charger, batteries and the cordless tool out of children's reach.
- c) Do not use damaged battery chargers.
- d) Do not use the supplied battery charger to charge other cordless tools.
- e) This charger is not intended for any uses other than charging rechargeable batteries. Any other use may















- result in risk of fire, electric shock or electrocution.
- f) Do not place any object on top of the charger or place the charger on a soft surface that may result in excessive internal heat. Place the charger in a position away from any heat source.
  - g) Do not operate the charger if it has received a sharp blow, been dropped or otherwise damaged in any way. Have it checked by an electrician or power tool repairer.
  - h) Do not disassemble charger. Take it to an electrician or power tool repairer when service or repair is required. Incorrect reassembly may result in a risk of electric shock, electrocution or fire.
  - i) To reduce risk of electric shock, unplug the charger from the outlet before attempting any cleaning. Removing the battery pack will not reduce this risk.
  - j) Never attempt to connect 2 chargers together.
  - k) Do not store or use the tool and battery pack in locations where the temperature may reach or exceed 40°C (such as inside sheds or metal buildings in summer).
  - l) The charger is designed to operate on standard household electrical power. Do not attempt to use it on any other voltage!
  - m) The battery pack is not fully charged out of the carton. First read the safety instructions and then follow the charging notes and procedures.
  - n) In heavy use the battery pack will become warm. Allow the battery pack to cool to room temperature before commencing with the charging.
  - o) The longest life and best performance can be

obtained if the battery pack is charged when the air temperature is between 18-24°C. Do not charge the battery pack in an air temperature below 10°C, or above 40°C. This is important and will prevent damage to the battery pack.

- p) Do not incinerate the battery pack even if it is seriously damaged or is completely worn out. The battery can explode in a fire.
- q) Never attempt to open the battery pack for any reason. If the plastic housing of the battery pack breaks or cracks, immediately discontinue use and do not recharge.
- r) During charging, the battery must be placed in a well-ventilated area.

## 2.6 EXPLANATION OF SYMBOLS

	General hazard safety alert.
	Read instruction manual.
	Pay attention that bystanders are not injured through foreign objects thrown from the machine.
	Warning: Keep a safe distance from the machine when operating.
	Beware of sharp blades. Blades continue to rotate after the motor is switched off.
	Remove disabling device before maintenance.
	Wait until all machine components have completely stopped before touching them. The blades continue to rotate after the machine is switched off, a rotating blade can cause injury.
	Do not use the machine in the rain or leave it outdoors when it is raining.

	<p>Wear a protective helmet, an ear protection and an ocular protection.</p>
	<p>Wear an ear protection.</p>
	<p>Wear an ocular protection.</p>
	<p>Guarantee sound power level.</p>

## 3. YOUR PRODUCT

### 3.1 DESCRIPTION



Fig 2

- |                                    |                         |                            |
|------------------------------------|-------------------------|----------------------------|
| 1. Switch bar                      | 7. Ejection flap        | 14. Lever indicator        |
| 2. Top push bar                    | 8. Switch button        | 15. Handle of grass basket |
| 3. Lower push bar bracket          | 9. Cutting height scale | 16. Screw knob             |
| 4. Carry handle                    | 10. Washer              | 17. Bolt                   |
| 5. Grass basket                    | 11. Cutting knife       |                            |
| 6. Cutting height adjustment lever | 12. Safety plug         |                            |
|                                    | 13. Cable clip          |                            |

### 3.2 TECHNICAL SPECIFICATIONS

Rated voltage	40 V d.c.
Rotation per minute	3300 min <sup>-1</sup>
Cutting width	340 mm
Cutting height (adjustable)	25-75mm 6postions
Catcher bag capacity	35 L
Weight	9.9 kg
Battery type	EBA20U4 20V d.c. 4.0Ah, Lithium-ion
Charger type	EFC20U Input: 220-240V~ 50/60Hz, Max 0.6A Output: 20V d.c., 2A
Sound pressure level	LpA =77.9dB(A), K= 3 dB(A)
Sound power level	LwA =90.2dB(A), K= 1.85 dB(A)
Guarantee sound power level	94dB(A)
Vibration	Max. 0.5m/s <sup>2</sup> , K=1,5 m/s <sup>2</sup>

## 4. ASSEMBLY

### WARNING!

The lawn mower is delivered partly assembled. The push bar and the grass basket must be assembled before using the lawn mower.

Follow the instructions step by step and refer to the pictures when assembling.



Fig 3

## 4.1 MOUNTING THE LOWER PUSH BAR BRACKET

- Insert the left lower push bar into the handlebar mount and secure with the screw knob (Fig 4a).
- Assembly right push bar in the same way as left bar. See Fig 4b.

## 4.2 MOUNTING THE TOP PUSH BAR

- Align the hole on the top push bar with the hole on low push bar, then insert the bolt and fasten it with the screw knob (Fig 4c & 4d).

## 4.3 MOUNTING THE CABLE CLIP

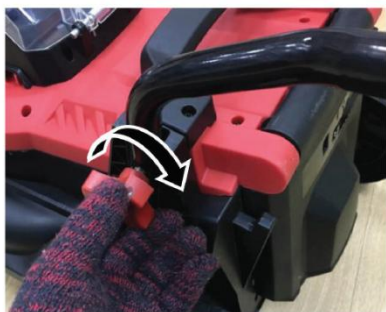
- Mount the two cable clips separately onto the low and top push bar (Fig 4e & 4f).

## 4.4 MOUNTING THE HANDLE ONTO THE GRASS BASKET

- Press one end of the handle into the hole on the grass basket, then press another end (Fig 4g).

## 4.5 MOUNTING THE GRASS BASKET

- Flip the ejection flap upward with left hand.
- Hoop the basket onto the machine (Fig.4h).



4a



4b



4c



4d



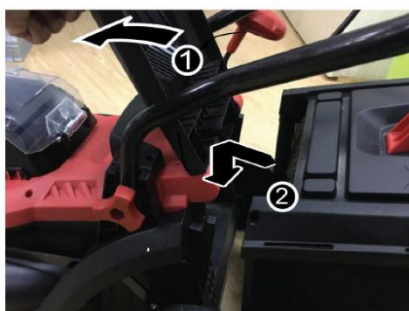
4e



4f



4g



4h

Fig 4

# 5. OPERATION

## 5.1 CHARGING THE BATTERY

- a) Take the battery pack out of the equipment. Do this by pressing the side push lock buttons.
  - b) Check that your mains voltage is the same as that marked on the rating plate of the battery charger. Insert the power plug of the charger into the socket outlet. The red LED will then begin to light.
  - c) Insert the battery pack into the battery charger. then the red LED on charger will begin to Green flash light.
  - d) You will find a label with “Charger indicator” of the LED indicator on the charger.
- The battery pack can become a little warm during the charging. This is normal.

If the battery pack fails to charge, check:





- Voltage at the power socket
- Whether there is good contact at the charging contacts.
- Whether the battery pack is warm or not, the battery protection system will not allow the battery to be charged if the battery temperature is over 40°C after use, allow the battery pack to cool to room temperature before commencing with the charging.

If the battery pack still fails to charge, send the charging unit and the battery pack to our customer service center.

To ensure that the battery pack provides long service, you should take care to recharge it promptly. You must recharge the battery pack when you notice that the power of the cordless vacuum drops. Never allow the battery pack to become fully discharged. This will cause it to develop a defect.




## 5.2 BATTERY CAPACITY INDICATOR



Press the switch for the battery capacity indicator. The battery capacity indicator shows the charge status of the battery using 4 LEDs as following:

Charge level indicator	Status	Charge level indicator	Status
	<b>1 LED is lit:</b> The battery will be empty soon, please recharge the battery.		<b>3 LED(s) are lit:</b> The battery has approx. 75% remaining charge.
	<b>2 LED(s) are lit:</b> The battery has approx. 50% remaining charge.		<b>All 4 LEDs are lit:</b> The battery is fully charged.

## 5.3 CHARGER INDICATOR

To display the amount of charge left in the battery, please see below indicator status on the charger, or use battery test button (see specific user manual).

Indicator status	Explanations and actions
	Ready for use. The charger is connected to the mains and is ready for use; there is no battery pack in the charger.
	Charging. The charger is charging the battery pack in charge mode.
	Battery pack is full of charge. Charging is finished and battery pack in the charger.

	<p>The temperature of battery is too high or too low, the charger is under protection status. The charging function can be recovered after the temperature is normal.</p>
	<p>Unrecoverable battery malfunction.</p>

## 5.4 FILLING LEVEL INDICATOR OF THE GRASS COLLECTOR

The grass box is equipped with a filling level indicator, which is opened by the airflow that the lawn mower generates during operation. If the flap closes during mowing, the grass collecting device is full and must be emptied. To ensure the proper functioning of the filling level indicator, the holes under the flap must always be kept clean and passable.

## 5.5 SAFETY PLUG

For safety, the machine equipped the safety plug (12-Fig 2) in the battery compartment. Before working, you need to insert this safety plug into the compartment (Fig 5a).

Before do any adjustment of the cutting height or do any maintenance, or changing blade, you must pull the safety plug out of the compartment.

## 5.6 ADJUSTING THE CUTTING HEIGHT

### CAUTION:

Adjust the cutting height only when the machine has been switched off and the safety plug (12-Fig 2) has been pulled out.

Before you begin to mow, check to ensure that the blade is not blunt and that none of the fasteners are damaged. To prevent any imbalance, replace blunt and/or damaged blades. To carry out this check, first switch off the motor and pull out the safety plug.

The cutting height is adjusted as follows:

- Push the cutting height adjustment lever (6-Fig 2) outwards.
- Press down or pull upward the lever (6-Fig 2) to the desired cutting height.
- Press the lever (6-Fig 2) into the corresponding recess and check that make sure it is securely seated in the recess.

## 5.7 READING OFF THE CUTTING HEIGHT

The cutting height can be set between 25-75 mm in 6 intervals, and can be read off on the scale.

## 5.8 INSTALLING THE BATTERY PACK

Open the battery cover, then insert the two batteries in the mounts as shown in Fig 5b.

**Note:** Use only batteries which are charged to the same level. Never combine full and half-full batteries. Always charge the two batteries simultaneously.

The equipment's operating time depends on the battery with the lower charge level. The two batteries must always be fully charged before use.

Close the battery cover by swinging it down, and make sure that it latches in place correctly.

## 5.9 SWITCHING ON/OFF THE MACHINE

To prevent the equipment switching on accidentally, the lawn mower is equipped with a safety switch.

To switching on the machine, Keep pressing the button on the top push handle and meanwhile pull the switch bar as show Fig 5c & 5d. The start time can amount to several seconds.

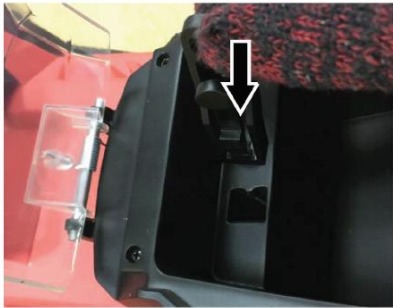
To stop the machine, just release the switch handle. The machine will completely stopped in 3 seconds.

## CAUTION:

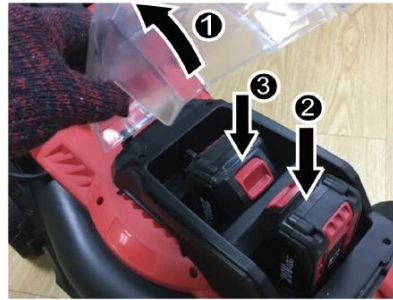
Never open the chute flap when the grass bag has been detached (to be emptied) and the motor is still running. A rotating blade can cause serious injuries! Always carefully fasten the chute flap and grass basket. Switch off the engine before emptying the grass basket.

Always ensure that a safe distance (provided by the length of the long handles) is maintained between the user and the mower housing. Be especially careful when mowing and changing direction on slopes. Maintain a solid footing and wear sturdy, non-slip footwear and long trousers. Always mow along the incline (not up and down). For safety reasons, the lawn mower may not be used to mow inclines whose gradient exceeds 15 degrees.

Use special caution when backing up and pulling the lawn mower. Tripping hazard!



5a



5b



5c



5d

Fig 5

## 5.10 WORKING ADVICE

It is recommended that you overlap the mowing swaths.

Only use a sharp blade that is in good condition. This will prevent the grass blades from fraying and the lawn from turning yellow.

Try to mow in straight lines for a nice, clean look. The swaths should overlap each other by a few centimeters in order to avoid stripes.

How frequently you should mow your lawn is determined primarily by the speed at which the grass grows. In the main growing season (May- June) you will probably need to mow the lawn twice a week, otherwise just once a week. The cutting height should be between 4 - 6cm and the amount of growth before mowing again should be 4 - 5cm.

If the grass is allowed to grow somewhat longer for whatever reason, do not make the mistake of cutting it back to the normal height in one go. This will harm the lawn. Never cut it back by more than half the height in one go.

Keep the underside of the mower housing clean and remove grass build-up. Deposits not only make it more difficult to start the mower; they decrease the quality of the cut and make it harder for the equipment to bag the grass.

Always mow along inclines (not up and down). You can prevent the lawn mower from slipping down by holding a position at an angle upwards.

Select the cutting height according to the length of the grass. Make several passes so that no more than 4cm of grass are cut at one time.


Switch off the motor before doing any checks on the blade. Keep in mind that the blade continues to rotate for a few seconds after the motor has been switched off.

Never attempt to manually stop the blade. Regularly check to see if the blade is securely attached, is in good condition and is sharp. If the contrary is the case, sharpen the blade or replace it. In the



event that the blade strikes an object, immediately switch off the lawn mower and wait for the blade to come to a complete stop. Then inspect the condition of the blade and the blade mount. Replace any parts that are damaged.

As soon as grass clippings start to trail the lawn mower, it is time to empty the grass basket.

 **Important!** Before taking off the grass basket, switch off the motor and wait until the blade has come to a stop.

To take off the grass basket, use one hand to lift up the chute flap and the other to grab onto the basket handle. Remove the basket. For safety reasons, the chute flap automatically falls down after removing the grass basket and closes off the rear chute opening. If any grass remains in the opening, it will be easier to restart the engine if you pull the mower back approximately 1m. Do not use your hands or feet to remove clippings in or on the mower housing, but instead use suitable tools such as a brush or a hand broom.

In order to ensure that the majority of grass clippings are picked up, the inside of the grass basket must be cleaned after each use.

Reattach the grass basket only when the motor is switched off and the blade has stopped.

Lift up the chute flap with one hand and, holding the grass basket by its handle with the other hand, hang in the basket from the top.

## 6. MAINTENANCE

 **DANGER!**

Pull the safety plug before carrying out any cleaning work.

### 6.1 CLEANING

- Keep all safety devices, air vents and the motor housing free of dirt and dust as far as possible. Wipe the equipment with a clean cloth or blow it with compressed air at low pressure.
- Do not clean the lawn mower with running water, particularly with high-pressure water.
- We recommend that you clean the device immediately each time you have finished using it.
- Clean the equipment regularly with a moist cloth and some soft soap. Do not use cleaning agents or solvents; these could attack the plastic parts of the equipment. Ensure that no water can seep into the device.
- For best results, clean the lawn mower with a brush or rag.

### 6.2 MAINTENANCE

- Worn out or damaged blades, blade mounts, and bolts should be replaced as a set by an authorized professional in order to keep the equipment in balance.
- Ensure that all mounting components (i.e. screws, bolts, nuts etc.) are always tightened so that the equipment can be safely operated at all times.
- Frequently check the grass catch assembly for signs of wear.
- Replace excessively worn or damaged parts immediately.
- In order to ensure that you enjoy the equipment for many years to come, all screwed parts, as well as the wheels and axles, should be cleaned and lubricated.
- Keeping your lawn mower in good condition not only ensures a long lifespan and high performance, but also enables the equipment to thoroughly cut your grass with minimal effort.
- The blade is subjected to more wear and tear than any other component. Therefore, routinely check the condition of the blade and make sure that it is tightly fastened. If the blade is completely worn out, it must be immediately replaced or ground sharp again. An excessively vibrating mower means that the blade is not properly balanced or has become deformed from striking an object. In this case, the blade must be repaired or replaced.
- There are no parts inside the equipment which require additional maintenance.

### 6.3 REPLACING THE BLADE

For safety reasons, we recommend having the blade replaced by an authorized professional.

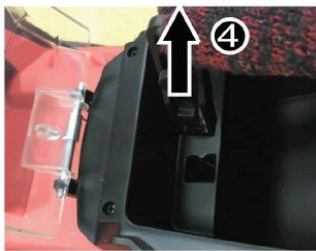
**⚠ Important!** Wear work gloves! Only replace the blade with a genuine Einhell replacement blade, as this will ensure top performance and safety under all conditions.

Carry out the following steps to change the blade:

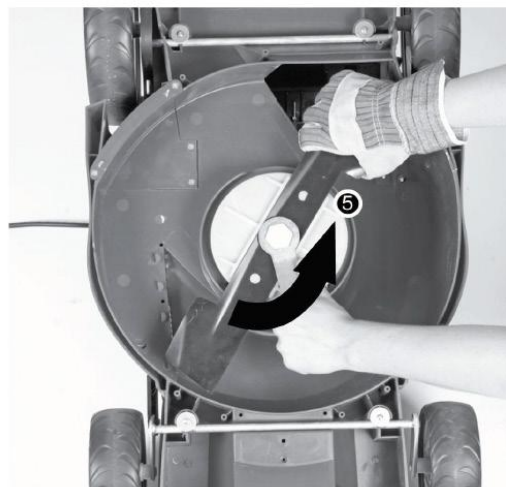
- Remove the battery pack (Fig 6a).
- Remove the safety plug (Fig 6b).
- Loosen the blade screw in anti-clockwise (Fig 6c).
- Remove the blade and replace with a new one. When fitting the blade, make sure it is installed in the clockwise direction. The blade's air vanes must project into the motor compartment. The dome mounts must be aligned with the punch holes in the blade.
- Then re-tighten the fastening screw with the universal wrench. The tightening torque should be approx. 25Nm. At the end of the season, perform a general inspection of the lawn mower and remove any grass and dirt which may have accumulated. At the start of each season, ensure that you check the condition of the blade. If repairs are necessary, please contact our customer service center.
- Use only genuine spare parts.



6a



6b



6c

Fig 6

## 7. DISPOSAL



Electrical products should not be discarded with household products. According to the European Directive 2012/19/EU on waste electrical and electronic equipment and its implementation into national law, electrical products used must be collected separately and disposed of at collection points provided for this purpose. Talk with your local authorities or dealer for advice on recycling.

### BATTERY PACK



Li-ion

To preserve natural resources, please recycle or dispose of the battery pack properly. Consult your local waste authority for information regarding available recycling and/or disposal options.

Discharge your battery pack by operating your tool, then remove the battery pack from the tool and cover the battery pack connections with heavy duty adhesive tape to prevent short circuit and energy discharge.

Do not attempt to open or remove any of the components.

## 8. DECLARATION OF CONFORMITY



**BUILDER SAS**

**32 rue Aristide Bergès - Z.I. du Casque - 31270 Cugnaux - France  
Tel. +33 (0) 5.34.502.502 Fax: +33 (0) 5.34.502.503**

Declares that the machine named below  
Cordless Lawnmower  
ELMC20V

Serial number: 20221106650-20221106949

**Complies with the following European Directives:**

Machinery Directive 2006/42/EC  
EMC Directive 2014/30/EU

**Other applicable Directives:**

Noise Directive 2000/14/EC Annex VI and 2005/88/EC  
2011/65/EU (RoHS) Directive and 2015/863/EU

Measured sound power level: 90.2 dB(A) K= 1.85 dB(A)  
Guaranteed Sound Power Level: 94 dB(A)

Notified Body 0036

TÜV SÜD Industrie Service GmbH • Westendstrasse 199 • 80686 München • Deutschland

**Applicable harmonized standards:**

EN60335-1:2012/A2:2019  
EN60335-2-77:2010  
EN IEC55014-1:2017  
EN IEC55014-2:2015

Responsible of technical file: M. Olivier Patriarca

Cugnaux, 14/09/2022

Philippe MARIE / CEO

## 9. WARRANTY

# *Energizer*<sup>®</sup>

## WARRANTY

The manufacturer guarantees the product against defects in material and workmanship for a period of 2 years from the date of the original purchase. The warranty only applies if the product is for household use. The warranty does not cover breakdowns due to normal wear and tear.

The manufacturer agrees to replace parts identified as defective by the designated distributor. The manufacturer does not accept responsibility for the replacement of the machine, in whole or in part, and/or ensuing damage.

### **The warranty does not cover breakdowns due to:**

- insufficient maintenance.
- abnormal assembly, adjustment or operations of the product.
- parts subject to normal wear and tear.

### **The warranty does not extend to:**

- shipping and packaging costs.
- using the tool for a purpose other than that for which it was designed.
- the use and maintenance of the machine done in a manner not described in the user manual.

Due to our policy of continuous product improvement, we reserve the right to alter or change specifications without notice. Consequently, the product may be different from the information contained therein, but a modification will be undertaken without notice if it is recognized as an improvement of the preceding characteristic.

### **READ THE MANUAL CAREFULLY BEFORE USING THE MACHINE.**

When ordering spare parts, please indicate the part number or code, you can find this in the spare parts list in this manual. Keep the purchase receipt; without it, the warranty is invalid. To help you with your product, we invite you to contact us by phone or via our website:

- **+33 (0)9.70.75.30.30**
- **<https://services.swap-europe.com/contact>**

You must create a "ticket" via the web platform.

- Register or create your account.
- Indicate the reference of the tool.
- Choose the subject of your request.
- Describe your problem.
- Attach these files: invoice or sales receipt, photo of the identification plate (serial number), photo of the part you need (for example: pins on the transformer plug which are broken).



# 10. PRODUCT FAILURE

## WHAT TO DO IF MY MACHINE BREAKS DOWN?

### **If you bought your product in a store:**

- a) Empty the fuel tank if your product has one.
- b) Make sure that your machine is complete with all accessories supplied, and clean! If this is not the case, the repairer will refuse the machine.

Go to the store with the complete machine and with the receipt or invoice.

### **If you bought your product on a website:**

- a) Empty the fuel tank if your product has one.
- b) Make sure that your machine is complete with all accessories supplied, and clean! If this is not the case, the repairer will refuse the machine.
- c) Create a SWAP-Europe service ticket on the site: <https://services.swap-europe.com>. When making the request on SWAP-Europe, you must attach the invoice and the photo of the nameplate (serial number).
- d) Contact the repair station to make sure it is available before dropping off the machine.

Go to the repair station with the complete machine packed, accompanied by the purchase invoice and the station support sheet downloadable after the service request is completed on the SWAP-Europe site.

For machines with engine failure from manufacturers BRIGGS & STRATTON, HONDA and RATO, please refer to the following instructions.

Repairs will be done by approved engine manufacturers of these manufacturers, see their site:

- <http://www.briggsandstratton.com/eu/fr>
- <http://www.honda-engines-eu.com/fr/service-network-page;jsessionid=5EE8456CF39CD572AA2AEEDFD290CDAE>
- <https://www.rato-europe.com/it/service-network>

**Please keep your original packaging to allow for after-sales service returns or pack your machine with a similar cardboard box of the same dimensions.**

**For any question concerning our after-sales service you can make a request on our website <https://services.swap-europe.com>**

**Our hotline remains available at +33 (9) 70 75 30 30.**



# 11. WARRANTY EXCLUSIONS

## THE WARRANTY DOES NOT COVER:

- Start-up and setting up of the product.
- Damage resulting from normal wear and tear of the product.
- Damage resulting from improper use of the product.
- Damage resulting from assembly or start-up not in accordance with the user manual.
- Breakdowns related to carburetion beyond 90 days and fouling of carburetors.
- Periodic and standard maintenance events.
- Actions of modification and dismantling that directly void the warranty.
- Products whose original authentication marking (brand, serial number) has been degraded, altered or withdrawn.
- Replacement of consumables.
- The use of non-original parts.
- Breakage of parts following impacts or projections.
- Accessories breakdowns.
- Defects and their consequences linked to any external cause.
- Loss of components and loss due to insufficient screwing.
- Cutting components and any damage related to the loosening of parts.
- Overload or overheating.
- Poor power supply quality: faulty voltage, voltage error, etc.
- Damages resulting from the deprivation of enjoyment of the product during the time necessary for repairs and more generally the costs related to the immobilization of the product.
- The costs of a second opinion established by a third party following an estimate by a SWAP-Europe repair station.
- The use of a product which would show a defect or a breakage which was not the subject of an immediate report and/or repair with the services of SWAP-Europe.
- Deterioration linked to transport and storage\*.
- Launchers beyond 90 days.
- Oil, petrol, grease.
- Damages related to the use of non-compliant fuels or lubricants.

\* In accordance with transport legislation, damage related to transport must be declared to carriers within 48 hours maximum after observation by registered letter with acknowledgement of receipt.

This document is a supplement to your notice, a non-exhaustive list.

**Attention:** All orders must be checked in the presence of the delivery person. In case of refusal by the delivery person, you must simply refuse the delivery and notify your refusal.

**Reminder:** The reserves do not exclude the notification by registered letter with acknowledgement within 72 hours.

**Information:** Thermal devices must be wintered each season (service available on the SWAP-Europe site). Batteries must be charged before being stored.



***Energizer***®