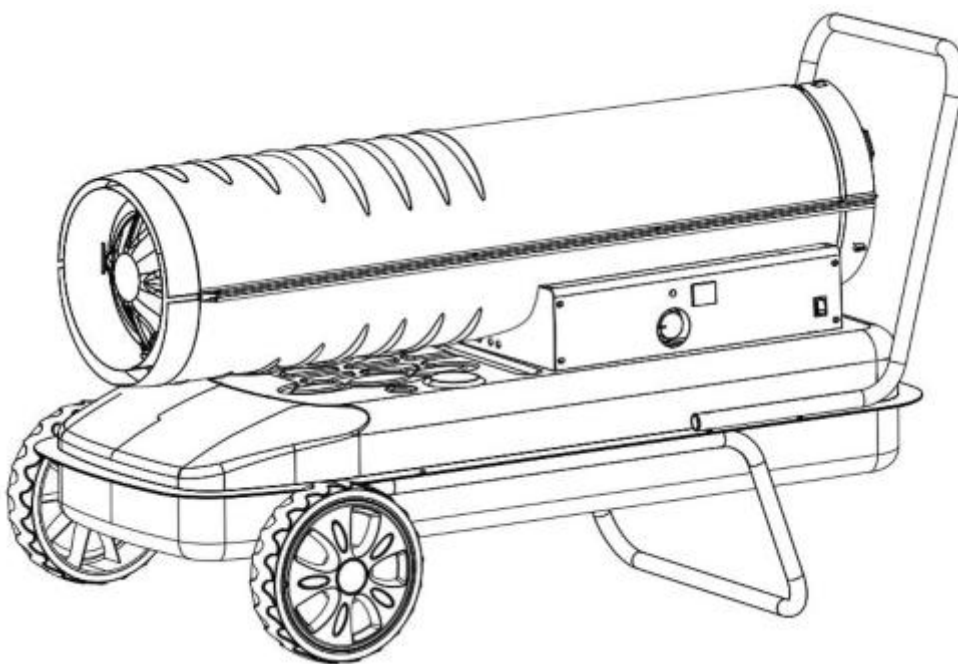


FEIDER MACHINES

INSTRUCTION MANUAL

Diesel heater 37KW

FCD37KW-1



BUILDER SAS

ZI-32, rue Aristide Bergès, 31270 Cugnaux, France

MADE IN PRC



IMPORTANT:

Read and understand all of the directions in this manual before assembling, starting, or servicing the heater. Improper use of this heater can cause serious injury. Keep this manual for future reference, not suitable for use wood floors or other combustible materials. Retain this manual for future reference.

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1. Safety Information

NEVER LEAVE HEATER UNATTENDED WHILE BURNING OR WHILE COONECTED TO A POWER SOURCE!

⚠ DANGER Indicates an imminently hazardous.

Situation which, if not avoided, WILL result in death or serious injury.

⚠ WARNING Indicates an potentially hazardous.

situation which, if not avoided, COULD result in death or serious injury.

⚠ CAUTION Indicates an potentially hazardous.

Situation which, if not avoided, MAY result in minor or moderate injury.

⚠ DANGER

GENERAL HAZARD WARNING:

Be sure to comply with the instructions and warnings provided with this heater, or death, serious bodily injury and property loss, damage from the hazards of fire, explosion, burn, asphyxiation, and carbon monoxide poisoning can result.

Only persons who can follow and understand these instructions should use or service this heater.

If you need heater information such as an instruction manual, labels etc; contact the dealer or manufacturer.

⚠ DANGER

NOT FOR USE IN NON-ADEQUATELY VENTEILED ENCLOSED SPACES.

⚠ WARNING

Fire, burn, inhalation and explosion hazard. Keep combustibles, such as building materials, paper or cardboard, a safe distance away from the heater as recommended by these instructions. Never use the heater in spaces which contain products such as gasoline, solvents, paint thinners, dust particles, volatile or airborne combustibles, or any unknown chemicals. This is an unvented portable heater. It uses air (oxygen) from the area in which it is used. Adequate combustion and ventilation air must be provided.

⚠ WARNING

Do not operate this heater until you have read, and thoroughly understand these safety and operating instruction. Failure to comply with the precautions and instructions provided with this heater can result in death, serious bodily injury, property loss or damage from the hazards of fire, soot production, explosion, burns, asphyxiation or carbon monoxide poisoning. Only persons who can read and understand these instructions should use or service this heater. Not for use in home or recreational vehicles.

⚠ WARNING

Electrical Safety It is the responsibility of the owner to check this electrical product before use to ensure it is safe. You must inspect power cables , plugs, sockets etc for signs of wear or damage. You must ensure this risk of electric shock is minimized by the installation of appropriate safety devices. A residual current circuit breaker (RCCB) should be incorporated in the main distribution board. We also recommend a residual current device is used (RCD). An RCD is Particularly important for mobile devices that are connected to a supply without an RCCB. Any fault

rectification or electrical work including the connection of a plug must be carried out by a qualified electrician.

You must also comply with electrical safety requirements including the Electricity at Work Act 1989 which requires portable electrical appliances used on business premises be PAT tested annually. The Health & Safety at work Act 1974 places responsibility for safe condition of electrical appliances upon owners. Power cables and plugs should always be regularly inspected for safety. If in doubt about electrical safety, you must consult a qualified electrician.

This is a Diesel (1-K Kerosene) directed-fire forced air heater. It is primarily intended for use for temporary heating of buildings under construction, alteration or repair. Directed-fired means that all of the combustion products of the heater enter the heated space. This appliance is rated at 98% combustion efficiency, but does produce small amounts of carbon monoxide. Carbon monoxide is toxic.

⚠ DANGER Carbon Monoxide poisoning may lead to death!

Humans can tolerate small amounts of carbon monoxide and precautions should be taken to provide proper ventilation. Failure to provide proper ventilation according to this manual can result in death. Early signs of carbon monoxide poisoning resemble the flu. Symptoms of improper ventilation are:

*** Headache * dizziness * burning of the nose and eyes
* nausea * dry mouth * sore throat ***

For optimal performance of this heater, it is strongly suggested that 1-K kerosene be used, 1-K kerosene has been refined to virtually eliminate contaminants, such as sulfur. Which can cause a rotten egg odor during the operation of the heater, However, #1 or #2 fuel oil - diesel may also be used if 1-K kerosene is not available. Be advised that these fuels do not burn as clean as 1-K kerosene, and care should be taken to provide more fresh air ventilation to accommodate any added contaminants that may be added to the heated space. Use of #1 or #2 fuel oil may result in more periodic maintenance

⚠ WARNING Risk of indoor air pollution!

-Use this heater only in well ventilated areas ! Provide at least a three square foot (2800 sq cm) opening of outside air for every 29KW/hr) of heater rating

-Carbon Monoxide Poisoning. Early signs of carbon monoxide poisoning resemble flu-like symptoms such as headaches, dizziness, and/or nausea. If you have these symptoms, your heater may not be working properly

-Get fresh air at once ! Have the heater serviced. Some people are more affected by carbon monoxide than others. These include pregnant women, those with heart or lung problems, anemia or those under the influence of alcohol, or at high altitudes.

⚠ WARNING Risk of burns / fire / explosion!

-NEVER use fuels such as gasoline, benzene paint thinners, or other oil compounds in this heater(RISK OF FIRE OR EXPLOSION)

-NEVER refill the heater's fuel tank while heater is operating or still hot. This heater is EXTREMELY HOT While in operating.

-Keep all combustible materials away from this heater.

-NEVER block air inlet or air outlet of the heater.

-NEVER use duct work in front or at rear of heater.

- NEVER move or handle heater while still hot.
- NEVER transport heater with fuel in its tank.
- If equipped with a thermostat, the heater may start at any time.
- ALWAYS locate heater on a stable and level surface.
- ALWAYS keep children and animals away from heater.
- Bulk fuel storage should be a minimum of 762cm from heaters, torches, portable generators or other sources of ignition. All fuel storage should be in accordance with federal, state, or local authorities have jurisdiction.
- NEVER use this heater in living or sleeping areas.
- NEVER use this heater where flammable vapors may be present.
- Use only the electrical power (Voltage and frequency) specified on the model plate of the heater. Use only a local correct plug, grounded outlet and extension cord.
- ALWAYS install the heater so that it is not directly exposed to water spray, rain, dripping water, or wind.
- ALWAYS unplug the heater when not in use.

Minimum clearance from combustibles:

Top	125cm
Side	125cm
Front	250cm

2. Features

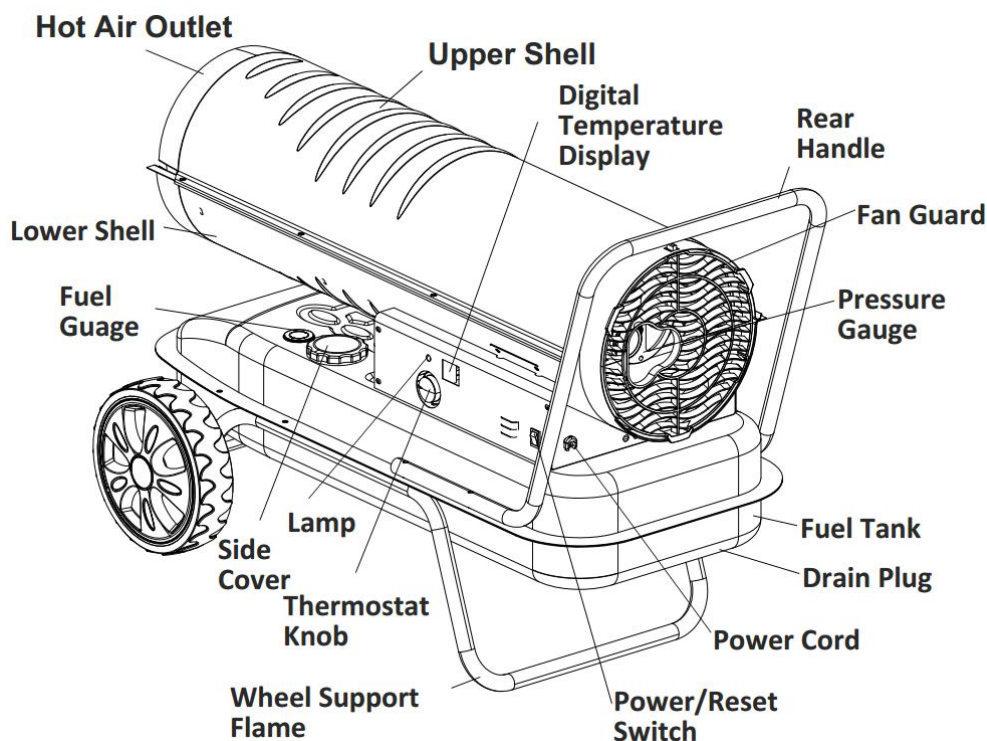


Fig.1

3. Specifications

Model	FCD37KW-1
Heat Output (KW)	37
Fuel Consumption (L/Hr)	3.6
Fuel Tank Capacity (L)	38
Pump Pressure (Kpa/Psi)	38.0/5.5
Power Supply (V/Hz/A)	220-240/50/5
Phase	single
Size (L*W*H CM)	105*54.2*62
Net Weight (Kgs)	23.1

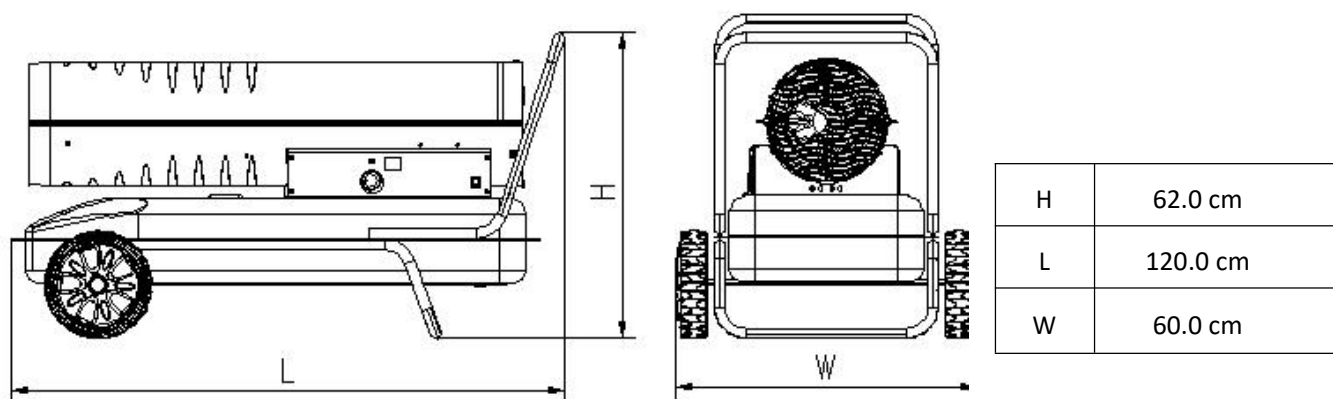


Fig.2

4. Unpacking

Remove the heater and all of the packing materials from the shipping carton. Check the chart below to be sure that you have all of the parts

NOTE: Save the box and packing materials for future storage.

Wheel support frame	YES
Wheel (2 pieces)	YES
Rear Handle	YES
Axle	YES
Top Handle	NO
Screws & Nuts (A) 2 each	NO
Screws & Nuts (B) 6 each	YES
Cotter Pins, Washers	YES

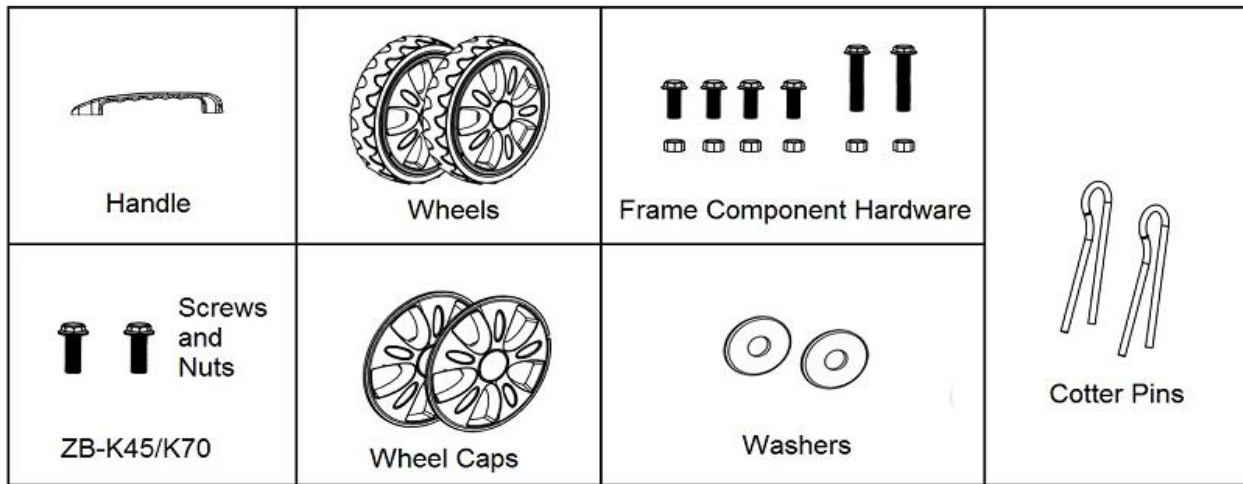


Fig.3

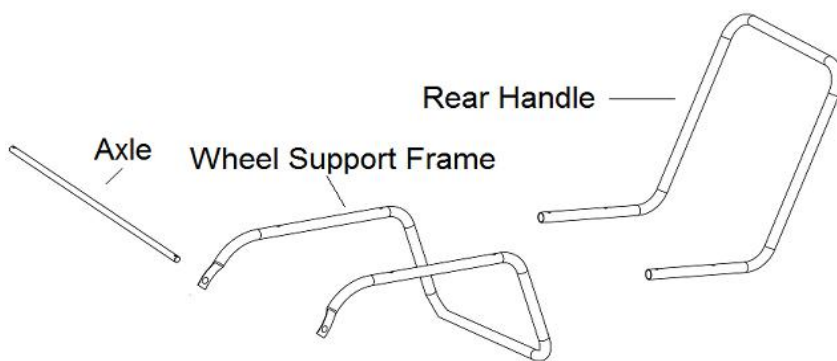


Fig.4

5. Assembly

ASSEMBLING CORDWRAP

- 1) Insert tabs on cord wrap into slots in shell support, lining up the holes on the cord wrap with those on the side cover.
- 2) Insert and tighten screws securely with screw driver.
-Tools required: Medium Phillips screw driver, 5/16" open end or adjustable wrench, needle nose pliers.

ASSEMBLING FRAME AND WHEELS

- 1) Slide axle through holes in wheel support frame.
- 2) Slide Wheels onto each axle, being sure that the valve stem (if pneumatic) is to the outside
- 3) Slide flat washers (L) onto axle past the small hole. Insert cotter pin in axle hole and bent legs of pin with needle nose pliers to secure.
- 4) Place heater on the assembled frame, making sure that the air inlet end is by the wheels, and the mounting holes on the tank flange of the heater align with holes in frame.
- 5) Take the rear handle and align the mounting holes with the corresponding holes in the tank flange/wheel frame, slide a screw through the holes and loosely attach a nut. Repeat for the other 2 holes, then fully tighten all 6 screws and nuts.

⚠ CAUTION Do not operate heater without support frame fully assembled to tank.

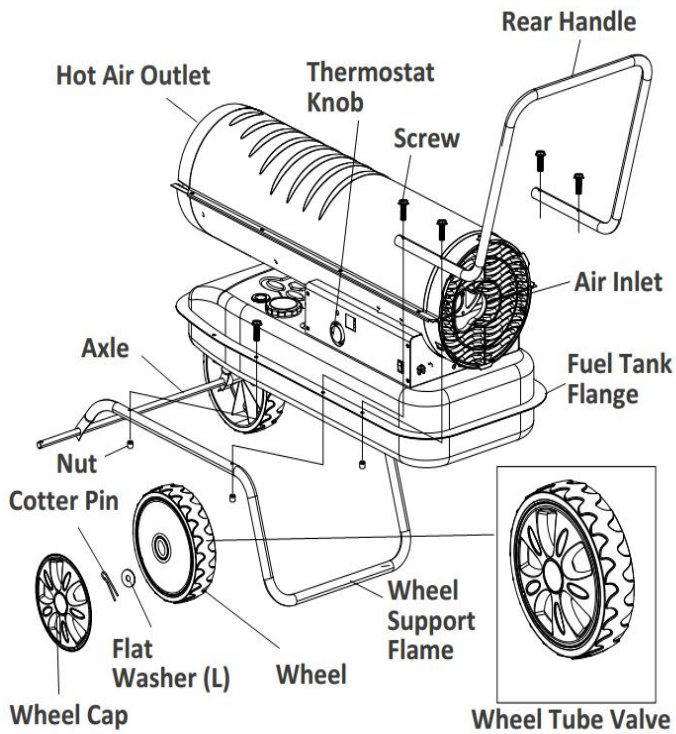


Fig.5

6. Operation

Diesel (1-K Kerosene)

For optimal performance of this heater, it is strongly suggested that 1-K kerosene be used, 1-K kerosene has been refined to virtually eliminate contaminants, such as sulfur. Which can cause a rotten egg odor during the operation of the heater, However, #1 or #2 fuel oil - Diesel may also be used if 1-K kerosene is not available. Be advised that these fuels do not burn as clean as 1-K kerosene, and care should be taken to provide more fresh air ventilation to accommodate any added contaminants that may be added to the heated space. Use diesel fuel can cause excess soot production.

DO NOT use any fuel that is not approved above.

NOTE: Diesel (1-K Kerosene) should only be stored in a blue container that is clearly marked "Diesel (1-K Kerosene)". Never store Diesel (1-K Kerosene) in a red container. Red is associated with gasoline.

-NEVER store Diesel (1-K Kerosene) in the living space. Diesel (1-K Kerosene) should be stored in a well ventilated area outside the living area.

-NEVER use fuel such as gasoline, benzene, alcohol, white gas, camp stove fuel, paint thinners, or other oil compounds in this heater (**THESE ARE VOLATILE FUELS THAT CAN CAUSE A FIRE OREXPLOSION**).

-NEVER store Diesel (1-K Kerosene) in direct sunlight or near a source of heat.

-NEVER use Diesel (1-K Kerosene) heat has been stored from one season to the next. It deteriorates over time.

OLD Diesel (1-K Kerosene) WILL NOT BURN PROPERLY IN THIS HEATER.

-Use diesel in the heater. 1-K Kerosene is a suitable substitute.

THEORY OF OPERATION

Fuel System: This heater is equipped with an air pump that operates off of the electric motor. The pump forces air through the air line connected to the fuel tank, drawing fuel to the nozzle in the

burner head. Air also passes through the nozzle where it mixes with the fuel and is sprayed into the combustion chamber in a fine mist.

Quick-Fire Ignition: A transformer sends high voltage to a two pronged spark plug. The spark ignites the fuel/air mixture as it is sprayed into the combustion chamber.

Air System: A fan is turned by the heavy duty motor, which forces air around and into the combustion chamber, where it is super-heated and forced out the front of the chamber.

Temperature Limit Control: This heater is equipped with a temperature limit control designed to turn the heater off should the internal temperature rise to an unsafe level, if this device activates and turns your heater off, it may require service.

Once the temperature falls below the reset temperature, you will be able to start your heater.

Electrical System Protection: The heaters' electrical system is protected by a circuit breaker that protects the system components from damage. If the heater fails, check the fuse first, and replace if necessary

Flame Sensor: The heater uses a photocell to see the flame in the combustion chamber. Should the flame extinguish, the sensor will stop electrical current and the heater will shut off.

FUELING THE HEATER

⚠ CAUTION NEVER FILL FUEL TANK INDOORS. ALWAYS FILL FUEL TANK OUTDOORS. BE SURE THAT THE HEATER IS ON LEVEL GROUND WHEN FUELING, AND NEVER OVERFILL FUEL TANK.

⚠ WARNING NEVER REFUEL THIS HEATER WHILE IT IS HOT OR OPERATING, FIRE OR EXPLOSION COULD RESULT.

It is always a good idea to fire the heater outdoors for the first time. This will allow any oils used in the manufacturing process to be burned off in a safe environment. This initial burn should last at least 10 minutes.

7. VENTILATION

Risk of indoor air pollution. Use heater only in well ventilated areas.

Always provide a fresh air opening in the heated space of at least three square feet (2800 sq.cm) for each 29KW/hr of heater output. Provide a larger opening if more heater will require.

- a two-car garage door raised 15.24cm (6 inches)
- a single-car garage door raised 22.86cm (9 inches)
- TWO, 76.2cm (30 inches) windows raised 38.1cm (15 inches)

TO START THE HEATER

- 1) Fill the tank with Diesel (1-K Kerosene) until fuel gauge point to "F"
- 2) Be sure fuel cap is secure.
- 3) Plug power cord into the local correct plug. Grounded extension cord and plug extension cord into three prong 220-240V grounded outlet. The extension cord should

be at least six feet (1.8 meters) long.

-Extension cord wire size requirements are as follows:

-6 to 10 feet(1.8 to 3 meters),use 18 AWG wire.

-11 to 100 feet(3.4 to 30.4 meters),use 16 AWG wire.

-101 to 200 feet (30.8 to 61 meters), use 14 AWG wire. 4.Turn thermostat control knob to desired temperature setting

The setting range is from 40°F to 110 °F. Push the power switch to the “ON” position(See figure 9). The power indicator lamp and room temperature display will light and the heater will start.

NOTE: The room temperature display will indicate the following:

-When room temperature is less than 0°F,display will show “LO”

If the heater does not fire, the thermostat maybe set too low. Turn the control knob to a higher setting until heater fires, if the heater still does not start, push power switch to “OFF”, then back to “ON”. If heater still does not fire, see Troubleshooting Guide on page15

NOTE: The electrical components of this heater are protected by a fuse mounted in the PC board, if the heater fails to fire, check the fuse first, and replace if necessary. Also check the power source to be sure that the proper voltage is being provided to the heater.

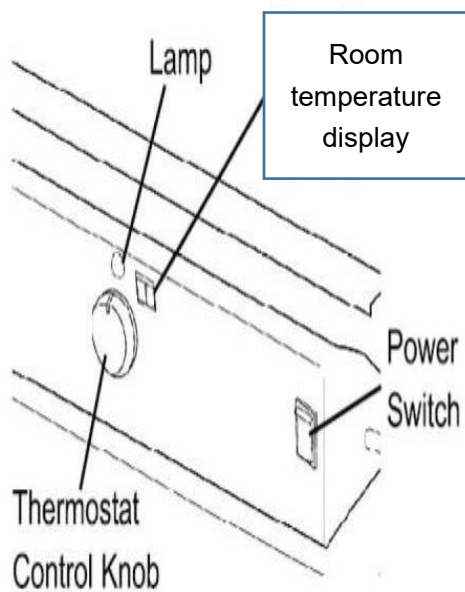


Figure 6. Control panel

TO STOP THE HEATER

Simply turn the power switch to “OFF” position and unplug the power cord.

TO RESTART THE HEATER

- 1) Wait 10 seconds after shutting off the heater.
- 2) Turn the power switch to “ON” position.
- 3) Be sure to follow all starting procedure precautions.

ELECTRICAL OUTLET

⚠WARNING Shock Hazard !

- Never plug in an appliance with more than a 5 amp rating into this outlet.
- Always keep outlet covered when not in use.

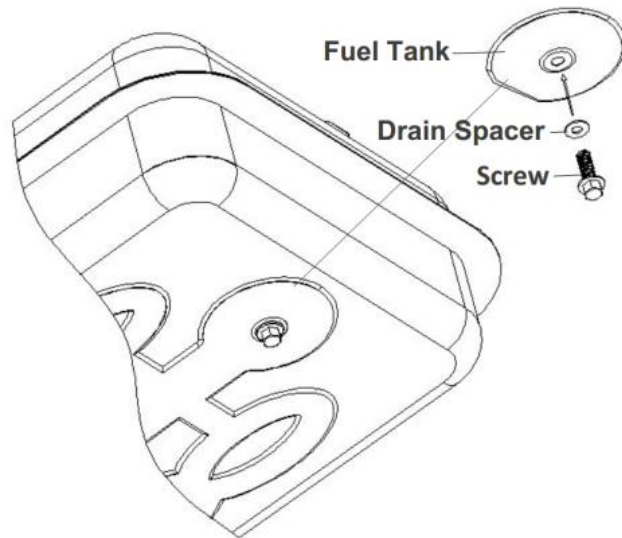


Fig 7.for Drain Plug Removal

8. LONG TERM STORAGE

Drain Fuel Tank

- 1) drain fuel through the Drain Plug at the bottom of the fuel tank.
- 2) To remove the Drain plug, Pull the plug grip downward and remove seal head from drain hole tank.
- 3) Using a small amount of Diesel (1-K Kerosene). Rinse and swirl the Diesel (1-K Kerosene) inside of the fuel tank, Empty the tank fully.
- 4) To replace, push the drain head fully into the drain hole and secure by pushing the seal cap fully into the head hole (see Figure 11)

IMPORTANT: Never store leftover Diesel (1-K Kerosene) over the summer. Using old fuel can damage your heater.

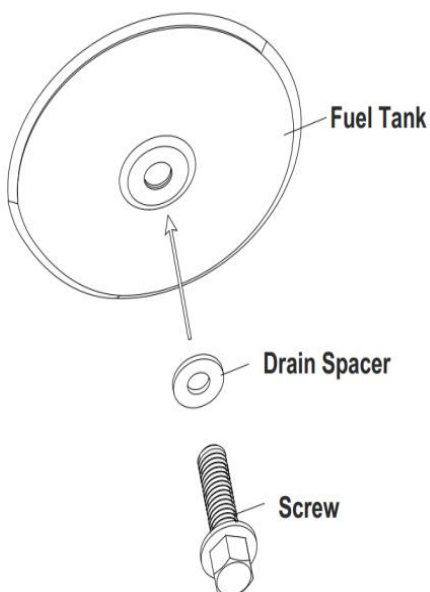


Fig. 8 for Drain Plug Reinstall

Store heater in a dry, well-ventilated area

Be sure that the storage area is free of dust and corrosive vapors. Repack the heater in the original shipping material.

Keep the Users Manual in an easily accessible place.

9. Maintenance

⚠ WARNING Never service heater while it is plugged in or while hot!

Use only original equipment replacement parts. The use of alternate or third party components can cause unsafe operating conditions, and will void your warranty.

We suggest following a maintenance schedule as follows:

FUEL/FUELTANK

Flush every 200 hours of operation or as needed. Do not use Water to flush the tank, Use fresh Diesel (1-K Kerosene) only.

AIR FILTERS:

The air intake Filter should be replaced or washed with soap and water and dried thoroughly every 500 hours of operation, or less, depending on conditions.

The output and lint Filter should be replaced every 500 hours of operation, or less, depending on conditions.

NOTE: Use of Diesel (1-K Kerosene) may require additional maintenance.

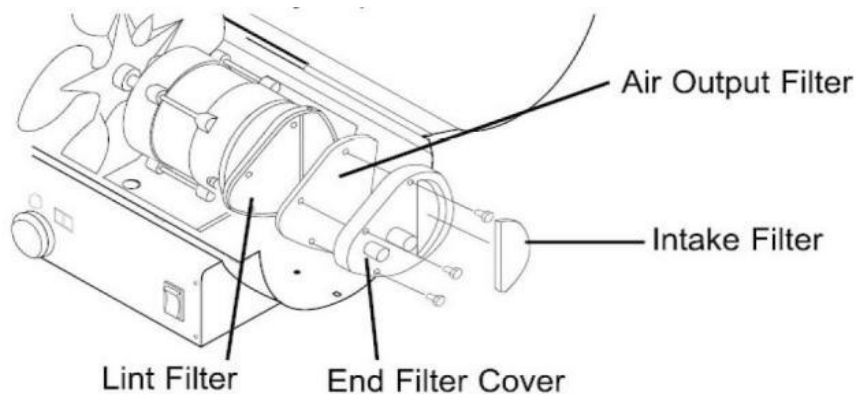


Figure 9. Fan Replacement

NOZZLES:

Nozzles should be cleaned or replaced at least once per heating season. Contaminated fuel could make this necessary immediately.

To clean dirt from the nozzle, blow compressed air through nozzle front, it may be necessary to soak nozzle in clean Diesel (1-K Kerosene) to help loosen any particles.

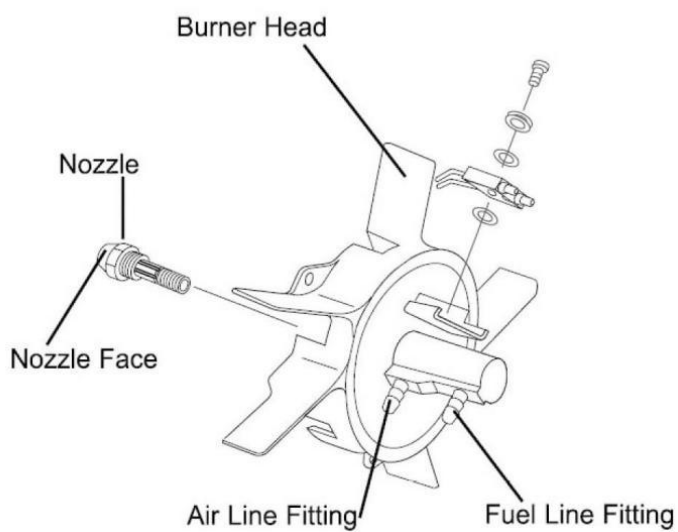
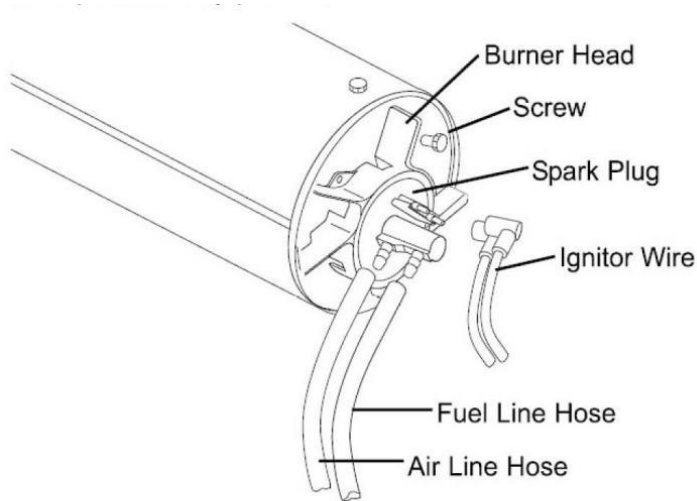


Figure 10. Nozzle Replacement.

NOTE:Use of Diesel (1-K Kerosene) may require additional maintenance. Using this heater without proper maintenance or with contaminated or old fuel may lead to improper combustion and possible soot production.

BE SURE FUEL USED IS APPROVED.

SPARK PLUG:

Clean and re-gap every 600 hours of operation, or replace as needed. After removing the spark plug, clean the terminals with a wire brush. Re-gap the terminals to 0.35cm.

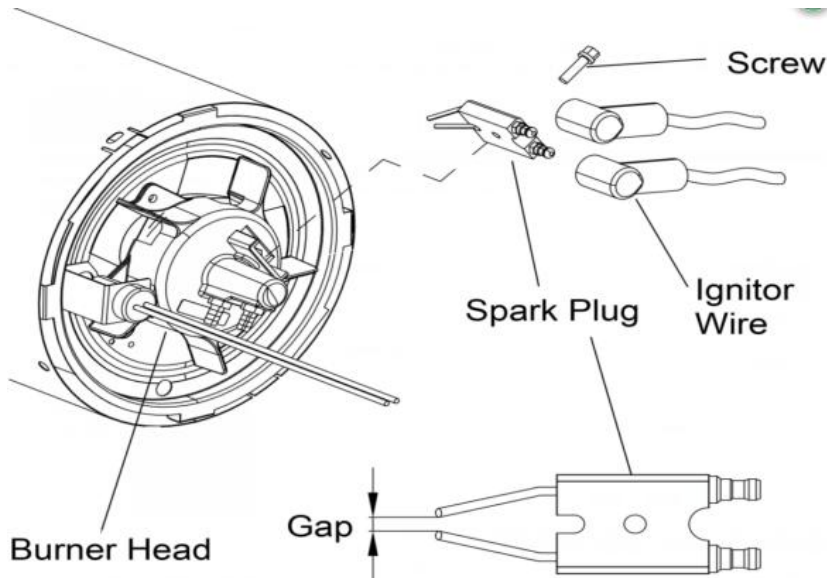


Figure 11. Spark plug Replacement

PHOTOCELL:

The Photocell should be cleaned at least once per heating season or more depending on condition. Use a cotton swap dipped in water or alcohol to clean the lens of the photocell. Note the proper photocell position as noted in **Figure 12**

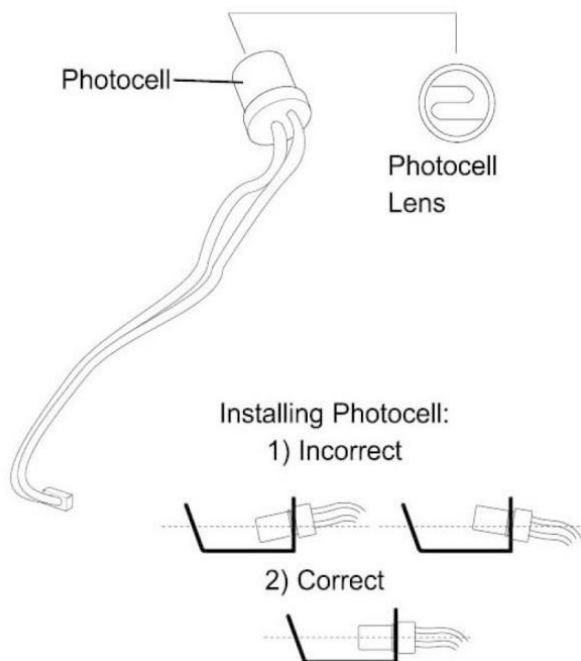


Figure 12. Photocell Positioning

FUEL FILTER:

The fuel filter should be cleaned at least twice per heating season by rinsing, it in clean Diesel (1-K Kerosene). Contaminated fuel could make this necessary immediately (**See Figure 13**).

NOTE: To remove the fuel filter for all model, please draw out the rubber plug directly. Use of diesel may require additional maintenance. **Improper maintenance can lead to poor combustion and soot production**

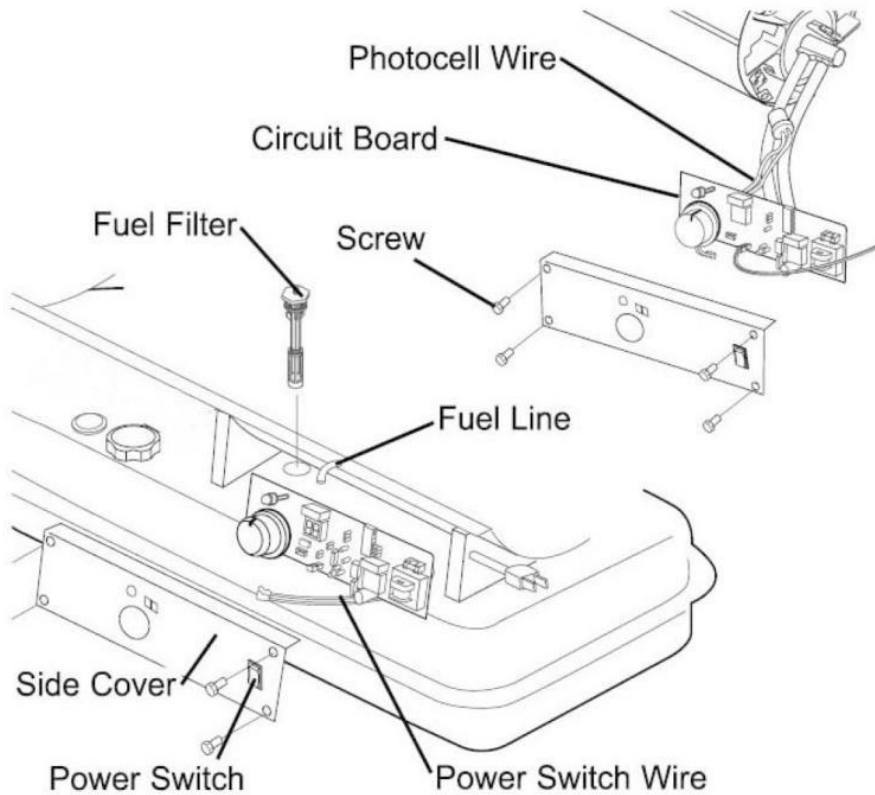


Fig. 13. Fuel filter replacemen

PUMP PRESSUREADJUSTMENT:

While heater is operating, turn relief valve clockwise to increase. Counterclockwise to decrease (see Figure 14). Use flat blade screw driver to turn valve. Correct pump pressure is as follows

Model#	Pump Pressure(Kpa/Psi)
FCD37KW-1	38.0/5.5

Tolerance +/-10%

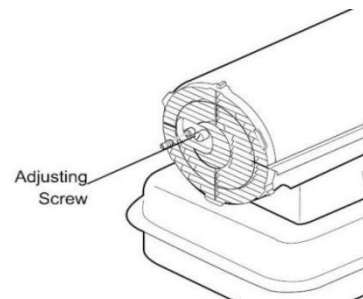
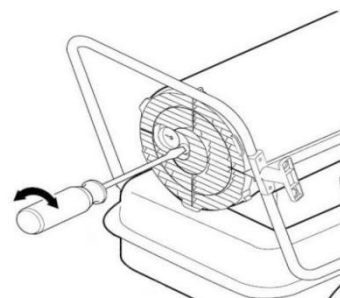
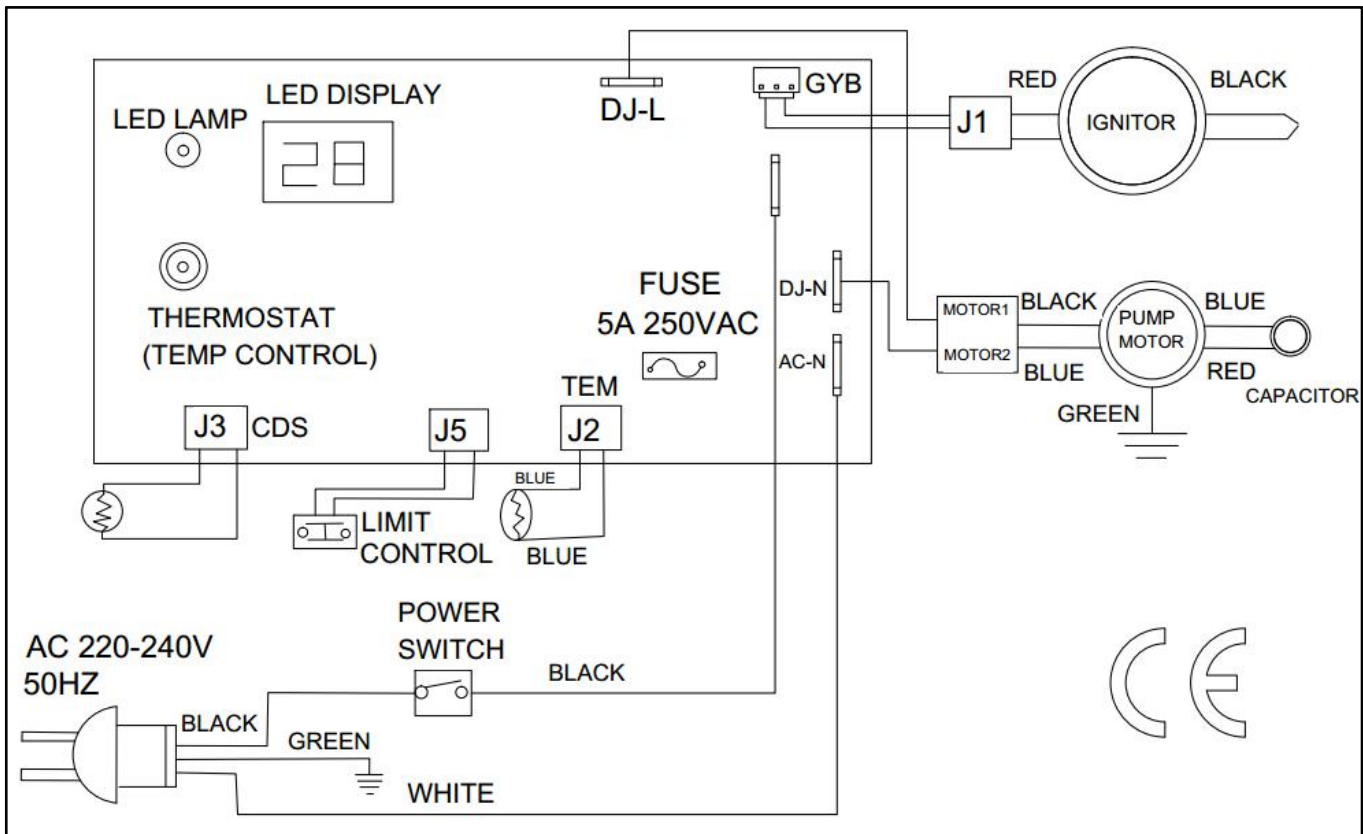


Figure 14. Pump pressure adjustment



10. Wiring Diagrams



11. Troubleshooting Guide

Pr	Possible Cause	Solution
Heater fires, but main PCB shuts heater off after a short period of time lame is flickering, and LED display show"E1" (1flash)	1.Incorrect pump pressure. 2.Dirty input output or lint filter 3.Dirty fuel filter. 4.Nozzle is dirty. 5.Photocell lens is dirty. 6.Photocell not installed properly. 7.Photocell defective. 8.Improper electrical connection between main PCB and photocell.	① Adjust pump Pressure ② Clean/replace air filter ③ Clean/replace Fuel Filter ④ Clean/replace Nozzle ⑤ Clean/replace Photocell ⑥ Adjust Photocell position ⑦ Replace Photocell ⑧ Check wring connections (See wiring Diagrams)

<p>Heater will not operate, or motor runs for short time, Lamp flickers and LED display shows "E1" (1flash)</p>	<ol style="list-style-type: none"> 1. No Diesel in fuel tank. 2. Incorrect pump pressure. 3. Corroded spark plug or incorrect plug gap. 4. Dirty fuel filter. 5. Dirty nozzle. 6. Moisture in fuel/fuel tank. 7. Improper electrical connection between transformer and circuit board. 8. Ignitor wire not connected to spark plug. 9. Detective Ignitor. 	<ol style="list-style-type: none"> ① Fill tank with fresh Diesel ② Adjust pump pressure ③ Clean/replace spark plug ④ Clean/replace fuel filter ⑤ Clean/replace nozzle ⑥ Rinse out fuel tank with clean fresh Diesel ⑦ Inspect all electrical connection (see wiring diagrams) ⑧ Re-attach Ignitor wire to spark plug ⑨ Replace Ignitor
<p>Fan does not opera when heater is plugged in and power switch is in the "ON" position. The lamp is flickering or on and LED</p>	<ol style="list-style-type: none"> 1. Thermostat is set too low 2. Broken electrical connection between main PCB and motor 	<ol style="list-style-type: none"> 1. Rotate thermostat to a higher setting 2. Inspect all electrical connection (see wiring diagrams)
<p>Lamp is flickering, and LED display shows "E3" (3flashes)</p>	<ol style="list-style-type: none"> 1. Thermostat switch has failed 	<ol style="list-style-type: none"> 1. Replace thermostat switch, wiring diagrams
<p>Poor combustion and / or excess soot production</p>	<ol style="list-style-type: none"> 1. Dirty input output or lint filter 2. Dirty fuel filter 3. Poor quality of fuel 4. Pump pressure is too high or too low 	<ol style="list-style-type: none"> 1. Clean/replace air filter 2. Clean/replace fuel filter 3. Be sure fuel is not contaminated or old 4. Use proper pressure
<p>Heater does not turn on and the lamp is not lit</p>	<ol style="list-style-type: none"> 1. Temperature limit sensor has overheated 2. No electrical power 3. Fuse blown 4. Improper electrical connection between Temperature Limit Sensor and Circuit Board 	<ol style="list-style-type: none"> 1. Push power switch to "OFF" and allow heater to cool for 10 minutes. Push switch back to "ON" 2. Check power cord and extension cord to insure of proper connection, test power supply 3. Check/replace fuse 4. Inspect all electrical connection (see wiring diagrams)

12. DECLARATION OF CONFORMITY



FEIDER
MACHINES

DECLARATION OF  CONFORMITY
BUILDER SAS

ZI, 32 RUE ARISTIDE BERGES – 312070 CUGNAUX – FRANCE

Declare that the machine designated below:

Diesel heater 37KW

Model : FCD37KW-1

S/N: 20200821480-20200821659

Complies with the provisions of the following European directives:

LVD Directive 2014/35 / EU

EMC Directive 2014/30 / EU

Also conforms to the following standards

EN13842: 2004

EN 60335-2-102: 2016

EN 60335-1: 2012+A11: 2014+A13: 2017

EN 62233:2008

EN 55014 - 1: 2017

EN 55014 - 2: 2015

EN 61000 - 3 - 2: 2014

EN 61000 - 3 - 3: 2013

Cugnaux, 24/08/2020



Philippe MARIE / PDG



Responsable du dossier technique: Mr Olivier Patriarca

13. WARRANTY



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).



14. PRODUCT FAILURE

WHAT TO DO IF MY MACHINE BREAKS DOWN?

If you bought your product in a store:

- a) Empty the fuel tank.
- 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.
- 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.



15. 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, it 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.