

FEIDER

MACHINES

Cordless Brushcutter

FDBEN220V-1

ORIGINAL INSTRUCTION MANUAL



IMPORTANT: Please read the instruction manual before using.

BUILDER SAS

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MADE IN PRC



1. SAFETY WARNINGS

IMPORTANT

READ CAREFULLY BEFORE USE

KEEP FOR FUTURE REFERENCE

Safe operating practices

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) Keep in mind that the operator or user is responsible for accidents or hazards occurring to other people or their property.

Preparation

- a) Before use, always visually inspect the machine for damaged, missing or misplaced guards or shields.
- b) Never operate the machine while people, especially **children**, or pets are nearby.

Operation

- a) Wear eye protection and stout shoes at all times while operating the machine.

b) Avoid using the machine in bad weather conditions especially when there is a risk of lightning.

c) Use the machine only in daylight or good artificial light.

d) Never operate the machine with damaged guards or shields or without guards or shields in place.

e) Switch on the motor only when the hands and feet are away from the **cutting means**.

f) Always switch off the tool and remove the battery:

1) Whenever the machine is left unattended;

2) Before clearing a blockage;

3) Before checking, cleaning or working on the machine;

4) After striking a foreign object;

5) Whenever the machine starts vibrating abnormally.

g) Take care against injury to feet and hands from the **cutting means**.

h) Always ensure that the ventilation openings are kept clear of debris.

Maintenance and storage

a) Switch off and remove the battery before carrying out maintenance or cleaning work.

b) Use only the manufacturer's recommended replacement parts and accessories.

c) Inspect and maintain the machine regularly. Have the machine repaired only by an authorized repairer.

d) When not in use, store the machine out of the reach of **children**.

- Never allow **children**, persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge or people unfamiliar with these instructions to use the machine, local regulations may restrict the age of the operator.
- Never operate the machine while people, especially **children**, or pets are nearby. Keep them at least 15 m away from the machine during its operation.
- Stop using the tool when a risk might occur (people are nearby, dangerous material on the working area, problem with the tool, etc.). Check the working area before working and stay in alert when operating the tool.
- Follow the provided instructions for assembly, use, repairs, maintenance and storage.
- Never replace the non-metallic **cutting means** with metallic **cutting means**;
- Do not overreach and keep the balance at all times, to always be sure of the footing on slopes and to walk, never run.

- Do not touch moving hazardous parts before the machine is stopped and the moving hazardous parts have come to a complete stop.
- Always wear substantial footwear and long trousers while operating the machine.
- Stay alert, watch what you are doing and use common sense when operating a power tool. Do not use a power tool while you are tired or under the influence of drugs, alcohol or medication. A moment of inattention while operating power tools may result in serious personal injury.
- Use personal protective equipment. Always wear eye protection. Protective equipment such as dust mask, non-skid safety shoes, hard hat, or hearing protection used for appropriate conditions will reduce personal injuries. Wear Also safety clothing.
- Prevent unintentional starting. Ensure the switch is in the off-position before connecting the battery pack, picking up or carrying the tool.
- Warning: danger of moving hazardous parts. A moving cutting attachment can cause severe injury. Maintain proper control of the machine with both hands until the cutting attachment has completely stopped rotating.
 - Replace any cutting attachment that has been damaged. Always make sure that the

cutting attachment is installed correctly and securely fastened before each use.

- Use only accessories recommended by manufacturer. Non-recommended accessories can cause injuries and accidents. Contact your dealer or our service agent.
- Always use the harness provided when operating the tool.
- Cover the blade with the blade protector before storing the unit, or during transportation. Always remove the blade protector before using the unit. If not removed, the blade protector could become a thrown object as the blade begins to turn.
- Do not expose the tool to rain and humidity.
- In case of abnormal vibrations, stop immediately to use the tool and remove the battery; check if all screws are firmly tighten, if the cutting mean are correctly assembled. In case of doubt, bring the tool to our agent service for inspection.
- Always start the tool safely, tools correctly and fully assembled, foot and body far from the cutting means, harness installed and used.
- Always inspect the tool before and after the operation for signs of damage such as cracks in the cutting attachment or ageing.

In case of damages or ageing, bring the tool to our agent service for inspection and reparation.

- Check the tool for loose fasteners. Tighten safely loose fasteners.
- Never operate the machine with defective guards or shields, or without safety devices.
- Always use the tool with the battery fully charged. Before use, check the charge level and charge the battery if necessary.
- In case of accident or breakdown, stop immediately the tool and remove the battery. Check the breakdown or accident, repair the tool if necessary. Bring the tool to a service agent if necessary.
- Do not replace the blade with metal multi-piece pivoting chains and flail blades; this type of blade must not be used with this tool.
- Stop the machine and allow it to cool before storing or transporting. Do not store or transport the machine with batteries fitted, remove and secure separately.
- Clean all foreign material from the product. Store it in a cool dry and well-ventilated place that is inaccessible to children. Keep away from corrosive agents such as garden chemicals and de-icing salts. Do not store outdoors.

- Cover the blade with the blade protector before storing the unit or during transportation in order to avoid damage or injury.
- For transportation, secure the machine against movement or falling to prevent injury to persons or damage to the machine.
- Use only original manufacturer's replacement parts, accessories and attachments. Failure to do so can cause possible injury, poor performance and may void your warranty. You may make adjustments and repairs described here. For other repairs, contact the authorized service agent.
- Before any maintenance or adjustment, stop the tool and remove the battery.
- After extending new cutter line or cleaning, checking the blade, always return the product to its normal operating position before starting.
- After each use, clean the product with a soft dry cloth.
- Check all nuts, bolts and screws at frequent intervals for proper tightness to ensure the product is in safe working condition. Any part that is damaged should be properly repaired or replaced by an authorized service centre.

INSTRUCTIONS FOR CHARGER

- This charger can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- If the supply cord of the charger is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- **Warning:** Do not recharge non-rechargeable batteries.
- The charger automatically charges the battery after it is plugged in. Do not exceed the capacity of the charger and the battery (see the technical specifications).

RESIDUAL RISK

Even when the product is used as prescribed, it is still impossible to completely eliminate certain residual risk factors. The following hazards may arise in use and the operator should pay special attention to avoid the following:

- Injury caused by vibration. Always use the right tool for the job, use designated handles and restrict working time and exposure.
- Exposure to noise can cause hearing injury. Wear ear protection and limit exposure.
- Kickback can occur when using the brushcutter. Ensure proper control by using both hands on the designated handles. Read and follow the directions elsewhere in this manual to help reduce the risk of kickback.
- Injuries may be caused, or aggravated, by prolonged use of a tool. When using any tool for prolonged periods, ensure you take regular breaks.

INTENDED USE








Brush cutter

The product is intended for cutting long grass, pulpy weed, brush and similar vegetation at or about ground level. The product is not allowed to be used for cutting or chopping hedges, shrubs, bushes, flowers and compost.

Trimmer

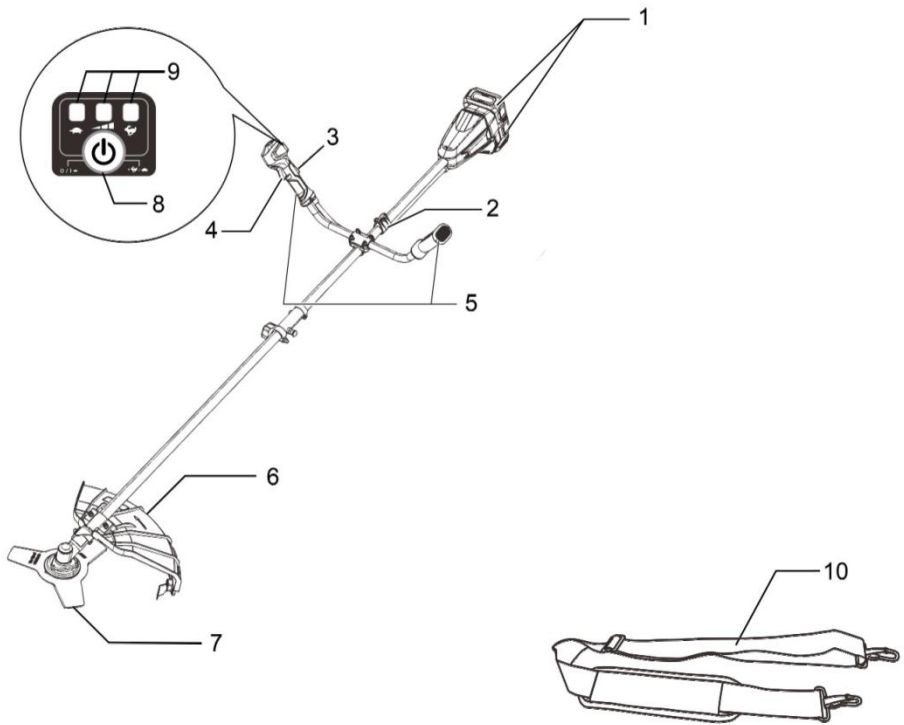
The product is designed for cutting grass and light weeds only in private garden areas. The product is not allowed to be used in public gardens, parks, sports center or at roadsides as well as for agricultural and forestry use. The product is not allowed to be used for cutting or chopping hedges, shrubs, bushes, flowers and compost.

Symbols

	<p>Read the instruction manual</p>
	<p>Warning symbol</p>
	<p>Do not expose the tool to rain or humidity</p>
	<p>Wear hearing protection and ocular protection and a helmet</p>
	<p>People must kept away from the work area</p>
	<p>Bystanders shall be at least 15 m from the operating area</p>
	<p>Guarantee sound power level</p>

	<p>Do not use saw blade</p>
	<p>Be aware of blade thrust</p>
	<p>Wear protection gloves</p>
	<p>Wear protective and non-skid shoes</p>
	<p>Remove the battery before maintenance and repairs. Read the instructions</p>
	<p>size of the cutting blade</p>
	<p>Size of the cutting line</p>
	<p>Do not cutting the cutting mains – risk of injuries</p>

2. PRODUCT



1	Battery cartridge	2	Hanger
3	Lock-off lever	4	Switch trigger
5	Handle	6	Protector (cutting tool guard)
7	Cutting tool	8	Main power button
9	Speed indicator	10	Shoulder straps

Technical data

Machine mass	Max. 6.46kg
cutting attachments (type, diameter for blades),	Blade: Ø255 x 1,5 mm (3 teethes blade) Lawn trimmer: Ø380mm, PA6 1,6 mm (nylon wire)
Voltage	40V \equiv (2x20V d.c.)
Charger /NOT included	Model: FFC20U Input:220-240Vac, 50/60Hz, 0,6A max Output: 20 Vd.c., 2A
Battery /NOT included	Battery Li-on model FBA20U4 , 4Ah,max 80Wh
Nylon cutter speed	4000/5000/6200min ⁻¹
Metal cutter speed	4200/5200/6700min ⁻¹
Vibration total value	1.457m/s ² k= 1,5m/s ²
Sound pressure level	LpA: 83,6 dB(A) K= 3 dB(A)
Sound power level	LwA: 93,7dB(A) K= 2,69 dB(A)
Guaranteed Sound power level	96 dB(A)

Informations

The total declared vibration value was measured using a standard test method and can be used to compare one tool with another.

The total declared vibration value can also be used in a preliminary exposure estimate.


Warning

The emission of vibration during actual use of the machine tool may differ from the total declared value depending on how the tool is used.

Need to identify safety measures to protect the user which are based on an estimate of the exposure under real conditions of use (taking into account all parts of the operating cycle such as the moments when the tool and off and when it is running in addition to the tripping time).

Wear hearing protection

3. FUNCTIONAL DESCRIPTION

 *WARNING:* Always be sure that the tool is switched off and the battery cartridge is removed before adjusting or checking function on the tool. Failure to switch off and remove the battery cartridge may result in serious personal injury from accidental start-up.

a. Charging (Charger and battery not included in this model)

- 1). Take the battery pack out of the equipment. Do this by pressing the side pushlock buttons.
- 2). 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.
- 3). Insert the battery pack into the battery charger .then the red LED on charger will begin to Green flash light.
- 4). 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.

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:

All 4 LEDs are lit:

The battery is fully charged.

3 LED(s) are lit:

The battery has approx 75% remaining charge.






2 LED(s) are lit:

The battery has approx 50% remaining charge.

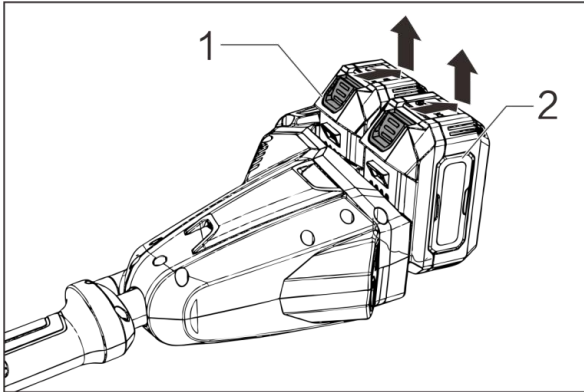
1 LED is lit:

The battery will be empty soon, please recharge the battery.

Charger indicator

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

b. **Installing or removing battery cartridge**



1. Button 2. Battery cartridge

⚠CAUTION: Always switch off the tool before installing or removing of the battery cartridge.

- Hold the tool and the battery cartridge firmly when installing or removing battery cartridge. Failure to hold the tool and the battery cartridge firmly may cause them to slip off your hands and result in damage to the tool and battery cartridge and a personal injury.

To remove the battery cartridge, slide it from the tool while sliding the button on the front of the cartridge.

To install the battery cartridge, align the tongue on the battery cartridge with the groove in the housing and slip it into place. Insert it all the way until it locks in place with a little click. If you can see the red indicator on the upper side of the button, it is not locked completely.

⚠CAUTION: Always install the battery cartridge fully until the red indicator cannot be seen. If not, it may accidentally fall out of the tool, causing injury to you or someone around you.

- **Do not install the battery cartridge forcibly. If the cartridge does not slide in easily, it is not being inserted correctly.**

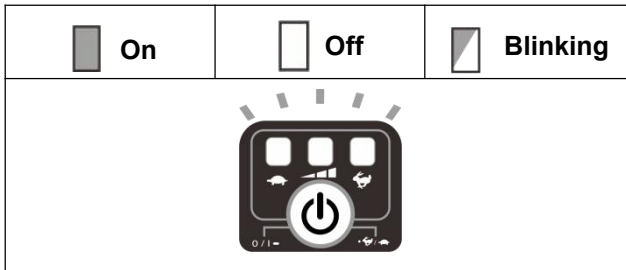
NOTE: The tool does not work with only one battery cartridge.



c. Tool / battery protection system

The tool is equipped with a tool/battery protection system. This system automatically cuts off power to the motor to extend tool and battery life.

The tool will automatically stop during operation if the tool or battery is placed under one of the following conditions. In some conditions, the indicators light up.

d. Overload protection

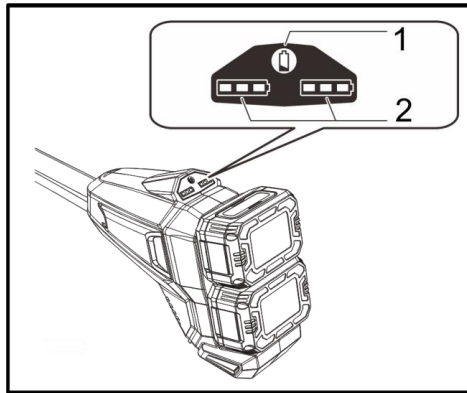


If the tool is overloaded by entangled weeds or other debris, the tool stops automatically, and   indicators blink. In this situation, turn the tool off and stop the application that caused the tool to become overloaded. Then turn the tool on to restart.

e. Over discharge protection

When the battery capacity becomes low, the tool stops automatically. If the product does not operate even when the switches are operated, remove the batteries from the tool and charge the batteries.

f. Remaining battery capacity indication

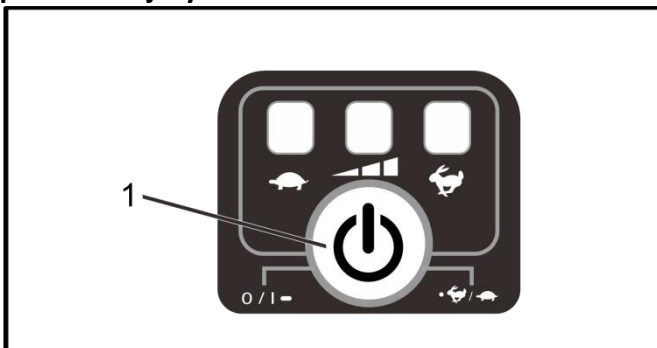


1. Check button 2. Battery indicator

Press the check button to make the battery indicators show the remaining battery capacities. The battery indicators correspond to each battery.

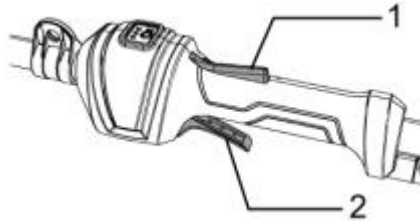
g. Power switch action

⚠WARNING: Before inserting the battery cartridge into the tool, always check to see that the switch trigger actuates properly and returns to the "OFF" position when released. Operating a tool with a switch that does not actuate properly can lead to loss of control and serious personal injury.



1. Main power button

Press and hold the main power button for some seconds to turn on the tool. To turn off the tool, press and hold the main power button again.



1. Lock-off lever 2. Switch trigger

To prevent the switch trigger from being accidentally pulled, a lock-off lever is provided.

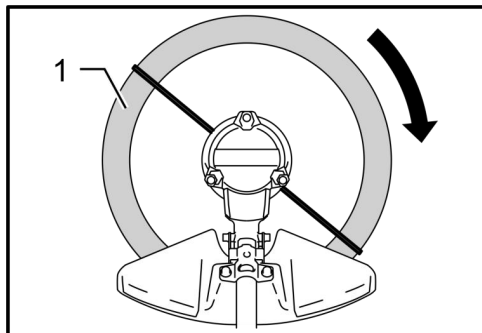
To start the tool, grasp the rear handle (the lock-off lever is released by the grasp) and then pull the switch trigger.

To stop the tool, release the switch trigger.

NOTE: The tool is automatically turned off after the tool is left one minute without any operations.

h. Nylon cutting head (optional accessory)

NOTICE: The bump feed will not operate properly if the head is not rotating.



1. Most effective cutting area

The nylon cutting head is a dual string trimmer head provided with a bump & feed mechanism.

To cause the nylon cord to feed out, the cutting head should be bumped against the ground while rotating.

NOTE: If the nylon cord does not feed out while bumping the head, rewind/replace the nylon cord by following the procedures described under “Maintenance”.

4. ASSEMBLY

▲WARNING: Always be sure that the tool is switched off and battery cartridge is removed before carrying out any work on the tool. Failure to switch off and remove the battery cartridge may result in serious personal injury from accidental start-up.

Never start the tool unless it is completely assembled. Operation of the tool in a partially assembled state may result in serious personal injury from accidental start-up.

Warning - sharp edges! Wear gloves during tool assembly.

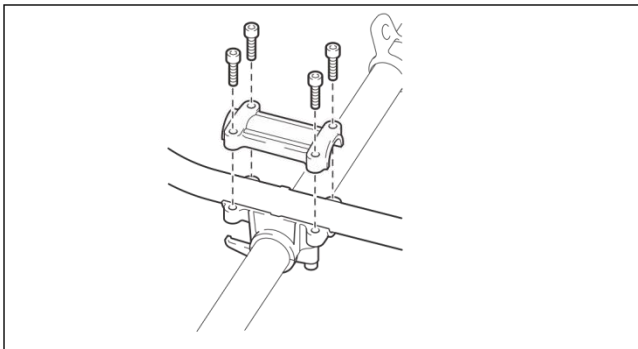
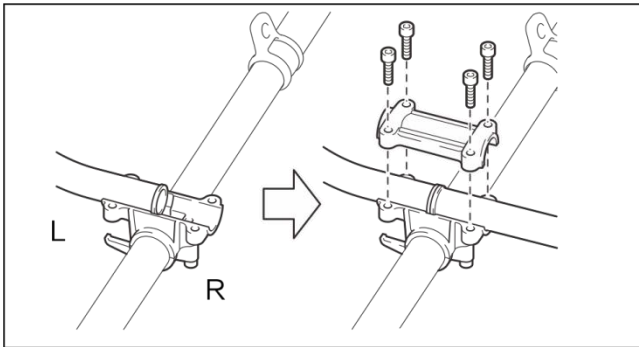
a. Installing the grip

NOTE: The power switch should be turned off before performing any operations on the mower (brush cutter). Always wear protective gloves!



NOTE: Note: Before starting the lithium-ion brush cutter, make sure it is fully installed.

- Place the handle on the handle frame. When facing the tool, the lever must be on the right side.
- Attach the handle end to the handle frame and attach the clip to it. Use four bolts to loosen it for adjustment.
- Adjust the handle angle and tighten all bolts evenly with a hex wrench.



b. Installing the guard

Observe the applicable safety standards and use only the combination of tools/protective devices shown in the diagram.



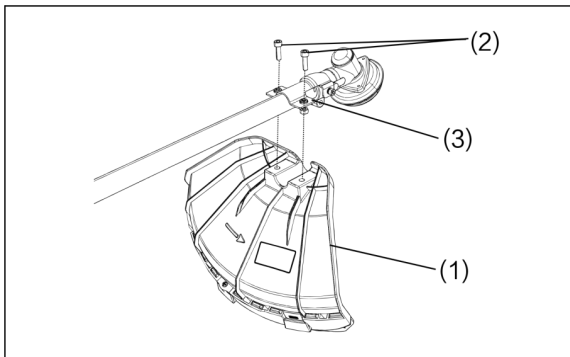
Always use original blade / nylon grass head

-The blade must be fully polished without cracks or breakage. If the blade hits a rock during operation, immediately turn off the engine and inspect the blade.

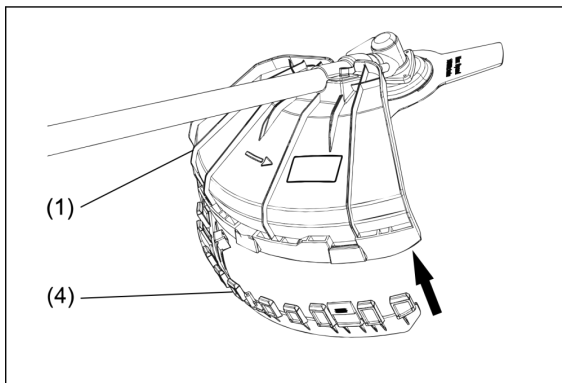
-Grind or replace the blade every three hours of operation.

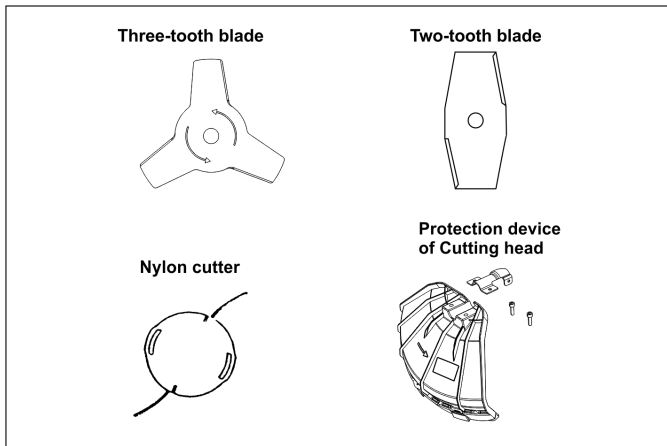
-If the nylon cutter hits the stone during operation, immediately turn off the engine and check the nylon cutter.

NOTE: For personal safety and in order to comply with accident prevention regulations, appropriate protective devices should always be installed. It is forbidden to operate the equipment without the guards installed.



Secure the protective device (1) to the clamp (3) using two bolts M6x25 (2).





When using a nylon cutter or blade, the protective device (4) should be loaded into the protective device (1)

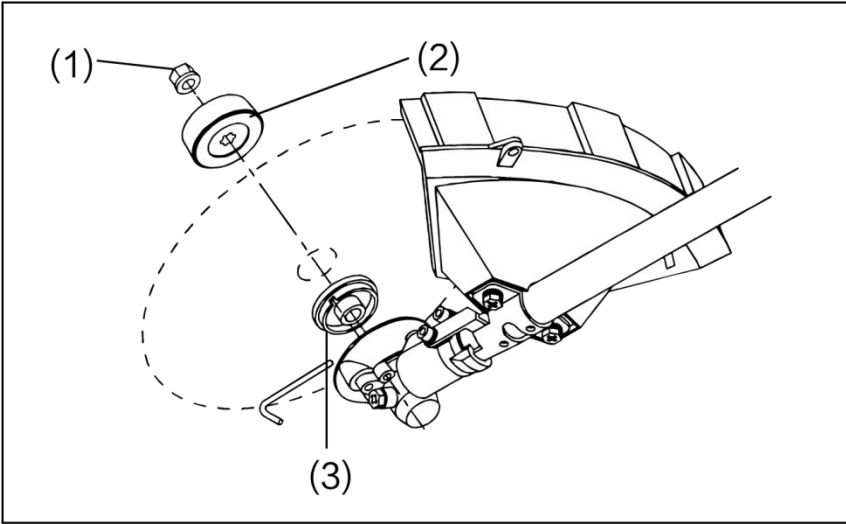
c. Installing blade/nylon cutter

The blade or nylon grass head can be easily replaced by first turning the device upside down.

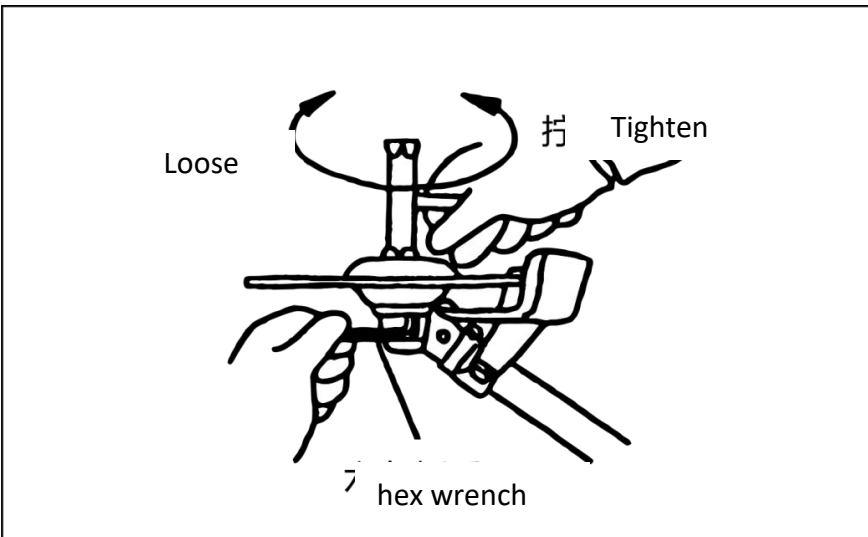


-Insert the hex wrench into the hole in the gearbox and turn the washer (3) with a hex wrench until it locks.

-Use a socket wrench to loosen the nut (1) (left-hand thread) and remove the nut (1) and the blade platen (2).

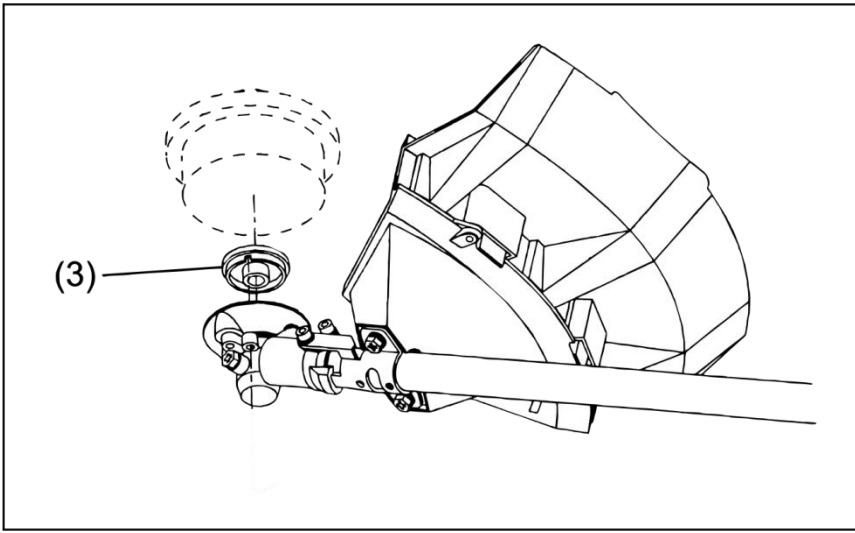


Install the blade onto the shank so that the rail of the shims (3) engages the shaft hole in the blade. Install the clamp washer (2) and secure the insert with the nut/spring washer (1). [Tightening torque: 13-23N-m]

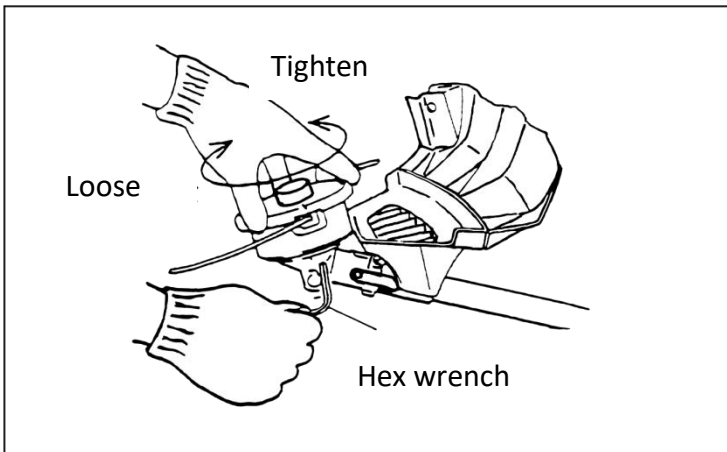


Note: Gloves should be worn throughout the operation of the blade.

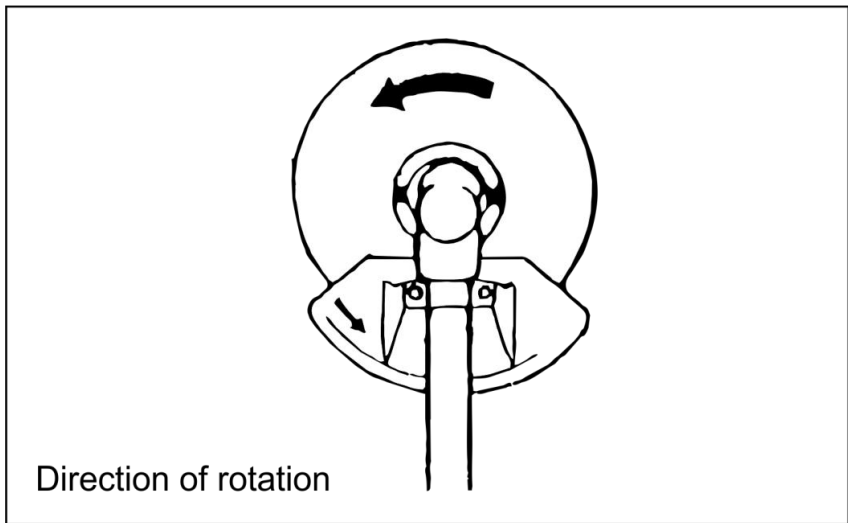
Note: The nuts (and spring washers) that hold the blades are consumables. If the spring washer is worn or deformed, replace the nut.



Note: When installing a nylon cutter, it is not necessary to use the blade presser (2) and the nut (1). The nylon cutter should be located above the gasket (3).



- Screw the nylon cutter onto the shaft.



- Make sure the blade rotates counter clockwise.

5. Operating

a. Correct operation of the tool

▲WARNING: Special care must be taken at all times to control the tool. Do not bias the tool towards itself or the work area. Failure to carefully control the machine may result in serious injury to the tool operator or nearby personnel.

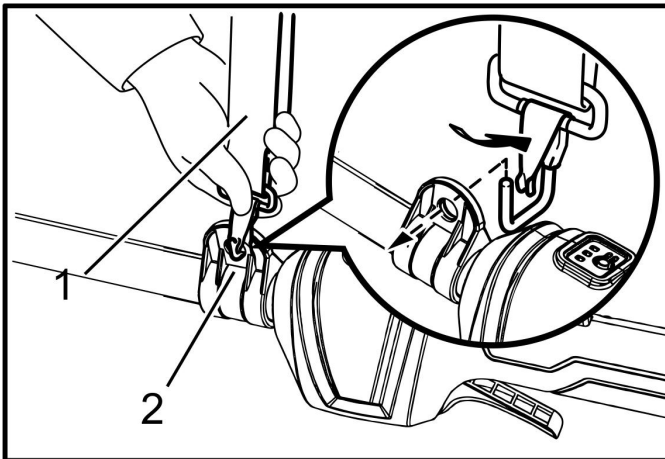
b. Correct posture

▲WARNING: Be sure to place the tool on the right hand side so that the bar always puts the tool in front of your body to maximize control and reduce the risk of damage from rebound

Pass your head and left shoulder through the shoulder strap as shown, place it on your left shoulder and place the tool on the right hand side so that the lever is always in front of your body



c. Fixed shoulder strap



1.Shoulder strap 2.Hanger

- Hang the shoulder strap on your left shoulder. Make sure it does not fall off easily when pulled. Hang the tool as shown.

d. Adjust the position of hanger and shoulder strap

- To change the position of the hanger, use the included wrench to loosen the set screw on the hanger and then move the hanger.

6. MAINTENANCE

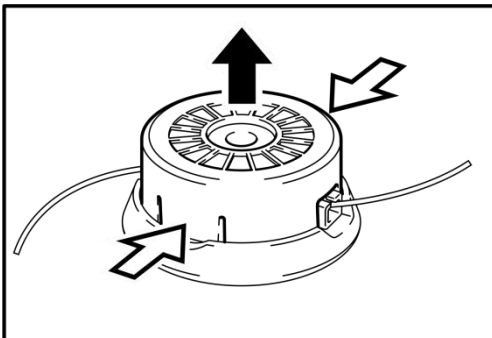
▲WARNING: Always be sure that the tool is switched off and battery cartridge is removed before attempting to perform inspection or maintenance on the tool. Failure to switch off and remove the battery cartridge may result in serious personal injury from accidental start-up. Keep the machine in good working condition.

NOTICE: Never use gasoline, benzene, thinner, alcohol or the like. Discoloration, deformation or cracks may result.

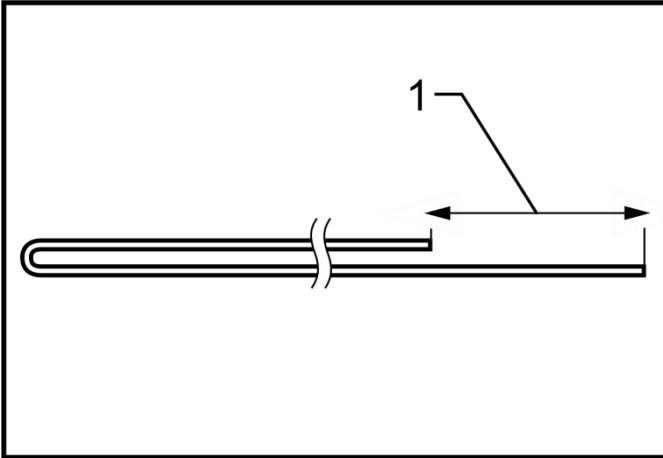
a. Replacing the nylon cord

▲WARNING: Never use metal wire, rope or the like. Use recommended nylon cord only, otherwise it may cause damage to the tool and result in serious personal injury.

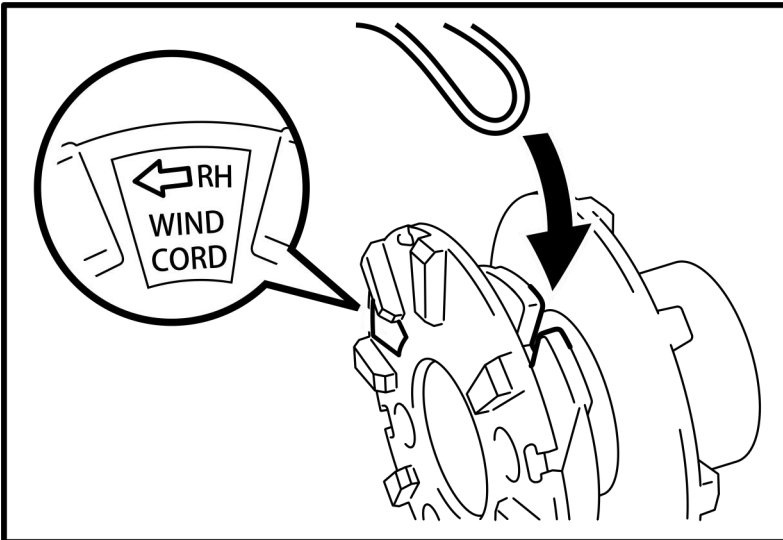
Make sure that the cover of the nylon cutting head is secured to the housing properly as described below. Failure to properly secure the cover may cause the nylon cutting head to fly apart resulting in serious personal injury.



Take off cover from housing, pressing two latches which are slotted section oppositely on side of housing.

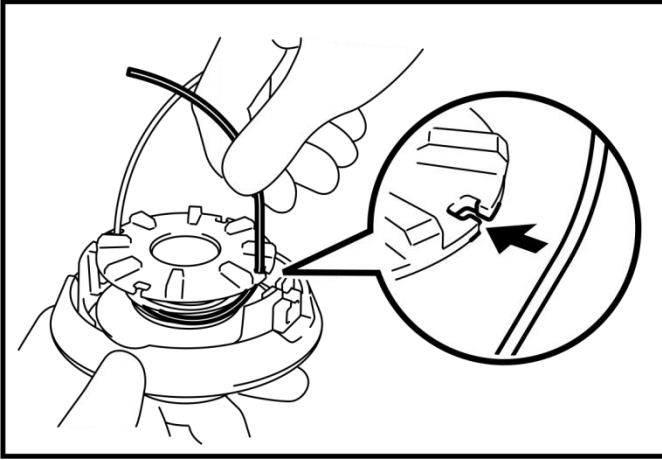


1.80-100mm

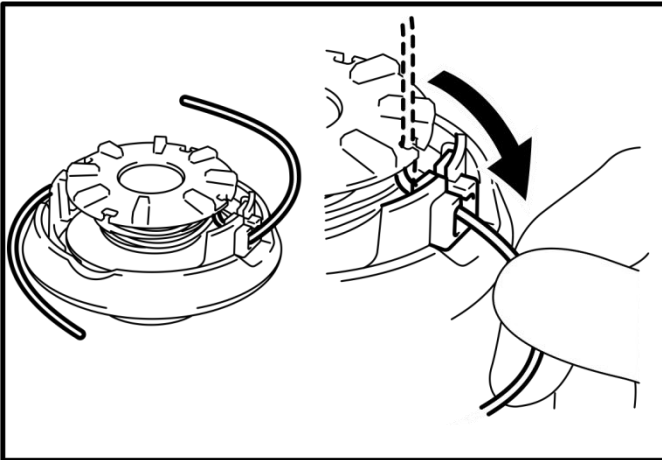


Hook the middle of the new nylon cord to the notch located at the center of the spool between the 2 channels provided for the nylon cord.

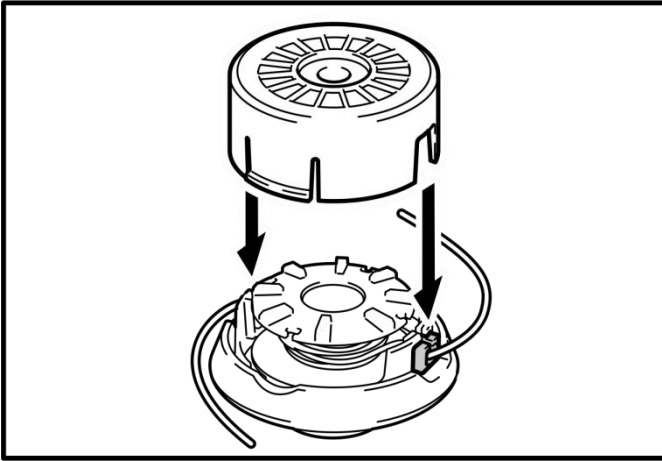
Wind both ends firmly around the spool in the direction marked on the head for right hand direction indicated by RH.



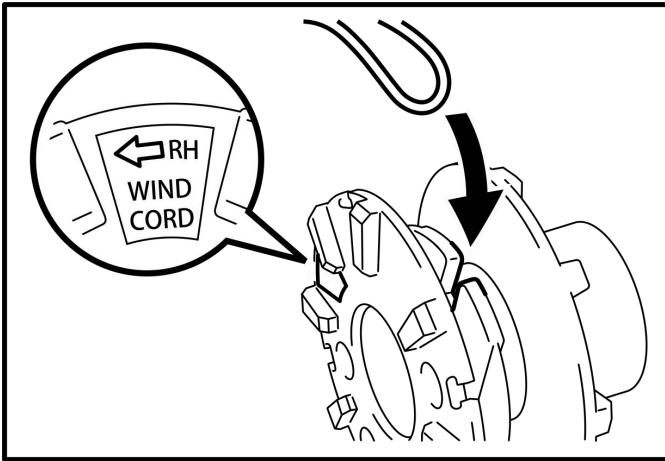
Wind all but about 100 mm of the cords, leaving the ends temporarily hooked through a notch on the side of the spool.



Mount the spool on the cover so that the grooves and protrusions on the spool match up with those on the cover. Now, unhook the ends of the cord from their temporary position and feed the cords through the eyelets to come out of the cover.



Align the protrusion on the underside of the cover with the slots of the eyelets. Then push the cover firmly onto the housing to secure it. Make sure the latches fully spread in the cover.



7. TROUBLE SHOOTING

Before asking for repairs, conduct your own inspection first. If you find a problem that is not explained in the manual, do not attempt to dismantle the tool. Instead, ask BUILDER Authorized Service Centers, always using BUILDER replacement parts for repairs.

Malfunction status	Cause	Action
Motor does not run.	Battery cartridge is not installed.	Install the battery cartridge.
	Battery problem (under voltage)	Recharge the battery. If recharging is not effective, replace battery.
	The drive system does not work correctly.	Ask your local authorized service center for repair.
Motor stops running after a little use.	Rotation is in reverse.	Change the direction of rotation with the reversing switch.
	Battery's charge level is low.	Recharge the battery. If recharging is not effective, replace battery.
	Overheating.	Stop using of tool to allow it to cool down.
It does not reach maximum RPM.	Battery is installed improperly.	Install the battery cartridge as described in this manual.
	Battery power is dropping.	Recharge the battery. If recharging is not effective, replace battery.
	The drive system does not work correctly.	Ask your local authorized service center for repair.
Cutting tool does not rotate: stop the machine immediately!	Foreign object such as a branch is jammed between the guard and the nylon cutting head.	Remove the foreign object.
	The drive system does not work correctly.	Ask your local authorized service center for repair.
Abnormal vibration: stop the machine immediately!	One end of the nylon cord has been broken.	Bump the nylon cutting head against the ground while it is rotating to cause the cord to feed.
	The drive system does not work correctly.	Ask your local authorized service center for repair.
Cutting tool and motor cannot stop: Remove the battery immediately!	Electric or electronic malfunction.	Remove the battery and ask your local authorized service center for repair.

8. 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.

9. DECLARATION OF CONFORMITY



BUILDER SAS

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

Tel: +33 (0)5.34.502.502 Fax: +33 (0)5.34.502.503

Declares that the machine:

Cordless Brushcutter

FDBEN220V-1

Serial No: 20210751755-20210752054

The people name holding the technical file: Mr Olivier Patriarca

Have been designed in compliance with the following standards:

EN ISO 11806-1:2011; EN 50636-2-91:2014

EN 60335-1:2012/A2:2019; EN62233:2008; EN60745-1:2009/A11:2010

EN 55014-1:2017; EN 55014-2:2015

And in accordance with the following directives:

Directive Machine 2006/42/EC; Directive EMC 2014/30/EU

Noise Directive 2000/14/EC Annex VI & Directive 2005/88/EC

Sound power level	LwA: 93,7dB(A) K= 2,69 dB(A)
Guarantee sound power level	96dB(A)

Notified body 0036

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

Cugnaux, 18/06/2021

Philippe MARIE / PDG

10. 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).



11. 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 of 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.



12. 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.