

FEIDER MACHINES



ROBOT VACUUM CLEANER FHAR28 INSTRUCTION MANUAL

CAUTION: Read the instructions before using this machine!

CONTENT


1. IMPORTANT SAFETY INFORMATION.....	3
2. PRODUCT AND CONTENTS.....	6
3. OPERATING INSTRUCTIONS.....	7
4. SMART VACUUM CLEANER CARE.....	15
5. TROUBLESHOOTING.....	16
6. SPECIFICATIONS.....	20
7. DISPOSAL.....	20
8. DECLARATION OF CONFORMITY.....	21
9. WARRANTY.....	22
10. PRODUCT FAILURE.....	23
11. WARRANTY EXCLUSIONS.....	24

1. IMPORTANT SAFETY INFORMATION

This appliance 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.

The Smart Vacuum Cleaner must be used in accordance with the directions in this Instruction Manual. We cannot be held liable or responsible for any damages or injuries caused by improper use.

To reduce the risk of injury or damage, keep these safety precautions in mind when setting up, using and maintaining your Smart Vacuum Cleaner:

-  Read all safety and operating instructions before operating your Smart Vacuum Cleaner.
- Retain the safety and operating instructions for future reference.
- Heed all warnings on your Smart Vacuum, battery, charging Dock and in the owner's manual.
- Follow all operating and use instructions.
- the appliance is only to be used with the power supply

unit provided with the appliance.

- The appliance must only be supplied at safety extra low voltage corresponding to the marking on the appliance.

1.1 USER CAUTIONS

- The Smart Vacuum Cleaner is for indoor use only. Do not use the Smart Vacuum Cleaner outdoor, commercial or industrial environments.
- Before using the Smart Vacuum Cleaner, pick up objects like clothing, loose papers, pull cords for blinds or curtains, power cords and any fragile objects.
- The Smart Vacuum Cleaner is not a toy. Do not sit or stand on the Smart Vacuum Cleaner. Small children and pets should be supervised when the Smart Vacuum Cleaner is operating.
- Store and operate the Smart Vacuum Cleaner in room temperature environments only.
- Do not use the Smart Vacuum Cleaner to pick up anything that is burning or smoking.
- Do not use the Smart Vacuum Cleaner to pick up spills, bleach, paint, chemicals or anything wet.
- If the room to be cleaned contains a balcony, a physical barrier should be used to prevent access to the balcony and ensure safe operation.

- Do not place anything on top of the Smart Vacuum Cleaner.
- Be aware that the Smart Vacuum Cleaner moves on its own. Be careful when walking in the area that the Smart Vacuum Cleaner is operating in to avoid stepping on it.
- Do not operate the Smart Vacuum Cleaner in areas with exposed electrical outlets in the floor.

-  Detachable supply unit

- **WARNING:** For the purposes of recharging the battery, only use the detachable supply unit provided (AD-0121900060EU) with this appliance.

1.2 BATTERY CARE & CHARGING

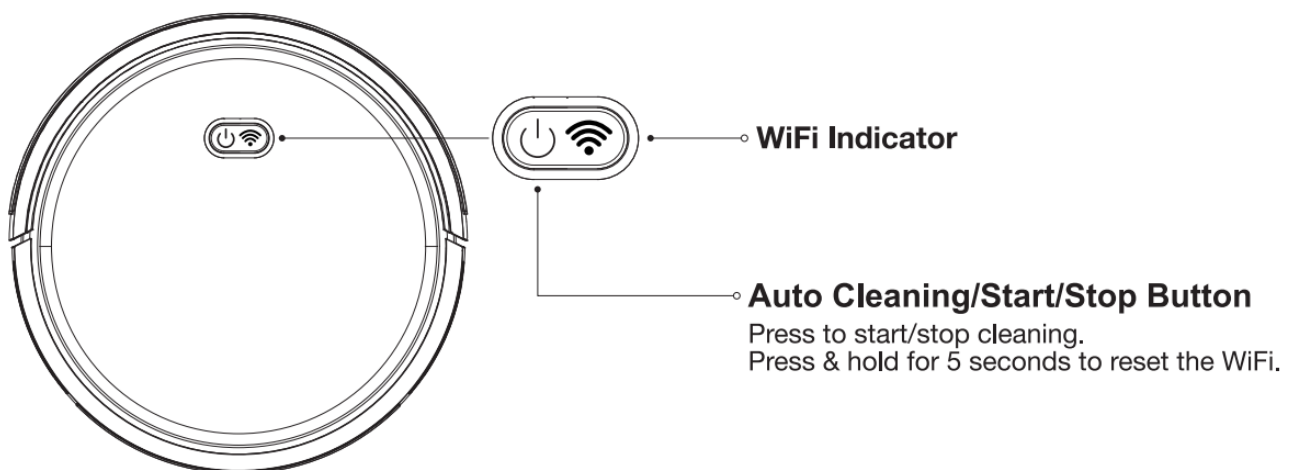
- Charge using a standard outlet only. This product may not be used with any type of power converter. The use of power converter will immediately void the warranty.
- Do not use a charging station with a damaged adapter. If the adapter is damaged, it must be replaced with the same equivalent.
- Charge the appliance only indoor.
- The Charging Dock may be protected with a surge protector in the event of severe electrical storms.
- Never handle or touch the Charging Dock or cables

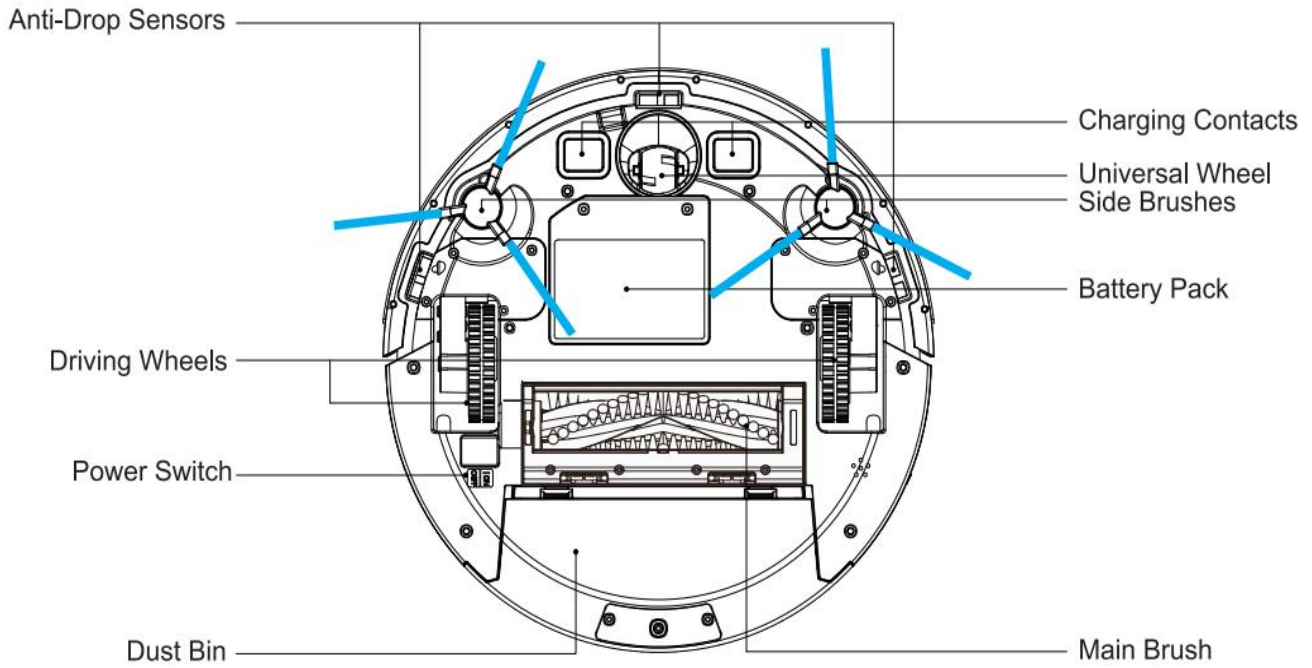
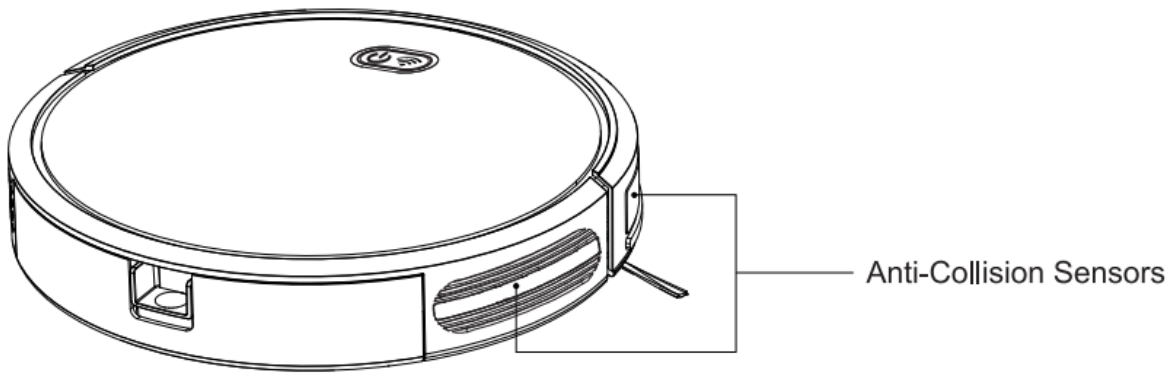
with wet hands.

- Always remove the Smart Vacuum Cleaner from the Charging Dock before cleaning or maintaining it.
- The Smart Vacuum Cleaner contains Li-ion rechargeable batteries, be sure to never open, pierce or damage the batteries.
- Do not wet the battery compartment.
- If the batteries are leaking, stop the Smart Vacuum Cleaner use immediately and contact customer service.
- Regarding the charging operation, refer to the paragraph below.
- This appliance contains batteries that are only replaceable by skilled persons.

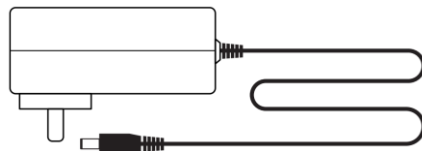
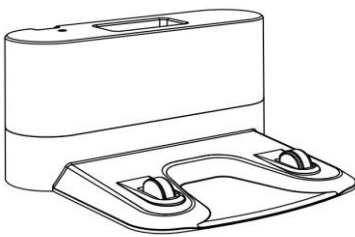
2 PRODUCT AND CONTENTS

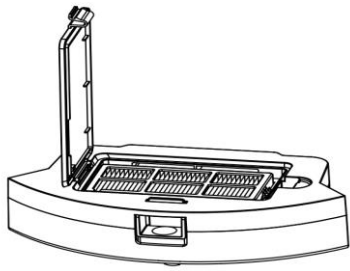
2.1 SMART VACUUM CLEANER



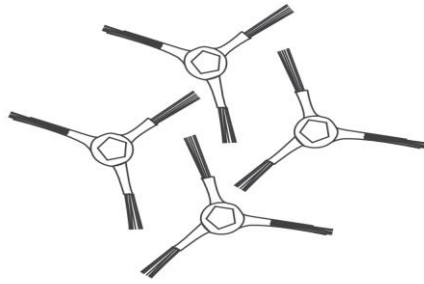


2.2 ACCESSORIES

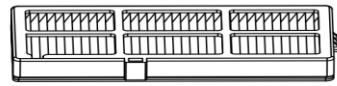




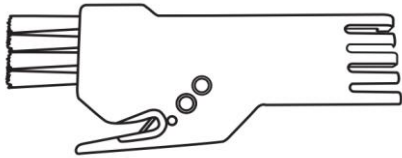
1 x Dust Bin



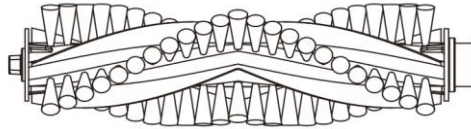
4 x Side Brushes



1 x Sponge Filter and High Efficiency Filter

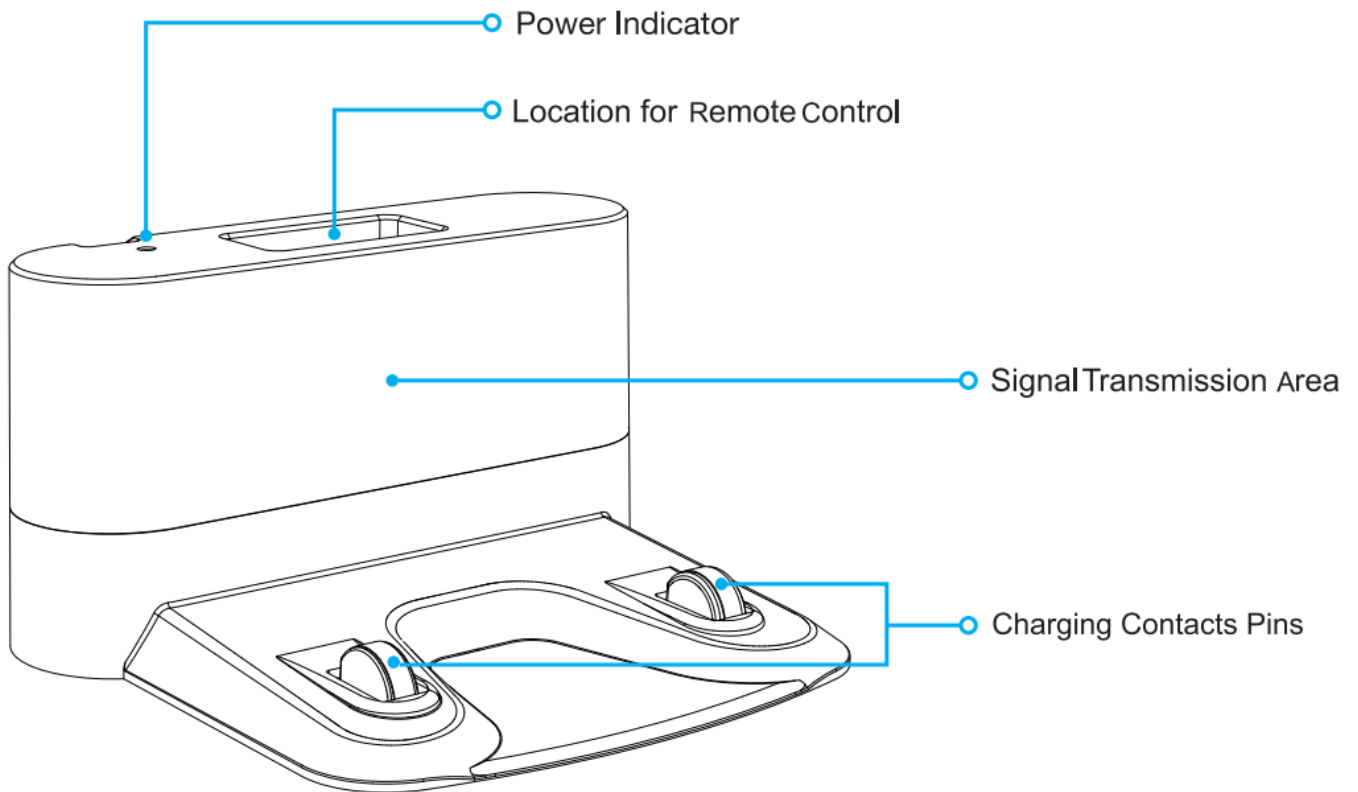


1 x Brush

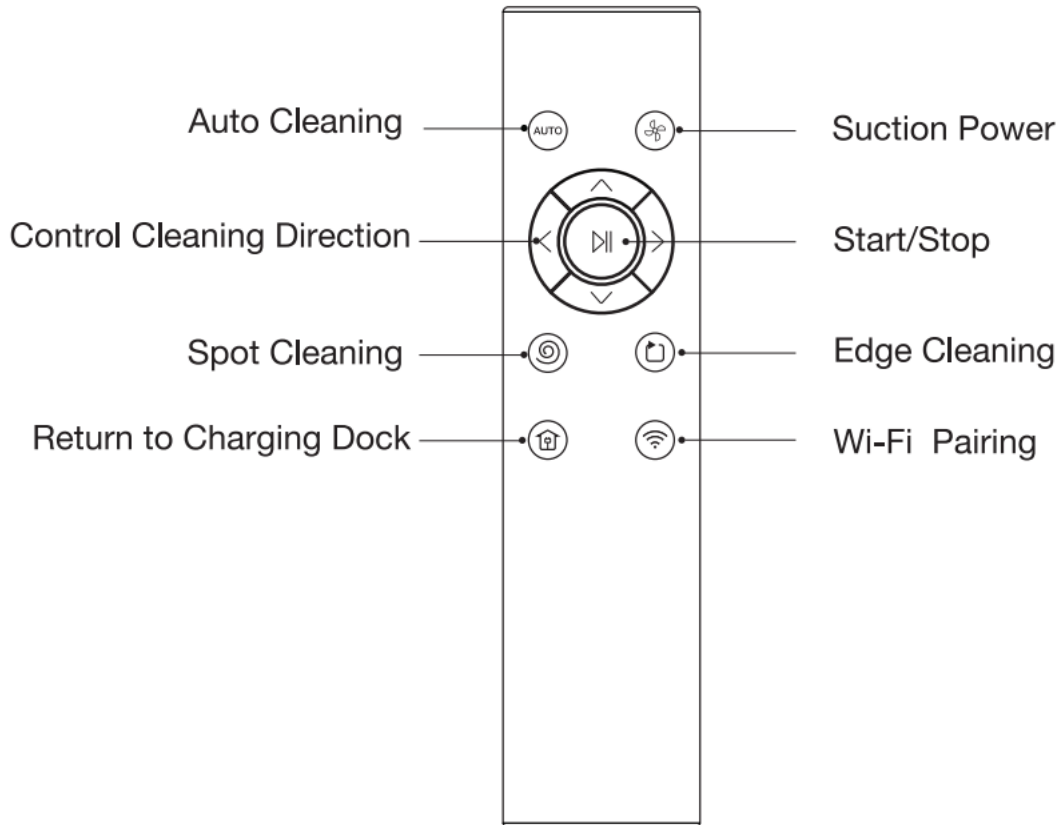


1 x Main Brush

2.3 CHARGING DOCK

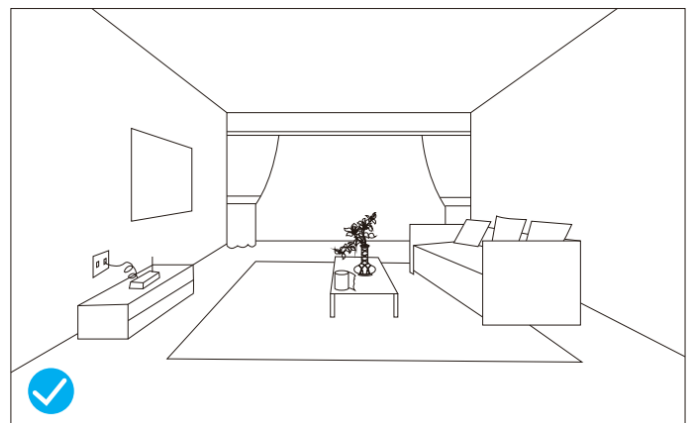
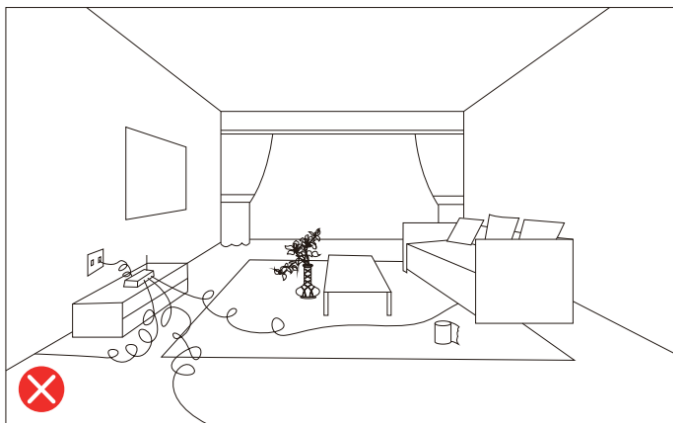


2.4 REMOTE CONTROL

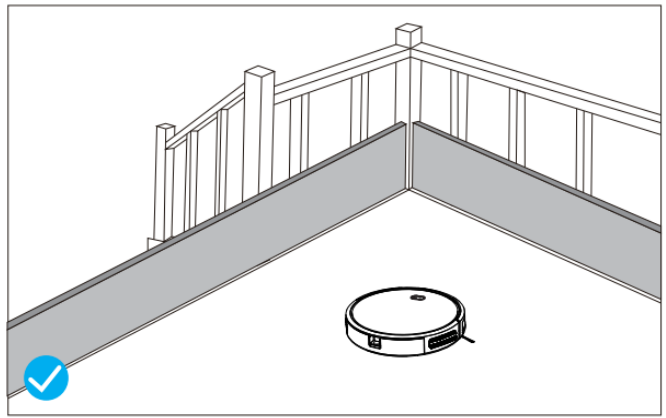
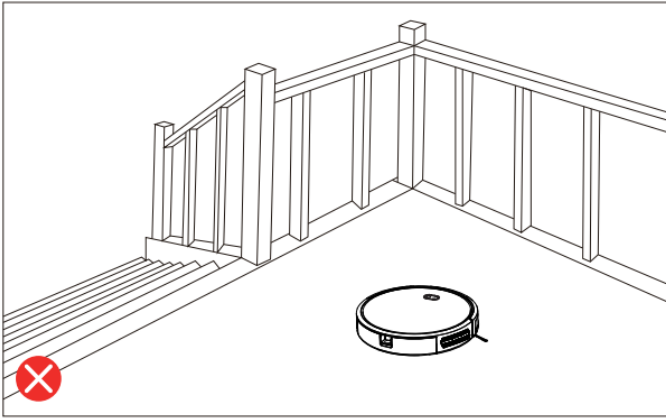


3 OPERATING INSTRUCTIONS

3.1 NOTES BEFORE CLEANING



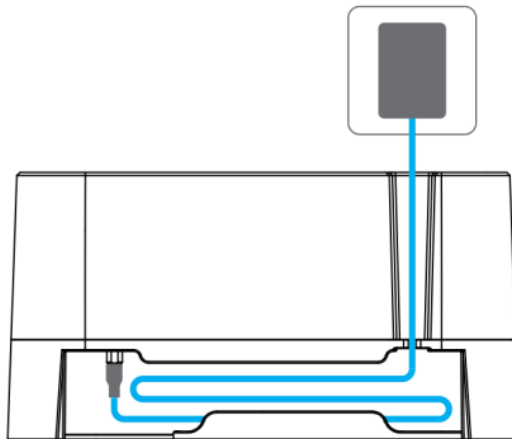
Before using the Smart Vacuum Cleaner, pick up objects like clothing, loose papers, pull cords for blinds or curtains, power cords and any fragile objects.



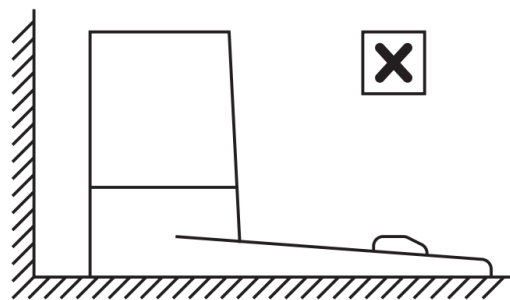
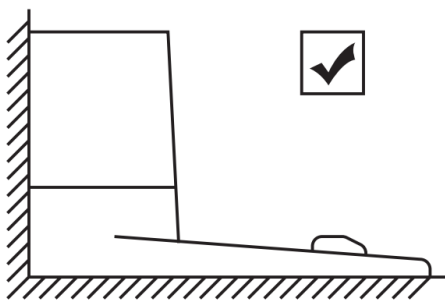
If the room to be cleaned contains a balcony, a physical barrier should be used to prevent access to the balcony and ensure safe operation.

3.2 USING THE SMART VACUUM CLEANER

1. Plug in the Charging Dock and place the remaining wire inside the bottom of the Charging Dock.
Note: Failure to place the remaining wire inside the Charging Dock, may cause the vacuum cleaner to pull on the wire while charging or cleaning.



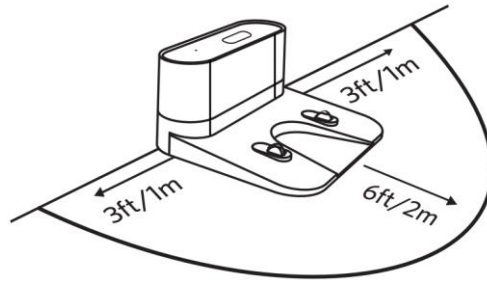
1) Place the Charging Dock on a hard level surface and against a wall.



2) Charging Dock Position

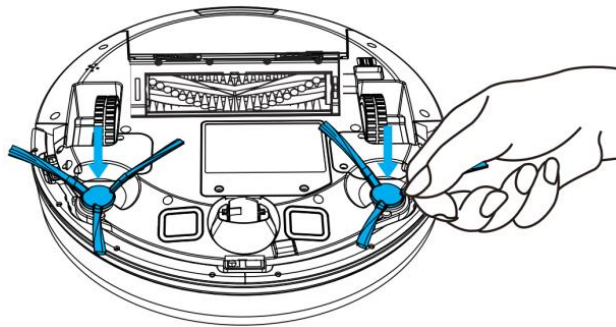
Place the Charging Dock against the wall and make sure it is in an open and uncluttered area leaving at least:

- 6 Feet in the front of the Charging Dock.
- 3 Feet on both sides of Charging Dock.



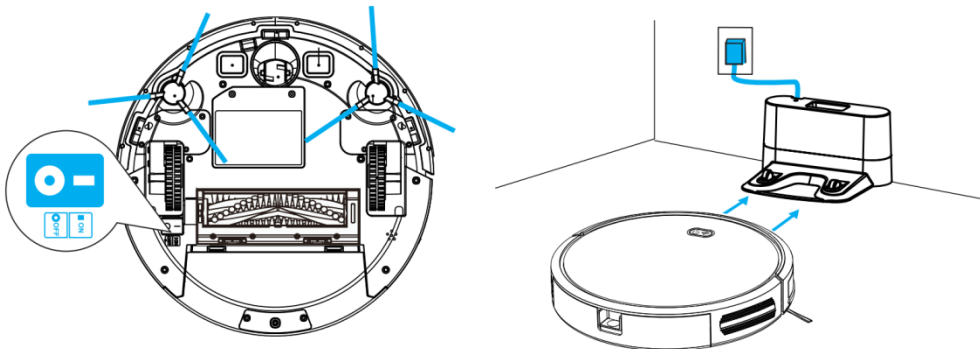
3) Install Side Brushes

Attach the Side Brushes to the bottom of the Smart Vacuum Cleaner by pressing a brush into each slot until it clicks.






4) Turning on the Smart Vacuum Cleaner

- Switch the power button at the bottom of the unit to the ON position.
- Place the Smart Vacuum Cleaner on the Charging Dock, making sure the metal charging contacts on the Charging Dock match up with that underneath the Smart Vacuum Cleaner.
- The Smart Vacuum Cleaner will emit a series of tones. Once the power button illuminates the Smart Vacuum Cleaner is ready for use.



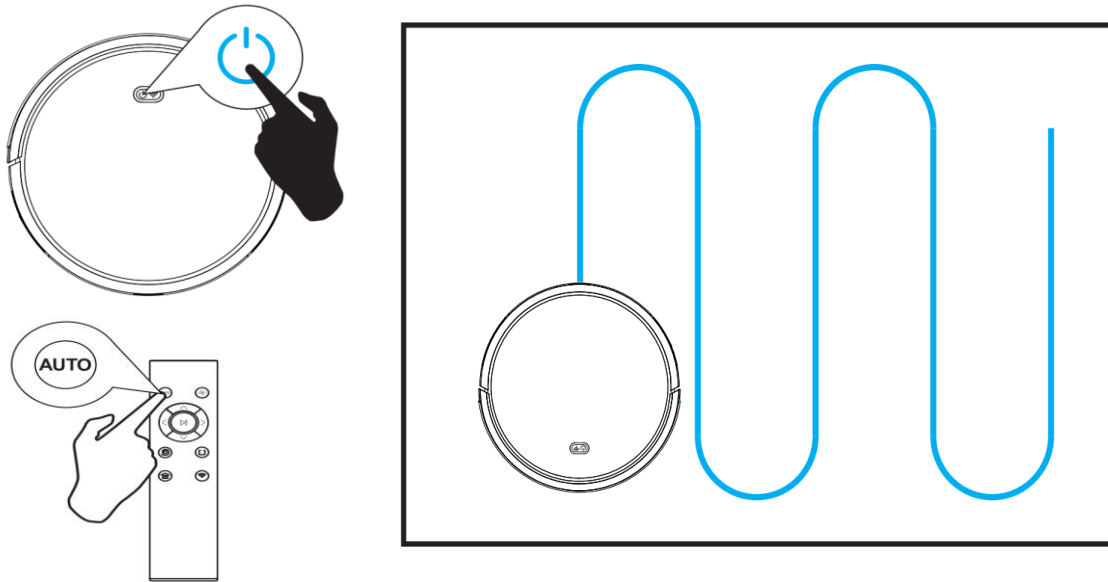
5) Start a Cleaning Cycle

- Press the  power button once to wake up the Smart Vacuum Cleaner.
- Press the  power button again to start a cleaning cycle (or  button on Remote Control).





If the battery gets low before finishing the cleaning cycle, the Smart Vacuum Cleaner will return to the Charging Dock to recharge.

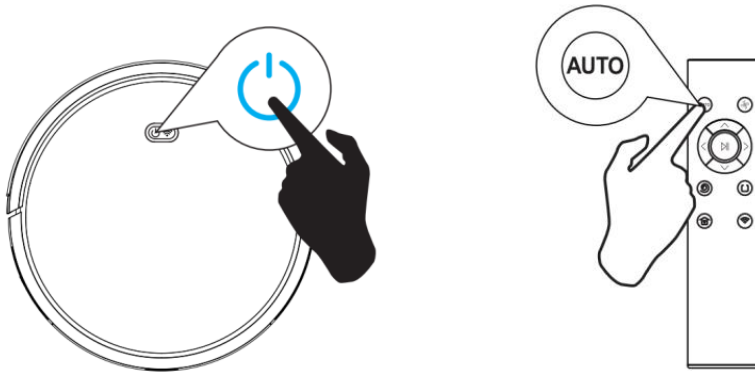
If the Charging Dock is inaccessible, the Smart Vacuum Cleaner will not be able to recharge, please place the Smart Vacuum Cleaner manually on the Charging Dock to recharge.

Note: Please refer to section 3.3 for more Cleaning Modes.




6) Pause Cleaning Cycle

- To pause the Smart Vacuum Cleaner during a cleaning cycle, press the  button on Smart Vacuum Cleaner or press the  button on the Remote Control.
- To resume the cleaning cycle, press  button again.
- To send Smart Vacuum Cleaner back to the Charging Dock, press  button on the Remote Control.



7) Power OFF

To end the cleaning cycle and put Smart Vacuum Cleaner in standby mode, press and hold  button until the Smart Vacuum Cleaner indicators turn off.

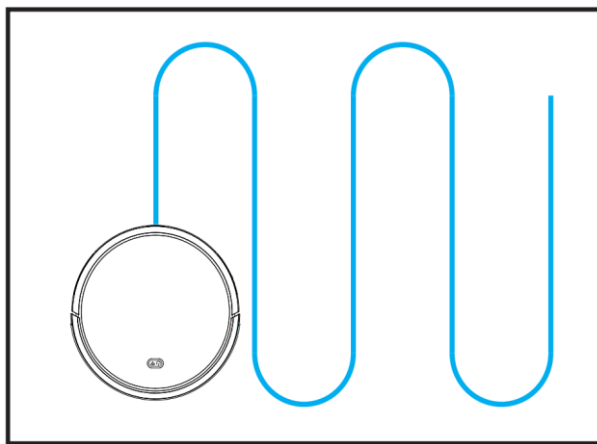
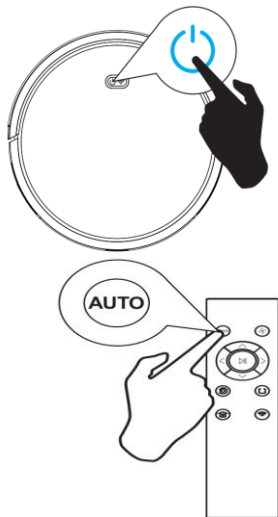
3.3 CLEANING MODES

The default cleaning suction power is set to 1000Pa, in case you need more power for a spot, press the Suction Power button on the remote to increase the suction power to 2000Pa.

1) Auto Cleaning

- The Smart Vacuum Cleaner will work in a smart zig-zag systematic cleaning path, then will work on a random pattern for seamlessly and thoroughly clean.

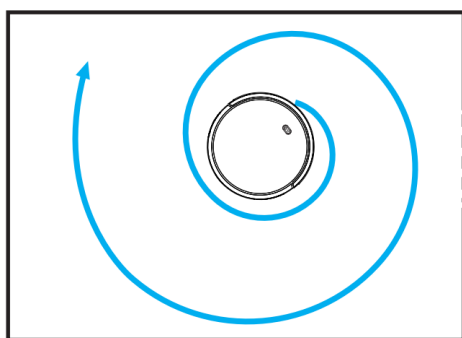
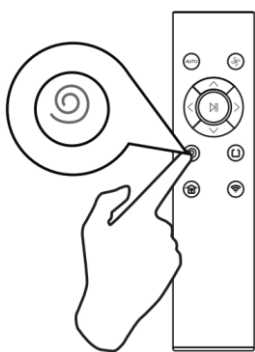
- At various times throughout the cleaning cycle, the Smart Vacuum Cleaner will touch up around the edges of the room, as well as chair legs and other furniture to help with the navigation.
- The Smart Vacuum Cleaner will continue this process until it cleaned the entire area. If the battery gets low before finishing the cleaning cycle, the Smart Vacuum Cleaner will return to the Charging Dock to recharge.
- Once the Smart Vacuum Cleaner finishes the cleaning cycle, it will go back to the Docking Station to recharge.



2) Spot Cleaning


When selecting spot cleaning, the Smart Vacuum Cleaner will emphasize on an area of approximately 3 feet for maximum cleaning.

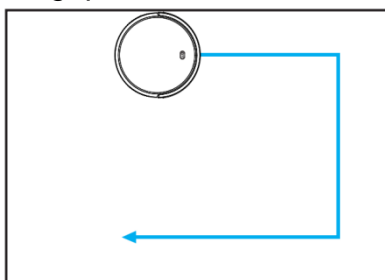
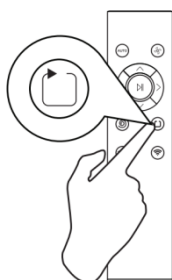
- Put the Smart Vacuum Cleaner on a localized area that you wish to clean.
- The Smart Vacuum Cleaner will work its way in a spiral mode of about 3 feet in diameter and will then spiral back to the original spot.
- The Smart Vacuum Cleaner will boost the suction power to the maximum power for this mode.



3) Edge Cleaning

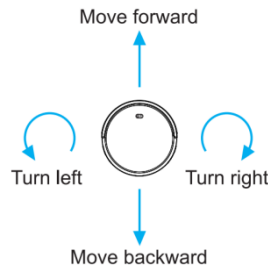
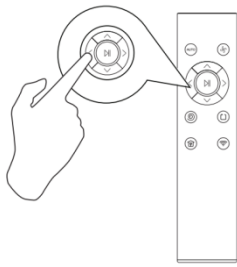
After the Smart Vacuum Cleaner finishes cleaning the open areas, it uses Edge Clean to ensure that it has cleaned along the walls and around furniture legs.

- If you prefer a quicker Edge Cleaning, press the  button on the remote control.



4) Manual Cleaning

You can manually control the Smart Vacuum Cleaner to clean an area by using the directional buttons on the remote control.



5) Controlling the Smart Clean Rob Vac via the Smart Life APP

Search “Smart Life” in the APP store or Google Play to download.



1) Use the Smart Life app to control the Smart Vacuum Cleaner


To enjoy all the Smart Vacuum Cleaner available features, it is recommended to control your Vacuum Cleaner via the app. Before you start, make sure that:


- Your smartphone or tablet is connected to a Wi-Fi network.
- Your smartphone or tablet is running iOS 8.0 (or newer) or Android 4.4 (or newer).
- The 2.4 GHz band wireless signal is enabled on your wireless router.
- The Wi-Fi status light is slowly flashing green.
- Smart Vacuum Cleaner is attached to the Charging Base to ensure it has enough power setup.



2) Wi-Fi Connect Set-Up:

- A. Download the Smart Life from the App Store (iOS Devices) or Google Play (Android devices).
- B. Open the app and create a user account.
- C. Tap the icon in the top right corner to add the Smart Vacuum Cleaner to your account.

3) How to Connect the Smart Vacuum Cleaner:

A. Default Mode Connect: Press the  button for 5 seconds, you will hear a double tone, Vacuum Cleaner will reset, wait for the vacuum to finish resetting and for the Wi-Fi light to quickly

flash blue. Now you can follow the Wi-Fi instructions in the  Smart Life app to set up the Wi-Fi connection.


B. APP Mode Connect: Press the  button for 5 seconds, you will hear a double tone, Smart Vacuum Cleaner will reset, wait for the vacuum to finish resetting and for the Wi-Fi light to quickly flash blue. Within 15 seconds, press the  button again, the Wi-Fi light will flash slowly, you can now follow the instructions on the Smart Life app to finish the connection.

4) Follow the instructions in the app to set up the Wi-Fi connection.

- After connecting successfully, you can control vacuum cleaner via the app.
- In the app, you can select a cleaning mode, set the time, schedule a cleaning, view the system status, receive notifications and access additional features.

Wi-Fi Status Light:

	Indicator Lamp Status	Wi-Fi Working Status
	Rapidly flashing (Interval flashing 250ms)	Default configuration state
	Slowly flashing (Interval flashing	Compatible configuration state

	1500ms)	
	Lamp off	Wi-Fi configured successfully but not connected to router/ Wi-Fi shut down
	Lamp on (Solid green)	Wi-Fi configured successfully and have connected to router

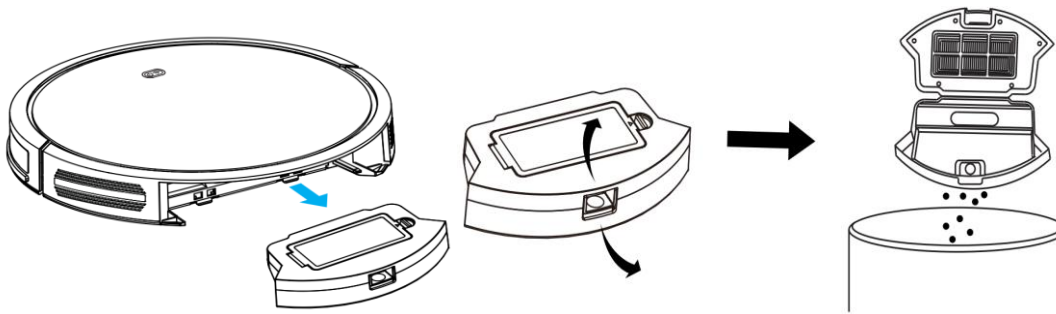
4 SMART VACUUM CLEANER CARE

To keep the Smart Vacuum Cleaner running at peak performance, perform the following care procedures. If you notice the Smart Vacuum Cleaner picks up less debris from the floor, then empty the dust bin, clean the filter and the Main Brush.

Robot Part	Care Frequency	Replacement Frequency
Sponge Filter and High Efficiency Filter	Once a week (twice a week in homes with pets)	Every 2 months
Main Brush	Once every 4 months (once every 3 months in homes with pets)	Every 6-12 months
Dust Bin	After each use	—
Driving Wheels Side Brush Anti-Drop Sensors Charging Contacts Anti-Collision Sensors	Once a month	—

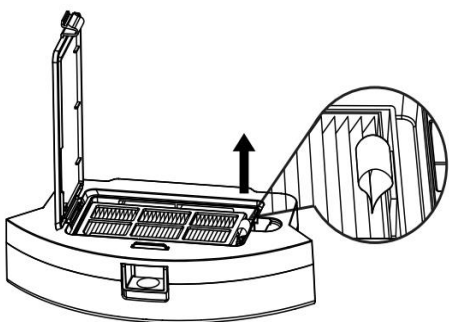
4.1 EMPTYING SMART VACUUM CLEANER'S DUST BIN

- 1) Press the dust bin release button to remove it.
- 2) Open dust bin door to empty it.

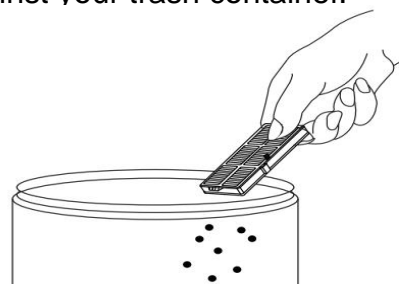


4.2 CLEANING THE SMART VACUUM CLEANER FILTER

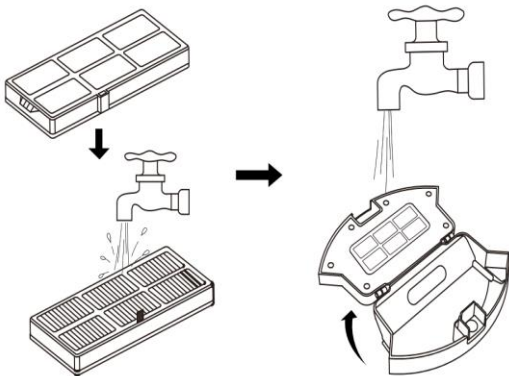
- 1) Remove filter by grasping the white tab.



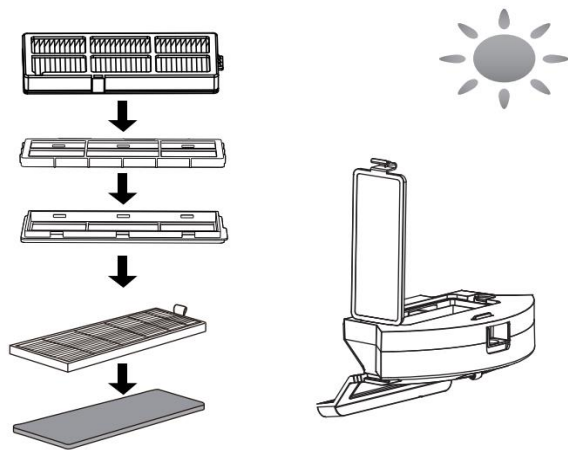
- 2) Shake off debris by tapping the filter against your trash container.



3) Rinse filters with water.



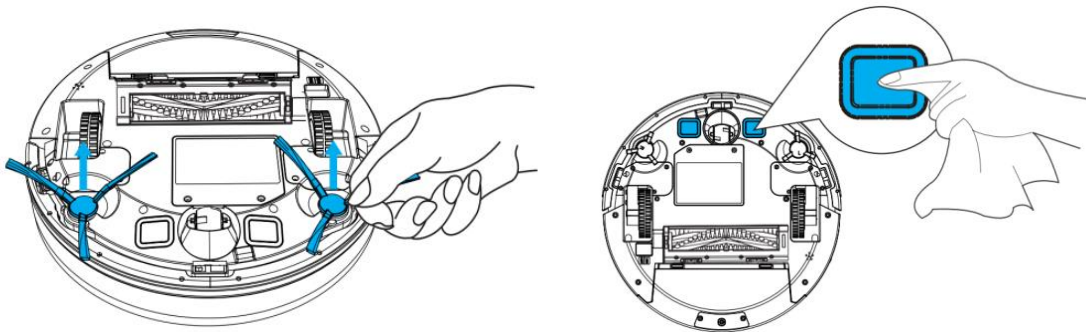
4) Air-dry the filter completely before use.



4.3 CLEANING SMART VACUUM CLEANER'S SIDE BRUSH

1) Remove the Brush

2) Clean the brush and the brush stand and reinstall the brush.



4.4 CLEANING THE SMART VACUUM CLEANER'S ANTI-DROP SENSORS AND CHARGING CONTACTS

● Wipe the Smart Vacuum Cleaner's Anti-Drop sensors with a clean, dry cloth.



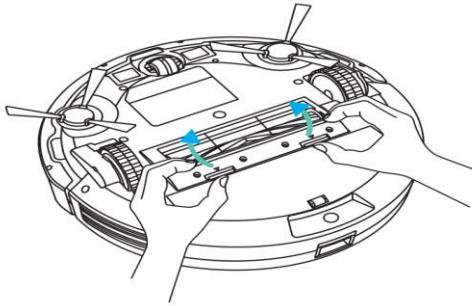
4.5 CLEANING THE SMART VACUUM CLEANER ANTI-COLLISION SENSOR

Use a clean, dry microfiber or soft cotton cloth to wipe any debris that has accumulated in the round sensor opening on the right side of the bottom surface. Do not spray cleaning solution directly into the sensor opening.

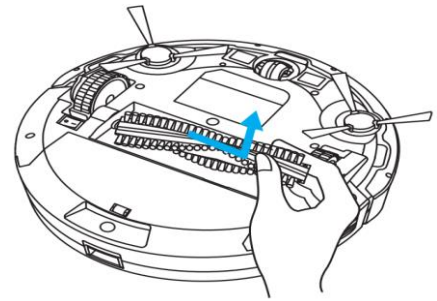


4.6. CLEANING THE SMART VACUUM CLEANER'S MAIN BRUSH

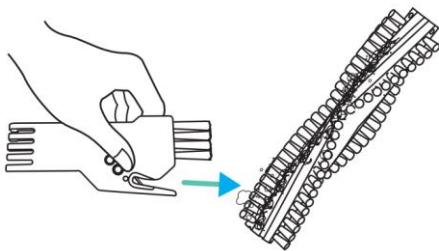
- 1) Pull on the release tabs to unlock the Brush guard as shown.



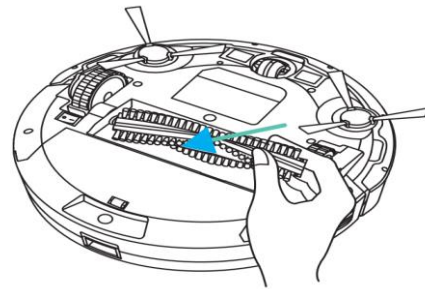
- 2). Lift the main brush to remove



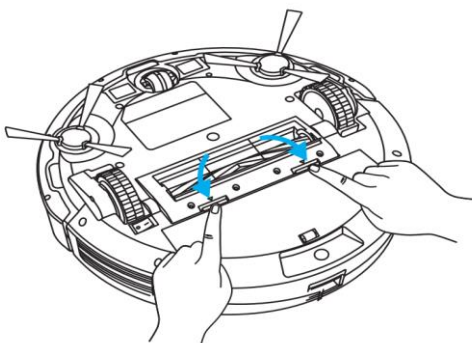
- 3) Clean the Main Brush with the provided




- 4). Reinstall the Main Brush by inserting the fixed protruding end first and then clicking into place



- 5) Press down to snap the main brush cover into place.



5.TROUBLESHOOTING

The Smart Vacuum Cleaner will tell you if something is wrong with a two-tone distress sound followed by a message. The indicator  will also blink or be solid red.

Please refer to the chart below to troubleshoot and resolve the Smart Vacuum Cleaner problem. If the problem is not resolved, please contact our customer service department for further assistance.

Rebooting Instructions

For some errors, rebooting the Smart Vacuum Cleaner may resolve the problem. To reboot the Smart Vacuum Cleaner, switch the power button at the bottom of the unit OFF; wait 10 seconds and switch it back ON.

Indicator Solid Red

Smart Vacuum Cleaner Error		Likely Cause	What to do
Indicator Solid Red	One beep	Driving Wheels wheel is stuck	Clean the Driving wheel and press the power button to restart the Smart Vacuum Cleaner.
	Two beeps	Smart Vacuum's side brush may be stuck.	Clean the side brush and press the power button to restart the Smart Vacuum Cleaner.
	Three beeps	Smart Vacuum Cleaner's vacuum fan is stuck, or its filter is clogged.	Remove and empty the Smart Vacuum Cleaner's bin, clean Smart Vacuum Cleaner's filter. Then, briskly tap the bin to loosen any remaining trapped debris.
	Four beeps	Smart Vacuum's main brush can't turn.	Remove and clean the Smart Vacuum Cleaner's main brush & caps.

Indicator Flashing Red

Smart Vacuum Cleaner Error		Likely Cause	What to Do
Indicator Flashing Red	One beep	<ul style="list-style-type: none"> •The Smart Vacuum Cleaner is stuck and one of the wheels is not contacting the floor (hanging in mid-air) •Smart Vacuum Cleaner may be in an extremely large room and the bumper is not registering obstacles. 	Restart cleaning in a new location.
	Two beeps	Smart Vacuum Cleaner is stuck	If the Smart Vacuum Cleaner is stuck free it and start in a new location. Clean Smart vacuum cleaner side wheels out of hair and debris. Push the wheels in and out, and check that they both turn freely.
	Three	The Smart Vacuum Cleaner's Anti-Drop sensors are dirty, it is	If the Smart Vacuum Cleaner is hanging over a drop, or on a dark

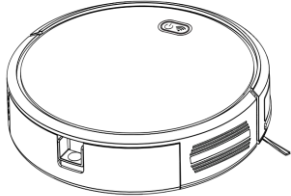
	beeps	hanging over a drop or it is stuck on a dark surface	surface, start in a new location. Otherwise, wipe its anti-drop Sensors with a dry cloth.
	Four beeps	The Smart Vacuum Cleaner cannot return to its Charging Dock or starting position.	Ensure there are no obstacles in front of the charging dock or starting position. Wipe the charging contacts on both the charging dock and smart vacuum cleaner with a clean, dry cloth.

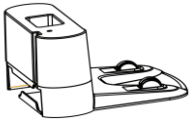
Frequently Asked Questions

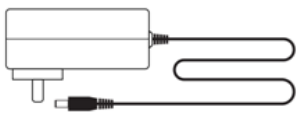
Problems	Solutions
Smart Vacuum Cleaner cannot be activated	<ul style="list-style-type: none"> •Make sure the main power switch is in the ON position. •Make sure the battery is fully charged. •Replace the batteries (2 AAA) in the remote control. •Make sure the remote control is within range (16 ft/5 m) of Smart Vacuum Cleaner. •If you still have trouble, turn off the main power switch and then turn it back on.
The remote control does not work.	<ul style="list-style-type: none"> •Replace the batteries in the remote control. <p>Make sure Smart Clean Robo Vac is turned on and fully charged. Note: Limited workable range distance is 5m/16.5ft.</p>
Smart Vacuum Cleaner stops working suddenly.	<ul style="list-style-type: none"> •Check if the Smart Vacuum Cleaner is trapped or stuck on an obstacle. •Check if the battery level is too low. •If you still have trouble, turn off the main power switch, wait for 10 seconds, and then turn it back on.
Suction power is weak.	<ul style="list-style-type: none"> •Check if any obstructions are blocking the suction inlet. •Empty the Dust Bin. •Clean the filters with a vacuum cleaner or a cleaning brush. <p>Check if the filters are wet due to water or other liquid on the floor. Air-dry the filters completely before use.</p>
Smart Vacuum Cleaner cannot be charged.	<ul style="list-style-type: none"> •Check if the indicator on the Charging Dock lights up. If not, contact the service center to repair or replace the Charging Dock. •Dust off the charging contact pins with a dry cloth. •Check if you can hear a beep when the Smart Clean Robo Vac is docked onto the Charging Dock. If not, contact the service center to repair or replace your charging dock.
Smart Vacuum Cleaner cannot return to the charging dock.	<ul style="list-style-type: none"> •Remove objects within 3ft/1 m to the left and right side and within 6 ft/2 m of the front of the Charging Dock. •When the Smart Vacuum Cleaner is in the vicinity of the Charging Dock (distance within 26ft/8M), it returns more quickly. However, if the Charging Dock is located far away (distance over 26ft/8M), Smart Vacuum Cleaner needs more time to return. Please be patient as it walks back. •Clean the charging contact pins.
The Main Brush does not rotate.	<ul style="list-style-type: none"> •Clean the Main Brush. •Check if the Main Brush and Main brush cover have been installed

	properly.
Smart Vacuum Cleaner movements or path are abnormal.	<ul style="list-style-type: none"> •Clean the sensors carefully with a dry cloth. •Restart the Smart Vacuum Cleaner by turning the power switch off and on.

6. SPECIFICATIONS

	Product Model	FHAR28
	Input	19Vd.c. 0.6A
	Battery Voltage	14.4 Vd.c.
	Power Consumption	28W
	Battery Type	14.4 Vd.c. Li-ion 2500mAh
	Dust Collector Capacity	600 ml
	Cleaning Time	Max. 120 min
	Charging Time	300 - 360 min
	Frequency band(s)	Wi-Fi: 2412 - 2472 MHz Bluetooth: 2402 - 2480 MHz
	Maximum radio-frequency power	Wi-Fi: 14.75 dBm Bluetooth: 7.16 dBm

	Input	19 Vd.c.=0.6A
	Output	19 Vd.c. =0.6A

	Input	100-240V~,50/60Hz,0.5A
	Output	19 V d.c. 0.6A

7. DISPOSAL



Batteries and electrical/electronic products should not be thrown away with household products. When scrapped, batteries and electrical/electronic products must be collected separately and disposed of at designated collection points. Consult your local authorities or retailer for advice on recycling.

8. DECLARATION OF CONFORMITY

BUILDER SAS

32, rue Aristide Bergès -Z1 31270 Cugnaux - France Tel. +33 (0) 5.34.502.502 Fax: +33 (0) 5.34.502.503

ROBOT VACUUM CLEANER FHAR28

Serial number: **xxxxxxx**

This declaration of conformity is issued under the sole responsibility of the manufacturer.

The object of the declaration described above is in conformity with the relevant Union harmonisation legislation: Directive 2014/53/EU

Applicable harmonised standards:

EN 62311:2008
EN 62233:2008
EN 60335-1:2012+A11+A13+A1+A14+A2
EN 60335-2-2:2010+A11+A1
EN 55014-1:2017
EN 55014-2:2015
EN IEC 61000-3-2:2019
EN 61000-3-3:2013
EN 301 489-1 V2.2.3
EN 301 489-17 V3.2.4
EN 300 328 V2.2.2

Signed for and on behalf of:

Philippe MARIE / CEO



Cugnaux, 05/01/2022

9. 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:

- 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:

- 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.
- 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).

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

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, 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.



BUILDER SAS
32, rue Aristide Bergès - ZI 31270 Cugnaux – France
Made in PRC 2022