

FEIDER

MACHINES



PETROL LAWN MOWER

FTDT4125

USER GUIDE

CAUTION: Read this manual before using this machine!

CONTENTS

1. INTENDED USE.....	3
2. SAFETY INSTRUCTIONS.....	3
3. YOUR PRODUCT.....	7
4. ASSEMBLY.....	9
5. ENGINE FUEL AND OIL.....	11
6. OPERATION	11
7. MAINTENANCE AND STORAGE.....	13
8. TROUBLESHOOTING.....	15
9. DECLARATION OF CONFORMITY.....	16
10. GARANTIE.....	17
11. PANNE PRODUIT.....	18
12. EXCLUSIONS DE GARANTIE.....	19

1. INTENDED USE

This equipment is intended for mowing lawns. It is not suitable for commercial use. Any use other than that specifically permitted in this instruction manual may result in damage or injury. This equipment is intended for use by adults. Children or other people who are unfamiliar with the operating instructions must not operate this equipment.

2. SAFETY INSTRUCTIONS

Instructions

- Read the instructions carefully. Be familiar with the controls and proper use of the equipment.
- Never allow children to use this mower. If the mower is given to another person, also give them this manual. Also make sure that this person only uses this device after receiving the necessary instructions. Local laws may restrict the age of the user.
- Never mow while people, especially children, or animals are nearby.
- Keep in mind that the operator or user is responsible for accidents or risks that may occur to other persons or their property.
- If necessary, have training with an experienced person in order to use this tool in a safe way.

Preparation

- During mowing, always wear safety shoes and long pants. Do not use the equipment barefoot or wearing open sandals.
- Wear personal protective equipment including at least: protection clothing, gloves, slip-resistant foot protection, mask, eye and hearing protection.
- Carefully inspect the area where equipment is being used by removing all objects that may be affected by the machine.
- **WARNING - Gasoline is extremely flammable.**
 - Add fuel before starting. Do not remove the fuel tank cap while the machine is running or when it is hot.
 - If the fuel has spilled or leaked, do not attempt to start the machine but move the machine away from the leakage area and avoid creating a source of ignition until the gasoline vapors have dissipated.
 - Refuel only outside and do not smoke during refueling.
 - Store fuel in tanks specifically designated for this purpose.
 - Replace a defective fuel tank or gasoline cap before using the machine.
- Replace defective mufflers.
- Before use, always inspect visually that the blades, blade assembly and blade lock are not worn or damaged. Replace blades and blade assemblies that are not in good condition to maintain balance. Contact the manufacturer or your dealer in order to have a list of recommended blades. Non-recommended blades can give a risk of malfunctions, injuries and accidents.
- The blades must be balanced to ensure proper operation and to be able to work safely.

Operation

- Do not use the machine in a confined space or hazardous carbon monoxide emissions can be accumulated and cause injury.
- Mow only under daylight or under good artificial light. Good visibility must always be ensured.
- Avoid using the equipment on slippery grass, where possible.
- Always be careful and wear suitable footwear when walking on slopes.
- Walk, never run.
- For lawn mowers, mow across slopes, never from top to bottom.

- Exercise extreme caution when changing direction on slopes.
- Stop the blades if the mower is to be tilted during transport when crossing surfaces other than grass, and when transporting the mower to the area to be mowed.
- Do not mow on steep slopes.
- Use extreme caution when tipping or pulling the mower towards you.
- Never use the mower with defective guards, or without safety devices such as baffles and or collection bins, which are not in place.
- Do not change the engine configuration or increase the speed.
- For starting, disengage all blades, the gears must be in neutral, the traction control lever must be released. Set foot well away from the blades.
- Before starting the engine or engaging the blades or traction, carefully read and understand all instructions.
- Do not tilt the mower when starting the machine or turn on the engine, unless the mower needs to be tilted for starting. In this case, do not tilt it more than necessary and lift only the part that is furthest away from the user.
- Do not start the machine by standing in front of the ejection.
- Do not place hands or feet near or under rotating parts. Keep the mouth of the grass ejection chute clean.
- Never take or carry the mower while the machine is running.
- Stop the machine, disconnect the spark plug from the spark socket:
 - Before cleaning or unclogging the grass ejection chute.
 - Before checking, cleaning, and working on the mower.
 - After hitting an object. Inspect the mower for damage and repair before re-using the mower.
 - If the mower begins to vibrate abnormally, stop the engine immediately and check according to previous recommendations.
- The controls must be always checked if they are functioning correctly. In case of malfunction, do not use the tool and bring to a service agent for inspection.
- Stop the engine immediately:
 - Every time you leave the lawnmower.
 - Before refueling.
- When the tool is stopped, store it in a safe place out of direct sunlight.
- Move slowly when mowing.
- The lawnmower should not be used in slopes and near drop-offs, ditches or embankments; if the tool must be used in these kinds of emplacements, take an extreme precaution and operate the tool carefully.
- The lawnmower safety systems or features shall not be tampered with or disabled;
- The operator should not alter or tamper with any sealed adjustments for the engine speed control.

Maintenance and storage

- Do servicing and replacement tasks with the engine shut off, including the need to keep the lawnmower in good working condition.
- Check and tighten all bolts and screws to ensure that the equipment is in safe operating condition.
- Never keep the mower with gasoline in the tank in a building or vapors can cause a bright flame or spark.
- Allow the machine to cool before storing it in an enclosed area.
- To reduce the risk of fire, keep the machine clean without grass, without grease, let the muffler and the engine cool, disconnect the battery if necessary and empty the fuel tank
- Check the grass catcher frequently, its condition or deterioration.

- Replace worn and damaged parts for safety.
- If the fuel tank is to be drained, it must be made outdoors.

Special safety instructions

- In case of lack of knowledge or first use of this product, we recommend that you have a formation/ training with a professional or an experienced person.
- Always use the mower with its pick-up bag and / or deflector in the intended position.
- Switch off the engine before emptying the pick-up bag or before changing the cutting height.
- While the engine is running, never put your hands or feet under the mower or under the grass ejection area.
- Before mowing, remove all foreign objects (such as stones, toys, sticks and wires) from the grass area to be cut to avoid damage to the machine or others around you .
- Keep children and pets at a safe distance while using the mower.
- Never lift the mower when the engine starts.
- Alcohol, drug, as well as illness, fever and fatigue can affect your ability to respond. Do not use this tool in such circumstances.
- Never change the rated speed of the engine.
- Never lift or carry the tool while the engine is running.
- Before mowing, install the collection bag in its intended position.
- Do not use the mower in the event of rain or when the grass is wet.
- Never lift the rear of the mower when starting the engine and never place your hands or feet under the mower deck or in the rear ejection port while the engine is running.
- Turn off the engine and remove the spark plug cap in the following cases:
 - Before operating under the mower deck or near the ejection opening.
 - Before any maintenance, repair or verification.
 - Before transporting, lifting or storing the mower.
 - If you leave the mower unattended or change the cutting height.
 - To remove and empty the collection bag.
- After striking a foreign object, turn off the engine and carefully inspect the mower for damage. Take the lawnmower to an authorized service center for repair if necessary.
- If the mower vibrates abnormally, try to understand the reason and bring your lawnmower to an authorized repair center.
- Regularly check that the bolts, nuts and screws are properly tightened for safe use of the mower.
- Do not use the tool where there is a risk of lightning.
- Use the tool on daylight or under a good lighting. Always keep bystanders away.
- Warning: Take an extreme precaution when operating the lawnmower in slopes and near drop-offs, ditches or embankments; always be sure of your footing and stay in alert.
- Warning: do not use of the unit while being tired, ill or under influence of alcohol or other drugs;
- Park safely the tool before leaving it. The tool must be switched off.
- Warning: be careful about exhaust gas. Do not inhale them and do not expose people to these gases.
- To avoid health issues, limit the time of operation. Take enough rest. Exposure to noise and vibration can have bad consequences for your health.
- WARNING: There is a danger about moving blade assemblies. Always handle blades when they are in a complete stop and wear protective gloves.
- The blade stopping device must always work. If the blade does not stop after stopping the machine and the devices are damaged, the machine should be taken to a qualified service for inspection.

Fuel Handling

Use caution when handling fuels. They are flammable and the vapors are explosive.

Use only an approved container.

Never remove the fuel cap or add fuel while the machine is on. Turn off the unit and allow the engine and exhaust components to cool down before refuelling.

Do not smoke.

Never refuel inside a room.

Never store the tool and the fuel tank indoors where there is a naked flame, such as near a water heater.

If fuel has spilled, do not attempt to start the machine, but move it away from the spill before starting to use it. Please clean up any spills.

Replace and tighten the fuel tank cap after refuelling.

Follow strictly the instructions in this manual for filling the tool with fuel.

During maintenance and storage

Switch off the tool and wait until it stops completely. Make sure that all moving parts are stopped.

Allow the machine to cool before performing inspection, adjustments, maintenance, servicing and storage.

Store the tool where fuel vapor will not reach a flame or spark.

When transporting and storing the tool, always use a protection device to avoid fuel spillage, accidents and injuries.

Residual risks

Even if you use this product in compliance with all safety requirements, the potential risks of injury and damage remain. The following hazards may arise in the structure and design of this product:

There are risks of injury and property damage due to broken attachments or the sudden impact of hidden objects when cutting.

There are risks of injuries and accidents caused by flying objects.

Prolonged use of this product exposes the operator to vibrations and can produce so-called "white finger" disease. To reduce the risk, wear gloves and keep your hands warm.




If any of the symptoms of "white finger syndrome" occur, seek immediate medical attention.











Symptoms of "white finger" include numbness, loss of sensitivity, tingling, pain, loss of strength, colour changes or skin condition. These symptoms usually appear on the fingers, hands or wrists.

Risk increases at low temperatures.

A long exposition to noise can affect the health of the operator. A hearing protection must be always used when operating the tool. The operation of the tool must be limited, and some rest must be taken between two sessions (e.g. 10min of operation and 20min of rest).

Symbols

	This symbol indicates a DANGER, WARNING or CAUTION.
	WARNING-To reduce the risk of injury, read this instruction handbook before use.
	Risk of injury from thrown or flying object! Keep bystanders away from equipment.

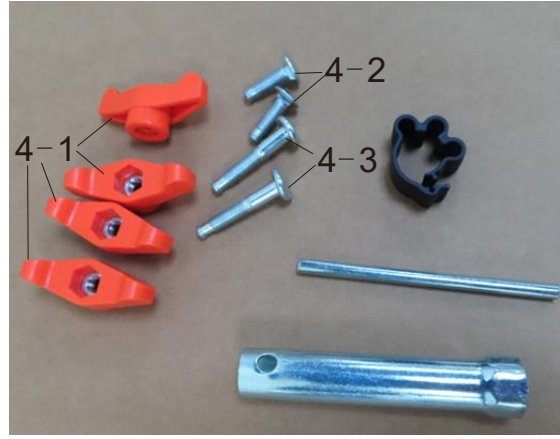
 	<p>Danger! Keep your hands and feet away from the cutting element.</p>
 	<p>Caution – Risk of burn, Stay clear of hot surface. Stay a safe distance from the machine.</p>
 	<p>Unplug the spark plug before maintenance and repair. Read the instruction manual. Shut off engine and remove spark plug connector before performing maintenance or repair work.</p>
 	<p>Risk of noise injury. Wear ear and eye protection.</p>
	<p>Add oil slowly. Do not overfill.</p>
	<p>Guarantee sound power level.</p>

3. YOUR PRODUCT

3.1 DESCRIPTION



1	Drive lever (clutch lever)	6	Grass catcher	11	Oil dipstick
2	Upper handle	7	Height adjusting lever	12	Fuel tank cap
3	Brake lever/Stop lever	8	Rear wheel	13	Primer
4	Handle Fixing system	9	Front wheel	14	Starter grip
5	Lower handle	10	Blade enclosure		



3.2 TECHNICAL DATA

Model	FTDT4125
Engine	RV125-S
Displacement	127.1cm ³
Rated engine power	2.0kW
Max engine power	2.3kW
Rated engine speed	2800 min ⁻¹
Cutting width	410mm
Motion type	Self-propelled
Volume of the collection bag	45L
Weight	23 kg
Fuel tank capacity	800 ml
Oil tank capacity	500 ml
Cutting Height:	25-75mm (7 positions for height adjustment)
Emission sound pressure level	L _{pA} : 82.6dB(A), K=3 dB(A)
Sound power level	L _{wA} : 92.9 dB(A), K= 1.79 dB(A)
Guaranteed Sound Power Level	96dB(A)
Vibration value	4.7 m/s ² , K=2.4m/s ²

NOTE:

A certain level of noise and vibration exposure caused by this device is unavoidable. For your personal protection, wear suitable personal protection equipment(i.e. earplug and gloves), limit working hours use settings for lower noise and vibration emissions.

3.3 FUNCTION DESCRIPTION

1) Rear discharge with grass collection:

Remove the mulch kit and place the grass catcher in its place.



2) Rear discharge without grass collection

Remove the mulch kit and close the flap.

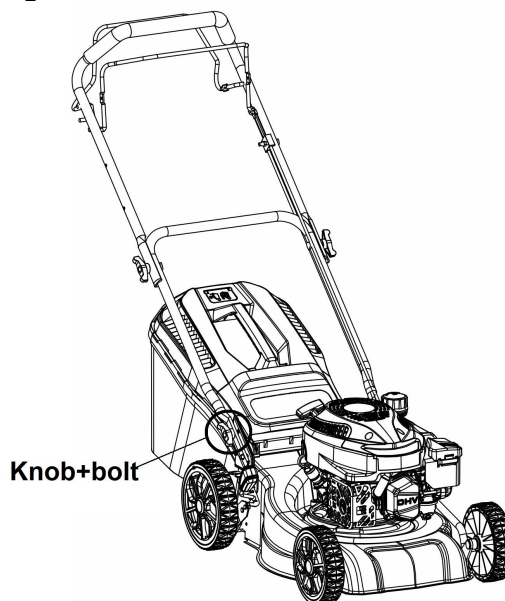


4. ASSEMBLY

4.1 ASSEMBLY OF THE HANDLE

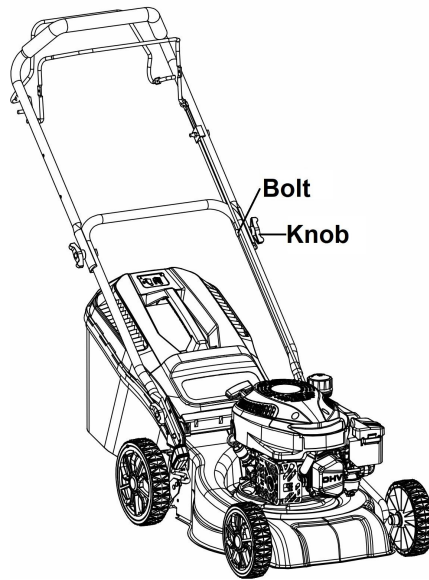
Assemble the handle on the machine as per below.

- Fasten the lower handle by using two bolts and two small knobs on each side.



- Unfold the upper handle and fix it to lower handle.

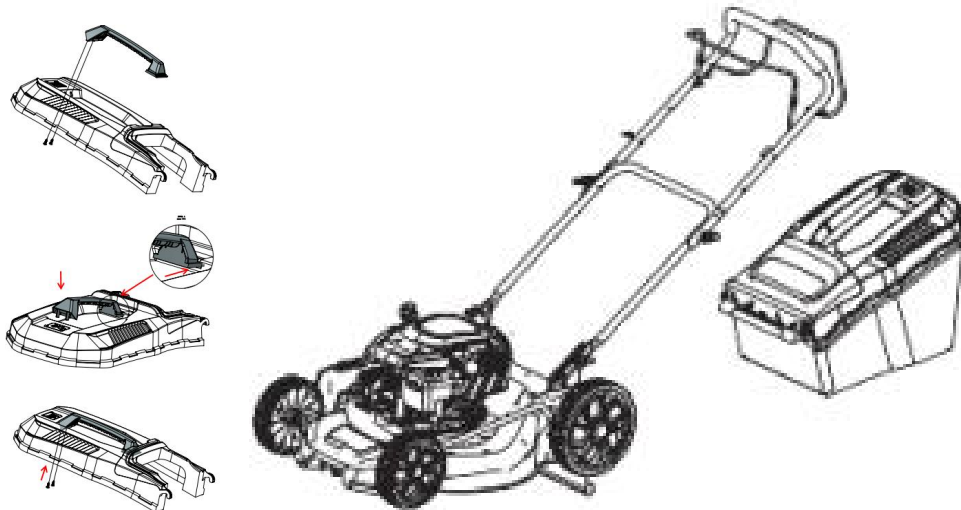
NOTE: Make sure the rope guide is on the right handle when you stand behind the mower.



- Fasten the cord to handle with a cable clamp.

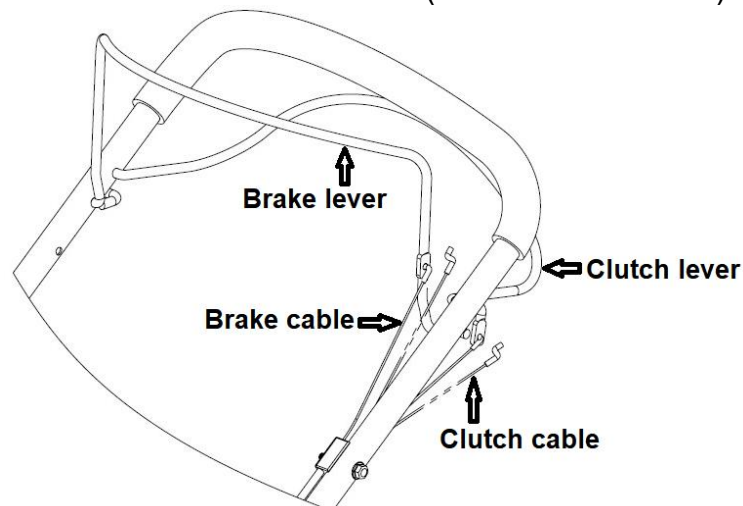
4.2 ASSEMBLY OF THE GRASS CATCHER

- Take out the grass box and corresponding accessories.
- Assemble as shown in the figure, and use screws to lock and fix.
- Clip the grass bag over the metal frame. Make sure to be secured
- Lift the rear discharge cover and hook the grass catcher.
- Release the rear discharge cover and secure the grass catcher in position.



4.3 ASSEMBLY OF THE BRAKE & CLUTCH CABLE

Put the brake & clutch cable to the hole of both lever. (See the arrow mark)



5. ENGINE FUEL AND OIL

CAUTION:

The engine must be filled with correct type of oil and gasoline before starting.
Do not add oil or fuel while the engine is running.
Do not use mix oil and petrol.

DANGER:

Petrol vapors are highly flammable and extremely explosive. Always keep fuel away from sparks, open flames heat and other sources of ignition.
DO NOT light or smoke. Fire or explosion can cause severe burns or death.
DO NOT overfill.
ONLY fill or drain fuel outdoors in a well-ventilated area.

Recommended engine oil type:10W30.

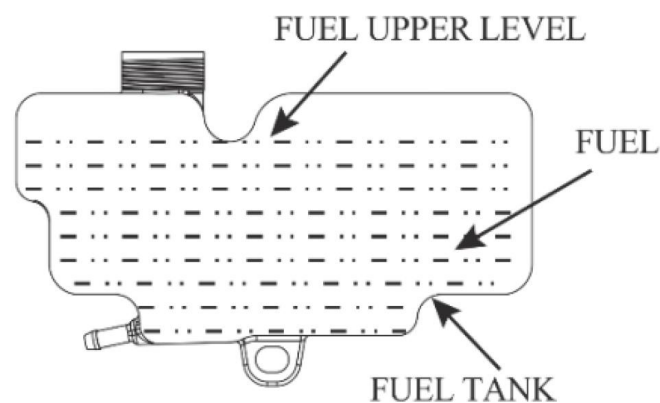
Petrol: unleaded gasoline with a minimum octane rating of 85 and an ethanol content of 10% or less by volume.(E10)

5.1 CHECKING OIL LEVEL AND FILLING

- Stop the engine. Place the lawn mower on a level surface.
 - Remove the oil dipstick and wipe it with a clean cloth.
 - Using a funnel, add slowly up to 500ml of oil, replace and secure oil dipstick.
- DO NOT OVERFILL.
- Wipe of any spilled oil.
 - Check engine oil level before each use and add as needed.

5.2 CHECKING FUEL LEVEL AND FILLING

- Remove the fuel cap.
- Slowly add petrol to the tank. Do not fill the tank entirely, allow some space left in the tank for petrol expansion.
- Screw on the fuel cap and wipe away any spilled fuel.



6. OPERATION

6.1 START AND STOP THE MOWER

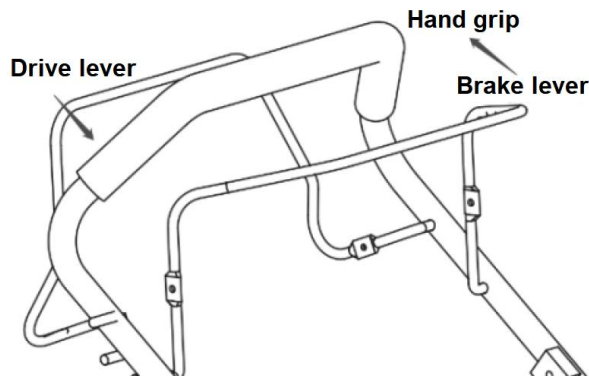
To start the mowing:

- Select your required cutting height.
- Press the primer 3-5 times.(For a warm start, it is not necessary to press the primer)



NOTE: If the primer is pressed too often, excessive fuel will enter the carburetor which lead to difficulty start.

- Stand behind the mower. Pull the brake/stop lever toward the handle grip. Hold the lever and grip together with one hand.
- Pull starter grip(recoil cord)slowly until resistance is felt. then quickly pull starter grip. After the engine starts, then release the cord slowly back.
- If this unit is equipped with self-propelled system, push the drive lever toward the handle grip and the mower moves forward.



To stop the mowing:

- Self-propelled unit: release the drive lever.
- Non-self-propelled unit: release the brake/stop lever.

6.2 EMPTY THE GRASS CATCHER

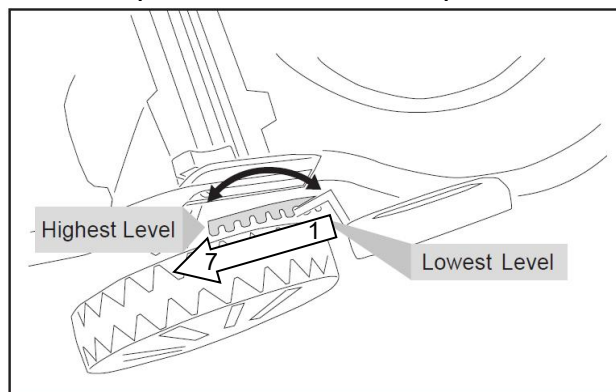
NOTE: Before taking off the grass catcher stop the engine and wait until the blades have come to a stop.

- Lift the discharge opening cover with one hand, the other hand to grab the grass catcher handle.
- Remove the grass catcher and empty the grass in it. Refit it back securely.

NOTE: If grass residue is caught in the discharge chute, clean it with a brush.

6.3 CUTTING HEIGHT AJUSTMENTS

- Cutting height range is 25-75mm (7positions: number 7 is highest level and number 1 is lowest level).
- Pull the height adjusting lever and push it to the desired position.



7. MAINTENANCE AND STORAGE

7.1 MAINTENANCE OF POWER COMPONENTS

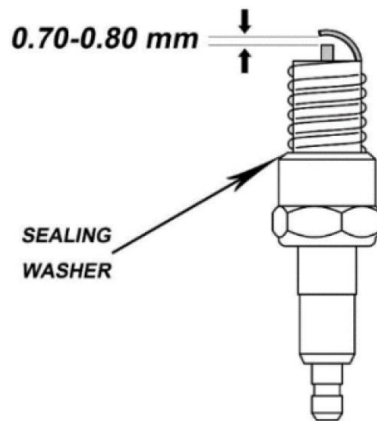
WARNING: Before performing any maintenance or cleaning work, stop the engine and wait until the blade has come to a stop. Remove the spark plug connector. Risk of accidents. Allow the equipment to cool before any maintenance and cleaning. Risk of burning. Improper maintenance can lead to machine damage or injury.

CLEANING:

- After each use, clean the vent holes, discharging opening and blade area with a piece of wood or equivalent material, to avoid grass stuck to the lawn mower.
- Be careful when tilting the lawn mower, fuel or oil could leak out.
- Wear gloves when handling the blade.

MAINTENANCE OF SPARKPLUG:

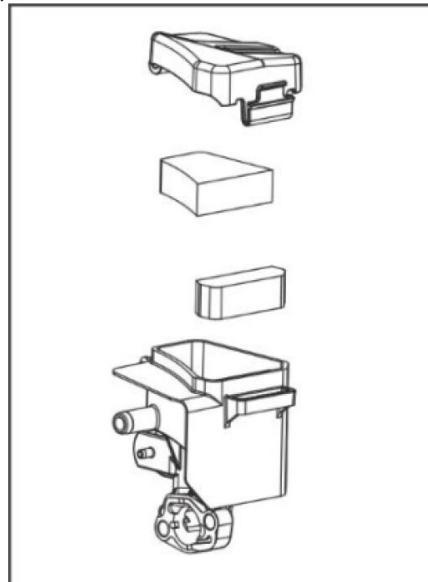
- Remove the spark plug connector.
- Unscrew the spark plug.
- Clean the spark plug with a wire brush.
- Check and adjust (if necessary) the gap, which should be 0.7~0.8mm.
- Insert the spark plug and tighten it.



MAINTENANCE OF AIR CLEANER:

NEVER operate the lawn mower without the air cleaner!

- Remove the air cleaner cover.
- Take out the filter and clean it with soap solution. If necessary, replace the dirty filter with a new one.
- Allow the filter to dry thoroughly, then install the cleaned filter or a new filter (if necessary) back.



CHANGE ENGINE OIL:

- Remove the oil dipstick.
- Tilt the engine slowly to drain or use an oil pump to drain the oil into a suitable container.
- Refill with 500ml or less oil, SAE 5W/30, SAE 10W/30 is recommended.
- Install the cleaned oil dipstick back

STORAGE

- Clean and service the lawn mower before storage.
- If the lawn mower is to be stored for more than 15 days, you should also empty the fuel tank and oil tank before storage.
- Store the lawn mower in a dry and well-ventilated place, not accessible by children.
- Stop the blade if the equipment is transported to the storage place, or it could lead to damage or injury. Do not tilt the machine too much, otherwise fuel or oil leakage may occur.

7.2 Maintenance

WARNING: Use only approved replacement parts.

WARNING: Do not let brake fluids, gasoline, petroleum-based materials touch the plastic parts. Chemicals can cause damage to the plastic, and make the plastic unserviceable.

WARNING: Do not use strong solvents or detergents on the plastic housing or components.

7.2.1 General maintenance

Before each use, examine the machine for damaged, missing, or loose parts such as screws, nuts, bolts and caps.

Tighten correctly all the fasteners and caps.

Clean the machine with a dry cloth. Do not use water.

7.2.2 Lubrication

Apply sufficient quantity of high grade lubricant to all bearings. No more bearing lubrications is necessary in usual operation conditions.

WARNING: Do not lubricate the wheel components: Lubrication can cause damage to the wheel components during operation.

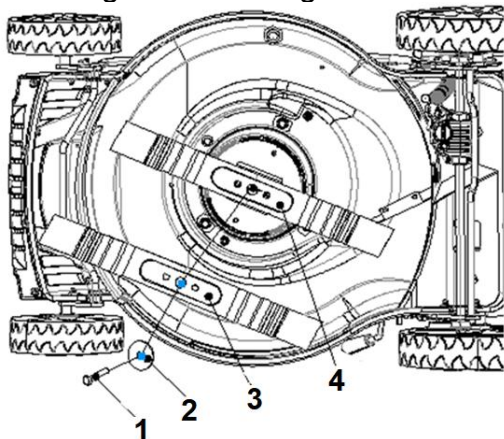
7.2.3 Replace the blade

WARNING: Wear heavy gloves or wind cloth around the blade when you touch the blade.

This work is recommended to be performed by qualified personnel.

Only use the blades listed in the TECHNICAL SPECIFICATIONS. Using non-genuine parts can lead to machine damage and injury.

- Stop the machine.
- Make sure that blades fully stop.
- Remove the safety key.
- Turn the machine to its side.
- Use a piece of wood to prevent the movement of the blade.
- Remove the mounting screw with a wrench or socket.
- Remove the blade.
- Install the new blade. Make sure that the blade hole engages with the raised parts of blade seat.
- Put in the mounting screw and tighten it.



- 1-Bolt
- 2-Butterfly gasket
- 3-Blade
- 4-Blade base

7.2.4 Store the machine

Clean the machine before storage.

Make sure the machine is not hot when you store the machine.

Make sure that the machine does not have loose or damaged parts. If it necessary, do these steps/instructions:

Replace the damaged parts.

Tighten the bolts.

Speak to a person of an approved service center.

Store the machine in a dry area.

Make sure that children cannot come near the machine.

Please when folding the machine push the stop lever for easy storage.

- Release the fast lock on the upside handlebar.
- Release the triangle knob.
- Fold the upper handlebar.
- Do not damage the electric wire or cables.

7.2.5 Before transporting the machine

Securing during transport to prevent loss of fuel, damage or injury.

Thoroughly clean the mower. Empty the fuel tank using a suction pump. Dispose of discarded fuel safely and responsibly, remembering that petrol vapours can cause explosion or fire. Run the engine until any remaining fuel is consumed.

Allow the engine to cool. Remove the grass collection bag. Loosen the quick release and fold down the top section of the handles taking care not to bend the cables.

To avoid scratching the mower, insert corrugated cardboard or similar padding between the upper and lower handlebars and the engine.

Due to the mower's weight, use ramps or seek assistance when lifting or loading the mower.

8. TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
Engine runs roughly	Choke in the wrong position.	Move choke lever to the RUN position.
	Dirty air filter.	Clean or replace with a new one.
	Dirty fuel valve.	Clean the fuel valve.
Engine stops suddenly	Low oil level.	Fill engine oil to proper level.
	Empty fuel tank or wrong fuel type.	See ENGINE OIL AND FUEL.
	Wrong fuel tank cap.	Replace fuel cap.
	Disconnected spark plug cap.	Secure spark plug cap.
Engine stops under heavy load	Dirty air filter.	Clean or replace with a new one.
	Engine running cold.	Allow engine warms up before operation.
Engine knocks	Engine overloaded.	Do not exceed rating load.
	Wrong fuel type.	See ENGINE OIL AND FUEL.
Engine backfires	Impure gasoline or wrong fuel type.	Drain the old fuel and refill with fresh gasoline. See ENGINE OIL AND FUEL.
	Intake valve stuck or overheated engine.	Have a qualified technician diagnose the engine.
Engine overheated	Incorrect timing.	Check engine timing.
	Low engine oil level.	Add engine oil to proper level.
	Clogged exhaust pipe.	Clean exhaust pipe.

Blade does not turn	Cooling fan blocked.	Clean cooling fan.
	Blocked with grass.	Remove the grass(see)
	Blade not installed correctly.	Check the blade and install it correctly.
Abnormal noises and vibration	Blade not installed correctly.	Check the blade and install it correctly.
	Blade damaged.	Remove the damaged blade and install a new one(See REPLACE THE BLADE).
Other	Contact an authorized service dealer for technical support.	



9. 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**

**Declares that the machine named below
PETROL LAWN MOWER
FTDT4125**

Serial number: 20240114381-20240114680

Complies with the following European Directives:

Machinery Directive 2006/42/EC
EMC Directive 2014/30/EU
Emission Regulation (EU) 2016/1628

Applicable harmonized standards:

EN ISO 5395-1: 2013/A1:2018
EN ISO 5395-2: 2013/A2:2017
EN ISO 14982: 2009

Other applicable guidelines:

Noise Directive 2000/14/EC amended by 2005/88/EC, Annex VI

Guaranteed Sound Power Level	96 dB(A)
Sound power level	L _{WA} : 92.9 dB(A) K=1.79 dB(A)

TÜV SÜD Product Service GmbH • Certification Body • Ridlerstraße 65 • 80339 Munich • Germany

EC type-approval No: e9*2016/1628*2017/656SYA1/P*1032*05

Cugnaux, 01/01/2024

Philippe MARIE / CEO
Responsible of technical file: M. Olivier Patriarca

10. WARRANTY

The manufacturer guarantees the product against defects in material and workmanship for a period of 5 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:

- 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.



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.



BUILDER SAS
32, rue Aristide Bergès - ZI 31270 Cugnaux - France
MADE IN PRC