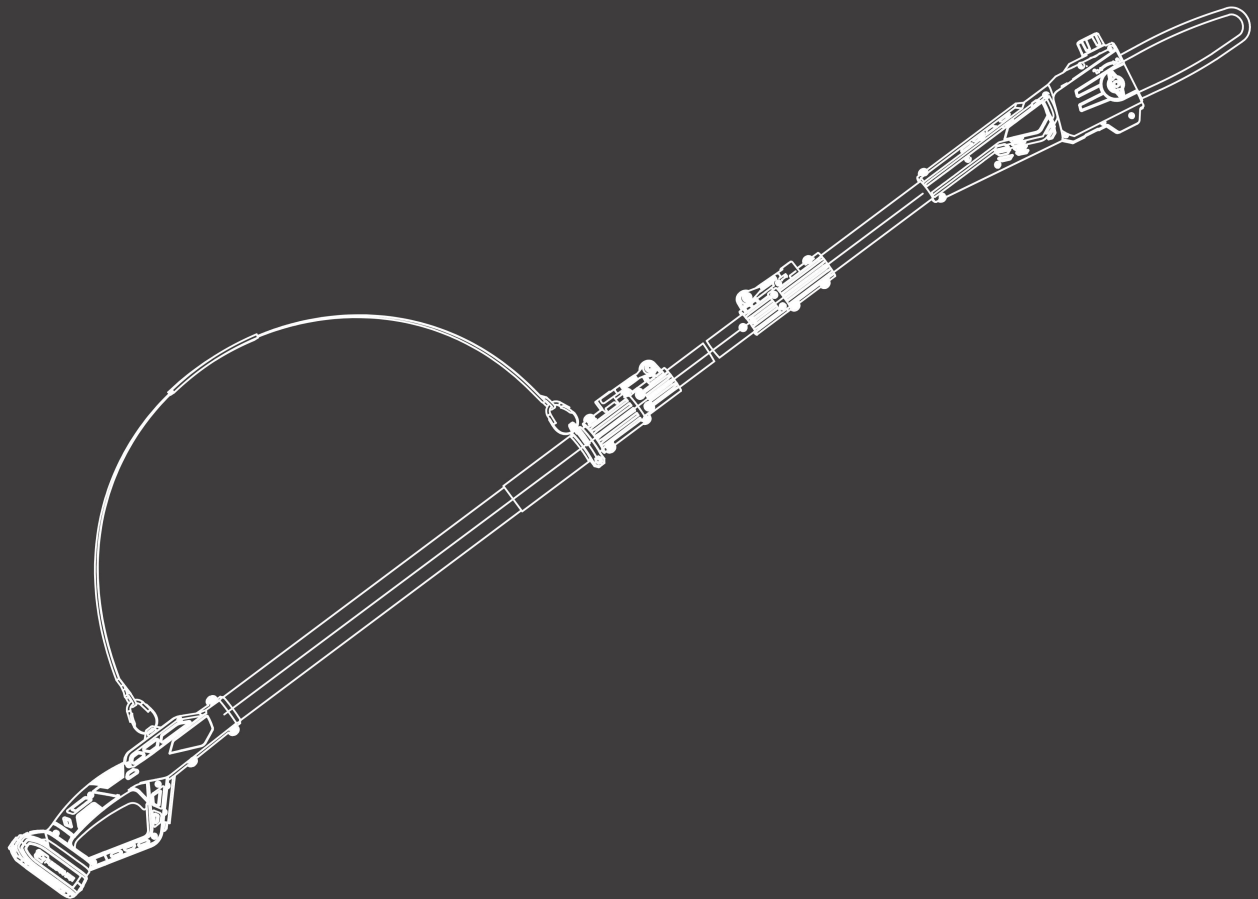


**HYUNDAI**  
POWER PRODUCTS

**CORDLESS POLE SAW**

**HELP20V**

**ORIGINAL INSTRUCTIONS**



**CAREFULLY READ THESE INSTRUCTIONS BEFORE USE THIS MACHINE  
KEEP THIS MANUAL FOR FUTURE REFERENCES**

## **1. SECURITY INSTRUCTIONS**

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**WARNING** Read all safety warnings and all instructions. *Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.*

**Save all warnings and instructions for future reference.** *The term "power tool" in the warnings refers to your mains-operated (corded) power tool or battery-operated (cordless) power tool.*

### **1) Work area safety**

a) **Keep work area clean and well lit.** *Cluttered or dark areas invite accidents.*

b) **Do not operate power tools in explosive atmospheres, such as in the presence of flammable liquids, gases or dust.** *Power tools create sparks which may ignite the dust or fumes.*

c) **Keep children and bystanders away while operating a power tool.** *Distractions can cause you to lose control.*

### **2) Electrical safety**

a) **Power tool plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs with earthed (grounded) power tools.** *Unmodified plugs and matching outlets will reduce risk of electric shock.*

b) **Avoid body contact with earthed or grounded surfaces, such as pipes, radiators, ranges and refrigerators.** *There is an increased risk of electric shock if your body is earthed or grounded.*

c) **Do not expose power tools to rain or wet conditions.** *Water entering a power tool will increase the risk of electric shock.*

d) **Do not abuse the cord. Never use the cord for carrying, pulling or unplugging the power tool. Keep cord away from heat, oil, sharp edges or moving parts.** *Damaged or entangled cords increase the risk of electric shock.*

e) **When operating a power tool outdoors, use an extension cord suitable for outdoor use.** *Use of a cord suitable for outdoor use reduces the risk of electric shock.*

f) **If operating a power tool in a damp location is unavoidable, use a residual current device (RCD) protected supply.** *Use of an RCD reduces the risk of electric shock.*

### **3) Personal safety**

a) **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.*

b) **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.*

c) **Prevent unintentional starting. Ensure the switch is in the off-position connecting to power source and/or battery pack, picking up or carrying the tool.** *Carrying power tools with your finger on the switch or energizing power tools that have the switch on invites accidents.*

d) **Remove any adjusting key or wrench before turning the power tool on.** *A wrench or a key left attached to a rotating part of the power tool may result in personal injury.*

e) **Do not overreach. Keep proper footing and balance at all times.** *This enables better control of the power tool in unexpected situations.*

f) **Dress properly. Do not wear loose clothing or jewellery. Keep your hair, clothing and gloves away from moving parts.** *Loose clothes, jewellery or long hair can be caught in moving parts.*

g) **If devices are provided for the connection of dust extraction and collection facilities, ensure these are connected and properly used.** *Use of dust collection can reduce dust-related hazards.*

### **4) Power tool use and care**

a) **Do not force the power tool. Use the correct power tool for your application.** *The correct power tool will do the job better and safer at the rate for which it was designed.*

b) **Do not use the power tool if the switch does not turn it on and off.** *Any power tool that cannot be controlled with the switch is dangerous and must be repaired.*

c) **Disconnect the plug from the power source and/or the battery pack from the power tool before making any adjustments, changing accessories, or storing power tools.** *Such preventive safety measures reduce the risk of starting the power tool accidentally.*

d) **Store idle power tools out of the reach of children and do not allow persons unfamiliar with the power tool or these instructions to operate the power tool.** *Power tools are dangerous in the*

hands of untrained users.

e) **Maintain power tools. Check for misalignment or binding of moving parts, breakage of parts and any other condition that may affect the power tool's operation. If damaged, have the power tool repaired before use.** *Many accidents are caused by poorly maintained power tools.*

f) **Keep cutting tools sharp and clean.** *Properly maintained cutting tools with sharp cutting edges are less likely to bind and are easier to control.*

g) **Use the power tool, accessories and tool bits etc. in accordance with these instructions, taking into account the working conditions and the work to be performed.** *Use of the power tool for operations different from those intended could result in a hazardous situation.*

#### 5) **Battery tool use and care**

a) **Recharge only with the charger specified by the manufacturer.** *A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.*

b) **Use power tools only with specifically designated battery packs.** *Use of any other battery packs may create a risk of injury and fire.*

c) **When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects that can make a connection from one terminal to another.** *Shorting the battery terminals together may cause burns or a fire.*

d) **Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water.** *If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.*

#### 6) **Service**

a) **Have your power tool serviced by a qualified repair person using only identical replacement parts.** *This will ensure that the safety of the power tool is maintained.*

#### **Pole saw warnings**

- Respect the capacity of the tool. Use the tool as described in this manual and for its intended use, safely and safely.
- Do not use the tool if the switch is defective. In the event of a malfunction, do not use the tool and take it to a qualified service for repairs.
- Remove the battery before making adjustments, changing the accessories or storing the tool.
- Keep the tool out of the reach of children. People who are not familiar with the tool or who have not read these instructions should not use it. Power tools are dangerous when used by untrained people.
- The tool must be regularly maintained. Regular tool maintenance reduces malfunctions and improves work efficiency.
- Check that the moving parts are working properly and that they are not jammed. Check that there are no broken or damaged parts that could impair the functioning of the tool. If the tool is damaged or faulty, do not use the tool anymore and bring it to a qualified service for repairs.
- Keep cutting tools sharp and clean. Carefully maintained tools with sharp, sharp edges are wedged less frequently and can be guided more easily.
- Never touch any part of the body of the cutting chain when the tool is operating. Before starting the tool, make sure that the cutting chain is not in contact with anything. A moment of inattention while using the tool may cause your garment or part of the body to stick to the cutting chain.
- Wear safety glasses and hearing protection. Additional protective equipment is recommended such as helmets, protective gloves and safety shoes.
- Do not place yourself on the path of falling branches.
- Before felling, check where the trees or branches are going to fall. Make sure that there are no obstacles to prevent or hinder travel.
- Do not work in areas where the grass is wet and where the soil is slippery.
- Do not use this tool in a tree, on an unstable ladder or surface.
- Adopt a stable position and keep your balance constantly.
- Hold the tool firmly with both hands when the engine is running.
- When the chain is moving, it must not touch objects, materials or persons.
- Start cutting only with a chain at full speed.
- Do not attempt to insert the saw into a pre-existing notch. Always make a new notch.

- Pay attention to moving branches or other forces that could close a notch and pinch or hinder the chain.
- Do not attempt to cut a branch with a diameter greater than the cutting length of the chain saw.
- Always switch off the tool, let the chain stop and remove the battery before making any adjustments, maintenance or repairs. Always remove the battery always install the blade guard to store the tool or transport it.
- The chain must remain sharp and taut. Regularly check the tension of the chain.
- Only use replacement parts and original accessories.
- Use only the manufacturers specified replacement guides and chains. Incorrect replacement guides and chains may cause chain breakage and / or rebound.
- Remove the battery before servicing, cleaning or cleaning the appliance.
- Always hold the appliance firmly with both hands.
- Check that there are no obstacles or electrical wires hidden in the work area.
- Check the general condition of the appliance before each use. Do not use a device with a damaged battery or other parts. Do not touch a damaged cable. In case of any damage, have the appliance repaired by an authorized repairer.
- Immediately stop the device if an abnormal level of vibration has been detected. In case of damage to the blade, it is necessary to change the complete set of blades.
- Use the device only if all protective devices are mounted. Do not use the device with faulty protective equipment. Do not modify the unit.
- Keep the cable away from the work area.
- Do not work with the tool when it rains, in bad weather or in a damp environment. Do not use the machine when there is a risk of thunderstorms and storms.
- Only work outdoors, under daylight or under artificial lighting.
- Always carry the appliance by its handle
- Tie long hair in a way to prevent them from coming into contact with the blades. Do not wear jewelry and loose clothing when operating the machine.
- The appliance should never be used near people, especially children and pets. Stop the operation immediately if this condition is not met. In all cases, ensure a safe area of at least 15 meters around the work area.
- The operator is responsible for accidents caused to others.
- Always take a stable working position. Make sure you step on the slopes. Take extreme caution when working on slopes.
- Do not use the tool when you are tired, sick or under the influence of alcohol or drugs.
- Take regular breaks to reduce the risk of fatigue.
- Never leave the machine unattended. Switch off and remove the battery and put it out of the reach of people if you are away from work.
- Remove the battery when transporting it. Put the guard on the blade when it is being transported.
- This device is not intended for use by persons (including children) whose physical, sensory or mental capacities are reduced, or by persons without experience or knowledge, unless they have been able to benefit, By means of a person responsible for their safety, supervision or prior instructions concerning the use of the appliance. Children should be supervised to ensure that they do not play with the appliance
- Always keep this manual at hand.
- The device must always be used fully assembled and secured.
- Store the tool with its blade guard and out of the reach of children
- Never use an incomplete or unauthorized tool.
- Local laws may restrict the use of this tool.
- Check the tool regularly and before each use to observe any impact or damage.
- Always use the tool with the supplied harness.

### **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 harmful health consequences resulting from the emission of vibrations if the product is used for long periods of time or not properly managed and properly maintained.
- There is risk of injury and property damage due to attachments or broken the sudden impact of hidden objects when using cutting.
- Risk of injury to persons and property caused by flying objects.
- Prolonged use of this product exposes the operator to vibration 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 the "white finger" include numbness, loss of sensitivity, tingling, tingling, and pain, loss of strength, color changes or skin condition. These symptoms usually appear on the fingers, hands or wrists. Risk increases at low temperatures.



Warning symbol



Risk of projections. Keep bystanders away. Risks de projection.



Do not use the tool under rain and by moist weather.



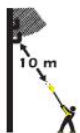
Wear gloves of protection



Wear hearing protections and glasses of protection



Read the instruction manual



Keep the pole pruner a sufficient distance away from electrical power lines at least 10 m



Wear head protection.



Immediately remove the battery if the battery or tool is damaged. Remove the battery before maintenance and storage.



Wear safety footwear



Caution about the cutting element!



Guarantee sound power level

### **Intended use**

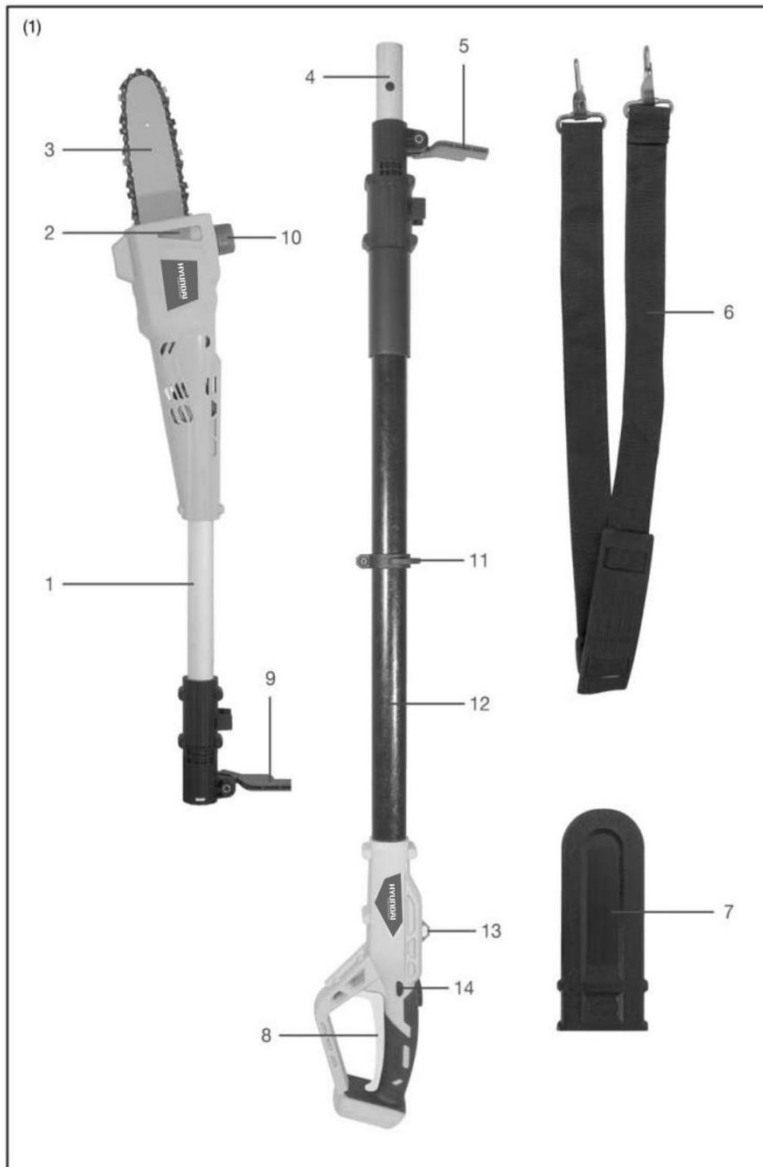
This machine has been specially designed to cut the twigs at the top of the trees. This tool is intended for exclusively domestic use. Any other use not expressly permitted in this manual may result in damage to the device, posing a serious hazard to the user and is not permitted. This cordless pruning machine must NEVER be used intensively, for professional use (including rental) or agriculture or for public gardens or forests.

This tool is provided without charger and battery. It is designed to work only with Hyundai range battery and charger. Please ask advice to your dealer. Do not buy others kind of batteries.

## 2. YOUR PRODUCT

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### a. Description



- |                                  |                                    |
|----------------------------------|------------------------------------|
| 1. Cutting head pole             | 8. ON/OFF trigger                  |
| 2. Oil lever indicator           | 9. Locking lever                   |
| 3. Cutter bar with Saw chain     | 10. Oil cap                        |
| 4. Telescopic tube               | 11. Harness connection point 1     |
| 5. Telescopic tube locking lever | 12. Handle pole                    |
| 6. Shoulder harness              | 13. Harness connection point 2     |
| 7. Cutter guard                  | 14. ON/OFF trigger lock-out button |

**b. Technical data**

<b>Voltage</b>	20Vd.c.
<b>Cutting capacity</b>	165mm
<b>Sound power level</b>	91.8dB(A) K=3dB(A)
<b>Sound pressure level</b>	82dB(A) K=3dB(A)
<b>Vibration value</b>	2,109m/s <sup>2</sup> K=1,5m/s <sup>2</sup>
<b>Mass (empty tool, without cutting attachment, harness, oil and battery)</b>	3,5 kg
<b>Volume of oil tank</b>	50 ml

**Information:**

- The declared vibration total value has been measured in accordance with a standard test method and may be used for comparing one tool with another;
- The declared vibration total value may also be used in a preliminary assessment of exposure.

**Warning:**

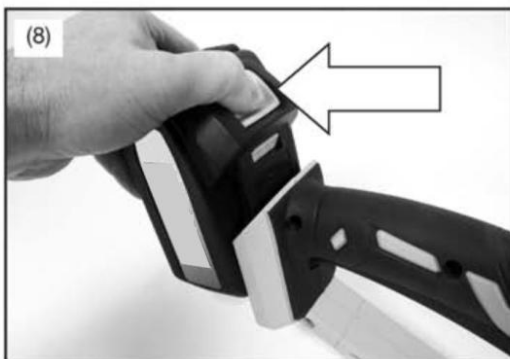
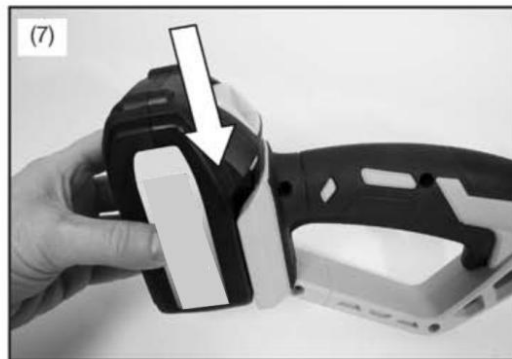
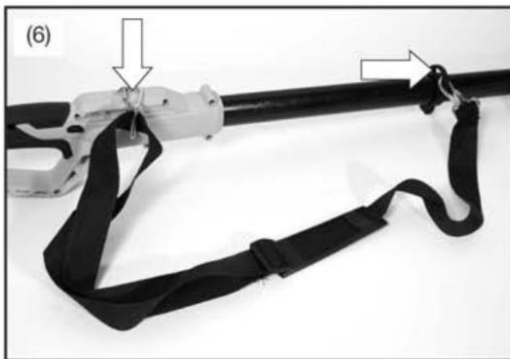
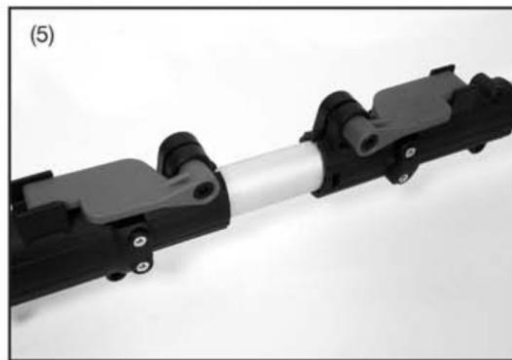
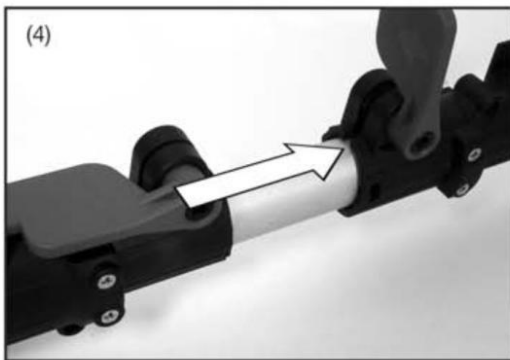
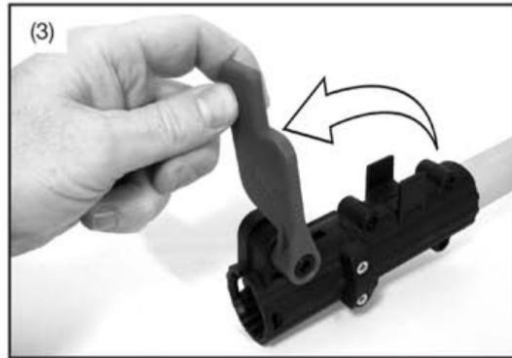
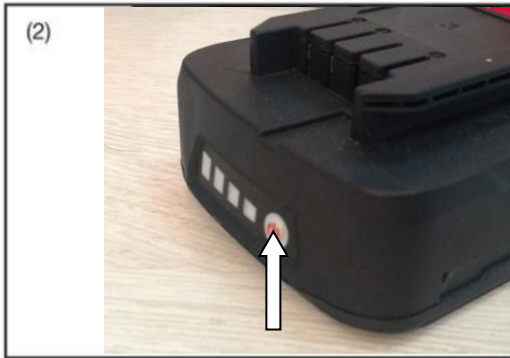
- that the vibration emission during actual use of the power tool can differ from the declared total value depending on the ways in which the tool is used; and
- of the need to identify safety measures to protect the operator that are based on an estimation of exposure in the actual conditions of use (taking account of all parts of the operating cycle such as the times when the tool is switched off and when it is running idle in addition to the trigger time).

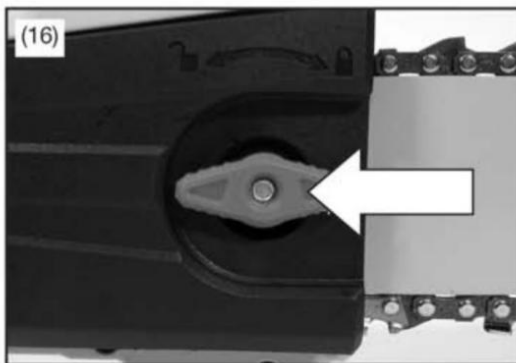
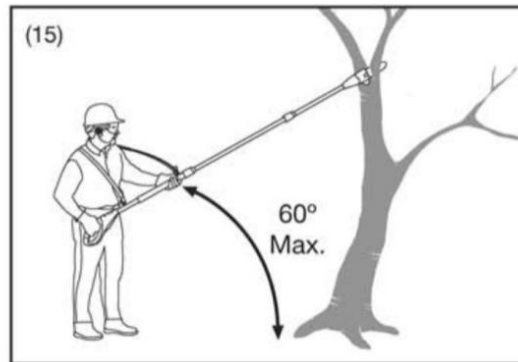
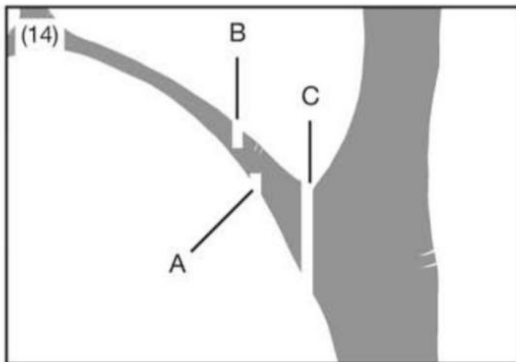
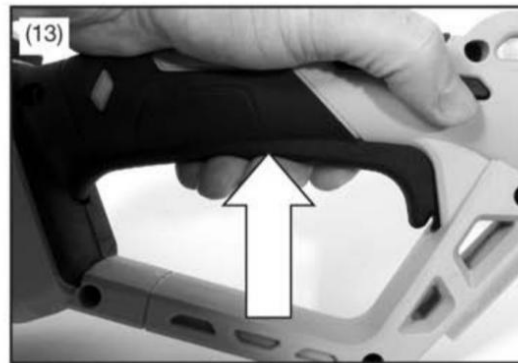
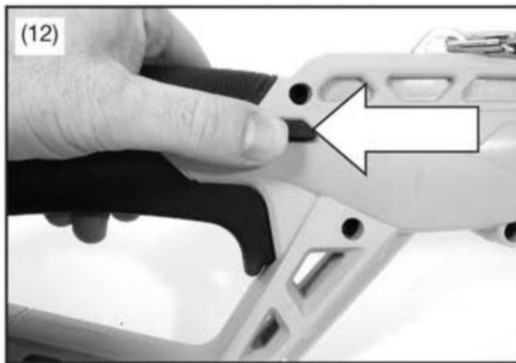
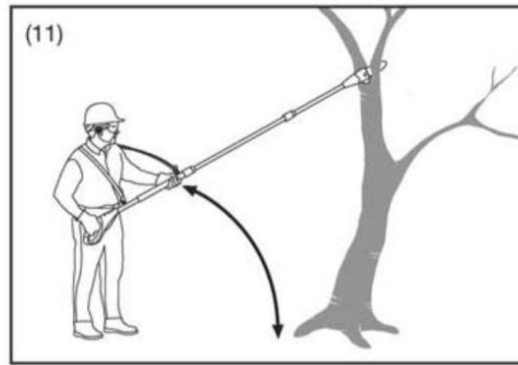
Wear hearing protection.



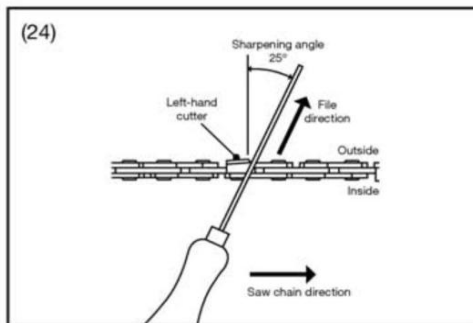
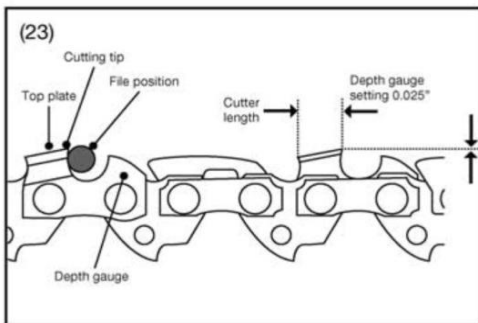
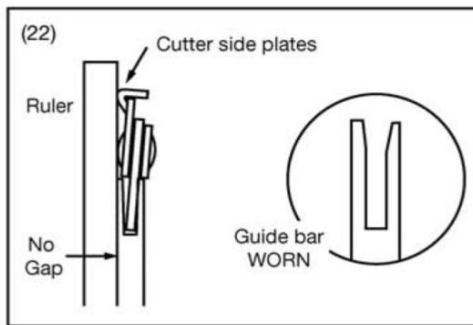
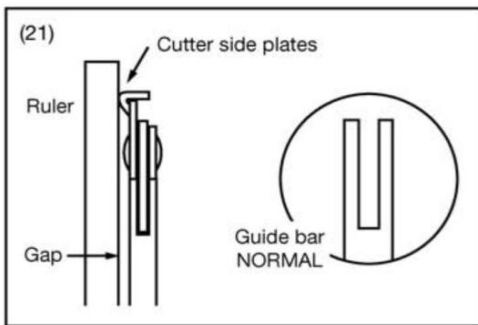
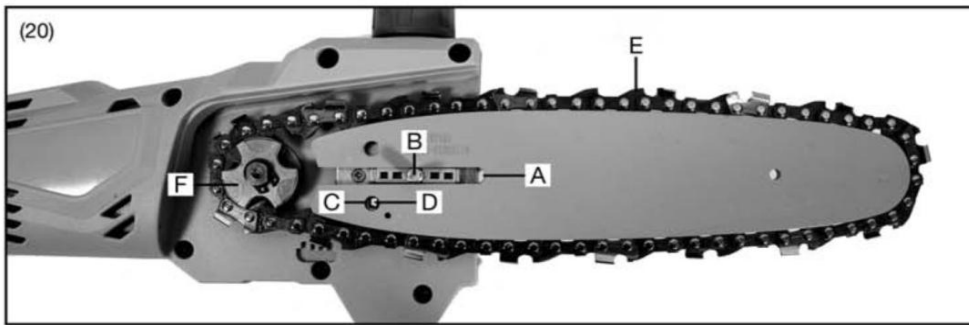
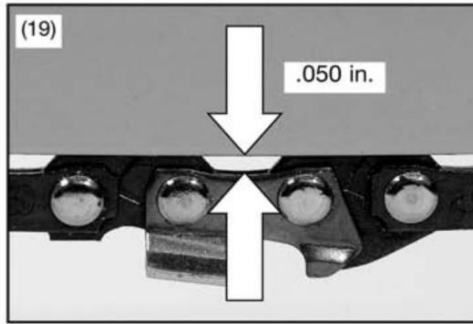
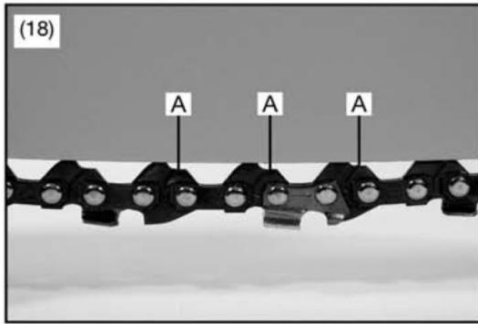
### 3. USE

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**NOTE: Supplied without battery or charger**



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

- 1) Take the battery pack out of the equipment. Do this by pressing the push lock button.
- 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 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 The charger is connected to the mains and is ready for use; there is no battery pack in the charger.</p>
	<p>Charging The charger is charging the battery pack in charge mode.</p>
	<p>Battery pack is full of charge. 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. Assembly**

Warning! To prevent accidental starting that could cause serious personal injury, always remove the battery pack from the product when assembling part.

Connecting the pole

Unlock the locking lever on the cutting head pole by lifting upwards, Fig 3. Ensure the intermediate pole on the locking lever is in the locked position to prevent the intermediate pole moving whilst being connected. Insert the plug on the intermediate pole into the

socket on the cutting head pole and push together until the locking tabs are fully seated, Fig.4. Lock the poles together by closing the locking lever on the cutting head pole, Fig 5.

NOTE: when assembled correctly, the cutting head pole should not be able to separate from the intermediate pole when pulled. Repeat above steps if pole can be separated from the intermediate pole.

**Warning!** Failure to securely assembly and lock all poles together as directed above could cause the poles to separate and could result in serious personal injury or death.

Attaching the shoulder harness

Connect the latches on the shoulder harness to the harness connection points, Fig. 6. Adjust the strap to a comfortable position.

**c. Installing the battery pack**

**Warning!** Always remove battery pack from your tool when you are assembling parts, making adjustments, cleaning, carrying, transporting or when it is not in use. Removing the battery pack will prevent accidental starting that could cause serious personal injury

NOTE: To avoid serious personal injury, always remove the battery pack and keep hand clear of the lock out button when carrying or transporting the tool.

Slide battery pack into the pole saw base, Fig 7. Make sure that the battery pack snaps into place and that the battery is secured in the tool before beginning operation. Improper installation of the battery pack can cause damage to internal components.

**d. Removing battery pack**

Locate the battery release catch on the top of the battery and press downwards, Fig 8. Whilst holding down the battery release catch slide the battery pack away from the tool.

**e. Adding bar and chain lubricant**

Always use bar and chain lubricant. It is designed for chains and chain oilers, and it is formulated to perform over a wide temperature range with no dilution required.

The bar and chain lubricant level should be checked after every 20 minutes of use and refilled as needed.

Remove the oil cap, Fig 9. Carefully pour the bar and chain lubricant into the bar tube reservoir. Wipe off excess oil.

Check and fill the reservoir when the oil indicator, Fig, is below the second to last indicator line.

Repeat as needed.

NOTE: Do not use dirty, used or otherwise contaminated oil. Damage may occur to the bar or chain.

NOTE: It is normal for oil to seep from the saw when not in use. To prevent seepage, empty the oil tank after each use then run for one minute.

When storing the unit for a long period of time (three months or longer) be sure the chain is lightly lubricated. This will prevent rust on the chain and bar sprocket.

**f. Operation**

**Danger!** Never cut rear power lines, electric cords or other electric sources. If bar and chain jams on any electrical cord or line, do not touch the bar or chain; they can become electrically live and very dangerous.

Continue to hold the pole saw by the insulated rear handle or lay it down and away from you in a safe manner. Disconnect the electrical service to the damaged line or cord before

attempting to free the bar and chain from the line or cord. Contact with the live electric cords or lines will result in death by electrocution or serious injury.

**Warning!** Do not allow familiarity with this product to make you careless. Remember that a careless fraction of a second is sufficient to inflict serious injury.

Do not use any attachments or accessories not recommended by the manufacture of this product. The use of attachments or accessories not recommended can result in serious personal injury.

**g. Applications**

You may use this product for the purposes listed below:

- Limbing
- Pruning

**h. Starting and stopping**

Hold the pole saw as shown in Fig 11 and ensure that you are well away from anything that may contact the blade.

Press and hold the ON/OFF trigger lock out button, Fig 12.

Depress the ON/OFF trigger, Fig 13.

To stop the motor, release the trigger to stop the pole saw. Upon release the trigger, the ON/OFF trigger lock-out button will automatically reset to the locked position.

**i. Preparation for cutting**

Wear non-slip gloves for maximum grip and protection. Maintain a proper grip on the unit whenever the motor is running. Use your right hand to firmly grip the rear handle while your left hand has firm a grip on the pole shaft.

Hold unit firmly with both hands. Always keep your left hand on the pole shaft and your right hand on the rear handle, so your body is to the left of the chain line. Never use a left handed (cross handed) grip, or any stance that places your body or arm across the chain line.

Never stand directly under the limb you are cutting.

**j. Basics cutting guide**

Follow the steps below to prevent damage to tree or shrub bark. Do not use a back-and-forth sawing motion.

Make a shallow first cut (1/4 of limb diameter) in the underside of the limb close to the main limb or trunk, Fig 14 (A).

Make a second cut, Fig 14 (B), from the top side of the limb outwards from the first cut. Continue to cut through the limb until the limb separates from the tree. Be prepared to balance the weight of the tool when the limb fails.

Make a final cut close to trunk, Fig 14 (C).

NOTE: For second and final cuts (from top of limb of branch), hold front cutting guide against the limb being cut. This will help steady the limb and make it easier to cut. Allow chain to cut for you. Exert only low downward pressure. If you force the cut, damage to the bar, chain or motor can result.

Release the trigger as soon as the cut completed.

Failure to follow proper cutting procedures will result in the bar and chain binding and becoming pinched or trapped in the limb. If this should happen:

- Stop the motor and remove the battery pack.

- If the limb can be reached from the ground, lift the limb while holding the saw. This should release the “pinch” and free the saw.  
If the saw is still trapped, call a professional for assistance.

**k. Limbing and pruning**

This unit designed for trimming small branches and limbs up to 100mm diameter. For best results, observe the following precautions.

Plan the cut carefully. Be aware of the direction in which the branch will fall. Never stand directly under the limb you are cutting. Always position yourself out of the path of falling debris.

The most typical cutting application is to position the unit at an angle of 60° or less, Fig 15, depending on the specific situation. As the angle of the pole saw shaft to ground increases, the difficulty of making the first cut (from the underside of limb) increases.

Remove the long branches in several stages.

Cut lower branches first to allow the top branches more room to fall.

Work slowly. Keep both hands on the saw with a firm grip. Maintain secure footing and balance.

Keep the tree between you and the chain while limbing. Cut from side of tree opposite branch you are cutting.

Never stand on a ladder or other unstable support while using the pole saw. Always avoid any position which can cause you to lose your balance and cause severe injury.

Do not make the flush cut next to the main limb or trunk until you have cut off the limb further out to reduce the weight. Following proper cutting procedures will prevent stripping the bark from the main member.

Keep others persons at least 50 feet (15m) from the work area. Distractions can cause you to lose control.

Risk of electrocution hazard. To prevent shock, do not operate within 50 (15m) of overhead electrical lines. Always check surrounding area for hidden electrical lines.

Do not overreach. Make sure your footing is firm. Keep feet apart. Divide your weight evenly on both feet.

#### **4. MAINTENANCE AND STORAGE**

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**Before inspecting, cleaning or servicing the unit, stop the motor, wait for all moving parts to stop, and remove the battery pack. Failure to follow these instructions can result in serious personal injury or property damage.**

**a. General maintenance**

Avoid using solvents when cleaning plastic parts. Most plastics are susceptible to damage from various types of commercial solvents and may be damaged by their use. Use celan cloths to remove dirt, dust, oil, grase, etc.

Do not at anytime let brake fluids, gasoline, petroleum-based products, prenetrating oils, etc come in contact with plastic parts. Chemical can damage, weaken or destroy plastic, which could resul in serious personal injury.

All pole saw service, other than the items listed in these maintenance instructions, should be performed by competent pole service personnel.

**b. Chain tension**

Never touch or adjust the chain while the motor is running. The saw chain is very sharp; always wear protective gloves when performing maintenance to the chain

Stop the motor and remove the battery pack before setting the chain tension.

Make sure the chain cover knob, Fig 16, is loose to finger tight. Use a hex key to turn the chain tensioning allen screw clockwise to tension the chain, Fig 17.

Do not over-tension the chain as this will lead to excessive wear and will reduce the life of the bar and bar chain. Overtensioning also reduces the amount of cuts you will get per battery charge.

NOTE: A cold chain is correctly tensioned when there is no slack on the underside of the guide bar, the chain is snug, but it can be turned by hand without binding.

The chain must be re-tensioned whenever the flats, Fig 18 (A) on the drive links hang out of the bar groove as shown in Fig 18.

During normal operation, the temperature of the chain will increase. The drive links of a correctly tensioned warm chain will hang approximately 0.050 in. out of the bar groove, as shown in Fig 19.

**c. Replacing the bar and chain**

Remove the battery pack before replacing the bar, chain to avoid possible serious injury.

Remove the chain cover knob, Fig 16, by turning it in an anticlockwise direction. Place the chain cover knob to one side and then remove the chain cover from the chainsaw.

The bar contains a slot, Fig 20 (A) that fits over the mounting post, Fig 20 (B). The bar also contains a chain tensioning pin hole, Fig 20 (C) which fits over the chain tensioning pin, Fig 20 (D).

Place the bar onto the mounting post so that the chain tensioning pin fits into the chain tensioning pin hole.

NOTE: if necessary, rotate the chain tensioning Allen screw counter clockwise until the pin and hole can be aligned, Fig 17

Fit the chain, Fig 20 (E) over the sprocket, Fig 20 (F) and into the bar groove. The cutters on the top of the bar should face toward the bar tip, in the direction of the chain rotation.

Replace the chain cover and tighten the chain cover knob finger tight only.

Remove all slack from chain by turning the chain tensioning Allen screw clockwise that the chain seats into the bar groove during tensioning.

Tighten the chain cover knob securely

NOTE: Chain is correctly tensioned when there is no slack on the underside of the bar, the chain is snug, but it can be turned by hand without binding. If chain is too tight, it will not rotate. Loosen the chain cover screw slightly and turn chain tensioning screw ¼ turn clockwise. Retighten chain cover screw securely.

**d. Guide bar**

Most guide bar problems can be avoided by keeping the product well maintained. Incorrect filing and non-uniform cutter and depth gauge settings because most guide bar problems, primarily resulting in uneven bar wear. As the bar wears unevenly, the rails



widen, which may cause chain clatter and difficulty in making straight cuts. Insufficient guide bar lubrication and operating the product with a chain that is too tight will contribute to rapid bar wear. To help minimise bar wear, the guide bar maintenance is recommended.

When the guide bar is dismantled, remove any sawdust from the "GROOVE" in the guide bar rail.

Disassemble the saw chain and guide bar in reversed order of assembly.

The circular groove of the guide bar will wear particularly on the lower edge with time. When replacing the chain turn the chain bar 180° to allow even wear, thus extending guide bar life.

Rotate the guide bar occasionally to prevent uneven wear. The guide bar rail should always have a square edge.

To check the guide bar "RAIL" for wear: Hold a ruler (straight edge) against the side of the guide bar and "CUTTER SIDE PLATES".

If there is a gap between the ruler and guide bar the guide bar "RAIL" is normal. If there is no gap (ruler flush against the side of the guide bar) the guide bar "RAIL" is worn and needs to be replaced (See Fig 21 and 22).

Assemble the guide bar and saw chain as described under "Replacing the bar and chain".

**e. Sharpening the chain**

**WARNING!** Only sharpen the saw chain yourself if you are trained and have experience! Use proper tools to sharpen the saw chain!

It is highly recommended that, once the chain loses the ability to cut cleanly and safely, it must be replaced. Sharpening is possible if done carefully.

Have your saw chain sharpened professionally at an authorised service centre or sharpen the chain yourself using a proper sharpening kit. Follow the sharpening instructions supplied with a sharpening kit.

To sharpen the chain proceeds as follows:

Tighten the chain tension enough that the chain does not wobble. Do all your filing at the midpoint of the bar. Wear gloves for protection.

Use a round file, whose diameter is 1.1 times the cutting tooth doeth. Make sure that 20% of the file diameter is above the cutters' top plate.

A file guide is available from most reputable tool merchants and is the easiest way the hold the file at the correct position (Fig 23).

File at an angle perpendicular to the bar and at an angle of 25° to the direction of travel (Fig 24).

File each tooth from the inside towards outside only.

File one side of the chain first than turn the product around and repeat the process.

Sharpen each tooth equally by using the same number of strokes.

Keep all cutter lengths equal.

Check the safety depth gauge height every 5 sharpening.

If the depth gauges are also trimmed it is essential that the original profile be restored.

Use a depth gauge measuring instrument to check the height of the depth gauge.

Depth gauge measuring jigs are available from most reputable tool merchants.

NOTE: Dull or improperly sharpened chain can cause excessive motor speed during cutting which may result in severe motor damage.

**f. Storage**

Clean all foreign material from the product. Store idle unit indoor in a dry, well-ventilated area that is inaccessible to children. Keep away from corrosive agents such as garden chemicals and de-icing salts.

Always place the blade guard on the saw bar when transporting or storing the pole saw. The black guard is a snug fit and must be attached very carefully due to the sharp teeth on the saw chain. This is best done by grasping the blade guard at one end, in the center portion of the guard, and carefully sliding it over the chain. Use caution to avoid the sharp teeth of the chain.

NOTE: The saw chain is very sharp. Always wear protective glove when handling the chain.

## 5. DISPOSAL

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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.

## 6. EC DECLARATION

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### EC Declaration of conformity

**BUILDER SAS**  
ZI, 32 rue Aristide Bergès – 31270 Cugnaux – France

Declares that the following machine:

**CORDLESS POLE SAW**  
**HELP20V**  
Serial number: 20200813245-20200813544

Is in conformity with the Directive Machine 2006/42/EC and with the regulations transposing it.

Also in conformity with the following Directives:  
**EMC Directive 2014/30/UE**  
**RoHS Directive (EU)2015/863 amending 2011/65/EU**

**Noise emission 2000/14/CE Annex V + 2005/88/CE**  
Guarantee sound power level: LwA: 95 dB (A)  
Measured sound power level: LwA: 91.8 dB (A)

**Notified body: 0905**

Intertek Deutschland GmbH, Stangenstraße 1, 70771 Leinfelden-Echterdingen  
Sitz Leinfelden-Echterdingen, Registergericht Stuttgart, HRB Nr. 225262, Geschäftsführer: Jan-Jörg Müller-Seiler  
Tel.: +49 711 27311-0, Fax: +49 711 27311-559, E-Mail: gs@intertek.com, web: www.intertek.de

Rev. 21-01/2013

**Certification EC-type: 16SHW0062-01**

Also in conformity with the following standards  
**EN60745-1:2009+A11:2010**  
**EN ISO 11680-1:2011**  
**EN55014-1:2017**  
**EN55014-2:2015**

**Responsible of the technical file: Mr Patriarca**

**Cugnaux, 30/06/2020**

Philippe MARIE / PDG

## 7. WARRANTY

# HYUNDAI

## 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).



## 8. PRODUCT FAILURE

### WHAT TO DO IF MY MACHINE BREAKS DOWN?

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

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

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

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

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

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

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

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

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

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

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

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



# 9. 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.

**HYUNDAI**  
POWER PRODUCTS

**For Inquiries, please contact:**

BUILDER SAS

32, rue Aristide Bergès Z1 31270 Cugnaux, France

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<http://www.hyundaipower-fr.com/>

Fabriqué en République Populaire de Chine (PRC)