



## **ELECTRIC LOG SPLITTER**

**RACFBE65T**

**USER GUIDE**

**CAUTION:** Read the instructions before using the machine!

# CONTENTS

1. SAFETY INSTRUCTIONS.....	3
2. YOUR PRODUCT.....	6
3. UNPACKING.....	10
4. ASSEMBLY.....	11
5. OPERATION.....	11
6. CLEANING MAINTENANCE AND STORAGE.....	13
7. TRANSPORT.....	14
8. DISPOSAL AND RECYCLING.....	14
9. TROUBLESHOOTING.....	14
10. DECLARATION OF CONFORMITY.....	15
11. WARRANTY.....	16
12. PRODUCT FAILURE.....	17
13. WARRANTY EXCLUSIONS.....	18

# 1. SAFETY INSTRUCTIONS

## Keep these instructions for future reference

- 1) The log splitter must always be used by one operator only.
- 2) Nobody must be allowed to use the log splitter unless they have read the instruction manual and have been instructed in the regulations to follow for correct and safe use.  
Operators must receive necessary training and instructions.
- 3) The machine must be used by adults only. Use of the log splitter by apprentices of not less than 16 years of age must be supervised by an adult authorized to use the machine.
- 4) Never wear loose, unbuttoned clothing which may become trapped in moving parts.
- 5) Check that the logs to be split are free from nails or wire, which may fly up or damage the machine, branches must be cut off flush with the trunk.
- 6) Never try to split logs larger than those indicated in the technical specifications. This could be dangerous and may damage the machine.
- 7) Break wood in the direction of the grain, do not place wood across the log splitter and leave it in that position for splitting; it may be dangerous and may seriously damage the machine.
- 8) Never attempt to cut two logs at once, one may fly up and hit you.
- 9) If the log moves away from the blade, retract the blade and turn the log through 90<sup>0</sup>.
- 10) Do not attempt to load the log in the log splitter while the blade is in motion, you could get trapped and injured.
- 11) Keep your hands well away from any splits and cracks which open in the log; these may close suddenly and crush or amputate your fingers.
- 12) Never force the log splitter for more than 5 seconds keeping the cylinder under pressure in the attempt to split excessively hard wood. After this time interval, the oil under pressure is overheated and the machine could be damaged. It is thus better to stop and rotate the log by 90<sup>0</sup> to see whether it can be split in a different position. In any case, if you are not able to split the log, this means that its hardness exceeds the capacity of the machine and thus that log should be discarded so as not to damage the log splitter.
- 13) Do not force the blade by pushing the log on the upper part, as this can cause the blade to break or damage the body of the machine. Always set the log on the guides.
- 14) Never leave the machine unattended while it is running. If you leave the machine, even for a short time, remove the power supply or any possible cause of accidental start-up.
- 15) The log splitter must never be used by an operator who is under the influence of alcohol, drugs, medicines, or who is tired. A clear mind is essential for safety.
- 16) Never request the assistance of another person to help you remove a jammed log.
- 17) Do not use machines with electric motor if natural gas, petrol fumes or other inflammable vapors are present.
- 18) Check that the electric circuit is adequately protected and that it corresponds with the power, voltage and frequency of the motor, check that there is a ground connection, and a regulation differential switch upstream.
- 19) Check on the functioning of the machine.
- 20) Never open the switch box on the motor. Should this be necessary, contact a qualified electrician.
- 21) Make sure that the machine and the cable never come in contact with water.
- 22) Treat the power cable with care, do not attempt to move the machine by pulling the cable, do not yank the cable to unplug it; keep the cable away from excessive heat, oil and sharp objects.
- 23) Never leave the machine unattended with the power supply "on", also disconnect the power cable when not in use, when carrying out maintenance work, when changing attachment or moving the machine.
- 24) Before starting work, hydraulic pipes and hoses shall be inspected and the stopping devices shall be tested.
- 25) Stop the machine before cleaning or making adjustments.
- 26) The hazards may arise from particular characteristics of wood when being split (e.g. knots, logs of irregular shape etc.).
- 27) Operator must receive necessary training and instruction from a qualified person before

handling the tool.

- 28) Use the tool only for the intended use. Misuse (such as using material other than log) can damage the tool and cause accidents and injuries.
- 29) The splitting operation of the machine is designed to be activated by one person. While there is the possibility that additional operators could be working with the machine (e.g. for loading and unloading), only one operator should activate splitting operations;
- 30) The machine shall not be used by children
- 31) Wear suitable personal protective equipment (PPE), including safety footwear close fitting clothing and suitable work gloves, eye protection and hearing protection.
- 32) Test the machine's safety devices before use the tool. If safety devices do not work properly, do not use the tool and bring it to a qualified technician for inspection and repair.
- 33) The working area shall be free from obstructions; before installation and operation, clear the working area. Keep the working area free from obstructions, e.g. logs, split wood, etc.
- 34) Do not reach into the splitting zone.

## **ELECTRICAL SAFETY**

**WARNING!** Always check that the power supply corresponds to the voltage on the rating plate.

**WARNING! Connect the main leads to a standard 230V±10% (50Hz±1Hz) electrical supply which has protection devices of under-voltage, over-voltage, over-current as well as a residual current device (RCD) which maximum residual current rated at 30mA.**

### **Replacing cables or plugs**

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

Immediately throw away old cables or plugs when they have been replaced by new ones. It is dangerous to insert the plug of a loose cable in the wall outlet.

### **Using extension cables**

- 1) As a supply for this machine always use an unloaded line and/or extension with conductor of at least 2.5mm<sup>2</sup> and protected with a 20A fuse. Be sure that this extension cable is no longer than 10 meters. Excessively long cables or inadequate section can cause voltage drops that prevent motor from developing its full power.
- 2) Only connect your machine and/or extension cable to earthed electricity mains.

### **Grounding**

In the event of an electrical short circuit, grounding reduces the risk of electric shock. Use switch socket with grounding please.

## **INTENDED USE**

This log splitter is only intended to be used to split logs! Serious injury may occur if this log splitter is used for any other purpose.

## **RESIDUAL RISKS**

The machine is built according to the current state of technology and generally recognized safety standards. However, individual residual risks may occur when working with the machine.

Risk of injury to fingers and hands from the cleaver, in the event of improper guidance or support of the wood.

Risk of injury from the ejection of the work piece, in the event of inappropriate support or guide.

Exposure to electric current, when using inappropriate electric connecting cables.

Furthermore, unapparent risks may remain, despite of all the measures taken.

Residual risks can be minimized, if the safety instructions, the proper use and the operating instructions are observed.

## **TRANSPORT INSTRUCTIONS**

Transport by hand, Fig. 2, 3

To transport the log splitter, completely retract the cleaver blade

1. Slightly incline the splitter on the cleaver column, using the handle until the machine tilts on to the wheels and thus can be moved.

Transport by crane:

Never lift by the cleaver blade!

Storage conditions:

Observe the following conditions during storage:













Dry, indoor location. Max.Humidity 80 %

Temperature range - 20 °C to +60 °C

Only operate the machine under the following ambient conditions:

	minimum	maximum	recommended
Temperature	5 C°	40 C°	16 C°
Humidity		95 %	70 %

## SYMBOLS

	Please read the manual before start-up
	Use safety goggles
	Wear work gloves
	Wear safety footwear
	Do not remove or modify protection and safety devices.
	Do not spill hydraulic oil on the floor Dispose of waste oil correctly (waste oil collection point on site). Do not dump waste oil in the ground or mix it with waste.
	Do not use the unit in wet conditions
	High-voltage, danger to life!
	Do not reach into the rift area! Risk of injury! Risk of cutting and crushing!
	Do not reach into the machine without any protection!
	Caution! Switch off the engine before repair, maintenance and cleaning. Unplug the mains plug.
	Only the operator is allowed in the work area of the machine. Keep other people and animals (minimum distance 5 m) at a distance.



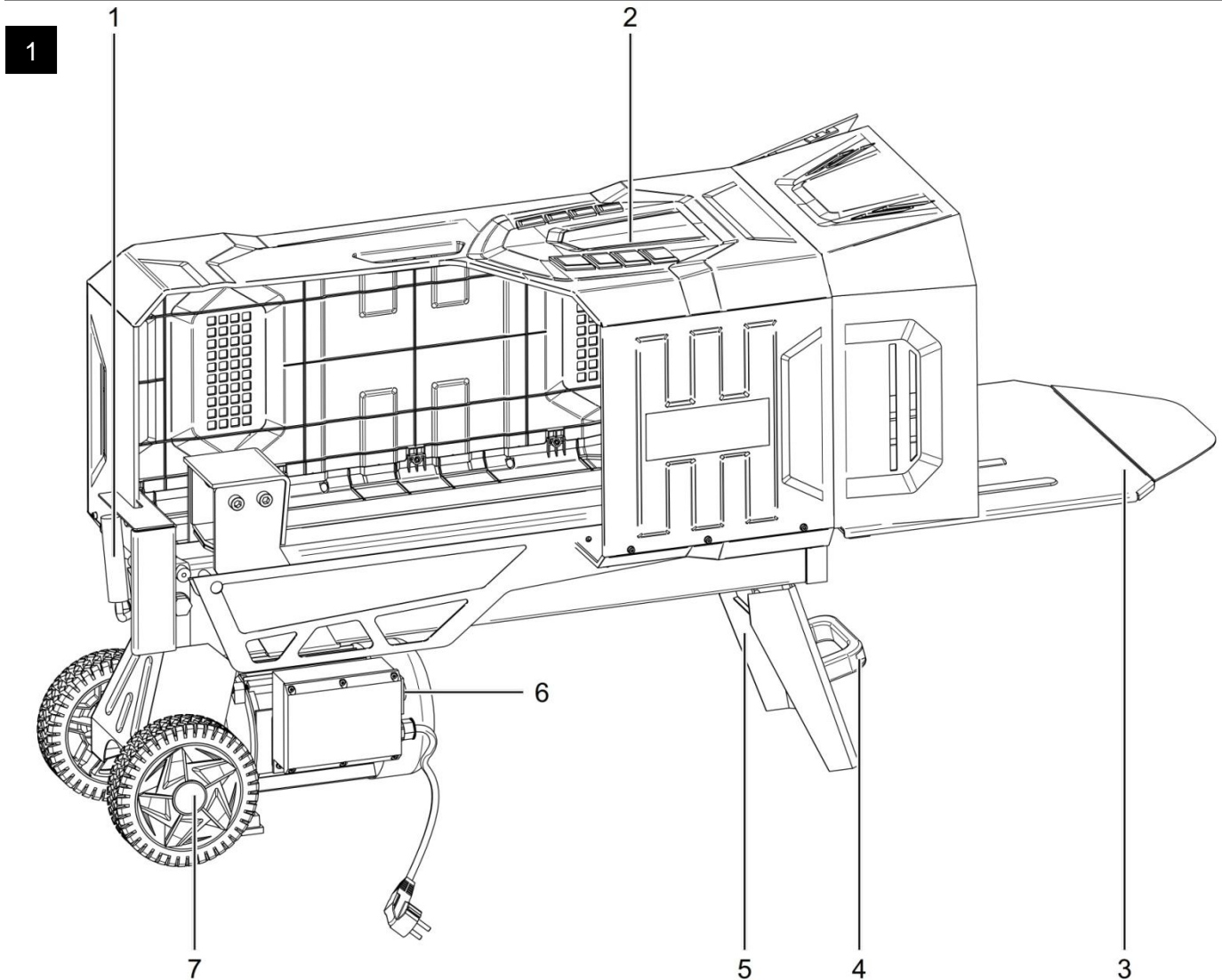
Caution! Moving parts!



**Attention!**  
In this operating manual, we have used this sign to mark all sections that concern your safety.

## 2. YOUR PRODUCT

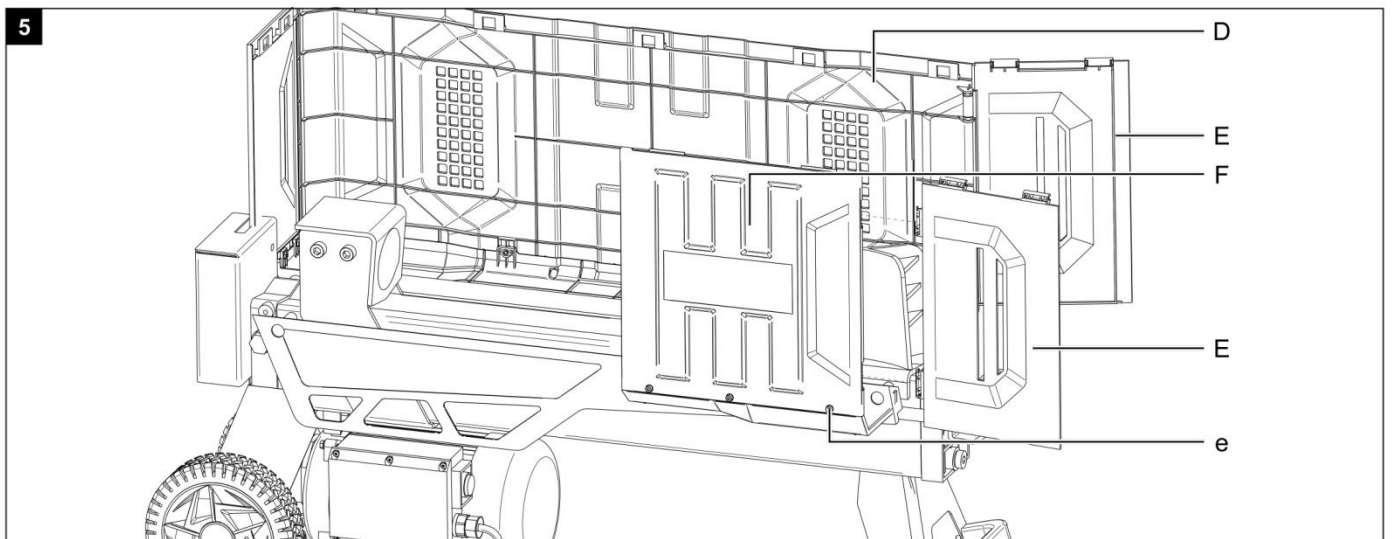
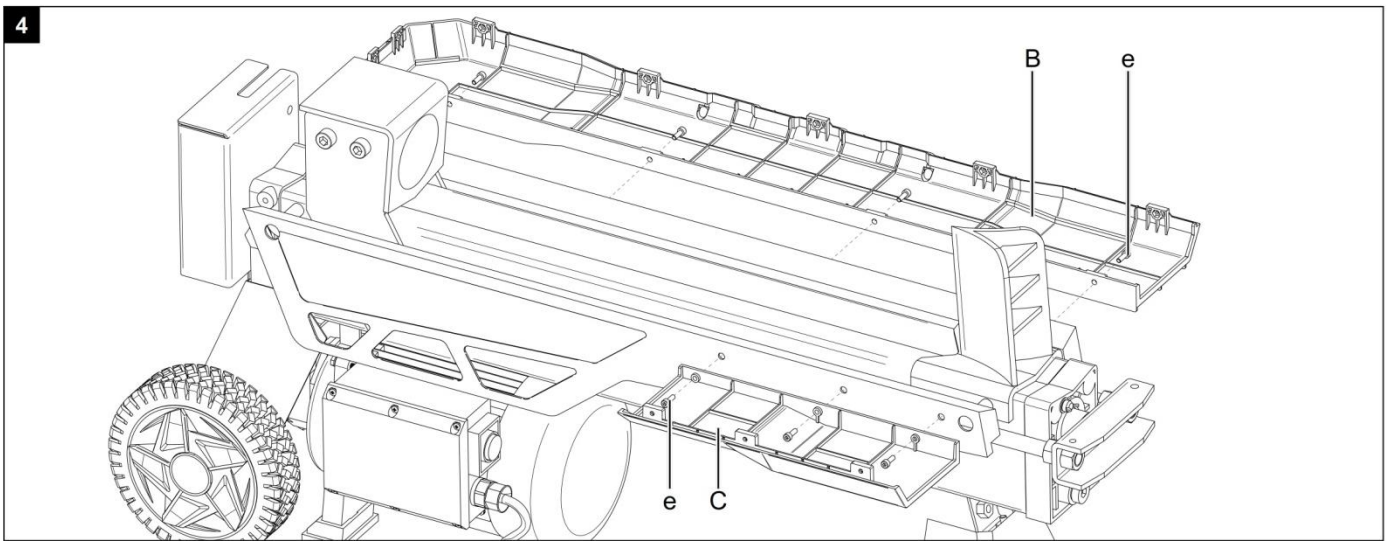
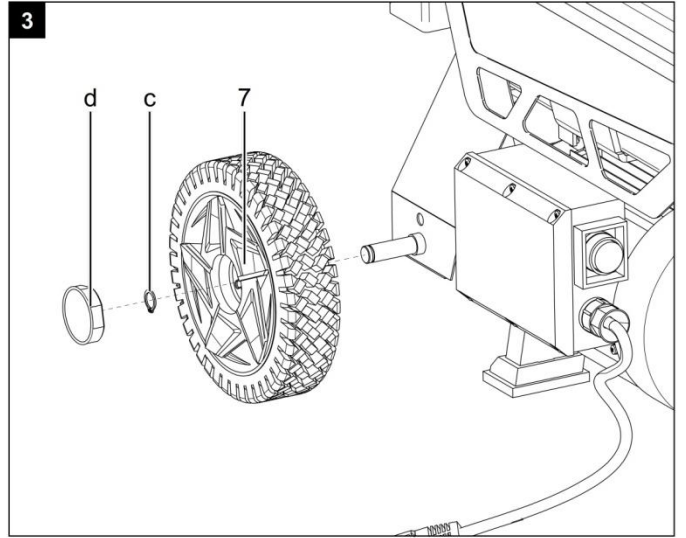
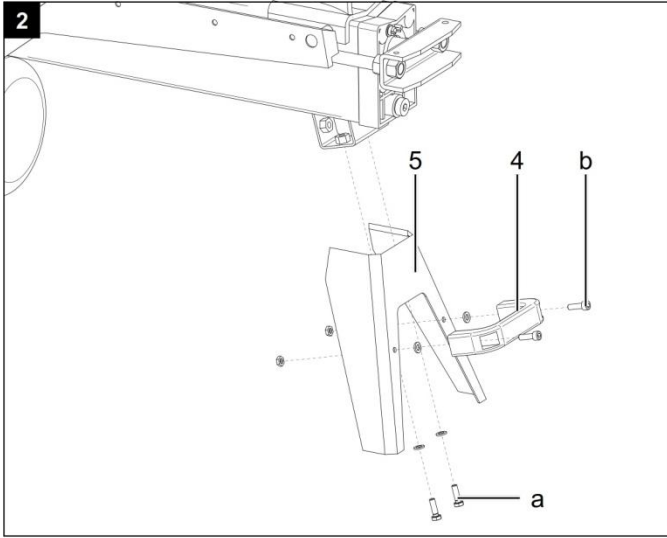
### 2.1 PRODUCT DESCRIPTION

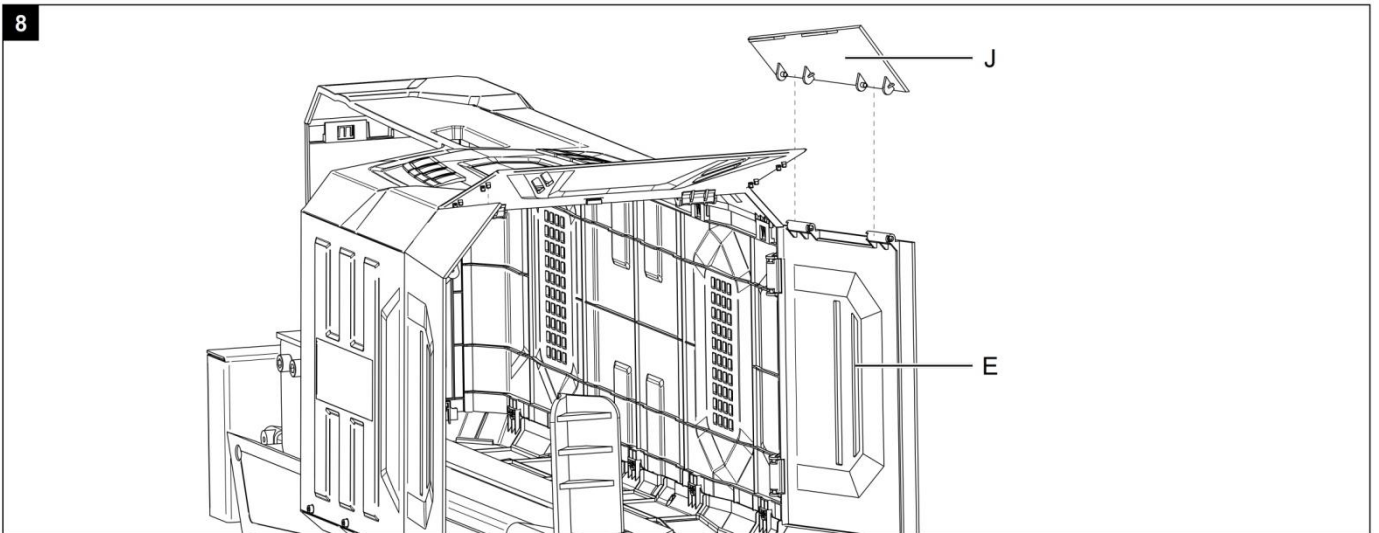
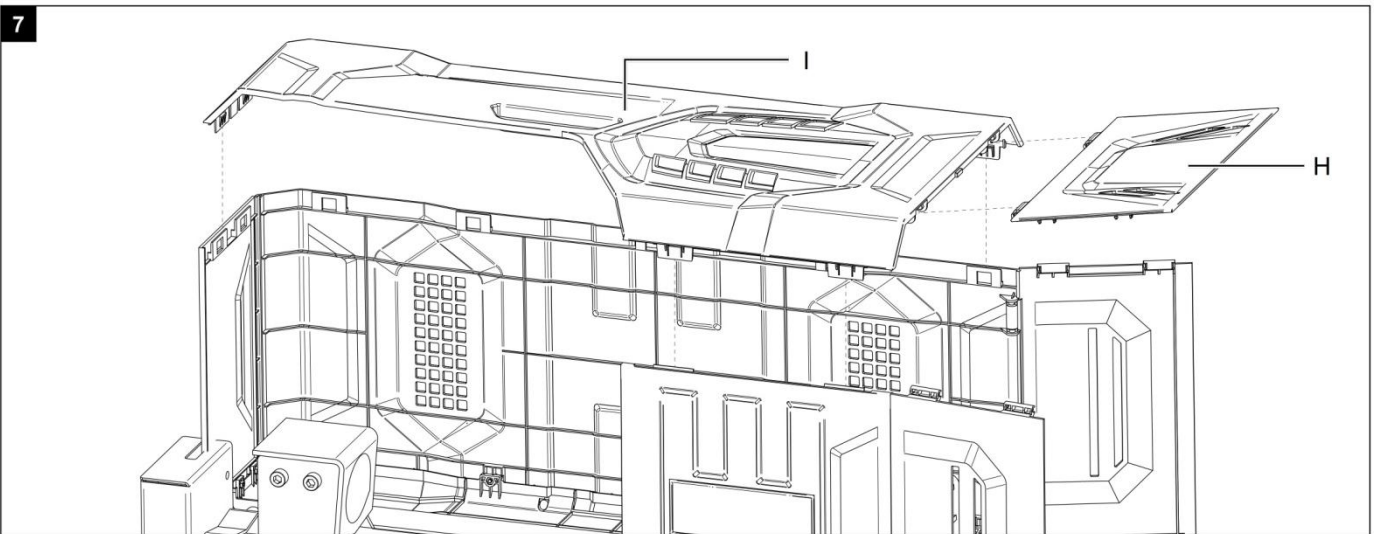
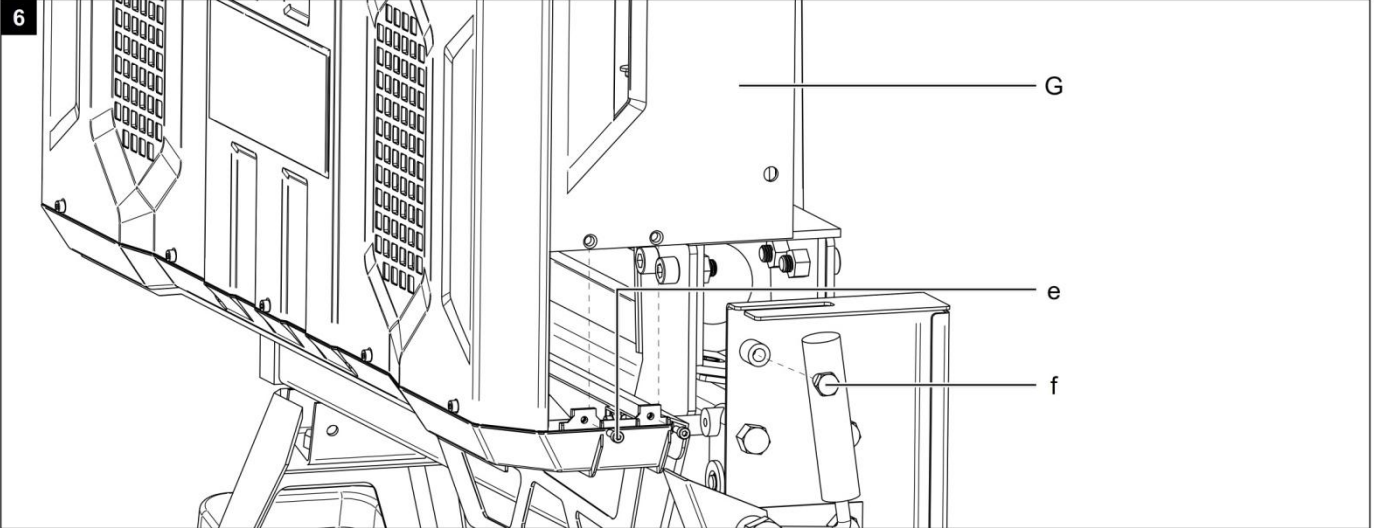


- |                               |                     |                                    |
|-------------------------------|---------------------|------------------------------------|
| 1. Control handle (hydraulic) | 3. Tray table       | 6. Control button (electric motor) |
| 2. Guard                      | 4. Transport handle | 7. Transport wheels                |
|                               | 5. Foot             |                                    |

### 2.2 SCOPE OF DELIVERY

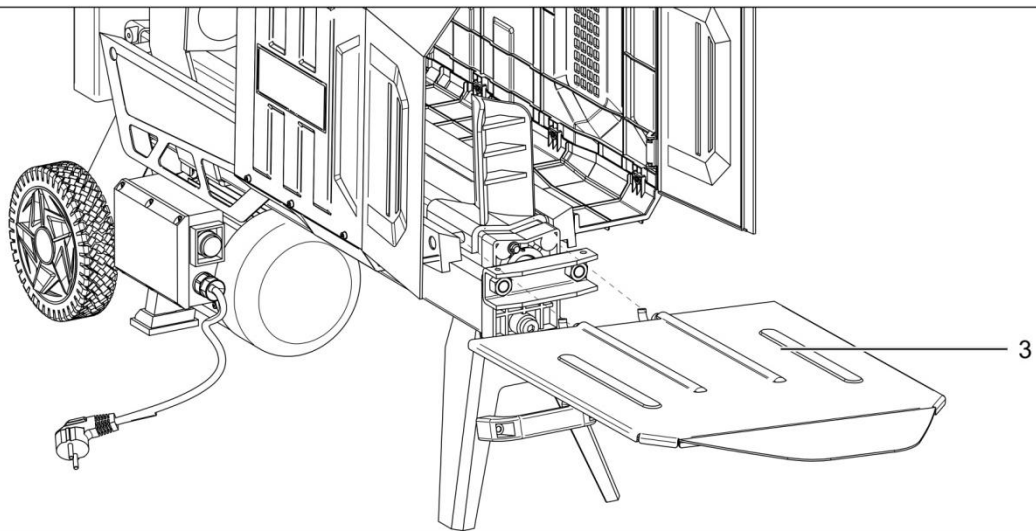
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|-------------------------------|--|--|
| <b>A.</b> Log splitter        | <b>I.</b> Upper cover  | <b>c.</b> Safety ring (2x)                   |
| <b>B.</b> Lower cover (large) | <b>J.</b> Corner connection  | <b>d.</b> Wheel cap                          |
| <b>C.</b> Lower cover (small) | <b>K.</b> Enclosed accessories bag                                       | <b>e.</b> Cylindrical screw M4 x 12 mm (17x) |
| <b>D.</b> Side cover (large)  | <b>a.</b> Hexagon screw M6 x 16 mm + washers (2x)                        | <b>f.</b> Hexagon screw M8 x 20 mm (1x)      |
| <b>E.</b> Side flap           | <b>b.</b> Cylindrical screw M6 x 20 mm + washers and hexagonal nuts (2x) | <b>g.</b> Hexagon nut (M4) (17x)             |
| <b>F.</b> Side cover (small)  |  |  |
| <b>G.</b> Rear side cover     |  |  |
| <b>H.</b> Upper flap          |  |  |



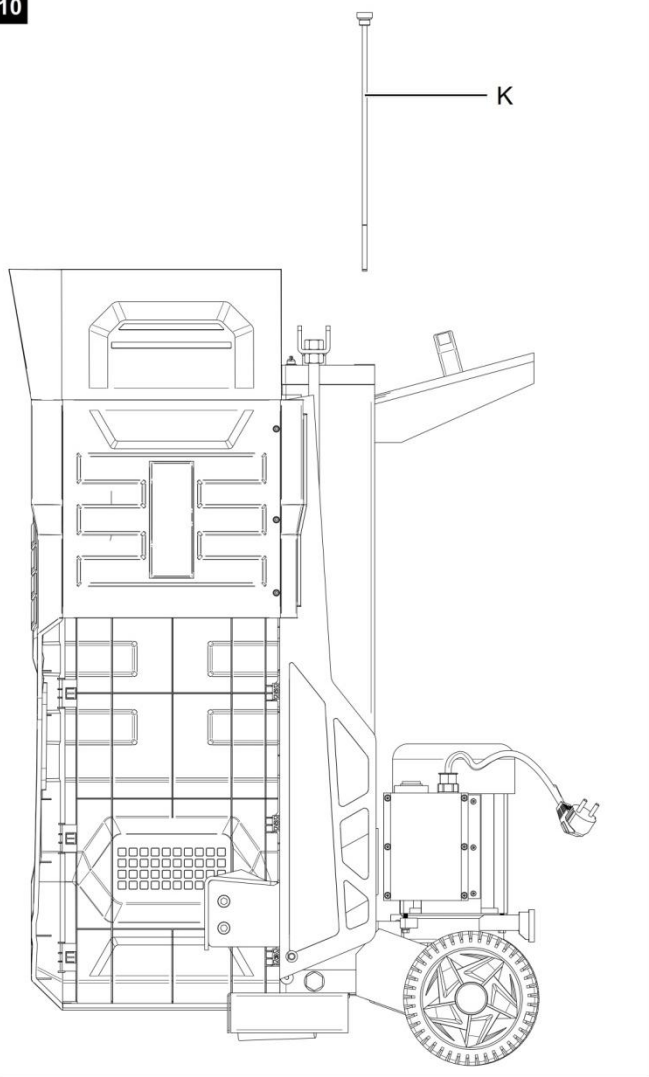




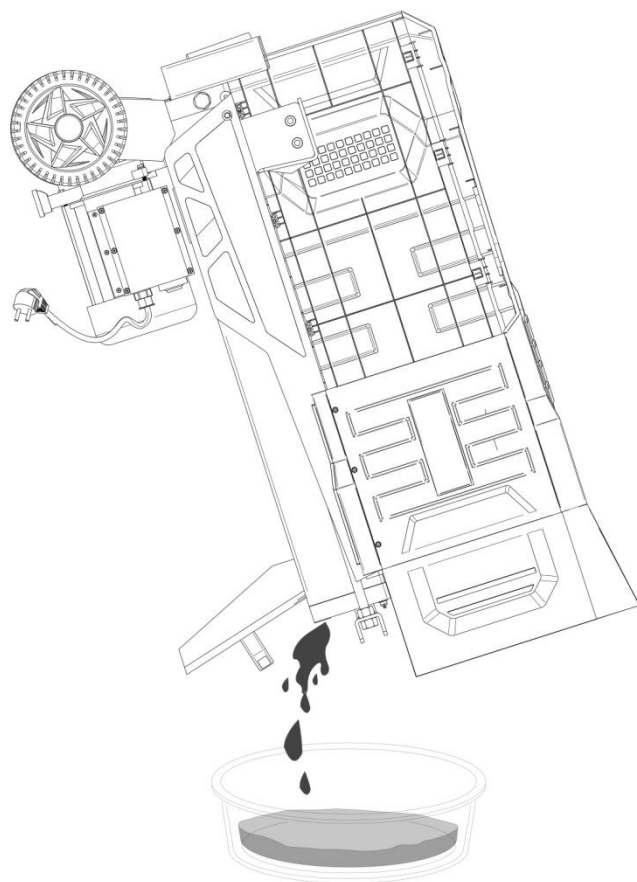
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11



## 2.3 TECHNICAL DATA

Dimensions L x W x H	1100 x 380 x 640 mm
Wood ø min. - max.	50 - 250 mm
Wood length min.- max.	150 - 520 mm
Weight approx.	55.4 kg
Motor	230 V~ 50 Hz
Input power	2300 W
Rating	S3 50%
Splitting Power	max. 6.5 t
Cylinder rise	400 mm
Cylinder speed (fast fwd.)	35 mm/sec
Cylinder speed (return)	50 mm/sec
Hydraulic fluid capacity	2,8 l
Operating pressure	240 bar
Motor speed	2800/min

### Noise

m **Warning:** Noise can have serious effects on your health. If the machine noise exceeds 85 dB (A), please wear suitable hearing protection.

### Characteristic noise emission values

sound power level  $L_{WA}$  91 dB (A)

Emission sound pressure level by ear  $L_{pA}$  75 dB (A)

uncertainly  $K_{pA}$  1,5 dB (A)

\*S3, periodic intermittent operation without influence of the starting process on the motor heating. Identical duty cycles with a period at load followed by a period at no load. Running time 10 minutes; duty cycle is 50% of the running time.

### Pressure:

The performance level of the built-in hydraulic pump can reach a short-term pressure level for a splitting force of up to 6.5 tons. In the basic setting, hydraulic splitters are set at the factory to an approx. 10% lower output level. For safety reasons, the basic settings must not be changed by the user. Please note that external circumstances such as operating and ambient temperature, air pressure and moisture affect the viscosity of the hydraulic oil. In addition, manufacturing tolerances and maintenance errors can affect the reachable pressure level.

## 3. UNPACKING

Open the packaging and remove the device carefully.

Remove the packaging material as well as the packaging and transport bracing (if available).

Check that the delivery is complete.

Check the device and accessory parts for transport damage.

In case of complaints the dealer must be informed immediately. Subsequent complaints will not be accepted.

If possible, store the packaging until the warranty period has expired.

Read the operating manual to make yourself familiar with the device prior to using it.

Only use original parts for accessories as well as for wearing and spare parts. Spare parts are available from your specialized dealer.

Specify our part numbers as well as the type and year of construction of the device in your orders.



**ATTENTION!**

**The device and packaging materials are not toys! Children must not be allowed to play with plastic bags, film and small parts! There is a risk of swallowing and suffocation!**

## 4. ASSEMBLY

**At least two people are required to install the device.**

### 4.1 Fitting the machine foot (fig. 2)

Mount the machine foot (5) using two hexagon screws (b) and washers on the holes provided.

### 4.2 Fitting the handle (fig. 2)

Mount the handle (4) using two Allen screws (b), two washers and two thin nuts on the holes provided on the machine foot.

### 4.3 Fitting the wheels (fig. 3)

Fit the wheels (7) on the axles.

Secure the wheels (7) using the provided locking rings (c).

Fit the wheel caps (d) on the wheels.

### 4.4 Installing the protective guard (Fig. 4 - 8)

Mount the lower cover (B) to the right side of the machine using four Allen screws (e). (fig. 4)

Mount the lower cover (C) to the left side of the machine using three Allen screws (e) (fig. 4)

Fit the side cover (D) into the lower cover (B) and secure it with five Allen screws (e) and five hexagon nuts (g). (fig. 5)

Fit the side cover (F) into the lower cover (C) and secure it with three Allen screws (e) and three hexagon nuts (g). (fig. 5)

Connect the holders of the side flaps (E) with the hinges of the side cover (D) and (F). (fig. 5)

Fit the rear side cover (D) into the lower cover (B) and into the side cover (D) and secure it with two Allen screws (e) and two hexagon nuts (g). (fig. 6)

Secure the rear side cover (G) with the hexagon screw (f). To do this, you have to move the control handle (1) away to facilitate access for the hexagon screw (f). (fig. 7)

Connect the holders of the upper flap (H) to the hinge of the upper cover (I)

Clip the cover (I) into the side covers. (fig. 7)

Attach the flaps (J) to the hinge of the side covers (E).

Now clip the flaps (J) together with the flap (H). (fig. 8)

### 4.5 Fitting the tray table (fig. 9)

Push the tray table (3) into the holder provided.



**IMPORTANT!** You must fully assemble the appliance before using it for the first time!

## 5. OPERATION

Before start-up, place the splitter on a stable, level and flat workbench so that the control button sits at a height of 72 - 85 cm.

Make sure the machine is completely and expertly assembled. Check before every use:

- the connection cables for any defective spots (cracks, cuts etc.).
- the machine for any possible damage.
- the firm seat of all bolts.
- the hydraulic system for leakage.
- the oil level and
- the safety devices

### 5.1 Checking the oil level (Fig. 10)

The hydraulic unit is a closed system with oil tank, oil pump and control valve. Check the oil level regularly before every use. Too low an oil level can damage the oil pump. The correct oil level is approx. 10 to 20 mm below the oil tank surface.

If the oil level is at the lower notch, then the oil level is at a minimum. Should this be the case, oil

must be immediately added. The upper notch indicates the maximum oil level. The machine must be on level ground. Screw in the oil dipstick fully, to measure the oil level.

## **5.2 Ventilation screw**

Before operating your machine, the bleed screw should be loosened by some rotations until air can go in and out of the oil tank smoothly. Failed to loosen the bleed screw will keep the sealed air in hydraulic system being compressed after being decompressed. Such continuous compression/decompression will blow out the seals of the hydraulic system and cause permanent damage to your machine.

Before moving your machine, make sure the bleed screw is tightened to avoid oil leaking from this point.

## **5.3 Splitting logs**

Only split logs that have been sawn off straight. To do this, proceed as follows:

- 1) Place the log plain onto the work table.
- 2) Your machine is equipped with Two-hands Control System that requires to be operated by both hands of the user – left hand controls the control lever (1) while right hand controls the push button switch (6).
- 3) Simultaneously push button switch (6) to start the splitting action.

The log splitter will freeze upon absence of either hand.

Never force your machine for more than 5 seconds by keeping pressure on it to split excessively hard wood.

After this time interval, the oil under pressure will be overheated and the machine could be damaged. For such extremely hard log, rotate it by 90° to see whether it can be split in a different direction. In any case, if you are not able to split the log, this means that its hardness exceeds the capacity of the machine and thus should be discarded to protect the log splitter.

## **5.4 Wrongly placed log**

Always set logs firmly on the log retaining plates and work table. Make sure logs will not twist, rock or slip while being split. Do not force the blade by splitting logs on the upper part. This will break the blade or damage the machine.

Do not attempt to split 2 pieces of logs at the same time. One of them may fly up and hit you.

## **5.5 Jammed log**

Do not try to knock the jammed log off. Knocking about will damage the machine or may launch the log and cause accident.

1. Release both controls.
2. After the log pusher moves back and completely stops at its starting position, insert a wedge wood under the jammed log.
3. Start the log splitter to push the wedge wood under the jammed one.
4. Repeat above procedure with sharper slope wedge woods until the log is completely freed.

# 6. CLEANING, MAINTENANCE AND STORAGE

## 6.1 CLEANING

### Attention!

Pull out the power plug before carrying out any cleaning work on the equipment.

We recommend that you clean the equipment immediately after you use it.

Clean the equipment regularly with a damp cloth and some soft soap. Do not use cleaning agents or solvents; these may be aggressive to the plastic parts in the equipment. Ensure that no water can get into the interior of the equipment

## 6.2 Maintenance

### Attention!

Pull out the power plug before carrying out any maintenance work on the equipment.

### We recommend:

The splitting wedge is a wearing part that needs to be sharpened or replaced after wear.

The combined gripping and controlling device must remain smooth running. Lubricate with a few drops of oil when necessary.

Keep splitting wedge drive clean of dirt, wood shavings, bark, etc.

Lubricate slide rails with grease.

### When must the oil be changed?

Change the oil after 150 working hours.

### Oil change (fig. 11)

- 1) Move the log splitter into the start position and pull out the mains plug.
- 2) Remove the tray table beforehand.
- 3) Undo the oil drain screw with dipstick (K) and put it to one side.
- 4) Turn the log splitter on the support leg side as shown in fig. 11 over a 4,5 liter capacity container to drain the hydraulic oil off. Recycle carefully! Dispose of the waste oil in an environmentally friendly manner!
- 5) Turn your machine on the motor side as shown in Fig. 10 to refill about 4,2 l fresh oil.
- 6) Clean the oil drain screw with dipstick (K) and screw it back in to the machine that is still in a vertical position. Unscrew it again; there should be an oil film between the notch.
- 7) Now screw the oil drain screw with dipstick back in tightly. Afterwards start splitting without actually splitting log several times.
- 8) Check the oil level one last time and top up with a little oil if required.

**Dispose of the used oil in a correct manner at a public collection facility. It is prohibited to drop old oil on the ground or to mix it with waste.**

We recommend oil from the HLP 32 range.

### Connections and repairs

Connections and repairs of electrical equipment may only be carried out by an electrician.

### Please provide the following information in the event of any enquiries:

Type of current for the motor

Machine data - type plate

Machine data - type plate

### Service information

Please note that the following parts of this product are subject to normal or natural wear and that the following parts are therefore also required for use as consumables.

Wear parts\*: splitting wedge guides, hydraulic oil, splitting wedge

\* Not necessarily included in the scope of delivery!

## 6.3 Storage

Store the device and its accessories in a dark, dry and frost-proof place that is inaccessible to children. The optimum storage temperature is between 5 and 30°C. Cover the electrical tool in order to protect it from dust and moisture. Store the operating manual with the electrical tool.

## 7. TRANSPORT

The log splitter is equipped with two wheels for easy transport.

Remove the tray table beforehand. (see 9.5)

The machine can be transported on the wheels at an angle. Use the transport handle, lift and pull or push.

## 8. DISPOSAL AND RECYCLING

The equipment is supplied in packaging to prevent it from being damaged in transit. The raw materials in this packaging can be reused or recycled. The equipment and its accessories are made of various types of material, such as metal and plastic.

Defective components must be disposed of as special waste. Ask your dealer or your local council.

**Old devices must not be disposed of with household waste!**



This symbol indicates that this product must not be disposed of together with domestic waste in compliance with the Directive (2012/19/EU) pertaining to waste electrical and electronic equipment (WEEE). This product must be disposed of at a designated collection point. This can occur, for example, by handing it in at an authorised collecting point for the recycling of waste electrical and electronic equipment. Improper handling of waste equipment may have negative consequences for the environment and human health due to potentially hazardous substances that are often contained in electrical and electronic equipment.

By properly disposing of this product, you are also contributing to the effective use of natural resources. You can obtain information on collection points for waste equipment from your municipal administration, public waste disposal authority, an authorised body for the disposal of waste electrical and electronic equipment or your waste disposal company.

## 9. TROUBLESHOOTING

The table below contains a list of error symptoms and explains what you can do to solve the problem if your tool fails to work properly. If the problem persists after working through the list, please contact your nearest service workshop.

Problem	Possible Cause	Remedy
Motor stops starting	Overload protection device disengaged to protect the log splitter from being damaged	Contact a qualified Electrician.
Fails to split logs	Log is improperly positioned	Refer to "operation" section to perfect log loading
	Size of log exceeds the capacity of the machine	Reduce log size before operating
	Wedge cutting edge is blunt	Sharpen cutting edge
	Oil leaks	Locate leak(s) and contact your dealer
Log pusher moves jerkily, taking unfamiliar noise or vibrating a lot	Lack of hydraulic oil and excessive air in the hydraulic system	Check oil level for possible refilling. Contact your dealer
Oil leaks around the cylinder ram or from other points	Air sealed in hydraulic system while operating	Loosen bleed screw by some rotations before operating the log splitter
	Bleed screw is not tightened before moving the log splitter	Tighten bleed screw up before moving the log splitter
	Oil drain screw loose	Tighten the oil drain screw firmly
	Hydraulic control valve assembly and/or seal worn	Contact your dealer

# 10. 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

Electric log splitter

**RACFBE65T**

Serial number: **20220603051-20220603797**

Complies with the following European Directives:  
Machinery Directive 2006/42/EC  
EMC Directive 2014/30/EU

Applicable harmonized standards:  
EN 609-1:2017; EN 60204-1:2018  
EN 55014-1:2017; EN 55014-1:2006/A2:2011;  
EN 55014-2:2015; EN 55014-2:1997/A2:2008;  
EN61000-3-2:2014;  
EN IEC 61000-3-2:2019; EN 61000-3-11:2000;  
EN IEC 61000-3-11:2019;

Cugnaux, **17/02/2022**

Philippe MARIE / CEO

A handwritten signature in black ink, appearing to be 'Philippe Marie', written over a circular stamp or mark.

Responsible of technical file: M. Olivier Patriarca

# 11. 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).





## 12. PRODUCT FAILURE

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

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

- Empty the fuel tank if your product has one.
- 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:**

- Empty the fuel tank if your product has one.
- 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. 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.**



## 13. 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.



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Made in PRC 2022