



INSTRUCTION MANUAL

300W Electric Line Trimmer

Model No: QG300ELT
Product No: 1938289001

ASSEMBLY REQUIRED
SAVE THESE INSTRUCTIONS

Please read & understand this manual, paying attention to the safety instructions, before use.

Incorrect use of the product could put the operator or machine in danger.

Whilst every effort has been made to ensure the accuracy of information contained in this manual, our policy of continuous improvement determines the right to make modifications without prior warning.

Images used are for illustration purposes only.

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SPECIFICATION

The manufacturer reserves the right to change the product specification and livery according to continued product improvements.

Model	QG300ELT
Product Number	1938289001
Voltage	220-240V, 50Hz
Power	300W
Idle Speed	10000 min ⁻¹
Working Width	250 mm
Trimmer Line Diameter	1.2 mm
Guaranteed Noise Power Level (L _{WA})	96 dB(A)
Vibration (a _{nv})	2.63 m/s ² - uncertainty K: 1.5 m/s ²
Net Weight	2.6 kg

Consistent with our policy of continuous improvement, QGARDEN reserves the right to change the design and configuration of any of its products without notice or obligation. Therefore, please treat the text and images in this manual as being for illustrative purposes only. They may in no case serve as a basis for any legal claim.

If you require assistance with regards to the contents or operation of the machine, please contact us:

Tel: 01793 333212

Email: customerservice@handydistribution.co.uk

Opening hours weekdays:

February to October 8:30am - 5:30pm

November to January 8:30am - 5:00pm

(Closed Bank Holidays)

IMPORTANT INFORMATION



WARNING

Read this instruction manual carefully before operating this machine. Make sure that you are familiar with the controls and properly operate the machine. Following these instructions can reduce the risk of fire, electric shock and personal injury.

IF NOT USED PROPERLY THIS MACHINE CAN BE DANGEROUS!

This machine can cause serious injury to the operator and others, the warning and safety instructions must be followed to ensure reasonable safety and efficiency in using this product. The operator is responsible for following the warning and safety instructions in this manual and on the machine. Never use the product unless the grass box or guards are correctly positioned.

DESIGNED FOR DOMESTIC USE ONLY.

This machine is to be used exclusively for cutting natural grass edges of domestic lawns and gardens. Never use the line trimmer for other purposes. Any other use can endanger your safety and can involve damage to the line trimmer. Persons under 16 years of age and persons who are not familiar with the user instructions must not use the machine.

The user is responsible for the safety of other people in the working area. Keep children and domestic animals at a safe distance while the line trimmer is in use.

Before using, remove all foreign objects from the lawn edges which may be thrown by the machine, stay alert for any foreign objects which may have been missed.

These operating instructions must be kept and referred to in order to ensure that the equipment is properly used and maintained. The instructions contain valuable information on operating, maintenance and servicing conditions.

TRAINING

Read the instructions carefully: Be familiar with the controls and the proper use of the equipment.

Never allow children or people unfamiliar with these instructions to use the product. Local regulations can restrict the age of the operator.

Never operate while people, especially children, or pets are nearby.

Keep in mind that the operator or user is responsible for accidents or hazards involving the machine that occur to other people or their property.



WARNING

The equipment is to be used only for its prescribed purpose. Any other use is deemed to be a case of misuse.

The user/operator and not the manufacturer will be liable for any damage or injuries of any kind caused as a result of this.

Please note that our equipment has not been designed for use in commercial, trade or industrial applications.

Our warranty will be 90 days from the original date of sale for commercial, trade or industrial businesses or for equivalent purposes.

GENERAL SAFETY INSTRUCTIONS

It is important that you read and understand the owner's manual and labels affixed to the machine. Learn its application and limitations as well as the specific potential hazards. Retain these instructions for future reference. The operator is responsible for following the warnings & instructions in this manual and on the product.

	Read & understand operator's manual before using the machine. Failure to follow instructions could result in death or serious injury. Please keep in a safe place for future reference.		Always wear eye and ear protection
	Keep all bystanders & animals away from the machine during operation. If approached, stop the machine immediately.		SHARP ROTATING BLADES Always wear gloves to protect your hands.
	Before working or undertaking any servicing or cleaning of the machine, ensure the electrical cable is removed from the power source.		Wear foot protection or sensible shoes when using the machine
	WARNING Remove the plug from the power source immediately if the cable is damaged or cut.		Do not expose to rain or damp conditions.
	Keep guards in place and in working order. Replace damaged, missing or failed parts before using it.		Moving Parts Rotating parts can contact or entangle hands, feet, hair, clothing or accessories. Traumatic amputation or severe laceration can result
	Class II Protection		Safety alert symbol. Used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury.
	Indicates an imminently hazardous situation which, if not avoided, will result in serious injury		Indicates a potentially hazardous situation which, if not avoided, could result in serious injury
	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.		Used without the safety alert symbol indicates a potentially hazardous situation which, if not avoided, may result in property damage.
	CE Marking - the product meets demand and regulations set by the EU		Noise Level - See label on machine



According to the European directive 2012/19/EU for Waste Electrical and Electronic Equipment and its implementation into national law, electrical and electronic equipment that are no longer usable must be collected separately and disposed of in an environmentally correct manner.



GENERAL SAFETY RULES



Before you put the machine into operation, you must read this instruction manual. When using this machine, observe the following safety instructions to exclude the risk of personal injury or material damage. Please also observe the special safety instructions in the respective chapters. Where applicable, follow the legal directives or regulations for the prevention of accidents in relation to the use of this machine.



WARNING

When using electric tools, basic safety precautions, should always be followed to reduce the risk of serious personal injury and/or damage to the unit.



DANGER

**Danger from contact with live parts!
Immediately disconnect the plug from the mains if the extension lead is damaged or severed!**

TRAINING



The operator must receive proper training in the use, adjustment and operation of the machine, including prohibited operations.

1. Read the instructions carefully. Be familiar with the controls & proper use of the equipment. Spend time to familiarise yourself with your machine before each use.
2. Never allow children or people unfamiliar with these instructions to use the machine. Local regulations can restrict the operator age.
3. This machine is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the machine by a person responsible for their safety.
4. Never work while people, especially children, or pets are nearby.
5. The operator or user is responsible for accidents or hazards occurring to other people or their property.

ELECTRIC SAFETY

1. The domestic mains voltage must match the mains voltage specifications in the technical data; do not use any other supply voltage.
2. The fuse must be a residual current circuit- breaker with a measured residual current of no more than 30 mA.
3. Ensure any extension leads used with this product, meets the minimum requirements of the machine and is suitable for outside use.
4. Damaged or brittle machine cables or extension leads must not be used.
5. Always check the condition of your cable or extension lead before operating the machine.
6. Always keep cable & extension lead out of the cutting area and routed away from the machine.
7. Never run over the cable or extension lead with the line trimmer.
8. Protect the machine against moisture.

SAFETY INSTRUCTIONS FOR WORKING WITH YOUR LINE TRIMMER

1. Operate in daylight or good artificial lighting. If possible, do not use on overly wet ground.
2. Ensure good stability on slopes. Always operate across the slope, never up and down.
3. Be particularly careful if changing direction of travel on the slope.
4. Do not operate on steep slopes.
5. Operate whilst walking, do not run.
6. Be particularly careful when you turn or when you pull the machine towards you.
7. Stop the motor and blade, if it is to travel across other areas or must be transferred to/from working area.
8. Never use the machine with damaged safety protection guards.
9. Do not change the motor regulation set up.
10. Carefully start the motor. Keep your feet clear of the blade.
11. Never reach behind or under the rotating parts with hands or feet.
12. Never lift or carry the machine other than when in operation mode, while the motor is on.
13. Switch the motor off and remove electrical plug from the power source, before unblocking or removing obstacles from the blade or guard:
 - Before releasing blockages, inspecting, cleaning or working on the machine.
 - After hitting an obstruction. Search for damage on the machine & make repairs as necessary. If the machine starts vibrating unusually, it should be inspected by an Approved Service Dealer.

WORK AREA

1. Keep work area clean and well lit. Cluttered and dark areas invite accidents.
2. Check the landscape where the machine will be used and remove all objects such as stones, toys, sticks and wires, which could be caught and thrown away from the work area. Damage of the machine or operator's injury could be caused.
3. Do not operate this machine in explosive atmospheres, in the presence of flammable liquids, gases or dust. Machines create sparks which may ignite the dust or fumes.
4. Keep children & bystanders away while operating the machine. Distractions can cause you to lose control.

PERSONAL SAFETY

1. This machine is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the machine by a person responsible for their safety.
2. Children should be supervised to ensure that they do not use or play with the machine.
3. Stay alert, watch what you are doing, use common sense when operating the machine.
4. Do not use this machine while you are tired, ill or under the influence of drugs, alcohol, or medication. A moment of inattention while operating this machine can cause you to lose control & may result in serious personal injury.
5. Do not overreach. Always keep proper footing and balance. This enables better control of the tool in unexpected situations.
6. Remove any adjusting tools before turning the machine on. A tool that is left attached to a rotating part of the machine may result in personal injury.
7. Use safety equipment. Always wear eye protection. Safety equipment such as a dust mask, non-skid safety shoes, hard hat, or hearing protection used for appropriate condition will reduce personal injuries.
8. Dress properly. Do not wear loose clothing or jewellery. Keep your hair, clothing & gloves away from moving parts. Loose clothes, jewellery or long hair can be caught in moving parts. Wear foot protection or sensible shoes when using the machine.
9. Prolonged use of the machine may lead to disorders of blood circulation in hands caused by vibration. These effects can be worsened by low ambient temperatures and/or by gripping the handgrips excessively tightly. Period of use you can extend with appropriate gloves or regular breaks. Take frequent work breaks. Limit the amount of exposure per day.

10. Do not force the machine. Use the correct machine for your application. The correct machine will do the job better and safer at the rate for which it was designed.
11. Do not use the machine if the trigger levers do not work to turn the machine off. Any machine that cannot be controlled with the trigger levers is dangerous and must be repaired.
1. Turn machine off completely and the electrical plug removed from the power source before making any adjustments, changing accessories, or storing. Such preventive safety measures reduce the risks of starting the machine accidentally.
2. Store idle machines out of the reach of children and do not allow persons unfamiliar with the machine or these instructions to operate. Electric machines are dangerous in the hands of untrained users.
3. Maintain your machine. Check for misalignment or binding of moving parts, breakage of parts & any other condition that may affect the operation. If damaged, have the machine repaired by an Approved Service Dealer immediately. Many accidents are caused by poorly maintained machines.
4. Use the machine, accessories and tool bits etc., in accordance with these instructions and in the manner intended for the particular type of electric machine, taking into account the working conditions and the work to be performed. Use of the machine for operations different from intended could result in a hazardous situation.

PERSON PROTECTION

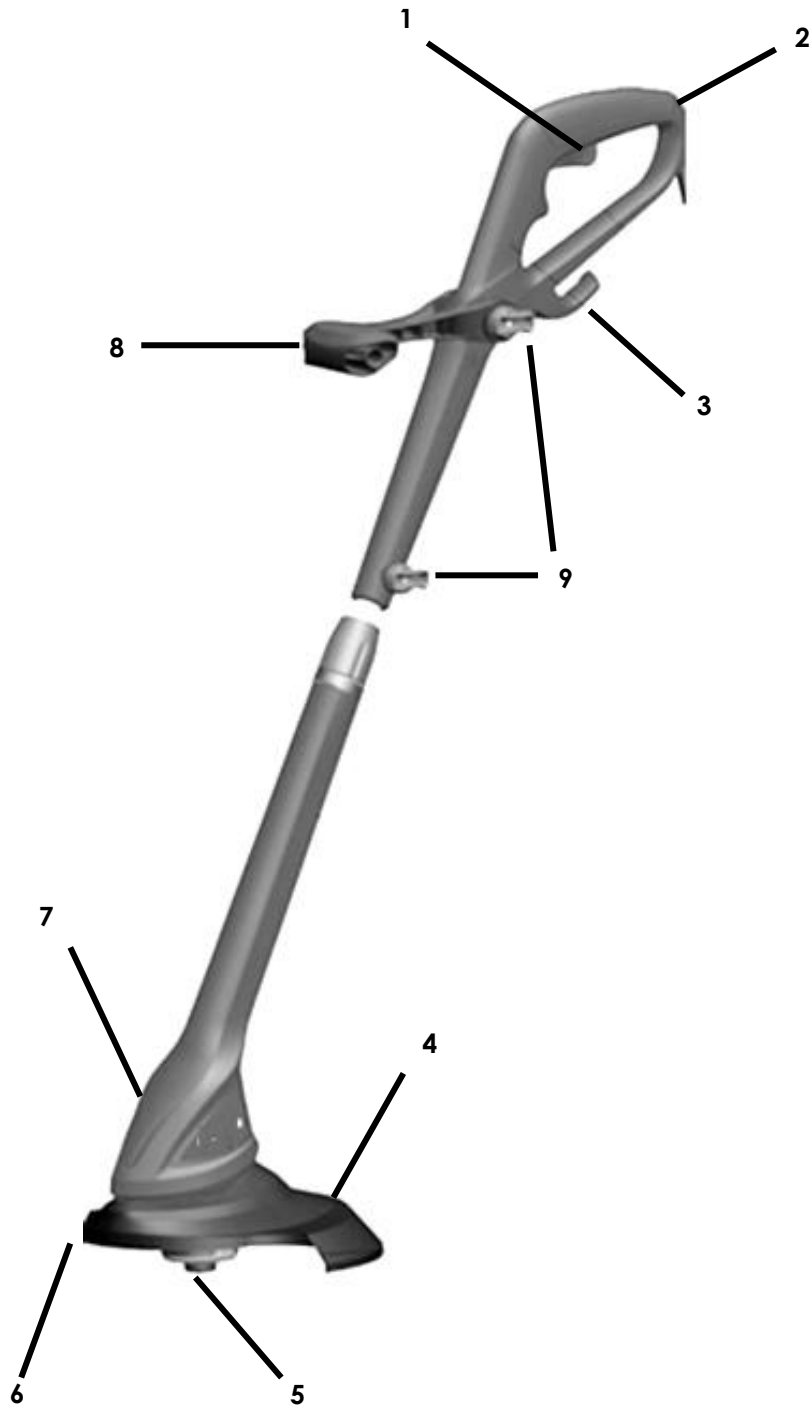
1. In case of any injury, always proceed in accordance with the principles of first aid.
2. If someone is cut, cover the wound with a clean cloth & press hard to stop the flow of blood.
3. Individuals with poor circulation who are exposed to excessive vibration may experience injury to blood vessels or the nervous system. Vibration may cause the following symptoms to occur in the fingers, hands or wrists: numbness, tingling, pain, stabbing sensation, alteration of skin colour or of the skin. If any of these symptoms occur, see a doctor.

Put safety first in the case of fire:

4. If fire comes from the motor appears, at first distance yourself from the product to ensure your physical safety.
5. Use a dry powder fire extinguisher on the fire to prevent it from spreading.
6. A panicked reaction could result in the fire and other damage becoming more extensive.

KNOW YOUR MACHINE

1. On / Off Trigger	2. Main Handle
3. Cable Restraint	4. Safety Guard
5. Nylon Head, Spool & Cover	6. Cutting Knife
7. Motor Head	8. Front Handle
9. Adjustment Knob	



ASSEMBLY



WARNING

Stop the motor and unplug the electrical cable before any repairs or maintenance operations.

DO NOT attempt to start this machine without it first being FULLY assembled.

Your line trimmer has been supplied unassembled. Please follow the below steps to complete assembly.

Unassembled

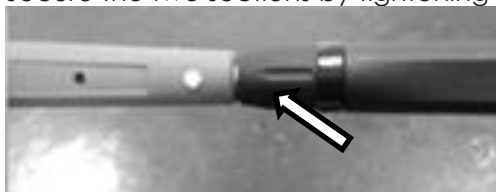


MAIN SHAFT

Align the upper handle with the lower shaft and push both sections together. You will hear an audible click.



Secure the two sections by tightening the middle collar in a clockwise direction.



Assembled



FRONT HANDLE

Slide the front handle onto the upper shaft.



Slide the front handle fixing bolt through the handle and shaft.



Secure with the handle adjustment bolt, rotating clockwise.



PROTECTIVE GUARD

Slide the protective guard onto the machine. Secure over the front tab and fixing screw, securing the guard to the motor head section. Remove the cutting knife protective cover.



CAUTION
Risk of injury!

On the underside of the protective guard there is a sharp blade designed to cut the nylon line. Remove the transportation protection before operating.



OPERATION



DANGER

Risk of injury! The device may only be put into operation if there are no defects. If a part is defective it must be replaced before the device is used again.



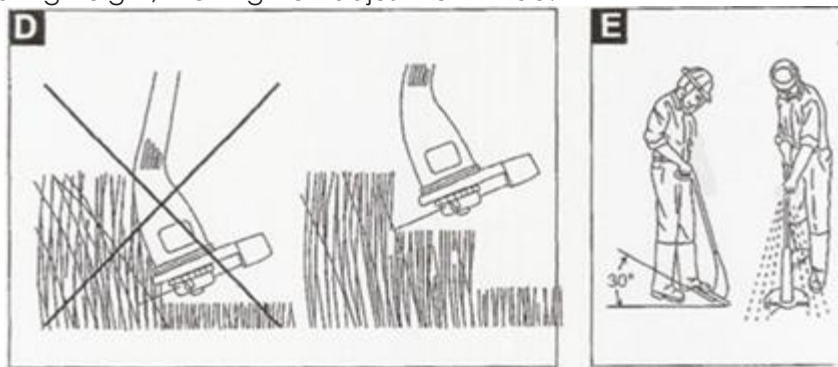
WARNING

Risk of injury! Before starting work, check the area & remove all objects which may be kicked up by the unit.

CORRECT OPERATING POSITION

Hold the unit with the left hand on the front handle, and the right hand at approximately hip level on the operating handle, balanced in a comfortable way. See image below:

To adjust the height of the front handle, loosen the adjustment knob and adjust to the desired operating height, then tighten adjustment knob.



TRIM OR EDGE

Your machine can be used as an edger or trimmer.

Loosen the knob located at the mid-section of the machine and rotate the lower section to become a trimmer or edger.



CABLE RESTRAINT

Feed a loop of the electrical cable through the hole in the casing and onto the strain relief hook (3) as shown with a loop. Pull it tight to ensure it is secure.

SWITCHING ON AND OFF

Switching on: Pull the On / Off trigger upwards (1).

Switching off: Release the On / Off trigger (1).

LENGTHENING THE NYLON LINE

When the unit no longer cuts cleanly, the nylon line has become too short.

The best cutting results are obtained when the nylon line is lengthened far enough to be cut by the cutting knife/blade to the correct length.

LENGTHENING THE NYLON LINE IN OPERATION:

Briefly tap the underside of the spool on the ground when the machine is running. If the nylon line is still not long enough, tap it on the ground again.

The nylon line will automatically be cut to the correct length by the cutting knife/blade located on the guard.

LENGTHENING THE NYLON LINE BY HAND:



WARNING

When performing work on the spool, always unplug from the power source!

If the nylon line is too short and cannot be lengthened by tapping. They must be pulled from the spool by hand.

1. Place the unit on the floor.
2. Using one hand, press the underside of the spool and pull both nylon lines out until they reach slightly further than the edge of the guard. The nylon line will be cut to the correct length by the blade next time the unit is used.

TRIMMING INSTRUCTIONS

Only cut with the left (shown here as light grey) area of the cutting unit when the unit is being moved from right to left.

In the right (dark grey) area, the threads rotate in your direction.

This represents a high level of kickback risk and objects may be thrown in your direction by the rotation of the thread. You may be hurt as a result.

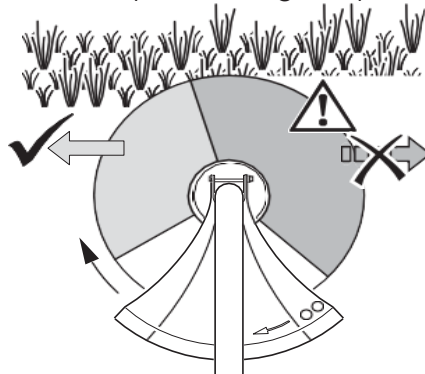
When the unit is moved from left to right, ensure that the nylon line is kept away from the grass to ensure that the grass is not thrown up.

Cut long grass from top to bottom to ensure grass does not get tangled around the spool.

Use tip of the nylon line. This uses less nylon line & avoids grass getting caught up in the spool.

Only take the nylon line as close as absolutely necessary to posts, walls, fences etc. Solid objects will wear the nylon line.

Tree trunks, young trees and bushes may be damaged by the nylon line.



1. Walk, never run with the machine, be very careful when trimming uneven/rough ground.
2. Be careful when changing the direction of the trimmer on a slope. Trim across the face of slopes, never down or up.
3. Do not trim excessively steep slopes.
4. Best results will be achieved if the grass is dry. Wet grass will clog the spool and rotation of the head.
5. To prevent grass becoming entangled around the spool, cut longer grass in stages.
6. Check that all nuts, bolts and screws are well tightened.
7. When line trimming, always wear a long trousers and strong footwear.
8. Work only when there is enough light.
9. Turn off the motor and remove the electrical plug from the power source, if you must leave the line trimmer unattended.
10. Never place your hands and feet underneath the guard while the motor is running.
11. Never change in any way the rated speed of the motor.
12. Never lift or carry the line trimmer above working height, while the motor is running.
13. Stop the motor and remove the electrical cable from the power source in these cases:
 - Before any operation under the guard.
 - Before any maintenance, repairing or checking operations.
 - Before carrying, lifting or removing the line trimmer.
 - If you leave the line trimmer unattended or changing the cutting height.
 - After hitting a foreign object, stop the line trimmer and check thoroughly the machine in order to see if it is damaged. Take the machine to a local Approved Service Dealer for inspection if necessary. Repairs of this nature are not covered under the Manufacturer's warranty.
 - If the line trimmer vibrates in an abnormal way, find the reasons why, and take your line trimmer to a local Approved Service Dealer.



WARNING

After the motor has stopped, the nylon line will still rotate a couple of seconds.



CAUTION

Allowing anyone to operate this machine without proper instruction may result in injury. Wear sturdy, full coverage footwear. Operating this machine with bare feet, or with open toe shoes or sandals increases your risk of injury.

Do not use the machine at night or in poor light.

Be sure to transport the machine from one place to another with the motor off.

To prevent damage, check the machine for any signs of damage or other faults when operated.

MAINTENANCE & STORAGE



WARNING

**Improper maintenance & storage of the machine may void your warranty.
Keep the machine clean for better and safer performance.
Turn off the motor and remove the electrical plug from the power source before performing any maintenance.**

MAINTENANCE

Use only original equipment replacement parts. Other parts may not perform as well, may damage the unit and may result in injury. In addition, use of other parts may invalidate your warranty.

- Before each use, check all nuts & bolts to be sure they are sufficiently tightened.
- We recommend only manufacturer original parts are used when maintaining this machine. Failure to do so could invalidate your manufacturer's warranty.
- The motor must be switched off and the electrical plug removed from the power source, before the machine is unassembled, cleaned, serviced or maintained.

CLEANING



CAUTION

Do not use a water hose or pressure washer to clean the machine. Water can damage the motor.

- Keep your machine clean. Thoroughly clean the machine at the end of each use.
- Clean the motor air vents with a cloth or brush. Motor air vents should be free from debris to allow air circulation around the motor during use.
- Clean the underside of the guard with a stiff brush, before any maintenance is undertaken to the spool.

STORAGE & TRANSPORT

The following steps should be taken to prepare your machine for storage.

STORING THE LINE TRIMMER

- Always unplug the machine from the mains for storage.
- For trouble free service, make sure the machine is clean and dry before storing.
- Please ensure the machine is stored away from direct sunlight.
- Store indoors or in a safe, locked protected area during severe weather and winter months.
- If storing for an extended period, inspect, clean and repair the machine if necessary. Store in a clean, dry, dust free area.
- Ensure the machine is stored in a position, where any persons cannot step on to attempt to reach items up high, due to risk of movement.

TRANSPORT

- Always unplug the machine from the mains for storage.
- Use the original packaging to ship whenever possible.

TROUBLE SHOOTING



WARNING

Only perform the steps described in these instructions!

All further inspection, maintenance and repair work must be performed by an authorised service specialist!

Contact your local authorised service dealer if the problem cannot be solved by yourself!

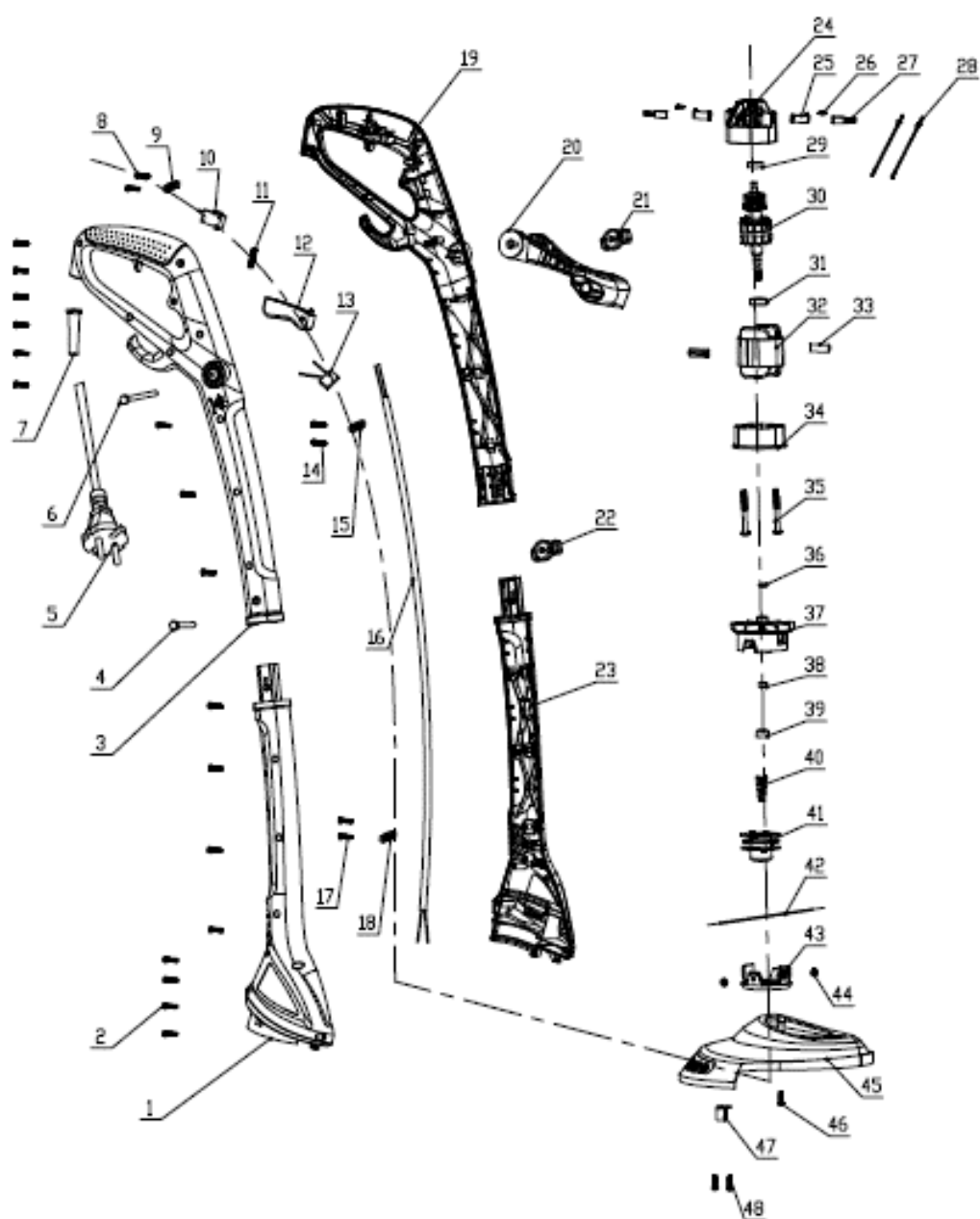


WARNING

If the product does not perform properly, makes unusual sounds, the motor does not start or stop as described, the cutting device does not work properly, or any other irregularity or malfunction occurs, do not attempt to repair the product by yourself.

PROBLEM	POSSIBLE CAUSES	REMEDIAL ACTION
Motor does not start	No power supply	Check fuse / extension lead.
	Machine cable defective	Contact Approved Service Dealer.
	Blade jammed	Clean exit chute: the blade must rotate freely. Start on low grass or on the section of lawn that has already been mown; correct the cutting height.
Loss of motor performance	Too much grass around spool	Clean spool: the head must rotate freely. Cut longer grass in stages to prevent grass from becoming tangled around the spool.
Nylon line doesn't unwind	Nylon Line used up	Replace the spool
	Spool blocked	Remove the cause of the blockage.

PARTS DIAGRAM & LIST



Item No.	Part No.	Description	Qty	Item No.	Part No.	Description	Qty
1	QG133-303-7A22001	Right Lower Body	1	25	QG133-120-7A60201	Brush Holder	2
2	QG133-131-ABBD40-1601	Screw M4x16	16	26	QG133-131-NBCD30-0801	Screw M3x8	2
3	QG133-297-7A22001	Right Upper Body	1	27	QG133-118-7A70101	Carbon Brush	2
4	QG133-131-FDDD06-4501R	Screw M6x45	1	28	QG133-173-7A22002	Connect Wire	2
5	QG133-171-7A22001	Cable (BS Plug)	1	29	QG133-3369-A00060701R	Bearing 607	1
6	QG133-131-FDDD06-7501R	Screw M6x75	1	30	QG133-115-7A22101	Rotor Assembly	1
7	QG133-196-7C10301	Cable Sheath	1	31	QG133-3369-A00060802R	Bearing 608	1
8	QG133-131-ABBD40-1201	Screw M4x12	2	32	QG133-117-7A22101	Stator Assembly	1
9	QG133-220-7J11001	Cover Plate	1	33	QG133-268-7A20501	Rubber Plate For Stator	2
10	QG133-139-7J12602	Switch	1	34	QG133-287-7A20201	Bracket For Stator	1
11	QG133-344-7A22101	Trigger Spring	1	35	QG133-131-ABAD40-5001	Screw M4x50	2
12	QG133-293-7A22101	Trigger	1	36	QG133-129-7A20201	Washer	1
13	QG133-141-7A22001	Capacitor	1	37	QG133-116-7A20201	Fan	1
14	QG133-131-ABBD40-1601	Screw M4x16	2	38	QG133-3132-A0602R	Nut M6	1
15	QG133-220-7J11001	Cover Plate	1	39	QG133-129-7A20202	Rubber Ring	1
16	QG133-173-7A22001	Wire	1	40	QG133-344-7A20202	Spring	1
17	QG133-131-ABBD40-1601	Screw M4x16	2	41	QG133-356-7A20201	Spool	1
18	QG133-220-7J11001	Cover Plate	1	42	QG133-175-7A20201	1.2 Nylon Line	1
19	QG133-297-7A22002	Left Upper Body	1	43	QG133-287-7A20202	Spool Cover	1
20	QG133-299-7A22101	Front Handle	1	44	QG133-3133-B050501R	Eyelet	2
21	QG133-295-7A22101	Adjuster Knob & M6 Nut	1	45	QG133-317-7A22101	Guard	1
22	QG133-295-7A22101	Adjuster Knob & M6 Nut	1	46	QG133-131-ABGD40-1601R	Screw M4x16	1
23	QG133-303-7A22002	Left Lower Body	1	47	QG133-183-8A20101	Cutting Knife	1
24	QG133-287-7A60201	Motor Dust Cover	1	48	QG133-131-ABBD40-1401	Screw M4x14	2

For pricing and availability, please contact our Spares Team on 01793 333212, option 1 for assistance.

Every effort is made to have parts available, depending on demand and cost effectiveness of producing, stocking and supplying individual components. Therefore, we reserve the right to supply certain parts as a complete assembly only.

EC DECLARATION OF CONFORMITY

Q Garden



We Handy Distribution Ltd - SN3 5HY (Importer) declare that the product:

Designation: Electric 300W Line Trimmer

Model(s): QG300ELT

Product Number: 1938289001

Type/Serial No. As per rating label on machine

Motor Power: 300W

Voltage: 220-240V, 50Hz

Electrical Safety Class: Class II

Complies with the following directives:

2006/42/EC – Machinery Directive

2014/30/EU - Electromagnetic Compatibility Directive

2000/14/EC & 2005/88/EC - Outdoor Noise Directive

The conformity assessment procedure followed was in accordance with

EN 60335-1:2012/A13:2017, EN 50636-2-91:2014, EN 62233:2008

EN 55014-1:2017, EN 55014-2:2015, EN 61000-3-2:2014, EN 61000-3-3:2013

Guaranteed Sound Power Level:

(L_{WA}) 96 dB(A)

Emission Sound Pressure Level:

(L_{PA}) 84.2 dB(A) - uncertainty K: 3 dB(A)

Vibration Measurement according to EN50636 Annex BB:

2.63 m/s² - uncertainty K: 1.5 m/s²

Notified Bodies:

TÜV Product Service GmbH

Address(es):

Certification Body, Ridlerstraße 65, 80339 Munich, Germany

Authorised signatory & technical file holder

Date:

16/11/2020

Signature:

Name:

Mr Simon Belcher

Position:

Chairman

Company:

Handy Distribution Ltd

Address:

Murdock Rd, Dorcan, Swindon, Wiltshire, SN3 5HY.

GJ HANDY & CO LTD USER WARRANTY POLICY

Users Statement of Warranty

Each new machine is warranted against defective material or assembly of material under normal usage. The warranty applies to the original purchaser and covers faulty parts and the labour involved in replacing and repairing those parts, which are of original manufacture.

Period of Warranty

The Handy (Petrol & Electric only), Webb (excludes Dynamic, Heritage, Legacy), Sanli Engine

- a) 2 years from the original date of sale to the first domestic user.
- b) 90 days from the original date of sale to the professional/commercial user.
- c) 90 days from the original date of sale when used for hire.
- d) A reduced warranty period of 90 days applies to those items which are subject to normal wear and tear (e.g. but not limited to wheels, tyres, cutter bars, cylinders, cutting blades, blade boss, belts, cables, nylon line & spool, collection bags, spark plugs).
- e) Engines are supplied with a separate warranty to the machine. The engine manufacturers warranty statement which will be supplied within the engine instruction manual. All enquiries and warranty repairs should be discussed with the engine manufacturer or approved warranty repair dealer.
- f) 90 days from the original date of purchase for Replacement Spare Parts (unless normal wear & tear component, which are covered for 30 days).
- g) All machines' must be serviced within the first 12 months from the original date of purchase to comply with the warranty (if applicable), failure to do so will invalidate the 2nd year of the warranty.

Webb Dynamic, Heritage & Legacy, Handy (All non-Petrol & Electric), Mowerland, Q-Garden

- a) 1 year from the original date of sale to the first domestic user.
- b) 90 days from the original date of sale to the professional/commercial user.
- c) 90 days from the original date of sale when used for hire.
- d) A reduced warranty period of 90 days applies to those items which are subject to normal wear and tear (e.g. but not limited to wheels, tyres, cutter bars, cylinders, cutting blades, blade boss, belts, cables, nylon line & spool, collection bags, spark plugs).
- e) Engines are supplied with a separate warranty to the machine. The engine manufacturers warranty statement which will be supplied within the engine instruction manual. All enquiries and warranty repairs should be discussed with the engine manufacturer or approved warranty repair dealer.
- f) 90 days from the original date of purchase for Replacement Spare Parts (unless normal wear & tear component, which are covered for 30 days).

All warranty repairs must be undertaken by an authorised service dealer. These dealers have been accredited by GJ Handy & Co Ltd and agree to only use genuine parts and follow our repair procedures.

Not covered by this warranty

- a) The warranty policy does not cover any depreciation or damages caused by ordinary wear, rusting or corrosion, lack of correct maintenance or operation, misuse, abuse, lack of transportation or accident.
- b) The warranty policy does not cover any costs necessary for the standard periodic maintenance services instructed by the operator's manual, or service parts replacement which would include oil, filters, tyres, belts, brake linings, fuses, blades, seals and other service parts unless it can be proven that the item has evidence of faulty manufacture.
- c) The warranty policy will not cover failure or damage caused as a result of parts or accessories being modified without the written approval of GJ Handy & Co Ltd.
- d) The warranty policy will not cover the unit if non-genuine parts have been fitted and as a result damage has occurred to the unit.
- e) The warranty policy is non-transferable and is only applicable to the original purchaser.

Disclaimer

- a) This warranty is only a remedy for defect of products. GJ Handy & Co Ltd will never warranty in terms of the merchantability or the fitness for a particular purpose.
- b) No person is authorised to make any warranties, representations or promises, expressed or implied, on behalf of GJ Handy & Co Ltd, or to modify the terms conditions or limitation of this warranty policy in any way.
- c) Neither GJ Handy & Co Ltd nor any company affiliated with GJ Handy & Co Ltd shall be liable in any event or manner whatsoever for incidental or consequential damages or injuries, including, but not limited to, loss of crops, loss of profit, out of pocket expenses or profits, rental of substitute equipment or other commercial losses.

General

- a) Most warrantable failures show up within the first few weeks of use. These failures are usually straightforward and warranty assessment is relatively easy.
- b) Failures relating to cutter decks and belts need careful investigation, as the cause may not always be straightforward. Look for damage to blades and pulleys especially when the cutter belt or blade boss have snapped or cracked as this could be due to impact damage.
- c) Customers should always refer to the operator/instruction manual when any disputed problem arises, you will find most areas covered within the manual.

NOTES

**If you require assistance with regards to the contents or
operation of the machine, please contact us:**

Tel: 01793 333212

Email: customerservice@handydistribution.co.uk

Opening hours weekdays:

February to October 8:30am - 5:30pm

November to January 8:30am - 5:00pm

(Closed Bank Holidays)

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