



Zenport LEP-858 LEP-848 Long Reach ePruner

User's Manual



Note: Please read this manual carefully before using the tool.

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Safety Precautions

In order to protect your safety and the safety of others, please read this manual carefully before using your Zenport ePruner for the first time. Keep this manual in a safe place. If ownership of your ePruner changes, please forward this manual and any updates to the new owner.

Symbols Defined

This section details the basic safety symbols on the machine.

The Symbols in the Manual



Warning: Use extreme caution to prevent damage or injury.



Instruction: Information to help prevent damage and promote safety.



Help: Information to help improve tool handling.



Read Carefully: Read the instruction manual carefully.



Gloves: Please wear gloves to protect hand and fingers from injury.



Eye/Ear Protection: Wear ear and eye protection.



Moisture: Do not operate in the rain or on wet hedges or branches.



Disposal: Please do not dispose the batteries in your household trash. Please take old or used batteries to your local recycling station.

The Symbols on the Battery



Ni-MH battery or lithium battery. Do not discard with household trash



Do not dispose the battery in fire. It may explode.



Do not store battery in water or wet environment as it may explode.



Do not expose the battery to direct sunlight or hot surface as it may explode. (Max temperature 140F/60C)



Recycle the battery and do not dispose batteries in your household trash. Please take old or used batteries to your local recycling station.

The Symbols on the Charger



Warning! Use extreme caution to prevent damage or injury.



Please read before operating



Indoor use only



Temperature Protection



Class II Device



Disposal: Please do not dispose of batteries in your household trash. Please take old or used batteries to your local recycling station

General Power Tool Safety Instructions



Warning!

- 1) Read all safety directions and instructions. Failure to follow the warnings and instructions below may result in electric shock, fire, and/or serious injury.
- 2) Keep all safety directions and instructions for future reference.
- 3) In all the following warning terms, "power tool" refers to an electrically driven (wired) power tool or a battery powered (wireless) power tool.

Work Area Safety

- 1) Keep the work area clean and bright. Poor visibility can cause accidents.
- 2) Do not operate the power tool in a hazardous environment, such as in areas with flammable liquid, gas or dust. Sparks from power tools ignite dust or gas.
- 3) Operate the power tool without any distractions. Inattention can cause the operator to lose control of the tool.

Electrical Safety

- 1) Always make sure that tool plug matches the socket. Never modify the plug in any way. If the plug is difficult to place inside of the socket, double check the alignment of the plug key and plug type. Unmodified plugs and matching outlets will reduce the risk of electric shock.
- 2) Do not use any ungrounded AC adapter plugs with grounded power tools.
- 3) Avoid bodily contact with grounded surfaces such as pipes, radiators, ranges and refrigerators. If your body is grounded, it will increase the risk of electric shock.
- 4) Do not expose the power tool to rain or wet conditions. Water entering the power tool will increase the risk of electric shock.
- 5) Do not misuse the cord.

- Never use the cord to carry, pull or unplug the power tool. Keep the cord away from heat, oil, sharp edges, or moving parts.
 - Damaged or entangled cords increase the risk of electric shock.
 - Threading the power cord through a picking sleeve will prevent the cord tangling or getting cut.
- 6) When using power tools outdoors, use an outdoor external cord. A cord suitable for outdoor use will reduce the risk of electric shock.
 - 7) If charging the 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.

Bodily Safety

- 1) Be awake, alert and pay close attention during the operation of power tools. Do not operate the power tool when you are tired, intoxicated or on medication. Falling asleep or losing consciousness during in the operation of the power tool can result in serious personal injury.
- 2) Use personal protective equipment. Always wear goggles and safety equipment such as dust masks, non-slip safety shoes, hard hats, hearing protection, etc. Wearing safety gear in appropriate conditions can reduce personal injury.
- 3) To prevent accidental start-up, make sure the switch is in the off position when connecting the power supply, battery, picking up or carrying the tool. Inserting the plug when the tool is plugged in or when it is turned on can be dangerous.
- 4) Remove all adjustment keys or wrenches before the power tool is turned on. A wrench or key left on the moving parts of the power tool can cause personal injury.
- 5) Do not overextend your reach and lose balance. Always pay attention to your foothold and body balance. This allows for good control of the power tool especially during unexpected situations.
- 6) Dress properly. Do not wear loose clothing or jewelry. Keep clothing, gloves and hair away from moving parts. Wearing loose clothes, accessories, or long hair may get caught in moving parts.
- 7) If you are providing equipment for connection with chip evacuation and dust collection equipment, make sure they are connected and used properly. Use these devices to reduce the risk of dust.

Power Tool Use Safety

- 1) Don't overload the tool by using it outside the designed operation specifications. Choose the correct power tool for the job making your work more efficient and much safer.
- 2) Don't attempt to use tool if any of the switches are not working properly. Power tools that cannot be controlled with switches are dangerous and must be repaired.
- 3) Unplug your power tool from the power supply and/or the battery before any adjustments, cleaning, maintenance, replacement of accessories or in preparation of storage. This protective measure will reduce the risk of accidental start-up of the tool.
- 4) Store unused power tools outside the reach of children.

- 5) Do not allow the power tools to be operated by people unfamiliar with power tools or these instructions. Power tools are dangerous in the hands of untrained users.
- 6) Power tool maintenance: check that the moving parts are in place or stuck, check the damage of the parts and other conditions that affect the operation of the power tool. In case of damage, the power tool should be repaired before use. Many accidents are caused by poorly maintained power tools.
- 7) Keep the cutting tool sharp and clean. Well-maintained tools with sharp cutting edges are less likely to get stuck and are easy to control.
- 8) Use the power tool, accessories, and tooltips in accordance with the operating instructions and work conditions. Using power tools for operations that do not match their purpose can be dangerous.

Battery-Operated Tool Precautions

- 1) Make sure the switch is off before inserting the battery pack into your ePruner. Inserting the battery into a power tool whose switch status is ON can cause an accident or damage to the tool.
- 2) Charge only with the charger specified by the manufacturer. There is a danger of fire when using a charger that is unsuitable.
- 3) Use only power tools with special battery compartments. Damage and fire hazards can occur with other battery compartments.
- 4) When the battery case is not in use, keep it away from other metal objects, such as paper clips, coins, keys, nails, screws or other small metal objects, in case one end is connected to the other end. A short circuit at the end of the battery can cause fire.
- 5) When used inappropriately, the liquid may splash out of the battery so one must avoid contact. If you accidentally come in contact, rinse with water. If liquid contacts your eyes, seek medical help. Liquid spilled from the battery can corrode or burn.

Special Safety Instructions

- 1) Keep the blade set at least 16-inches away from any part of the body while pruning.
- 2) Do not remove the cuts while the blade is moving.
- 3) Do not hold the objects you intend to cut.
- 4) Only remove cuts from blade set when the power is off.
- 5) When using the pruning shears, a slight oversight may result in serious personal injury.
- 6) Do not move the pruning shears while cutting.
- 7) Careful use of pruner will reduce the risk of injury from the blade.

Other Safety Instructions

- 1) For personal safety, wear suitable gear such as non-slip boots and protective trousers, Gloves and goggles.
- 2) Do not wear loose, lengthy clothing and jewelry to avoid getting caught in moving parts.
- 3) Do not use this tool with bare feet or slippers.
- 4) Do not use this pruning shear in the rain or near strong magnetic fields.

- 5) This product is designed to trim hedges and branches. Do not use for cutting hard wood and other items.
- 6) Do not attempt to remove the jammed blade until the power is turned off.
- 7) Before starting to trim, check the hidden items in the hedge and branches, such as wires, wires, etc.
- 8) When using this product, always hold the tool with one hand and keep at least 6-inches away from the other hand and all parts of the body.
- 9) Do not use this tool near flammable liquids or gases. If a short circuit occurs, it may cause an explosion or fire.
- 10) The blade must be inspected regularly and sharpened. A dull blade will load the machine. Warranty does not cover the resulting damage from dull blades.
- 11) Unless you have received training, please do not repair your ePruner yourself. Repairs not mentioned in this manual can only be performed by trained personnel in our service center.

Special Safety Instructions for Battery-Powered Tools

- 1) Make sure the battery switch is off before inserting the battery. Inserting the battery without turning it off may result in damage to the device.
- 2) The battery charger is designed for indoor use, it is necessary to ensure that the battery is only charged indoors.
- 3) Before cleaning the charger, please unplug the charger from the AC outlet and from the battery pack to reduce the safety risk.
- 4) Do not leave the battery under direct sunlight for a long time. Do not place the battery on the heater. Heat can damage the battery and there is a danger of explosion.
- 5) Before charging, please ensure that the high temperature battery is fully cooled.
- 6) Do not open the battery to avoid any mechanical damage. It may cause a short circuit or emit a gas that is harmful to the respiratory tract. In case of discomfort, inhale fresh air and seek medical advice.
- 7) Do not use a non-rechargeable battery or any other power source not approved by the manufacturer.

Other Risks

Even with the correct use of this power tool, some risks will still exist. Due to its structural characteristics, this power tool may have some hidden dangers:

- 1) Cuts and abrasions
- 2) Hearing damage
- 3) Repetitive motion injuries



Warning!

When in use, the electric device will generate an electromagnetic field. In certain circumstances, this magnetic field can damage the function of the human implant. In order to avoid serious

injury, we recommend users who have implants in the body, consult the doctor and the manufacturer of the implant before using this product.



Do not touch the blade while the ePruner is turned on to avoid personal injury.

Intended Use

This device can be used for trimming hedges, shrubs and branches. If this product is used for other unapproved purposes, it may cause damage to the equipment and cause harm to the user.

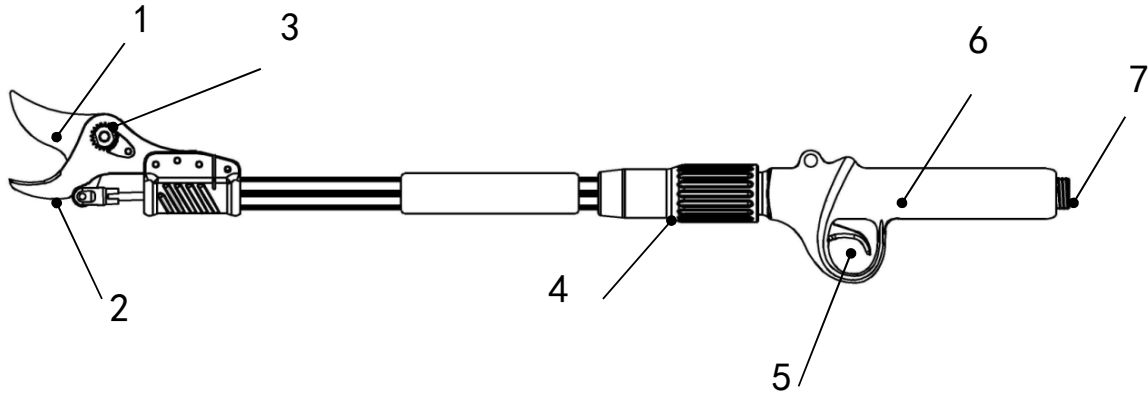
This device must only be used by adults. Minors over the age of 16 can use the device under the supervision of an adult. Do not use the device on rainy days or on wet hedges. The operator or user assumes full responsibility for any accidents during use, injury to others or loss of property to others.

The manufacturer is not responsible for damage caused by unconventional or improper use. Before using, please check if the blade is sharp. If the blade is blunt, be sure to sharpen the blade to prevent the machine from being loaded. Damage due to the use of blunt blades is not included in quality assurance.

Description of Functions

This long reach battery powered pruning shears blades are made of high grade SK5 Japanese steel. This is a very powerful tool, lightweight and designed for easy operation. This product combines safety, efficiency, and ease of use.

When used, the cutting is clean and smooth causing no damage to the plants. If an abnormality occurs, simply release the trigger and the blade will open in the maximum position avoiding personal injury or property damage.



Parts List

1. Moving Cutting Blade
2. Fixed Counter Hook Blade
3. Blade Adjustment Gear-Nut/Clip-Lock and Center-Bolt
4. Rod locking mechanism
5. Trigger
6. Handle Grip
7. Connector for 6-Pin Battery Cable
8. 6-Pin Battery Cable
9. Battery Pack (Contains 20 x 18650 Lithium-Ion Cells)
10. Charger for Battery Pack
11. Cord L-Adapter – Connect to the handle connector

Technical Parameters		
Pruning Shears		
1	Maximum Shear	1.37-inch/35mm (live branches) . 1-inch/25mm (dead branches)
2	Rated Voltage	DC 36V
3	Rated Power	300 W
4	Rated Current	10.0 A
5	Current Protection Stop Point	≥35A
6	Protection Level	II
7	Weight	1.5 Kg
Battery (lithium-ion)		
1	Capacity	2.0 Ah
2	Voltage	44V
3	Operating Hours	8 h
4	Weight (battery)	1.5kg
Charger		
1	Rated Voltage	100-240V AC ,50-60Hz
2	The Output Voltage	DC41.5V
3	Recharging Current	1.0A
4	Protection Level	II
5	Charging Time	4-5h

Included Items

Please carefully open the package and check that the parts are complete:

- Pole Electric Pruning Shear
- Battery
- Charger
- 6-Pin Pruner/Battery Cord
- Harness Backpack with Holster
- Maintenance Toolbox
- Instruction Manual

Charging the Battery



Do not expose the battery to extreme conditions such as high temperatures or shocks. Otherwise, personal injury will result from leakage of the electrolytic solution.



Before charging, check that the battery surface is clean and dry.

- The battery of this product is not fully charged before delivery. Therefore, it must be fully charged before first use.
- Charge the battery when the power indicator light is lit.
- Avoid discharging all the power in the battery, otherwise the battery can be damaged.
- If the battery life of the fully charged battery is significantly shorter, the battery has been used up and must be replaced. Users can only use the original equipment-built (OEM) battery packs provided by the Customer Center.
- Always keep in mind the applicable safety instructions, environmental regulations and environmental information.
- Place the charger in a room between 50°F and 72°F at room temperature to prevent moisture ingress.
- Check if the switch is in the off position.
- Connect the charger's adapter to the appropriate connector of the battery pack.
- Make sure the power supply matches the rating on the charger and adapter.
- When the red light on the charger is on, it indicates that the battery is charging, and the green light indicates that charging is complete. The average charging time is 2-3 hours. If the charger light goes black when plugged into the battery pack, call customer service.
- When charging is complete, unplug the connector from the power source and disconnect the connector from the battery.
- Please ensure that the battery is charged at least once every three months and never store your battery pack discharged, this will void your warranty.



When charging the battery, the pruning shears must be disconnected.

Working Conditions

- 1.) Keep the charging temperature of the charger and battery pack between 32°F ~ 113°F, and the battery pack discharge temperature between 14°F ~ 140°F.
- 2.) The working temperature of the pruning shears 23°F ~ 86°F

Proper Use of the Battery Charger

- 1) Only use the supplied charger to charge the battery. Failure to do so may result in fire or explosion. Use the matching charger to ensure the safety of the device.
- 2) Check the charger, cord and plug before each use. If it is damaged, please have it repaired by qualified personnel and use original parts. Do not use a defective charger and turn it on yourself to ensure the safety of the device.
- 3) The link socket of the charger must be grounded. Make sure that the power supply voltage matches the rating of the nameplate on the charger. Otherwise, there may be an electric shock.

- 4) Disconnect the charger from the power source before closing or opening the connection to the battery/power tool/device.
- 5) Keep the charger clean and away from humid environments and rain. Do not use the charger outdoors. The ingress of dirt or moisture will increase the risk of electric shock.
- 6) The charger can only be used to charge the original battery. If it is charged for other batteries, it may cause personal injury and cause fire.
- 7) Avoid mechanical damage to the charger. Otherwise, it may cause an internal short circuit.
- 8) Do not use the charger (e.g. paper, textiles) on the surface of flammable materials.
- 9) If the equipment is damaged, it must be replaced by the manufacturer, customer service personnel or personnel with the same or similar qualifications to prevent danger.
- 10) At the time of delivery, the battery of this product is not fully charged. Therefore, the user must fully charge it before using it for the first time. For the first charge cycle, we recommend that the user charge for 2-3 hours. Insert the battery into the base and plug the charger into the power outlet.
- 11) After the battery is fully charged, unplug the charger from the power supply and the device.
- 12) Charging time is about 2-3 hours after the battery is completely discharged. Do not charge the battery for an extended period as this will damage the battery.

Assembly

Please check that the pruning shears, wires and batteries are clean and dry, and then follow the steps below to assemble:

- 1) Remove the harness/backpack from the plastic carrying case, connect the plastic buckle and fasten the waist strap.
- 2) Place the battery pack in the battery compartment and secure the. Make sure that the connector is facing right if you are right handed
- 3) Double-check to make sure there is no one around, the user should maintain a safe distance from the pruning shear blades and ensure that the wire and battery are firmly connected.
- 4) Connect L-Adapter to the handle end (note: adapter ensures that the cord is not damaged while resting and during use)
- 5) The other end of the wire is tightened with the pole pruning shear connection seat
- 6) Fasten the waist strap.
- 7) Check the opening and closing position of the pruning shears
- 8) Grip the handle with your hands
- 9) Left-handed users flip the battery pack around so that the wires are connected on the left.
- 10) Turn on the power switch, pull back the trigger rapidly twice in a row to open the pruner blades. This is a safety precaution to prevent accidental activation.
- 11) You can start the pruning!

Operating Instructions



When using this device, wear suitable clothing and work gloves. The risk of injury can be reduced by wearing a protective device and ensuring that the device is functioning properly.



Make sure the device is functioning properly before each use. The start/off switch and safety switch must be in working use. If the switch is loose, the power must be turned off. If the switch is damaged, stop using the device.



Ensure that the voltage of the power supply is consistent with the voltage on the device nameplate.



Make sure the scissors work properly to ensure that the electric scissors work in an optimal state.



When the device is turned off, the blade will continue to run for some time. Wait for the blade to stop. Do not touch or block moving blades. Otherwise, it will cause danger!

- 1) The battery is placed in the direction of the backpack, depending on the user's preference for the left or right hand, the connector output is in the direction of holding the pruning shear. Adjust the backpack position and fasten the belt.
- 2) Tighten the cables that connect the battery to the pruning shears.
- 3) Turn on the power switch, and after hearing the prompt tone, pull the trigger twice continuously within 1 second. After hearing the prompt tone again, the pruning shear is in a working state, and the trigger can be started. If the pruner stops abruptly during use, check whether the nuts on both ends of the cable connecting the scissors and the battery are tight. If there is looseness, tighten the power switch and turn it on again. If the pruners stop working during long term use and you hear 4 fast beeps, this is an indication of undervoltage protection which means the battery is depleted. Please charge as soon as possible.
- 4) When using the scissors to stop moving, please check the pruner connection and battery cable at both ends of the nut are tightened. If there is loosening phenomenon in time to tighten and then turn the power switch back on again can be.
- 5) When used for a long time, if the pruner motion stops and you hear 4 quick beeps, this indicates undervoltage protection and that the battery has been depleted, please charge as soon as possible.
- 6) In order to conserve the use of battery power and ensure that the pruning shears have the longest service life, do not overload the device and prohibit it from being used for cutting more than 1-inch wet branches and .6-inch dry branches.
- 7) During the shearing process, if the shearing knife encounters a branch that cannot be cut off, then release the trigger to be reset to the opening position, after which the next normal shear session can be carried out.



The blades of the pruner should not be moved around during while cutting, so as not to damage the blades. Never move the pruner side to side when wedged.

Trimming Tips

- When the device is running, please keep your other hand at least 6-inches away from the cutting area of the blade, and the hand should not be placed in the blade.
- Cannot use this device to forcibly cut larger branches, otherwise it may deform the blade, causing the pruning shears to get stuck. Do not tilt and move when trimming branches.
- If the user does not follow the instructions, it may pose a danger. In cold or wet weather, in order to protect the battery pack, please place it under waterproof clothing, please do not use this device on rainy days.
- We recommend that after daily use, you must cut off the connection between the pruning shears and the battery pack, turn off the power switch, and put them together in the companion tool box.
- If the user feels that there is not enough power, or if the cut is not smooth enough, check to see if the charge is depleted or if the blade is dull.
- Cleaning and maintenance of repair work functions not mentioned in this manual shall be carried out by the service center.
- To ensure safe use, only original parts can be used. Please turn off the device before you begin the overhaul.
- Please cut off the connection between the battery and the device and store the battery in a safe package. Wear gloves when touching a safety blade. This prevents sharp blades from scratching the user. Subsequent cleanup and overhauls must be carried out on a regular basis. This ensures the long-term reliable operation of the equipment.

Cleaning and Maintenance

Cleaning

When cleaning your ePruner do not spray the pruner with water or immerse it in water.

- Do not spray the equipment with water or immerse it in water, otherwise it may cause electric shock.
- Keep inside of the handle including motor, transmission and worm drive clean.
- Clean with a damp cloth or brush.
- Do not use detergents or harsh solvents.
- Please clean and sharpen the blade after each use.
- After 8 hours of continuous operation, please disassemble the cover of the tool to clean away any dirty grease and apply clean grease.

Sharpening

This step is crucial because it determines the trimming quality, life of the blade and battery life. The harder it is to cut, the ePruner uses more power and strains the drivetrain.

- When you notice the cuts are slower or when you feel more resistance, check the blade and sharpen the edge.
- The frequency of the sharpening tip depends on the properties of the shearing wood (hardness and diameter), the pruning rate and the sharpened edge of the blade (special sharpening stone and oil are provided).
- In the early stages of use, to get a feel for how often you will need to sharpen the blades, check the blade edge every 15 minutes.
- Adjust cutting and counter blade clearance in order to ensure that the cut is clean and accurate. The gap between the blades should be adjusted regularly as the friction will wear the blades where they contact. The gear nut is designed in a way where you can lock its position with a clip allowing regular adjustments as needed.
- To adjust the blade to the appropriate clearance of about 0.03mm. Remove the gear nut clip, rotate the gear nut clockwise. When adjustment is completed lock the gear nut in place with the gear nut clip.

Pruner Storage

The most important thing to keep in mind before storing your ePruner's lithium ion batteries, is to make sure that the batteries are fully charged up and the power switch off. Storing your battery pack for long extended periods of time with little or no charge will damage your battery and void your warranty.

- 1) Ensure that the battery is fully charge.
- 2) Make sure that the battery pack is switched off.
- 3) Avoid storing the device in extremely hot or cold environments.
- 4) If the device will not be used for a long time, disconnect the battery before storing it.
- 5) Batteries and chargers must be placed in a secure location prevent heat, dust and moisture from entering and check that the switch is off.
- 6) Batteries should be stored in a dry environment.

Suggested Storage Temperatures:

Short-Term (less than one month) -4 °F ~ +140 °F

Medium-term (less than six months) +14 °F ~ +95 °F

Long-Term (more than six months) +32 °F ~ +86 °F

- 7) The battery and flammable matter must be kept at least 5-feet apart.

- 8) In order to ensure the service life of the equipment and to prevent its degradation, it must be stored with enough battery power.
- 9) When not in use, charge the battery at least once a month.
- 10) Do not turn on the power switch while storing.

Checking the Battery Charge Level

To determine your ePruner battery charge level your ePruner is supplied with a simple to read LED readout which features 3 green and 1 red light. To illuminate the readout, hold the button down on left of the LED readout. The readout is located on the top side of the battery pack by the main power switch.

When all 3 green lights are illuminated then your battery is at or near full capacity. Depending on operating variables such as diameter of cut, density of wood and frequency of the cuts a typical battery charge will last 7-9 hours.

Reading LED Charge Indicator Levels

Li-Battery	
LED indication	Battery capacity
Three squares green	80%-100%
Two squares green	50%-80%
One squares green	30%-50%
One squares red	Below 30%
Lithium Battery	
LED indication	Voltage
Green	$34 < V_{cc} \leq 42$
Red	$V_{cc} \leq 34$
Charger	
LED indication	Situation
Red	Charging
Green	Charging finish



When the red light is illuminated then you should charge the battery as soon as possible.

Audible Tone Notifications

Beeps	Interval	Frequency	Indication Description
1 time	0.3 seconds	Not repeating	On and off, change in opening size of the blade.
2 times	0.3 seconds	Repeat 10 times	Charging or ePruner is not connected. Please check if the ePruner and the connector plugs at both ends of the battery are firmly connected.
3 times	0.3 seconds	Repeat 10 times	Faulty blade opening. Check inside to see if something is obstructing trigger/drive sensor.
4 times	0.3 seconds	Repeat 10 times	The blade will not open because the drivetrain is faulty.
Short 4 times	0.1 seconds	Not repeating	The battery is running low on juice. Please charge as soon as possible.
10 times	0.3 seconds	Repeat 10 times	Pruner has cut over 100,000 times. Take apart the handle cover. Lubricate as specified for the maintenance of internal moving connection points. Replace blades.
Long 1 time	5 seconds	Repeat 10 times	Pruners have cut over 500,000 times. Requires comprehensive inspection and maintenance, please contact your local dealer



Note: Pruners that have cut over 500,000 times, require comprehensive inspection and maintenance. Please contact the local dealer.

Waste Disposal and Environmental Protection

Remove the battery from the device and recycle the equipment, batteries, accessories and packaging in an environmentally friendly manner.

The device is not to be discarded with common household waste. Metals and plastics in the device can be recycled after they have been filtered.

- Do not dispose the battery with household waste, fire (danger of explosion) or water.
- If toxic gases or liquids leak, damaged batteries can pose a risk to the environment and the health of the user.
- Discharge all the power in the battery before disposing.
- Use tape or glue any battery openings to prevent short circuits.
- Do not dispose the battery turned on.
- Discard the battery according to local regulations.
- Send the battery to the battery recovery point for environmentally friendly recycling.
- Please consult your local waste management company or our service center.

Spare parts

If additional spare parts are required, please use the original product and we can provide you with high quality components.

- 1) Battery Pack
- 2) Battery charger
- 3) Blades
- 4) Cord for Battery and Pruner

Troubleshooting

Problem	Possible Reason	Corrective Action
ePruner Will Not Start	Battery dead	Charge Battery
	Battery not connected	Connect battery
	Safety switch cannot be initiated	Open by initiating safety on switch
	On / off switch failure	Send to repair service center
Intermittent Operation	Loose internal connections	Send to repair service center
	On / off switch failure	
Hot Blades	Blade dull	Sharpen or replace the blade
	Blade gap	Sharpen or replace the blade
	Poor lubrication, resulting in excessive friction	Lubricate blade
Poor Trimming Performance	Lubrication is not in place, resulting in excessive friction	Lubricate blade
	Dirty blade	Clean blade
	Blade dull	Sharpen or replace the blade
	Trimming technique is poor	Read the instructions carefully
	The battery is not fully charged	Charge the battery
Will not charge. Charger red light flashes.	The battery is not properly placed in the charger	Insert the battery correctly
	The battery charger is not connected properly to the power supply	Connect properly
	Battery contact point is dirty	Clean
	Invalid battery	Replace battery
	Battery charger is invalid	Replace Battery Charger

Warranty

The warranty of this product applies to after the sale is carried out in accordance with the "Regulations on the Responsibility for the Repair, Replacement and Return of Agricultural Machinery Products" jointly formulated by the general Administration of Suality Supervision, Inspection and Quarantine, the State Administration for Industry and Commerce, the Ministry of Agriculture and the Ministry of Industry and Information Technology.

Warranty Terms

The product warranty period: one year for electrical and three months for mechanical.

These terms apply except under the following conditions:

- Any natural wear and tear, overload work.
- Damaged by lack of routine maintenance and maintenance.
- Improper use and other damage due to human error.
- Damage caused by improper transportation after sale.
- Parts are modified and repaired by illegal maintenance personnel.
- Unavoidable factors such as natural disasters (fires, lightning, floods, etc.).
- Severe impact damage.
- The warranty card was not filled in at the time of purchase.
- Use non-original accessories and batteries.
- In order to avoid unnecessary disputes, please note: If the attachment is not repaired or replaced during the warranty period, we will charge the appropriate fee.

Warranty Validity Period

- 1) The whole machine (main components such as lithium battery): 12 months.
- 2) Easily worn parts (such as the shearing blade edge): 1 month.

Warranty Validity Period Calculation

The warranty period is valid from the date on which the seller was issued the purchase invoice, deducting the time for repair and maintenance of spare parts by the repairman who is responsible for the warranty.

During the validity period of warranty if the product is faulty, and the user handles the repair, replacement and return procedures with the invoice.

Warranty Range of Coverage

- 1) The product is used correctly according to the product specification during the warranty validity period. There are formal purchase invoices and warranty vouchers. The entire machine and main components are covered under the warranty.
- 2) For products that have been purchased and are still in the warranty validity period, users can continue to enjoy the warranty service with the original purchase invoice of the product and the warranty certificate.
- 3) The loss of purchase invoices and warranty certificate but can prove that the products purchased in the warranty of the validity period, still enjoy the warranty of services.

Not Covered Under Warranty

- 1) Easily damaged parts (backpacks, etc.).
- 2) Damage due to improper use or maintenance caused by the early wear and failure of parts.
- 3) Failure caused by self-modification and disassembly
- 4) No valid purchase invoice and warranty voucher. Inability to prove that the products were purchased within the warranty validity period.
- 5) Based on the valid purchase invoice and warranty voucher, the product specifications, models and requirements do not match or are altered. However, if due to the fault of the seller, the purchase invoice or warranty voucher on the agricultural machinery product brand, model and other requirements do not match, the seller may not refuse to fulfill the warranty regulations.
- 6) After failure, the user did not maintain the original damage or, without the consent of the seller/repairman, the product was disposed of in part or in whole so that the cause of the failure cannot be technically identified (except in the case of response processing time).
- 7) Counterfeit products not produced by the company and damage caused by unavoidable forces.