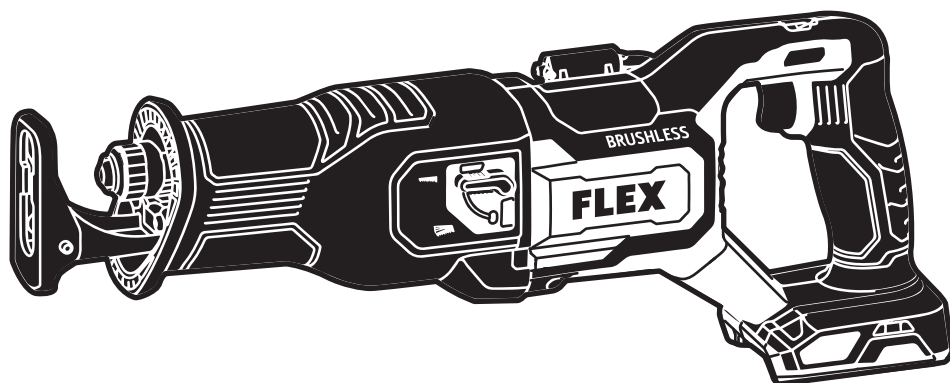


FLEX

OPERATOR'S MANUAL



Model: FXA2271

24V BRUSHLESS RECIPROCATING SAW

⚠ WARNING: To reduce the risk of injury, the user must read and understand the Owner's Manual before using this product. Save these instructions for future reference.







Please contact FLEX customer service in Australia 1300 000 346 or
New Zealand 0508 000 346 any time you have questions or warranty claims.

SAFETY SYMBOLS

The purpose of safety symbols is to attract your attention to possible dangers. The safety symbols and the explanations with them deserve your careful attention and understanding. The symbol warnings do not, by themselves, eliminate any danger. The instructions and warnings they give are no substitutes for proper accident prevention measures.

⚠ WARNING Be sure to read and understand all safety instructions in this Owner's Manual, including all safety alert symbols such as “**DANGER**,” “**WARNING**,” and “**CAUTION**” before using this tool. Failure to follow all instructions listed below may result in electric shock, fire, and/or serious personal injury.

The definitions below describe the level of severity for each signal word. Please read the manual and pay attention to these symbols.	
	This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.
	DANGER indicates a hazardous situation which, if not avoided, will result in death or serious injury.
	WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury.
	CAUTION, used with the safety alert symbol, indicates a hazardous situation which, if not avoided, will result in minor or moderate injury.

GENERAL POWER TOOL SAFETY WARNINGS

⚠ WARNING Read all safety warnings, instructions, illustrations and specifications provided with this power tool. Failure to follow all instructions listed below may result in electric shock, fire and/or serious injury.

SAVE ALL WARNINGS AND INSTRUCTIONS FOR FUTURE REFERENCE.

The term “power tool” in the warnings refers to your mains-operated (corded) power tool or battery-operated (cordless) power tool.

Work area safety

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

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

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

Electrical safety

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

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

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

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

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

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

Personal safety

Stay alert, watch what you are doing and use common sense when operating a power tool. Do not use a power tool while you are tired or under the influence of drugs, alcohol or medication. A moment of inattention while operating power tools may result in serious personal injury.

Use personal protective equipment. Always wear eye protection. Protective equipment such as a dust mask, non-skid safety shoes, hard hat or hearing protection used for appropriate conditions will reduce personal injuries.

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

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

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

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

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

Do not let familiarity gained from frequent use of tools allow you to become complacent and ignore tool safety principles. A careless action can cause severe injury within a fraction of a second.

Power tool use and care

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

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

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

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

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

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

Use the power tool, accessories and tool bits etc. in accordance with these instructions, taking into account the working conditions and the work to be performed.

Use of the power tool for operations different from those intended could result in a hazardous situation.

Keep handles and grasping surfaces dry, clean and free from oil and grease. Slippery handles and grasping surfaces do not allow for safe handling and control of the tool in unexpected situations.

Battery tool use and care

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

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

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

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

Do not use a battery pack or tool that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.

Do not expose a battery pack or tool to fire or excessive temperature. Exposure to fire or temperature above 130°C may cause explosion.

Follow all charging instructions and do not charge the battery pack or tool outside the temperature range specified in the instructions. Charging improperly or at temperatures outside the specified range may damage the battery and increase the risk of fire.

Service

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

Never service damaged battery packs. Service of battery packs should only be performed by the manufacturer or authorized service providers









SAFETY WARNINGS FOR RECIPROCATING SAW



Hold the power tool by insulated gripping surfaces, when performing an operation where the cutting accessory may contact hidden wiring. Cutting accessory contacting a “live” wire may make exposed metal parts of the power tool “live” and could give the operator an electric shock.

Use clamps or another practical way to secure and support the workpiece to a stable platform. Holding the workpiece by hand or against your body leaves it unstable and may lead to loss of control.

SYMBOLS

IMPORTANT: Some of the following symbols may be used on your tool. Please study them and learn their meaning. Proper interpretation of these symbols will allow you to operate the tool better and safer.

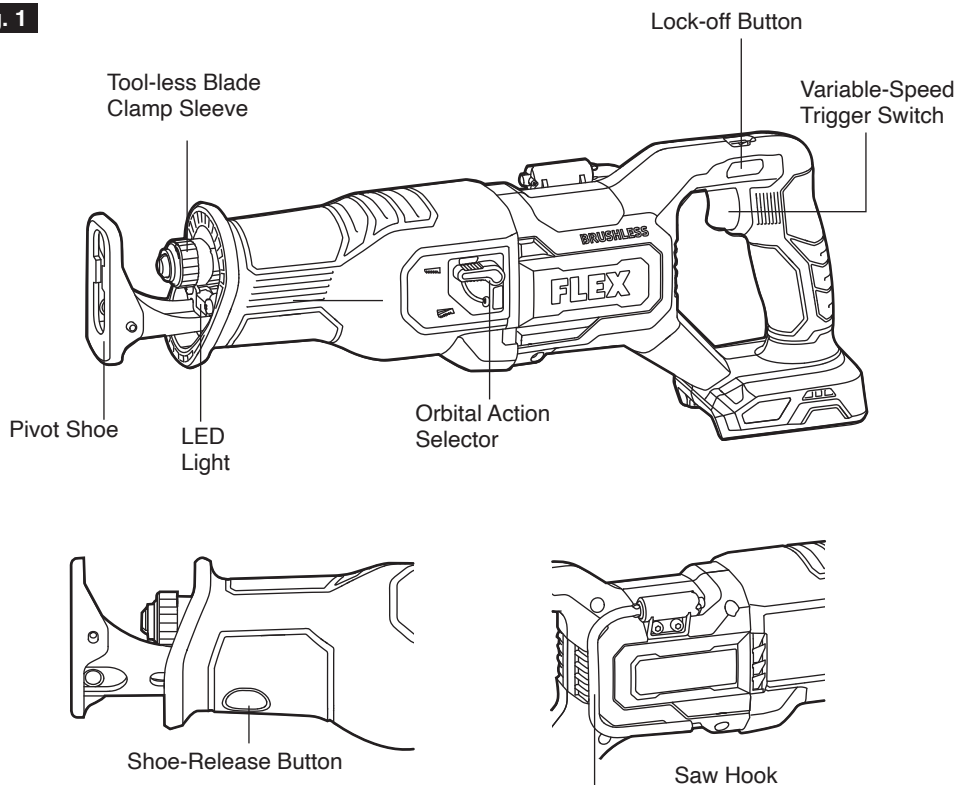
Symbol	Name	Designation/Explanation
V	Volts	Voltage
A	Amperes	Current
Hz	Hertz	Frequency (cycles per second)
W	Watt	Power
kg	Kilograms	Weight
min	Minutes	Time
s	Seconds	Time
Wh	Watt-hours	Battery capacity
Ah	Ampere-hours	Battery capacity
ø	Diameter	Size of drill bits, grinding wheels, etc.
n_0	No load speed	Rotational speed, at no load
n	Rated speed	Maximum attainable speed
.../min	Revolutions or reciprocations per minute (rpm)	Revolutions, strokes, surface speed, orbits, etc. per minute
O	Off position	Zero speed, zero torque...
1,2,3,... I,II,III,	Selector settings	Speed, torque, or position settings. Higher number means greater speed
0 	Infinitely variable selector with off	Speed is increasing from 0 setting
	Arrow	Action in the direction of arrow
	Alternating current (AC)	Type or a characteristic of current
	Direct current (DC)	Type or a characteristic of current
	Alternating or direct current (AC / DC)	Type or a characteristic of current
	Class II tool	Designates Double Insulated Construction tools.
	Disposal information for the old machine	Do not throw electric power tools into the household waste!
	Read the instructions	Alerts user to read manual

Symbol	Name	Designation/Explanation
	Wear eye protection symbol	Alerts user to wear eye protection
	Regulatory compliance mark	This product complies with applicable Australian standards.

FUNCTIONAL DESCRIPTIONS AND SPECIFICATIONS

Reciprocating Saw

Fig. 1



Model no.	FXA2271
Rated voltage	24 V d.c.
No load speed	0–3000 /min (strokes per minute)
Stroke	32 mm
Sawing capacity in wood	300 mm
Sawing capacity in metal pipe	150 mm
Recommended operating temperature	-20 – 40 °C
Recommended storage temperature	< 50 °C

Intended Use

This tool is intended for cutting wood product, plastic and metal materials.

ASSEMBLY

⚠ WARNING Detach the battery pack from the tool before making any assembly, adjustments or changing accessories. Such preventive safety measures reduce the risk of starting the tool accidentally.

TO ATTACH/DETACH BATTERY PACK (FIG. 2)

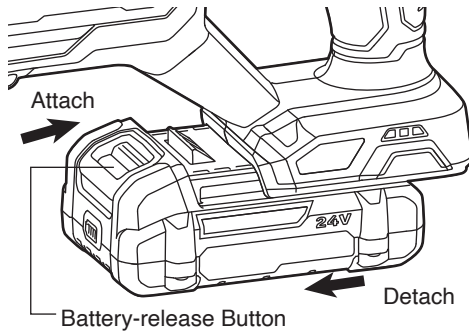
Depress the lock-off button to the locked position (Fig. 2).

To attach the battery pack:

Align the raised rib on the battery pack with the grooves in the tool, and then slide the battery pack onto the tool.

NOTICE: When placing the battery pack onto the tool, be sure that the raised rib on the battery pack aligns with the groove inside the tool and that the latches snap into place properly. Improper attachment of the battery pack can cause damage to internal components.

Fig. 2



To detach the battery pack:

Depress the battery-release button located on the front of the battery pack, to release the battery pack. Pull the battery pack out and remove it from the tool.

INSTALLING AND REMOVING THE SAW BLADE

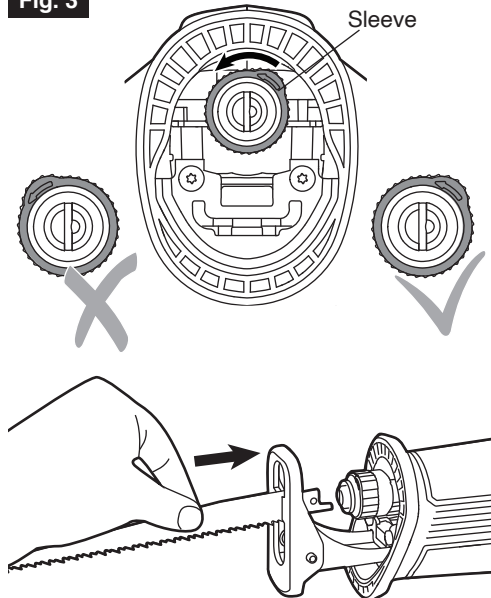
⚠ WARNING Always lock the tool off and remove the battery pack before making any adjustments or assembling parts.

Depress the lock-off button to the locked position and then remove the battery pack from the tool (Fig. 2).

TO INSTALL THE SAW BLADE (FIG. 3):

- Check the status of the tool-less blade clamp, ensure that it is ready for installing saw blade, if not, turn the sleeve counterclockwise to open it.
- Use one hand to hold the saw blade and align the shank of saw blade with the opening of the tool-less blade clamp. Use the other hand to hold the saw housing.
- Insert the saw blade into the blade clamp as far as it can go, until the tool-less blade clamp sleeve returns to the locked position automatically, and secures the blade in place.
- Try to push in or pull out the blade to check whether it is locked properly.

Fig. 3



NOTICE: The blade may be installed with the teeth pointing up or down, depending on the cutting operation.

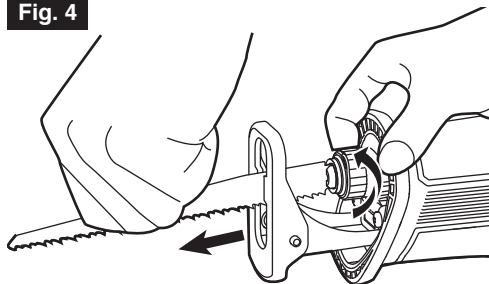
TO REMOVE THE SAW BLADE (FIG. 4):

Rotate the tool-less blade clamp sleeve in the direction of the arrow marked on the blade clamp, the blade will get ejected out.

The tool-less blade clamp sleeve will stop in place for the future blade installation.

NOTICE: When removing the saw blade, make sure the saw blade does not point at any person or animal to avoid personal injuries.

NOTICE: Occasionally the tool-less blade clamp may retract into the saw housing. If this happens, reattach the battery pack and turn the tool on by pressing the variable-speed trigger switch to move the blade clamp into a more accessible position. Remove the battery pack again.



Fig. 4

ADJUSTMENTS

ORBITAL ACTION

Use the orbital-action selector to select either a straight cut or orbital cutting action. A straight cut is best for making smooth cuts and orbital cutting action is best for making a faster cut.

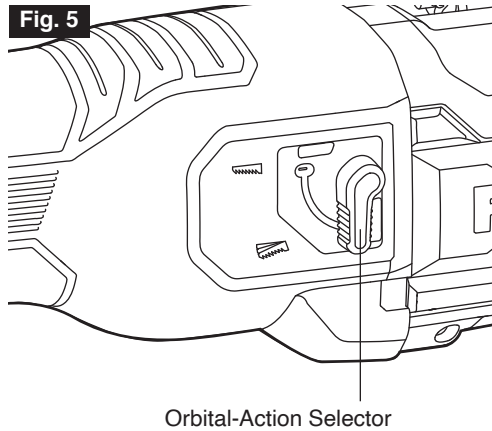
TO SELECT ORBITAL CUTTING ACTION / STRAIGHT CUT (FIG. 5):

- Move the lock-off button to the locked position and then remove the battery pack from the tool.
- Turn the orbital-action selector to the “” position for orbital cutting action or
- Turn the orbital-action selector to the “” position for straight cuts without orbital action.

NOTICE: To prevent damage to the tool, always allow the motor to come to a complete stop before using the orbital action selector.

NOTICE: Do not use the orbital cutting action setting when cutting a metal.

Fig. 5

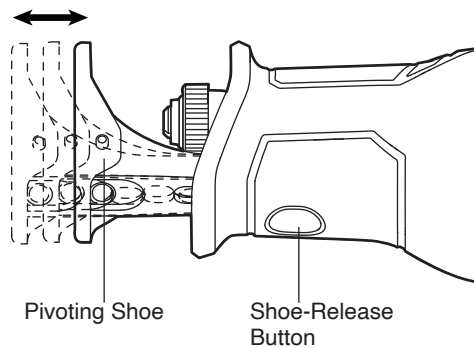


PIVOTING SHOE ADJUSTMENT (FIG. 6)

Your tool is equipped with a pivoting shoe that can slide in and out and stop in one of the three positions to adjust the effective stroke length for maximum control and longer blade life.

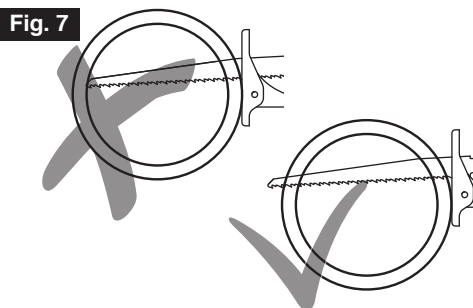
- Depress the lock-off button to the locked position and remove the battery pack from the tool.
- Use one hand to press the shoe-release button and hold it in place.
- Use the other hand to slide the pivoting shoe to one of the three positions: the most distant position, the middle position and the closest position.
- Release the shoe-release button. When the shoe-release button springs back by itself, it indicates the pivoting shoe has been locked in place securely. Otherwise, slide the pivoting shoe in or out a little until the shoe-release button springs back.

Fig. 6



⚠ WARNING To avoid injury and damage, do not operate the saw without the pivoting shoe in place. The blade clamp may strike against the workpiece and damage the reciprocating mechanism.

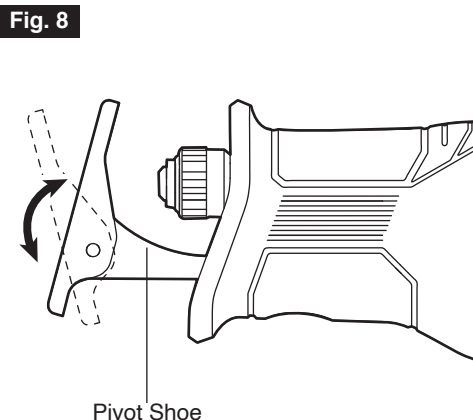
⚠ WARNING To reduce the risk of injury, be sure the blade always extends beyond the footplate and work throughout the stroke. Blades may shatter if the front on the blade hits the work and/or the footplate (Fig. 7).



PIVOTING THE SHOE (FIG. 8)

The shoe pivots to provide maximum control when it is aligned against the surface being cut.

- Depress the lock-off button to the locked position and then remove the battery pack from the tool.
- Firmly hold the saw and then pivot the shoe to the desired angle, while taking care to avoid contact with the blade.
- Reinstall the battery and prepare to cut.



SAW HOOK (FIG. 9)

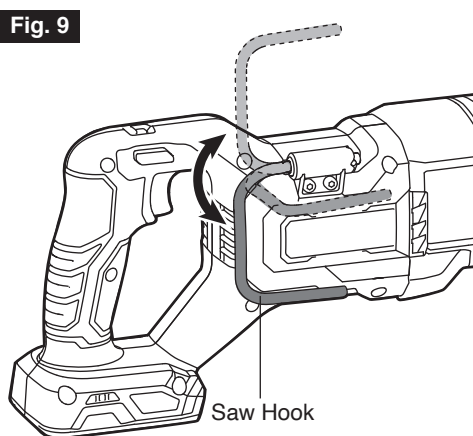
Your tool is equipped with a hook. Use the hook to hang the saw from a rafter, or beam or other similar secure structure for temporary storage during work. Recommended lumber size to support the saw with the hook is 2x4.

To use, lift the hook up until it snaps into the desired open position – there are two open positions available.

When not use, always lower hook until it snaps into the closed position.

⚠ WARNING When the saw is hung by the hook, do not shake the saw or the object that it is hanging from. Do not hang the saw from any electrical wires or anything that is not secure. Personal injury or property damage may occur.

Only use the hook for hanging the saw. Using the hook to hang anything else could lead to serious injury.



Do not use the hook to reach another object or use the hook to support your weight in any situation.

OPERATING INSTRUCTIONS

⚠ WARNING To reduce the risk of fire, personal injury, and product damage due to a short circuit, never immerse your tool, battery pack or charger in fluid or allow a fluid to flow inside them. Corrosive or conductive fluids, such as seawater, certain industrial chemicals, and bleach or bleach-containing products, etc. can cause a short circuit.

⚠ WARNING If any parts are damaged or missing, do not operate this product until the parts are replaced. Use of this product with damaged or missing parts could result in serious personal injury.

This reciprocating saw must be used only with the FLEX 24V series battery packs and chargers.

NOTICE: Please refer to the battery pack and charger manuals for detailed operating information.


⚠ WARNING Do not attempt to modify this tool or create accessories not recommended for use with this tool. Any such alteration or modification is misuse and could result in a hazardous condition leading to possible serious injury.

⚠ WARNING To prevent accidental starting that could cause serious personal injury, always remove the battery pack from the tool when assembling parts.

LOCK-OFF BUTTON (FIG. 10)

Your tool is equipped with a lock-off button, located above the variable-speed trigger switch, to prevent the saw from being activated unintentionally.

To lock the switch in the off position, depress

the lock-off button from the left side until the  icon is completely visible.


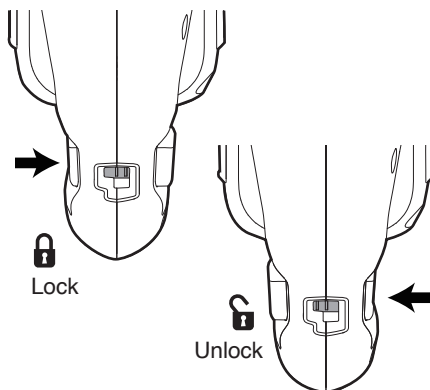
To unlock the switch, depress the lock-off button from the right side until the  icon is completely visible.

Fig. 10

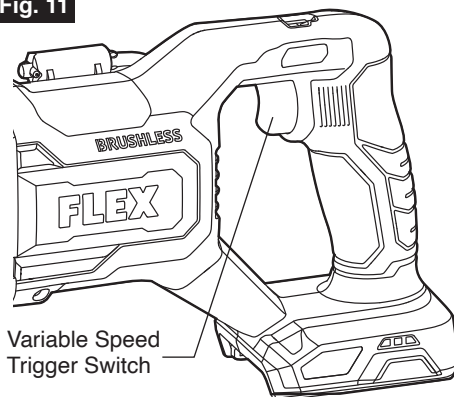


VARIABLE-SPEED TRIGGER SWITCH (FIG. 11)

Your tool is equipped with a variable-speed trigger switch. The tool can be turned “ON” or “OFF” by depressing or releasing the variable-speed trigger switch.

The variable-speed trigger switch delivers higher speed with increased trigger pressure and lower speed with decreased trigger pressure.

Fig. 11



LED LIGHT (FIG. 12)

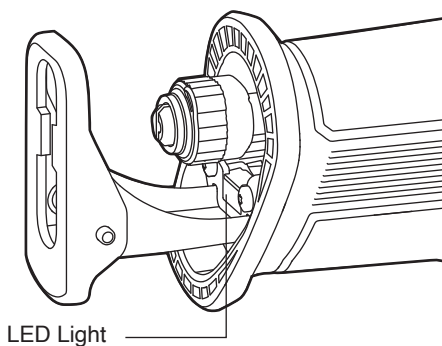
Your tool is equipped with an LED, located below the blade clamp on the tool. This LED provides additional light on the surface of the workpiece for operation in lower-light areas.

The LED will automatically turn on with a slight squeeze on the variable-speed trigger switch before the tool starts running, and will turn off approximately 10 seconds after the variable-speed trigger switch is released.

The LED will rapidly flash when the tool and/or battery pack becomes overloaded or too hot. The internal sensors will turn the tool off if the tool and/or battery pack are overloaded. Rest the tool for a while or place the tool and battery pack separately under air flow to cool them.

The LED light will flash more slowly to indicate that the battery is at low-battery capacity. Recharge the battery pack.

Fig. 12



If the LED fails to light up when you switch on the tool, or it turns off suddenly during operation, please contact customer service or an authorized service centre for assistance.

BLADE SELECTION

To obtain the best performance from the saw, it is important to select the correct blade for the particular application and type of material to be cut.

Blades with fewer teeth, e.g., 7 teeth per inch

(TPI), are typically used for cutting wood; blades with more teeth per inch are better for cutting metal or plastic.

We recommend 14 TPI blades for plastics and soft metals and 18 TPI blades for hard metals.

GENERAL CUTTING (FIG. 13)

⚠ WARNING Do not allow familiarity with the saw to make you careless. One careless fraction of a second is enough to inflict serious injury.

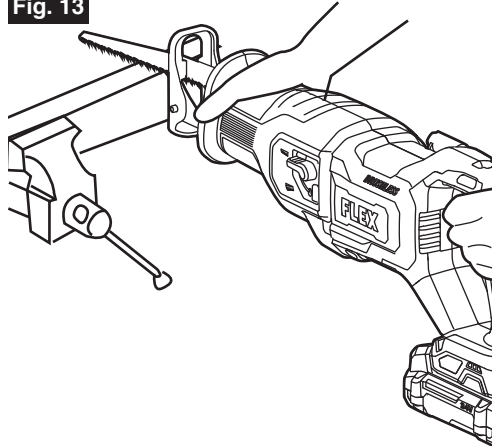
⚠ WARNING Never use the wood-cutting blade for cutting metals. Failure to do so could result in serious personal injury.

⚠ WARNING Before attaching the battery pack onto the tool, always check to determine that the trigger switch performs properly and returns to the "OFF" position when released.

⚠ WARNING Hold the tool only by the plastic handle and the insulated grip area to help prevent electrical shock. When sawing into walls or floors you may encounter electrical wiring. Sawing into a "live" wire will conduct electricity into the tool.

- a. Depress the lock-off button to the locked position and then remove the battery pack from the tool.
- b. Make sure that the workpiece is firmly clamped in place to keep it from slipping or moving while cutting.
- c. Install the appropriate type and size of blade for the workpiece material and size.
- d. Adjust the pivoting shoe as necessary to make sure that the blade will extend beyond the shoe and through the workpiece at all times.
- e. Adjust the pivoting shoe as necessary to expose unworn blade teeth for longer blade life.
- f. Check for clearance behind the workpiece so that the blade will not contact another surface.
- g. Mark the line of cut clearly. If cutting metal, apply cutting oil to the line.
- h. Attach the battery pack to the reciprocating saw.
- i. Hold the saw firmly with both hands. Make sure to keep your hands on the insulated gripping areas only.
- j. Depress the lock-off button to the unlock position and squeeze the variable-speed

Fig. 13



trigger switch to start the saw and bring it to the maximum desired cutting speed before applying the blade to the workpiece.

- k. Place the shoe firmly on the workpiece while cutting. Use only enough steady pressure on the blade to keep the saw cutting. Do not force the tool.
- l. Reduce the pressure as the blade comes to the end of the cut.
- m. Allow the saw to come to a complete stop before removing the blade from the workpiece.

NOTICE: Cutting speeds should vary with the workpiece. Hard materials, such as metals, require lower speeds; use higher speeds for softer materials.

NOTICE: When sawing fiberglass, plaster, wallboard, or spackling compound, clean the motor vents frequently with a vacuum or with compressed air. These materials are highly abrasive and may accelerate the wear on motor bearings and brushes.

⚠ WARNING Always wear safety goggles when cleaning tools with compressed air.

⚠ WARNING Always wear safety goggles or safety glasses with side shields during power tool operation or when blowing dust. If operation is dusty, also wear a dust mask.

PLUNGE CUTTING (FIG. 14)

⚠ WARNING To reduce the risk of explosion, electric shock and property damage, always check the work area for hidden gas pipes, electrical wires or water pipes when making blind or plunge cuts.

⚠ WARNING To avoid loss of control and serious injury, make sure that the blade reaches the full desired speed before touching it to the workpiece.

⚠ WARNING Do not make plunge cuts in metal materials.

Your reciprocating saw is ideal for plunge cutting directly into surfaces that cannot be cut from an edge, such as in walls or floors. Plunge cutting may be done in two ways, depending on how the blade is inserted.

Fig. 14

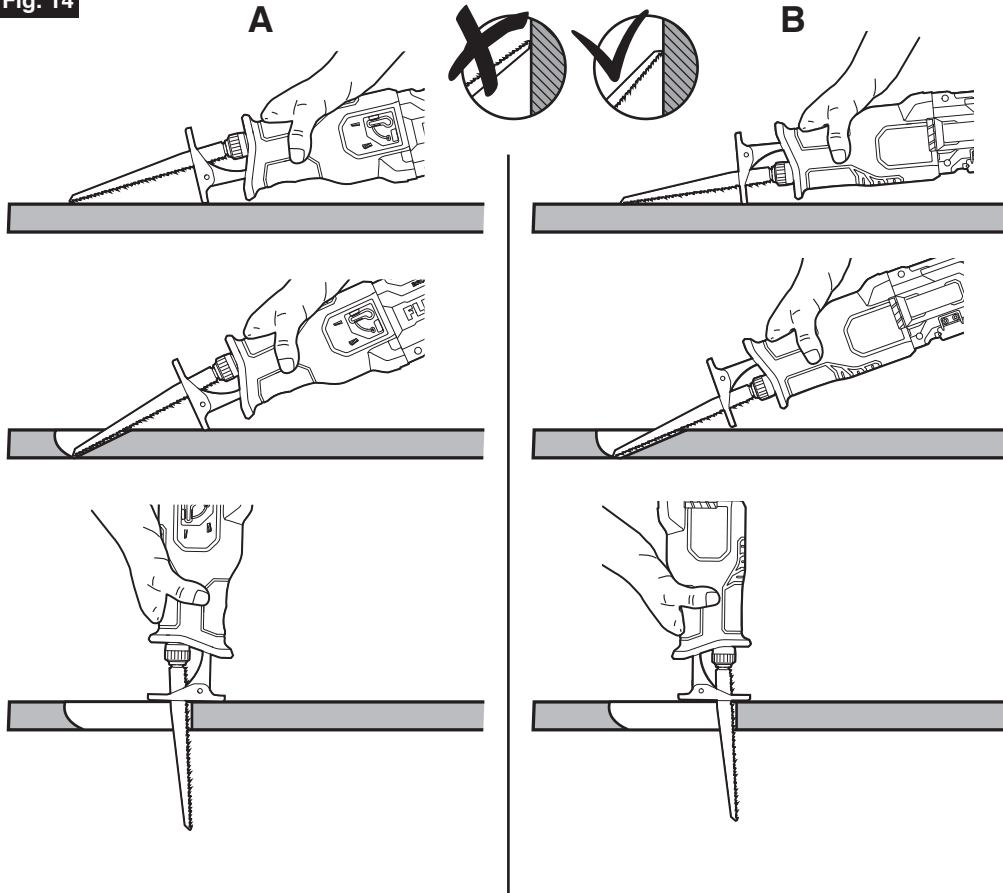


Fig. 14, A shows how to plunge cut with the teeth of the blade facing down.

Fig. 14, B shows how to plunge cut with the teeth of the blade facing up.

- Depress the lock-off button to the locked position and then remove the battery pack from the tool.
- Make sure that the workpiece is firmly clamped in place to keep it from slipping or moving while cutting.
- Select the appropriate type and size of blade for the workpiece material and size. Install the blade onto the tool.
- Adjust the pivot shoe as necessary to make sure that the blade will extend beyond the shoe and through the workpiece at all times.
- Adjust the pivot shoe as necessary to expose unworn blade teeth for longer blade life.

- f. Check for clearance behind the workpiece so that the blade will not contact another surface.
- g. Mark the line of cut clearly.
- h. Attach the battery pack to the reciprocating saw.
- i. If the blade is inserted with the teeth facing down, hold the tool as shown in Column A, resting the edge of the shoe on the workpiece.

NOTICE: To make plunge cutting easier, use a heavy gauge blade and install the blade with the teeth facing up relative to the normal upright operating position of the saw, as shown in Column B.

- j. With the blade just above the workpiece, depress the lock-off button to the unlock position and squeeze the variable-speed trigger switch to start the tool. Allow it to come to the desired speed. Then, using the edge of the shoe as a pivot, lower the blade into the workpiece.
- k. As the blade starts cutting, raise the handle of the tool slowly, until the shoe rests firmly and flat on the workpiece.
- l. After the blade has penetrated through the workpiece, continue sawing along the marked cutting line.
- m. Allow the saw to come to a complete stop before removing the blade from the workpiece.

METAL CUTTING

⚠ WARNING Never use the wood-cutting blade for cutting metals. Failure to do so could result in serious personal injury.

The saw can be used to cut metals, such as sheet steel, pipe, steel rods, aluminum, brass, and copper. Be careful not to twist or bend the saw blade. Do not force the tool.

The use of cutting oil is recommended when cutting soft metals and steel. Cutting oil will keep the blade cool, increase the cutting efficiency, and prolong blade life.

⚠ WARNING To avoid possible serious injury:

- Never use gasoline as cutting lubricant, because normal sparking could ignite the fumes.
- Securely clamp the workpiece in position, and make the cut close to the clamping point to minimize vibration.
- When cutting conduit pipe or angle iron, clamp the work in a vise, if possible, and cut close to the vise.
- To cut thin sheet material, “sandwich” the material between pieces of hardboard or plywood, and clamp the layers together to reduce vibration and tearing of the material.

MAINTENANCE

⚠ WARNING To avoid serious personal injury, always remove the battery pack from the tool when cleaning or performing any maintenance.

SERVICE

⚠ WARNING Preventive maintenance performed by unauthorized personnel may result in misplacing of internal wires and components which could cause a serious hazard. We recommend that all tool service be performed by a FLEX Factory Service Centre or Authorized FLEX Service Station.

GENERAL MAINTENANCE

⚠ WARNING When servicing, use only identical replacement parts. Use of any other parts could create a hazard or cause product damage. Periodically inspect the entire product for damaged, missing, or loose parts such as screws, nuts, bolts, caps, etc. Tighten securely all fasteners and caps and do not operate this product until all missing or damaged parts are replaced. Please contact customer service or an authorized service centre for assistance.

CLEANING

⚠ WARNING The tool may be cleaned most effectively with compressed dry air. Always wear safety goggles when cleaning tools with compressed air. Ventilation openings and switch levers must be kept clean and free of foreign matter. Do not attempt to clean by inserting pointed objects through openings.

⚠ WARNING Certain cleaning agents and solvents damage plastic parts. Some of these are: gasoline, carbon tetrachloride, chlorinated cleaning solvents, ammonia and household detergents that contain ammonia.

STORAGE

Store the tool indoors in a place that is inaccessible to children. Keep away from corrosive agents.

WARRANTY STATEMENT

Chervon Australia Pty Ltd (ABN 36 165 077 501) of Unit 14,5 Kelletts Road, Rowville, Victoria, 3178, and Chervon New Zealand Subsidiary Ltd (NZBN 9429049277616) (**Chervon**) provides the following warranty (**Warranty**) to original domestic purchasers in Australia and New Zealand as applicable (**Customers**) of its FLEX24V Tools, FLEX24V Batteries and Chargers and FLEX STACK PACK Storage System (collectively **Products**).

The benefits of this Warranty are in addition to any rights and remedies imposed by Australian State and Federal or New Zealand legislation that cannot be excluded. Nothing in this Warranty is to be interpreted as excluding, restricting or modifying any legislation relevant to the supply of goods and services in Australia or New Zealand, as applicable, which cannot be excluded, restricted or modified.

In Australia, if the claimant is a “consumer” under the Australian Consumer Law, Chervon confirms the following:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

WARRANTY

Chervon warrants that, subject to the terms of this Warranty and the exclusions and limitations contained herein, the Products will be free from defects in materials and workmanship for the following period, as applicable, calculated from the date of purchase of the Product (**Warranty Period**):

- If the Customer registers its purchase of the Product online at www.flex-tools.com.au or by calling 1300 000 346 in Australia or www.flex-tools.co.nz or by calling 0508 000 346 in New Zealand within 30 days of the date of its purchase (**Registration**), the Warranty Period for the following Products is as follows:
 - FLEX 24V Tools: 5 years;
 - FLEX 24V Batteries and Chargers: 5 years;
 - FLEX Stack Pack™ Storage System: 1 year;
 - FLEX Accessories & Consumables: 90Days
- If the Customer fails to complete Registration as outlined above, the Warranty Period for the following Products is as follows:
 - FLEX 24V Tools: 3 years;
 - FLEX 24V Batteries and Chargers: 3 years;
 - FLEX Stack Pack™ Storage System: 1 year;
 - FLEX Accessories & Consumables: 90 Days

For further clarification and avoidance of doubt please refer to the FLEX product warranty table included below.

If, before the end of the Warranty Period, a defect appears in the manufacture or assembly of a Product, and Chervon finds the Product to be defective in materials or workmanship, it will, in its sole discretion, either:

- replace or repair the Product or the defective part of the Product free of charge; or
- cause the Product or the defective part of the Product to be replaced or repaired free of charge.

Chervon reserves the right to replace a defective Product or part of a Product with parts and components of similar quality, grade and composition where an identical part or component is not available. Where the product is repaired, Chervon may use refurbished parts.

WARRANTY CLAIMS

1. If a defect covered by Warranty appears, you must first contact Chervon:
 - a) by telephone on 1300 000 346 (AU); or 0508 000 346 (NZ); or
 - b) by email at support@flex-tools.com.au.
2. Any Warranty claim must be accompanied by:
 - a) proof of purchase;
 - b) full details of the alleged defect;
 - c) photo evidence of the alleged defect; and
 - d) any other relevant documents.
3. You must allow Chervon or its authorised agent to inspect and test the Product. If that inspection and test finds no defect in the Product, you must pay Chervon's usual service and testing costs.
4. Unless otherwise agreed in writing by Chervon, you must pay the cost of transporting the Product to and from Chervon or Chervon's authorised agent and any related insurance cost. Any handling and transportation costs (and other expenses incurred in claiming this warranty) are not covered by this warranty and will not be borne by Chervon.
5. The replacement product or part, or repaired product will be made available for your collection at an address nominated by Chervon.
6. Customers are responsible for the care and cleaning of their product prior to sending it to back to Chervon or its nominated authorised repair agents. Any product being sent for repair must be cleaned. It is an Occupational/Work Health and Safety risk for our staff or authorised repairers to inspect, repair or service a product that has come into contact with a hazardous substance.
7. If Chervon or its authorised repair agent is to inspect, repair or service a product that has come into contact with a hazardous substance such as asbestos, silica dust or other hazardous substance then we may not be able to inspect, service or repair the product. If this is the case, Chervon reserves the right to refuse repair under these circumstances and will inform the customer and the product will be returned at the customer's expense.

EXCLUSIONS

The Warranty does not apply if:

- a) the Product is not supplied in its final shape and form by Chervon or an authorised FLEX Dealer, which can be confirmed on the website store locator (for avoidance of doubt, third party online stores such as eBay, Gumtree, Amazon, etc. are excluded);
- b) the Product is altered, modified or repaired by a party other than Chervon or its agent;
- c) the Product is used other than for its designed purpose;
- d) the Product is used for rental purposes;
- e) the Product is used or installed other than in accordance with Chervon's instructions;
- f) the Product has not been maintained or protected in accordance with Chervon's instructions;
- g) the Product has been subject to abnormal conditions;
- h) the product suffers normal deterioration of the exterior finish, including but not limited to scratches, dents, paint chips, or to any corrosion or discolouring by heat, abrasive and chemical cleaners;
- i) the Product is involved in an accident;
- j) Chervon cannot find any defect in the Product after testing, inspection and assessment;
- k) the alleged defect is due to abuse, misuse, neglect (including failure to clean) or accident;
- l) the alleged defect is due to a failure to properly maintain or use the Product;
- m) the alleged defect in the Product is within acceptable industry standards or tolerances; or
- n) the alleged defect is due to a request to customise the Product;

- o) the alleged defect is due to normal wear and tear, misuse or abuse (including overloading of the product beyond capacity and exposure to water or rain);
- p) The alleged defect has been used or caused due to continuous industrial use.

The Warranty does not extend to:

- a) damage or defects caused by normal wear and tear;
- b) the Products being damaged by you or a third party;
- c) accidental or wilful damage, or misuse; or
- d) theft or vandalism.

This Warranty does not extend to other accessories or attachments.

LIMITATIONS

Chervon makes no express warranties or representations other than as set out in this document.

Chervon will not be liable to you or any other person in connection with this Warranty for any:

- a) consequential or indirect loss, damage or costs incurred by you or any other person; or
- b) damage to property, loss of turnover, loss of profits, loss of business or loss of good will.

CONTACT

For Warranty Service or to make a claim please contact Chervon on the details below between the hours of Monday to Friday 9:00am to 5:00pm EST/NZST (as applicable)

Chervon Australia Pty Ltd

Unit 14, 5 Kelletts Rd, Rowville, VIC. 3178.

Ph Australia; 1300 000 346. Email: support@flex-tools.com.au

Chervon New Zealand Subsidiary Ltd

4th Floor, Smith & Caughey Building, 253 Queen St, Auckland, 1141.

Ph New Zealand; 0508 000 346. Email: support@flex-tools.com.au

NON REGISTER

REGISTRATION WITHIN 30 DAYS OF PURCHASE

PRODUCT OR MODEL #	LIMITED STANDARD WARRANTY PERIOD	LIMITED WARRANTY PERIOD WITH REGISTRATION WITHIN 30 DAYS FROM DATE OF PURCHASE*
FLEX 24V Lithium-ion power tools	3 Years	5 Years
FLEX 24V Lithium-ion Batteries and Chargers	3 Years	5 Years
FLEX Accessories & Consumables	90 Days	90 Days
FLEX STACK PACK™ Storage system	1 Year	1 Year

*Original purchaser must register the product(s) within 30 days of purchase and retain their receipt as proof of purchase. This warranty applies only to the original purchaser from an authorised FLEX dealer and may not be transferred. If original purchaser does not register their product within 30 days, the warranty will apply for the duration set out in table above in column 'LIMITED STANDARD WARRANTY PERIOD'. For avoidance of doubt please refer to warranty table above and full warranty details in this manual or on our website at www.flex-tools.com.au



