

# FLEX

## OPERATOR'S MANUAL



**Model: FXA4111**

**24V BRUSHLESS OSCILLATING MULTI-TOOL**

**⚠ 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 MULTI TOOL

**Hold power tools by insulated gripping surfaces when performing an operation where the cutting tool may contact hidden wiring.** Contact with a "live" wire will make exposed metal parts of the tool "live" could give the operator an electric shock.

**Take protective measures when dust can develop during working that is harmful to one's health, combustible or explosive.**

Example: Some dusts are regarded as carcinogenic. Wear a dust mask and work with dust/chip extraction when connectable.

**Use the machine only for dry sanding.**









Penetration of water into the machine increases the risk of an electric shock.



**Secure the workpiece.** A workpiece clamped with clamping devices or in a vice is held more secure than by hand.

**Wear protective gloves when changing cutting tools.** Cutting tools become hot after prolonged usage.

## 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.

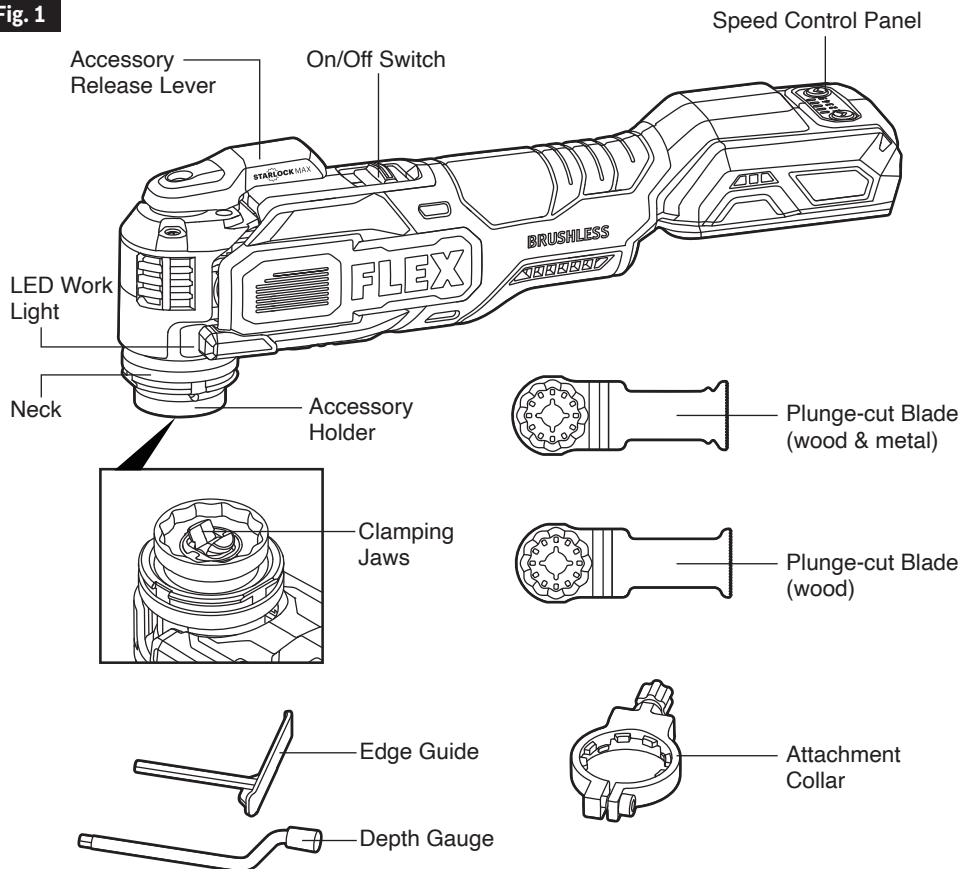
Symbol	Name	Designation/Explanation
V	Volts	Voltage
A	Amperes	Current
Hz	Hertz	Frequency (cycles per second)
W	Watt	Power
kg	Kilograms	Weight
min	Minutes	Time
s	Seconds	Time
Wh	Watt-hours	Battery capacity
Ah	Ampere-hours	Battery capacity
∅	Diameter	Size of drill bits, grinding wheels, etc.
$n_0$	No load 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
	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
 A circular icon with a black border. Inside the circle, a pair of safety glasses is depicted in white against a black background.	Wear eye protection symbol	Alerts user to wear eye protection
 A triangular icon with a black border. Inside the triangle, there is a white checkmark on a black background.	Regulatory compliance mark	This product complies with applicable Australian standards.

# FUNCTIONAL DESCRIPTIONS AND SPECIFICATIONS

## Multi Tool

Fig. 1



Model No.	FXA4111
Rated Voltage	24 V d.c.
No Load Speed	10000 – 20000 /min (oscillations per minute)
Oscillating Angle (left/right)	4° (2°)
Accessory Interface	Starlock, Starlock Plus, Starlock MAX
Recommended Operating Temperature	-20 – 40°C
Recommended Storage Temperature	< 50°C

### Intended Use

The multi-tool is designed

- for plunge cut in wood, plastics and soft (non-ferrous) metals .
- for sanding (not for plaster/drywalls) and scraping by using appropriate accessories.

## ASSEMBLY

**⚠ WARNING** Detach the battery pack from the tool before performing 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)

#### To attach the battery pack:

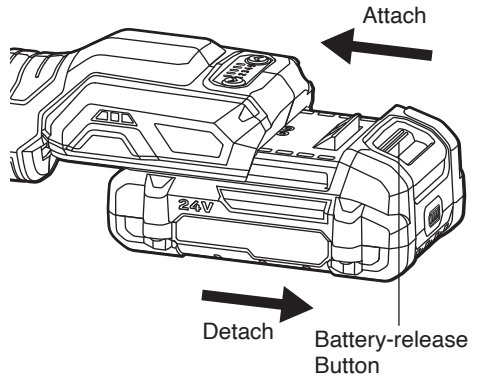
Align the raised rib on the battery pack with the grooves in the tool, and then slide the battery pack onto the tool.

**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.

#### 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.

Fig. 2



### INSTALLING AND REMOVING ACCESSORIES (FIG. 3 – 7)

Fig. 3

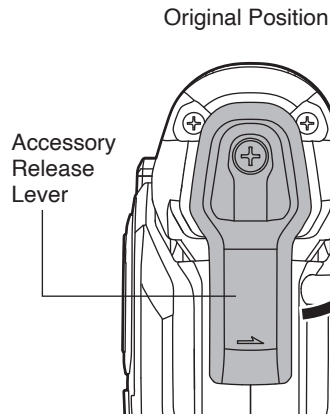
**⚠ WARNING** Only use FLEX accessories rated 20000

OPM or greater. Using accessories not designed for this tool may result in serious personal injury and property damage.

#### To install the accessory

Make sure that the On/Off switch is in the OFF position and detach the battery pack from the tool.

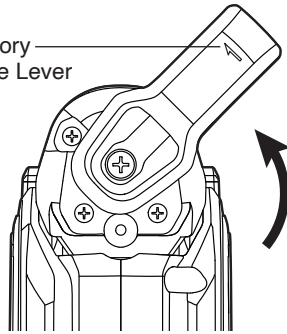
- Turn the accessory release lever on the head of the tool counterclockwise past the first "click" which signals that the lever has been engaged.



- b. Continue to turn the lever counterclockwise (this time you will feel some resistance) as far as it will go, which will be indicated by the second "click". The clamping jaws of the accessory holder are now closed and the new accessory can be installed (Fig. 4). Place the accessory on a flat surface. Grasp the machine body with one hand and the accessory release lever with another hand. Align the star-shaped interfaces of the accessory holder with the accessory (Fig. 5 & 6).

**Fig. 4**

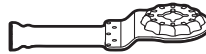
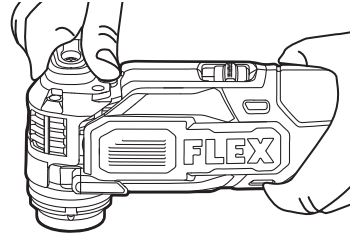
Accessory  
Release Lever



Note that the accessory can be positioned at various angles if desired (Fig. 5).

- c. Turn the accessory release lever clockwise to return it to its original position (Fig. 3). The clamping jaws of the accessory holder will open and lock the accessory in place.

**Fig. 5**



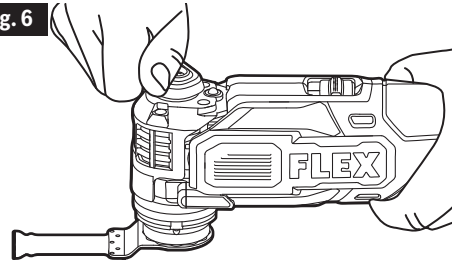
**⚠ WARNING** Do not attach the accessories in such a way that they face backward. Operation in this position may cause serious injury (Fig. 7).

**To remove the accessory**

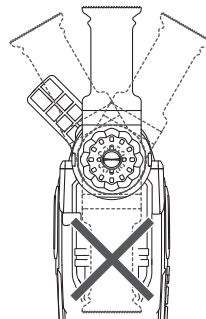
Make sure that the On/Off switch is in the OFF position and detach the battery pack from the tool.

- a. Turn the accessory release lever on the head of the tool counterclockwise past the first "click" which signals that the lever has been engaged (Fig. 4).
- b. Continue to turn the lever counterclockwise (this time you will feel some resistance) as far as it will go, which will be indicated by the second "click" (Fig. 4). The clamping jaws of the accessory holder will close and the accessory will fall out of the accessory holder.

**Fig. 6**



**Fig. 7**

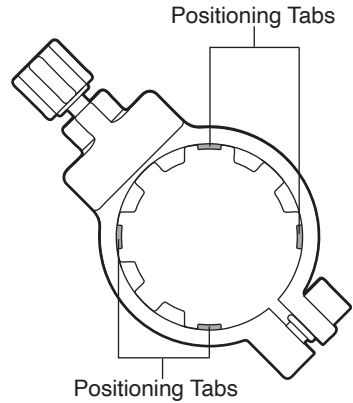


## INSTALLING AND REMOVING THE ATTACHMENT COLLAR (FIG. 8 & 9)

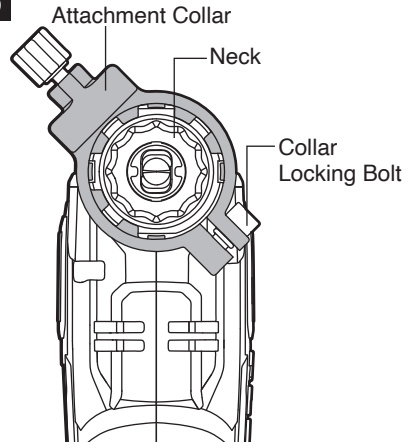
Loosen the collar locking bolt by using the hexagon rod of the depth gauge or guide fence and align the four positioning tabs (Fig. 8a) of the clamp assembly with the grooves on the neck. Then install the clamp assembly on the tool, adjust it to the desired angle and securely tighten the collar locking bolt (Fig. 8b).

Loosen the locking knob to insert the depth gauge or edge guide and then tighten the locking knob (Fig. 9).

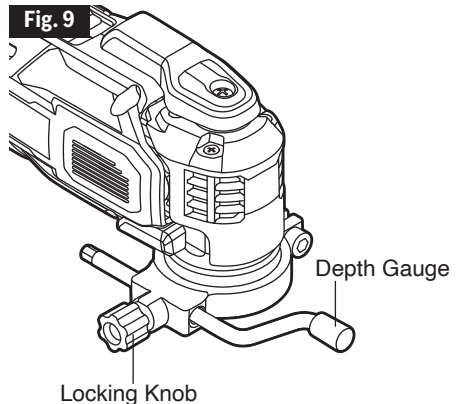
**Fig. 8a**



**Fig. 8b**



**Fig. 9**



# ADJUSTMENTS

## SETTING THE SPEED (FIG. 10)

There are five speed levels that can be changed using the speed setting buttons. Press the "∧" button to increase the speed. Press "∨" button to decrease the speed. The LED lights above the numbers indicate the current speed level.

The speed level can be set before the tool is turned on or when the tool is already in operation.

The approximate OPM (oscillations per minute) are:

Speed Level	/min (OPM)
1	10000
2	12000
3	15000
4	18000
5	20000

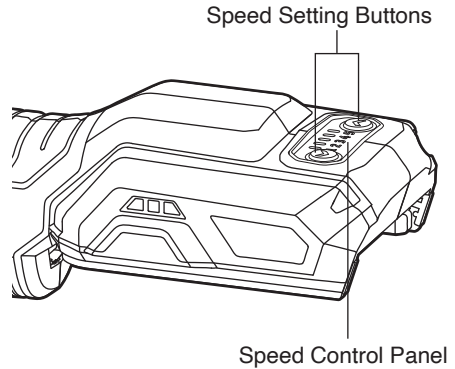
### If the tool is OFF:

- Press one of the speed setting buttons. This will "wake up" the control panel and the LED lights will indicate the current speed level.
- Change the speed level by pressing the "∧" or "∨" buttons.
- After ~15 seconds of inactivity the LED lights on the control panel will turn off. The memory function will remember and revert to the last active speed level the next time one of the speed setting buttons is pressed or the tool is turned on.

### If the tool is already ON:

- Change the speed level by pressing the "∧" or "∨" buttons. You will feel and hear the speed change and the LED lights will indicate the current speed level.
- After you turn the tool off, the memory function will remember and revert to the last active speed level the next time the tool is turned on.

Fig. 10



**⚠ WARNING** Adjust the speed only when the tool is off or when the tool is running at no-load. Make sure to hold the tool firmly within the soft grip area with one hand, keeping the tool under control, when adjusting the speed when running at no-load. Failure to obey this caution could cause loss of control and result in serious personal damage.

## 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.

**⚠ 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.

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

**⚠ WARNING** Wear protective gloves.

**This multi-tool 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.

### ON/OFF SWITCH (FIG. 11)

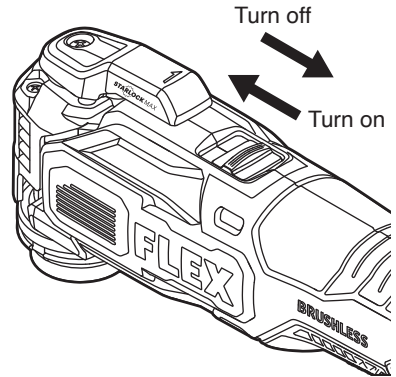
Hold the tool firmly within the soft grip area and keep your hands away from the blade.

To turn the multi-tool on, push the On/Off switch forward.

To turn it off, move the On/Off switch toward the rear.

**⚠ WARNING** After tool use, detach the battery pack to prevent accidental starts and possible injury.

**Fig. 11**



## LED WORK LIGHT (FIG. 12)

Your tool is equipped with an LED work light. This work light provides additional light on the surface of the workpiece for operation in lower-light areas.

The work light will automatically turn on when the tool is turned on and will turn off approximately 10 seconds after the tool is turned off.

The work light will rapidly flash when the tool and/or battery pack becomes overloaded or too hot.

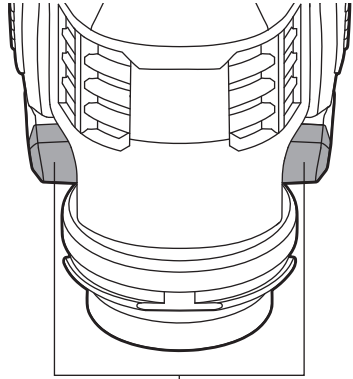
The internal sensors will turn the tool off if the tool and/or battery pack are overloaded. Rest the tool for a while or place the tool and battery pack separately under air flow to cool them.

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

Recharge the battery pack.

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

**Fig. 12**



LED Work light

## USING ACCESSORIES

**⚠ WARNING** Use sharp, undamaged accessories only.

Deformed or blunt or otherwise damaged accessories can break causing injuries or property damage.

**⚠ WARNING** Do not attach the accessories in such a way

that they face backward. Operation in this position may cause serious injury.

FLEX Multi Tool is designed to tackle a variety of tasks. A range of available accessories easily turn the tool into a saw or into a sander, into a scraper or a grout remover.

**NOTE:** Not all accessories are included with your tool and should be purchased separately.

Accessories with STARLOCK, Starlock Plus, Starlock MAX interface from other manufacturers should be compatible with this tool.

### CUTTING

The plunge saw blades are ideal for making precise cuts in tight areas, close to edges or flush to a surface. Set the tool to a medium speed (3) for greater control when making the initial plunge. After making the initial cut, the speed can be increased for faster cutting.

When flush cutting, do not force the tool. A strong vibration during the plunge cut is an indicator that you are applying too much pressure – let the speed of the tool do the work.

### GROUT REMOVAL

Before starting, measure the grout line width to pick the appropriate blade. Set the tool to a medium to high speed (3 – 5). To remove the grout, use a back-and-forth motion, making several passes along the grout line. Do your best to keep the grout blade aligned with the grout line and do not apply too much side pressure on the grout blade during the process. Use the carbide grit line on the blade as an indicator to monitor the plunge depth. Do not plunge beyond the carbide grit line to avoid damage to the backer board.

### SCRAPING

Set the tool to a low to medium speed (1 – 3).

Turn the tool on and place the scraper on the area where material is to be removed. Begin with light pressure. Excessive pressure can damage the background surface.

### SANDING

After turning the tool on, allow it to reach its full speed before contacting the workpiece with the tool and remove it from the workpiece before switching the tool off.

Sand with a continuous motion and light pressure. Do not apply excessive pressure – let the speed of the tool do the work. Work with the complete surface of the sanding pad, not only with the tip. The sanding pad should occasionally be rotated to distribute the wear on the sanding sheet and backing pad surface.

## USING ATTACHMENTS

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

Your tool is shipped with the attachment collar that accepts the depth gauge or the edge guide. To install the attachment collar, follow instructions in the chapter "INSTALLING AND REMOVING THE ATTACHMENT COLLAR" earlier in this manual.

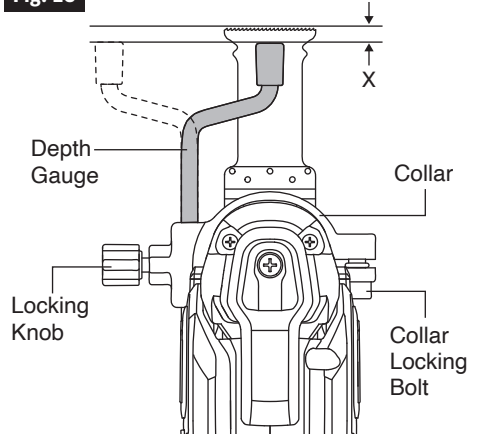
### DEPTH GAUGE (FIG. 13)

The depth gauge allows you to control the depth of the plunge cuts. This is especially helpful when plunge cutting an opening in drywall where you don't want to accidentally damage objects or surfaces behind the drywall.

#### To use the depth gauge:

- Insert it into the attachment collar and set the distance "X" between the tip of the plunge blade and the tip of the depth gauge.
- If the blade is installed at an angle, loosen the collar locking bolt and rotate the collar around the neck of the tool until the depth gauge is parallel to the blade. Tighten the collar locking bolt.
- The bent tip of the depth gauge can be positioned either above the blade or to the side based on your preference and situation.
- Tighten the locking knob. This will be your depth of cut.

Fig. 13



## EDGE GUIDE (FIG. 14 & 15)

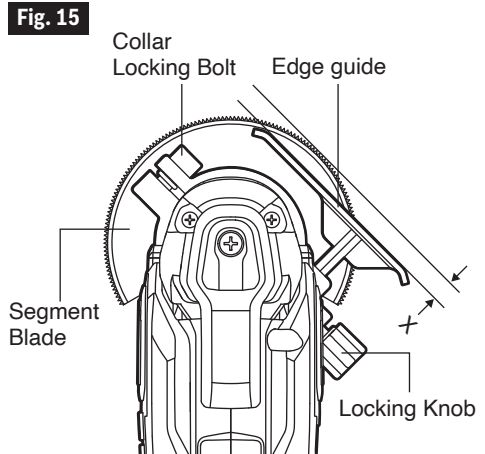
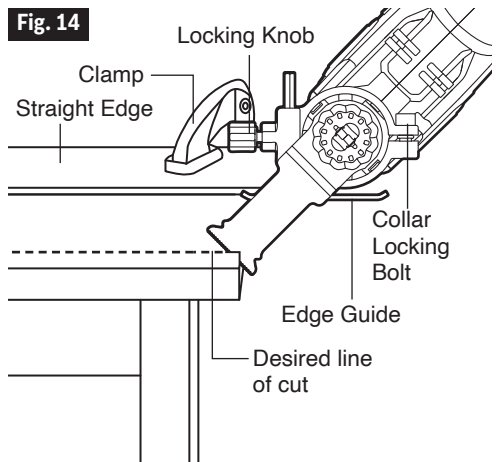
The edge guide is used to make thru cuts parallel to a straight edge or a piece of plywood temporarily secured to the workpiece with screws or clamps. Make sure that the clamps do not interfere with the free movement of the tool throughout the entire length of the cut.

### To use the edge guide:

- a. Insert it into the attachment collar and position it at an angle to the blade (Fig. 14).
- b. Loosen the collar locking bolt and rotate the collar around the neck to make sure that blade is fully engaged into the workpiece throughout the complete stroke (oscillation) of the blade. **If either edge of the blade travels outside of the workpiece, the tool may jump causing loss of control and damage to the workpiece.** Tighten the collar locking bolt (Fig. 14).
- c. Press the right edge of the edge guide against the straight edge and start the tool. Continue cutting along the straight edge (Fig. 14).

The edge guide can also function as the depth gauge when using a segment blade (not included with the tool).

- a. With the segment blade installed, move the edge guide to desired distance "X" away from the tips of the segment blade teeth (Fig. 15).
- b. Tighten the locking knob (Fig. 15).



# 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](http://www.flex-tools.com.au) or by calling 1300 000 346 in Australia or [www.flex-tools.co.nz](http://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](mailto: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

PRODUCT OR MODEL #	NON REGISTER	REGISTRATION WITHIN 30 DAYS OF PURCHASE
	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](http://www.flex-tools.com.au)





