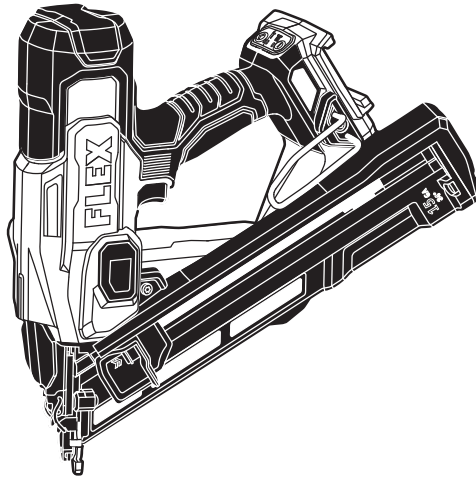


FLEX

OPERATOR'S MANUAL



Model: FXA4311B

24V BRUSHLESS 15GA ANGLED NAILER


⚠ WARNING: To reduce the risk of injury, the user must read and understand the Operator'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 Operator'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



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 authorised service providers.





NAILER SAFETY WARNINGS

- **Always assume that the tool contains fasteners.** Careless handling of the tool may result in unexpected firing of fasteners and personal injury.
- **Disconnect the tool from the power source when loading and unloading fasteners, making adjustments or changing accessories.** The tool may be accidentally activated if it is connected to the power source, which may result in personal injury.
- **Be careful when handling fasteners, especially when loading and unloading.** The fasteners have sharp points which may result in personal injury.
- **Do not point the tool towards yourself or anyone nearby.** Unexpected triggering will discharge a fastener, which may result in personal injury.
- **Keep fingers away from the trigger when not operating the tool and when moving from one operating position to another.** Unexpected triggering will discharge a fastener, which may result in personal injury.
- **Hold the tool by insulated gripping surfaces, when performing an operation where the fastener may contact hidden wiring.** A fastener contacting a "live" wire may make exposed metal parts of the tool "live" and could give the operator an electric shock.
- **Hold the tool with a firm grasp during operation.** Uncontrolled recoil of the tool may result in unintended activation, which may result in personal injury.
- **Keep all body parts such as hands and legs, etc. away from the firing direction of the tool.** The fastener may penetrate the workpiece as well as any object behind it, which may result in personal injury.
- **When using the tool, keep all body parts such as hands and legs, etc. away from the area where the fastener is driven into the workpiece.** The fastener could deflect and exit the workpiece, which may result in personal injury.
- **Do not actuate the tool unless the tool is placed firmly against the workpiece.** If the tool is not in contact with the workpiece, the fastener may be deflected away from the workpiece, which may result in personal injury.
- **Do not use this tool for fastening electrical cables.** It is not designed for electric cable installation and may damage the insulation of electric cables, thereby causing electric shock or fire hazards.
- **Disconnect the tool from the power source if a fastener jams in the tool.** While removing a jammed fastener, the tool may be accidentally activated if it is connected to the power source, which may result in personal injury.
- **Use caution while removing a jammed fastener.** The mechanism may be under compression and the fastener may be forcefully discharged, which may result in personal injury.

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.

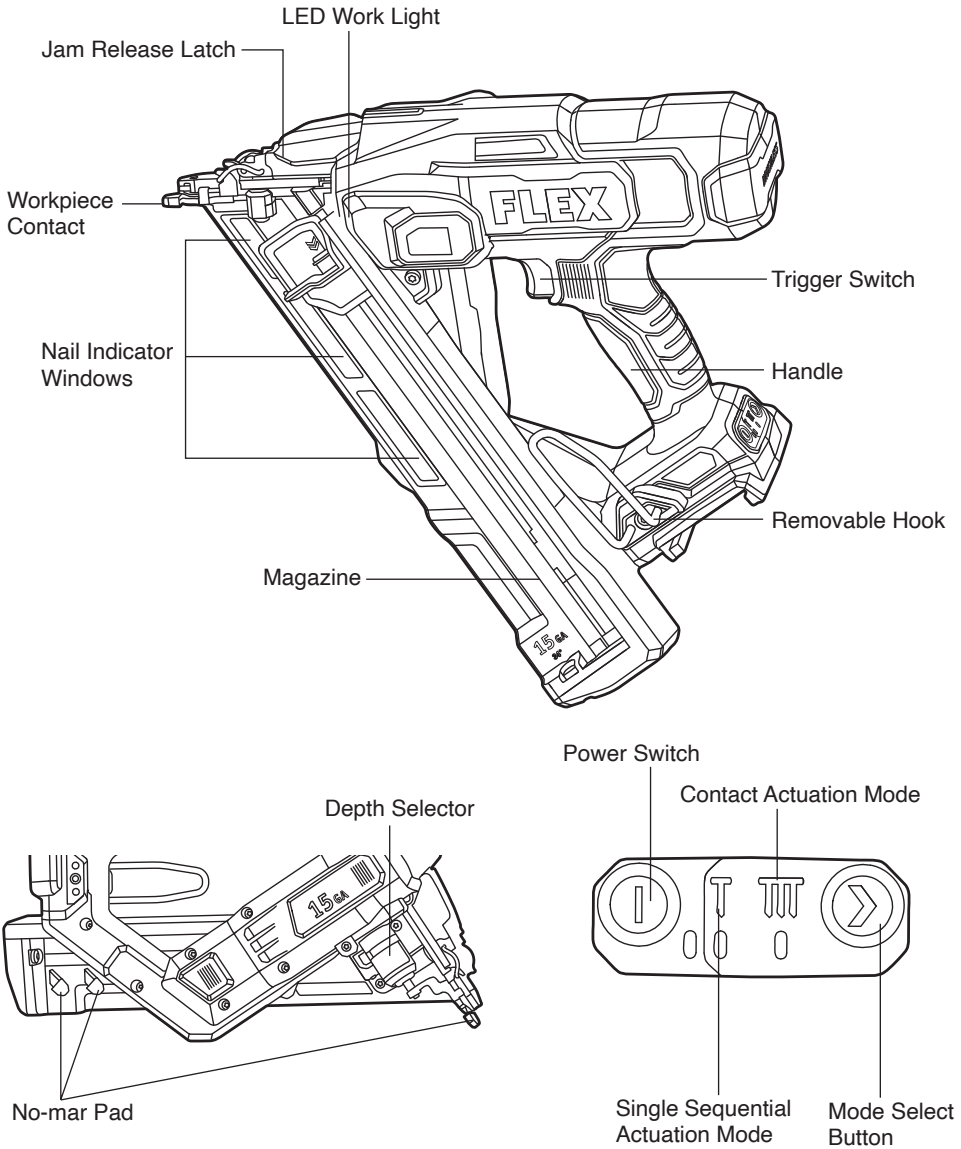
Symbol	Name	Designation/Explanation
V	Volts	Voltage
A	Amperes	Current
Hz	Hertz	Frequency (cycles per second)
W	Watt	Power
kg	Kilograms	Weight
min	Minutes	Time
s	Seconds	Time
Wh	Watt-hours	Battery capacity
Ah	Ampere-hours	Battery capacity
∅	Diameter	Size of drill bits, grinding wheels, etc.
n_0	No load 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
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.
	Protective earth	Grounding terminal
	Read the instructions	Alerts user to read manual
	Wear eye protection symbol	Alerts user to wear eye protection

Symbol	Name	Designation/Explanation
	Wear ear protection	Alerts user to wear ear protection.
	Keep Hands Away	Keep hands and body away from the discharge area of the tool.
	WEEE	Waste electrical products should not be disposed of with household waste. Take to an authorised recycler.
	Regulatory compliance mark	This product complies with applicable Australian standards.

FUNCTIONAL DESCRIPTIONS AND SPECIFICATIONS

15GA ANGLED NAILER

Fig. 1



Model No.	FXA4311B
Rated Voltage	24V d. c.
Magazine Capacity	110 Nails
Nail Type	15 Ga (15 Gauge)
Nail Length	31.75mm – 63.5mm
Recommended Ambient operating temperature	-20 – 40°C
Recommended storage temperature	< 50°C

INTENDED USE

This tool is intended for driving nails into wooden workpieces. Other application, for example, use this tool for fastening electrical cables is not permitted.

ASSEMBLY

⚠ WARNING Detach the battery pack from the tool before performing any assembly or 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:

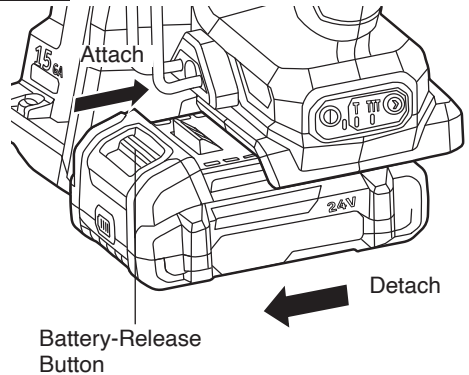
Align the raised rib on the battery pack with the grooves in the tool, and then slide the battery pack onto the tool.

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 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



⚠ 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.

REMOVABLE HOOK (FIG. 3)

Your tool is shipped with a removable hook that can be positioned on either side of the tool. The hook can be used to hang the tool on a belt.

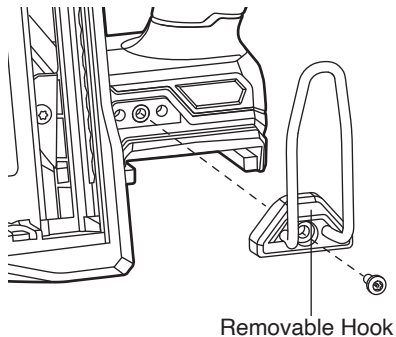
Install the hook onto the tool:

- Remove the battery pack from the tool.
- Align the two pins of the hook with the holes on the base of the tool.
- Insert the screw and securely tighten the screw with a Phillips screwdriver (not included).

Remove the hook from the tool:

- Remove the battery pack from the tool.
- Use a screwdriver to loosen the screw that attaches the hook to the tool.
- Remove the screw and the hook.

Fig. 3



NO-MAR PAD (FIG. 4)

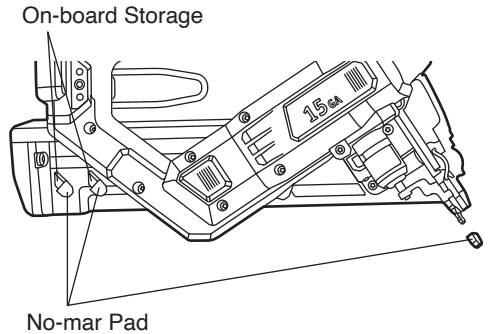
⚠ WARNING Remove the battery pack from the tool before removing or replacing the no-mar pad. Failure to do so could result in serious personal injury.

The no-mar pad attached to the nose of the tool helps prevent marring and denting the work surface when working with softer woods.

The no-mar pad can be removed by pulling it down and away from the workpiece contact. To replace the no-mar pad, fit it into place over the workpiece contact and push up at the back to reset.

On-board storage for the no-mar pads is located on the magazine of the tool. Two spare no-mar pads are provided in the on-board storage area.

Fig. 4



TO LOAD OR REMOVE NAILS (FIG. 5a & 5b)

⚠ WARNING Remove the battery pack from the tool before loading or removing nails. Failure to do so could result in serious personal injury.

⚠ WARNING Keep the tool pointed away from yourself and others when loading nails. Failure to do so could result in possible serious personal injury.

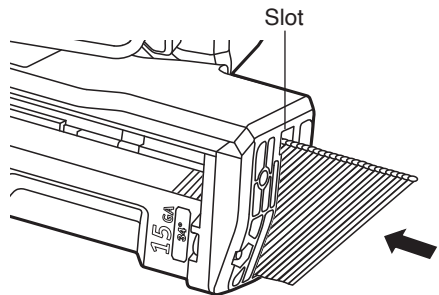
⚠ WARNING Use only the nails recommended for use with this tool. The use of any other nails can result in tool malfunction, leading to serious injuries.

⚠ WARNING Never load nails with the workpiece contact or trigger activated. Doing so could result in possible serious personal injury.

To Load Nails:

- Remove the battery pack from the tool.
- With the nose of the tool pointed away from you or other person, insert the nails into the slot at the end of the magazine and push the nails forward.
- Press and hold the pusher release lever and slide the magazine pusher back past the end of the nails.
- Continue to hold the magazine pusher, but release the pusher release lever. Slowly slide the pusher forward until it rests against the nails.

Fig. 5a



- Reattach the battery pack, and reactivate the nailer by pressing and holding the power switch for 1 second.

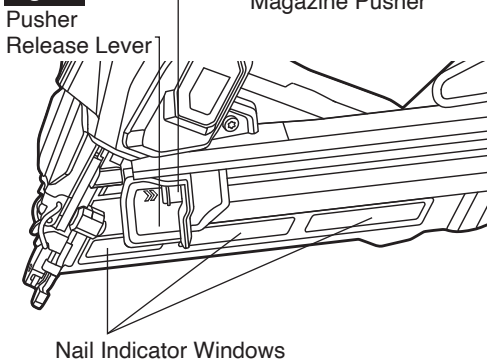
You can observe the number of remaining nails through the nail indicator windows, and load more nails as needed.

NOTICE Do not let the magazine pusher snap back without guiding it. This could damage the magazine pusher and there is a risk of getting your fingers caught.

To Remove Nails:

- a. Remove the battery pack from the tool.
- b. Press and hold the pusher release lever and slowly slide the pusher to the front of the magazine.
- c. Release the lever and remove the nails.

Fig. 5b



OPERATING INSTRUCTIONS

⚠ WARNING To reduce the risk of fire, personal injury, and product damage due to a short circuit, never immerse your charger or battery pack 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 To prevent accidental starting that could cause serious personal injury, always remove the battery pack from the tool when assembling parts, making adjustments, or cleaning the tool.

⚠ WARNING Always wear eye protection. Eye protection does not fit all operators in the same way. Make sure the eye protection chosen has side shields or provides protection from flying debris both from the front and sides.

⚠ WARNING Do not use this nailer for fastening electrical cables. It is not designed for electric cable installation and may damage the insulation of electric cables thereby causing electric shock or fire hazards.

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

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

DEPTH OF DRIVE ADJUSTMENT (FIG. 6)

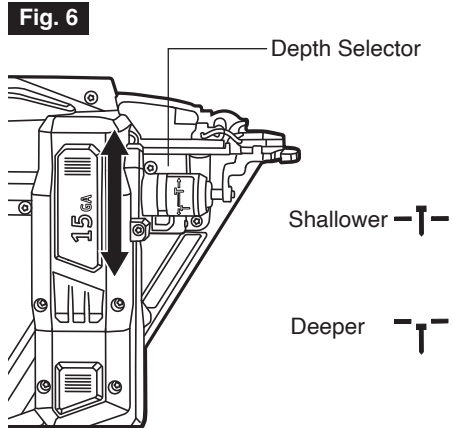
It is advisable to test the depth of drive on a scrap workpiece to determine the required depth for the application.

Harder materials and longer nails will require more force to drive the nail.

⚠ WARNING Always point the nailer away from yourself and others when making adjustments. Failure to do so may cause serious injury.

- Remove the battery pack from the tool.
- Turn the depth selector up or down to adjust the depth as indicated by the depth arrow.
- Reattach the battery pack and restart the tool by pressing and holding the power switch for 1 second.
- Drive a test nail after each adjustment until the desired depth is set.

NOTE: If the air pressure in the cylinder is too low, the nails won't be driven into the wood properly. Follow operator's manual included with FLEX cordless nailer air refill kit model FTA433 (sold separately) to restore the air pressure in the cylinder.



DRIVING NAILS (FIG. 7)

⚠ WARNING Never wedge or hold back the workpiece contact mechanism during operation of the tool. Doing so could result in possible serious injury.

NOTE: If no other action is taken after the power switch is pressed and held for 1 second, the nailer will turn off automatically after 30 minutes.

Single Sequential Actuation Mode:

Single sequential actuation provides the most accurate nail placement.

- Make sure the workpiece is secured before performing any operation.
- Attach the battery pack and start the tool by pressing and holding the power switch for 1 second.
- Briefly press the mode select button to select the single sequential actuation mode “**T**”.
- Grip the tool firmly to maintain control. Position the workpiece contact of the tool onto the work surface.
- Push the tool against the work surface to depress the workpiece contact. Then squeeze the trigger switch to drive a nail.
- Release the trigger switch and lift the nose from the workpiece to complete the nailing action.
- Repeat the steps “d” through “f” to drive more nails.

NOTE:

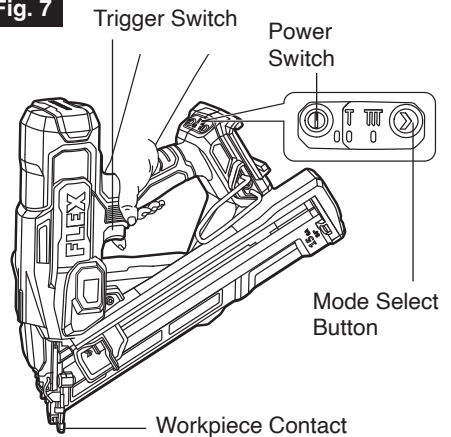
- Hold the trigger squeezed until drive cycle is complete.
- If there is no more action for more than 10 seconds after workpiece contact pressed without releasing, firing will be locked until the user releases both workpiece contact and trigger switch and restarts the operation (step ‘e’).

Contact Actuation Mode:

Contact actuation allows very fast repetitive nail placement.

- Make sure the workpiece is secured before performing any operation.
- Attach the battery pack and start the tool by pressing and holding the power switch for 1 second.
- Briefly press the mode select button to select

Fig. 7



- the contact actuation mode “**▮▮▮**”.
- Grip the tool firmly to maintain control.
- Squeeze and hold the trigger switch.
- Push the tool against the work surface to depress the workpiece contact and drive a nail. Keep the trigger squeezed.
- Relocate the tool to the next nailing spot and push the tool against workpiece to drive another nail.
- Release the trigger when done.

NOTE:

- Contact actuation mode still retains the logic of the single sequential actuation mode. This means the tool can also be operated by depressing the workpiece contact against the surface and squeezing the trigger switch.
- If there is no more action for more than 10 seconds after workpiece contact or trigger switch pressed without releasing, firing will be locked until the user releases both workpiece contact and trigger switch and restarts the operation (step ‘e’).

DRY-FIRE LOCKOUT

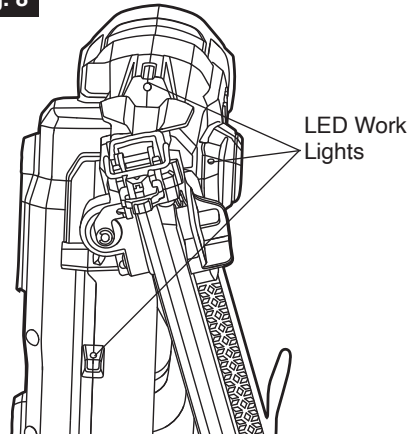
When the magazine has 7-9 nails remaining, the dry-fire lockout feature will not allow continued operation. To resume operation, reload the tool with nails.

LED WORK LIGHTS (FIG. 8)

The LED work lights will illuminate when the trigger switch or the workpiece contact is depressed. This provides additional illumination of the surface of the workpiece.

The LED work lights will turn off within approximately 10 seconds after both the trigger switch and the workpiece contact are released.

Fig. 8



REMOVING A JAMMED NAIL (FIG. 9a - 9b)

- Remove the battery pack from the tool.
- Remove the nails from the magazine.
- Lift the jam release latch and open the jam release.

NOTICE Do not lift the jam release latch and open the jam release when there are nails in the magazine. The ejected nails may cause personal injury.

- Remove the jammed nail using a flat head screwdriver or pliers if necessary.

NOTICE Do not mar/scratch the nail channel or driver mechanism. The screwdriver should always slip over the nail when prying.

- Close the jam release and the latch.
- Reload the nails.
- Reattach the battery pack and restart the tool by pressing and holding the power switch for 1 second.

NOTE: Driving the nails too deeply into the material, excess debris, or jammed nails may lead to a striker being stuck at its bottom position. The striker can usually be returned to its operating position by depressing the work contact element against a scrap piece of wood and squeezing the trigger. Refer to chapter “RETRACTING A DROPPED STRIKER” further in this manual.

Fig. 9a

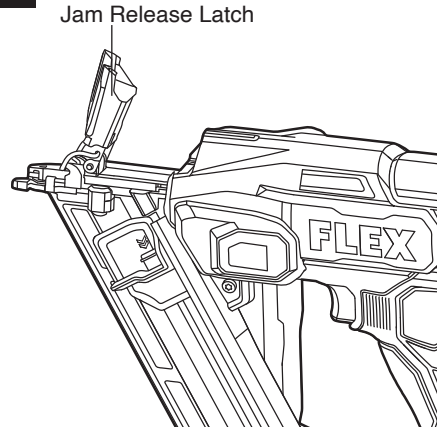
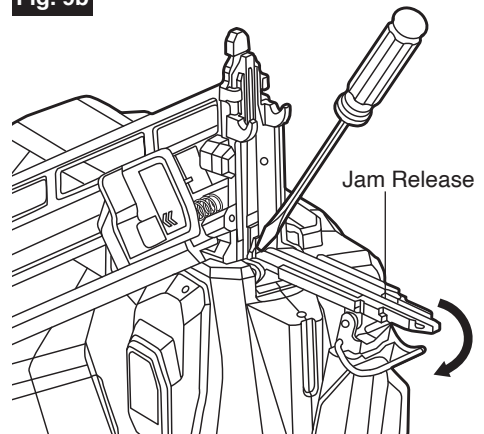


Fig. 9b



TEMPERATURE PROTECTION MODE

The temperature protection mode will protect the tool when it is used at extreme cold/hot temperatures (outside the recommended ambient operating temperature range), or the tool overheats/freezes during use. If this happens, the tool will not run and the power switch/ indicator LED lights will flash alternately. Allow the tool to warm up or cool down before use.

DIAGNOSTIC INDICATORS

The indicator LED lights under the power switch and the mode button also provide feedback to indicate problems with the tool and/or battery pack. Refer to the table below to interpret the message behind the flashing LED lights and possible solutions.

Problem	Indicator light under power switch	Indicator light under “T”	Indicator light under “III”	Solution
Temperature of the battery pack is too high.	Flash	Off	Off	Allow the battery pack to cool down or use a different battery pack.
Battery pack undervoltage.	Flash	Off	Off	
Temperature of the electronic components is too high after continuous operation.	Off	Flash alternately		Allow the tool to cool down.
Poor connection or other electric connection failure	Off	Off	Off	Remove and reattach the battery pack, then restart the tool. Or contact authorised service center for repairs.
The tool came to a stall. Or short circuit	Flash at the same time			Restart the tool. Or contact authorised service center for repairs.
Electronic components failure.	Off	Flash at the same time		Contact authorised service center for repairs.

**RETRACTING A DROPPED STRIKER
(FIG. 10)**

- a. Remove battery pack and remove all nails.
- b. Reinsert the battery pack, then press and hold the power switch for 1 second.
- c. Pull back the magazine pusher and hold.
- d. Press the workpiece contact against a workpiece.
- e. Squeeze the trigger switch.
- f. The striker will retract.
- g. Reload the nails.

Fig. 10



MAINTENANCE

SERVICE

⚠ WARNING Preventive maintenance performed by unauthorised 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 Center or Authorised 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 authorised service center for assistance.

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

CLEANING

The tool may be cleaned most effectively with compressed dry air.

⚠ WARNING 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 FLEX 24V Tools, FLEX 24V 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 in Australia or www.flex-tools.co.nz 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: 90 Days
- 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 AEST/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

WARRANTY TYPE	LIMITED STANDARD WARRANTY PERIOD	LIMITED EXTENDED WARRANTY PERIOD
CONDITIONS	Without Registration / OR Registration after 30 days from date of purchase	Registration within 30 days from date of purchase
FLEX 24V Power Tools	3 Years	5 Years
FLEX 24V Chargers	3 Years	5 Years
FLEX 24V Lithium-ion Batteries	3 Years	5 Years
FLEX Accessories & Consumables	90 Days	
FLEX STACK PACK™ Storage System	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

