

FREQUENTLY ASKED QUESTIONS

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➤ Brushcutters and Chainsaws

1. Which is the optimum preparation process when storing away my machine?

When the period has come for you to store away your machine you must firstly follow the hereunder instructions.

1. Empty the fuel from the fuel tank.
2. Start the engine letting it to run without fuel until it stops working.
3. As soon as the engine has stopped, use the choke and then start the engine for a second time until it once again stops working.

2. What will happen if I don't follow the instructions of the storing procedure?

If you don't follow the store away procedure as a result, the carburetor will be blocked and you will not be able to start the machine the next time you need it.

3. What type of oil should I use to mix with the fuel?

The oil you choose to use must be for use with two-stroke engines and must comply with the following standards and specifications: API TC JASO FC ISO-L-EGD. The chosen type of oil must be of a semi or full synthetic type.

4. How much oil should I add in 1 or 4 liters of petrol-gas?

The ratio of mixing oil - fuel must strictly be: 30g per liter of fuel, or 120g for 4 liters of fuel.

5. Which is the right type of oil to use with the saw chain of my chainsaw?

Choose a special type of oil to use with the chainsaw chain. You can purchase this type of oil from your local tool store.

6. How often should I sharpen the chainsaw chain?

We recommend you to sharpen your chain each time a fully – filled up fuel tank has emptied.

7. Which is the appropriate type of spark plug for my chainsaw?

All the brushcutters and chainsaws use BM6A NGK and CJ7Y spark plug types except PC2000 which uses a CMR6A type spark plug.

8. How often should I check the air filter of my chainsaw?

You should regularly check the air filter and clean it if necessary. A clogged up air filter will dramatically reduce the performance of your machine.

9. How often should I replace the spark plug of my Brushcutter - Chainsaw?

The spark plug along with the air filter must be checked regularly. The frequency of the inspection cannot be specified but must certainly be periodic.

10. To what should I pay attention when using the Brushcutter and the Chainsaw for the first time?

During the first attempt at using your machine you should avoid running it in full throttle. We recommend taking short term brakes when using the tool in order to let the machine cool down. When using the machine for the first time you should not exceed than half the throttle action length.

11. What should I keep in mind when choosing a chain for my chainsaw?

Chains can be found in two categories and sizes depending on the specifications of the thread pitch, the guide width and tooth type. The type of the chain will be written on the guide bar specs plate. If it's not written on the spec plate search the manual for chain type information or else visit one of our authorized supplier's store in order to solve your problem.

12. Can I use a longer length guide bar with my chainsaw ;

You can use a longer guide bar with your tool as long as it is recommended by the manufacturer. For further information read the user manual.

13. How often should my chainsaw/brushcutter/generator/cultivator be serviced?

Servicing and precautionary inspections ensure that your machine will operate at its maximum performance during various conditions. Your machine must be serviced before the working period or every time it has reached its maximum operation hours.

14. My chainsaw/brushcutter does not run efficiently and turns off. It lacks of power and the chain stops during the wood cutting procedure.

If you haven't mistakenly switched the choke on or have accidentally pressed the brake, then it means that a malfunction of the carburetor or the fuel supply system has occurred. Do not attempt to repair the problem adjusting the carburetor by your ownself. If you do so you can cause damage to the engine.

15. After a long-term storage period (more than 3 months) has elapsed, my Chainsaw/Brushcutter/Engine cannot start.

If you haven't followed step by step the storing procedure instructions then there is a great possibility that a severe carburetor problem has occurred. Try starting the engine following the hereunder instructions: Remove the spark plug and apply three to four drops of oil-mixed two stroke fuel in to the engine cylinder or pure petrol when applying to a four stroke engine.

16. Which are the right steps to follow when starting my brushcutter/chainsaw for the first time

Prepare an unleaded petrol and mixing-oil mixture for two stroke engines which complies with the following standards: API TC JASO FC ISO-L-EGD. Add the mixture to the fuel tank and press the primer bulb approximately 12 times in order to depressure and supply the fuel system. Engage the choke and turn on the inflection switch. Pull the starter rope until the engine begins to operate. Pull the starter rope once again as soon as the characteristic ignition sound is heard and the choke has been disengaged. Once the engine starts let it operate on idling mode until its temperature reaches the normal operational temperature. If this is the first start of the machine, follow the instructions of the procedure described in question no. 10. in the owner's manual.

17. The chainsaw chain has stopped moving.

Be sure that you haven't accidentally activated the brake, or overtightened the chain tension, nor placed a wrong type of chain.

18. The chainsaw fails to lubricate the chain.

If you notice that the chain fails to get lubricated stop running the machine immediately or else early wear of the guide bar and chain will occur.

19. Where can I find information about the chain type and guide bar?

The values of the thread pitch and the guide bar length are normally carved on the chain spec plate. In some cases, when the chain is overused and you might not be able to read the information, refer to the service manual.

➤ Generators

1. Which would be the optimum preparation process for storing away my machine?

When the period has come for you to store away your machine you must firstly follow the hereunder instructions.

1. Empty the fuel from the fuel tank.
2. Start the engine letting it to run without fuel until it stops working.
3. As soon as the engine has stopped, use the choke and then start the engine for a second time until it once again stops working.

2. What will happen if I don't follow the storing procedure?

If you don't follow the store away procedure as a result, the carburetor will be blocked and you will not be able to start the machine the next time you need it.

3. My generator has stopped producing electricity.

This may be caused by many factors:

- Due to overload, the fuses might have tripped.
- Due to worn off carbon brush pair. The inspection must be carried out by authorised personnel.
- The voltage regulator is out of order.
- The alternator is out of order.

4. How long can I continuously use my generator?

The duration of operation must not exceed 6 to 8 continuous hours.

5. Can I extend the exhaust pipe of my generator?

You could extend the exhaust pipe of the generator by 30cm away from the exhaust terminal. If you exceed the 30cm length limit the fumes may get trapped inside the pipes and cause damage to the cylinder head.

6. Is it right to install the generator in a basement or in an indoor space?

No this is not allowed. Generators must operate in an outdoor space, avoiding the blockage of the ventilation system. Generators, like all the internal combustion engines, when operating, produce carbon monoxide. Carbon monoxide is an odorless and extremely poisonous gas. Avoid these health threats using the machine only in outdoor well ventilated environments.

7. Could the generator start automatically after an electricity blackout?

Yes this can be achieved. Diesel generators which have an ATS system can automatically start after an electricity blackout. Be sure to provide the starter with a fully charged battery.

8. Which would be the overall consumption of a gas and a diesel generator?

The only measurement of consumption that can be calculated would be without load.
The consumption of the generator depends on the connected to the generator load.

9. How can I depressurize the engine fuel lines/system?

You don't need to depressurize the fuel system of the machine, this generator does it automatically if needed as it starts running.

10. How often should I replace the oil filter of my diesel generator?

The oil filter must be replaced once every three oil replacements.

11. How often should I replace the air filter of my diesel generator?

The air filter must be checked for wear every 30 machine hours and replaced if needed.

12. Could I use heating fuel instead, with my generator-cultivator?

This is not permitted. Heating fuel is not intended for use with internal combustion engines. Use only the recommended fuel types which are mentioned in the Instruction Manual.

13. The starter of my generator-cultivator fails to start the motor!

It rotates only half of a turn and then it stops.

Diesel engine cultivators and generators produce a very high pressure ratio. For this reason a despressurizer is fitted on the valve cover which must be used along with the engine starter during the starting procedure. Another reason for which this malfunction may occur could be due to low battery voltage, In this case charge or replace the battery.

14. An excessive amount of fumes is coming out of the exhaust pipe!

- Poor fuel quality / Aged fuel. Replace the fuel with new.
- Low environmental temperature.
- Poor combustion. Check the fuel pump and adjust its settings if needed.

15. Which is the amount of output that my generator can feed?

The unit for measuring the power of a generator is the KVA, one KVA is equal to 750 watts.
We can calculate the rated power of the machine by multiplying the number of the 750 watts with the number of the amount of the KVAs.

16. The petrol engine of my machine stops working during operation? How could I solve this problem?

The engines feature a low oil alert switch. This switch protects the engine by switching it off when the oil level gets too low. Top up with oil as needed. **Important! Any interference with the low oil alert switch safety system would break warranty regulations and damage the engine.**

17. Which would be the right type of oil to apply on the air filter of my cultivator?

Two-stage type filters (sponge and oil dust-trap) must regularly be checked and soaked with the same type of oil as the machine. You will find the recommended type of oil written in the instruction manual.

18. What type of oil should I use in the pump of my sprayer?

The pump of the sprayer uses SAe30 or 20w50 engine oil types.

19. The pump of my sprayer has a poor suction pressure level.

- Check the suction pipe of the pump to be sure that it is not blocked or twisted.
- Use high pressure water to aid the pump as it carries out a no-load operation.
- Check all the connection points to be sure that they are all well fixed together.

20. What type of oil should I use in the gear box of my cultivator?

Two types of lubricant are permitted for use with this product. These are: single- viscosity SAE30 and 80w90 gear oil.

21. What type of oil should I use in the engine of my four stroke cultivator – generator?

Four stroke and diesel engines typically use 10w30, SAE30 or 20w50. Prefer to use lubricants which are designed and produced for use with stationary engines; as they have different requirements than the automotive lubricants.

22. Which is the oil capacity of the engine of my cultivator - generator? How many liters of oil should I purchase?

All 5.5 hp and 6.5 hp four stroke engines have an oil capacity of 650ml. The oil capacity of 9 hp engines is 1.1lt and that of 13hp engines is 1.2lt. Purchase 2 liters of oil to use in each oil change and also to have a backup quantity to fill up when needed. Diesel engines need 1.75 liters of fuel. Please read the instruction manual carefully and regularly check the oil level after each check.

23. How often should I replace the engine oil of my generator – cultivator.

Engine oil must be replaced every 40 machine operation hours, except of the first oil change which should take place 20 hours after the initial engine start. In case of storing replace the oil after 12 months.

24. Could I clean and reuse the air filter?

Sponge type air filters can be reused contrary to paper type filters which have to be disposed.

Important: Filters have a wear limit. Don't reuse a filter after 2 to 3 cleaning procedures have taken place

25. Where is the fuel filter on the generator-cultivator placed? How could I replace it?

The fuel filter is placed in the outlet of the fuel tank and can be replaced by untightening the fuel valve.

26. Does the engine of my cultivator – generator need a “running in”?

Engines come ready to use. Read the manual carefully to find the sections that have to do with the starting procedure. It is recommended that you don't exceed more than 60 % of the maximum RPM during the first 10 hours of operation.

27. What type of sparkplug does the engine of my generator – cultivator uses?

All engines use Champion N9YC and NGK BP6ES sparkplug types. Refer to the instruction manual or the spec plates on your tool.

28. Which would be the correct starting procedure for my generator – cultivator?

The starting procedure is divided in 6 simple steps:

1. Add Fuel.
2. Switch on the fuel switch and the ignition switch.
3. Turn on the choke
4. Pull the starter rope or use the starter.
5. Once the engine has started switch of the choke. If the engine fails to start, repeat all the procedure starting from step 1.

➤ Cultivators

1. My cultivator keeps moving without my command!

If the cultivator starts moving slightly forward or backwards without your command, it means that the transmission belts have excessive tension. Relief the tension of the belts to reduce their wear.

2. The cultivator does not move in neither directions!

On cultivators which have transmission belts and when there power cannot be transmitted to the blades by the engine and the gear box the most often cause is the loose tension of the transmission belt. **Important!** The reverse gear is a secondary feature, it cannot be used as a main operation feature.

3. My cultivator cannot dig in depth.

Refer to the figure of the service manual which illustrates the machine and read the section referred as "depth guide". This part of the machine once set at the desired position guides the plowing depth.

4. My cultivator digs inefficiently and vibrates excessively.

Make sure that the blades are in the right order. The blades have a sharp edge which has to be directed towards the front end.

5. The belts of my cultivator wear off to soon.

The belts of the cultivator are expendable and have to be replaced regularly. If you realize that the belts wear off to soon check the tension of the belts. Loose belts tend to skid over the pulleys. Belts, once dry tear apart. Adjust the tension or replace the belts if needed.

6. The cultivator while operating, produces white colored fumes from the exhaust pipe and then stops suddenly.

This means that a serious problem of the engine has occurred. Deliver the machine to an authorized Service Center in order to be repaired.

7. After the transportation of the machine, the machine has stopped working.

Cultivators and other engine powered machines must always be transported placed in upright position and with the engine oil drained. Avoid transporting the machine in other than upright positions in order to avoid damage of the engine due to oil displacement. The restoring and repair must be carried out by an authorized technician.

8. A gearbox fluid leakage has occurred during operation.

A small gearbox fluid leakage could occur due to ground level changes. This is within the normal operation of the cultivator and causes no problems.

9. There is a whistling sound coming from the belts.

The belts have been overheated due to pulley skid. Adjust the belt tension to a higher level to reduce the wear off of the belts.

10. How can I adjust the belt tension on my cultivator?

The tension can be adjusted by the tension regulator which is placed on the handlebars. The tension regulator interacts with the handles. Loosen the regulator mechanism to tighten the belts and tighten it to loosen the belts.

11. Which would be the optimum preparation procedure to follow when storing away my machine?

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1. Empty the fuel from the fuel tank.
2. Start the engine letting it to run without fuel until it stops working.
3. As soon as the engine has stopped, use the choke and then start the engine for a second time until it once again stops working. Once the engine goes off for a second time, your machine is ready for storing.

12. What will happen if I don't follow the instructions of the storing procedure?

If you don't follow the store away procedure as a result, the carburetor will be blocked and you will not be able to start the machine the next time you need it. This problem could be solved by cleaning or replacing the carburetor.

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The oil filter must be replaced once every three oil replacements.

14. How often should I replace the air filter of my diesel cultivator?

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This is not permitted. Heating fuel is not intended for use with internal combustion engines. Use only the recommended fuel types which are mentioned in the Instruction Manual.

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It rotates only half of a turn and then it stops.

Diesel engine cultivators and generators produce a very high pressure ratio. For this reason a despressurizer is fitted on the valve cover which must be used along with the engine starter during the starting procedure. Another reason for which this malfunction may occur could be due to low battery voltage, In this case charge or preplace the battery.

17. An excessive amount of fumes is coming out of the exhaust pipe!

- Poor fuel quality / Aged fuel. Replace the fuel with new.
- Low environmental temperature.
- Poor combustion. Check the fuel pump and adjust its settings if needed.

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Two types of lubricant are permitted for use with this product. These are: single- viscosity SAE30 and 80w90 gear oil. Quantities differ depending on cultivator model.

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The starting procedure is divided in 6 simple steps:

1. Add Fuel.
2. Switch on the fuel switch and the ignition switch.
3. Turn on the choke
4. Pull the starter rope or use the starter.
5. Once the engine has started switch of the choke. If the engine fails to start, repeat procedure and paying attention at its sequence.

➤ **Air compressor**

1. What type of oil should I use in my air compressor?

If not included in the machine shipping packaging, then purchase sae20w50 type oil.

2. Could I use a 25 or 50lt compressor for painting with a paint sprayer gun?

This would not be effective, because a 25 and 50 lt compressor would not have the required power to feed a paint sprayer gun.

3. Could I use a 25 or 50lt compressor to power an air wrench/ impact wrench?

This would not be effective, because a 25 and 50 lt compressor would not have the required power to drive an air wrench/ impact wrench.

4. Where can I remove the condensed air from, on tank of my air compressor?

When there is pressure lower that 2 bar you can remove the cap which is placed in the center of the tank and let it drain thoroughly.

5. How often should I change the oil of my air compressor?

You have to change the oil once every year.

6. The air compressor cannot start.

An engine malfunction has occurred.

7. My compressor fails to compress air.

Check the machine for leaks or accidentally open valves, also check if the compressor head has suction, if not hand over your machine to an authorised Service Department in order to be repaired.

8. How long can my air compressor operate continuously?

Monobloc compressor motors and heads should not operate more than 10min whereas belt driven compressors can operate for 15min.

9. The air compressor forces the fuse switch to trip.

The trip fuse switch has an improper (lower) Ampere current rating or else a short – circuit of the motor may have occurred.

10. Could I add a dehydrator and/or an oiler on my compressor system?

Yes, you may do that.

11. Could I change the settings of the compressor so it deactivates with less compressed air inside the tank?

The only allowable setting which you can make is the setting of the outlet pressure.

12. Could I cut the plug of the power cable from the compressor and connect the cable directly on the main switchboard?

You may not, this action is prohibited according to the rules of the guarantee.

13. Could I use a generator to power my air compressor?

Yes, you may use a generator to power the air compressor but only if the system has a power regulator installed and also has the capability to withstand the load.

14. Could my compressor by malfunction add more air than it is set to?

No this action cannot occur. The air compressor features a safety pressure valve which depressurizes as soon as the pressure reaches 8 bar.

➤ Pumps

1. The pump won't start.

The water level is too low for the float switch to be activated.

2. Could I stabilize the float switch in a specific position?

No, you may not stabilize the float switch. The float switch must move in the space unhampered or else the pump might get overheated and eventually breakdown due to continuous operation.

3. Could I cut the plug of the power cable from the pump and connect the cable directly on the main switchboard?

You may not do that, this action is prohibited according to the rules of the guarantee.

4. The main power cable of the pump has been cut / the shielding has been weakened, what should I do to fix it?

The repair of such a malfunction should be carried out by a specialized technician.

5. Could I use the pump for irrigation means?

The pump could be used for free flow irrigation methods (pipe/hose), operating the pump more than 70% - 80% of its Maximum Discharge Flow.

6. Could I connect the pump to my drip-nozzle irrigation system?

This action is not permitted. If the nozzles have a flow of 5-8 lt/h and your pump has a 1 cubic meter per hour discharge flow, an excess of water will occur.

7. The air compressor forces the fuse switch to trip

A short-circuit malfunction of the pump or the wiring has occurred which forces the fuse switch to trip.

8. The pump produces a starting sound but fails to start.

There is an object blocking the pump impeller which stops the engine from starting.

9. Does the pump need regular maintenance-repair?

The bearings and the seals of the pumps need, from time to time, inspection and replacement. This procedure must be executed by an authorized technician.

10. Which are the actions need to be taken once I finish using the pump and before storing it away?

Clean your pump with tap water and store it away once it completely dries.

11. Could I fit a contraction part on the pump outlet in order to use a smaller diameter pipe?

This action is not permitted to prevent a choked flow coming from the outlet which could eventually lead to overheating and destruction.

12. Which is the difference between single-stage and multistage pumps?

Multistage pumps have multiple stages in order to produce a higher pressure level, conversely, single stage pumps have one stage and produce a lower pressure level.

13. What is a manometric height?

Manometric height is the measurement which indicates the maximum height on which the pump can efficiently pump the water to.

Important: The flow decreases as the manometric height increases.

14. What does Maximum Suction Lift stand for?

Maximum suction lift is the maximum vertical distance a pump can lift water.

Important: The flow decreases as suction distance increases.

15. Could I use the pump to supply a house with water?

Yes, you may use a surface type pump in order to supply a house with water along with an electronic pressure controller.

16. Can I use any pump for pumping waste water?

You may not, for this purpose you can choose between special type pumps which include blades.

17. Could I extend the power supply cable of the pump?

You may not, it would be wiser to use a cable of the same length as the manufacturer recommends.

18. Could I use the pump in order to decant potable liquids?

You may not, the pumps capable to decant potable liquids are constructed of specific materials for this type of application.

19. Could I use the pump to decant other liquid than water?

You may not, this type of pump is designed for use with water.

20. Could I permanently leave the pump inside the water?

You may not, the pumps should not be permanently placed in the water/waste water, they must be removed and cleaned with clean water.

21. Could I use a generator to power the pump?

Yes, you can use a generator to power the pump. You can calculate the rated power of the pump multiplying by 2.8

➤ Various questions involving electricity

1. Could I cut and connect an extension to the power cord of my electric tool?

You may not, such an act would stand against the rules of the guarantee.

2. Could I replace the main plug of my electric tool with a universal type plug?

You may not, such an act would stand against the rules of the guarantee. You can replace the cable with a genuine cable spare part.

3. Could I use a generator to power my electric tool?

Yes, you may use a generator which features a voltage regulator to power your electric tool.

4. Could I use a long extension cable to supply my electric tool?

The use of extremely long cables could lead to voltage drop which would also lead to the overheating and power loss of the motor.

5. Which would be the right cable type and length to use with the electric tool?

The recommended cable should be a 3 x 2.5 Flexible cable which does not exceed 30m length.

6. Do I need to store away my electric tool in a specific space?

Electric tools must be stored away in a space which is free of humidity and liquids.

7. The motor of my electric tool produces sparks during operation.

During the first hours of operation it is possible that the motor produces sparks. This is a normal behaviour as the brushes need some time to take shape.

8. There is a large amount of sparks coming from the electric motor of the tool as soon as I release the main switch.

Some of the electric tools which feature moving parts such as brushcutters, chainsaws, and hedge trimmers may be dangerous during operation. For this reason, manufacturers have placed a braking system which produces the sparks described in the question above. The braking system produces sparks as it engages, in order to reduce the speed of the motor. The braking system protects the operator from severe injuries.

9. Could I replace the brushes on my own?

You may not replace the brushes on your own, brush replacement as all service procedures must be carried out by an authorised technician. Doing the opposite may break the rules of the guarantee.

10. My electric tool does not operate at all.

Some of the electric tools, such as hedge trimmers, have two switches which need to be pressed simultaneously in order to start the motor.

11. My electric tool forces the fuse switch to trip.

Check the main power supply to make sure that the main supply has the required specs to power your electric tool. Check the extension cable (in case there is one placed) for short-circuit malfunctions. Call an authorized Service Center in order to help you solve the problem.

12. My electric tool doesn't work properly when combined with the generator.

Some of the electric tools feature an electronic speed control system which controls the speed of the revolutions of the motor. Check the main power supply system to make sure that it has no problem. Also check the voltage and the frequency of the output of the generator.

13. During operation the electric motor of the electric tool produces an odor.

During the first hours of operation, in some cases, the wax of the shielding can produce an odor while getting heated for the first time. The odor stops after one or two times of use.

14. My electric tool seems to operate faster and has more power when gets combined with the generator contrary to getting connected with my household main power supply.

This behaviour may seem positive but contrary may lead to the destruction of the electric motor of the tool due to voltage overload. Regulate the voltage or choose not to use this generator.

➤ **Rechargeable tools**

1. My rechargeable tool seems to have lack of power.

The battery has inappropriate voltage. Check the specs of the battery to make sure that they match the tools requirements and replace if needed.

2. The charger indicates that the battery is full but the tool seems to have lack of power.

The battery of the tool needs replacement.

3. The battery fails to charge.

If the tool is working properly but the battery fails to charge, a charger malfunction may have occurred.

4. When I apply force to my rechargeable tool, in order to drill/screw-unscrew, it stops working after a few minutes.

It seems that the battery is not fully charged and has no power reserved, the thermal switch interferes and disrupts the operation. Fully charge the battery.

5. My rechargeable tool suddenly seems to get overheated when operating.

The voltage of the battery is probably low, place the battery in order to be charged.

6. The main switch of my rechargeable tool has stopped the gradually operation when pressed, it feeds full power at once.

The main switch needs to be replaced.

7. Which is the optimum procedure for storing away batteries?

Batteries must be stored away half charged and be charged and discharged once per month.