

# ORIGINAL INSTRUCTION MANUAL



## McGregor 2800W BLOWER AND VAC

7293339 (Model: MCLBV28)

VI: 10/24



1 of 32

### **CAUTION** Read the instructions before using the machine

These instructions contain important information that will help you get the best from your blower and vac, ensuring it is assembled correctly and safely. If you need help or have damaged or missing parts, call the Customer Helpline on **0345 605 2062**

**AFTER SALES SUPPORT**  
**0345 605 2062**  
SAN NO.: 03218AAABO71

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Produced in China for Argos Limited, London, EC1N 2HT, UK.

Argos (N.I.) Ltd, Forestside Shopping Centre, Upper Galwally, Belfast, BT8 6FX, UK.

<https://bit.ly/Coreservice-McGregor>



# Safety Information

Important - Please read these instructions fully before operating or maintaining

## Description Of Symbols

Some of the following symbols may be marked on the product and indicate the appropriate safety measures you should take when operating and maintaining the product.



Caution/Warning.  
Read instruction manual.



Keep bystanders away.



Switch off! Remove plug from mains before cleaning or maintenance. [ Safety switch inside, tube must be assembled before using! ]



Disconnect the mains plug if the cord becomes damaged or entangled.



Do not expose and operate the product to rain or wet conditions.



Do not open or remove safety shields while motor is running.



Danger-Risk of severing of fingers or hand - Impeller blade.



Wear hearing protection.



# Safety Information

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## Description Of Symbols



Wear protective gloves.



Wear eye protection.



Keep a safety distance of at least 5m from bystanders.



Guaranteed sound power level value in 105 dB (A).



WEEE symbol. Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or retailer for recycling device.



Conforms to relevant EU regulatory requirements



Conforms to relevant UK regulatory requirements



This product is of protection class II. That means it is equipped with enhanced or double insulation.



# Safety Information

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## General machine safety warnings



**WARNING!** Read all safety warnings and all instructions. Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury. Save all warnings and instructions for future reference. The term "machine" in the warnings refers to your mains-operated (corded) machine or battery-operated (cordless) machine.

## Work area safety

- Keep work area clean and well lit. Cluttered or dark areas invite accidents.
- Do not operate machines in explosive atmospheres, such as in the presence of flammable liquids, gases or dust. machines create sparks which may ignite the dust or fumes.
- Keep children and bystanders away while operating a machine. Distractions can cause you to lose control.

## Electrical safety

- Machine plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs with earthed (grounded) machines. 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 machines to rain or wet conditions. Water entering a machine will increase the risk of electric shock.
- Do not abuse the cord. Never use the cord for



# Safety Information

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## Electrical safety

carrying, pulling or unplugging the machine. Keep cord away from heat, oil, sharp edges or moving parts. Damaged or entangled cords increase the risk of electric shock.

- When operating a machine 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 machine 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 machine. Do not use a machine while you are tired or under the influence of drugs, alcohol or medication. A moment of inattention while operating machines may result in serious personal injury.
- Use personal protective equipment. Always wear eye protection. Protective equipment such as 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 machine. Carrying machines with your finger on the switch or energising machines that have the switch on invites accidents.
- Remove any adjusting key or wrench before turning the machine on. A wrench or a key left attached to a



# Safety Information

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## Personal safety

rotating part of the machine may result in personal injury.

- Do not overreach. Keep proper footing and balance at all times. This enables better control of the machine in unexpected situations.
- Dress properly. Do not wear loose clothing or jewellery. Keep your hair, clothing and gloves away from moving parts. Loose clothes, jewellery 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.

## Machine use and care

- Do not force the machine. Use the correct machine for your application. The correct machine will do the job better and safer at the rate for which it was designed.
- Do not use the machine if the switch does not turn it on and off. Any machine that cannot be controlled with the switch is dangerous and must be repaired.
- Disconnect the plug from the power source and/or the battery pack from the machine before making any adjustments, changing accessories, or storing machines. Such preventive safety measures reduce the risk of starting the machine accidentally.
- Store idle machines out of the reach of children and do not allow persons unfamiliar with the machine or these instructions to operate the machine. machines are dangerous in the hands of untrained users.
- Maintain machines. Check for misalignment or binding of moving parts, breakage of parts and any other condition that may affect the machine's operation.



# Safety Information

Important - Please read these instructions fully before operating or maintaining

## Machine use and care

If damaged, have the machine repaired before use. Many accidents are caused by poorly maintained machines.

- 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 machine, 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 machine for operations different from those intended could result in a hazardous situation.

## Service

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



# Safety Information

Important - Please read these instructions fully before operating or maintaining

## Safety warnings for blower/vacuum



**IMPORTANT! READ CAREFULLY BEFORE USE  
KEEP FOR FUTURE REFERENCE.**

## Training

- Read the instructions carefully. Be familiar with the controls and the correct use of the machine.
- Never allow children or people unfamiliar with these instructions to use the machine. Local regulations can restrict the age of the operator.
- Keep in mind, that the operator or user is responsible for accidents or hazards occurring to other people or their property.

## Preparation

- Obtain ear protection and safety glasses. Wear them at all times while operating the machine.
- While operating the machine always wear substantial footwear and long trousers. Do not operate the machine when barefoot or wearing open sandals. Avoid wearing clothing that is loose fitting or that has hanging cords or ties.
- Do not wear loose clothing or jewellery that can be drawn into the air inlet. Keep long hair away from the air inlets.
- Operate the machine in a recommended position and only on a firm, level surface.
- Do not operate the machine on a paved or gravel surface where ejected material could cause injury.
- Before using, always visually inspect to see, that the securing, bolts and other fasteners are secure, the housing is undamaged and that guards and screens



# Safety Information

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## Preparation

are in place. Replace worn or damaged components in sets to preserve balance.

- Before use, check the supply cord for signs of damage or aging. If the cord becomes damaged during use, disconnect the cord from the supply immediately. **DO NOT TOUCH THE CORD BEFORE DISCONNECTING THE SUPPLY.** Do not use the machine if the cord is damaged or worn. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly or qualified in order to avoid a hazard.
- Never operate the machine while people, especially children, or pets are nearby.
- To prevent dust irritation the wearing of a face mask is recommended.
- Only use a weather proof extension cable fitted with a coupler according to EN 60320-2-3.
- **CAUTION!** Do not touch a rotating impeller fan.

## Operation

- Always direct the cable to the rear away from the product.
- Do not carry the product by the cable.
- Before starting the machine, make certain that the feeding chamber is empty.
- Keep your face and body away from the feed intake opening.
- Do not allow hands or any other part of the body or clothing inside the feeding chamber, discharge chute, or near any moving part.
- Keep proper balance and footing at all times. Do not overreach. Never stand at a higher level than the base of the machine when feeding material into it.



# Safety Information

Important - Please read these instructions fully before operating or maintaining

## Operation

- Always stand clear of the discharge zone when operating this machine.
- When feeding material into the machine be extremely careful that pieces of metal, rocks, bottles, cans or other foreign objects are not included.
- If the shredding mechanism strikes any foreign objects or if the machine should start making any unusual noise or vibration, immediately shut off the power source and allow the machine to stop. Disconnect the machine from the supply and take the following steps before restarting and operating the machine:
  - inspect for damage;
  - replace or repair any damaged parts; (refer to trouble shooting section)
  - check for and tighten any loose parts.
- Do not allow processed material to build up in the discharge zone; this may prevent proper discharge and can result in kickback of material through the intake opening.
- If the machine becomes clogged, shut-off the power source and disconnect the machine from supply before cleaning debris.
- Never operate the machine with defective guards or shields, or without safety devices, for example debris collection bag in place.
- Keep the power source clean of debris and other accumulations to prevent damage to the power source or possible fire.
- Do not transport this machine while the power source is running.
- Stop the machine, and remove plug from the socket. Make sure that all moving parts have come to a complete stop



# Safety Information

Important - Please read these instructions fully before operating or maintaining

## Operation

- whenever you leave the machine;
- before clearing blockages or unclogging chute;
- before checking, cleaning or working on the machine.
- after striking a foreign object to inspect the product for damage,
- if the product starts to vibrate abnormally, for immediately check.
- Do not tilt the machine while the power source is running.
- Switch-off the machine before attaching or removing the debris collection bag.
- Always be sure of your footing on slopes.
- Always be sure of the footing on slopes and walk, never run.
- Keep all cooling air inlets clear of debris.
- Never blow debris in the direction of bystanders.

## Maintenance And Storage

- When the machine is stopped for servicing, inspection, storage, or to change an accessory, shut off the power source, disconnect the machine from the supply and make sure that all moving parts have come to a complete stop. Allow the machine to cool before making any inspections, adjustments, etc. Maintain the machine with care and keep it clean.
- Store the machine in a dry place out of the reach of children.
- Always allow the machine to cool before storing.
- When servicing the shredding fan be aware that, even though the power source is switched off due to the interlock feature of the guard, the shredding fan can still be moved.



# Safety Information

Important - Please read these instructions fully before operating or maintaining

## Maintenance And Storage

- Replace worn or damaged parts for safety. Use only genuine replacement parts and accessories. (call customer helpline on 0345 605 2062)

## Recommendations for operation

- Operate the product only at reasonable hours – not early in the morning or late at night when people might be disturbed.
- Use rakes and brooms to loosen debris before blowing/vacuuming.
- Slightly dampen surfaces in dust conditions or use mister attachment.
- Use the full blower nozzle extension so the air stream can work close to the ground.
- Avoid using the machine in bad weather conditions especially when there is a risk of lightning.
- The machine should be supplied via a residual current device (RCD) with a tripping current of not more than 30 mA.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.
- Supply cords shall not be lighter than
  - if rubber insulated, ordinary tough rubber sheathed flexible cord (code designation H05RN-F)
  - if polyvinyl chloride insulated, ordinary polyvinyl chloride sheathed flexible cord (code designation H05VV-F)



# Safety Information

Important - Please read these instructions fully before operating or maintaining

## Maintenance and storage

- Keep all nuts, bolts and screws tight to be sure the product is in safe working condition.
- Check the debris collector frequently for wear or deterioration.
- Use only genuine replacement parts and accessories.
- When the product is stopped for servicing, inspection, or storage, or to change an accessory, shut off the power source, disconnect the product from the supply and make sure that all moving parts are come to a complete stop. Allow the product to cool before making any inspections, adjustments, etc. Maintain the product with care and keep it clean.
- Store the product only in a dry place out of the reach of children.
- Always allow the product to cool before storing.
- When servicing the shredding means be aware that, even though the power source is switched off due to the interlock feature of the guard, the shredding means can still be moved.
- Replace worn or damaged parts for safety. Use only genuine replacement parts and accessories.
- Never attempt to override the interlocked feature of the guard.



# Safety Information

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## Additional safety warnings

- Do not touch moving hazardous parts before the product is disconnected from the power supply and the moving hazardous parts have come to a complete stop.
- Do not to connect a damaged cord to the supply or touch a damaged cord before it is disconnected from the supply for the reason that damaged cords can lead to contact with live parts.
- Keep extension cords away from moving hazardous parts to avoid damages to the cords which can lead to contact with live parts.
- Disconnect the machine from the mains, if the cord becomes damaged or entangled during use. Do not touch the cord before disconnecting the supply.
- Switch-off the product before attaching or removing the collection bag.
- Do not operate the product near open windows, etc.
- Do not blow hard objects such as nails, bolts, or rocks.
- Apply extra care when cleaning debris from stairs or other tight areas.
- Keep all parts of your body away from the suction/blowing device. Do not remove blockages or jams when the product is switched on. Make sure the switch is off when clearing jammed material. One moment of inattentiveness while operating the product may result in serious personal injury.
- Carry the product by the handle with the motor off. Handling the product properly reduces the possibility of personal injury.
- Never use the product standing on steps or a ladder. Do not work above shoulder height.



# Safety Information

Important - Please read these instructions fully before operating or maintaining

## Additional safety warnings

- If the product starts to vibrate abnormally, check it immediately. Excessive vibration can cause injury.
- Always ensure the product is fully assembled before using it. Never attempt to use an incomplete product or one fitted with an unauthorised modification.
- Check the suction/blowing device regularly for damage, and if damaged repair immediately.
- Do not overload the product.
- Follow the maintenance and repair instructions for this product. Never carry out any modifications to the product. Information about maintenance and repair is provided in this user manual.

## Vibration and noise reduction

**To reduce the impact of noise and vibration emission, limit the time of operation, use low-vibration and low-noise operating modes as well as wear personal protective equipment.**

**Take the following points into account to minimize the vibration and noise exposure risks:**

- Only use the product as intended by its design and these instructions.
- Ensure that the product is in good condition and well maintained.
- Use correct cutting device for the product and ensure they in good condition.
- Keep tight grip on the handles/gripping surface.
- Maintain this product in accordance with these instructions and keep it well lubricated (where appropriate).
- Plan your work schedule to spread any high vibration tool use across a longer period of time.



# Safety Information

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## Emergency



### **WARNING!**

**Familiarize yourself with the use of this machine by means of this instruction manual. Memorise the safety directions and follow them to the letter. This will help to prevent risks and hazards.**

- Always be alert when using the machine, so that you can recognise and handle risks early. Fast intervention can prevent serious injury and damage to property.
- Switch off and disconnect from the power supply if there is any malfunction. Have the machine checked by a qualified specialist and repaired, if necessary, before you put it into operation again.

## Residual risks

**Even if you are operating this product in accordance with all the safety requirements, potential risks of injury and damage remain. The following dangers can arise in connection with the structure and design of this product:**

- Health defects resulting from vibration emission if the product is being used over long periods of time or not adequately managed and properly maintained.
- Injuries and damage to property due to broken application tools or the sudden impact of hidden objects during use.
- Danger of injury and property damage caused by flying objects.



## Safety Information

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### Residual risks



**WARNING! This product produces an electromagnetic field during operation! This field may under some circumstances interfere with active or passive medical implants! To reduce the risk of serious or fatal injury, we recommend persons with medical implants to consult their doctor and the medical implant manufacturer before operating this product!**

# Intended Use

## Residual risks

This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the product by a person responsible for their safety.

Children should be supervised to ensure that they do not play with the product.

This device is intended solely to blow or collect leaves in private gardens. Any other use not expressly permitted in these instructions may result in damage and may pose a serious hazard to the user and is not permitted.

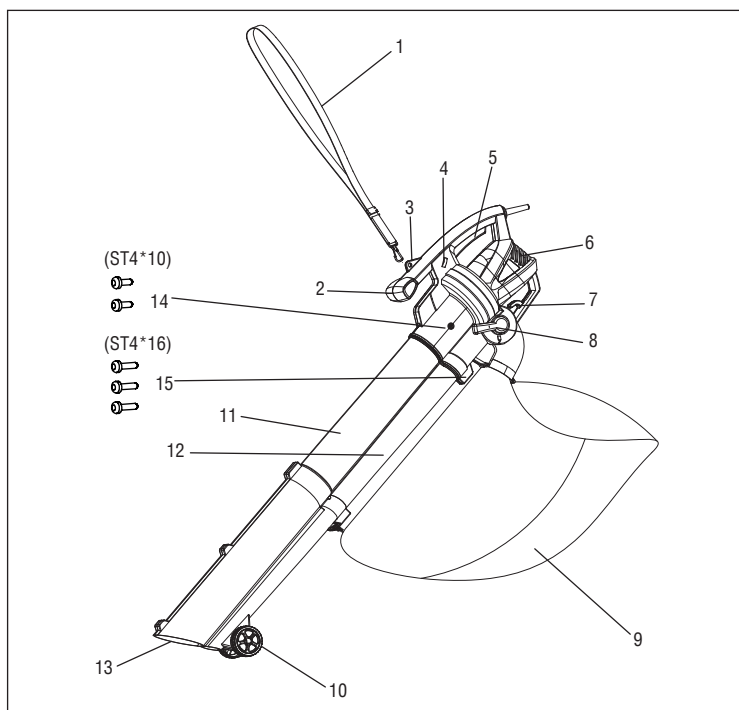
In particular, the unit must never be used:

- On a rainy day or in a humid environment;
- By children under 16;
- By unaccompanied minors.

# Part List

## Parts description

- |                               |                               |
|-------------------------------|-------------------------------|
| 1. Shoulder strap             | 9. Debris collection bag      |
| 2. Front handle               | 10. Wheel                     |
| 3. Hook point (for strap)     | 11. Upper vacuum              |
| 4. Speed control              | 12. Upper blower tube         |
| 5. On/Off trigger             | 13. Lower vacuum /blower tube |
| 6. Air vents                  | 14. Screw (ST4*10)X2pcs       |
| 7. Cable holder               | 15. Screw (ST4*16)X3pcs       |
| 8. Vacuum/Blow selector lever |                               |



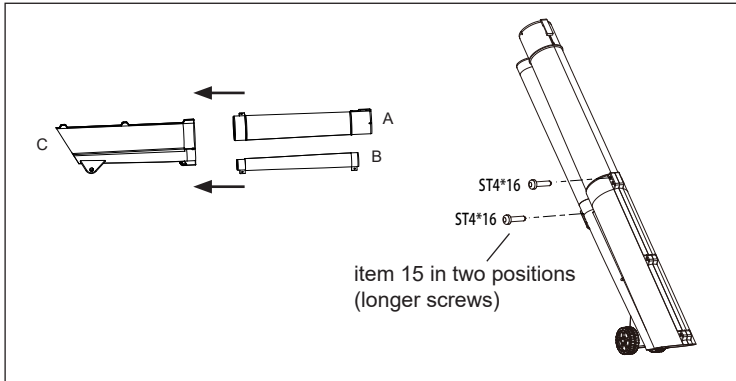
## Tools needed for assembly

1. PH2 phillips screw driver (not supplied)

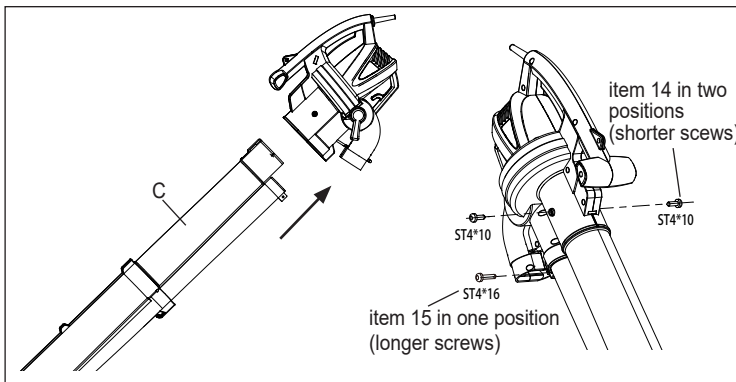
# Assembly

## Assembly

1. Align the tuber A and tube B to tube C. Secure the tube with the longer crosshead screws (item 15) in two positions.



2. Align the vacuum /blower tube assembly (C) to the motor unit and insert them all the way to the stop. Secure the tube and motor unit with shorter crosshead screws (item 14) in two positions and longer crosshead screw (item 15) in one position.

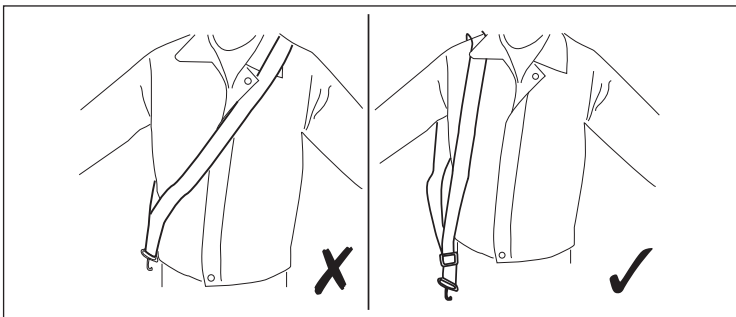
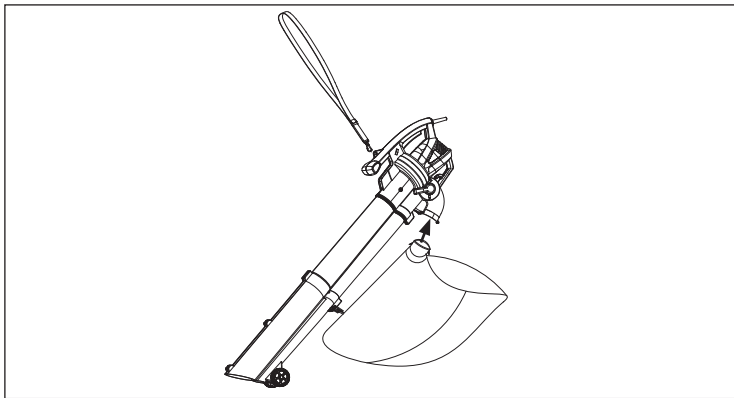


NOTE: Ensure that all screws are securely tightened with a phillips(PH2) head screwdriver (not supplied).

# Assembly

## Assembly

1. Align the collection bag with the outlet nozzle and insert into place.
2. The shoulder strap helps the operator to carry the product.
  - 2.1 Place the shoulder strap and let it runs over your right shoulder. In case of emergency, it is easy to release the shoulder strap from the user's body together with the product. Never let it pass over your left shoulder and cross your chest and back.
  - 2.2 The securing clip of shoulder strap must be located at the right hip.



**WARNING!** Always operate the product with its collection bag attached to protect yourself against flying debris and to avoid injuries!

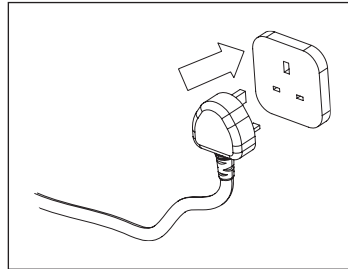
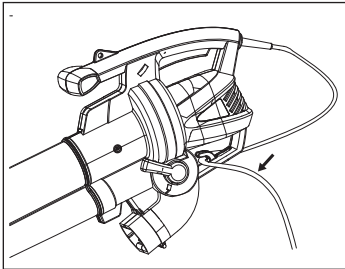


**WARNING!** Always use the product with the shoulder strap! Do not carry it only with your hands! Always adjust the shoulder strap before operation.

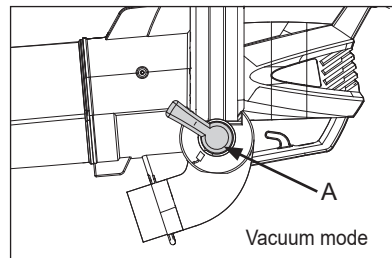
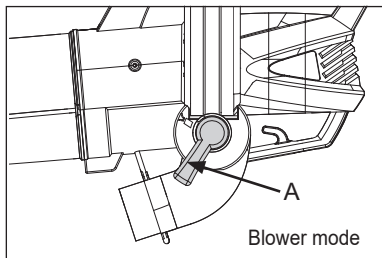
# Preparation

## Before starting



1. Push a loop of cable through the space in the handle and secure it over the cable restraint firmly.
2. Plug the Blower Vac into the mains supply and switch on.  
NOTE: Ensure the blower/vac tube is fitted correctly and attach the debris collection bag firmly .
3. Check the speed position. (Max. 6)



## Select blower or vacuum function



Select either the Vacuum or Blower function using the selector lever (A) on the side of the machine

	Vacuum mode
	Blower mode

# Operation

## Stopping the blower & vac

To turn off the machine you can simply release the on/off trigger.



**WARNING:** Any hard objects, such as stones, tin cans, glass etc, will damage the suction fan.

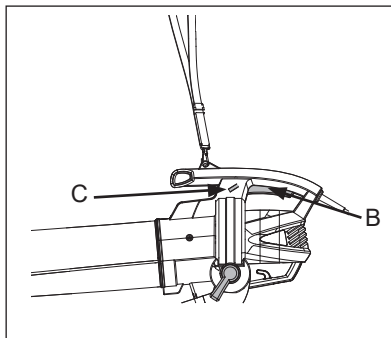
Do not use the Blower/Vacuum/Shredder to suck up water or very wet debris.

Never operate the Blower/Vacuum/Shredder without the debris collection bag fitted.

## Select blower or vacuum function

Press the on/off trigger (B). If more power is required, slide the speed controller from position "1" to position "6" (C).

"1" refers to the lowest speed, and "6" refers to the highest speed.



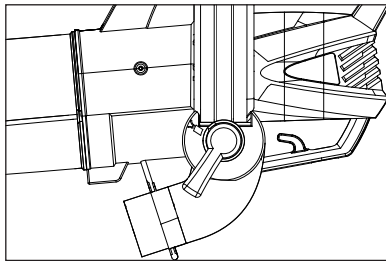
# Operation

## Using the blower mode

Select the blow function using the selector lever on the side of the machine and switch on. With the Blower Vac resting on its wheels, move it forward directing the nozzle at the debris to be cleared.

Adjust the speed with the speed control dial if more power is required.

Alternatively hold nozzle just above the ground and swing the machine from side to side. Moving forward and direct the nozzle at the debris to be cleared. Blow the debris into a convenient heap then use the vacuum function to collect the debris.



Blower mode(B)

Inspect the working area before starting. Remove any objects or debris that could be thrown, jammed or become entangled.

Select the vacuum function using the selector lever on the side of the machine and switch on.

With the Blower Vac resting on its wheels move the Blower Vac forwards directing the nozzle at the debris to be collected. Alternatively with the Blower & Vac held just above the ground swing the machine from side to side, moving forwards and directing the nozzle at the debris to be collected. Do not force the nozzle into the debris as this will block the suction tube and reduce the efficiency of the machine.

Adjust the speed with the speed control dial if more power is required.



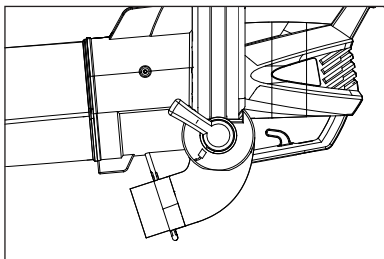
**WARNING:** Unplug the machine before attempting to clear any blockage and follow instructions detailed on the following pages.



**WARNING:** Never use water for cleaning your product, use only a dry cloth. Do not clean with chemicals or solvents, some can destroy plastic parts.

# Operation

## Using the vacuum mode



Vacuum mode(A)



**WARNING!** Always wear gloves when attempting to clear any blockages

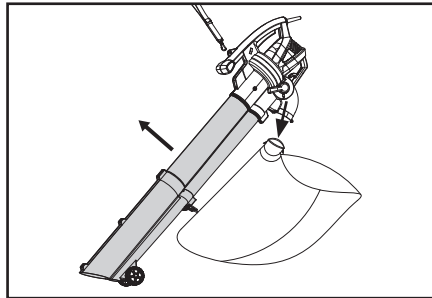
# Maintenance

## Cleaning debris



**WARNING!** Before use vacuum function, make sure the collection bag has been firmly assembled and the zipper on it already closed.

1. Switch off and disconnect from the mains electricity supply before cleaning your product.
2. Always empty the collection bag, using the zip.
3. Check the vacuum /blower tube assembly for debris carefully tap the tube to loose the debris.
4. Remove the vacuum /blower tube assembly from the motor housing first. Wearing gloves, carefully rotate the fan and remove debris by hand. Clean the fan with a soft brush ensuring it is free from debris.
5. Clean the air vents with a soft brush.
6. Refit the tube and collection bag carefully



## Storing your product

Always store the product in a dry place ensuring the supply cord is not likely to be damaged on sharp edges etc.

## Maintenance

Our machines have been designed to operate over a long period of time with a minimum of maintenance. Continuous satisfactory operation depends upon proper machine care and regular cleaning.

Keep all nuts, bolts and screws tight to be sure the appliance is in safe working condition.

1. Check the collection bag frequently for wear or deterioration.
2. Replace worn or damaged parts.
3. Use only genuine replacement parts and accessories.
4. Store the appliance in a dry place.

# Technical Data

## Technical data table

Model	MCLBV28
Rated voltage	230 -240V~/50Hz
Rated power	2800W
No-load speed	7000-14000 /min
Net weight	3.6kg
Cable length	10m
Capacity of debris bag	40L
Total tube length	92cm
Max. air speed	265km/h
Max. air volume	13m <sup>3</sup> /min
Vibration	4.17m/s <sup>2</sup> , K=1.5m/s <sup>2</sup>
A-weighted sound pressure level L <sub>pA</sub>	90.6dB(A), K=3dB(A)
Sound power level L <sub>WA</sub>	99.68dB(A), K=1.65dB(A)
Guaranteed sound power level L <sub>WA</sub>	105dB(A)
Fuse in plug	13A

Spare parts list	
Debris collection bag	AAAB071030
Shoulder strap	AAAB071032
Screws (item 14 and 15)	AAAB071014+AAAB071031

The sound value(s) have been determined according to noise test code given in EN 60335-1 and EN 50636-2-100, using the basic standards EN ISO 11094 and EN ISO 3744. The sound intensity level for the operator may exceed 80dB(A) and ear protection measures are necessary

- The declared vibration value has been measured in accordance with EN50636-2-100 test method and may be used for comparing one product with another. The declared vibration value may also be used in a preliminary assessment of exposure.

# Technical Data

## Technical data table



**WARNING!** The vibration and noise emission during actual use of the machine can differ from the declared total value depending on the ways in which the tool is used especially what kind of workpiece is processed;

The need to identify safety measures to protect the operator that are based on an estimation of exposure in the actual conditions of use (taking account of all parts of the operating cycle such as the times when the tool is switched off and when it is running idle in addition to the trigger time).

# Troubleshooting

## Troubleshooting table



**WARNING:** Only perform steps outlined below. Disconnect the product from the mains electricity Supply before examining the supply cord for any damage. For further advice contact the customer helpline.

Problem	Possible cause	Solution
Device does not start	Power supply or plug is defective	Disconnect from mains supply check/replace plug fuse. Try an alternative power supply or call customer service.
	Defective on/off switch Worn carbon brushes Defective motor	Repair through customer service
	Impeller fan cover still open (micro-switch open)	Close impeller fan cover and screw it down properly
Device works with interruptions	Damaged power cable	Disconnect from mains electricity. Check cord; call service helpline
	Internal loose connection	Repair through customer service
	Defective on/off switch	
Low suction capacity or suction not present	Collection bag is full	Empty collection bag
	Collection bag is dirty	Clean collection bag
	Selector switch is in the wrong position	Set selector switch to the suction symbol
	Device clogged up or blocked by foreign bodies	Remove blockages (see chapter Cleaning and Maintenance)
Small or missing blowing power	Selector switch in in-correct position	Set selector switch to the blowing symbol
	Speed controller in wrong position	Rotate speed controller to high position
Device works with interruptions	Foreign body blocks impeller wheel	Remove blockage (see chapter Cleaning and Maintenance)

# Recycling and Disposal

## Recycling and disposal



The product comes in a package that protects it against damage during shipping. Keep the packaging until you are sure that all parts have been delivered and the product is functioning properly. Recycle the packaging afterwards.

Old products are potentially recyclable and do not, therefore, belong in your household waste. You are requested to assist us and our contribution to saving resources and protecting the environment by handing this product at an equipped collection centre.

# Getting Help

## Customer helpline 0345 605 2062

Our dedicated UK based customer service centre is open 7 days a week to assist you with assembly, parts queries and technical support. We are open during office hours. Our experts are here to get you back enjoying your garden in no time.

Calling our service does not affect your statutory rights.  
UK/N.I. 0345 605 2062

# Guarantee

## Dear Customer,

In the unlikely event that your device develops a fault, please contact our customer service department on the following telephone number shown below (0345 605 2062).

1. These guarantee terms cover additional guarantee rights and do not affect your statutory warranty rights.  
Claims must be accompanied by Proof of Purchase. This must be in the form of a sales receipt or bank statement and must show that the product has been purchased within 2 years prior to the claim, from the retailer that it was originally sold to.
2. Our guarantee covers problems caused by material or manufacturing defects, and will result in the repair of these defects or replacement of the device with a like for like or similar article. Please note that our devices have not been designed for use in commercial, trade or industrial applications. Consequently, the guarantee is invalidated if the equipment is used in commercial, trade or industrial applications or for other equivalent activities.
3. The guarantee is valid for a period of 2 year starting from the purchase date of the device. Guarantee claims should be submitted before the end of the guarantee period within two weeks of the defect being noticed. No guarantee claims will be accepted after the end of the guarantee period. The original guarantee period remains applicable to the device even if repairs are carried out or parts are replaced. In such cases, the work performed or parts fitted will not result in an extension of the guarantee period, and no new guarantee will become active for the work performed or parts fitted. This also applies when an on-site Service is used.
4. Please keep your sales receipt in a safe place. If the defect is covered by our guarantee your device will either be repaired under the terms of guarantee or we will send you a replacement device. This device may be re-conditioned or Like for like replacement.