

Hyper Tough 40V MAX 12" Cordless Self-Oiling Chainsaw - HT19-401-003-04 FAQ's

WILL THIS CHAINSAW COME WITH A BATTERY AND CHARGER?

Yes, this comes with 2, 20V 2.5ah batteries and a dual port charger

WHY IS MY CHAINSAW NOT COMING ON?

There could be a few reasons why your chainsaw may not be turning on.

1. Be sure to check your batteries to ensure they are fully charged and properly slotted onto the chainsaw.
2. This chainsaw features a **chain brake system**. Which will begin to stop the blade if the chainsaw experiences kickback or the user releases the switch. The chain brake must be engaged every time the chainsaw turns back on. To engage the chain brake pull the guard toward the auxiliary handle to engage. for more information on chain brake refer to your manual or contact our customer service at 1.888.997.9975

MY CHAIN IS COMING OFF, HOW DO I ASSEMBLE THE BAR AND CHAIN? HOW DO I TENSION THE CHAIN AROUND THE BAR?

This chainsaw features an **auto-tension system** which will automatically tension the chain as you screw on the clutch cover.

1. Remember to put on cut resistant gloves and to cut power to the tool by removing the batteries before disassembling or assembling bar and chain.
2. Place the chain around the bar ensuring that the teeth are facing the appropriate direction.
3. With the clutch cover removed, place the bar on the on the bar pad, ensuring the chain is over the drive sprocket.
4. Place the clutch cover back on using the black inside knob screw the clutch cover flush with the saw face.
5. Turn the red knob clockwise to tighten the chain. you will want about a 1/8th inch of play between the chain and bar.
6. For more information refer to your manual or contact our customer service at 1.888.997.9975

HOW LONG DOES IT TAKE TO CHARGE THE BATTERY?

Charging times can vary depending on the amp-hour (AH) of the battery and the charger used. When the battery is first inserted the red light will come on to show that it is charging. Once your battery is fully charged the light will turn green.

DOES THIS USE THE SAME BATTERIES AS MY OTHER 20V HYPERTOUGH TOOLS?

Yes, the same rechargeable battery that charges the Hyper Tough Chainsaw charges any other tool in the HT Charge 20VMax Family. This system allows you to quickly swap batteries between your HT Charge tools.

WHAT IS THE CHAIN SPEED?

The chain speed for this chainsaw is 19.7 ft/s

WHAT KIND OF OIL DO I USE ON THE CHAIN SAW? HOW MUCH OIL WILL THE CHAIN SAW NEED?

Any brand bar and chain oil will do. There is a max line that the oil reservoir can be filled to. Do not fill the reservoir beyond this point. For best results ensure that you are using a winter grade bar and chain oil in the winter or cold climates. In warmer climates or in the summer, a summer grade bar and chain oil is recommended. Never store your chainsaw with oil still in the reservoir.

HOW CAN I PREVENT OIL LEAKAGE?

With a saw designed to self-lubricate during operation, a little oil leakage is normal. To help minimize and prevent leakage, we recommend the following:

***Remember to always disconnect power when performing maintenance on your saw. ***

- Do not overfill the oil reservoir. Use the Max line on the tool to assist you.
- After operation to vent the oil tank, remove oil cap this relieves any accumulated pressure during the oiling process. remember to immediately replace it to not lose it.
- Allow the saw to cool down before storing.
- Wipe down the saw sprocket area.
- Remove oil from saw before storage.
- Store the saw horizontally when not in use.

ARE THERE ANY PRECAUTIONS I SHOULD FOLLOW WHEN USING THE CHAINSAW?

Carefully review the owner's manual for all safety information and guidelines. Follow safety precautions while using any power tools – including wearing safety eyewear, gloves, appropriate shoes & clothing, and keeping hair tied back. See the owner's manual for complete safety instructions and details.

I'VE MISPLACED MY MANUAL. IS THERE ANYWHERE I CAN GET MORE INFORMATION?

You can find the manual for download on the product page. If you would like to request a paper copy, please contact our customer service office at 1.888.997.9975

WHAT IS THE WARRANTY?

Your chainsaw will come with a 2-year limited warranty. To qualify for a replacement please return your tool to the Walmart store with your receipt. Be sure to first review your manual for possible solutions or contact our customer service line at 1.888.997.9975

