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› DEWALT DWE397 1700W 430mm Alligator Saw Instruction Manual

## DEWALT DWE397-QS

# DEWALT DWE397 1700W 430mm Alligator Saw Instruction Manual

Model: DWE397-QS

## 1. INTRODUCTION AND PRODUCT OVERVIEW

The DEWALT DWE397 Alligator Saw is a powerful and specialized tool designed for efficient and precise cutting of Aerated Autoclaved Concrete (ACC) blocks. Its unique dual-blade system ensures stability and prevents material movement during operation, making it ideal for construction and masonry applications. This manual provides essential information for safe operation, maintenance, and troubleshooting to ensure optimal performance and longevity of your tool.



Figure 1.1: Overview of the DEWALT DWE397 Alligator Saw, showcasing its robust design and long blade.

## 2. SAFETY INFORMATION

Always adhere to the following safety guidelines to prevent injury and damage to the tool. Read all instructions before operating the saw.

### General Safety Rules:

- **Work Area Safety:** Keep the 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.
- **Electrical Safety:** Power tool plugs must match the outlet. Never modify the plug in any way. Avoid body contact with earthed or grounded surfaces such as pipes, radiators, ranges, and refrigerators.
- **Personal Safety:** Always wear eye protection, hearing protection, and appropriate dust masks. Dress properly; avoid loose clothing or jewelry. Secure long hair.
- **Tool Use and Care:** Do not force the power tool. Use the correct power tool for your application. Disconnect the plug from the power source before making any adjustments, changing accessories, or storing power tools.

- **Maintenance:** Maintain power tools. Check for misalignment or binding of moving parts, breakage of parts, and any other condition that may affect the power tool's operation.

### 3. PRODUCT FEATURES AND COMPONENTS

Familiarize yourself with the key features and components of your DEWALT DWE397 Alligator Saw for effective and safe operation.



Figure 3.1: Key components of the Alligator Saw, including the Bar, Saw Blades, and Front Handle.

- **Bar:** Helps protect the user from debris and sparks during cutting operations.
- **Saw Blades:** Two long-life and durable saw blades running in opposite directions, designed for cutting various materials, specifically ACC blocks.
- **Front Handle:** Ergonomically designed to reduce hand fatigue and provide better control during use.



Figure 3.2: Additional components such as the Lock-off Button, Rear Grip Handle, On/Off Trigger Switch, and Dust Port.

- **Lock-off Button:** Prevents accidental startup of the saw, enhancing user safety.
- **Rear Grip Handle:** Provides additional control and stability, especially during prolonged use.
- **On/Off Trigger Switch:** Turns the saw on and off.
- **Dust Port:** Helps in collecting dust and debris.
- **Hex Key:** Onboard tool for quick and easy blade changing.

## 4. TECHNICAL SPECIFICATIONS

The following table details the technical specifications of the DEWALT DWE397 Alligator Saw.



Figure 4.1: Visual representation of key specifications.

Specification	Value
Brand	DEWALT
Model Number	DWE397-QS
Country of Origin	Czech Republic
Special Feature	Durable saw blades
Item Weight	5.5 kg
Product Dimensions (LxWxH)	107 x 21 x 23.5 cm
Voltage	240 Volts
Wattage	1700 Watts
Noise Level	104 dB
Power Source	Corded Electric
Included Components	1 Alligator Saw
Cutting Length	430 mm
No-Load Speed	3000 RPM
Stroke Length	40 mm
Cord Length	4 M

## 5. SETUP AND ASSEMBLY

Before operating your DEWALT DWE397 Alligator Saw, ensure it is properly set up and assembled.

### Unboxing:

1. Carefully remove the saw and all components from the packaging.
2. Verify that all included components are present: 1 Alligator Saw.
3. Inspect the tool for any signs of damage that may have occurred during shipping. Do not use if damaged.

### Blade Installation/Changing:

The DWE397 features a quick and easy blade changing system with an onboard tool.

1. Ensure the saw is unplugged from the power source before attempting to change blades.
2. Locate the onboard hex key.
3. Use the hex key to loosen the blade retaining screws.
4. Carefully remove the old blades.
5. Insert the new blades, ensuring they are correctly aligned with the guides.
6. Tighten the blade retaining screws securely with the hex key. Do not overtighten.
7. Confirm blades are firmly seated and move freely within their guides.

## 6. OPERATING INSTRUCTIONS

Follow these steps for safe and effective operation of your Alligator Saw.

### Before Operation:

1. Ensure the work area is clear of obstructions and well-ventilated.
2. Wear appropriate personal protective equipment (PPE), including safety glasses, hearing protection, and a dust mask.
3. Connect the saw to a suitable power outlet (240 Volts).
4. If available, connect a dust extraction system to the dust port for cleaner operation.

### Cutting ACC Blocks:

1. Secure the ACC block firmly to prevent movement during cutting.
2. Grip the saw firmly with both hands, using the front handle and rear grip handle for maximum control.
3. Press the lock-off button, then depress the on/off trigger switch to start the saw.
4. Allow the blades to reach full speed before engaging with the material.
5. Guide the saw smoothly through the ACC block, applying steady, even pressure. Do not force the saw. The dual blades are designed to cut efficiently without excessive force.
6. Maintain a stable stance and keep your body clear of the cutting path.
7. Once the cut is complete, release the trigger switch and allow the blades to stop completely before setting the saw down.



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## **CUSTOMER CARE CONTACT**

**PHONE:**

**1800-203-0644**

**MON-SAT**

**09:00 AM - 06:00 PM IST**

**EXCEPT GOVERNMENT HOLIDAYS**

**EMAIL:**

**SBD-CUSTOMER  
COMMUNICATIONS  
@SBDINC.COM**

**NUMBER OF AUTHORIZED  
SERVICE CENTER : 500+**

**WHATSAPP:**



**+91 96060 55835**

**SCAN THE CODE TO CONTACT US**

Figure 6.1: Proper handling of the Alligator Saw during cutting operations.

## **7. MAINTENANCE**

Regular maintenance ensures the longevity and optimal performance of your DEWALT DWE397 Alligator Saw.

### **Cleaning:**

1. Always unplug the saw before cleaning.
2. Use a soft brush or compressed air to remove dust and debris from the ventilation openings and around the blades.
3. Wipe down the exterior of the tool with a damp cloth. Do not use harsh chemicals or abrasive cleaners.
4. Clean the dust port regularly to ensure efficient dust extraction.

### **Blade Care:**

1. Inspect blades for wear, damage, or dullness before each use.

2. Replace worn or damaged blades promptly to maintain cutting efficiency and safety. Refer to Section 5 for blade changing instructions.
3. Store blades in a dry place to prevent rust.

### Cord Inspection:

1. Regularly check the power cord for cuts, fraying, or damage.
2. If the cord is damaged, have it replaced by a qualified service technician to avoid electrical hazards.

## 8. TROUBLESHOOTING

This section provides solutions to common issues you might encounter with your Alligator Saw.

Problem	Possible Cause	Solution
Saw does not start	No power supply; Lock-off button not engaged; Damaged power cord.	Check power connection; Ensure lock-off button is pressed before trigger; Inspect power cord for damage and replace if necessary.
Reduced cutting performance	Dull or damaged blades; Material too hard for current blades; Excessive pressure applied.	Replace blades; Ensure correct blades are used for material; Reduce cutting pressure.
Excessive vibration or noise	Loose blades; Damaged internal components; Material not secured.	Check and tighten blades; If problem persists, contact customer support; Secure material firmly.
Saw stops during operation	Overload; Power interruption.	Reduce load on the saw; Check power supply; Allow tool to cool down if overheated.

If you encounter issues not listed here or if solutions do not resolve the problem, please contact DEWALT customer support.

## 9. WARRANTY AND SUPPORT

DEWALT provides comprehensive support for its products. For any warranty-related issues or product feedback, please use the contact information below.

### Warranty Information:

The DEWALT DWE397 Alligator Saw comes with a **2-year warranty** provided by the manufacturer from the date of purchase.

### Customer Care Contact:



Figure 9.1: DEWALT Total Care contact details for support.

**Phone:** 1800-203-0644

**Email:** [SBD-CUSTOMERCOMMUNICATIONS@SBDINC.COM](mailto:SBD-CUSTOMERCOMMUNICATIONS@SBDINC.COM)

**Operating Hours:** Monday - Saturday, 09:00 AM - 06:00 PM IST (except government holidays)

**Number of Authorized Service Centers:** 500+

**WhatsApp:** [+91 96060 55835](https://wa.me/919606055835) (Scan QR code or click to chat)

**Manufacturer:** DEWALT

**Importer:** Stanley Black & Decker India Private Ltd #28, Akemps, 3rd Main, 1st Cross, Ashwini Layout Koramangala Bangalore - 560047

