

**FILL OIL TANK WITH BAR AND  
CHAIN OIL BEFORE FIRST USE**

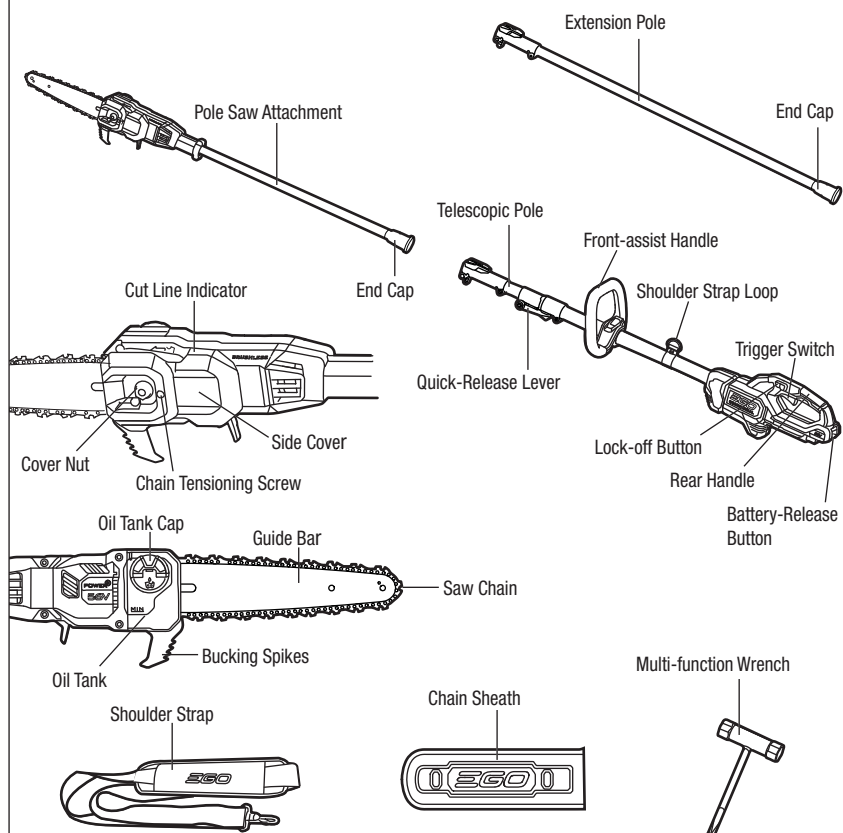
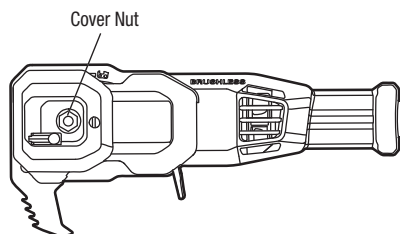
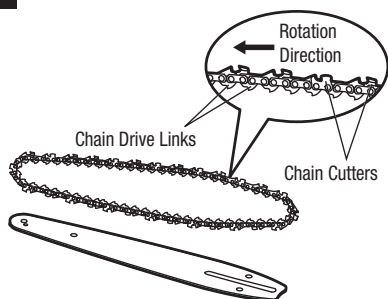
**OPERATOR'S MANUAL**

**56-VOLT LITHIUM-ION**

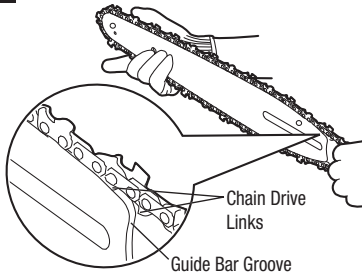
**COMMERICAL POLE SAW**

**MODEL NUMBER PSX2510**

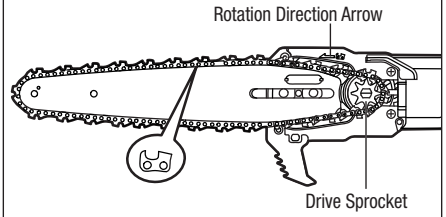
**⚠ WARNING:** To reduce the risk of injury, the user must read and understand the Operator's Manual before using this product. Save these instructions for future reference.

**A****B1****B2**

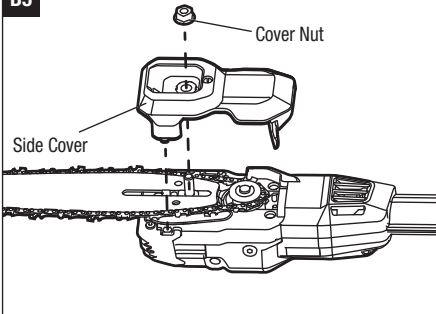
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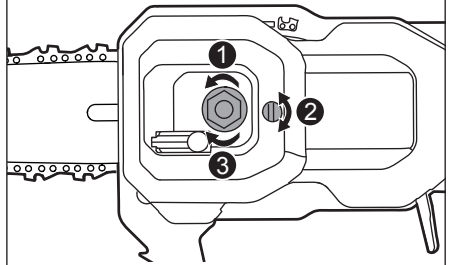
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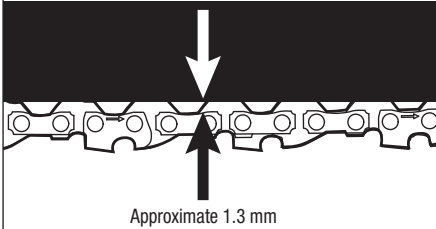
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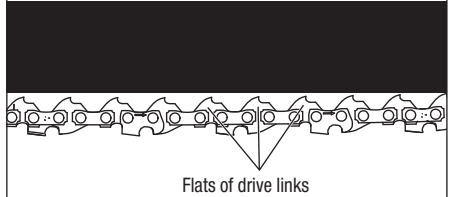
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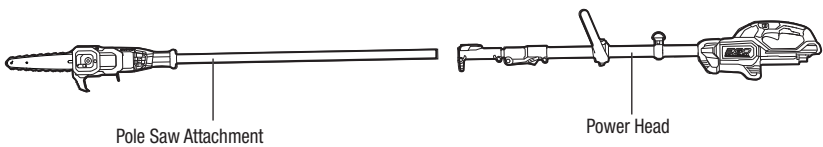
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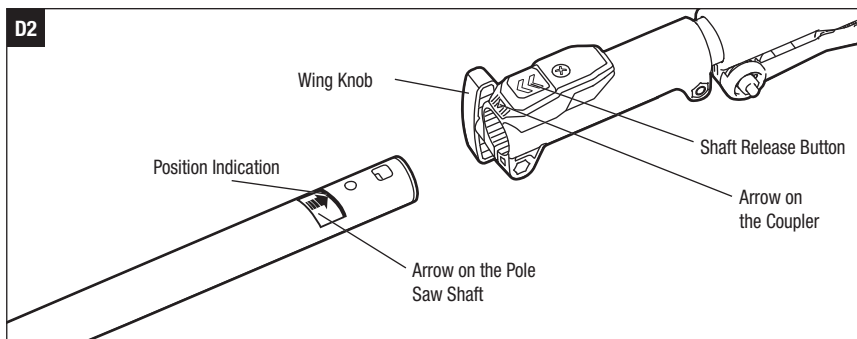
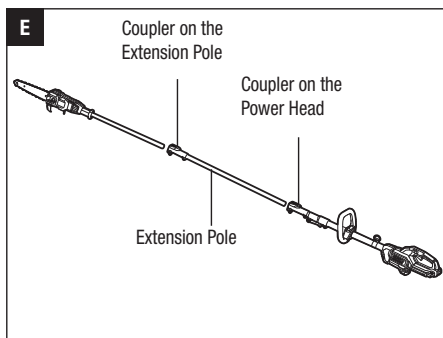
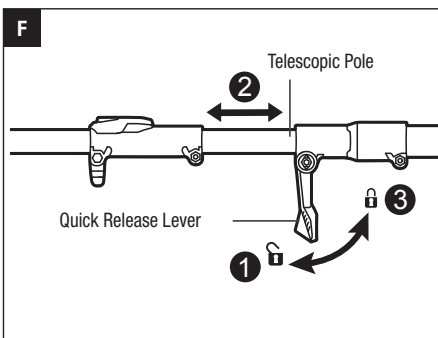
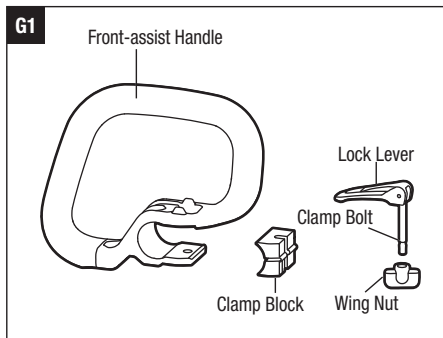
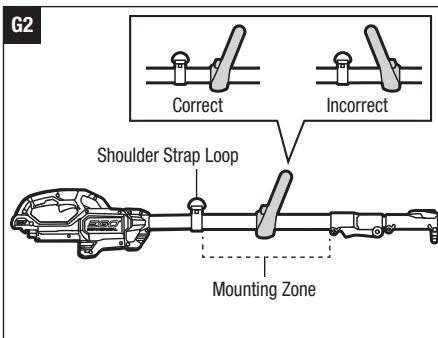
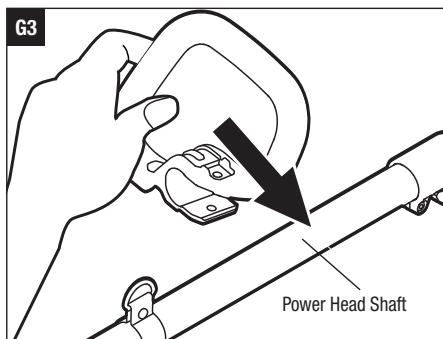
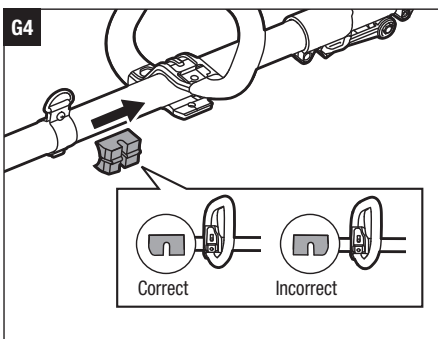


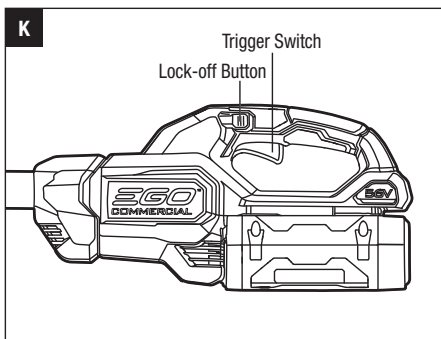
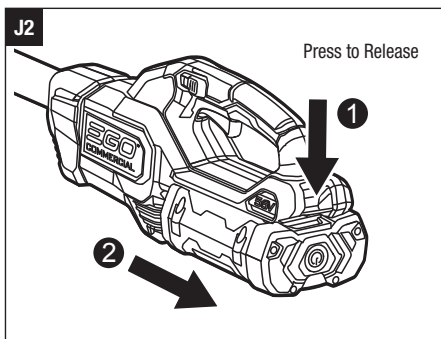
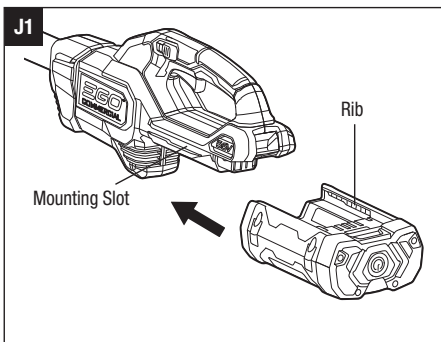
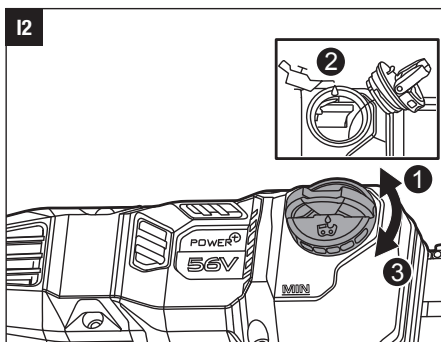
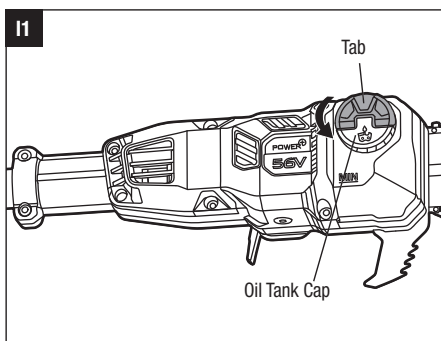
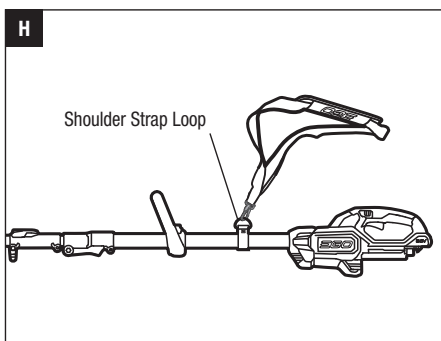
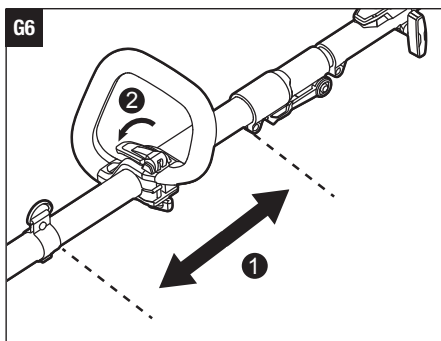
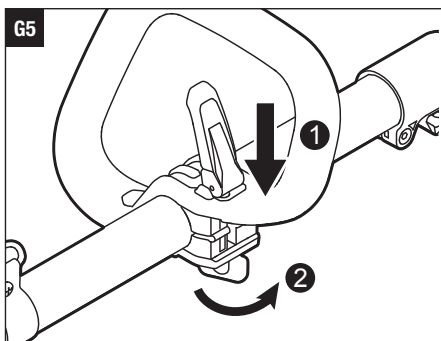
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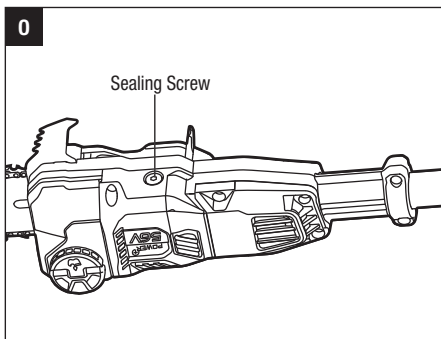
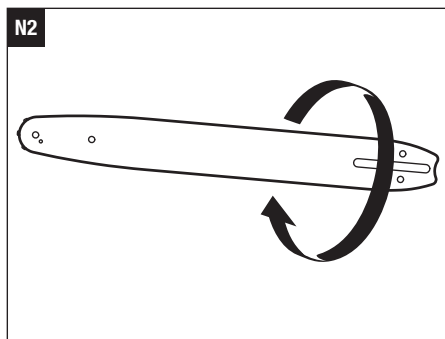
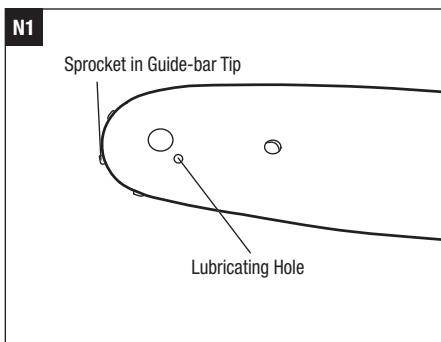
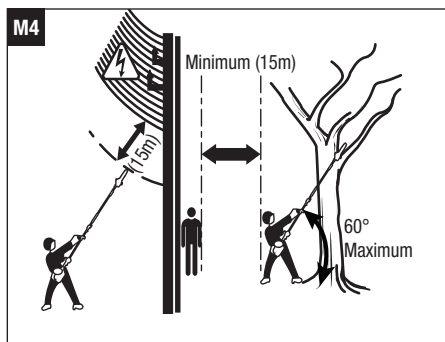
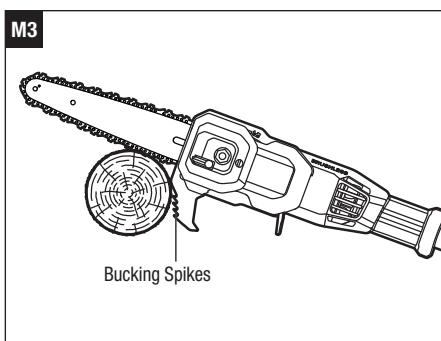
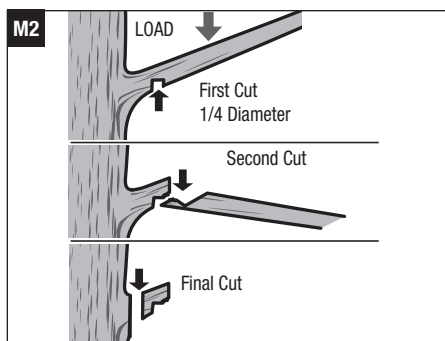
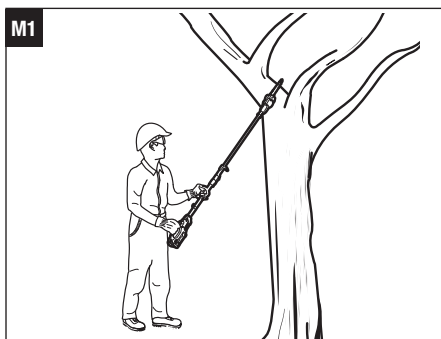
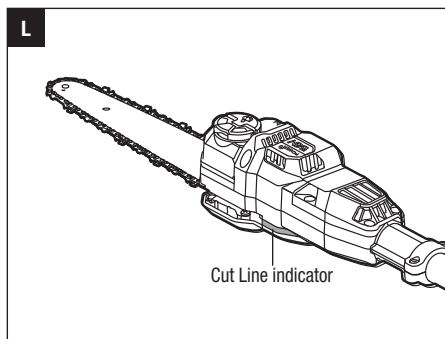


**D1**



**D2****E****F****G1****G2****G3****G4**





## READ ALL INSTRUCTIONS!



### READ OPERATOR'S MANUAL

**⚠ WARNING:** To ensure safety and reliability, all repairs and replacements should be performed by a qualified service technician.

## 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.

## SYMBOL MEANING

**SAFETY ALERT SYMBOL:** Indicates **DANGER**, **WARNING**, OR **CAUTION**. May be used in conjunction with other symbols or pictographs.

## SAFETY INSTRUCTIONS

This page depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate it.

|  |                                     |                                                                                                          |
|--|-------------------------------------|----------------------------------------------------------------------------------------------------------|
|  | Safety Alert                        | Precautions that involve your safety                                                                     |
|  | Read & Understand Operator's Manual | To reduce the risk of injury, user must read and understand operator's manual before using this product. |

|      |                                                           |                                                                                                                                                                                       |
|------|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | Eye Protection                                            | Always wear safety goggles or safety glasses with side shields and a full face shield when operating this product.                                                                    |
|      | Ear Protection                                            | Pole saw noise may damage your hearing. Always wear sound barriers (ear plugs or ear muffs) to protect your hearing.                                                                  |
|      | Head Protection                                           | Wear an approved safety hard hat to protect your head.                                                                                                                                |
|      | Protective Gloves                                         | Protect your hands with gloves when handling saw and saw chain. Heavy-duty, nonslip gloves improve your grip and protect your hands.                                                  |
|      | Safety Footwear                                           | Wear non-slip safety footwear when using this equipment.                                                                                                                              |
|      | Keep sufficient distance away from electrical power lines | To prevent electrocution, do not operate within 15m of overhead electrical lines. Contact with or use near power lines may cause serious injury or electric shock resulting in death. |
|      | Regulatory Compliance Mark                                | This product complies with applicable Australian standards.                                                                                                                           |
|      | WEEE                                                      | Waste electrical products should not be disposed of with household waste. Take to an authorized recycler.                                                                             |
| IPX5 | Ingress Protection (IP) Rating                            | Protection against water jets                                                                                                                                                         |
|      | Direct Current                                            | Type or a characteristic of current                                                                                                                                                   |
| V    | Volt                                                      | Voltage                                                                                                                                                                               |

|    |                 |                |
|----|-----------------|----------------|
| mm | Millimeter      | Length or size |
| ml | Milliliter      | Liquid Volume  |
| kg | Kilogram        | Weight         |
| °C | Degrees Celsius | Temperature    |

## IMPORTANT SAFETY INSTRUCTIONS

**⚠ WARNING:** When using electric gardening machines, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and personal injury, including the following:

### READ ALL INSTRUCTIONS

**⚠ DANGER:** Do not operate near electrical power lines. The unit has not been designed to provide protection from electric shock in the event of contact with overhead electric lines. Consult local regulations for safe distances from overhead electric power lines and ensure that the operating position is safe and secure before operating the pole saw.

**⚠ CAUTION:** Wear appropriate personal hearing protection during use. Under some conditions and durations of use, noise from this product may contribute to hearing loss.

- **Avoid dangerous environment** – Don't use machines in damp or wet locations.
- **Keep children away** - All visitors should be kept at a distance away from work area.
- **Dress properly** - Do not wear loose clothing or jewelry. They can be caught in moving parts. Use of rubber gloves and substantial footwear is recommended when working outdoors. Wear protective hair covering to contain long hair.
- **Use safety glasses. Always use face or dust mask if operation is dusty.**
- **Use right machine** - Do not use machine for any job except that for which it is intended.
- **Do not grasp the exposed cutting blades or cutting edges when picking up or holding the machine.**
- **Do not force machine** - It will do the job better and with less likelihood of a risk of injury at the rate for which it was designed.
- **Do not overreach** - Keep proper footing and balance at all times.
- **Stay alert** - Watch what you are doing. Use common sense. Do not operate machine when you are tired.

- **Keep all parts of the body away from the saw chain.** Do not remove cut material or hold material to be cut when blades are moving. Make sure the switch is off when clearing jammed material. Saw chain continues to move after the switch is turned off. A moment of inattention while operating the pole saw may result in serious personal injury.
- **Carry the pole saw by the handle with the saw chain stopped.** When transporting or storing the pole saw, always fit the chain sheath. Proper handling of the pole saw will reduce possible personal injury from the saw chain.
- **Hold the pole saw by insulated gripping surfaces only, because the saw chain may contact hidden wiring.** A saw chain contacting a "live" wire may make exposed metal parts of the pole saw "live" and could give the operator an electric shock.
- **Do not use the pole saw in bad weather conditions, especially when there is a risk of lightning.** This decreases the risk of being struck by lightning.
- **To reduce the risk of electrocution, never use near any electrical power lines.** Contact with or use near power lines may cause serious injury or electric shock resulting in death.
- **Always use two hands when operating the pole saw. Hold the pole saw with both hands to avoid loss of control.**
- **Always use head protection when operating the pole saw overhead.** Falling debris can result in serious personal injury.
- **Store idle machines indoors** - When not in use, machines should be stored indoors in a dry and high or locked-up place with the battery pack removed and out of reach of children.
- **Maintain machine with care** - Keep cutting edge sharp and clean for best performance and to reduce the risk of injury. Follow instructions for lubricating and changing accessories. Keep handles dry, clean, and free from oil and grease.
- **Check damaged parts** - Before further use of the product, a guard or other part that is damaged should be carefully checked to determine that it will operate properly and perform its intended function. Check for alignment of moving parts, binding of moving parts, breakage of parts, mounting, and any other condition that may affect its operation. A guard or other part that is damaged should be properly repaired or replaced by an authorized service center unless indicated elsewhere in this manual.
- **Do not charge the battery pack in rain, or in wet locations.**



- **Prevent unintentional starting.** Ensure the switch is in the **off-position** before connecting to battery pack, picking up or carrying the machine.  
Carrying the machine with your finger on the switch or energizing machine that has the switch on invites accidents.
- **Disconnect the battery pack from the machine before making any adjustments, changing accessories, or storing machine.** Such preventive safety measures reduce the risk of starting the machine accidentally.
- **Do not modify or attempt to repair the machine or the battery pack (as applicable) except as indicated in the instructions for use and care.**
- **Do not use a battery pack or machine that is damaged or modified.** Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
- **Use machines only with specifically designated battery packs.** Use of any other battery packs may create a risk of injury and fire.
- **Have servicing performed by a qualified repair person using only identical replacement parts.** This will ensure that the safety of the product is maintained.
- **Use only with the battery packs and chargers listed below:**

| BATTERY                                                                   | CHARGER                         |
|---------------------------------------------------------------------------|---------------------------------|
| BA1400, BA2800, BA4200,<br>BA1400T, BA2800T, BA4200T,<br>BA5600T, BA6720T | CH5500E,<br>CH2100E,<br>CH7000E |
| BAX1501                                                                   | CHX5500                         |

- **Do not dispose of the battery in a fire.** The cells may explode. Check with local codes for possible special disposal instructions
- **Do not open or mutilate the battery.** Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.

**⚠ CAUTION!** The electrolyte is a dilute sulfuric acid that is harmful to the skin and eyes. It is electrically conductive and corrosive.

- **Exercise care in handling batteries in order not to short the battery with conducting materials such as rings, bracelets, and keys.** The battery or conductor may overheat and cause burns.
- **Replacement Parts** - When servicing, use only identical EGO replacement parts. Use of any other accessory or attachment may increase the risk of injury.

- **Battery machines do not have to be plugged into an electrical outlet; therefore, they are always in operating condition.** Be aware of possible hazards even when the machine is not operating. Take care when performing maintenance or service.
- **Remove or disconnect the battery pack before servicing, cleaning or removing material from the product.**
- **Do not wash with a hose; avoid getting water in motor and electrical connections.**
- **Do not incinerate the machine even if it is severely damaged.** The batteries can explode in a fire.
- **Do not expose a battery pack or machine to fire or excessive temperature.** Exposure to fire or temperature above 100 °C may cause explosion.
- **If situations occur that are not covered in this manual, use care and good judgment. Contact the EGO Customer Service Center for assistance.**

**SAVE THESE INSTRUCTIONS.** Refer to them frequently and use them to instruct others who may use this product. If you lend this product to someone else, also lend these instructions to them to prevent misuse of the product and possibly injury.

## SPECIFICATIONS

|                                                    |                |
|----------------------------------------------------|----------------|
| Voltage                                            | 56 V           |
| Guide Bar Length                                   | 250 mm         |
| Chain Pitch                                        | 6.4 mm         |
| Chain Gauge                                        | 1.1 mm         |
| Oil Tank Capacity                                  | 80 ml          |
| Number of Drive Links                              | 56             |
| Machine Length<br>(without extension pole)         | Min. 2.33 m    |
|                                                    | Max. 2.92 m    |
| Machine Length<br>(with 1 extension pole)          | Min. 3.33 m    |
|                                                    | Max. 3.92 m    |
| Machine Length<br>(with 2 extension poles at most) | Min. 4.33 cm   |
|                                                    | Max. 4.92 cm   |
| Recommended Operating Temperature                  | -15 °C – 40 °C |
| Recommended Storage Temperature                    | -20 °C – 70 °C |
| Weight (without battery pack and chain sheath)     | 4.3 kg         |

## PACKING LIST (FIG. A)

## RECOMMENDED ACCESSORIES

**⚠ WARNING:** Use only accessories listed below. Use of accessories that do not meet the original equipment specifications may lead to improper performance and compromised safety.

| PART NAME      | MODEL NUMBER |
|----------------|--------------|
| Guide Bar      | AG1000Q      |
| Saw Chain      | AC1000Q      |
| Extension Pole | EP1000       |
| Shoulder Strap | AP1500       |

## DESCRIPTION

### KNOW YOUR POLE SAW (Fig. A)

## ASSEMBLY

**⚠ 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:** Always remove the battery pack from the product when you are assembling parts, making adjustments, cleaning, or when the product is not in use.

### ASSEMBLING THE GUIDE BAR AND SAW CHAIN

**⚠ WARNING:** Wear safety gloves before any work on the chain.

**⚠ WARNING:** An incorrectly fitted saw chain will result in erratic cutting behavior of the tool. Fit the chain so that it rotates in the intended direction of rotation.

1. Remove the battery pack.
2. Lay the pole saw on a firm, flat surface, so that the side cover is facing upwards.
3. Unscrew the cover nut using the included multi-function wrench, then lift the side cover (Fig. B1).
4. Lay the new saw chain in a loop on a flat surface and straighten any kinks (Fig. B2).
5. Place the chain drive links into the guide bar groove. Position the chain so there is a loop at the back of the guide bar (Fig. B3).

6. Hold the chain in position on the guide bar and place the loop around the drive sprocket of the pole saw.

**NOTICE:** A small direction arrow and a cutter pictogram is engraved in the machine housing (Fig. B4). When looping the saw chain onto the guide bar, make sure that, after mounting the guide bar, the direction of the saw chain will correspond to the rotation direction arrow on the machine housing and the shape of the cutters on the top of the guide bar are consistent with that of the cutter pictogram on the housing. If they face in opposite directions, reassemble the saw chain onto the guide bar with the arrows facing the same direction.

7. **Keep the bar and chain parallel to the mounting surface with one hand.** Attach the side cover to the housing so that the holes/pins and fastening bolt/thread hole are aligned with each other properly. Press the side cover towards the housing, then tighten the cover nut (Fig. B5).

**NOTE:** If the chain is too loose or too tight, adjust the chain tension following instructions in section "TENSIONING THE SAW CHAIN".

8. Rotate the chain by hand to check whether the chain is properly assembled without binding. Otherwise, reassemble the chain and bar.

### TENSIONING THE SAW CHAIN

1. Remove the battery pack.
2. Use the multi-function wrench to loosen the cover nut until the guide bar can be moved freely.
3. Use the multi-function wrench to turn the tensioning screw clockwise to tension the chain or counterclockwise to slacken it.
4. Manually rotate the chain to check for fault-free running.
5. Tighten the cover nut (Fig. C1).
  - During normal saw operation, the temperature of the chain will increase. The drive links of a correctly tensioned warm chain will hang approximately 1.3 mm out of the bar groove (Fig. C2).
  - A cold chain is correctly tensioned when there is no slack on the underside of the guide bar and the chain is snug, but it can be turned by hand without binding. The chain must be re-tensioned whenever the flats on the drive links do not sit in the bar groove (Fig. C3).

**NOTICE:** New chains tend to stretch, check chain tension frequently and adjust the tension as required.

**NOTICE:** A chain tensioned while it is warm may be too tight upon cooling. Check the cold tension before next use.

## CONNECTING THE POLE SAW ATTACHMENT TO THE POWER HEAD

This pole saw works as a combination of the pole saw attachment and the power head (Fig. D1).

**⚠ WARNING:** Never attach or adjust any attachment while the power head is running or with the battery pack installed. Failure to stop the motor and remove the battery pack may cause serious personal injury.

The pole saw attachment connects to the power head by means of a coupler device.

1. Stop the motor and remove the battery pack.
2. Loosen the wing knob on the power-head coupler.
3. Remove the end cap from the pole saw attachment and save it in a safe place for later use. Align the arrow on the pole saw shaft with the arrow on the coupler and push the pole saw shaft into the coupler until you hear a clear “click” sound which indicates the pole saw shaft is mounted into place. There is also a position indication on the pole saw shaft to assure proper installation (Fig. D2).
4. Pull the shaft of the attachment to verify it is securely locked into the coupler. If not, rotate the pole saw shaft from side to side in the coupler until it snaps into place.
5. Tighten the wing knob securely.

**⚠ WARNING:** Be certain that the wing knob is fully tightened before operating the equipment; check it periodically for tightness during use to avoid serious personal injury.

**To remove the pole saw attachment from the power head:**

1. Stop the motor and remove the battery pack.
2. Loosen the wing knob.
3. Press the shaft release button and, with the button depressed, pull or twist the pole saw shaft out of the coupler to separate it from the power head.

## CONNECTING THE EXTENSION POLE BETWEEN THE POWER HEAD AND THE POLE SAW ATTACHMENT (Fig. E)

**⚠ WARNING:** Never attach or adjust any attachment while the power head is running or with the battery pack installed. Failure to stop the motor and remove the battery pack may cause serious personal injury.

This extension pole is designed to only be used with EGO PSX2510. Never use it with other EGO attachments.

The extension pole increases the machine length by 1 m, extending the cutting range. It should be connected between the pole saw attachment and the power head. **A maximum of two extension poles can be used on one machine.**

Follow the process in the section “**CONNECTING THE POLE SAW ATTACHMENT TO THE POWER HEAD**” to install the extension pole between the pole saw attachment and power head.

**NOTICE:** Once assembled correctly, the pole saw attachment, extension pole, and the power head should not separate when pulled. Always test the connection by pulling them. Repeat the steps above if the pieces can be separated during test.

**⚠ DANGER:** Failure to secure the attachment and power head/extension pole as instructed above could result in serious injury or death.

**To remove the extension pole,** follow the instructions in chapter “**To remove the pole saw attachment from the power head**” in the section “**CONNECTING THE POLE SAW ATTACHMENT TO THE POWER HEAD**”.

## ADJUSTING THE TELESCOPIC POLE (Fig. F)

1. Lift the quick release lever to unlock the telescopic pole.
2. Extend the telescopic pole to the desired length.
3. Press the quick release lever down to lock the telescopic pole securely.

## MOUNTING AND ADJUSTING THE FRONT-ASSIST HANDLE

1. Stop the motor and remove the battery pack.
2. Loosen the wing nut and remove it along with the clamp bolt and lock lever from the front-assist handle (Fig. G1).
3. Position the slant of the assist handle forward towards the sawing end of the machine (Fig. G2). Press the handle onto the power head shaft within the mounting zone between the shoulder strap loop and the telescopic pole sleeve (Fig. G3).
4. Align the clamp block with the handle slot properly and then insert the clamp block (Fig. G4).
5. Mount the lock lever but do not press the lock lever down, and then pre-tighten the wing nut (Fig. G5).

6. Adjust the front-assist handle position within the mounting zone (Fig. G6). The handle should be adjusted so that your arm is straight when using the pole saw.
7. Press down the lock lever so that the front-assist handle is secured from rotation or moving along the power head shaft (Fig. G6).

### ATTACHING THE SHOULDER STRAP (Fig. H)

For safe and comfortable operation, put on the shoulder strap across the shoulder to relieve the weight on the operator's arms. Depress the carabiner to open it and hook the carabiner onto the shoulder strap loop. Adjust the shoulder strap length to a comfortable operating position.

**⚠ WARNING:** When emergency occurs, take the strap off from your shoulder immediately to avoid injury.

## OPERATION

**⚠ DANGER:** Never cut near power lines, electric cords, or other electric sources. If the bar and chain jams on any electrical cord or line, **DO NOT TOUCH THE BAR, CHAIN OR THE POLE! THEY CAN BECOME ELECTRICALLY LIVE AND MAY BE VERY DANGEROUS.** Continue to hold the pole saw by the insulated rear handle or lay it down and away from you in a safer manner. Disconnect the electrical service to the damaged line or cord before attempting to free the bar and chain from the line or cord. Contact with the bar, chain, other conductive parts of the pole saw, or live electric cords or lines will result in death by electrocution or serious injury.

**⚠ WARNING:** Do not allow familiarity with this product to make you careless. Remember that a careless fraction of a second is sufficient to inflict serious injury.

**⚠ WARNING:** Always wear eye protection. Failure to do so could result in objects being thrown into your eyes and other possible serious injuries.

**⚠ WARNING:** Do not use any attachments or accessories not recommended by the manufacturer of this product. The use of attachments or accessories not recommended can result in serious personal injury.

### APPLICATION

You may use this product for the purposes listed below:

- Limbing
- Pruning

### FILLING THE OIL TANK WITH BAR AND CHAIN LUBRICANT

**⚠ WARNING:** Do not smoke or bring any fire or flame near the oil or the pole saw. Oil may spill and cause a fire.

**NOTICE:** The pole saw is not filled with oil at the time of purchase. It is essential to fill the tank with chain oil before use. Operating the pole saw without chain oil or when the oil level is below the 'MIN' mark will result in damage to the pole saw. Chain life and cutting capacity depend on optimum lubrication. The chain is automatically lubricated with chain oil during operation, if there is sufficient oil in the reservoir. Oil level should also be checked after every 20 minutes of use and refilled as needed.

1. Remove the battery pack from the power head.
2. Clean the oil-tank cap and the area around it to ensure that no dirt falls into the oil tank.
3. Lay the pole saw on a firm, flat surface, so that the oil tank cap is facing upwards.
4. Lift the tab of the oil tank cap (Fig. I1).
5. Use the tab to rotate the oil tank cap counterclockwise to remove it.
6. Carefully pour the bar and chain oil into the tank until it fills to the tank neck. Be careful not to let the oil spill from the opening. Wipe off any excess oil.
7. Install the oil tank knob and rotate the knob to tighten it (Fig. I2).
8. Close the tab oil tank cap.

### NOTICE:

- Never use oil or other lubricants not specifically designed for use on the bar and chain. This can lead to a clogged oil system, which may cause premature wear of the bar and chain.
- Check the oil level frequently and refill as needed.
- Do not use dirty, used, or otherwise contaminated oil. Damage may occur to the bar or chain.
- It is normal for oil to seep from the saw when it is not in use. To prevent seepage, empty the oil tank after each use, and then run the saw for one minute. When storing the machine for a long period of time, be sure the chain is lightly lubricated; this will prevent rust on the chain and bar sprocket.
- To preserve natural resources, please recycle or dispose of oil properly. Consult your local waste authority for information regarding available recycling and disposal options.

## ATTACHING/DETACHING THE BATTERY PACK

**Fully charge the battery pack before first use.**

### To attach

Align the battery ribs with the mounting slots and press the battery pack down until you hear a “click” (Fig. J1).

**⚠ WARNING:** Make sure that the latch on the power head snaps into place and the battery pack is secured to the power head before beginning operation. Failure to securely seat the battery pack could cause the battery pack to fall out, resulting in serious personal injury.

### To detach

**⚠ WARNING:** Always be aware of the location of your feet and children or pets around you when pressing the battery-release button. Serious injury could result if the battery pack falls. NEVER remove the battery pack at a high location.

Depress the battery-release button and pull the battery pack out (Fig. J2).

**⚠ WARNING:** To avoid serious personal injury, always remove the battery pack and keep hands clear of the lock-off button and trigger switch when carrying or transporting the machine.

## STARTING/STOPPING THE MACHINE (Fig. K)

**⚠ WARNING:** NEVER OPERATE THE POWER HEAD WITHOUT AN ATTACHMENT. Do not attempt to start the power head before connecting the pole saw attachment.

### To start the pole saw

1. Install the battery pack.
2. Make sure that no objects or obstructions that could come in contact with the bar and chain are in the immediate proximity.
3. Grasp the front-assist handle and the rear handle firmly, using both hands.
4. Press and hold the lock-off button, then squeeze the trigger switch to start the saw. Release the lock-off button and continue to squeeze the trigger switch for continued operation.

**⚠ WARNING:** Do not attempt to start the saw when the saw chain is in a cut or in contact with any surface.

### To stop the pole saw

Move the pole saw away from cutting area, and then release the trigger switch to stop the pole saw.

**⚠ WARNING:** Always remove the battery pack from the power head during work breaks and after finishing work.

## CUT LINE INDICATOR (Fig. L)

The cut line indicator is located at the front of the pole saw attachment, in line with the saw chain. The cut line indicator is designed to help the user understand exactly where the bar and chain are located relative to the branch/limb being cut.

## WORKING WITH THE MACHINE

### Preparation for cutting

1. Remove the battery pack.
2. Make sure that the chain is properly mounted and correctly tensioned.
3. Check the side cover to ensure that it is against the guide bar and saw chain without any looseness and damage.
4. Check the oil level and fill the tank as needed. Make sure the chain is well lubricated.
5. Check the sharpness of the cutting teeth of the saw chain.
6. Hold the pole saw with both hands: with the right hand on the rear handle and the left hand on the front-assist handle (Fig. M1).
7. Make sure that you have a secure and balanced footing. Watch out for obstacles such as tree stumps, roots, and ditches, which could cause you to trip or stumble.
8. Make sure the saw chain is not touching the ground or any other objects.
9. Make sure that the object being cut does not exceed the usable cutting length of the pole saw. The tip of guide bar shall always be kept outside the outline of the wood log.

### Basic cutting procedure

**NOTE:** Practice cutting a few small logs using the following technique to get the “feel” of using your saw before you begin a major sawing operation. Follow the steps below to prevent damage to tree or shrub bark. Do not use a back-and-forth sawing motion (Fig. M2).

1. Make a shallow first cut (1/4 of the limb diameter) on the underside of the limb, close to the main limb or trunk.
2. Make a second cut from the top side of the limb, outboard from the first cut. Continue the cut through the limb until the limb separates from the tree. Be prepared to balance the weight of the machine when the limb falls.
3. Make a final cut close to trunk.

**NOTICE:** For second and final cuts (from the top of the limb or branch), hold the bucking spikes against the limb being cut (Fig. M3). This will help to steady the limb and make it easier to cut. Allow the chain to cut for you; only exert light downward pressure. If you force the cut, damage to the bar, chain, or motor can result.

4. Release the trigger switch as soon as the cut is completed.

**NOTICE:** Failure to follow proper cutting procedures will result in the bar and chain binding and becoming pinched or trapped in the limb. If this happens:

1. Stop the motor and remove the battery pack.
2. If the limb can be reached from the ground, lift the limb while holding the saw. This should release the “pinch” and free the saw.
3. If the saw is still trapped, call a professional for assistance.

## Limbing and pruning

This pole saw is designed for trimming small branches and limbs up to 200mm in diameter. For best results, observe the following precautions:

- Plan the cut carefully. Be aware of the direction in which the branch will fall.

**⚠ WARNING:** Branches may fall in unexpected directions. Do not stand directly under the branch being cut.

- The most typical cutting application is to position the unit at an angle of 60° or less, depending on the specific situation, as shown in Fig. M4. As the angle of the pole saw shaft to the ground increases, the difficulty of making the first cut (from the underside of limb) increases.
- Remove long branches in several stages.
- Cut lower branches first to allow the top branches more room to fall.
- Work slowly, keeping both hands on the saw with a firm grip. Maintain secure footing and balance.
- Keep the tree between you and the chain while limbing. Cut from the side of the tree opposite the branch you are cutting.
- Do not cut from a ladder; this is extremely dangerous. Leave such operations for professionals.
- Do not make the flush cut next to the main limb or trunk until you have cut off much of the limb to reduce the weight. Following proper cutting procedures will prevent stripping the bark from the main member.

- Do not use the pole saw for felling or bucking.
- To prevent electrocution, do not operate within 15 m of overhead electrical lines (Fig. M4).
- Keep bystanders at least 15 m away (Fig. M4).

## MAINTENANCE

**⚠ WARNING:** When servicing, use only identical replacement parts. Inspect and maintain the machine regularly. To ensure safety and reliability, all repairs should be performed by a qualified service technician.

**⚠ WARNING:** Before inspecting, cleaning or servicing the unit, stop the motor, wait for all moving parts to stop, and remove the battery pack. Failure to follow these instructions can result in serious personal injury or property damage.

**NOTICE:** Before each use, 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 a qualified service technician.

## GENERAL MAINTENANCE

Avoid using solvents when cleaning plastic parts. Most plastics are susceptible to damage from various types of commercial solvents and may be damaged by their use. Use clean cloths to remove dirt, dust, oil, grease, etc.

## CLEANING

- After each use, clean debris from the chain and guide bar with a soft brush. Wipe the pole saw surface with a clean cloth moistened with a mild soap solution.
- Remove the side cover, and then use a soft brush to remove debris from the guide bar, saw chain, sprocket and side cover.
- Always clean out wood chips, saw dust, and dirt from the guide bar groove when replacing the saw chain.
- All pole saw service, other than the items listed in these maintenance instructions, should be performed by competent pole saw service personnel.

## REPLACING THE BAR AND SAW CHAIN

**⚠ WARNING:** Always wear gloves when handling the bar and chain; these components are sharp and may contain burrs.

**⚠ WARNING:** Never touch or adjust the chain while the motor is running. The saw chain is very sharp; always wear protective gloves when performing maintenance to the chain.

When replacing the guide bar and chain, always use the specified bar and chain combination listed in the **“RECOMMENDED ACCESSORIES”** section.

1. Remove the battery and allow the saw to cool. Make sure the oil-tank cap is tight to prevent oil leakage.
2. Position the pole saw on its side on a firm, flat surface, so that the side cover is facing upwards.
3. Wear gloves. Remove the side cover by turning the cover nut counterclockwise using the multi-function wrench. Clean the side cover with a dry cloth.
4. Remove the worn bar and chain from the mounting surface.
5. Install new guide bar and saw chain, following the **“ASSEMBLING THE GUIDE BAR AND SAW CHAIN”** instructions in **“ASSEMBLY”** section.

**NOTICE:** This is a good time to inspect the drive sprocket for excessive wear or damage.

## GUIDE BAR MAINTENANCE

When the guide bar shows signs of wear, reverse it on the saw to distribute the wear for maximum bar life. The bar should be cleaned every day after use and be checked for wear and damage. Feathering or burring of the bar rails is a normal process of bar wear. Such faults should be smoothed with a file as soon as they occur. A bar with any of the following faults should be replaced.

- Wear inside the bar rails which permits the chain to lay over sideways.
- Bent guide bar.
- Cracked or broken rails.
- Spread rails.
- In addition, the guide bar has a sprocket at its tip. The sprocket must be lubricated weekly with a grease syringe to extend the guide bar life. Use a grease syringe to lubricate weekly with chain oil by means of the lubricating hole (Fig. N1). Turn the guide bar and check that the lubrication holes and chain groove are free from impurities.

## Reversing the Guide Bar (Fig. N2)

1. Remove the guide bar and chain from the pole saw following the **“REPLACING THE BAR AND SAW CHAIN”** section.
2. Remove the chain from the guide bar.
3. Turn the guide bar over. The bottom of the bar will be on the top.
4. Replace the chain on the bar.

5. Reassemble the guide bar and chain onto the pole saw according to the **“REPLACING THE BAR AND SAW CHAIN”** section.

## TRANSMISSION GEARS LUBRICATION

The transmission gears in the gear case need be lubricated periodically with gear grease after every 50 hours of operation.

Do not completely fill the transmission gear case.

1. Position the pole saw on its chain-sprocket cover side on a firm, flat surface, so that the sealing screw is facing upwards (Fig. 0)
2. Loosen and remove the injection screw using a 4 mm Allen key (not included).
3. Use a grease syringe (not included) to inject 3-4 g grease into the screw hole after every 50 hours of operation.
4. Tighten the sealing screw after injection.

## TRANSPORTING AND STORING

1. Do not store or transport the pole saw when it is running. Always remove the battery pack before storing or transporting.
2. Always place the chain sheath onto the guide bar and chain before storing or transporting the pole saw attachment. Use caution to avoid the sharp teeth of the chain.
3. Clean the pole saw thoroughly before storing. Store the pole saw indoors, in a dry place that is locked and/or inaccessible to children.
4. Keep away from corrosive agents such as garden chemicals and de-icing salts.

## Protecting the environment



Do not dispose of electrical equipment, used battery and charger into household waste! Take this product to an authorized recycler and make it available for separate collection. Electric tools must be returned to an environmentally compatible recycling facility.

## TROUBLESHOOTING

| PROBLEM                                                                                    | CAUSE                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | SOLUTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Motor does not run                                                                         | <ul style="list-style-type: none"> <li>■ The battery pack is not attached to the pole saw.</li> <li>■ No electrical contact between the saw and battery pack.</li> <li>■ The battery pack charge is depleted.</li> <li>■ The lock-off button is not depressed before pressing the trigger switch.</li> <li>■ The battery pack or power head is too hot.</li> <li>■ Saw chain is bound in the wood.</li> <li>■ Debris in bar groove.</li> <li>■ Debris in side cover.</li> </ul> | <ul style="list-style-type: none"> <li>■ Attach the battery pack to the pole saw.</li> <li>■ Remove battery pack, check contacts and reinstall the battery pack.</li> <li>■ Charge the battery pack.</li> <li>■ Press and hold the lock-off button, then depress the trigger switch to turn on the pole saw.</li> <li>■ Allow the battery pack or power head to cool until the temperature drops to the recommended operating temperature range.</li> <li>■ Release the trigger switch; remove the saw chain and guide bar from the wood, then restart the pole saw.</li> <li>■ Press the saw chain against the wood, move the pole saw back and forth to discharge the debris.</li> <li>■ Remove battery pack, then remove side cover and clean out debris.</li> </ul> |
| Motor runs, but chain does not rotate.                                                     | <ul style="list-style-type: none"> <li>■ Chain does not engage drive sprocket.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>■ Remove the battery pack and reinstall the chain, making sure that the drive links on the chain are fully seated on the sprocket.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| The telescopic pole cannot be locked securely after pressing down the quick release lever. | <ul style="list-style-type: none"> <li>■ The bolt and nut on the quick release lever became loose.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>■ Securely tighten the bolt and nut by using two 10 mm socket wrenches or adjustable wrenches (not provided).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |



|                                         |                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Pole saw does not cut properly</p>   | <ul style="list-style-type: none"> <li>■ Insufficient chain tension.</li> <li>■ The bar and chain are skewed and not parallel to the housing.</li> <li>■ Dull chain.</li> <li>■ Chain installed backwards.</li> <li>■ Worn chain.</li> <li>■ Dry or excessively stretched chain.</li> <li>■ Chain not in bar groove.</li> </ul> | <ul style="list-style-type: none"> <li>■ Loosen the cover nut, turn the tensioning screw clockwise until the chain is correctly tensioned, and then fully tighten the cover nut.</li> <li>■ Remove the battery pack and reinstall the bar and saw chain according to the section "<b>REPLACING THE BAR AND SAW CHAIN</b>". Always remember to keep the bar and chain parallel to the mounting surface with one hand before installing the side cover.</li> <li>■ Sharpen the chain cutters, following the section "<b>HOW TO SHARPEN THE CUTTERS</b>".</li> <li>■ Remove the battery pack and reinstall the saw chain, following the section "<b>REPLACING THE BAR AND SAW CHAIN</b>".</li> <li>■ Remove the battery pack and replace the chain following the section "<b>REPLACING THE BAR AND SAW CHAIN</b>".</li> <li>■ Check the oil level. Refill the oil tank if necessary.</li> <li>■ Remove the battery pack and reinstall the saw chain, following the section "<b>REPLACING THE BAR AND SAW CHAIN</b>".</li> </ul> |
| <p>Bar and chain run hot and smoke.</p> | <ul style="list-style-type: none"> <li>■ Chain oil tank is empty.</li> <li>■ Debris in guide bar groove.</li> <li>■ Chain cutters are dull.</li> </ul>                                                                                                                                                                          | <ul style="list-style-type: none"> <li>■ Filling bar and chain lubricant.</li> <li>■ Clear the debris in the groove.</li> <li>■ Sharpen chain cutters by following the section "<b>HOW TO SHARPEN THE CUTTERS</b>".</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |



## WARRANTY POLICY

For warranty service or to make a claim, please visit our Warranty Portal at [egopowerplus.com.au/warranty-policy](http://egopowerplus.com.au/warranty-policy), alternatively you can contact EGO customer service via the following: **Australia 1300 000 346, New Zealand 0508 000 346.**

Chervon Australia Pty Ltd ABN 36 165 077 501 and Chervon New Zealand Subsidiary Ltd NZBN 9429049277616 ("Chervon") warrants to the original domestic purchaser that this product will be free from defects in materials and workmanship for 5 years from date of purchase, and any battery or charger will be free from defects in materials and workmanship for 3 years from date of purchase.

Warranty for commercial use is 1 year on all product, battery and chargers. The Commercial Range Product Warranty for commercial users is 2 years for commercial tools, commercial batteries and commercial chargers. Please refer to product warranty table below for further clarification.

The warranty period for routine accessories, consumables or maintenance parts, such as, but not limited to, ride-on mower seat, wheels, tyres, anti-scalp wheels, brake discs, blades, trimmer heads, chain bars, saw chains, augers, blower nozzles, and all other EGO accessories is 90 days for residential purpose, 30 days for industrial, professional or commercial purpose. These parts are covered for 90/30 days from manufacture defects in normal working conditions.

To make a claim, call 1300 000 346 for AU or 0508 000 346 for NZ or lodge a claim via our portal link above. 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. The replacement product or part or repaired product will be made available for your collection at an address nominated by Chervon. Where a valid warranty claim is made, Chervon will replace the defective product or repair the fault. Where the product is repaired, Chervon may use refurbished parts. This warranty does not cover normal wear and tear, misuse or abuse (including overloading of the product beyond capacity and exposure to water or rain), accidents, neglect or lack of proper installation, and improper maintenance or storage. This warranty does not cover the damage resulting from modification, alteration or unauthorised repair. This warranty does not cover 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. This warranty is void if the product has been used for rental purpose. This warranty may also be further limited or voided as specifically detailed in the product Manual. Chervon has no other liability under this warranty. The benefits to you given by this warranty are in addition to other rights and remedies imposed by State and Federal legislation that cannot be excluded. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law and the New Zealand Consumer Guarantee Act 1993. 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. The warranty applies to the original purchaser and applies only to purchases made from authorised EGO Dealers, which can be confirmed on the website store locator. For avoidance of doubt, 3rd party online stores such as eBay, Gumtree, Amazon, etc. are excluded.

**Chervon Australia Pty Ltd, Unit 14, 5 Kelletts Rd, Rowville, VIC. 3178.**

**Ph Australia; 1300 000 346. Email: [support@egopowerplus.com.au](mailto:support@egopowerplus.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@egopowerplus.co.nz](mailto:support@egopowerplus.co.nz)**

| PRODUCT OR MODEL #                                                | LIMITED WARRANTY FOR<br>CONSUMER USE<br>(PERSONAL, HOUSEHOLD USE) | LIMITED WARRANTY FOR<br>PROFESSIONAL USE (ANY<br>COMMERCIAL, AGRICULTURAL,<br>INSTITUTIONAL,<br>OR INCOME-PRODUCING USE) |
|-------------------------------------------------------------------|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| EGO Power+ Outdoor Power Equipment and<br>Portable Power Products | 5 years                                                           | 1 year                                                                                                                   |
| EGO Power+ Battery Packs and Chargers                             | 3 years                                                           | 1 year                                                                                                                   |
| <b>Specific warranties apply to the products below:</b>           |                                                                   |                                                                                                                          |
| Commercial Tools*                                                 | 5 years                                                           | 2 years                                                                                                                  |
| Commercial Batteries & Chargers**                                 | 3 years                                                           | 2 years                                                                                                                  |
| Mini Bike (MB1000)                                                | 1 Year                                                            | N/A                                                                                                                      |
| Accessories / Consumables                                         | 90 Days                                                           | 30 Days                                                                                                                  |

\*Commercial Tools include: BCX3800, BCX4500, BHX1001, CSX3000, CSX5000, EDX2000, HTX5300-P, HTX5300-PA, HTX7500, LBPX8000, LBX1000, LBX6000, LMX5300SP, PPX1000, PTX5100, PSX2500, PSX2510, STX3800, STX4500.

\*\*Commercial Batteries & Chargers include: BAX1501, CHU6000E, CHX5500E, HC2240T, PGX1400PB, PGX1600E-H, PGX3000D.

