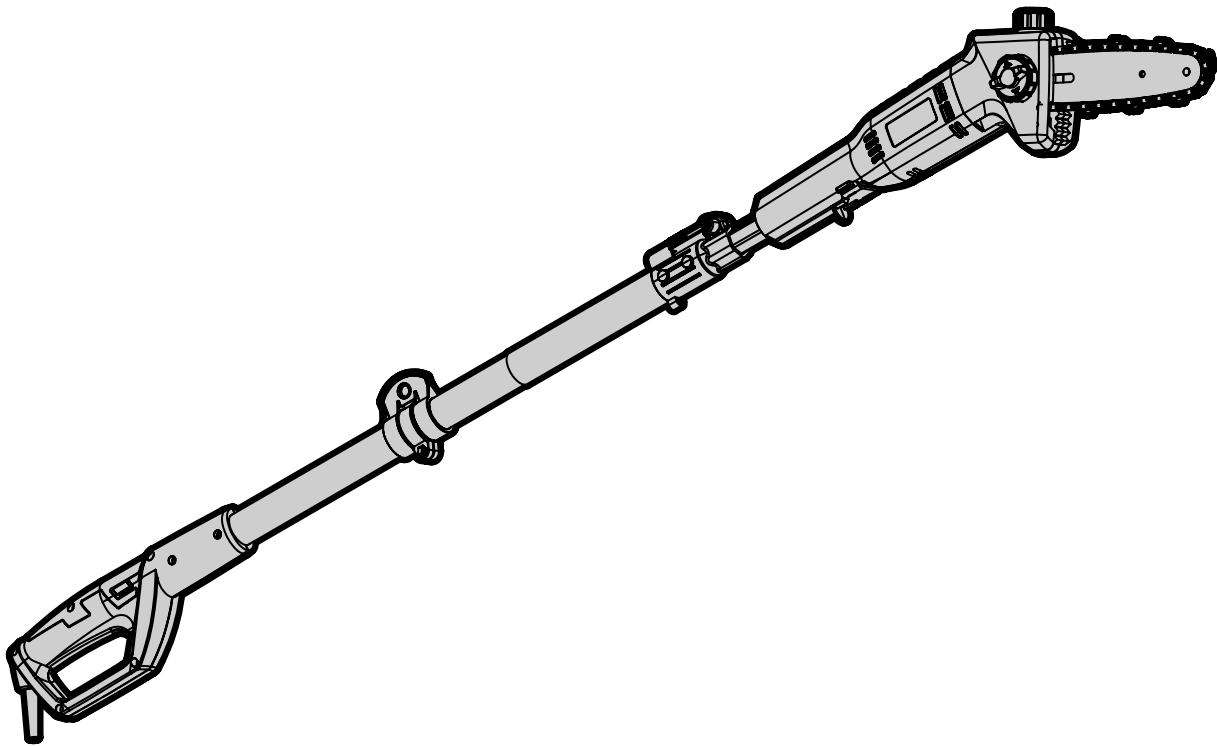




**MODEL 4019**

# **6-AMP 8-INCH POLE SAW**

**Instruction Manual**



## ***NEED HELP? CONTACT US!***

Have product questions? Need technical support? Please feel free to contact us:



**1-800-232-1195 (M-F 8AM-5PM CST)**



**TECHSUPPORT@WENPRODUCTS.COM**

**IMPORTANT:** Your new tool has been engineered and manufactured to WEN's highest standards for dependability, ease of operation, and operator safety. When properly cared for, this product will supply you years of rugged, trouble-free performance. Pay close attention to the rules for safe operation, warnings, and cautions. If you use your tool properly and for its intended purpose, you will enjoy years of safe, reliable service.

For replacement parts and the most up-to-date instruction manuals, visit ***WENPRODUCTS.COM***

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
To purchase replacement parts for your tool, visit ***WENPRODUCTS.COM***

**Replacement Guide Bar** (Part No. 4019-117)

**Saw Chain** (Part No. 4019-118)

## INTRODUCTION

Thanks for purchasing the WEN Pole Saw. We know you are excited to put your tool to work, but first, please take a moment to read through the manual. Safe operation of this tool requires that you read and understand this operator's manual and all the labels affixed to the tool. This manual provides information regarding potential safety concerns, as well as helpful assembly and operating instructions for your tool.

 Indicates danger, warning, or caution. The safety symbols and the explanations with them deserve your careful attention and understanding. Always follow the safety precautions to reduce the risk of fire, electric shock or personal injury. However, please note that these instructions and warnings are not substitutes for proper accident prevention measures.

**NOTE:** The following safety information is not meant to cover all possible conditions and situations that may occur. WEN reserves the right to change this product and specifications at any time without prior notice.

At WEN, we are continuously improving our products. If you find that your tool does not exactly match this manual, please visit [wenproducts.com](http://wenproducts.com) for the most up-to-date manual or contact our customer service at **1-800-232-1195**.

**Keep this manual available to all users during the entire life of the tool and review it frequently to maximize safety for both yourself and others.**

## SPECIFICATIONS

Model Number	4019
Motor	AC 120V, 60 Hz, 6A
Saw Chain	8 Inches
Saw Chain Model	Oregon 91P033X
Chain Speed (No-Load)	36 Feet / Second
Drive Links	33 Links
Chain Pitch	3/8 Inch Low Profile
Chain Gauge	0.050 Inch (1.3mm)
Sharpening File Size	5/32 Inch (4mm)
Oil Tank Capacity	3 fl. oz.
Oil Type	Standard Bar and Chain Oil
Assembled Dimensions	7-1/2 in. x 3-5/8 in. x 105-1/16 in. (Extended)
	7-1/2 in. x 3-5/8 in. x 82-1/2 in. (Shortened)
Product Weight	7.2 Pounds

# GENERAL SAFETY RULES

 **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.

Safety is a combination of common sense, staying alert and knowing how your item works. The term “power tool” in the warnings refers to your mains-operated (corded) power tool or battery-operated (cordless) power tool.

## SAVE THESE SAFETY INSTRUCTIONS.

### WORK AREA SAFETY

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

### ELECTRICAL SAFETY

- 1. Power tool plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs with earthed (grounded) power tools.** Unmodified plugs and matching outlets will reduce risk of electric shock.
- 2. 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.
- 3. Do not expose power tools to rain or wet conditions.** Water entering a power tool will increase the risk of electric shock.
- 4. Do not abuse the cord. Never use the cord for carrying, pulling or unplugging the power tool. Keep cord away from heat, oil, sharp edges or moving parts.** Damaged or entangled cords increase the risk of electric shock.
- 5. When operating a power tool outdoors, use an extension cord suitable for outdoor use.** Use of a cord suitable for outdoor use reduces the risk of electric shock.

- 6. If operating a power tool in a damp location is unavoidable, use a ground fault circuit interrupter (GFCI) protected supply.** Use of a GFCI reduces the risk of electric shock.

### PERSONAL SAFETY

- 1. Stay alert, watch what you are doing and use common sense when operating a power tool. Do not use a power tool while you are tired or under the influence of drugs, alcohol or medication.** A moment of inattention while operating power tools may result in serious personal injury.
- 2. Use personal protective equipment. Always wear eye protection.** Protective equipment such as a respiratory mask, non-skid safety shoes and hearing protection used for appropriate conditions will reduce the risk of personal injury.
- 3. 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 tool.** Carrying power tools with your finger on the switch or energizing power tools that have the switch on invites accidents.
- 4. Remove any adjusting key or wrench before turning the power tool on.** A wrench or a key left attached to a rotating part of the power tool may result in personal injury.
- 5. Do not overreach. Keep proper footing and balance at all times.** This enables better control of the power tool in unexpected situations.
- 6. Dress properly. Do not wear loose clothing or jewelry. Keep your hair and clothing away from moving parts.** Loose clothes, jewelry or long hair can be caught in moving parts.

# GENERAL SAFETY RULES

**⚠ 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.

Safety is a combination of common sense, staying alert and knowing how your item works. The term “power tool” in the warnings refers to your mains-operated (corded) power tool or battery-operated (cordless) power tool.

## SAVE THESE SAFETY INSTRUCTIONS.

**7. 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.

### POWER TOOL USE AND CARE

**1. Do not force the power tool. Use the correct power tool for your application.** The correct power tool will do the job better and safer at the rate for which it was designed.

**2. Do not use the power tool if the switch does not turn it on and off.** Any power tool that cannot be controlled with the switch is dangerous and must be repaired.

**3. Disconnect the plug from the power source and/or the battery pack from the power tool before making any adjustments, changing accessories, or storing power tools.** Such preventive safety measures reduce the risk of starting the power tool accidentally.

**4. Store idle power tools out of the reach of children and do not allow persons unfamiliar with the power tool or these instructions to operate the power tool.** Power tools are dangerous in the hands of untrained users.

**5. 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. If damaged, have the power tool repaired before use.** Many accidents are caused by poorly maintained power tools.

**6. Keep cutting tools sharp and clean.** Properly maintained cutting tools with sharp cutting edges are less likely to bind and are easier to control.

**7. Use the power tool, 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 power tool for operations different from those intended could result in a hazardous situation.

**8. Use clamps to secure your workpiece to a stable surface.** Holding a workpiece by hand or using your body to support it may lead to loss of control.

**9. KEEP GUARDS IN PLACE** and in working order.

### SERVICE

**1. Have your power tool serviced by a qualified repair person using only identical replacement parts.** This will ensure that the safety of the power tool is maintained.


### CALIFORNIA PROPOSITION 65 WARNING

Some dust created by power sanding, sawing, grinding, drilling, and other construction activities may contain chemicals, including lead, known to the State of California to cause cancer, birth defects, or other reproductive harm. Wash hands after handling. Some examples of these chemicals are:

- Lead from lead-based paints.
- Crystalline silica from bricks, cement, and other masonry products.
- Arsenic and chromium from chemically treated lumber.

Your risk from these exposures varies depending on how often you do this type of work. To reduce your exposure to these chemicals, work in a well-ventilated area with approved safety equipment such as dust masks specially designed to filter out microscopic particles.

# POLE SAW SAFETY WARNINGS

 **WARNING!** Do not let comfort or familiarity with the product replace strict adherence to product safety rules. Failure to follow the safety instructions may result in serious personal injury.

## POLE SAW SAFETY

1. **TOOL PURPOSE.** The purpose of this pole saw is for limbing trees and cleaning up branches. Use the pole saw for cutting wood only. Do not use this tool for cutting plastic, masonry or other materials. Do not push the tool beyond its limits or its capacities.

2. **WORKING ENVIRONMENT.** Keep the work area free from obstructions. Do not operate during adverse weather conditions, particularly during lightning and/or rain.

3. **PREVENT ELECTRIC SHOCK.** When working with the tool, make sure to keep the blade away from any power cables, extension cords or wiring. Hold the power tool by insulated gripping surfaces only in case the cutter contacts its own cord. Cutting a “live” wiring may make exposed metal parts of the tool “live” and could give the operator an electric shock. GFCI receptacles and personal protection devices such as electrician’s rubber gloves and footwear will reduce the risk of electric shock.

4. **TOOL INSPECTION.** Inspect the tool thoroughly before operation. Do not use the tool if any part is missing, damaged or altered. Do not use the tool if the power switch is faulty, the plug or cable is damaged, or the tool produces sparks, smoke, or unpleasant odors. Make sure all adjustments are correct and all connections are tight.

5. **CHAIN TENSIONING.** Keep proper tension of your blade at all times. Check the tension at regular intervals (see page 10). Disconnect the power before making any adjustments to the blade or the machine.

6. **PERSONAL SAFETY.** Make sure to wear eye and hearing protection. Other personal protection equipment for the head, hands, legs and feet is recommended. This machine is not intended for use by persons with an impaired physical, sensory or mental capacity or by persons with insufficient pole saw knowledge or experience. Do not use the machine if you are tired or under the influence of drugs, alcohol or medication.

7. **STANDING POSITION.** Only use the saw when standing on solid and level ground. Do not operate the saw while sitting or standing in a tree. Maintain a safe stance at all times. Do not overreach.

8. **HOLDING THE SAW.** Always hold the saw firmly with two hands: one hand on the middle handle grip and the other hand on the rear handle. Hold the power tool by insulated gripping surfaces only. Keep the hands and handles dry, clean and free from oil or other slippery substances. Slippery handles may lead to a loss of control of the tool.

9. **TURNING ON THE TOOL.** Before starting the saw, make sure the chain is not touching any objects. Otherwise the saw may kick back and cause you to lose control. Let the blade reach full speed before making a cut. Keep all parts of your body clear of the chain while the saw is running.

10. **DURING A CUT.** Cuts should only take place while the chain is moving at full speed. Only cut with the flat side of the saw; do not let the tip of the guide bar contact any surfaces. Do not turn the saw ON or OFF in the middle of a cut. Use extreme caution when re-entering a previous cut. Never saw with the upper edge or tip of the guide bar.

11. **CUTTING BRANCHES UNDER TENSION.** When cutting a branch that is under tension, take into account that the branch may spring back. Wood that is suddenly released from tension can react in a completely uncontrolled manner. This can result in severe injuries. Such work should only be performed by trained specialists.

12. **CUTTING THIN MATERIAL.** Use particular caution when cutting brush and young trees. The thin material may get caught in the chain and hit you or throw you off balance.

13. **CUT ONE LOG AT A TIME.** Do not attempt plunge or bore cuts. Watch for shifting logs or other external forces that could close a cut and pinch the chain. Use extreme caution when re-entering a previous cut.

# POLE SAW SAFETY WARNINGS

**⚠ WARNING!** Do not let comfort or familiarity with the product replace strict adherence to product safety rules. Failure to follow the safety instructions may result in serious personal injury.

## POLE SAW SAFETY

14. **MAINTAIN YOUR TOOL.** Develop a periodic maintenance schedule for your tool. Follow the instructions for lubrication, chain tensioning and changing accessories. Unplug the saw before making adjustments or changing accessories.

15. **MAINTAIN THE SAW CHAIN.** An improperly tensioned or lubricated chain may either break or considerably increase the risk of kickback. Only use replacement bars and chains specified by WEN. Replace dull chains as necessary (see page 14). Make sure the chain cover lock screw is tight.

16. **CARRYING THE SAW.** Always put on the protective cover when transporting or storing the pole saw. Carry the switched-off pole saw using the rear handle and the middle insulated grip, with the chain pointing away from your body. Carefully handling the saw greatly reduces the risk of accidentally touching the sharp cutting chain.

17. **REDUCING KICKBACK.** The term kickback refers to when the saw suddenly jumps up and back towards the operator. This abrupt powerful force causes the operator to lose control of the pole saw, increasing the chances of serious personal injury. Kickback can occur in the two following scenarios. Take proper safety prevention methods to reduce the risk of kickback.

KICKBACK SCENARIO	ACTIONS TO SAFEGUARD AGAINST KICKBACK
When the tip of the guide bar touches an object.	<ul style="list-style-type: none"> <li>• Do not let the tip of the guide bar contact any surfaces.</li> <li>• Maintain a firm grip, with thumbs and fingers encircling the handles. Both hands should be on the saw with your body and arms in a position to resist kickback forces.</li> </ul>
When the wood closes in and pinches the saw chain inside of the cut.	<ul style="list-style-type: none"> <li>• Cuts should only take place while the chain is moving at full speed. Do not turn the saw ON or OFF in the middle of a cut.</li> <li>• Watch for shifting logs or other external forces that could close a cut and pinch the chain.</li> <li>• Make a precut on the opposite side of the log to avoid the blade from being pinched during operation as another safeguard against kickback.</li> <li>• Maintain a firm grip, with thumbs and fingers encircling the handles. Both hands should be on the saw with your body and arms in a position to resist kickback forces.</li> </ul>

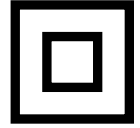
18. **USE COMMON SENSE.** These safety instructions can't possibly warn of every scenario that may arise with this tool, so always make sure to stay alert and use common sense during operation.

**These safety instructions can't possibly warn of every scenario that may arise with this tool, always make sure to stay alert and use common sense during operation.**

## ELECTRICAL INFORMATION

### DOUBLE-INSULATED TOOLS

The tool's electrical system is double insulated where two systems of insulation are provided. This eliminates the need for the usual three-wire grounded power cord. Double insulated tools do not need to be grounded, nor should a means for grounding be added to the product. All exposed metal parts are isolated from the internal metal motor components with protecting insulation.



**IMPORTANT:** Servicing a double-insulated product requires extreme care and knowledge of the system, and should be done only by qualified service personnel using identical replacement parts. Always use original factory replacement parts when servicing.

1. **POLARIZED PLUGS.** To reduce the risk of electric shock, this equipment has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install a proper outlet. Do not modify the machine plug or the extension cord in any way.
2. **GROUND FAULT CIRCUIT INTERRUPTER PROTECTION (GFCI)** should be provided on the circuit or outlet used for this power tool to reduce the risk of electric shock.
3. **SERVICE AND REPAIR.** To avoid danger, electrical appliances must only be repaired by qualified service technician using original replacement parts.

### GUIDELINES AND RECOMMENDATIONS FOR EXTENSION CORDS

When using an extension cord, be sure to use one heavy enough to carry the current your product will draw. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating. The table below shows the correct size to be used according to cord length and ampere rating. When in doubt, use a heavier cord. The smaller the gauge number, the heavier the cord.

AMPERAGE	REQUIRED GAUGE FOR EXTENSION CORDS			
	25 ft.	50 ft.	100 ft.	150 ft.
6A	18 gauge	16 gauge	16 gauge	14 gauge

1. **EXAMINE EXTENSION CORD BEFORE USE.** Make sure your extension cord is properly wired and in good condition. Always replace a damaged extension cord or have it repaired by a qualified person before using it.
2. **DO NOT ABUSE EXTENSION CORD.** Do not pull on cord to disconnect from receptacle; always disconnect by pulling on plug. Disconnect the extension cord from the receptacle before disconnecting the product from the extension cord. Protect your extension cords from sharp objects, excessive heat and damp/wet areas.
3. **USE A SEPARATE ELECTRICAL CIRCUIT FOR YOUR TOOL.** This circuit must not be less than a 12-gauge wire and should be protected with a 15A time-delayed fuse. Before connecting the motor to the power line, make sure the switch is in the OFF position and the electric current is rated the same as the current stamped on the motor nameplate. Running at a lower voltage will damage the motor.

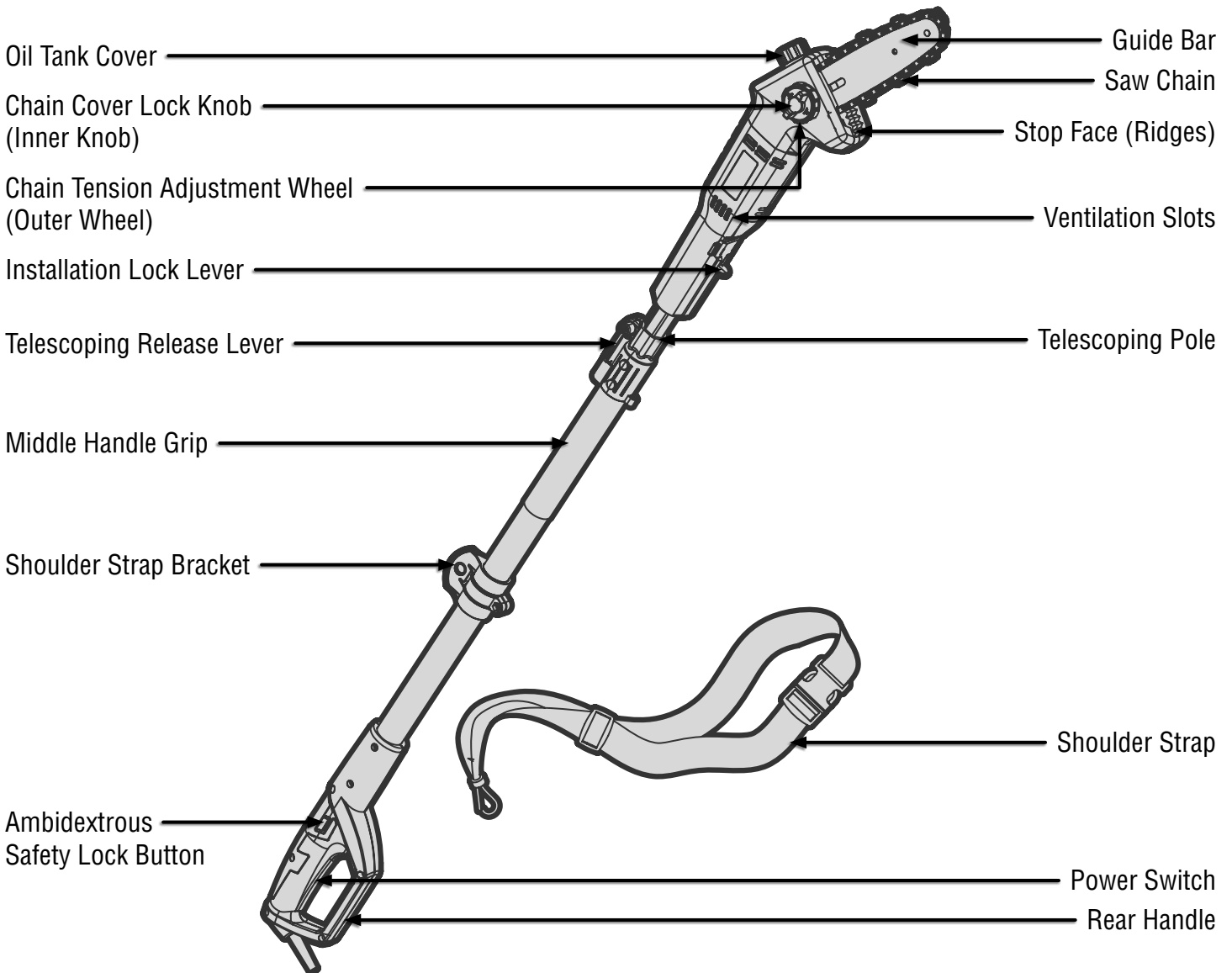


# KNOW YOUR POLE SAW

## UNPACKING

With the help of a friend or trustworthy foe, such as one of your in-laws, carefully remove the pole saw from the packaging and place it on a sturdy, flat surface. Make sure to take out all contents and accessories. Do not discard the packaging until everything is removed. Check to make sure you have all of the parts and accessories. If any part is missing or broken, please contact customer service at **1-800-232-1195** (M-F 8-5 CST), or email [techsupport@wenproducts.com](mailto:techsupport@wenproducts.com).

## POLE SAW



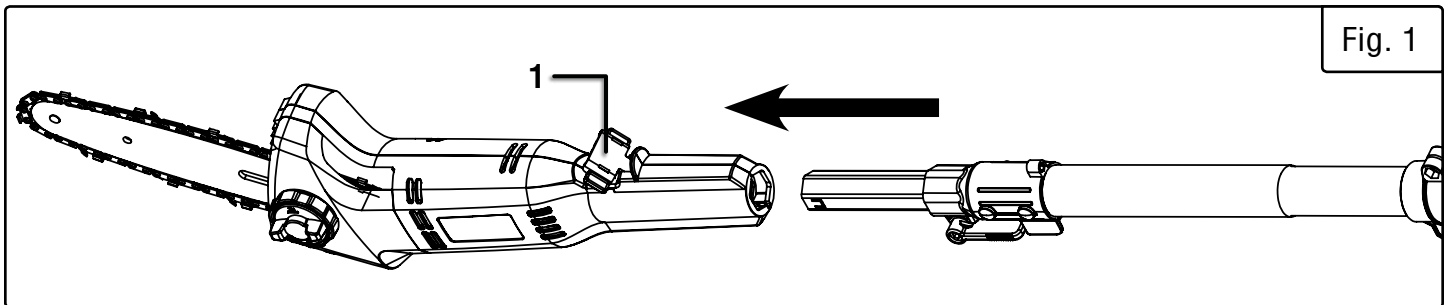
## ASSEMBLY & ADJUSTMENTS

**⚠ WARNING!** To avoid injury from accidental startups, be sure that the tool is switched off and disconnected from the power supply before inspecting the unit, making adjustments or changing accessories.

### ASSEMBLY OF THE POLE EXTENSION

Open the installation lock lever (Fig. 1 - 1). Insert the pole extension into the saw head until it clicks in place.

**NOTE:** the handle will only fit with the notch on the extension pole facing upward. Flip down the installation lock lever to lock the pole extension in place.



### TENSIONING THE SAW CHAIN

The guide bar and saw chain have already been assembled onto your pole saw. Before operation, it is necessary to check the chain tension. The chain tension is optimal if the saw chain can be lifted about 2mm (1/16") from the center of the edge of the guide bar (not from the tip). To adjust the chain tension:

1. Disconnect the saw from the power supply. Always wear protective gloves when handling the saw chain to prevent injuries.
2. Loosen the chain cover lock knob (inside knob) (Fig. 2 - 1) of the chain cover by a few rotations.
3. Adjust the chain tension by rotating the tension adjustment wheel (outer wheel) (Fig. 2 - 2). Clockwise rotation increases the chain tension; counter-clockwise rotation reduces the chain tension. The saw chain is correctly tensioned if the chain can be lifted about 2mm (1/16") from the center of the guide bar.

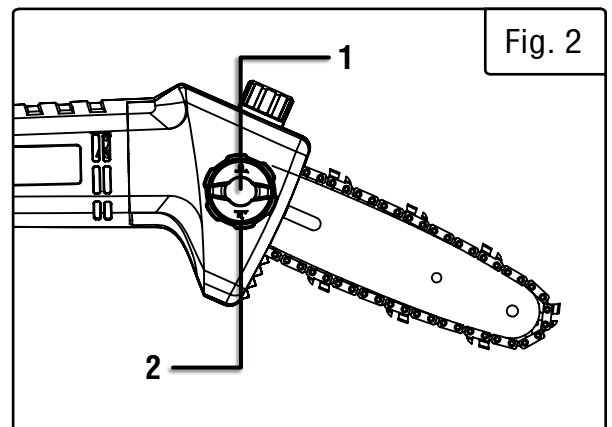
**NOTE:** The saw chain must be tensioned properly to ensure safe operation. Since the saw chain heats up during operation, its length can therefore fluctuate. Check the chain tension every 10 minutes of operation and adjust as necessary, particularly for new saw chains.

**TIP:** Loosen the saw's tension after the cutting session has been completed. Since the chain shortens when it cools down, by loosening the chain you can elongate the chain's life and prevent damage.

### SECURING THE EXTENSION CORD

To prevent the extension cord from disconnecting during operation, fold the female end of the extension cord in half and slide it through the plastic extension cord wrangler found hanging from power cord.

Place the folded half of the cord around the wrangler's hook and pull down to secure it in place. This should help prevent the cords from becoming unplugged.



# ASSEMBLY & ADJUSTMENTS

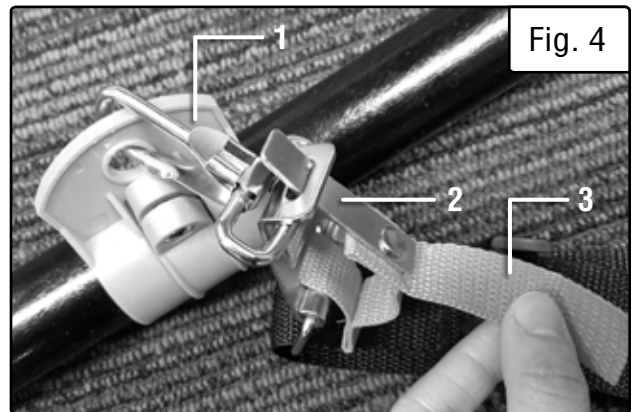
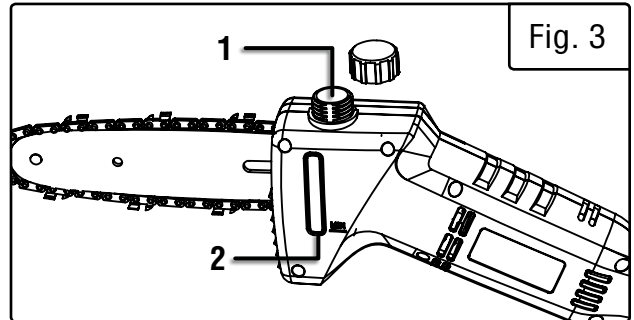
## FILLING THE OIL TANK

Your chain saw is shipped without oil inside. Before operating your pole saw, make sure to fill the oil tank with the included oil. Use standard bar and chain oil for future lubrication. The use of the pole saw without enough saw chain oil will damage the unit. Never operate the pole saw without saw chain oil.

1. Disconnect the saw from the power supply.
2. Place the saw with the oil fill facing up. Clean the area around the oil tank cap and then open it.
3. Fill the oil tank (Fig. 3 - 1) with standard bar and chain oil. While doing so, make sure that no dirt or debris enters the oil tank (since the oil tube could clog). Close the oil tank cap.

**NOTE:** Only use bar and chain oil. Other oils will run the risk of damaging the unit and voiding the warranty. Take note of temperature conditions. Using the saw at various temperatures requires the use of different oils. Check the label on your bar and chain oil to make sure that the temperature range is appropriate.

4. Check the oil level every few minutes from the side oil gauge window (Fig. 3 - 2) to ensure enough oil remains in the tank. Refill oil before the level reaches the MIN line on the housing.



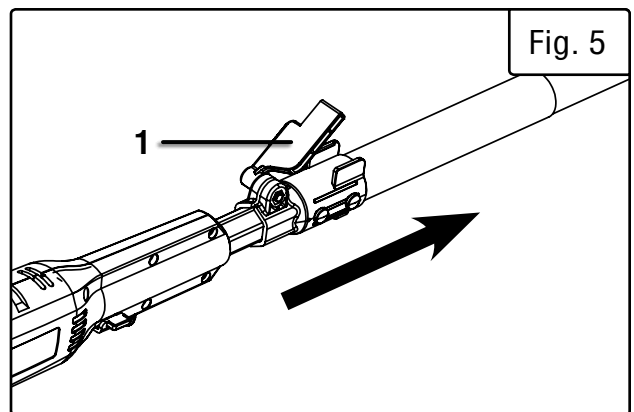
## USING THE SHOULDER STRAP

1. Hook the shoulder strap onto the shoulder strap bracket (Fig. 4 - 1). The metal plate of the shoulder strap should be inserted into the slot (Fig. 4 - 2).

2. The shoulder strap helps to support the weight of the saw during transportation and operation. Only put the shoulder strap onto one shoulder so that you can move rapidly away from the tool in case of danger.

**⚠ WARNING!** Never wear the belt diagonally across your shoulders, as you won't be able to quickly move away from the tool.

3. The quick pull-off shoulder strap allows you to quickly release the shoulder strap by pulling on the red release strap (Fig. 4 - 3). Practice using and releasing the shoulder strap before sawing.



## ADJUSTING THE TELESCOPING HANDLE

1. Flip up the telescope release lever (Fig. 5 - 1).
2. Extend the pole to the desired length and lock the telescope release lever to hold the extension pole in place.

**NOTE:** The pole is spring-loaded and will spring backwards to a shorter length if left unlocked.

## OPERATION

**⚠ WARNING!** To avoid injury from accidental startups, be sure that the tool is switched off and disconnected from the power supply before inspecting the tool, making adjustments or changing accessories.

### PREPARATION

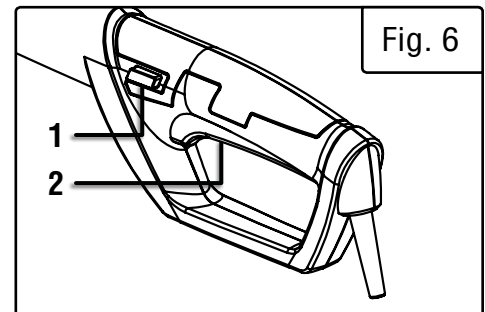
Before plugging in your pole saw, check the following items to ensure safe working conditions.

- **POLE SAW:** before beginning work, inspect the pole saw for damage to the housing, the power cord, the saw chain and the guide bar. Never use a damaged machine.
- **OIL TANK:** check the fill level of the oil tank. Also check whether there is sufficient oil available while working. In order to prevent damage to the pole saw, never operate the saw if there is no oil, or if the oil level has dropped below the minimum oil level mark. On average, one tank of oil is sufficient for about 10 minutes of cutting (depending on the duration of pauses, chain sharpness, wood species, etc.).
- **SAW CHAIN:** check the tension of the saw chain and the condition of the cutting links. The sharper the saw chain is, the easier and more manageable operations will be. The same applies to chain tension. Check the tension every 10 minutes of operation to maximize safety. New saw chains in particular are subject to changes due to the heat created by operation.
- **PROTECTIVE CLOTHING** and equipment: make absolutely sure to wear the appropriate close-fitting protective clothing such as chainsaw-protective pants, gloves and safety shoes. Wear a safety helmet with integrated hearing protection and a face guard to provide protection against falling and recoiling branches.
- **WORK AREA:** Keep bystanders and animals away from the sawing area. The machine is not protected against electric shock when coming into contact with high-voltage lines. Maintain a minimum clearance of 30 feet from current-carrying power lines to avoid life-threatening electric shock.

### TURNING THE POLE SAW ON AND OFF

1. To turn ON the saw, hold the pole saw handles firmly with both hands. Press and hold the safety lock button on the rear handle (Fig. 6 - 1) and pull the trigger (Fig. 6 - 1) to turn on the tool. You can release the safety lock button after the power switch is pressed down.

2. To turn OFF the saw, release the ON/OFF trigger switch. Unplug the pole saw from power when finished.



### PREVENTING KICKBACK

The term kickback refers to when the saw suddenly jumps up and back. This is usually caused by the workpiece coming into contact with the guide bar tip, or the saw chain getting pinched in a cut.

Kickback generates an abrupt, powerful force. The saw usually reacts in an uncontrolled manner, creating a risk.

The danger of kickback is greatest if you apply the area near the guide bar tip into a branch. To reduce the risk of kickback, avoid contacting the branch with the saw tip. Always apply the saw as flatly as possible in order to avoid a loss of control during operation. See page 7 for procedures to safeguard against kickback.

## OPERATION

 **WARNING!** Ensure that the tool is correctly assembled and all safety instructions have been read and understood before attempting to operate your tool.

### SAWING OPERATION

1. Keep bystanders and animals away from the sawing area. Maintain a minimum clearance of 30 feet from current-carrying power lines to avoid life-threatening electric shock.
2. Stand to the side of the branch being sawed. Never stand below it, as the branch may fall on your head. When working on an incline, always stand above or to the side of the branch being sawed.
3. Hold the pole saw at an angle 0 to 60° from the ground in order to avoid being struck by a falling branch. The saw should never be operated directly above the head. To maximize your balance, hold the machine as close as possible to your body.
4. Put the shoulder strap onto only one shoulder. In this way, you will be able to quickly remove the tool from your body in case of emergency. Never put the shoulder strap across your chest because you won't be able to escape from the tool if something goes wrong.
5. Turn on the saw and let the chain reach full speed before making contact with the branch.
6. Saw branches with the flat side of the chain. Do not saw with the tip of the guide bar as kickback may occur and result in personal injury.
7. Saw off the lower branches on the tree first. By doing so, it is easier for the cut branches to fall to the ground. Do not saw into the branch formations (where the tree branches outwards). This will impede the tree's ability to heal.
  - Sawing Smaller Branches. For sawing off smaller branches, place the ridged stop face of the saw on the branch. This prevents unwanted movements of the saw at the beginning of the cut. While applying light pressure, guide the saw through the branch from top to bottom.
  - Sawing largeR Branches. Larger and heavy branches tend to tear off strips of bark from the trunk, causing damage to the tree. To saw large branches, first make a relief cut. Saw through 1/3 of the branch diameter from the bottom to top using the top side of the guide bar. Then saw from top to bottom for the other 2/3 using the bottom side of the guide bar. Saw off longer branches in sections, progressing from the outer branch towards the trunk, in order to maintain control over the location of impact.
  - Cutting branches under tension. When cutting a branch that is under tension, take into account that the branch may spring back. Wood that is suddenly released from tension can react in a completely uncontrolled manner that can result in severe injuries. Such work should only be performed by trained specialists.
8. At the end of the cut, the saw is no longer being supported by the branch and the weight of the saw will suddenly increase for you. This may result in losing control of the saw, so make sure to stay alert and support the saw during the entire sawing operation. Only pull the saw out of a cut while the saw is running. If you stop the saw while it is inside the branch, the saw may get jammed in the wood.
9. When the chain is clear of the wood, release the power switch and wait for the chain to stop before setting it down. Unplug the pole saw from the power outlet and put the protective cover onto the saw chain.

## MAINTENANCE

**⚠ WARNING!** To avoid injury from accidental startups, be sure that the tool is switched off and disconnected from the power supply before inspecting the tool, making adjustments or changing accessories.

### CLEANING

1. Unplug the power supply before cleaning. Clean the exterior of the tool with a damp cloth and a mild cleanser. Never immerse the machine in water or other liquids. Do not at any time let brake fluids, gasoline, petroleum-based products, penetrating oils, etc., come in contact with plastic parts. Chemicals can damage, weaken or destroy plastic which may result in serious personal injury.
2. Ensure that the ventilation slots are not blocked to prevent overheating. Blow out any dust and debris using clean, compressed air. Always wear eye protection when using compressed air.
3. Regularly clean the underside of the chain cover, tension mechanism, and chain pinion using clean compressed air or a brush. Always wear eye protection when using compressed air.
4. Keep handles free from oil and grease to ensure a secure hold.

### REPLACING THE GUIDE BAR AND SAW CHAIN

The guide bar must be replaced if the groove of the guide is worn out or the spur wheel in the guide bar is damaged or worn out. The saw chain must be replaced when it becomes dull. Replacement guide bars (part no. 4019-117) and saw chains (part no. 4019-118) can be ordered from [wenproducts.com](http://wenproducts.com).

1. Disconnect the tool from the power source.
2. Fully loosen chain tensioning wheel (outer wheel) by turning it counterclockwise (Fig. 7 - 1). Make sure to turn it all the way; this will allow the chain cover to be properly placed back later.
3. Fully loosen cover lock knob (inner knob) by turning it counterclockwise (Fig. 7 - 2). Remove cover lock and chain cover.
4. Remove the bar and chain. Replace the worn bar and chain as necessary. Place the saw chain into the groove of the outside edge of the guide bar.

**NOTE:** The chain's direction must match the indication shown on the inside housing or in Fig. 8.

5. Place the guide bar and chain onto the bar mount (Fig. 8). Guide the chain around the drive pinion.
6. Check the position of the tensioner pin on the underside of the chain cover. Ensure that the tensioner pin drops into the hole on the bar when re-installing the chain cover. Make sure the cover clicks in place. Insert the chain cover lock knob, but do not tighten it all the way.
7. Adjust the chain tension by rotating the tension adjustment wheel (outer wheel). Clockwise rotation increases the chain tension; counterclockwise rotation reduces the chain tension. The saw chain is correctly tensioned if the chain can be lifted about 2mm (1/16") from the center of the guide bar. Fully tighten the chain cover lock knob.

**NOTE:** The saw chain must be tensioned properly to ensure safe operation. Since the saw chain heats up during operation, its length can therefore fluctuate. Check the chain tension every 10 minutes of operation and adjust as necessary, particularly for new saw chains.

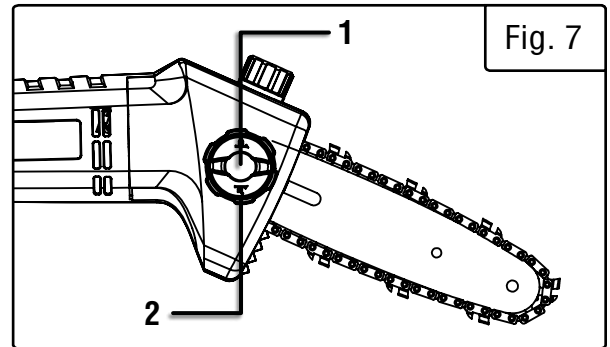


Fig. 7

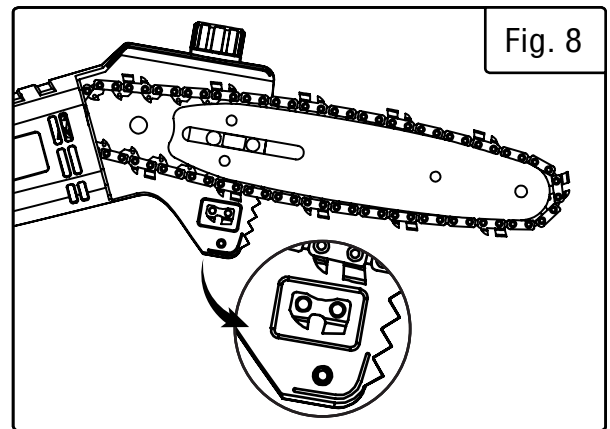


Fig. 8

# MAINTENANCE

## CHECKING THE AUTOMATIC CHAIN LUBRICATION

Regularly check the functionality of the automatic chain lubrication. If the saw chain is dry when running with sufficient oil in the oil tank, then the oil tube may be clogged. Open the motor cover (Fig. 11) and check the oil tube (left of the gear transmission). Unclog the oil tube to allow lubrication and prevent overheating.

## STORAGE & TRANSPORT

1. Loosen the saw's tension after the cutting session is completed since the chain shortens when it cools down. In doing so, you can elongate the chain's life and prevent damage.
2. Always put the protective cover onto the bar and chain for transport, or when storing the pole saw. Secure the tool during transport to avoid damage or injuries.
3. Store the tool indoors in a dry, clean, and cool area. Keep it out of the reach of children. If the pole saw is not used for an extended period of time, drain the chain oil from the oil tank. Briefly place the chain and the guide bar in an oil bath and then wrap them in oil paper to dry.

## CARBON BRUSH REPLACEMENT

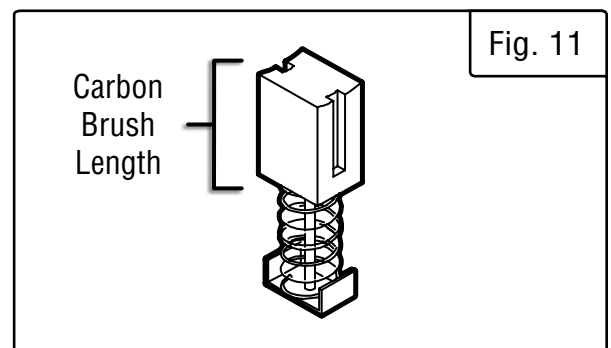
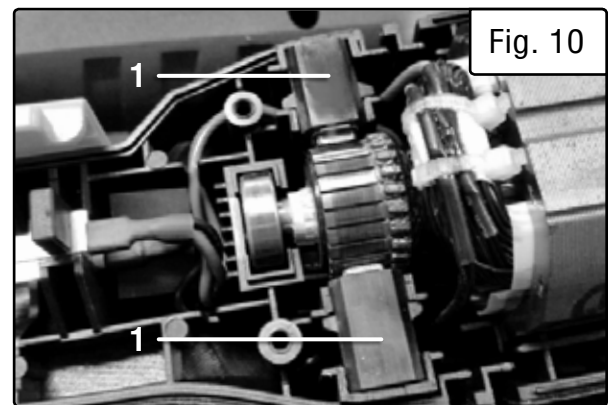
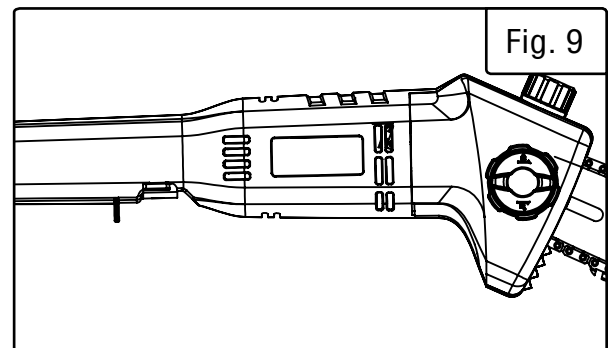
To maintain the efficiency of the motor, we recommend inspecting the two carbon brushes (see page 17, Part No. 4019-131) every 60 hours of operation. Unscrew the 11 screws holding the motor cover on (Fig. 9) and check the brushes, located left of the stator and pressed against the motor commutator (Fig. 10 - 1).

The wear on the carbon brushes depends on how frequently and how heavily the tool is used. Replace the brushes when the brush length (Fig. 11) gets down to 3/16 of an inch or when the tool sparks or stops working.

**NOTE:** Replacement carbon brushes (Part No. 4019-131) can be ordered at [wenproducts.com](http://wenproducts.com). Only genuine WEN replacement brushes designed specifically for your tool should be used.

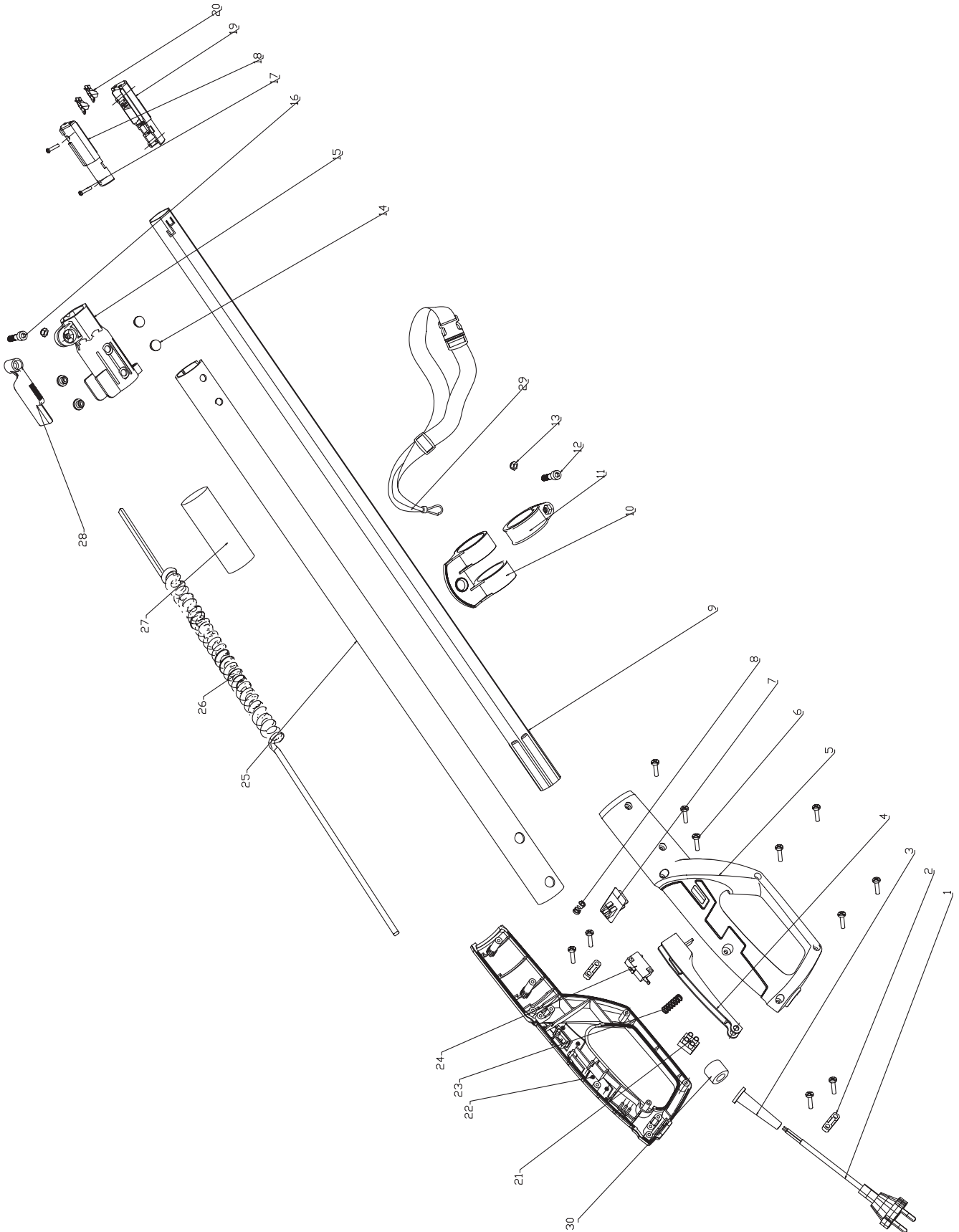
## PRODUCT DISPOSAL

Used power tools contain recyclable materials and should not be disposed with household waste. Please take this product to your local recycling facility for responsible disposal and to minimize its environmental impact.



# EXPLODED VIEW & PARTS LIST

## HANDLE EXTENSION





## **EXPLODED VIEW & PARTS LIST**

### **HANDLE EXTENSION**

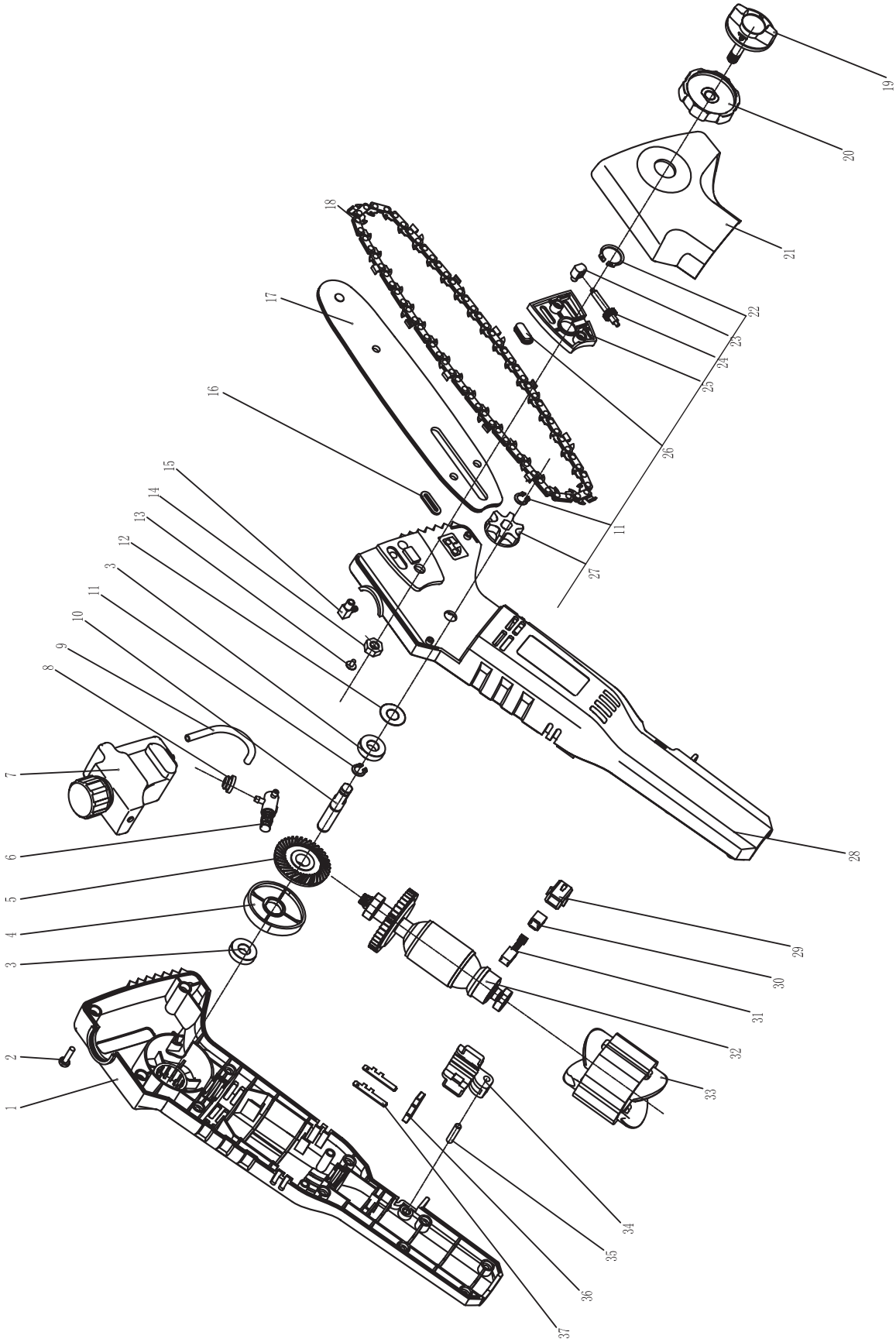
<b>NO.</b>	<b>PART NO.</b>	<b>DESCRIPTION</b>	<b>QTY.</b>
1	4019-001	Power Cord	1
2	4019-002	Cable Clamp	2
3	4019-003	Cable Sheath	1
4	4019-004	Trigger	1
5	4019-005	Right Handle	1
6	4019-006	Screw ST4*16	11
7	4019-007	Trigger Lock	1
8	4019-008	Trigger Lock Spring	1
9	4019-009	Aluminum Pole	1
10	4019-010	Shoulder Strap Bracket	1
11	4019-011	Positioning Buckle	1
12	4019-012	Screw M6*12	1
13	4019-013	Nut M6	2
14	4019-014	Lock Screw	4
15	4019-015	Quick Lock Sleeve	1
16	4019-016	Screw M6*20	1
17	4019-017	Screw ST3*8	2
18	4019-018	Plug Upper Seat	1
19	4019-019	Plug Lower Seat	1
20	4019-020	Female Insert	2
21	4019-021	Terminal	1
22	4019-022	Left Handle	1
23	4019-023	Trigger Spring	1
24	4019-024	Safety Lock Button	1
25	4019-025	Pole	1
26	4019-026	Spring Wire	1
27	4019-027	Soft Grip Handle	1
28	4019-028	Lock Lever	1
29	4019-029	Quick Pull Off Strap Assembly	1
30	4019-030	Inductive Magnetic Ring	1

**NOTE:** Not all parts may be available for purchase.

**NOTE:** Wear-and-tear parts (including but not limited to blades, chains, and carbon brushes) are not covered under the warranty.

# EXPLODED VIEW & PARTS LIST

## CUTTING HEAD



## **EXPLODED VIEW & PARTS LIST**

### **HANDLE EXTENSION**

<b>NO.</b>	<b>PART NO.</b>	<b>DESCRIPTION</b>	<b>QTY.</b>	<b>NO.</b>	<b>PART NO.</b>	<b>DESCRIPTION</b>	<b>QTY.</b>
1	4019-101	Left Housing	1	20	4019-120	Tension Knob	1
2	4019-102	Screw ST4*16	11	21	4019-121	Guide Bar Cover	1
3	4019-103	Bearing 6900	2	22	4019-122	Baffle Ring M18	1
4	4019-104	Cam	1	23	4019-123	Tensioning Nut	1
5	4019-105	Output Gear	1	24	4019-124	Tensioning Screw	1
6	4019-106	Oil Pump Module	1	25	4019-125	Tensioning Gear Cover	1
7	4019-107	Oil Can Module	1	26	4019-126	Guide Bar Cover Gasket	1
8	4019-108	Rubber Stopper	1	27	4019-127	Chain Wheel	1
9	4019-109	Outlet Tube	1	28	4019-128	Right Housing	7
10	4019-110	Chain Saw Output Shaft	1	29	4019-129	Brush Holder	2
11	4019-111	Baffle Ring M10	1	30	4019-130	Copper Sheath	2
12	4019-112	Oil Pad	1	31	4019-131	Carbon Brush	2
13	4019-113	Screw ST3*8	1	32	4019-132	Stator	1
14	4019-114	Screw M8	1	33	4019-133	Rotor	1
15	4019-115	Tubing Bend	1	34	4019-134	Fastener	1
16	4019-116	Guide Oil Seal	1	35	4019-135	Pin 5*20	1
17	4019-117	Guide Bar	1	36	4019-136	Insert Block	1
18	4019-118	Saw Chain	1	37	4019-137	Male Insert	2
19	4019-119	Lock Knob	1				

**NOTE:** Not all parts may be available for purchase.

**NOTE:** Wear-and-tear parts (including but not limited to blades, chains, and carbon brushes) are not covered under the warranty.

## TROUBLESHOOTING GUIDE

**⚠ WARNING!** Stop using the tool immediately if any of the following problems occur. Repairs and replacements should only be performed by an authorized technician. For any questions, please contact our customer service at **1-(800) 232-1195**, M-F 8-5 CST or email us at **techsupport@wenproducts.com**.

PROBLEM	POSSIBLE CAUSE	SOLUTION
The machine does not start	<ol style="list-style-type: none"> <li>1. The power cord or extension cord is damaged or not properly plugged in.</li> <li>2. Defective power switch.</li> <li>3. Carbon Brushes are worn.</li> <li>4. Defective Motor.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check the power cord, extension cord, power plug and the power outlet. Do not use if any cord is damaged.</li> <li>2. Stop using the tool and contact customer service.</li> <li>3. Have an experienced technician replace the carbon brushes. Replacement brushes (4019-131) can be ordered from wenproducts.com.</li> <li>4. Stop using the tool and contact customer service.</li> </ol>
Poor cutting quality	The saw chain is dull/worn	Replace the saw chain. Replacement chains (4019-118) can be ordered from wenproducts.com.
The motor runs but the chain is not cutting	The machine is jammed	Turn off the machine immediately and disconnect the power supply. Wait for the chain to stop completely and use a stick to remove the jammed materials.
Dry saw chain	<ol style="list-style-type: none"> <li>1. No oil in the oil tank</li> <li>2. Oil tube channel is clogged</li> </ol>	<ol style="list-style-type: none"> <li>1. Refill oil (see page 11)</li> <li>2. Unclog the oil tube (see p. 15).</li> </ol>
The machine does not saw properly, vibrates or jumps up.	<ol style="list-style-type: none"> <li>1. The chain tension is not adjusted properly.</li> <li>2. The chain is dull/worn out.</li> <li>3. The bar and chain are installed incorrectly.</li> <li>4. The chain saw teeth is pulling in the wrong direction</li> </ol>	<ol style="list-style-type: none"> <li>1. Check and adjust the chain tension (see page 10)</li> <li>2. Replace the saw chain. Replacement chains (4019-118) can be ordered from wenproducts.com.</li> <li>3. Re-install the bar and chain properly (see page 14).</li> <li>4. Remount the saw chain with the teeth in the correct direction.</li> </ol>
The bar and chain becomes too hot.	<ol style="list-style-type: none"> <li>1. No oil in the tank.</li> <li>2. Ventilation slots on the motor housing are clogged.</li> <li>3. Oil tank tube is clogged.</li> <li>4. Dull saw chain</li> </ol>	<ol style="list-style-type: none"> <li>1. Fill the oil tank (see page 11). Frequently check the oil level from the oil gauge window and make sure to refill oil.</li> <li>2. Unclog the ventilation slots.</li> <li>3. Unclog the oil tube.</li> <li>4. Replace the saw chain (see page 14).</li> </ol>

## **WARRANTY STATEMENT**

WEN Products is committed to building tools that are dependable for years. Our warranties are consistent with this commitment and our dedication to quality.

### **LIMITED WARRANTY OF WEN PRODUCTS FOR HOME USE**

GREAT LAKES TECHNOLOGIES, LLC (“Seller”) warrants to the original purchaser only, that all WEN consumer power tools will be free from defects in material or workmanship during personal use for a period of two (2) years from date of purchase or 500 hours of use; whichever comes first. Ninety days for all WEN products if the tool is used for professional or commercial use. Purchaser has 30 days from the date of purchase to report missing or damaged parts.

SELLER’S SOLE OBLIGATION AND YOUR EXCLUSIVE REMEDY under this Limited Warranty and, to the extent permitted by law, any warranty or condition implied by law, shall be the replacement of parts, without charge, which are defective in material or workmanship and which have not been subjected to misuse, alteration, careless handling, misrepair, abuse, neglect, normal wear and tear, improper maintenance, or other conditions adversely affecting the Product or the component of the Product, whether by accident or intentionally, by persons other than Seller. To make a claim under this Limited Warranty, you must make sure to keep a copy of your proof of purchase that clearly defines the Date of Purchase (month and year) and the Place of Purchase. Place of Purchase must be a direct vendor of Great Lakes Technologies, LLC. Purchasing through third party vendors, including but not limited to garage sales, pawn shops, resale shops, or any other secondhand merchant, voids the warranty included with this product. Contact [techsupport@wenproducts.com](mailto:techsupport@wenproducts.com) or 1-800-232-1195 with the following information to make arrangements: your shipping address, phone number, serial number, required part numbers, and proof of purchase. Damaged or defective parts and products may need to be sent to WEN before the replacements can be shipped out.

Upon the confirmation of a WEN representative, your product may qualify for repairs and service work. When returning a product for warranty service, the shipping charges must be prepaid by the purchaser. The product must be shipped in its original container (or an equivalent), properly packed to withstand the hazards of shipment. The product must be fully insured with a copy of the proof of purchase enclosed. There must also be a description of the problem in order to help our repairs department diagnose and fix the issue. Repairs will be made and the product will be returned and shipped back to the purchaser at no charge for addresses within the contiguous United States.

THIS LIMITED WARRANTY DOES NOT APPLY TO ITEMS THAT WEAR OUT FROM REGULAR USAGE OVER TIME, INCLUDING BELTS, BRUSHES, BLADES, BATTERIES, ETC. ANY IMPLIED WARRANTIES SHALL BE LIMITED IN DURATION TO TWO (2) YEARS FROM DATE OF PURCHASE. SOME STATES IN THE U.S. AND SOME CANADIAN PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

IN NO EVENT SHALL SELLER BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO LIABILITY FOR LOSS OF PROFITS) ARISING FROM THE SALE OR USE OF THIS PRODUCT. SOME STATES IN THE U.S. AND SOME CANADIAN PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE IN THE U.S., PROVINCE TO PROVINCE IN CANADA AND FROM COUNTRY TO COUNTRY.

THIS LIMITED WARRANTY APPLIES ONLY TO ITEMS SOLD WITHIN THE UNITED STATES OF AMERICA, CANADA AND THE COMMONWEALTH OF PUERTO RICO. FOR WARRANTY COVERAGE WITHIN OTHER COUNTRIES, CONTACT THE WEN CUSTOMER SUPPORT LINE. FOR WARRANTY PARTS OR PRODUCTS REPAIRED UNDER WARRANTY SHIPPING TO ADDRESSES OUTSIDE OF THE CONTIGUOUS UNITED STATES, ADDITIONAL SHIPPING CHARGES MAY APPLY.





**THANKS FOR  
REMEMBERING**

