

GrassFlap's Frequently Asked Questions

How much does the flap stick out when open or closed?	The GrassFlap adds about 5/8 of an inch to width of the deck when closed. In the open position it does not add any width to the deck
Can the flap be positioned partially open?	Yes the flap can be held in a partial open position using the foot pedal. Simply hold the pedal in the desired position. One of the nice features of the GrassFlap is the way the pedal operate to open and close the flap without having to push on a separate pedal. You are able to push and release the pedal in one smooth motion to flip it open and the same motion, push and release will the flip it back to the closed position. In order to lock it somewhere between full open and full closed would require a second motion to lock and release it.
Where can I buy spare parts?	Spare parts are available online at grassflap.com or your dealer can order for you
My flap only opens halfway,	The flap is designed to open halfway with the pedal full down. Pushing harder will not cause flap to move. The proper operation is to push the pedal down until the flap approaches the half open position then at that point pressure on the pedal should be release to allow the pedal to rise as the flap passes the halfway point.
My flap is hard to operate, either direction,	Flap is binding, manually open and close flap and check for binding. The flap will balance about half open check that the balance point is small. If it is not then check the alignment of the pivot bushings.
Flap is hard to operate one direction only,	The flap balance spring needs to be adjusted. Increasing the tension will make the flap easier to open, decreasing tension will let the flap close easier.
Grass blows up on me when opening the flap.	Check to be sure the defelector angle is not missing
What is the product warrenty?	See Owners Manual for specfic details, In general the warranty is for 90 days on material and workmanship
My cable broke now what?	Cable failure is usually due to excessive bending of the cable. As the flap is operated the cable is pulled inside the cable jacket. If the jacket has a slight kink of tight bend radius then the cable is bent over the kink when pressure is applied and straightened as it passes, same action we have all used to break a wire. Bend it back and forth until it fails. Trace the cable jacket routing to the point where the cable broke. Look for a slight kink or bend radius less than 6 inches. It is important to identify the cause of failure before installing a new cable or the problem may repeat. Using excesive force when operating the flap or standing on the pedal can also lead to premature failure.
How will the GrassFlap save time?	The Grassflap saves time by allowing operation while moving. Most user find they operate the flap 3 to 4 times more often than traditional hand operated chute blockers

How do I return GrassFlap if I changed my mind?	Any product may be returned. Product must be in like new condition. Cost of product less shipping will be refunded. Return postage is not refundable.
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How do I make a warranty claim?	Document the defect with pictures, contact GrassFlap directly to report defect and arrange for replacement. If you purchased from a dealer you may work through them for the warranty claim.
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Will the flap push open?	Given enough pressure it will push open. It is held close with a spring, the same spring also holds the flap in the open position. By the time the flap gets pushed open there is typically enough grass behind it that you are no longer making a good cut. In the fall mulching leaves is actually easier because the flap will push open, it allows you to move leaves across the yard or into areas that are less congested. The reason for the spring is to allow the pedal operation to be a push and release. This means you can hold your foot on the pedal in one location and simply push and release to open then without relocating your foot you can push and release again to close the flap. No more forgetting where the handle is and pushing the wrong direction.
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Can the deflector angle be mounted to the deck instead of the flap?	The deflector angle should travel with the flap to prevent clippings from blowing straight up as the flap begins to open. As it first starts to open there is not enough angle to deflect the clippings down so they end up going both ways up and down. Without the angle they will go straight up on onto the operator. Mounting the angle to the deck would only provide a good seal when the flap is fully closed.
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