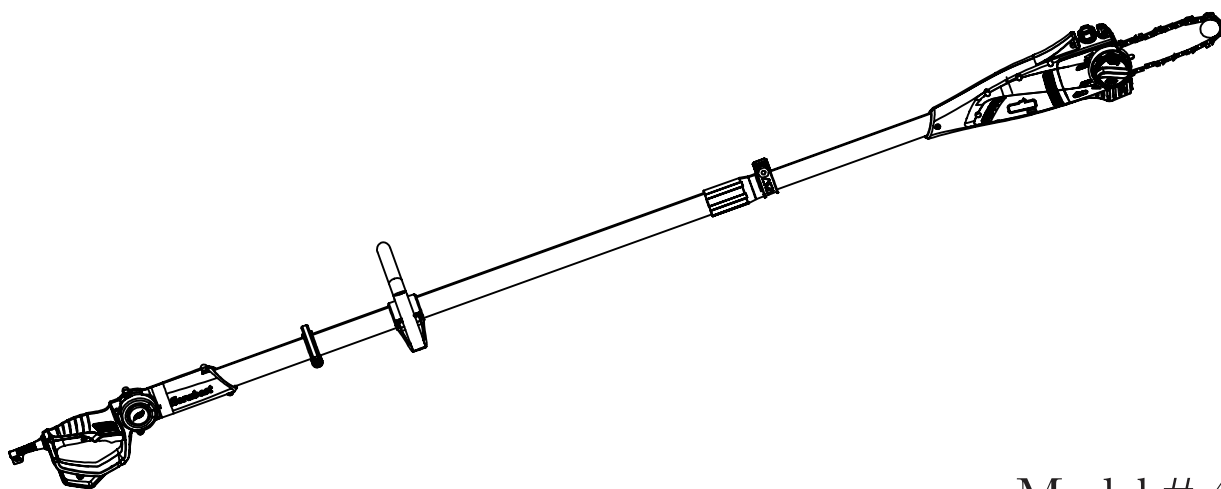




# 8-INCH ELECTRIC POLE SAW



Model # 4021  
[bit.ly/wenvideo](http://bit.ly/wenvideo)

## 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 intended purpose, you will enjoy years of safe, reliable service.

## NEED HELP? CONTACT US!

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



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



**techsupport@wenproducts.com**



**WENPRODUCTS.COM**



## TABLE OF CONTENTS

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Technical Data .....	2
General Safety Rules .....	3
Specific Safety Rules For Circular Saw .....	4
Electrical Information .....	7
Know Your Circular Saw .....	8
Assembly and Adjustments .....	9
Operation .....	11
Maintenance .....	14
Exploded View and Parts List .....	15
Warranty .....	17

## TECHNICAL DATA

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Model Number:	4021
Motor:	120 V, 60 Hz, 6.5A
Saw Chain:	8 inch
Speed (no load):	6000 RPM
Max Reach:	9 feet
Oil Tank Capacity:	2 ounces
Weight:	8 pounds

## GENERAL SAFETY RULES

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Safety is a combination of common sense, staying alert and knowing how your item works. **SAVE THESE SAFETY INSTRUCTIONS.**



**WARNING:** To avoid mistakes and serious injury, do not plug in your tool until the following steps have been read and understood.

1. **READ** and become familiar with this entire instruction manual. **LEARN** the tool's applications, limitations, and possible hazards.
2. **AVOID DANGEROUS CONDITIONS.** Do not use power tools in wet or damp areas or expose them to rain. Keep work areas well lit.
3. **DO NOT** use power tools in the presence of flammable liquids or gases.
4. **ALWAYS** keep your work area clean, uncluttered, and well lit. **DO NOT** work on floor surfaces that are slippery with sawdust or wax.
5. **KEEP BYSTANDERS AT A SAFE DISTANCE** from the work area, especially when the tool is operating. **NEVER** allow children or pets near the tool.
6. **DO NOT FORCE THE TOOL** to do a job for which it was not designed.
7. **DRESS FOR SAFETY.** Do not wear loose clothing, gloves, neckties, or jewelry (rings, watches, etc.) when operating the tool. Inappropriate clothing and items can get caught in moving parts and draw you in. **ALWAYS** wear non-slip footwear and tie back long hair.
8. **WEAR A FACE MASK OR DUST MASK** to fight the dust produced by sawing operations.



**WARNING:** Dust generated from certain materials can be hazardous to your health. Always operate the tool in a well-ventilated area and provide for proper dust removal. Use dust collection systems whenever possible.

9. **ALWAYS** remove the power cord plug from the electrical outlet when making adjustments, changing parts, cleaning, or working on the tool.
10. **KEEP GUARDS IN PLACE AND IN WORKING ORDER.**
11. **AVOID ACCIDENTAL START-UPS.** Make sure the power switch is in the OFF position before plugging in the power cord.
12. **REMOVE ADJUSTMENT TOOLS.** Always make sure all adjustment tools are removed from the saw before turning it on.
13. **NEVER LEAVE A RUNNING TOOL UNATTENDED.** Turn the power switch to OFF. Do not leave the tool until it has come to a complete stop.
14. **NEVER STAND ON A TOOL.** Serious injury could result if the tool tips or is accidentally hit. **DO NOT** store anything above or near the tool.

## GENERAL SAFETY RULES

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15. **DO NOT OVERREACH.** Keep proper footing and balance at all times. Wear oil-resistant rubber-soled footwear. Keep the floor clear of oil, scrap, and other debris.
16. **MAINTAIN TOOLS PROPERLY.** ALWAYS keep tools clean and in good working order. Follow instructions for lubricating and changing accessories.
17. **CHECK FOR DAMAGED PARTS.** Check for alignment of moving parts, jamming, breakage, improper mounting, or any other conditions that may affect the tool's operation. Any part that is damaged should be properly repaired or replaced before use.
18. **DO NOT** operate the tool if you are under the influence of drugs, alcohol, or medication that may affect your ability to properly use the tool.
19. **USE SAFETY GOGGLES AT ALL TIMES** that comply with ANSI Z87.1. Normal safety glasses only have impact resistant lenses and are not designed for safety. Wear a face or dust mask when working in a dusty environment. Use ear protection such as plugs or muffs during extended periods of operation.

## SPECIFIC RULES FOR POLE SAWS

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**WARNING:** Do not let comfort or familiarity with product (gained from repeated use) replace strict adherence to product safety rules. If you use this tool unsafe or incorrectly, you can suffer serious personal injury!

1. Use the pole saw for cutting wood only. Do not use this tool for cutting plastic, masonry, etc.
2. Keep the cable away from the cutting area. When working with the tool, make sure to keep the blade away from any extension cords or wiring.
3. Keep all parts of your body clear of the chain while the saw is running. Before starting the saw, make sure the chain is not touching any objects
4. Always hold the pole saw with your right hand at the rear handle and your left hand at the front handle. Holding the chain saw differently (left hand on rear handle, right hand on front handle) may affect the balance of the saw and will increase the risk of injury.
5. Wear eye and hearing protection. Other personal protection equipment for the head, hands, legs and feet is recommended.
6. Do not operate the saw while sitting or standing in a tree. Make sure to have a safe stance at all time. Only use the saw when standing on solid, safe and level ground.
7. When cutting a branch that is under tension, take into account that the branch may spring back.
8. 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.

## SPECIFIC RULES FOR POLE SAWS

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9. Carry the switched-off chain saw using the front handle with the chain pointing away from your body. Always put on the protective cover when transporting or storing the chain saw. Carefully handling the saw greatly reduces the risk of accidentally touching the sharp cutting chain.
10. Follow the instructions for lubrication, chain tension and changing accessories. An improperly tensioned or lubricated chain may either break or considerably increase the risk of kickback.
11. Keep the handles dry, clean and free from gas, oil and grease. Slippery handles may lead to a loss of control.
12. Never attempt to use an incomplete or altered saw.
13. 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.
14. Remain alert; pay attention to what you are doing and proceed sensibly when working with an electric tool. Do not use the machine if you are tired or under the influence of drugs, alcohol or medication.
15. Young persons under the age of 16 are not permitted to operate this device.
16. Inspect the saw thoroughly before use for damage. If any parts or pieces appear to be missing or damaged, do not operate the saw.
17. Do not operate during adverse weather conditions, particularly during lightening and rain.
18. Always make sure the chain tension is correct.
19. Only use properly functioning chainsaws. Only work with a saw chain sharpened according to regulations.
20. Never saw with the upper edge or tip of the guide bar.
21. Always hold the saw firmly with two hands.
22. Sawing wood under tension necessitates an increased amount of caution. Wood that is suddenly released from tension can react in a completely uncontrolled manner. This can result in severe to deadly injuries. Such work may only be performed by trained specialists.

# ELECTRICAL INFORMATION

## GROUNDING INSTRUCTIONS

**IN THE EVENT OF A MALFUNCTION OR BREAKDOWN**, grounding provides the path of least resistance for an electric current and reduces the risk of electric shock. This tool is equipped with an electric cord that has an equipment grounding conductor and a grounding plug. The plug **MUST** be plugged into a matching outlet that is properly installed and grounded in accordance with **ALL** local codes and ordinances.

**DO NOT MODIFY THE PLUG PROVIDED.** If it will not fit the outlet, have the proper outlet installed by a licensed electrician.

**IMPROPER CONNECTION** of the equipment grounding conductor can result in electric shock. The conductor with the green insulation (with or without yellow stripes) is the equipment grounding conductor. If repair or replacement of the electric cord or plug is necessary, **DO NOT** connect the equipment grounding conductor to a live terminal.

**CHECK** with a licensed electrician or service personnel if you do not completely understand the grounding instructions or whether the tool is properly grounded.

**CAUTION:** In all cases, make certain the outlet in question is properly grounded. If you are not sure, have a licensed electrician check the outlet.



**WARNING:** This tool is for indoor use only. Do not expose to rain or use in damp locations.  
Guidelines for using extension cords

Make sure your extension cord is in good condition. 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 nameplate 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.
6.5 A	16 gauge	16 gauge	16 gauge	14 gauge

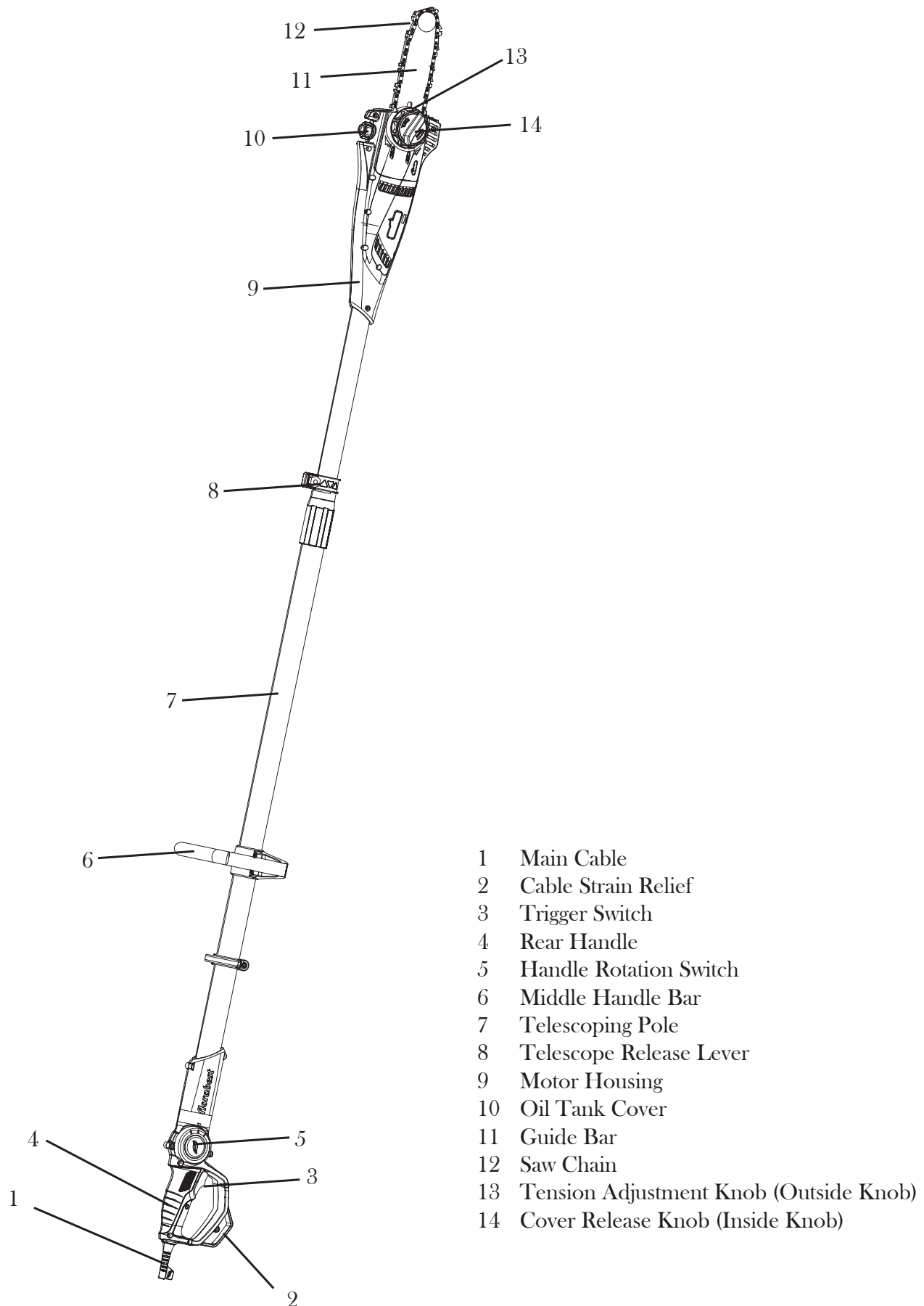
Make sure your extension cord is properly wired and in good condition. Always replace a damaged extension cord or have it repaired by a qualified person before using it.

Protect your extension cords from sharp objects, excessive heat and damp/wet areas.

Use a separate electrical circuit for your tools. This circuit must not be less than a #12 wire and should be protected with a 15 A 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

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## ASSEMBLY AND ADJUSTMENTS



**WARNING:** Always be sure that the tool is switched off and unplugged before adjusting, adding accessories, or checking a function on the tool.

### ASSEMBLY OF GUIDE BAR AND SAW CHAIN

1. Loosen the cover release knob (Fig. A - 1) to release the chain sprocket cover. Remove the chain sprocket cover.
2. Place the chain in the groove of the outside edge of the guide bar as shown. **NOTE:** make sure the chain's direction of rotation is correct. The blades on each cutting link on the upper side of the cutting bar must be facing towards the tip of the chainsaw.
3. Insert the guide bar and chain into the mount on the chainsaw (Fig. B). In the process, guide the chain around the pinion and hang the guide bar in the chain tensioning bolts.
4. Adjust the chain tension (see the following section - **TENSIONING THE CHAIN**). Mount and hand-tighten the chain sprocket cover with the retaining nut

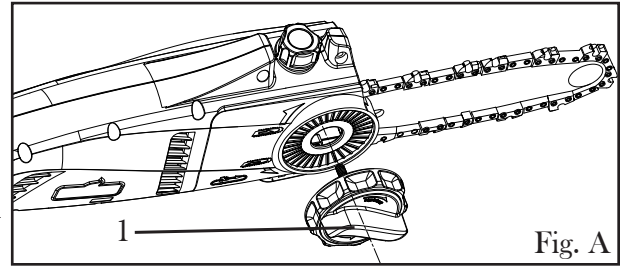


Fig. A

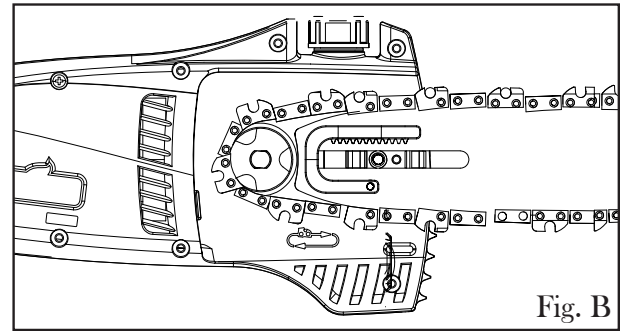


Fig. B

### TENSIONING THE CHAIN

1. Loosen the retaining nut of the chain sprocket cover by a few rotations.
2. Adjust the chain tension by rotating the Tension Adjustment Knob (the outermost knob on the cover release knob). Clockwise rotation increases the chain tension; counter-clockwise rotation reduces the chain tension. The saw chain is correctly tensioned if it can be raised approximately 2 mm from the center of the guide bar.

**NOTE:** The saw chain must be tensioned properly in order to ensure safe operation. The chain tension is optimal if the saw chain can be lifted 2 mm from the center of the edge of the guide bar (not the tip). 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. Slacken the saw chain after the work is completed since it shortens when cooling down. In doing so, you can elongate the chain's life and prevent damage.

### SAW CHAIN LUBRICATION

Always unplug the unit from its power source before inspection and adjustment work. Wear protective gloves during maintenance to prevent injury.

Never operate the chainsaw without saw chain oil. The use of the chainsaw without enough saw chain oil will damage the unit.

Only use special saw 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 differing oils. To ensure a sufficient layer of lubricant at lower temperatures, use liquid oil (low viscosity).



## ASSEMBLY AND ADJUSTMENTS

### FILLING THE OIL TANK

1. Place the saw on a level surface. Clean the area around the oil tank cap and then open it.
2. Fill the oil tank (Fig. C - 1) with saw chain oil. In doing so, make sure that no dirt gets into the oil tank so that the oil nozzle does not clog.
3. Close the oil tank cap.

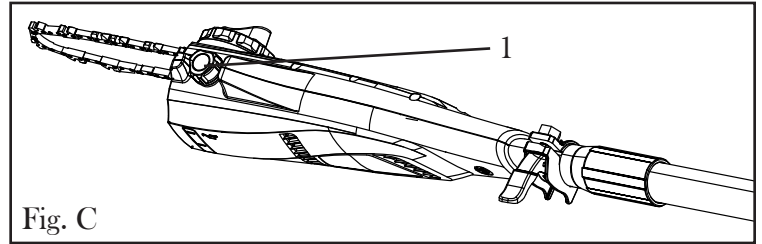


Fig. C

2. Fasten the carabiner hook on the shaft bracket of the shaft.
3. Always use the utility strap. Never carry the belt diagonally across your shoulders and chest, but rather on one shoulder so that you can move rapidly away from the tool in case of danger.
4. To release the strap, push both buttons and pull the lock apart.

### INSTALLATION OF THE MIDDLE HANDLE BAR

1. Line the middle handle bar (Fig. D - 1) up so it is facing the same direction as the shoulder belt ring (Fig. D - 2)
2. Install the handle cover (Fig. D - 3) using the four included screws and hex nuts (Fig. D - 4) to secure the handle.

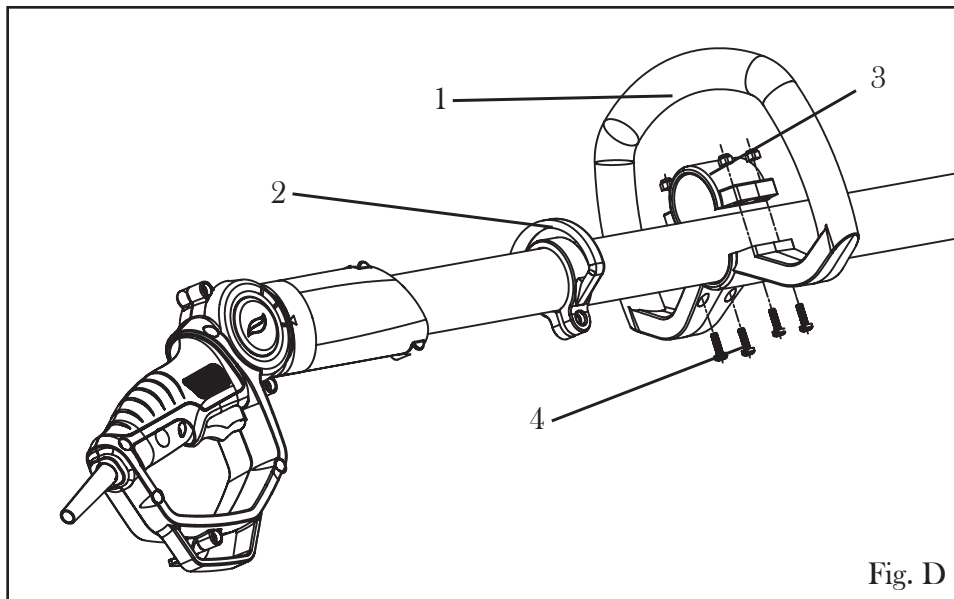


Fig. D

# OPERATION

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## **ADJUSTING THE TELESCOPING HANDLE**

1. Unlock the telescope release lever so that the pole can freely extend outwards and inwards.
2. Extend it to the desired length and relock the telescope release lever to hold it in place.

## **ADJUSTING THE REAR HANDLE**

The rear handle can be adjusted into three varying positions. Adjust it by pushing the handle rotation switch and turning the handle to the desired position. The pole saw can only be used if the handle is in a fixed position.

## **CONNECTING TO THE MAIN SUPPLY**

1. Connect the main cable to a suitable extension cord. Make sure the extension cord is designed to accommodate the amperage (4.5A) of the pole saw.
2. Secure the extension cable against tractive forces and accidental unplugging by looping it through the cable strain relief notch on the underside of the rear handle. Connect the extension cable to a nearby socket.

## **TURNING THE POLE SAW ON AND OFF**

To turn ON, hold the pole saw firmly with both hands on each respective handle. Press and hold the safety switch located on the lefthand side of the rear handle above the main power trigger. Press down the trigger to turn it ON. The safety switch can now be released.

To turn OFF, release the ON/OFF trigger switch. Always unplug the pole saw from its power supply when finished.

## **PREPARATION**

Before each use, check the following items to ensure safe working conditions.

**CHAINSAW:** before beginning work, inspect the chainsaw for damage to the housing, the extension cable, the saw chain and the guide bar. Never use an obviously damaged machine.

**OIL TANK:** check the fill level of the oil tank. Also check whether there is sufficient oil available while working. Never operate the saw if there is no oil or the oil level has dropped below the minimum oil level mark in order to prevent damage to the chainsaw. On average, an oil filling is sufficient for approximately 10 minutes of cutting operation (depending the duration of pauses and the density of the workpiece).

**SAW CHAIN:** check the tension of the saw and the condition of the blades. 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:** 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.

# OPERATION

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## **SAFETY WARNINGS**

1. In order to ensure safe work, do not operate the saw at an angle of over 60°.
2. Never stand below a branch that is being sawed.
3. Exercise caution when sawing both branches under tension or branches that are splintering.
4. Make sure to safe guard against the risk of injury from falling branches and flying wood projectiles.
5. If the machine is in operation, keep persons and animals away from the danger area.
6. 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 powerlines to avoid life-threatening electric shock.
7. When working on an incline, always stand above or to the side of the branch being sawed. Hold the machine as close as possible to your body. By doing so, you maximize your balance.

## **SAWING TECHNIQUES**

When removing branches, hold the pole saw at an angle ranging from 0 to 60° in order to avoid being struck by a falling branch. The saw should never be operated directly above head.

Saw off the lower branches on the tree first. By doing so, it is easier for the cut branches to fall to the ground.

At the end of the cut, the weight of the saw suddenly increases for the user since it is no longer being supported by a branch. There is a risk of losing control of the saw, so make sure to stay alert during the entire sawing operation. Only pull the saw out of a cut while the saw is running. By doing so, you prevent the chain from jamming in the wood.

Do not saw with the tip of the guide bar. Do not saw into the branch formations (where the tree branches outwards). This will impede the tree's ability to heal.

For sawing off smaller branches, place the 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.

For sawing off larger 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 in order to maintain control over the location of impact.

## **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 clamping of the saw chain.

A kickback generates an abrupt powerful force. The saw usually reacts in an uncontrolled manner, creating the possibility of injury to the user.

The danger of a kickback is greatest if you apply the area near the guide bar tip into a branch. Always apply the saw as flatly as possible in order to avoid a loss of control during operation.

## MAINTENANCE

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### **CLEANING**

Regularly clean the tensioning mechanisms by blowing compressed air onto it or by cleaning it with a brush. Do not use any tools for the cleaning.

Keep the oil away from the handle in order to ensure a secure hold.

Clean the machine as necessary with a damp cloth and a mild cleanser, if appropriate.

If the chainsaw is not used for an extended period of time, remove the chain oil from the tank. Briefly place the chain and the guide bar in an oil bath and then wrap in oil paper to dry.

Always replace the protective cover for transport or storage of the chainsaw. Secure the tool during transport to avoid damage or injuries. Unplug the power supply before cleaning. Never immerse the machine in water or other liquids. Store the chainsaw in a safe and dry area away from children.

### **REPLACING THE SAW CHAIN AND GUIDE BAR**

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.

### **CHECKING THE AUTOMATIC CHAIN LUBRICATION**

Regularly check the functionality of the automatic chain lubrication in order to prevent overheating and the subsequent damage to the guide bar and saw chain associated with it. For this purpose, align the guide bar tip against a smooth surface (board, cut-in of a tree) and allow the chainsaw to run. If an increasing amount of oil appears, the automatic chain lubrication functions properly.

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## TROUBLESHOOTING GUIDE

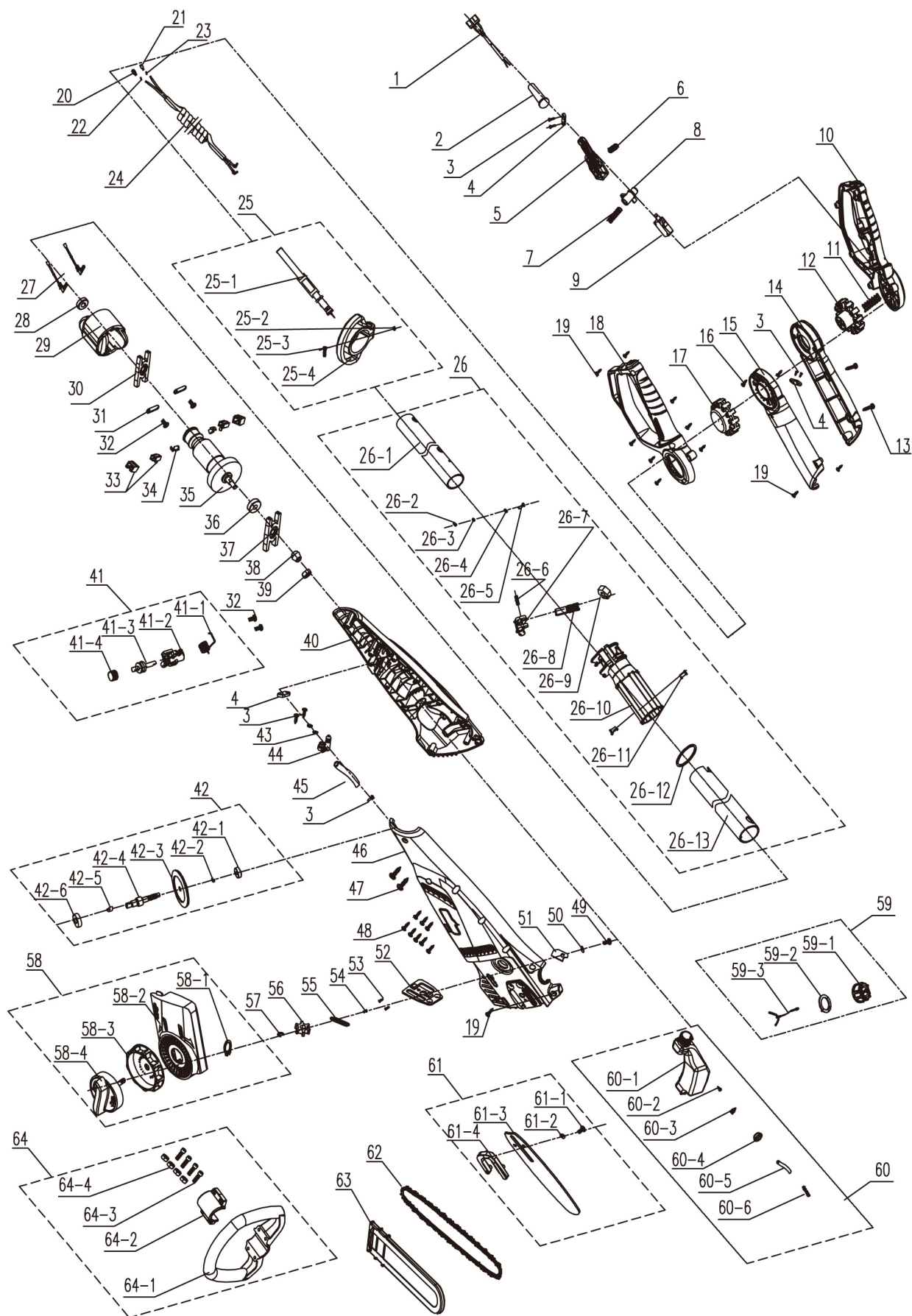
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PROBLEM	CAUSE	SOLUTION
Pole saw does not operate properly	No power supply	Check the power supply.
	Defective outlet	Try a different source of power. Change as necessary.
	Damaged Extension cable	Check cable and replace if necessary.
	Defective fuse	Replace the fuse.
Pole saw operates irregularly	Damaged power cable	Take saw to a service technician.
	Loose external connection	Take saw to a service technician.
	Loose internal connection	Take saw to a service technician.
	Defective ON/OFF switch	Take saw to a service technician.
Dry saw chain	No oil in the tank	Refill oil.
	Ventilation in the oil tank cap clogged	Clean oil tank cap.
	Oil Tank Flow Clogged	Unclog oil flow channel.
Chain/guide rail hot	No oil in the tank	Refill oil.
	Ventilation in the oil tank cap clogged	Clean oil tank cap.
	Oil tank flow channel clogged	Unclog oil flow channel.
	Dull chain	Resharpen or replace chain.
Chainsaw jumps up, vibrates or does not saw properly.	Chain tension too loose	Adjust chain tension.
	Dull chain	Rehsarpen or replace chain.
	Chain worn out	Replace chain.
	Saw teeth pulling in the wrong direction	Remount saw chain with teeth in the correct direction.

# EXPLODED VIEW AND PARTS LIST

No.	GLT Part Number	Part Name Description	Qty	No.	GLT Part Number	Part Name Description	Qty
1	4021-001	Power Cord	1	40	4021-057	Left Housing	1
2	4021-002	Cable Sheath	1	41	4021-058	Oil Pump Sub Assembly	1
3	4021-003	Power Cord Screws	7	41-1	4021-059	Oil Pump Tension Spring	1
4	4021-004	Cable Clamp	3	41-2	4021-060	Oil Pump	1
5	4021-005	Switch Trigger	1	41-3	4021-061	Worm Gear	1
6	4021-006	Brake Lever Spring	1	41-4	4021-062	Worm Gear End	1
7	4021-007	Button Spring	1	42	4021-063	Gear Sub Assembly	1
8	4021-008	Lock Off Button	1	42-1	4021-064	Bearing	1
9	4021-009	Control Switch	1	42-2	4021-065	Split Washer	1
10	4021-010	Left Rear Handle	1	42-3	4021-066	Big Gear	1
11	4021-011	Spring	1	42-4	4021-067	Output Shaft	1
12	4021-012	Left Sprocket	1	42-5	4021-068	Woodruff Key	1
13	4021-013	Front Handle Screw	2	42-6	4021-069	Bearing	1
14	4021-014	Left Front Handle	1	43	4021-070	O Ring	2
15	4021-015	Right Front Handle Cover	1	44	4021-071	Oil Nozzle	1
16	4021-016	Handle Connection Screw	2	45	4021-072	Oil Hosing	1
17	4021-017	Right Sprocket	1	46	4021-073	Right Housing	1
18	4021-018	Right Rear Handle	1	47	4021-074	Right Housing Screw	2
19	4021-019	Self Tapping Screw	11	48	4021-075	Housing Screws	8
20	4021-020	Female Terminal	1	49	4021-076	Dust Cover Screw	1
21	4021-021	Male Terminal	1	50	4021-077	Flat Gasket	1
22	4021-022	Heat Shrink Sleeve For Female End	1	51	4021-078	The Dustproof Cover	1
23	4021-023	Heat Shrink Sleeve For Male End	1	52	4021-079	Heat Insulation Plate	1
24	4021-024	The Spring Connecting Line	1	53	4021-080	Heat Plate Screws	2
25	4021-025	Telescoping Clamp Sub Assembly	1	54	4021-081	Cover Screws	1
25-1	4021-026	Brace	1	55	4021-082	Oil-Out Seal Ring	1
25-2	4021-027	Nut	1	56	4021-083	Sprocket	1
25-3	4021-028	Clamp Screw	1	57	4021-084	Retaining Ring	1
25-4	4021-029	Clamp Ring	1	58	4021-085	Adjustment Sub Assembly	1
26	4021-030	Telescoping Subassembly	1	58-1	4021-086	Retaining Ring	1
26-1	4021-031	Inner Pipe	1	58-2	4021-087	Adjustment Cover	1
26-2	4021-032	Plastic Hex Nuts	1	58-3	4021-088	Adjusting Knob	1
26-3	4021-033	Flat Washer	1	58-4	4021-089	Knob	1
26-4	4021-034	Flat Gasket	1	59	4021-090	Oil Tank Cap Sub Assembly	1
26-5	4021-035	Machine Screw	1	59-1	4021-091	Oil Tank Cap	1
26-6	4021-036	Cylindrical Pin	1	59-2	4021-092	Oil Tank O Ring	1
26-7	4021-037	Telescope Clamp	1	59-3	4021-093	Anti Drop Hook	1
26-8	4021-038	Adjusting Bolt	1	60	4021-094	Oil Tank Sub Assembly	1
26-9	4021-039	Lock Nut	1	60-1	4021-095	Oil Tank	1
26-10	4021-040	Telescope Sleeve	2	60-2	4021-096	Valve	1
26-11	4021-041	Pin	1	60-3	4021-097	Filtrate Spring	1
26-12	4021-042	Ring	1	60-4	4021-098	O Ring	1
26-13	4021-043	Outer Telescoping Pipe	1	60-5	4021-099	Hosing	1
27	4021-044	Carbon Brush The Connecting Line	2	60-6	4021-100	Tube Spring	1
28	4021-045	607 Bearing	1	61	4021-101	Chain Bar Subassembly	1
29	4021-046	Stator	1	61-1	4021-102	Bar Screw	1
30	4021-047	Bearing Bracket	1	61-2	4021-103	Seal Ring	1
31	4021-048	Clamp	2	61-3	4021-104	Chain Bar	1
32	4021-049	Flange Tapping Screw	4	61-4	4021-105	U Gear	1
33	4021-050	Brush Holder	2	62	4021-106	Chain Blade	1
34	4021-051	Carbon Brush	2	63	4021-107	Guide Bar Sleeve	1
35	4021-052	Rotor Subassembly	1	64	4021-108	Auxiliary Handle Subassembly	1
36	4021-053	Deep Groove Ball Bearing	1	64-1	4021-109	Auxiliary Handle	1
37	4021-054	Bearing Bracket	1	64-2	4021-110	Auxiliary Handle Bracket	1
38	4021-055	Small Gear	1	64-3	4021-111	Screw	4
39	4021-056	Hex Nut	1	64-4	4021-112	Nut	4

# EXPLODED VIEW AND PARTS LIST





## **LIMITED TWO YEARS WARRANTY**

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 CONSUMER POWER TOOLS 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 for a period of two (2) years from date of purchase. Ninety days for all WEN products, if the tool is used for professional use.

**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 repair or replacement of parts, without charge, which are defective in material or workmanship and which have not been misused, carelessly handled, or misrepaired by persons other than Seller or Authorized Service Center. 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. Third party vendors such as garage sales, pawn shops, resale shops, or any other secondhand merchant void the warranty included with this product. Contact [techsupport@wenproducts.com](mailto:techsupport@wenproducts.com) or 1-800-232-1195 to make arrangements for repairs and transportation.

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 warranty card and/or 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.

**THIS LIMITED WARRANTY DOES NOT APPLY TO ACCESSORY ITEMS THAT WEAR OUT FROM REGULAR USAGE OVER TIME INCLUDING BELTS, BRUSHES, BLADES, ETC.**

**ANY IMPLIED WARRANTIES SHALL BE LIMITED IN DURATION TO TWO (2) YEARS FROM DATE OF PURCHASE. SOME STATES IN THE U.S., 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 PORTABLE ELECTRIC TOOLS, BENCH POWER TOOLS, OUTDOOR POWER EQUIPMENT AND PNEUMATIC TOOLS 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.**