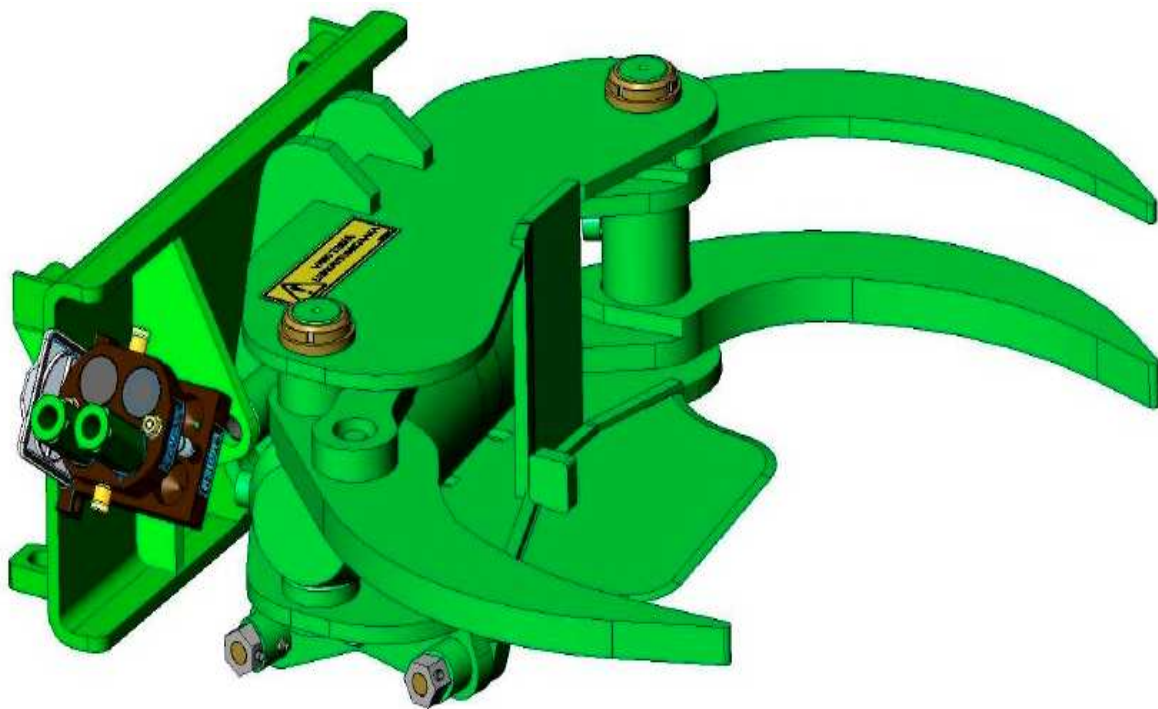




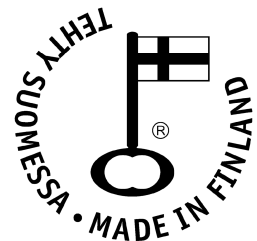
KESLA

19GA

ENERGY TIMBER GRAPPLE



(a translation from the original version)



KESLA 19GX ENERGY TIMBER GRAPPLE

LIST OF CONTENTS

<u>1</u>	<u>GENERAL</u>	<u>2</u>
<u>1.1</u>	<u>USING THE MANUAL</u>	<u>2</u>
<u>1.2</u>	<u>CONTACT DETAILS</u>	<u>3</u>
<u>1.3</u>	<u>DECLARATION OF INCORPORATION FOR PARTLY COMPLETED MACHINERY</u>	<u>4</u>
<u>1.4</u>	<u>WARNING AND INSTRUCTION TEXTS FOR THE ENERGY TIMBER JAW CRAB</u>	<u>5</u>
<u>1.4.1</u>	<u>Plate no. 1</u>	<u>5</u>
<u>1.4.2</u>	<u>Sticker no. 2</u>	<u>5</u>
<u>1.4.3</u>	<u>Sticker no. 4</u>	<u>6</u>
<u>1.4.4</u>	<u>Sticker no. 5</u>	<u>6</u>
<u>1.4.5</u>	<u>Sticker no. 6</u>	<u>6</u>
<u>2</u>	<u>SAFETY INSTRUCTIONS</u>	<u>7</u>
<u>3</u>	<u>ADOPTING FOR USE</u>	<u>9</u>
<u>3.1</u>	<u>PLACEMENT OF THE ENERGY TIMBER JAW CRAB ON THE BOOM</u>	<u>Error!</u>
	Bookmark not defined.	
<u>3.1.1</u>	<u>Pressure level</u>	<u>9</u>
<u>4</u>	<u>OPERATION</u>	<u>10</u>
<u>4.1</u>	<u>SECURITY INSTRUCTIONS</u>	<u>10</u>
<u>4.2</u>	<u>HANDLING OF TIMBER</u>	<u>10</u>
<u>4.2.1</u>	<u>Felling</u>	<u>10</u>
<u>5</u>	<u>SERVICE</u>	<u>12</u>
<u>5.1</u>	<u>SAFETY INSTRUCTION</u>	<u>12</u>
<u>5.2</u>	<u>DAILY SERVICE</u>	<u>12</u>
<u>5.2.1</u>	<u>Lubricants</u>	<u>12</u>
<u>5.3</u>	<u>HYDRAULIC SYSTEM'S OIL</u>	<u>13</u>
<u>5.4</u>	<u>HYDRAULIC OIL CLEANNESS</u>	<u>13</u>
<u>5.5</u>	<u>FUNCTION AND ADJUSTMENTS OF THE HYDRULICS</u>	<u>13</u>
<u>5.5.1</u>	<u>Security instructions</u>	<u>13</u>
<u>5.6</u>	<u>ADJUSTMENTS OF THE ENERGY TIMBER JAW CRAB</u>	<u>14</u>
<u>5.6.1</u>	<u>Adjusting pressures</u>	<u>14</u>
<u>5.7</u>	<u>CUTTER</u>	<u>14</u>
<u>5.7.1</u>	<u>Turning the cutter</u>	<u>14</u>
<u>5.7.2</u>	<u>Sharpening the cutter</u>	<u>15</u>
<u>6</u>	<u>TROUBLESHOOTING INSTRUCTIONS FOR THE ENERGY TIMBER JAW CRAB</u>	<u>16</u>
<u>6.1</u>	<u>GENERAL</u>	<u>16</u>
<u>6.2</u>	<u>TIGHTENING PROCEDURES UNLESS OTHERWISE INDICATED</u>	<u>16</u>
<u>6.2.1</u>	<u>Safety instruction</u>	<u>19</u>
<u>6.2.2</u>	<u>General instructions concerning welding</u>	<u>19</u>
<u>7</u>	<u>TECHNICAL INFORMATION</u>	<u>20</u>
<u>7.1</u>	<u>SCALE DRAWING</u>	<u>20</u>
<u>8</u>	<u>DISPOSING OF THE MACHINE</u>	<u>21</u>
<u>9</u>	<u>WARRANTY CLAUSES</u>	<u>22</u>
<u>10</u>	<u>CERTIFICATE OF GUARANTEE</u>	<u>24</u>
<u>11</u>	<u>OWNERSHIP TRANSFER DECLARATION</u>	<u>25</u>
<u>11.1</u>	<u>OWNERSHIP TRANSFER DECLARATION / CERTIFICATE OF HAVING FAMILIARIZED HIMSELF WITH THE MANUAL</u>	<u>25</u>
<u>12</u>	<u>CUSTOMER FEEDBACK</u>	<u>26</u>

DEAR CUSTOMER

Thank you for the confidence you have shown towards KESLA product. We wish you the best of success in your efforts. Please read through this owner's manual carefully, because thorough knowledge of the machine, correct adjustments and careful maintenance will guarantee user safety and reliable operation of the machine. It is important that every part of this manual is understood and that the instructions are followed. In unclear situations, please contact the seller of the machine. You can also give a feedback to Kesla by a questionnaire in the end of this manual or in www.kesla.com.

1 GENERAL

1.1 USING THE MANUAL

This manual is intended for such persons who have previous practical experience of using forest machines.

The use presupposed normal general knowledge and techniques concerning forestry.



Read and understand these operating, maintenance and safety instructions before you start using or carry out maintenance works on the device. Operating, maintenance and adjustment procedures may only be carried out by a person, who has complete the operating and maintenance training on the specific device. Insufficient knowledge of the operation and functioning of the device can result in a serious bodily injury or death.

Storage

This manual is part of the product and should be stored throughout the service life of the product. If there are any modifications made to the device, the relevant information should be appended to this manual. Keep the manual clean and within reach. If you sell the device, the manual should be handed over to the new owner.

Content of the manual

This operating manual contains the following information:

- General information about the purpose and contents of the operating manual, guidelines on how to read the instructions and a request to provide feedback and to notify about possible errors.
- Instructions related to safety.
- Daily inspections.
- Operating instructions of the device.



The symbol indicates a very important safety instruction. A danger situation may lead to injury or death.



The symbol Note indicates that the product, process or environment may be harmed.

GENERAL

All descriptions, directions and technical information in this manual are based on the latest information concerning the machine's structure available at the time of printing this manual. The products is continually being developed further, therefore the manufacturer reserves the right of effecting changes to the product without advance notice.

Should any interference in running the machine become evident, the problem and its probable cause can be clarified and repaired in accordance with the chart. Should you not be able to repair the machine yourself, please contact the seller of the machine or a repair shop authorized by the seller.

REMEBER!

When ordering spare parts or inquiring concerning repair instructions, inform the seller or repairman of the information found on the type plate. By using this procedure, you will expedite help in solving the problem or ensure receiving the correct spare part as fast as possible.

Copy the information on the machine plate onto the picture below:

		☐ FIN-80100 Joensuu ☐ FIN-59800 Kesälahti	
		Tel. +358 (0)207862841	
Type		Year	201
Serial No		Weight	kg
Max.load	kg	Max. pressure	MPa
MADE IN FINLAND		3280431	

1.2 CONTACT DETAILS

www.kesla.com

ORDERING OF SPARE PARTS

spare.parts@kesla.com

MAINTENANCE AND WARRANTY ISSUES

after.sales@kesla.com

SPARE PART AND MAINTENANCE SERVICES

tel. +358 40 709 2208

GENERAL

1.3 DECLARATION OF INCORPORATION FOR PARTLY COMPLETED MACHINERY

Manufacturer: Kesla Oyj
Kuurnankatu 24, FI-80100 JOENSUU, FINLAND

Name and address of the person authorised to compile the relevant technical documentation:

Riku Väyrynen
Kuurnankatu 24, FI-80100 JOENSUU, FINLAND

Herewith declares that for the Partly Completed Machinery

Timber grapple KESLA 19G

Serial number: _____

- The following essential requirements of the Machinery Directive (2006/42/EC) are applied and fulfilled: 1.1.1, 1.1.2, 1.3.2, 1.3.4, 1.3.6, 1.3.7, 1.3.8, 1.4.1, 1.5.3, 1.5.4, 1.5.11, 1.6.1, 1.6.2, 1.7.1, 1.7.1.1, 1.7.3, 1.7.4, 1.7.4.1, 1.7.4.2, 1.7.4.3
- The relevant technical documentation is compiled in accordance with part B of Annex VII and that this documentation or parts hereof will be transmitted by post or electronically in response to a reasoned request by the national authorities
- And that this partly completed machinery is in conformity with the provisions of the following other EC-Directives

And furthermore, declares that

- This partly completed machinery must not be put into service until the final machinery into which it is to be incorporated has been declared in conformity with the provisions of the Machinery Directive 2006/42/EC, where appropriate
- The following (parts/clauses of) European harmonised standards have been used
SFS-EN ISO 12100, EN ISO14121-1
- The following (parts/clauses of) other technical standards and specifications have been used

ISO/TR 14121-2

Place, date: Joensuu 2015-03-03

Signature: 
Managing director, Jari Nevalainen

Kesla Oyj
Kesälahden tehdas
Joensuun tehdas

Kotipaikka:
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Kuurnankatu 24

Joensuu
59800 KESÄLAHTI
80100 JOENSUU

Y-tunnus
puh. +358 207 862 841
puh. +358 207 862 841

0168715-8
fax. +358 13 6100 322
fax. +358 13 6100 523

1.4 WARNING AND INSTRUCTION TEXTS FOR THE ENERGY TIMBER JAW CRAB

Warnings and directions are fastened to the energy timber jaw crab in appropriate places, regarding dangers arising from usage, or directions regarding use. By adhering to these, you will avoid accidents and machine breakdowns.

1.4.1 Plate no. 1

Product plate

Weight: Contains the weight of the energy timber jaw crab complete with hydraulic hoses, as well as trail drive oils in the cylinders and hoses.

Type: Product name

Serial No: Serial number

Max. pressure: Maximum pressure

KESLA		☐ FIN-80100 Joensuu	☐ FIN-59800 Kesälahti
		Tel. +358 (0)207862841	
Type		Year	201
Serial No		Weight	kg
Max.load	kg	Max. pressure	MPa
MADE IN FINLAND		3280431	

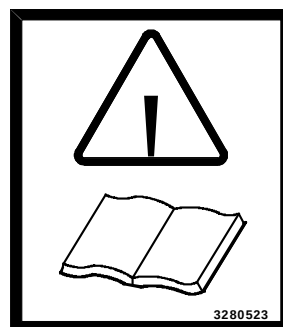
1.4.2 Sticker no. 2

The sticker reminds the user of acquainting himself with the manual before using, assembling, servicing or repairing the energy timber jaw crab.

Should several persons use the machine, the owner / holder shall instruct the users in operating, assembling, servicing or repairing, as well as direct the users to acquaint themselves with the manual.

The owner / holder shall supply a transfer declaration to the authorized seller, as well as a certificate of having familiarized himself with the manual within 14 days after the seller has delivered the energy timber jaw crab to the customer (see warranty clauses). Post address for transfer declaration and certificate of familiarization: Kesla Oyj, Metsolantie 2, FI-59800 Kesälahti.

There is no space for keeping the manual in the energy timber jaw crab, so the user will have to keep the manual in the operator's cab. The manual shall always be available to the operator.



1.4.3 Sticker no. 4

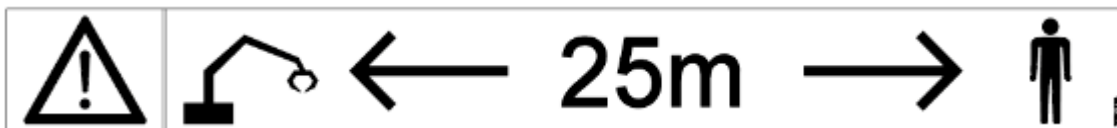
"Beware of blade" sticker: danger of laceration



BEWARE OF BLADE
DANGER OF LACERATION

1.4.4 Sticker no. 5

Danger distance sticker. To be fastened to loader's boom.



1.4.5 Sticker no. 6

Risk of crushing.



2 SAFETY INSTRUCTIONS



These safety instructions do not cover all situations occurring during the use of the energy timber jaw crab, but are of assistance for avoiding dangerous situations and accidents.

In addition to given instructions, follow safety instructions and work protection regulations as specified by law.

Familiarize yourself the function of the energy timber jaw crab, regulators and instructions for use, before starting up the machine.

Adhere to all rules regarding the security and functioning of the energy timber jaw crab. In this way you will avoid accidents while working with the energy timber jaw crab.

The use of the energy timber jaw crab is only allowed when all security devices and safeguards are duly in place and in order.

When working, use well-fitting clothing without long fells. Loose clothing can cause dangers of catching or getting caught.

Also use personal protection items such as safety boots and protective helmet, hearing protectors and protective goggles.

Observe the danger of slipping while working near the energy timber jaw crab. Beware of the cutting edge of the blade.

Check that no outsider is nearer than 25 m to the energy timber jaw crab before starting the engine and beginning to use the energy timber jaw crab.

Note Phone- and power lines. Be extra careful when in the vicinity of high tension lines. Check safety distances from the local electrical safety regulations.

If needed, contact the Phone- and electricity company.

Should an accident occur, deliberate on what to do. Should you have to leave the machine, do not touch both the machine and the ground at the same time. Leave the electricity field, moving with your feet touching each other.

Always shut down the engine of the main machine when going to service the energy timber jaw crab. Be sure that no part of the energy timber jaw crab is under pressure. Shut the motor and move the jib lever of the valve about so that remaining pressures in the energy timber jaw crab assertively are released into the tank. If the valve is electrically controlled, the steering current has to be connected.

Do not operate, service or repair the energy timber jaw crab when under the influence of alcohol or intoxicating substances.



Perform all service measures in a well thought-out and calm manner.

When replacing components, use only original Kesla spare parts.

SAFETY INSTRUCTIONS

Measuring hydraulic pressures and their adjustments shall only be performed by a service man familiar with hydraulics, and only in a meticulous and careful way.

During the connecting of pressure hoses, adjustment of valves and other repairs, the engine has to be shut off and the jaw crab depressurized, as the service personnel will be in the immediate vicinity of the movements of the jaw crab.

At the time of measuring, the person performing the pressure metering and any possible assistants shall be out of range of the jaw crabs movements.

Raising the pressure levels create an over-pressure situation which can break the jaw crab. Danger of accident!

Keep the hydraulic hoses of the energy timber jaw crab in impeccable condition. Exchange broken ones for new. A high-pressure squirt of oil can be ejected from a defective hose or coupling, should it hit the skin it can penetrate it and cause a serious infection. Should this happen, immediately seek medical attention.

When finishing work or stopping the motor, always lower the energy timber jaw crab unto the ground or a similar solid base.

Standing underneath the energy timber jaw crab is always strictly forbidden.



When working with, or servicing, the machine, avoid letting your skin come into contact with oil or grease. Oil and grease may contain additives, which can be harmful if repeatedly coming into contact with the skin. When handling these substances, adhere to advice and regulations issued by the manufacturer and the authorities.

Beware of hot oil!

When handling oils and greases, use appropriate protective clothing, barrier cream for your skin, or appropriate gloves. Also use protective goggles.

Do not use lubricating oil or grease when cleaning your hands. Possible metal slivers in the lubricating matter may damage the skin.

Should oil or grease cause changes to the skin, contact your doctor immediately.

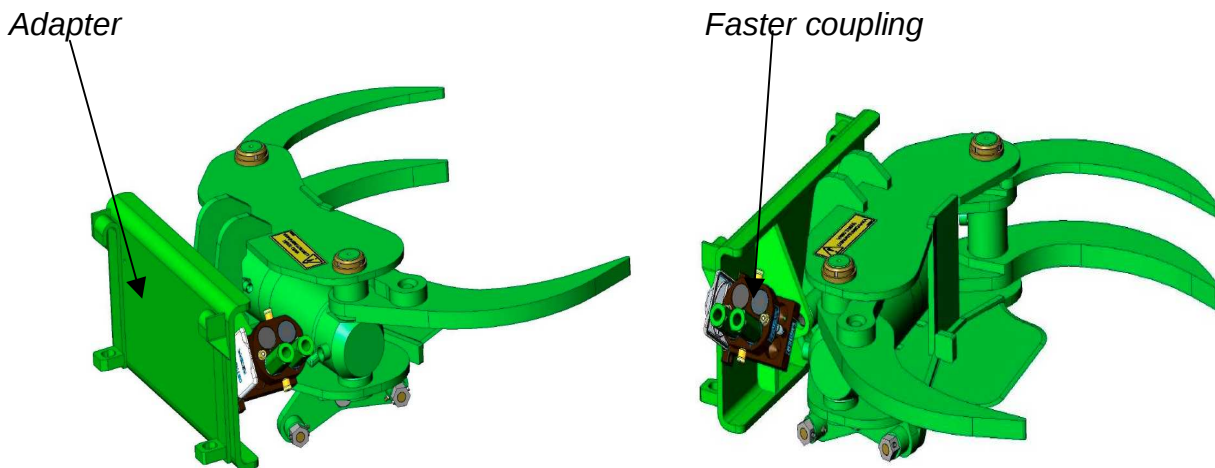
Waste oil or oily hoses from service or repairs are to be deposited and treated as being harmful to the environment.

3 ADOPTING FOR USE

3.1 MOUNTING THE ENERGY TIMBER JAW CRAB TO THE AVANT LOADER

The energy timber jaw crab is installed directly to the AVANT loader between the jaw crab and the loader by means of an adapter.

In order to operate the energy timber jaw crab, the basic engine should be equipped with separate pressure/return hydraulic hoses. The Faster coupling, where these connections are located, has been secured to the connection adapter.



3.1.1 Pressure level

In some basic engines the pressure has to be lowered with the help of a separate pressure reduction valve, suitable for the energy timber jaw crab. Check the correct type-specific pressure from the technical information covering the energy timber jaw crab.

4 OPERATION

4.1 SECURITY INSTRUCTIONS



Familiarize yourself thoroughly with the operating- and safety instructions before beginning to operate the energy timber jaw crab, and follow them throughout the whole operation.

Make sure that the combination is firm on soft ground and slopes, and engage the parking brake during felling and handling.

Before starting the motor, make sure that nobody is within the danger zone...

Test all energy timber jaw crab functions at the start of the working period...

Make sure that you can observe the whole working area without hindrance.

Make sure that there is nothing underneath or near the tree being felled, which could be damaged by the falling tree (for example, people, animals, buildings, Phone- or electrical lines).

Should there be people within or near the work area, lower the energy timber jaw crab to the ground, shut down the engine and go and direct the people out of the area before you continue working.

DANGER AREA 25m.

Persons who have not received training are not allowed to operate the machine. As the operator, you are responsible that the machine does not cause damage to others.

4.2 HANDLING OF TIMBER

4.2.1 Felling

Open the jaws of the energy timber jaw crab and turn it vertically by simultaneously using the open jaws function and the jaw turner.

*Move the energy timber jaw crab near the tree to be felled. Observe the tree's falling direction and angle of growth. **DO NOT TRY TO FELL A TREE AGAINST A HEADWIND.***

Do not try to fell trees too large: Security risk as well as the risk of breaking the energy timber jaw crab. The maximum allowed diameter of the tree at the cutting point is 18 cm. Type of tree and other circumstances (for example, icing of the tree) can limit the diameter of the tree to be felled to less 18 cm.

Grip the tree with the energy timber jaw crab. Close the jaws, upon which the jaws will push the cutting edge against the tree.

Do not raise or lower the crane while cutting, there is a risk that the cutting edge could be twisted.

Tilting the jaw grab by tilting the crane in order to facilitate cutting is prohibited.

OPERATION

Often the height of the tree is so great, that the tree will first have to be cut higher up on the trunk.

When the tree has broken, use the crane to lift it to a suitable place.

Open the jaw and lift it back into felling position.

5 SERVICE

5.1 SAFETY INSTRUCTION

NOTE! Pre-service measures

The engine of the basic machine has to be turned off. Take care that no parts of the energy timber jaw crab are subject to pressure. Shut the motor and move the pistons of the valve about, in order that pressures in the energy timber jaw crab safely are returned to the tank. Should the valve be electrically controlled, the steering current must be on.

5.2 DAILY SERVICE

Lubricate all of the emery timber jaw crab's grease nipples once every 10 working hours.

The indicated lubricating interval only applies when the machine is used at normal loading strains in normal working conditions. Shorten the lubricating intervals if the machine is under exceptional strain or if the working conditions are adverse (high temperatures, dust, heavy mud, or equivalent).

Keep an eye on possible oil leaks, hoses, and constructional details, tightness of screws and nuts, as well as axle locks.

Keep the energy timber jaw crab free of snow, ice and rubbish.

5.2.1 Lubricants

Recommended greases:

BP	Energrease LS-EP (NLGI 2)
CASTROL	LMX GREASE (NLGI 2,5 MAN 284 Li-H2)
EXXON	Beacon EP 2 (NLGI 2)
MOBIL	Mobilux EP 2 (NLGI 2)
NESTE	Superlix EP2 (NLGI 2)
OIL	
SHELL	Retinax Grease EP2 (NLGI 2)
TEBOIL	Multi-Purpose Extra ((NLGI 2)
TEXACO	Multifak T EP2

All solid supplementary substances, such as containing molybdenum sulphide (Mo S2) calcium based greases could cause bearings to wear out prematurely, and even damage the surface of the bearing.

5.3 HYDRAULIC SYSTEM'S OIL

Mineral based hydraulic oil is suitable for the energy timber jaw crab.

*Check the appropriate ISO classification (ISO32 or ISO46) in accordance with the circumstances and directions from the manufacturer of the basic machine.
Present-day biological oils are not suitable for use in Kesla products.*

Continuously high temperatures of the hydraulic oil will prematurely age the gaskets of the energy timber jaw crab.

Check the oil level daily!

5.4 HYDRAULIC OIL CLEANNESS

The hydraulic oil shall confirm to cleanliness grade 19/17/14 ISO 4406 or cleaner.

There shall be no water in the hydraulic oil.

Change the hydraulic oil in accordance with the directions of the manufacturer of the basic machine.

When storing and handling hydraulic oil, cleanliness is of utmost importance.

Also remember cleanliness while handling spare parts and hoses.

5.5 FUNCTION AND ADJUSTMENTS OF THE HYDRULICS

5.5.1 Security instructions



Measuring and adjusting hydraulic pressures is only allowed to be undertaken by a serviceman familiar with hydraulics.

During the fastening of the hydraulic pressure measuring hose, adjustment of the choker and so on, the motor has to be turned off, as service personnel will be in the immediate vicinity of the energy timber jaw crab.

Measuring and adjusting pressures can only be undertaken while exercising the utmost strictness and caution.

5.6 ADJUSTMENTS OF THE ENERGY TIMBER JAW CRAB

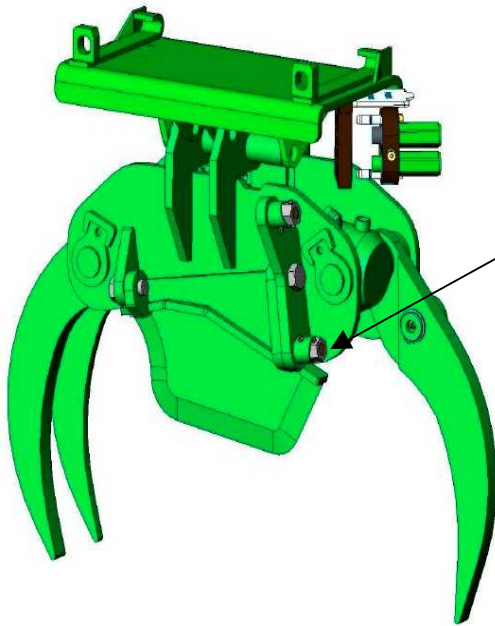
5.6.1 Adjusting pressures

Check, that the pressure coming from the loader's valve exceeds 19MPa (190bar) in accordance with the loader's manual.

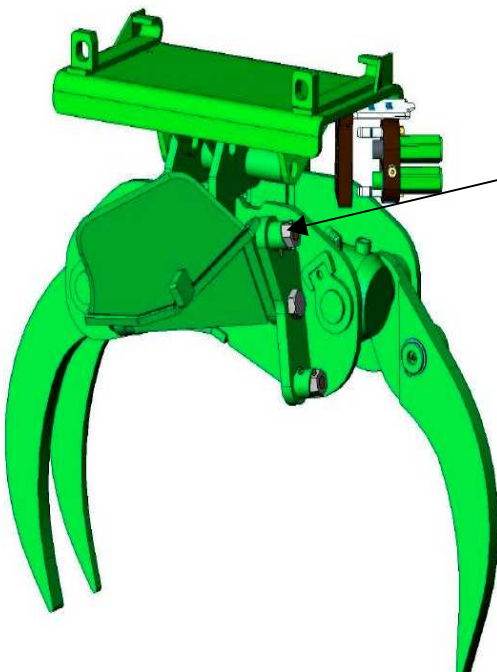
5.7 CUTTER

5.7.1 Turning the cutter

When the cutter is no longer needed, it can be turned to the side during loading.



Turn the screw, upon which the cutter is freed and can be turned away.

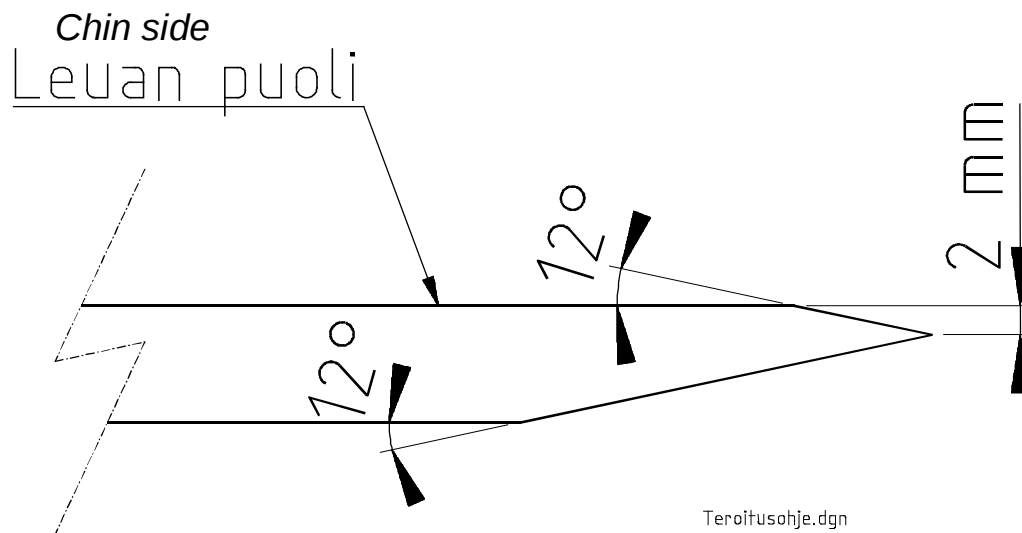


Turn the screw in order to release the lock.
Turn the cutter into the space allotted.

5.7.2 Sharpening the cutter

By keeping the cutter sharp and the sharpening correctly shaped, the force needed for cutting the tree is lessened, and the workload of the machine is lightened.

When sharpening the blades with an angle grinder one must take care not to heat and soften the material by too rapid grinding. The best way to sharpen the blades is by using a file. If there is much to be sharpened, one first uses a grinder and a fine, lamina-type emery wheel. <below is a sharpening picture as guidance.



6 TROUBLESHOOTING INSTRUCTIONS FOR THE ENERGY TIMBER JAW CRAB

6.1 GENERAL

On part of the materials and components of the **KESLA** energy timber jaw crab, one has tried to predict the operational conditions that the energy timber jaw crab will face during use.

In spite of everything, functional disorders can happen; therefore this troubleshooting instruction is intended to assist in finding the possible failure.

Grime, which makes its way between the valve rods or into the opening of the choke, can cause interference in the hydraulic system. The greatest risk of having dirt entering the system comes in connection with the changing of hoses. When changing hoses, special care has to be taken.

6.2 TIGHTENING PROCEDURES UNLESS OTHERWISE INDICATED

Initial tightening for screws which have a metric ISO thread

Nm



M4

2,8
4,0
4,9

M5

5,7
7,9
9,5

M6

SERVICE

	9,7
	13,7
	16,2
M8	
	23,5
	33,3
	39,2
M10	
	47,1
	65,7
	79,4
M12	
	81,4
	114,7
	137
M14	
	130
	181
	216
M16	
	196
	280
	333
M18	
	270
	382
	461
M20	
	382
	539
	647
M22	
	519
	730
	873
M24	
	662
	932
	1118
M30	
	1324
	1863
	2236

SERVICE

6.2.1 Safety instruction



** Should the need arise for repair- or modification welding; Kesla Oy has to be contacted in the first place, from where the needed instructions covering welding will be given. Incorrectly or unprofessionally performed repair- or modification welding can cause sudden structural destruction. **Accident risk!***

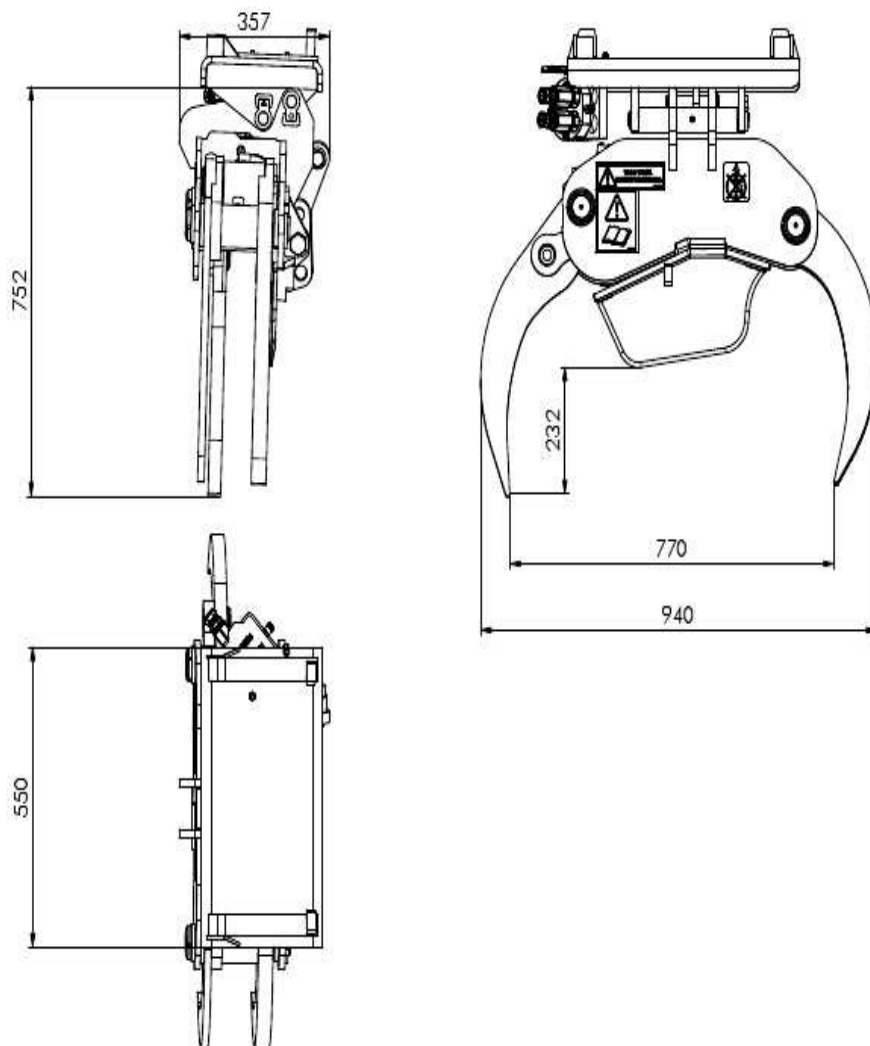
6.2.2 General instructions concerning welding

- *The person undertaking the welding shall have sufficient competence and knowledge, which has been gained through schooling, training and/or appropriate experience.*
- *Quality grade of welding: C (WC) ISO 5817.*
- *From the area to be welded all paint has to be grinded off.*
- *Oily surfaces have to be cleaned.*
- *Earth connection near the object of welding. No links between.*
- *All welding electrodes to be absolutely dry.*
- *A suitable electrode is OK 48.30 or equivalent.*
- *For MIG / MAG welding additive to be OK Autrod 12.51 or equivalent.*
- *Components of the machine's electrical system have to be turned off during the time of welding.*

7 TECHNICAL INFORMATION

Widest opening of jaws	770 mm
Largest allowed diameter of tree	180 mm
Maximum service pressure	19 Mpa (190bar)
Hydraulic gain	40-60 l/min
Weight	124 kg

7.1 SCALE DRAWING



8 DISPOSING OF THE MACHINE

At the end of the energy timber jaw crab's service life it must be disposed of in a correct manner. Adhere to the following rules, in order that you do not cause unnecessary damage to the environment.

The energy timber jaw crab is delivered to a scrap processing yard, where the scrapping is monitored.

If you cannot deliver the energy timber jaw crab to be scrapped, do as follows:

- *Drain the oil from the hydraulic system and deliver the waste oil to a controlled collection point for waste oil.*
- *Remove all hydraulic hoses and deliver them to an appropriate collection point.*
- *Take the metal parts to a scrap yard.*

9 WARRANTY CLAUSES

Kesla Oyj guarantees the faultlessness of the products sold by it and grants the following warranty regarding any material failures and manufacturing defects that may appear.

- 1. The warranty begins from the product's installation date and only applies to the products sold as new to their first buyer. The warranty is valid for 12 months for truck cranes. The warranty period of principal components for truck cranes, such as arms, rear beams and rotating devices, is 24 months upon their delivery from factory. For forest machine cranes and harvesters the warranty is either 2000 hours or 12 months; the warranty ends upon reaching one of these deadlines. The warranty for chippers is 1000 hours. The warranty for trailers and feeders mounted on trailers is 12 months starting from the moment the product has been delivered to the client. For trailers and feeders mounted on trailers the warranty period is not more than 18 months starting from the product's delivery from the factory. The warranty period of spare parts bought separately is 6 months. For its product parts Kesla guarantees 10-year availability from the end of finishing the production of the product.*
- 2. Repair under warranty will be carried out during working hours only in a garage authorized by Kesla Oyj or by a serviceman authorized by Kesla in the order of the works reception.*
- 3. Whether a part or work belongs under warranty will be decided by Kesla Oyj.*
- 4. The warranty requires that a commissioning inspection record of truck and forestry machine cranes is filled and returned to Kesla Oyj within 30 days upon installation. The record should contain an affirmation of the fact that the buyer/user has familiarized itself with the instructions for use. Certificates of receipt for feeders and trucks as well as commissioning reports for harvesters must be returned to Kesla Oyj in order to receive the warranty. In addition, the after-sales service of truck and forestry machine cranes must be performed within 30 days after commissioning.*
- 5. The buyer or the authorized service company must fill within 30 days from the failure Kesla's application for repairs under warranty for a work to be performed under warranty. Damaged parts must be marked with the data of the client and machine and returned on request to Kesla Oyj for inspection. The return freight of damaged parts will be paid by Kesla Oyj as a normal surface transport if this has been agreed beforehand with a Kesla's warranty handler. The warranty period of a part replaced under warranty ends upon the end of the machine's original warranty.*
- 6. If a warranty demand concerns the replacement of a defective part already detached from Kesla product with a corresponding loose part that is in order, the part will be replaced without charge in a spare part storage of Kesla Oyj or in an authorized garage or by a serviceman authorized by Kesla. Warranty will compensate the defects consequent to raw material failures or structural and manufacturing defects of the machines or devices. On the grounds of the warranty a defective part of a machine or device will be replaced with a new one or with a part repaired by the warrantor.*

WARRANTY

7. *The warranty does not cover the parts that become consumed in normal use such as filter elements, oils, hoses, seals, bands, sleeve bearings or crank blocks or other corresponding parts.*
8. *The warranty will not cover failures caused by the following:*
 - *negligence of the instruction manual's use and safety instructions*
 - *incorrect or inadequate installation or maintenance*
 - *normal wear or deterioration*
 - *breakdown or accident*
 - *overload*
 - *impurities in oil (specialized oil cleanness demands are shown in the user manual)*
9. *Any possible costs arising from meeting the warranty obligations, such as the repair personnel's travelling and accommodation costs, transportation costs of tools or components, overtime pay and other comparable additional compensations will be paid by the final customer.*
10. *Kesla Oyj is not responsible for the resulting effects of device breakdown (for example damage to other property or persons) and for the economic loss caused by this (for example loss of earnings or costs of driving to a repair shop). The warranty does not apply to defects caused by negligence or incorrect use.*
11. *The warranty applies to the accessories or components of foreign origin delivered for Kesla Oyj's own products only in the form/extent, which will be possibly compensated under warranty by the manufacturer/seller of the accessory.*
12. *The warranty will become immediately and fully void when the buyer repairs Kesla's products in an incorrect manner or orders their repair, if foreign and unsuitable parts are installed to Kesla's products, or if the approved parameters of hydraulic devices of Kesla's products regulated by Kesla are changed without Kesla Oyj's written permission.*

KESLA OYJ
59800 KESÄLAHTI

10 CERTIFICATE OF GUARANTEE

____ / ____ 20____

DESIGNATION NUMBER

SELLER:

KESLA OYJ
59800 KESÄLAHTI

11 OWNERSHIP TRANSFER DECLARATION

KESLA OYJ
59800 KESÄLAHTI

Retained by seller

OWNERSHIP TRANSFER DECLARATION

____ / ____ 20 ____

Product _____

Owner/holder _____

Design. no. _____

Address _____

Optional
equipment _____

Zip code and post office _____

Phone _____

Seller _____

KESLA OYJ
Metsolantie 2
59800 KESÄLAHTI

To be returned to factory

11.1 OWNERSHIP TRANSFER DECLARATION / CERTIFICATE OF HAVING FAMILIARIZED HIMSELF WITH THE MANUAL

____ / ____ 20 ____

Product _____

Owner/holder _____

Design. no _____

Address _____

Optional
equipment _____

Zip code and post office _____

DECLARATION

I have familiarized myself with the
handling and safety instructions of the
manual

Phone _____

Signature _____ Clarification of signature _____

12 CUSTOMER FEEDBACK

Please send us your feedback about the KESLA product

or

our customer service with the form below, to enable us to improve our activities.

Client's name :

Street address :

Postal code / region :

Telephone :

E-mail :

Product :

Serial number :

Seller :

Purchase day :

	Excellent	Good	Satisfactory	Poor
Quality of our activities :				
Quality of our products :				
Competitiveness of our product prices :				
Customer service / doing business with us :				
Doing business with the reseller :				

Other feedback :

I would like to be contacted :

Yes	No

You can send the feedback by mail to the address:

Kesla Oyj / Customer feedback

Kuurnankatu 24

80100 Joensuu

or

FAX : +35813 6100523

or

append it to an e-mail and send it to the address : sales@kesla.com

You can provide feedback also with the contacting form available on our website www.kesla.fi or submit the form to your nearest reseller.