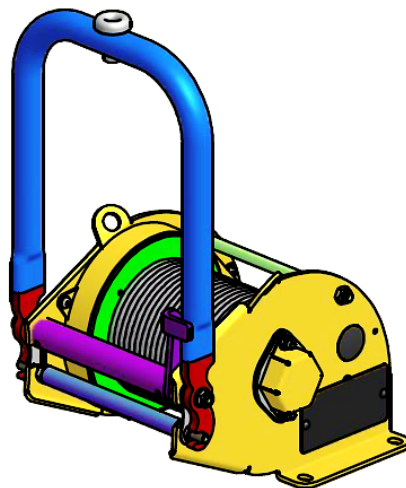


# OPERATION MANUAL



## HYDRAULIC STABILIZING WINCH HSN 02

Revision 03/2021



**MANUFACTURER :**

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Notes:

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## INTRODUCTION

This Operation Manual applies to the **Hydraulic Stabilizing Winch HSN 02** (further referred to as “winch”). The winch was designed as an accessory for SPIDER mowers (further referred to as “mower” or “machine”). The meaning of the word “machine” further in the text will be “SPIDER mower equipped with a winch”.

**Get acquainted with this Operation Manual** and make sure you fully understand everything you need to know. Should you have difficulties understanding any part of this Manual, don't hesitate and contact your local reseller in order to find explanation. Full understanding of and complying with all instructions in this Manual are the basic preconditions for your safe work with this machine.

The manufacturer – company DVOŘÁK – svahové sekačky s.r.o. – does not recognize or bear responsibility for any damage cause by the neglect of this Operation manual.

The manufacturer reserves the right to make modifications to the product and the accompanying documentation without a prior notice of such a change and without undertaking any obligation or liability. The Illustrations are purely illustrative and are to be understood as general information.

**No part of this document may be further reproduced without a prior written consent.**

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**This Operation Manual contains following symbols:**



**This symbol indicates a very high risk of serious injury or death if the instructions are not followed properly.**



This symbol refers to practical tips and advice.

## 1. CERTIFICATE OF CONFORMITY

### DECLARATION OF INCORPORATION OF PARTLY COMPLETED MACHINERY

We manufacturer **DVOŘÁK – svahové sekačky s. r. o.**  
**Pohled 277, 582 21 Pohled**  
**VAT ID: 26013797**

declare that the product name: **Stabilizing hydraulic winch**  
model: **HSN02**  
design for: **Stabilization of mower on a slope**  
serial number:

fulfils all the essential requirements of Directive and the technical documentation is compiled in accordance with part B of Annex VII of

**2006/42/EC – machinery**

List of technical standards,  
specification and harmonised **EN ISO 14120, EN ISO 12100, ISO 11 684,**  
norm used for review of its **EN ISO 4413**  
conformity

Description

Parameter	Unit	Value
rope diameter	mm	8
rope length	m	25

The manufacturer undertakes to transmit, in response to a reasoned request by the national authorities, relevant information on the partly completed machinery.

Machinery equipment – stabilizing hydraulic winch HSN02 must not be put into service until the final machinery into which it is to be incorporated has been declared.

The person authorised to compile the technical file **Jan Eis**  
**DVOŘÁK – svahové sekačky s.r.o.**  
**Pohled 277**  
**582 21 Pohled**

In Pohled on 1<sup>st</sup> April 2021



 **spider** <sup>®</sup>  
**DVOŘÁK - svahové sekačky s.r.o.**  
Pohled 277, 582 21 Pohled  
IČ: 26013797, DIČ: CZ26013797

.....  
Lubomír Dvořák, CEO

## 2. PRODUCT DELIVERY

The winch is supplied by the Manufacturer as a standard part of the mower.



**If the winch is ordered separately, it must be supplied and installed on the mower only by the Authorized SPIDER service center.**

## 3. PRODUCT DESCRIPTION

The winch is designed as an accessory to the models: SPIDER ILD01, ILD02 or 2SGS.

The winch is a stabilizing device, which improves the mower stability on slope, prevents the mower from sliding downhill and reduces lawn erosion.

### The winch is strictly prohibited:

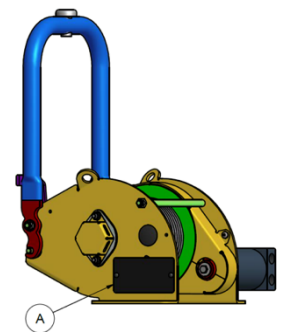
- To use if any part is damaged or shows signs of significant wear and tear
- To mount on other types of mowers or other equipment
- To use for other purposes than the stabilization of SPIDER mowers
- To use the winch for pulling objects, securing persons or other objects on slopes
- To use the winch on slopes with terrain obstacles, which could catch or damage the rope
- To use the winch if the anchoring point is not firm enough and wherever there is danger that this anchoring point may become loose when the machine is operating.

## 4. PRODUCT IDENTIFICATION

The winch can be identified by the serial number, which can be found on the factory label (A).



The serial number and the year of manufacturing must be provided during every request for servicing and with every order of spare parts.



## 5. BASIC TECHNICAL SPECIFICATIONS

Parameter	Value
Weight	15 kg
Rope length	25 m
Rope diameter	8 mm
Snap hook type	SINGING ROCK kN 30/9
Minimum snap hook strength	20 kN
Drum drive chain	1/2" <sup>3</sup> / <sub>16</sub> "
Hydraulic motor type	SAUER DANFOSS, OMM 32

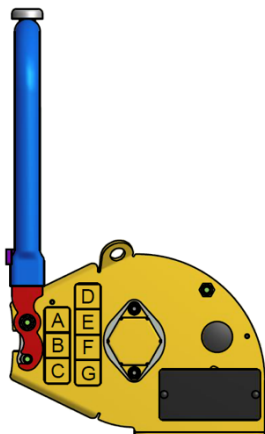
## 6. COMPONENTS OF THE WINCH



## 7. SAFETY

### 7.1. SAFETY DECALS

Safety labels inform the operator about risks while using the product. Understanding their meaning and obeying the given instructions will make the use of this product safe.



A	Wind the rope – the right way
B	Wind the rope – the wrong way
C	Hook rope to anchor point
D	Warning
E	Read the operator's Manual before use
F	Danger of hands or feet getting caught between the guiding cylinders
G	Do not reach into the rotating drum of the winch

### 7.2. PROTECTIVE AND SAFETY ELEMENTS OF THE WINCH

In the event of an emergency, the winch can be switched off on the remote control.



If the CENTRAL STOP button on the remote control or on the machine is pressed, the winch function is switched off at the same time.

See Chapter [10. EMERGENCY SITUATIONS DURING WINCH OPERATION](#), you will find instructions for the correct handling of emergencies and dangerous situations.

### 7.3. SAFETY INSTRUCTIONS

- The winch may only be used with SPIDER ILD01, SPIDER ILD02 or SPIDER 2SGS and only if these mowers are in a configuration allowing the installation of the winch.
- When operating the winch, operator must follow the Operation manual of the SPIDER slope mower. The Operation manual of the SPIDER slope mower is an inseparable part of the Operation Manual for the hydrostatic winch.
- This Manual must be stored at a place permanently accessible to the operator and must be available to him at any time.
- Do not ever allow children or unauthorised persons use the winch.
- The winch may only be used on areas without obstacles, bushes, trees, sharp rocks and other objects and obstacles, which could damage the rope.
- The machine´s operator is responsible for any damage caused to third parties by operating the machine. The operator/user is responsible for the safety of persons that enter the working area of the machine. Immediately interrupt your work and stop the machine if a third person approach or enter the working area.
- Do not remove or damage any of the safety labels placed on the winch. Do not remove any covers or safety elements. They are here for your protection. Do not use the machine if any of the protecting devices or covers are damaged or missing.
- Keep the machine and its accessories clean and in a good technical condition at all times. Do not use gasoline/petrol or similar products for cleaning.
- It is strictly prohibited to make any changes or modifications on the winch. Any modification to the winch or replacement of any of its parts by an unapproved component may lead to a hazardous situation or injury. If these instructions are not followed, the manufacturer does not bear any liability for the machine.
- Do not lead or anchor the rope across roads, pavements and other areas where other people may be present.
- Every time you stop the mower on a slope, turn its wheels across the slope (along the contours) in order to prevent the mower from moving down the slope.
- Do not place any objects or tools on the winch.
- Obey all machine maintenance instructions listed in this Manual.
- Maintenance or any other work on the machine may be performed only when the machine is turned off.
- Do not touch the surface of the hydraulic motor and the hydraulic coupling – danger of getting burned.
- Before operating, test the functioning of the safety devices on the mower and on the radio remote controller and the controls, which close the hydraulic oil supply to the hydraulic motor of the winch.
- Do not operate the machine after drinking alcohol or using drugs or medicaments influencing perception.
- Let the hydraulic parts of the mower cool down properly before storing the machine in a closed room.
- While using the winch the operator's position must never be below or directly above the mower and must not cross the path of the rope – danger of injury in case the machine falls down or if the operator slips and falls under the mower. Always remain in a safe distance from the machine while the blades of the mowing device are turned on.
- Do not step over the tightened rope. Do not reach with your hand into the coiling drum and do not try to align the rope. The rope will align onto the coiling drum according to the momentary situation.
- While operating the mower, make sure the mower is clearly visible at all times and within the range of the remote control unit and that you can clearly recognize dangerous situations and react to them properly. Do not abuse the maximum reach of the remote control or the maximum length of the rope
- When using the machine, follow all general work safety regulations.
- Work with the machine may only be started if the mower and the winch are not damaged by previous operation.
- The winch may only be used for stabilizing with the maximum engine speed (RPM)
- The snap hook must always be properly closed and secured by the lock – the snap hook will only work safely when it is closed and locked.



## 8. WORKING WITH THE WINCH

The winch is a device, which extends and improves the mower application possibilities, but it does not allow the operator to use the mower on all slopes.

### 8.1. WINCH CONTROLS

The winch ON/OFF switch button is placed on the remote controller.

**The switch button has 2 positions:**

ON – winch is switched ON

OFF – winch is switched OFF



Always **set the engine speed to maximum** and turn the switch button to the ON position before working with the winch. After finishing work and winding the whole rope on the winch drum, switch off the winch function by switching to the OFF position.

### 8.2. ANCHORING

For the correct function of the winch, it is necessary to choose a sufficiently strong point to which you attach the rope with the carabiner.

**Select such an anchor point:**

1. **The anchor point has sufficient load bearing capacity.** The anchorage point must withstand the continuous load caused by the mower and any dynamic effects caused by a sudden slip or fall of the mower.
2. **The end of the rope can be anchored 30 cm above the ground.** Never anchor the rope directly to the ground, as the rope could be damaged by friction on the ground during work.
3. **There are no obstacles in the space between the mower and the anchor point** (e.g. trees, bushes, etc.). The winch rope could catch or damage these obstacles.
4. **The surface of the anchor point has no sharp edges** and at the same time such that the rope with the carabiner holds in the set position for the entire period of operation.



**The machine operator is responsible for selecting a suitable anchor point!**



**It is strictly prohibited to approach the mower if the blades of the mowing device are engaged or if the engine speed is above the minimum level.**

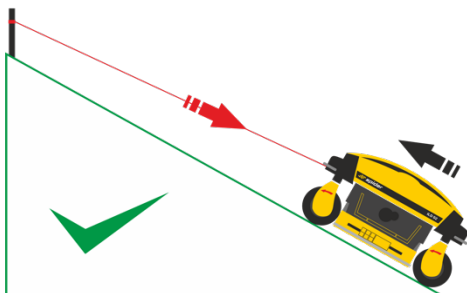
### 8.3. ANCHORING PROCEDURE

1. Transport the mower to the area you want to mow and **place it on a level ground under the slope** you intend to mow, directly below the anchoring point.
2. **Turn the wheels** of the mower **across the slope** (along the contours).
3. Make sure that the **mowing device is turned off** and set the **minimum (idle) engine speed**.
4. Switch ON the switch button of the winch on the remote controller.
5. **Slightly deflect the driving joystick** on the remote controller in the direction in which **the rope starts to unwind** from the drum.  
The winch is pre-set to unwind when the driving joystick is deflected in the BACKWARD direction (towards the operator). In case the rope winds up instead of unwinding, deflect the joystick in the opposite direction.

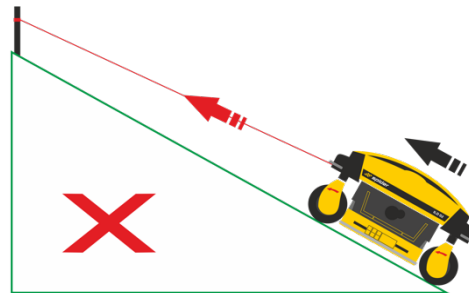


When the drive joystick is only slightly deflected, the mower itself will not move and only the winch is driven. This allows you to wind or unwind the rope.

6. Grasp the end of the rope with the carabiner and **unwind the required length of rope** for anchoring.
7. **Mount the rope around the fixed anchoring point** (the anchoring point must meet the conditions given in the Chapter 8.2.). Release the screw lock on the snap hook, lock the snap hook to the rope and secure it by properly by fastening the screw lock.
8. Deflect the drive joystick in order to wind in the loose rest of the rope. The rope on the winch drum should be slightly tight.
9. Increase the engine speed from idling to maximum speed.
10. **Turn the wheels of the mower up the slope** (FORWARD) and slightly deflect the driving joystick on the remote controller forward i.e., in the direction when the **mower starts driving up the slope**. If the rotation of the wheels of the mower and the direction of the rope winding corresponds (i.e., the rope is winding up when the mower is driving up the slope) you can start mowing (see figure 1). In case the winch rope is unwinding when the mower is driving up the slope it is necessary to stop driving and turn the wheels by 180 degrees. Then you can start mowing up the slope (see figure 2).



Direction of the wheels rotation **CORRESPONDS** with the direction of the rope winding.  
→ **You can start mowing**



Direction of the wheels rotation **DOES NOT CORRESPOND** with the direction of the rope winding.  
→ **Rotate the wheels 180°**

11. Make sure and **constantly check that the rope is properly winded** on the drum of the winch and that it is not loose or tangled. In this case it is prohibited to use the mower on slopes.

#### 8.4. CHANGING THE ANCHORING POINT

1. Always transport the mower to **a level ground under the slope**.
2. **Turn the wheels** of the mower **across the slope** (along the contours).
3. **Switch off the cutting blades** and set the minimum engine speed.
4. **Slightly deflect the driving joystick** on the remote controller in the direction in which **the rope starts to unwind** from the drum.
5. **Untie the rope from the anchoring point**. If necessary, wind the rope.
6. **Select a new anchoring point** and proceed according to the Anchoring Procedure (see paragraph above).

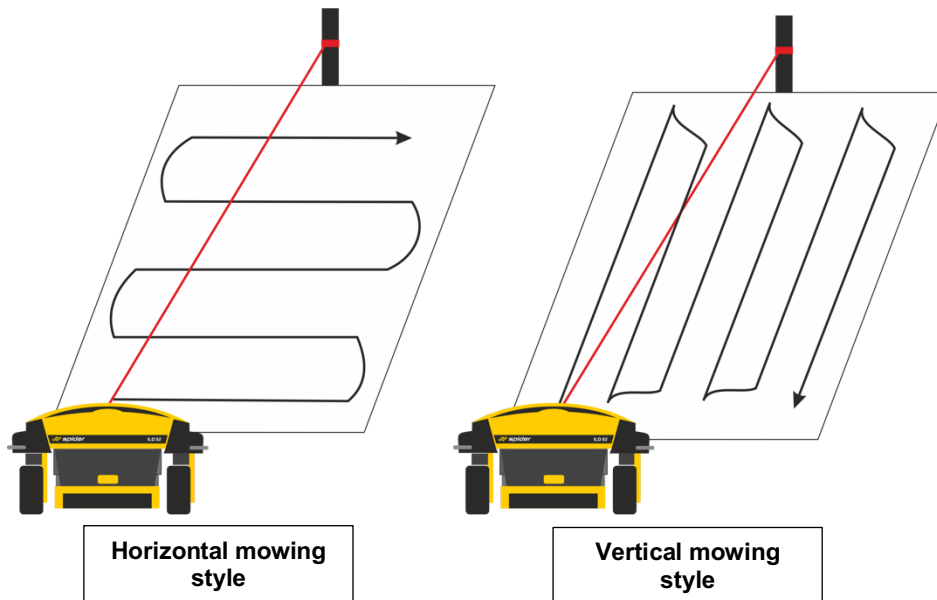


**Never change the anchoring point when the machine is on a slope. There is a HIGH RISK OF THE FALL when the machine is not attached to the anchoring point! Do not endanger yourself or other people's lives by irresponsible behavior!**

#### 8.5. MOWING SLOPES USING A WINCH

1. **Inspect the area before mowing**. Pay attention to possible obstacles. Get well orientated, pay attention to possible obstacles and climatic conditions. Climbing ability of the mower will rapidly change on dry, wet or moist grass. On a freshly built slope, the risk of the mower sliding sideways is significantly higher than on hard ground. Adapt your driving style to the current conditions. **Do not rely on the anchoring of the mower on the rope!**
2. Choose a suitable place to operate the mower. Choose a place from which you have a sufficient view, but at the same time you are at a safe distance from the mower. **NEVER stand in the space under / above the mower!**
3. Change the position from which you operate the machine during mowing, so that you can see the mower well and you are able to react immediately.
4. Make sure that there are no other people / animals in the area under / above the mower!
5. Start mowing the slope from the bottom of the slope and proceed to the top.
6. Always start on a slope with a lower incline and continue on slopes with a higher incline.
7. Pay close attention to the dynamic effects of the mower. If you notice excessive overloading of the rope / anchoring point, reduce the cutting speed.
8. **If the mower is slipping, do not attempt to stop it!** Do not access the mower, especially not in the area below / above the mower!

9. When driving across a slope or up a slope the winch must always be WINDING the rope UP in order to preserve its stabilizing function. Otherwise, the rope will become loose, it may tangle up in the drum and **THE WINCH STOPS FUNCTIONING AS A STABILIZING DEVICE. The rope may UNWIND only when the mower is driving down a slope.**
10. Do not drive the mower into bushes or similar obstacles that you want to cut. These obstacles may stop the mower, cause the rope to unwind undesirably and consequently jam. **The rope must always be tight.**
11. If the driving wheels lose contact with the ground, the winch will stop working as a stabilizing device!
12. Working on a slope increases the demands on the hydraulic circuit and especially in hot summer weather the oil may overheat. In order to eliminate oil overheating mow across the slope.
13. When mowing, use only the following 2 mowing styles.



## 8.6. PROHIBITED USE

While working with the mower **AVOID**:

- sudden sharp acceleration / braking
- driving too fast
- frequent driving from terrains with different adhesion (from sunny to shady areas, etc.)
- driving on the grass that has already been cut.

**When mowing with a winch, it is forbidden to:**

- Do not drive on the slope if the rope is loose – **the mower may uncontrollably drive down a slope!**
- Do not drive on slopes with engine speed lower than maximum.
- Do not stop and leave the mower on a slope - **the mower may uncontrollably drive down a slope!**  
If you are forced to park the mower on a slope, always turn the wheels perpendicular to the slope to reduce the risk of the mower coming off the slope.
- Do not enter the area under or directly above the mower.
- NEVER make any changes to the mower's anchorage directly on a slope! Always place the mower first on a safe place on the level ground and only then make changes.
- Always leave at least 3 coils of wound rope on the winch drum.
- Do not use human power for stabilization of the mower – holding / tensioning the rope.
- It is prohibited to make any modifications or adjustments to the machine.

**8.7. FINISHING WORK WITH THE WINCH**

1. Transport the mower to a level ground under the slope, vertically below the anchor point. If the situation does not allow it, always choose any other safe place.
2. Turn the driving wheels across the slope (along contours)
3. Switch off the cutting blades and set the engine idle speed.
4. Slightly move the drive joystick in the direction in which the rope is unwound from the winch drum.
5. Untie the rope from the anchoring point.
6. Slightly move the drive joystick in the direction in which the rope is wound on the winch drum. The rope must be lightly loaded during winding to wind properly.
7. Switch the winch off on the remote controller.

## 9. EMERGENCY SITUATIONS DURING WINCH OPERATION

Emergency situation	Recommended action
Sudden loosening of the rope or anchoring point	Immediately turn the driving wheels across the slope (along contours) and stop driving.* Push the STOP button on the remote controller. Find a new anchoring point.
Rope breakage/fraying	Immediately turn the driving wheels across the slope (along contours) and stop driving.* Push the STOP button on the remote controller. Use a new rope. The rope may not be extended.
Snap hook crack/failure	Immediately turn the driving wheels across the slope (along contours) and stop driving.* Push the STOP button on the remote controller. Exchange all defective parts.
Engine speed drop, the mower starts driving uncontrollably	Immediately increase the engine speed to maximum, turn the driving wheels across the slope and stop driving.* Push the STOP button on the remote controller.
Hydraulic line breakage	Immediately turn the driving wheels across the slope (along contours) and stop driving.* Push the STOP button on the remote controller. Exchange all defective parts.
The whole rope unwinds and starts winding in on the drum in the opposite direction.	<ul style="list-style-type: none"> <li>- Turn the wheels by 180 degrees and keep working or</li> <li>- Unwind the remaining part of the rope, keep the drum rotating and wind the rope back in the original direction. Continue working.</li> </ul>
Breakage of the chain of the drum drive	Immediately turn the driving wheels across the slope (along contours) and stop driving.* Push the STOP button on the remote controller. Exchange all defective parts.
Engine stops	Immediately turn the driving wheels across the slope (along contours) and push the STOP button on the remote controller.
Machine rolls over	Immediately push the STOP button on the remote controller.
The wheels lose contact with ground	Immediately push the STOP button on the remote controller.
Lack of fuel when working on a slope	Immediately turn the driving wheels across the slope (along contours) and stop driving. Push the STOP button on the remote controller. Refuel.

\* If the mower fails on a slope, the mower must first be transported to a safe and level place. If the mower cannot be transported on a level surface, the mower must be properly secured on the slope immediately so that the machine does not slip / fall.

## 10. WINCH MAINTENANCE

To achieve the maximum lifetime of the winch, it is necessary to regularly check the technical condition of the winch and follow the maintenance plan below.

### 10.1. MAINTENANCE PLAN

	Before each use	5 hours <b>1st Maintenance</b>	200 hours <b>2nd Maintenance</b>	Every 200 Mth.	Every 400 hours.	Every 600 hours.
Check for oil leakage from the hydraulic system	•					
Check bolt tightness	•					
Check the rope	•					
Check tension and wear of the roller chain	•					
Clean and lubricate the roller chain		•				
Check the mounting of the drum				•		
Check the mounting of the winch				•		
Check the electric components (functioning of the electromagnetic valve by switching the ON/OFF switch and the EMERGENCY STOP button)	•					
Replace the rope			•*	•*		
Replace the snap hook						•
Replace the rolled chain					•*	

\* replacement is carried out after the given number of operating hours or before season

Device check

Parts replacement

## 10.2. MAINTENANCE OF THE HYDRAULIC CIRCUIT

Maintenance of the hydraulic circuit should only be performed by an authorized person. For maintenance call authorised SPIDER service centre.

Regular maintenance should focus on checking connection tightness and oil level.



Maintenance of the hydraulic circuit must be performed in a perfectly clear working area. Any dirt inside the hydraulic circuit may cause very serious damage or failure of the machine. Before replacement clean every part thoroughly in a cleaning liquid.



The **winch MUST NOT work without oil** or with **lack of oil**, not even for a short time.

## 10.3. CHECKING AND REFILLING OIL

**Check regularly the oil level in the hydraulic tank.** For measuring use the dipstick mounted in the tank cap. The oil level must be between the two limit marks on the dipstick.

When working on extreme slopes, the cold oil level at normal ambient temperature must reach to the upper limit mark.

The machine engine must be switched off when checking the oil. Always check cold oil.

## 10.4. DRUM DRIVE CHAIN MAINTENANCE

Check the chain tightness and wearing. If the wear is significant, the risk of the winch failure is increased. This may lead to hazardous situation while operating the mower. The chain can be tensioned by moving the hydraulic motor in its oval mounting holes.

Do not over tension the chain, this may reduce its service life and the service life of the bearings. Lubricate the chain by spraying oil directly on the chain.

## 10.5. ROPE MAINTENANCE

Inspect the rope before every shift, especially if you were previously working in hard conditions with occurrence of obstacles, sharp objects etc.

At least every 20 operating hours unwind the whole length of the rope and check very carefully the external surface of the rope for damage.



In case of damage of the surface of the rope it is necessary to replace the rope.  
Do NOT USE THE damaged rope!



Do not put the rope on hot items and do not expose it to heat.



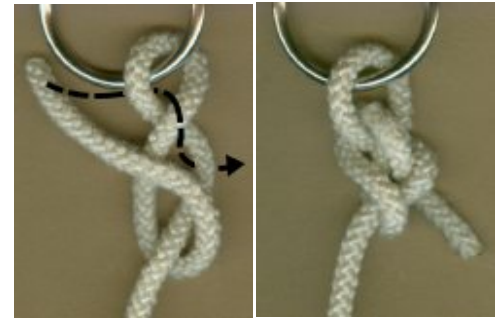
Use a dry process to clean the rope up. Do not use water or chemical liquids.  
The rope must not come in contact with oil products and lubricants.



## 10.6. LINKING THE SNAP HOOK

### The correct procedure for safe carabiner attachment:

1. Thread the rope through the ring.
2. Write an eight around the fixed end with the free end.
3. Thread the rope, see figure.
4. Pull out the node so that it does not come loose.



Leave at least 8 cm of free rope at the end of the rope. Tighten the knot properly to avoid its loosening.

## 10.7. MOUTING THE ROPE ON THE WINCH DRUM

1. Thread the free end of the new rope into the smaller hole.
2. Thread the rope through the larger hole.
3. Pull out the end of the rope approx. 20 cm and create a knot in the middle.
4. Pull the rope in front of the drum and pull the knot inside the drum.
5. Rotate the drum hydraulically to wind the entire length of the new rope up by pushing the driving joystick slightly FORWARD.



## 10.8. CLEANING

- Remove all dirt from the surface of the winch as well as from the hydraulic hoses after every shift. Clean surface preserves better cooling of the hydraulic oil and simplifies the detection of faults.
- Sweep the dirt out with a brush.
- Do not use pressure water.
- In case of using water for cleaning, lubricate the chain immediately.
- Do not use petrol or other oil products for cleaning.

## 10.9. TORQUE

Bolt	M 6	M 8	M 10	M 12	M 14	M 16	M 20
Torque /Nm/	10	25	50	85	135	215	410

## 11. TROUBLESHOOTING

Trouble	Possible cause	Correction
The drum is not rotating	Lack of oil in the hydraulic system of the machine	Add hydraulic oil
	Throttle valve is closed excessively	Contact authorized service
	Roller chain breakage	Replace the roller chain / Contact authorized service
Jerking motion of the drum	Lack of oil in the hydraulic system	Add hydraulic oil
	Loose chain skipping over teeth	Tighten or replace chain / Contact authorized service
The drum rotates only until the oil gets warm	Worn hydraulic motor	Contact authorized service
	Defective throttle valve	Contact authorized service
	Low engine speed	Increase the engine RPM to maximum. / Contact authorized service
The winch is too noisy	Worn bearings of the winch drum	Contact authorized service
	Throttle valve is closed excessively	Contact authorized service

## 12. AFTER SEASON MAINTENANCE

At the end of the season or when not using the machine for longer than one month it is advisable to prepare the machine for storage.

### For proper storage:

- thoroughly clean the whole machine
- replace worn or damaged parts
- check all bolted connections and tighten all loose bolts and nuts
- lubricate all moving parts – the whole machine (according to the maintenance schedule – see the Operation Manual for Spider ILD01/ILD02/2SGS)
- Check the whole machine according to the maintenance plan
- Store the machine in a dry place and cover the machine with a protective tarpaulin.



**Before performing any maintenance or other work on the winch you must switch off the mower engine and push the EMERGENCY STOP button.**

## **13. DISASSEMBLY AND DISPOSAL**

At the end of the mower's lifetime, we recommend:

1. To let the hydraulic oil flow out into special tanks and dispose it at specialized places for oil disposal.
2. To separate plastic, steel and rubber parts and hand them over for recycling.

When disposing of the machine, observe the instructions and provisions of the laws applicable to waste disposal.

## 14. WARRANTY CONDITIONS, SERVICE, SPARE PARTS

### LIMITED WARRANTY FOR NEW SPIDER EQUIPMENT

**GENERAL PROVISIONS** – The warranties described below are provided by DVOŘÁK – svahové sekačky s.r.o. (“Spider”) to the original purchaser of new equipment from Spider or authorised Spider Distributors/Dealers. Under these warranties Spider will repair or replace, at its opinion, any covered parts which is found to be defective in material or workmanship during the applicable warranty term. Warranty service must be performed by a Distributor/Dealer or service centre authorised by Spider to sell and/or service the type of equipment involved, which will use only new or remanufactured parts or components furnished by Spider. Warranty service will be performed without charge to the purchaser for parts and labour. The purchaser will be responsible, however, for any service call and/or transportation of product to and from the Distributor´s/Dealer´s or service centre´s place of business, for any premium charged for overtime labour requested by the purchaser, and for any service and/or maintenance not directly related to any defect covered under the warranties below.

- a) Spider provides Warranty:
  - for new Products according to the valid Warranty Conditions Spider will provide the Distributor/Dealer with a Warranty for the Product for a maximum period of 36 months. from the day the Product was delivered to the Distributor/Dealer
  - 24 months for the Customer after purchase and registration of the Product
  - for new Spare Parts delivered outside the Product Warranty for a period of 3 months from the day these were delivered to the Customer, but only under the condition that these were installed and mounted by an authorized service Distributor/Dealer. Otherwise, the Warranty is forfeit.
  - For new spare parts delivered under Warranty the Warranty period expires together with the Warranty period of the whole Product
- b) The Distributor/Dealer is obliged to ensure performance of warranty inspections on the Product as prescribed in the Operator’s Manual.
- c) In order for a warranty claim to be acknowledged, the purchaser must have had all prescribed warranty inspections performed and recorded.
- d) In the case of defects reclaimed by the Customer in terms of the warranty period, the Distributor/Dealer assesses and determines whether this concerns a defect in the warranty period, which can be acknowledged (acknowledged warranty) or not and ensures repairs are carried out.
- e) If the Distributor/Dealer assesses the defect as one that can be acknowledged (acknowledged warranty), they are obliged to request in writing that Spider acknowledges such warranty repair at the latest within one month after the end of the month in which such warranty repair was performed. This can only be done through a standard “Warranty Claim Report” form. Such request will include all information about the method of assessment and solution of the warranty (description of defect, identification of defect, description of repair, list of defective parts, hourly work by the service centre, specification of costs for repair, photo/video documentation of the repaired part). Spider is obliged after investigation, to make a decision on this request as whether to acknowledge the warranty or not.
- f) Spider will make a decision about the acknowledgement of the warranty claim without unnecessary delay, latest within 60 days since the warranty claim is filed.
- g) If the warranty is acknowledged, Spider will write out a credit note to the Distributor/Dealer for costs connected with the warranty repair – i.e. the cost of spare parts and the hourly rate for service work according to the valid repair norms.
- h) Spider is entitled to reject such warranty claim if the warranty was acknowledged by the Distributor/Dealer in conflict with the warranty conditions. In such a case, Spider is not obliged to reimburse the Distributor/Dealer for costs for performance of such warranty repair work.
- i) Acknowledged warranty repairs of commercial models (Spider XLINER, Spider ILD01, Spider ILD02, Spider 2SGS and higher) up to the level of EUR/USD 100.00 (one hundred EUR/USD) per case are not covered by Spider, costs connected with such repairs are included in the Distributor’s/Dealer´s profit margin.

- j) The Distributor/Dealer is obliged to ensure clear marking and storage of damaged spare parts, which were replaced under warranty for the period of min. 12 months, as well as of all-important documents pertaining to such warranty repair.
- k) The selling Distributor/Dealer has no authority to make any warranty, representation, condition or promise on behalf of Spider, or to modify the terms or limitations of this warranty in any way and makes no warranty on any other item unless it delivers to the purchaser a separate written certificate specifically warranting the item.
- l) Spider is not responsible for the following: (1) Used equipment; (2) Any equipment that has been altered or modified in ways not approved by Spider, including, but not limited to, setting injection pump fuel delivery above Spider specifications; Depreciation or damage caused by normal wear, lack of reasonable and proper maintenance, failure to follow operation instructions, misuse, lack of proper protection during storage, or accident; (4) Any repairs done by the Customer; (5) Normal maintenance parts including blades, hydraulic hoses, belts, bearings, spark plugs, filters, chains, tires, winch ropes etc. and service.
- m) To secure warranty service, the purchaser must (1) Report the product defect to an authorised Distributor/Dealer and request repair within the applicable warranty term, (2) Present evidence of the warranty start date, and (3) Make the equipment available to an authorised Distributor/Dealer or service centre within a reasonable period of time.
- n) Every Distributor/Dealer must ensure that the Product is registered by the Customer on [www.slope-mower.com/machine-registration/](http://www.slope-mower.com/machine-registration/) within seven (7) days after delivery in order to receive the full warranty of 24 months/800 working hours, whichever happens first.
- o) All Demo units will be registered by Spider on the date of delivery to the Distributor/Dealer. All Demo units will be appointed by Spider.

In Pohled, in April 2021