

Telescopic Pole User Guide – Please read before use

This range of poles is fully telescopic with lateral auto-adjusting clamps, overlap markers and joint-indicator tape on each section. All poles feature an insulated handle section for maximum safety.

Initial Assembly

On receiving the pole you will need to fit a brush, gooseneck and hose pack to the pole, if these additional items have been ordered, as follows:

1. Take the end of the hose pack with the red connector on and slide up inside the pole from the base until the hose appears out of the top of the pole.
2. Take the gooseneck (carbon or plastic) and connect the gooseneck stem (or gooseneck hose) to the pole hose connector and push together firmly.
3. Slide the gooseneck shaft fully into the top of the pole, closing the lever on the top clamp shut to hold in place.
4. Fit the brush to the gooseneck by connecting the square male gooseneck part into the square brush socket – ensure that it is fully inserted and the button pops up in the socket release hole.
5. Push the gooseneck hose end into the brush T connector – no need to remove the red clip.

Before first use, it is advisable to check the adjustment on all of the clamps. The clamp levers should be easy to open and close and yet still grip the section firmly. A simple way to test is to hold the handle section and the top clamp and twist apart. If one clamp allows the section to move it will need to be adjusted until it grips firmly.

How to use the pole

1. Open the No.2 clamp lever (No.1 is for the gooseneck) and extend the first section.
2. As the section is nearly fully extended slow down the rate of extension and either look at the clamp area until you can see the contrasting overlap area appear out of the clamp or until you can 'feel' the joint-indicator tape coming into action with the clamp.
3. Do not over extend the section. The joint-indicator tape is designed to give you a limit on how far to extend. If pulled hard enough you can pull the section out past this indicator tape, but this is not advised for maximum strength and rigidity.
4. Repeat for all further sections until the desired height is reached.

Cleaning & Service Schedule for all Telescopic Poles

It is important to clean, maintain and service your telescopic pole in line with the guide below in order to maintain the maximum working life of the pole and to preserve all of its features.

Cleaning Schedule:

1. Keep the pole as clean as possible at all times. Wiping the pole hose after each use will reduce the amount of dirt entering the pole. A wipe with a cloth as you are coiling the hose away is sufficient.
2. Hose the pole down once a week or after working in gritty or sandy environments. To do this, either hose up from the base of the pole with all clamps open or undo clamp bolts until loose and slide sections apart to clean between the sections. Whilst sections are apart check the joint indicator and base tape - if damaged or missing then replace before re-assembling.

Servicing Schedule:

1. In addition to the above schedule we recommend fully taking apart the pole at least every 2 months to clean and service. Undoing the clamps bolts until loose will allow the sections to slide apart.
2. Whilst apart, clean and dry all sections and check and replace, if needed, the joint-indicator tape and the wrap of tape at the base of each section.
3. Additionally, a spray of dry-film PTFE spray over the overlap area will improve the life of the pole. DO NOT USE OIL-BASED LUBRICANTS SUCH AS WD-40 or GT-85

4. The clamps are fitted with Delrin shims between the lever cam and the clamp body. The shims are designed to take most of the wear during use. Check these periodically for wear and replace when needed.

FAQ

1. **The end-cap has worn away with use - do I need to replace it?** Yes, as this prevents damage to the bottom edge of the carbon sections which could lead to splintering & splitting of the sections. Failure to replace will invalidate the warranty.
2. **The section keeps extending past the stop-indicator tape, why?** This tape is designed to act as a positive indication of the joint stopping position (in addition to the visual overlap markers). If pulled enough it will extend out, however this will be felt by the operator, thereby acting as the stop-indicator. When the tape is worn this may happen too easily so to prevent this, either adjust the clamp bolt up slightly tighter (checking that the section still slides easily) or replace the joint-indicator tape with new tape, applying slightly more tape in its place.
3. **Why do the sections have overlap markers as well as tape?** This is to provide maximum user-convenience and pole safety. At no point should a section be used over-extended, past its safe maximum. The overlap marker also acts as a visual guide if a user has worn out the joint-indicator tape and has failed to renew it as part of their ongoing maintenance. Some users like to remove sections in use and the overlap marker gives a quick visual guide on where to clamp.
4. **Why does each section have a wrap of tape at the base of each section?** This is added to the base of each section to help improve the wear on the sections. Please replace when worn as part of your servicing routine - Failure to replace will invalidate the warranty.
5. **My pole has become worn with age and the clamp is not auto-adjusting enough to clamp the worn area of the section, how do I get them to tighten properly?** This indicates that the lever will need tightening slightly. Extend the section so that the most worn part is under the clamp jaws. Adjust the clamp bolt until the clamp grips this section fully when closed. The clamp is now adjusted to match this worn area.
6. **Why does the base of the handle on the pole have a contrasting section or painted red band?** This is to allow for the addition of extension sections and marks the safe extending point for the user.

Warranty Information

All of our telescopic poles are covered for 12 months against any manufacturing defects. Should such a defect be found then the pole will need to be returned to base for workshop assessment and if found faulty the item will be repaired or replaced at the discretion of Gardiner Pole Systems Ltd. A returns number (RN) will need to be issued prior to return of the item. If goods are received without a returns number, no action will be taken and the goods will be kept in storage for three months before being disposed of. All goods must be adequately packaged. Carriage will be refunded if fault is deemed to fall within our guarantee. We can arrange collection of bulky items but this will be charged to you until reason for fault is established. We shall not be liable in any way for consequential damage or loss or injury. Any modifications or adaptations or fitting of non-approved accessories (brushes, flow devices etc) render the above guarantee null and void. This warranty does not cover 'wear & tear', glued items or serviceable items such as joint-indicator tape, end caps or lever shims. This warranty will only be valid if the pole has been regularly maintained in line with the instructions contained within this user guide. Poles that are used outside of normal operating parameters will not be covered under warranty.

For further information, please email sales@gardinerpolesystems.co.uk
or telephone 00 44 (0)1726 66400 during UK Office hours.