



ALLSAW FREQUENTLY ASKED QUESTIONS

AllSaw frequently asked questions

Delivery Costs

What is the delivery cost for my Arbortech Allsaw?

2-3 Day Service – £7.50

Next Day Service – £10.00

Pre 10am Weekday Service – £20.00

Saturday Delivery – £25.00

Is VAT included in the prices?

No. All prices quoted are excluding VAT, which is chargeable at the current rate in force.

What is the delivery cost for my Allsaw Parts?

1 x Set of Blades or Allsaw Spares

2-3 Day Service – £7.50

Next Day Service – £10.00

Pre 10am Weekday Service – £20.00

Saturday Delivery – £25.00

What is the delivery cost for my Allsaw Service & collection?

When The Allsaw Service Centre receive your Allsaw our qualified Technicians will carry out an inspection, they will then write up a report, from this an Estimate for the repair will be raised, this will include any service items recommended for renewal, and a Return Carriage Charge. This will be forwarded to your email address provided your approval.

* NOTE: There is a minimum £60.00 charge, this includes a Return Carriage Charge, a Labour Charge that covers the Inspection and Report, it also contributes to your repair if you decide to go ahead with it, and often covers the Labour Charge of small repairs, excluding the cost of any Spare Parts required.

Where can I buy spare parts and how soon can I get them?

Spare Parts can be ordered by phoning Addex on 01432 346850 or by emailing sales@addex-group.com, choose a delivery service that suits your requirements and ensure your order is placed before 2pm to ensure a Next Day Delivery if required.

Warranty

Does the Allsaw have a warranty and how do I claim this?

Your Allsaw is covered by a 12 Month Manufacturers Warranty from the date of purchase, a proof of which is required if the Allsaw is returned under Warranty. The Warranty applies only to the Allsaw NOT the Blades or Accessories and does not cover the following Service Items: Drive Belt, Motor Brushes, Switch, and Supply Cable.

Note: This 12 Month Manufacturers Warranty covers Allsaws used in the Private Sector, General Contracting and Construction Industry and does not apply to Allsaws owned and used in the Hire Industry where different terms apply. If your Allsaw fails within this 12 Month from a fault other than Service Related Items as listed above: Please contact Addex and ask for a returns form and send your Allsaw without* any Blades or Accessories – in a CARDBOARD BOX with plain packaging to:



The Allsaw Service Centre
Unit C Longmead Business Centre
Blenheim Road
Epsom, Surrey
KT19 9QQ
Telephone: 01432 346 850

* NOTE: The Allsaw Service Centre do not take responsibility for any Blades or Accessories returned with your Allsaw.

Machine

What is the weight of the Allsaw?

Weight with BL170GHP General Purpose cutting blade – 9.5lb (4.3Kg)

What size is the Allsaw?

Dimensions without blades: Length – 17 7/10” (450mm). Width – 3” (75mm). Height – 9 9/20” (240mm)

What is the vibration level when using the machine?

Vibration 7.7 m/s²

What is the electrical rating?

Electrical rating nominal 110 / 240 VAC, 50-60 Hz 13A

Where can I find Operator Instructions?

AS170 Instruction Manual

How do I protect myself from dust?

Always wear a suitable dust mask – to provide ffp3(s) protection. DUST EXTRACTION

The AS170 Allsaw can be fitted with a Dust Extraction Funnel (A17020) which will significantly reduce airborne and heavy dust when used correctly. It is attached to the wire guard and extraction fitting.

The adjustable dust extraction funnel is replaceable when it becomes worn. The dust extraction fitting has a standard 30mm bore, a Stepped Rubber Adaptor (A17080) connects to the vacuum. CAUTION Verify that the dust extraction vacuum being used has a filter system appropriate for the material being cut. Incorrect filtration can result in inadequate dust control, causing a hazard to the operator, bystanders, the public and the environment. Note: HSE are now enforcing Certified M or H Class Vacuums as the required filtration level for the containment of Silica Dust.

How does the Allsaw compare with a Bricksaw / Spinner?

The AS170 Allsaw has a unique patented orbital cutting action of two reciprocating blades, which strike and rake whilst in action, this allows the cutting of brick (not engineering or dense bricks), mortar, and masonry to 50mpa faster than traditional reciprocating saws. This cutting action also produces minimal amounts of airborne dust, offering a controllable and safe operation, with the ability to cut to a depth of 120mm (4¾”), cut square corners, single brick removal, cutting dirty soil impregnated wood, tree roots etc . See Page 1 of the AS170 Allsaw Instruction Manual pdf



Purchasing Questions

Is there a minimum order quantity on blades & parts?

No. There is no minimum order quantity, but all orders are subject to carriage, and we do not split packs.

Can I buy the button by the trigger?

No. This is an integral part of the switch, so a complete switch is required if the locking button has broken off.

What does the Allsaw come with?

- 1 no. Hold All Bag
- 1 no. pair of BL170GHP General Purpose Blades
- 1 no. pair of BL170PHP Plunge Blades
- 1 no. Dust Extraction Funnel
- 1 no. Vacuum Adaptor
- 1 no. Spare Drive Belt
- 1 no. Blade Bolt Set
- 1 no. Ian Key

What is the Ian Key/Torque Key for?

FITTING/CHANGING BLADES

USE ONLY the special Ian/Torque Key supplied with the saw to change the blades and tighten the bolts. The Ian/Torque Key tightens the Blade Bolts to the correct torque 18Nm, this is achieved when the long shaft of the Ian/Torque Key meets and touches the short shaft going into the Blade Bolt as you tighten the bolts. See the AS170 Allsaw – Changing the Blades using the Ian Torque Key pdf

What size are the Allsaw Blades?

See the Allsaw Application Manual pdf in downloads section of addex-group.com

What can the Allsaw be used for?

See the Allsaw Application Manual pdf in downloads section of addex-group.com

What is the name of the boot/half moon blades?

General Purpose Blades. Code: BL170GHP

What are the part numbers for the Allsaw?

AR-AS170-240 (for a 240 volt machine) and AR-AS170-110 (for a 110 volt machine)

What is the difference between the Dust Extraction Boot/Funnel and the Vacuum Adaptor?

The Dust Extraction Boot (which is a funnel shape) and also known as the Dust Funnel – A17020, is a collapsible dust boot which fits around the blade it attaches to the Wire Guard and the Vacuum Extraction Fitting. The Vacuum Adaptor – A17080, is a stepped rubber adaptor which attaches a dust extraction vacuum to the Vacuum Extraction Fitting.

What is the ‘rocking action’?

As the blades are not spinning like an angle grinder, and only move 12 -15mm overall, there is nothing to drive the dust out from under and around the blade. ‘Sawing’ (like you would a hand-saw) and ‘Rocking’ the ALLSAW, clears the dust from under the blades as they come out of the cut, keeping the blades cool and giving them a clear path to continue cutting. See page: 8 of the AS170 Allsaw Instruction Manual pdf



What is the 'scratch test'?

How long the blades last is very dependent on how the Allsaw is used and what materials it is used on. Used with the 'sawing/rocking motion' in softer materials and mortars the blades can last a very long time. The key to long life is to know what you are cutting, keep the saw moving in the cut to clear the dust from around the blades which helps to keep the blades cool, also avoid hammering the ends of the blades, as this wears away the metal that hold the Tungston Carbide Teeth, and only apply enough pressure to keep the saw in contact with the masonry. If the Allsaw is bouncing and there is heavy vibration whilst trying to cut a material then it is very likely the material is too hard for the Allsaw to cut.

CAUTION: Do not use on engineering or dense hard bricks, concrete, metal, hard stone, or very dense materials, as these materials will cause damage to the teeth.

How far do the blades move when in motion?

12 – 15mm on standard blades (i.e. not the XL Blades) dependent on the type of blade

Repairs/ Servicing

Where can I get my Allsaw Repaired/Serviceed?

Firstly you need to complete the repair form by contacting Addex on 01432 346850. Please ensure that you: Clearly provide: a Return Delivery Address, Contact Telephone Number, Contact email address, and advise what is wrong with your Allsaw. Send your Allsaw without* any Blades or Accessories – in a CARDBOARD BOX with plain packaging to:

The Allsaw Service Centre,
Unit C Longmead Business Centre,
Blenheim Road,
Epsom, Surrey
KT19 9QQ
Telephone: 01432 346 850

* NOTE: The Allsaw Service Centre do not take responsibility for any Blades or Accessories returned with your Allsaw.

How much will the repair cost?

When The Allsaw Service Centre receive your Allsaw our qualified Technicians will carry out an inspection, they will then write up a report, from this an Estimate for the repair will be raised, this will include any service items recommended for renewal, and a Return Carriage Charge. This will be forwarded to your email address provided for your approval.

* NOTE: There is a minimum £60.00 charge, this includes a Return Carriage Charge, a Labour Charge covers the Inspection and Report, it also contributes to your repair if you decide to go ahead with it, and often covers the Labour Charge of small repairs, excluding the cost of any Spare Parts required.

Is this service/repair covered under warranty?

Your Allsaw is covered by a 12 Month Manufacturers Warranty from the date of purchase, a proof of which is required if the Allsaw is returned under Warranty. The Warranty applies only to the Allsaw NOT the Blades or Accessories and does not cover the following Service Items: Blade Bolts, Drive Belt, Motor Brushes, Switch, and Supply Cable. Note: This 12 Month Manufacturers



Warranty covers Allsaws used in the Private Sector, General Contracting and Construction Industry and does not apply to Allsaws owned and used in the Hire Industry where different terms apply.

Trouble Shooting Queries

Bolts are coming loose, why is this?

If the Blade Bolts have been tightened to the correct torque of 18Nm using the Ian/Torque Key they rarely come loose, unless the threads on the Blade Bolts or in the Conrod are worn or damaged. Always inspect the thread on the Blade Bolts when changing the Blades and replace if damaged or worn.

USE ONLY Blade Bolts supplied by Arbortech, which are supplied with every Genuine New set of blades, and can be purchased as an accessory Code No: A17002 and tighten using the Ian/Torque Key supplied with your Allsaw See the AS170 Allsaw – Changing the Blades using the Ian Torque Key.pdf New Ian/Torque Keys Code No: A17074 can be purchased as an accessory as well.

Can I use the same carbon brushes for AS160 and the AS170?

No. The AS160 and AS170 motors are entirely different so the brushes are not interchangeable.

Can I use the same Drive Belts for AS160 and the AS170?

Yes. The AS160 and AS170 both use the same Drive Belt

Can I use the same blades for the AS160 and the AS170?

In most cases Yes. The exceptions are the following two blades that can only be used with the AS 170

BL170GXL - Extra Large General Purpose Blades 170mm

BL170WXL – Extra Large Wood Blades 170mm

Can you buy one side of the Conrod on its own without having to purchase the whole Assembly and Spring Assembly?

No. Arbortech do not supply one half of the Conrod Assembly.

What are the blade prices?

Please call **01432 346 850** to discuss prices tailored to your requirements.

Does our company get a discount?

No. The prices displayed are Trade Nett Prices

How many blades are in a set?

All Blades are supplied and used as a pair.



What blades and accessories does the Allsaw come with?

AS170 Standard Kit, & Additional Blades

sales@arbortechsales.co.uk www.arbortechsales.co.uk

✓ Contents of the standard kit

✓ AS170 ALLSAW

Allsaw Available in 110 volt and 240 volt, 1250 Watt motor.

✓ A17081 Allsaw Bag

Allsaw Strong durable holdall kit bag, with cut-outs for the saw and attachments.

✓ A17020 Dust Extraction Funnel

Allsaw Dust extraction funnel, for use when connecting the saw to a dust extraction unit. THIS IS NOT A SAFETY GUARD, and should be removed when dust extraction is not needed.

✓ A17077 Vacuum Adaptor

Allsaw Vacuum adaptor, enables the saw to be connected to most dust extraction units on the market today.

✓ A16051 Ian Key (Torque Key 18Nm)

Allsaw Ian Key is a specially designed 'torque key' to be used when changing the blades so that the bolts can be easily tightened to the correct torque setting of 18Nm.

✓ BL170G HP GENERAL PURPOSE BLADE

Brick and mortar cutting to 50 mpa.
Ideal for raking out mortar and cutting openings through brickwork, tree roots, see page 6 for more detail.

✓ BL170P HP PLUNGE BLADE

Brick and mortar cutting to 50 mpa.
Ideal for fast single brick removal, raking out mortar in purp-joints and cutting small openings through brickwork, see page 8 for more detail.



✓ Additional items

✓ BLADE SHARPENING DISC

A16054 Arbortech Blade Sharpening Disc – Keep your blades in mint condition
Cut faster, cut cleaner & prolong the life of your blades.
(comes with angle setting guide).



Can I upgrade my AS160?

Yes – there is an Upgrade Kit available, this comprises an AS170 motor complete which has been modified to fit the AS160 Gearbox, with adaptor plate and new drive pulleys. The upgrade should only be carried out by a competent person.

Can the Allsaw be used for cutting concrete & concrete blocks?

The Allsaw cannot be used on concrete, or dense concrete blocks. It will cut materials up to 50 mpa, so will cut light density concrete blocks, it depends what the 7.2 Nm concrete blocks have been manufactured from whether the Allsaw is suitable for them. If they have heavy aggregate or granite chippings in these will damage the Tungsten Carbide Teeth on the blades.

What are the blades made of?

The body of the blades are mild steel and the Teeth are Tungsten Carbide.

Can I use the Allsaw for all bricks & Mortar?

The Allsaw will cut soft – medium density bricks and mortar. By ‘Rule of Thumb’, if the material you wish to cut will scratch to leave an impression with, a nail, screw, screwdriver, etc.... then the Allsaw will cut it when used with a ‘Rocking /Sawing Action. It will not cut engineering, or very hard dense bricks, or very strong cementitious mortars. See Answer To What is the ‘Rocking Action’ above

Can I use the Allsaw on heritage building sites?

The Allsaw has been used, and specified for use on numerous Heritage Sites. You may need to obtain the approval for use on your site of your local Listed Building or Heritage Officer first.

Why have my blades stopped working?

If the Allsaw motor is running and the blades are not moving, it is probably because the Drive Belt has broken. Re-Order Drive Belt Part No: A17012 See the AS170 Allsaw – Changing the Blades using the Ian Torque Key.pdf

Why are there sparks coming through the vents near the handle?

Either the Motor Brushes are worn or the Armature is damaged. Advise Checking Carbon Brush Wear, and replacing if worn.*

Good Practice Advice: Ensure that extension leads used are kept as short as possible and cable reels fully unwound, as long extension leads and wound up cable reels reduce the power supply to the motor causing the motor to draw more amps and sparking. If longer extension leads are needed they must be upgraded to 2.5mm.

Why have the bolts snapped?

Blade Bolts may snap or break if they have not been tightened to the correct torque of 18Nm using the Ian/Torque Key and have come loose while the Allsaw is in use. Check The Blade Bolts for tightness using the Ian/Torque Key regularly whilst the Allsaw is in use, especially if working on harder materials. If the Blade Bolts have been tightened to the correct torque of 18Nm using the Ian/Torque Key they rarely come loose, unless the threads on the Blade Bolts or in the Conrod are worn or damaged. Always inspect the thread on the Blade Bolts when changing the Blades and replace if damaged or worn.

USE ONLY Blade Bolts supplied by Arbortech, which are supplied with every Genuine New set of blades and can be purchased as an accessory Code No: A17002 and tighten using the Ian/Torque



Key supplied with your Allsaw See the AS170 Allsaw – Changing the Blades using the Ian Torque Key pdf New Ian/Torque Keys, Code No: A17074 can be purchased as an accessory as well.

My Allsaw has stopped working altogether, why is this?

1. Check the power supply.
2. Check the fuse in the plug of a 240v Allsaw, or the Transformer on a 110v, also the overload cut out on the Transformer.
3. Check the cable to the Allsaw for continuity, as the cable on the Allsaw moves a lot in use the wires in the cable can break due to fatigue.
4. Check the motor brushes, when they wear down a sprung loaded plastic pin built into the brush pops out to push the brush off the armature, to prevent damage to the armature.

How do I tighten the belt so it doesn't keep coming loose?

If the Drive Belt is fitted and tensioned correctly, they rarely come loose unless the Allsaw is used incorrectly, using force or without the 'Rocking Action', jamming the blades in the cut, then using the motor to free them, thus causing the belt to slip and wear. See the Allsaw Checking and Changing the Drive Belt pdf

How do I tighten the bolts so the blades don't come loose?

USE ONLY the special Ian/Torque Key supplied with the saw to change the blades and tighten the bolts. The Ian/Torque Key tightens the Blade Bolts to the correct torque 18Nm, this is achieved when the long shaft of the Ian/Torque Key meets and touches the short shaft going into the Blade Bolt as you tighten the bolts. See the AS170 Allsaw – Changing the Blades using the Ian Torque Key pdf

Returns

When you return your ALLSAW for repair you will need to provide the Serial Number for the machine, this can be found on the label along the left hand housing shown in Fig 1 & Fig 2.





The Allsaw Service Centre

Unit C Longmead Business
Centre

Blenheim Road

Epsom, Surrey

KT19 9QQ

Telephone: 01432 346 850