SELF-HELP & WARRANTY

Gamma+ & StyleCraft – what you can do yourself before sending the device

Dear customer, most problems with our devices can be resolved in just a few minutes – it's usually not a defect, but hair or dirt in the cutting set, lack of oil, or an empty battery. Please work through this guide before sending a device – it saves you time, shipping costs, and days without your device.

1 · Quick Check: What symptom do you have?

What you observe	First aid – in this order
Device cuts poorly / pulls hair	1. Clean cutting set 2. Oil 3. Check Zero-Gap
Device gets hot	1. Switch off & cool down 2. Clean cutting set 3. Oil (1 drop is enough)
Device is loud / vibrates strongly	1. Check cutting set position, tighten screws 2. Clean + Oil 3. Check blade spring and Cam-Follower
Battery does not last / does not charge	1. Original charger 2. Different socket 3. Charge 4 h continuously 4. Check contacts on charging dock
Device does not start	1. Battery empty? Charge at least 30 min 2. Check switch/lever for dirt 3. Different cable/socket
Blades wobble / sit at an angle	1. Tighten blade screws 2. Check position of toothed disc under lever 3. Realign blades
Foil / cutting set tears	Wear part – Replace after 5–6 months of professional use

Pro tip: A large proportion of returned devices come back with the finding "adjustment, cleaning and oiling". These five minutes save you the entire shipping process.

2 · Care Basics – the three most important steps

Cleaning

- Switch off and unplug device; remove cutting set as per instructions.
- Brush out all hair residue – including between blades and at the back.
- For heavy soiling, use cleaning spray, then allow to dry thoroughly.

Oiling

- Switch on device. Apply one drop of oil on the left, right, and centre of the cutting set.
- Without oil, metal rubs on metal – the device heats up, becomes noisy, and cuts less effectively. One drop is enough.

Check Zero-Gap

- Align blades correctly and adjust with blade guard / Zero-Gap Setter.
- An incorrectly mounted cutting set causes pulling, cutting, and noise problems.

3 · Help & Instructional Videos from our Service Partner

All videos here: https://c.web.de/@1125719931522909167/eDNPjcIQJbz4TpPSKE3ovA

Self-help & Care:

- How to clean & oil the cutting set correctly (Clipper)
- Setting & adjusting the cutting set (Clipper)
- Zero-Gap & cutting set adjustment (Trimmer)
- BladeSpray vs. oil – what to use when?
- Overlapping explained – scratched skin (Clipper)
- Overlapping with the Trimmer – scratched skin
- Noise & Cam-Follower (Clipper)
- Noise & adjustment lever / Lever and Spacer (Clipper)
- Checking charging cable, charging station & USB charging
- Vector motor – wear & motors (Clipper)

Why some cases are not covered by warranty (explanatory videos):

- Rejection explained: Noise & consequential damage due to hair in cutting set (insufficient cleaning/maintenance)
- Rejection explained: Hair residue, noise & thread damage

4 · When warranty applies – and when it does not

✓ Covered

✓ Material and workmanship defects from the factory (manufacturer's fault).

✓ Functional failures demonstrably not caused by usage, maintenance, or wear.

✓ Defects within the statutory warranty period without exclusion reason.

✗ Not Covered

Noise / Volume: Production-related noise in high-performance machines is technically conditioned and not a defect. Clean and oil regularly.

Pulling / Pinching of Hair: Usually caused by insufficient cleaning/lubrication or an incorrectly mounted cutting set. The cutting set is a wear part.

Declining Cutting Performance: Performance degradation after extended use is usually due to insufficient maintenance – not a warranty case.

Reduced Battery Life: Natural battery wear (Li-Ion) is unavoidable. Full runtime only achieved after 3–5 charging cycles.

Wear Parts: Cutting set/blades and shaving foil wear out and are excluded from replacement.

External Influence & Maintenance Deficiencies: Dropping, moisture, breakage, thread damage, hair residue/dirt, improper use.

Important: If the inspection reveals that a complaint is due to wear, improper use, or insufficient maintenance, the repair or return shipment is chargeable (service fee 15.00 € + return shipping 4.95 € = 19.95 € gross).

5 · Before sending – Battery & final checks

- For new devices, charge/discharge fully several times – the full runtime (e.g. up to 180 min) is only achieved after 3–5 cycles.
- Do not leave the device permanently on the charger; avoid extreme temperatures and frequent short charging.
- For suspected battery problems, fully charge the device before sending.
- Completed all steps from the Quick Check? Then your device is ready for dispatch.

6 · Problem persists? Here's how to proceed

Service Portal: https://www.eino-beauty.de/service/service.php

Or write to us at service@eino-gmbh.de. Please have your proof of purchase and a brief description of the fault ready.