FAQ

Frequently asked question about GARDENA products.

Does GARDENA supply a garden hose that is designed for constant pressure?

GARDENA does not supply garden hoses designed for constant pressure. If you wish to transport water or use a garden water pipeline that is subject to pressure, we recommend using the GARDENA Connecting Pipe or the GARDENA Pipeline.

For which areas of application are GARDENA Garden Hoses intended?

GARDENA Hoses are garden hoses for use in private, domestic areas by non-professional users and are not for indoor use. There are specific hoses provided for indoor use, such as washing machine pipes, etc.
After using garden hoses, the tap must be closed or the pump must be switched off.
A constant load with water pressure or with tensile forces, e.g. pulling on the garden hose, must be avoided.
Garden hoses should not be permanently buried in the ground. Garden hoses are not intended for permanent use in empty pipes. Specific pipes such as PE pipes are provided for these purposes.
Garden hoses should be used above ground. They are designed to be unrollled/rolled up many times on hose trolleys, for example, and are flexible and bendable.

What is the maximum water temperature that a garden hose can tolerate?

In the short term, the water temperature can be up to 60°C. In continuous use, however, the water temperature should not rise above 35°C.

What are the properties of the 25 mm Connecting Pipe?

Material: HDPE (Hi Density Polyethylene) (Hard PE)
Due to its greater material density, HDPE is more corrosion-resistant and keeps its shape better in the face of heat and pressure load.
Wall thickness approx. 1.8 mm. Max. pressure 6 bar. Max. water temperature 40°C. Inside diameter: 21.4 mm. Outside diameter: 25 mm. Laying depth: 20–25 cm (spade's depth)

Can a GARDENA Micro-Drip System be combined with the sprinkler system?

No, micro-drip systems and sprinkler systems must not be operated simultaneously on a single line or at the same time using a single line, otherwise neither system will function properly due to the different nozzle sizes and cross-sections. These two systems must be operated separately, i.e. one after the other.

Can the automatic water distributor be installed underground too?

In principle, yes. However, there is no standard box and it is also important to ensure that the distributor can be removed over the winter months.

Can the automatic water distributor also be mounted vertically, e.g. on the wall?

No, it must be mounted as shown on the packaging – lying down, i.e. horizontal.

How many sprinklers can be connected at the same time in series?

There is no general answer to this, as the number of sprinklers operating simultaneously from a single tap depends on the available water pressure and the water volume of the tap as well as on the length and cross-section of the hose.

At what pressure do the sprinklers (pulsating/turbo-driven) start and what is the maximum operating pressure?

The sprinklers start at 1.5 bar. The maximum pressure is 6 bar.

What are the features of the GARDENA Soaker Hose and what must be taken into account when installing it?

The GARDENA soaker hose can only be installed above ground. It should be laid out on the ground and should only be covered with bark mulch or groundcover. There is a risk that the pores will become clogged or that roots will grow into the pores if the hose is buried.
Please note that a maximum of 30 meters may be laid in one piece. The soaker hose can be laid in a straight line along a hedge or in wavy lines through a bed.
The operating pressure upstream of the soaker hose should be at least 1 bar. The water consumption is between 0 and 15 l/h per meter depending on the outside temperature.
Soaker Hose Connection Set Art. No. 1989 or GARDENA Master Unit Art. No. 1354/1355 needs to be fitted to the opening of the soaker hose.

Why do the sprinkler hoses come in different colors?

Brown and green hoses are unobtrusive, depending on the given surface. Orange hoses are purchased by those customers who need a color that stands out so that people don’t trip over the hose and so that it is not overlooked when mowing the lawn.

Are GARDENA Garden Pumps, Electronic Pressure Pumps and Pressure Tank Units frost-proof?

No, none of the GARDENA pumps are frost-proof. They should never be exposed to frost, even if they have been drained. The pumps must be set up in a frost-proof environment or overwintered to prevent frost from damaging the pump hydraulics. In this context, it is important to note that summer houses and garages are generally not fully frost-proof.

How is the GARDENA Spreader XL used and for what purpose?

The GARDENA Spreader XL is ideal for conveniently applying fertilizer and road salt over larger areas. The spreader disc distributes the product perfectly evenly and cleanly. The Spreader XL is easy to operate using the open/close function on the handle, on which the spread rate can also be adjusted. The cover plate on the shooter disc allows you to limit the area to which the product is to be applied and the product won't hit the operator. The spreader can easily be cleaned with water.

How is the GARDENA Hand-Held Caster M be used and for what purpose?

The GARDENA Hand-Held Caster M is ideal for spreading fertilizer and road salt over smaller areas. You can set the quantity of the product to be spread directly on the ergonomically positioned handle. The Hand-Held Caster is operated via a crank. A free-running spreader disc ensures optimum function and spreads the product evenly without tilting or jamming. The container is made of high-quality plastic and is therefore particularly robust.

How is the Spreader L used and for what purpose?

When it comes round to the time to fertilize your garden again, the GARDENA Spreader L is your best option. You can use it to conveniently apply the optimum amount of fertilizer or even road salt over medium-sized areas. It is easy to operate using the open/close function on the handle, on which the spread rate can also be adjusted. The cover slide with sealing lip seals the spreader so tightly that nothing trickles out when standing, filling or after use. The special spreader roller within the GARDENA L Spreader distributes the product completely evenly, cleanly and exactly where you want it to go. The spreader can easily be cleaned with water.

How can I replace the blade disc on my Battery Trimmer EasyCut / ComfortCut Li-18/23(R)?

To replace the blade disc, please see the operators manual on our website, type the article number 9823 in the search field marked with the magnifying glass. Then select ´Documents` and open the offered operator manual. Follow the instructions in the topic 'Troubleshooting - Replacing the plastic blade' step by step.

I am unable to lengthen, fasten or cut off the filament on my GARDENA trimmer cassette.

There can be several reasons why there could be a problem with the filament feed and it can be difficult to work out what these are over the phone. For this reason, the filament feed is explained in full on this information sheet. When only trimming grass, work can continue for an extended period, up to 15 minutes, without re-adjusting (= filament feed). When trimming against hard objects like walls, borders, kerbs, fences, shrubbery etc., the filament will wear out faster depending on the circumstances. To maintain good, seamless cutting performance even in these applications, frequent re-adjustment is necessary! The filament must be re-adjusted at the latest when a) cutting performance markedly reduces (poor cutting results) b) the motor speed increases (this results in a different noise from the trimmer).

Can I regrind or sharpen the blades for the GARDENA Accu Shears?

In principle, if you have the technical equipment to do so, we recommend that any existing nicks, which may be caused by contact with stones, for example, should be smoothed over using a sharpening stone. The cutting edge can also be sharpened a little. If the blades are more severely worn (visible by the fact that the otherwise flat underside of the blades has become convex), the blades would have to be reground on both the face and the cutting side. We do not want to recommend this complex grinding process to our customers as the blades would end up lacking the necessary hardness. We do not recommend regrinding the sets of blades. The desired successful results will no longer be achieved in the long term. Furthermore, the optimum angle of the cutting edge is usually only achieved by special grinding machines. Depending on how the Accu Shears are used, it can be assumed that the

blades will last at least two gardening seasons if looked after properly. Once the set of blades has worn out, it makes most sense to replace them.

Why are the electric motors available as spare parts for GARDENA hedge trimmers, but not the individual carbon brushes?

GARDENA offers a wide range of spare parts as a manufacturer of brand items. In the interest of providing our customers with value for money, it doesn’t always make sense to keep each individual spare parts in stock for each product. When making this decision, we will also take into account demand for each spare part. There is virtually no demand for carbon brushes for trimmers and electric hedge clippers because they last a long time. Hard carbon brushes are used, which wear out extremely slowly. Experience has shown that where carbon brushes are worn out, the collector on which these carbon brushes run will have been used for a long time. In this case, there are two possible causes: Firstly, it may be that the motor has an unusual fault that causes the carbon brushes to fail prematurely. In this case, we recommend that you send the full set of shears or the motor, referring to this correspondence, for root cause analysis and, if necessary, repair/replacement, to the Service address stated in the operating instructions. Secondly, it may be that the hedge clippers have been put under exceptional levels of strain and the motor has already worn out after just a few garden seasons. In this case, replacing the carbon brushes is not the right thing to do. This means that the motors must be completely replaced in the above-mentioned cases.

Why should electrical and battery-powered equipment be stored in a frost-proof place?

During the frost season, electrical and especially battery-powered devices should be stored in a frost-proof place. The reasons are: Plastic parts become brittle at cold temperatures and are then at risk of breaking even under low force. Electronic parts/boards have components that could be damaged at very low temperatures in individual cases. Batteries lose their capacity irretrievably at cold temperatures. Batteries age faster when exposed to frost.

What are the features of my GARDENA Tree Lopper?

Tree Lopper 160 BL/ StarCut 160 plus, Art. No. 8780/ 12000 Weight: 890 g Shaft made from powder-coated aluminium Blade made from tempered steel, non-stick-coated (PTFE). Tree Lopper 410 BL/ StarCut 410 plus, Art. No. 8782/ 12001 Weight: 1900 g Telescopic pipe coated on the outside with plastic (PP) Telescopic pipe aluminium inside Blade made from tempered steel, non-stick-coated (PTFE). Both models: Ball-bearing mounted blades Gear ratio 1:15 Continuously lubricated maintenance-free gearbox 2-edged blade Handle, tension band and wire cable cannot be changed because the shaft is riveted. Carrying sling can be hung up during transportation (having closed the blade)

Why are there different blade shapes at the GARDENA hedge clippers and secateurs?

The blade shapes are adapted to the applications. Straight edge: ideal design for topiary. On the other hand the serrated edge/ridged edges: these are ideal for larger areas.

When should I use bypass shears and when should I use anvil shears?

Bypass shears: used for young, green plants => seamless and precision cutting. Anvil shears: for hard, dry wood => the anvil supports the branch and prevents damage to the bark.

Why can’t I purchase the attachment units separately for the small GARDENA combisystem units?

With small combisystem units, the handles can be removed so that a combisystem small unit extension handle, a combisystem telescopic handle 100 or another combisystem handle can be fitted to the small unit if required. Taking cost into account and the service life of this equipment, the small units without handles are not offered as spare parts (exception: GARDENA pointer).

As a private customer, can I buy spare parts directly from GARDENA?

If you need spare parts, please go to "Service and support" on your local GARDENA website.