



Cordless Pole Chainsaw - E-FORCE 400 II

User Manual

[Revision 1.0 July 2017]

READ THIS MANUAL CAREFULLY BEFORE USE – FAILURE TO DO SO MAY RESULT IN INJURY, PROPERTY DAMAGE AND MAY VOID WARRANTY. • KEEP THIS MANUAL FOR FUTURE REFERENCE. • Products covered by this manual may vary in appearance, assembly, inclusions, specifications, description and packaging.

Safety

Safety messages are designed to alert you to possible dangers or hazards that could cause death, injury or equipment or property damage if not understood or followed. Safety messages have the following symbols:



You **WILL** be **KILLED** or **SERIOUSLY INJURED** if you do not follow instructions.



You **CAN** be **KILLED** or **SERIOUSLY INJURED** if you do not follow instructions.



You **CAN** be **INJURED** if you do not follow instructions or equipment damage may occur.

It is important that you read and understand the instruction manual before use and keep the manual in a safe place for future reference. Safety information presented here is generic in nature – some advice may not be applicable to every piece of equipment.

All safety precautions must be observed to reduce the risk of personal injury when operating the equipment.

The term "equipment" refers to your product, be it electrical mains, battery or petrol engine powered.

IMPORTANT – Handle the equipment safely and carefully.

BEFORE USE - If you are not familiar with the safe operation/handling of this equipment, or are in any way unsure of any aspect of suitability or correct use it for your application, you should complete training conducted by a person or organization qualified in safe use and operation of this equipment, including fuel/electrical handling and safety.

WARNINGS

- Read all safety warnings and all instructions. Failure to follow warnings and instructions may result in electric shock, fire and/or serious injury.
- Do not operate the equipment in flammable or explosive environments, such as in the presence of flammable liquids, gases or dust. Engine and equipment may create sparks or heat that may ignite vapours, dust etc
- Keep clear of moving parts.
- Equipment may be a potential source of electric shock if misused.
- Do not operate the equipment if it is damaged, malfunctioning or is in an excessively worn state.
- Do not allow others to use the equipment unless they have read this manual and are adequately trained.
- When using the equipment, basic safety precautions detailed here must always be followed to reduce the risk of fire, electric shock, personal injury and material damage.
- When wiring electrically powered equipment, follow all electrical and safety codes.
- Ensure all power sources conform to equipment voltage requirements and are disconnected before connecting equipment.

General Work Area Safety

Work areas should be clean and well lit.

Do not operate the equipment if bystanders, animals etc are within operating range of the equipment or the general work area.

Personal Safety

Keep packaging away from children - risk of suffocation! Operators must use the equipment correctly. When using the equipment, consider conditions and pay due care to persons and property.

Prevent unintentional starting of the equipment - ensure equipment and power source switches are in the OFF position before connecting or moving the equipment. Do not carry equipment with hands/fingers touching any controls. Remove any tools or other items that are not a part of the equipment from it before starting or switching on.

Stay alert and use common sense when operating equipment. Do not overreach. Keep proper footing and balance at all times. Do not use equipment when tired or under the influence of drugs, alcohol or medication. This equipment is not intended for use by persons with reduced physical, sensory or mental capabilities.

You must wear appropriate protective equipment when operating, servicing, or when in the operating area of the equipment to help protect from serious injury, including eye injury, inhalation of toxic fumes, burns, and hearing loss. Always wear eye protection. Protective equipment such as respirators, non-skid safety shoes, hard hat, hearing protection etc should be used for appropriate conditions. Other people nearby should also wear appropriate personal protective equipment. Do not wear loose clothing or jewellery, which can be caught in moving parts. Keep hair and clothing away from the equipment.

If devices are provided for the connection of dust extraction and collection facilities, ensure these are connected and properly used. Use of dust collection can reduce dust-related hazards.

General Equipment Use and Care

Do not force the equipment. Use the correct equipment for your application. The correct equipment will perform better and be safer within its design parameters. Do not use the equipment if the ON/OFF switch malfunctions – any equipment that cannot be controlled with the ON/OFF switch is dangerous and must be repaired.

Use the equipment and accessories etc. in accordance with these instructions, considering working conditions and the work to be performed. Using the equipment for operations different from those intended could result in hazardous situations.

Before use, inspect the equipment for misalignment or binding of moving parts, loose components, damage or any other condition that may affect its operation. If damaged, have the equipment repaired by an authorized service centre or technician before use.

Always keep the equipment and accessories (cutting tools, nozzles, bits etc) properly maintained. Keep the equipment, controls and handles dry and free from dirt, oil and grease.

Store the equipment out of reach of children or untrained persons. To avoid burns or fire hazards, let the equipment cool completely before transporting or storing. Never place the equipment in places where there are flammable materials, combustible gases or combustible liquids etc.

The equipment is not weather-proof, and should not be stored in direct sunlight, at high ambient temperatures or locations that are damp or very humid.

Pole Chainsaw Use and Care

- Never stand directly under the branch you are trimming. Always position yourself out of the path of falling debris.
- Never stand on a ladder or other type of unstable support while using the equipment.
- Always use both hands to operate the equipment. Keep a firm, steady pressure while cutting.
- Do not use the equipment to cut branches larger in diameter than the length of the guide bar.
- Keep other persons away from cutting end of equipment and at a safe distance from the work area.
- Do not use the equipment near electrical power or telephone lines. Maintain a minimum clearance of 5m (15') from any power lines.

General battery and Charging Safety

- Use only with the batteries and battery charger specified by the manufacturer.
- When battery is charged, disconnect the charger from the power supply and remove the battery from the charger.
- Batteries can explode in the presence of an ignition source, such as a pilot light. To reduce the risk of serious personal injury, never use any cordless product in the presence of open flame. Exploding batteries can propel debris and chemicals.
- Do not use the charger in wet areas or expose it to rain or water.
- Do not open the battery – danger of short-circuiting and/or explosion.
- Do not attempt to destroy or disassemble the battery pack or remove any of its components.
- Do not touch the battery terminals with metal objects and/or body parts as short-circuit and/or personal injury may result.
- Explosion hazard – protect the battery against heat; for example, direct sunlight and fire. Do not store batteries in vehicles or locations subject to heat.
- Explosion hazard – do not open and/or short-circuit the battery.
- Poison hazard – battery leakage (liquid ejection). Under extreme conditions, liquid may be ejected from the battery – avoid contact. If contact accidentally occurs, immediately seek medical attention, and flush with water. If liquid contacts eyes, immediately seek medical attention, flush with clean water for at least 10 minutes. Liquid ejected from the battery may cause irritation or burns.
- Ensure that the battery charger electrical cord is not subjected to damage or stress. Do not operate the battery charger if it has a damaged electrical cord or plug.
- For best results, charge batteries in temperatures between 7°C (45°F) and 40°C (104°F).
- Dispose of non-serviceable batteries in an environmentally responsible manner and according to local regulations

General Electrical Safety

- Inspect electrical equipment, extension cords, power bars, and electrical fittings for damage or wear before each use. Repair or replace damaged equipment immediately.
- Ensure all power sources conform to equipment voltage requirements and are disconnected before connecting or disconnecting equipment.
- When wiring electrically powered equipment, follow all electrical and safety codes.
- Wherever possible, use a residual current device (RCD).
- Electrically grounded equipment must have an approved cord and plug and be connected to a grounded outlet.
- Do not bypass the on/off switch and operate equipment by connecting and disconnecting the power cord.
- Do not use equipment that has exposed wiring, damaged switches, covers or guards.
- Do not use electrical equipment in wet conditions or damp locations.
- Do not use electrical cords to lift, move or carry equipment.
- Do not tie electrical cords in tight knots and ensure electrical cords do not present trip hazards.

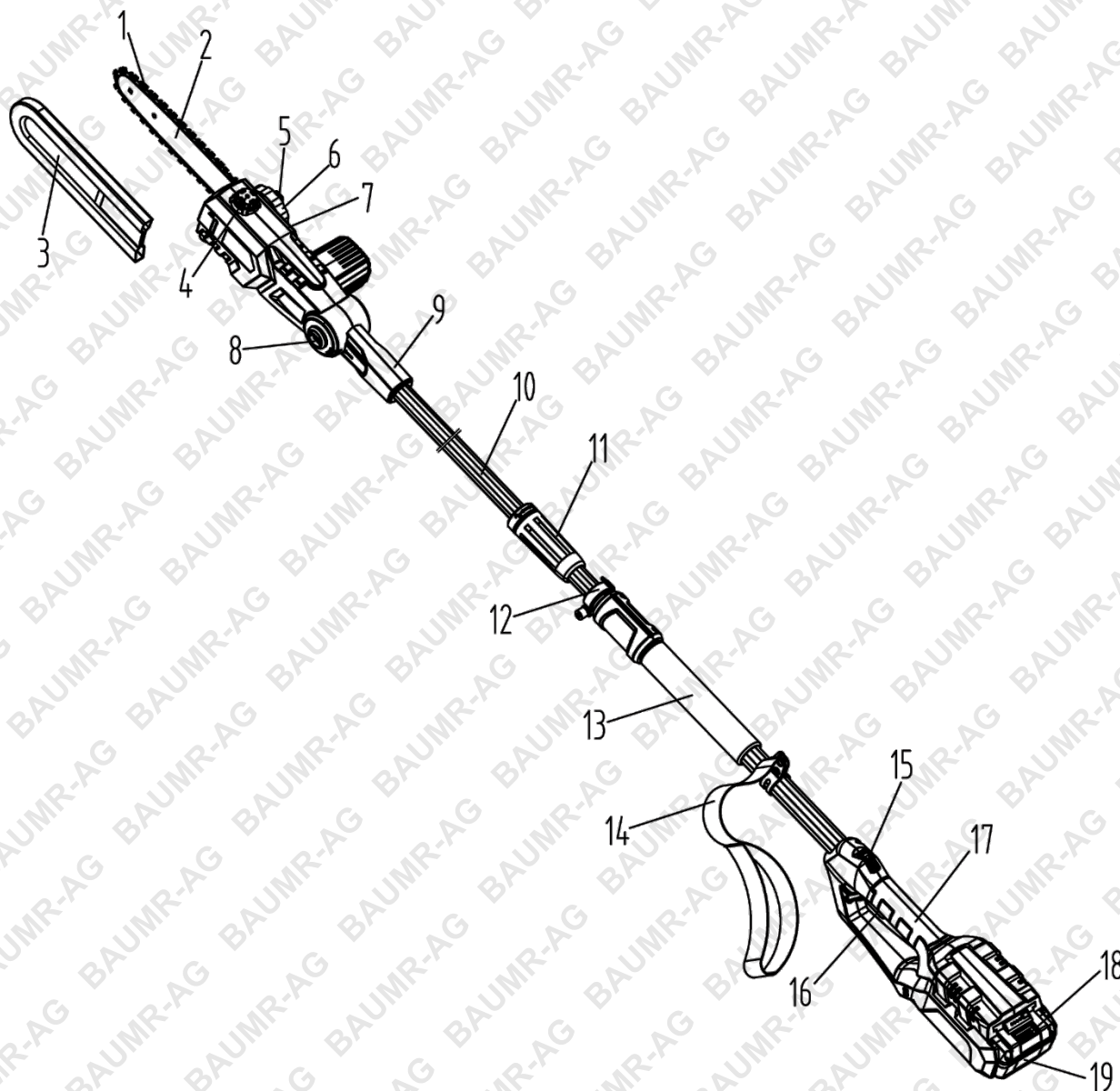
General Service Information

- Have the equipment serviced or repaired at authorized service centres by qualified personnel only.
- Replacement parts must be original equipment manufacturer (OEM) to help ensure that equipment safety is maintained.
- Do not attempt any maintenance or repair work not described in this instruction manual.
- After use, the equipment and components may still be hot – allow the equipment to cool and disconnect spark plugs and/or electrical power sources and/or batteries from it before making adjustments, changing accessories or performing repair or maintenance.
- Do not make adjustments while the equipment is running.
- Perform all service related activities under suitable conditions, such as a workshop etc.
- Replace worn, damaged or missing warning/safety labels immediately.
- Do not clean equipment with solvents, flammable liquids or harsh abrasives.

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Parts Identification



No.	Name	No.	Name
1	Chainsaw Blade	11	Pole Locking Collar
2	Guide Bar	12	Telescopic Pole Clamp
3	Saw Sheath	13	Grip
4	Chain Lubricant Tank Cap	14	Strap
5	Chain Tensioner Lock Nut	15	Trigger Safety Lockout
6	Chain Tensioner	16	Trigger
7	Sprocket Cover	17	Handle
8	Angle Adjustment Button	18	Battery Release Button
9	Pole Connector	19	Battery Pack
10	Extension Pole		

Batteries and Battery Charging



Batteries may come supplied in a low-charge condition for shipping reasons – charge before use. • A battery that is new or has not been used for a long period does not charge to full capacity until after approximately 5 charge/discharge cycles. • Do not recharge batteries after using them if they are not to be used for an extended period. • Recharge batteries only as and when required. • If the battery is warm after use, allow it to cool before charging, otherwise it may not fully charge. • Use only with the batteries and battery charger specified by the manufacturer. • Batteries can explode in the presence of an ignition source, such as a pilot light. Never use any cordless product in the presence of open flame. Exploding batteries can propel debris and chemicals. • Do not use the charger in wet areas or expose it to rain or water. • Ensure that the battery charger electrical cord is not subjected to damage or stress. Do not operate the battery charger if it has a damaged electrical cord or plug. • Do not open the battery – danger of short-circuiting and/or explosion. • Do not touch the battery terminals with metal objects and/or body parts as short-circuit and/or personal injury may result. • For best results, charge batteries in temperatures between 7°C (45°F) and 40°C (104°F). • Dispose of non-serviceable batteries in an environmentally responsible manner and according to local regulations. Charging time varies for different battery types depending on battery capacity and charger output etc. • To prolong battery life, avoid leaving the battery pack on charge for extended periods (over 30 days without use). • During charging, the battery may become warm and some noise may be emitted – this is normal.

Charging

Generally, if the equipment stops during use, the cutting power reduces, or the motor slows considerably, it indicates that the battery needs charging.

The battery pack has indicators that show current charge status. To use the function, press the button (A) on the battery – indicators for 25/50/75/100% charge illuminate as applicable for a brief period.

The battery charger has charge status LED indicators that illuminate and flash in various combinations:

- **Red** – Charger ready.
- **Red Flash** - Battery is currently too hot and cannot be charged. The battery pack should be allowed to cool.
- **Green Flash** – Charging.
- **Green** – Battery charged.
- **Red Flash / Green Flash** - Battery fault detected.

1. Plug the charger (B) into an electrical outlet and switch on.
2. Slide the charging dock (C) fully into the battery (D). The battery charger indicator LEDs will indicate battery charge status. Charging takes approximately 4 hours from fully discharged.
3. When the battery is fully charged, unplug the charger from power supply and remove the battery pack.

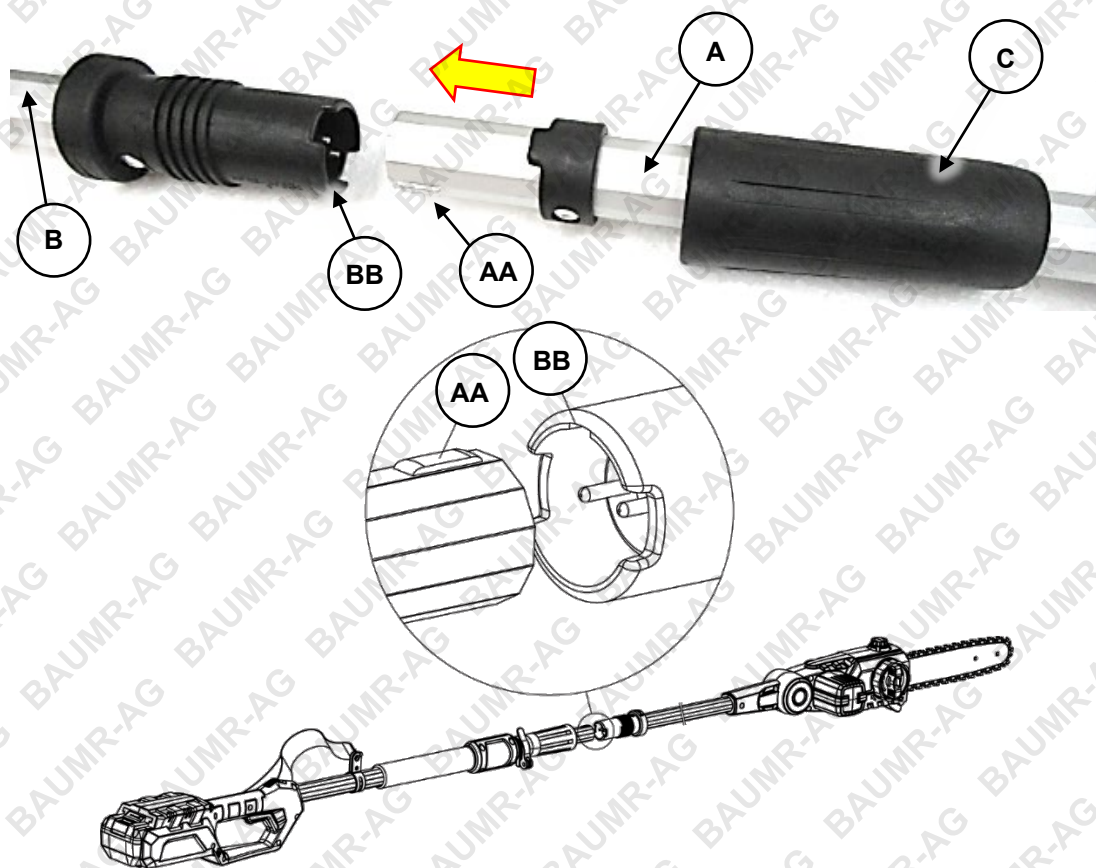


Assembly

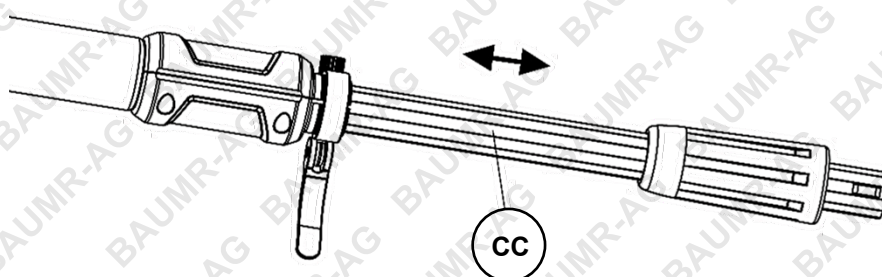
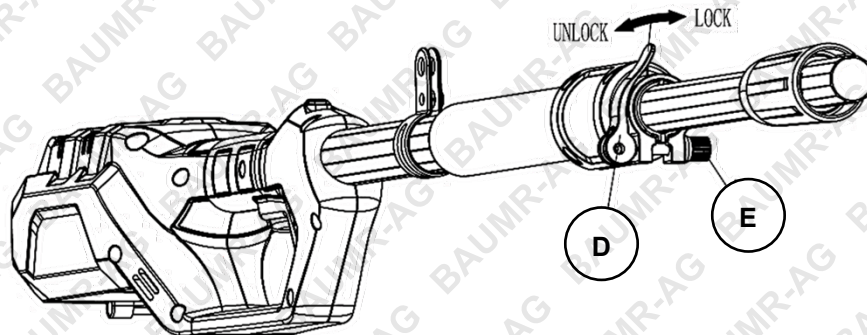


Cutting edges on the saw chain are sharp. Use protective gloves when handling the saw chain.

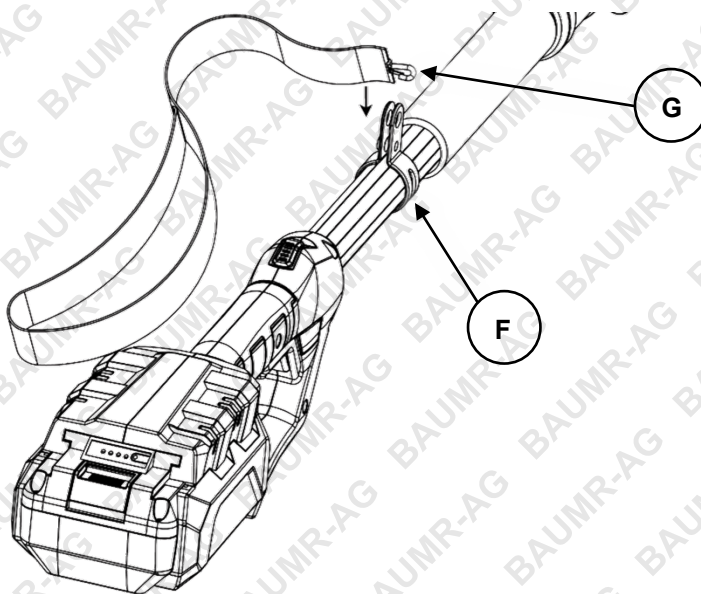
1. Remove the battery from the machine.
2. Attach the telescopic pole (A) and extension pole (B) together – align the poles so the "key" (AA) in the telescopic pole aligns with the notch (BB) in the end of the extension pole, then push the two parts fully together.
3. Slide the locking collar (C) over the end of the extension pole, then rotate it right (clockwise) to screw the parts together. Firmly tighten the collar by hand.



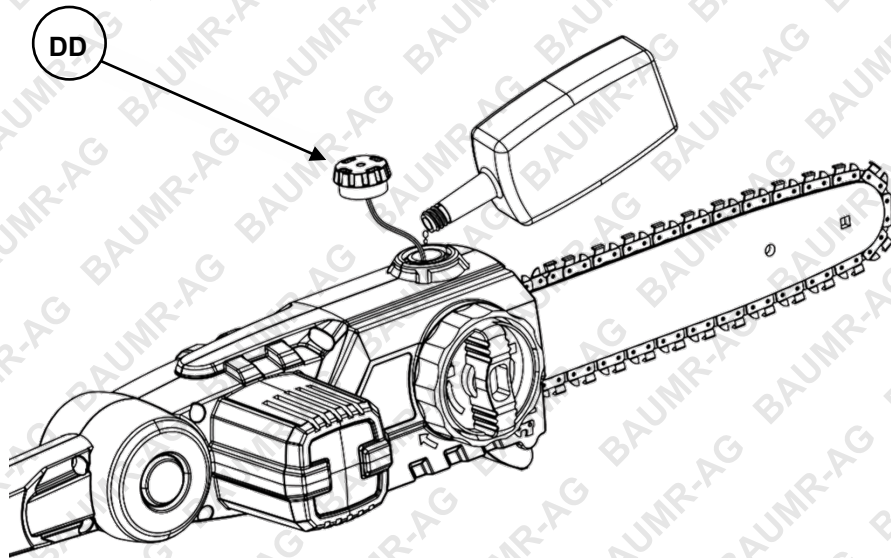
4. To adjust the length of the telescopic tube, if necessary (this can also be performed out before connecting the extension pole), unlock the clamp (D).
5. Slide the telescopic section (CC) to the desired position, then place the clamp in the locked position. Note that you can adjust the tightness of the clamp using the adjustment nut (E), if required – tighten the nut to increase clamping pressure.



6. Position the strap clamp (F) as required, then tighten the screw to secure it. Clip the strap buckle (G) to the strap clamp.



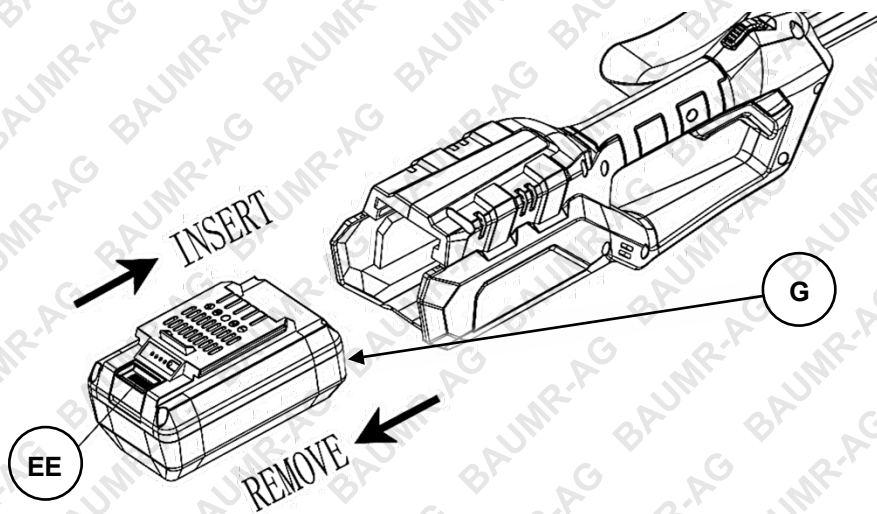
7. Fill the chain lubricant tank with suitable oil, then securely tighten the tank cap (DD).



8. Insert the battery pack (H) – align the slots and grooves in the battery / tool and slide the battery pack into the cavity at the back of the tool handle. Press and hold down the battery release button (EE) when inserting and release the button when the battery is fully inserted. To remove the battery pack, press and hold down the battery release button, then withdraw the battery from the tool.



Fully charge the battery before using it for the first time.



Saw Chain Tension and Adjustment

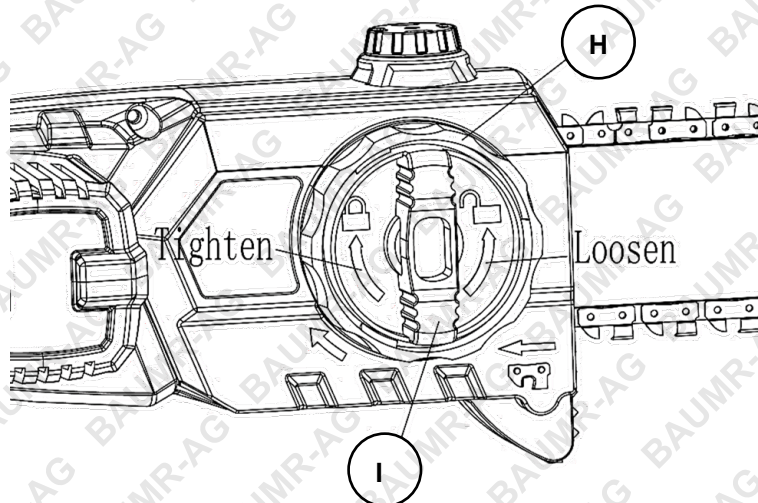


Remove the battery from the tool before servicing. Severe injury or death could occur from contact with a moving chain. • Cutting edges on the chain are sharp. Use protective gloves when handling chain. • The saw chain tension is set at the factory; however, a new chain will stretch. Check chain tension frequently during the first 2 hours of operation. • Before checking chain tension, allow the saw chain to cool. • Do not over-tension chain. Over-tensioning will cause excessive wear and will reduce the life of the guide bar and chain. Over-tensioning also reduces the number of cuts per battery charge.

1. Remove the battery from the tool.
2. Place the tool on a firm, level surface to check chain tension.
3. Pull the chain with light force approximately 3mm (1/8") from the bottom of the guide bar, then release it – if the chain lightly snaps back into place, tension is correct. A "sag" between the chain and guide bar of up to 1.5mm is acceptable.



Adjusting Chain Tension



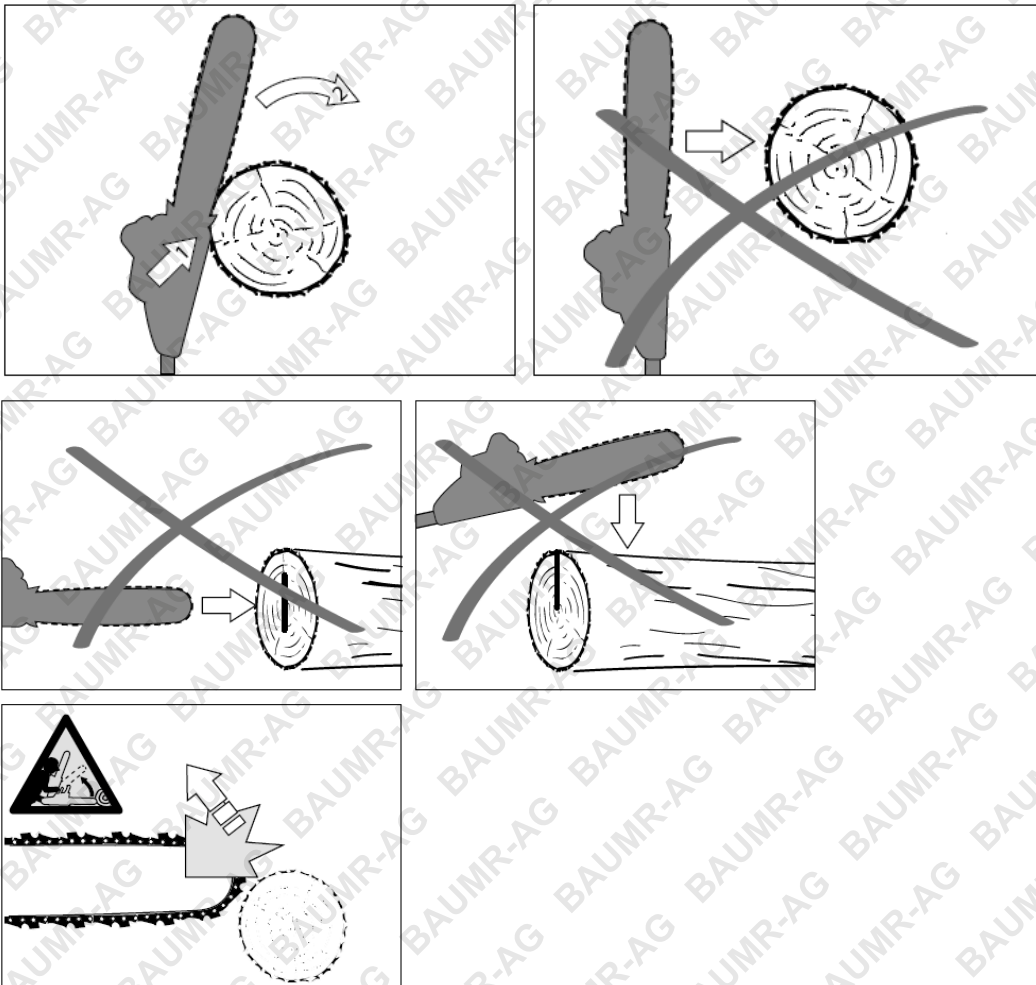
1. Loosen the chain tensioner lock nut (H). Do not remove the nut, just loosen it so the tensioner (I) can be rotated.
2. Rotate the tensioner to the right (clockwise) until the chain is correctly tensioned.
3. Double-check the chain tension.
4. Firmly tighten the chain tensioner lock nut by hand.

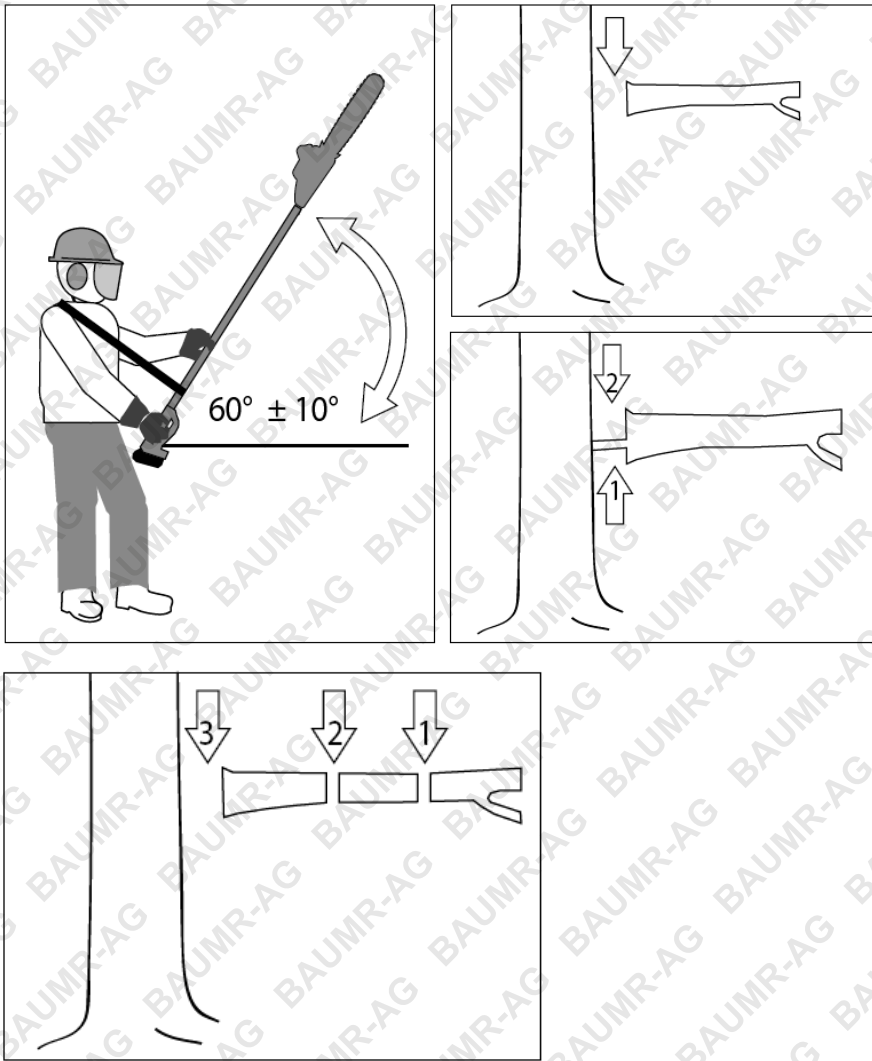
Operation



Never stand directly under the branch you are trimming. Always position yourself out of the path of falling debris. • Never stand on a ladder or other type of unstable support while using the equipment. • Always use both hands to operate the equipment. Keep a firm, steady pressure while cutting. • Do not use the equipment to cut branches larger in diameter than the length of the guide bar. • Keep other persons away from cutting end of equipment and at a safe distance from the work area. • Do not use the equipment near electrical power or telephone lines. Maintain a minimum clearance of 5m (15') from any power lines.

1. Ensure that the chain lubricant tank is filled.
2. Insert a charged battery.
3. Use both hands to firmly grip the tool at the designated grip areas, and use the strap when operating the tool. Thumbs and fingers must wrap around the handle and pole.
4. Make sure your footing is firm. Keep your feet apart, and spread your weight evenly on both feet.
5. When ready to make a cut, press in trigger lockout button and squeeze the trigger to switch the motor ON. Releasing trigger will switch the motor OFF. Make sure saw is running before starting a cut.
6. When starting a cut, place the moving chain against the wood. Hold the tool firmly against the wood to avoid possible bouncing or skating (sideways movement) of the saw.
7. Remove the saw from the cut with the saw running at full speed.
8. Release the trigger to switch the tool OFF. Make sure the chain has stopped completely before setting the tool down.





Maintenance



Remove the battery from the tool before servicing. Severe injury or death could occur from contact with a moving chain. • Cutting edges on the chain are sharp. Use protective gloves when handling chain. • Harsh operating environments such as extreme temperatures, dust etc may necessitate more frequent maintenance. • Maintenance frequencies are based on general factors including a maximum use of approximately 300 hours per year. Apply common-sense when following the maintenance schedule based on your actual use of the product. • Keep reasonable records of maintenance activities for reference. **Failure to follow the maintenance schedule, using incorrect or non-compatible accessories or replacements parts, or general negligence may result in making the product warranty void.**

Cleaning

- Use a brush to remove wood particles and saw dust from the tool.
- Clean the saw body using a soft cloth dampened with a mild detergent mixture. Do NOT use ammonia, abrasives, solvents or flammable liquids to clean the tool. Do NOT submerge the tool in any liquids.

Guide Bar Care

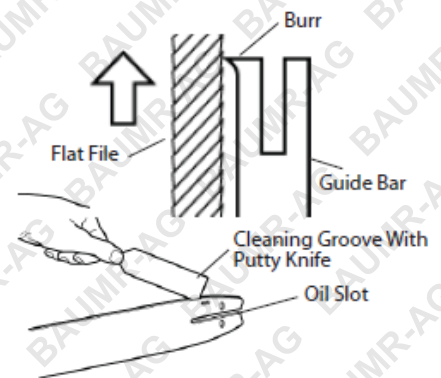
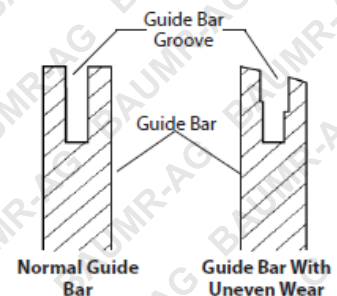
Uneven wear causes most guide bar problems. Incorrect sharpening of the chain cutters and depth gauge settings often cause this. When the guide bar wears unevenly, the chain bar groove tends to widen. This causes chain clatter and rivet popping and makes it difficult to cut straight. A worn or damaged guide bar is unsafe. Replace the guide bar if this occurs.

Inspect the guide bar before sharpening the chain and regularly maintain the guide bar, as follows:

1. Remove the saw chain and guide bar from the tool.
2. Remove any sawdust from the guide bar groove using a putty knife or similar to get to the bottom of the groove.
3. Clean the chain oil slots after each day of use.
4. Remove any burrs from sides of guide bar, using a file. Ensure that the edges are square.

Replace guide bar if the:

- Bar is bent or cracked.
- Inside groove of the bar is badly worn.



Saw Chain Sharpening

Keep the chain sharp to maintain tool efficiency and safety. A dull chain will cause undue sprocket, guide bar, chain, and motor wear. If you must force the chain into the wood and cutting creates only sawdust with few large chips, the chain is dull. To sharpen the chain, you will need.

- 4mm (5/32") round file.
- Depth gauge tool.
- File guide.
- Vice.

- Medium sized flat file.
- 30° filing guide.

Sharpening Cutters

1. Tension the chain.
2. Clamp the guide bar in a vice to hold it steady. Be careful NOT to clamp the chain.
3. Press a 4mm (5/32") round file (attached to a 30° file guide) into the groove between top plate and depth gauge on chain. The file guide should rest on both the top plate and depth gauge (see figure at the right).



File at the midpoint of guide bar. The illustration shows the file guide placement and filing direction for sharpening the cutters on the left-side of the chain.

4. Hold the file guide level. Ensure the 30° mark on the file guide is parallel to centre of the guide bar. This will ensure that you file cutters are sharpened at a 30° angle to the guide bar.
5. File from inside towards outside of the cutter until it is sharp. File in this one direction only.

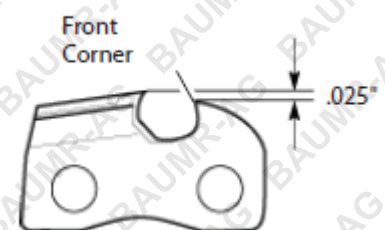
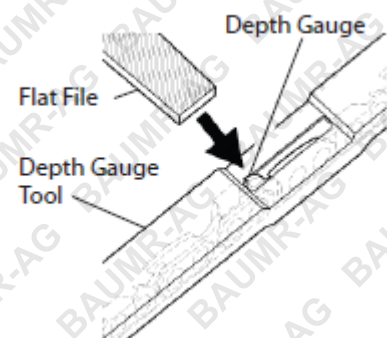
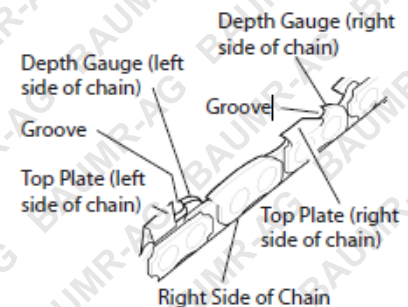
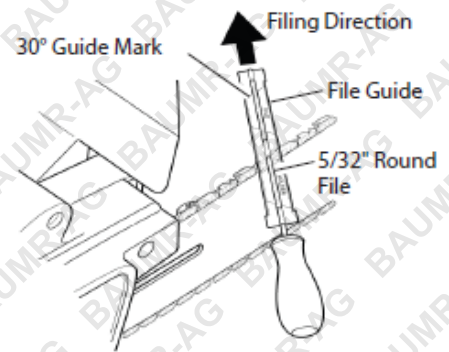


Two or three strokes with the file should sharpen each cutter.

Filing Cutter Depth Gauges

The cutter depth gauge clearance reduces as cutters are sharpened. After every second or third sharpening, reset the cutter depth gauges.

1. Place depth gauge tool (.025") firmly across top of two cutters. Make sure depth gauge enters the slot in the depth gauge tool.
2. Using a medium flat file, file the depth gauge level with the depth gauge tool.
3. Remove the depth gauge tool. Using a flat file, round off the front corner of the cutter depth gauge. After several hand filings, have authorized service centre or sharpening service machine sharpen the chain. This will insure even filing.



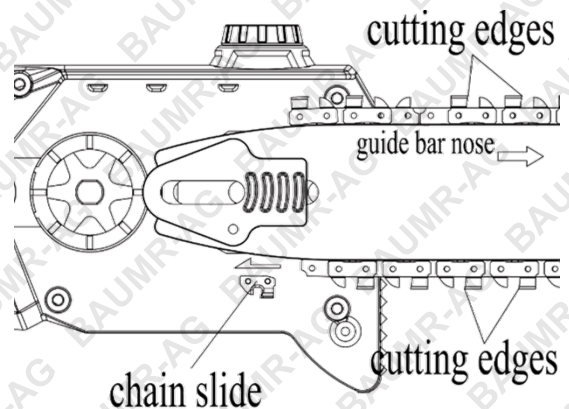
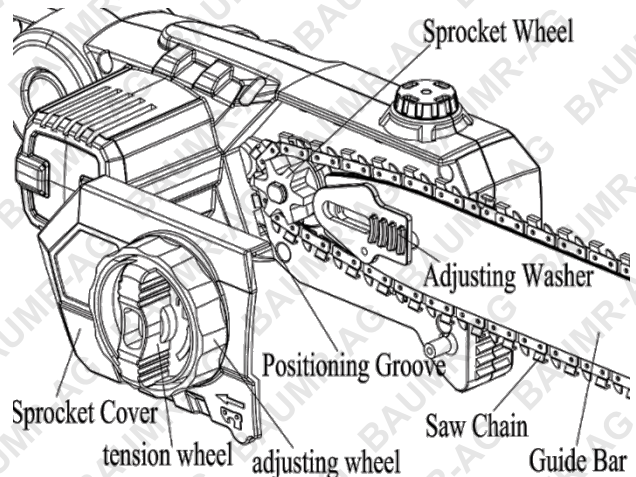
Replacing the Saw Chain



Do NOT clamp the chainsaw in a vice to replace the saw chain or guide bar. • Ensure that the chain cutters are facing the correct direction. If the chain is installed backwards, the tool will vibrate badly and will not cut.

Replace the saw chain when the cutters are too worn to sharpen further or if the chain breaks. Only use replacement chains of the correct type. It is recommended to replace the drive sprocket when replacing the chain. This will maintain proper driving of chain.

1. Loosen the chain tensioner lock nut, then rotate the tensioning wheel to the left (anti-clockwise) to remove all tension from the chain.
2. Continue loosening the chain tensioner lock nut until the sprocket cover assembly can be removed.
3. Remove the saw chain from the guide bar.
4. Place the new chain around the drive sprocket, and along the top groove of the guide bar, and around the guide bar nose. Position the chain so the cutting edges on top of the guide bar face toward the guide bar nose (see images and indicator on the tool side cover).
5. Holding the guide bar and chain, re-install the sprocket cover into position.
6. Rotate the chain tensioner lock nut right (clockwise) to secure the sprocket cover, however, do NOT fully tighten.
7. [Set the chain tension.](#)
8. Firmly tighten the chain tensioner lock nut by hand.



Storage



Cutting edges on the saw chain are sharp. Use protective gloves when handling the saw chain.

If the tool is to be stored for more than 30 days, follow steps below:

1. Remove the battery from the tool.
2. [Charge the battery.](#)
3. Remove and clean the guide bar and chain. Clean the guide bar and chain by soaking in petroleum based solvent or mild soap and water mixture.
4. Dry the guide bar and chain.
5. Place the chain in container filled with oil to prevent corrosion.
6. Wipe a thin coating of oil over the surface of the guide bar.
7. [Clean the saw body.](#)
8. Store the tool and battery with the chain sheath over the guide bar in a secure, dry location out of the reach of children.

Troubleshooting



Do not have the motor running during inspection and maintenance unless specifically required. • The machine should be cool enough to touch before performing maintenance activities. • Some maintenance activities may be beyond the scope of some users. Do NOT attempt procedures that you are not comfortable with, or do not have the necessary tools, experience or knowledge for – take the unit to an authorised service centre or qualified technician for servicing.

The following information may assist in identifying a problem and rectifying it.

Difficulty starting the tool.

Possible Fault	Action
<i>Incorrect procedure</i>	Press the trigger lockout switch and hold in this position, then pull the trigger.
↓	
<i>No voltage</i>	Ensure the battery is charged and is correctly inserted.
↓	
<i>Chain obstructed</i>	Remove the battery and remove any obstructions to the chain.
↓	
<i>Battery or control switch faulty</i>	Have battery and / or machine tested and repaired at an authorised service centre.

Cutting is poor.

Possible Fault	Action
<i>Saw chain dull or damaged</i>	Sharpen or replace saw chain.
↓	
<i>Cutting too much in one pass</i>	Adjust the cutting height and rate of mowing to reduce load on the engine. For tall or very thick grass, cut in several passes. Do not attempt to cut beyond the capacity of the machine.
↓	
<i>Cutting height not suitable</i>	Adjust cutting height as required.

Excessive vibration.

Possible Fault	Action
<i>Saw chain dull or damaged / guide bar worn</i>	Sharpen or replace saw chain. Maintain or replace guide bar.
↓	
<i>Fasteners loose</i>	Check all accessible fasteners for tightness.

Specifications

Battery	40V 4.0Ah Lithium-Ion
Saw Chain	10" Oregon® Double Guard Low Kickback
Chain Speed	4m/s
Bar & Chain Lubrication	Automatic
Chain Lubricant Tank Capacity	100ml
Shaft	Aluminium
Length	2.2m to 2.7m
Charger	240V SAA approved



Some experts believe that the incorrect or prolonged use of almost any product may cause serious injury or death. To help reduce your risk of serious injury or death, refer to the information below. For more information, see www.datastreamserver.com/safety

- | | |
|---|---|
| <ul style="list-style-type: none"> ▪ Consult all documentation, packaging and product labelling before use. Note that some products feature documentation available online. It is recommended to print and retain the documentation. ▪ Before each use, check the product for loose/broken/damaged/missing parts, wear or leaks (if applicable). Never use a product with loose/broken/damaged/missing parts, wear or leaks. ▪ Products must be inspected and serviced (if applicable) by a qualified technician every 6 months. This is based on average residential use by persons of average size and strength, and on a property of average metropolitan size. Use beyond these recommendations may require more frequent inspections/servicing. ▪ Ensure that all users of the product have completed a suitable industry recognised training course before being allowed access to the product. | <ul style="list-style-type: none"> ▪ The product has been supplied by a general merchandise retailer that may not be familiar with your specific application or description of application. Be sure to attain third-party approval from a qualified specialist for your application before use, regardless of any assurances from the retailer or its representatives. ▪ This product is not intended for use where fail-safe operation is required. As with any product (for example, automobile, computer, toaster), there is the possibility of technical issues that may require the repair or replacement of parts, or the product itself. If the possibility of such failure and the associated time it may take to rectify could in any way inconvenience the user, business or employee, or financially affect the user, business or employee, then the product is not suitable for your requirements. This product is not intended for use where incorrect operation or a failure of any kind, including but not limited to, a condition requiring product return, replacement, parts replacement or service by a technician may cause financial loss, loss of employee time or an inconvenience requiring compensation. ▪ If this product has been purchased in error when considering the information presented here, contact the retailer directly for details of their returns policy, if required. |
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