

FAQs - Consumer

Oiling

How often do I need to oil my Clipper blades?
How often do I need to oil my Trimmer blades?

Blades

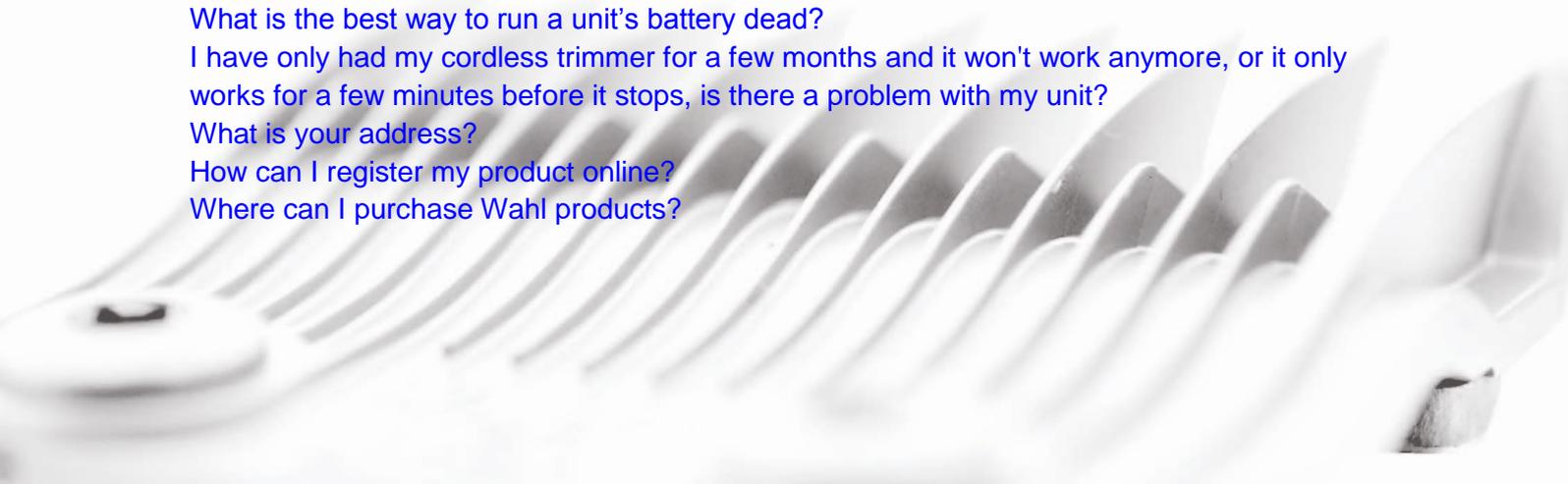
How often do I need to oil my blades?
How do I align my blades?
Where can I purchase new blades?
Can I get my blades sharpened?

Shavers

Where can I have my shaver repaired?
How do I know if my shaver is still under warranty?
Where can I purchase replacement foils & cutters?
What is your address?

Trimmers

My Trimmer seems to pull the hair rather than cut it – does this mean I need new blades?
Can I buy replacement blades cutting Guides or rechargeable batteries for my Wahl Trimmer?
My Trimmer is outside of the guarantee period can I get it repaired?
How often do I need to oil my trimmer blades?
How do I clean my trimmer blades?
The battery in my trimmer is soldered in. Where do I go for repairs?
How long do Nickel-Cadmium batteries last?
What is the best way to run a unit's battery dead?
I have only had my cordless trimmer for a few months and it won't work anymore, or it only works for a few minutes before it stops, is there a problem with my unit?
What is your address?
How can I register my product online?
Where can I purchase Wahl products?



Clippers

My Clipper seems to pull the hair rather than cut it – does this mean I need new blades?

Can I buy replacement blades, cutting guides or rechargeable batteries for my Wahl Clipper?

My Clipper is outside of the Guarantee period can I get it repaired?

How often do I need to oil my blades?

What are the differences between the Professional, Consumer and Animal clippers?

When I go to clip with my mains powered clipper it produces a loud noise?

When I switch on my mains clipper it makes a loud thud is this normal?

How do I align my blades?

What is your address?

How can I register my product online?

Where can I purchase Wahl products?

I am trying to purchase a professional item and the site keeps re-directing me to another site where the product I wish to purchase is not available?

Where can I purchase Spares and Accessories?

How long is the guarantee for my product?

How can I get replacement instructions?

Can I use my clippers abroad?





Innovation since 1919

Oiling

Q: How often do I need to oil my Clipper blades?

In order to ensure that you get the life and performance out of your clipper, we recommend regular oiling. To oil properly, the unit should be held in such a way that the blades are in a downward position. With the clipper or trimmer running, dispense 2-3 drops of oil across the top blade (Use Wahl Clipper oil ONLY! Other oils will gum up the blades.) Wipe off excess oil so it does not run into the motor compartment. Oil in the motor compartment will eventually damage the motor. Blades should be oiled after cleaning with Hygienic spray. Clipper should be oiled with each use.

Q: How often do I need to oil my Trimmer blades?

For best results, put one or two drops of Wahl clipper oil on the blades only when necessary, or approximately once a month for consumer products or once a day for professional products. When oiling your trimmer, turn the trimmer ON, hold the unit with the blades facing down and squeeze one or two drops of oil onto the blades. Wipe off excess oil with a soft cloth.

NOTICE: DO NOT OVER OIL, Excessive oiling or application of liquids will cause damage if allowed to seep back into the motor.



[Back to the top](#)

Blades

Q: How often do I need to oil my blades?

In order to ensure that you get the life and performance out of your clipper or trimmer, we recommend regular oiling. To oil properly, the unit should be held in such a way that the blades are in a downward position. With the clipper or trimmer running, dispense 2-3 drops of oil across the top blade (Use Wahl Clipper oil ONLY! Other oils will gum up the blades.) Wipe off excess oil so it does not run into the motor compartment. Oil in the motor compartment will eventually damage the motor. Blades should be oiled after cleaning with Hygienic spray. Clipper should be oiled with each use. Trimmers should be oiled once a day or after several usages.

Q: How do I align my blades?

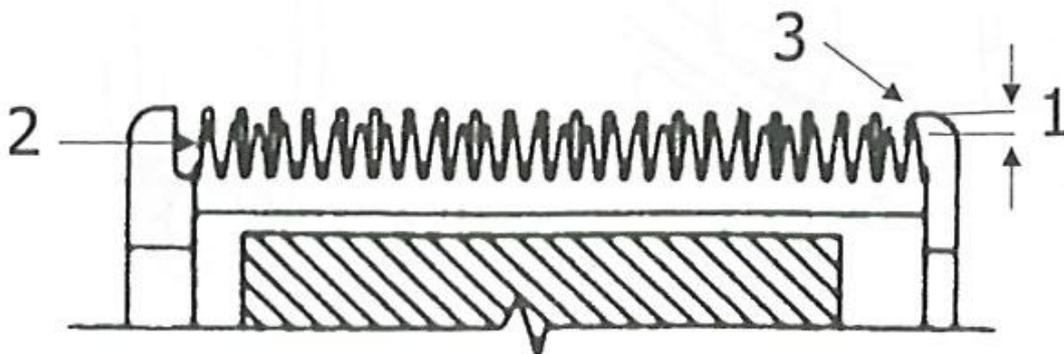
On Clippers with adjustable blades Your Wahl Clipper blades were oiled and aligned before

Leaving our factory, however it is possible for the blades to get bumped out of alignment. Blades must be realigned if they have been removed for cleaning or replacement. To determine if realignment is necessary, compare your clipper blades with this sketch.

1 End of the top blade teeth should be 8mm to 1.6mm back from bottom blade. This is important so that the clipper doesn't cut too close or allow the moving cutter to touch the skin.

2. Extreme left hand tooth or top blade must be covering or be to the left of the first small tooth of bottom blade.

3. Extreme right hand tooth of top blade must be touching the big tooth on the bottom blade.





Innovation since 1919

Q: Where can I purchase New Blades?

Spares & accessories can be purchased from www.wahlstore.co.uk please note not all spares are listed on our website.

Q: Can I get my blades sharpened?

Yes most blades can be sharpened, we offer a Blades exchange service in which we swap your blades for pre-sharpened blades; this enables us to offer a 24 hour turnaround, please see <http://wahlglobal.com/united-kingdom/hairstyling/blade-sharpening.html>



[Back to the top](#)



Innovation since 1919

Shavers

Q: Where can I have my shaver repaired?

You may take it to a local authorised Service Centre; alternatively send it to Wahl (UK) Limited.

Q: How do I know if my shaver is still under warranty?

With the receipt, the two-year warranty period begins on the day of purchase. Without the receipt, it begins on the date the shaver was manufactured. Look on the bottom of your shaver, near the power cord. The first set of numbers you will find indicates the week of the year the shaver was manufactured. The second set is the year.

Q: Where can I purchase replacement foils & Cutters?

Spares & accessories can be purchased from www.wahlstore.co.uk please note not All spares are listed on our website.

Q: What is your address?

Wahl (UK) LTD, Herne Bay Trade Park, Sea Street, Herne Bay, Kent, CT6 8JZ



[Back to the top](#)



Trimmers

Q: My Trimmer seems to pull the hair rather than cut it – does this mean I need new blades?

When your blades start to pull the hair the first thing to try is, Apply two drops of clipper oil to the blades and test cut again. (Oil lubricates the blades and allows them to run at the correct speed and ensure better cutting. It also helps the Clipper run cooler. If your clipper blades are still pulling the hair you will need to replace your blades or alternatively have them sharpened.

Q: Can I buy replacement blades cutting Guides or rechargeable batteries for my Wahl Trimmer?

Yes. Spares and accessories are available to purchase from our web site www.wahlstore.co.uk Just click on the image of your trimmer and select the spare parts you require.

Q: My Trimmer is outside of the guarantee period can I get it repaired?

Yes, we provide a service exchange, in which we will exchange your trimmer for a quality approved pre serviced unit. Or service your own if requested.

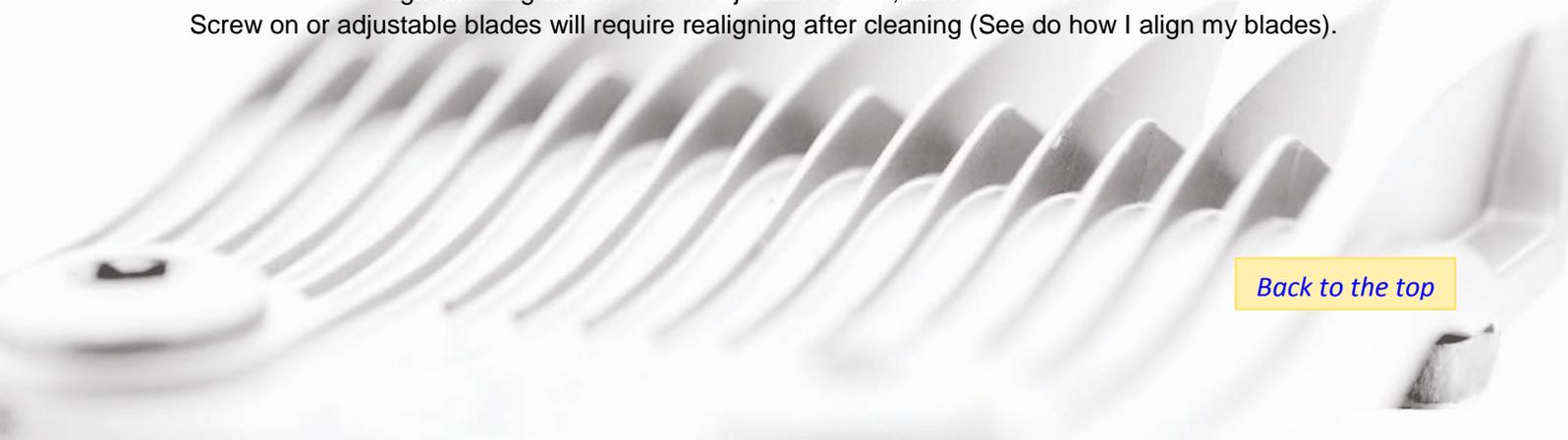
Q: How often do I need to oil my Trimmer blades?

For best results, put one or two drops of Wahl clipper oil on the blades only when necessary, or approximately once a month for consumer products or once a day for professional products. When oiling your trimmer, turn the trimmer ON, hold the unit with the blades facing down and squeeze one or two drops of oil onto the blades. Wipe off excess oil with a soft cloth.

NOTICE: DO NOT OVER OIL, Excessive oiling or application of liquids will cause damage if allowed to seep back into the motor.

Q: How do I clean my Trimmer blades?

Unplug or turn off clipper remove any attachment comb, Hold clipper at a downward angle and brush off excess hair with cleaning brush, Hygienic cleaning spray can be used, re oil blades after cleaning. For a more thorough cleaning where there are jammed hairs, blades should be removed and cleaned. Screw on or adjustable blades will require realigning after cleaning (See do how I align my blades).



[Back to the top](#)



Innovation since 1919

Q: The battery in my trimmer is soldered in. Where do I go for repairs?

Return your trimmer to an authorised service centre or direct to Wahl (UK) Limited for a service Exchange.

Q: How long do Nickel-Cadmium batteries last?

With proper maintenance, Ni-Cd batteries should last from 2-5 years. These batteries should be completely discharged at least once a month and recharged overnight for 16 hours.

Q: What is the best way to run a unit's battery dead?

Simply turn the unit "ON" and either lay it down or set it in the charging stand when the stand is unplugged. IMPORTANT: Do not leave the unit in the "ON" position after the unit has run dead. Once the battery is dead, immediately turn the switch to "OFF" and plug in the stand to recharge completely.

Q: I have only had my cordless trimmer for a few months and it won't work anymore, or it only works for a few minutes before it stops, is there a problem with my unit?

On any cordless rechargeable product, you must use the unit frequently to keep it operating properly. As stated in the instruction booklet, you should run the trimmer's battery completely dead at least once a month, otherwise, if you only use the unit two minutes every day eventually it will work for only two minutes between charges. Thus, to prolong the life of your unit, you should completely discharge the battery at least once a month.

Q: What is your address?

Wahl (UK) LTD, Herne Bay Trade Park, Sea Street, Herne Bay, Kent, CT6 8JZ

Q: How can I register my product online?

To register your product visit www.wahl.co.uk this will direct you to the home page and on the very top of the home page by the Wahl logo there are three options, Contact, Login & Register.

Please note your product registration does not honour your guarantee in any way it is purely for marketing research purposes. Please retain your till receipt as this is your proof of purchase, and will be needed if making a Guarantee claim.

[Back to the top](#)



Innovation since 1919

Q: Where can I purchase Wahl products?

A wide selection of Wahl products can be purchased on the high street.

Wahl Products can be purchased on www.wahlstore.co.uk or by calling Customer Services on 01227 744330 to place a telephone order.

Professional Hair products can be purchased from your local Hairdressing wholesalers

To view our full range of products visit www.wahl.co.uk



[Back to the top](#)



Innovation since 1919

Clippers

Q: My Clipper seems to pull the hair rather than cut it – does this mean I need new blades?

When your blades start to pull the hair the first thing to try is, Apply two drops of clipper oil to the blades and test cut again. (Oil lubricates the blades and allows them to run at the correct speed and ensure better cutting. It also helps the Clipper run cooler. If your clipper blades are still pulling the hair you will need to replace your blades or alternatively have them sharpened.

Q: Can I buy replacement blades, cutting guides or rechargeable batteries for my Wahl Clipper?

Yes. Spares and accessories are available to purchase from our web site www.wahlstore.co.uk Just click on the image of your clipper and select the spare parts you require.

Q: My Clipper is outside of the Guarantee period can I get it repaired?

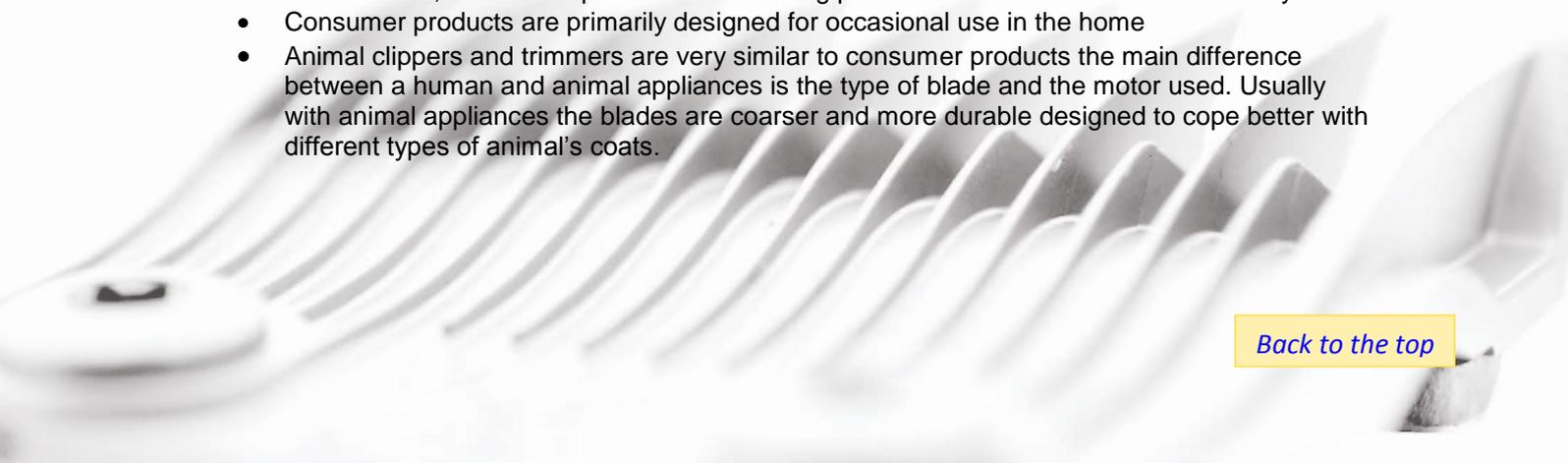
Yes, we provide a service exchange, in which we will exchange your clipper for a quality approved pre serviced unit. Or service your own if requested. Make a pre-payment for this service by calling our customer service team on 01227 744330

Q: How often do I need to oil my blades?

Always oil your blades before and after each haircut. Due to the high speed of this clipper the correct type of oil must be used. Only use oil intended for use in clippers, such as Wahl Clipper Oil. Do not ever use hair oil, grease or any oil mixed with kerosene or any solvent as this will evaporate and leave thick gummy oil to slow down the blades, Clipper Oil is a very thin natural oil which will not evaporate and will not slow down the power.

Q: What are the differences between the Professional, Consumer and Animal clippers?

- Professional products are primarily designed for use in professional environments such as Hairdressers, Barber Shops and Pet Grooming parlours and are built to withstand daily use.
- Consumer products are primarily designed for occasional use in the home
- Animal clippers and trimmers are very similar to consumer products the main difference between a human and animal appliances is the type of blade and the motor used. Usually with animal appliances the blades are coarser and more durable designed to cope better with different types of animal's coats.

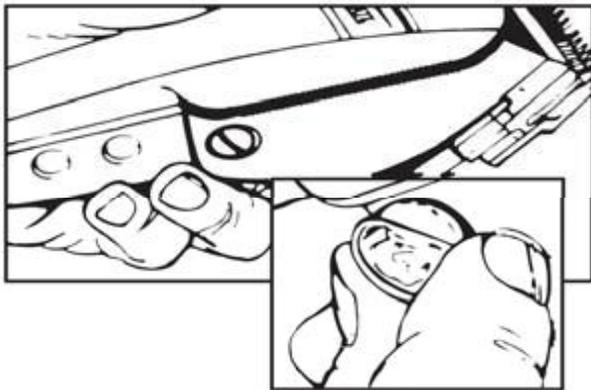


[Back to the top](#)

Q: When I go to clip with my mains powered clipper it produces a loud noise?

This means the blades require oiling or your power screw located on the right hand side of the clipper requires adjusting.

To adjust this, plug in the clipper and turn it on, then turn the power/voltage screw anti-clockwise until the noise subsides to a standard running noise, then carry on and adjust it a further quarter of a turn. If adjusted correctly this should have resolved the problem. Alternatively please refer to your instruction booklet.

**Q: When I switch on my mains clipper it makes a loud thud is this normal?**

This is quite normal. The motor is electromagnetic and depending on how it catches the flow of electricity, can make a loud noise (similar to a hand clap) when first Switched on, but this does not mean the clipper is faulty or unsafe to use.

Q: How do I align my blades?

On Clippers with adjustable blades Your Wahl Clipper blades were oiled and aligned before

Leaving our factory, however it is possible for the blades to get bumped out of alignment. Blades must be realigned if they have been removed for cleaning or replacement. To determine if realignment is necessary, compare your clipper blades with this sketch.

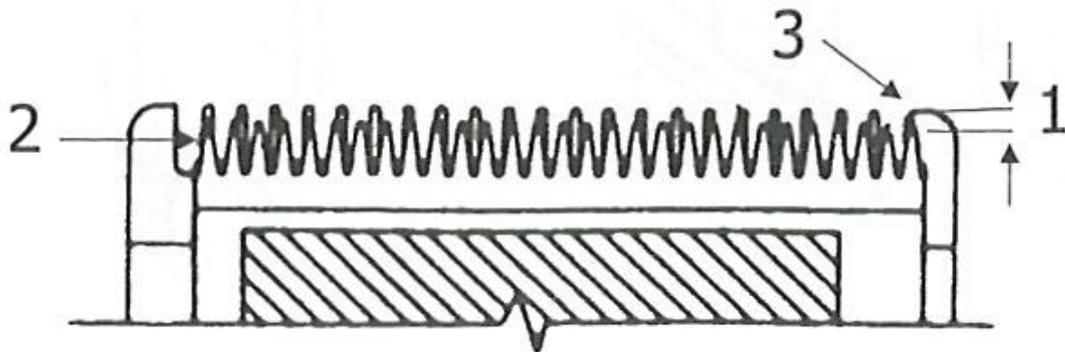
1 End of the top blade teeth should be 8mm to 1.6mm back from bottom blade. This is important so that the clipper doesn't cut too close or allow the moving cutter to touch the skin.

2. Extreme left hand tooth or top blade must be covering or be to the left of the first small tooth of bottom blade.

3. Extreme right hand tooth of top blade must be touching the big tooth on the bottom blade.



Innovation since 1919



Q: What is your address?

Wahl (UK) LTD, Herne Bay Trade Park, Sea Street, Herne Bay, Kent, CT6 8JZ

Q: How can I register my product online?

To register your product visit www.wahl.co.uk this will direct you to the home page and on the very top of the home page by the Wahl logo there are three options, Contact, Login & Register.

Please note your product registration does not honour your guarantee in any way it is purely for marketing research purposes. Please retain your till receipt as this is your proof of purchase, and will be needed if making a Guarantee claim.

Q: Where can I purchase Wahl products?

A wide selection of Wahl products can be purchased on the high street.

Wahl Products can be purchased on www.wahlstore.co.uk or by calling Customer Services on 01227 744330 to place a telephone order.

Professional Hair products can be purchased from your local Hairdressing wholesalers

To view our full range of products visit www.wahl.co.uk

Q: I am trying to purchase a professional item and the site keeps re-directing me to another site where the product I wish to purchase is not available?

www.wahl.co.uk is an information site only; please contact your local Hairdressing Wholesaler to purchase professional products.

[Back to the top](#)



Innovation since 1919

Q: Where can I purchase Spares and Accessories?

Spares & accessories can be purchased from www.wahlstore.co.uk please note not All spares are listed on our website.

Q: How long is the guarantee for my product?

Please refer to the guarantee section of your instruction booklet to identify how long your product is guaranteed for.

Q: How can I get replacement instructions?

Instruction booklets are available to download on PDF Format. COMING SOON....

If you can't find the instruction booklet you need please contact customer Service on 01227 744330 if the instruction booklet required is not available in electronic form we will be happy to post you out a hard copy.

Q: Can I use my clippers abroad?

Our main powered clippers can be used with European countries with a plug adapter (220-240v, 50Hz)

This also applies to rechargeable trimmers/clippers

Please note: the power of your product is displayed on the data label. Products marked 100 -240v 50/60HZ can be used world wide, but a plug adapter is required.



[Back to the top](#)