

# User Manual

**The UpperHand™**  
**LadderLess Home Care™ System**  
is designed to make overhead tasks simple and safe to perform.

**Carefully read all manual instructions  
for proper use and safety guidelines.**

We hope you enjoy your UpperHand™ experience.

**INSTRUCTIONS, WARRANTY, AND TROUBLESHOOTING**



**KEVIN TROUDT, INVENTOR & CEO**



# CAUTION



**READ THESE INSTRUCTIONS PRIOR TO USE!**

**Your UpperHand™ Kit comes with a specially designed adjustable pole and three task-specific tools that can be used in hand or on the pole. The kit includes an adjustable 10' pole, pruner with four stage ratcheting action, angular adjustable saw, and a spray can holder. Each tool works as well in your hand on the ground as on the pole.**

## INSTRUCTIONS

### Attaching Tool to Pole

To use the pole, select the desired UpperHand™ attachment. To install the tool to the pole:

- Line up the “key” (found at the handle end of the tool) to matching recess on the “receiver”, opposite the “lever” end of the pole.
- Push the attachment into the receiver until you hear the “click”.
- Test that the connection is secure by pulling on the tool; it should remain fixed to the receiver. If the tool releases, repeat the above steps until the tool is secure.
- Now you are ready to work. Adjust your UpperHand™ pole to the desired length, squeeze the handle lever, and using our RLA™ (Remote Lever Actuation), the tool will do the rest.



### Adjustable Pole Instructions

To adjust the pole length:

- Unlock “cam lock” by pulling the lever away



from the pole.

### Tool Instructions

Your UpperHand™ tools can be used in hand or on the pole. Please pay attention to the different way each tool operates when in hand or on the pole.



**PRUNER:** Your UpperHand™ pruner has a unique “4 stage ratcheting” feature. This means you do not need to strain to cut through thicker limbs. When using in hand mode or pole mode, it is important to use the pruner in the correct way:

- Slide the branch firmly under the blade (it may help to give a slight downward twist using the blade handle).
- Close the shears until resistance is felt (stage 1). Do not force the pruners beyond this point.
- Allow the shears to open slightly; you will hear a ‘click’ as the pawl engages the next notch of the ratchet mechanism (stage 2). **No need to open the shears any further.**
- Again close the shears until resistance is felt. Repeat for stages 3 and 4 until the branch is cut.



When cutting small branches or shoots, you can bypass the ratchet action by cutting with the tip of the blade.

When using pruner on the pole, follow the above steps by squeezing the lever on the pole as if the pruner were in your hand.

**MAINTAINING YOUR PRUNER:** After use, simply wipe blades clean of moisture and sap, and occasionally apply a little oil to the ratcheting mechanism.

**ANGULAR ADJUSTABLE SAW:** The UpperHand<sup>™</sup> saw has a useful angular adjusting feature that gives you just the right angle you need to make quick work of larger limbs.

- To adjust saw blade angle of attack, pull “thumb” switch back toward handle.
- Push the blade against tree limb to desired position.
- Release thumb switch and press blade downward until it locks into position.



To use saw with pole, secure saw to pole (see section “Attaching Tool to the Pole”). When using saw on the pole follow the above steps by squeezing lever on the pole as if the saw were in your hand.



**WARNING:** When using the saw do not pull back on thumb switch when in hand mode the same applies when in pole mode do not pull on lever while sawing, doing this will cause the saw to unlock from position and slip. Always STOP the sawing motion when adjusting saw blade angle.

**SPRAYER:** Your UpperHand<sup>™</sup> sprayer is a very versatile tool and may be used for many useful tasks such as painting chores, pest control, wasp nests, and cleaning. You're limited only by your imagination. To install an aerosol spray can in “can holder clamp”:

- Open clamp by turning the “thumb screw.”

- Slide clamp over top of can and tighten thumb screw until can is secure in sprayer handle clamp, making sure there is a small gap between sprayer lever depressor and can nozzle button.



- Make sure spray can nozzle is pointing forward, away from the handle. If not, loosen clamp, readjust, and then retighten clamp.



- To actuate sprayer squeeze lever slightly until spray mist is visible; no need to squeeze lever too hard.



When using sprayer on the pole follow the above steps to secure spray can to UpperHand<sup>™</sup> sprayer and attach to pole (see section “Attaching Tool to the Pole”), squeeze lever on the pole as if the sprayer were in your hand.



# UpperHand™

## LADDERLESS HOME CARE™ SYSTEM

### WARRANTY POLICY, RETURNS & SAFETY WARNINGS

#### **MONEY BACK GUARANTEE:**

All UpperHand™ tools have a 30 day no questions asked money back guarantee. It's as simple as that!

#### **LIFETIME WARRANTY:**

Stretta, Inc. warrants that your UpperHand™ Ladderless Home Care™ System is free of defects in materials and workmanship for the life of the product! Stretta® will repair or replace if repair is unavailable the defective product. Shipping & Handling not included.

To use warranty coverage, simply contact our customer service department at 1-877-379-1651 for Return Authorization. Then return the product to Stretta® using the address below. Item must be received no later than 2 weeks after your return authorization is given.

**This warranty is void** if this product is ever used while providing commercial services.

#### **RETURN POLICY:**

All UpperHand™ tools purchased from Stretta® for non-commercial use have a 30 day no questions asked money back guarantee. If you are not satisfied with our product, return it within 30 days. Refunds will not be issued until Stretta® receives the returned product with proof of purchase. Upon receipt of the product and proof of purchase, we will give you credit for the purchase amount (less Shipping & Handling). All refunds will be made to the credit/debit card used in the original purchase.

Please allow 2-3 weeks from the return shipped date for your account to be credited, and 1-2 billing cycles for the credit to appear on your statement. Please note that your banking institution may require additional days.

#### **Shipping Note:**

Securely pack and seal the product with proof of purchase (if a return) and send back to us using an insured or tracking service to the below address. This will provide you with recourse on your package. Stretta® cannot accept responsibility for packages that we do not ship ourselves.

**Mail package to:**           **UpperHand**  
                                      **7850 Ruffner Avenue, Dept. 4000**  
                                      **Van Nuys, CA 91406**

**Customer Service:**       **1-877-379-1651 M-F 5am-5pm PST**



## SAFETY & WARNINGS

Read and follow Instructions from the User Manual and Safety & Warnings information before using your UpperHand<sup>™</sup> product. The UpperHand<sup>™</sup> LadderLess Home Care<sup>™</sup> System must be used only as described in the directions. Uses outside of what is listed in the UpperHand<sup>™</sup> LadderLess Home Care<sup>™</sup> System User Manual is at the discretion and responsibility of the purchaser.

### WARNINGS:

- **DANGER! RISK OF ELECTROCUTION!** Do not use the UpperHand<sup>™</sup> product within 50 feet (15 meters) of any power lines or electrical wires. Failure to heed this warning may result in serious injury or death by electrocution.
- DO NOT use the UpperHand<sup>™</sup> product to cut anything other than tree limbs.
- DO NOT use the UpperHand<sup>™</sup> product while cutting directly above your head.
- DO NOT use the UpperHand<sup>™</sup> product while standing on a ladder or other unstable surfaces.
- DO NOT use the UpperHand<sup>™</sup> product while in trees or while climbing trees.
- DO NOT use any UpperHand<sup>™</sup> product with sharp edges around children or other adults.
- Always store the UpperHand<sup>™</sup> product out of the reach of children. Not for use by anyone under the age of 18.
- Only operate the UpperHand<sup>™</sup> product from a secure working position. Insecure positioning may cause the user to fall or drop the UpperHand<sup>™</sup> product, putting the user and others on the ground at risk of injury.
- Keep others away from work area.
- Guard against endangering people or property with falling branches or debris.
- Always use a hard hat eye protection when using the UpperHand<sup>™</sup> product.
- The saw blade and pruner blade are extremely sharp, do not touch or make contact with any body parts.
- Use extreme caution when lowering or adjusting the saw blade/pruner as it may cause injury to your head or other parts of your body that it may come in contact with.
- When using the spray can holder, hold nozzle away from face at all times. This is true for use with any spray can product that can be inserted into the spray can holder. Follow all instructions and safety warnings listed on the spray can product at all times. Stretta<sup>®</sup>, Inc. cannot be held responsible for any harm that comes as a result of mishandling spray cans.
- Failure to heed all safety warnings and instructions could result in serious bodily injury or property damage.
- Improper use of the UpperHand<sup>™</sup> product can cause serious or fatal injury.

Stretta, Inc., its affiliates, subsidiaries, importers, distributors and dealers are not responsible for and shall not be liable for any fatality, injury, loss, or damage resulting from improper use of the UpperHand<sup>™</sup> product.

The person ultimately responsible for your safety is you.


### CARE INSTRUCTIONS:

Clean blades periodically with solvent to remove residue and lightly oil. This will prolong the life of the blades.

**WARNING:** Use extreme caution when cleaning to avoid injury.

# UPPERHAND™ LADDERLESS HOME CARE SYSTEM™

## TROUBLESHOOTING

TOOL	PROBLEM	PROBABLE CAUSE	SOLUTION
Pole	Upper tube moves into lower pole when lever is pulled	Adjustment lock lever is not closed.  Adjustment lock clamp too loose.	Close pole adjust lock lever.  Open lock lever, tighten adjust lock clamp nut clockwise one full turn, close lock lever and test, repeat until pruner finishes cut.
Pruner	Pole lever moves but pruner does not cut.	Pruner internal linkage not connected to receiver.	Remove and re-attach pruner to pole receiver and listen for the 'click.'
Pruner	Pruner cuts only part way through branch.	Improper technique while actuating lever.	Follow steps in Pruner Tool Instructions on page 2
Pruner	Blade cuts most of the way through branch but won't finish.	Improper technique while actuating lever.  Pruner lever needs adjusting.	Follow steps in Pruner Tool Instructions on page 2  Locate recessed set screw at end of lever, using 5/32" allen wrench turn screw clockwise 180 degrees, this brings the blade closer to the anvil.  
Saw	Saw unlocks from position while cutting.	Improper technique while sawing.	Be sure not to squeeze lever it will unlock the saw from its current position. It is best to hold pole at its base and not the handle and lever while sawing.
Saw	Saw unlocks from position while cutting	Saw internal linkage not connected to the pole receiver.	Remove and re-attach saw to pole receiver listen for the click making sure receiver lock is seated.
Sprayer	Premature or continued spraying from aerosol can	Improper setup of aerosol can in Sprayer can holder.	Make sure there is a small gap (approx. 1/16") between Sprayer Trigger and aerosol can nozzle when securing spray can in holder.
Sprayer	Aerosol sprays the wrong direction (not spraying forward).	Improper orientation of aerosol can nozzle in holder.	Make sure spray can nozzle orifice is pointing forward opposite handle.
Sprayer	Sprayer does not actuate when pole lever is pulled.	Improper setup of aerosol can in Sprayer can holder, Gap between Sprayer trigger and aerosol can nozzle is too big.	Re-adjust can holder to close the gap between Sprayer trigger and Can nozzle to no more than approx. 1/16"
Sprayer	Sprayer does not actuate when pole lever is pulled.	Sprayer internal linkage not connected to the pole receiver.	Remove and re-attach Sprayer to pole receiver listen for the click making sure Pole Receiver lock is seated.

**The UpperHand™ Ladderless Home Care™ System** is a product of Stretta, Inc. For more information contact customer service by phone at 877.379.1651, by e-mail at [customerservice@upperhand.com](mailto:customerservice@upperhand.com) or by post to **UpperHand, P.O. Box 7685, Van Nuys, CA 91409**



The Ladderless Home Care System™

[www.upperhand.com](http://www.upperhand.com)