

Finding Your Equipment Details

(Serial Numbers, Parts & Setup Info)

At Phoenix Outdoor & Power Equipment, we make it easier to keep your outdoor equipment running smoothly by helping you correctly identify the exact parts your machine needs.

Most outdoor equipment looks similar on the outside, but small differences in model numbers, bar sizes, chain types, and serial numbers can make a big difference when ordering parts.

This guide shows you where to find the important information on your equipment and what to record so we can help you faster and more accurately.

Why this information matters

Having the correct details helps us:

- Match the right parts the first time
- Avoid ordering incorrect chains, bars, filters, or components
- Speed up repairs and servicing
- Help you even if someone else brings the equipment in
- Keep a record of your machine for future servicing

We also offer to store these details on your customer file so next time you come in (or send someone else), we already know exactly what your machine needs.

What information we need from your equipment

When bringing in a machine or asking for parts, try to collect:

- Brand and model
- Serial number
- Engine details (if applicable)
- Bar length (chainsaws)
- Chain type / pitch / gauge (chainsaws)
- Deck size (ride-on and push mowers)
- Any old parts if available

Tip: Photos are even better than handwritten notes.

Chainsaws – Bar & Chain Information

Chainsaws often have different bar and chain combinations even within the same model.

What to photograph:

- The **guide bar markings** (usually stamped on the bar itself)
- The **chain link markings** (sometimes printed on drive links)
- The **saw body serial number plate**
- Overall view of the saw

Key details we use:

- Bar length (e.g. 16", 18", 20")
- Chain pitch (e.g. .325", 3/8")
- Chain gauge (e.g. 1.3mm, 1.5mm or .043, .063)
- Drive link count

This ensures we supply the exact chain that fits your bar and sprocket setup correctly.

Push Mowers – Where to find details

Look for:

- A sticker or plate on the **rear of the deck**
- Under the **handle crossbar**
- Near the **engine housing**

Helpful photos:

- Full mower (side view)
- Engine label (model & serial)
- Deck sticker (model number)

Key info:

- Model number
 - Deck width (e.g. 18", 21")
 - Engine brand and model
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Ride-On Mowers – Where to find details

Ride-on mowers often have multiple identification points.

Look in:

- Under the seat (main ID plate)
- Near the frame rail
- Engine housing label
- Cutter deck ID plate

Take photos of:

- Full machine
- Under-seat ID plate
- Engine model plate
- Deck serial plate

Key info:

- Model and serial number
 - Engine type
 - Deck size and configuration
 - Belt or blade setup if relevant
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Other Equipment (Brushcutters, Blowers, Hedgers, etc.)

For all other equipment, the same rule applies:

Take photos of:

- Serial number plate
- Engine label
- Overall machine
- Any attachments or heads fitted

Even if you're unsure, bring it in or send photos, we can usually identify it from there.

Pro Tip – Save Your Details with Us

We can store your equipment details on your customer profile.

That means:

- No searching for serial numbers next time
- Faster parts ordering
- Easier servicing
- Someone else can come in on your behalf and we still know your machine

Just ask our team when you're in store and we'll add it for you.

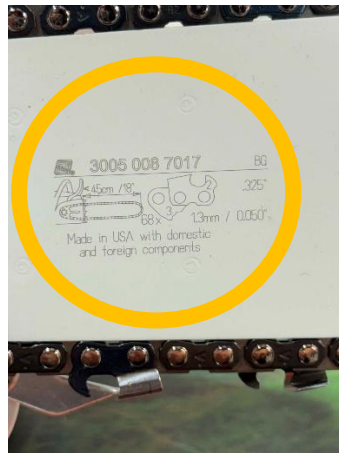
Final Note

A few clear photos can save a lot of time, delays, and incorrect parts.

If you're ever unsure, just bring the machine in or send us what you've got, we'll sort the rest.

Photo Examples

Where you can find equipment details on a Chainsaw



Picture 1 – Brand and Model Number

Picture 2 - Model Number, Serial Number, Product code

Picture 3 – Serial Number *(Note: Depending on the machine you will find the serial number in different places. If you don't know, ask your OPE Dealer who will be happy to assist you.)*

Picture 4 / 5 / 6 – Bar and Chain details

Where you can find equipment details on a **Push Mower**



Picture 1, 3, and 5 – Orange circles are where you find the Model and Serial Number.

- Red circle is the engine Model and Type.

Picture 2 and 4 – Engine details, Model Number and Serial Number

Where you can find equipment details on a **Ride-on Mower**



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Picture 1 – Brand and Model Number

Picture 2 - Engine details, Model Number and Serial Number

Picture 3 – Brand and Model Type

Picture 4 – Machine Parts Details

Picture 5 – Machine Serial Number (This can be located anywhere on the unit. It's always worth checking the entire machine and taking photos of every identification label you can find.)

Remember, when it comes to identifying parts, there is no such thing as too many photos. A few extra photos can save time, prevent ordering mistakes and help us get the correct parts the first time.

If you have the original packaging for chains, bars, filters or other parts, take a photo of that too. The packaging often contains valuable information that helps us identify exactly what your machine requires.



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