

FAQ's

Customer satisfaction is an important part of our business. We strive to provide excellent customer service in addition to an excellent product.

Please feel free to browse our help topics by choosing a major category and then selecting an area of interest within it.

What is the warranty period on Daisy, PowerLine and Avanti airguns? How long are the sights under warranty?

Guns have a one-year warranty from date of purchase and sights have a 90 day warranty from date of purchase.

My gun is jammed and will no longer shoot. What should I do?

Put gun on safety (no red showing) before inspecting the airgun or attempting to clear jam. Sometimes you can dislodge the BB by running a cleaning rod down the muzzle end of the barrel. If this does not work the gun will need to be returned to the factory.

My CO2 gun is leaking where you puncture the CO2 cylinder? Can I fix this myself?

Sometimes you can replace the face seal and this will stop your gun from leaking. The face seal is the seal the pin comes through and seats against the CO₂ cylinder.

Where is the model number located on my gun?

Most of the rifles have the model number located on the top of the barrel near the rear sight. On most pistols it is usually on the side of the receiver.

I cocked my Buck BB gun or Red Ryder BB gun but it will not shoot. What should I do?

It is likely that your lever-action Buck BB gun or Red Ryder BB gun is not fully cocked.

These guns only require that the cocking lever be cocked one time. However, the cocking lever must be completely and fully extended in order for the gun to be cocked.

The best way to know if you have completely cocked the gun is to listen for a series of "clicks" as you pull the cocking lever away from the stock of the gun – **as far as it will go**. With the muzzle pointed in a safe direction and the "safety" in the on position (no red showing), firmly pull the cocking lever away from the stock of the gun as far as it will go. As you pull hard on the cocking lever – away from the stock to cock the gun – you will hear a series of seven "clicks". The gun is not fully cocked and will not shoot until you have heard all seven clicks. Point the gun at a target with a safe backstop, put the "safety" in the off position (red showing) and pull the trigger.

Here's another way to determine if your gun is completely cocked: With the muzzle of the gun pointed straight up, in the "12 O'clock" position, the gun is not completely cocked until the lever is pulled up into the "2 O'clock" position.