



40-VOLT 8-INCH CORDLESS POLE CHAIN SAW

Model iON8PS

Form No. SJ-iON8PS-880E-M

A Division of Snow Joe®, LLC

OPERATOR'S MANUAL

IMPORTANT! Safety Instructions

All Operators Must Read These Instructions Before Use

Always follow these safety guidelines. Failure to do so may result in serious bodily injury or death.

⚠ DANGER! This indicates a hazardous situation, which, if not followed, will result in serious injury or death.

⚠ WARNING! This indicates a hazardous situation, which, if not avoided, could result in serious injury or death.

⚠ CAUTION! This indicates a hazardous situation, which, if not avoided, could result in minor or moderate injury.

General Safety

⚠ WARNING! When using cordless yard tools, basic safety precautions should always be followed to reduce the risk of fire, electric shock and personal injury, including the following:

- 1. Keep guards in place** – Protective guards should be checked periodically to ensure they are properly fitted and in correct working order.
- 2. Keep work area clean and well-lit** – Clear work area of branches and limbs after each cutting session. Cluttered areas invite accidents.
- 3. Do not use in dangerous environments** – Do not use power tools in damp or wet locations.
- 4. Do not use the pole chain saw in the rain.**
- 5. Keep bystanders and children away** – All bystanders, including children and pets, should be kept a safe distance away from the work area.
- 6. Do not force the tool** – It will do the job effectively and safely if it is used at the rate for which it was designed.
- 7. Use the right tool** – Do not force the tool or any attachment on the tool to do a job for which they were not designed.
- 8. Wear proper apparel** – Do not wear loose articles of clothing or jewelry since such items may get caught in moving parts. Use of heavy-duty rubber gloves, substantial non-skid footwear and close-fitting clothing is recommended when working outdoors with power tools.
- 9. Wear protective hair coverings to contain long hair.**
- 10. Always wear safety glasses and ear defenders to provide eye and ear protection** – Everyday eyeglasses only have impact resistant lenses and do not provide the same protection as safety glasses.
- 11. Wear face or dust masks** – If the cutting operation is dusty, the use of a face or dust mask specially designed to filter out microscopic particles is recommended.
- 12. Do not overreach** – Keep proper footing and balance at all times.
- 13. Maintain tools with care** – Keep tools sharp and clean for best and safest performance. Follow instructions for lubricating and changing accessories.
- 14. Disconnect tool** – Turn off the power switch and remove the battery when it is not in use, before servicing, when transporting or when changing the chain or other accessories.
- 15. Reduce the risk of unintentional starting** – Make sure the safety switch and the trigger switch are in the OFF position before inserting the battery in the unit. Do not carry the pole chain saw with the safety switch and the trigger switch engaged.
- 16. Use recommended accessories** – Consult the owner's manual for recommended accessories. The use of improper accessories may cause risk of injury.
- 17. Check for damaged parts** – Before each use, repair or replace any guard or part that is damaged. In addition, check for alignment of moving parts, binding of moving parts, breakage of parts and any other conditions that may affect the tool's operation.
- 18. Never leave tool unattended while it is running** – Turn the power OFF by removing the battery from the unit. Do not leave the saw until the cutting bar comes to a complete stop.
- 19. Avoid unintentional starting** – Do not carry the pole chain saw with your finger on the switch.
- 20. Do not grasp the exposed cutting blade or cutting edges when picking up or holding the saw** – Be sure to encase the cutting bar in its protective sheath when not in use.
- 21. Stay alert** – Watch what you are doing. Use common sense. Do not operate the pole chain saw when you are tired.
- 22. Store idle tool indoors** – When not in use, appliances should be stored indoors in a dry and high or locked-up place out of the reach of children.

⚠WARNING! Some dust and debris created by the use of the tool could contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. Some examples of these chemicals are:

- Chemicals in fertilizers
- Compounds in insecticides, herbicides and pesticides
- Arsenic and chromium from chemically treated lumber

Your risk from exposure to these chemicals varies, and depends on how often you do this type of work. To reduce your exposure, work in a well-ventilated area and with approved safety equipment, such as dust masks that are specially designed to filter out microscopic particles.

⚠WARNING! California Proposition 65:
This product contains chemicals known to the State of California to cause cancer, birth defects or other reproductive harm.

Specific Safety Rules For Pole Chain Saws

⚠WARNING! SHOCK HAZARD! – To protect yourself from electrocution, do not operate the pole chain saw within 50 ft (15 m) of overhead wires. Failure to follow this instruction could result in severe personal injury.

⚠WARNING! Read all safety warnings and all instructions. Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

Save all warnings and instructions for future reference. The term “power tool” in the warnings refers to your battery-operated (cordless) power tool.

Before using

1. Study this manual thoroughly.
2. Familiarize yourself with the operation of the pole chain saw and learn to use it properly.
3. Never permit others (especially children) who have not read the manual to use the machine.
4. If the unit must be given to other people, give them this manual.
5. Never remove the labels or security elements.
6. Do not use the pole chain saw if the trigger on/off switch does not work properly. If necessary, contact your dealer for any repair.
7. Never expose the pole chain saw to rain or moisture. Never allow water or other liquids to enter the machine.
8. Check the oil level before each use of the pole chain saw. Never use the pole chain saw without oil in the tank or when the amount of oil is low.

9. Check the condition of the chain guide, chain, fasteners and safety switch before each use. Replace excessively worn or missing parts.
10. Do not start the pole chain saw if the chain/sprocket end cover is not installed.
11. Do not cut near other electrical machines.
12. Do not operate the pole chain saw in an environment with flammable materials such as liquids, gases or dust. The sparks generated by the operation of the machine can cause an explosion.
13. Do not start cutting until the work area is cleared and cleaned. Keep the work area clean and tidy to reduce the risk of an accident.
14. For the first use, it is recommended that the user be accompanied by an experienced person.

When using

1. Use the pole chain saw only in daylight or good artificial light.
2. The use of power equipment can be regulated. Remember to comply with legal regulations which may differ from one location to another.
3. Do not use the pole chain saw if you are tired or ill. Also avoid use if you have consumed alcohol or taken drugs. A moment of inattention can result in serious injury.
4. When using, keep your hair away from the machine. Never wear loose clothing or accessories such as neckties, cords, scarves or jewelry that could get caught in the machine or in the cutting system.
5. Wear close-fitting clothing to help protect you from cuts. Always wear long pants, sturdy non-slip shoes and protective equipment such as gloves, goggles, a helmet with a visor and an acoustic shield.
6. Do not allow anyone to remain in the range of the pole chain saw during use. Keep people, children and animals away from the work area. If conducting group work, keep sufficient distance between people.
7. Make sure that the handles are clean and dry. When the pole chain saw is running, always firmly grip the front handle with your left hand and the rear handle with your right hand.
8. Always maintain a stable, balanced and firm stance during operation. Do not work on slippery or unstable ground.
9. Firmly hold the pole chain saw with both hands. Put yourself in a position that allows you to withstand the forces applied by a backlash. Never let go of the machine.
10. Always start sawing with the moving chain running.
11. Do not saw with the tip of the saw guide bar.
12. During cutting, some tension on the wood may be released suddenly and cause springbacks or hazardous releases.
13. Never use the pole chain saw above shoulder height when cutting.

14. Never operate a damaged machine.
15. Do not overload the machine.

⚠️ WARNING! To reduce the time of exposure to vibration and noise, it is preferable to use the machine with frequent breaks and limit the duration of continuous work.

⚠️ WARNING! The vibration level during actual use of the tool can differ depending upon how the tool is used.

After using

1. Always remove the battery from the tool before performing any checks or maintenance.
2. When carrying the tool, make sure the battery has been removed from its housing and the guide bar has completely stopped. Hold the tool by the front handle with the guide bar (encased in its protective sheath) turned away from you.
3. Always follow the instructions provided for maintenance. After each use, check the operation of safety devices, setting, tension and condition of parts. Replace worn or damaged parts.
4. Repairs to this cordless pole chain saw should be performed only by qualified personnel. For safety reasons, use only original spare parts approved by Snow Joe® + Sun Joe®.
5. Keep the pole chain saw clean and dry. Store it away from direct sunlight and out of the reach of children.
6. Keep this manual and consult it whenever you use the machine.

Kickback

⚠️ WARNING! Kickback may occur when the nose or tip of the guide bar touches an object, or when the wood closes in and pinches the saw chain in the cut.

AVOID CONTACTING THE GUIDE BAR TIP WITH ANY OBJECT. In some cases, when the tip makes contact with an object, it may cause a fast reverse reaction, kicking the guide bar up and back towards the operator. Pinching the saw chain along the top of the guide bar may also push the guide bar rapidly back towards the operator. Either of these reactions may cause you to lose control of the cordless pole chain saw, which could result in serious personal injury.

- Kickback safety devices on this cordless pole chain saw include a skip chain and a low kickback guide bar. These will reduce, but not entirely prevent, kickbacks. Follow the necessary precautions indicated in this operator's manual to avoid kickbacks.
- Always use two hands when operating the pole chain saw, one hand gripping the trigger and the other hand gripping the pole. Use a firm grip. Thumbs and fingers must wrap around the trigger and the pole.

- Keep all guards in place on the pole chain saw. Make sure they are in proper working order.
- Do not overreach or extend arms above shoulder height.
- Keep solid footing and balance at all times.
- Never try cutting through two branches at the same time. Only cut one at a time.
- Do not bury the guide bar nose or try to cut by boring the guide bar nose into the wood.
- Watch for shifting of wood or other forces that may pinch the chain.
- Use extreme caution when re-entering a previous cut.
- Use the low-kickback chain and guide bar supplied with this pole chain saw. Only use genuine Snow Joe® + Sun Joe® replacement parts designed specifically for use with this pole chain saw.
- Never use a dull or loose chain. Keep the chain sharp with proper tension.

Pole Chain Saw Trimming Precautions

- Never stand directly under the limb you are trimming. Always position yourself outside the path of falling debris.
- Never stand on a ladder or other type of unstable support while using the pole chain saw.
- Keep all handles and grip surfaces clean, dry, and free from oil and grease.
- Always use both hands to operate the pole chain saw. Keep a firm, steady pressure on the pole chain saw while cutting, but do not try to cut limbs larger in diameter than the length of the guide bar.
- Keep other people and pets away from the cutting end of the pole chain saw and at a safe distance away from the work area.
- Do not use the pole chain saw near cable, electric power or telephone lines. Maintain a minimum clearance of 50 ft (15 m) from all power lines.

Battery & Charger Safety Instructions

We pay a great deal of attention to the design of every battery pack to ensure that we supply you with batteries that are safe, durable and have a high energy density. The battery cells have a wide range of safety devices. Each individual cell is initially formatted and its electrical characteristic curves are recorded. This data is then used exclusively to be able to assemble the best possible battery packs.

Despite all the safety precautions, caution must always be exercised when handling batteries. The following points must be obeyed at all times to ensure safe use. Safe use can only be guaranteed if undamaged cells are used. Incorrect handling of the battery pack can cause cell damage.

IMPORTANT! Analyses confirm that incorrect use and poor care of high-performance batteries are the main factors responsible for personal and/or product damage.

⚠️ WARNING! Use only approved replacement batteries; other batteries may damage the chain saw and cause it to malfunction, which can lead to serious personal injury.

⚠️ CAUTION! To reduce the risk of injury, charge the EcoSharp® iBAT40 lithium-ion battery pack only in its designated lithium-ion charger, the iCHRG40. Other types of chargers present risk of fire, personal injury and damage. Do not wire a battery pack to a power supply plug or car cigarette lighter. Such misuse will permanently disable or damage the battery pack.

- **Avoid dangerous environments** – Do not charge the battery pack in rain, snow or in damp or wet locations. Do not use the battery pack or charger in the presence of explosive atmospheres (gaseous fumes, dust or flammable materials) because sparks may be generated when inserting or removing the battery pack, which could lead to a fire.
- **Charge in a well-ventilated area** – Do not block the charger vents. Keep them clear to allow for proper ventilation. Do not allow smoking or open flames near a charging battery pack. Vented gases may explode.
NOTE: The safe temperature range for the battery is -4°F (-20°C) to 113°F (45°C). Do not charge the battery outside in freezing weather; charge it at room temperature.
- **Maintain charger cord** – When unplugging the charger, pull the plug, not the cord, from the receptacle to reduce the risk of damage to the electrical plug and cord. Never carry the charger by its cord or yank it by the cord to disconnect it from the receptacle. Keep the cord away from heat, oil and sharp edges. Make sure the cord will not be stepped on, tripped over or subjected to damage or stress when the charger is in use. Do not use the charger with a damaged cord or plug. Replace a damaged charger immediately.
- **Do not use an extension cord unless it is absolutely necessary** – Using the wrong, damaged or improperly wired extension cord poses a risk of fire and electric shock.

If an extension cord must be used, plug the charger into a properly wired 16 gauge or larger extension cord with the female plug matching the male plug on the charger. Make sure that the extension cord is in good electrical condition.

- **Charger iCHRG40 is rated for 120 volt AC only** – The charger must be plugged into an appropriate receptacle.
- **Use only recommended attachments** – Use of an attachment not recommended or sold by the battery charger or battery pack manufacturer may result in risk of fire, electric shock or personal injury.
- **Unplug charger when not in use** – Make sure to remove battery packs from unplugged chargers.

⚠️ WARNING! To reduce the risk of electric shock, always unplug the charger before performing any cleaning or maintenance. Do not allow water to flow into the charger. Use a Ground Fault Circuit Interrupter (GFCI) to reduce shock hazards.

- **Do not burn or incinerate battery packs** – Battery packs may explode, causing personal injury or damage. Toxic fumes and materials are created when battery packs are burned.
- **Do not crush, drop or damage battery packs** – Do not use the battery pack or charger if they have sustained a sharp blow, been dropped, run over or have been damaged in any way (i.e. pierced with a nail, hit with a hammer, stepped on, etc.).
- **Do not disassemble** – Incorrect reassembly may pose a serious risk of electric shock, fire or exposure to toxic battery chemicals. If the battery or charger are damaged, please contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).
- **Battery chemicals cause serious burns** – Never let a damaged battery pack contact the skin, eyes or mouth. If a damaged battery pack leaks battery chemicals, use rubber or neoprene gloves to safely dispose of it. If skin is exposed to battery fluids, wash the affected area with soap and water and rinse with vinegar. If eyes are exposed to battery chemicals, immediately flush with water for 20 minutes and seek medical attention. Remove and dispose of contaminated clothing.
- **Do not short circuit** – A battery pack will short circuit if a metal object makes a connection between the positive and negative contacts on the battery pack. Do not place a battery pack near anything that may cause a short circuit, such as paper clips, coins, keys, screws, nails and other metallic objects. A short-circuited battery pack poses a risk of fire and severe personal injury.
- **Store your battery pack and charger in a cool, dry place** – Do not store the battery pack or charger where temperatures may exceed 104°F (40°C), such as in direct sunlight or inside a vehicle or metal building during the summer.

Information about the battery

1. The battery pack supplied with your cordless pole chain saw is only partially charged. The battery pack has to be charged completely before you use the tool for the first time.
2. For optimum battery performance, avoid low discharge cycles by charging the battery pack frequently.
3. Store the battery pack in a cool place, ideally at 59°F (15°C) and charged to at least 40%.
4. Lithium-ion batteries are subject to a natural aging process. The battery pack must be replaced at the latest when its capacity falls to just 80% of its capacity when new. Weakened cells in an aged battery pack are no longer capable of meeting the high power requirements needed for the proper operation of your cordless pole chain saw, and therefore pose a safety risk.
5. Do not throw battery packs into an open fire as this poses a risk of explosion.
6. Do not ignite the battery pack or expose it to fire.
7. Do not exhaustively discharge batteries. Exhaustive discharge will damage the battery cells. The most common cause of exhaustive discharge is lengthy storage or non-use of partially discharged batteries. Stop working as soon as the performance of the battery falls noticeably or the electronic protection system triggers. Place the battery pack in storage only after it has been fully charged.
8. Protect batteries and the tool from overloads. Overloads will quickly result in overheating and cell damage inside the battery housing even if this overheating is not apparent externally.
9. Avoid damage and shocks. Immediately replace batteries that have been dropped from a height of more than one meter or those that have been exposed to violent shocks, even if the housing of the battery pack appears to be undamaged. The battery cells inside the battery may have suffered serious damage. In such instances, please read the waste disposal information for proper battery disposal.
10. If the battery pack suffers overloading and overheating, the integrated protective cutoff will switch off the equipment for safety reasons.
IMPORTANT! Do not press the ON/OFF switch any more if the protective cut-off has been activated. This may damage the battery pack.
11. Use only original battery packs. The use of other batteries poses a fire risk and may result in injuries or an explosion.

Information about the charger and the charging process

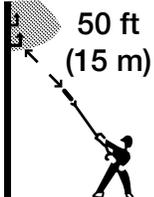
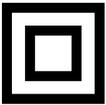
1. Please check the data marked on the rating plate of the battery charger. Be sure to connect the battery charger to a power supply with the voltage marked on the rating plate. Never connect it to a different mains voltage.
2. Protect the battery charger and its cord from damage. Keep the charger and its cord away from heat, oil and sharp edges. Have damaged cords repaired without delay by a qualified technician at an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).
3. Electrical plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs with grounded appliances. Unmodified plugs and matching outlets will reduce the risk of electric shock.
4. Keep the battery charger, battery pack(s) and the cordless tool out of the reach of children.
5. Do not use the supplied battery charger to charge other cordless tools.
6. During periods of heavy use, the battery pack will become warm. Allow the battery pack to cool to room temperature before inserting it into the charger to recharge.
7. Do not overcharge batteries. Do not exceed the maximum charging times. These charging times only apply to discharged batteries. Frequent insertion of a charged or partially charged battery pack will result in overcharging and cell damage. Do not leave batteries in the charger for days on end.
8. Never use or charge batteries if you suspect that it has been more than 12 months since the last time they were charged. There is a high probability that the battery pack has already suffered dangerous damage (exhaustive discharge).
9. Charging batteries at a temperature below 50°F (10°C) will cause chemical damage to the cells and may cause a fire.
10. Do not use batteries that have been exposed to heat during the charging process, as the battery cells may have suffered dangerous damage.
11. Do not use batteries that have suffered curvature or deformation during the charging process or those that exhibit other atypical symptoms (gassing, hissing, cracking, etc.)
12. Never fully discharge the battery pack (maximum recommended depth of discharge is 80%). A complete discharge of the battery pack will lead to premature aging of the battery cells.

Protection from environmental influences

1. Wear suitable work clothes. Wear safety goggles.
2. Protect your cordless tool and the battery charger from moisture and rain. Moisture and rain can cause dangerous cell damage.
3. Do not use the cordless tool or the battery charger near vapors and flammable liquids.
4. Use the battery charger and cordless tools only in dry conditions and at an ambient temperature of 50-104°F (10-40°C).
5. Do not keep the battery charger in places where the temperature is liable to reach over 104°F (40°C). In particular, do not leave the battery charger in a car that is parked in the sunshine.
6. Protect batteries from overheating. Overloads, overcharging and exposure to direct sunlight will result in overheating and cell damage. Never charge or work with batteries that have been overheated – replace them immediately, if possible.
7. Store the charger and your cordless tool only in dry locations with an ambient temperature of 50-104°F (10-40°C). Store your lithium-ion battery pack in a cool, dry place at a temperature of 50-68°F (10-20°C). Protect the battery pack, charger and cordless tool from humidity and direct sunlight. Only place fully charged batteries in storage (charged to at least 40%).
8. Prevent the lithium-ion battery pack from freezing. Battery packs that were stored below 32°F (0°C) for more than 60 minutes must be discarded.
9. When handling batteries, be wary of electrostatic charge. Electrostatic discharges can damage the electronic protection system and the battery cells. Avoid electrostatic charging and never touch the battery poles.

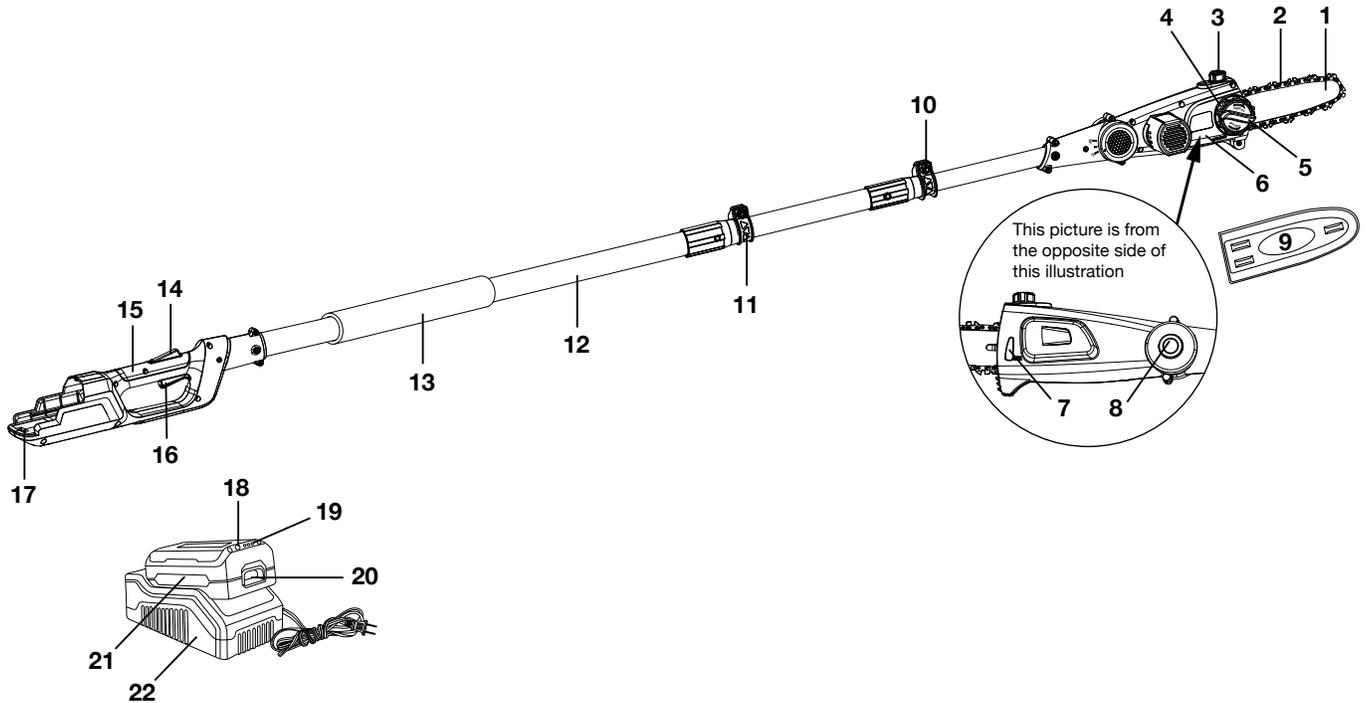
Safety Symbols

The following table depicts and describes safety symbols that may appear on this product. Read, understand and follow all instructions on the machine before attempting to assemble and operate.

Symbols	Descriptions	Symbols	Descriptions
	READ THE OPERATOR'S MANUAL(S) – Read, understand and follow all instructions in the user manual(s) before attempting to assemble and operate.		Keep bystanders and children a safe distance away.
	SAFETY ALERT – Indicates a precaution, a warning or a danger.		WARNING! Do not expose the unit to rain or wet conditions.
	Wear personal protective equipment, including close-fitting clothing.		WEAR EYE AND HEARING PROTECTION – For protection against injury, wear ear defenders and safety goggles.
 	Wear protective gloves and non-slip footwear when using the machine and handling debris.	 	DANGER! ROTATING BLADES – Keep hands and feet away from openings while the saw is running.
	WARNING! SHOCK HAZARD – Keep at least 50 ft (15 m) away from power lines. Do not overreach. Keep proper footing and balance at all times.		CAUTION! Avoid contacting the guide bar tip with any object. Tip contact may cause the guide bar to move suddenly upward and backwards, which may cause serious injury to the user.
	The rotating part will continuously run for several seconds after you turn off the machine.		Correct direction of cutting teeth.
	Double Insulation.		Indoor use only. Only use battery charger indoors.

Know Your Cordless Pole Chain Saw

Read the owner's manual and safety instructions carefully before operating the cordless pole chain saw. Compare the illustration below to the pole chain saw in order to familiarize yourself with the location of the various controls and adjustments. Save this manual for future reference.



- | | | |
|-------------------------------------|----------------------------|--|
| 1. 8 in. (203 mm) Oregon guide bar | 9. Cutting bar sheath | 17. Battery compartment |
| 2. 8 in. (203 mm) Oregon chain | 10. Cam-lock nut | 18. Push button for battery indicator |
| 3. Oil tank cap | 11. Cam-lock | 19. Battery indicator |
| 4. Ring nut | 12. Telescopic pole | 20. Push lock button |
| 5. Chain tension adjustment knob | 13. Front handle foam grip | 21. EcoSharp® lithium-ion battery (iBAT40) |
| 6. Chain/sprocket end cover | 14. Safety lock switch | 22. EcoSharp® battery charger (iCHRG40) |
| 7. Oil level indicator window | 15. Rear handle | |
| 8. Multi-angle head adjustment dial | 16. Trigger switch | |

Technical Data

Battery Voltage*	40 V D.C.	Multi-Angle Head	0° or 30°
Battery Capacity	4.0 Ah	Telescopic Shaft	6.2 ft to 9.8 ft (1.9 m to 3 m)
Charging Time	2.5 – 3 hours (for full charge)	Overhead Reach	15 ft (4.6 m)
Battery Run Time	25 – 40 min	Oil Tank Capacity	1.7 fl oz (50 ml)
No Load Speed	1,800 rpm	Weight (pole chain saw alone)	8.2 lbs (3.7 kg)
Bar Chain Length	8 in. (203 mm)	Weight (pole chain saw with battery installed)	10.8 lbs (4.9 kg)
Cutting Thickness (max)	7.1 in. (180 mm)		

*Initial no-load voltage, when fully charged, peaks at 40 volts; nominal voltage under typical load is 36 volts.

Unpacking

Carton Contents

- Cordless pole chain saw
- 40 V EcoSharp® battery
- EcoSharp® battery charger
- 8 in. (203 mm) Oregon chain
- 8 in. (203 mm) Oregon bar
- Cutting bar sheath
- Manual and registration card

1. Carefully remove the cordless pole chain saw and check to see that all of the above items are supplied.
2. Inspect the product carefully to make sure no breakage or damage occurred during shipping. If you find damaged or missing parts, DO NOT return the unit to the store. Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

NOTE: Do not discard the shipping carton and packaging material until you are ready to use your new cordless pole chain saw. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations.

IMPORTANT! The equipment and packaging material are not toys. Do not let children play with plastic bags, foils or small parts. These items can be swallowed and pose a suffocation risk!

Assembly

CAUTION! Do not install the battery before fully assembling the unit.

WARNING! Mount the components very carefully so as not to impair the safety and efficiency of the machine. If in doubt, contact your dealer.

WARNING! Unpacking and assembly should be completed on a flat and stable surface, with adequate space for moving the machine and its packaging.

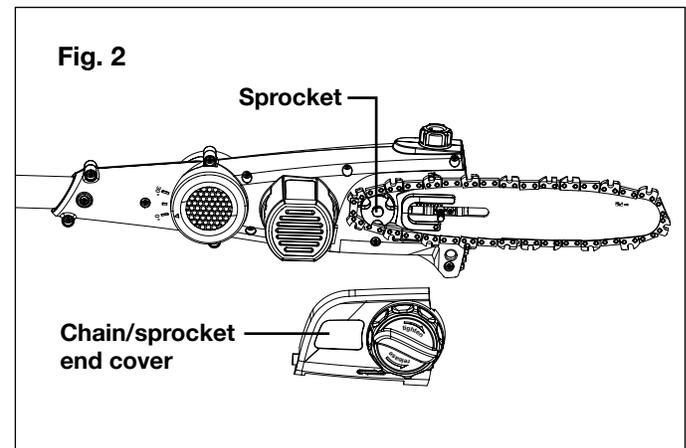
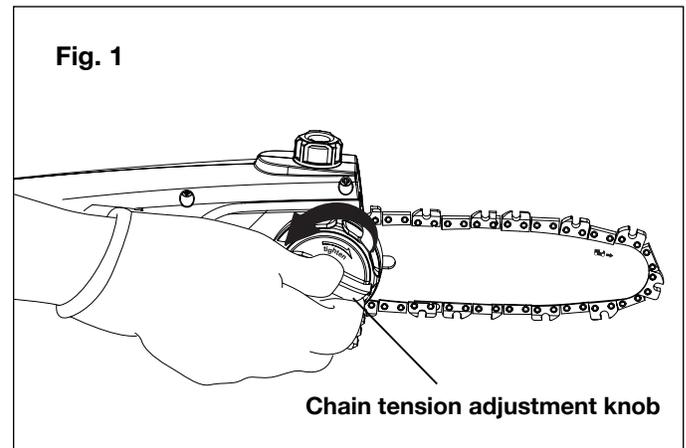
For safety and transportation reasons, the lithium-ion battery is packed separately from the machine and is partially charged. Charge the battery before using the tool following the instructions in the “Charging the battery” section.

Installing/Replacing the Guide Bar and Chain

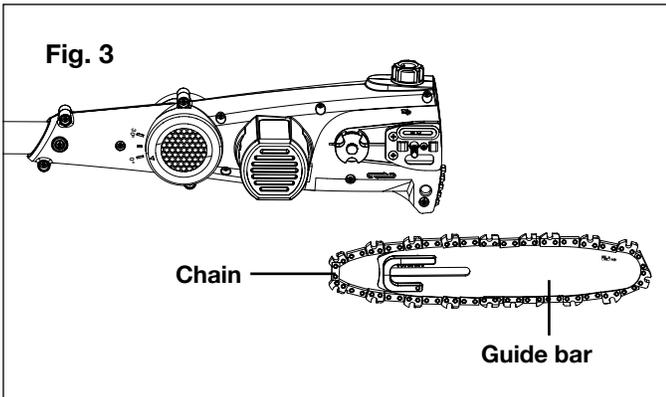
WARNING! Always wear heavy-duty gloves when handling the bar and chain. Mount the bar and chain very carefully so as not to impair the safety and efficiency of the machine. If in doubt, contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

WARNING! When installing/replacing the guide bar and chain, use only identical replacement parts. Make sure the battery is not inserted in its housing.

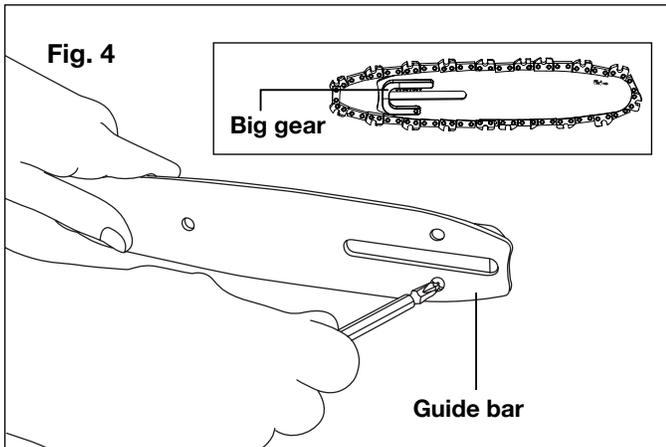
1. Unscrew the chain tension adjustment knob and remove the chain/sprocket end cover to expose the sprocket and access the area where the guide bar needs to be fitted (Figs. 1 & 2).



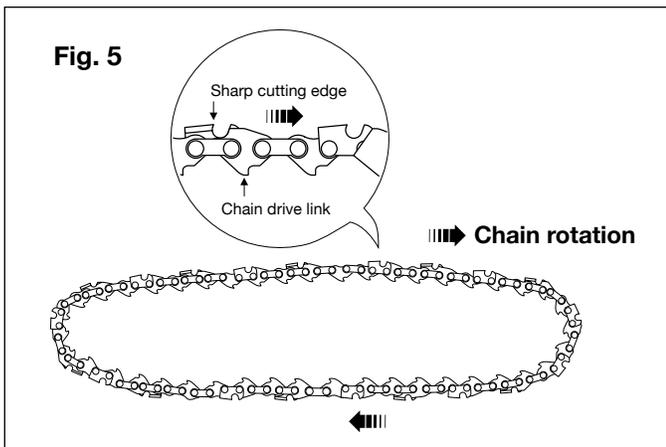
- Remove the guide bar and chain from the mounting surface (Fig. 3).



- Remove the old chain from the bar.
- The big gear that controls the chain tension comes pre-installed on the original guide bar, when replacing the guide bar, remove it off the old guide bar and reinstall it on the new guide bar (Fig. 4).

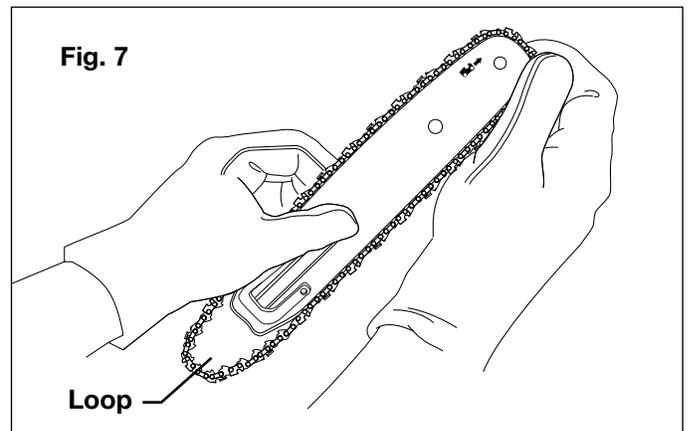
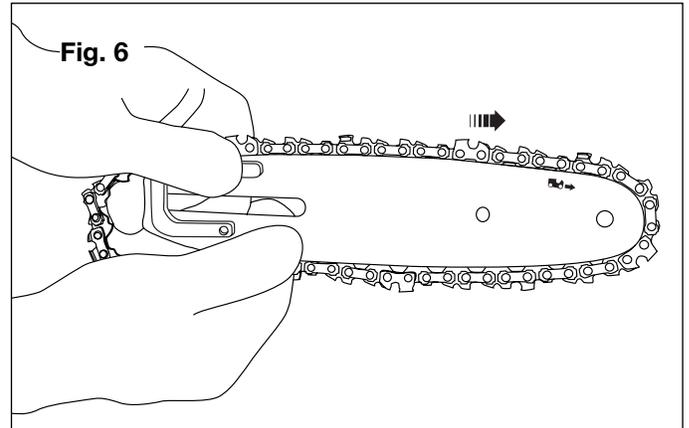


- Lay out the new saw chain in a loop and straighten any kinks. **THE SHARP SIDE OF THE TEETH MUST FACE AWAY FROM YOU IN THE DIRECTION OF THE CHAIN ROTATION INDICATED ON THE GUIDE BAR** . If the teeth face backwards, turn the loop over (Fig. 5).

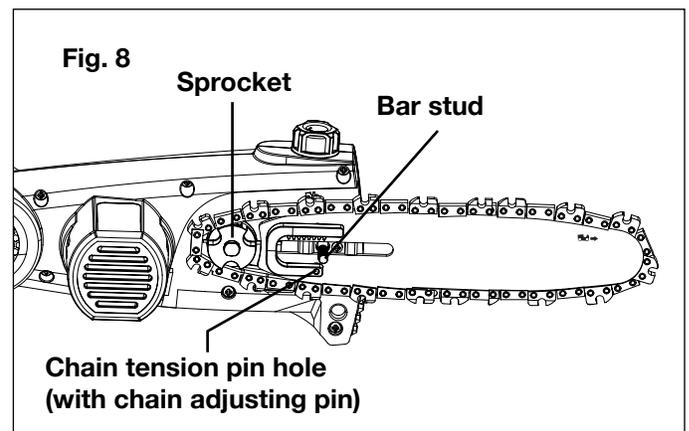


- Starting at the tip, mount the chain drive links into the bar groove, leaving a loop at the back of the bar. The chain will loosely fit until it is placed on the sprocket. (Figs. 6 & 7)

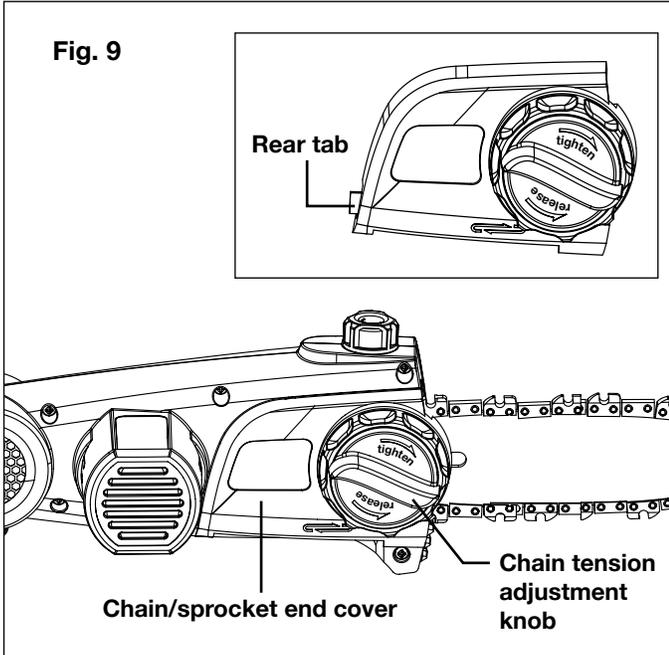
NOTE: Make certain of the direction of the chain . If the chain is mounted backwards, the saw will vibrate abnormally and will not cut.



- Hold the chain in position on the bar and place the loop around the sprocket. Fit the bar flush against the mounting surface so that the bar stud is in the long slot of the bar and the adjusting pin is in the chain tension pin hole (Fig. 8)

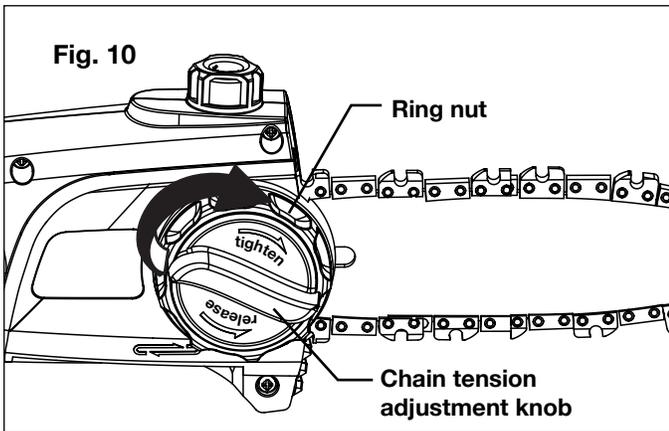


- Fit the chain/sprocket end cover back on by inserting the rear tab first into the rear tab slot, then screw the chain tension adjustment knob without tightening it (Fig. 9).



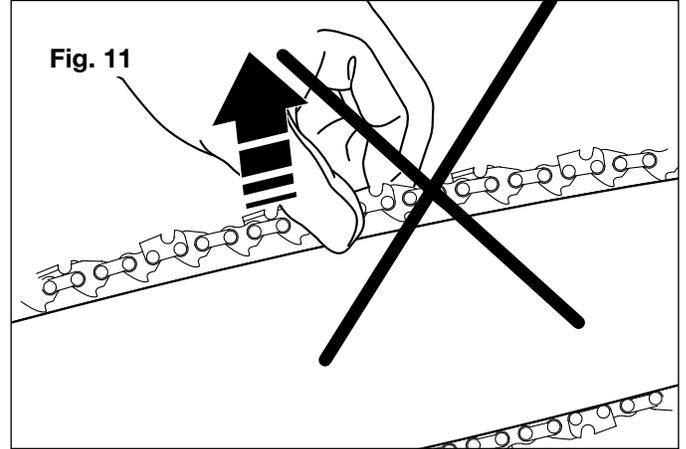
- Turn the ring nut clockwise until you find the right chain tension, then tighten the chain tension adjustment knob securely (Fig. 10).

NOTE: The chain is correctly tensioned when there is no sag on the underside of the guide bar; the chain is snug, but can be rotated by hand without binding. For more information on chain tensioning, see the maintenance section beginning on pg. 17.



NOTE: If the chain is too tight, it will not rotate. Loosen the chain tension adjustment knob slightly and turn the ring nut 1/4 turn counterclockwise. Lift the tip of the guide bar up and retighten the chain tension adjustment knob. Ensure that the chain can be rotated by hand without binding (Fig. 11).

NOTE: A new chain tends to stretch; check the chain tension frequently, and adjust tension as required.



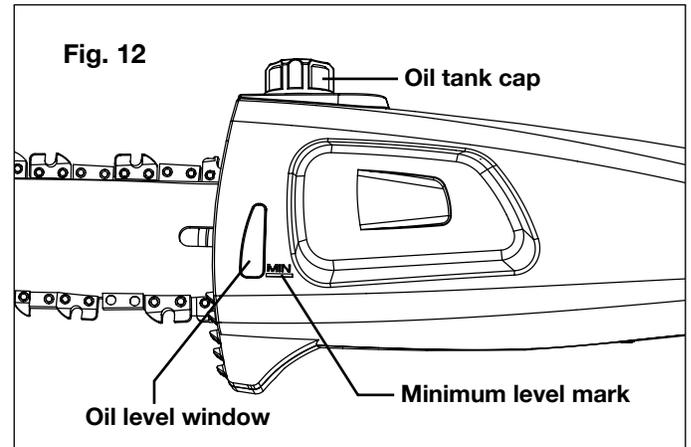
Preparing To Work

Chain Lubricant

⚠ CAUTION!

- Before starting the saw, remove the oil tank cap and add bar and chain oil to the top of the oil level window (Fig. 12). One minute of use will consume approximately 0.15 fl oz (5 ml) of oil. Refill when the oil level drops to 1/4 of a tank.

NOTE: Your cordless pole chain saw is equipped with an automatic oil pump for bar and chain oiling. You must add bar and chain oil or your pole chain saw will not function properly. Failure to timely refill the oil tank will cause damage to the bar and chain.



- Starting, stopping and restarting the motor repeatedly within a few seconds can generate a great deal of heat and damage the motor. To protect the life of your cordless pole chain saw, always wait at least five seconds after stopping before restarting the saw.

NOTE: It is normal for oil to seep from the saw when not in use. To prevent seepage, empty the oil tank after each use. When storing the unit for a long period of time (3 months or longer), be sure the chain is lightly lubricated; this will prevent rust on the chain and bar sprocket.

⚠️ WARNING! Be certain that the chain is not in contact with any object when you start the motor.

⚠️ WARNING! Keep hands away from the chain. Keep hands on the handles. Do not overreach.

A good, firm grip on the tool using both hands will help you maintain control. When using the pole chain saw, place one hand on the front handle foam grip and the other hand on the rear handle with your thumbs and fingers encircling the pole and handle. A firm grip combined with proper positioning of the handle against your body will help you maintain control of the saw. Do not let go of the pole chain saw while it is in operation.

⚠️ WARNING! Do not operate the pole chain saw in a tree, on a ladder or on a scaffold. Using the tool under such circumstances is extremely dangerous.

⚠️ CAUTION! The chain will continue to run for several seconds after turning off the tool.

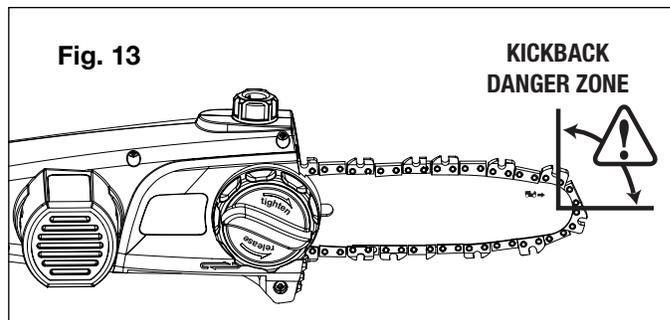
Do not use the pole chain saw under wet conditions. Use extreme caution when cutting small brush, saplings or limbs under tension because slender and tense material may catch the saw and be whipped toward you, pull you off balance or spring back.

Do not use the pole chain saw to cut vines and/or small underbrush.

⚠️ WARNING! Do not let familiarity with this type of tool prevent you from taking all necessary precautions. Remember that a careless fraction of a second is sufficient to inflict serious injury.

⚠️ WARNING! Do not cut trees near electrical wires.

⚠️ WARNING! Kickback may occur when the moving chain contacts an object at the upper portion of the tip of the guide bar or when the wood closes in and pinches the chain saw in the cut (Fig. 13). Contact at the upper portion of the tip of the guide bar can cause the chain to dig into the object and stop the chain for an instant. The result is a lightning-fast reverse reaction, which kicks the guide bar up and back toward the operator. If the chain saw is pinched along the top of the guide bar, the guide bar can be driven rapidly back toward the operator. Either of these reactions can cause loss of saw control, which can throw the operator off balance and result in serious injury. Do not rely exclusively upon the safety devices built into the saw. As a user, you should take several precautions to keep your cutting jobs free from accident or injury.



Battery Pack Operation

The equipment is powered by a lithium-ion battery. The battery pack is completely closed and maintenance free.

Battery Charge Level Indicator

The battery pack is equipped with a push button for checking the charge level. Simply press the push button to read off the battery charge level from the LEDs of the battery indicator:

- All 3 level monitoring LEDs are lit: Battery charge level is high.
- 2 level monitoring LEDs are lit: Battery charge level is decreasing. Stop work as soon as possible.
- 1 level monitoring LED is lit: Battery is flat. Stop work IMMEDIATELY and charge the battery. Otherwise the battery's service life will be greatly shortened.

Lights	Light Indicators
	Charge level button
	The battery is at 30% capacity and requires charging
	The battery is at 60% capacity and requires charging soon
	The battery is at full capacity

NOTE: If the charge level button does not appear to be working, place the battery pack on the charger and charge as needed.

Immediately after using the battery pack, the charge level button may display a lower charge than it will if checked a few minutes later. The battery cells “recover” some of their charge after resting.

Charger Operation

⚠️ WARNING! Charge only EcoSharp® iBAT40 lithium-ion battery packs in compatible EcoSharp® iCHRG40 lithium-ion battery chargers. Other types of batteries may cause personal injury and damage.

To reduce the risk of electric shock, do not allow water to flow into the charger.

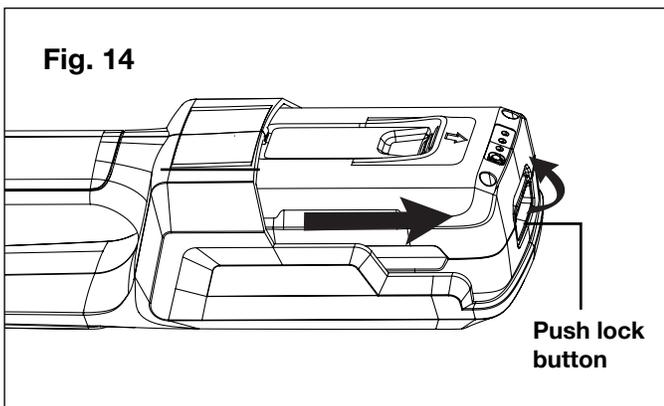
When to Charge the EcoSharp® iBAT40 Lithium-Ion Battery

NOTE: The EcoSharp® iBAT40 lithium-ion battery packs do not develop a "memory" when charged after only a partial discharge. Therefore, it is not necessary to run down the battery pack before placing it into the charger.

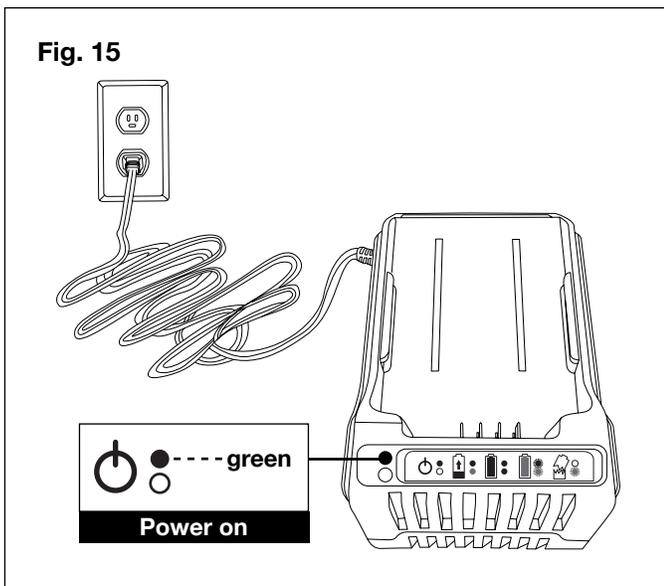
- Use the battery charge indicator lights to determine when to charge your EcoSharp® iBAT40 lithium-ion battery pack.
- You can "top-off" your battery pack's charge before starting a big job or after a long day of use.

Charging the Battery

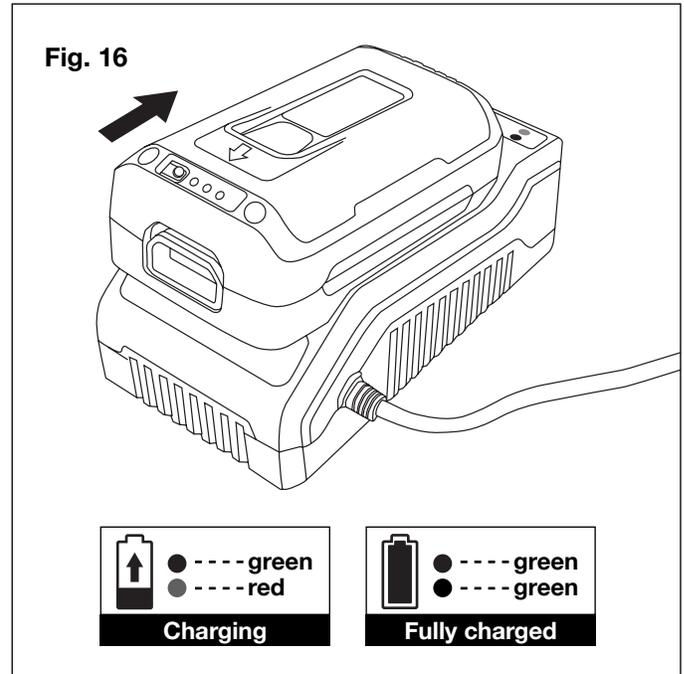
1. Pull the push lock button on the battery to pull the battery pack up and out of the equipment (Fig. 14).



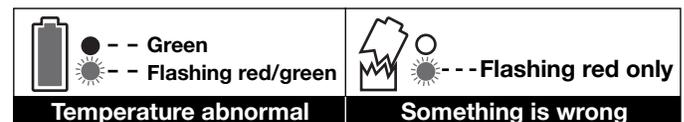
2. Check that the mains voltage is the same as that marked on the rating plate of the battery charger. Then, insert the charger's plug into the electrical wall outlet. When you plug in the charger, the top green light will illuminate and stay green (Fig. 15).



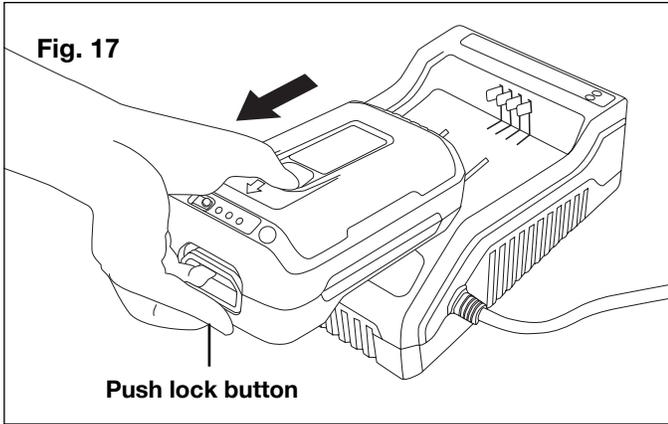
3. Place the battery pack into the charger by sliding the pack as shown to lock it into position. When you insert the battery into the charger, the bottom red light will illuminate to indicate that the battery is charging (Fig. 16).
4. When the bottom light turns green, the battery is fully charged (Fig. 16).



NOTE: If the top light remains green while the bottom light alternately flashes red and green, this indicates a temperature abnormality (i.e. that the battery pack is either too hot or too cold). If there is only a red blinking light, this indicates that something is wrong with the battery. Contact Snow Joe® + Sun Joe® customer service at 1-866-SNOWJOE (1-866-766-9563).



5. A fully discharged pack with an internal temperature in the normal range will fully charge in 2.5 to 3 hours (between 32°F/0°C and 113°F/45°C). Heavily cycled battery packs may take longer to charge completely.
6. If the charging light indicator alternately blinks red and green or the light indicator does not come on at all, check that the battery pack is fully seated into the bay. Remove the pack and reinsert. If the problem persists, contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.
7. When charging is complete, remove the battery from the charger by pulling the push lock button and sliding the battery backward to unlock it from the charger (Fig. 17).



8. Timely recharging of the battery will help prolong the battery's life. You must recharge the battery pack when you notice a drop in the equipment's power.

IMPORTANT! Never allow the battery pack to become fully discharged as this will cause irreversible damage to the battery.

Charging a Hot or Cold Battery Pack

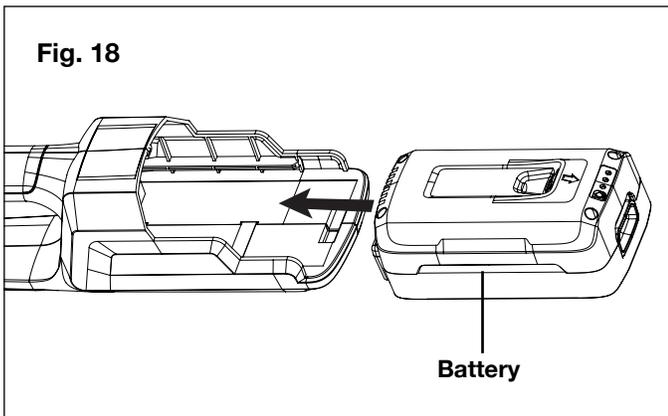
A red and green flashing indicator light on the charger indicates that the battery pack temperature is outside the charging range. Once the pack is within the acceptable range, normal charging will take place and the red light will be continuous. Hot or cold battery packs may take longer to charge.

Lithium-Ion Charging Status		
Battery Pack Temperature	Red Charger Indicator Light	Charging Status
Too hot	Flashing	Not charging
Normal range	Continuous	Normal charging
Too cold	Flashing	Not charging

Operation

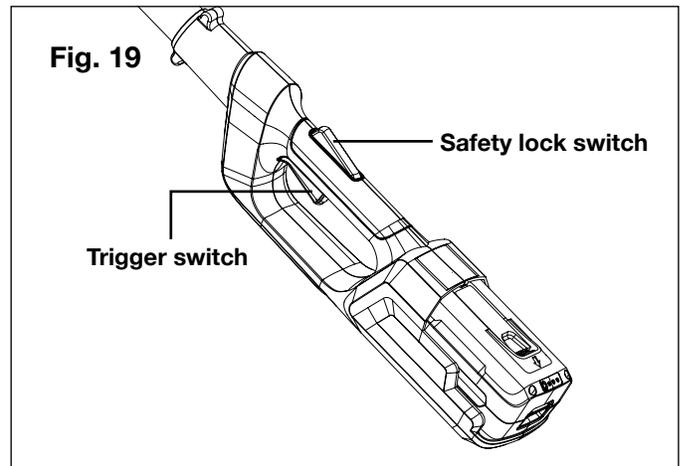
Starting the Machine

1. Insert the battery in its housing (Fig. 18).



2. Take off the bar sheath.
3. Make sure the guide bar is not touching the ground or any other object.
4. Hold the pole chain saw firmly with both hands.
5. To turn the tool ON, push and hold the safety lock switch on the top of the handle grip with your thumb and then squeeze the trigger switch with your fingers. Once the tool is running, you can release the safety lock switch and proceed with operation (Fig. 19).

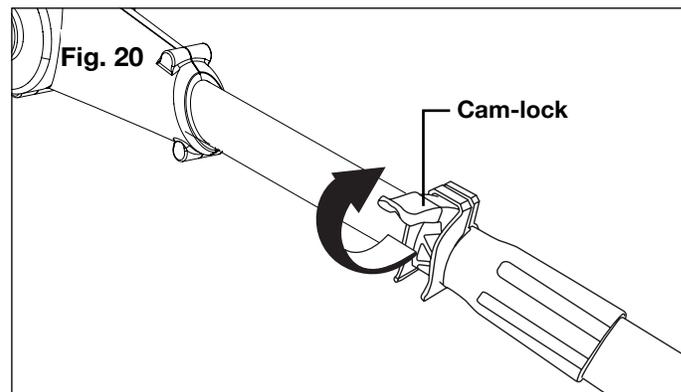
NOTE: Do not press the trigger switch until you are ready to make a cut.



6. To turn the tool OFF, release the trigger switch.
7. Lift the push lock button and pull out the battery (Fig. 14).

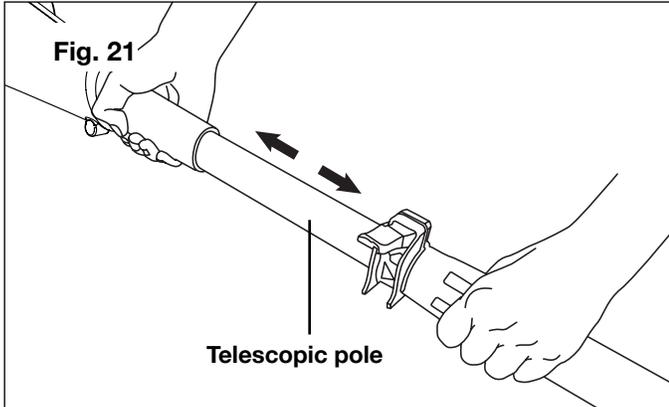
Adjusting the Telescoping Pole

1. Turn off the trigger switch.
2. Unclip the cam-lock to release the pole (Fig. 20).

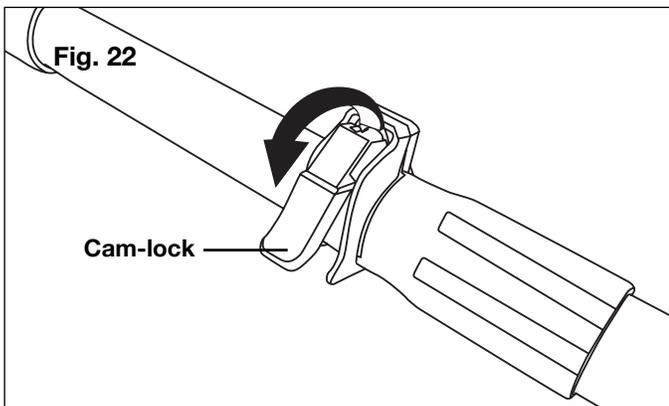


3. Extend the pole to the desired length (Fig. 21).

NOTE: Push poles toward each other to shorten the pole or pull them away from each other to lengthen the pole. Only extend the pole to the minimum length required to reach the limb to be cut.



4. Lock the pole in position by closing the cam-lock (Fig. 22), and ensure that the pole is secure. If the pole telescopes when the cam-lock is closed, the nut may need tightening.

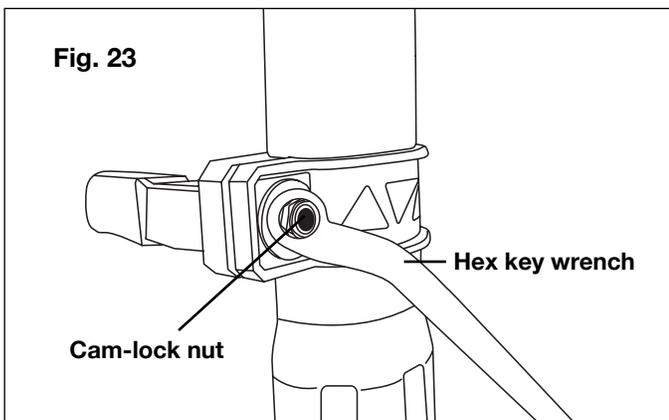


⚠ WARNING! Failure to lock the telescopic pole cam-lock as directed could result in personal injury.

Tightening the Bolt

The retaining bolt may need tightening to secure the telescopic pole in place.

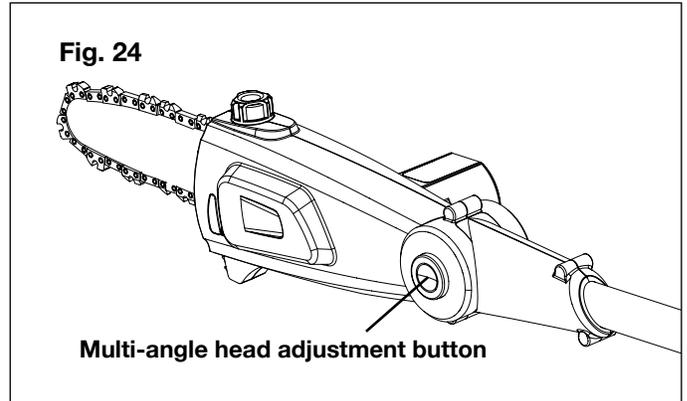
1. Unclip the cam-lock. Using a hex key wrench, tighten the cam-lock nut, then close the cam-lock. Ensure that the pole is secure. The wrench may be required to loosen the cam-lock nut if you need to adjust the pole to a different height (Fig. 23).



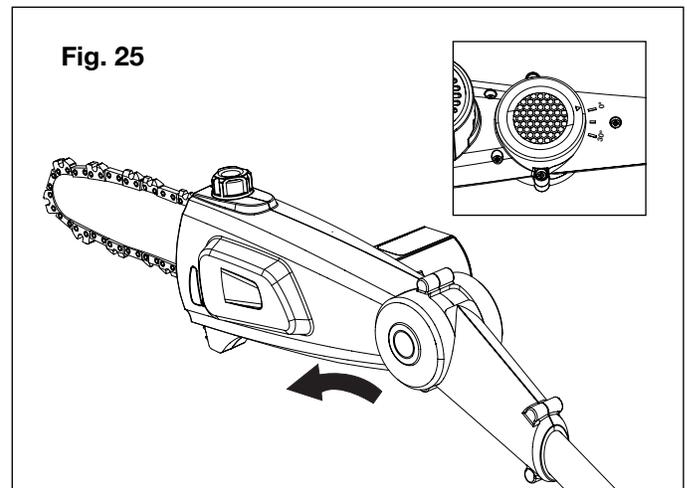
Adjusting the Multi-Angle Head

The pole chain saw head can be rotated for different cutting angles: 0° or 30°.

1. Turn off the switch.
2. Press the multi-angle head adjustment button to loosen the head (Fig. 24).



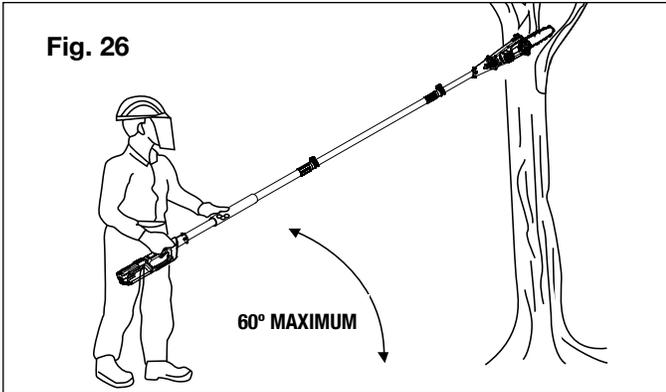
3. Adjust the head to the desired position (Fig. 25).



Cutting Tips

Proper Cutting Stance

- Balance your weight with both feet on solid ground.
- Your body should always be to the left of the chain line.
- The most typical cutting application is to position the unit at an angle of 60° or less depending on the specific situation (Fig. 26). As the angle of the pole chain saw shaft to the ground increases, the difficulty of making the first cut (from the underside of limb) increases.



Basic Cutting Procedure

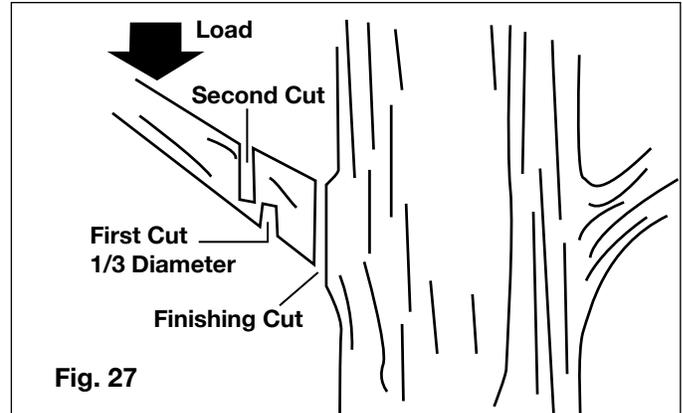
This unit is designed for trimming small branches and limbs up to 7.1 in. (180 mm) in diameter depending on the wood type. Practice cutting a few small limbs using the following technique to get the “feel” of using the saw before you begin a major sawing operation.

- Take the proper stance in front of the tree with the saw OFF (Fig. 26).
- Squeeze the trigger and let the chain accelerate to full speed before entering the cut.
- Keep the saw running the entire time you are cutting; maintain a steady speed.
- Allow the chain to cut for you; exert only light downward pressure. If you force the cut, damage to the bar, chain or unit can result.
- **PUSH and PULL** – This reaction force is always opposite to the direction the chain is moving when it is in contact with the wood. Thus, the operator must be ready to control the **PULL** when cutting on the bottom edge of the bar, and **PUSH** when cutting along the top edge.
- Do not put pressure on the saw at the end of the cut.

Pruning

Pruning is the process of trimming limbs from a live tree.

- Remove long branches in several stages.
- Cut lower branches first to allow the top branches more room to fall.
- When pruning trees, it is important not to make the finishing cut next to the main limb or trunk until you have cut off the farthest lying limb. This will reduce the weight and prevent stripping the bark from the main member.
- Under cut the branch 1/3 through for your first cut. Your second cut should over cut to drop the branch off (Fig. 27). Be prepared to balance the weight of the pole chain saw when the limb falls.



- Now make your finishing cut from the topside of the branch smoothly and neatly against the main member so the bark will grow back to seal the wound.
- Release the trigger ON/OFF switch as soon as the cut is completed. Failure to follow proper cutting procedures will result in the bar and chain binding and becoming pinched or trapped in the limb.

Limbing

Limbing is the process of removing branches from a fallen tree.

- You should cut limbs one at a time. Remove the cut limbs from the work area often to help keep the work area clean and safe.
- Cut branches under tension from the bottom up to avoid binding the pole chain saw.
- Keep the tree between you and the pole chain saw while limbing. Cut from the side of the tree opposite the branch you are cutting.

If the Saw Becomes Pinched or Trapped

1. Wait for the blade to stop, wait five minutes for the saw to cool, remove the battery and wear gloves to protect your hands from the chain teeth.
2. If you can reach the limb from the ground, lift the limb while holding the saw. This should release the “pinch” and free the saw.
3. If the saw is still trapped, call a professional for assistance.

Minimize Kickback

Kickback may occur when the moving chain contacts an object at the upper portion of the tip of the guide bar or when the wood closes in and pinches the pole chain saw in the cut. Contact at the upper portion of the tip of the guide bar can cause the chain to dig into the object and stop the chain for an instant. The result is a lightning-fast reverse reaction, which kicks the guide bar up and back toward the operator. If the pole chain saw is pinched along the top of the guide bar, the guide bar can be driven rapidly back toward the operator. Either of these reactions can cause loss of saw control, which

can result in serious injury. Do not rely exclusively upon the safety devices built into the saw. As a pole chain saw user, you should take several steps to keep your cutting jobs free from accident or injury.

Take the following precautions to minimize kickback:

- Before you start the unit, make sure the pole chain saw is not contacting any object.
- Always grip the pole and handle firmly with both hands when the unit is running. Place one hand on the pole and your other hand on the molded handle with your thumbs and fingers encircling the pole and handle. A firm grip combined with proper positioning of the handle against your body will help you maintain control of the saw if kickback occurs.
- Make sure that the area in which you are cutting is free from obstructions.
- Do not let the kickback danger zone area of the guide bar contact a log, branch, fence, or any other obstruction that could be hit while you are operating the pole chain saw (Fig. 13).
- Always cut with the unit running at full speed. Fully squeeze the ON/OFF trigger and maintain a steady cutting speed.
- Wear non-slip gloves for maximum grip and protection.
- Extend the pole only to the length required to reach the limb cut. Do not extend the rear handle above waist height.

Maintenance

Please contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for all maintenance operations not foreseen in this manual. Any operation performed in an unauthorized service center or by unqualified personnel will completely invalidate the warranty.

⚠️ WARNING! For your safety and that of others:

- Correct maintenance is essential to maintain the original efficiency and safety of the machine over time.
- Keep all nuts, bolts and screws tight to be sure the equipment is in safe working condition.
- Never use the machine with worn or damaged parts. Damaged parts are to be replaced and never repaired.
- Only use original Snow Joe® + Sun Joe® replacement parts. Parts that are not of the same quality can seriously damage the equipment, compromise safety and invalidate the warranty.

⚠️ WARNING! Always remove the battery from its housing before performing any adjustments, maintenance or repairs to your pole chain saw.

- Use protective gloves when handling the bar and chain.
- Keep the bar encased in its sheath, except when working directly on the bar or the chain.
- Never dispose of oils or other polluting materials in unauthorized places.

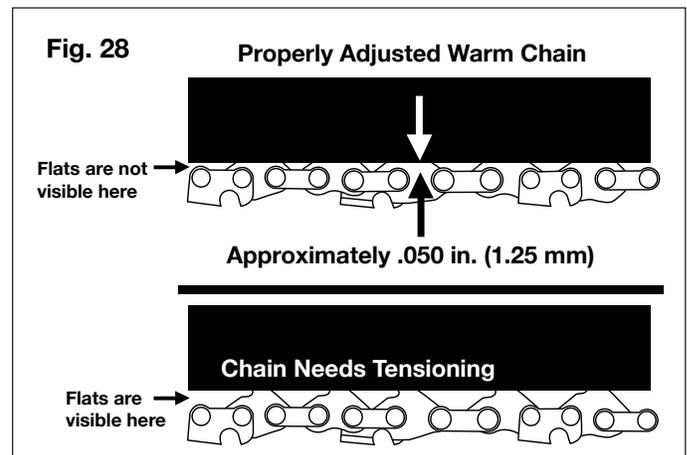
Motor Cooling

To avoid overheating and damage to the motor, always keep the cooling air vents clean and free of sawdust and debris.

Chain Tension

Check the chain tension before using the saw when the chain is cold. The correct tension of a cold chain is when there is no slack on the underside of the guide bar; the chain is snug, but you can rotate it by hand without binding.

During normal saw operation, the temperature of the chain will increase. The drive links of a correctly tensioned warm chain will hang approximately 0.050 in. (1.25 mm) out of the bar groove (Fig. 28). Be aware that a chain tensioned while warm, may be too tight upon cooling. Check the “cold tension” before next use. The chain must be re-tensioned whenever the flats on the drive links hang out of the bar groove (Fig. 28).

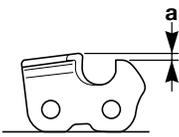
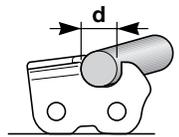


NOTE: A new chain tends to stretch. Check the chain tension frequently and re-tension as needed.

Nuts and Screws

Periodically check that all the nuts and screws are tightened securely. Check that the cam-lock that controls the telescoping pole is intact and in proper working order.

Chain Maintenance Table

Chain Pitch		Limiter Tooth Level (a)		File Diameter (d)	
					
inches	mm	inches	mm	inches	mm
3/8 Mini	9.32	0.018	0.45	5/32	4.0
0.325	8.25	0.026	0.65	3/16	4.8
3/8	9.35	0.026	0.65	13/64	5.2
0.404	10.26	0.031	0.80	7/32	5.6

Chain Sharpening

⚠️ WARNING! To ensure that the chain saw works safely and efficiently, it is essential that the cutting components are well-sharpened. **It is highly recommended to replace the chain once it loses its ability to cut cleanly and safely.** It is possible, however, to sharpen the existing chain if the sharpening is carefully performed. Any work on the chain and bar requires specific experience and special tools. For safety purposes, we recommend you contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

Sharpening is necessary when:

- the sawdust looks like dust;
- cutting becomes more difficult;
- the cut is not straight;
- vibrations increase.

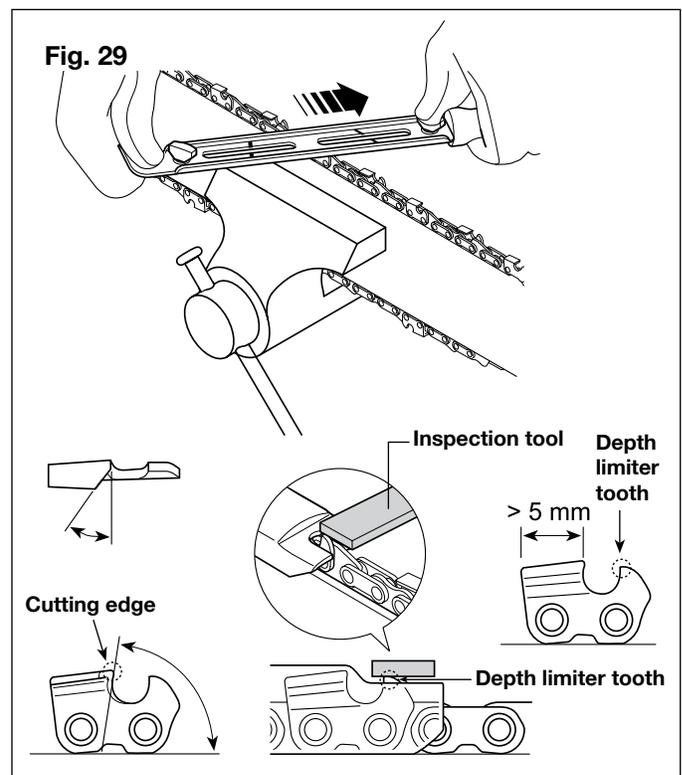
An authorized service center will sharpen the chain using the right tools to ensure minimum removal of material and even sharpness on all the cutting edges.

If you sharpen the chain yourself, use special round-section files with the right diameter depending on the type of chain (see “Chain Maintenance Table” above). You need a certain amount of skill and experience to avoid damaging the cutting edges.

Sharpen the chain as follows (Fig. 29):

- Secure the bar firmly, with the chain mounted, in a suitable vice.
- Tighten the chain if it is loose.
- Mount the file in the guide and then insert it in the tooth at a constant angle from the cutting edge.
- Sharpen in a forward motion a few times and repeat this on all the cutting edges facing the same way (right or left).

- To move the chain forward, use a screwdriver.
- Turn the bar over in the vice and repeat on all the other cutting edges.
- Check that the depth limiter tooth does not stick out farther than the inspection tool and file any projecting parts with a flat file, rounding off the edges (Fig. 29).
- After sharpening, remove all traces of filing and dust and lubricate the chain in an oil bath. Replace the chain whenever:
 - the length of the cutting edges decreases to 5 mm or less;
 - there is too much play between the links and the rivets.



Guide Bar Maintenance

When the guide bar shows signs of wear, turn it over on the saw to distribute the wear for maximum bar life. Feathering or burring of the bar rails is a normal process of bar wear. You should smooth such faults with a file as soon as they occur.

Replace a bar with any of the following faults:

- wear inside the bar rails permitting the chain to lay over sideways
- bent guide bar
- cracked or broken rails
- spread rails

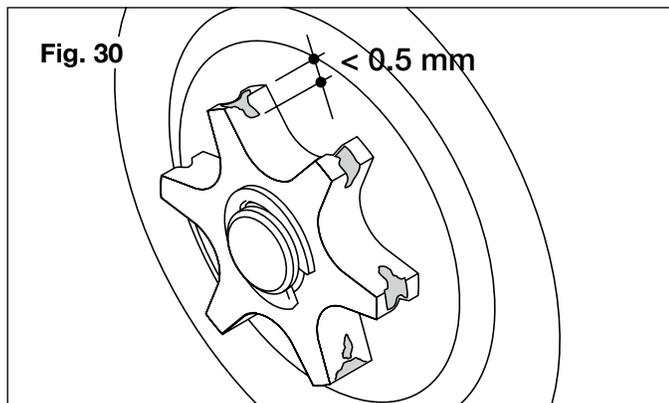
Turn the saw over, check the underside of the guide bar and make sure that the lubrication holes and chain groove are free from impurities.

You can purchase replacement parts for your Sun Joe® iON8PS cordless pole chain saw by ordering online at snowjoe.com or, to order by phone, contact Snow Joe® + Sun Joe® customer service at 1-866-SNOWJOE (1-866-766-9563).

Chain Sprocket

Regularly check the condition of the sprocket and replace it when wear exceeds 0.5 mm (Fig. 30).

Do not mount a new chain with a worn sprocket or vice-versa.



Daily Checklist, Cleaning and Storage

Daily Checklist

To help maintain your cordless pole chain saw for optimum performance, we recommend you complete this checklist prior to each work session.

⚠ WARNING! Do not insert the battery until you have completed all of the daily checks.

- Inspect for any visible damage to the chain, guide bar or motor housing.
- Inspect the oil port and guide bar rails and clean them to remove any debris.
- Check the chain tension.
- Check the chain teeth for sharpness.
- Check the bar and chain oil level; fill with only new chain oil specifically formulated for chain saws.

NOISES: If you notice anything unusual, such as a vibration or odd sound, shut the saw OFF immediately. Remove the battery and check the saw for any damage.

If you cannot find the cause of the problem or are uncertain what to do, then have the saw inspected by an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) before using it.

⚠ CAUTION!

- Remove the battery and wait at least five minutes for the saw to cool before servicing or storing your unit.
- If you drop the saw, carefully inspect it for damage. If the guide bar is bent, the housing is cracked, the handle is broken or if you see any other condition that may affect the saw's operation, **DO NOT USE** the tool. Instead, have it serviced at an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

Cleaning

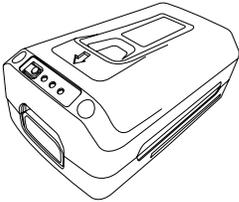
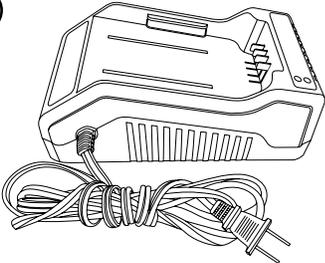
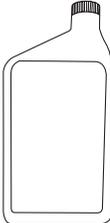
Use only mild soap and a damp cloth to clean the pole chain saw. Never let any liquid get inside the motor housing and **NEVER** immerse any part of the saw housing in liquid.

Storage

- Ensure that the guide bar cover is in place when storing.
- Do not store the pole chain saw near chemicals, such as fertilizers or other harsh solvents. Do not expose the plastic parts of the unit to brake fluids, gasoline, petroleum-based products, penetrating oils or the like. These products are often highly corrosive and may cause permanent damage, weaken or destroy the plastic parts of your pole chain saw.
- When not in use, your cordless pole chain saw should be stored indoors in a dry and high or locked-up place, out of the reach of children.

Accessories

⚠️ WARNING! ALWAYS use only authorized Snow Joe® + Sun Joe® replacement parts and accessories. NEVER use replacement parts or accessories that are not intended for use with this saw. Contact Snow Joe® + Sun Joe® if you are unsure whether it is safe to use a particular replacement part or accessory with your saw. The use of any other attachment or accessory can be dangerous and could cause injury or mechanical damage.

Accessories	Item	Model
	EcoSharp® 40 V Lithium-Ion Battery	iBAT40
	EcoSharp® 40 V Lithium-Ion Battery Charger	iCHRG40
	8-inch (203 mm) Oregon guide bar	SWJ800E-62
	8-inch (203 mm) Oregon chain	SWJ800E-63
	Bar and chain oil	SWJ-OIL Sold online at snowjoe.com or you can purchase equivalent bar and chain oil at your local hardware store

NOTE: Accessories are subject to change without any obligation on the part of Snow Joe® + Sun Joe®. Accessories can be ordered online at snowjoe.com or via phone by contacting the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).



SNOW JOE® + SUN JOE® CUSTOMER PROMISE

ABOVE ALL ELSE, Snow Joe® + Sun Joe® are dedicated to you, our customer. We strive to make your experience as pleasant as possible. Unfortunately, there are times when a product does not work or breaks under normal operating conditions. We think it's important that you know what you can expect from us. That's why we created the Snow Joe® + Sun Joe® promise.

OUR PROMISE: Snow Joe® + Sun Joe® warrant new products for two years from the date of purchase. If your product does not work, or there's an issue with a specific part, we will fix this by either sending you a free replacement part or by sending you a new or comparable product at no charge. How cool is that! Before you know it, you'll be back in action cutting, sawing, mowing, washing and...?

GENERAL CONDITIONS:

Snow Joe® + Sun Joe® operating under Snow Joe®, LLC warrants this new product to the original purchaser for two years against defects in material or workmanship when used for normal residential purposes. If a replacement part or product is needed, it will be sent free of charge to the original purchaser except as noted below.

The duration of this warranty applies only if the product is put to personal use around the household. If the product is put to any business, commercial or industrial use or is rented or leased, then the duration of this warranty is 90 days from the date of original purchase. It is the owner's responsibility to correctly perform all maintenance and minor adjustments explained in the owner's manual.

HOW TO OBTAIN YOUR REPLACEMENT PART OR PRODUCT:

To obtain a replacement part or product, please visit snowjoe.com/help or email us at help@snowjoe.com for instructions. Please be sure to register your unit beforehand to speed up this process. Certain products may require a serial number, typically found on the decal affixed to the housing or guard of your product. All products require a valid proof of purchase.

EXCLUSIONS:

- Wearing parts like belts, augers, chains and tines are not covered under this warranty. Wearing parts can be purchased at snowjoe.com or by calling 1-866-SNOWJOE (1-866-766-9563).
- Batteries are covered in full for 90-days from the date of purchase.

Snow Joe® + Sun Joe® may from time to time change the design of its products. Nothing contained in this warranty shall be construed as obligating Snow Joe® + Sun Joe® to incorporate such design changes into previously manufactured products, nor shall such changes be construed as an admission that previous designs were defective.

This warranty is intended to cover product defects only. Snow Joe®, LLC is not liable for indirect, incidental or consequential damages in connection with the use or misuse of the Snow Joe® + Sun Joe® products covered by this warranty. This warranty does not cover any cost or expense incurred by the purchaser in providing substitute equipment or service during reasonable periods of malfunction or non-use of this product while waiting for a replacement part or unit under this warranty. Some states do not allow exclusions of incidental or consequential damages so the above exclusions may not apply in all states. This warranty may give you specific legal rights in your state.

HOW TO REACH US:

We're here to help Monday through Friday from 9AM to 6PM EST. You can reach us at 1-866-SNOWJOE (1-866-766-9563), online at snowjoe.com, via email at help@snowjoe.com or tweet us @snowjoe.

EXPORTS:

Customers who have purchased Snow Joe® + Sun Joe® products exported from the United States and Canada should contact their Snow Joe® + Sun Joe® distributor (dealer) to obtain information applicable to your country, province or state. If for any reason, you are not satisfied with the distributor's service, or if you have difficulty obtaining warranty information, contact your Snow Joe® + Sun Joe® seller. If in the event your efforts are unsatisfactory, please reach out to us directly.



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