



9.45-INCH 3-AMP ELECTRIC GRASS TRIMMER

Model TRJ609E

Form No. SJ-TRJ609E-880E-M

A Division of Snow Joe®, LLC

OPERATOR'S MANUAL

IMPORTANT! Safety Instructions

All Operators Must Read These Instructions Before Use

Before using this electric tool, carefully read and observe the safety rules and instructions listed below. Before starting work, make sure that you know how to stop the machine in case of an emergency. The incorrect use of this machine could cause serious injury. Keep these instructions in a safe place and on hand so that they can be consulted when required.

⚠ DANGER! The electric grass trimmer should only be used for cutting lawns and for trimming along the borders of flower beds. Other uses of the trimmer that are not indicated in these instructions could damage the trimmer or seriously injure the operator.

General Safety

- The electric grass trimmer must not be used by anyone under the age of 16.
- Always make sure the trimmer is in proper working condition before use.
- Before connecting the trimmer to the electric outlet, make sure that the rotating parts are not damaged.
- Do not use the trimmer if the cutting device is not secured properly or is damaged.
- Before starting the trimmer, make sure that the trimmer line is not touching stones or debris.
- Always wear suitable clothing when using the trimmer to prevent head, hand, and/or feet injuries. Use a helmet, safety spectacles, or goggles at all times when operating this tool. High boots (or sturdy shoes and trousers) and work gloves are recommended.
- When the trimmer is in operation, keep the cutting section away from all parts of the body.
- Do not start the trimmer when it is upside down or when it is not in the proper working position.
- Turn the trimmer off and disconnect the plug when: the trimmer is not in use; it is left unattended; it is being examined because it is not working correctly; the power supply cable is damaged; the trimming line spool is being removed or changed; or when the trimmer is being moved from one place to another.

- Children and other spectators, including pets, should be kept at least 50 feet (15 meters) away from the work area. When the grass is cut, stones and debris contained in the grass can be picked up by the trimmer and subsequently dispersed into the air. These flying projectiles can cause blindness or other bodily injury.
- Remain in a stable and secure position when operating the trimmer.
- Keep the cutting area free of wires, stones, and debris.
- Do not cut against hard objects. This could cause injury or damage the trimmer.
- Use the edge of the guard to keep the trimmer away from walls, surfaces, delicate objects, and other miscellaneous items.

⚠ CAUTION! The safety guard is critical to the safety of the operator and the safety of people standing within a safe distance of the trimmer. The safety guard keeps the trimmer in good working order and must always be in place during operation. Failure to have the guard in place during operation is dangerous and will void the warranty.

- **Keep away from the cutting line** – It can seriously injure the skin.
- **Avoid accidentally starting** – Do not carry a plugged-in tool with your finger on the trigger. Make sure the switch is off before plugging in the tool.
- **Do not force the tool** – It will do the job better and with less likelihood of injury if it is used at the rate for which it is designed.
- **Use the right tool** – Do not use this tool for any job except that for which it is intended.
- **Do not overreach** – Keep proper footing and balance at all times.
- **Do not try to stop the cutting device with your hands** – Always let it come to a stop by itself.
- **Inspect electrical cables** – The insulation of the power cord should be perfectly intact. If the power cord is damaged or shows any signs of cracks, do not use the trimmer. Contact your authorized Sun Joe® + Snow Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

⚠ CAUTION! The trimmer line spool will continue to rotate after turning the trimmer OFF. Wait until the trimmer line spool has completely stopped before making contact.

- Only use the same type of line originally provided with the trimmer.
- Do not use the trimmer to cut grass that is not in contact with the ground.

- Do not switch the grass trimmer on in enclosed or poorly ventilated spaces or in the presence of flammable and/or explosive substances such as liquids, gases, and powders.
- The user of the grass trimmer is responsible for any damage sustained by third parties that has been caused by the grass trimmer within the working area.
- Only cut during broad daylight or with adequate artificial light.
- Do not cross roads or gravel paths while the trimmer is still running.
- When the trimmer is not in use, store it in a dry place and out of the reach of children.
- The trimmer must be operated in a vertical position, perpendicular to the ground.
- Check regularly that all screws are properly secured.

Electrical Safety

1. Ground fault circuit interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for this electric grass trimmer. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
2. Make sure that the mains voltage matches that listed on the unit's rating label. Using the improper voltage can damage the motor and injure the user.
3. To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other). Use this appliance only with a polarized UL-, CSA- or ETL-listed extension cord recommended for outdoor, all-weather use, such as the Snow Joe® + Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit snowjoe.com to purchase this extension cord online or, to order by phone, call 1-866-SNOWJOE (1-866-766-9563).

The appliance plug will fit into a polarized extension cord only one way. If the appliance plug does not fit fully into the extension cord, reverse the plug. If the plug still does not fit, obtain a correct polarized extension cord. A polarized extension cord will require the use of a polarized wall outlet. The extension cord plug will fit into the polarized wall outlet only one way. If the plug does not fit fully into the wall outlet, reverse the plug. If the plug still does not fit, contact a qualified electrician to install the proper wall outlet. Do not modify the appliance plug, extension cord receptacle, or extension cord plug in any way.

4. To prevent electric shock, use only with an extension cord suitable for outdoor use, such as SW-A, SOW-A, STW-A, STOW-A, SJW-A, SJOW-A, SJTW-A, or SJTOW-A.

Before use, check that the extension cord is in good condition. When using an extension cord, make sure to use one heavy enough to carry the current your product will draw. For lengths less than 50 ft (15 m), a No.16 AWG (or greater) extension cord should be used. An undersized

cord will cause a drop in line voltage resulting in loss of power and overheating.



WARNING



Electric shock may cause SEVERE INJURY or DEATH. Heed these warnings:

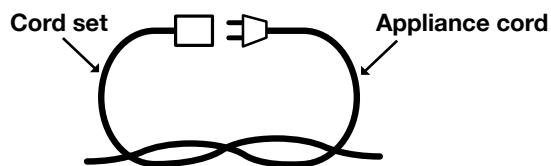
- Do not allow any part of the electric grass trimmer to make contact with water while it is in operation. If the appliance becomes wet while turned off, wipe dry before starting.
- Use only a UL-, CSA- or ETL-rated extension cord for outdoor, all-weather use, such as the Snow Joe® + Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit snowjoe.com to purchase this extension cord online or, to order by phone, call 1-866-SNOWJOE (1-866-766-9563).
- Do not use an extension cord over 150 ft (46 m).
- Do not touch the appliance or its plug with wet hands or while standing in water. Wearing rubber boots offers some protection.

EXTENSION CORD CHART

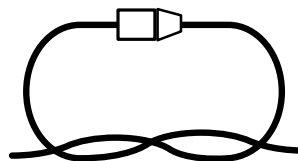
Cord Length:	50 ft (15 m)	100 ft (30 m)	150 ft (46 m)
Min. Wire Gauge (A.W.G.):	16	16	14

5. To prevent the appliance cord from disconnecting from the extension cord during operation, make a knot with the two cords as shown in Table 1.

Table 1. Method of Securing Extension Cord



(A) Tie cord as shown



(B) Connect plug and receptacle

6. **Do not abuse the cord** – Never pull the grass trimmer by the cord or yank the cord to disconnect it from the receptacle. Keep the cord away from heat, oil, and sharp edges.


Additional Electrical Safety Rules

- The voltage must correspond to the one marked on the technical data plate (120 V~60 Hz). Do not use other sources of power.
- The power line should have a circuit breaker no lower than 10 A. Consult an electrician if this is not the case.
- Never pass the grass trimmer over the extension cord when the grass trimmer is in use as this could cut the cord. Make sure you know where the cord is at all times.
- Use the special cord restraint hook to connect the extension cord.
- Never use the trimmer when it is raining or when excessively moist and humid conditions are present. Do not cut damp grass or leave the trimmer outside overnight.
- The power supply cable should be checked regularly to make sure it is perfectly intact without any signs of wear or damage. If the cable is not in good condition, do not use the trimmer.
- Only use an extension cable that is rated for outdoor use. Keep the extension cord away from the cutting area, sharp edges, heat, fuels, damp areas, and oily surfaces.
- **Damage to unit** – If the trimmer strikes a foreign object or becomes entangled with it, stop the tool immediately. Unplug it, check for damage, and have any damage repaired before proceeding with operation. Do not operate the trimmer with a broken hub or spool. Contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).
- **Damage to cord** – Keep power cord away from the rotating line. If you damage the cord, unplug it from the power supply before moving the tool or examining the damage. A damaged cord must be replaced before further use.
- **Disconnect the tool** – Turn the trimmer off and disconnect the plug when the trimmer is not in use, when replacing the line, or prior to performing any maintenance task.
- **Avoid dangerous environmental conditions** – Do not use electric tools in damp or wet locations. Do not use the tool in the rain. Follow all instructions in this manual for proper operation of your tool.
- **Do not operate portable electric tools in gaseous or explosive atmospheres** – Motors in these tools normally spark, and the sparks might ignite fumes.
- **Store idle tools indoors** – When not in use, tools should be stored indoors in a dry, locked-up place out of the reach of children.
- **STAY ALERT** – Watch what you are doing. Use common sense. Do not operate the trimmer when you are tired or under the influence of alcohol or drugs.
- **Maintain appliances with care** – Follow instructions for lubricating and changing accessories. Inspect extension cords periodically and replace if damaged. Keep handles dry, clean, and free from oil and grease.

- **Check for damaged parts** – Before further use of the appliance, a guard or other part that is damaged should be carefully checked to determine that it will operate properly and perform its intended function.

Check for alignment of moving parts, binding of moving parts, breakage of parts, mounting, and any other condition that may affect the trimmer's operation. A guard or other part that is damaged should be properly repaired or replaced by an authorized service center unless indicated otherwise in this manual.

Double-Insulated Appliances

In a double-insulated appliance, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated appliance, nor should a means for grounding be added to the appliance. Servicing a double-insulated appliance requires extreme care and knowledge of the system, and should be performed only by qualified service personnel at an authorized Snow Joe® + Sun Joe® dealer. Replacement parts for a double-insulated appliance must be identical to the parts they replace. A double-insulated appliance is marked with the words "Double Insulation" or "Double Insulated." The symbol  (square within a square) may also be marked on the appliance.

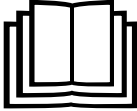







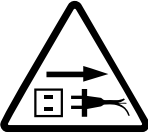

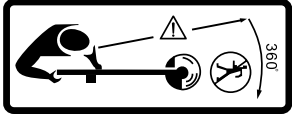


DOUBLE-INSULATED: GROUNDING NOT REQUIRED. WHEN SERVICING, USE ONLY IDENTICAL REPLACEMENT PARTS.

This electric grass trimmer is double-insulated, eliminating the need for a separate grounding system. Use only identical replacement parts. Read the instructions before servicing double-insulated appliances. Use this grass trimmer only as described in this manual.

Safety Symbols

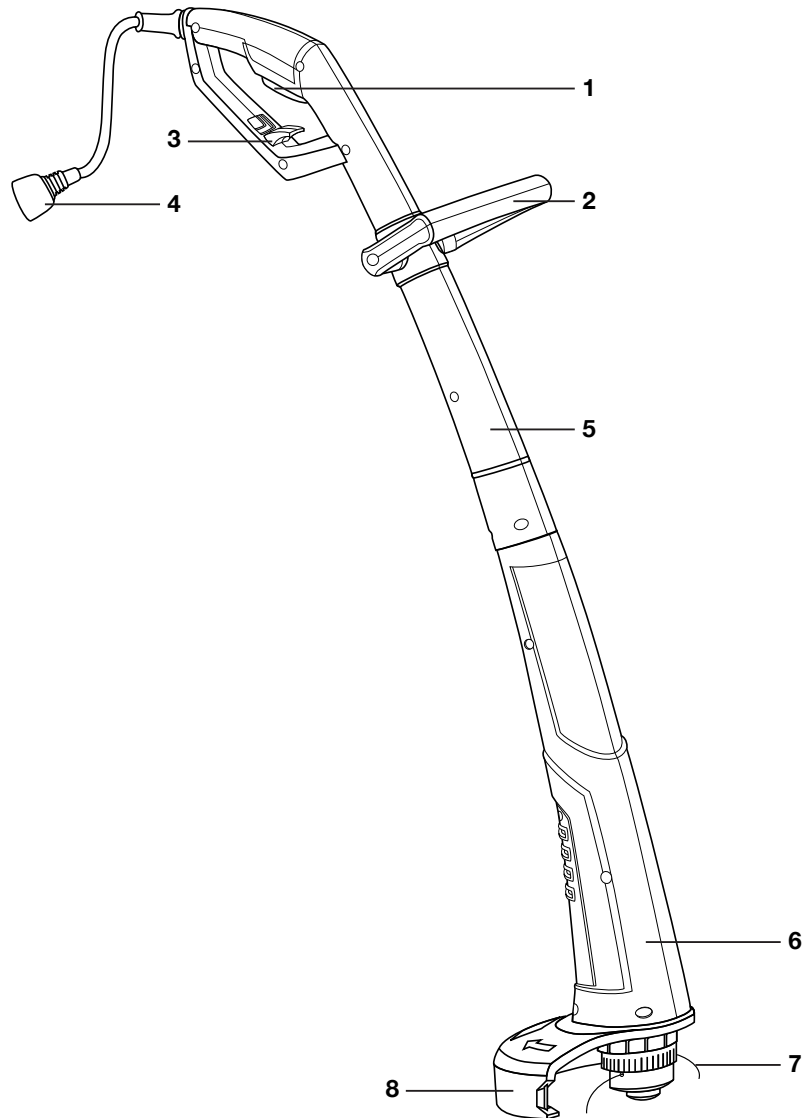
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate.

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 EYE AND HEARING PROTECTION – For protection against injury, wear ear defenders and safety goggles.		Beware of flying objects and debris.
	Wear protective gloves when using the machine and handling debris.		WARNING! Turn the machine OFF and disconnect it from the power supply before inspecting, cleaning, changing accessories, or conducting any other maintenance task.
	Immediately remove the plug from the mains if the power cable is damaged, frayed, or entangled. Always keep the power cable away from heat, oil and sharp edges.		DOUBLE INSULATION – When servicing, use only identical replacement parts.
	DANGER! Beware of thrown objects to bystanders. Keep bystanders at least 15 m (50 ft) away from the machine.		

Know Your Electric Grass Trimmer

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

- 1. On/Off trigger switch
- 2. Auxiliary handle
- 3. Extension cord restraint hook
- 4. Appliance cord
- 5. Upper handle
- 6. Motor housing
- 7. Spool
- 8. Safety guard



Technical Data

Rated Voltage	120 V ~ 60 Hz	Line Diameter	0.055 in. (1.4 mm)
Power	3 A	Spool Length	16.4 ft (5 m)
No Load Speed	12,000 rpm	Spool Advance	Bump Feed
Cutting Swath	9.45 in. (24 cm)	Weight	3.3 lbs (1.5 kg)

Unpacking

Carton Contents

- Electric grass trimmer motor housing
- Upper handle
- Auxiliary handle
- Safety guard
- Bolt
- Screws (2)
- Manuals with registration card

1. Carefully remove the electric grass trimmer 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 the electric grass trimmer. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations.

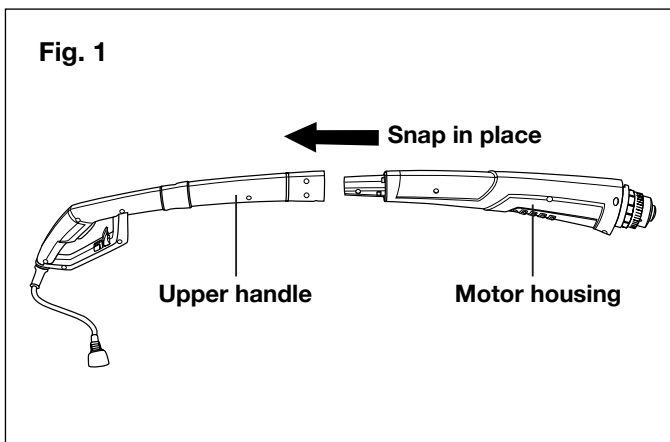
IMPORTANT! The equipment and packaging material are not toys. Do not let children play with plastic bags, foils, or small parts. These items can be swallowed and pose a suffocation risk!

Assembly

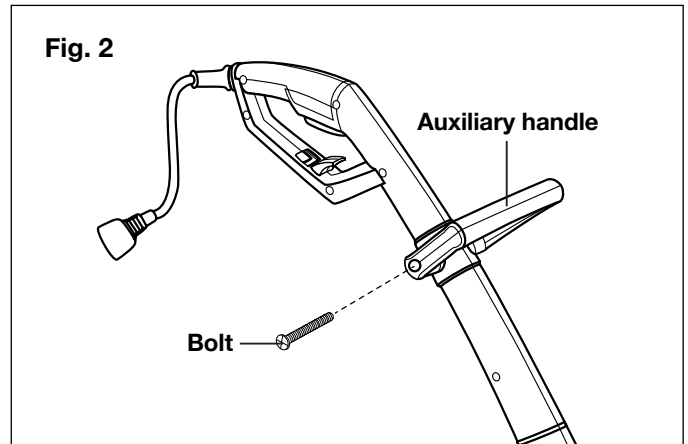
⚠ WARNING! Do not connect to power supply until assembly is complete. Failure to comply could result in accidental starting and possible serious personal injury.

Fitting the handle

1. Insert the motor housing into the upper handle until it locks securely in place (Fig. 1).



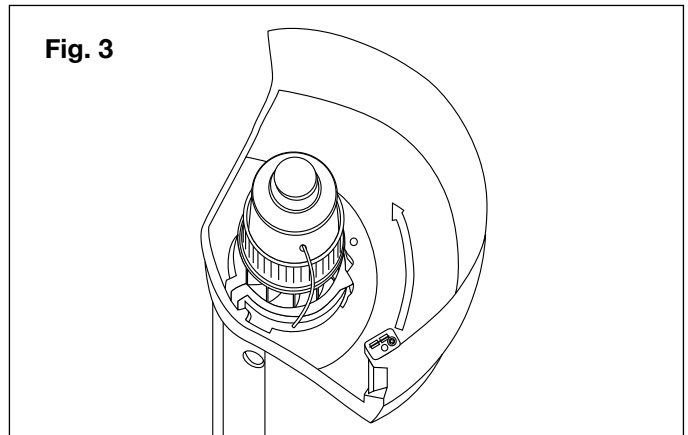
2. Secure the handle with the bolt provided (Fig. 2).



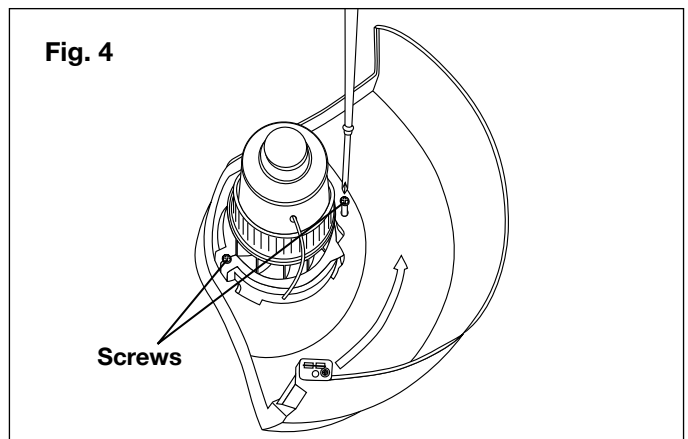
Fitting the safety guard

⚠ WARNING! The guard must be properly installed. The guard provides the operator and other bystanders with some protection from thrown objects.

1. Fix the safety guard to the trimmer head, making sure the sides are located along the grooves on the trimmer head (Fig. 3).



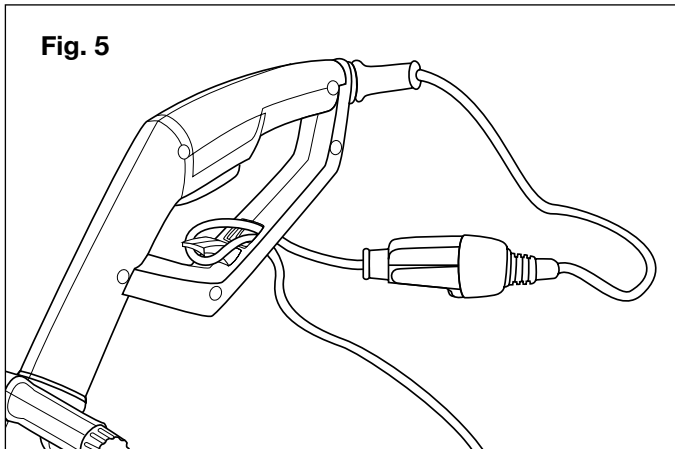
2. Secure the safety guard onto the trimmer head with the screws provided (Fig. 4).



Operation

Securing the extension cord

1. Make a loop with the extension cord.
2. Insert the loop through the opening in the back of the upper handle and secure the loop onto the extension cord restraint hook (Fig. 5).
3. Connect the extension cord to the appliance cord.

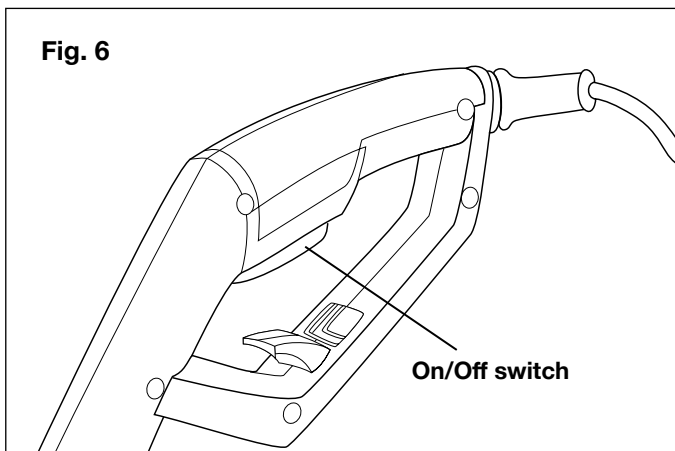


⚠ WARNING! Remove stones, loose pieces of wood, and other objects from the cutting area. The string continues to rotate for a few seconds after switching off the trimmer. Let the motor come to a complete stop before resuming operation. Do not rapidly switch the trimmer off and on.

⚠ CAUTION! Always wear eye protection.

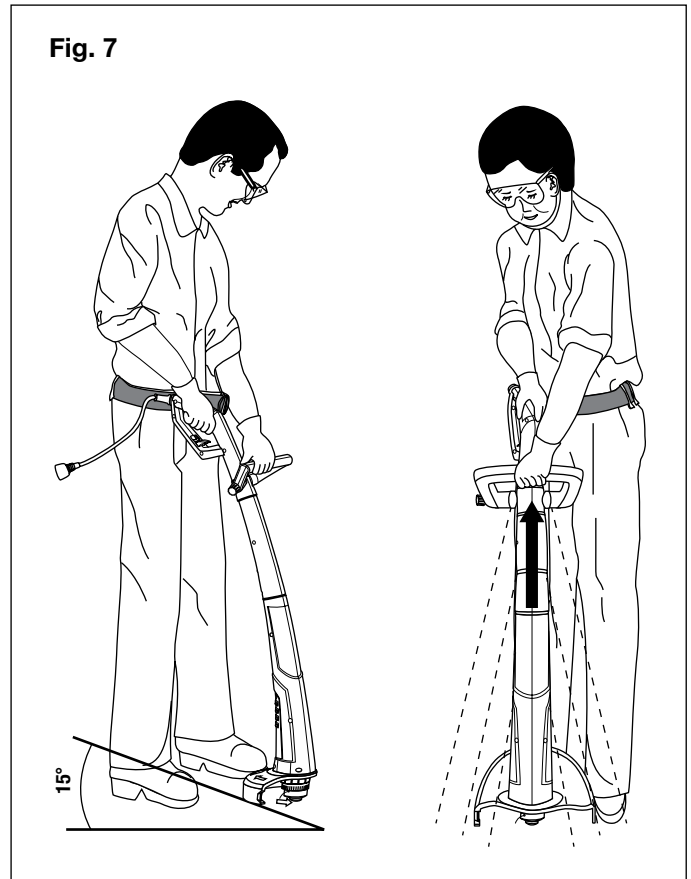
Starting and stopping

1. To switch on the trimmer, press and hold the trigger. Release the trigger to stop (Fig. 6).

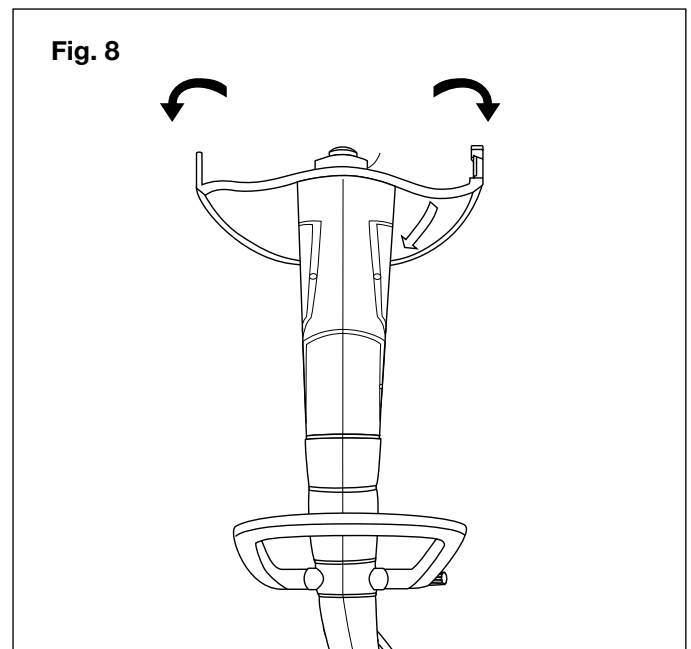


Trimming

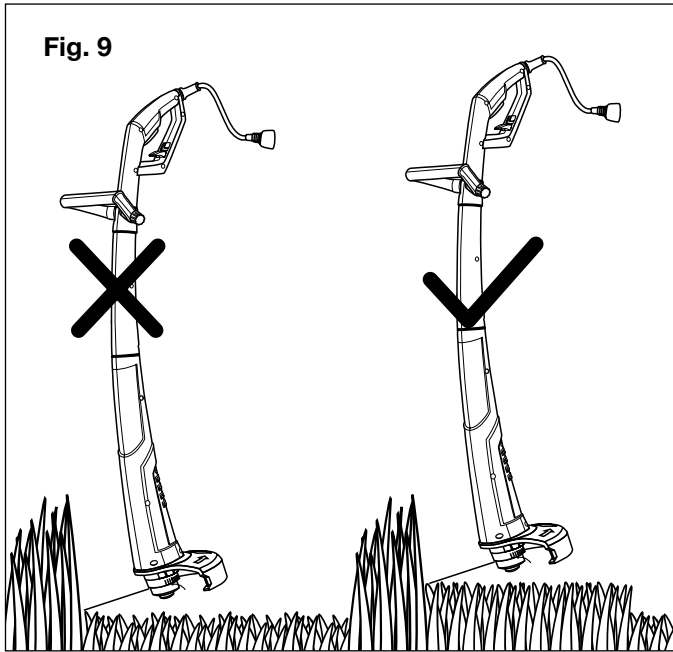
1. Hold the trimmer at an angle of approximately 15-degrees to the work area (Fig. 7).



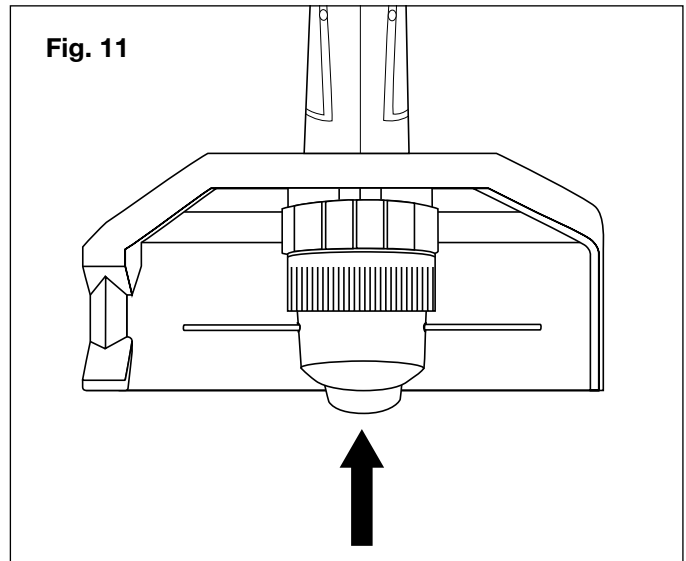
2. Slowly swing the trimmer from side to side (Fig. 8).



3. Do not overload your trimmer; instead, take small “bites” of grass, working from the top to the bottom. This will keep the machine operating at high speed and will greatly improve its cutting efficiency (Fig. 9).



4. The length of the line will then adjust automatically (Fig. 11).



Replacing the spool

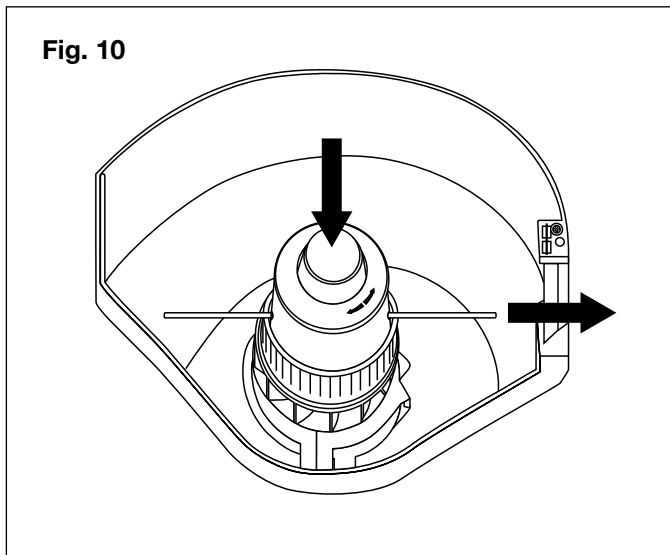
⚠ WARNING! Unplug the mains supply cable before changing the trimmer line.

NOTE: A dual-line factory wound spool (model TRJ609ERS) is available for easy spool replacement on the TRJ609E electric grass trimmer. Visit snowjoe.com to purchase this accessory online.

1. Disconnect the mains supply cable.
2. Press together both locking device tabs on the spool cover and remove the cover (Figs. 12-13).
3. Remove the spool from the spool cover (Fig. 14).
4. Remove the spring and clean out any dirt or grass residue.

Starting for the first time and operation

1. You will need to exert a certain force to pull out the line when the trimmer is used for the first time. To do so, depress the push button and pull out the line to the edge of the guard hood (Fig. 10).



2. The line will be cut to the correct length once the cutting head starts. A short, worn nylon line will result in poor cutting performance.
3. To restore the correct line length, press the trimmer against the ground while the cutting head is running (Fig. 11).

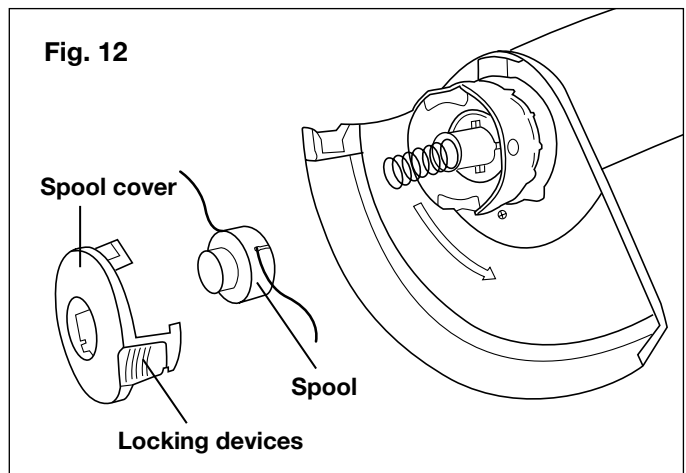


Fig. 13

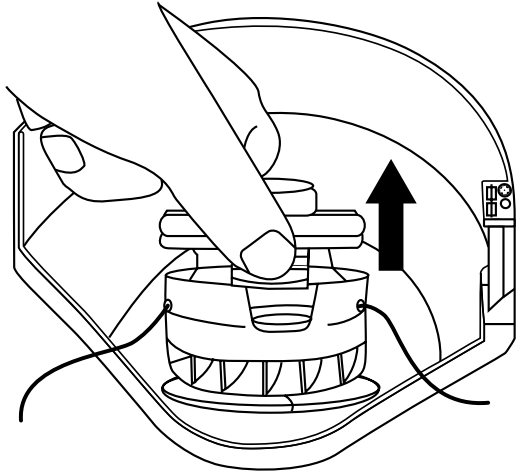


Fig. 14

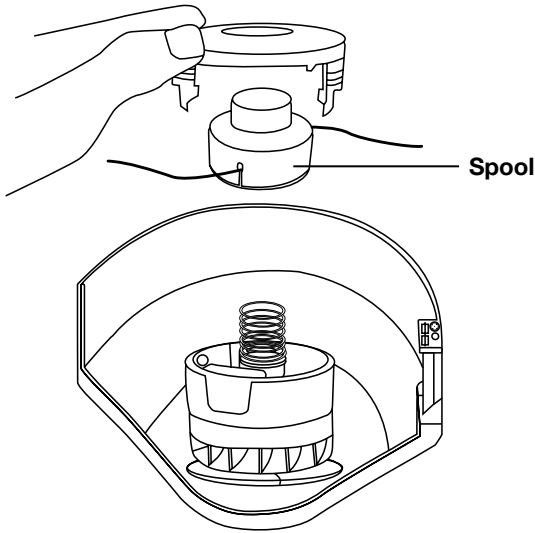
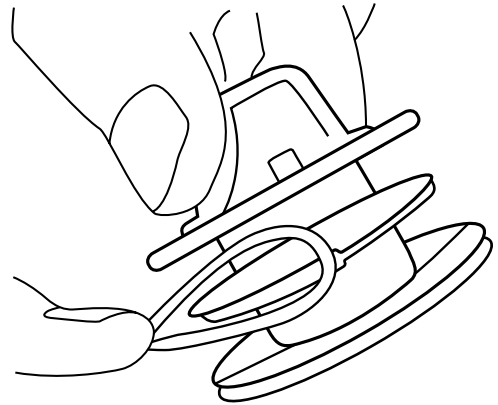
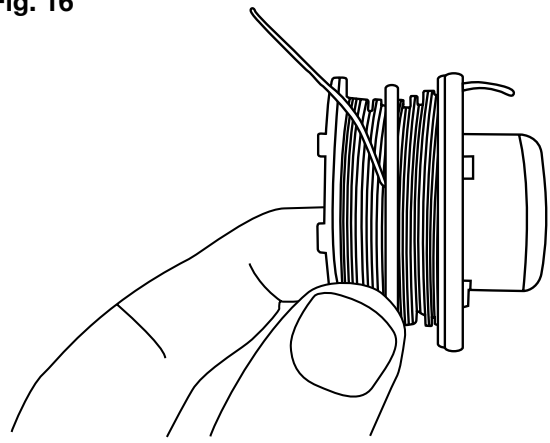


Fig. 15



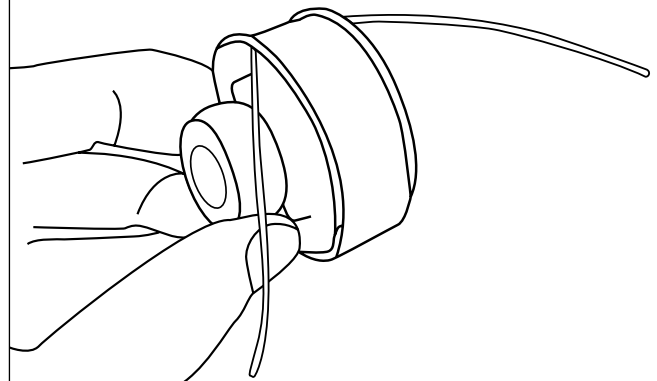
2. Wind the line following the directional arrows on the spool housing and hook the two ends into the side grooves (Fig. 16).

Fig. 16



3. Firmly place the white cover on the spool and pull the two ends approximately 3.5 inch (9 cm) out of the spool (Fig. 17).

Fig. 17

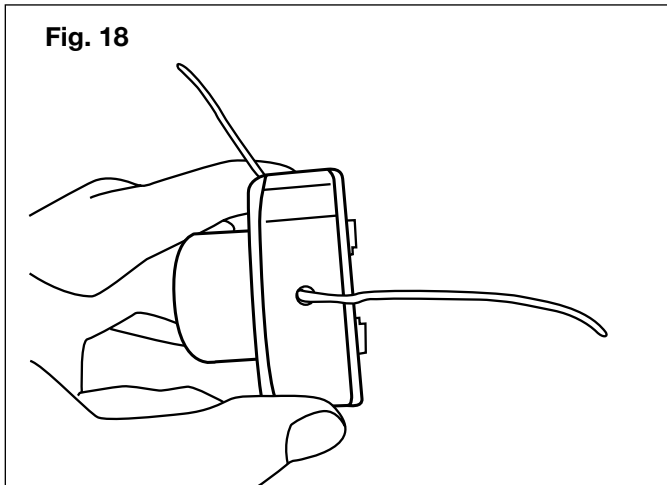


Winding the line

NOTE: A dual-line factory wound spool (model TRJ609ERS) is available for easy spool replacement on the TRJ609E electric grass trimmer. Visit snowjoe.com to purchase this accessory online. Should you wish to wind the line yourself, the instructions are provided below. Self-winding, however, is **NOT** recommended because if the line is not wound properly it can cause the trimmer's bump feed system to malfunction. For this reason, users are strongly urged to purchase the pre-wound spool.

1. The spool can hold 16.4 ft (5 m) of line. Remove the white cover. Holding the loose ends of the line together with one hand, find the center of the line with the other hand and hook this center loop into the groove on the spool (Fig. 15).

4. Along the groove, slide the line into the hole in the spool cover (Fig. 18).

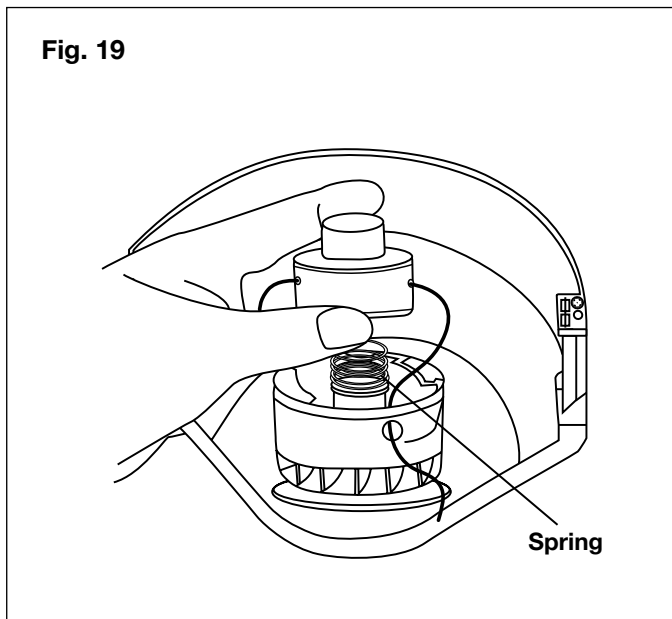


5. Prepare to assemble the spool into the trimmer.

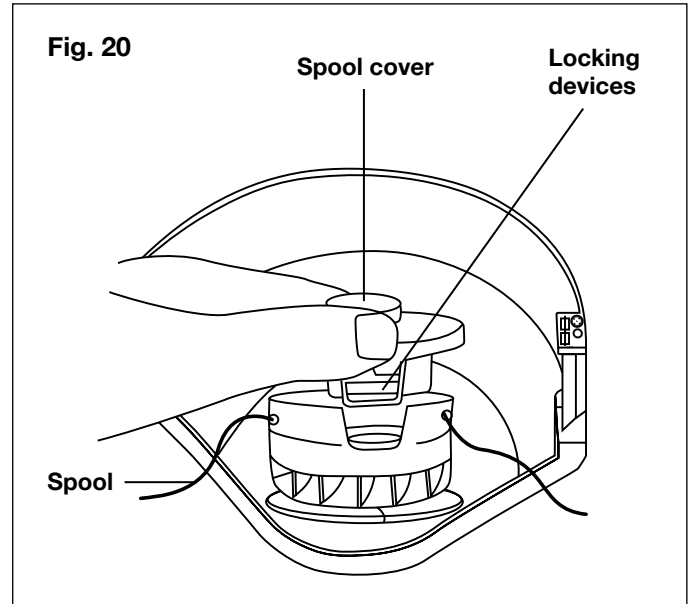
Assembling the spool

NOTE: Users are strongly urged to purchase the pre-wound spool. A dual-line factory wound spool (model TRJ609ERS) is available for easy spool replacement on the TRJ609E electric grass trimmer. Visit snowjoe.com to purchase this accessory online. When using the factory wound spool, keep the protective white cover encasing the line in place, then follow the directions below to feed the line into the grass trimmer.

1. Insert the spring into the shroud and thread the line into the hole (Fig. 19).



2. Place the spool cover on the spool and press it firmly down until the locking devices of the spool cover securely click into place (Fig. 20).



CAUTION! Catapulted pieces of nylon line may cause injury.

NOTE: The maximum recommended length of line in the spool is 8 ft (2.5 m) per slot.

WARNING! Pay attention to the winding direction.

1. Always replace the spool with a new pre-wound spool. Visit snowjoe.com to purchase the pre-wound spool (model TRJ609ERS) for this electric trimmer.
2. Insert the end of the line through the eyelet in the cutting head.

IMPORTANT: Keep all areas of the cutting head cover and cutting head clean. Place the cap back by pushing it firmly onto the cutting head. To ensure that the cutting head cover is correctly fitted, try to remove it without depressing the two latches. If it is correctly fitted, it should not move.

Maintenance

WARNING! Make sure to unplug your trimmer before inspecting its parts.

- Your grass trimmer requires no additional lubrication or maintenance. There are no user serviceable parts in your trimmer. If a fault is suspected, contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).
- Your trimmer line can dry out over time. To keep your line in top condition, store spare pre-wound spools or bulk line in a plastic, resealable bag with a tablespoon of water.
- Never use water or chemical cleaners to clean your grass trimmer. Wipe it clean with a dry cloth.
- Plastic parts may be cleaned by using mild soap and a damp rag.

- Always store your grass trimmer in a dry place. Do not allow any liquid to get inside it.
- Keep the motor ventilation slots clean.
- If you see some sparks flashing in the ventilation slots, this is normal and will not damage your power tool.

IMPORTANT! To ensure product safety and reliability, repairs, maintenance, and adjustments to this power tool should be performed only with identical replacement parts. Contact your 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.

Storage

Follow these recommendations for storing the grass trimmer.

- Clean the grass trimmer thoroughly before storing.
- Store the trimmer in a stable and safe position out of the reach of children. Keep the trimmer in a dry place where the temperature is not too hot or too cold.
- When storing the trimmer, do not rest it against the floor. Hang it by the upper handgrip so that the guard does not touch anything. If the guard rests against a surface, its shape and dimensions could be permanently altered, and could render the machine unsafe to use.

Troubleshooting

If your tool does not seem to operate properly, follow the instructions below. If these troubleshooting tips do not solve the problem, contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

- Unplug the tool before checking or inspecting it.

Tool runs slowly

- Check that the spool housing rotates freely. Carefully clean it if necessary.
- Check that the cutting line does not protrude. If it does, cut it off so that it just reaches the line trimming blade.

Bump line feed does not work

- Keep the tabs depressed and remove the spool cover from the housing.
- Pull the cutting line until it reaches the trimming blade. If insufficient cutting line is left on the spool, install a new spool of cutting line as instructed.
- Align the tabs on the spool cover with the holes in the housing.
- Push the cover onto the housing until it snaps securely into place.
- If the cutting line protrudes beyond the trimming blade, cut it off so that it just reaches the blade.

Service and Support

If your Sun Joe® Trimmer Joe TRJ609E electric grass trimmer requires service or maintenance, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

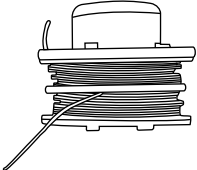
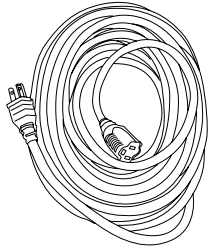
Model and Serial Numbers

When contacting the company, reordering parts, or arranging service from an authorized dealer, you will need to provide the model and serial numbers, which can be found on the decal located on the housing of the unit. Copy these numbers into the space provided below.

Record the following numbers from the housing or handle of your new product:	
Model #:	T R J 6 0 9 E
Serial #:	_____

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 electric grass trimmer. Contact Snow Joe® + Sun Joe® if you are unsure whether it is safe to use a particular replacement part or accessory with your electric grass trimmer. The use of any other attachment or accessory can be dangerous and could cause injury or mechanical damage.

Accessories	Item	Model
<p>①</p> 	<p>Dual-Line Pre-Wound Spool</p>	<p>TRJ609ERS</p>
<p>②</p> 	<p>Snow Joe® + Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end</p>	<p>PJEXT50-B</p>

NOTE: Accessories are subject to change without any obligation on the part of Snow Joe® + Sun Joe® to provide notice of such changes. 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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