



13-AMP BLADELESS ELECTRIC LEAF MULCHER + SHREDDER

Model SDJ616

Form No. SJ-SDJ616-880E-MR3

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 property loss.

General Safety WARNINGS!

You and any other operator of this leaf mulcher + shredder must read, understand, and follow these instructions in their entirety. Failure to follow these instructions may result in **ELECTRIC SHOCK, FIRE, and/or serious PERSONAL INJURY.**

Notice the personal safety alert symbol  used in this manual to draw your attention to a **WARNING** given along with the particular operating instruction. This means that the operation requires special **ATTENTION, CAUTION, and AWARENESS.**

⚠️ WARNING! Wear appropriate personal hearing protection during use. Under some conditions and duration of use, noise from this product may contribute to hearing loss.

⚠️ WARNING! The rotating part can hurt you. Keep your hands and other body parts and loose articles of clothing away from the funnel and discharge area.

Before using the leaf mulcher + shredder, familiarize yourself with the controls, especially how to stop the unit in an emergency. The only individuals who should use the leaf mulcher + shredder are those who thoroughly understand these instructions and know how to properly operate the unit. Children should never be allowed access to the leaf mulcher + shredder.

⚠️ WARNING! This electric leaf mulcher + shredder is designed to shred leaves, thatch, grass clippings, and pine needles. It cannot be used to shred branches, sticks, or brush.

General Safety

1. **Avoid dangerous environments** – Do not use the leaf mulcher + shredder in rain or in damp or wet locations. Do not operate the unit in gaseous or explosive atmospheres

or use the unit near flammable or combustible liquids. Motors in these tools normally spark, and the sparks might ignite fumes.

2. **Keep children, bystanders, and pets away** – All spectators, including pets, should be kept a safe distance away from the work area.
3. **Dress properly** – Do not wear loose clothing or jewelry as such articles can become caught in moving parts. Wear a protective covering to contain long hair. Wearing rubber gloves and substantial non-slip footwear is recommended when working outdoors.
4. **Use safety glasses** – Also use dust mask, safety footwear, snug-fitting clothing, protective gloves, hearing, and head protection.
5. **Use the right tool** – Do not use this machine for any job except that for which it was intended.
6. **Avoid accidental starting** – Do not carry the leaf mulcher + shredder with your finger on the switch. Make sure the switch is off before plugging in or unplugging the unit.
7. **Do not abuse the cord** – Never carry the leaf mulcher + shredder by the cord or yank the cord to disconnect it from the receptacle. Keep the cord away from heat, oil, and sharp edges.
8. **Do not force the appliance** – It will do the job better and with less likelihood of a risk of injury if it is used at the rate for which it was designed.
9. **Do not overreach** – Keep proper footing and balance at all times.
10. **Never leave a running tool unattended** – Turn the leaf mulcher + shredder off and wait until it comes to a complete stop before leaving the work area.
11. **Stay alert** – Watch what you are doing. Use common sense. Do not operate the leaf mulcher + shredder when you are tired or under the influence of drugs, alcohol, or other medication.
12. **Disconnect the appliance** – Disconnect the appliance from the power supply when it is not in use, before servicing it, and when changing accessories.
13. **Store idle appliances indoors** – When not in use, the leaf mulcher + shredder should be stored indoors in a dry and high or locked-up place out of the reach of children.
14. **Maintain the leaf mulcher + shredder with care** – Keep the cutting line maintained at the proper length and thickness for optimal performance and to reduce the risk of injury. Inspect the extension cord periodically and immediately replace it if damaged. Keep the handles dry, clean, and free from oil and grease. Follow the additional recommendations described in the Maintenance section of this manual.

- 15. Check for damaged parts** – Before further use of the appliance, a 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 its operation. A part that is damaged should be properly repaired or replaced. Contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.

Personal Safety

1. This leaf mulcher + shredder should be operated on a solid, level surface.
2. Disconnect the leaf mulcher + shredder from the power source when it is not in use, before servicing, and when replacing the cutting lines.
3. When feeding material into the leaf mulcher + shredder, make sure that you do not accidentally insert pieces of metal, rocks, bottles, cans, or other foreign objects.
4. If the cutting mechanism strikes a foreign object or if you notice an unusual rattling noise or vibration coming from the leaf mulcher + shredder, immediately switch off the unit and wait until it comes to a complete stop. Then, disconnect the power cord and follow the steps below:
 - a) Remove any foreign or clogged material.
 - b) Check for any loose parts and tighten them to ensure continued safe operation.
 - c) Replace or repair any damaged parts.

⚠️ WARNING! Never reach into the funnel until the leaf mulcher + shredder has come to a complete stop and is unplugged. The cutting line will continue to rotate for a few seconds after the unit is turned off.

5. Check the discharge area periodically after stopping the leaf mulcher + shredder to ensure that the processed material does not build up and clog the motor cooling vents.
6. Do not move the leaf mulcher + shredder when the motor is running or when your finger is on the switch.

⚠️ 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.

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 leaf mulcher + shredder. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
2. To prevent electric shock, use only with an extension cord suitable for outdoor use, such as SW, SOW, STW, STOW, SJTW or SJTOW.

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 to the product. For lengths up to 50 ft (15 m), a No. 14 AWG (or greater) extension cord must be used. For lengths more than 50 ft (15 m) and up to 100 ft (30 m), a No. 12 AWG (or greater) extension cord must 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 leaf mulcher + shredder 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® 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 100 ft (30 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)
Min. Wire Gauge (A.W.G.):	14	12

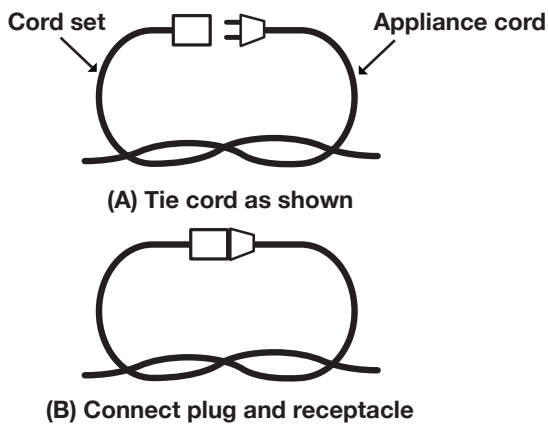
3. To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other). Use this appliance only with a polarized UL-, CSA-, or ETL-listed extension cord recommended for outdoor, all-weather use, such as the Snow Joe® + Sun Joe® SJTW-A 14-gauge 50-foot extension 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 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



5. Power tool plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs with earthed (grounded) power tools. Unmodified plugs and matching outlets will reduce risk of electric shock.
6. Avoid body contact with earthed or grounded surfaces, such as pipes, radiators, ranges and refrigerators. There is an increased risk of electric shock if your body is earthed or grounded.
7. If the supply cord is damaged, it must be replaced by an electrician or a power tool repairer.
8. When operating a power tool outdoors, use an extension cord suitable for outdoor use. Use of a cord suitable for outdoor use reduces the risk of electric shock.
9. If operating a power tool in a damp location is unavoidable, use a residual current device (RCD) protected supply. Use of an RCD reduces the risk of electric shock.
10. Have your tool repaired by an electrician or a qualified service center. This power tool complies with relevant safety requirements. To avoid danger, electrical appliances must only be repaired by qualified personnel using original spare parts; otherwise this may result in considerable damage to the user.

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 leaf mulcher+ shredder 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 electric leaf mulcher + shredder only as described in this manual.

Safety Symbols

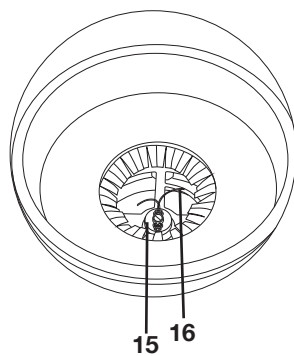
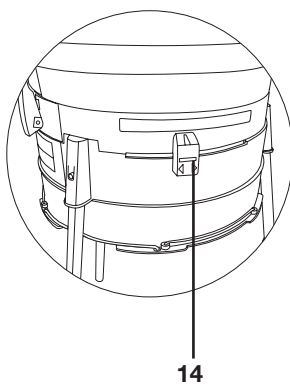
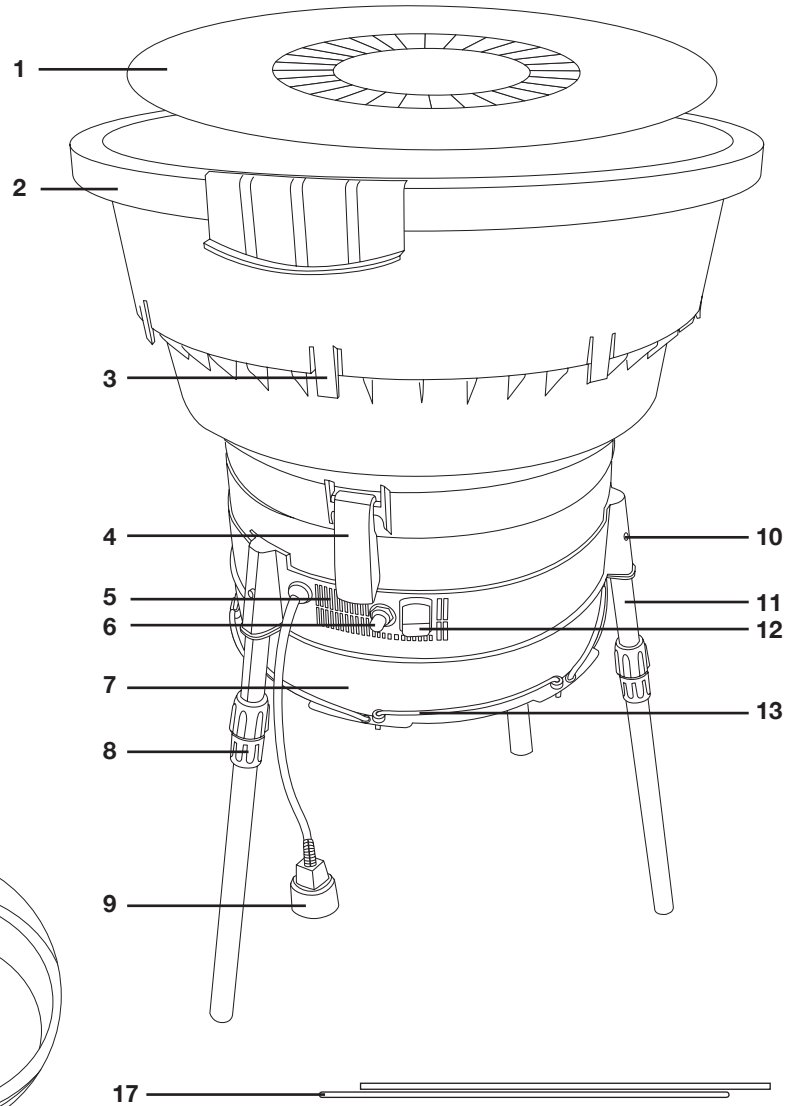
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all safety instructions before attempting to assemble and operate the electric leaf mulcher + shredder.

Symbols	Descriptions	Symbols	Descriptions
	SAFETY ALERT – indicates a precaution, a warning, or a danger.		CAUTION! Remove plug from the outlet immediately if the cord is damaged or cut.
	READ THE OPERATOR'S MANUAL(S) – Read, understand, and follow all safety instructions in the manual(s) before attempting to assemble and operate.		CAUTION! Remove plug from the outlet before conducting inspection, cleaning, or maintenance.
	WARNING! Do not expose the unit to rain or wet conditions.		DANGER! Keep hands and feet away from the cutting area.
	WEAR EYE AND HEARING PROTECTION – For protection against injury, wear ear defenders and safety goggles.		Keep bystanders at a safe distance away from the work area.
	Wear foot protection when using the machine and handling debris.		Wear protective gloves when using the machine and handling debris.
	Thrown objects and rotating blade can cause severe injury.		Double insulation.

Know Your Bladeless Electric Leaf Mulcher + Shredder

Read the owner's manual and safety instructions carefully before operating the electric leaf mulcher + shredder. Compare the illustration below to the electric leaf mulcher+ shredder in order to become familiar with the location of the various controls and adjustments. Save this manual for future reference.

1. Funnel cover
2. Funnel
3. Locking tab
4. Clamp
5. Air vent
6. Reset button
7. Motor bracket
8. Height adjustment knob
9. Appliance cord
10. Assembling hole for leg
11. Telescoping leg
12. On/Off switch
13. Elastic strap
14. Mulch adjustment control dial
15. Spinning head
16. Cutting line
17. Additional cutting lines



Technical Data

Rated Voltage	120 V ~ 60 Hz	Max. Cutting Diameter	12 in. (30.4 cm)
Power	13 amp	Line Diameter	0.1 in. (0.25 cm)
No Load Speed	8,000 rpm	Line Length	12.6 in. (32 cm)
Particle Reduction Ratio	16 : 1	Weight	13.2 lbs (6.1 kg)

Unpacking

Carton Contents

- Funnel cover
- Funnel
- Motor bracket
- Telescoping legs (3)
- Additional cutting lines (20)
- Manual with registration card

1. Carefully remove the electric leaf mulcher + shredder 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 leaf mulcher + shredder. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations or save the packaging for long-term product storage.

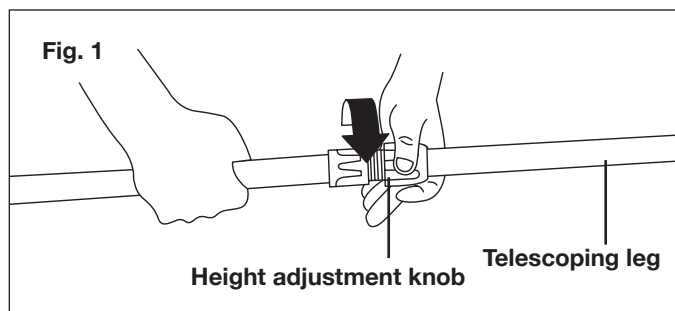
IMPORTANT! The equipment and packaging material are not toys. Do not let children play with plastic bags, foils, or small parts. These items can be swallowed and pose a suffocation risk!

Assembly

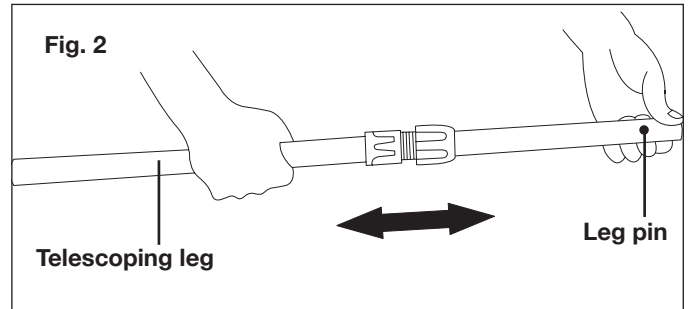
⚠ WARNING! Do not connect to the power supply until assembly is complete. Failure to comply could result in accidental starting and serious personal injury.

Mulcher Stand Assembly

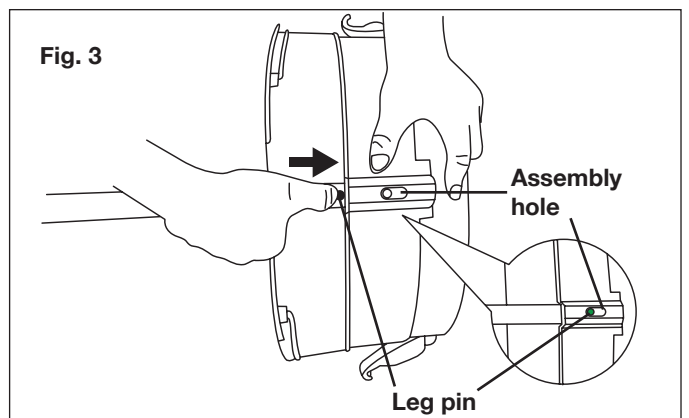
1. Loosen the height adjustment knob on the telescoping leg by turning it counter-clockwise (Fig. 1).



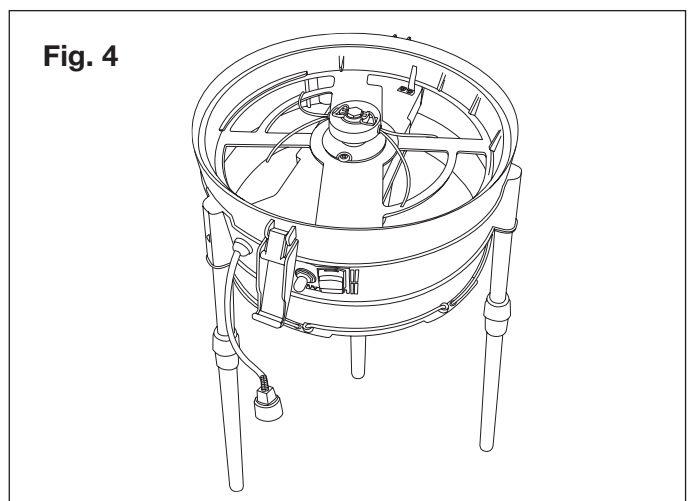
2. Pull the tube to the desired height. Tighten the knob clockwise to secure the leg in place (Fig. 2).



3. With your finger pressed against the leg pin, insert the leg into the hole on the motor bracket. Let the pin slip into the hole to secure the leg in place. Repeat steps 1 through 3 with the other two legs until all three legs are properly fitted (Fig. 3).

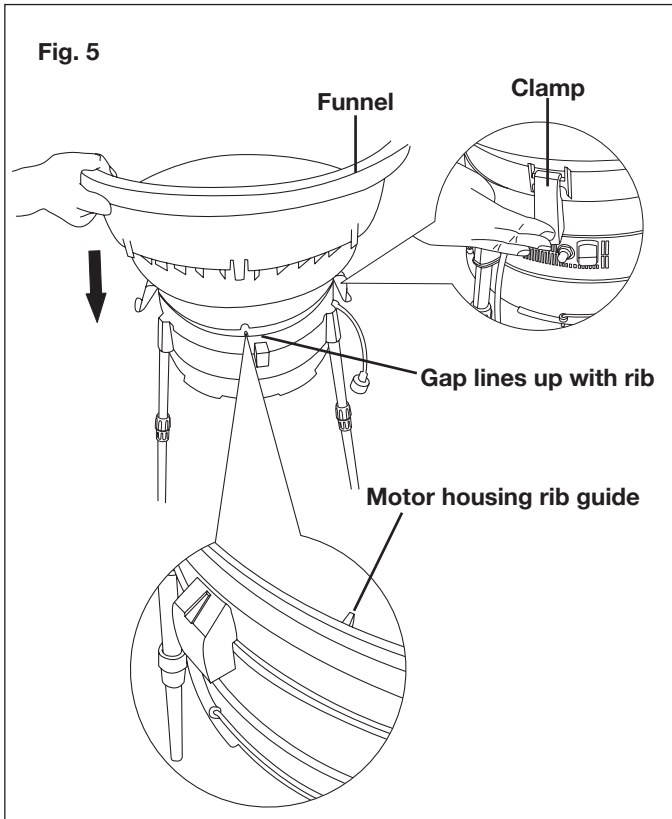


4. Stand up the unit, and ensure it stands securely on all three legs (Fig. 4).

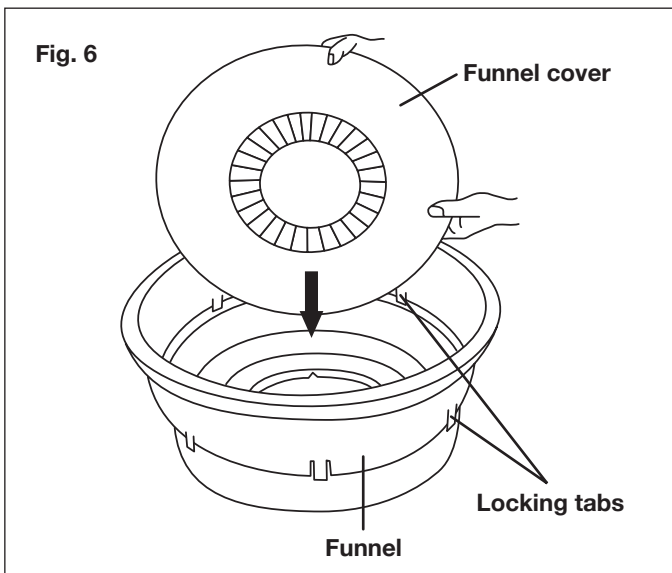


Funnel Assembly

1. Fit the funnel onto the motor housing, aligning the funnel gap with the motor bracket rib. Lock the clamps located on the motor bracket to secure the funnel in place (Fig. 5).



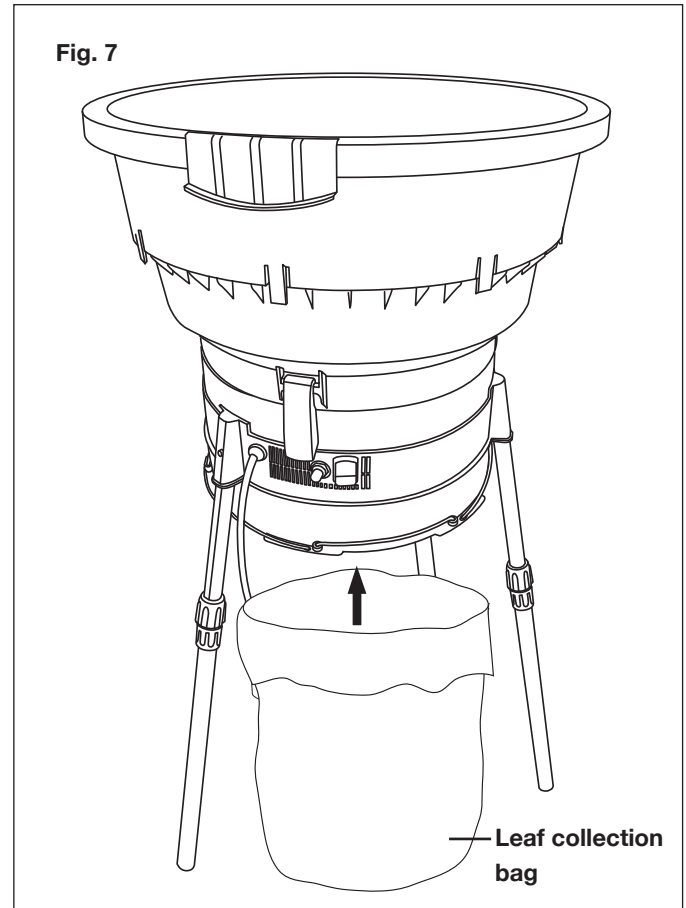
2. Fit the funnel cover in the funnel. Use the 8 locking tabs on the funnel to ensure a secure fit (Fig. 6).



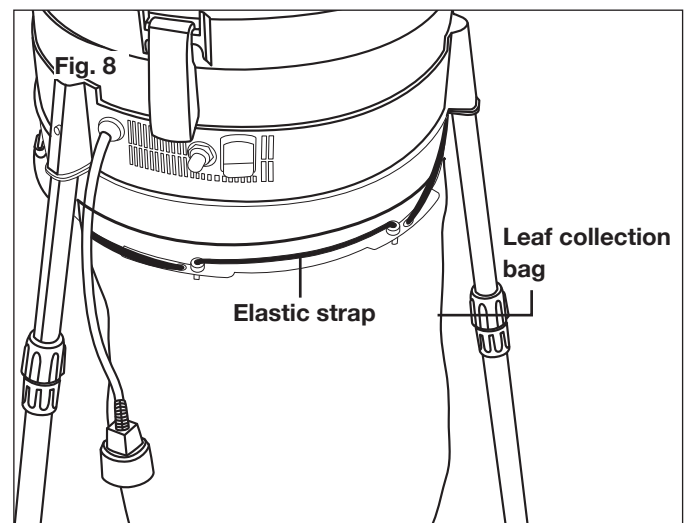
Fitting the Collection Bag

NOTE: This unit does not come with a leaf collection bag; you must supply your own. You may use a plastic, paper, or cloth collection bag, depending on your preferred method of waste disposal.

1. Open the bag and fit it around the motor housing (Fig. 7).



2. Use the elastic strap located at the base of the motor bracket to secure the bag in place (Fig. 8).



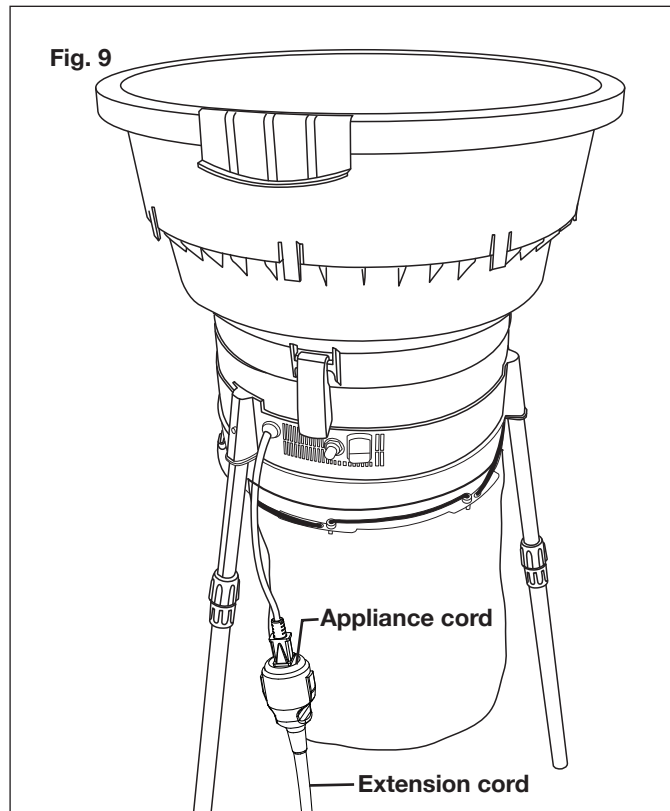
NOTE: You can remove the telescoping legs and fit the motor bracket assembly onto a leaf-bag lined trash container for easy and convenient disposal of the shredded waste.

Operation

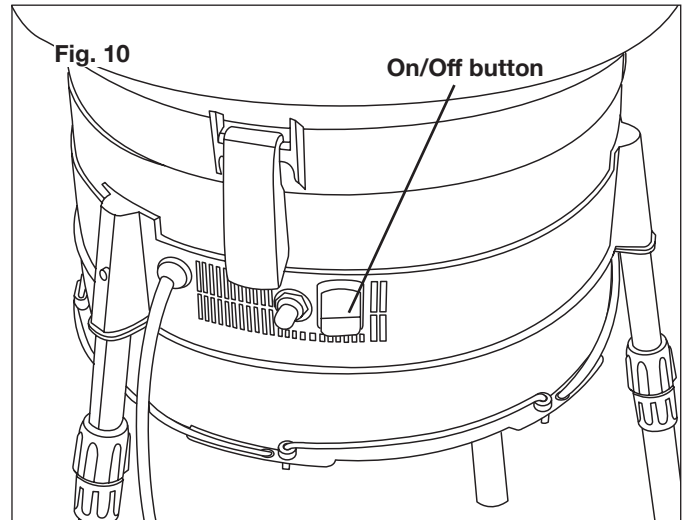
Starting + Stopping

⚠CAUTION! To prevent exposure to dusty warm air, do not stand in front of the motor ventilation slots.

1. Make sure the On/Off switch is in the OFF position. Plug the leaf mulcher + shredder's appliance cord into a suitable outlet using an approved extension cord if necessary (Fig. 9).



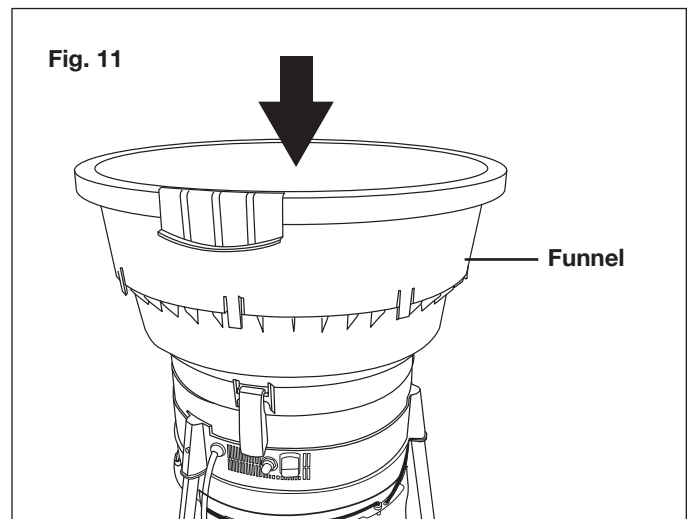
2. The On/Off switch is located on the lower side of the motor housing portion of the power head. To turn on, push the green button. To turn off, push the red button (Fig. 10).



⚠WARNING! The motor will continue running for a while after the unit is turning off.

Loading Your Machine

1. With the unit running, feed double handfuls of dry leaves or single handfuls of wet leaves into the funnel (Fig. 11).



2. Allow the machine sufficient time to shred the load completely and regain speed before inserting the next handful.

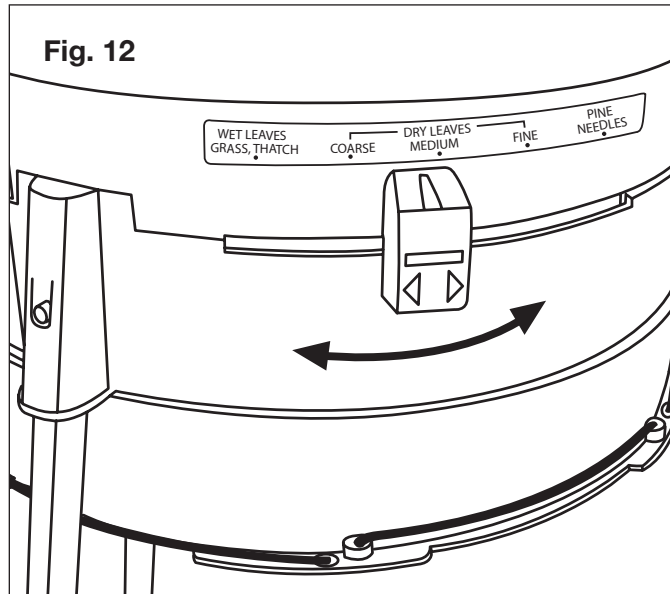
NOTE: Do not overload the machine by letting it labor at low speed; this may cause the motor to stop.

⚠WARNING! Wear protective gloves while loading the machine. Keep your hands away from the spinning head and the cutting lines when loading the machine.

⚠WARNING! Filling the mulcher with unshredded material at a rate faster than the machine can handle may result in permanent damage to the motor. Always wear protective glasses and a dust mask.

Adjusting the Control Dial

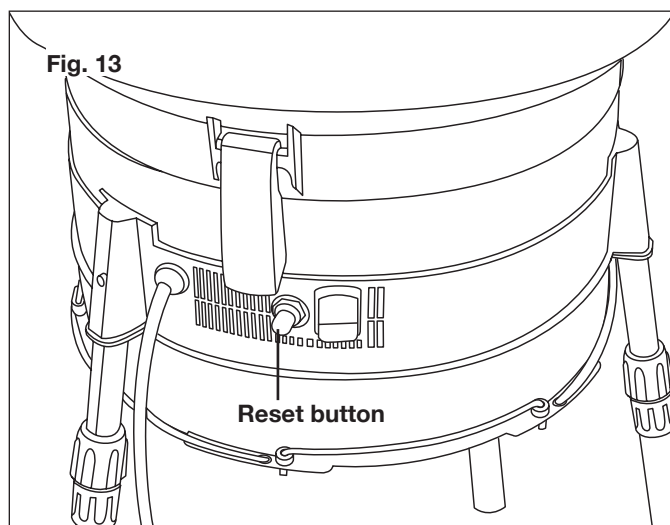
The control dial regulates the particle size and speed at which material passes through the unit. When the control dial is set in the COARSE position, material will process through the unit faster, but will yield a larger particle size than if the dial were set to the FINE position. The FINE position setting will discharge the material slower, but will yield the smallest particle reduction ratio (up to 16 : 1). Use the special settings for pine needles, grass clippings, and thatch as needed. For best results, material should be shredded when dry (Fig. 12).



Overload Protection

Your electric leaf mulcher + shredder is designed with overload protection. If the shredder is clogged during shredding, the overload protection will cut the power automatically to protect your shredder. Wait at least 1 minute before restart the unit when the power is cut.

1. To restart the leaf mulcher + shredder, first press the reset button (Fig. 13).



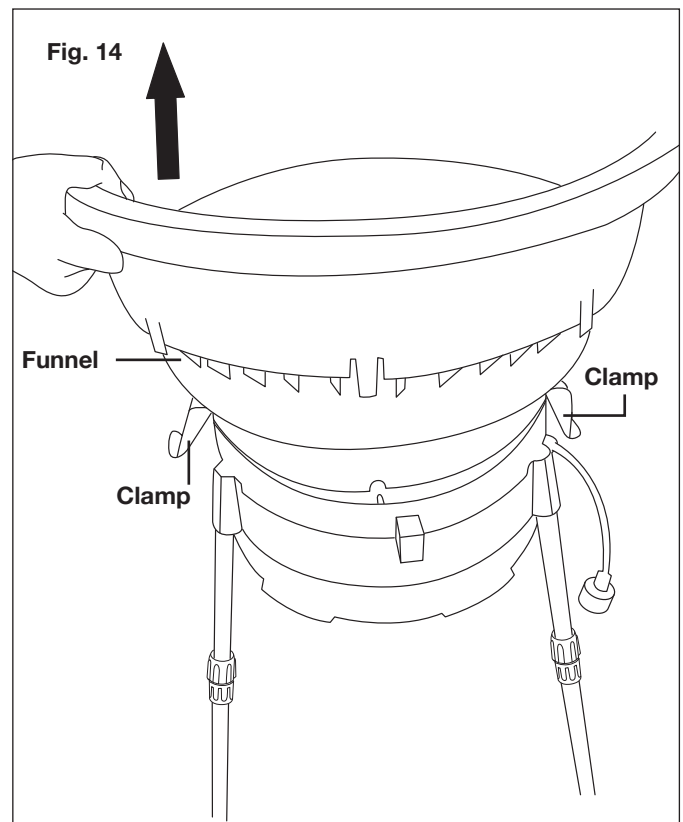
2. Then, push the green ON button to restart the leaf mulcher + shredder (Fig. 10).

Maintenance

⚠ ATTENTION! Before performing any cleaning or maintenance, turn off the unit and disconnect it from the power supply. Wait until the unit stops completely.

Cleaning

1. Use only a warm damp cloth and a soft brush to clean the funnel cover and the funnel.
2. Never spray water on the unit's motor bracket or wash it with water. Do not use detergents or solvents as these could cause irreparable damage to your leaf mulcher + shredder.
3. Make sure the ventilation slots are always kept clean and are free of debris.
4. Remove the funnel to clean the inside of the unit. Open the two clamps that secure the funnel and remove the funnel (Fig. 14).



5. Clean the spinning head and the discharge area. Remove wood sticks or objects that may clog the cutting lines. Check the lines for damage.
6. After cleaning the inside of the leaf mulcher + shredder, replace the funnel and lock the clamps.

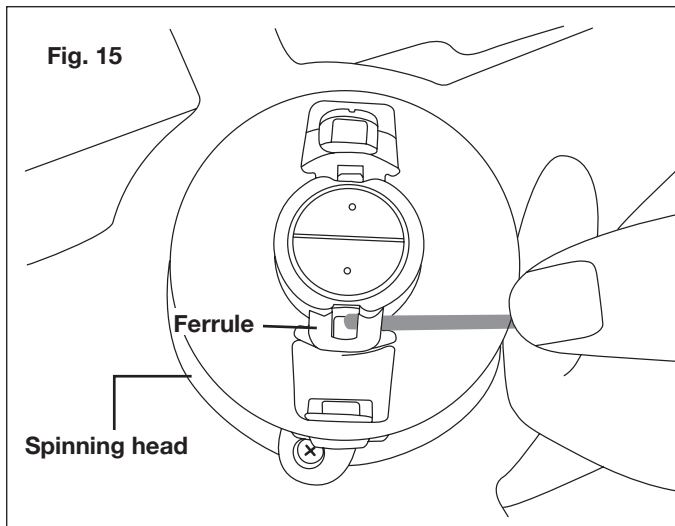
Cutting Lines Replacement

The leaf mulcher + shredder has two 0.1 in. x 12.6 in. (2.5 mm x 320 mm) heavy-duty trimmer lines that are attached to the spinning head. Before any maintenance or cleaning is done on the blades, always turn the switch off and disconnect the plug from the outlet, and wait until it comes to a complete stop.

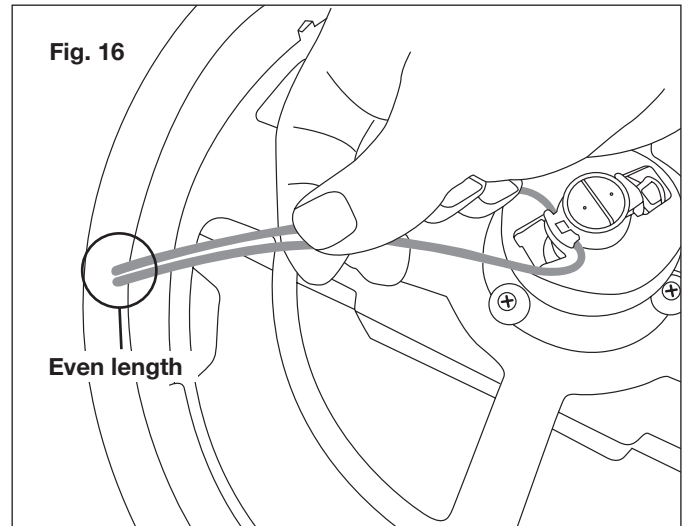
IMPORTANT: Only use original replacement parts specified for this leaf mulcher + shredder.

You can purchase replacement cutting lines (Model SDJ616L) and other genuine replacement parts 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). The use of parts that do not meet the original equipment specifications may lead to improper performance of the leaf mulcher + shredder, may compromise operator safety, and will void the manufacturer's warranty.

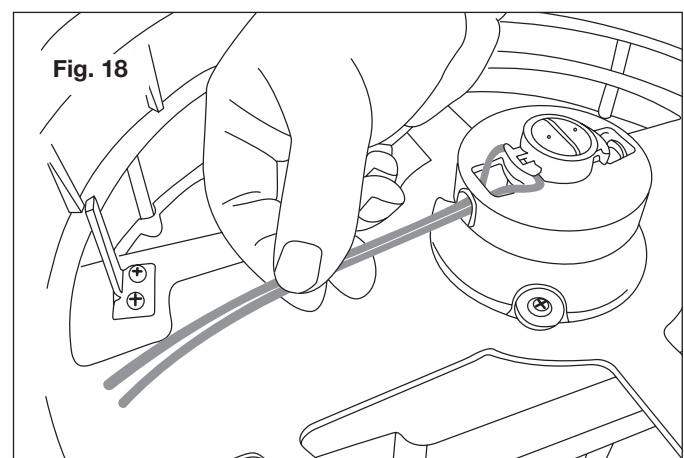
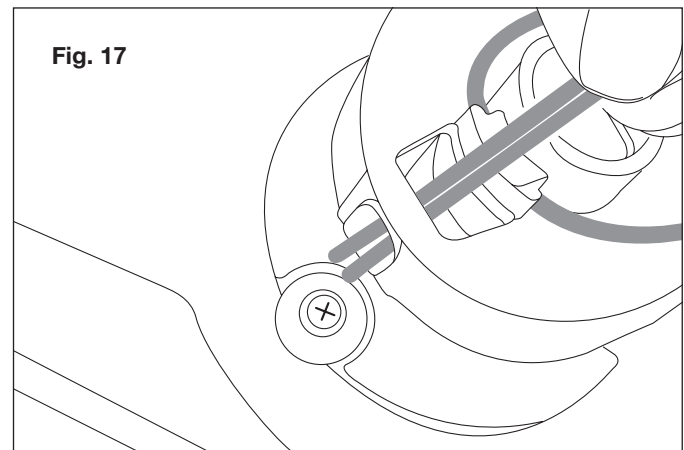
1. Replace the cutting line when a noticeable decrease in shredding efficiency is observed. To remove the worn cutting lines, cut the old lines and pull the remaining line out of the spinner head.
2. When installing new cutting lines, feed each end of the new line through the two holes in the post on top of the spinner head (Fig. 15).



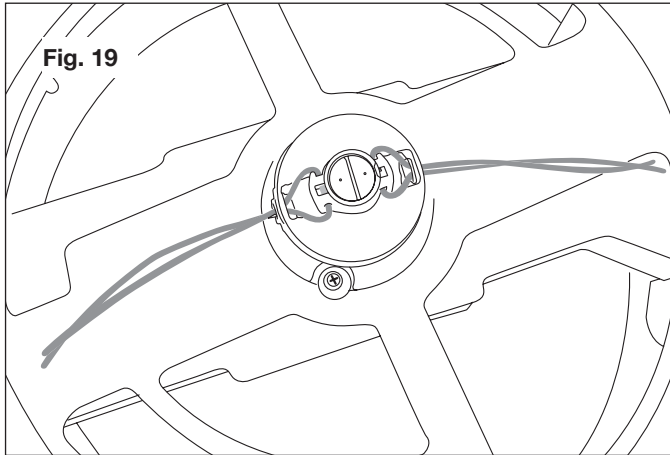
3. Check that the two ends of the line are even in length on both sides (Fig. 16).



4. Thread the lines through each corresponding ferrule. Ensure that both ends of the line are straight and are even in length (Figs. 17 – 18).



5. Refer to the above steps to replace another cutting line (Fig. 19).



NOTE: There is a built-in line cutter that will cut and trim the lines slightly longer than desired.

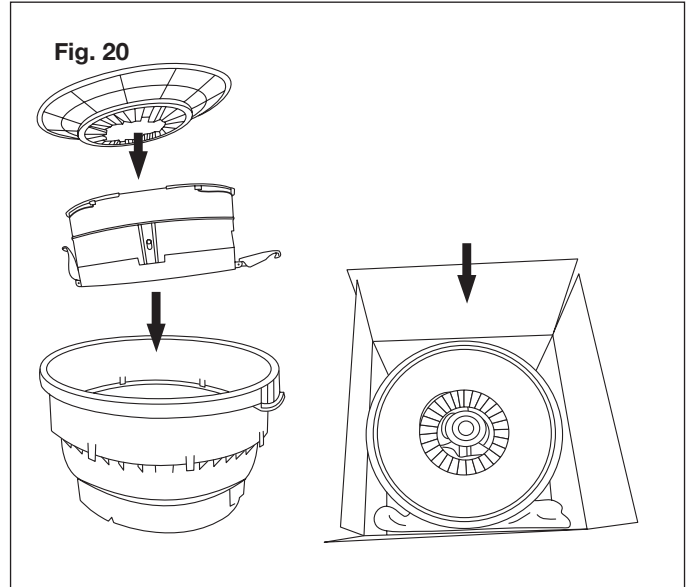
⚠️ WARNING! For optimal performance, use only replacement cutting lines designed specifically for this electric leaf mulcher + shredder (Model SDJ616L).

Monofilament lines having a maximum diameter of 0.1 in. (2.5 mm) and a maximum length of 12.6 in. (320 mm) long may be temporarily substituted, but this is NOT recommended. Use of thicker lines, lines made of substitute material, or lines greater than 12.6 in. (320 mm) long may result in permanent damage to the motor and will void the manufacturer's warranty. Immediately replace any worn parts of the spinner head.

Storage

When storing the electric leaf mulcher + shredder at the end of the season, disassemble the unit and stack the parts in the following order (Fig. 20):

1. Place the funnel into the box.
2. Fit the motor bracket into the funnel.
3. Place the funnel cover onto the motor bracket.
4. Rest the legs in the box beside the funnel.



Service and Support

If your Sun Joe® bladeless electric leaf mulcher + shredder 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 or reordering parts, you will need to provide the model and serial numbers of your product. These are found on the decal affixed to the housing or handle of your electric leaf mulcher + shredder. Copy these numbers into the space provided below.

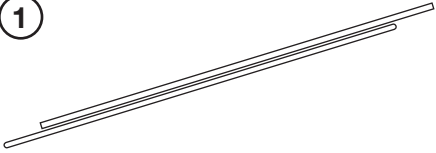
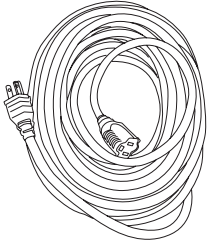
Record the following numbers from the housing or handle of your new product:

Model #: S | D | J | 6 | 1 | 6

Serial #: _____

Optional 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 tool. Contact Snow Joe® + Sun Joe® if you are unsure whether it is safe to use a particular replacement part or accessory with your tool. 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>Sun Joe® pre-cut replacement leaf mulcher + shredder line</p>	<p>SDJ616L</p>
<p>②</p> 	<p>Snow Joe® + Sun 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. Failure to register your product purchase will not diminish your warranty rights. 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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