



CORDLESS TRIMMER + EDGER

11-INCH | 20-VOLT

OPERATOR'S MANUAL

A Division of Snow Joe®, LLC

Model 20ViONLTE-ST11-RM

Form No. SJ-20ViONLTE-ST11-RM-880E-M-V1

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IMPORTANT! Safety Instructions

All Operators Must Read These Instructions Before Use

Read all the instructions contained in this manual. Keep this manual in a safe place, so that the information is available at all times. If you give the equipment to another person, make sure to provide these operating instructions. Basic safety precautions should always be followed to reduce the risk of fire, electric shock, and personal injury.

⚠ 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 followed, could result in serious injury or death.

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

Improper use of the machine will invalidate the warranty, relieve the manufacturer from all liabilities. The user will consequently be liable for all and any damage or injury to himself/herself or others.

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

General Safety

- 1. Avoid dangerous environments** – Do not use appliances in damp or wet locations. Do not use in rain.
- 2. Keep children and bystanders away** – 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 + edger and dispersed into the air. These flying projectiles can cause blindness or other bodily injury.
- 3. Dress properly** – Always wear suitable clothing when using the trimmer + edger to prevent head, hand, or feet injuries. Do not wear loose clothing or jewelry. They can get caught in moving parts.

- 4. Use safety glasses** – Also use safety footwear, snug-fitting clothing, protective gloves, hearing and head protection.
- 5. Use the right tools** – Do not use tools for any job except that for which they are intended.
- 6. Avoid unintentional starting** – Do not carry the tool with finger on the trigger. Make sure the switch is off before inserting the battery.
- 7. 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 was designed.
- 8. Do not overreach** – Keep proper footing and balance at all times.
- 9. Stay alert** – Watch what you are doing. Use common sense. Do not operate the trimmer + edger when you are tired, or under the influence of alcohol or drugs.
- 10. Disconnect the tool** – Turn the trimmer + edger off and remove the battery when: the unit is not in use; it is left unattended; it is being examined because it is not working correctly; the cutting line is being removed or changed; or when the trimmer is being moved from one place to another.
- 11. Store idle tools indoors** – When not in use, tools should be stored indoors in a dry and high or locked-up place out of the reach of children.
- 12. Maintain tools with care** – Keep cutting edges sharp and clean for best performance and to reduce the risk of injury. Follow instructions for lubricating and changing accessories. Inspect the trimmer + edger periodically and replace if damaged. Repair the trimmer + edger only at an authorized service facility. Keep handles dry, clean, and free from oil and grease.
- 13. Checked for damaged parts** – Before continuing to use the trimmer + edger, 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 the alignment of moving parts, binding of moving parts, breakage of parts, mounting, and any other condition that may affect the tool's operation. A guard or other part that is damaged should be properly repaired or replaced by an authorized service center unless indicated elsewhere in this manual.

⚠ 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 + edger. The safety guard keeps the unit 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.

- 14. **Keep away from the cutting line** – It can seriously injure the skin.
- 15. **Do not try to stop the cutting device with your hands** – Always let it come to a stop by itself.
- 16. **Stay alert** – Watch what you are doing. Use common sense. Do not operate the trimmer + edger when you are tired or under the influence of drugs, alcohol, or other medication.

⚠ 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 tool.
- Do not use the unit to cut grass that is not in contact with the ground.
- Do not switch the trimmer + edger 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 trimmer + edger 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 unit is still running.
- When the trimmer + edger is not in use, store it in a dry place and out of the reach of children.
- The trimmer + edger must be operated in a vertical position, perpendicular to the ground.
- Check regularly that all screws are properly secured.

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 trimmer + edger and cause it to malfunction.

⚠ CAUTION! To reduce the risk of injury, charge the EcoSharp® LITE iBAT20-LTE lithium-ion battery pack only in its designated lithium-ion charger, the iCHRG20. 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 32°F (0°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 iCHRG20 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.
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 battery

1. The battery pack supplied with your cordless trimmer + edger 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 77°F (25°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 trimmer + edger, and therefore pose a safety risk.
5. Do not throw battery packs into an open fire as this poses a risk of 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.









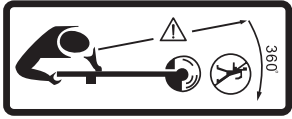
8. Never use or charge batteries if you suspect that it has been more than 12 months since the last time they were charged. There is a high probability that the battery pack has already suffered dangerous damage (exhaustive discharge).
 9. Charging batteries at a temperature below 50°F (10°C) will cause 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.
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.

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°F – 104°F (10°C – 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°F – 104°F (10°C – 40°C). Store your lithium-ion battery pack in a cool, dry place at a temperature of 50°F – 68°F (10°C – 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.

Safety Symbols

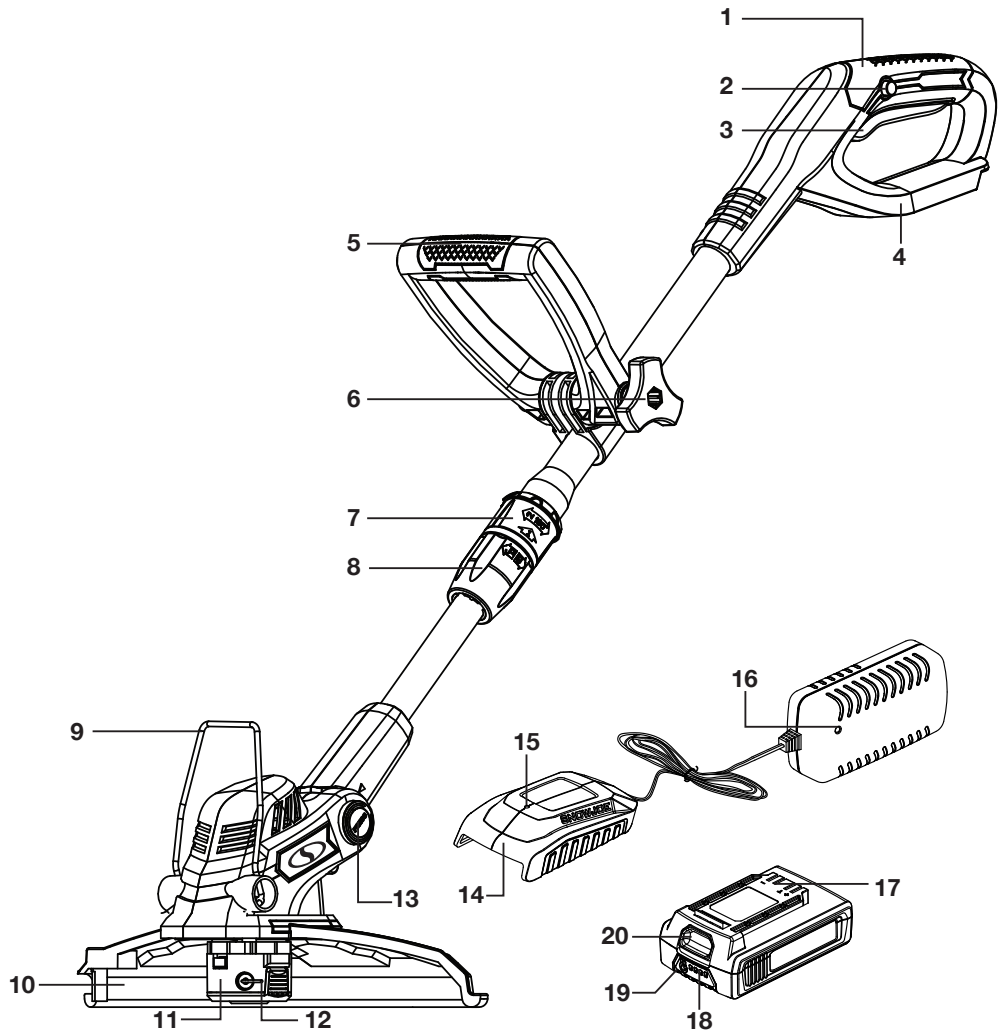
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate.

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.		Indoor use only. Only use battery charger indoors.
	DANGER! Beware of thrown objects to bystanders. Keep bystanders at least 15 m (50 ft) away from the machine.		

Know Your Cordless Trimmer + Edger

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

1. Rear handle
2. Safety lock button
3. ON/OFF trigger switch
4. Battery compartment
5. Adjustable auxiliary handle
6. Handle knob
7. Edging coupler
8. Telescoping locking coupler
9. Edger guide + flower guard
10. Safety guard
11. Spool
12. Nylon cutting line
13. Cutting head pivot button
14. EcoSharp® lithium-ion battery charger (iCHRG20)
15. Charger base indicator
16. Charger plug indicator
17. EcoSharp® LITE lithium-ion battery (iBAT20-LTE)
18. Battery charge level indicator
19. Push button for battery indicator
20. Push lock button



Technical Data

Battery Voltage*	20 V D.C.	Spool Length	17.4 ft (5.3 m)
Battery Capacity	2.0 Ah	Spool Advance	Auto-feed
Charging Time Max	70 min	Line Diameter	0.047 in. (1.2 mm)
Battery Run Time Max.....	40 min	Telescoping Pole	38.2 in. – 47.2 in. (97 cm – 120 cm)
No Load Speed	8405 rpm	Weight (trimmer only).....	3.6 lbs (1.6 kg)
Cutting Swath.....	11 in. (28 cm)	Weight (trimmer with battery installed)	4.4 lbs (2 kg)

*Initial no-load voltage, when fully charged, peaks at 21 volts; nominal voltage under typical load is 18 – 19 volts.

Unpacking

Carton Contents

- Cordless trimmer + edger
- Safety guard
- Edger guide + flower guard
- 20 V EcoSharp® LITE lithium-ion battery
- 20 V EcoSharp® lithium-ion battery charger
- Manuals with registration card

1. Carefully remove the cordless trimmer + edger 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 cordless grass trimmer + edger. 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!

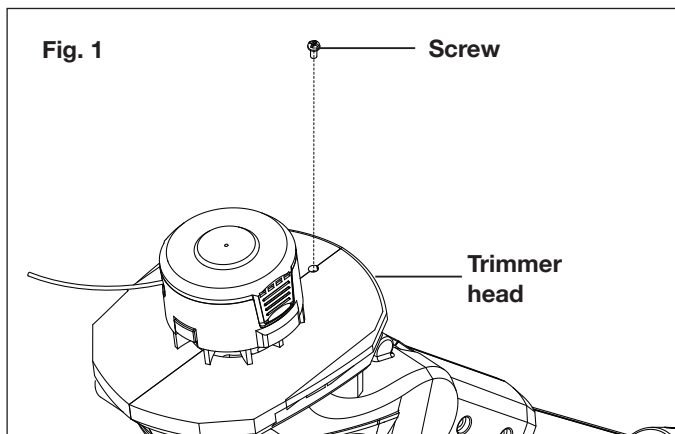
Assembly

⚠️ WARNING! Do not insert the battery until assembly is complete. Failure to comply could result in accidental starting and possible serious personal injury.

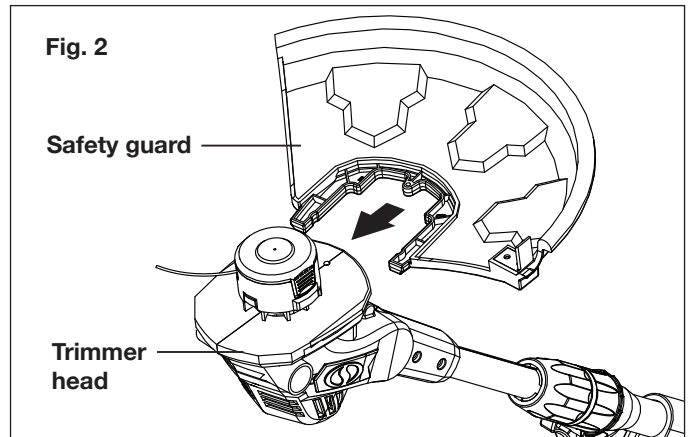
Fitting the Safety Guard

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

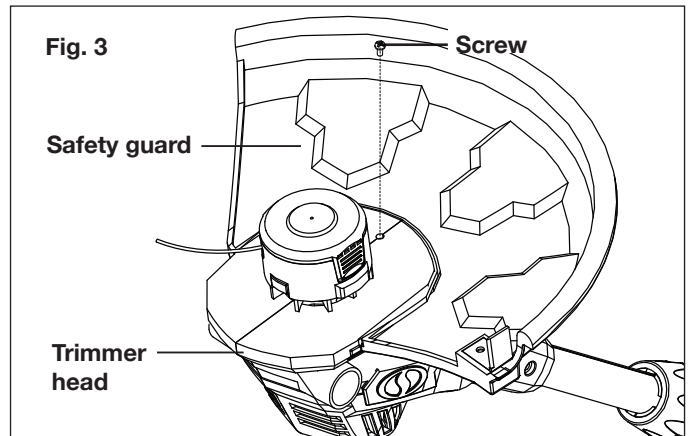
1. Using a screwdriver, remove the small screw that is secured in the small hole in the motor housing (Fig. 1).



2. Place the safety guard in the direction of the arrow shown to align it with the screw hole in the motor housing (Fig. 2).



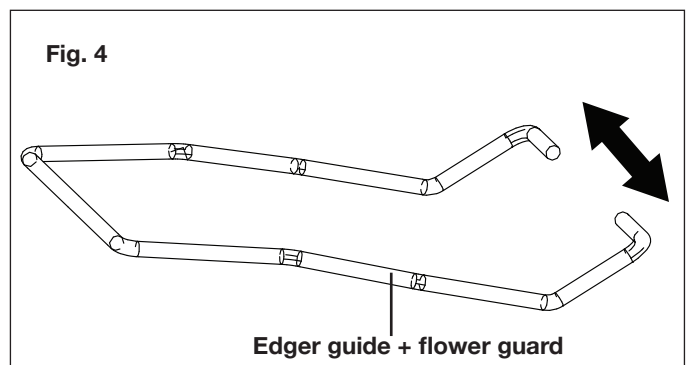
3. Firmly press the safety guard into place and secure it to the trimmer head with the screw provided (Fig. 3).



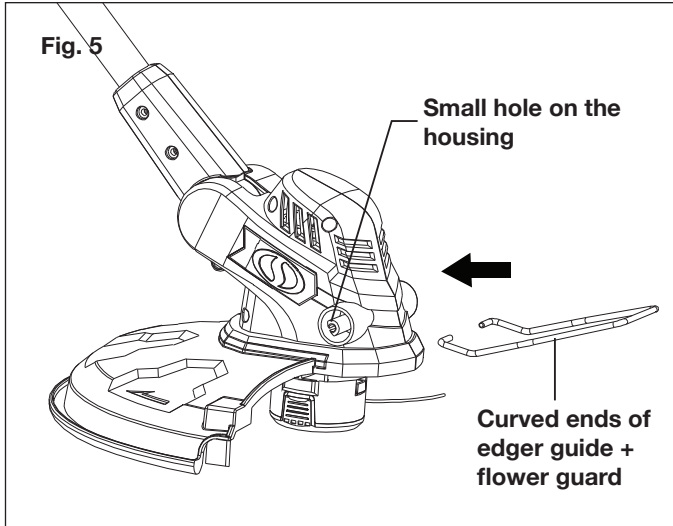
NOTE: Never use the tool unless the safety guard is properly fitted.

Fitting the Edger Guide + Flower Guard

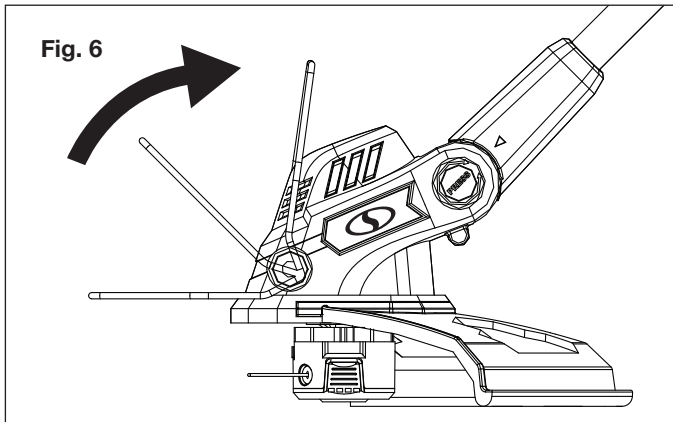
1. Lightly spread the edger guide + flower guard by hand while approaching the motor housing (Fig. 4).



2. While lightly spreading the edger guide + flower guard, fit the curved ends into the small holes on both sides of the motor housing, and release (Fig. 5).



3. The edger guide + flower guard can be flipped up so it stores against the motor housing for convenient storage, when not in use (Fig. 6).



Battery Pack Operation

The equipment is powered by a lithium-ion battery. The battery pack is completely sealed 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 4 level monitoring LEDs are lit: Battery charge level is maximum.
- 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 25% capacity and requires charging
	The battery is at 50% capacity and requires charging soon
	The battery is at 75% capacity
	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® LITE iBAT20-LTE lithium-ion battery packs in compatible EcoSharp® iCHRG20 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.

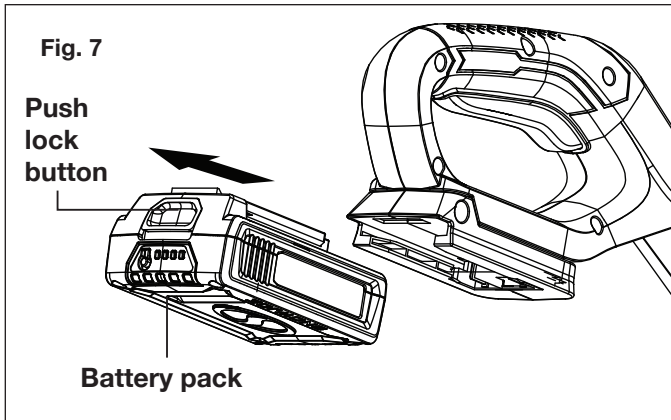
When to Charge the EcoSharp® LITE iBAT20-LTE Lithium-Ion Battery

NOTE: The EcoSharp® LITE iBAT20-LTE 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.

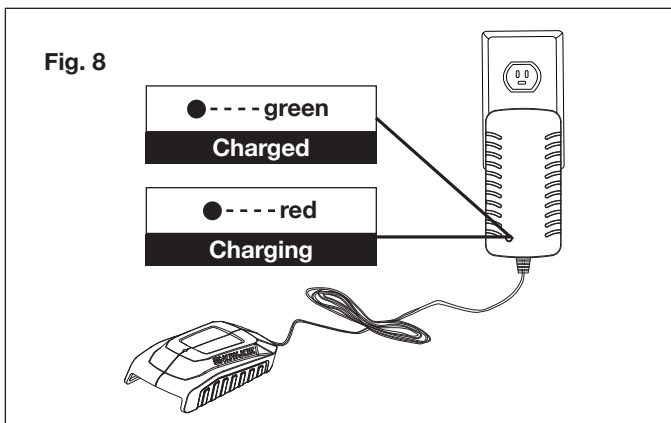
- Use the battery charge indicator lights to determine when to charge your EcoSharp® LITE iBAT20-LTE lithium-ion battery pack.
- You can "top-off" your battery pack's charge before starting a big job or after a long day of use.

Charging the Battery

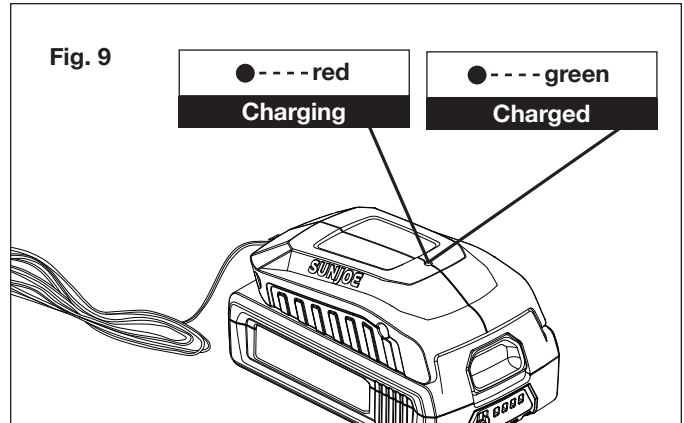
1. Pull the push lock button on the battery to pull the battery pack out of the equipment (Fig. 7).



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 light on the charging plug will illuminate red. When fully charged, the light will illuminate green (Fig. 8).



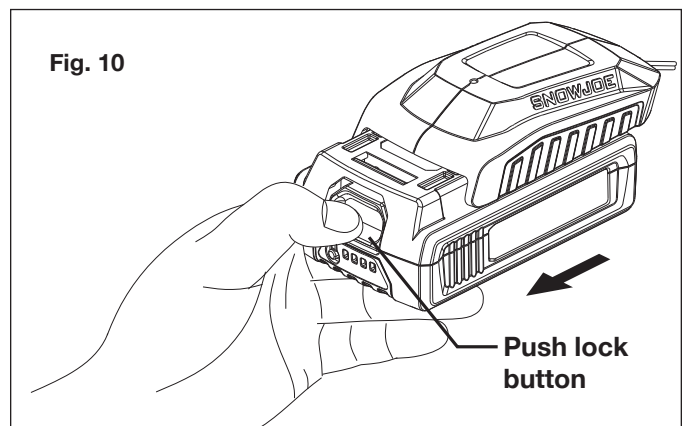
3. Place the battery pack into the charger by sliding the pack as shown to lock it into position. When you insert the battery into the charger, the light on the charging base will illuminate red to indicate that the battery is charging (Fig. 9).
4. When the charger base light turns green, the battery is fully charged (Fig. 9).



NOTE: If the charger plug light remains green while the charger base light alternately flashes red and green, this indicates a temperature abnormality (i.e. that the battery pack is either too hot or too cold).

Plug light	● - - Green	Base light	☀ - - Flashing red/green
Temperature abnormal			

5. A fully discharged pack with an internal temperature in the normal range will fully charge in 70 mins (between 32°F/0°C and 113°F/45°C). Heavily cycled battery packs may take longer to charge completely.
6. If the light indicators do 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. 10).



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 base 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.

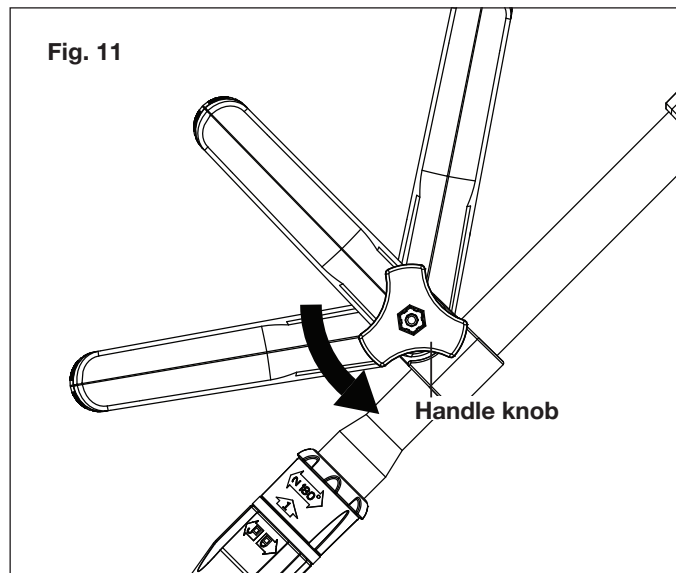
Lithium-Ion Charging Status		
Battery Pack Temperature	Charger Base Indicator Light	Charging Status
Too hot	Flashing	Not charging
Normal range	Red	Normal charging
Too cold	Flashing	Not charging

Operation

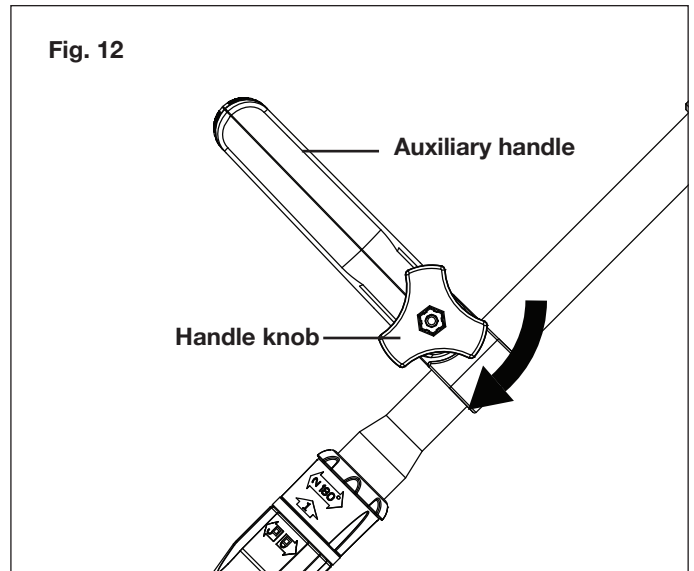
Auxiliary Handle Adjustment

NOTE: For maximum comfort and control, adjust the auxiliary handle to fit your height. Shorter users adjust the auxiliary handle to a lower position (away from your body). Taller users adjust the auxiliary handle to an upper position (towards to your body). Make sure your forearm is straight when using the machine.

1. Loosen the auxiliary handle by turning the handle knob counterclockwise, and adjust the auxiliary handle to a comfortable working position (Fig. 11).



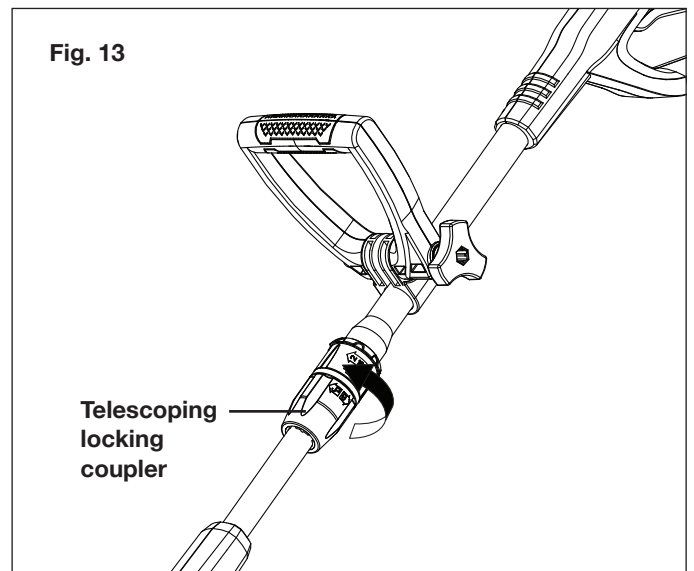
2. Turn the handle knob clockwise to tighten and secure the auxiliary handle in place (Fig. 12).



Telescoping Pole Adjustment

The telescoping pole can be extended for ease of use.

1. Turn off the trimmer + edger and remove the battery.
2. Unlock the telescoping pole by turning the telescoping locking coupler clockwise (Fig. 13).



3. Extend the telescoping tube to a comfortable height (Fig. 14).

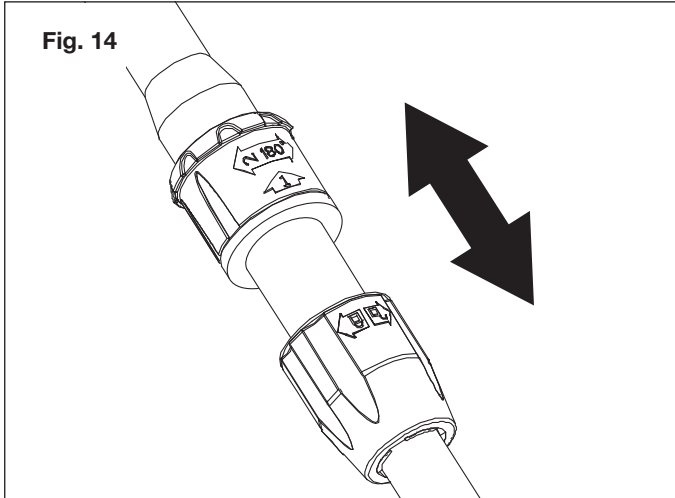


Fig. 14

4. Lock the telescoping tube in position by turning the telescoping locking coupler counter-clockwise.

Pivot Cutting Head Adjustment

The cutting head of this unit can be adjusted in 3 angles, 0°, 22.5°, and 45°. To adjust the cutting head, follow the instruction below.

1. Turn off the trimmer + edger and remove the battery.
2. Press the cutting head pivot button, meanwhile rotate the cutting head until it locks in your desired position. Release the button (Fig. 15).

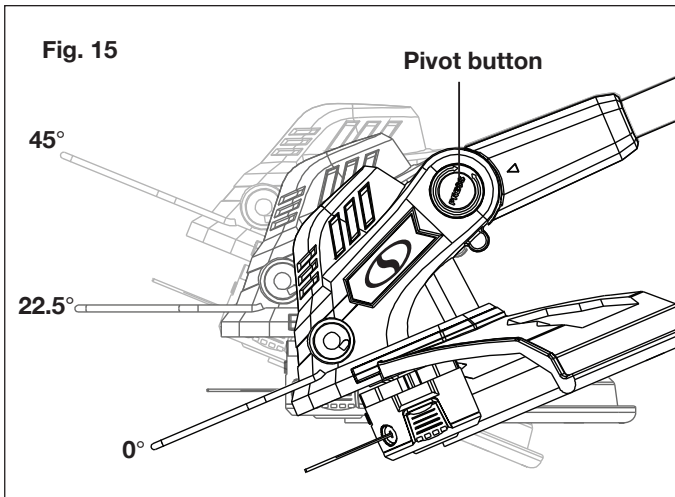


Fig. 15

3. Insert the battery and resume working.

⚠ WARNING! Make sure the cutting head is locked into one of the three location before resume working.

Starting + Stopping

Before you start the unit, make sure the trimmer is not contacting any object.

1. Insert the battery in the battery compartment (Fig. 16).

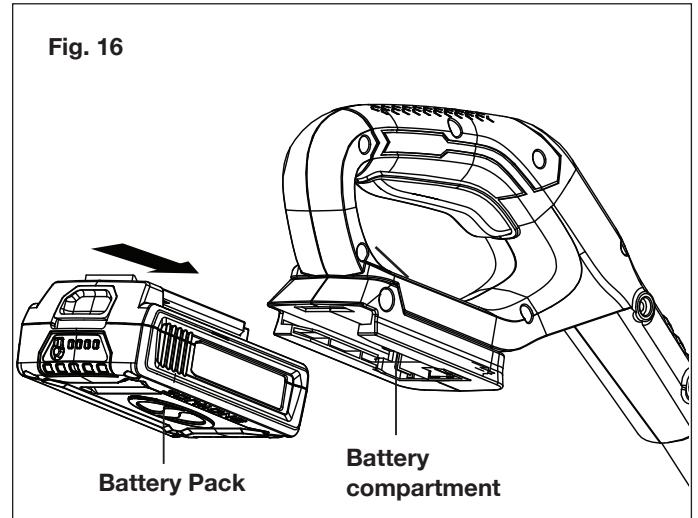


Fig. 16

2. To turn the grass trimmer + edger ON, press and hold the safety lock button with your thumb, then squeeze the ON/OFF trigger switch with your fingers. Once the machine powers on, you can release the safety button and proceed with operation (Fig. 17).

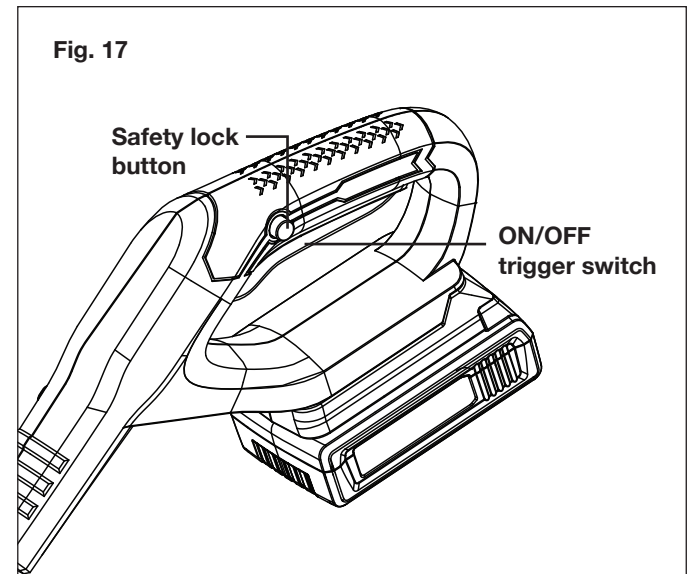


Fig. 17

3. To switch OFF, release the ON/OFF trigger switch (Fig. 17).

Trimming

- Wear non-slip gloves for maximum grip and protection.
- For the best cutting action against walls, fences, and in high grass, move the grass trimmer slowly so grass is cut with the tip of the high speed nylon line.
- Avoid dragging the grass trimmer and string spool hub in contact with the ground.
- Trim only when grass and weeds are dry.

NOTE: As the weather becomes cooler, the tendency for the nylon line to break becomes greater. **DO NOT USE WHEN TEMPERATURE IS BELOW 50°F (10°C).**

- Cut tall grass from top down. This will prevent grass from wrapping around the shaft housing and string head which may cause damage from overheating.
- If grass becomes wrapped around the string head:
 - Stop the trimmer.
 - Remove the battery.
 - Remove the grass.
- Hold the grass trimmer with your right hand on the rear handle and your left hand on the front auxiliary handle. The trimmer + edger should be held at a comfortable position with the rear handle about hip height.

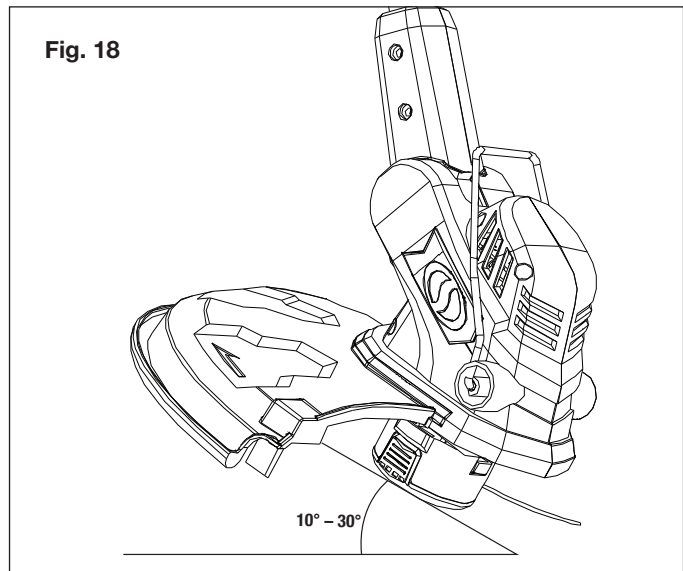
⚠ WARNING! Always hold the trimmer away from body. Any contact with the grass trimmer cutting head while operating can result in serious personal injury.

- The life of your nylon line is dependent upon following instructions for proper use, as well as what is being cut, and where the cutting is being done.

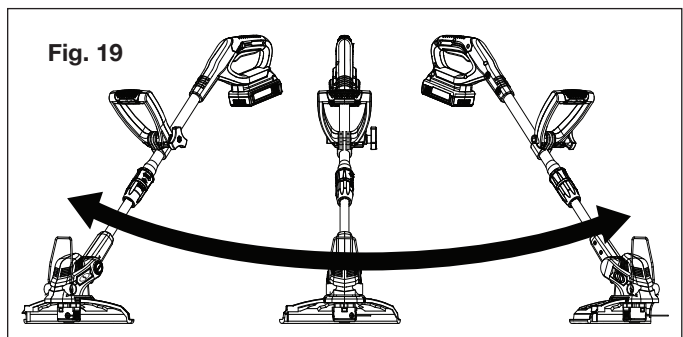
⚠ WARNING! Remove stones, loose pieces of wood, and other objects from the cutting area. The string continues to rotate for a few seconds after switching off the trimmer. Let the motor come to a complete stop before resuming operation. Do not rapidly switch the trimmer off and on.

⚠ CAUTION! Always wear eye protection.

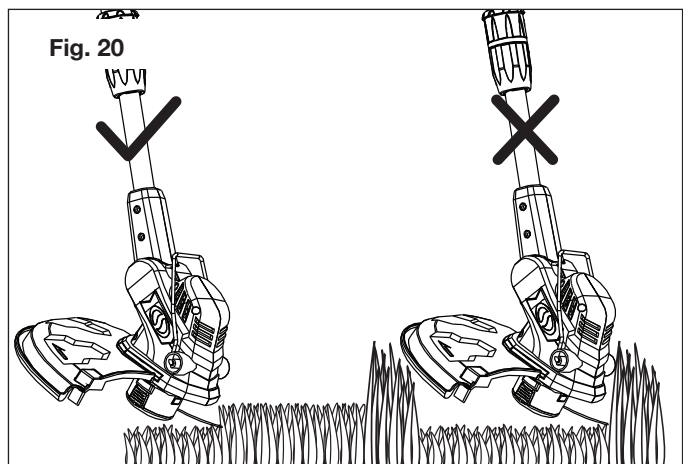
1. Hold the trimmer at an angle of approximately 10 – 30 degrees to the work area (Fig. 18).



2. Slowly swing the trimmer from side to side (Fig. 19).

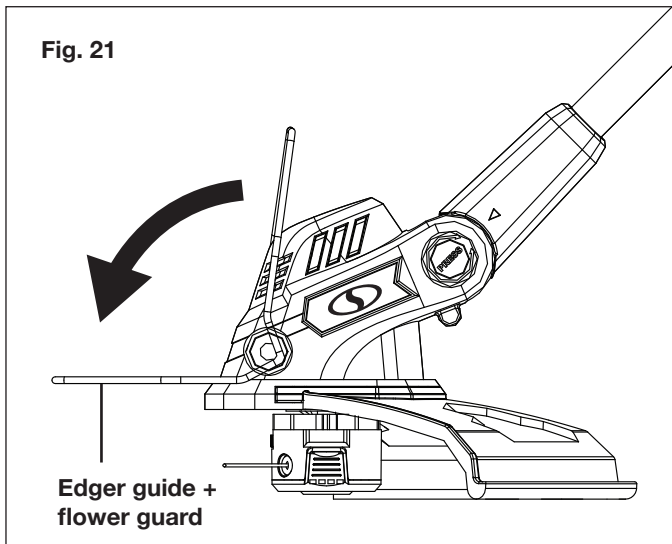


3. Do not overload your trimmer; instead, take small “bites” of grass, working from the top to the bottom. This will keep the machine operating at high speed and will greatly improve its cutting efficiency (Fig. 20).

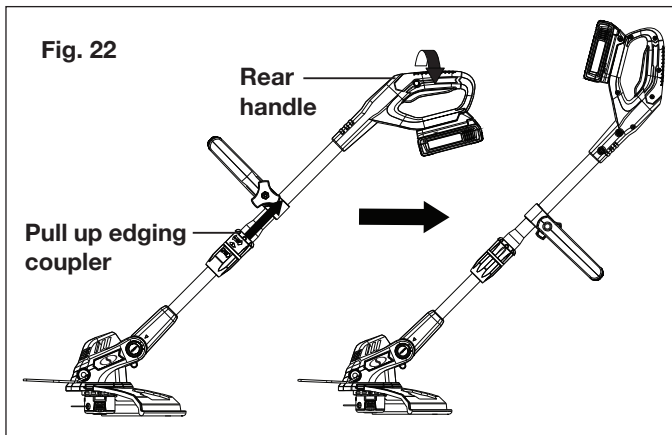


Edging

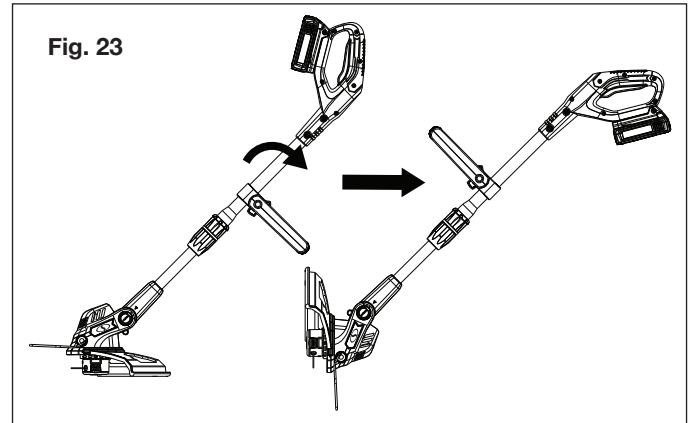
1. To convert for maintenance edging, turn OFF the tool and remove the battery.
2. To use the edger guide + flower guard, flip it down from its stored position (Fig. 21).



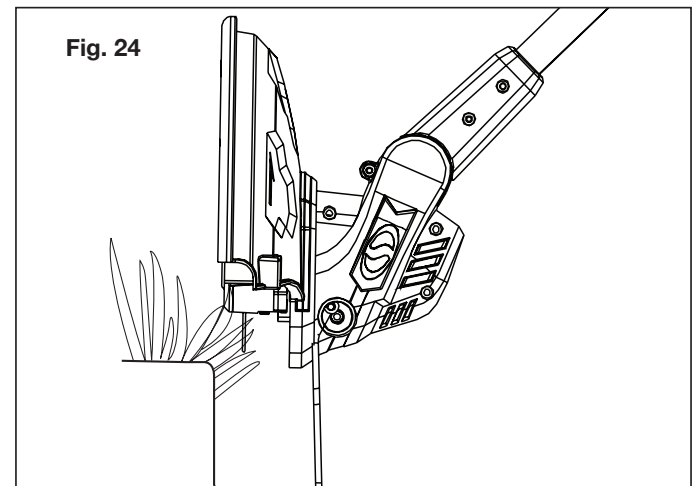
3. Pull up edging coupler and turn the rear handle counterclockwise and release (Fig. 22). The tool is locked in edger mode.



4. Rotate the whole unit 180 degrees. The tool is now ready to be used in edger mode (Fig. 23).



5. Use the edge of the guard as a guide when cutting near fences and walls (Fig. 24).



6. Move the edger in a backwards direction when trimming around edges to avoid damage.

⚠ WARNING! Do not trim near electrical wires.

Advancing String

NOTE: Your trimmer uses 0.047 in. (1.2 mm) diameter nylon line to cut grass and weed quickly and easily. In time, the tip of the nylon line will become worn and the auto-feed mechanism will automatically feed and trim a fresh length of line. The cutting line will wear faster if the cutting is done along sidewalks or other abrasive surfaces or heavier weeds are being cut.

The trimmer + edger is equipped with an auto-feed head. Bumping the head to try to advance the string will damage trimmer.

1. With the unit running, release the ON/OFF switch trigger.
2. Wait two seconds, and press the ON/OFF switch trigger.

NOTE: The string will extend approximately 1/4 in. with each stop and start of the switch trigger until the string reach the length of the safety guard.

3. Resume the trimming + edging.

⚠️ WARNING! Do not operate the grass trimmer + edger in a tree, on a ladder, or on a scaffold; this is extremely dangerous.

⚠️ WARNING! Do not bump the unit on ground in attempt to feed line or for any other purpose.

Maintenance

⚠️ WARNING! Make sure to remove the battery before inspecting its parts.

⚠️ WARNING! Always wear protective gloves during maintenance tasks. Do not carry out maintenance when the motor is running or hot.

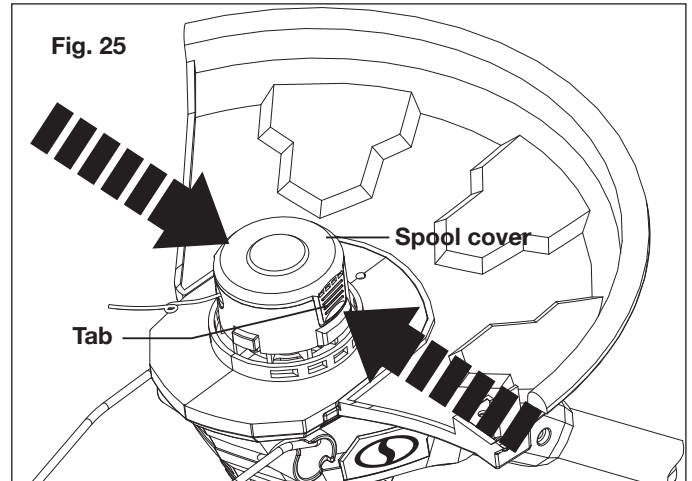
- Your trimmer line can dry out over time. To keep your line in top condition, store spare pre-wound spools or bulk line in a plastic resealable bag with a tablespoon of water.
- Never use water or chemical cleaners to clean your grass trimmer + edger. Wipe it clean with a dry cloth.
- Plastic parts may be cleaned by using mild soap and a damp rag.
- Always store your grass trimmer + edger 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.

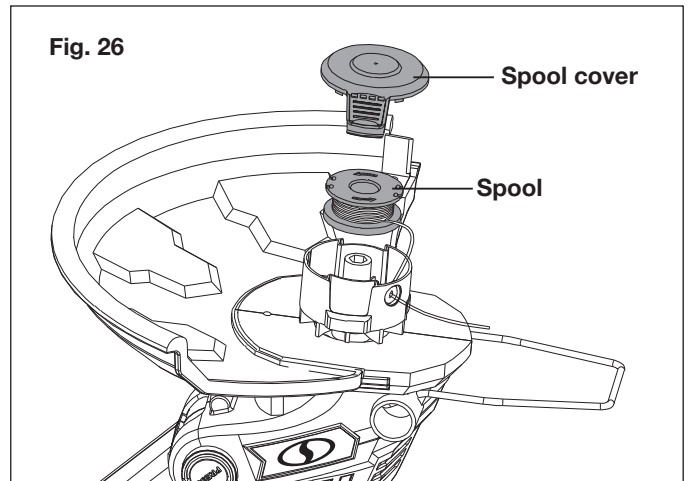
Replacing the Spool + Clearing Jams and Tangled Lines

⚠️ WARNING! Remove the battery from the battery compartment before changing the trimmer line.

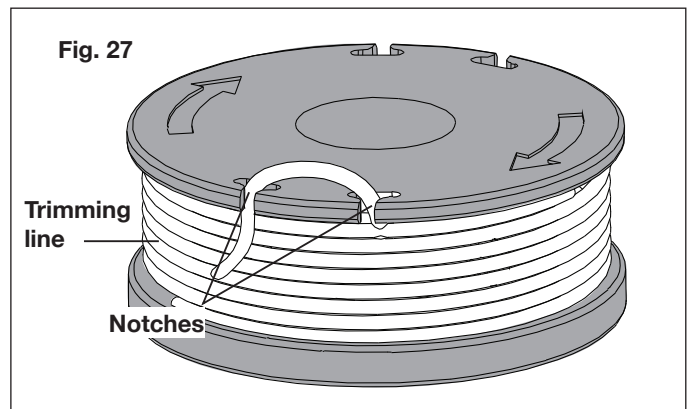
1. Press together both release tabs on the line spool cover and remove the cover by pulling it straight off (Fig. 25).



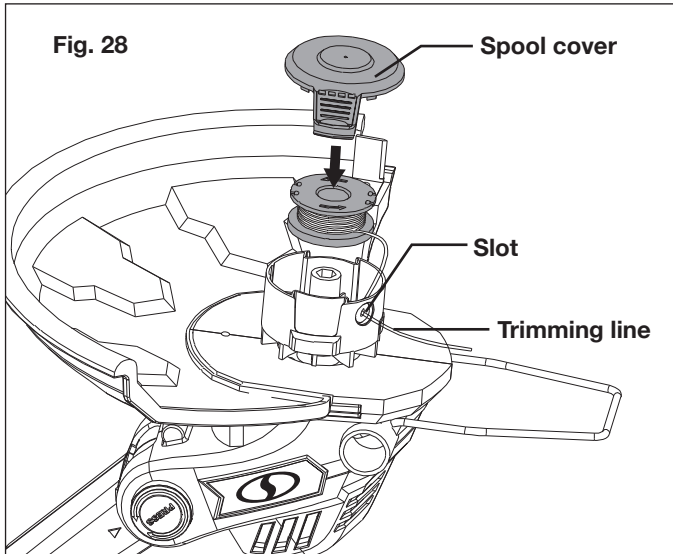
2. Lift and remove the spool out of the hub (Fig. 26) and clean out any dirt or grass residue.



3. In case of jams or tangled line, unwrap about 6 inches (15 cm) of line to ensure that it's not damaged.
4. Pull the line from the new spool for a length of approx. 5 inches (13 cm), and lead the trimming line through the notches (Fig. 27).



5. Insert the line end through the slot on the hub and gently press the spool down. Reinstall the spool cover by depressing the release tabs into their slots in the hub, and push down until the spool cover clicks into place (Fig. 28).

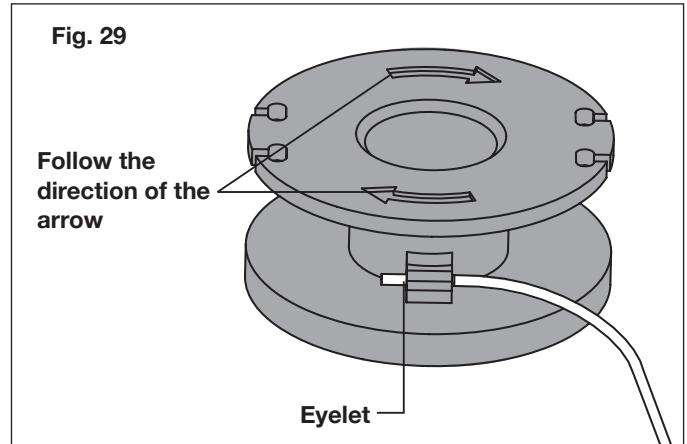


6. Reinsert the battery and turn the tool on. In a few seconds, you will hear the line being cut automatically to the proper length.

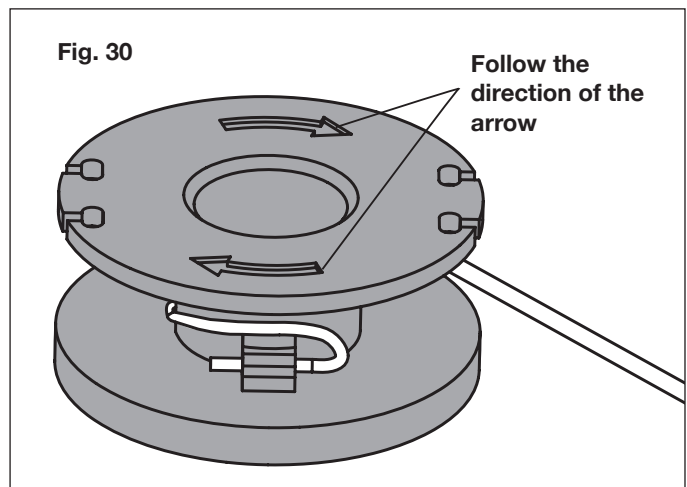
Winding the Line

NOTE: A single-line factory wound spool (model 20ViON-STRS-6PK) is available for easy spool replacement on the 20ViONLITE-ST11-RM cordless trimmer + edger. Visit sunjoe.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 auto feed system to malfunction. For this reason, users are strongly urged to purchase the pre-wound spool.

1. Stop the machine and remove the battery.
2. To remove the spool from the trimmer hub, follow steps 1 and 2 from the section "Replacing the Spool + Clearing Jams and Tangled Lines" beginning on page 15.
3. Use a new piece of 0.047 inch nylon line (up to 17.4 feet total), and insert the end of the line into the small eyelet on the spool in the direction of the arrows (Fig. 29).



4. Pull the trimming line and bend it over. Wind all the trimming line firmly around the spool in direction of the arrows on the spool (Fig. 30).



5. Re-install the spool as instructed in steps 4 to 6 of "Replacing the Spool + Clearing Jams and Tangled Lines".

⚠ CAUTION! Catapulted pieces of nylon line may cause injury.

NOTE: The maximum recommended length of line in the spool is 16.4 ft (5 m).

⚠ WARNING! Pay attention to the winding direction.

NOTE: Always replace the spool with a new pre-wound spool. Visit sunjoe.com to purchase the pre-wound spool (model 20ViON-STRS-6PK) for this cordless trimmer + edger.

IMPORTANT: Keep all areas of the cutting head and cutting head cover 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.

Storage

Follow these recommendations for storing the trimmer.

- Clean the trimmer + edger thoroughly before storing.
- Store the trimmer + edger 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 + edger, 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.

Service and Support

If your Sun Joe® 20ViONLTE-ST11-RM cordless trimmer + edger 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.

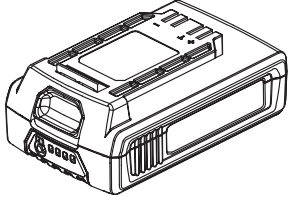
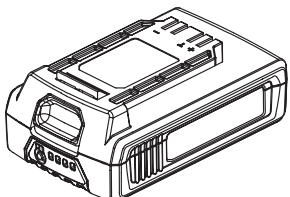
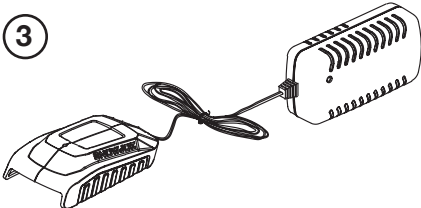
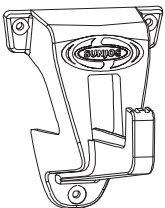
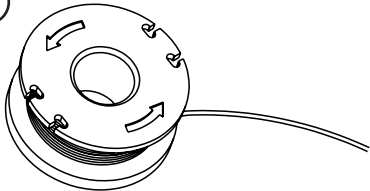
<p>Record the following numbers from the housing or handle of your new product:</p> <p>Model #:</p> <p>2 0 V i O N L T E - S T 1 1 - R M </p> <p>Serial #:</p> <p> </p>
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Troubleshooting

Problems	Possible Cause	Possible Solution
The motor does not run or the tool runs slowly.	<ul style="list-style-type: none"> • Battery is not inserted well or is flat. • Spool housing cannot rotate freely. • Cutting line does not protrude. 	<ul style="list-style-type: none"> • Check to make sure the battery is charged and inserted well. • Remove the spool and clean the slots; carefully remove any grass and weeds or other debris. • Cut the spool line off so that it just reaches the line trimming blade. • Take the trimmer to an authorized service center if the trimmer does not start after completing these checks.
Auto line feed does not work.	<ul style="list-style-type: none"> • Trimming blade bound with accumulated grass. • Auto feed out of line. • Spool bound up. • Auto feed is dirty. • Spool line twisted when refilled. • Not enough line is exposed. 	<ul style="list-style-type: none"> • Stop the machine and clean the trimming blade. • Install a new spool of cutting line. • Clean the auto feed. • Remove the spool cover and pull the cutting line until it reaches the trimming blade.
Line fails to cut off.	<ul style="list-style-type: none"> • Line cutter in guard is covered, damaged, or missing. • Line extends past guard. 	<ul style="list-style-type: none"> • Contact your authorized Snow Joe® + Sun Joe® dealer or call Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563). • Rewind or trim line to line cutter.

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

Accessories	Item	Model
	EcoSharp® LITE 20 V 2.0 Ah Lithium-iON Battery Charging Time Max: 70 min Battery Run Time Max: 40 min	iBAT20-LTE
	EcoSharp® LITE 20 V 2.5 Ah Lithium-iON Battery Charging Time Max: 90 min Battery Run Time Max: 50 min	iBAT20-LT
	EcoSharp® 20 V Lithium-iON battery charger	iCHRG20
	Universal wall bracket with mounting hardware	SJWB (Fits most Snow Joe® + Sun Joe® tools)
	Single-line pre-wound spool (6-Pack)	20ViON-STRS-6PK

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 sunjoe.com or via phone by contacting the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

NOTES

NOTES



SNOW JOE® + SUN JOE® REFURBISHED GOODS WARRANTY

GENERAL CONDITIONS:

Snow Joe® + Sun Joe® operating under Snow Joe®, LLC warrants this refurbished product to the original purchaser for 90 days 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. 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 7PM EST and Saturday and Sunday 9AM to 4PM. 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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