



**OPERATOR'S MANUAL**

A Division of Snow Joe®, LLC

# **CORDLESS POLE CHAIN SAW – TOOL ONLY**

24-VOLT MAX\* | 10-INCH

**Model 24V-PS10-CT-RM**

Form No. SJ-24V-PS10-CT-RM-880E-MR1-V2

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## IMPORTANT! Safety Instructions

### All Operators Must Read These Instructions Before Use

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

### General Safety

**⚠️ WARNING!** This appliance is not intended for use by children or by unassisted, unsupervised persons whose physical, sensory or mental capabilities prevent them from using it safely. Children should be supervised to ensure that they do not play with the appliance.

Before starting up your machine, please check it carefully for any defects. If you find any, do not start up your machine. 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).

**⚠️ WARNING!** When using the power tool, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and personal injury. These include:

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

**21. Store idle tool indoors** – When not in use, appliances should be stored indoors in a dry and high or locked-up place out of the reach of children.

**⚠️ WARNING!** Before inspecting, cleaning, or servicing the machine, remove the battery and wait for all moving parts to stop. Failure to follow these instructions can result in serious personal injury or property damage.

**⚠️ WARNING!** Do not use this appliance without reading this instruction manual.

**⚠️ WARNING!** Do not use the appliance within range of persons unless they are wearing protective clothing.

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

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

**⚠️ WARNING!** The cordless pole chain saw must be fully assembled before operation! Do not use the tool that is only partly assembled or assembled with damaged parts!

**⚠️ WARNING!** Starting, stopping, and restarting an electric motor repeatedly within a few seconds can generate a great deal of heat and damage the motor. To protect the life of your cordless power tool, always wait at least five seconds after stopping before restarting the unit.

**⚠️ WARNING! Electrical Shock Hazard** – Before starting up your machine, please check it carefully for any defects. If you find any, do not start up your machine and contact your distributor.

**NOTE:** Take care of small parts that are removed during assembly or when making adjustments. Keep them secure to avoid loss.

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

**⚠️ WARNING!** For your safety and that of others:

- Correct maintenance is essential to maintain the original efficiency and safety of the machine over time.
- Keep all nuts, bolts, and screws tight to be sure the equipment is in safe working condition.
- Never use the machine with worn or damaged parts. Damaged parts are to be replaced and never repaired.

**⚠️ WARNING!** Always wear protective gloves during maintenance operations.

**⚠️ WARNING!** Use only original manufacturer's replacement parts, accessories and attachments. Failure to do so can cause possible injury and poor performance.

To order genuine replacement parts or accessories for the Sun Joe® iON+ cordless pole chain saw, please visit [sunjoe.com](http://sunjoe.com) or contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

## Specific Safety Warnings for Pole Chain Saw

**⚠️ WARNING! SHOCK HAZARD!** Do not operate near electrical power lines. The unit has not been designed to provide protection from electric shock in the event of contact with overhead electric lines. Consult local regulations for safe distances from overhead electric power lines and ensure that the operating position is safe and secure before operating the pole chain saw.

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

1. Only the pole chain saw operator should be in the work area.
2. Do not use the pole chain saw to cut down trees.
3. Always use two hands when operating the pole chain saw. Grip the pole chain saw securely with one hand on the trigger and the other hand on the pole.
4. Before starting the pole chain saw, make sure that the saw chain is not in contact with any object.
5. Do not allow the pole chain saw to make contact with grounded objects such as pipes, fences, and metal posts
6. Keep all parts of the body away from the cutting blades or chain. Do not remove cut material or hold material to be cut when blades are moving. Make sure the switch is off when clearing jammed material. The blades or chain will continue moving for a while after the tool is turned off. A moment of inattention while operating the power tool may result in serious personal injury.
7. Do not force the pole chain saw while cutting. Apply light pressure. It will perform more effectively and safely if it is used at the rate for which it was designed.
8. Use extreme caution when cutting a limb that is under tension. When wood tension is released, the limb could spring back and strike the operator, causing severe injury or death.
9. During transport, hold the pole at its balance point, with the guide bar and chain facing to the rear.
10. Do not cut small brush and saplings with the pole chain saw. Small branches may catch in the chain and be whipped towards the operator, which could pull the operator off balance.

11. Never stand directly under the limb you are trimming. Always position yourself outside the path of falling debris.
12. Keep a firm, steady pressure on the pole chain saw while cutting. Do not try to cut limbs larger in diameter than the length of the guide bar.
13. Keep other people and pets away from the cutting end of the pole chain saw and at a safe distance away from the work area.
14. Hold the product by insulated gripping surfaces only, because the cutting blade or chain may contact hidden wiring. Cutting blades or chain contacting a “live” wire may make exposed metal parts of the product “live” and could give the operator an electric shock.
15. Carry the power tool by the handle with the cutting blade or chain stopped. When transporting or storing the power tool, always keep the blades or chain bar covered. Proper handling of the pole chain saw will reduce possible personal injury from the cutting blades or chain.

## Battery Tool Use and Care

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

1. Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
2. Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
3. When the battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
4. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
5. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
6. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 104°F (40.5°C) may cause explosion.
7. Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
8. Do not modify or attempt to repair the appliance or the battery pack (as applicable) except as indicated in the instructions for use and care.

## Cleaning the Tool

**⚠️ WARNING!** Never let any liquid get inside the motor housing and **NEVER** immerse any part of the housing in liquid.

1. Stop the motor and remove the battery.
2. Clean dirt and debris from the body of the tool, using a damp cloth with a mild detergent.

**NOTE:** Do not use any strong detergents on the plastic housing or the handle, as they can be damaged by certain aromatic oils such as pine and lemon, and by solvents such as kerosene.

## Storage

**⚠️ WARNING!** Do not at any time let brake fluids, gasoline, petroleum-based products, penetrating oils, etc. come in contact with plastic parts. Chemicals can damage, weaken, or destroy plastic which may result in serious personal injury.

1. Stop the motor and remove the battery.
2. Clean the pole chain saw thoroughly before storing.
3. Always place the bar sheath on the chain bar before storing or transporting the pole chain saw. Use caution to avoid the sharp teeth of the blade and the chain.
4. Store the pole chain saw indoors, in a dry place that is inaccessible to children. Keep away from corrosive agents such as garden chemicals and de-icing salts.
5. We recommend using the original package for storage or covering the product with a suitable cloth or enclosure to protect it against dust.

## Kickback

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

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

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

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

## Battery & Charger Safety Instructions

**NOTE:** This unit is tool only. The battery and the charger are not included. They must be purchased separately.

Model 24V-PS10-CT-RM is compatible with the iON+ 24V System batteries and chargers. See page 21 for more information.

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 power tool and cause it to malfunction, which can lead to serious personal injury.

**⚠ WARNING!** Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.

Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.

Have your battery pack serviced by a qualified repair person using only identical replacement parts. This will ensure that the safety of the battery pack is maintained.

**⚠ CAUTION!** To reduce the risk of injury, charge the Sun Joe® 24V lithium-ion battery pack only in its designated Sun Joe® lithium-ion charger. 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 41°F – 105°F (5°C – 40.5°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.

- **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 pack from unplugged charger.

**⚠ 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 pack** – Battery pack 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 pack** – 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, 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.
- **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** – When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
- **Store your battery pack and charger in a cool, dry place** – Do not store the battery pack or charger where temperatures may exceed 105°F (40.5°C), such as in direct sunlight or inside a vehicle or metal building during the summer.

## Information about the battery

1. For optimum battery performance, avoid low discharge cycles by charging the battery pack frequently.
2. Store the battery pack in a cool place, ideally at 77°F (25°C) and charged to at least 40%.
3. Lithium-ion batteries are subject to a natural aging process. The battery pack must be replaced at the latest when its capacity falls to just 80% of its capacity when new. Weakened cells in an aged battery pack are no longer capable of meeting the high power requirements needed for the proper operation of your cordless pole chain saw, and therefore pose a safety risk.
4. Do not throw the battery pack into an open fire as this poses a risk of explosion.
5. Do not ignite the battery pack or expose it to fire.
6. 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.
7. Protect the battery 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.
8. Avoid damage and shocks. Immediately replace batteries that have been dropped from a height of more than 3 feet (1 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.

9. 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 trigger switch any more if the protective cut-off has been activated. This may damage the battery pack.
10. Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
11. Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
12. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
13. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
14. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 265°F (130°C) may cause explosion.
15. Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.

## 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 and the cordless tool out of the reach of children.
5. 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.







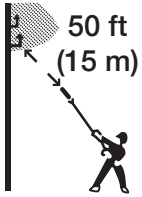



6. Do not overcharge batteries. Do not exceed the maximum charging times. These charging times only apply to discharged batteries. Frequent insertion of a charged or partially charged battery pack will result in overcharging and cell damage. Do not leave batteries in the charger for days on end.
7. Never use or charge the battery 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).
8. Charging batteries at a temperature below 41°F (5°C) will cause chemical damage to the cells and may cause a fire.
9. Do not use batteries that have been exposed to heat during the charging process, as the battery cells may have suffered dangerous damage.
10. 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.).
11. 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.
8. Prevent the lithium-ion battery pack from freezing. Battery packs that were stored below 32°F (0°C) for more than 60 minutes must be discarded.
9. When handling batteries, be wary of electrostatic charge. Electrostatic discharges can damage the electronic protection system and the battery cells. Avoid electrostatic charging and never touch the battery poles.

## **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 41°F – 105°F (5°C – 40.5°C).
5. Do not keep the battery charger in places where the temperature is liable to reach over 105°F (40.5°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 41°F – 105°F (5°C – 40.5°C). Store your lithium-ion battery pack in a cool, dry place at a temperature of 77°F (25°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%).

# Safety Symbols

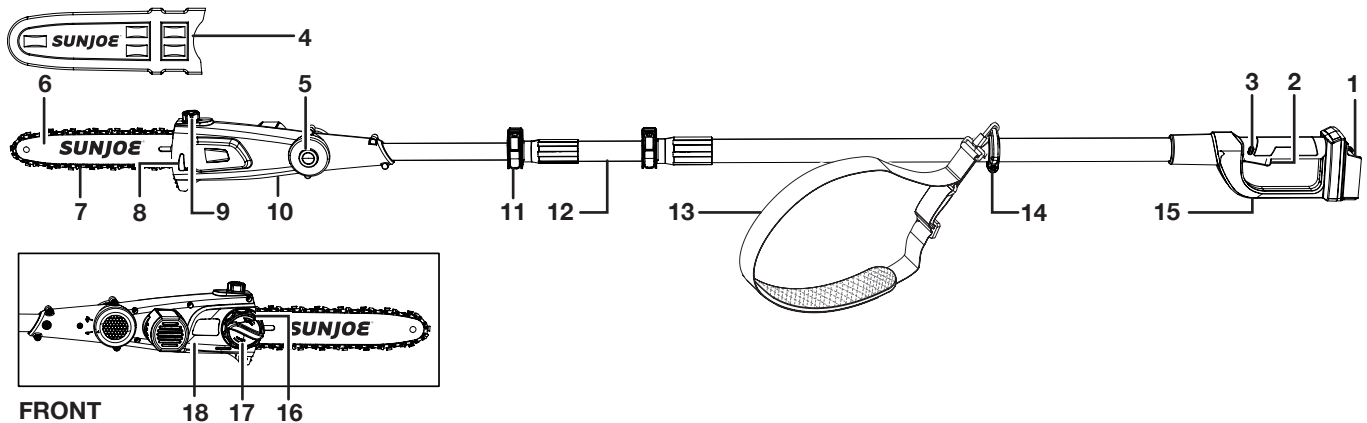
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate.

Symbols	Descriptions	Symbols	Descriptions
	<b>READ THE OPERATOR'S MANUAL(S)</b> – Read, understand, and follow all instructions in the user manual(s) before attempting to assemble and operate.		<b>SAFETY ALERT</b> – Indicates a precaution, a warning, or a danger.
	<b>WARNING!</b> Do not expose the unit to rain or wet conditions. Keep dry.		<b>WEAR HEAD, EYE AND HEARING PROTECTION</b> – For protection against injury, wear ear defenders and safety goggles.
	Wear protective gloves and non-slip footwear when using the machine and handling debris.		Indoor use only. Only use battery charger indoors.
	<b>WARNING! SHOCK HAZARD</b> – Keep at least 50 ft (15 m) away from power lines. Do not overreach. Keep proper footing and balance at all times.		<b>DANGER! ROTATING BLADES</b> – Keep hands and feet away from openings while the saw is running.
	Thrown objects and rotating blade can cause severe injury.		Keep bystanders a minimum distance of 50 ft (15 m) away from the work area.



# Know Your Cordless Pole Chain Saw

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



- |                                     |                                   |
|-------------------------------------|-----------------------------------|
| 1. Battery compartment              | 10. Multi-angle head              |
| 2. On/Off switch                    | 11. Telescoping pole cam-lock (2) |
| 3. Safety lock button               | 12. Telescoping pole (2)          |
| 4. Bar sheath                       | 13. Shoulder strap                |
| 5. Multi-angle head adjustment dial | 14. Shoulder strap bracket        |
| 6. 10-inch (25.4 cm) guide bar      | 15. Rear handle                   |
| 7. 10-inch (25.4 cm) cutting chain  | 16. Chain tensioner ring          |
| 8. Oil level indicator window       | 17. Chain/sprocket end cover knob |
| 9. Oil tank cap                     | 18. Chain/sprocket end cover      |

**SOLD SEPARATELY**  
Battery + Charger options available at [sunjoe.com](http://sunjoe.com)

24VBAT-LTE	24VBAT-LT	24VBAT-LTE
24VBAT-LT	24VBAT	24VBAT-XR
24VCHRG-QC	24VCHRG-DPC	

## Technical Data

Motor .....	250 W	Multi-Angle Head .....	0° + 30°
Battery Voltage Max* .....	24V D.C.	Telescopic Pole .....	3.6 ft to 6.9 ft (1.1 m to 2.1 m)
No Load Speed .....	1800 rpm	Overhead Reach .....	Up to 13 ft (4 m)
Bar Chain Length .....	10 in. (25.4 cm)	Oil Tank Capacity .....	1.7 fl oz (50 ml)
Cutting Thickness Max .....	9.5 in. (24.1 cm)	Net Weight .....	8 lbs (3.6 kg)
	<i>Recommended: 8.5 in. (21.6 cm)</i>		

\*Initial no-load voltage, when fully charged, peaks at 24 volts; nominal voltage under typical load is 21.6 volts.

# Unpacking

## Carton Contents

- Cordless pole saw
- 10-inch (25.4 cm) guide bar
- 10-inch (25.4 cm) cutting chain
- Bar sheath
- Manual with registration card

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

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

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

## Battery Pack Operation

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

**TOOL ONLY**






**BATTERY + CHARGER SOLD SEPARATELY**

In order to operate this cordless pole saw you will need a iON+ 24V System battery and charger. See page 21 for battery and charger options and specifications, or for more information visit [sunjoe.com](http://sunjoe.com).

### Battery Charge Level Indicator

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

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

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

**NOTE:** If the charge level button does not appear to be working, insert the charger and charge as needed.

**NOTE:** 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 Sun Joe® 24V lithium-ion battery pack with its compatible Sun Joe® 24V lithium-ion charger. 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's AC/DC plug.

**TOOL ONLY**

**BATTERY + CHARGER SOLD SEPARATELY**

In order to operate this cordless pole saw you will need a iON+ 24V System battery and charger. See page 21 for battery and charger options and specifications, or for more information visit [sunjoe.com](http://sunjoe.com).

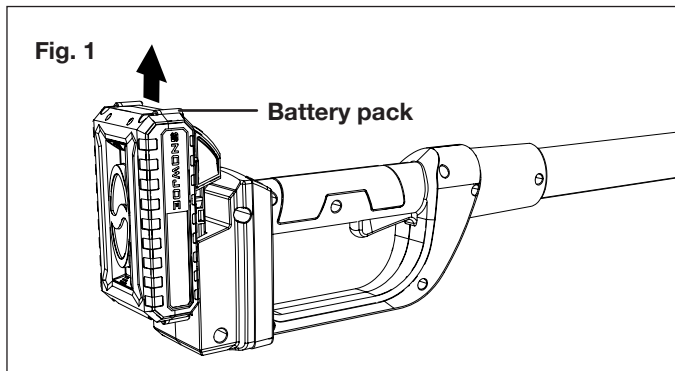
### When to Charge the iON+ 24V Lithium-iON Battery

**NOTE:** The iON+ 24V lithium-iON battery pack does not develop a "memory" when charged after only a partial discharge. Therefore, it is not necessary to run down the battery pack before inserting the charger plug.

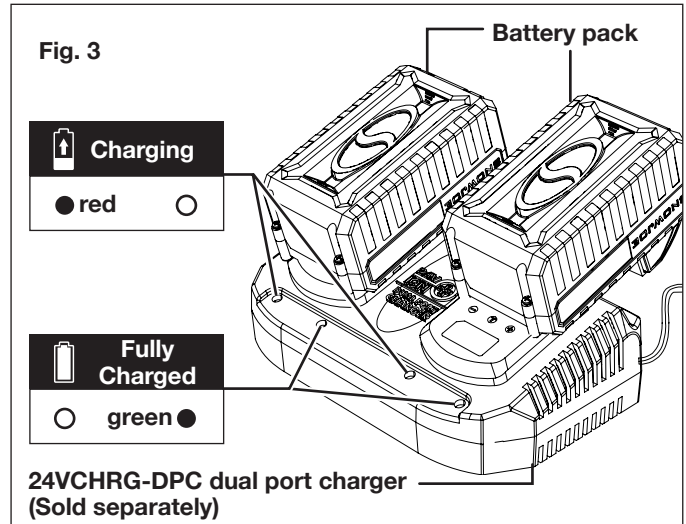
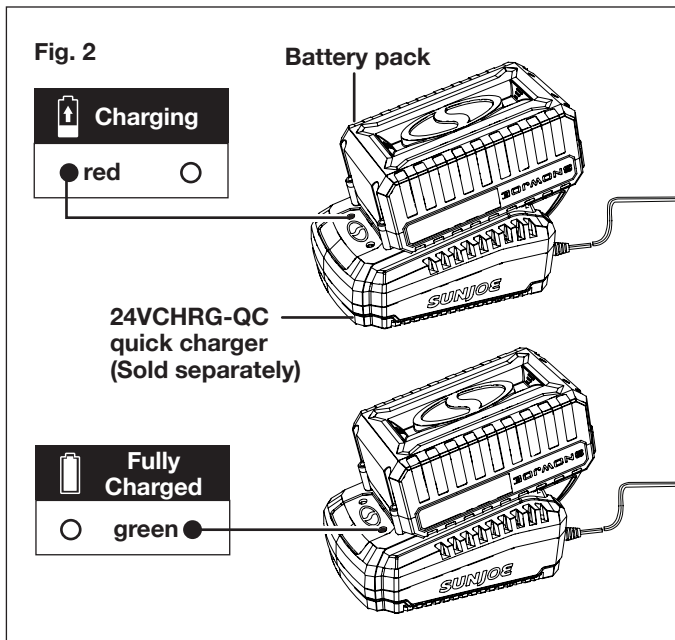
- Use the battery indicator lights to determine when to charge your iON+ 24V lithium-iON battery pack.
- You can "top-off" your battery pack's charge before starting a big job or after a long day of use.

## Charging the Battery

1. Push the push lock buttons on the battery to pull the battery pack out from the battery compartment (Fig. 1).



2. Depending on your Snow Joe® + Sun Joe® charger model, how to recharge your lithium-ion battery will vary. You may either insert your 24-volt battery into the 24VCHRG-QC Quick Charger (sold separately) or the 24VCHRG-DPC Dual Port Charger (sold separately) (Figs. 2 – 3).



3. The battery indicator LEDs will illuminate one by one during the charging process. Unplug the charger immediately when the 3 LEDs are all illuminated.
4. The 24VCHRG-QC Quick Charger (sold separately) and the 24VCHRG-DPC Dual Port Charger (sold separately) are also equipped with additional charging indicating lights which will indicate the charging status (Figs. 2 – 3).

**⚠ CAUTION!** FIRE HAZARD. When disconnecting the charger from the battery, be sure to unplug the charger from the outlet first, then disconnect the charger from the battery.

**⚠ WARNING!** This charger does not automatically turn off when the battery is fully charged. Please take care not to leave the battery plugged into the charger. Switch off or unplug the charger at the mains when charging is complete.

5. 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.

6. When charging is complete, remove the battery from the charger by pulling the push lock buttons and sliding the battery backward to unlock it from the charger.

## Assembly

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

**⚠ DANGER!** Never start the motor before installing the guide bar, chain, and chain/sprocket end cover. Without all these parts in place, the clutch can fly off or explode, exposing the user to potentially serious injuries.

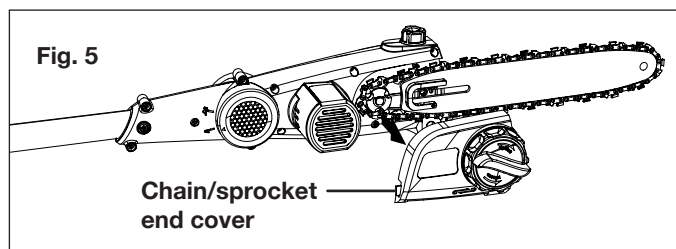
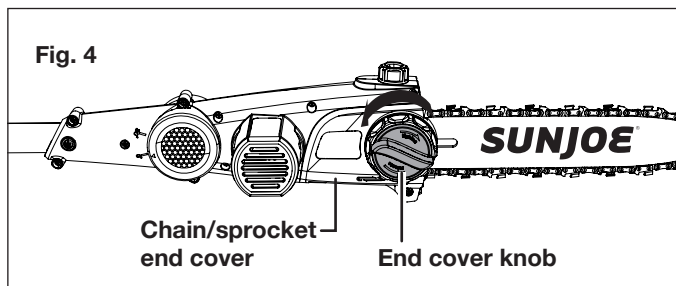
## Installing/Replacing Guide Bar + Cutting Chain

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

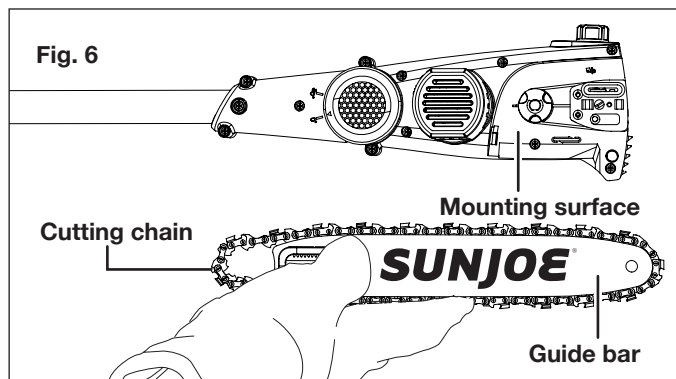
**NOTE:** When replacing the guide bar and chain, use only identical replacement parts. Make sure the pole chain saw is disconnected with the battery before proceeding with installation.

**NOTE:** When you first purchase your chain saw, the chain will come separately in the chain + bar box. Refer only to the instructions for fitting the chain and bar (from step 5). Should you need to replace the chain and bar in the future, follow all the steps detailed below.


1. Unscrew the end cover knob counterclockwise to unlock and remove the chain/sprocket end cover (Figs. 4 to 5).

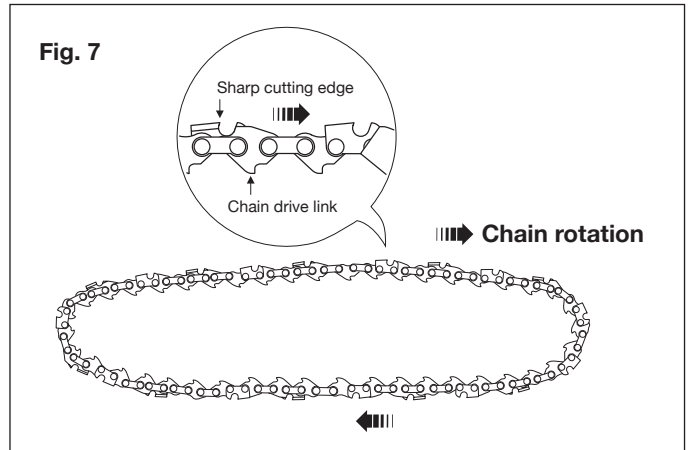


2. Remove the bar and chain from the mounting surface (Fig. 6).




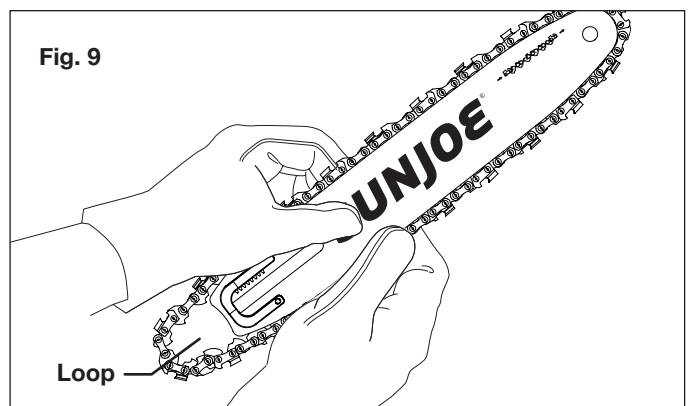
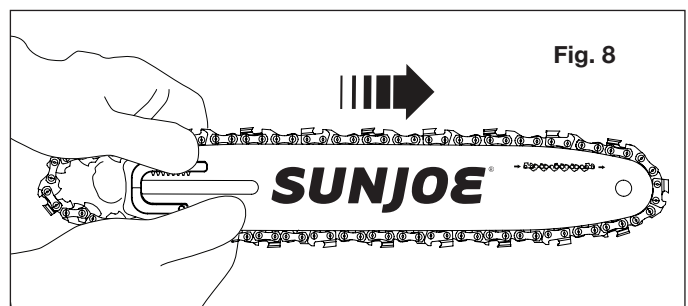
3. Remove the old chain from the bar.

4. Lay out the new saw chain in a loop and straighten any kinks. **THE SHARP SIDE OF THE TEETH MUST FACE AWAY FROM YOU IN THE DIRECTION OF THE CHAIN ROTATION INDICATED ON THE GUIDE BAR** →  →. If the teeth face backwards, turn the loop over (Fig. 7).

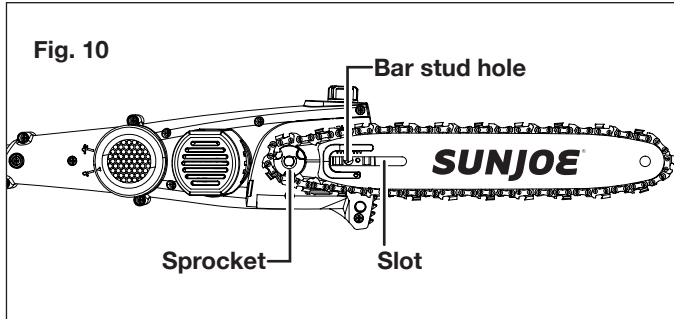


5. Starting at the tip, mount the chain drive links into the bar groove, leaving a loop at the back of the bar. The chain will loosely fit until it is placed on the sprocket (Figs. 8 – 9).

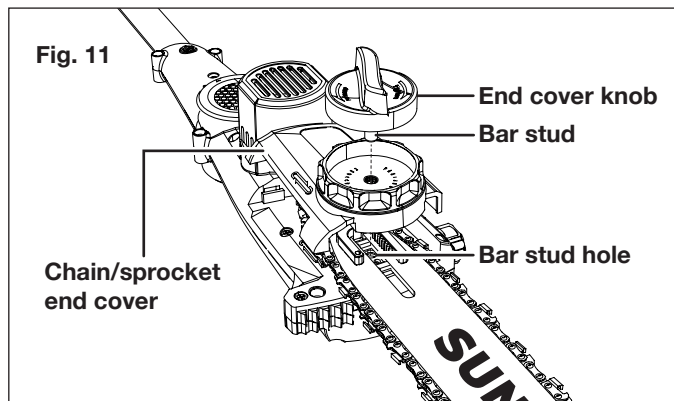
**NOTE:** Make certain of the direction of the chain →  →. If the chain is mounted backwards, the saw will vibrate abnormally and will not cut.



6. Hold the chain in position on the bar and place the loop around the sprocket. Fit the bar flush against the mounting surface so that the bar stud hole are aligned with the long slot of the bar (Fig. 10).

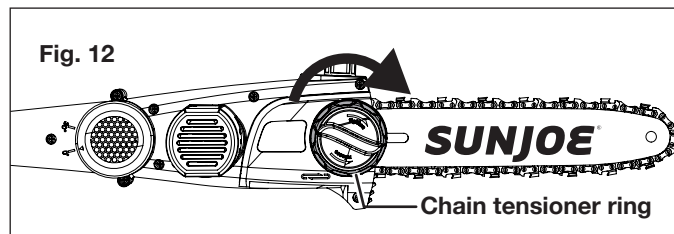


- Replace the chain/sprocket end cover by positioning the cover onto the saw head. Fit the end cover knob by inserting the bar stud into the bar stud hole. Tighten the end cover knob, but leave the bar free to move for tension adjustment (Fig. 11).



- Remove all slack from the chain by turning the chain tensioner ring clockwise until the chain seats snugly against the bar with the drive links in the bar groove (Fig. 12).

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



- Raise the guide bar and tighten the end cover knob securely.

## Prepare to Work

### Check the Machine

**⚠ WARNING!** Before performing any checks, adjustments, repairs or maintenance on the machine, make sure the battery is not inserted in the compartment.

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

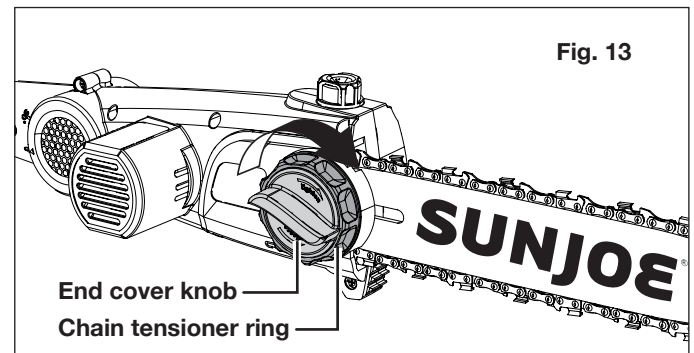
Before starting work please:

- Check that all the screws on the machine and the guide bar are tightly fastened;
- Check that the chain is tensioned correctly, sharp and there are no signs of any damage;
- Check that hand grips and protection devices are clean and dry, correctly mounted and securely fastened to the machine;
- Check that the On/Off switch and the safety lock button move freely without forcing and return automatically and rapidly back to their neutral positions;
- Check that the On/Off switch remains locked until the safety lock button is pressed;
- Make sure the cooling air vents are not clogged with sawdust or debris;
- Check that the chain's oil level is not below the "MIN" level mark; if necessary, top up the oil to 1 cm from the rim of the filler.

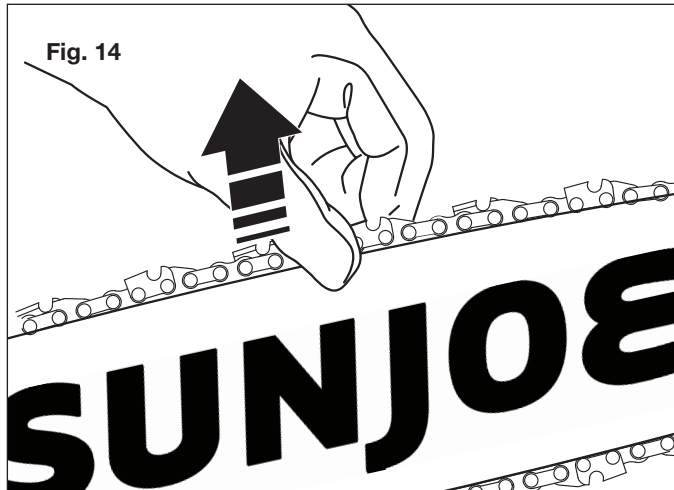
**NOTE:** You must fill the chain oil tank with bar and chain oil before using your chain saw.

### Adjusting the Chain Tension

- Tension the chain by turning the chain tensioning ring clockwise (Fig. 13). A cold chain will be correctly tensioned when there is no slack on the underside of the guide bar; the chain is snug, but it can be turned by hand without binding.



- The tension is correct when the drive links on the chain do not slip out of the chain guide on the bar when the chain is pulled up from the middle of the bar (Fig. 14).



**NOTE:** If the chain is too tight, it will not rotate. Loosen the end cover knob slightly and turn the chain tension knob 1/4 turn counterclockwise. Lift the tip of the guide bar up and retighten the cover cap knob. Ensure that the chain can be rotated by hand without binding.

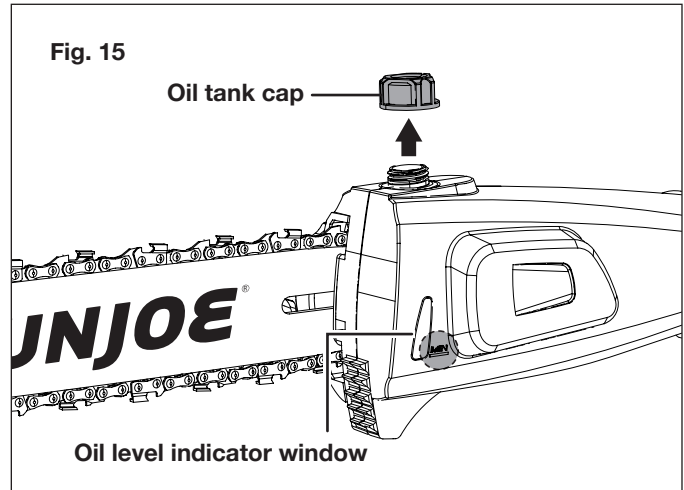
**NOTE:** A new chain tends to stretch; check the chain tension frequently, and adjust tension as required.

## Chain Lubrication

**IMPORTANT!** Only use a good quality bar and chain oil designed specifically for use with chain saws to ensure optimal lubrication of the cutting parts. Do not use oil containing impurities to avoid clogging the tank filter and permanently damaging the oiler.

**IMPORTANT!** The chain lubricating oil is bio-degradable. The use of mineral oil or engine oil can have a serious impact on the environment. It is essential that you use good quality oil to lubricate the cutting parts effectively. Used or poor quality oil does not guarantee good lubrication and reduces the lifespan of the chain and bar.

**IMPORTANT!** Before each machine use, the oil level should be checked and topped up to 1 cm from "MIN" level mark. To fill the oil tank, remove the oil tank cap and add the recommended bar and chain oil. The oil level must not drop below the "MIN" level mark, as indicated beside the oil level indicator window (Fig. 15).



## Operation

### Starting and Stopping

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

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

**WARNING!** Keep hands on handles. Do not overreach.

A good, firm grip on the pole saw with both hands will help you maintain control. Grip the rear handle with your right hand. Wrap the fingers of your left hand over and around the pole. A firm grip together with positioning handle against your body will help you maintain control of the saw.

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

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

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

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

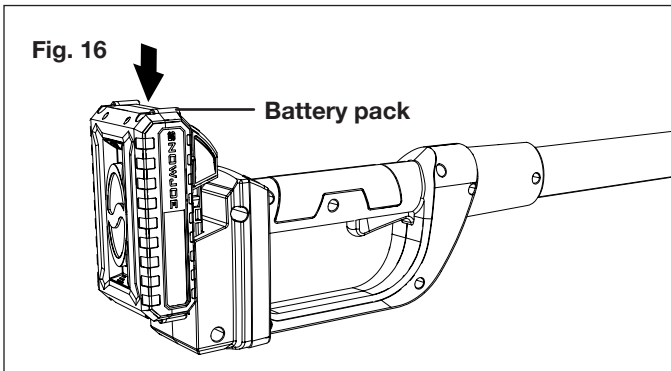
**WARNING!** Do not let familiarity with this type of tool prevent you from taking all necessary precautions. Remember that a careless fraction of a second is sufficient to inflict serious injury.

**⚠ WARNING!** Do not cut trees near electrical wires.

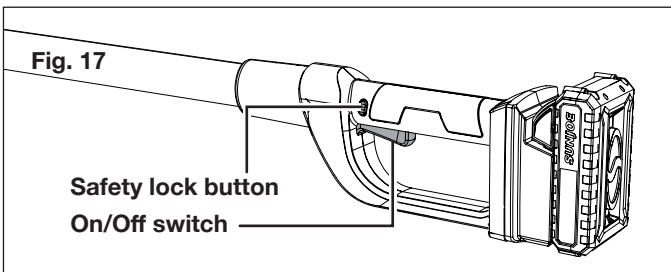
**⚠ WARNING!** Failure to lubricate the chain will cause damage to the bar and chain. Use only a good quality bar and chain oil designed specifically for use with chain saws.

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

1. Slide the battery into the battery compartment until it clicks to lock it into position (Fig. 16).



2. To turn the pole chain saw ON, push and hold the safety lock switch (located on the handle) with your thumb and then squeeze the On/Off switch with your fingers. Once the tool is running, you can release the safety lock button (Fig. 17).

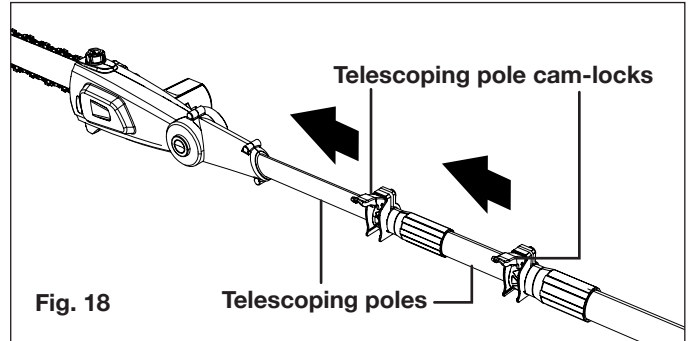


3. To turn the tool OFF, release the On/Off switch (Fig. 17).

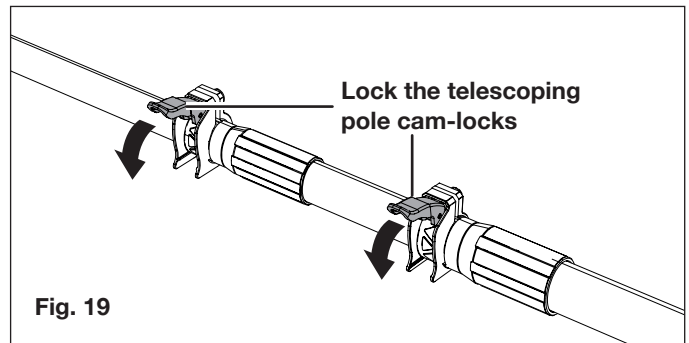
## Adjusting the Telescoping Pole

This machine is equipped with two telescoping poles which provides up to 13 ft (4 m) of overhead reach. To adjust the telescoping pole, follow the instructions below.

1. Disconnect the saw from the power supply by removing the battery from the compartment.
2. Unclip the telescoping pole cam-locks to release the poles. Extend the poles to the desired length (Fig. 18).



3. Lock the pole in position by closing the telescoping lock (Fig. 19), and ensure that the pole is secured.

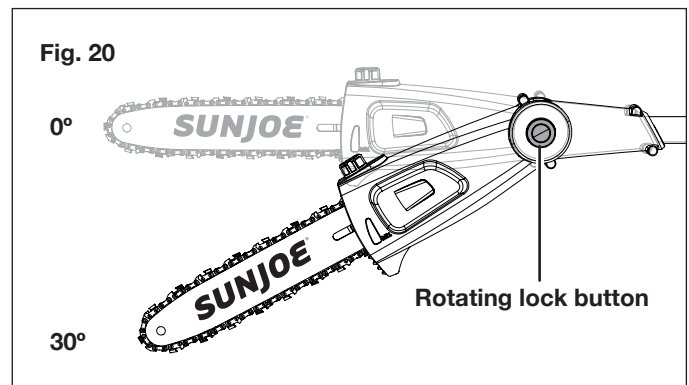


**⚠ WARNING!** Failure to lock the telescoping pole cam-locks as directed could result in personal injury.

**⚠ WARNING!** Extend the telescoping poles only as much as necessary for the cutting job. Remain in full control of the telescoping pole at all times. Loss of control of the pole saw could result in possible serious personal injury.

## Adjusting the Multi-Angle Head

The pole chain saw head can be rotated for 2 different cutting angles for 0° and 30° (Fig. 20). Follow the below instructions to adjust angles.



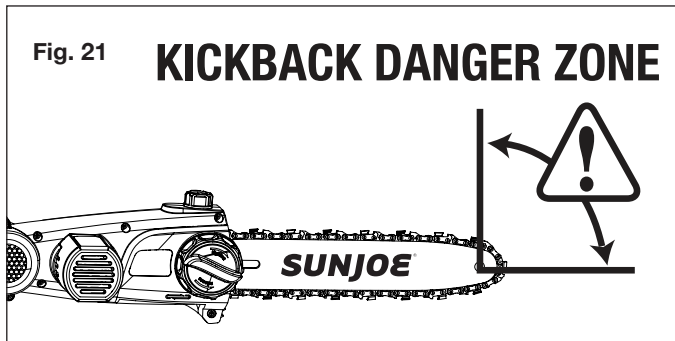
1. Rotate the pole saw head to the desired cutting angle while pressing the multi-angle head adjustment dial located on the back (Fig. 20).
2. Release the button when the pole saw head is set to the desired angle.

**NOTE:** Failure to properly secure the pole saw head may result in personal injury and/or property damage.

**⚠ WARNING!** Always ensure the pole saw head is securely locked! Do not attempt to use the pole chain saw with the head in any other position or unlocked!

## Cutting Tips for Pole Chain Saw

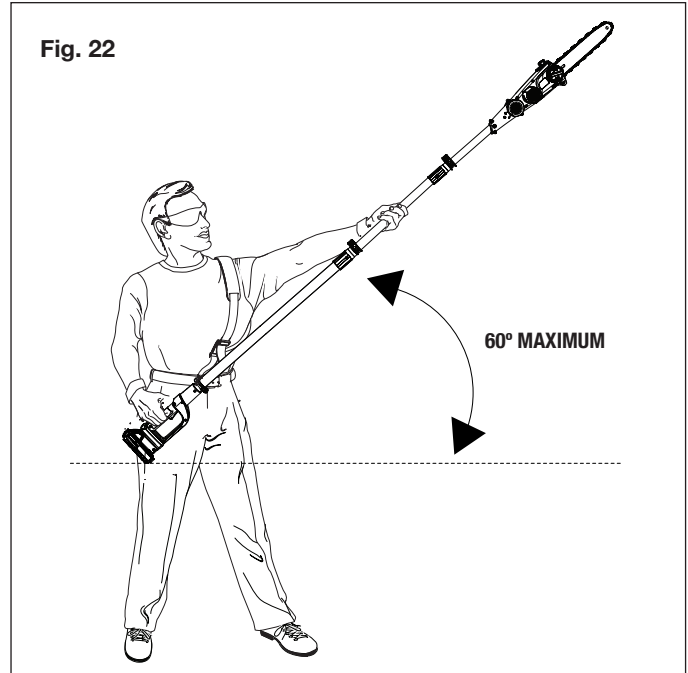
### Minimize Kickback



**⚠ WARNING!** Kickback may occur when the moving chain contacts an object at the upper portion of the tip of the guide bar or when the wood closes in and pinches the chain saw in the cut (Fig. 21). Contact at the upper portion of the tip of the guide bar can cause the chain to dig into the object and stop the chain for an instant. The result is a lightning-fast reverse reaction, which kicks the guide bar up and back toward the operator. If the pole saw is pinched along the top of the guide bar, the guide bar can be driven rapidly back toward the operator. Either of these reactions can cause loss of saw control, which can throw the operator off balance and result in serious injury. Do not rely exclusively upon the safety devices built into the saw. As a user, you should take several precautions to keep your cutting jobs free from accident or injury.

### Proper Cutting Stance

- Balance your weight with both feet on solid ground.
- Your body should always be to the left of the chain line.
- The most typical cutting application is to position the unit at an angle of 60° or less depending on the specific situation (Fig. 22). As the angle of the pole chain saw shaft to the ground increases, the difficulty of making the first cut (from the underside of limb) increases.



### Basic Cutting Procedure

This unit is designed for trimming small branches and limbs up to recommended 8.5 in. (21.6 cm), not to exceed a Max. cut of 9.5 in. (24.1 cm) in diameter depending on type of wood. Practice cutting a few small limbs using the following technique to get the “feel” of using the saw before you begin a major sawing operation.

- Take the proper stance in front of the tree with the saw OFF (Fig. 22).
- Squeeze the On/Off switch and let the chain accelerate to full speed before entering the cut.
- Keep the saw running the entire time you are cutting; maintain a steady speed.
- Allow the chain to cut for you; exert only light downward pressure. If you force the cut, damage to the bar, chain, or unit can result.
- **PUSH and PULL** – This reaction force is always opposite to the direction the chain is moving when it is in contact with the wood. Thus, the operator must be ready to control the **PULL** when cutting on the bottom edge of the bar, and **PUSH** when cutting along the top edge.
- Do not put pressure on the saw at the end of the cut.

### Pruning

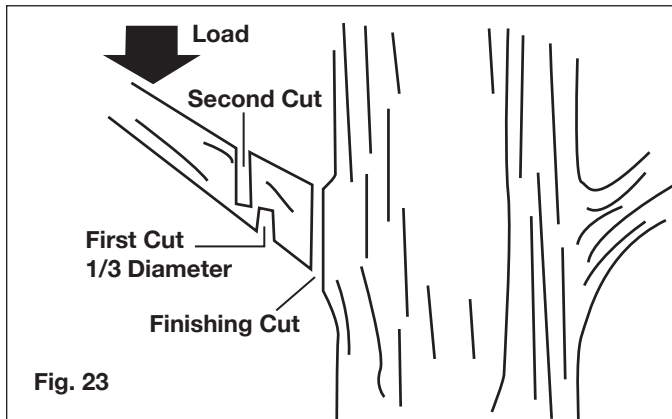
Pruning is the process of trimming limbs from a live tree.

- Remove long branches in several stages.
- Cut lower branches first to allow the top branches more room to fall.
- When pruning trees, it is important not to make the finishing cut next to the main limb or trunk until you have



cut off the farthest lying limb. This will reduce the weight and prevent stripping the bark from the main member.

- Under cut the branch 1/3 through for your first cut. Your second cut should over cut to drop the branch off (Fig. 23). Be prepared to balance the weight of the pole chain saw when the limb falls.



- When re-starting the motor, always keep the On/Off switch pressed.

**NOTE:** The motor only runs when the On/Off switch is operated and shuts off when the On/Off switch is released.

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

## Limbing

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

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

## If the Saw Becomes Pinched or Trapped

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

## Maintenance + Care

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

**⚠ WARNING!** For your safety and that of others:

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

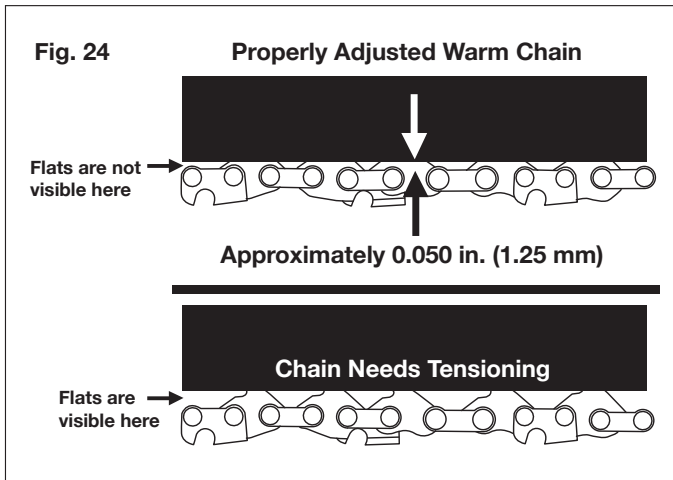
**⚠ WARNING!** Always remove the battery before performing any adjustments, maintenance, or repairs to your cordless pole chain saw.

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

## Chain Tension

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

During normal saw operation, the temperature of the chain will increase. The drive links of a correctly tensioned warm chain will hang approximately 0.050 in. (1.25 mm) out of the bar groove (Fig. 24). Be aware that a chain tensioned while warm, may be too tight upon cooling. Check the “cold tension” before next use. The chain must be re-tensioned whenever the flats on the drive links hang out of the bar groove (Fig. 24).



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

## Nuts and Screws

Periodically check that all the nuts and screws are tightened securely. Check that the cam-locks and assembly locks are intact and in proper working order.

## Chain Sharpening

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

Sharpening is necessary when:

- The sawdust looks like dust;
- Cutting becomes more difficult;
- The cut is not straight;
- Vibrations increase.

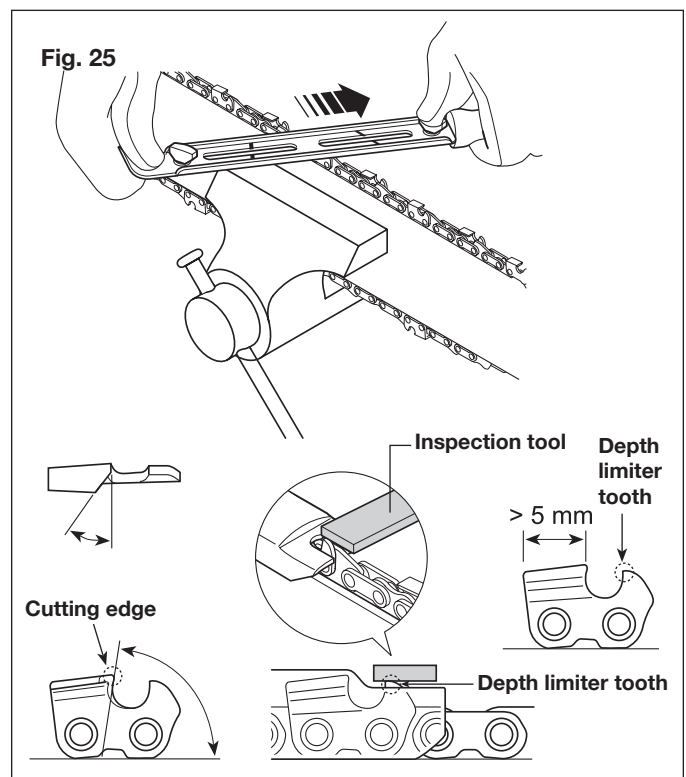
An authorized service center will sharpen the chain using the right tools to ensure minimum removal of material and even sharpness on all the cutting edges.

If you sharpen the chain by yourself, it's recommended to purchase Sun Joe® 24V-CSSHRP-LTE chain saw sharpener, which can be powered by the same 24V iON+ battery with this cordless pole saw. Visit [sunjoe.com](http://sunjoe.com) or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) to order.

Otherwise, use special round-section files with the right diameter depending on the type of chain (see “Chain Maintenance Table” on pg. 22). You need a certain amount of skill and experience to avoid damaging the cutting edges.

Sharpen the chain as follows (Fig. 25):

- Secure the bar firmly, with the chain mounted, in a suitable vise.
- Tighten the chain if it is loose.
- Mount the file in the guide and then insert it in the tooth at a constant angle from the cutting edge.
- Sharpen in a forward motion a few times and repeat this on all the cutting edges facing the same way (right or left).
- To move the chain forward, use a screwdriver.
- Turn the bar over in the vise and repeat on all the other cutting edges.
- Check that the depth limiter tooth does not stick out farther than the inspection tool and file any projecting parts with a flat file, rounding off the edges (Fig. 25).
- After sharpening, remove all traces of filing and dust and lubricate the chain in an oil bath. Replace the chain whenever:
  - The length of the cutting edges decreases to 5 mm or less;
  - There is too much play between the links and the rivets.



## Guide Bar Maintenance

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

Replace a bar with any of the following faults:

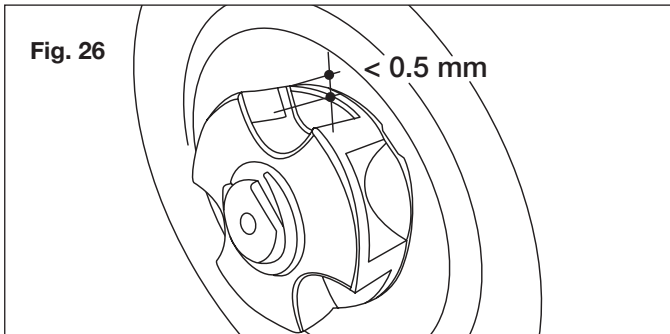
- wear inside the bar rails permitting the chain to lay over sideways
- bent guide bar
- cracked or broken rails
- spread rails

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

## Chain Sprocket

Regularly check the condition of the sprocket and replace it when wear exceeds 0.5 mm (Fig. 26).

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



## Troubleshooting

### Troubleshooting Tips

Most difficulties are easy to fix. Consult the troubleshooting table for common problems and their solutions. If you continue to experience problems or need repairs beyond these minor adjustments, please call 1-866-SNOWJOE (1-866-766-9563) for assistance.

**⚠ WARNING!** Always remove the battery before performing any adjustments, maintenance, or repairs to your cordless pole saw.

## Troubleshooting Table

Problems	Corrective Action
The saw motor fails to start	<ul style="list-style-type: none"> <li>• Check that you have inserted the battery properly and the battery has enough power to work.</li> <li>• Make sure that you fully depress and hold the safety lock button before squeezing the ON/OFF switch.</li> </ul>
The saw runs, but the chain speed is low	<ul style="list-style-type: none"> <li>• The chain is too tight; re-tension.</li> </ul>
Bar and chain running hot and smoking	<ul style="list-style-type: none"> <li>• The chain tension is too tight; re-tension.</li> <li>• The chain oil tank is empty; refill.</li> <li>• The lubrication holes are plugged; clean them out.</li> </ul>
The saw motor runs, but the chain is not turning	<ul style="list-style-type: none"> <li>• The chain tension is too tight; re-tension.</li> <li>• The guide bar or chain is damaged; inspect and replace the damaged part.</li> </ul>

## Daily Checklist, Cleaning and Storage

### Daily Checklist

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

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

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

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

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

**⚠ CAUTION!**

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

## Disposal

### Recycling the tool

- Do not dispose of electrical appliances as unsorted municipal waste. Use separate collection facilities.
- Contact your local government agency for information regarding the collection systems available.
- If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.
- When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposal at least free of charge.

### Recycling + Disposal

The product comes in a package that protects it against damage during shipping. Keep the package until you are sure that all parts have been delivered and the product is functioning properly. Recycle the package afterwards or keep it for long-term storage.



WEEE symbol. Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or local store for recycling regulations.

### Battery Caution + Disposal

Always dispose of your battery pack according to federal, state, and local regulations. Contact a recycling agency in your area for recycling locations.

**⚠ CAUTION!**

Even discharged battery packs contain some energy. Before disposing, use electrical tape to cover the terminals to prevent the battery pack from shorting, which could cause a fire or explosion.

**⚠ WARNING!** To reduce the risk of injury or explosion, never burn or incinerate a battery pack even if it is damaged, dead or completely discharged. When burned, toxic fumes and materials are emitted into the surrounding atmosphere.

1. Batteries vary according to device. Consult your manual for specific information.
2. Install only new batteries of the same type in your product (where applicable).
3. Failure to insert batteries in the correct polarity, as indicated in the battery compartment or manual, may shorten the life of the batteries or cause batteries to leak.
4. Do not mix old and new batteries.
5. Do not mix Alkaline, Standard (Carbon-Zinc) or Rechargeable (Nickel Cadmium, Nickel Metal Hydride, or Lithium-Ion) batteries.
6. Do not dispose of batteries in fire.
7. Batteries should be recycled or disposed of as per state and local guidelines.

## Support

If your Sun Joe® iON+ 24V-PS10-CT-RM cordless pole chain saw requires service or maintenance, please call 1-866-SNOWJOE (1-866-766-9563) for assistance.

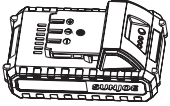
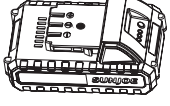
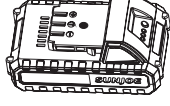
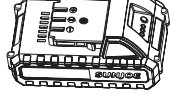



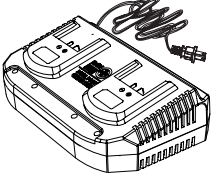
## Model + Serial Number



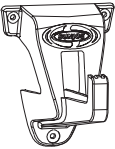

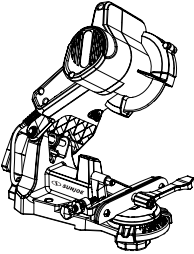
When contacting the company, reordering parts, or arranging service from an authorized dealer, you will need to provide the model and serial numbers, which can be found on the decal located on the housing of the unit. Copy these numbers into the space provided below.

Record the following numbers from the housing or handle of your new product:															
														Model #:	
2	4	V	-	P	S	1	0	-	C	T	-	R	M		
														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 cordless pole chain saw. Contact Snow Joe® + Sun Joe® if you are unsure whether it is safe to use a particular replacement part or accessory with your cordless pole chain saw. The use of any other attachment or accessory can be dangerous and could cause injury or mechanical damage.

Accessories	Item	Model
	24V iON+ 1.3 Ah Lithium-Ion Battery	24VBAT-LTW
	24V iON+ 1.5 Ah Lithium-Ion Battery	24VBAT-LTX
	24V iON+ 2.0 Ah Lithium-Ion Battery	24VBAT-LTE
	24V iON+ 2.5 Ah Lithium-Ion Battery	24VBAT-LT
	24V iON+ 4.0 Ah Lithium-Ion Battery	24VBAT
	24V iON+ 5.0 Ah Lithium-Ion Battery	24VBAT-XR
	iON+ 24V lithium-ion Battery Quick Charger	24VCHRG-QC
	iON+ 24V lithium-ion Dual-port Battery Charger	24VCHRG-DPC

Accessories	Item	Model
	Sun Joe® 10-inch replacement bar	SWJ-10BAR
	Sun Joe® 10-inch replacement chain	SWJ-10CHAIN
	Universal Wall Bracket with Mounting Hardware	SJWB
	Bar and chain oil	SWJ-OIL Sold online at sunjoe.com or you can purchase equivalent bar and chain oil at your local hardware store
	Sun Joe® 24V iON+ Cordless Chain Saw Sharpener	24V-CSSHRP-LTE

**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).

## Chain Maintenance Table

Drive Links	Chain Pitch		Chain Gauge		File Diameter	
	inches	mm	inches	mm	inches	mm
40	3/8	9.5	0.050	1.3	5/32	4



## 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](http://snowjoe.com/help) or email us at [help@snowjoe.com](mailto: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](http://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](http://snowjoe.com), via email at [help@snowjoe.com](mailto: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.



[sunjoe.com](http://sunjoe.com)