



OPERATOR'S MANUAL

A Division of Snow Joe®, LLC

ELECTRIC DETHATCHER

14-INCH | 11-AMP

Model AJ799E-RM

Form No. SJ-AJ799E-RM-880E-V1

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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 WARNINGS!

When using this electric dethatcher, basic safety precautions should always be followed to reduce the risk of fire, electric shock and personal injury.

Before using the dethatcher, take the time to familiarize yourself with the controls, especially how to stop the dethatcher in an emergency. The only individuals who should use the dethatcher are those who have a thorough understanding of the instructions and who know how to operate the machine. Children should never be allowed access to the dethatcher.

Retain this manual for future reference and reread it at the start of each dethatching session.

General Safety

- 1. Avoid dangerous conditions** – Do not use this machine in rainy, stormy, damp or wet locations. Do not operate the unit in gaseous or explosive atmospheres. Motors in these units normally spark, and the sparks may ignite fumes.
- 2. Keep children, bystanders and pets away** – Always keep children and spectators a safe distance away from the dethatcher during operation and as the machine cools.
- 3. Dress properly** – Always wear personal safety gear (i.e. glasses, rubber gloves, protective footwear and dust masks) and proper clothing when using the dethatcher. Loose clothing, long hair or jewelry may get caught in the moving parts.
- 4. Use the right appliance** – This dethatcher is intended for outdoor use only. Do not use the dethatcher for any application other than that for which it is intended.
- 5. Do not force the dethatcher** – It will perform better with less likelihood of personal or mechanical injury if it is used at the rate for which it is designed.
- 6. Do not overreach** – Keep proper footing and balance at all times.

- 7. Stay alert** – Always be alert and watch what you are doing. Use common sense. Do not operate the dethatcher when you are tired or under the influence of alcohol or drugs.
- 8. Disconnect the dethatcher** – Disconnect the dethatcher from the power supply when it is not in use, before servicing it, when changing accessories and when performing any other maintenance task.
- 9. Store idle dethatcher indoors** – When not in use, the dethatcher should be stored indoors in a dry, locked place out of the reach of children.
- 10. Maintain the dethatcher with care** – Keep cutting edges sharp and clean for optimal and safest performance.

Inspect the dethatcher cord periodically and if damage is found have it repaired by an authorized service facility. Extension cords should also be inspected periodically and immediately replaced if damaged. Keep handles dry, clean and free from oil and grease.
- 11. Double insulation** – This dethatcher is equipped with double insulation. This means that all external metal parts are insulated from the electrical supply. This is achieved by introducing an insulation layer between electrical and mechanical parts. The double insulation guarantees you the greatest possible safety.
- 12. Replacement parts** – When servicing this unit, use only identical replacement parts. Replace or repair damaged cords immediately.
- 13. Polarized plug** – Polarized appliance connections reduce the risk of electric shock. This dethatcher has a polarized plug (one blade is wider than the other) and will require the use of a polarized extension cord. There is only one way the dethatcher's plug will fit into a polarized extension cord. If the plug does not fit fully into the extension cord, reverse the plug. If the plug still does not fit, obtain a correct polarized extension cord. A polarized extension cord will require the use of a polarized wall outlet. There is only one way the plug will fit into a polarized wall outlet. If the plug does not fit fully into the wall outlet, reverse the plug. If the plug still does not fit, contact a qualified electrician to install the proper wall outlet. Do not modify the equipment plug, extension cord receptacle or extension cord plug in any way.

Electrical Safety

1. Ground fault circuit interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for the dethatcher. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
2. To prevent electric shock, use only with an extension cord suitable for outdoor use, such as SW-A, SOW-A, STW-A, STOW-A, SJW-A, SJOW-A, SJTW-A, or SJTOW-A.

Before use, check that the extension cord is in good condition. When using an extension cord, make sure to use one heavy enough to carry the current to the product. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating.

⚠ **WARNING** ⚠

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

- Do not allow any part of the electric dethatcher to make contact with water while it is in operation. If the appliance becomes wet while turned off, wipe dry before starting.
- Use only a UL-, CSA-, or ETL-rated extension cord for outdoor, all-weather use.
- Do not use an extension cord over 100 ft (30 m).
- Do not touch the appliance or its plug with wet hands or while standing in water. Wearing rubber boots offers some protection.

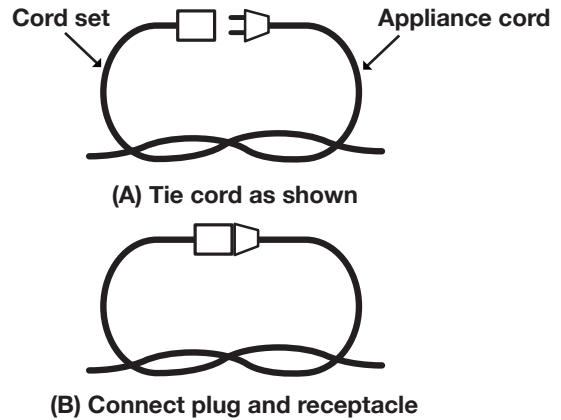
EXTENSION CORD CHART

Extension Cord Length	Up to 50 ft (15 m)	+50 ft - 100 ft (+15 m - 30 m)
Wire Gauge (A.W.G.):	16	14

3. To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other). Use this appliance only with a polarized, UL-listed (CSA certified in Canada) extension cord recommended for outdoor use. The appliance plug will fit into a polarized extension cord only one way.

If the appliance plug does not fit fully into the extension cord, reverse the plug. If the plug still does not fit, obtain a correct polarized extension cord. A polarized extension cord will require the use of a polarized wall outlet. The extension cord plug will fit into the polarized wall outlet only one way. If the plug does not fit fully into the wall outlet, reverse the plug. If the plug still does not fit, contact a qualified electrician to install the proper wall outlet. Do not modify the appliance plug, extension cord receptacle or extension cord plug in any way.
4. To prevent the appliance cord from disconnecting from the extension cord during operation, make a knot with the two cords as shown in Table 1.

Table 1. Method of Securing Extension Cord



5. Do not abuse the cord. Never pull the dethatcher by the cord or yank the cord to disconnect it from the receptacle. Keep the cord away from heat, oil and sharp edges, especially the rotating tines. Position the cord so that it will not get caught on lumber, tools or other obstructions while working with the dethatcher. Failure to heed these warnings can result in serious personal injury.

IMPORTANT! Safety Instructions for Walk-Behind Dethatchers

General Operation

- Read, understand and follow all instructions on the machine and in the manual(s) before starting.
- Thoroughly inspect the area where the equipment is to be used and remove all foreign objects.

⚠️ WARNING! Foreign objects in the work area can be picked up by the dethatcher and launched into your eyes, which can result in severe personal injury. In addition to surveying the area and removing foreign objects before beginning work, always wear safety goggles or safety glasses with side shields and, when necessary, a full face shield.

- Do not operate the equipment without wearing adequate outer garments. Wear protective footwear that will improve footing on slippery surfaces.
- Use extension cords and receptacles as specified by the manufacturer for all units with electric drive motors or electric starting motors (see extension cord chart on page 2).
- Never attempt to make any adjustments while the motor is running.
- Do not put hands or feet near or under rotating parts.
- Exercise extreme caution when operating on or crossing gravel drives, walks or roads. Stay alert for hidden hazards or traffic.
- After striking a foreign object, stop the motor, disconnect the power supply, thoroughly inspect the machine for any damage and repair the damage before restarting and operating the machine.
- Exercise caution to avoid slipping or falling.
- If the dethatcher should start to vibrate abnormally, stop the motor, disconnect the power supply and check immediately for the cause. Vibration is generally an indicator of trouble.
- Stop the motor and disconnect the power supply when leaving the operating position, before unclogging the tines and when repairing, adjusting, inspecting or performing any other maintenance on the machine.
- Take all necessary precautions when leaving the machine unattended. Stop the motor and remove the power cord.
- Before cleaning, repairing or inspecting the unit, shut off the motor, disconnect the power supply and wait until all moving parts have come to a complete stop.
- Never operate the machine without proper guards, plates or other safety protective devices in place and in proper working order.
- Keep children and pets away.
- Do not overload the machine capacity by attempting to dethatch too deep at too fast a rate.
- Never operate the machine at high transport speeds on hard or slippery surfaces.
- Never allow bystanders near the unit when operating.
- Use only attachments and accessories approved by the manufacturer of the machine.
- Never operate the machine without good visibility or light.
- Be careful when cultivating in hard ground. The tines may catch in the ground and propel the machine forward. If this occurs, let go of the handlebars and the starting lever and do not restrain the machine.

- Use extreme caution when reversing or pulling the machine towards you.
- Switch on the motor carefully according to the instructions and keep your feet clear of the rotating tines.
- Never pick up or carry the machine while the motor is running.

Children Safety

Tragic accidents can occur if the operator is not alert to the presence of children. Children are often attracted to the machine and the dethatching activity. Never assume that children will remain where you last saw them.











- Keep children out of the dethatching area and under the watchful care of a responsible adult other than the operator.
- Stay alert and turn the dethatcher off if a child enters the area.
- Never let children operate the machine.
- Use extra care when approaching blind corners, shrubs, trees or other objects that may block your view of a child.

Service

- Your power tool should be serviced only by a qualified repair technician at an authorized Snow Joe® + Sun Joe® service center. When servicing your tool, only identical replacement parts should be used to ensure that the safety and integrity of the machine is maintained. Contact our customer service center at 1-866-SNOWJOE (1-866-766-9563) to locate your nearest authorized service center.

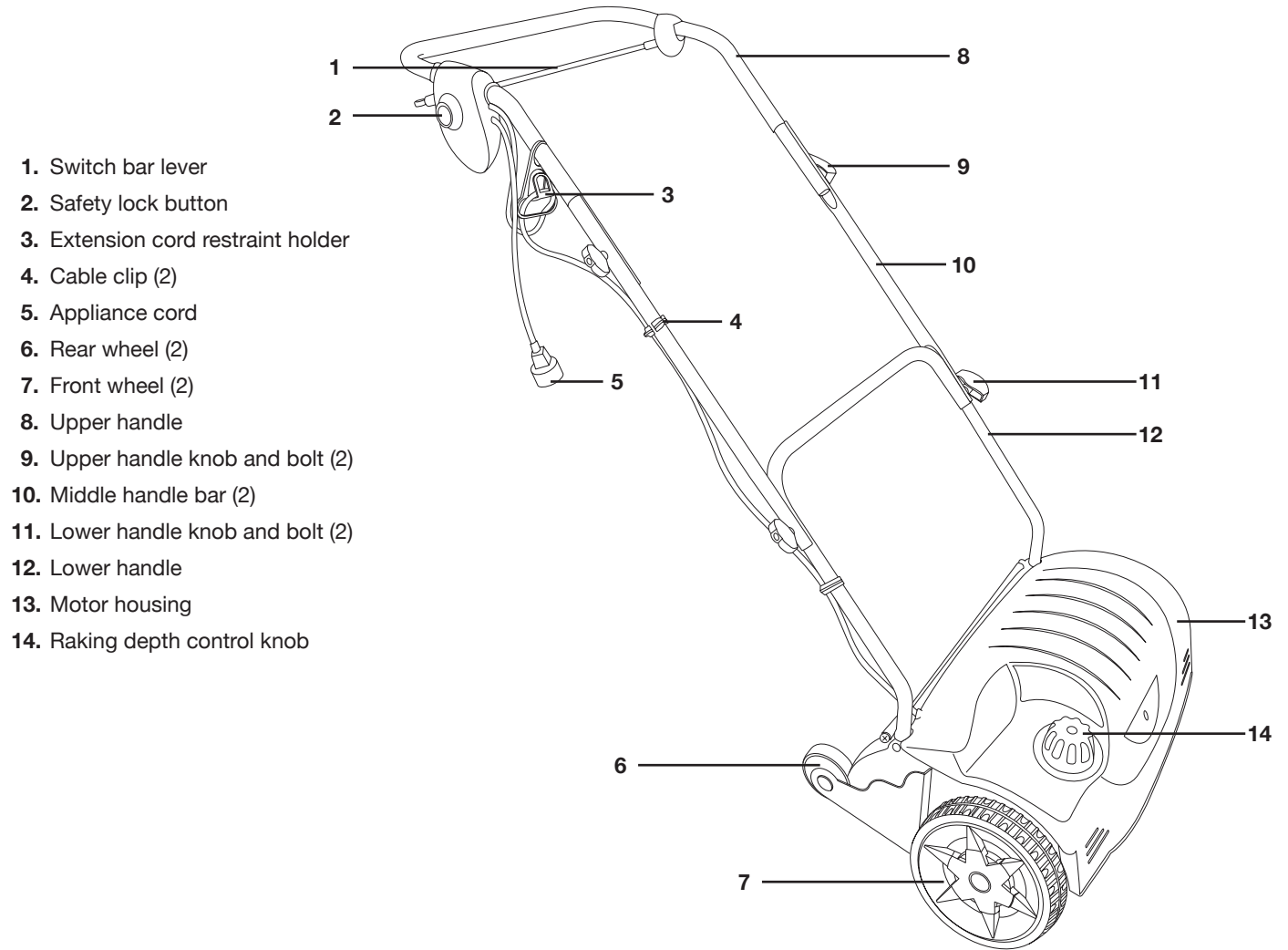
Safety Symbols

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
	CPSC Danger label.		Do not push down stairs.
	Safety Alert. Caution. To reduce the risk of injury, user must read instruction manual.		SWITCH OFF! Remove plug from outlet before cleaning or performing other maintenance work.
	Do not use in wet weather conditions.		SWITCH OFF! Remove plug from outlet immediately if the cord is damaged or cut.
	Wear eye and hearing protection. For protection against injury, wear ear defenders and safety goggles.		Thrown objects picked up by the rotating tines can cause severe injury.
	Wear safety gloves for hand protection. Wear foot protection.		Double Insulation.

Know Your Electric Lawn Dethatcher

Read the owner's manual and safety instructions carefully before operating the dethatcher. Compare the illustration below to the dethatcher in order to familiarize yourself with the location of the various controls and adjustments. Save this manual for future reference and reread it prior to each dethatching session.



- 1. Switch bar lever
- 2. Safety lock button
- 3. Extension cord restraint holder
- 4. Cable clip (2)
- 5. Appliance cord
- 6. Rear wheel (2)
- 7. Front wheel (2)
- 8. Upper handle
- 9. Upper handle knob and bolt (2)
- 10. Middle handle bar (2)
- 11. Lower handle knob and bolt (2)
- 12. Lower handle
- 13. Motor housing
- 14. Raking depth control knob

Technical Data

Rated Voltage	120 V ~ 60 Hz	Raking Depth*	-0.12 in. to 0.35 in. (-3 mm to 9 mm)
Motor	11 amp	Wheel Size	7.8 in. (20 cm) front 4 in. (10 cm) rear
No Load Speed	4,600 rpm	Weight	22.7 lbs (10.28 kg)
Rotor	24 spring steel tines		
Raking Width	14 in. (35.6 cm)		

*Note: The negative raking depth indicates that the tines are raking below the horizon (i.e. penetrating the soil layer).

Unpacking

Carton Contents

- Dethatcher housing
- Upper handle bar assembly
- Middle handle bar (2)
- Lower handle
- Extension cord restraint holder
- Cable clip (2)
- Manual with registration card

Mounting Accessories

- Phillips screws (2)
- Handle knobs and bolts (4)

1. Carefully remove the dethatcher and all other items from the shipping carton.
2. Check that all the items in the above list are supplied.
3. 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 1-866-766-9563.

NOTE: Do not discard the shipping carton and packaging material until you are ready to use your new electric dethatcher.

Assembly

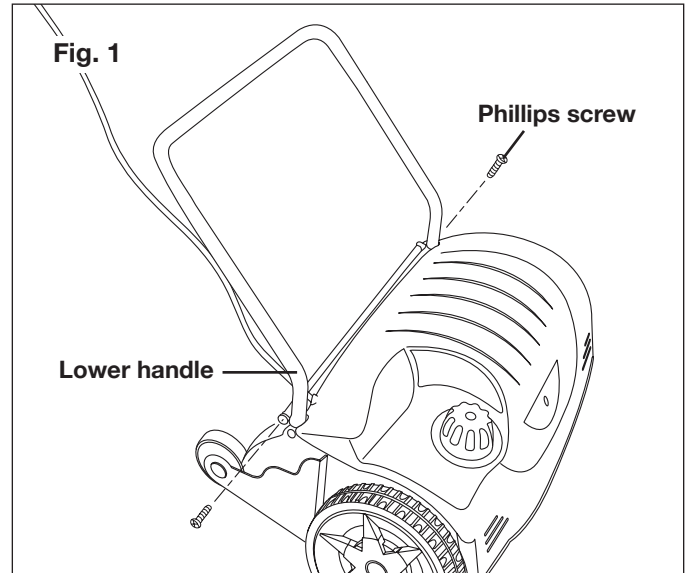
Carefully follow the instructions below to assemble your AJ799E-RM electric dethatcher.

NOTE: The packaging is made of recyclable materials. Properly dispose of these materials in accordance with regulations.

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

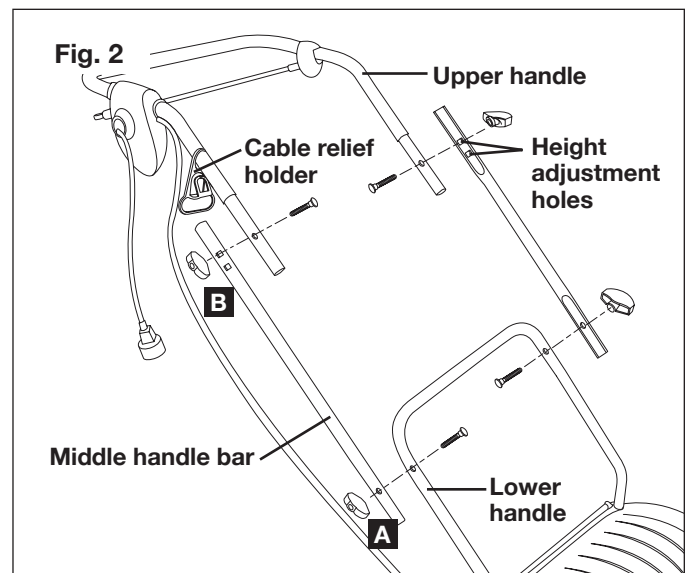
Connecting the Handle Bars

1. Insert the lower handle into the motor housing and secure it with the two Phillips screws (Fig. 1).



2. Secure the two middle handle bars to the lower handle using the first set of knobs and bolts (A). Tighten the knobs on each side to ensure a secure fit (Fig. 2).
3. Hang the cable relief holder on the upper handle (Fig. 2).
4. Connect the upper handle to the middle handle bars using the second set of knobs and bolts (B). Tighten the knobs on each side to ensure a secure fit (Fig. 2).

NOTE: The two middle handle bars can be secured in two positions depending on your height preference.



Operation

Setting the Working Positions (Using the tine depth control knob)

NOTE: Before dethatching your lawn, prep the area by mowing the lawn to a height of approximately 2 in. (5 cm). This will minimize tine wear and prevent unnecessary motor overload.

The dethatcher has 5 principal position settings:

Setting 0 (+9 mm): Transport position

This position sets the maximum safety spacing between the tool and the floor.

Setting 1 (+6 mm): Working position

Set this position when working with a new implement.

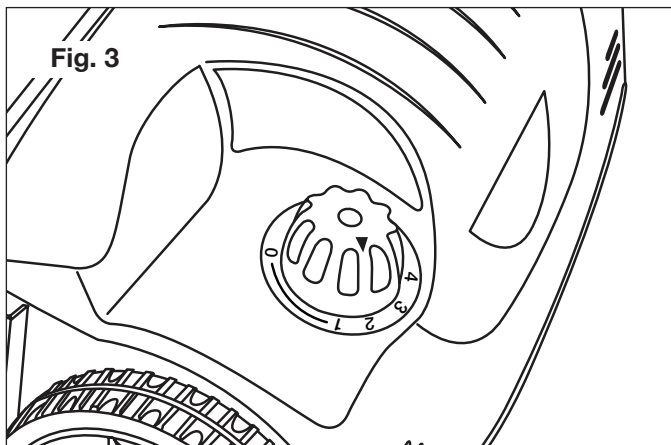
Settings 2 – 4 (+3 mm, 0 mm, -3 mm, respectively): Readjustment positions

The working position can be lowered with increased spring tine wear. The readjusting depth amounts to approximately 3 mm per setting. Use the millimeter scale readings for fine setting.

NOTE: When the unit is delivered it is in the transport position (setting 0).

⚠ CAUTION! The unit must be switched off and disconnected from the power supply before adjusting the tine settings.

Press the adjustment knob down and turn it to the required position until it locks in place (the knob will immediately rise after it is locked into a setting) (Fig. 3).

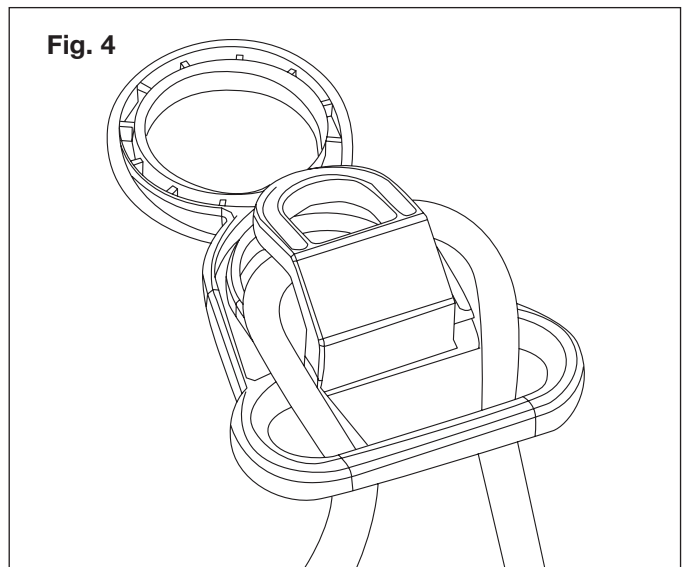


⚠ WARNING! The adjustment knob is not intended for height adjustment, but rather to compensate for tine wear. Selection of a readjustment position without the corresponding wear can overload the motor and damage the cylinder.

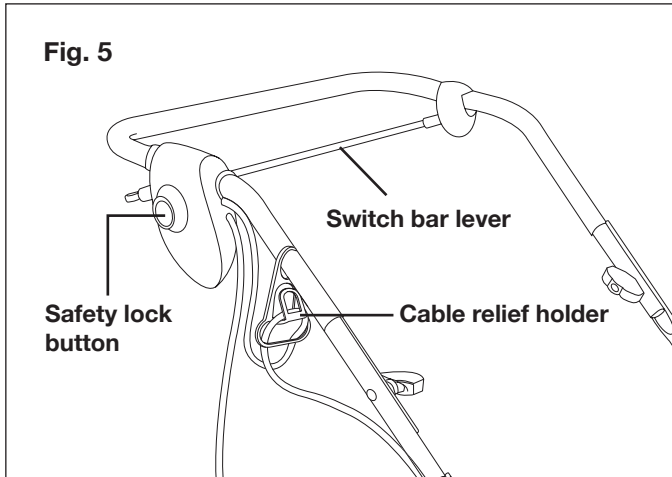
Starting + Stopping

⚠ WARNING! Before switching on the dethatcher, make sure that it is not in contact with any foreign objects. Keep your feet and hands a safe distance away from the rotating tines and the ejector opening. Failure to comply with these warnings can result in severe personal injury.

1. Place the unit on a level lawn surface.
2. Form a loop with the end of the extension cord, push the loop through the hole in the cable relief holder and slide the loop onto the retaining clip to secure the extension cord (Fig. 4).



3. Plug the extension cord into the appliance cord, then connect the extension cord to the mains voltage.
NOTE: Do not plug the extension cord into the outlet until it has been secured with the cable relief holder and connected to the dethatcher's appliance cord.
4. To start the electric dethatcher, press and hold the safety lock button while pulling the switch bar lever toward you. Once the machine powers on, release the safety lock button and proceed with operation (Fig. 5).
5. To stop the dethatcher, release the switch bar lever.



Overload Protection

The motor is automatically switched off when the unit is overloaded. Release the switch bar lever and the unit will reset after a cool down period of approximately 1 minute.

⚠️ WARNING! The tine cylinder continues to run for a brief period after the unit has been switched off. Do not tilt or carry the unit while the motor is still running and do not touch the cylinder while it is still rotating. Failure to comply could result in severe personal injury.

Working with the Unit

Dethatching your lawn is an intensive intervention and should only be carried out once a year. For cool-season grasses, the best time to dethatch is late summer or early fall. For warm-season grasses, dethatch in late spring or after the second mowing. Before dethatching, mow a little shorter than normal.

⚠️ WARNING! When working on slopes, always proceed across the slope. Be particularly careful to avoid stumbling when walking backwards with the dethatcher and pulling the machine towards you.

- Using the tine adjustment knob, select the appropriate working or readjustment position (in the event of cylinder wear) so that the unit is not overloaded.
- Commence work in the vicinity of the electrical outlet and proceed away from the outlet.
- Always make sure that the extension cord follows behind you. When turning, move the extension cord to the side that has already been treated.
- Guide the unit at a walking pace down lanes that are as straight as possible. To ensure uninterrupted dethatching, the individual lanes should always overlap by a few centimeters. Dwelling too long at the same place while the tool is running can damage the grass sward.

- To ensure that the extension cord is not an impediment, turn the unit in such a manner so that the cable relief holder on the bar always faces the side that has been treated.

⚠️ WARNING! When your dethatching session is complete, disconnect the power supply and wait until the cylinder has come to a complete stop before transporting the unit.

- Set the tine adjustment knob to the transport position (setting 0) when transporting the unit (see "Setting the working positions" on page 7).
- Lift the unit to transport it over steps and sensitive surfaces (e.g. tiles).
- Always clean the unit after each use (see "Cleaning and Storage").

Cleaning + Storage

Work that is not described in these instructions must be carried out by an authorized Snow Joe® + Sun Joe® service center. Only use original and identical replacement parts.

- Wear gloves when handling the tine cylinder.
- Prior to all maintenance and cleaning work, always switch OFF the unit, disconnect the plug from the power supply and wait until the cylinder has stopped completely.

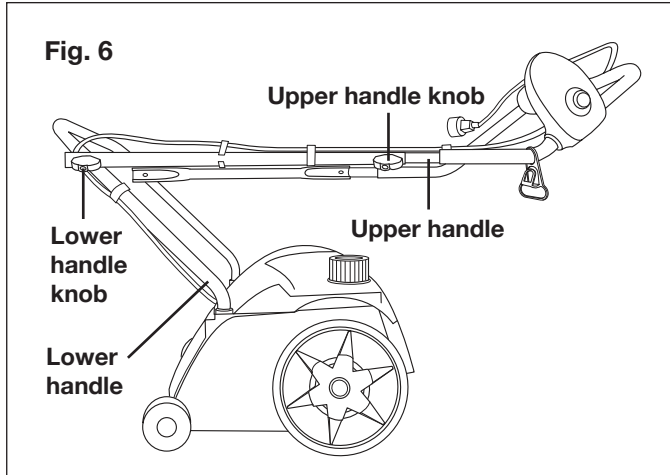
⚠️ WARNING! Do not jet water onto the unit and do not clean it under flowing water. Failure to comply could result in danger of electric shock and damage to the unit.

When you have completed your dethatching session, remove plant residues adhering to the wheels, the ventilation opening, the grass ejector opening and the tine cylinder. Do not use hard or pointed objects for this purpose as they could damage the unit.

- Completely empty the thatch collection bag.
- Always keep the unit clean. Do not use cleaning agents or harsh solvents.

Storage

- Store the unit in a dry, locked-up place out of the reach of children.
- Let the motor cool completely before placing the unit in a closed room.
- Do not wrap nylon sacks around the unit as such coverings trap moisture and can damage the unit.
- Loosen the handle knobs so that the bar can be folded up for space-saving storage. Ensure that the cables are not squeezed when you collapse the handle (Fig. 6).



Maintenance

⚠ WARNING! Always turn off the dethatcher and unplug the power cord from the outlet before performing any maintenance task.

General Maintenance

- Clean the unit with a slightly damp cloth and pH-neutral soap. Use a brush for areas that are hard to reach.
- Pay close attention to cleaning the air vents with a cloth and a brush after EVERY use.
- Remove stubborn dirt with high pressure air (max 3 bar).
- Check for worn or damaged parts. Replace worn parts as necessary or contact an authorized Snow Joe® + Sun Joe® service center for repair before resuming work with the dethatcher.
- Regularly check for obvious defects such as loose, dislodged or damaged cutting devices, loose fixings and worn or damaged components.
- Check that covers are undamaged and correctly fitted. Carry out necessary maintenance or repairs before resuming work with the dethatcher.
- This product does not contain any parts that can be repaired by the consumer. Contact a qualified service technician at an authorized Snow Joe® + Sun Joe® service center to have the unit checked and repaired.

Cutting Device

⚠ WARNING! Wear safety gloves when working near or on the cutting device. Use appropriate tools to remove debris. Never use your bare hands!

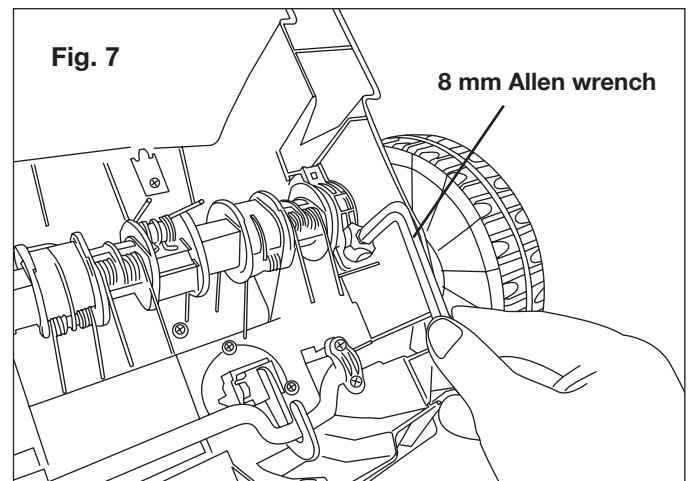
- Keep the raker tines clean and free of debris.
- Apply a small amount of suitable lubricant along the edge of the tine cylinder to maintain good cutting performance.

Replacing the Tine Cylinder

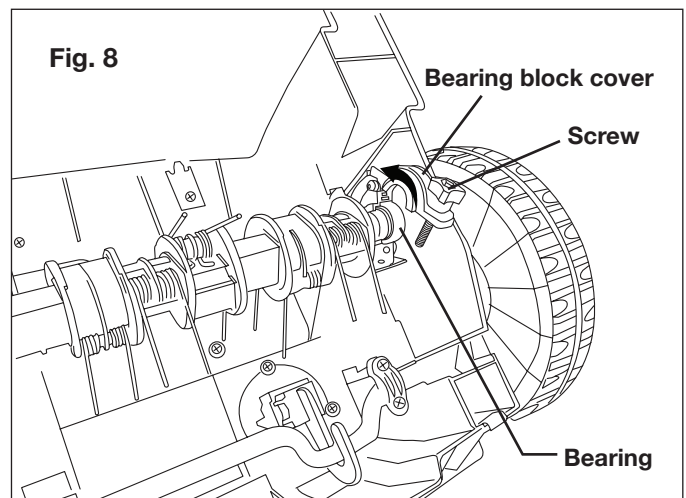
When your dethatcher's raking performance diminishes, it's time to replace the tine cylinder to get your dethatcher back in optimal working order. The replacement tine cylinder (Model AJ800ETNS) is available online for purchase at snowjoe.com.

⚠ WARNING! Before performing any maintenance, always disconnect the power supply to the unit and wait until the tine cylinder comes to a complete stop. Wear protective gloves when handling the tines.

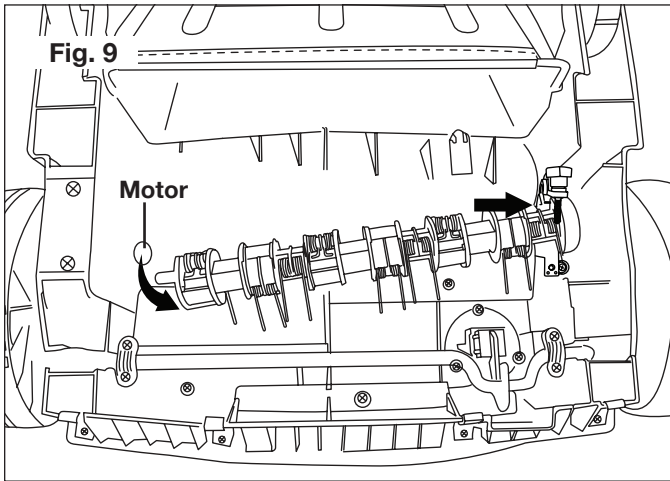
1. Turn the unit over. Using an 8 mm Allen wrench, unfasten the screw on the right side of the tines (Fig. 7).



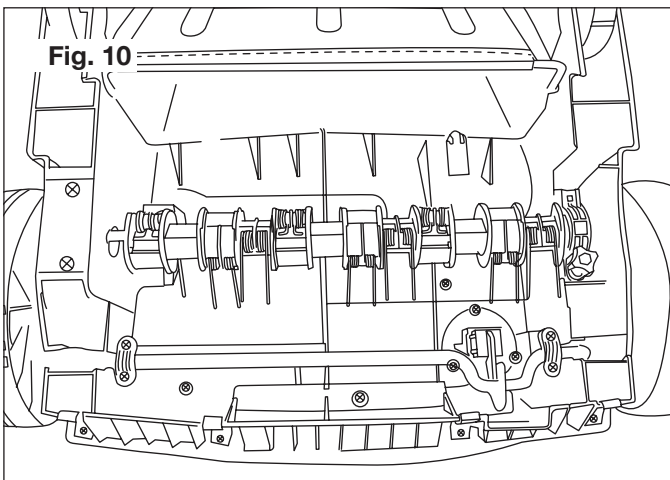
2. Lift the screw and the bearing block cover to expose the bearing (Fig. 8).



- Wearing protective gloves, grasp the right side of the cylinder shaft. Lift the cylinder out until it reaches the top half of the bearing block cover, then slide it to the right to disengage it from the motor drive (Fig. 9).



- Carefully remove the new tine cylinder from the box. You will notice that this cylinder is equipped with twenty-four spring steel raker tines to maximize the raking performance of your dethatcher. To install the new cylinder, slide the square end of the tine cylinder into the motor drive, seat the bearing into the bearing block, fold down the bearing block cover and refasten the screw with the 8 mm Allen wrench (Fig. 10).



NOTE: If you have any questions, please call the Snow Joe® + Sun Joe® customer service center at 1-866-766-9563 (1-866-SNOWJOE) for assistance.

Power Cord

- If the appliance cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified personnel in order to avoid a safety hazard.

Troubleshooting

⚠️WARNING! Only perform the steps described within these instructions!

All further inspection, maintenance and repair work must be performed by an authorized service center or a similarly qualified specialist if you cannot solve the problem yourself!

Suspected malfunctions, disturbances or damages are often due to causes that the user can fix themselves. Follow the below troubleshooting guidelines when checking the unit. In most cases, the problem can be resolved quickly and the dethatcher can be restored to proper working order.

Service + Support

If your AJ799E-RM electric dethatcher requires service or maintenance, please call 1-866-SNOWJOE (1-866-766-9563) for assistance.

Model + Serial Numbers

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

Record the following numbers from the housing or handle of your new product:														
										Model #:				
A	J	7	9	9	E	-	R	M						
										Serial #:				

Troubleshooting

⚠ WARNING! Only perform the steps described within these instructions!

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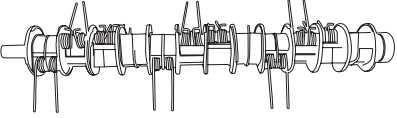
Suspected malfunctions, disturbances or damages are often due to causes that the user can fix themselves. Follow the below troubleshooting guidelines when checking the unit. In most cases, the problem can be resolved quickly and the dethatcher can be restored to proper working order.

Problem	Possible Cause	Solution
Motor does not start	<ul style="list-style-type: none"> a) Not connected to power supply b) Power cord or plug is defective c) Other electrical defect to the product 	<ul style="list-style-type: none"> a) Connect to power supply b) Contact an authorized service agent c) Contact an authorized service agent
Product does not reach full power	<ul style="list-style-type: none"> a) Extension cord not suitable for operation with this product b) Power source (e.g. generator) has too low voltage c) Air vents are blocked 	<ul style="list-style-type: none"> a) Use a proper extension cord b) Connect to another power source c) Clean the air vents
Unsatisfying result	<ul style="list-style-type: none"> a) Cutting device worn 	<ul style="list-style-type: none"> a) Replace the tine cylinder (see page 10)

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

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

Accessories	Item	Model
<p>①</p> 	Raking cylinder with fine needles	AJ800ETNS

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

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 6PM EST. You can reach us at 1-866-SNOWJOE (1-866-766-9563), online at snowjoe.com, via email at help@snowjoe.com or tweet us @snowjoe.

EXPORTS:

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



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