



ELECTRIC WOOD CHIPPER + SHREDDER

15-AMP | 17:1 REDUCTION RATIO

OPERATOR'S MANUAL

A Division of Snow Joe®, LLC

Model CJ602E

Form No. SJ-CJ602E-880E-MR4

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!

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

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

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

 WARNING! The rotating blades can cut you. Keep hands and feet away from the hopper and the discharge chute.

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

Retain this manual for future reference and reread it at the start of each chipping season.

General Safety

- 1. Avoid dangerous environments** – Do not use the wood chipper + shredder in rain or in damp or wet locations. Do not operate the unit in gaseous or explosive atmospheres or use the unit near flammable or combustible liquids.

Motors in these tools normally spark, and the sparks might ignite fumes.

- 2. Dress properly** – Do not wear loose clothing or jewelry as such articles can become caught in moving parts. Wear a protective covering to contain long hair. Wearing rubber gloves and substantial non-slip footwear is recommended when working outdoors.
- 3. Use safety glasses** – Also use dust mask, safety footwear, snug-fitting clothing, protective gloves, hearing, and head protection.
- 4. Extension cords** – To prevent electric shock, use only with an extension cord suitable for outdoor use.
- 5. Disconnect the tool** – Disconnect the wood chipper + shredder from the power supply when it is not in use, before servicing it, when changing accessories, and when performing any other maintenance task.
- 6. Do not abuse the cord** – Never carry the wood chipper + shredder by the cord or yank the cord to disconnect it from the receptacle. Keep the cord away from heat, oil, and sharp edges.
- 7. Stay alert** – Watch what you are doing. Use common sense. Do not operate the wood chipper + shredder when you are tired or under the influence of drugs, alcohol, or other medication.
- 8. Store idle tool indoors** – When not in use, the wood chipper + shredder should be stored indoors in a dry and high or locked-up place out of the reach of children.
- 9. Maintain the wood chipper + shredder with care** – Keep the cutting edges sharp and clean for optimal performance and to reduce the risk of injury. Inspect the extension cord periodically and immediately replace it if damaged. Keep the handles dry, clean, and free from oil and grease. Follow the additional recommendations described in the Care + Maintenance section of this manual.
- 10. Check for damaged parts** – Before further use of the appliance, a part that is damaged should be carefully checked to determine that it will operate properly and perform its intended function. Check for alignment of moving parts, binding of moving parts, breakage of parts, mounting, and any other condition that may affect its operation. A part that is damaged should be properly repaired or replaced. Contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.
- 11. Lighting** – Only operate your wood chipper + shredder in daylight or good artificial light.

12. **Do not overreach** – Keep proper footing and balance at all times.
13. **Never leave a running tool unattended** – Turn the wood chipper + shredder off and wait until it comes to a complete stop before leaving the work area.
14. **Avoid accidental starting** – Do not carry the wood chipper + shredder with your finger on the switch. Make sure the switch is off before plugging in or unplugging the unit.
15. **Use the right tool** – Do not use this machine for any job except that for which it was intended.
16. **Keep children, bystanders, and pets away** – All spectators, including pets, should be kept a safe distance away from the work area.
10. If the wood chipper + shredder becomes clogged, turn it OFF and disconnect from power supply before clearing debris. Keep the power source clear of debris and other accumulations to prevent damage to the power source.
Remember that the starting mechanism on engine powered tools will cause the cutting mechanism to move.
11. Keep all guards and deflectors in place and in good working condition.
12. Do not operate the wood chipper + shredder on a paved or gravel surface where ejected material could cause injury.
13. Turn off the wood chipper + shredder and disconnect it from the power supply whenever you leave the work area.
14. Do not tilt the wood chipper + shredder while it is running.
15. Never reach into the hopper until the wood chipper + shredder has come to a complete stop and has been disconnected from the power supply.

Personal Safety

1. Before starting the wood chipper + shredder, make sure that the hopper inlet is empty.
2. Keep your face and body away from the opening.
3. Do not allow hands or any other part of the body or clothing near the hopper or discharge chute.
4. Never put your hands into the hopper while the wood chipper + shredder is running. Always use the paddle supplied with your wood chipper + shredder to push items into the hopper.
5. Do not try to force objects larger than the recommended diameter of 1-1/2" into the hopper.
6. Always stand clear of the discharge zone when operating the wood chipper + shredder. Never reach under the unit until it has come to a complete stop.
7. When feeding material into the wood chipper + shredder, be careful to remove pieces of metal, rocks, bottles, cans or other foreign objects that may damage the blades.
8. If the cutting mechanism strikes a foreign object or if the wood chipper + shredder should start making any unusual noise or vibration, turn it off and allow it to come to a complete stop. Disconnect from power supply and take the following steps:
 - Inspect for damage;
 - Check for and tighten any loose parts.

⚠ WARNING! Never reach into the hopper until the wood chipper + shredder has come to a complete stop and is unplugged. The blades will continue to rotate for a few seconds after the unit is turned off.

9. Do not allow processed material to build up in the discharge zone; this may prevent proper discharge and can result in kickback of material through the hopper.

⚠ WARNING! Never put your hands near the discharge chute. Failure to heed the warning could result in serious injury.

Electric Safety

1. Ground fault circuit interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for this electric wood chipper + shredder. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
2. To prevent electric shock, use only with an extension cord suitable for outdoor use, such as SW-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 wood chipper + shredder to make contact with water while it is in operation. If the appliance becomes wet while turned off, wipe dry before starting.
- Use only a UL-, CSA- or ETL-rated extension cord for outdoor, all-weather use.
- Do not use an extension cord over 100 ft (30 m).
- Do not touch the appliance or its plug with wet hands or while standing in water. Wearing rubber boots offers some protection.

EXTENSION CORD CHART

Cord Length:	Up to 50 ft (15 m)	+50 ft - 100 ft (+15 m - 30 m)
Min. Wire Gauge (A.W.G.):	14	12

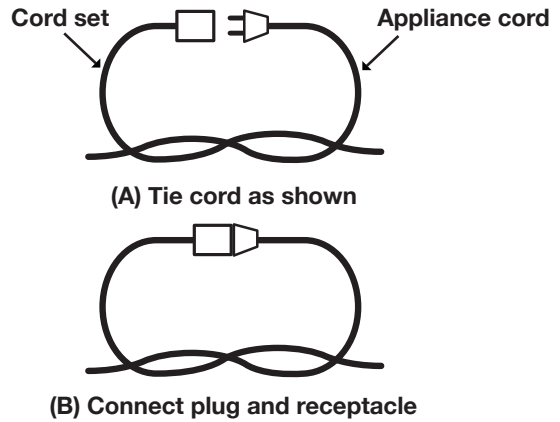
3. To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other). Use this appliance only with a polarized UL-, CSA-, or ETL-listed extension cord recommended for outdoor, all-weather use, such as the Snow Joe® + Sun Joe® SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit snowjoe.com to purchase this extension cord online or, to order by phone, call 1-866-SNOWJOE (1-866-766-9563).

The appliance plug will fit into a polarized extension cord only one way. If the appliance plug does not fit fully into the extension cord, reverse the plug. If the plug still does not fit, obtain a correct polarized extension cord. A polarized extension cord will require the use of a polarized wall outlet. The extension cord plug will fit into the polarized wall outlet only one way. If the plug does not fit fully into the wall outlet, reverse the plug. If the plug

still does not fit, contact a qualified electrician to install the proper wall outlet. Do not modify the appliance plug, extension cord receptacle, or extension cord plug in any way.


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

Table 1. Method of Securing Extension Cord



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

Double-Insulated Appliances

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









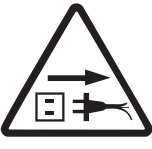


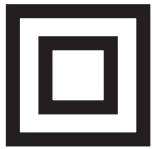


DOUBLE-INSULATED: GROUNDING NOT REQUIRED. WHEN SERVICING, USE ONLY IDENTICAL REPLACEMENT PARTS.

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

Safety Symbols

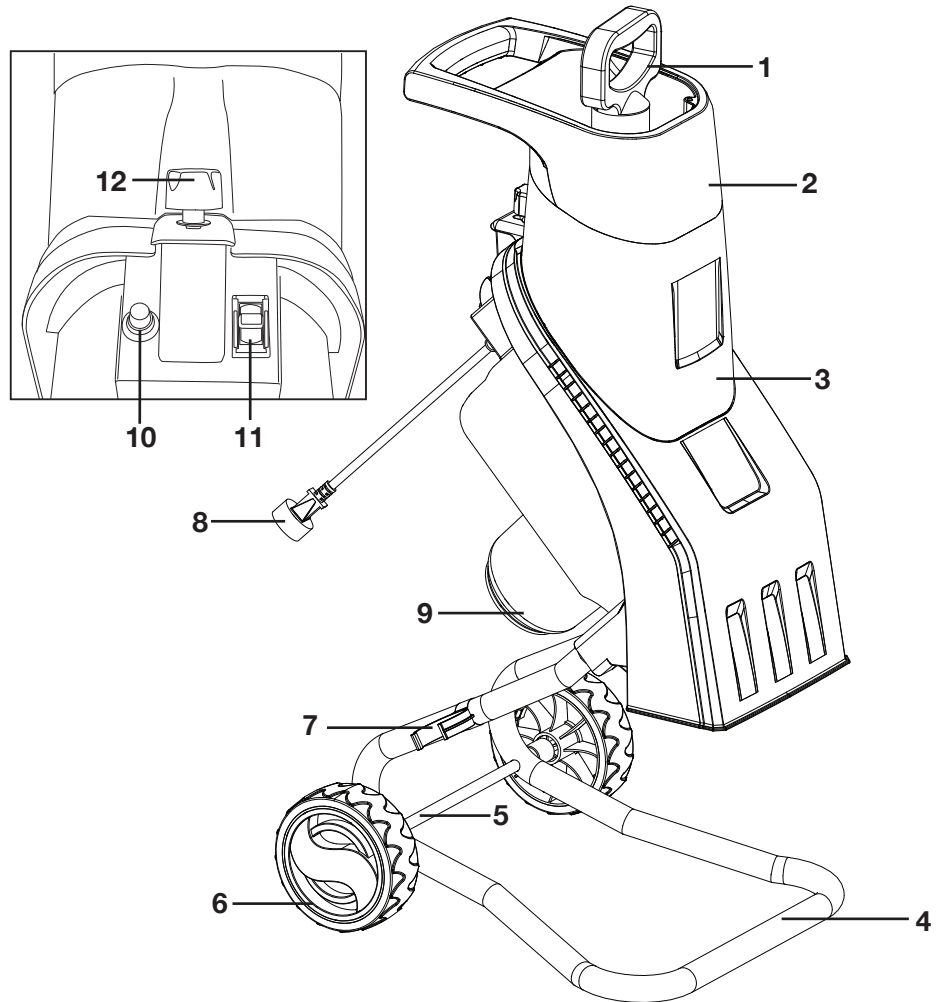
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate.

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

Know Your Electric Wood Chipper + Shredder

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

- 1. Paddle
- 2. Hopper
- 3. Main body
- 4. Shredder stand assembly
- 5. Wheel axle
- 6. Wheel
- 7. Paddle holder
- 8. Appliance cord
- 9. Motor
- 10. Reset button
- 11. Removable safety switch
- 12. Hopper locking knob



Technical Data

Rated Voltage	120V ~ 60 Hz	Cutting Diameter	1.57 in. (4 cm)
Motor	Electric	Wheel Size	6 in. (15.2 cm)
Power	15A	Reduction Ratio	17:1
Feed Type	Manual	Hopper Dimensions	2 in. x 5 in. (5.1 cm x 12.7 cm)
No Load Speed	4100 ± 10% rpm	Weight	26.2 lbs (11.9 kg)

Unpacking

Carton Contents

- Electric wood chipper + shredder main body with hopper
- Electric wood chipper + shredder stand assembly
- Paddle holder
- Paddle
- Wheel axle with hardware
- Wheels (2)
- Shredder stand assembly washers and screws (2)
- Wrench
- Hex key
- Manuals with registration card

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

NOTE: Do not discard the shipping carton and packaging material until you are ready to use the electric wood chipper + shredder. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations or save the packaging for long-term product storage.

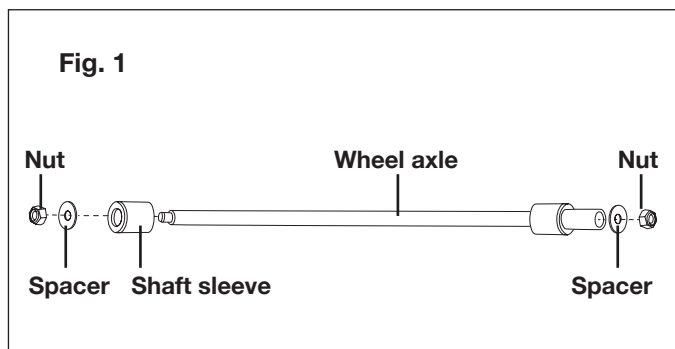
IMPORTANT! The equipment and packaging material are not toys. Do not let children play with plastic bags, foils, or small parts. These items can be swallowed and pose a suffocation risk!

Assembly

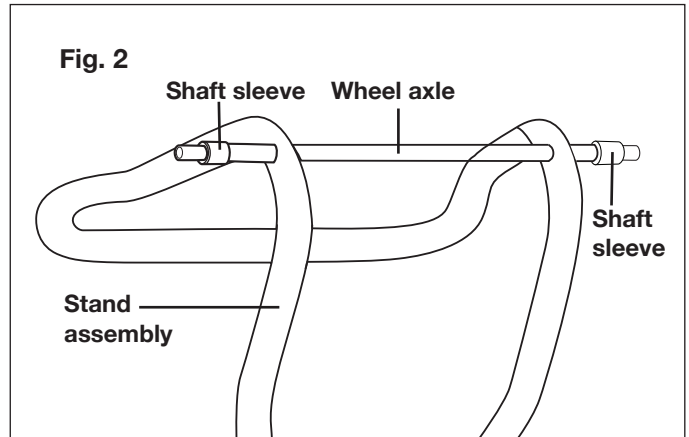
Wheels Fitting

NOTE: The hardware for the wheels are already assembled on the wheel axle.

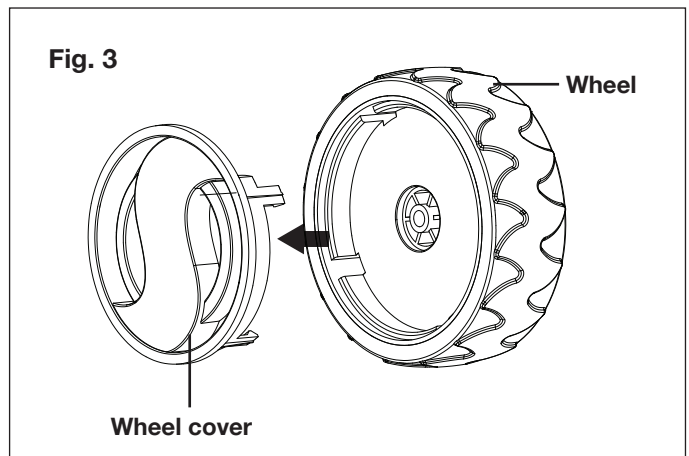
1. Remove all the wheel spacers and nuts on the wheel axle, and remove the shaft sleeve and support cover on one side of the wheel axle (Fig. 1).



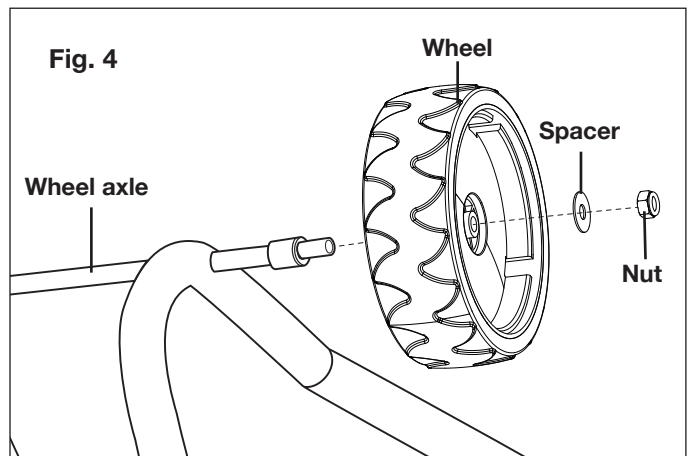
2. Insert the wheel axle into the shredder stand assembly, and re-assemble the shaft sleeve and the support cover (Fig. 2).



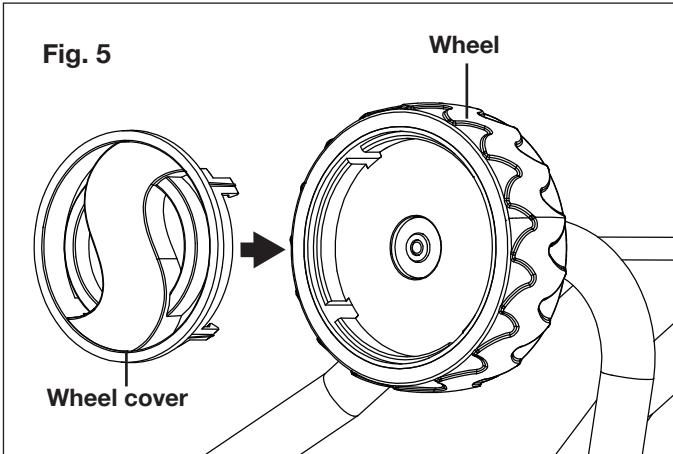
3. Remove the wheel cover from the wheel (Fig. 3).



4. Assemble the wheel on the end of the wheel axle, fix it with the spacer and the nut (Fig. 4).



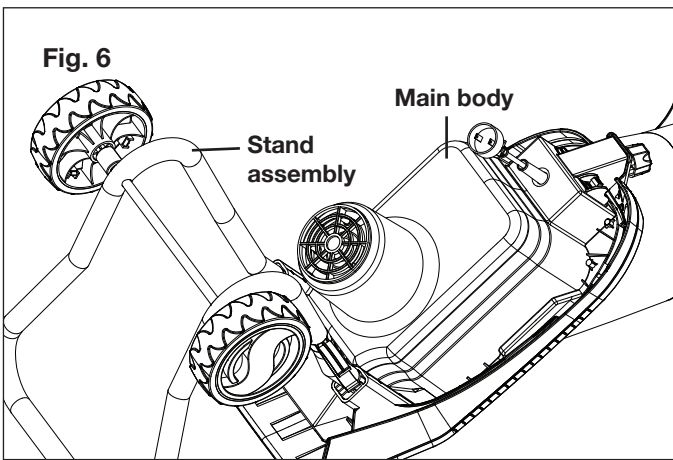
5. Press the wheel cover into the wheel to cover the end of the axle. You may use a hammer to seat them securely over the axle. There may be some clearance between the wheel and the wheel cover, it is not necessary to press it to the bottom (Fig. 5).



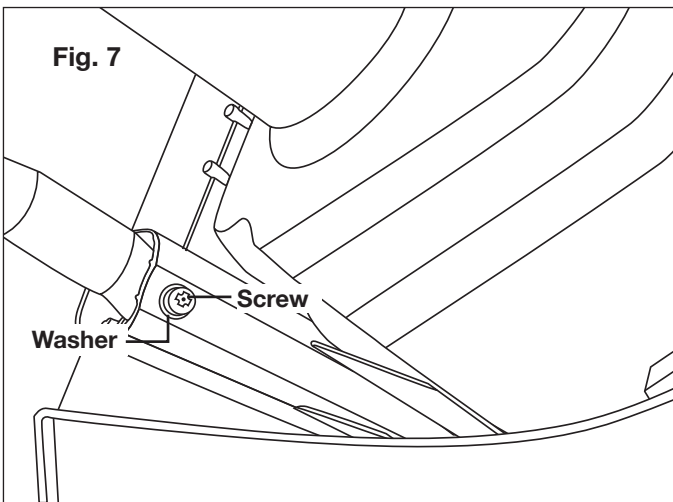
6. Repeat the steps 2 – 4 to assemble the other wheel.

Stand Assembly Fitting

1. Turn the wood chipper + shredder main body upside down, insert the two ends of the stand assembly into the housing (Fig. 6).

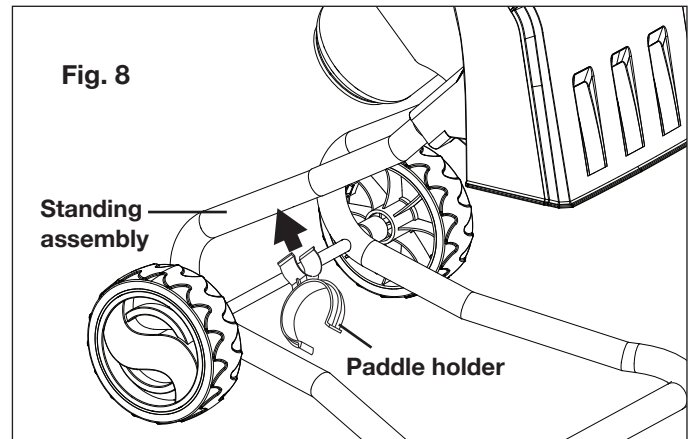


2. Align the holes on the main body housing and stand assembly, insert the washer into the screw and install into the stand assembly on both sides (Fig. 7).

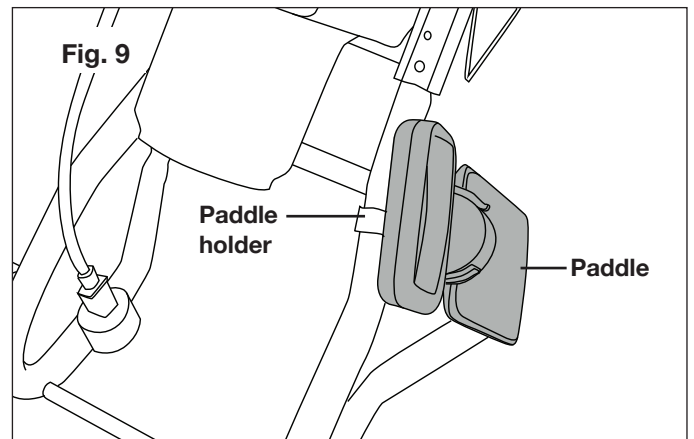


Fitting the Paddle Holder and the Paddle

1. Stand the unit up, and clip the paddle holder to the standing assembly (Fig. 8).



2. Clip the paddle into the paddle holder (Fig. 9).



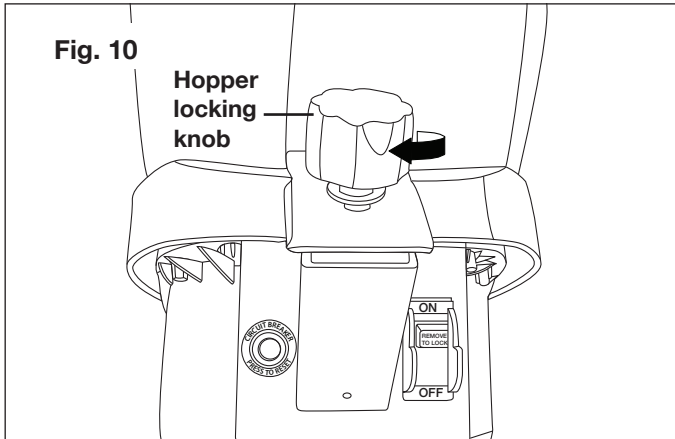
NOTE: Be sure to place the paddle in the paddle holder every time after using.

Operation

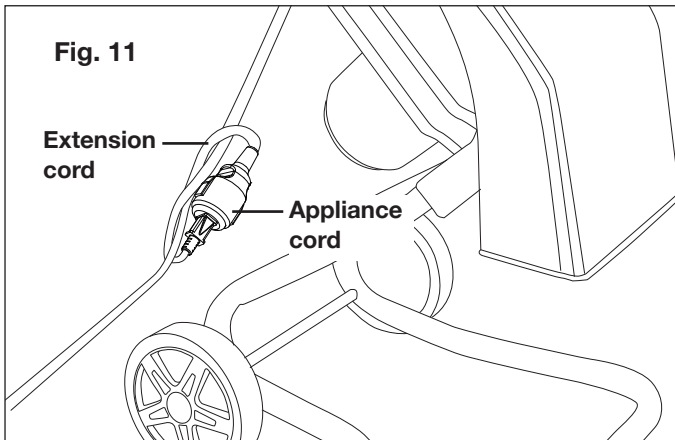
Starting + Stopping

⚠ WARNING! Before starting, ensure that the feed inlet is empty.

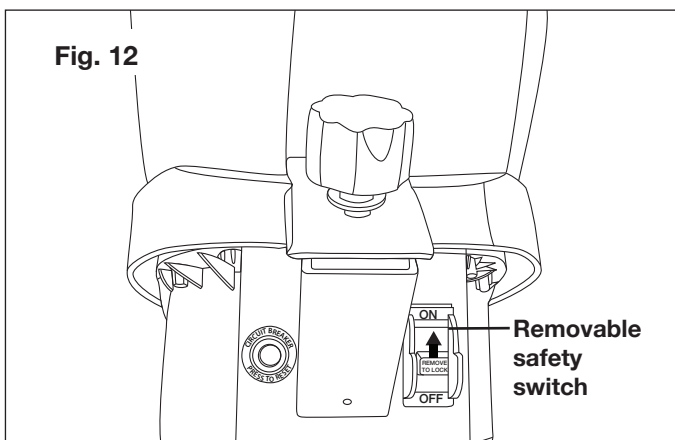
⚠ WARNING! The wood chipper + shredder will not run if the hopper is open or not closed tightly. Always close the hopper tightly by turning the hopper locking knob clockwise before starting the machine (Fig. 10).



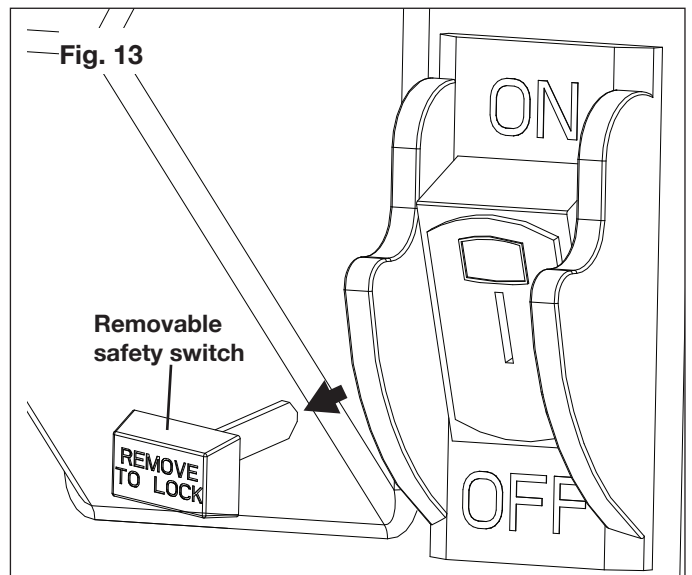
1. Make sure the removable safety switch is in the OFF position. Plug the wood chipper + shredder's appliance cord using an approved extension cord, making a knot with the two cords (Fig. 11).



2. Push the removable safety switch to the ON position to power the wood chipper + shredder on (Fig. 12).



3. To power the wood chipper + shredder off, push the removable safety switch to the OFF position. To disable the machine, remove the safety switch completely (Fig. 13).

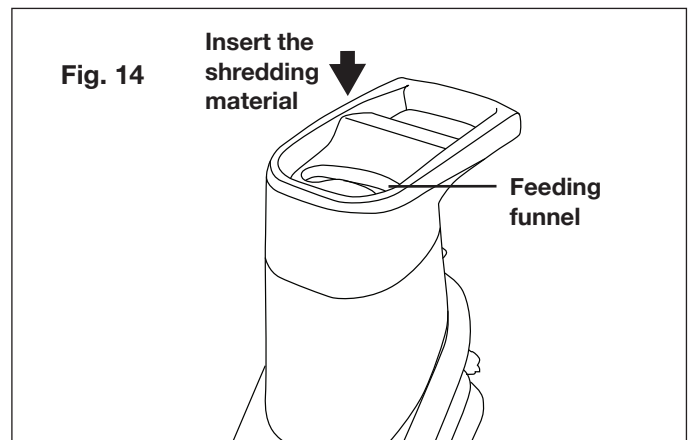


NOTE: As a safety precaution, the removable safety switch can be removed when you are not using the wood chipper + shredder to prevent children from starting it accidentally. The unit cannot be started when the safety switch is removed. Make sure to replace the removable safety switch before operation.

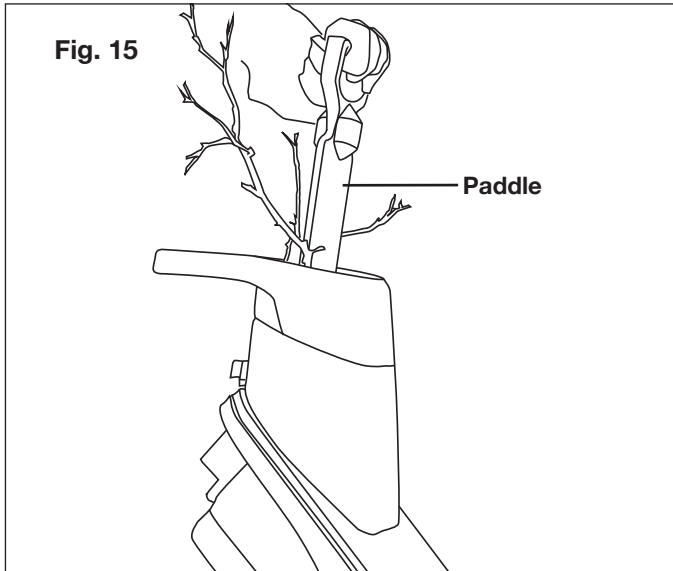
Basic Shredding Procedure

⚠️WARNING! Always wear ear and eye protection and wear gloves during operation.

1. Connect the wood chipper + shredder to a proper power source and switch on the unit; the wood chipper + shredder will start to work. Insert the shredding material inside the hopper through the feeding funnel to shred them (Fig. 14).



2. Use the paddle to push the material inside the hopper if needed (Fig. 15).



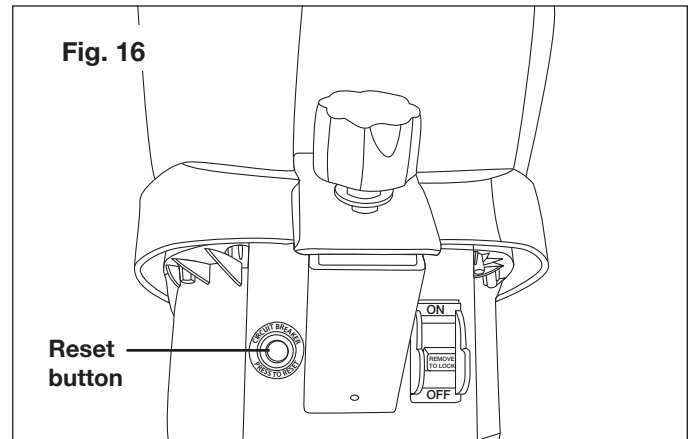
⚠️WARNING! Never put your hands into the hopper while the wood chipper + shredder is running. Always use the paddle supplied with your shredder to push items into the hopper.

3. Only insert as much material as needed to prevent blockage of the feeding funnel. Chop garden waste that has been stored for a few days and is wilted and damp alternately with dry branches. This prevents the cutting blades from blocking up. Branches with leaves must be completely chopped before new material is fed. Make sure that the chopped material can fall freely from the ejection slot.
4. Keep hold of branches while feeding them into the wood chipper + shredder until they are automatically drawn in.
5. Keep to the working speed of the wood chipper + shredder and do not overload it.
6. To protect the wood chipper + shredder from clogging, shred wilted garden waste that has been left to dry for a few days and shred thin twigs alternately with branches.
7. Before you shred roots, remove any remaining soil and stones from them.
8. Do not shred soft, damp material such as kitchen waste; take it straight to be composted.
9. Keep a few dry branches for the end, as they will help clean the wood chipper + shredder.
10. Only switch the wood chipper + shredder off after all of the shredding material has passed through the discharge chutes. Otherwise, the discharge chutes may jam the next time the shredder is turned on.

Overload Protection

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

1. To restart the wood chipper + shredder, first press the reset button (Fig. 16).



2. Then, push the removable safety switch to ON position to restart the wood chipper + shredder (Fig. 12).

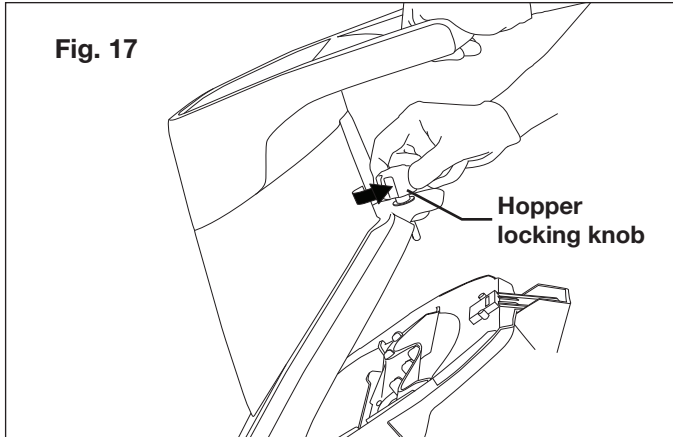
Care + Maintenance

⚠️ATTENTION! Before performing any cleaning or maintenance, disconnect the unit from the power supply.

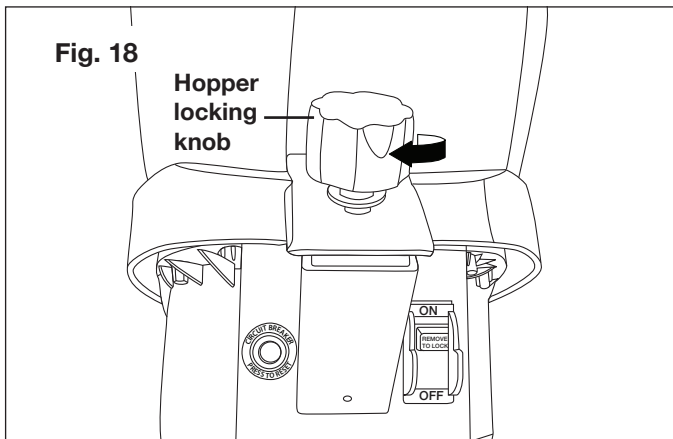
⚠️WARNING! Always wear gloves when cleaning and maintaining.

Cleaning

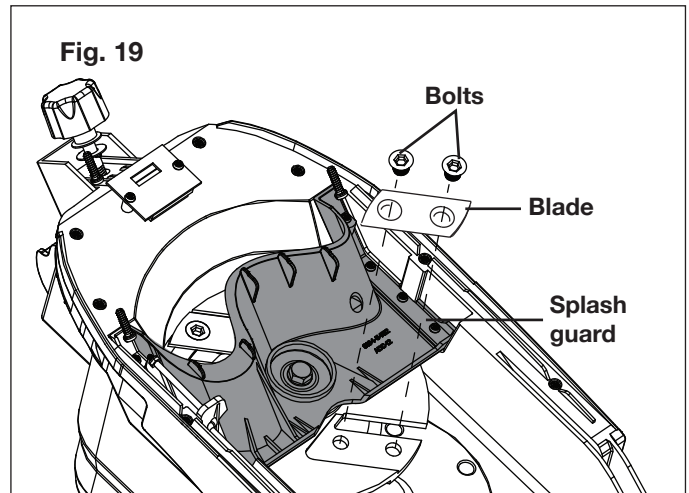
1. Use only a warm damp cloth and a soft brush to clean your wood chipper + shredder.
2. Never spray water on the wood chipper + shredder or wash it with water. Do not use detergents or solvents as these could cause irreparable damage to your shredder.
3. Make sure the ventilation slots are always kept clean and are free of debris.
4. Open the hopper to clean the inside of the unit. Unscrew the hopper locking knob counterclockwise, and remove the hopper (Fig. 17).



5. Clean the cutting blades and the discharge area. Remove wood sticks or objects that may clog the blades. Check the blades for damage.
6. After cleaning the inside of the wood chipper + shredder, replace the hopper and lock the hopper locking knob by turning it clockwise (Fig. 18).



1. Stop the motor and disconnect the unit from the power supply.
2. Unscrew the hopper locking knob counterclockwise to open the hopper (Fig. 17).
3. Align the cutting head past the splash guard so that the blade bolts can be removed; secure the cutting head from rotating by inserting a rod (e.g. a screwdriver) or rag between the cutting head and body. Unscrew the blade bolts using the supplied hex key, and remove the blade (Fig. 19).
4. Reverse the direction of the original blade, or install a new blade. Align the slots on the blade with the grooves on the cutting head. Tighten the bolts with the supplied hex key (Fig. 19).



5. Repeat step 3 and 4 to replace the other blade.
6. Replace the hopper; tighten the hopper locking knob by turning it clockwise.

Cutting Blade Replacement

The wood chipper + shredder has two reversible blades that are attached to a rotary plate with two bolts. Before any maintenance or cleaning is done on the blades, always turn the switch off and disconnect the plug from the outlet.

⚠️ WARNING! Be sure to wear protective gloves when handling the blades.

IMPORTANT: Only use original replacement parts specified for this wood chipper + shredder.

You can purchase a replacement blade (Model CJ601E-RBLD) and other genuine replacement parts by ordering online at sunjoe.com or, to order by phone, contact Snow Joe® + Sun Joe® customer service at 1-866-SNOWJOE (1-866-766-9563). The use of parts that do not meet the original equipment specifications may lead to improper performance of the wood chipper + shredder, may compromise operator safety, and will void the manufacturer's warranty.

Storage

Follow the steps below to prepare the electric wood chipper + shredder for storage:

1. Disconnect the power supply to the wood chipper + shredder.
2. Clean the wood chipper + shredder with a damp cloth or hand brush.
3. Inspect the wood chipper + shredder carefully for worn, loose, or damaged parts. Check connections and screws and tighten if necessary. Pay special attention to the blade and replace if it shows signs of wear. Refer to the Care + Maintenance section.
4. Store the wood chipper + shredder indoors in a dry, clean, and cool area out of the reach of children. Do not store the unit next to corrosive materials, such as fertilizer and rock salt.
5. Wipe the extension cord to remove any foreign substances, such as oil or stains. Replace the extension cord immediately if it is cut or damaged in any way.
6. Do not cover the wood chipper + shredder with a solid plastic sheet. Plastic coverings trap moisture around the shredder, which can damage the unit.

Service + Support

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

Model + Serial Numbers

When contacting the company or reordering parts, you will need to provide the model and serial numbers of your product. These are found on the decal affixed to the housing or handle of your electric wood chipper + shredder. Copy these numbers into the space provided below.

Record the following numbers from the housing or handle of your new product:														
Model #:														
C	J	6	0	2	E									
Serial #:														

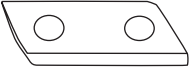
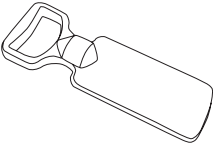
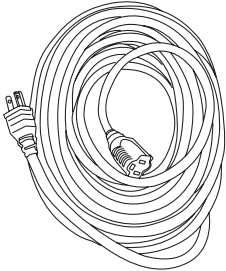
Troubleshooting

Problem	Possible Cause	Remedy
Motor does not run	<ul style="list-style-type: none"> • Power failure/unit not plugged into a working receptacle. • The overload protection has responded. • The hopper is opened. 	<ul style="list-style-type: none"> • Check to make sure unit is plugged into a working outlet. Make sure extension cord is not damaged. • Remove any chips and press the reset button. Wait one minute before pressing the ON/OFF switch to restart the unit. • Check to make sure the hopper is secured and the hopper locking knob is tightened.
Chipping material is not being pulled in	<ul style="list-style-type: none"> • The material is jammed in the feed inlet. • The cutting blades are blocked. • The discharge chute is blocked. 	<ul style="list-style-type: none"> • Examine the cutting head and remove any blocked material. Replace the hopper. • Disconnect the power supply and open the hopper. Open the blade cover. Remove the blocked material and replace the blade cover and hopper. • Disconnect the power supply and open the hopper. Open the plate of the discharge chute to clear the blocked material. Replace the plate and hopper.
Blades cutting inefficiently	<ul style="list-style-type: none"> • Blade edges are worn. 	<ul style="list-style-type: none"> • Reverse the blades or replace with new blades.

Only a company specialist may be able to correct faults that cannot be rectified with the aid of this table. Please call 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 tool. Contact Snow Joe® + Sun Joe® if you are unsure whether it is safe to use a particular replacement part or accessory with your tool. The use of any other attachment or accessory can be dangerous and could cause injury or mechanical damage.

Accessories	Item	Model
<p>①</p> 	<p>Sun Joe® CJ601E electric wood chipper + shredder replacement blade</p>	<p>CJ601E-RBLD</p>
<p>②</p> 	<p>Sun Joe® CJ601E electric wood chipper + shredder paddle</p>	<p>CJ601E-1</p>
<p>③</p> 	<p>Snow Joe® + Sun Joe® SJTW-A 14-gauge 50-foot extension cord with lighted end</p>	<p>PJEXT50-B</p>

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



SNOW JOE® + SUN JOE® CUSTOMER PROMISE

ABOVE ALL ELSE, Snow Joe, LLC (“Snow Joe”) is dedicated to you, our customer. We strive to make your experience as pleasant as possible. Unfortunately, there are times when a Snow Joe®, Sun Joe®, or Aqua Joe® product (“Product”) does not work or breaks under normal operating conditions. We think it’s important that you know what you can expect from us. That’s why we have a Limited Warranty (“Warranty”) for our Products.

OUR WARRANTY:

Snow Joe warrants new, genuine, powered and non-powered Products to be free from defects in material or workmanship when used for ordinary household use for a period of two years from the date of purchase by the original, end-user purchaser when purchased from Snow Joe or from one of Snow Joe’s authorized sellers with proof of purchase. Because Snow Joe is unable to control the quality of its Products sold by unauthorized sellers, unless otherwise prohibited by law, this Warranty does not cover Products purchased from unauthorized sellers. If your Product does not work or there’s an issue with a specific part that is covered by the terms of this Warranty, Snow Joe will elect to either (1) send you a free replacement part, (2) replace the Product with a new or comparable product at no charge, or (3) repair the Product. How cool is that!

This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

PRODUCT REGISTRATION:

Snow Joe strongly encourages you to register your Product. You can register online at snowjoe.com/register, or by printing and mailing in a registration card available online from our website, or calling our Customer Service Department at **1-866-SNOWJOE (1-866-766-9563)**, or by e-mailing us at help@snowjoe.com. Failure to register your Product will not diminish your warranty rights. However, registering your Product will allow Snow Joe to better serve you with any of your customer service needs.

WHO CAN SEEK LIMITED WARRANTY COVERAGE:

This Warranty is extended by Snow Joe to the original purchaser and original owner of the Product.

WHAT IS NOT COVERED?

This Warranty does not apply if the Product has been used commercially or for non-household or rental applications. This Warranty also does not apply if the Product was purchased from an unauthorized seller. This Warranty also does not cover cosmetic changes that do not affect performance. Wearing parts like belts, augers, chains and tines are not covered under this Warranty, and can be purchased at snowjoe.com or by calling **1-866-SNOWJOE (1-866-766-9563)**.



sunjoe.com