



OPERATOR'S MANUAL

A Division of Snow Joe®, LLC

**ELECTRIC SILENT WOOD
CHIPPER + SHREDDER**
15-AMP | 1.7-INCH | 21:1 REDUCTION RATIO

Model CJ603E-RM

Form No. SJ-CJ603E-RM-880E-V1

THANKS FOR YOUR PURCHASE OF A REMANUFACTURED PRODUCT.

To make sure you get the most out of your product, be sure to register online at

snowjoe.com

to enjoy full product support.

PASTE UPC LABEL HERE



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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!

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 feeding funnel and the ejection slot.

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.

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 feeding funnel 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 1.73 inch 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 ejection slot. Failure to heed the warning could result in serious injury.

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.

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, such as the Snow Joe® + Sun Joe® SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit snowjoe.com to purchase this extension cord online or, to order by phone, call 1-866-SNOWJOE (1-866-766-9563).
- Do not use an extension cord over 100 ft (30 m).
- Do not touch the appliance or its plug with wet hands or while standing in water. Wearing rubber boots offers some protection.

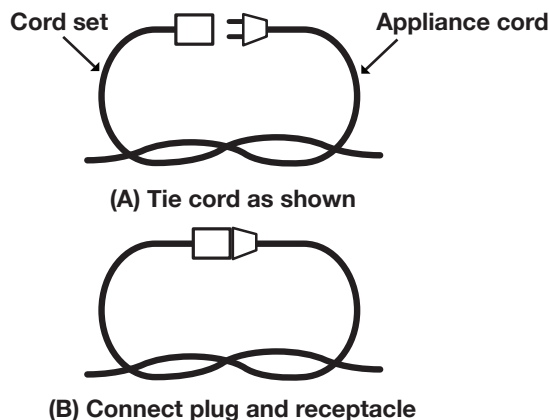
EXTENSION CORD CHART

Extension Cord Length	Up to 50 ft (15 m)	+50 ft - 100 ft (+15 m - 30 m)
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.









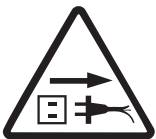


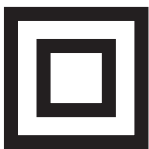


**DOUBLE-INSULATED: GROUNDING NOT
REQUIRED. WHEN SERVICING, USE ONLY
IDENTICAL REPLACEMENT PARTS.**

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.

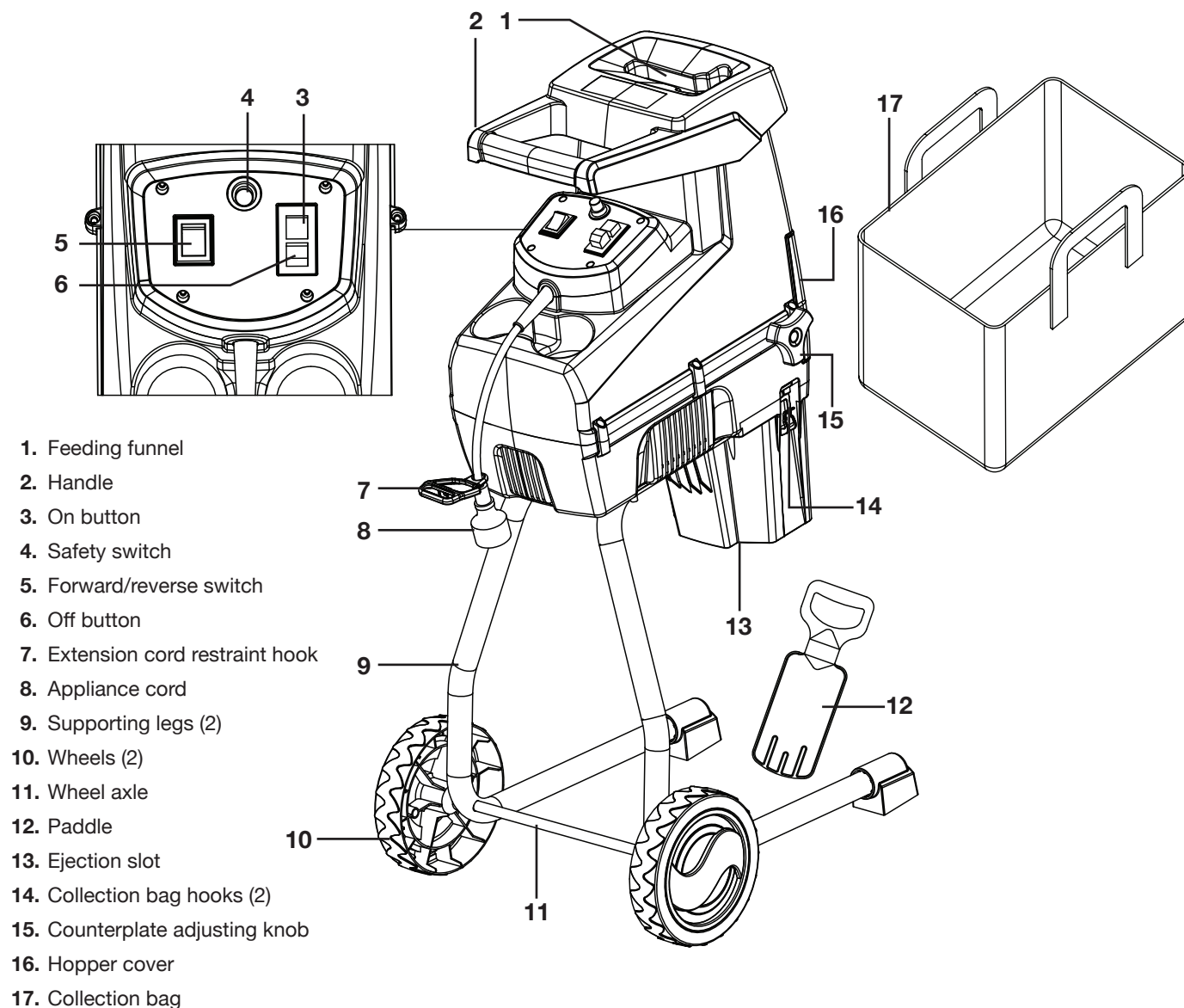
Safety Symbols

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 Silent 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.



Technical Data

Rated Voltage	120 V ~ 60 Hz	Decibel Rating	94 dB
Motor	Electric	Wheel Size	7 in. (17.8 cm)
Power	15 A	Reduction Ratio	21:1
Feed Type	Manual	Hopper Dimensions	5 in. x 3.1 in. x 1.2 in. (12.7 cm x 8 cm x 3 cm)
No Load Speed	60 rpm	Weight	38.6 lbs (17.5 kg)
Cutting Diameter	1.73 in. (4.4 cm)		

Unpacking

Carton Contents

- Electric silent wood chipper + shredder main body
- Paddle
- Supporting legs (2)
- Wheel axle with hardware
- Wheels (2)
- Wheel caps (2)
- Nuts (4)
- Hex key wrench
- Wrench
- Collection bag
- 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.

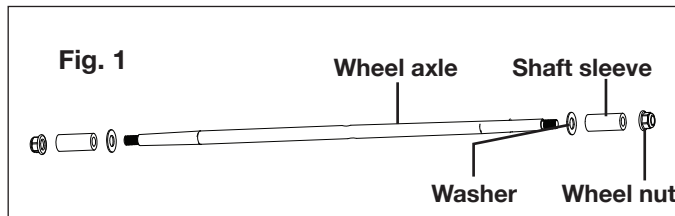
IMPORTANT! The equipment and packaging material are not toys. Do not let children play with plastic bags, foils, or small parts. These items can be swallowed and pose a suffocation risk!

Assembly

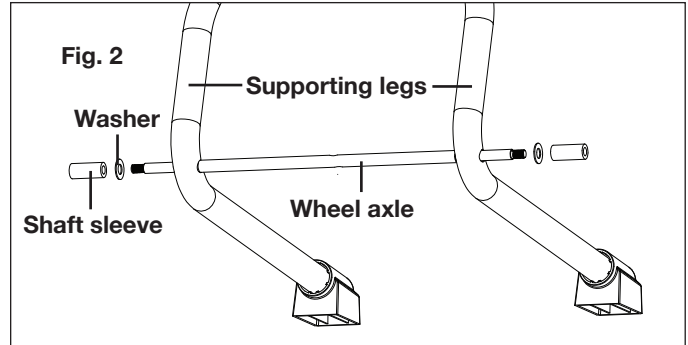
Wheels Fitting

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

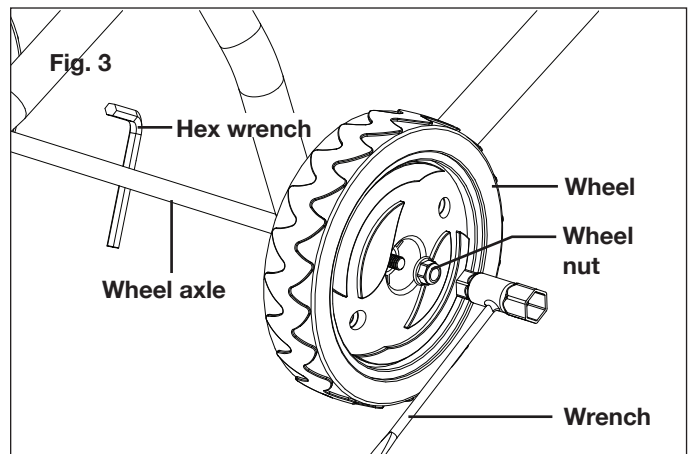
1. Remove all the wheel nuts and shaft sleeves on the wheel axle, and remove the washers on the wheel axle (Fig. 1).



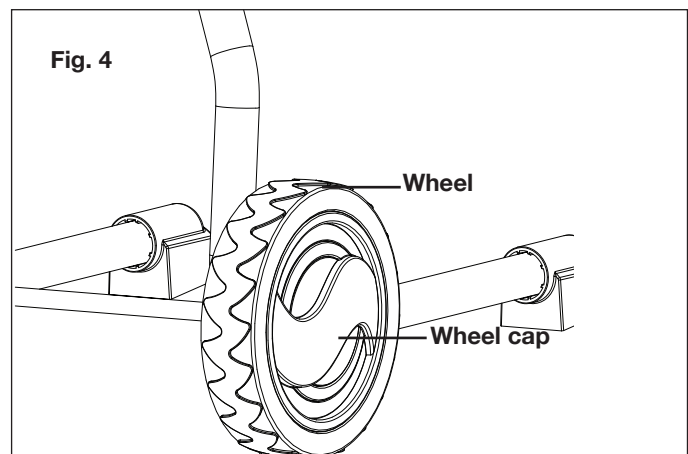
2. Insert the wheel axle into the two supporting legs, and re-assemble the washers and the shaft sleeves (Fig. 2).



3. Put the wheel onto the wheel axle, secure with the wheel nut. Using the supplied hex key wrench to fix the wheel axle, at the same time use the wrench provided to firmly lock the wheel nut (Fig. 3).



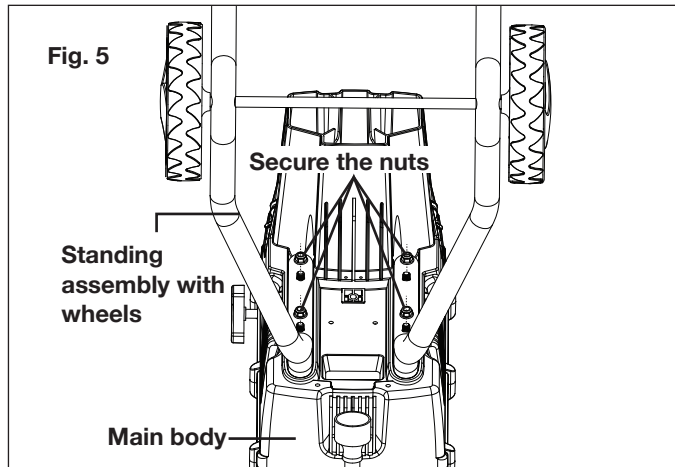
4. Place the wheel cover in the center of the wheel, firmly press to secure (Fig. 4).



5. Repeat the above steps 3 – 4 to assemble the other wheel.

Stand Assembly Fitting

1. Turn the shredder main body upside down, and fix the standing assembly with wheels on the bottom of the main body with the 4 nuts. Tighten the nuts with the wrench (Fig. 5).



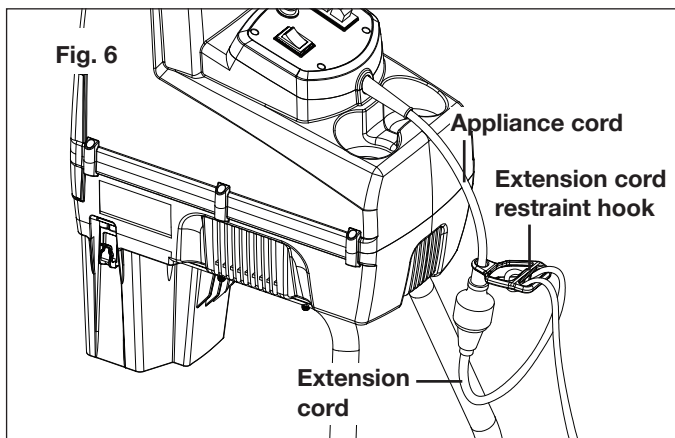
2. Turn the shredder to let it stand on the wheels. It's now ready for use.

Operation

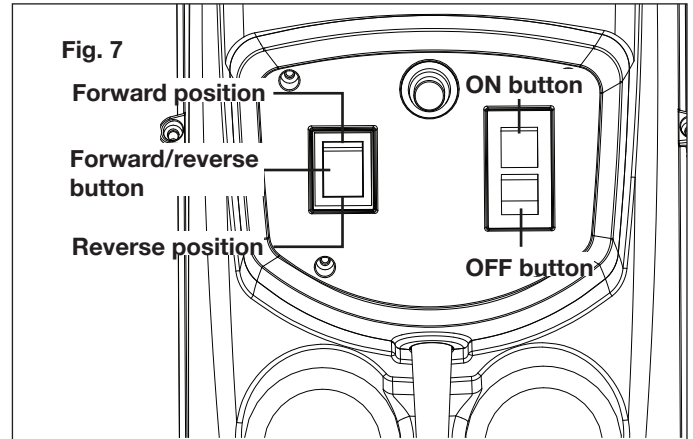
Starting + Stopping

⚠ WARNING! Before starting, ensure that the feeding funnel is empty.

1. Secure the extension cord using the extension cord restraint hook located at the appliance cord. Securing the extension cord in this manner protects against accidental disconnect of the electrical cord during operation (Fig. 6).



2. To start the chipper, press the forward end of the forward/reverse switch, and press the ON button (Fig. 7).



3. To power the wood chipper + shredder off, reset the forward/reverse button to the middle position, and press the OFF button (Fig. 7).

Basic Shredding Procedure

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

1. This unit is equipped with 2 hooks on each side. Hang the handles of the provided collection bag on the two hooks before starting (Fig. 8).

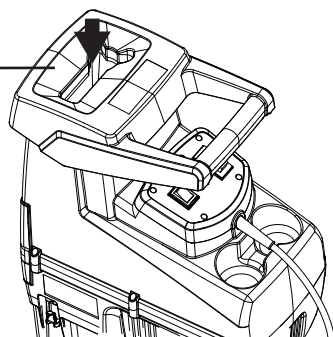


2. Connect the wood chipper + shredder to a proper power source and switch on the unit; the wood chipper + shredder will start to work. Insert the shredding material inside the hopper through the feeding funnel to shred them (Fig. 9).

Fig. 9

Insert the shredding material

Feeding funnel



3. Use the paddle to push the material inside if needed.

⚠ 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.

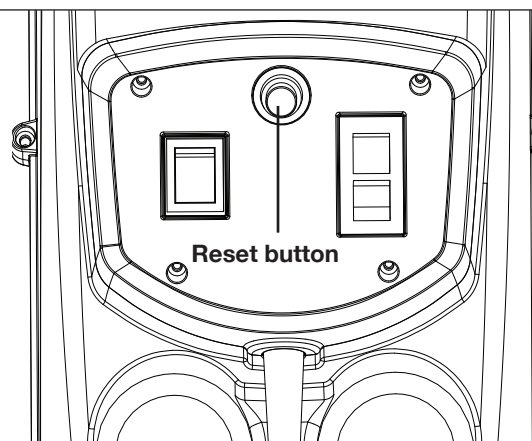
4. Only insert as much material as needed to prevent blockage of the feeding funnel. Chop garden waste that has been stored for a few days and is wilted and damp alternately with dry branches. This prevents the cutting blades from blocking up. Branches with leaves must be completely chopped before new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

1. To restart the wood chipper + shredder, first press the reset button (Fig. 10).

Fig. 10



2. Then, push the reverse end of the forward/reverse switch, and press the On button (Fig. 7). The shredder will push the jammed branches back from the feeding funnel.
3. After all the jammed branches are pushed out, you can restart the machine following the instructions in Starting + Stopping section.

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

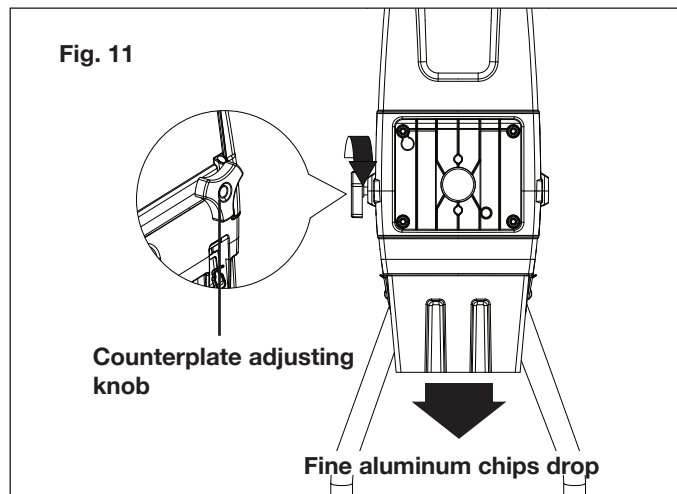
1. Always clean the wood chipper + shredder immediately after use. Use only a warm damp cloth and a soft brush to clean your wood chipper + shredder.
2. Never spray water on the wood chipper + shredder or wash it with water. Do not use detergents or solvents as these could cause irreparable damage to your shredder.
3. Make sure the ventilation slots are always kept clean and are free of debris.
4. Do not allow stain to become dry and hard on the wood chipper + shredder surface. This will directly affect the shredding performance.

5. Make sure that the feeding funnel and the ejection slot are clean and clear of all waste material.
6. Make sure that all nuts, bolts and screws are tight and secure.
7. Always have any damaged or worn parts repaired, or replaced by qualified personnel.

Adjusting the Counterplate

During the operation of the unit, the distance between the blade and the counterplate will become bigger, which will cause incomplete shredding. To obtain an optimum shredding result and prevent damage to the blade, the counterplate must be adjusted at regular intervals. To adjust the counterplate, follow the instruction below.

1. Stop and unplug the unit.
2. Turn the counterplate adjusting knob clockwise until a slight friction noise can be heard and some fine aluminum shavings fall from the ejection slot (Fig. 11).

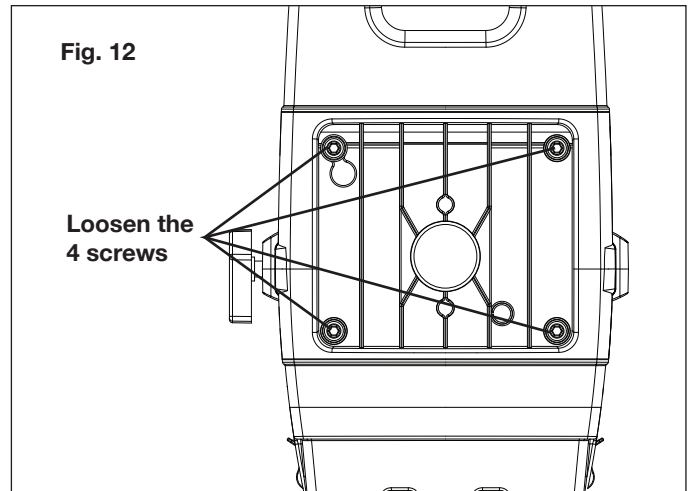


3. Plug on the unit and resume working.

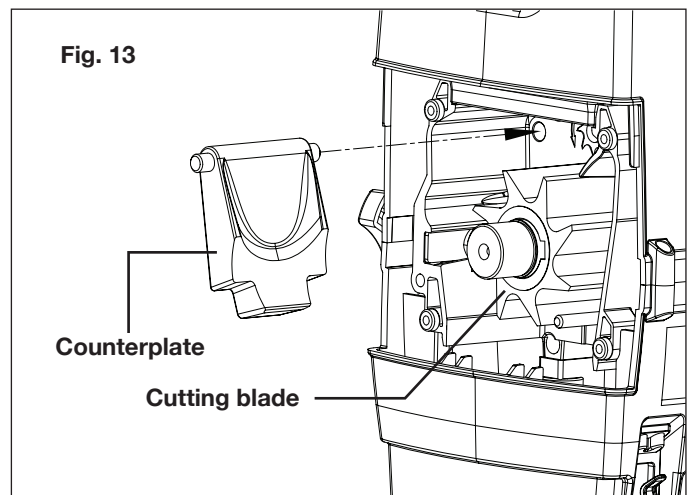
Counterplate Replacement

⚠️ WARNING! Always wear gloves when cleaning and maintaining the inside of the unit.

1. Stop and unplug the unit.
2. Open the hopper cover by loosening the 4 screws that secure it (Fig. 12).



3. The counterplate is located on the left side of the blade, inserted in a small hole. Simply take out the old counterplate and replace a new one in the original position (Fig. 13).



4. Replace the hopper cover and secure with the original 4 screws. The electric wood chipper + shredder is ready for use.

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 counterplate 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® CJ603E-RM 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	3	E	-	R	M											
Serial #:																			

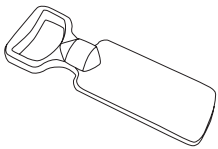
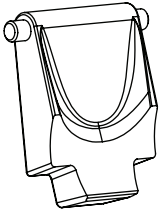
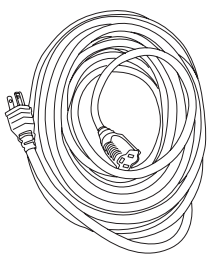
Troubleshooting

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 forward/reverse switch is not switched on 	<ul style="list-style-type: none"> • Check to make sure unit is plugged into a working outlet. Make sure extension cord is not damaged. • Press the reset button and restart the unit in reverse mode to remove the jammed material. Wait one minute before restarting the unit. • Press the forward end of the forward/reverse switch.
Chipping material is not being pulled in	<ul style="list-style-type: none"> • The material is jammed in the feeding funnel. • The cutting blades are blocked. • The ejection slot is blocked. 	<ul style="list-style-type: none"> • Examine the feeding funnel and remove any blocked material. • Push the reverse end of the forward/reverse switch, and press the On button • Examine the ejection slot and remove any blocked material.
Blades cutting inefficiently	<ul style="list-style-type: none"> • Counterplate need to be adjusted or replaced. 	<ul style="list-style-type: none"> • Adjust or replace the counterplate.

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
1 	Sun Joe® CJ601E electric wood chipper + shredder paddle	CJ601E-1
2 	Sun Joe® CJ603E electric wood chipper + shredder counterplate	CJ603E-56
3 	Snow Joe® + Sun Joe® SJTW-A 14-gauge 50-foot extension cord with lighted end	PJEXT50-B

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



SNOW JOE® + SUN JOE® 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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