



**OPERATOR'S MANUAL**

A Division of Snow Joe®, LLC

# **CORDLESS LAWN + GARDEN MULTI-TOOL SYSTEM**

24-VOLT MAX\* | POLE HEDGE TRIMMER | POLE CHAIN SAW | POLE GRASS TRIMMER

**Model GTS4002C-RM**

Form No. SJ-GTS4002C-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

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

Before starting up your machine, please check it carefully for any defects. If you find any, do not start up your machine. Contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

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

- 1. Keep work area clean and well-lit** – Cluttered, dark areas invite accidents.
- 2. Avoid dangerous environments** – Do not use the power tool in rain, in damp or wet locations, or in bad weather, especially when there is a risk of lightning. This decreases the risk of being struck by lightning. Do not operate the power tool in gaseous or explosive atmospheres or use the power tool near flammable or combustible liquids. Motors in these tools normally spark, and the sparks might ignite fumes.
- 3. Know your product** – Know how to start and stop the machine. Be thoroughly familiar with the controls.
- 4. Keep children, bystanders, and pets away** – All spectators, including pets, should be kept a safe distance away from the work area.
- 5. Dress properly** – Do not wear loose clothing or jewelry. They can get caught in moving parts. Protective rubber gloves and non-slip footwear are recommended when working outdoors.
- 6. ⚠ CAUTION!** – Exercise caution to avoid slipping or falling. Wear protective footwear that will protect your feet and improve your footing on slippery surfaces.
- 7. Stay alert** – Watch what you are doing. Use common sense. Do not operate the power tool when you are tired, or under the influence of alcohol or drugs.
- 8. Do not overreach** – Keep proper footing and balance at all times.
- 9. Avoid unintentional starting** – Do not carry the power tool with your finger on the trigger. Make sure the switch is off before inserting the battery.
- 10. Use the right appliance** – Do not use the power tool for any applications other than those for which it was intended.
- 11. Blades are sharp** – Don't grasp the exposed cutting blades or cutting edges when picking up or holding the power tool.
- 12. Use two hands** – Hold the telescoping pole and handle with both hands to avoid loss of control.
- 13. Remove the battery** – Remove the battery from the power tool when it is not in use, before servicing it, when changing accessories, and when performing any other maintenance task.
- 14. Use safety glasses** – Also use safety footwear, snug-fitting clothing, protective gloves, hearing and head protection.
- 15. Use head protection** – Always use head protection when operating the power tool overhead. Falling debris can result in serious personal injury.
- 16. Do not force the tool** – It will perform better with less likelihood of personal or mechanical injury if it is used at the rate for which it was designed.
- 17. Store indoors** – When not in use, the power tool should be stored indoors in a dry and high or locked-up place out of the reach of children.
- 18. Check for damaged parts** – Before further use of the appliance, all guards and parts 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 guard or other 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.

- 19. Maintain the power tool with care –** Keep the cutting edges sharp and clean for optimal performance and to reduce the risk of injury. Keep the handles dry, clean, and free from oil and grease. Follow the additional recommendations described in the maintenance section of this manual.
- 20.** Do not use the power tool if the switch does not turn it on and off. Any power tool that cannot be controlled with the switch is dangerous and must be repaired.
- 21.** Keep all parts of the body away from the cutting blades/chain. Do not remove cut material or hold material to be cut when blades/chain are moving. Make sure the switch is off when clearing jammed material. The blades/chain will continue moving for a while after the tool is turned off. A moment of inattention while operating the power tool may result in serious personal injury.
- 22.** Carry the power tool by the handle with the cutting blade/chain stopped. When transporting or storing the power tool, always keep the blades/chain covered. Proper handling of the garden tool will reduce possible personal injury from the cutting blades.
- 23.** Hold the product by insulated gripping surfaces only, because the cutting blades/chain may contact hidden wiring. Cutting blades/chain contacting a “live” wire may make exposed metal parts of the product “live” and could give the operator an electric shock.
- 24.** The unit has not been designed to provide protection from electric shock in the event of contact with overhead electric lines. Never use the power tool near any electrical power lines. Contact with or use near power lines may cause serious injury or electric shock resulting in death. Maintain a minimum clearance of 50 ft (15 m) from all power lines.

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

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

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

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

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

**⚠ WARNING!** The multi-tool system must be fully assembled before operation! Do not use the tool that is only partly assembled or assembled with damaged parts!

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

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

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

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

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

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

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

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

To order genuine replacement parts or accessories for the Sun Joe® GTS4002C-RM cordless lawn + garden multi-tool system, please visit [sunjoe.com](http://sunjoe.com) or contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

## Cleaning the Tool

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

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

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

## Storage

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

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

## Specific Safety Warnings for Pole Chain Saw

1. Only the pole chain saw operator should be in the work area.
2. Do not use the pole chain saw to cut down trees.
3. Always use two hands when operating the pole chain saw. Grip the pole chain saw securely with one hand on the trigger and the other hand on the pole or the auxiliary handle.
4. Before starting the pole chain saw, make sure that the saw chain is not in contact with any object.
5. Do not allow the pole chain saw to make contact with grounded objects such as pipes, fences, and metal posts.
6. Do not force the pole chain saw while cutting. Apply light pressure. It will perform more effectively and safely if it is used at the rate for which it was designed.
7. Use extreme caution when cutting a limb that is under tension. When wood tension is released, the limb could spring back and strike the operator, causing severe injury or death.
8. During transport, hold the pole at its balance point, with the guide bar and chain facing to the rear.
9. Do not cut small brush and saplings with the pole chain saw. Small branches may catch in the chain and be whipped towards the operator, which could pull the operator off balance.
10. Never stand directly under the limb you are trimming. Always position yourself outside the path of falling debris.
11. Keep a firm, steady pressure on the pole chain saw while cutting. Do not try to cut limbs larger in diameter than the length of the guide bar.
12. Keep other people and pets away from the cutting end of the pole chain saw and at a safe distance away from the work area.

## Kickback

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

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

- Kickback safety devices on this pole chain saw include a skip chain and a low kickback guide bar. These will reduce, but not entirely prevent, kickbacks. Follow the necessary precautions indicated in this operator's manual to avoid kickbacks.
- Always use two hands when operating the pole chain saw, one hand gripping the trigger and the other hand gripping the pole or the auxiliary handle. Use a firm grip. Thumbs and fingers must wrap around the trigger and the pole/auxiliary handle.
- Keep all guards in place on the pole chain saw. Make sure they are in proper working order.
- Do not overreach or extend arms above shoulder height.
- Keep solid footing and balance at all times.
- Never try cutting through two branches at the same time. Only cut one at a time.
- Do not bury the guide bar nose or try to cut by boring the guide bar nose into the wood.
- Watch for shifting of wood or other forces that may pinch the chain.
- Use extreme caution when re-entering a previous cut.
- Use the low-kickback chain and guide bar supplied with this pole chain saw. Only use genuine Snow Joe® + Sun Joe® replacement parts designed specifically for use with this pole chain saw.
- Never use a dull or loose chain. Keep the chain sharp and properly tensioned.

## Specific Safety Warnings for Pole Hedge Trimmer

1. Remove any adjusting key or wrench before turning the power tool on. A wrench or key left attached to the rotating part of the power tool may result in personal injury.
2. Remove any blade that has been damaged. Always make sure that the blade is installed correctly and securely fastened before each use. Failure to do so can cause serious injury.
3. Never cut any material over 0.6 in. (1.5 cm) in diameter.



4. Maintain a firm grip on the handle and the pole/auxiliary handle while cutting with the blade. Keep the blade away from body.
5. Use the pole hedge trimmer and accessories in accordance with these instructions, taking into account the working conditions the work to be performed. Use of the power tool for operations different from intended use could lead to a hazardous situation.

## Specific Safety Warnings for Grass Trimmer + Edger

**⚠ CAUTION!** The safety guard is critical to the safety of the operator and the safety of people standing within a safe distance of the grass trimmer. The safety guard keeps the unit in good working order and must always be in place during operation. Failure to have the guard in place during operation is dangerous and will void the warranty.

1. Keep away from the cutting line – It can seriously injure the skin.
2. Do not try to stop the cutting device with your hands – Always let it come to a stop by itself.

**⚠ CAUTION!** The trimmer line spool will continue to rotate after turning the trimmer OFF. Wait until the trimmer line spool has completely stopped before making contact.

3. Only use the same type of line originally provided with the tool.
4. Do not use the unit to cut grass that is not in contact with the ground.
5. Keep guards in place and in working order.
6. Keep blades sharp.
7. Keep hands and feet away from cutting area.
8. Do not switch the grass trimmer + edger ON in enclosed or poorly ventilated spaces or in the presence of flammable and/or explosive substances such as liquids, gases, and powders.
9. The user of the grass trimmer + edger is responsible for any damage sustained by third parties that has been caused by the grass trimmer + edger within the working area.
10. Only cut during broad daylight or with adequate artificial light.
11. Do not cross roads or gravel paths while the unit is still running.
12. When the grass trimmer + edger is not in use, store it in a dry place and out of the reach of children.
13. The grass trimmer + edger must be operated in a vertical position, perpendicular to the ground.
14. Check regularly that all screws are properly secured.
15. Never use the grass trimmer + edger when it is raining or when excessively moist and humid conditions are present. Do not cut damp grass or leave the tool outside overnight.

16. If the grass trimmer + edger strikes a foreign object or becomes entangled with it, stop the tool immediately. Remove the battery, check for damage, and have any damage repaired before proceeding with operation. Do not operate the tool with a broken hub or spool.

## Battery & Charger Safety Instructions

We pay a great deal of attention to the design of every battery pack to ensure that we supply you with batteries that are safe, durable and have a high energy density. The battery cells have a wide range of safety devices. Each individual cell is initially formatted and its electrical characteristic curves are recorded. This data is then used exclusively to be able to assemble the best possible battery packs.

Despite all the safety precautions, caution must always be exercised when handling batteries. The following points must be obeyed at all times to ensure safe use. Safe use can only be guaranteed if undamaged cells are used. Incorrect handling of the battery pack can cause cell damage.

**IMPORTANT!** Analyses confirm that incorrect use and poor care of high-performance batteries are the main factors responsible for personal and/or product damage.

**⚠ WARNING!** Use only approved replacement batteries; other batteries may damage the power tool and cause it to malfunction, which can lead to serious personal injury.

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

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


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

**⚠ CAUTION!** To reduce the risk of injury, charge the 24V iON+ lithium-ion battery pack only in its designated 24V iON+ lithium-ion charger. Other types of chargers present risk of fire, personal injury and damage. Do not wire a battery pack to a power supply plug or car cigarette lighter. Such misuse will permanently disable or damage the battery pack.

- **Avoid dangerous environments** – Do not charge the battery pack in rain, snow or in damp or wet locations. Do not use the battery pack or charger in the presence of explosive atmospheres (gaseous fumes, dust or flammable materials) because sparks may be generated when inserting or removing the battery pack, which could lead to a fire.
- **Charge in a well-ventilated area** – Do not block the charger vents. Keep them clear to allow for proper ventilation. Do not allow smoking or open flames near a charging battery pack. Vented gases may explode.

**NOTE:** The safe temperature range for the battery is 40°F (4.5°C) to 105°F (40.5°C). Do not charge the battery outside in freezing weather; charge it at room temperature.

- **Maintain charger cord** – When unplugging the charger, pull the plug, not the cord, from the receptacle to reduce the risk of damage to the electrical plug and cord. Never carry the charger by its cord or yank it by the cord to disconnect it from the receptacle. Keep the cord away from heat, oil and sharp edges. Make sure the cord will not be stepped on, tripped over or subjected to damage or stress when the charger is in use. Do not use the charger with a damaged cord or plug. Replace a damaged charger immediately.
- **Do not use an extension cord unless it is absolutely necessary** – Using the wrong, damaged or improperly wired extension cord poses a risk of fire and electric shock. If an extension cord must be used, plug the charger into a properly wired 16 gauge or larger extension cord with the female plug matching the male plug on the charger. Make sure that the extension cord is in good electrical condition.
- **Charger 24VCHRG-AC is rated for 100 – 240 volt AC only** – The charger must be plugged into an appropriate receptacle.
- **Use only recommended attachments** – Use of an attachment not recommended or sold by the battery charger or battery pack manufacturer may result in risk of fire, electric shock or personal injury.
- **Unplug charger when not in use** – Make sure to remove battery packs from unplugged chargers.

 **WARNING!** To reduce the risk of electric shock, always unplug the charger before performing any cleaning or maintenance. Do not allow water to flow into the charger. Use a Ground Fault Circuit Interrupter (GFCI) to reduce shock hazards.

- **Do not burn or incinerate battery packs** – Battery packs may explode, causing personal injury or damage. Toxic fumes and materials are created when battery packs are burned.
- **Do not crush, drop or damage battery packs** – Do not use the battery pack or charger if they have sustained a sharp blow, been dropped, run over or have been damaged in any way (i.e. pierced with a nail, hit with a hammer, stepped on, etc.).
- **Do not disassemble** – Incorrect reassembly may pose a serious risk of electric shock, fire or exposure to toxic battery chemicals. If the battery or charger are damaged, contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.
- **Battery chemicals cause serious burns** – Never let a damaged battery pack contact the skin, eyes or mouth. If a damaged battery pack leaks battery chemicals, use rubber or neoprene gloves to safely dispose of it. If skin is exposed to battery fluids, wash the affected area with soap and water and rinse with vinegar. If eyes are exposed to battery

chemicals, immediately flush with water for 20 minutes and seek medical attention. Remove and dispose of contaminated clothing.

- **Do not short circuit** – A battery pack will short circuit if a metal object makes a connection between the positive and negative contacts on the battery pack. Do not place a battery pack near anything that may cause a short circuit, such as paper clips, coins, keys, screws, nails and other metallic objects. A short-circuited battery pack poses a risk of fire and severe personal injury.
- **Store your battery pack and charger in a cool, dry place** – Do not store the battery pack or charger where temperatures may exceed 105°F (40.5°C), such as in direct sunlight or inside a vehicle or metal building during the summer.

## Information about the battery

1. The battery pack supplied with your cordless power tool is only partially charged. The battery pack has to be charged completely before you use the tool for the first time.
2. For optimum battery performance, avoid low discharge cycles by charging the battery pack frequently.
3. Store the battery pack in a cool place, ideally at 59°F (15°C) and charged to at least 40%.
4. Lithium-ion batteries are subject to a natural aging process. The battery pack must be replaced at the latest when its capacity falls to just 80% of its capacity when new. Weakened cells in an aged battery pack are no longer capable of meeting the high power requirements needed for the proper operation of your multi-tool system, and therefore pose a safety risk.
5. Do not throw battery packs into an open fire as this poses a risk of explosion.
6. Do not ignite the battery pack or expose it to fire.
7. Do not exhaustively discharge batteries. Exhaustive discharge will damage the battery cells. The most common cause of exhaustive discharge is lengthy storage or non-use of partially discharged batteries. Stop working as soon as the performance of the battery falls noticeably or the electronic protection system triggers. Place the battery pack in storage only after it has been fully charged.
8. Protect batteries and the tool from overloads. Overloads will quickly result in overheating and cell damage inside the battery housing even if this overheating is not apparent externally.
9. Avoid damage and shocks. Immediately replace batteries that have been dropped from a height of more than 3 feet (1 meter) or those that have been exposed to violent shocks, even if the housing of the battery pack appears to be undamaged. The battery cells inside the battery may have suffered serious damage. In such instances, please read the waste disposal information for proper battery disposal.

10. If the battery pack suffers overloading and overheating, the integrated protective cutoff will switch off the equipment for safety reasons.  
**IMPORTANT!** Do not press the ON/OFF switch any more if the protective cut-off has been activated. This may damage the battery pack.
11. Use only original battery packs. The use of other batteries poses a fire risk and may result in injuries or an explosion.

## Information about the charger and the charging process

1. Please check the data marked on the rating plate of the battery charger. Be sure to connect the battery charger to a power supply with the voltage marked on the rating plate. Never connect it to a different mains voltage.
2. Protect the battery charger and its cord from damage. Keep the charger and its cord away from heat, oil and sharp edges. Have damaged cords repaired without delay by a qualified technician at an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).
3. Electrical plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs with grounded appliances. Unmodified plugs and matching outlets will reduce the risk of electric shock.
4. Keep the battery charger, battery pack(s) and the cordless tool out of the reach of children.
5. Do not use the supplied battery charger to charge other cordless tools.
6. During periods of heavy use, the battery pack will become warm. Allow the battery pack to cool to room temperature before inserting it into the charger to recharge.
7. Do not overcharge batteries. Do not exceed the maximum charging times. These charging times only apply to discharged batteries. Frequent insertion of a charged or partially charged battery pack will result in overcharging and cell damage. Do not leave batteries in the charger for days on end.
8. Never use or charge batteries if you suspect that it has been more than 12 months since the last time they were charged. There is a high probability that the battery pack has already suffered dangerous damage (exhaustive discharge).
9. Charging batteries at a temperature below 50°F (10°C) will cause chemical damage to the cells and may cause a fire.
10. Do not use batteries that have been exposed to heat during the charging process, as the battery cells may have suffered dangerous damage.














11. Do not use batteries that have suffered curvature or deformation during the charging process or those that exhibit other atypical symptoms (gassing, hissing, cracking, etc.).
12. Never fully discharge the battery pack (maximum recommended depth of discharge is 80%). A complete discharge of the battery pack will lead to premature aging of the battery cells.

## Protection from environmental influences

1. Wear suitable work clothes. Wear safety goggles.
2. Protect your cordless tool and the battery charger from moisture and rain. Moisture and rain can cause dangerous cell damage.
3. Do not use the cordless tool or the battery charger near vapors and flammable liquids.
4. Use the battery charger and cordless tools only in dry conditions and at an ambient temperature of 40°F – 105°F (4.5°C – 40.5°C).
5. Do not keep the battery charger in places where the temperature is liable to reach over 104°F (40°C). In particular, do not leave the battery charger in a car that is parked in the sunshine.
6. Protect batteries from overheating. Overloads, overcharging and exposure to direct sunlight will result in overheating and cell damage. Never charge or work with batteries that have been overheated – replace them immediately, if possible.
7. Store the charger and your cordless tool only in dry locations with an ambient temperature of 40°F – 105°F (4.5°C – 40.5°C). Store your lithium-ion battery pack in a cool, dry place at a temperature of 50°F – 68°F (10°F – 20°C). Protect the battery pack, charger and cordless tool from humidity and direct sunlight. Only place fully charged batteries in storage (charged to at least 40%).
8. Prevent the lithium-ion battery pack from freezing. Battery packs that were stored below 32°F (0°C) for more than 60 minutes must be discarded.
9. When handling batteries, be wary of electrostatic charge. Electrostatic discharges can damage the electronic protection system and the battery cells. Avoid electrostatic charging and never touch the battery poles.

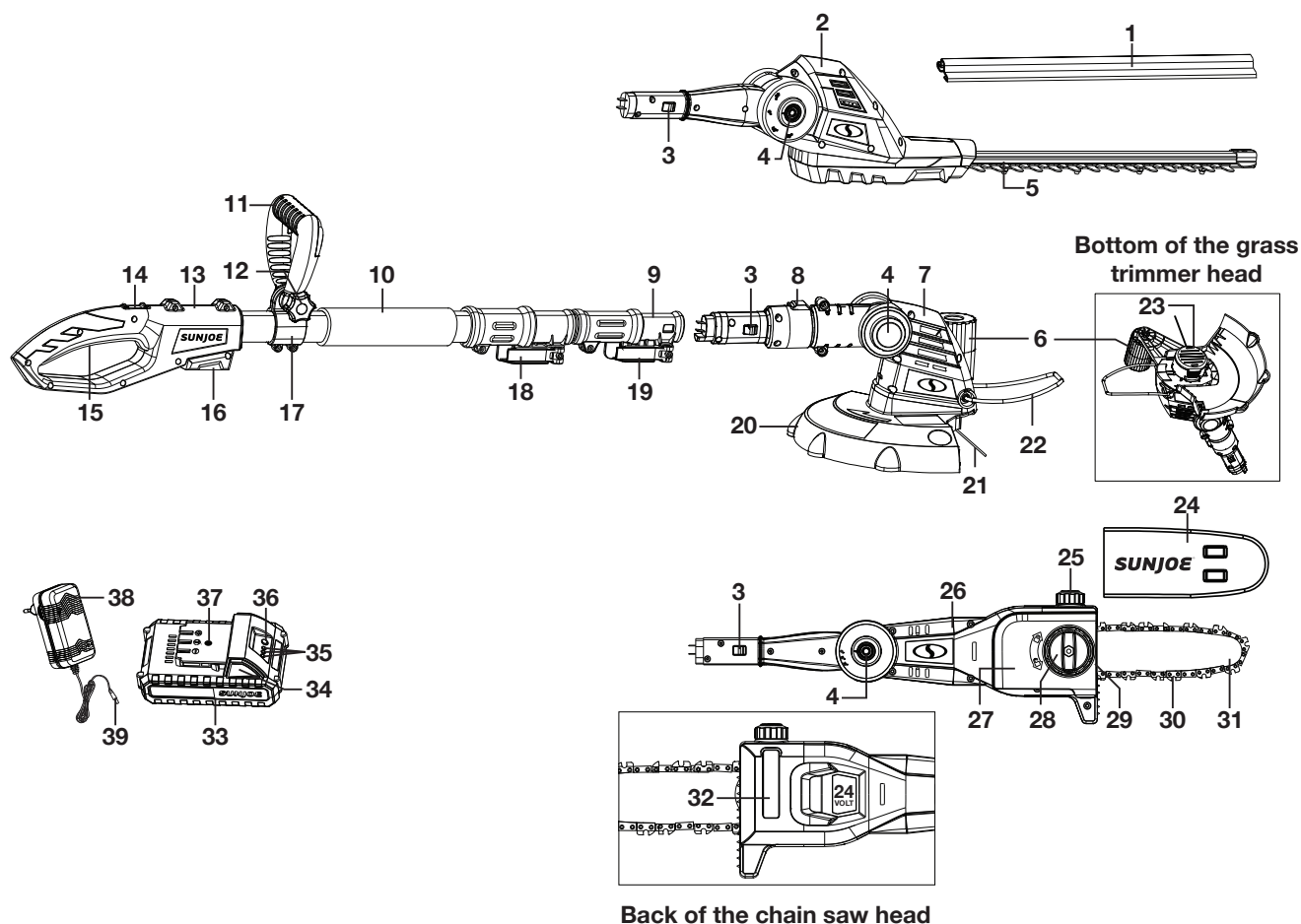
# Safety Symbols

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

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

# Know Your Cordless Lawn + Garden Multi-tool System

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



- |                                |                                   |  |
|--------------------------------|-----------------------------------|--|
| 1. Hedge trimmer blade cover   | 15. On/Off [Trigger] switch       | 29. Chain tensioner ring   |
| 2. Hedge trimmer head          | 16. Battery compartment           | 30. 8-inch cutting chain   |
| 3. Lock tab                    | 17. Auxiliary handle loop         | 31. 8-inch guide bar   |
| 4. Rotating button             | 18. Telescoping lock              | 32. Oil level window   |
| 5. Hedge trimmer blade         | 19. Assembly lock                 | 33. 24V iON+ lithium-ion battery (24VBAT-LTE) featuring exclusive EcoSharp® technology |
| 6. Edging wheel                | 20. Safety guard                  | 34. Push lock button   |
| 7. Grass trimmer + edger head  | 21. Trimmer line                  | 35. Battery indicators   |
| 8. Converting switch           | 22. Flower guard                  | 36. Push button for battery indicator  |
| 9. Telescoping pole            | 23. Spool                         | 37. Charge socket  |
| 10. Soft grip                  | 24. Chain bar cover               | 38. 24V iON+ lithium-ion charger (24VCHRG-AC)  |
| 11. Auxiliary handle           | 25. Oil tank cap                  | 39. Charger plug   |
| 12. Auxiliary Handle lock knob | 26. Chain saw head                |  |
| 13. Handle                     | 27. Chain/sprocket end cover      |  |
| 14. Safety lock switch         | 28. Chain/sprocket end cover knob |  |



## Technical Data

Battery Voltage*	24 V D.C.
Battery Capacity	2.0 Ah
Charging Time Max	1 hr 20 min
Telescoping Pole Length	3.7 ft to 5.3 ft (1.1 m to 1.6 m)
Auxiliary Handle Angles	-45°   0°   45°
Charger Input	100 – 240 V 50-60HZ
Charger Output	25.2V DC 1.4A

### Pole Chain Saw

Motor	350 W
Bar/Chain Length	8 inch (20.3 cm)
Cutting Thickness	Max: 7.5 inch (19 cm) Recommended: 6.5 in. (16.5 cm)
Oil Tank Capacity	2.7 fl oz (80 ml)
Overhead Reach Max	13ft (4 m)
Head Angles	0° to 30°
Battery Run Time Max	40 mins
Weight (with Battery Installed)	7.7 lbs (3.5 kg)

### Pole Hedge Trimmer

Motor	250 W
Blade Length	17.7 inch (45 cm)
Cutting Diameter	0.6 inch (1.5 cm)
Head Angles	-45° to 90°
Battery Run Time Max	55 mins
Weight (with Battery Installed)	7.7 lbs (3.5 kg)

### Grass Trimmer + Edger

Motor	200 W
Cutting Diameter	10 inch (25 cm)
Spool Length	16.5 ft (5 m)
Spool Advance	Auto-feed
Line diameter	0.055 inch (1.4 mm)
Head Angles	0° to 60°
Battery Run Time Max	50 mins
Weight (with Battery Installed)	6.2 lbs (2.8 kg)

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

## Unpacking

### Carton Contents

- Telescoping pole with auxiliary handle
- Chain saw head with chain and bar pre-mounted
- Chain saw bar sheath
- Hex key wrench
- Hedge trimmer head with blade
- Hedge trimmer blade sheath
- Grass trimmer + edger head
- Grass trimmer + edger safety guard
- Pre-wound spool (x2)
- 24V iON+ lithium-ion battery
- 24V iON+ lithium-ion charger
- Manuals with registration card
- 3.4 fl oz (100 ml) bar + chain lubricant oil

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

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

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

## Battery + Charger






### Battery Pack Operation

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

### Battery Charge Level Indicator

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

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

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

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

**NOTE:** Immediately after using the battery pack, the charge level button may display a lower charge than it will if checked a few minutes later. The battery cells “recover” some of their charge after resting.

## Charger Operation

**⚠ WARNING!** Charge only 24V iON+ lithium-ion battery packs with its compatible 24V iON+ lithium-ion charger. Other types of batteries may cause personal injury and damage.

To reduce the risk of electric shock, do not allow water to flow into the charger's AC/DC plug.

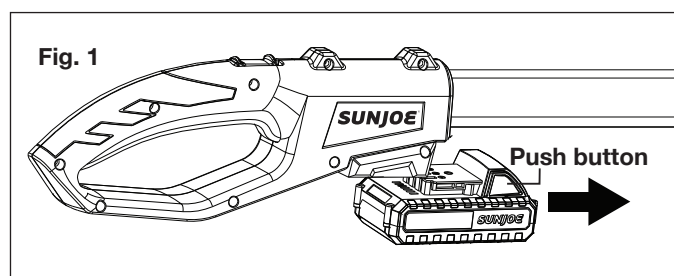
### When to Charge the iON+ 24VBAT-LTE Lithium-iON Battery

**NOTE:** The iON+ 24VBAT-LTE lithium-ion battery packs do not develop a “memory” when charged after only a partial discharge. Therefore, it is not necessary to run down the battery pack before inserting the charger plug.

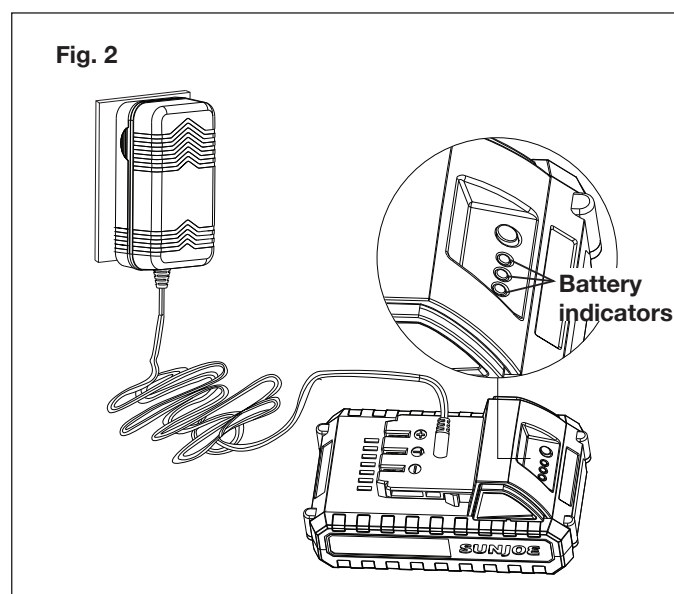
- Use the battery indicator lights to determine when to charge your iON+ 24VBAT-LTE lithium-ion battery pack.
- You can “top-off” your battery pack’s charge before starting a big job or after a long day of use.

## Charging the Battery

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



2. Check that the mains voltage is the same as that marked on the rating plate of the battery charger. Then, plug the charger adaptor into an appropriate AC power outlet. Connect the charger plug into the charge socket of the battery to start charging (Fig. 2).



3. The battery will take approximately 80 minutes to charge. The battery indicator LEDs will twinkle and illuminate one by one during the charging process. Unplug the charger immediately when the 3 LEDs are all illuminated.

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

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

4. Timely recharging of the battery will help prolong the battery's life. You must recharge the battery pack when you notice a drop in the equipment's power.

**IMPORTANT!** Never allow the battery pack to become fully discharged as this will cause irreversible damage to the battery.

## Pole Chain Saw

### Assembly

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

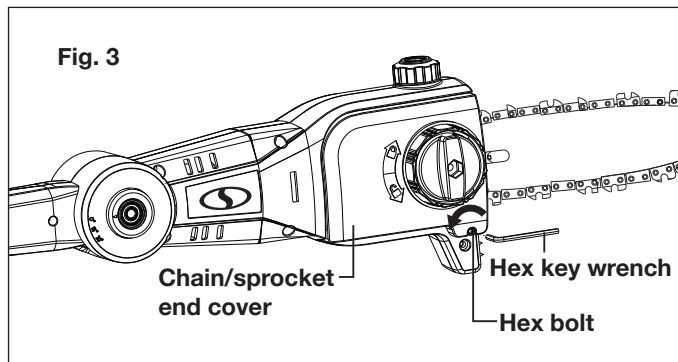
### Installing/Replacing Guide Bar And Cutting Chain

Tools and supplies required:

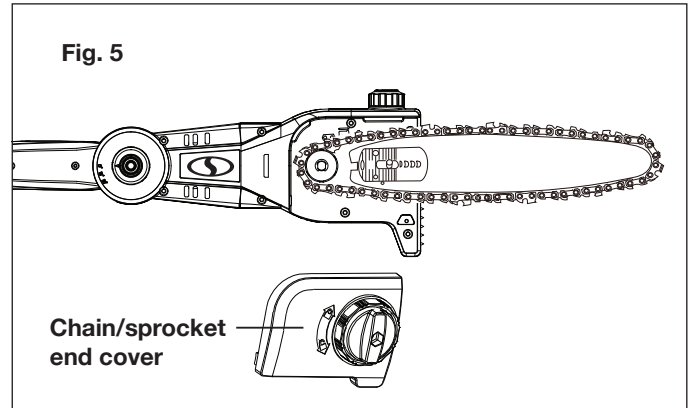
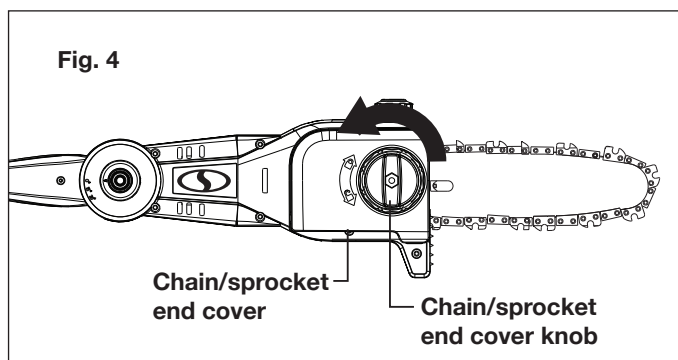
- Hex key wrench (provided)
- Heavy-duty work gloves

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

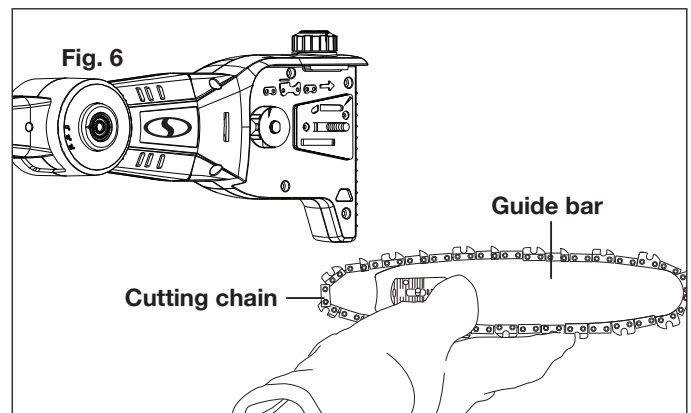
1. Remove the hex bolt by screwing it counterclockwise with the hex key wrench (Fig. 3).




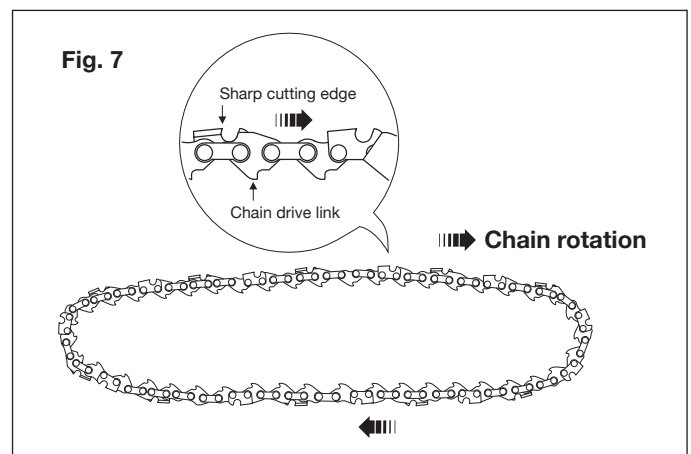
2. Screw the chain/sprocket end cover knob counterclockwise to release chain/sprocket end cover (Figs. 4 – 5).




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

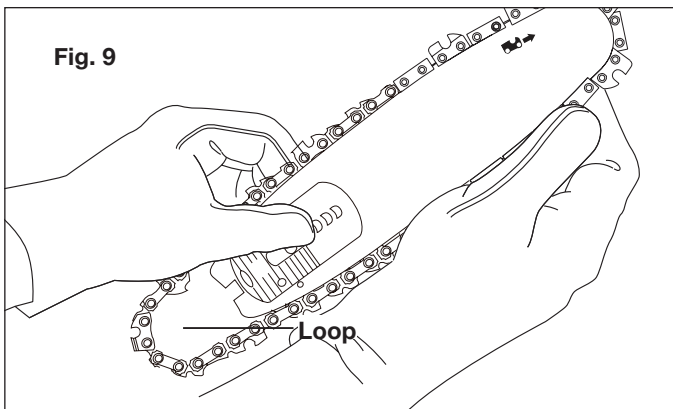
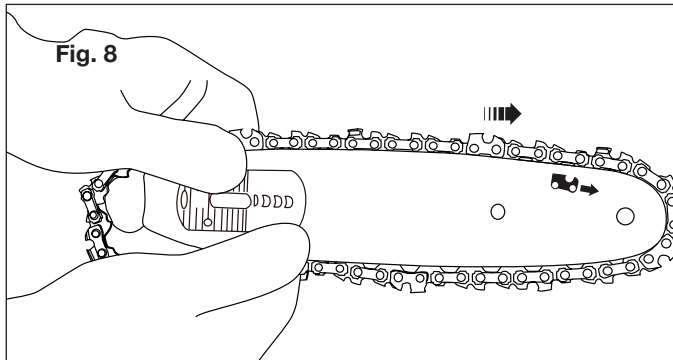


4. Remove the old chain from the bar.
5. Lay out the new saw chain in a loop and straighten any kinks. **THE SHARP SIDE OF THE TEETH MUST FACE AWAY FROM YOU IN THE DIRECTION OF THE CHAIN ROTATION** . If the teeth face backwards, turn the loop over (Fig. 7).

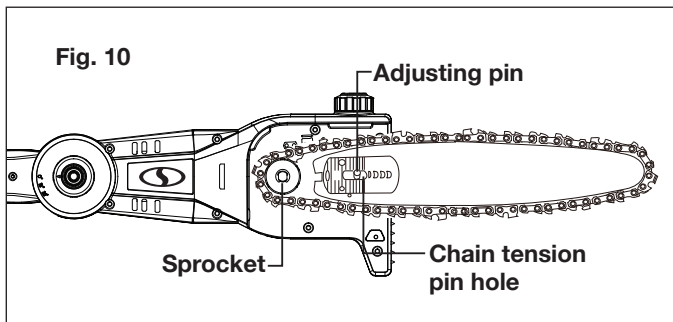


6. Starting at the tip, mount the chain drive links into the bar groove, leaving a loop at the back of the bar. The chain will loosely fit until it is placed on the sprocket (Figs. 8 – 9).

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



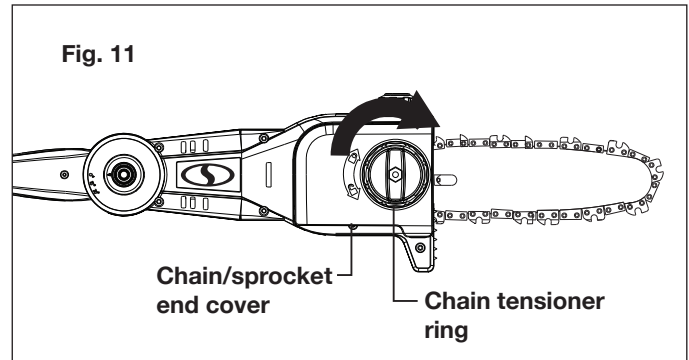
7. Hold the chain in position on the bar and place the loop around the sprocket. Fit the bar flush against the mounting surface so that the bar studs are in the long slot of the bar and the adjusting pin is in the chain tension pin hole (Fig. 10).



8. Replace the chain/sprocket end cover by positioning the cover onto the saw head. Tighten the end cover knob, but leave the bar free to move for tension adjustment. Put back the hex bolt by screwing it clockwise with the hex key wrench.
9. Remove all slack from the chain by turning the chain tensioner ring clockwise until the chain seats snugly against the bar with the drive links in the bar groove (Fig. 11).

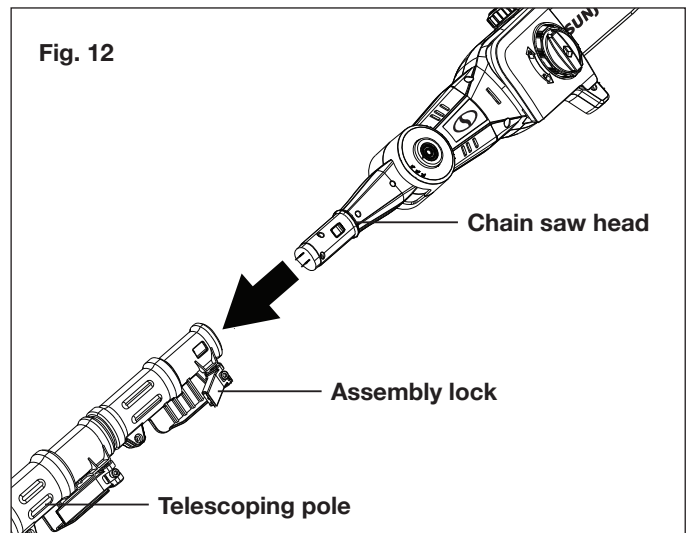
**NOTE:** The chain is correctly tensioned when there is no sag on the underside of the guide bar; the chain is snug, but can be rotated by hand without binding. For more

information on chain tensioning, see the Maintenance + Care section beginning on pg. 17.

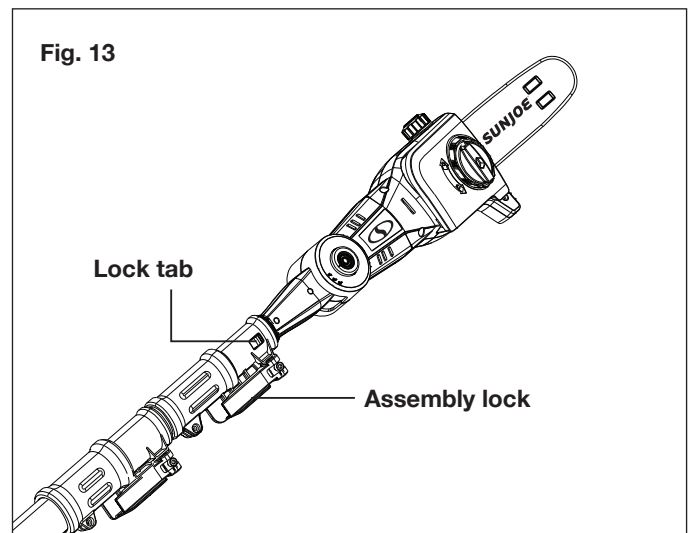


## Connecting to the Telescoping Pole

1. Open the assembly lock on the telescoping pole, and push the chain saw head into the opening on the end of the pole (Fig. 12).



2. When the lock tabs snap in, lock back the assembly lock, the pole chain saw will be ready to use (Fig. 13).

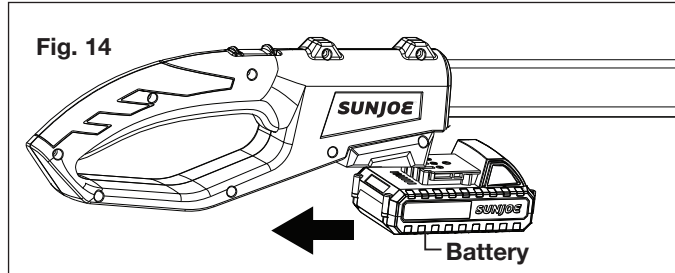


3. To remove the chain saw head, release the On/Off switch and remove the battery. Unlock the assembly lock. Push the lock tabs on both sides, and pull the chain saw head out (Fig. 13).

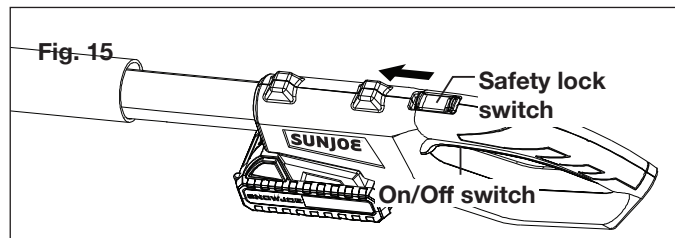
## Operation

### Starting and Stopping

1. Slide the battery into the battery compartment until it clicks to lock into position (Fig. 14).



2. To turn the pole chain saw ON, push and hold the safety lock switch (located on the handle) forward with your thumb and then squeeze the On/Off switch with your fingers. Once the tool is running, you can release the safety lock switch (Fig. 15).



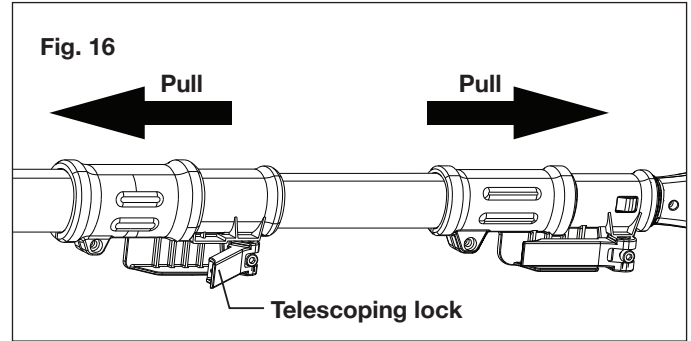
3. To turn the tool OFF, release the On/Off switch (Fig. 15).

### Adjusting the Telescoping Pole

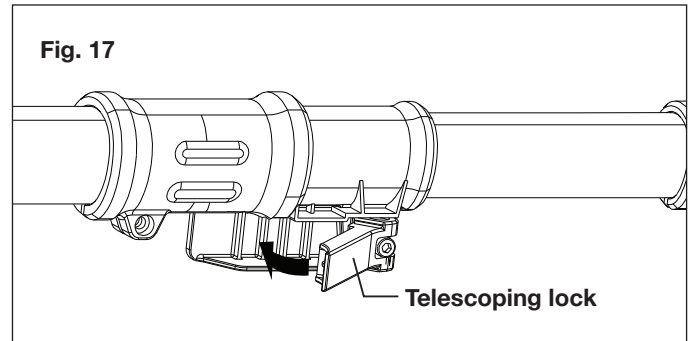
This machine is equipped with a telescoping pole which provides up to 7.2 ft (2.2 m) of overhead reach. To adjust the telescoping pole, follow the instructions below.

1. Disconnect the saw from the power supply by removing the battery from the compartment.
2. Unclip the telescoping lock to release the pole. Extend the pole to the desired length (Fig. 16).

**NOTE:** Push poles toward each other to shorten the pole or pull them away from each other to lengthen the pole. Only extend the pole to the minimum length required to reach the limb.



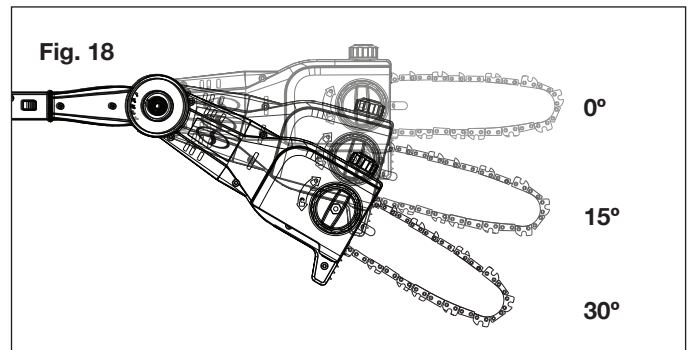
3. Lock the pole in position by closing the telescoping lock (Fig. 17), and ensure that the pole is secured.



**⚠ WARNING!** Failure to lock the telescoping lock as directed could result in personal injury or property damage.

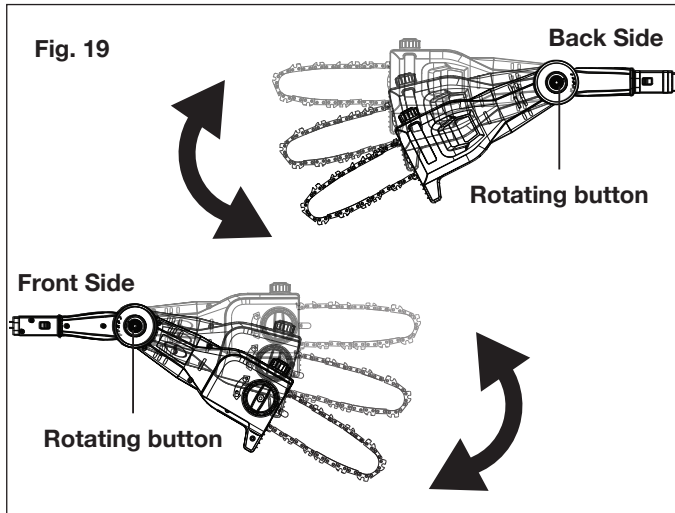
### Adjusting the Multi-Angle Head

The pole chain saw head can be rotated for different cutting angles for 0°, 15°, and 30° (Fig. 18). Follow the below instructions to adjust angles.



1. Rotate the chain saw head to the desired cutting angle while pressing the rotating buttons located on both sides simultaneously (Fig. 19).





2. Release the buttons when the chain saw head is set to the desired angle.

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

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

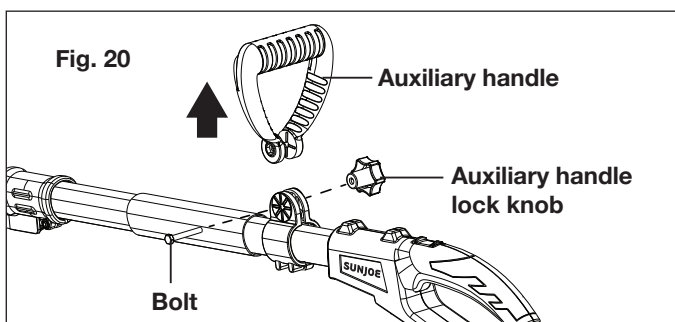
## Adjusting the Auxiliary Handle

The chain saw is equipped with an auxiliary handle that can be adjusted and removed. Follow the instruction below to operate the auxiliary handle

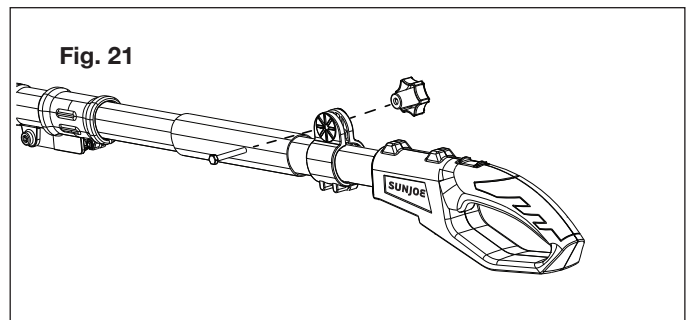
**⚠ WARNING!** Make sure the knob, bolt, and the screws are fixed into place. Failure to lock any of them as directed could result in personal injury or property damage.

### To Remove the Auxiliary Handle

1. Disconnect the saw from the power supply by removing the battery from the compartment.
2. Unscrew the auxiliary handle lock knob and remove it and the bolt, then the auxiliary handle can be pulled out (Fig. 20).

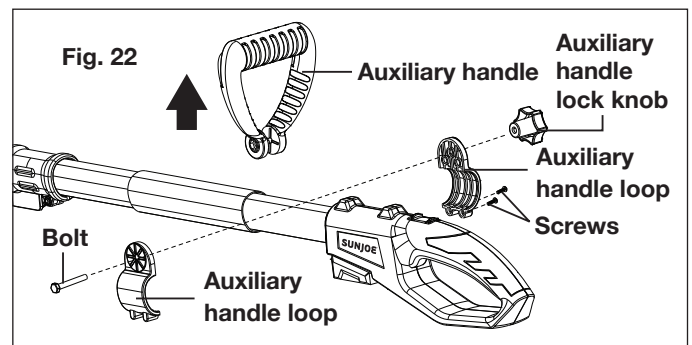


3. Re-assemble the auxiliary handle lock knob and the bolt on (Fig. 21).



### To Adjust the Position of the Auxiliary Handle

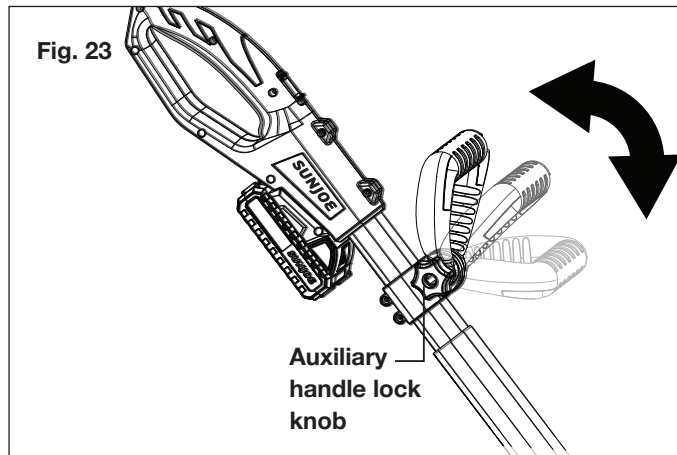
1. Disconnect the saw from the power supply by removing the battery from the compartment.
2. Remove the auxiliary handle lock knob, the bolt, and the auxiliary handle. Use a screw driver to remove the two screws that used to fix the auxiliary handle loops. Remove the loops from the pole (Fig. 22).



3. Re-assemble the auxiliary handle loop on the desired spot on the pole by using the two screws, and put back the auxiliary handle, the auxiliary handle lock knob and the bolt (Fig. 22).

### To Adjust the Angle of the Auxiliary Handle

1. Stop the saw by releasing the On/Off switch.
2. The auxiliary handle can be adjusted in  $-45^{\circ}$ ,  $0^{\circ}$ ,  $45^{\circ}$ . Rotate the auxiliary handle lock knob to unlock the handle, and then rotate the handle to the desired angle (Fig. 23).



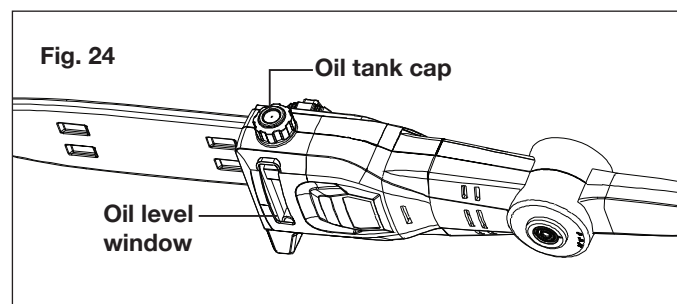
3. Rotate the auxiliary handle lock knob back to lock the handle in position.

### Cutting Tips for Pole Chain Saw

#### ⚠ CAUTION!

- Before starting the saw, remove the oil tank cap and add bar & chain oil to the top of the oil level window (Fig. 24). One minute of use will consume approximately 0.15 fl oz (4 ml) of oil. Refill when the oil level drops to 1/4 of a tank.

**NOTE:** Your pole chain saw head is equipped with an automatic oil pump for bar and chain oiling. You must add bar and chain oil or your pole chain saw will not function.



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

**⚠ WARNING!** Keep hands away from chain. Keep hands on handles. Do not overreach.

A good, firm grip on the tool using both hands will help you maintain control. Place one hand on the soft grip or the

auxiliary handle, and the other hand on the handle with your thumbs and fingers encircling the pole and handle. A firm grip combined with proper positioning of the handle against your body will help you maintain control of the saw. Do not let go of the saw while it is in operation.

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

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

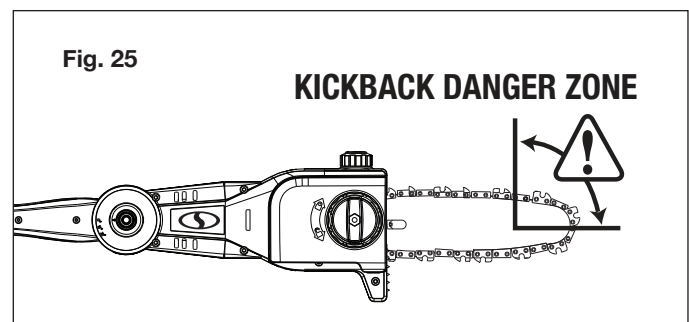
Do not use the pole chain saw to cut vines and/or small underbrush.

Prior to each cutting session, run through the daily checklist (see pg. 19).

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

**⚠ WARNING!** Failure to lubricate the chain will cause damage to the bar and chain. Use only a good quality bar and chain oil designed specifically for use with chain saws. One minute of use will consume approximately 0.15 fl oz. (4 ml) of oil.

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

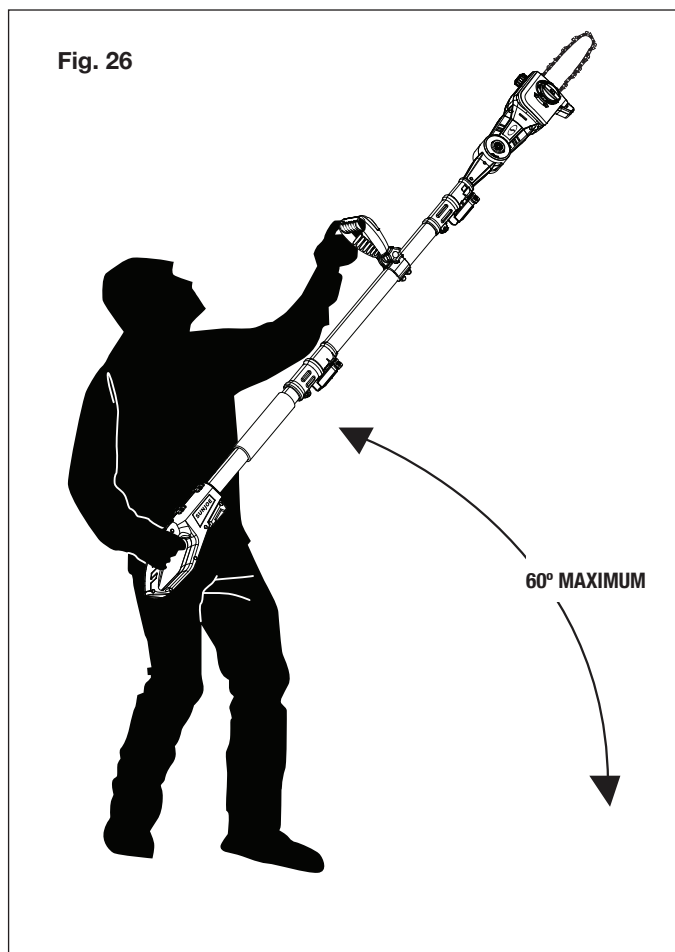


**⚠ WARNING!** Kickback may occur when the moving chain contacts an object at the upper portion of the tip of the guide bar or when the wood closes in and pinches the chain saw in the cut (Fig. 25). Contact at the upper portion of the tip of the guide bar can cause the chain to dig into the object and stop the chain for an instant. The result is a lightning-fast reverse reaction, which kicks the guide bar up and back toward the operator. If the chain saw is pinched along the top of the guide bar, the guide bar can be driven rapidly back toward the operator. Either of these reactions

can cause loss of saw control, which can throw the operator off balance and result in serious injury. Do not rely exclusively upon the safety devices built into the saw. As a user, you should take several precautions to keep your cutting jobs free from accident or injury.

## Proper Cutting Stance

- Balance your weight with both feet on solid ground.
- Your body should always be to the left of the chain line.
- The most typical cutting application is to position the unit at an angle of 60° or less depending on the specific situation (Fig. 26). As the angle of the pole chain saw shaft to the ground increases, the difficulty of making the first cut (from the underside of limb) increases.



## Basic Cutting Procedure

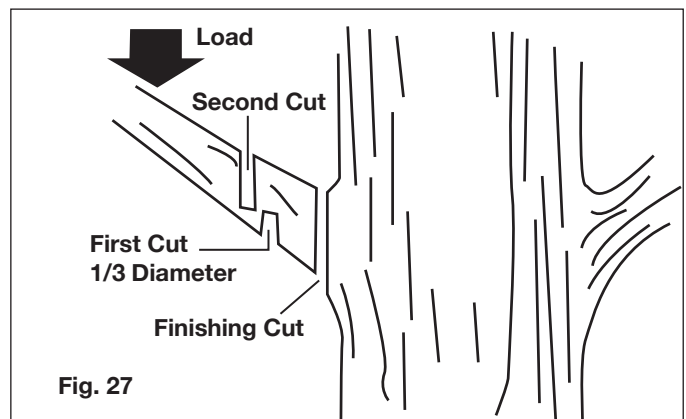
This unit with the chain saw head is designed for trimming small branches and limbs up to recommended 6.5 in. (16.5 cm), not to exceed a Max. cut of 7.5 in. (19 cm) in diameter depending on type of wood. Practice cutting a few small limbs using the following technique to get the “feel” of using the saw before you begin a major sawing operation.

- Take the proper stance in front of the tree with the saw OFF (Fig. 26).
- Switch on the pole chain saw and let the chain accelerate to full speed before entering the cut.
- Keep the saw running the entire time you are cutting; maintain a steady speed.
- Allow the chain to cut for you; exert only light downward pressure. If you force the cut, damage to the bar, chain, or unit can result.
- **PUSH and PULL** – This reaction force is always opposite to the direction the chain is moving when it is in contact with the wood. Thus, the operator must be ready to control the **PULL** when cutting on the bottom edge of the bar, and **PUSH** when cutting along the top edge.
- Do not put pressure on the saw at the end of the cut.

## Pruning

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

- Remove long branches in several stages.
- Cut lower branches first to allow the top branches more room to fall.
- When pruning trees, it is important not to make the finishing cut next to the main limb or trunk until you have cut off the farthest lying limb. This will reduce the weight and prevent stripping the bark from the main member.
- Under cut the branch 1/3 through for your first cut. Your second cut should over cut to drop the branch off (Fig. 27). Be prepared to balance the weight of the pole chain saw when the limb falls.



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

## Limbing

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

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

## If the Saw Becomes Pinched or Trapped

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

## Maintenance + Care

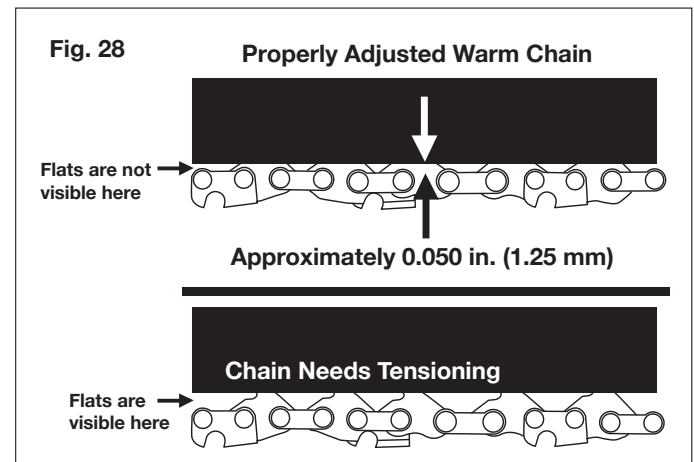
**⚠ WARNING!** Always remove the battery before performing any adjustments, maintenance, or repairs to your cordless pole chain saw.

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

## Chain Tension

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

During normal saw operation, the temperature of the chain will increase. The drive links of a correctly tensioned warm chain will hang approximately 0.050 in. (1.25 mm) out of the bar groove (Fig. 28). Be aware that a chain tensioned while warm, may be too tight upon cooling. Check the “cold tension” before next use. The chain must be re-tensioned whenever the flats on the drive links hang out of the bar groove (Fig. 28).



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

## Nuts and Screws

Periodically check that all the nuts and screws are tightened securely. Check that the telescoping lock and assembly lock are intact and in proper working order.

## Chain Sharpening

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

Sharpening is necessary when:

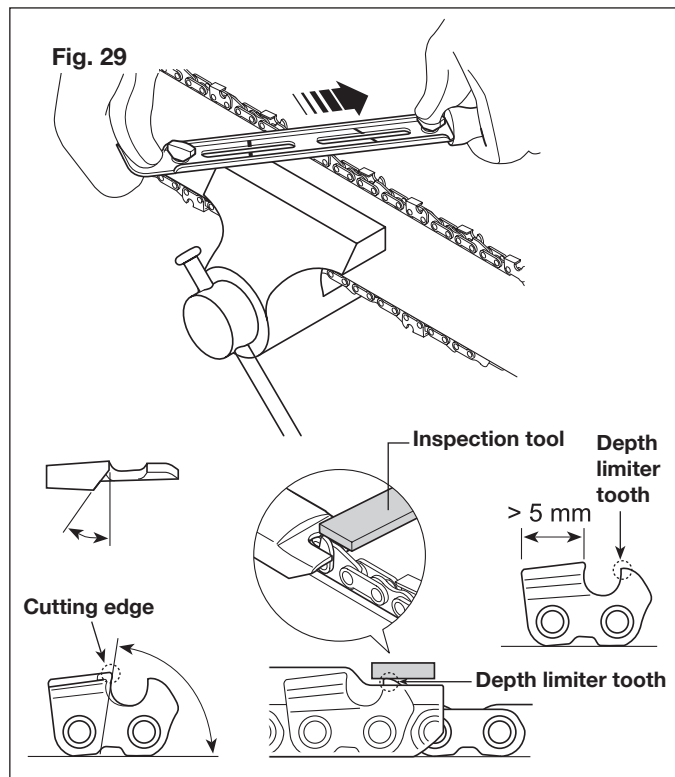
- The sawdust looks like dust;
- Cutting becomes more difficult;
- The cut is not straight;
- Vibrations increase.

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

If you sharpen the chain yourself, use special round-section files with the right diameter depending on the type of chain (see “Chain Maintenance Table” on pg. 19). You need a certain amount of skill and experience to avoid damaging the cutting edges.

Sharpen the chain as follows (Fig. 29):

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



## Guide Bar Maintenance

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

Replace a bar with any of the following faults:

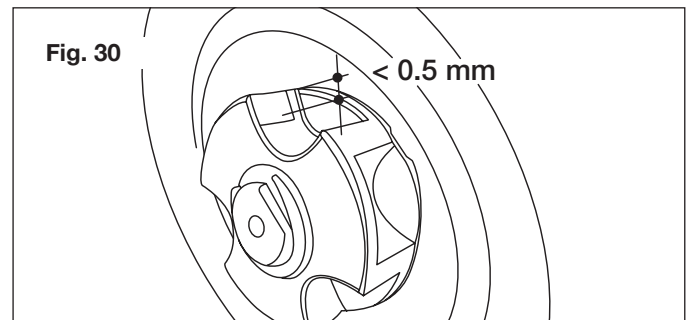
- wear inside the bar rails permitting the chain to lay over sideways
- bent guide bar
- cracked or broken rails
- spread rails

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

## Chain Sprocket

Regularly check the condition of the sprocket and replace it when wear exceeds 0.5 mm (Fig. 30).

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





# Troubleshooting

## Troubleshooting Tips

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

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

## Troubleshooting Table

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

# Daily Checklist, Cleaning and Storage

## Daily Checklist

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

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

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

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

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

## ⚠️ CAUTION!

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

## Chain Maintenance Table

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

# Grass Trimmer + Edger

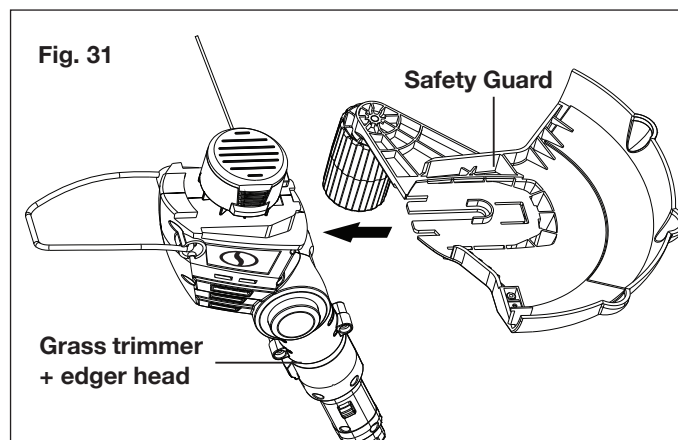
## Assembly

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

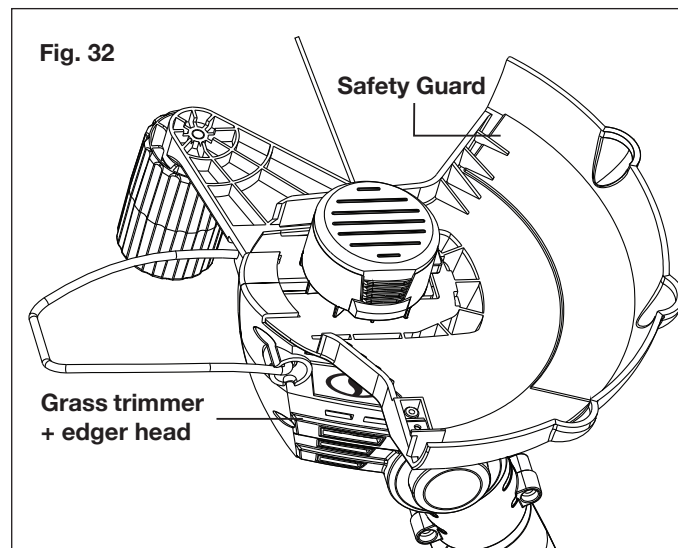
### Fitting the Safety Guard

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

1. Align the safety guard with the grass trimmer + edger head as shown (Fig. 31).

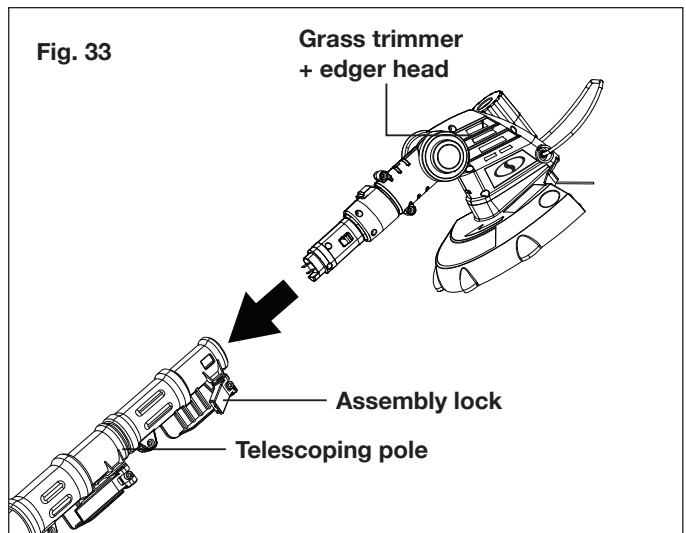


2. Firmly press the safety guard into place until it clicks into the position (Fig. 32).

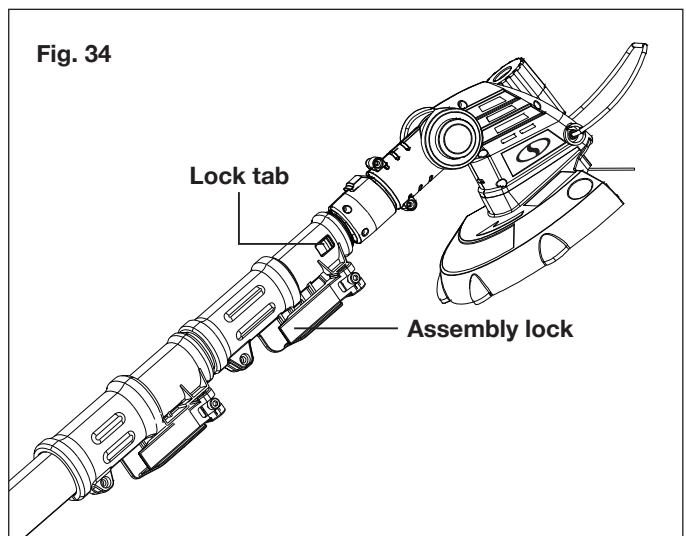


## Connecting to the Telescoping Pole

1. Open the assembly lock on the telescoping pole, and push the grass trimmer + edger head into the opening on the end of the pole (Fig. 33).



2. When the lock tabs snap in, lock back the assembly lock, and the grass trimmer + edger will be ready to use (Fig. 34).

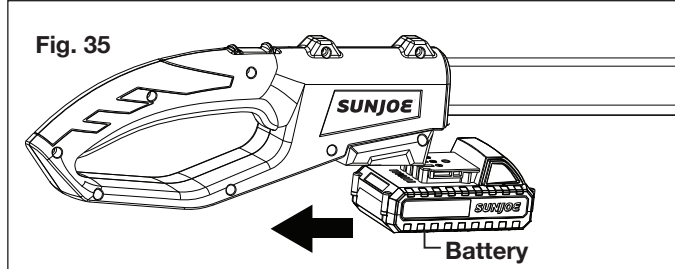


3. To remove the grass trimmer + edger head, release the On/Off switch and remove the battery. Unlock the assembly lock, push the lock tabs on both sides, and pull the grass trimmer + edger head out (Fig. 34).

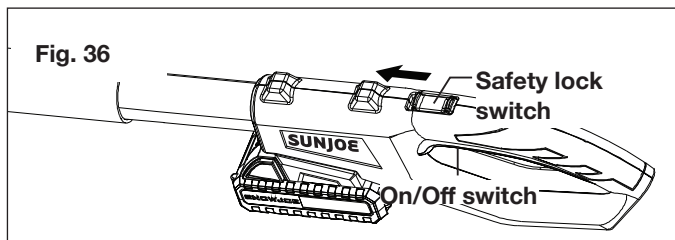
# Operation

## Starting and Stopping

1. Slide the battery into the battery compartment until it clicks to lock into position (Fig. 35).



2. To turn the grass trimmer + hedger ON, push and hold the safety lock switch (located on the handle) forward with your thumb and then squeeze the On/Off switch with your fingers. Once the tool is running, you can release the safety lock switch (Fig. 36).



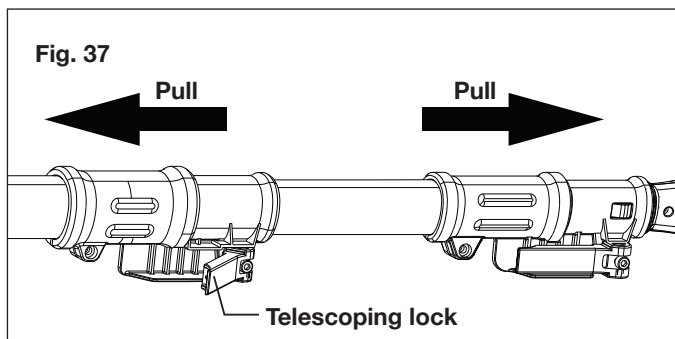
3. To turn the tool OFF, release the On/Off switch (Fig. 36).

## Adjusting the Telescoping Pole

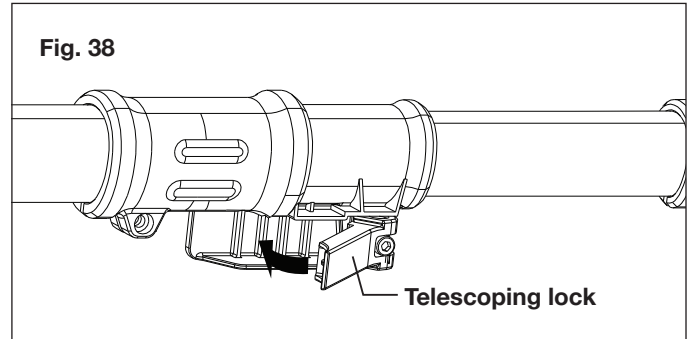
This machine is equipped with a telescoping pole which can telescope from 3.7 ft (1.1 m) to 5.3 ft (1.6 m). To adjust the telescoping pole, follow the instructions below.

1. Disconnect the grass trimmer + edger from the power supply by removing the battery from the compartment.
2. Unclip the telescoping lock to release the pole. Extend the pole to the desired length (Fig. 37).

**NOTE:** Push poles toward each other to shorten the pole or pull them away from each other to lengthen the pole. Only extend the pole to the minimum length required to reach the grass.



3. Lock the pole in position by closing the telescoping lock (Fig. 38), and ensure that the pole is secured.



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

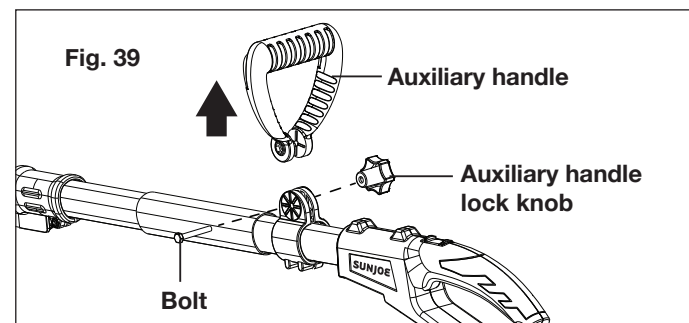
## Adjusting the Auxiliary Handle

The grass trimmer + edger is equipped with an auxiliary handle that can be adjusted and removed. Follow the instruction below to operate the auxiliary handle.

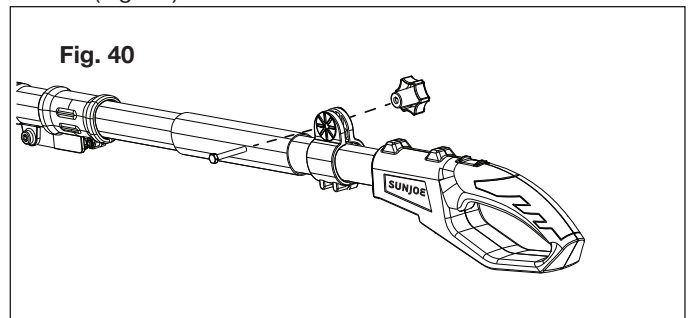
**⚠ WARNING!** Make sure the knob, bolt, and the screws are fixed into place after adjusting. Failure to lock any of them as directed could result in personal injury or property damage.

### To Remove the Auxiliary Handle

1. Disconnect the grass trimmer + edger from the power supply by removing the battery from the compartment.
2. Screw the auxiliary handle lock knob and remove it with the bolt, then the auxiliary handle can be pulled out (Fig. 39).



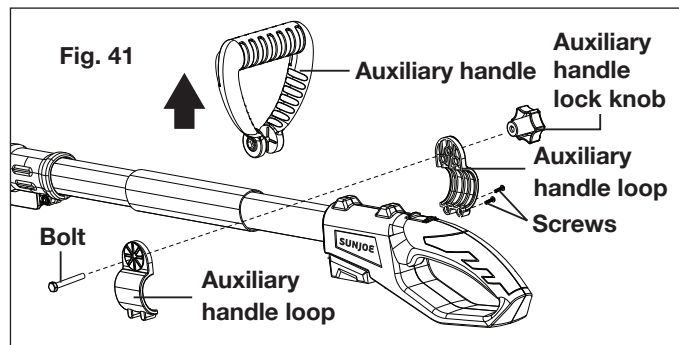
3. Re-assemble the auxiliary handle lock knob and the bolt on (Fig. 40).



**NOTE:** It's recommended to not remove the auxiliary handle when operating the grass trimmer + edger for better maneuverability and easier operation.

#### To Adjust the Position of the Auxiliary Handle

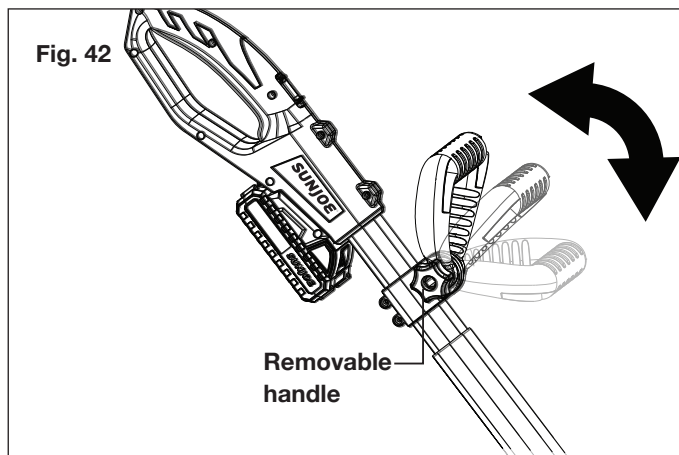
1. Disconnect the grass trimmer + edger from the power supply by removing the battery from the compartment.
2. Remove the auxiliary handle lock knob, the bolt, and the auxiliary handle. Use a screw driver to remove the two screws used to fix the auxiliary handle loop. Remove the loop from the pole (Fig. 41).



3. Re-assemble the auxiliary handle loops on the desired spot on the pole by using the two screws, and put back the auxiliary handle, the auxiliary handle lock knob and the bolt (Fig. 41).

#### To Adjust the Angle of the Auxiliary Handle

1. Stop the grass trimmer + edger by releasing the On/Off switch.
2. The auxiliary handle can be adjusted into -45°, 0°, 45°. Rotate the handle lock knob to unlock the handle, and then rotate the handle to the desired angle (Fig. 42).

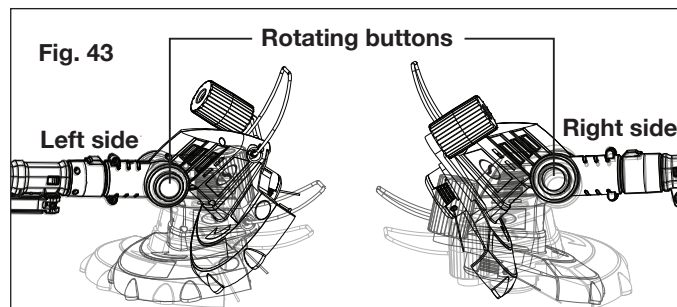


3. Rotate the handle lock knob back to lock the handle in position.

## Adjusting the Multi-Angle Head

The grass trimmer + edger head can be rotated for 5 different cutting angles for 0°, 15°, 30°, 45° and 60°. Follow the below instructions to adjust angles.

1. Rotate the grass trimmer + edger head to desired angle while pressing the rotating buttons located on both sides of the unit simultaneously (Fig. 43).



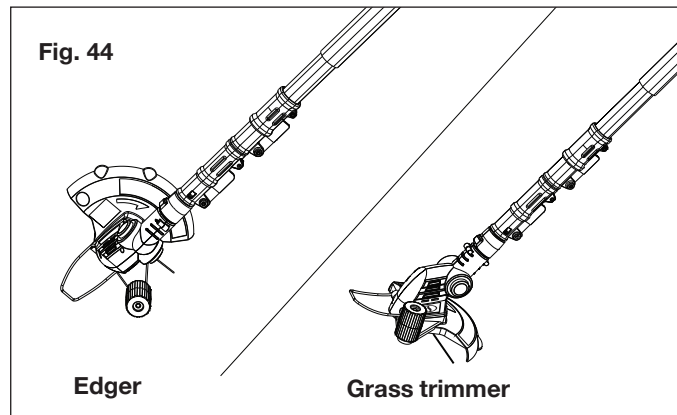
2. Release the buttons when the grass trimmer + edger head is fixed into the desired angle.

**NOTE:** Failure to properly secure the grass trimmer + edger head may result in personal injury and/or property damage.

**⚠ WARNING!** Always ensure the grass trimmer + edger head is securely locked! Do not attempt to use the grass trimmer + edger with the head in any other position or unlocked!

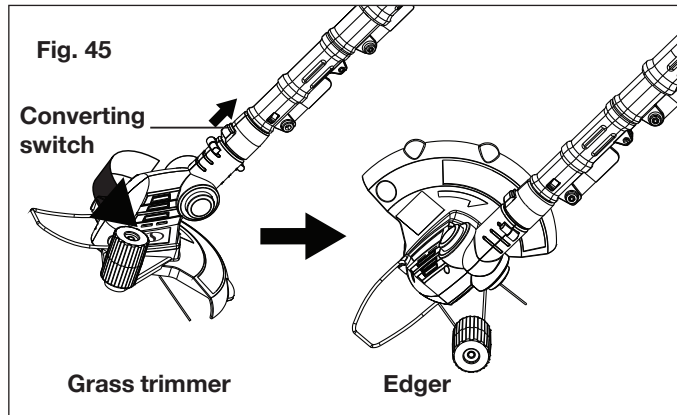
## Working Mode Converting

The unit can be converted between two mode: the grass trimmer mode and the edger mode (Fig. 44).

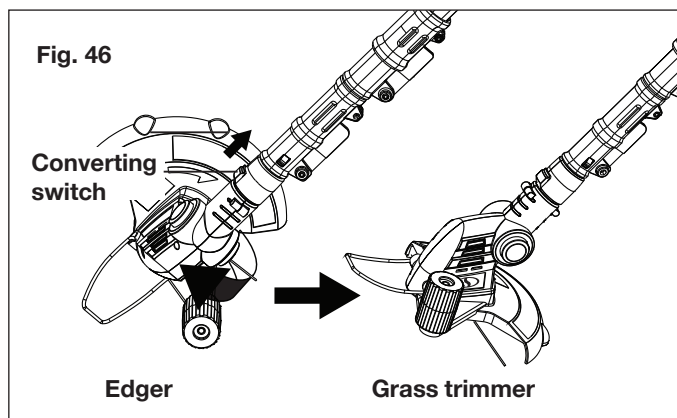


To convert the unit, follow the instruction below:

1. To convert the grass trimmer to an edger, slide the converting switch on the trimmer head up, meanwhile turn the lower part of the trimmer head to the side until the trimmer head is locked into position (Fig. 45).



2. Release the converting switch to lock the edger in place. Press the rotating buttons on both sides to adjust the head angle if needed.
3. To convert the edger to a grass trimmer, slide the converting switch on the edger head up, meanwhile turn the lower part of the edger head to the side until the head is locked into position (Fig. 46).



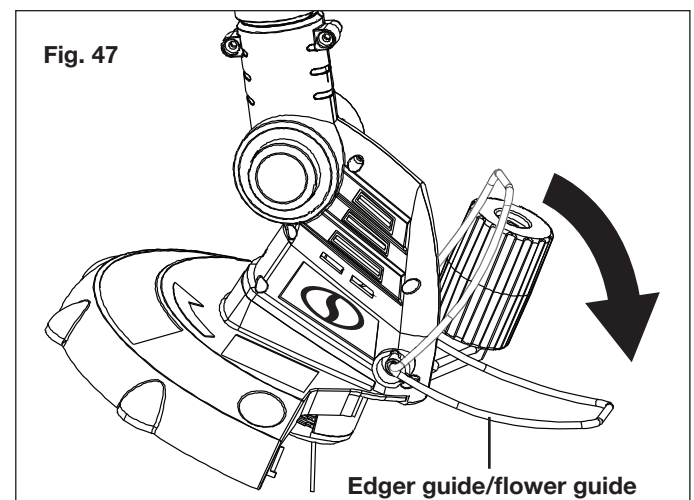
4. Release the converting switch to lock the grass trimmer in place. Press the rotating buttons on both sides to adjust the head angle if needed.

## Operation Tips

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

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

- Cut tall grass from top down. This will prevent grass from wrapping around the shaft housing and string head which may cause damage from overheating.
- If grass becomes wrapped around the string head:
  - Stop the grass trimmer.
  - Remove the battery.
  - Remove the grass.
- Hold the grass trimmer with your right hand on the rear handle and your left hand on the auxiliary handle. The grass trimmer should be held at a comfortable position with the auxiliary handle about hip height.
- To use the edger guide/flower guard, flip it down from its stored position (Fig. 47).



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

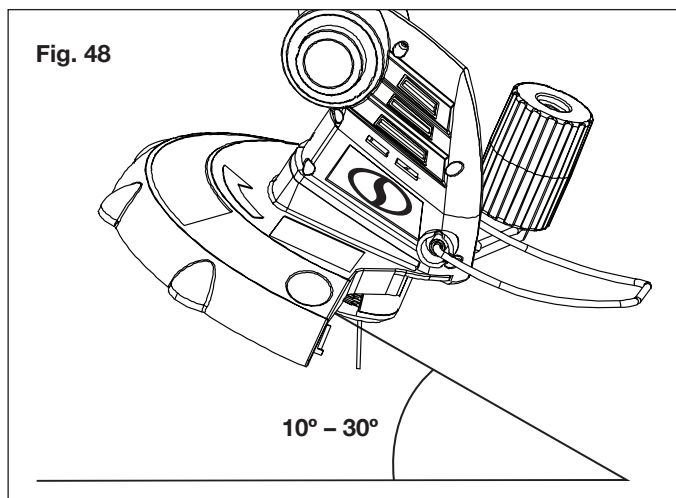
- The life of your nylon line is dependent upon following instructions for proper use, as well as what is being cut, and where the cutting is being done.

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

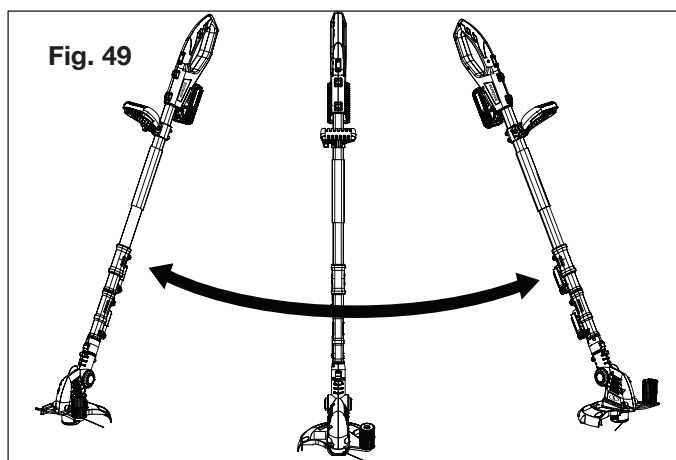


**⚠ CAUTION!** Always wear eye protection.

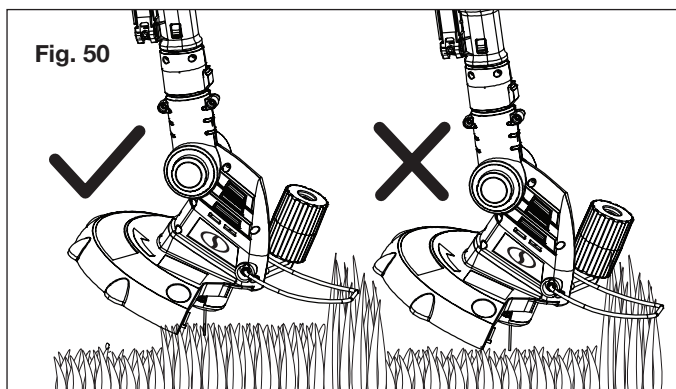
1. Hold the trimmer at an angle of approximately 10 – 30 degrees to the work area (Fig. 48).



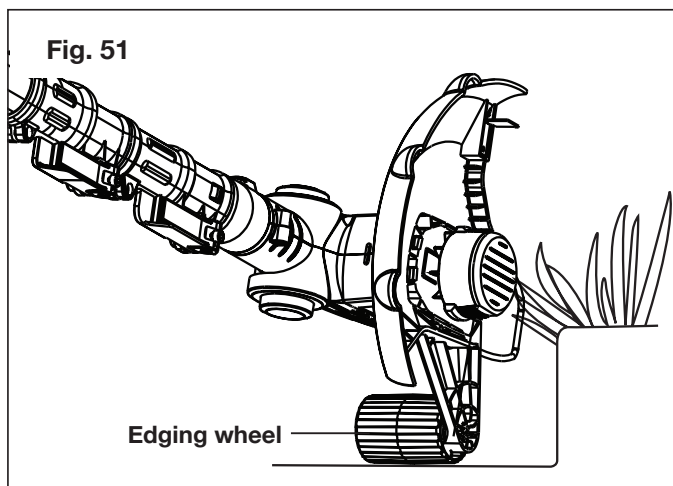
2. Slowly swing the trimmer from side to side (Fig. 49).



3. Do not overload your trimmer; instead, take small “bites” of grass, working from the top to the bottom. This will keep the machine operating at high speed and will greatly improve its cutting efficiency (Fig. 50).



4. When using as an edger, using the edging wheel for supporting and guidance (Fig. 51).



## Advancing Lines

**NOTE:** Your trimmer uses 0.055 in. (1.4 mm) diameter nylon line to cut grass and weed quickly and easily. In time, the tip of the nylon line will become worn and the auto-feed mechanism will automatically feed and trim a fresh length of line. The cutting line will wear faster if the cutting is done along sidewalks or other abrasive surfaces, or heavier weeds are being cut.

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

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

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

3. Resume the trimming + edging.

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

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

## Maintenance + Care

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

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

- Never use water or chemical cleaners to clean your grass trimmer + edger. Wipe it clean with a dry cloth.
- Plastic parts may be cleaned by using mild soap and a damp rag.

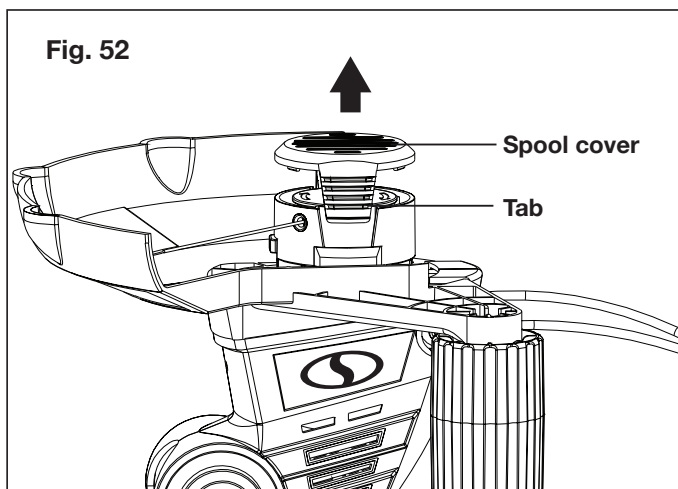
- Always store your grass trimmer + edger in a dry place. Do not allow any liquid to get inside it.
- Keep the motor ventilation slots clean.
- If you see some sparks flashing in the ventilation slots, this is normal and will not damage your power tool.

**IMPORTANT!** To ensure product safety and reliability, repairs, maintenance, and adjustments to this power tool should be performed only with identical replacement parts. Contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.

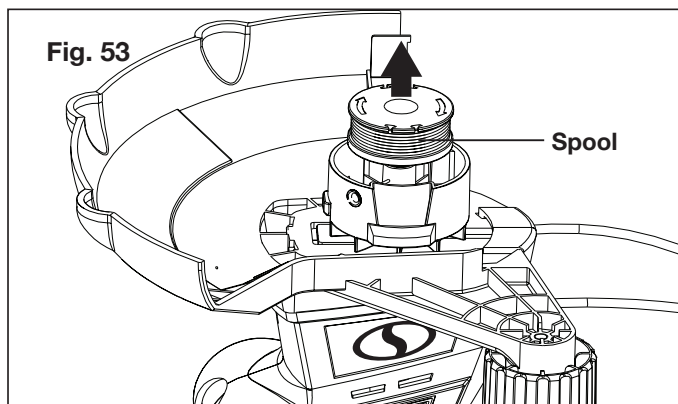
## Replacing the Spool + Clearing Jams and Tangled Lines

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

1. Press together both release tabs on the line spool cover and remove the cover by pulling it straight off (Fig. 52).

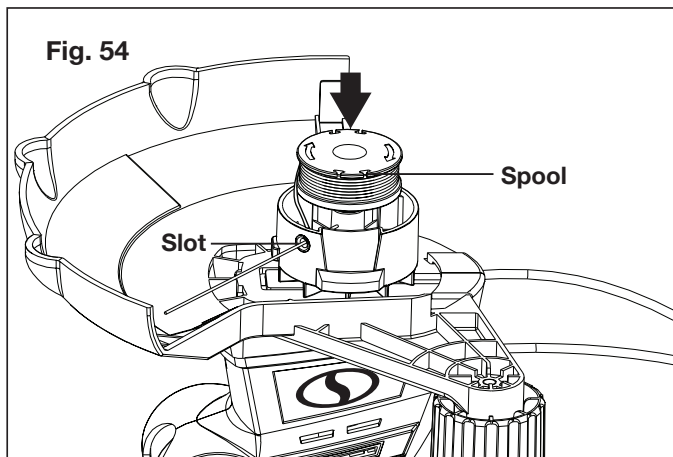


2. Lift and remove the spool out of the hub (Fig. 53) and clean out any dirt or grass residue.

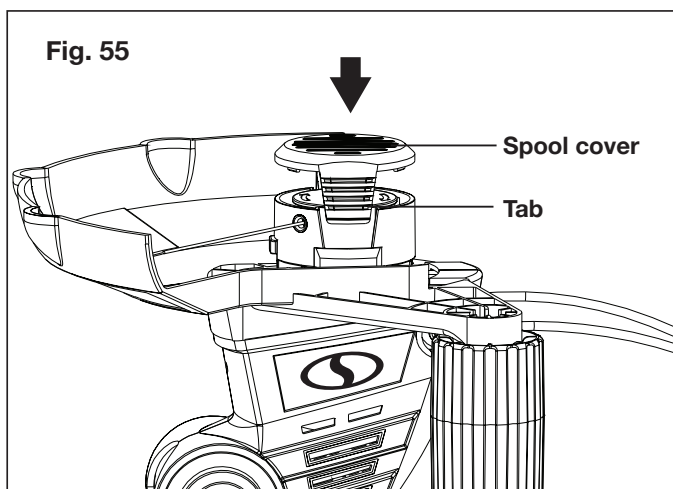


3. In case of jams or tangled line, unwrap about 6 inches (15 cm) of line to ensure that it's not damaged.

4. If it appears undamaged, rewind it and hook the line end through one set of the slots of the spool. This will temporarily prevent the spool from unwinding.
5. Unhook the line from the slot and carefully reinsert through its respective slot on the side of the hub and gently press the spool down (Fig. 54).



6. Reinstall the spool cover by depressing the release tabs into their slots in the hub, and push down until the spool cover clicks into place (Fig. 55).



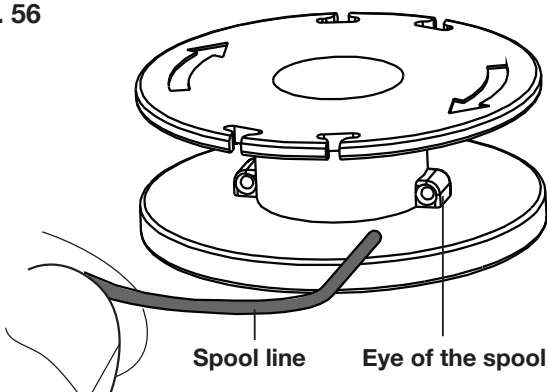
## Winding the Line

**NOTE:** A factory wound spool (model GTS4002C-RS-6PK) is available for easy spool replacement on the GTS4002C-RM cordless grass trimmer + edger. Visit [sunjoe.com](http://sunjoe.com) to purchase this accessory online. Should you wish to wind the line yourself, the instructions are provided below. Self-winding, however, is **NOT** recommended because if the line is not wound properly it can cause the trimmer's auto feed system to malfunction. For this reason, users are strongly urged to purchase the pre-wound spool.

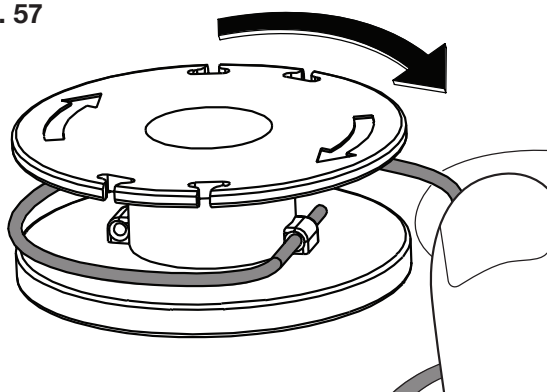
1. Stop the grass trimmer + edger, and remove the battery.

2. To remove the spool from the trimmer hub, follow steps 1 and 2 from the section "Replacing the Spool + Clearing Jams and Tangled Lines" beginning on page 25.
3. Take one line with maximum length of 16.5 ft. (5 m) and maximum diameter of 0.055 in. (1.4 mm). Insert the end of the line in one of the eyes of the spool and wind on the line according to the indicated direction of winding. Please make certain that the line is wound on evenly and tightly (Figs. 56 – 57).

**Fig. 56**

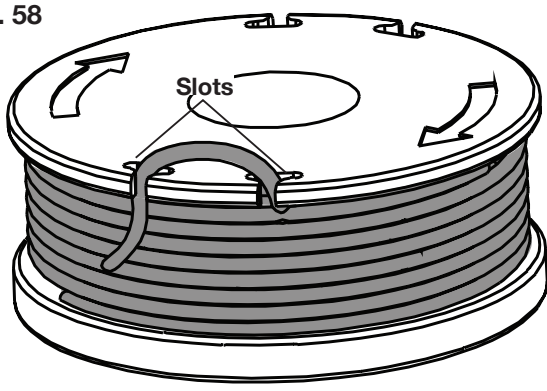


**Fig. 57**



4. Hook the end of the line in one of the slots on the spool (Fig. 58).

**Fig. 58**



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

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

**NOTE:** The maximum recommended length of line is 16.5 ft. (5 m).

**⚠ WARNING!** Pay attention to the winding direction.

**NOTE:** Always replace the spool with a new pre-wound spool. Visit [sunjoe.com](http://sunjoe.com) to purchase the pre-wound spool (model GTS4002C-RS-6PK) for this cordless grass trimmer + edger.

**IMPORTANT:** Keep all areas of the cutting head and cutting head cover clean. Place the cap back by pushing it firmly onto the cutting head. To ensure that the cutting head cover is correctly fitted, try to remove it without depressing the two tabs. If it is correctly fitted, it should not move.

## Troubleshooting

**⚠ WARNING!** Always remove the battery before performing any adjustments, maintenance, or repairs to your cordless grass trimmer + edger.

Problems	Corrective Action
The motor does not run or the tool runs slowly.	<ul style="list-style-type: none"> <li>• Check that you have inserted the battery properly and the battery has enough power to work.</li> <li>• Remove the spool and clean the slots; carefully remove any grass and weeds or other debris.</li> <li>• Cut the spool line off so that it just reaches the line trimming blade.</li> <li>• Take the trimmer to an authorized service center if the trimmer does not start after completing these checks.</li> </ul>
Auto line feed does not work.	<ul style="list-style-type: none"> <li>• Stop the machine and clean the trimming lines.</li> <li>• Install a new spool of cutting line.</li> <li>• Clean the auto feed.</li> <li>• Remove the spool cover and pull the cutting line until it reaches the trimming blade.</li> </ul>
Line fails to cut off.	<ul style="list-style-type: none"> <li>• Rewind or trim line to line cutter.</li> <li>• Take the trimmer to an authorized service center if the trimmer does not start after completing these checks.</li> </ul>

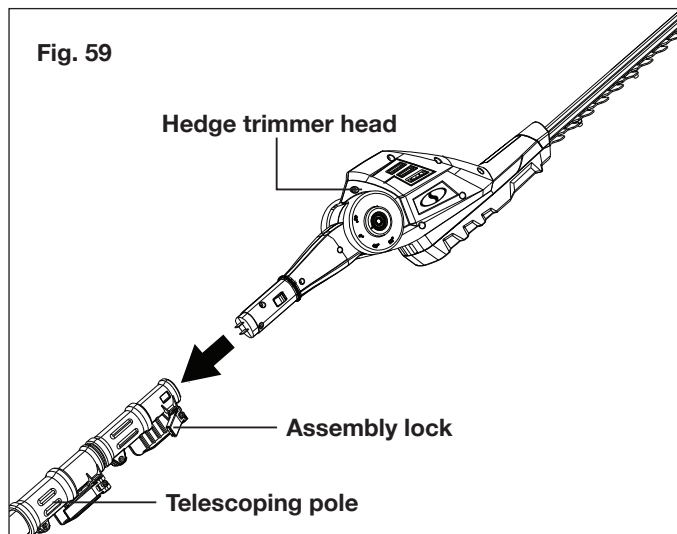
# Pole Hedge Trimmer

## Assembly

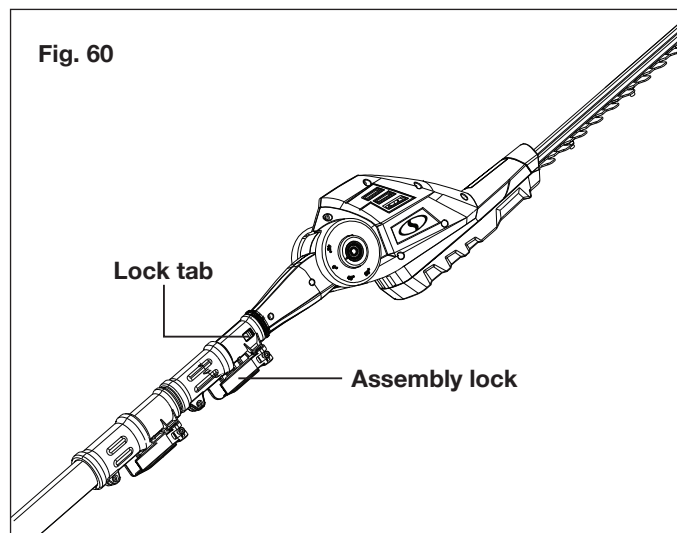
### Connecting to the Telescoping Pole

The hedge trimmer head comes fully assembled. To use the machine as a pole hedge trimmer, connect the hedge trimmer head with the telescoping pole as indicated below.

1. Open the assembly lock on the telescoping pole, and push the hedge trimmer head into the opening on the end of the pole (Fig. 59).



2. When the lock tabs snap in, lock back the assembly lock, and the pole hedge trimmer will be ready to use (Fig. 60).

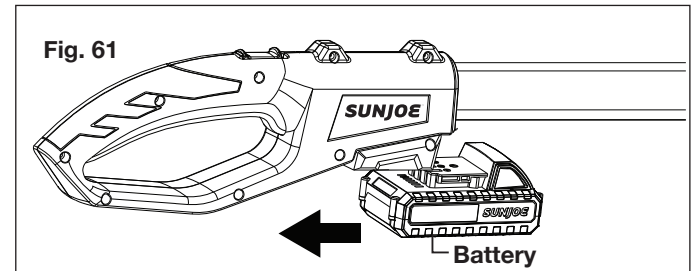


3. To remove the hedge trimmer head, release the On/Off switch and remove the battery. Unlock the assembly lock. Push the lock tabs on both sides, and pull the hedge trimmer head out (Fig. 60).

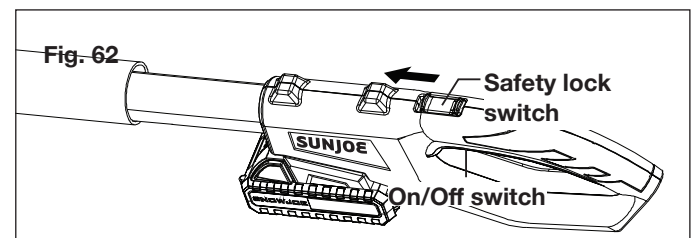
## Operation

### Starting and Stopping

1. Slide the battery into the battery compartment until it clicks to lock into position (Fig. 61).



2. To turn the pole hedge trimmer ON, push and hold the safety lock switch (located on the handle) forward with your thumb and then squeeze the On/Off switch with your fingers. Once the tool is running, you can release the safety lock switch (Fig. 62).



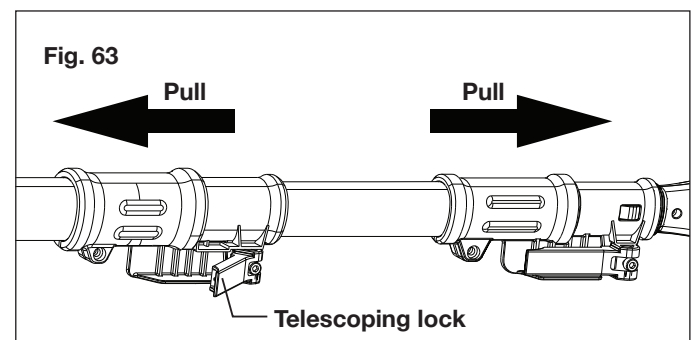
3. To turn the tool OFF, release the On/Off switch (Fig. 62).

### Adjusting the Telescoping Pole

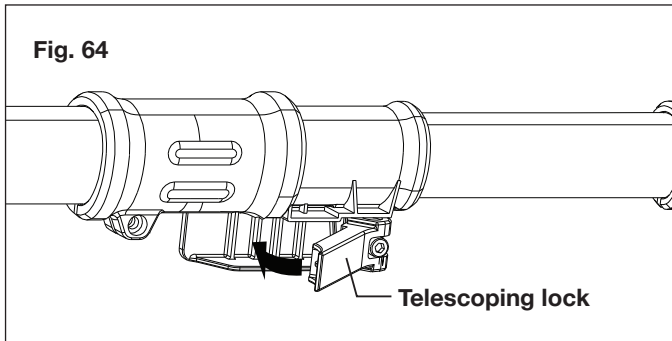
This machine is equipped with a telescoping pole which can telescope from 3.7 ft (1.1 m) to 5.3 ft (1.6 m). To adjust the telescoping pole, follow the instructions below.

1. Disconnect the hedge trimmer from the power supply by removing the battery from the compartment.
2. Unclip the telescoping lock to release the pole. Extend the pole to the desired length (Fig. 63).

**NOTE:** Push poles toward each other to shorten the pole or pull them away from each other to lengthen the pole. Only extend the pole to the minimum length required to reach the hedges.



3. Lock the pole in position by closing the telescoping lock (Fig. 64), and ensure that the pole is secured.



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

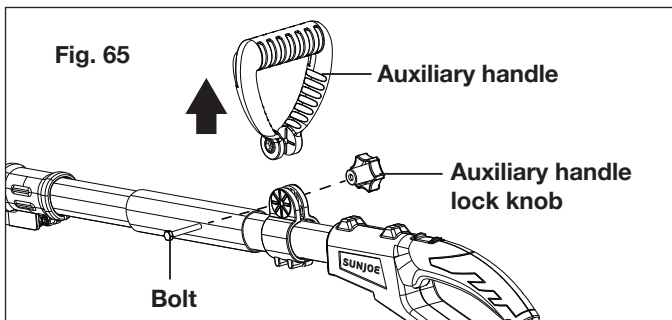
## Adjusting the Auxiliary Handle

The hedge trimmer is equipped with an auxiliary handle that can be adjusted and removed. Follow the instruction below to operate the auxiliary handle

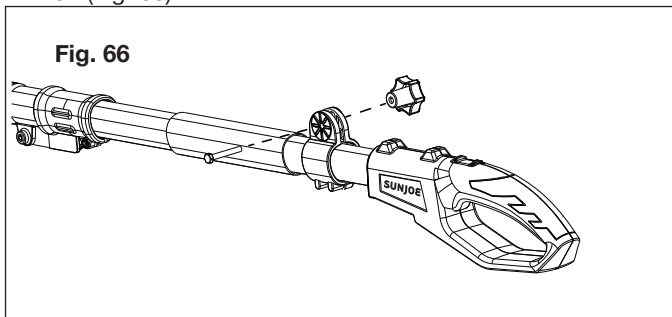
**⚠ WARNING!** Make sure the knob, bolt, and the screws are fixed into place. Failure to lock any of them as directed could result in personal injury or property damage.

### To Remove the Auxiliary Handle

1. Disconnect the hedge trimmer from the power supply by removing the battery from the compartment.
2. Screw the auxiliary handle lock knob and remove it and the bolt, then the auxiliary handle can be pulled out (Fig. 65).

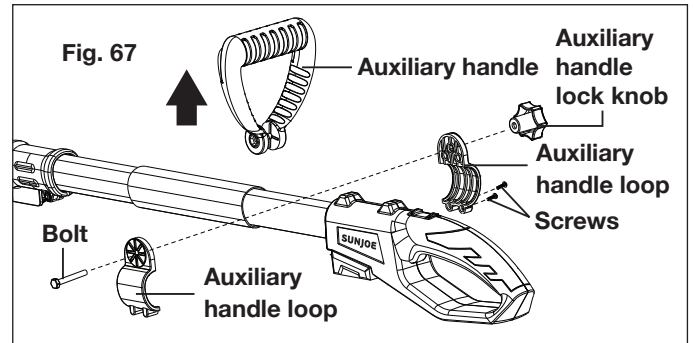


3. Re-assemble the auxiliary handle lock knob and the bolt on (Fig. 66).



### To Adjust the Position of the Auxiliary Handle

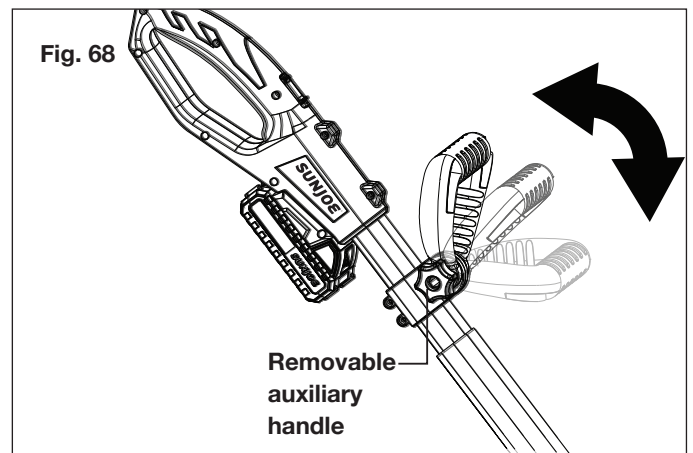
1. Disconnect the hedge trimmer from the power supply by removing the battery from the compartment.
2. Remove the auxiliary handle lock knob, the bolt, and the auxiliary handle. Use a screw driver to remove the two screws that used to fix the auxiliary handle loops. Remove the loops from the pole (Fig. 67).



3. Re-assemble the auxiliary handle loops on the desired spot on the pole by using the two screws, and put back the auxiliary handle, the auxiliary handle lock knob and the bolt (Fig. 67).

### To Adjust the Angle of the Auxiliary Handle

1. Stop the hedge trimmer by releasing the On/Off switch,
2. The auxiliary handle can be adjusted in  $-45^\circ$ ,  $0^\circ$ ,  $45^\circ$ . Rotate the handle lock knob to unlock the handle, and then rotate the handle to the desired angle (Fig. 68).



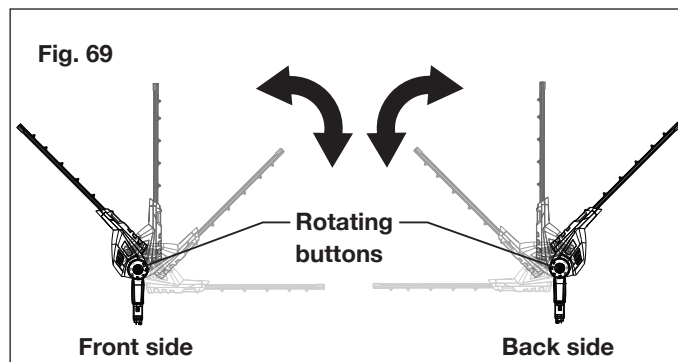
3. Rotate the handle lock knob back to lock the handle in position.



## Adjusting the Multi-Angle Head

The hedge trimmer head can be rotated for 10 different cutting angles for  $-45^{\circ}$ ,  $-30^{\circ}$ ,  $-15^{\circ}$ ,  $0^{\circ}$ ,  $15^{\circ}$ ,  $30^{\circ}$ ,  $45^{\circ}$ ,  $60^{\circ}$ ,  $75^{\circ}$ , and  $90^{\circ}$ . Follow the below instructions to adjust angles.

1. Rotate the trimmer head to the desired cutting angle while pressing the rotating buttons located on both sides of the unit simultaneously (Fig. 69).



2. Release the buttons when the trimmer head is fixed into the desired angle.

**NOTE:** Failure to properly secure the trimmer head may result in personal injury or property damage.

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

## Before Operation

1. Check the tool, the battery as well as accessories for damage before each use. Do not use the tool if it is damaged or shows wear.
2. Double check that the accessories and attachments are properly fixed.
3. Always hold the tool by its handle and soft grip/auxiliary handle. Keep the handles dry to ensure safe support.
4. Ensure that the air vents are always unobstructed and clear. Clean them if necessary with a soft brush. Blocked air vents may lead to overheating and damage the tool.
5. Switch the tool off immediately if you are disturbed while working by other people entering the working area. Always let the tool come to a complete stop before putting it down.
6. Do not overwork yourself. Take regular breaks to ensure you can concentrate on the work and have full control over the tool.

## Trimming Times

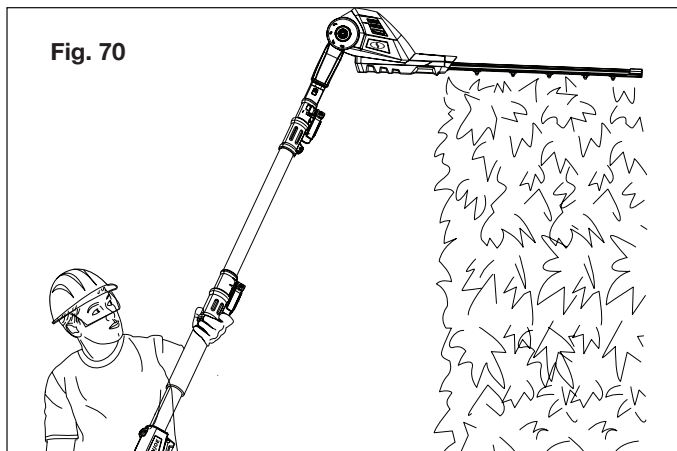
Green leaf hedges	June to October
Evergreens	April to August
Conifers and other fast growing shrubs	Every 6 – 8 weeks

## Cutting Tips

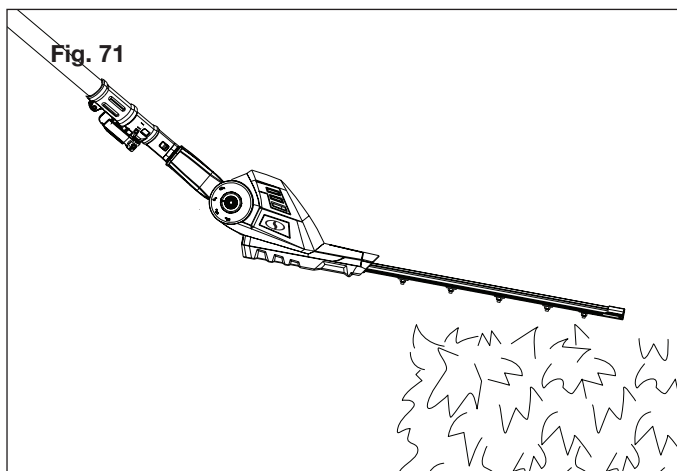
**⚠ WARNING!** Always hold the pole hedge trimmer with both hands. Never hold shrubs with one hand and operate the pole hedge trimmer with the other. Failure to heed this warning can result in serious injury.

**⚠ WARNING!** Clear the area to be cut before each use. Remove all objects such as cords, lights, wire, or loose string which can become entangled in the cutting blade and create a risk of serious personal injury.

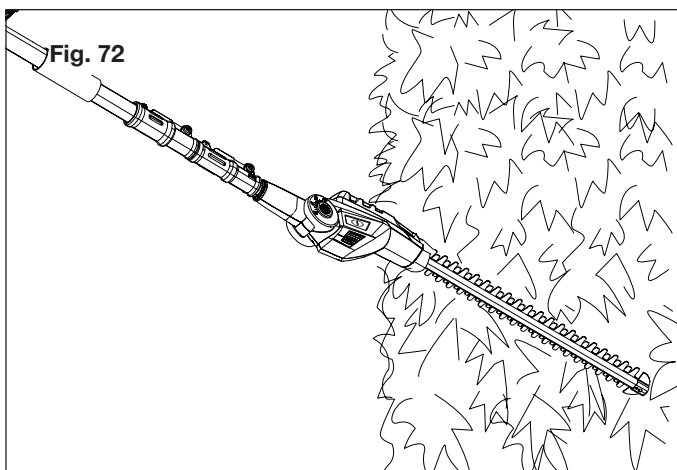
- Do not force the pole hedge trimmer through heavy shrubbery. This can cause the blades to bind and slow down. If the blades slow down, reduce the pace.
  - Do not attempt to cut stems or twigs that are larger than 0.6 in. (1.5 cm) thick, or those obviously too large to feed into the cutting blade. Use a non-powered hand saw or pruning saw to trim large stems.
  - If blades do become jammed, stop the motor, allow the blades to stop, and remove the battery from the power tool before attempting to remove the obstruction.
  - If desired, you can use a string to help cut your hedge level. Decide how high you want the hedge. Stretch a piece of string along the hedge at the desired height. Trim the hedge just above the guide line of string. Trim the side of a hedge so that it will be slightly narrower at the top. More of the hedge will be exposed when shaped this way, and it will be more uniform.
  - Wear gloves when trimming thorny or prickly growth. When trimming new growth, use a wide sweeping action, so that the stems are fed directly into the cutting blade. Older growth will have thicker stems and will be trimmed easiest by using a sawing movement.
  - Hold unit firmly with both hands. Always keep your left hand on the telescoping pole and your right hand on the rear handle. The unit is used for cutting in either direction in a slow, sweeping action from side to side.
  - Stand so that you are stable and balanced on both feet.
  - Inspect and clear the area of any hidden objects.
  - To protect yourself from electrocution, do not operate within 33 feet (10 m) of overhead electrical lines.
  - Never use the pole hedge trimmer near power lines, fencing, posts, buildings, or other immovable objects.
  - Never use a blade after hitting a hard object without first inspecting it for damage. Do not use if any damage is detected.
1. To use the pole hedge trimmer for trimming tall, hard-to-read hedges or shrubs, hold the trimmer at the position shown below (Fig. 70). Pivot the power head to several different positions to shape or sculpt shrubs or hedges.



2. To use pole hedge trimmer for trimming the bottoms and sides of hedges and shrubs, hold the pole trimmer at the position shown below (Fig. 71).



3. To use pole hedge trimmer for trimming low-lying foliage or ground cover, hold the pole hedge trimmer at the position as shown below (Fig. 72).



**⚠ CAUTION!** Do not use the pole hedge trimmer for cutting stems greater than 0.6 inch (1.5 cm) thick.

Use the pole hedge trimmer only for cutting normal shrubbery found around houses and buildings.

Do not force the pole hedge trimmer through dense growth. A slight back and forth sawing action may ease the cutting of larger, more dense growth. If the pole hedge trimmer begins to slow down, reduce the rate of speed at which you are trying to cut. If the pole hedge trimmer becomes jammed, immediately turn the trimmer off. Remove the battery and clear the jammed debris from the cutter blades.

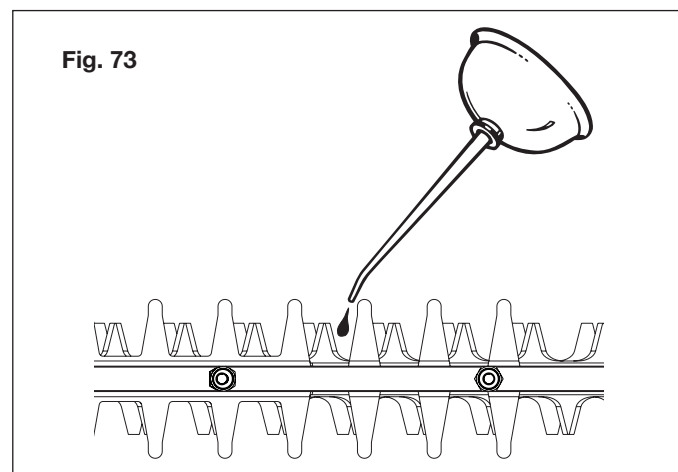
## Care + Maintenance

**⚠ WARNING!** Blades are sharp. When handling the blade assembly, wear non-slip, heavy-duty protective gloves. Do not place your hand or fingers between blades or in any position where they could get pinched or cut. NEVER touch the blades or service the unit with the battery inserted.

### Lubricate the Blades

For easier operation and longer blade life, lubricate the pole hedge trimmer blade before and after each use.

1. Stop the motor and remove the battery.
2. Lay the pole hedge trimmer on a flat surface. Apply lightweight machine oil along the edge of the top blade (Fig. 73).



If you will be using the pole hedge trimmer for an extended period, it is advisable to stop work intermittently in order to re-oil the blade.

**NOTE:** Do not oil while the pole hedge trimmer is running.

## Disposal

### Recycling the tool

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

### Recycling + Disposal

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



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

### Battery Caution + Disposal

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

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

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

1. Batteries vary according to device. Consult your manual for specific information.
2. Install only new batteries of the same type in your product (where applicable).
3. Failure to insert batteries in the correct polarity, as indicated in the battery compartment or manual, may shorten the life of the batteries or cause batteries to leak.
4. Do not mix old and new batteries.

5. Do not mix Alkaline, Standard (Carbon-Zinc) or Rechargeable (Nickel Cadmium, Nickel Metal Hydride, or Lithium-Ion) batteries.
6. Do not dispose of batteries in fire.
7. Batteries should be recycled or disposed of as per state and local guidelines.

## Support

If your Sun Joe® iON GTS4002C-RM cordless lawn + garden multi-tool system requires service or maintenance, please call 1-866-SNOWJOE (1-866-766-9563) for assistance.

## Model + Serial Number

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

Record the following numbers from the housing or handle of your new product:

Model #:

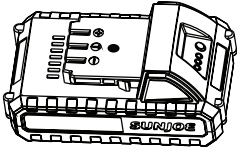
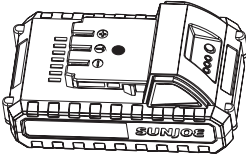
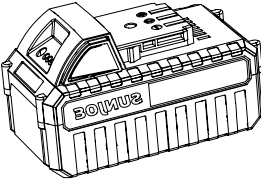
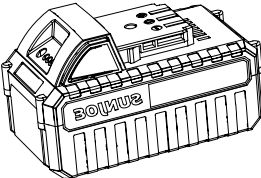
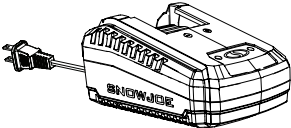
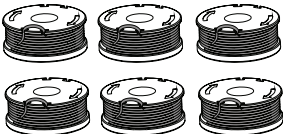


G | T | S | 4 | 0 | 0 | 2 | C | - | R | M | | | | | | | | | |

Serial #:

| | | | | | | | | | | | | | | | | | | | | |

## Optional Accessories

**⚠ WARNING!** ALWAYS use only authorized Snow Joe® + Sun Joe® replacement parts and accessories. NEVER use replacement parts or accessories that are not intended for use with this cordless garden tool system. Contact Snow Joe® + Sun Joe® if you are unsure whether it is safe to use a particular replacement part or accessory with your cordless garden tool system. The use of any other attachment or accessory can be dangerous and could cause injury or mechanical damage.

Accessories	Item	Model
<b>1</b> 	24V iON+ 2.0 Ah Lithium-Ion Battery Battery Charge Time Max: 24VCHRG-AC: 1 hr 20 min 24VCHRG-QC: 55 min Battery Run Time Max: Pole chain saw: 40 min Pole hedge trimmer: 55 min Pole grass trimmer: 50 min	24VBAT-LTE
<b>2</b> 	24V iON+ 2.5 Ah Lithium-Ion Battery Battery Charge Time Max: 24VCHRG-AC: 1 hr 40 min 24VCHRG-QC: 1 hr 10 min Battery Run Time Max: Pole chain saw: 50 min Pole hedge trimmer: 68 min Pole grass trimmer: 62 min	24VBAT-LT
<b>3</b> 	24V iON+ 4.0 Ah Lithium-Ion Battery Battery Charge Time Max: 24VCHRG-AC: 2 hrs 40 min 24VCHRG-QC: 1 hr 50 min Battery Run Time Max: Pole chain saw: 1 hr 20 min Pole hedge trimmer: 1 hr 50 min Pole grass trimmer: 1 hr 40 min	24VBAT
<b>4</b> 	24V iON+ 5.0 Ah Lithium-Ion Battery Battery Charge Time Max: 24VCHRG-AC: 3 hrs 20 min 24VCHRG-QC: 2 hrs 20 min Battery Run Time Max: Pole chain saw: 1 hr 40 min Pole hedge trimmer: 2 hr 16 min Pole grass trimmer: 2 hr	24VBAT-XR
<b>5</b> 	24V iON+ Lithium-Ion Battery Quick Charger	24VCHRG-QC
<b>6</b> 	Pre-wound spool (6 Pack)	GTS4002C-RS-6PK
<b>7</b> 	8-inch (20.3 cm) replacement chain	SWJ-8CHAIN
<b>8</b> 	8-inch (20.3 cm) replacement bar	SWJ805E-BAR

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

## NOTES

[illegible]





## SNOW JOE® + SUN JOE® REFURBISHED GOODS WARRANTY

### GENERAL CONDITIONS:

Snow Joe® + Sun Joe® operating under Snow Joe®, LLC warrants this refurbished product to the original purchaser for 90 days against defects in material or workmanship when used for normal residential purposes. If a replacement part or product is needed, it will be sent free of charge to the original purchaser except as noted below.

The duration of this warranty applies only if the product is put to personal use around the household. It is the owner's responsibility to correctly perform all maintenance and minor adjustments explained in the owner's manual.

### HOW TO OBTAIN YOUR REPLACEMENT PART OR PRODUCT:

To obtain a replacement part or product, please visit [snowjoe.com/help](http://snowjoe.com/help) or email us at [help@snowjoe.com](mailto:help@snowjoe.com) for instructions. Please be sure to register your unit beforehand to speed up this process. Certain products may require a serial number, typically found on the decal affixed to the housing or guard of your product. All products require a valid proof of purchase.

### EXCLUSIONS:

- Wearing parts like belts, augers, chains and tines are not covered under this warranty. Wearing parts can be purchased at [snowjoe.com](http://snowjoe.com) or by calling 1-866-SNOWJOE (1-866-766-9563).
- Batteries are covered in full for 90-days from the date of purchase.

Snow Joe® + Sun Joe® may from time to time change the design of its products. Nothing contained in this warranty shall be construed as obligating Snow Joe® + Sun Joe® to incorporate such design changes into previously manufactured products, nor shall such changes be construed as an admission that previous designs were defective.

This warranty is intended to cover product defects only. Snow Joe®, LLC is not liable for indirect, incidental or consequential damages in connection with the use or misuse of the Snow Joe® + Sun Joe® products covered by this warranty. This warranty does not cover any cost or expense incurred by the purchaser in providing substitute equipment or service during reasonable periods of malfunction or non-use of this product while waiting for a replacement part or unit under this warranty. Some states do not allow exclusions of incidental or consequential damages so the above exclusions may not apply in all states. This warranty may give you specific legal rights in your state.

### HOW TO REACH US:

We're here to help Monday through Friday from 9AM to 7PM EST and Saturday and Sunday 9AM to 4PM. You can reach us at 1-866-SNOWJOE (1-866-766-9563), online at [snowjoe.com](http://snowjoe.com), via email at [help@snowjoe.com](mailto:help@snowjoe.com) or tweet us @snowjoe.

### EXPORTS:

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



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