



OPERATOR'S MANUAL

A Division of Snow Joe®, LLC

CORDLESS LAWN MOWER WITH SIDE-DISCHARGE CHUTE

28-VOLT | 4.0 Ah | 14-INCH

Model MJ401C-PRO-RM

Form No. SJ-MJ401C-PRO-RM-880E-MR2-V2

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IMPORTANT! Safety Instructions

All Operators Must Read These Instructions Before Use

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

General Safety WARNINGS!

When using this cordless lawn mower, basic safety precautions should always be followed to reduce the risk of fire, electric shock and personal injury. These precautions include:

⚠️ WARNING! Do not operate without the entire grass catcher/side-discharge chute, discharge guard, rear guard or other safety protective devices in place and in proper working order.

⚠️ WARNING! The use of any other accessory or attachment might increase the risk of injury.

⚠️ WARNING! To reduce the risk of injury, inspect the catcher assembly frequently and replace with recommended replacement if there are signs of wear or deterioration.

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

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

⚠️ WARNING! Contact with moving parts may cause entanglement, dismemberment or other serious bodily injury. Always keep body parts (i.e. hands, feet) a safe distance away from moving parts. Ensure all covers and guards are securely in place before use.

Hot surfaces (i.e. the motor) may ignite flammable or combustible items and cause a fire or explosion, which can result in serious bodily injury. Keep the mower a safe distance away from flammable or combustible items until surfaces that are hot have completely cooled. Do not store the mower near flammable or combustible items.

A damaged blade or worn blade nut may break off the mower assembly and cause serious injury. Replace the damaged blade or blade nut before using the mower.

1. **Avoid dangerous conditions** – Do not use the mower in the rain or when the grass is damp or wet.
2. **Keep children, bystanders and pets away** – Always keep children and spectators a safe distance away from the mower during operation and as the machine cools.
3. **Dress properly** – Always wear personal safety gear (i.e. glasses, rubber gloves, protective footwear and dust masks) and proper clothing when using the mower. Loose clothing, long hair or jewelry may get caught in the moving parts.
4. **Use the right appliance** – Do not use the lawn mower for any applications other than those for which it was intended.
5. **Do not force the lawn mower** – It will perform better with less likelihood of personal or mechanical injury if it is used at the rate for which it was designed.
6. **Do not overreach** – Keep proper footing and balance at all times.
7. **Stay alert** – Always be alert and watch what you are doing. Use common sense. Do not operate the lawn mower when you are tired or under the influence of alcohol or drugs.
8. **Disconnect the lawn mower** – Turn OFF and remove safety key when the mower is not in use, before servicing it, when changing accessories and when performing any other maintenance task.
9. **Store idle lawn mower indoors** – When not in use, the lawn mower should be stored indoors in a dry, locked place out of the reach of children.
10. **Maintain the lawn mower with care** – Keep cutting edges sharp and clean for best and safest performance.
11. **Use personal protective equipment. Always wear eye protection** – Protective equipment such as safety glasses, a dusk mask, non-skid safety shoes, a hard hat, and hearing protection, when used for appropriate conditions, will reduce the possibility of personal injuries.
12. **Avoid unintentional starting** – Ensure the switch is in the OFF position before insert the safety key, or before picking up or carrying the tool. Carrying power tools with your finger on the switch or charging power tools with the switch ON can lead to accidents.
13. **Remove any adjusting key or wrench before starting the power tool** – A wrench or a key left attached to a rotating part of the power tool may result in personal injury.

SAVE THESE INSTRUCTIONS

14. **Keep cutting blades sharp and clean** – Properly maintained cutting blades with sharp edges are less likely to bind and are easier to control.
15. **Keep all parts of the body away from the cutting blade** – Do not remove cut material or hold material to be cut when blades are moving. Make sure the switch is off when clearing jammed material. A moment of inattention while operating the product may result in serious personal injury.
16. If the lawn mower strikes a foreign object, follow these steps:
 - i) Stop the lawn mower by releasing the start/stop switch bar lever.
 - ii) Remove the safety key.
 - iii) Inspect for damage.
 - iv) Repair any damage before restarting and operating the lawn mower.
17. Only use identical replacement blades and other genuine parts.
18. Keep guards in place and in proper working order.

Electrical Safety

1. If the battery charger cable is damaged, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).
2. If charging the power tool in a damp location is unavoidable, use a residual current device (RCD) protected power supply. The using of an RCD reduces the risk of electric shock.
3. Avoid body contact with earthed or grounded surfaces such as pipes, radiators, ranges and refrigerators. There is an increased risk of electric shock if your body is earthed or grounded.
4. **Do not expose power tools to rain or wet conditions.** Water entering a power tool will increase the risk of electric shock.
5. **Do not abuse the charging cord.** Never use the cord for carrying, pulling or unplugging the charger. Keep cord away from heat, oil, sharp edges or moving parts. Damaged or entangled cords increase the risk of electric shock.
6. Battery charger is for indoor use only. Do not charge lawn mower in rain ,or in wet locations.

Battery Safety Warnings

This manual contains important safety and operating instructions for your battery and charger.

1. Before using the charger, thoroughly read all instructions and cautionary markings on the charger, the battery, and the unit.

- ⚠ WARNING!** If the lawn mower housing is cracked or damaged, do not insert the charging adapter into the power tool or plug the AC adapter into the mains outlet. There is a danger of electric shock or electrocution.
2. This charger is **ONLY** intended to charge this rechargeable battery. Any other use poses a risk of fire, electric shock or electrocution.
 3. Do not place any object on top of the charger or place the charger on a soft surface that may result in excessive internal heat. Keep the charger away from any heat source.
 4. To reduce the risk of damaging the electric plug and cord, pull the plug, not the cord, when disconnecting the charger from the electric outlet.
 5. Make sure the battery charging cable is located in a safe place so that it will not be stepped on, tripped over or otherwise subjected to damage or stress.
 6. An extension cord should not be used unless absolutely necessary. Using an improper extension cord poses a risk of fire, electric shock or electrocution.
 7. Do not operate the charger if it has received a sharp blow or has become damaged in any way. Contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) before continuing use.
 8. Do not disassemble the charger. If the charger requires service or repair, 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). Incorrect reassembly poses a risk of electric shock, electrocution or fire.
 9. To reduce the risk of electric shock, unplug the charger from the outlet before cleaning the unit.
 10. Never attempt to connect two (2) chargers together.

11. DO NOT store or use the tool and battery pack in locations where the temperature may reach or exceed 104 °F (40 °C). Dangerous storing locations include outdoor sheds or metal buildings in the summer.
12. The charger is designed to operate on standard household electrical power (120 V). Do not attempt to use it with any other voltage!
NOTE: The integrated battery is not fully charged out of the carton. Read the safety instructions and then follow the charging notes and procedures.
13. The longest life and best performance can be obtained if the integrated battery is charged when the air temperature is between 64.4°F – 75.2°F (18°C – 24°C). Do not charge the battery pack when the air temperature falls below 50°F (10°C) or above 104°F (40°C). Following these safety measures will prevent damage to the battery pack.
14. Do not incinerate the integrated battery even if it is seriously damaged or completely worn out. The battery can explode in a fire.

IMPORTANT!

Safety Instructions for Walk-Behind Mowers

General Operation

- Read, understand and follow all instructions on the machine and in the manual(s) before starting.
- Do not put hands or feet near or under the machine. Always stay clear of the discharge opening.
- Only responsible adults who are familiar with the instructions should be allowed to operate this machine.
- Clear the mowing area of foreign objects such as rocks, wire, toys and other miscellaneous articles, which could be picked up and thrown by the blade. Stay behind the handle when the engine (motor) is running.
- Make sure that the mowing area is clear of bystanders before starting the machine. Stop the machine if anyone enters the area.
- Do not operate the machine barefooted or while wearing sandals. Always wear substantial footwear.
- Always look down and behind before and while moving backward with the mower.
- Never direct discharged material toward anyone. Avoid discharging material against a wall or other obstruction.
- Do not operate the machine without the entire grass catcher, discharge guard, rear guard or other safety protective devices in place and in proper working order.
- Never leave a running machine unattended.
- Stop the engine (motor) and wait until the blade comes to a complete stop before cleaning the machine, removing the grass catcher or unclogging the discharge guard.
- Operate the machine only in daylight or in good artificial light.
- Do not operate the machine when you are tired or under the influence of alcohol or drugs.
- Never operate the mower in wet grass. Always be sure of your footing; walk, never run, with the mower.
- If the machine should start to vibrate abnormally, stop the engine (motor) and immediately check the machine to ascertain the cause. Vibration is generally a signal of trouble.
- Keep blades sharp.
- Keep hands and feet away from the cutting area.
- Always wear eye protection when operating the machine.
- Objects struck by the lawn mower blade can cause severe injuries. The mowing area should always be carefully examined and cleared of all objects prior to each mowing.

Slope Operation

Slopes are major factors related to slip and fall accidents, which can result in severe injury. Operation on all slopes requires extra caution. If you feel uneasy on a slope, do not mow it.

- Mow across the face of slopes; never mow slopes following an up and down traverse. Exercise extreme caution when changing direction on a slope.
- Watch for holes, ruts, bumps, rocks or other hidden objects. These may cause an unexpected slip or fall.
- Do not mow on wet grass or excessively steep slopes. Poor footing could cause a slip and fall accident.
- Do not mow near drop offs, ditches or embankments. You could lose your footing or balance.

Children

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
















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

Service

- Stop the machine and disconnect the safety key before servicing, cleaning, or removing grass from the lawn mower.
- Keep all nuts and bolts tight.
- Never tamper with safety devices. Regularly check to ensure these devices are in place and in proper working order.
- Keep the mower free from grass, leaves or other debris buildup.
- If you strike a foreign object, stop and inspect the machine. Repair, if necessary, before restarting.
- Never make any adjustments or repairs with the engine (motor) running. Always plug out the safety key before adjusting, cleaning or repairing.
- Check the grass bag components and the discharge guard frequently and replace with manufacturer's recommended parts when necessary.
- Mower blades are sharp. Wrap the blade or wear gloves, and use extra caution when servicing them.
- Maintain or replace safety and instruction labels, as necessary.
- If your power tool requires service, 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). Only identical replacement parts should be utilized for repairs. This will ensure that the safety of the power tool is maintained.
- If the battery charger cable is damaged, it must be immediately replaced to avoid a hazard. Contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.

Safety Symbols

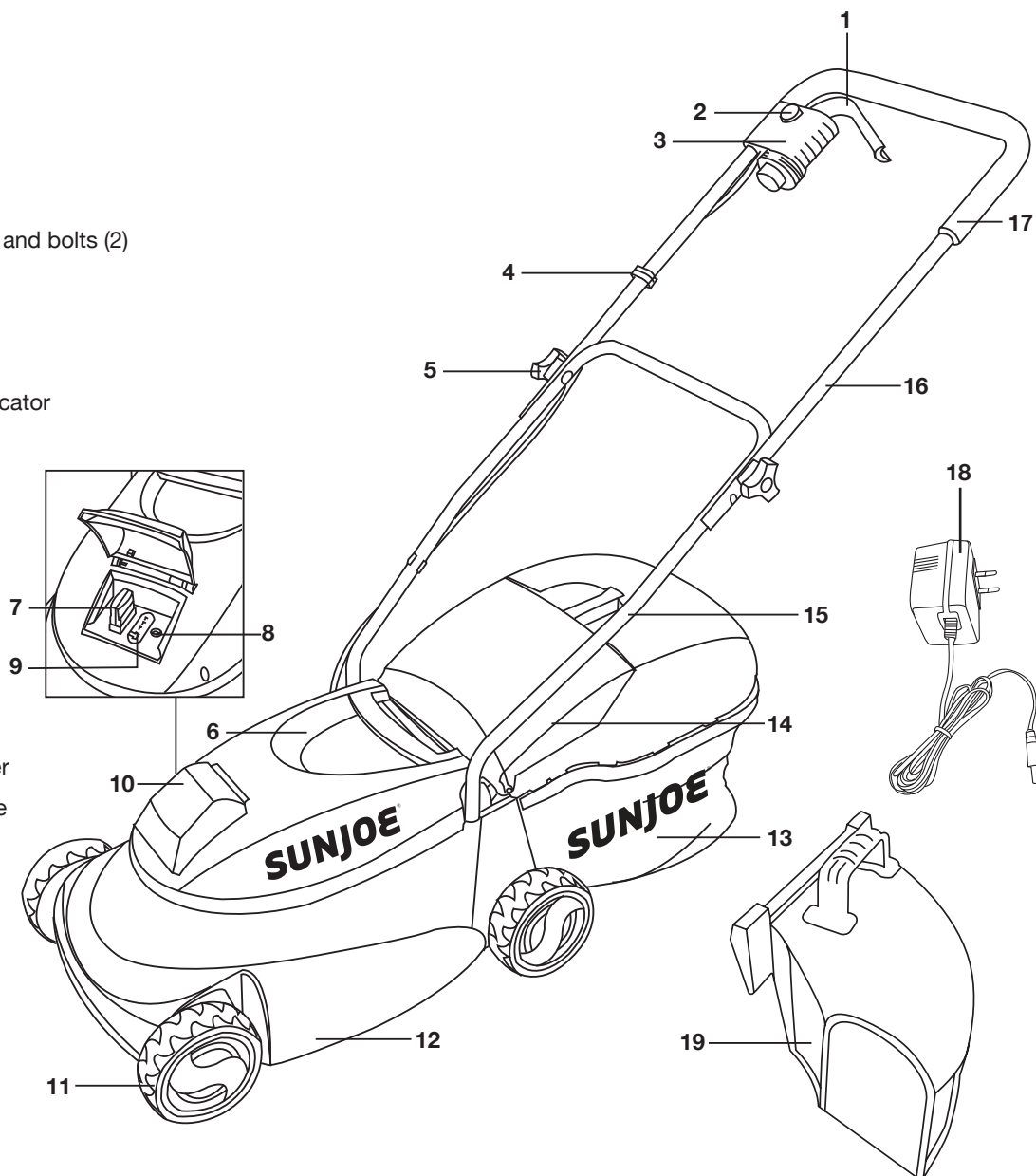
The following table depicts and describes safety symbols that may appear on this product. Read, understand and follow all instructions on the machine before attempting to assemble and operate.

| Symbols | Descriptions | Symbols | Descriptions |
|---|--|---|---|
|  | DANGER! Rotating blades. Keep hands and feet away. |  | Keep bystanders and children a safe distance away. |
|  | Safety Alert. Caution. To reduce the risk of injury, user must read instruction manual. |  | Wear eye and hearing protection. For protection against injury, wear ear defenders and safety goggles. |
|  | WARNING! Do not expose or operate the unit in rain or wet conditions. Keep dry. |  | Wear protective gloves and non-slip footwear when using the machine and handling debris. |
|  | Slip on slope hazard – Use extra caution when mowing on slopes to prevent slip and fall accidents. |  | Severing of toes or fingers by rotary mower blade. |
|  | Thrown objects and rotating blade can cause severe injury. |  | Keep bystanders a safe distance away from the work area. |
|  | Blades continue to rotate after machine is switched off. |  | WARNING! Always turn the machine OFF and remove the safety key before conducting inspection, cleaning and maintenance. |
|  | Rotating blades, keep hands and feet away from the opening while the machine is running. |  | Look behind when backing up with the lawn mower. |
|  | Indoor use only. Only use battery charger indoors. | | |

Know Your Cordless Lawn Mower

Read the owner's manual and safety instructions carefully before operating the mower. Compare the illustration below to the mower in order to become familiar with the location of the various controls and adjustments. Save this manual for future reference.

1. Switch lever
2. Safety lock button
3. Switch box
4. Cable clip (2)
5. Upper handle knobs and bolts (2)
6. Top cover
7. Safety key
8. Charge socket
9. Battery capacity indicator
10. Battery gauge cover
11. Wheels (4)
12. Mower deck
13. Grass collection bag
14. Ejector flap
15. Lower handle
16. Upper handle
17. Hand grip
18. iCHRG28-AC charger
19. Side-discharge chute



Technical Data

| | | | |
|----------------------------|--------------------------------|--------------------------|--|
| Motor | 600 W Brushless | No Load Speed | 3000 rpm |
| Battery Voltage Max* | 28V D.C. | Cutting Width Max | 14 in. (35.6 cm) |
| Battery Capacity | 4.0 Ah | Cutting Height | 1.18 in. to 2.52 in. (30 mm to 64 mm) |
| Charger Input | 100 – 240V AC 50/60 Hz 0.8A | Grass Bag Capacity | 10.6 gal (40 l) |
| Charger Output | 29V DC 0.9A | Blade Material | Steel |
| Charge Time Max | 4 hours | Wheel Size | 5.5 in. (14 cm) |
| | | Net Weight | 23.1 lbs (10.5 kg) |

*Initial no-load voltage, when fully charged, peaks at 29.4 volts; nominal voltage under typical load is 28 volts.

Unpacking

Carton Contents

- Cordless lawn mower
- Grass collection bag
- Grass collection bag support rod
- Side-discharge chute
- Upper handle
- Upper handle knob and bolt assembly (2)
- Lower handle
- Lower handle screws (2)
- Spanner
- Screws (2)
- Cable clips (2)
- Battery charger
- Manual and registration card

1. Carefully remove the lawn mower 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 department 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 lawn mower. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations.

Assembly

⚠ WARNING! Do not insert the safety key until assembly is complete. Failure to comply could result in accidental starting and serious personal injury.

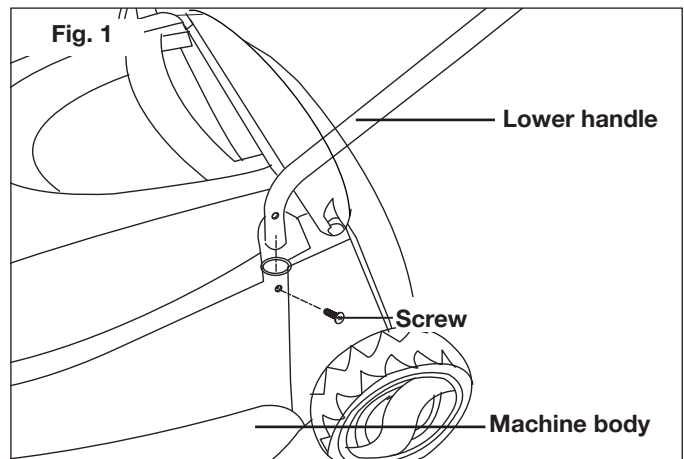
⚠ WARNING! Before performing any maintenance, make sure the key is removed from the unit. Failure to heed this warning could result in serious personal injury.

⚠ WARNING! The product must be fully assembled before operation. Do not use a product that is only partially assembled or assembled with damaged parts.

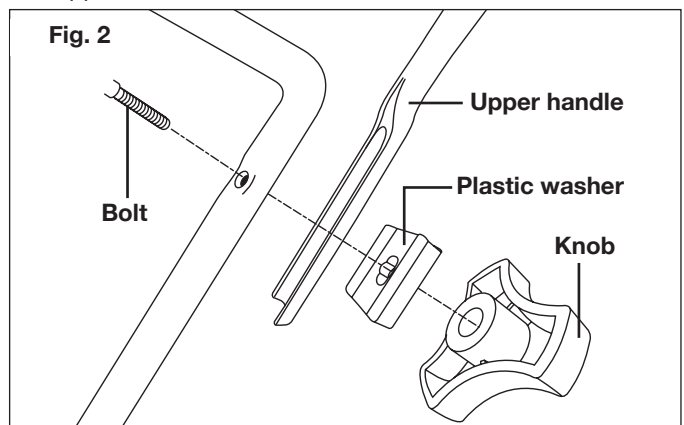
NOTE: Before using the mower, follow these instructions to assemble the handle, grass bag, and the side-discharge chute.

Handle Assembly

1. Fit the lower handle into the two holes in the machine body and fasten the handle on both sides with the screws provided (Fig. 1).



2. Join the upper handle to the lower handle using the knob, plastic washer and bolt provided (Fig. 2). Repeat on the opposite side.



Grass Collection Bag Assembly + Fitting

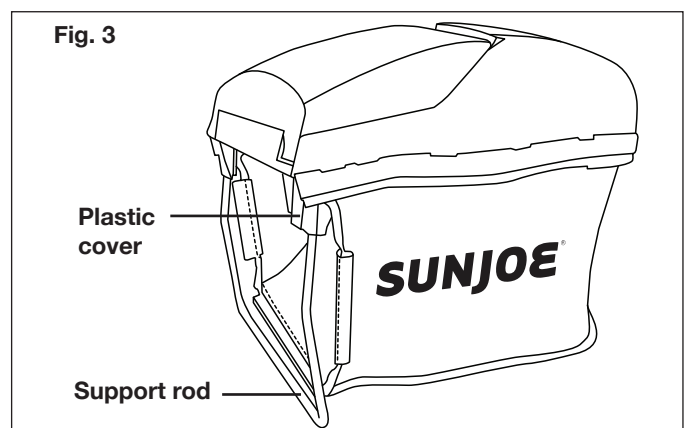


CAUTION!



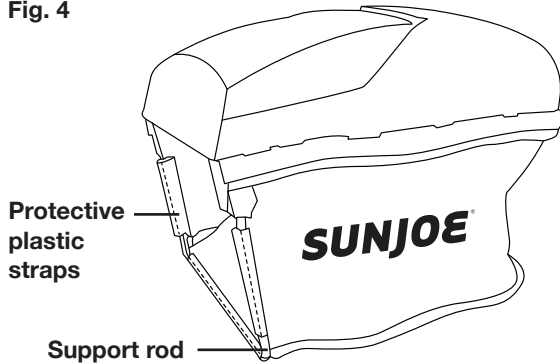
The grass bag and the side-discharge chute cannot be used together.

1. Fit the support rod into the holes in the plastic cover. The bend of the support rod should face the rear of the machine (Fig. 3).



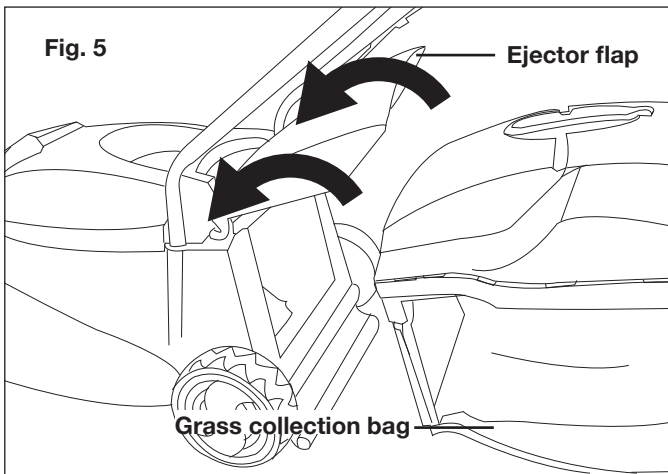
- Place the protective plastic straps onto the support rod (Fig. 4).

Fig. 4



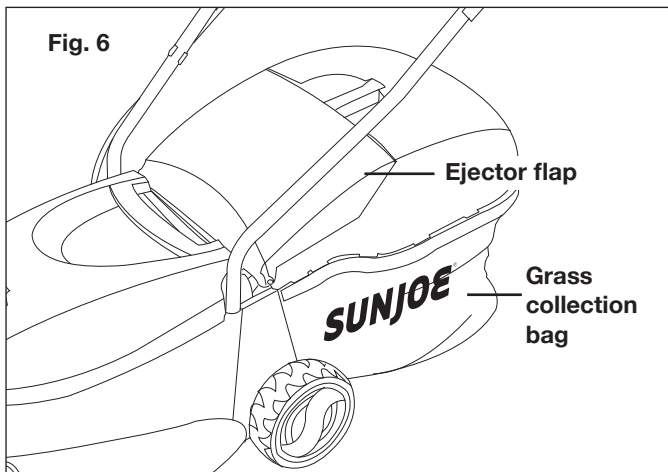
- Lift the ejector flap with one hand. With the other hand, hold the grass collection bag by the handle and hook it in from above (Fig. 5).

Fig. 5



- Release the ejector flap to secure the grass collection bag in position (Fig. 6).

Fig. 6



Side-discharge Chute Assembly + Fitting

The side-discharge chute sweeps grass clippings swiftly from the cutting chamber, enabling you to cut taller grass without clogging the mower deck.



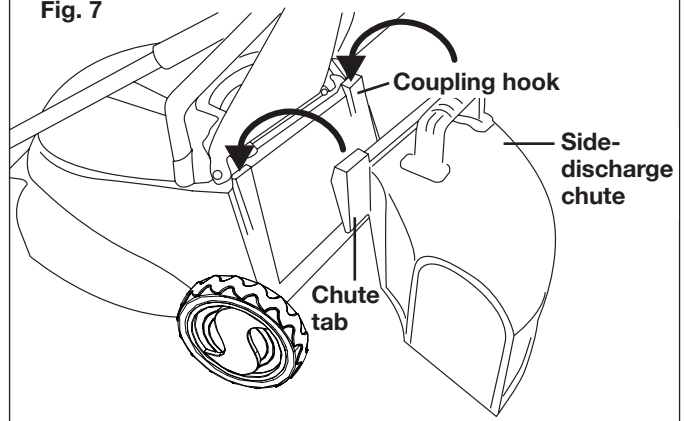
CAUTION!



The grass bag and the side-discharge chute cannot be used together.

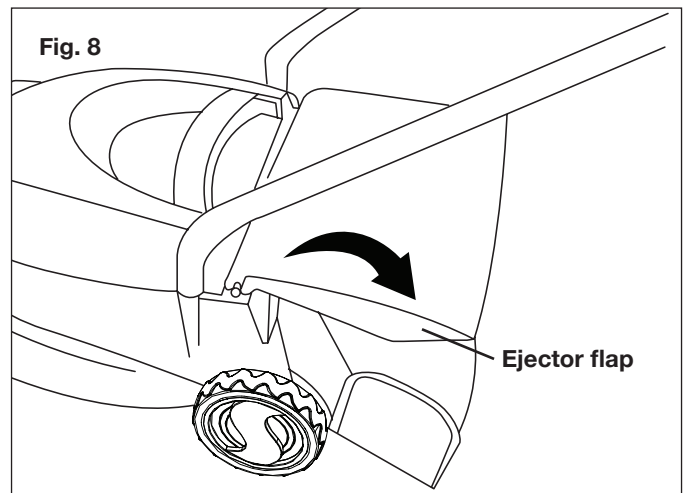
- Raise the spring-loaded ejector flap. Fasten the side-discharge chute to the mower body by sliding the chute tabs onto the coupling hooks found under the ejector flap. Check to make sure the chute is securely fastened (Fig. 7).

Fig. 7



- Lower the ejector flap and rest it on top of the chute (Fig. 8).

Fig. 8



Before Using

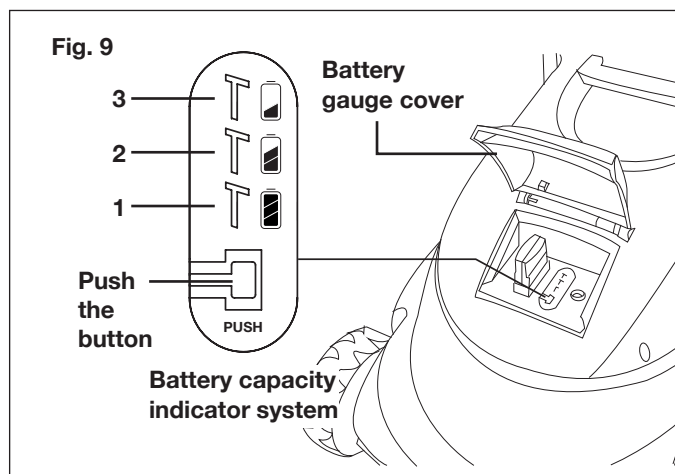
Charging Procedure

The battery charger supplied matches the lithium-ion battery installed in the tool. Do not use other battery chargers.

The lithium-ion battery is protected against deep discharging. When the battery is empty, a protective circuit will automatically switch OFF the machine.

Charge the battery for up to 4 hours then use it until it runs down (i.e. the tool starts to operate slowly). Recharge for up to 4 hours again before resuming operation.

The mower is equipped with a battery capacity indicator system under the battery gauge cover. To check the battery capacity, lift up the battery gauge cover and push the button (Fig. 9). The charge indicator system indicates the battery status of the lawn mower as the table shows below.



| LED's Illuminated | Condition |
|--|---|
| 1- Green, 2- Yellow, 3- Red | More than 60% charged |
| 1- Not illuminated, 2- Yellow, 3- Red | More than 30% charged |
| 1- Not illuminated, 2- Not illuminated, 3- Red | Less than 30% charged. Need to be charged |

Battery Charging

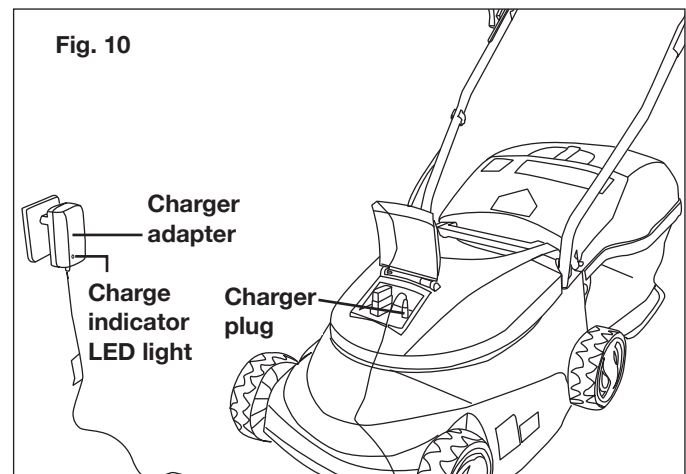
The battery in this lawn mower has been designed to provide maximum trouble-free life. However, like all batteries, it will eventually wear out. To obtain the longest possible battery life, we suggest the following:

- Store and charge your lawn mower in a cool area. Temperatures above or below normal room temperature will shorten battery life.

- Never store the lawn mower with the battery in a discharged condition. Recharge the unit immediately after it is discharged.
- All batteries gradually lose their charge. The higher the temperature is, the faster they lose their charge. If you store your lawn mower for long periods of time without using it, recharge the battery every 6 months. This will extend battery life.

NOTE: The lawn mower has been shipped in a low charge condition and should be fully charged before use.

1. Plug the charger into an appropriate AC power outlet. Connect the charger plug into the charging socket of the lawn mower to start charging (Fig. 10).



2. The charge indicator LED on the charger will illuminate red to indicate that the charging is in progress (Fig. 10).
3. The battery will take approximately 4 hours to charge. The charge indicator LED will become green when the battery is fully charged, unplug the charger immediately when the green light is on.

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

NOTE: The charge indicator LED light will illuminate red when the charger is plugged in and is charging the lawn mower. The light will turn green when the lawn mower is fully charged.

The charging process starts as soon as the charger is plugged into both the proper electrical outlet and the tool.

- During the charging procedure, the housing of the tool will feel slightly warm to the touch. This is normal.
- When no further use is planned for an extended period of time, disconnect the battery charger from the outlet and the unit.
- Do not use the tool during the charging procedure.

Operation

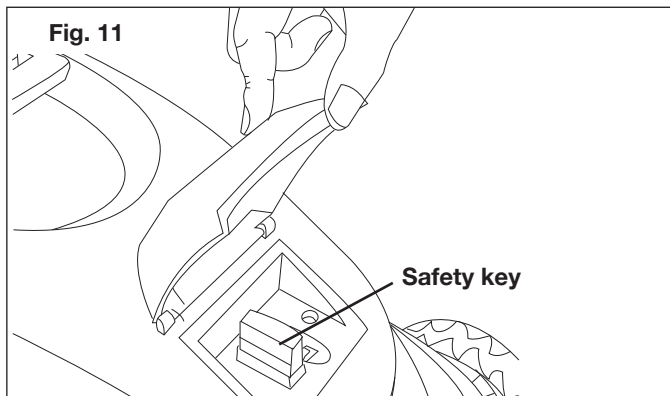
This lawn mower is intended for private residential use to cut grass in small lawns and gardens. This lawn mower is not intended to cut grass in public parks, playing fields, farms or forests. Do not use this lawn mower for any application other than that for which it is intended.

Starting + Stopping

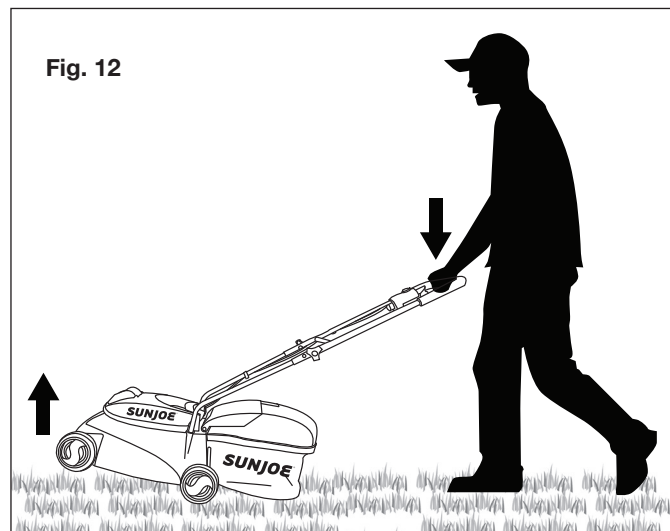
⚠WARNING! Before switching on the mower, make sure that it is not in contact with any foreign objects. Keep your hands and feet a safe distance away from the rotating mower blade and the ejector opening. Failure to comply with these warnings can result in severe personal injury.

IMPORTANT: Do not start the mower in tall grass.

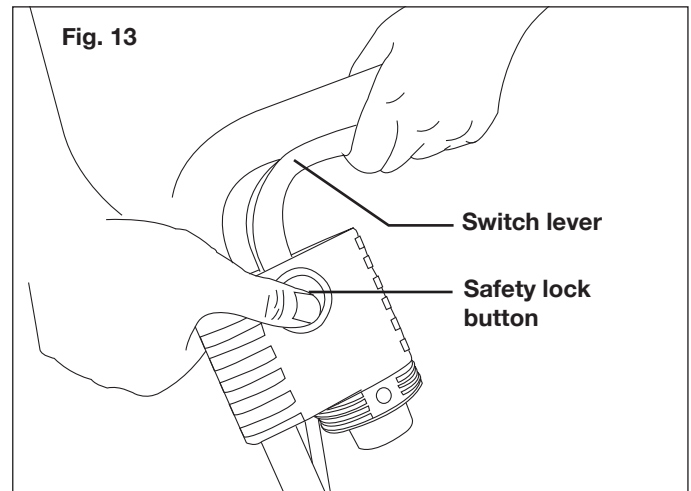
1. Before starting the unit, insert the safety key in the slot (Fig. 11).



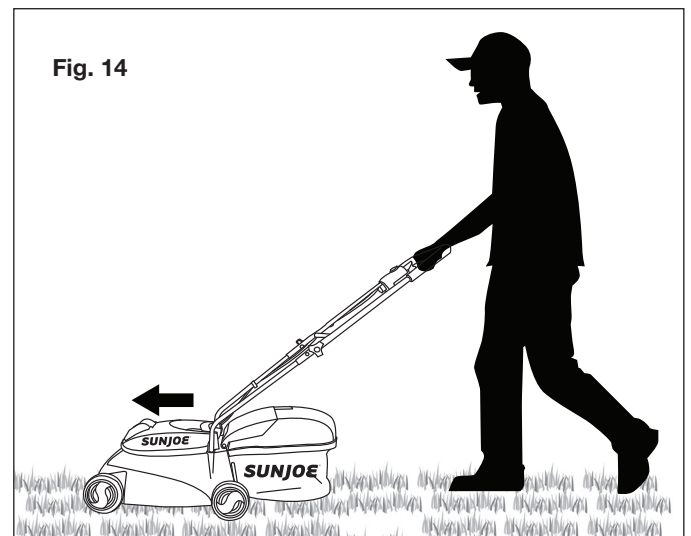
2. Before starting the lawn mower, hold the handle assembly with both hands and tilt the handle downward to slightly raise the front of the lawn mower. This will reduce the risk of lawn damage during start-up (Fig. 12).



3. To start the cordless lawn mower, press and hold the safety lock button while pulling the switch lever toward you (Fig. 13).



4. Once the machine powers on, release the safety lock button and proceed with operation, gently lowering the mower down into the cutting position (Fig. 14).



5. To stop the mower, release the switch lever.

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

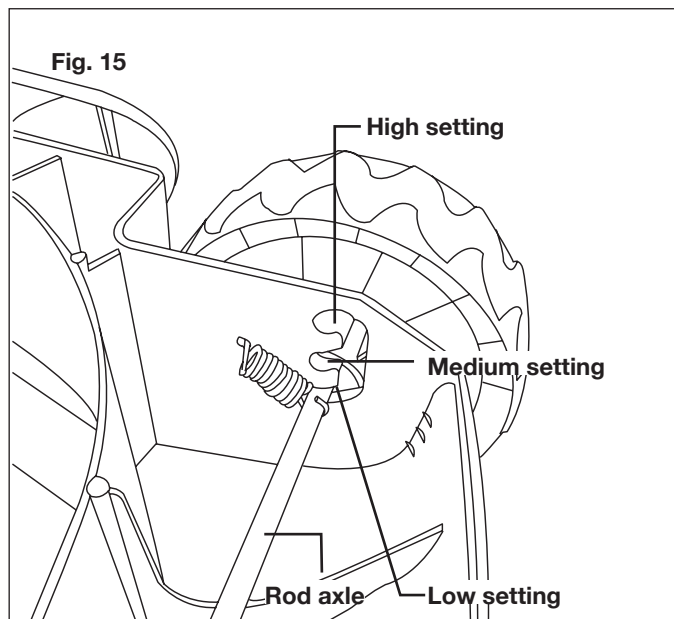
Adjusting the Cutting Height

Follow these instructions to adjust the cutting height of the lawn mower.

⚠ WARNING! Before making these adjustments, disconnect the power supply to the mower by plugging out the safety key from the slot, and wait until the rotating blade has come to a complete standstill. Wearing gloves is recommended due to the close proximity of the cutting blade.

ALWAYS FOLLOW ALL SAFETY PRECAUTIONS AND RECOMMENDATIONS LISTED PREVIOUSLY IN THIS MANUAL.

1. Power off and move the key out from the slot.
2. Remove and empty the grass collection bag.
3. Place the lawn mower on its side.



4. The wheel axles can be placed into 3 different cutting heights: low (will cut grass the shortest), medium, and high (Fig. 15).

3-Position Height Adjustment:

1. Low: 1.18 in. (30 mm)
2. Medium: 1.93 in. (49 mm)
3. High: 2.52 in. (64 mm)

The cutting height tolerance is ± 0.2 in. (5 mm).

5. Move all four wheels to the desired cutting height by pulling back on the rod axle and setting it to the correct position. Make sure all four wheels are at the same cutting height position.

NOTE: Set the mower to the highest cutting height when mowing on uneven ground or in tall weeds.

6. Place the lawn mower back on to its wheels and reattach the grass collection bag.
7. Insert the safety key into the slot and resume normal use.

Mowing Tips

⚠ WARNING! Inspect the area prior to mowing and remove all the stones, sticks, wires and other foreign objects that could be picked up and thrown by the rotating blade. Failure to comply not only will damage the mower blade, but can also lead to serious personal injury.

- Be sure to check the mowing blade periodically for signs of wear and sharpen it at least once per year, as described in the maintenance section.

NOTE: A sharp blade will greatly enhance the performance of the mower, especially when cutting tall blades of grass.

- When cutting thick grass, reduce your walking speed in order to allow for a more effective cut and a proper discharge of the clippings. For a healthy lawn, always cut off one-third or less from the total length of the grass. The average lawn should be approximately 1.5 to 2 in. (3.8 to 5 cm) long during cool months, and more than 2 in. (5 cm) long during hot months. If there is growth, the lawn should be cut in the fall.
- The lawn will look better if it is always cut to the same height and in alternate directions.
- When crossing any gravelled surfaces, release the switch bar lever to turn off the mower. The stones can be picked up and thrown by the rotating blade.
- Set the mower to the highest cutting height when mowing on uneven ground or in tall weeds.

⚠ WARNING! If you strike a foreign object, stop the motor and remove the safety key. Thoroughly inspect the mower and repair any damage before resuming work.

- **IMPORTANT!** Never open the ejector flap when the grass collection bag has been detached (to be emptied) and the motor is still running. A rotating blade can cause serious injuries!
- Always carefully fasten the ejector flap and grass collection bag. Switch off the motor before emptying the grass collection bag. Always ensure that a safe distance (provided by the length of the long handles) is maintained between the user and the mower housing. Be especially careful when mowing and changing direction on slopes and inclines.
- Maintain a solid footing and wear sturdy, non-slip footwear and long trousers. Always mow across an incline (not up and down).
- For safety reasons, the lawn mower may not be used to mow inclines with gradients exceeding 15 degrees.
- Use special caution when backing up and pulling the lawn mower towards you as such maneuvering of the machine poses a tripping hazard.

Maintenance + Care

⚠️WARNING! Before cleaning, repairing or inspecting the mower, disconnect the power supply by plugging out the safety key and verify that all moving parts have come to a complete stop.

General

- Always keep the mower clean and free of grass, dirt or other debris.
- Keep the handles dry, clean and free of oil and grease.
- After each cutting session, remove accumulated grass clippings and debris using either a dry cloth or handbrush. You may also clean the equipment with a damp cloth and some soft, non-abrasive soap. Do not use cleaning agents or harsh solvents as they may damage the equipment's plastic components. Make sure that no water penetrates the equipment's interior as intake of water can destroy the switch/plug mechanism and the electric motor.
- Do not clean the lawn mower with running water, particularly with high-pressure water.
- Check all nuts, bolts and screws for proper tightness before each use.
- Frequently inspect the grass collection bag assembly for signs of wear and replace immediately with a genuine Snow Joe® + Sun Joe® part if damage is found.
- Replace excessively worn or damaged parts immediately.
- To maximize your mower's longevity, all screwed parts, including the wheels and axles, should be cleaned and lubricated. There are no parts inside the equipment which require additional maintenance or lubrication.

Blade Maintenance

IMPORTANT: The mower blade is sharp and can cause severe personal injury if handled incorrectly. Wrap the blade or wear protective gloves, and use extra caution when handling.

The steel blade is designed to provide a fine cut in long or tough grass. Deterioration in the quality of cut indicates blade wear or damage. Follow these steps to determine if the blade needs to be sharpened or replaced:

1. Disconnect the power supply to the mower by removing the safety key.
2. Turn the mower on its side to expose the underside of the blade housing.
3. Check the blade.
 - a. If the blade is blunt or has minor wear, then sharpen. Contact an authorized Snow Joe® + Sun Joe® service center.
 - b. If the blade shows signs of major wear or damage (i.e. gouged, bent), replace. Please call Snow Joe® + Sun Joe® customer service for assistance at 1-866-SNOWJOE (1-866-766-9563).

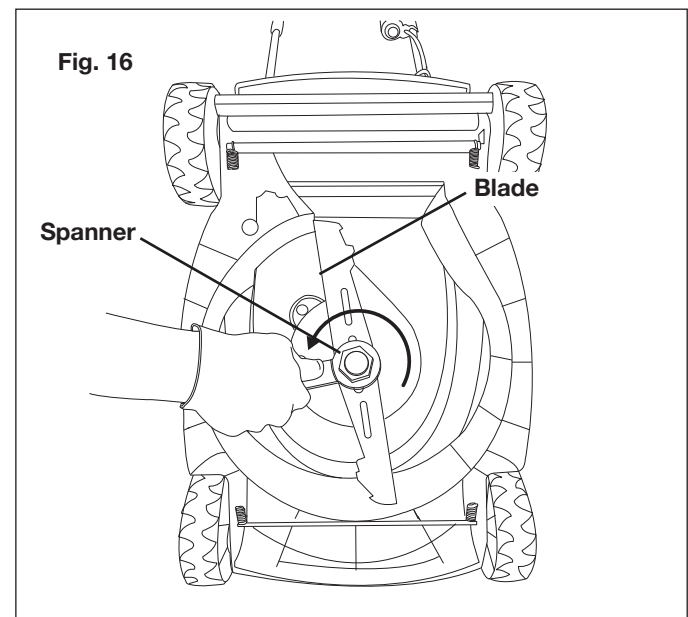
⚠️WARNING! An excessively vibrating mower indicates that the blade is not properly balanced or has become deformed from striking an object. In this case, the blade must be repaired or replaced. Please follow the proper maintenance procedures for blade care or call the Snow Joe® + Sun Joe® customer service center for assistance at 1-866-SNOWJOE (1-866-766-9563).

Blade Replacement

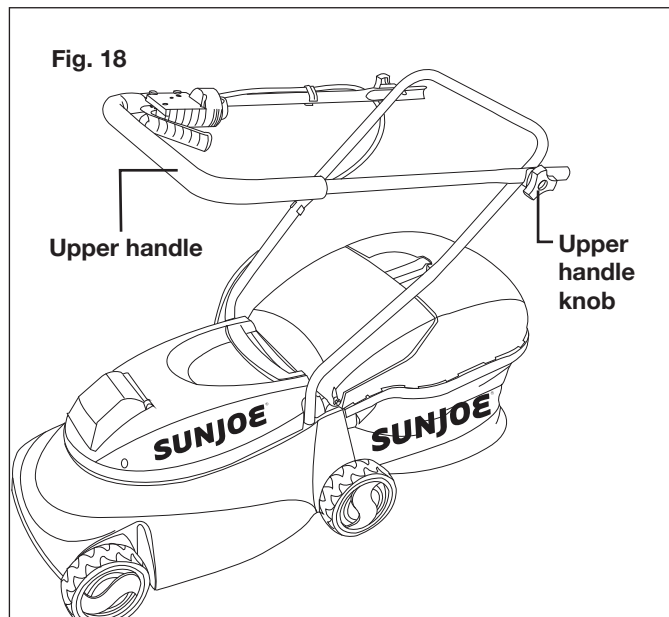
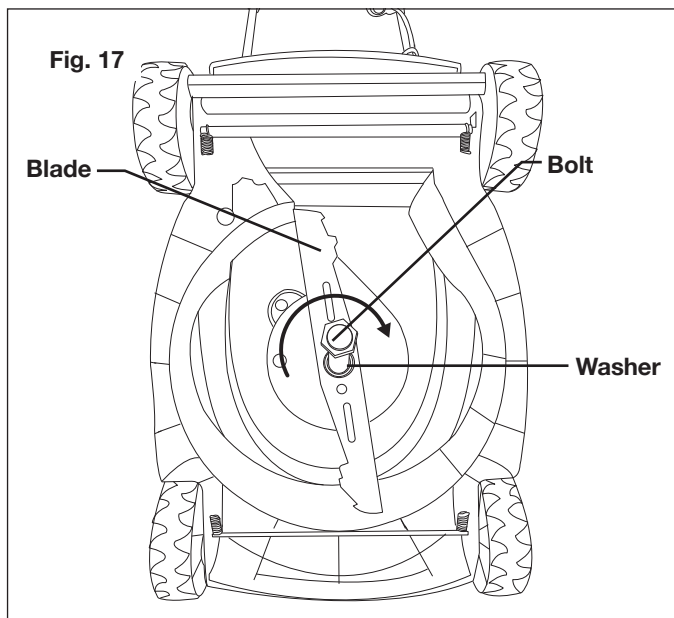
IMPORTANT: Only use original replacement parts specified for this mower.

You can purchase a replacement blade (Model MJ401C-BLD) and other genuine replacement parts by visiting us online at snowjoe.com or calling our toll-free customer service helpline at 1-866-SNOWJOE (1-866-766-9563). The use of parts that do not meet the original equipment specifications may lead to improper performance of the lawn mower, may compromise operator safety and will void the manufacturer's warranty.

1. Disconnect the safety key to the mower.
2. Turn the mower on its side to expose the underside of the blade housing.
3. Use a cloth to grip the blade or wear heavy-duty gloves.
4. Using the spanner provided, remove the bolt and the washer securing the blade by turning the bolt counterclockwise, then carefully remove the blade (Fig. 16).



5. Fit the new blade, the washer and the bolt back on following the same steps in reverse order (Fig. 17).



Storage

Follow the steps below to prepare the lawn mower for storage:

1. Remove the safety key from the slot.
2. Clean the mower with a damp cloth or hand brush.
3. Inspect the mower carefully for worn, loose or damaged parts. Check connections and screws and tighten if necessary. Pay special attention to the mower blade and replace/sharpen if it shows signs of wear. Refer to the Maintenance and Care section.
4. Store the mower indoors in a dry, clean and cool area out of the reach of children. Do not store the unit next to corrosive materials, such as fertilizer and rock salt.
5. Do not cover the lawn mower with a solid plastic sheet. Plastic coverings trap moisture around the mower, which can damage the unit.
6. The handle on your lawn mower can be folded for compact storage. Start by loosening the handle knobs on each side of the upper handle and fold down the upper handle (Fig. 18).

Disposal

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.

Service + Support

If your Sun Joe® MJ401C-PRO-RM cordless lawn mower requires service or maintenance, please call 1-866-SNOWJOE (1-866-766-9563) for assistance.

Model + Serial Numbers

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

| | | | | | | | | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|---|---|--|--|-----------|--|--|--|--|
| Record the following numbers from the housing or handle of your new product: | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | Model #: | | | | |
| M | J | 4 | 0 | 1 | C | - | P | R | O | - | R | M | | | | | | | |
| | | | | | | | | | | | | | | | Serial #: | | | | |
| | | | | | | | | | | | | | | | | | | | |

Troubleshooting

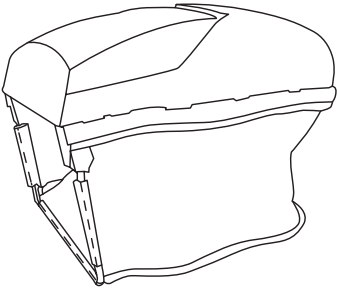
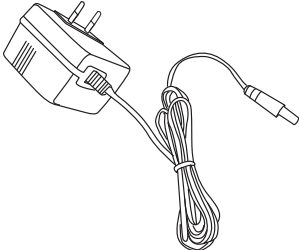
- Remove the safety key before carrying out maintenance on the machine or when checking that its parts are in proper working order.
- To avoid unnecessary hassles, consult the following table before contacting customer service with any mechanical issues.

| Fault | Possible Cause | Remedy |
|--------------------------------------|---|--|
| Mower fails to start | a) The safety key is not inserted b) The motor/blade control is disengaged c) The battery is flat d) The mower deck is clogged with grass or debris e) The grass is too tall | a) Insert the safety key b) Press safety lock button first ,then the switch lever. c) Charge the battery d) Clean the mower deck. Make sure the blade is free to move e) Set the mower to a high cutting height. Lift the front wheels slightly by pressing down on the handle bar. |
| Mower stops while mowing | a) The battery is flat b) The grass is too tall c) The mower deck is clogged with grass or debris d) The machine is overload and switched off by the overload protection system | a) Charge the battery b) Reset the cutting height c) Clean the mower deck. Make sure the blade is free to move d) Cool down the machine for 5 mins. Wait for the overload protection to reset the machine |
| The mower cannot cut grass evenly | a) The lawn is rough or uneven b) The blade is not sharp enough | a) Adjust cutting height b) Sharpen or replace the blade |
| The mower cannot mulch properly | a) The mower deck is clogged with grass or debris b) The grass is too wet c) The grass is too tall d) The blade is not sharp enough | a) Clean the mower deck. Make sure the blade is free to move b) Wait until the grass is dry c) Adjust the cutting height to the high position to mow for the first time, and mow again at the desired height setting d) Sharpen or replace the blade |
| The mower is difficult to push | a) The grass is too tall to cut b) The blade or the mower rear is dragged by heavy grass | a) Adjust cutting height higher |
| The mower is vibrating at high speed | a) The motor shaft is bent b) The blade is unbalanced c) The blade screw is loosen | a) Stop the motor, remove the safety key, and inspect the damage. Call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) b) Balance the blade by grinding each cutting edge equally or replace a new one c) Tighten the blade bolt |

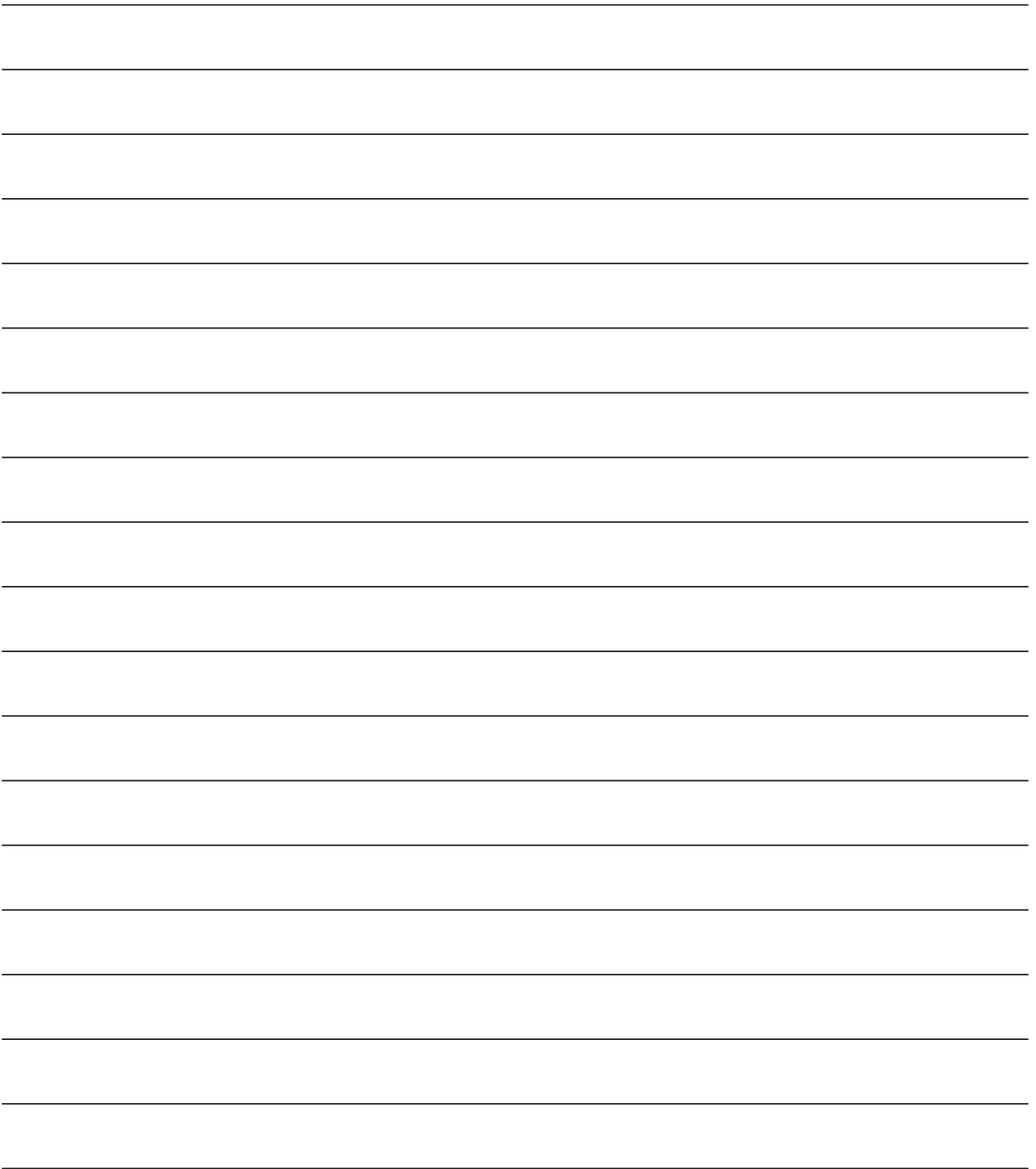
Only a company specialist may be able to correct faults that cannot be rectified with the aid of this table. Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

Optional Accessories

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

| Accessories | Item | Model |
|--|---|-------------|
| <div>1</div>  | 10.6-gallon (40 l) grass collection bag | MJ401E-10 |
| <div>2</div>  | MJ401C charger | MJ401C-CHRG |

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





SNOW JOE® + SUN JOE® REFURBISHED GOODS WARRANTY

GENERAL CONDITIONS:

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

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

HOW TO OBTAIN YOUR REPLACEMENT PART OR PRODUCT:

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

EXCLUSIONS:

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

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

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

HOW TO REACH US:

We're here to help Monday through Friday from 9AM to 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, via email at help@snowjoe.com or tweet us @snowjoe.

EXPORTS:

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



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