



# 14-INCH 12-AMP ELECTRIC LAWN MOWER

Model MJ401E

Form No. SJ-MJ401E-880E-MR3

A Division of Snow Joe®, LLC

## OPERATOR'S MANUAL

### IMPORTANT! Safety Instructions

### All Operators Must Read These Instructions Before Use

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

### General Safety WARNINGS!

When using this electric 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, 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.

### FOR DOUBLE-INSULATED LAWN MOWERS

- 1. Replacement parts** – When servicing this unit, use only identical replacement parts. Replace or repair damaged cords immediately.
- 2. Polarized plug** – Polarized appliance connections reduce the risk of electric shock. This mower has a polarized plug (one blade is wider than the other) and will require the use of a polarized extension cord. There is only one way the mower's plug will fit into a polarized extension cord. If the plug does not fit fully into the extension cord, reverse the plug. If the plug still does not fit, obtain a correct polarized extension cord. A polarized extension cord will require the use of a polarized wall outlet. There is only one way the

plug will fit into a polarized wall outlet. If the plug does not fit fully into the wall outlet, reverse the plug. If the plug still does not fit, contact a qualified electrician to install the proper wall outlet. Do not change the equipment plug, extension cord receptacle or extension cord plug in any way.

**⚠️ 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.**

### FOR ALL LAWN MOWERS

- 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.
- 6. 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.
- 7. Do not overreach** – Keep proper footing and balance at all times.
- 8. 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.

9. **Disconnect the lawn mower** – Disconnect the lawn mower from the power supply when it is not in use, before servicing it, when changing accessories and when performing any other maintenance task.
10. **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.
11. **Maintain the lawn mower with care** – Keep cutting edges sharp and clean for best and safest performance. Inspect the lawn mower cord periodically and if damage is found have it repaired by an authorized service facility. Extension cords should also be inspected periodically and immediately replaced if damaged. Keep handles dry, clean and free from oil and grease.

**⚠️WARNING!** Some dust and debris created by the use of the tool could contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. Some examples of these chemicals are:

- chemicals in fertilizers
- compounds in insecticides, herbicides, and pesticides
- arsenic and chromium from chemically treated lumber

Your risk from exposure to these chemicals varies, and depends on how often you do this type of work. To reduce your exposure, work in a well-ventilated area and with approved safety equipment, such as dust masks that are specially designed to filter out microscopic particles.

## Electrical Safety

1. Ground fault circuit interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for the lawn mower. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
2. To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other). Use this appliance only with a polarized, UL-listed (CSA certified in Canada) extension cord recommended for outdoor use. The appliance plug will fit into a polarized extension cord only one way.  
  
If the appliance plug does not fit fully into the extension cord, reverse the plug. If the plug still does not fit, obtain a correct polarized extension cord. A polarized extension cord will require the use of a polarized wall outlet. The extension cord plug will fit into the polarized wall outlet only one way. If the plug does not fit fully into the wall outlet, reverse the plug. If the plug still does not fit, contact a qualified electrician to install the proper wall outlet. Do not modify the appliance plug, extension cord receptacle or extension cord plug in any way.
3. To prevent electric shock, use only with an extension cord suitable for outdoor use, such as SW, SOW, STW, STOW, SJTW or SJTOW.

Before use, check that the extension cord is in good condition. When using an extension cord, make sure to use one heavy enough to carry the current your product

will draw. For lengths less than 50 feet, a No. 14 AWG extension cord should be used. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating.

⚠️ **WARNING** ⚠️

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

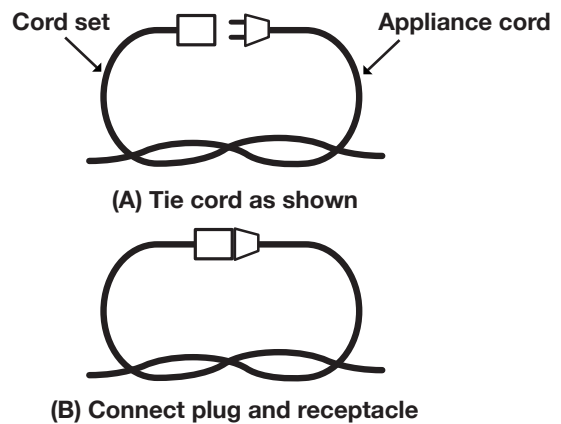
- Do not allow any part of the lawn mower to make contact with water while it is in operation. If the appliance becomes wet while turned off, wipe dry before starting.
- Use only a UL-, CSA-, or ETL-rated extension cord for outdoor, all-weather use, such as the Snow Joe®+ Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit [snowjoe.com](http://snowjoe.com) to purchase this extension cord online or, to order by phone, call 1-866-SNOWJOE (1-866-766-9563).
- Do not use an extension cord over 100 ft (30 m).
- Do not touch the appliance or its plug with wet hands or while standing in water. Wearing rubber boots offers some protection.

**EXTENSION CORD CHART**

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

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

**Table 1. Method of Securing Extension Cord**



5. Do not abuse the cord. Never pull the lawn mower by the cord or yank the cord to disconnect it from the receptacle. Keep the cord away from heat, oil and sharp edges.

# 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.
- Keep guards in place and in proper working order.
- 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.
- 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) Unplug the power cord.
  - iii) Inspect for damage.
  - iv) Repair any damage before restarting and operating the lawn mower.
- Only use identical replacement blades.

### 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.








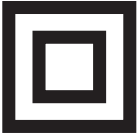
- Keep children out of the mowing area and under the watchful care of a responsible adult other than the operator.
- Stay alert and turn the mower off if a child enters the area.
- Never let children operate the machine.
- Use extra care when approaching blind corners, shrubs, trees or other objects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

### Service

- 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 unplug electric mowers before adjusting, cleaning or repairing.
- Check the grass catcher 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.

# Safety Symbols

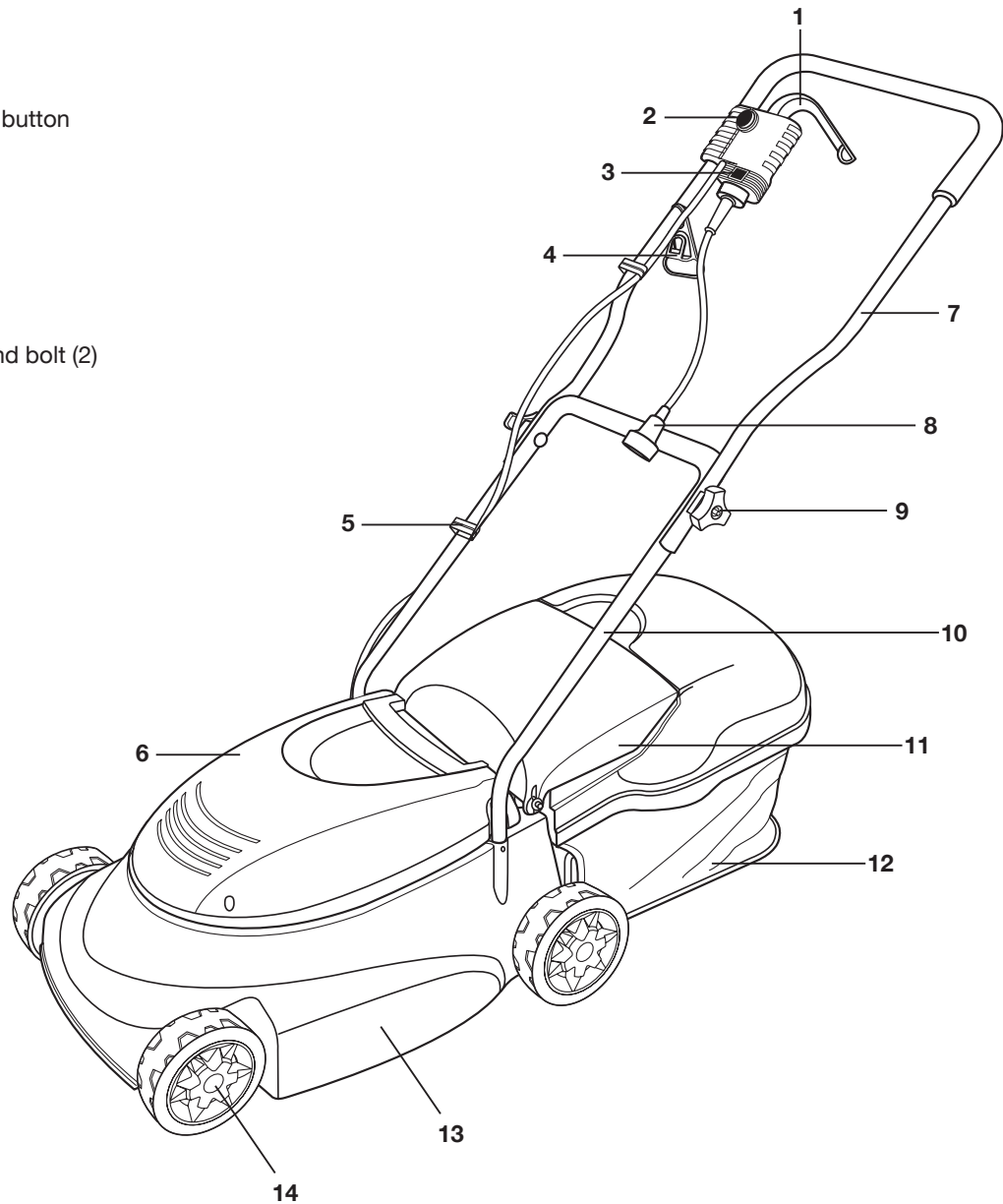
The following table depicts and describes safety symbols that may appear on this product. Read, understand and follow all instructions on the machine before attempting to assemble and operate.

| Symbols   | Descriptions   | Symbols  | Descriptions   |
|---|--|--|--|
|    | CPSC Danger label.   |    | Keep bystanders and children a safe distance away.   |
|   | Safety Alert. Caution.<br>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. |
|  | 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.   |   | Double Insulation.   |

# Know Your Electric 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. Overload circuit reset button
4. Cable relief holder
5. Cable clip (2)
6. Top cover
7. Upper handle
8. Appliance cord
9. Upper handle knob and bolt (2)
10. Lower handle
11. Ejector flap
12. Grass bag
13. Mower deck
14. Wheel (4)



## Technical Data

|               |                              |                               |  |
|---------------|------------------------------|-------------------------------|--|
| Rated Voltage | 120 V ~ 60 Hz                | Cutting Height                | 1.18 in. to 2.52 in.<br>(30 mm to 64 mm) |
| Power         | 12 A                         | Grass Collection Bag Capacity | 10.6 gal (40 l)                          |
| No Load Speed | 3,500 rpm                    | Wheel Size                    | 5.5 in. (14 cm)                          |
| Rotor         | 14 in. (35.6 cm) steel blade | Weight                        | 29 lbs (13.2 kg)                         |
| Cutting Width | 14 in. (35.6 cm)             |                               |  |

# Unpacking

## Carton Contents

- Electric lawn mower
- Grass bag
- Grass bag support rod
- Upper handle
- Upper handle knob and bolt assembly (2)
- Lower handle
- Lower handle screws (2)
- Cable relief holder
- Cable clip (2)
- Spanner
- Manual

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 electric lawn mower. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations.

## Assembly



**CAUTION!**



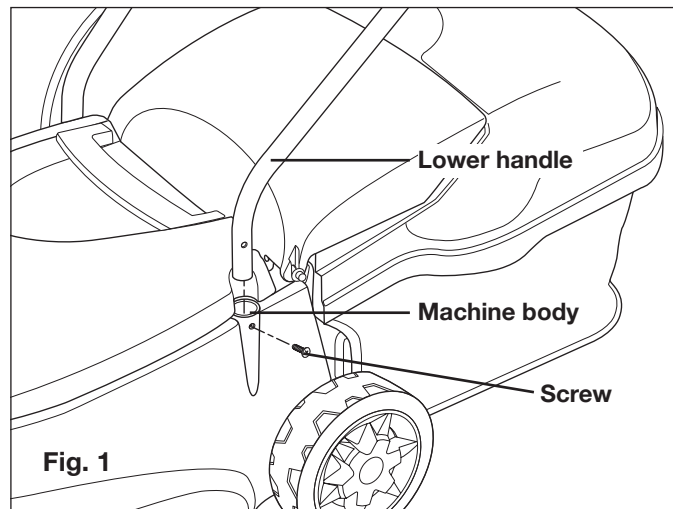
Inspect wiring, which, if damaged during shipping, may cause serious bodily injury during equipment use. If any damage is seen or suspected, do not assemble. Instead, contact Snow Joe® + Sun Joe® customer service 1-866-SNOWJOE (1-866-766-9563) for assistance.

Handle with care during assembly so that electrical wiring does not become damaged.

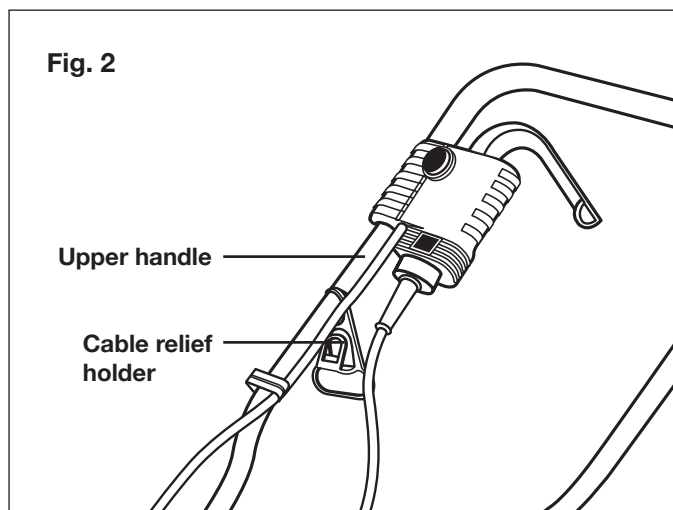
**NOTE:** Before using the mower, follow these instructions to assemble the handle and grass bag.

## Handle Assembly

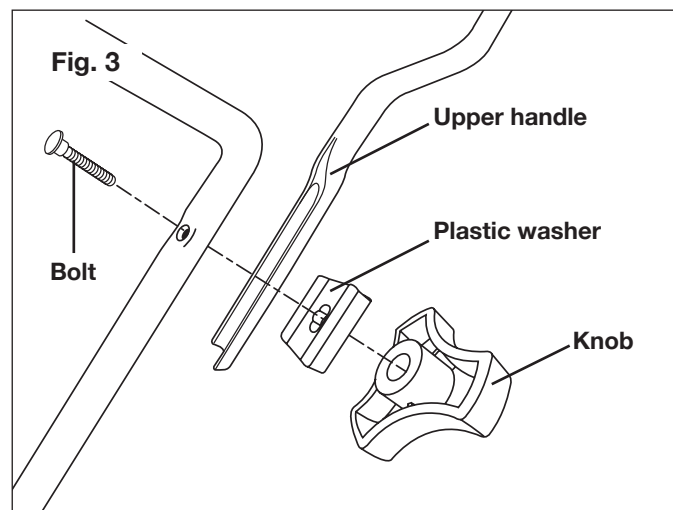
1. Fit the lower handle into the two holes in the machine body and fasten the handle on both sides with the screws provided (Fig. 1).



2. Slide the cable relief holder onto the upper handle (Fig. 2).

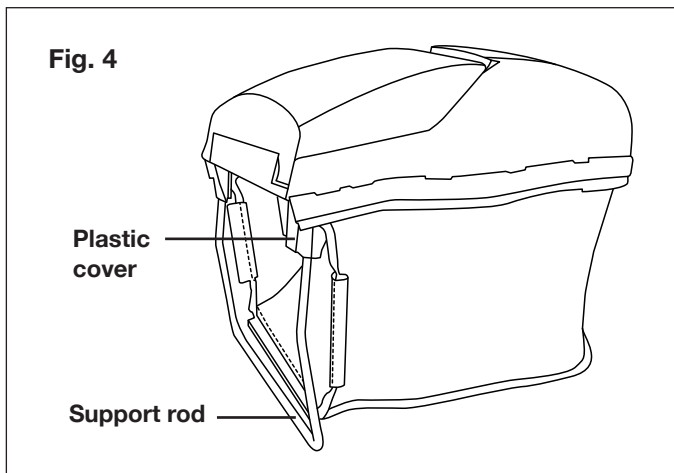


3. Join the upper handle to the lower handle using the knob, plastic washer and bolt provided (Fig. 3). Repeat on the opposite side.

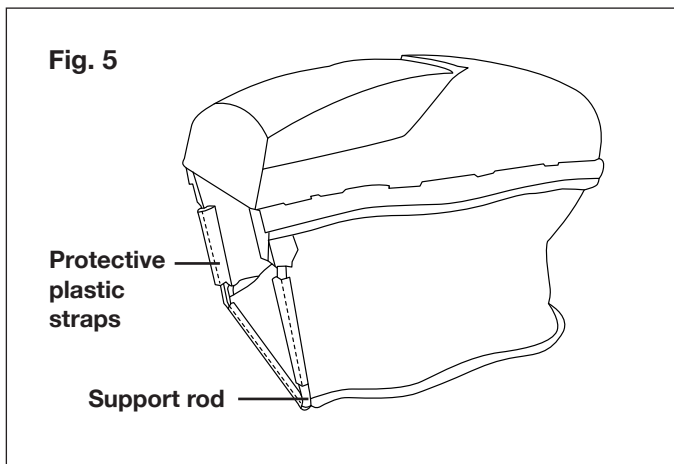


## Grass Bag Assembly + Fitting

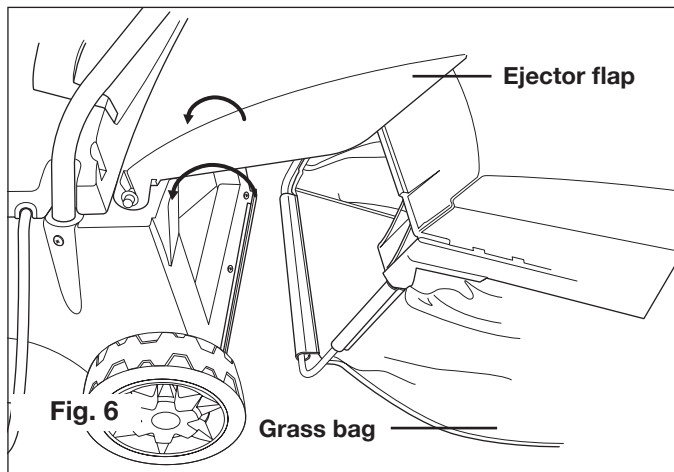
1. Fit the support rod into the holes in the plastic cover. The bend of the support rod should face the rear of the machine (Fig. 4).



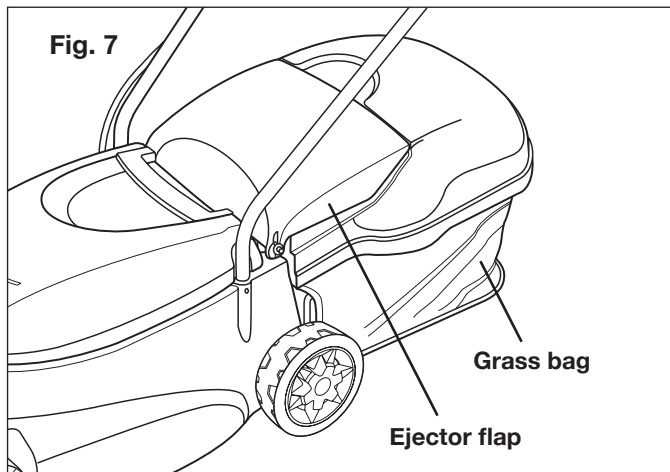
2. Place the protective plastic straps onto the support rod (Fig. 5).



3. Raise the spring loaded ejector flap and move the grass bag up to the mower body. Fasten it onto the coupling hooks (Fig. 6).



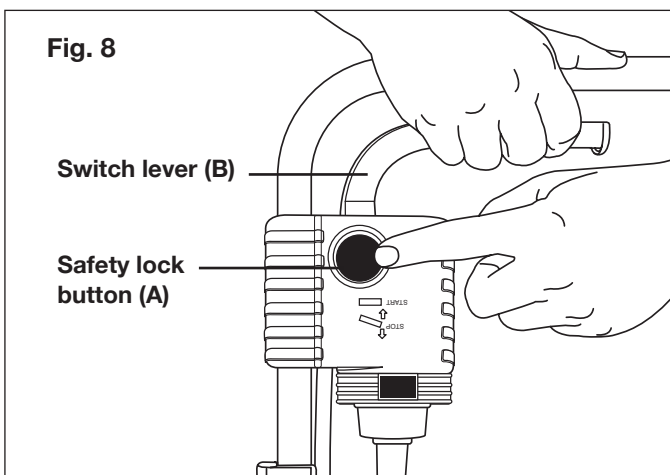
4. Release the ejector flap to secure the grass bag in position (Fig 7).



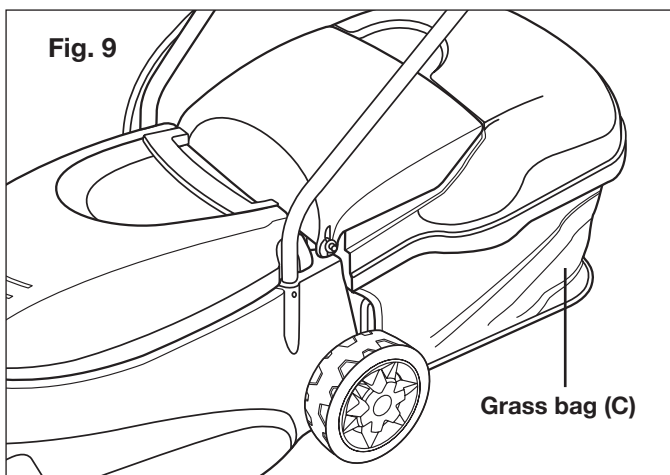
## Features

**Safety lock button (A):** Used to engage the switch.

**Switch lever (B):** Used to start and stop the mower.



**Grass bag (C):** Used to collect mowed clippings.



# Operation

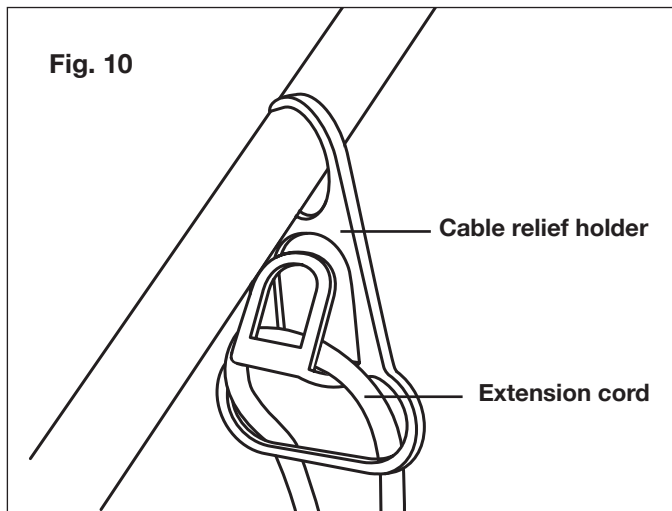
This lawn mower is intended for private residential use to cut grass in small lawns and gardens. This lawn mower is not intended to cut grass in public parks, playing fields, farms or forests. Do not use this lawn mower for any application other than that for which it is intended.

## Power Connection

Do not switch on the mower until it has been completely assembled. Before switching on the unit, always check the appliance cord and the extension cord for signs of damage. Use only intact cords.

**⚠️WARNING!** Damaged cords pose a severe risk of injury. Replace damaged cords immediately.

1. Place the unit on a level lawn surface.
2. Form a loop with the end of the extension cord and push the loop through the hole in the cable relief holder. Slide the loop onto the retaining clip to secure the extension cord (Fig. 10).



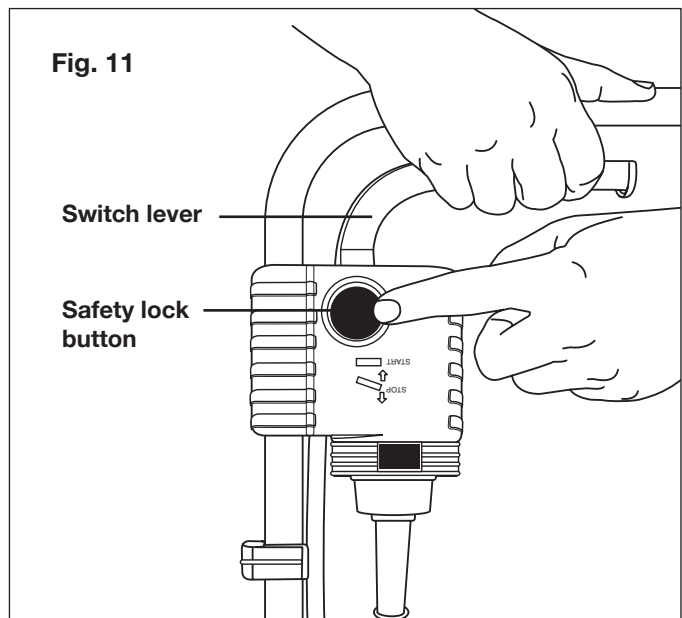
3. Plug the extension cord into the appliance cord, then connect the extension cord to the mains voltage.  
**NOTE:** Do not plug the extension cord into the outlet until it had been secured with the cable relief holder and connected to the mower's appliance cord. Only use a UL-rated extension cord for outdoor, all-weather use. Do not use an extension cord over 100 ft (30 m). See *Extension Cord Chart* on page 2.
4. Place the bulk of the extension cord on the lawn closest to the starting point.

## 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. Hold the handle assembly with both hands and tilt the handle downwards to slightly raise the front of the mower. This will reduce the risk of lawn damage during start-up.
2. To start the electric lawn mower, press and hold the safety lock button while pulling the switch lever toward you (Fig. 11).



3. Once the machine powers on, release the safety lock button and proceed with operation, gently lowering the mower down into the cutting position.
4. To stop the mower, release the switch lever.

## Overload Protection

The motor is equipped with a thermal switch that cuts out when the motor is overloaded and switches on again automatically after a short cool down period.

**⚠️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.

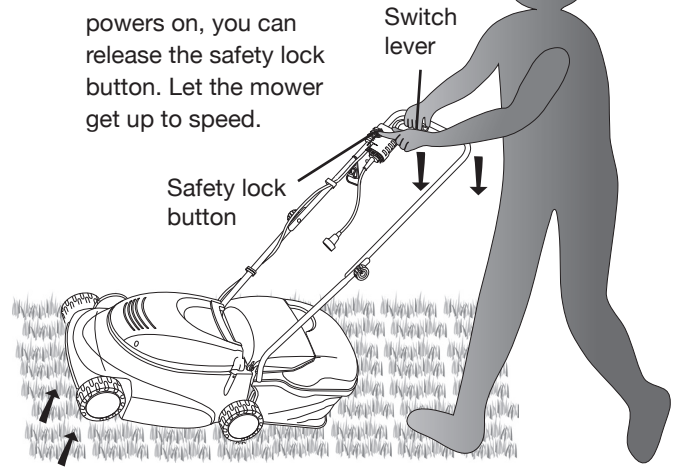


# Helpful Tips on Starting Your New Mower

**Step 1:** Tilt the handle to lift the front wheels of the mower slightly off the ground.



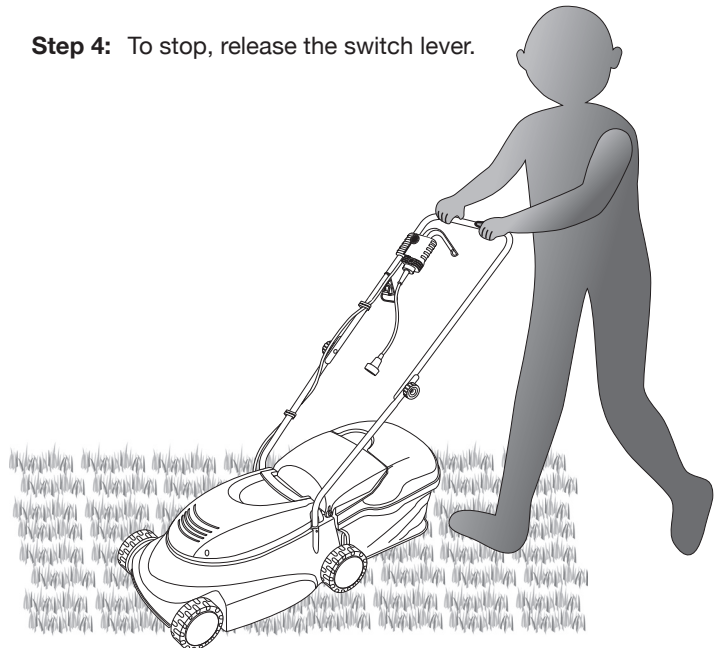
**Step 2:** Press down and hold the safety lock button, then pull back on the switch lever. Once the mower powers on, you can release the safety lock button. Let the mower get up to speed.



**Step 3:** Slowly lower the lawn mower so the front wheel is on the ground and start mowing.



**Step 4:** To stop, release the switch lever.

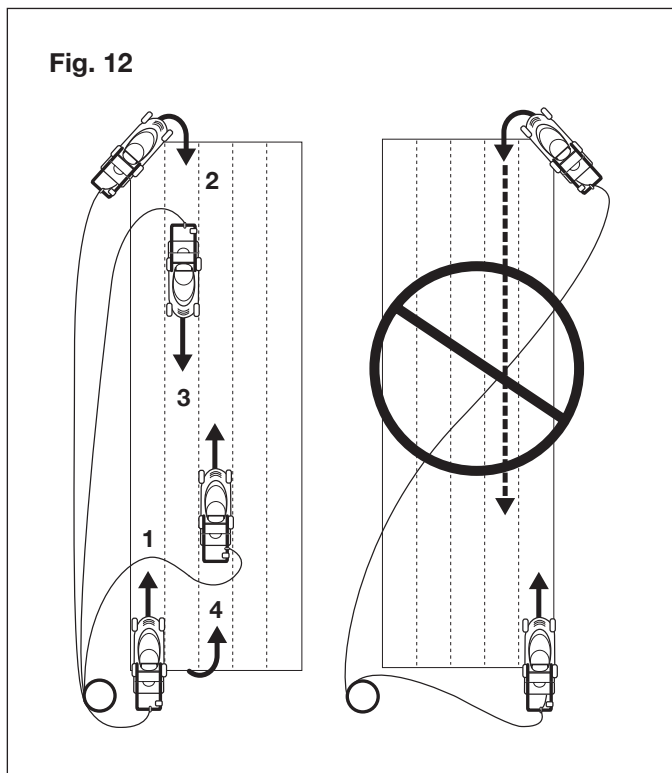


## Mowing Tips

**⚠️ WARNING!** Inspect the area prior to mowing and remove all the stones, sticks, wires and other debris that might be picked up and thrown by the rotating blade.

**⚠️ WARNING!** If you strike a foreign object, immediately stop the motor and disconnect the power cord. Thoroughly inspect the mower for any damage. Repair the damage before resuming operation.

1. The directional method of operation is recommended to obtain the maximum cutting performance and to reduce the risk of the electrical extension cord entering the cutting path (Fig. 12).
2. Follow these instructions to mow the cutting area:
  - A. Proceed to cut as shown in Fig. 12, working from position 1 towards position 2.
  - B. At position 2, turn right and proceed to position 3.
  - C. Continue to the end of the cutting area, turn left and proceed to position 4.
  - D. Proceed as shown in Fig. 12, always working away from the electric extension cord.



**IMPORTANT:** The mower blade will continue to rotate as long as the switch lever is pulled. Do not reach inside the blade housing or attempt to lift the mower until the blade has completely stopped and the electrical supply to the mower has been disconnected.

3. Be sure to check the 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.

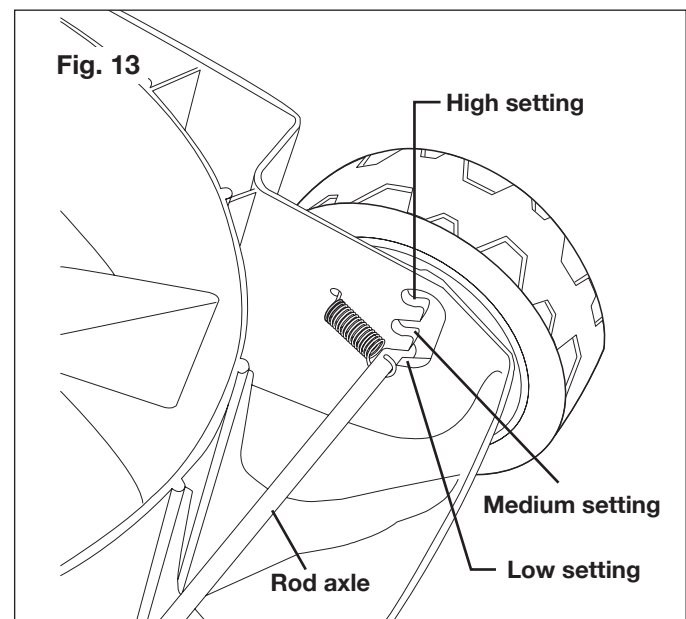
## Adjusting the Cutting Height

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

**⚠️ WARNING!** Before making these adjustments, disconnect the power supply to the mower 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 PRECATIONS AND RECOMMENDATIONS LISTED PREVIOUSLY IN THIS MANUAL.

1. Power off and unplug the lawn mower.
2. Remove and empty the grass 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.

### 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 bag.
7. Reconnect the power supply to the mower and resume normal use.

## Maintenance + Care

**⚠WARNING!** Before cleaning, repairing or inspecting the mower, disconnect the power supply to the unit 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 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 electrical supply to the mower.
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).

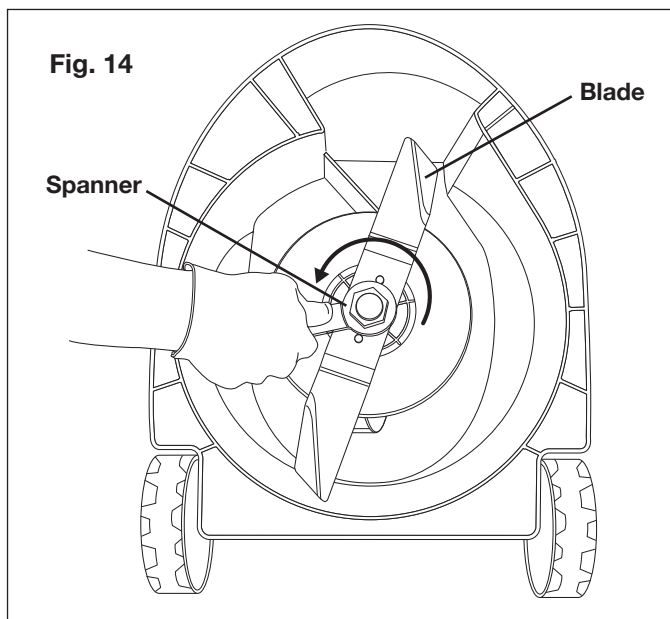
**⚠WARNING!** An excessively vibrating mower indicates that the blade is not properly balanced or has become deformed from striking an object. In this case, the blade must be repaired or replaced. Please follow the proper maintenance procedures for blade care or call the Snow Joe® + Sun Joe® customer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

### Blade Replacement

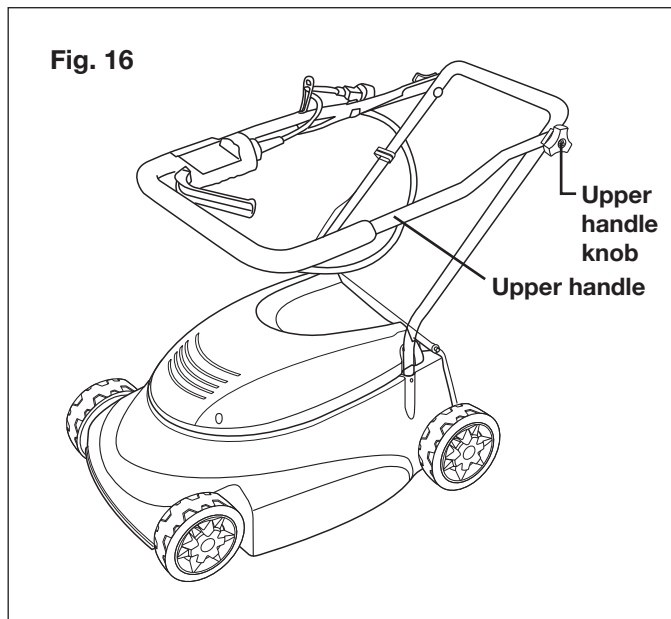
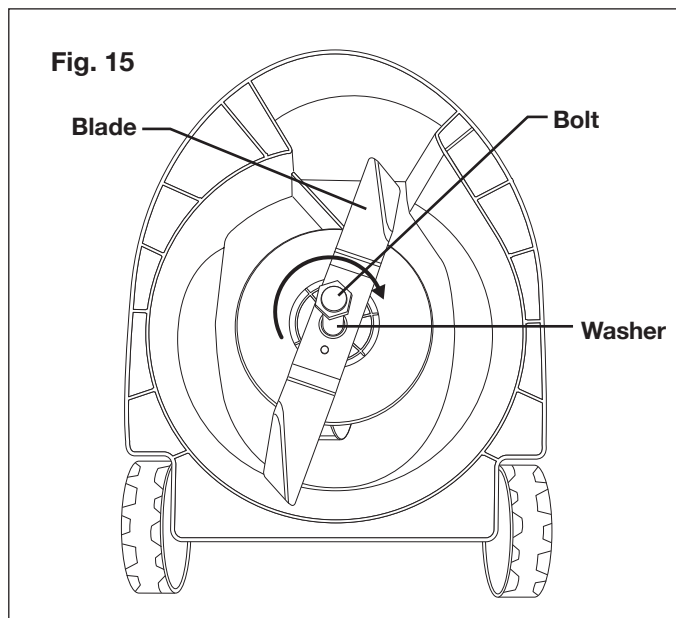
**IMPORTANT:** Only use original replacement parts specified for this mower.

You can purchase a replacement blade (Model MJ401E-11) and other genuine replacement parts by visiting us online at [snowjoe.com](http://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 electrical supply 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. 14).



5. Fit the new blade, the washer and the bolt back on following the same steps in reverse order (Fig. 15).



## Storage

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

1. Disconnect the power supply to the mower.
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. Wipe the extension cord to remove any foreign substances, such as oil or stains. Replace the extension cord immediately if it is cut or damaged in any way.
6. Wind the cord in a series of equal loops to prevent it from tangling.
7. Do not cover the lawn mower with a solid plastic sheet. Plastic coverings trap moisture around the mower, which can damage the unit.
8. 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. 16).

## Service + Support

If your Sun Joe MJ401E electric 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 #: MJ401E

Serial #: \_\_\_\_\_


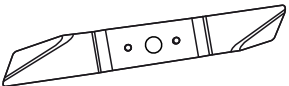
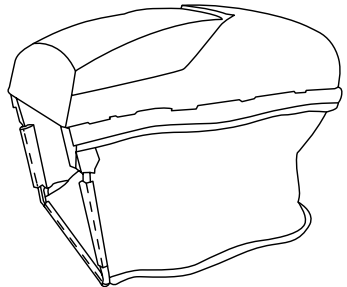
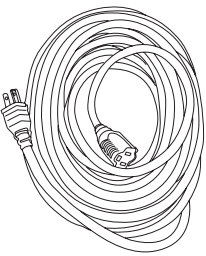
# Troubleshooting

| Problem                                | Remedy   |
|--|--|
| Motor does not run                     | <ul style="list-style-type: none"> <li>• Unplug the unit from the power source and check that the blade is able to rotate freely. If the mower was previously in use, let the motor cool down because the electrical brake could still be engaged.</li> <li>• Check mains, extension cord and circuit-breaker (fuse)</li> <li>• Clean discharge channel/housing</li> <li>• Start mower on short grass or in a previously mowed area and tilt back</li> <li>• Correct the cutting height</li> </ul> |
| Motor power drops                      | <ul style="list-style-type: none"> <li>• Check that you are using a suitable extension cord of proper gauge and length (see Extension Cord Chart pg. 2)</li> <li>• Power source (e.g. generator) has too low voltage</li> <li>• Air vents are blocked</li> </ul>   |
| Motor performance drops                | <ul style="list-style-type: none"> <li>• Correct the cutting height</li> <li>• Clean discharge channel/housing</li> <li>• Replace or sharpen mowing blade (contact an authorized Snow Joe® + Sun Joe® service center)</li> </ul>   |
| Grass catcher not filling sufficiently | <ul style="list-style-type: none"> <li>• Correct the cutting height</li> <li>• Allow the lawn to dry</li> <li>• Clean the grille on the grass collection bag</li> <li>• Clean the discharge channel/housing</li> </ul>   |

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

## Optional Accessories

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

| Accessories  | Item   | Model     |
|--|--|-----------|
| <p>①</p>    | Spanner  | MJ401E-44 |
| <p>②</p>    | 14-inch (35.6 cm) mower blade  | MJ401E-11 |
| <p>③</p>   | 10.6-gallon (40 l) grass bag   | MJ401E-10 |
| <p>④</p>  | Snow Joe® + Sun Joe® Power Joe SJTW-A<br>14-gauge 50-foot extension cord with<br>lighted end | PJEXT50-B |

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



## SNOW JOE® + SUN JOE® CUSTOMER PROMISE

**ABOVE ALL ELSE**, Snow Joe® + Sun Joe® are dedicated to you, our customer. We strive to make your experience as pleasant as possible. Unfortunately, there are times when a product does not work or breaks under normal operating conditions. We think it's important that you know what you can expect from us. That's why we created the Snow Joe® + Sun Joe® promise.

**OUR PROMISE:** Snow Joe® + Sun Joe® warrant new products for two years from the date of purchase. If your product does not work, or there's an issue with a specific part, we will fix this by either sending you a free replacement part or by sending you a new or comparable product at no charge. How cool is that! Before you know it, you'll be back in action cutting, sawing, mowing, washing and...?

### GENERAL CONDITIONS:

Snow Joe® + Sun Joe® operating under Snow Joe®, LLC warrants this new product to the original purchaser for two years 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. If the product is put to any business, commercial or industrial use or is rented or leased, then the duration of this warranty is 90 days from the date of original purchase. 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. Failure to register your product purchase will not diminish your warranty rights. 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 6PM EST. 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.



[snowjoe.com](http://snowjoe.com)