



ELECTRIC LAWN MOWER + MULCHER
17-INCH | 13-AMP

OPERATOR'S MANUAL

A Division of Snow Joe®, LLC

Model MJ403E-RM

Form No. SJ-MJ403E-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 WARNINGS!

When using this electric lawn mower + mulcher, 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 electric lawn mower + mulcher, take the time to familiarize yourself with the controls, especially how to stop the unit in an emergency. The only individuals who should use the unit 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 electric lawn mower + mulcher.

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 electric lawn mower + mulcher a safe distance away from flammable

or combustible items until surfaces that are hot have completely cooled. Do not store the unit 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 unit.

- 1. Avoid dangerous conditions** – Do not use the electric lawn mower + mulcher 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 unit 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 unit. Loose clothing, long hair, or jewelry may get caught in the moving parts.
- 4. Use the right appliance** – Do not use the electric lawn mower + mulcher 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 electric lawn mower + mulcher when you are tired or under the influence of alcohol or drugs.
- 8. Disconnect the electric lawn mower + mulcher** – Disconnect the unit from the power supply when it is not in use, before servicing it, when changing accessories, and when performing any other maintenance task.
- 9. Store idle electric lawn mower + mulcher indoors** – When not in use, the unit should be stored indoors in a dry, locked place out of the reach of children.
- 10. Maintain the electric lawn mower + mulcher with care** – Keep cutting edges sharp and clean for best and safest performance.

Inspect the 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.

Electrical Safety

1. Ground fault circuit interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for the unit. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
2. Make sure that the mains voltage matches that listed on the unit's rating label. Using the improper voltage can damage the motor and injure the user.
3. To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other). Use this appliance only with a polarized UL-, CSA- or ETL-listed extension cord recommended for outdoor, all-weather use, such as the Snow Joe® + Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit snowjoe.com to purchase this extension cord online or, to order by phone, call 1-866-SNOWJOE (1-866-766-9563).

The appliance plug will fit into a polarized extension cord only one way. If the appliance plug does not fit fully into the extension cord, reverse the plug. If the plug still does not fit, obtain a correct polarized extension cord. A polarized extension cord will require the use of a polarized wall outlet. The extension cord plug will fit into the polarized wall outlet only one way. If the plug does not fit fully into the wall outlet, reverse the plug. If the plug still does not fit, contact a qualified electrician to install the proper wall outlet. Do not modify the appliance plug, extension cord receptacle, or extension cord plug in any way.

4. To prevent electric shock, use only with an extension cord suitable for outdoor use, such as SW-A, SOW-A, STW-A, STOW-A, SJW-A, SJOW-A, SJTW-A, or SJTOW-A.

Before use, check that the extension cord is in good condition. When using an extension cord, make sure to use one heavy enough to carry the current your product will draw. For lengths less than 50 ft (15 m), 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:

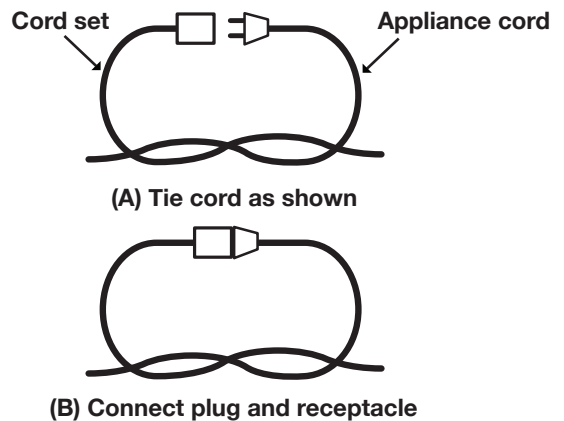
- Do not allow any part of the electric lawn mower + mulcher to make contact with water while it is in operation. If the appliance becomes wet while turned off, wipe dry before starting.
- Use only a UL-, CSA-, or ETL-rated extension cord for outdoor, all-weather use, such as the Snow Joe® + Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit snowjoe.com 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


5. 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



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

Double-Insulated Appliances

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



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

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

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 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 machine off if a child enters the area.
- Never allow children to 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

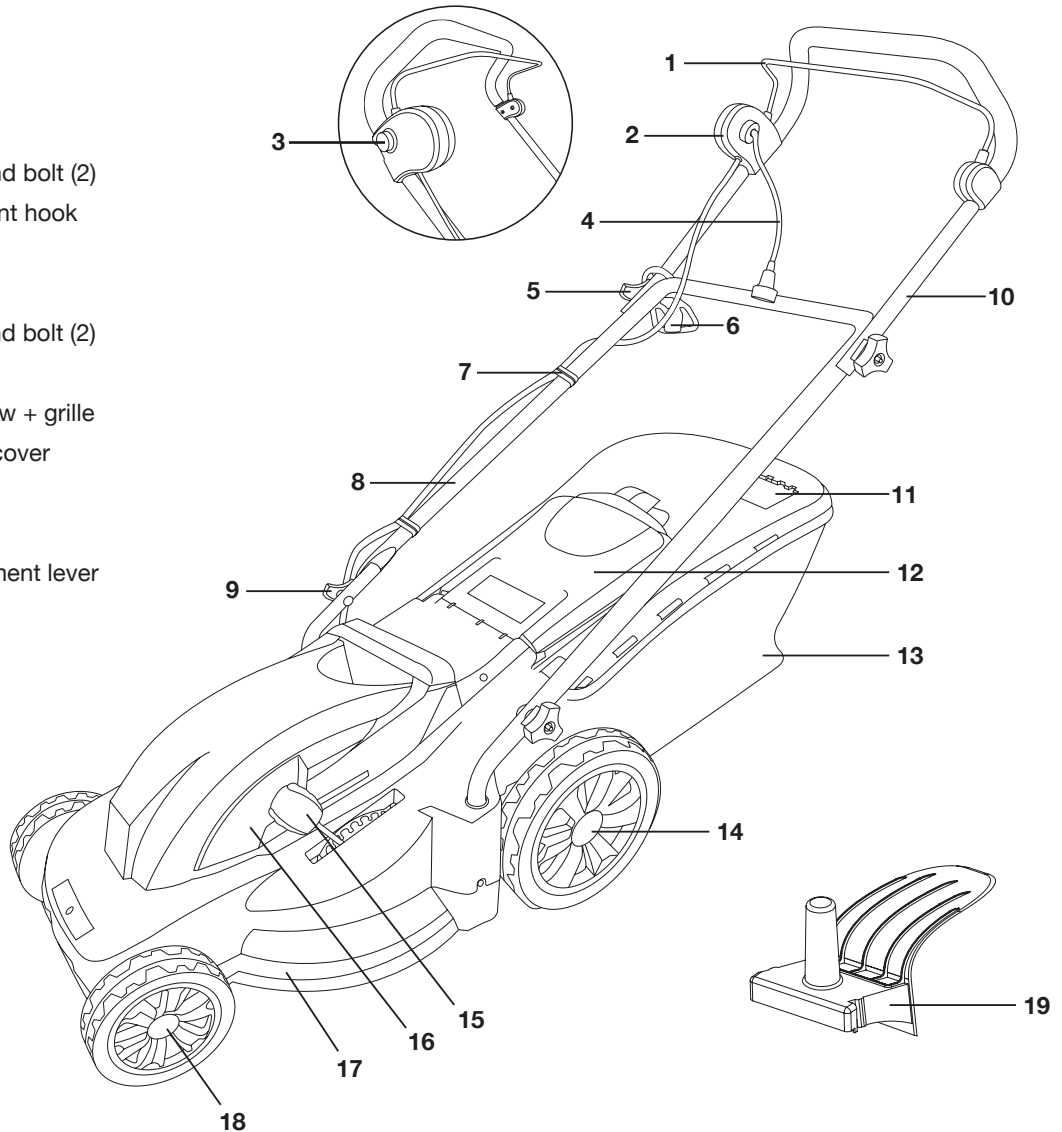
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate.

Symbols	Descriptions	Symbols	Descriptions
	CPSC Danger label.		Keep bystanders and children a safe distance away.
	<p>Safety Alert. Caution.</p> <p>To reduce the risk of injury, user must read instruction manual.</p>		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 + Mulcher

Read the owner's manual and safety instructions carefully before operating the electric lawn mower + mulcher. 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 bar lever
2. Switch box housing
3. Safety lock button
4. Appliance cord
5. Upper handle knob and bolt (2)
6. Extension cord restraint hook
7. Cable clip (2)
8. Lower handle frame
9. Lower handle knob and bolt (2)
10. Upper handle frame
11. Grass indicator window + grille
12. Grass collection bag cover
13. Grass collection bag
14. Rear wheel (2)
15. Cutting height adjustment lever
16. Vent
17. Chassis
18. Front wheel (2)
19. Mulch plug



Technical Data

Rated Voltage	120 V ~ 60 Hz	Cutting Height	0.98 in. to 2.87 in. (25 mm to 73 mm)
Power	13 amp	Grass Collection Bag Capacity	12 gal (45 L)
No Load Speed	3,500 rpm	Wheel Size	6.5 in. (16.5 cm) front 10 in. (25.4 cm) rear
Rotor	17 in. (43 cm) steel blade	Weight	31.5 lbs (14.3 kg)
Cutting Width	17 in. (43 cm)		

Unpacking

Carton Contents

- Electric lawn mower + mulcher body
- Upper handle frame
- Lower handle frame
- Grass collection bag
- Mulch plug (preassembled on the machine body)
- Upper handle knob and bolt (2)
- Lower handle knob and bolt (2)
- Cable clip (2)
- Grass collection bag handle
- Manual and registration card

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

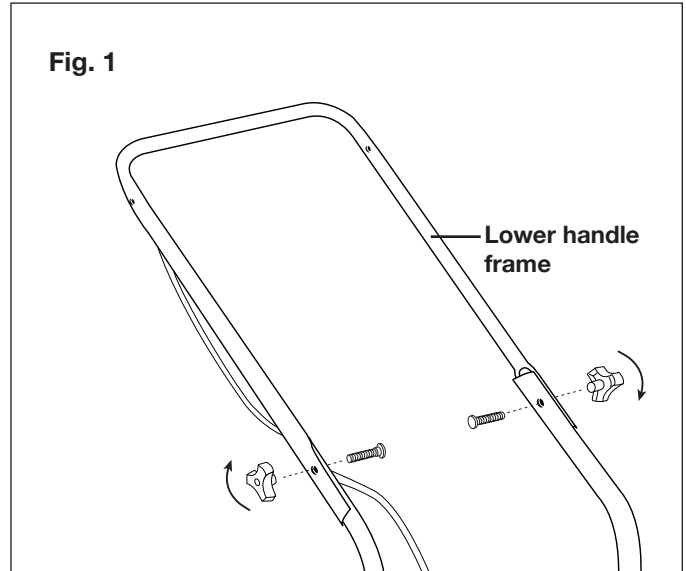
IMPORTANT! The equipment and packaging material are not toys. Do not let children play with plastic bags, foils, or small parts. These items can be swallowed and pose a suffocation risk!

Assembly

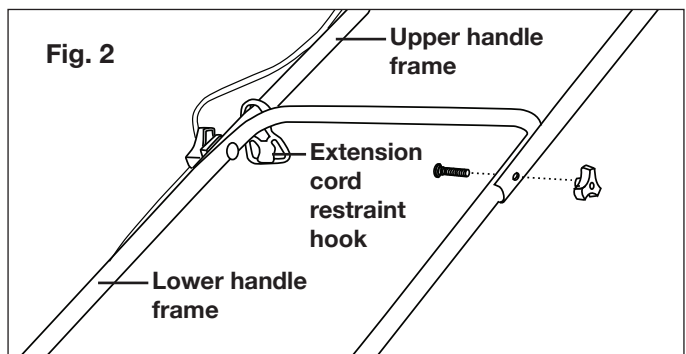
Carefully follow the instructions below to assemble your Sun Joe® electric lawn mower + mulcher. If you have questions during assembly, please contact the Snow Joe® + Sun Joe® customer service department at 1-866-SNOWJOE (1-866-766-9563).

Connecting the Upper and Lower Handle Frames

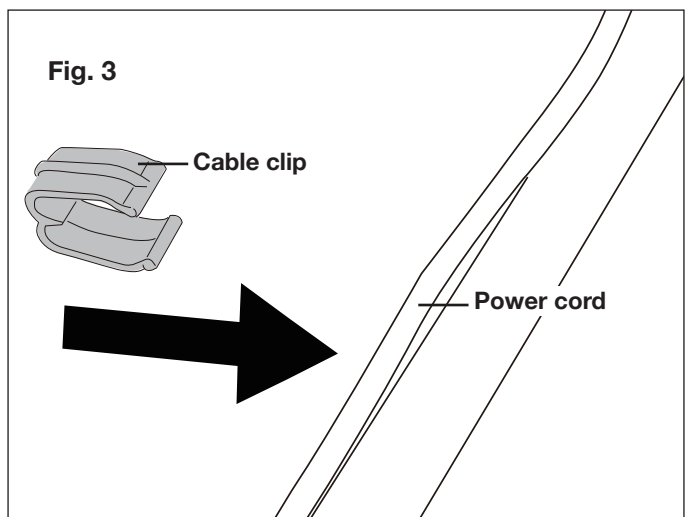
1. Secure the lower handle frame to the machine using the lower handle knobs and bolts. Tighten the knobs on each side to ensure a secure fit (Fig. 1).



2. Slide the extension cord restraint hook on the upper handle frame, then connect the upper handle frame to the lower handle frame using the upper handle knobs and bolts. Tighten the knobs on each side to ensure a secure fit (Fig. 2).

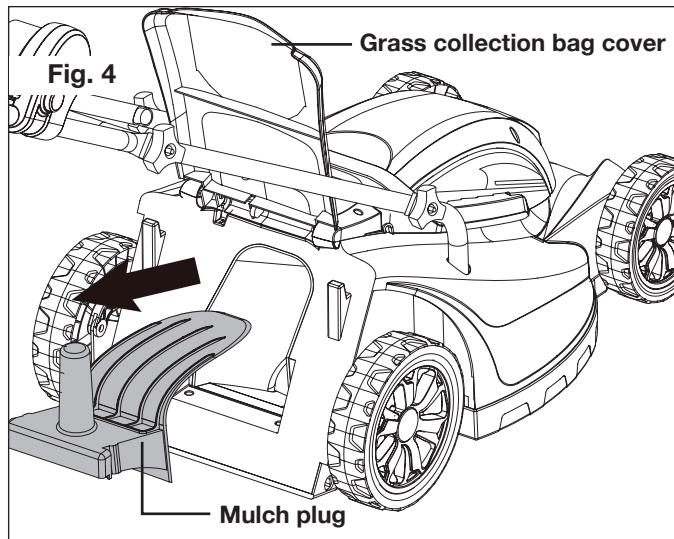


3. Use the provided cable clips to secure the power cord along the lower handle frame (Fig. 3).



Fitting the Grass Collection Bag

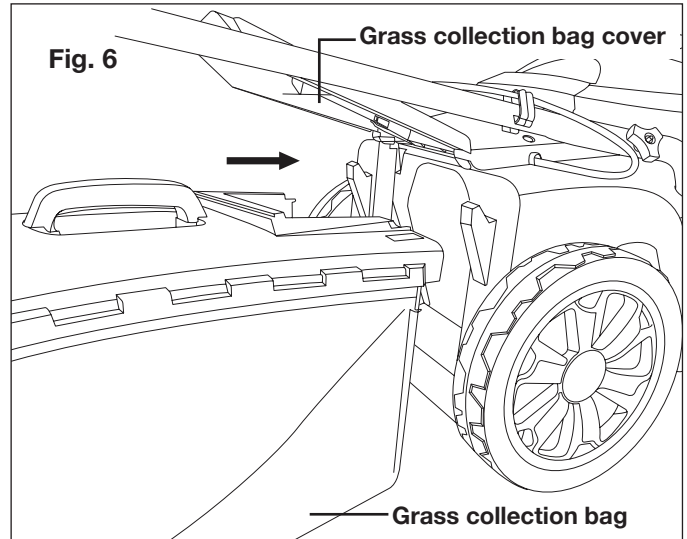
1. Lift the grass collection bag cover and remove the pre-installed mulch plug (Fig. 4).



2. Install the grass collection bag handle on the grass collection bag (Fig. 5).



3. Lift up the grass collection bag cover and hang the grass collection bag from the mower's mounting hooks (Fig. 6).



Operation

This electric lawn mower + mulcher has been designed to cut grass. Do not use this tool for any application other than that for which it was intended.

This electric lawn mower + mulcher is suitable for private residential use to cut grass in small to mid-size lawns and gardens. This lawn mower is not intended to be used to cut grass in public parks, playing fields, farms, or forests.

⚠ WARNING! Do not switch on the unit until it has been completely assembled. Before switching on the unit, always check both the appliance and extension cord for signs of damage; only an intact cord should be used.

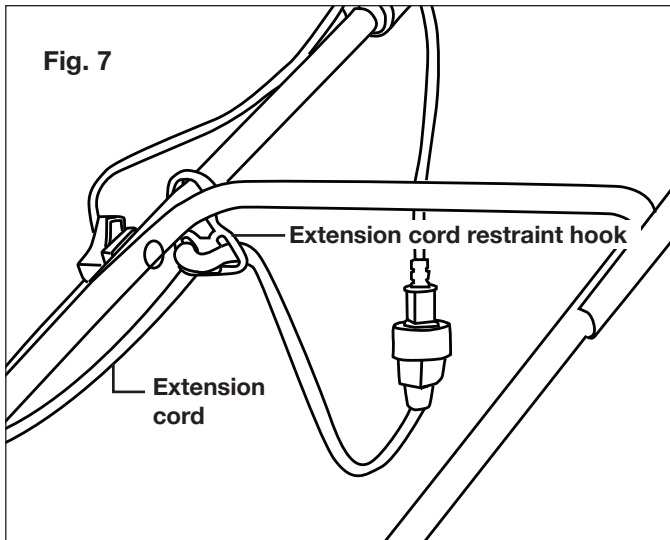
NOTE: Damaged extension cords pose a severe risk of injury. Replace damaged cords immediately.

Non-permitted Users

Persons who are not familiar with the operating manual, children, young people under the age of 16 as well as persons under the influence of alcohol, drugs, or medication are not permitted to operate the unit.

Power Connection

1. Push a loop of the extension cord through the slot on the extension cord restraint hook from the opposite side of the restraint hook (Fig. 7). Insert the appliance cord into a proper outdoor extension cord (see Extension Cord Chart on page 2).

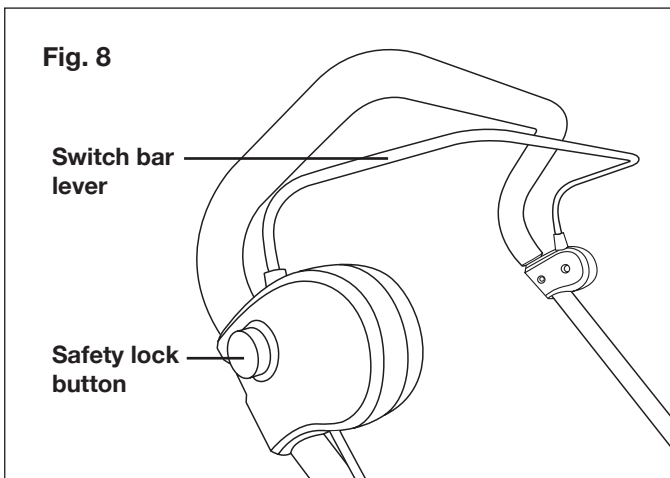


2. Secure the appliance cord to the extension cord as shown in Table 1 (page 2).

Starting + Stopping

IMPORTANT: Do not start the unit in tall grass.

1. To start the electric lawn mower + mulcher, press and hold the safety lock button while pulling the switch bar lever toward you. Once the machine powers on, release the safety lock button and proceed with operation (Fig. 8).
2. To stop the electric lawn mower + mulcher, release the switch bar lever (Fig. 8).

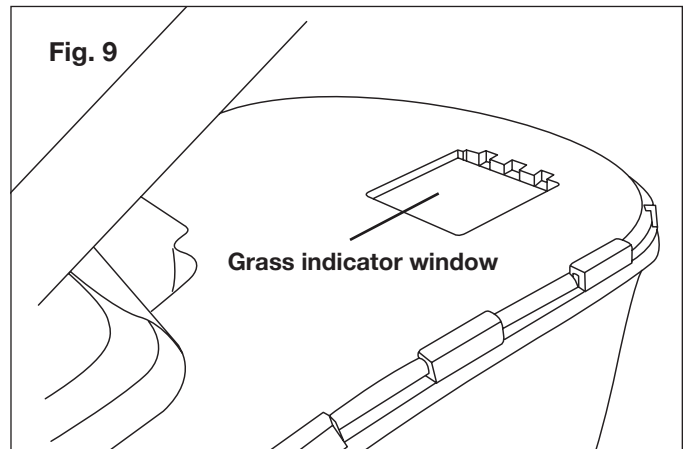


NOTE: While mowing, rest the extension cord safely on footpaths and on previously mowed areas.

⚠ WARNING! When the motor has been switched off, the cutter will continue to run for several seconds. Do not touch the underside of the mower until the cutter has come to a complete standstill.

Grass Collection Bag

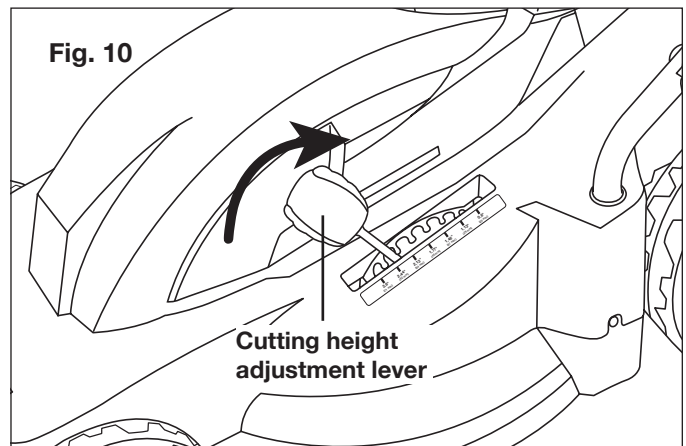
1. If the grass collection bag is empty or is not completely full with grass, the grass indicator window will remain open (due to the flow of air) or will flutter open and close as the grass accumulates in the bag (Fig. 9).
2. When the collection bag reaches its maximum capacity, the grass indicator window will remain closed (due to the restricted air flow). This signals that it is time to empty the bag.



Setting the Cutting Height

This electric lawn mower + mulcher is equipped with a 7-position height adjustment lever to tailor grass cutting heights from 0.98 in. (25 mm) to 2.87 in. (73 mm). To change the cutting height of the grass, set the lever to the desired position (Fig. 10).

1. Push the cutting height adjustment lever to the outside of the chassis (Fig. 10).
2. Insert the lever into the desired slot.



7-Position Height Adjustment:

- | | |
|---------------------|---------------------|
| 1. 0.98 in. (25 mm) | 5. 2.17 in. (55 mm) |
| 2. 1.18 in. (30 mm) | 6. 2.56 in. (65 mm) |
| 3. 1.5 in. (38 mm) | 7. 2.87 in. (73 mm) |
| 4. 1.89 in. (48 mm) | |

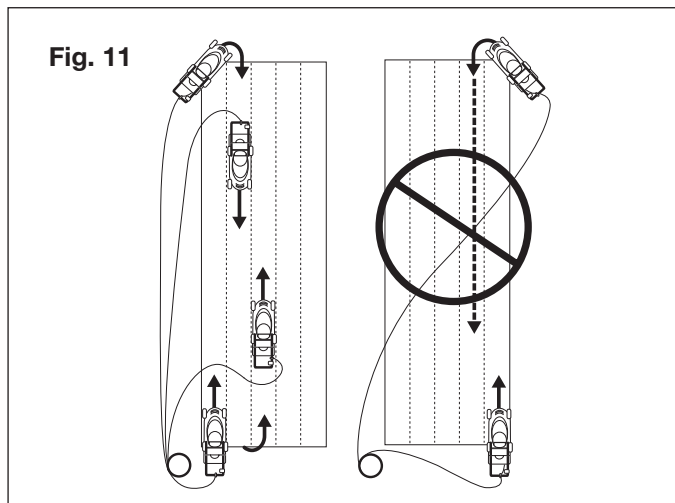
⚠️WARNING! Before performing any maintenance or cleaning work, always disconnect the power supply to the unit.

Mowing Tips

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

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

- 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.
- Verify that the lawn is free of stone, sticks, wires, and other foreign objects that could damage the blade or the motor. These objects could accidentally be picked up and thrown by the mower in any direction, which could lead to serious personal injury to the operator and to others.
- In order to prevent electric shock, do not operate the mower in damp or wet conditions.
- Do not mow in a circle. Travel back and forth across the lawn following the path outlined below (Fig. 11).
- 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 cm 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.



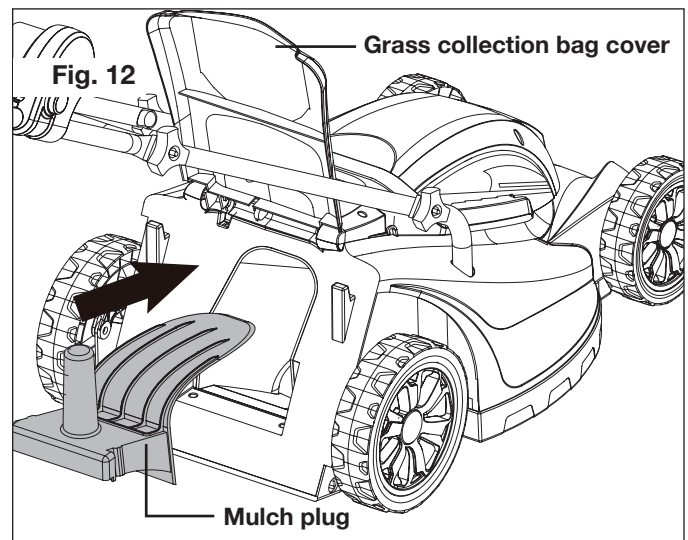
- While mowing, make sure that the electric cable is always behind you and resting on the area of grass already cut.
- The lawn will look better if it is always cut to the same height and in alternate directions.
- When crossing any graveled area, release the switch bar lever to turn off the mower. The 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 disconnect the power cord. Thoroughly inspect the mower for any damage. Repair any damage before operating the mower.

Mulching Tips

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

- The unit is sent in mulching mower mode with the mulch plug being assembled already. If you have used the unit as a lawn mower and want to convert your lawn mower to a mulching mower, lift up the grass collection bag cover and remove the grass collection bag. Insert the mulch plug (Fig. 12) and close the grass collection bag cover.



- For effective mulching, do not cut wet grass because it tends to stick to the underside of the deck, preventing proper mulching of grass clippings. New or thick grass may require a narrower cut. The ground speed should be adjusted to the condition of the lawn. If mowing has been delayed and the grass has been allowed to grow longer than 4 in. (10 cm), mow the lawn twice in order to reduce the grass to the maximum of 3¼ in. (8.3 cm).
- Walk at a steady pace. Overlap the cutting rows. Do not let the grass get too tall. If the grass gets too long, start at the highest cutting position and work down to the desired cutting height.

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

Maintenance

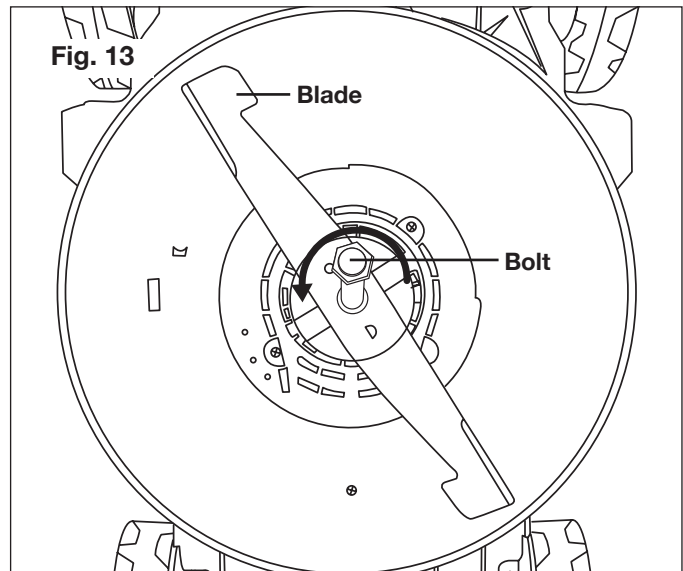
⚠WARNING! Before cleaning, repairing, or inspecting the electric lawn mower + mulcher, disconnect the power supply to the unit and verify that all moving parts have come to a complete stop.

1. Do not spray the unit with water. Intake of water may destroy the switch/plug mechanism and the electric motor.
2. Clean the unit with a dry cloth or hand brush. Expert inspection is required:
 - a) if the lawn mower + mulcher strikes an object.
 - b) if the motor stops suddenly.
 - c) if the blade is bent (do not align).
 - d) if the motor shaft is bent (do not align).
 - e) if a short-circuit occurs when the cable is connected.
 - f) if the gears are damaged.
 - g) if the V-belt is defective.

Replacing and Resharpenering the Mowing Blade

At the end of each mowing season, always sharpen the mowing blade or, if required, replace the mowing blade with a new one. You can purchase a replacement blade (Model MJ403E-32) and other replacement parts online at snowjoe.com. Always have the mowing blade resharpened or replaced by an authorized Snow Joe® + Sun Joe® service center.

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 an adjustable wrench, remove the bolt securing the mower blade by turning the bolt counterclockwise, then carefully remove the blade (Fig. 13).
5. Fit the new blade and the bolt back on following the same steps in reverse order.

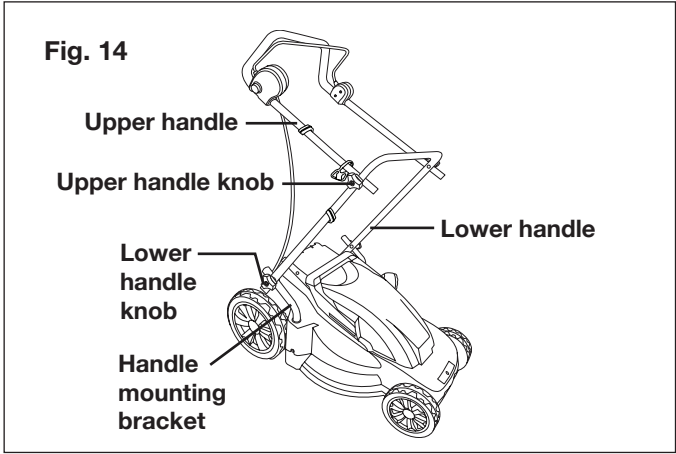


⚠WARNING! Unbalanced blades will cause the electric lawn mower + mulcher to vibrate violently and may cause an accident. Please follow proper maintenance procedures or call the Snow Joe® + Sun Joe® customer service center for assistance at 1-866-SNOWJOE (1-866-766-9563).

Storage

Follow the steps below to prepare the electric lawn mower + mulcher for storage:

- Disconnect the power supply to the unit.
- Clean the unit with a dry cloth or hand brush.
- Inspect the mowing blade and replace/sharpen if it shows signs of wear. Refer to the maintenance section.
- Store the unit 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.
- 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.
- Wind the cord in a series of equal loops to prevent it from tangling.
- Do not cover the electric lawn mower + mulcher with a solid plastic sheet. Plastic coverings trap moisture around the unit, which can corrode the unit.
- The handle can be completely folded for compact storage of your electric lawn mower + mulcher. Start by loosening the handle knobs on each side of the upper handle and fold down the upper handle (Fig. 14).
- Next, loosen the handle knobs on each side of the lower handle. Pull outwards on each side of the lower handle and lift the sides of the lower handle past the edges of the handle mounting brackets. Fold the lower handle forward, making sure not to bend or kink the power cord (Fig. 14).



Service

⚠WARNING! Before cleaning, repairing or inspecting the electric lawn mower + mulcher, disconnect the power supply to the unit and verify that all moving parts have come to a complete stop.

1. When servicing the electric lawn mower + mulcher, use only genuine replacement parts that are available from the manufacturer. In order to obtain replacement parts, visit our website at snowjoe.com or call Snow Joe® + Sun Joe® customer service center 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 unit, may compromise operator safety and will void the manufacturer's warranty.
2. Keep the handles dry, clean, and free of oil and grease.
3. In order to reduce the risk of fire, keep the motor free of grass, leaves, and accumulated debris.
4. Frequently check the motor mounting bolts for proper tightness. Visually inspect the mowing blade for damage (i.e. bent, cracked, or worn).
5. For optimal and safest performance, maintain the mower with care. Keep the mower blade sharp and clean.
NOTE: The mower blade is sharp and can cause severe personal injury if handled incorrectly. Wrap the blades or wear protective gloves, and use extra caution when servicing.
6. Keep all nuts, bolts, and screws tight to ensure that the equipment is in safe working condition.
7. Never tamper with safety devices. Check them regularly to verify that they are in proper working order.
8. After striking a foreign object, stop the motor and remove the power cord. Thoroughly inspect the mower for any damage. Repair any damage before restarting the mower.
9. Lawn mower components are subject to wear and damage, which can expose moving parts that can be picked up and thrown by the machine. As a safety precaution, frequently check the mower's components and replace those that show signs of wear or damage.
10. When the unit is not in use, store it indoors in a dry, cool, and clean area, out of the reach of children.

Troubleshooting

Problem	Remedy
Motor does not run	<ul style="list-style-type: none"> • Check mains connection cable and circuit-breaker (fuse). • Start the unit on short grass or in an area that has already been mowed and tilt back. • Clean discharge channel/housing (the mowing blade must rotate freely). • Correct the cutting height.
Motor power drops	<ul style="list-style-type: none"> • Correct the cutting height. • Clean discharge channel/housing. • Have mowing blade resharpened/replaced (contact an authorized Snow Joe® + Sun Joe® service center).
Grass catcher is not filled sufficiently	<ul style="list-style-type: none"> • Correct the cutting height. • Allow the lawn to dry. • Have mowing blade resharpened/replaced (contact an authorized Snow Joe® + Sun Joe® service center). • Clean the grille on the grass collection bag. • Clean the discharge channel/housing.

Faults that cannot be addressed with the aid of this table may be rectified by a company specialist only. Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

Support

If your Sun Joe® MJ403E-RM electric lawn mower + mulcher requires service or maintenance, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

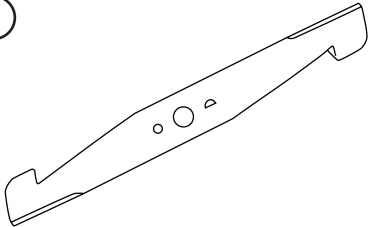
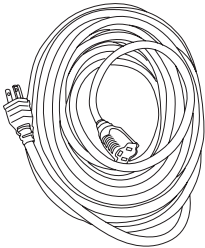
Model and Serial Numbers

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 #:
M J 4 0 3 E - R M	
	Serial #:

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 electric lawn mower + mulcher. Contact Snow Joe® + Sun Joe® if you are unsure whether it is safe to use a particular replacement part or accessory with your electric lawn mower + mulcher. The use of any other attachment or accessory can be dangerous and could cause injury or mechanical damage.

Accessories	Item	Model
<p>①</p> 	<p>17-inch (43 cm) mower blade</p>	<p>MJ403E-32</p>
<p>②</p> 	<p>Snow Joe® + Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end</p>	<p>PJEXT50-B</p>

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



SNOW JOE® + SUN JOE® REFURBISHED GOODS WARRANTY

GENERAL CONDITIONS:

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

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

HOW TO OBTAIN YOUR REPLACEMENT PART OR PRODUCT:

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

EXCLUSIONS:

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

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

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

HOW TO REACH US:

We're here to help Monday through Friday from 9AM to 6PM EST. You can reach us at 1-866-SNOWJOE (1-866-766-9563), online at snowjoe.com, via email at help@snowjoe.com or tweet us @snowjoe.

EXPORTS:

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



snowjoe.com

⚠WARNING! This product or its power cord contains chemicals, including lead, known to the State of California to cause cancer and birth defects or other reproductive harm. Wash hands after handling. For more information go to www.P65Warnings.ca.gov.

⚠WARNING! Some dust created by power sanding, sawing, grinding, drilling, and other construction activities contains chemicals known [to the State of California] to cause cancer, birth defects, or other reproductive harm. Some examples of these chemicals are:

- lead from lead-based paints,
- crystalline silica from bricks and cement and other masonry products, and
- arsenic and chromium from chemically-treated lumber.

Your risk from these exposures varies, depending on how often you do this type of work. To reduce your exposure to these chemicals: work in a well ventilated area, and work with approved safety equipment, such as those dust masks that are specifically designed to filter out microscopic particles. For more information go to www.P65Warnings.ca.gov.