



OPERATOR'S MANUAL

A Division of Snow Joe®, LLC

ELECTRIC SHARPERBLADE™ TRIMMER + EDGER

11.5-INCH | 4.5-AMP

Model SB602E-RM

Form No. SJ-SB602E-RM-880E-V1

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IMPORTANT! Safety Instructions

All Operators Must Read These Instructions Before Use

⚠ CAUTION!

Before using this electric tool, carefully read and observe the safety rules and instructions listed below. Before starting work, make sure that you know how to stop the machine in case of an emergency. The incorrect use of this machine could cause serious injury. Keep these instructions in a safe place and on hand so that they can be consulted when required.

⚠ CAUTION!

The electric grass trimmer + edger should only be used for cutting lawns and for trimming along the borders of flower beds. Other uses of the trimmer + edger that are not indicated in these instructions could damage the trimmer + edger or seriously injure the operator.

GENERAL Safety Rules

⚠ WARNING! When using the electric grass trimmer + edger basic safety precautions should always be followed to reduce the risk of fire, electric shock, and personal injury, including the following:

A) FOR ALL DOUBLE-INSULATED APPLIANCES

- 1. Replacement parts** – When servicing, use only identical replacement parts.
- 2. Polarized appliance connections** – To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other) and will require the use of a polarized extension cord. The appliance plug will fit into a polarized extension cord only one way. 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. This plug will fit into the polarized wall outlet only one way. If the plug still does not fit fully into the wall outlet, reverse the plug. If the plug still does not fit, contact a qualified electrician to install a proper wall outlet. Do not change the appliance plug, extension cord receptacle, or extension cord plug in any way.

B) FOR ALL APPLIANCES

- 1. Avoid dangerous environments** – Do not use appliances in damp or wet locations. Do not use in rain.
- 2. Keep children and bystanders away** – Children and other spectators, including pets, should be kept at least 50 feet (15 meters) away from the work area. When the grass is cut, stones and debris contained in the grass can be picked up by the trimmer + edger and dispersed into the air. These flying projectiles can cause blindness or other bodily injury.
- 3. Dress properly** – Always wear suitable clothing when using the trimmer + edger to prevent head, hand, or feet injuries. Do not wear loose clothing or jewelry. They can get caught in moving parts.
- 4. Use safety glasses** – Also use safety footwear, snug-fitting clothing, protective gloves, hearing and head protection.
- 5. Use the right tools** – Do not use tools for any job except that for which they are intended.
- 6. Avoid unintentional starting** – Do not carry plugged-in tool with finger on the trigger. Make sure the switch is off before plugging in the tool.
- 7. Do not abuse the cord** – Never carry the tool by the cord or yank the cord to disconnect it from the receptacle. Keep cord away from heat, oil, and sharp edges.
- 8. Do not force the tool** – It will do the job better and with less likelihood of injury if it is used at the rate for which it was designed.
- 9. Do not overreach** – Keep proper footing and balance at all times.
- 10. Stay alert** – Watch what you are doing. Use common sense. Do not operate the trimmer + edger when you are tired, or under the influence of alcohol or drugs.
- 11. Disconnect the tool** – Turn the trimmer + edger off and disconnect the plug when: the trimmer + edger is not in use; it is left unattended; it is being examined because it is not working correctly; the power supply cable is damaged; the trimmer line is being removed or changed or when the trimmer + edger is being moved from one place to another.
- 12. Store idle tools indoors** – When not in use, tools should be stored indoors in a dry and high or locked-up place out of the reach of children.
- 13. Maintain tools with care** – Keep cutting edges sharp and clean for best performance and to reduce the risk of injury. Follow instructions for lubricating and changing

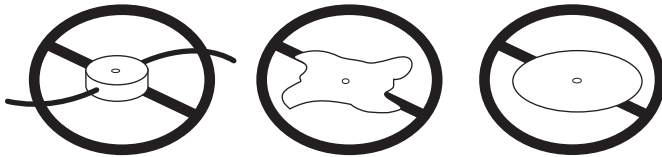
accessories. Inspect the trimmer + edger periodically and replace if damaged. Repair the trimmer + edger only at an authorized service facility. Keep handles dry, clean, and free from oil and grease.

- 14. Checked for damaged parts** – Before continuing to use the trimmer + edger, a guard or other part that is damaged should be carefully checked to determine that it will operate properly and perform its intended function. Check for the alignment of moving parts, binding of moving parts, breakage of parts, mounting, and any other condition that may affect the trimmer + edger's operation. A guard or other part that is damaged should be properly repaired or replaced by an authorized service center unless indicated elsewhere in this manual.

C) ADDITIONAL SAFETY INSTRUCTIONS FOR GRASS TRIMMER + EDGER

1. Keep guards in place and in working order.
2. Keep hands and feet away from the cutting area.

⚠ WARNING! Never use steel blades or other devices. Use of any other accessories or attachments will increase the risk of injury.



⚠ CAUTION!

The safety guard is critical to the safety of the operator and the safety of people standing within a safe distance of the trimmer + edger. The safety guard keeps the trimmer + edger in good working order and must always be in place during operation.

- Do not try to stop the cutting device (SharperBlade™) with your hands. Always let it come to a stop by itself.

⚠ WARNING! After switching off the tool, the cutting device (SharperBlade™) continues to rotate for a few seconds.

- Only use the original type of SharperBlade™. Do not under any circumstances use metal line or nylon line instead of SharperBlade™.
- Do not use the tool to cut grass which is not on the ground. For example, do not cut grass growing on walls or rocks.
- Do not switch on the tool in an enclosed or poorly ventilated space or in the presence of flammable and/or explosive substances such as liquids, gases and powders.
- Only cut during broad daylight or with adequate artificial light.
- Check that all grass cuttings and dirt have been removed from the ventilation vents.
- Do not cross roads or gravel paths while the tool is still running.

- When the tool is not in use, store it in a dry place and out of reach of children.
- After use, disconnect the tool from the power supply and check for damage. If you have the slightest doubt about the condition of the tool, contact an authorized service center.
- Only use the tool according to the instructions given in this manual.
- Check regularly that the screws are tight.
- Do not try to repair the tool or access internal parts. Contact an authorized service center.

Electrical Safety

1. Ground fault circuit interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for this electric trimmer + edger. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
2. To prevent electric shock, use only with an extension cord suitable for outdoor use, such as SW-A, SOW-A, STW-A, STOW-A, SJW-A, SJOW-A, SJTW-A, or SJTOW-A.

Before use, check that the extension cord is in good condition. When using an extension cord, make sure to use one heavy enough to carry the current your product will draw. For lengths more than 50 ft (15 m), a No.14 AWG (or greater) 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 trimmer + edger 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.
- 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.):	16	14

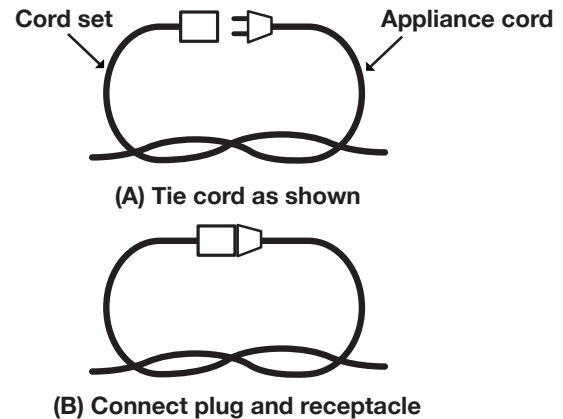
3. To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other). Use this appliance only with a polarized UL-, CSA-, or ETL-listed extension cord recommended for outdoor, all-weather use, such as the Snow Joe® + Sun Joe® SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit snowjoe.com to purchase this extension cord online or, to order by phone, call 1-866-SNOWJOE (1-866-766-9563).

The appliance plug will fit into a polarized extension cord only one way. If the appliance plug does not fit fully into the extension cord, reverse the plug. If the plug still does not fit, obtain a correct polarized extension cord. A polarized extension cord will require the use of a polarized wall outlet. The extension cord plug will fit into the polarized wall outlet only one way. If the plug does

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

4. To prevent the appliance cord from disconnecting from the extension cord during operation, use the onboard extension cord restraint hook and/or 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 trimmer + edger 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.









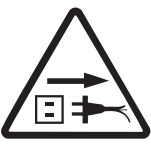

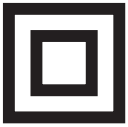



DOUBLE-INSULATED: GROUNDING NOT REQUIRED. WHEN SERVICING, USE ONLY IDENTICAL REPLACEMENT PARTS.

This electric trimmer + edger 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 trimmer + edger only as described in this manual.

Safety Symbols

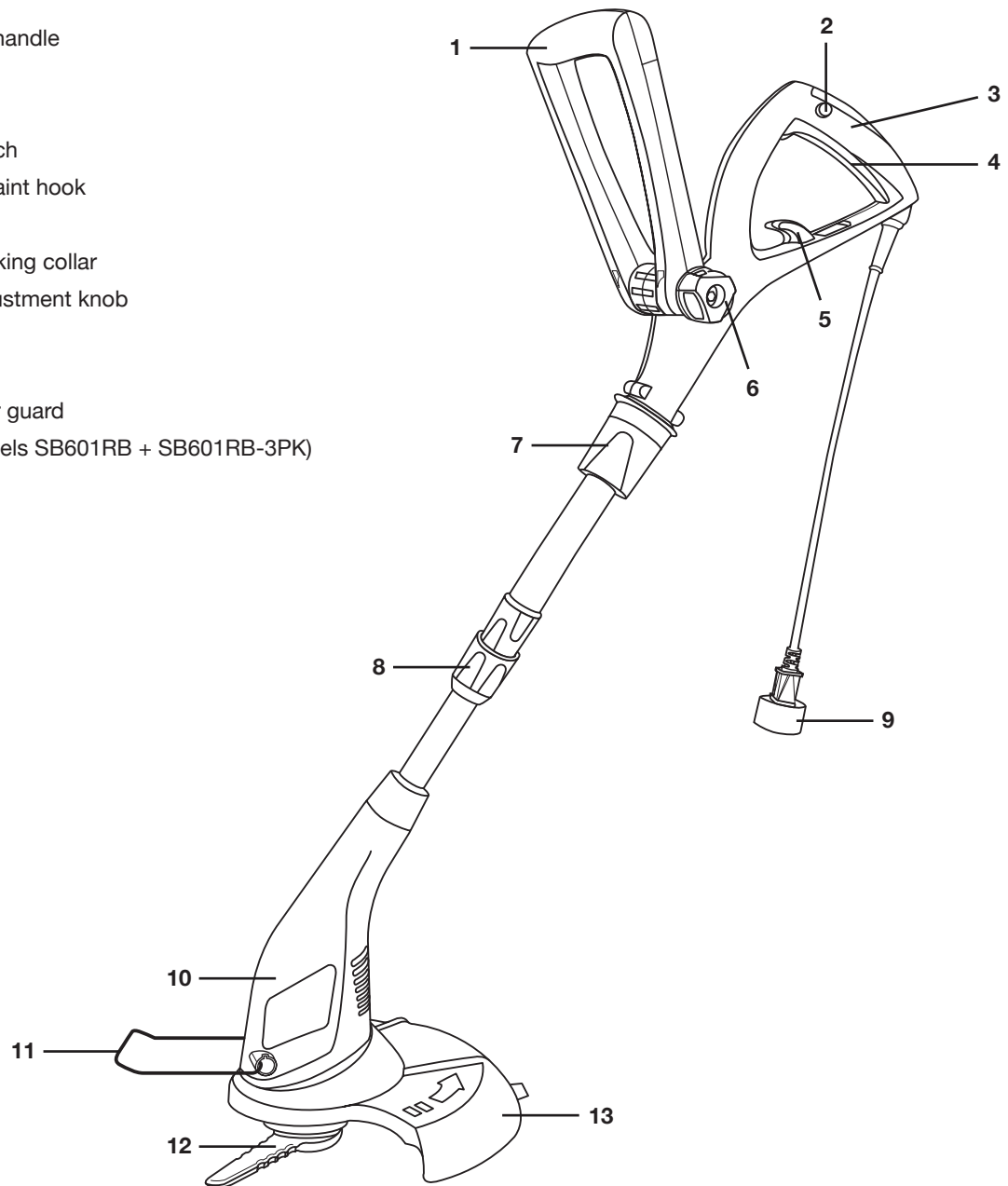
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate.

Symbols	Descriptions	Symbols	Descriptions
	READ THE OPERATOR'S MANUAL(S) – Read, understand, and follow all instructions in the user manual(s) before attempting to assemble and operate.		Keep bystanders and children a safe distance away.
	SAFETY ALERT – Indicates a precaution, a warning, or a danger.		WARNING! Do not expose the unit to rain or wet conditions.
	WEAR EYE AND HEARING PROTECTION – For protection against injury, wear ear defenders and safety goggles.		Beware of flying objects and debris.
	Wear safety gloves during use to protect hands.		Wear non-slip footwear that will protect your feet and improve your footing on slippery surfaces.
	Immediately remove the plug from the mains if the power cable is damaged, frayed, or entangled. Always keep the power cable away from heat, oil and sharp edges.		WARNING! Turn the machine OFF and disconnect it from the power supply before inspecting, cleaning, changing accessories, or conducting any other maintenance task.
	DOUBLE INSULATION – When servicing, use only identical replacement parts.		DANGER! Beware of thrown objects to bystanders. Keep bystanders at least 15 m (50 ft) away from the machine.

Know Your Electric Grass Trimmer + Edger

Read the owner's manual and safety instructions carefully before operating the electric grass trimmer + edger. Compare the illustration below to the electric trimmer + edger in order to familiarize yourself with the location of the various controls and adjustments. Save this manual for future reference.

1. Adjustable auxiliary handle
2. Safety lock button
3. Rear handle
4. ON/OFF trigger switch
5. Extension cord restraint hook
6. Handle knob
7. Twist-N-Groom™ locking collar
8. Telescopic shaft adjustment knob
9. Appliance cord
10. Motor housing
11. Edger guide + flower guard
12. SharperBlade™ (Models SB601RB + SB601RB-3PK)
13. Safety guard



Technical Data

Rated Voltage 120 V ~ 60 Hz
 Power 4.5 A
 No Load Speed 7700 rpm
 Cutting Diameter 11.5 in. (29.2 cm)

Rotor..... SharperBlade™
 (Models SB601RB + SB601RB-3PK)
 Telescopic Shaft 8.3 in. to 21.6 in. (21 cm to 55 cm)
 2 Tools In 1 Twist-N-Groom™ rotating head
 Weight 5.6 lbs (2.5 kg)

Unpacking

Carton Contents

- Grass trimmer + edger
- Safety guard
- Auxiliary handle
- Handle knob and bolt
- Edger guide + flower guard
- SharperBlade™ (Model# SB601RB)
- Manual with registration card

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

NOTE: Do not discard the shipping carton and packaging material until you are ready to use the electric grass trimmer + edger. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations or save the packaging for long-term product storage.

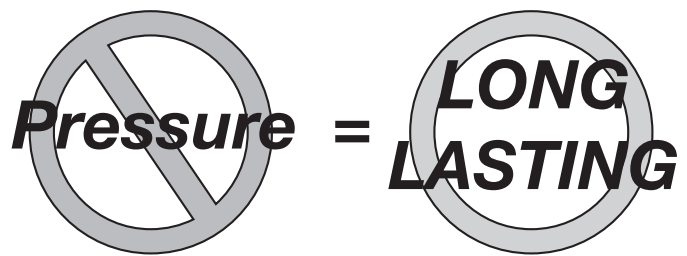
IMPORTANT! The equipment and packaging material are not toys. Do not let children play with plastic bags, foils, or small parts. These items can be swallowed and pose a suffocation risk!

Secrets to a Long Lasting SharperBlade™

CONGRATULATIONS! You are about to experience a faster, easier, way of grooming your lawns edge and managing weeds.

First, you will notice that there are obvious differences between your SharperBlade™ and string line, among which are size and shape. These differences require you to operate your trimmer + edger slightly different:

1. Use MINIMAL pressure when edging against concrete, brick, or stone. Since the SharperBlade™ is more ridged than string, you may feel the need to put pressure on the blade while edging. The more pressure you apply, the FASTER the blade will wear. In contrast, the less pressure you apply against hard surfaces, the LONGER the blade will last! The SECRET is to keep the blade just off the hard surface.
2. NEVER FORCE your SharperBlade™. High speed, along with an impact against any hard surface, may cause the blade to buckle near the center hub, and tear. The SECRET is to allow the SharperBlade™ to do ALL the work without extra effort.

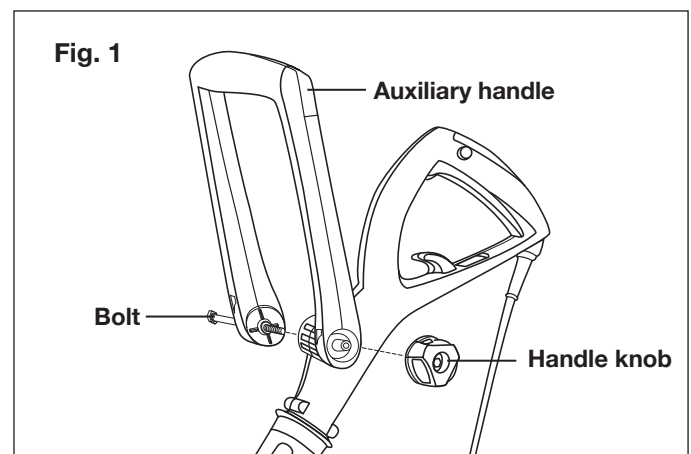


Assembly

Before using the SharperBlade™ electric grass trimmer + edger, follow these instructions to assemble:

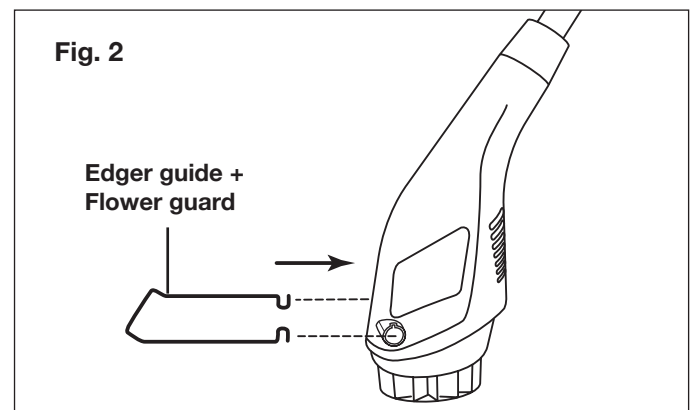
Fitting Auxiliary Handle

1. Remove the trimmer + edger and parts from the box.
2. Adjust the handle to the most comfortable position.
3. Assemble the auxiliary handle by inserting the handle bolt into the auxiliary handle, and installing and tightening the handle knob provided (Fig. 1).



Edger Guide + Flower Guard

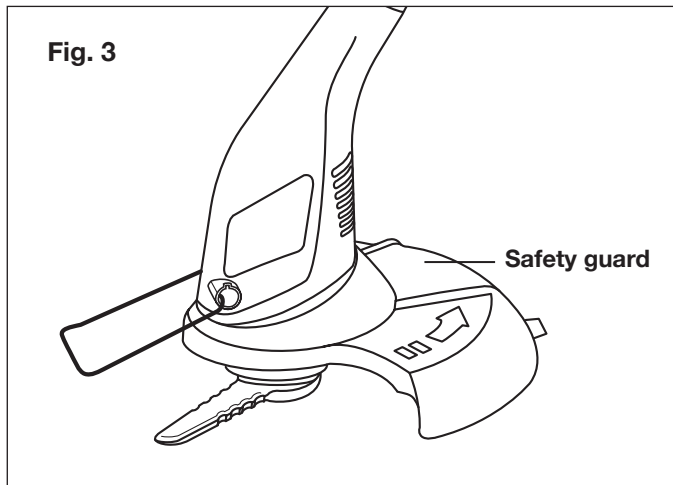
1. Insert the steel edger guide + flower guard into the lower motor cover and lock in place (Fig. 2).



Fitting the Safety Guard

⚠️ WARNING! The safety guard must be properly installed. The safety guard provides partial protection from the risk of thrown objects to the operator and other bystanders.

1. Place the safety guard over the blade shaft and snap into place (Fig. 3).
2. Now the diameter of the protection area is 11.5 in. (29.2 cm).

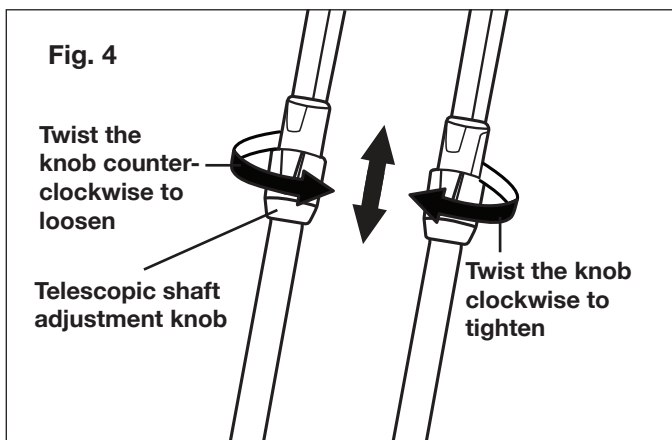


3. If needed, you can flip up the steel edger guide + flower guard onto the motor cover. This will allow you maximum use of the SharperBlade™.

⚠️ CAUTION! Be careful when operating the machine while steel flower guard is removed or raised.

Adjusting the Telescopic Shaft

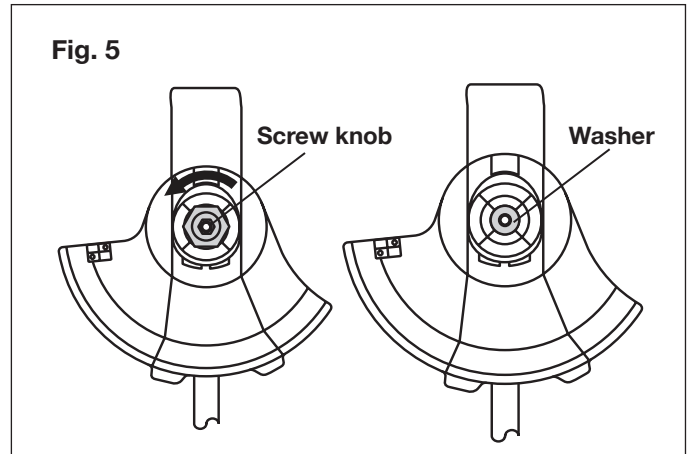
1. Loosen the telescopic shaft adjustment knob (Fig. 4).
2. Pull and adjust the shaft to a comfortable height (Fig. 4).
3. Tighten the knob once the desired length is achieved (Fig. 4).



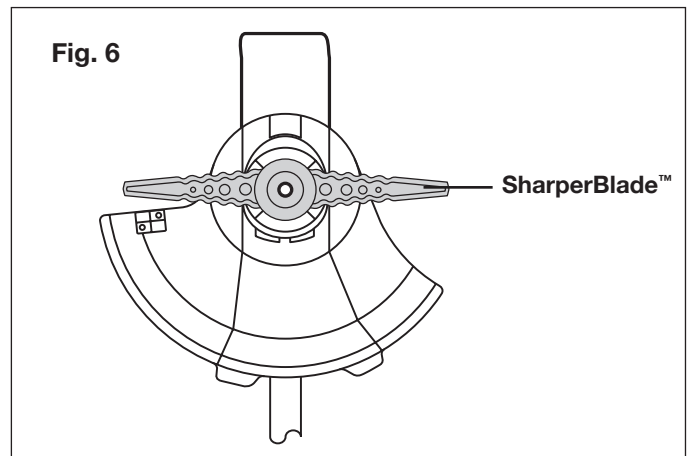
Application

Installing + Changing Blade

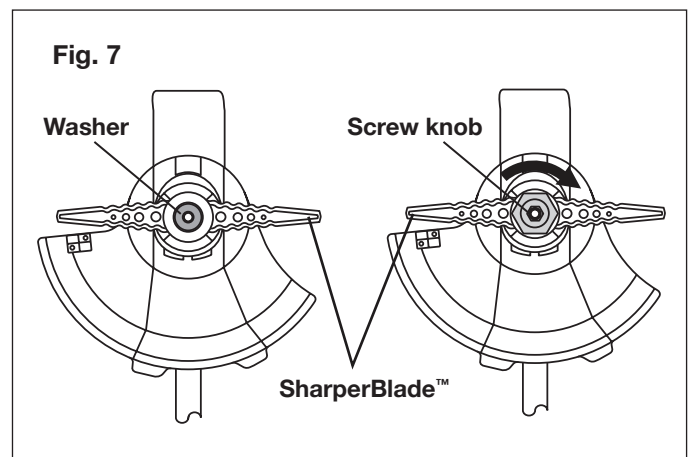
1. Disconnect the main plug.
2. Remove screw knob and the washer (Fig. 5).



3. Assemble the SharperBlade™ to the electric grass trimmer + edger (Fig. 6).



4. Place the washer on the SharperBlade™ and tighten with the screw knob (Fig. 7).



Operation

The electric grass trimmer + edger is designed to cut grass and weeds under bushes, and on slopes and edges that cannot be reached with the lawn mower. The trimmer + edger must be used outdoors only, at an ambient temperature between 32°F (0°C) and 113°F (45°C).

⚠ WARNING! Remove stones, small sticks and other objects from the cutting area. The SharperBlade™ continues to rotate for a few seconds after the trimmer + edger is switched off. Let the motor come to a complete stop before switching the trimmer + edger back on. Do not rapidly switch the trimmer + edger off and on.

⚠ WARNING! Rocks or debris may ricochet or be thrown into eyes and face, cause blindness, or other serious injury. Never lean over the trimmer head and always wear eye protection.

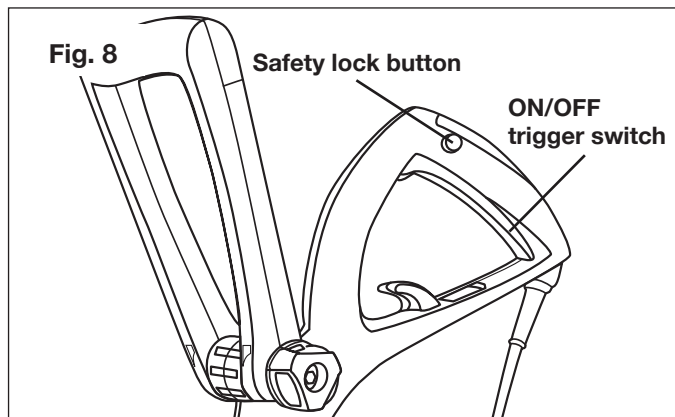
When operating the machine, check for the following:

- Wear eye protection and heavy clothing.
- Hold the rear handle with one hand and auxiliary handle with the other hand.
- Keep the trimmer + edger below your waist level.
- Cut only from your right to your left to ensure debris is thrown away from you. Without bending over, keep the trimmer + edger near and parallel to the ground.

⚠ WARNING! Use only SharperBlade™ electric trimmer + edger replacement blade. Other products will not work properly and will result in improper cutting head function or can cause serious injury. Do not use other materials such as steel blades, wire, string, rope, etc. Other materials can break off during cutting and become a dangerous missile that can cause serious injury.

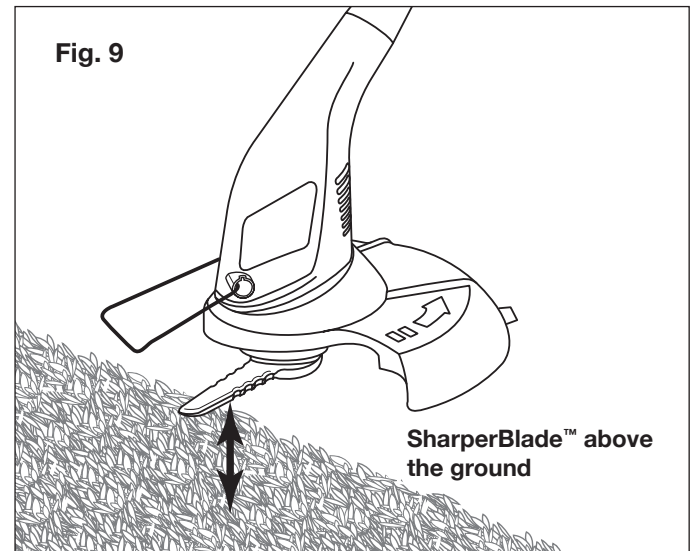
ON + OFF Switch

1. To switch the grass trimmer + edger ON, press and hold the safety lock button, then squeeze the ON/OFF trigger switch and release the safety lock button (Fig. 8).
2. To switch OFF, release the ON/OFF trigger switch (Fig. 8).



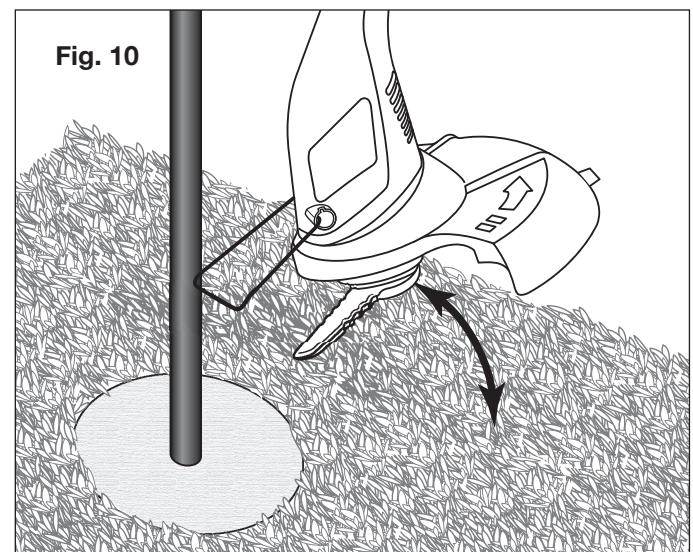
Trimming

Hold the bottom of the trimmer head above the ground and at an angle if desired. Allow only the SharperBlade™ to make contact. Do not force SharperBlade™ into work area (Fig. 9).



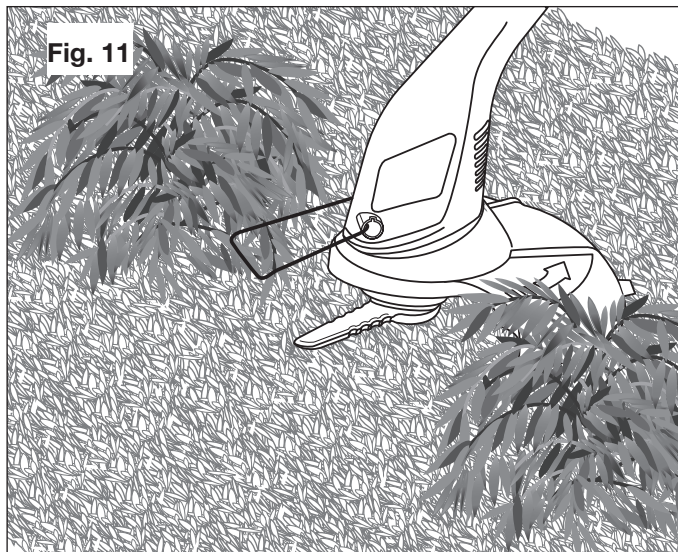
Scalping

The scalping technique removes unwanted vegetation down to the ground. Hold the bottom of the trimmer head about 3 in. (8 cm) above the ground and at an angle. Allow the tip of the SharperBlade™ to strike the ground around trees, posts, monuments, etc. This technique increases SharperBlade™ wear (Fig. 10).



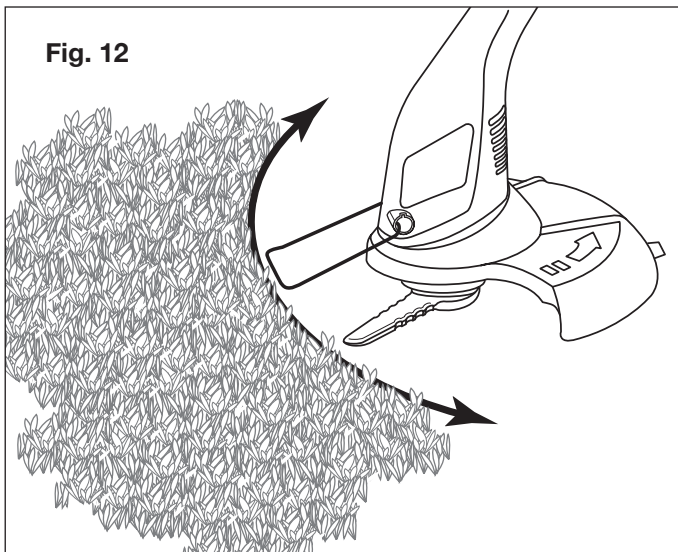
Mowing

Your trimmer is ideal for mowing in places conventional lawn mowers cannot reach. In the mowing position, keep the SharperBlade™ parallel to the ground. Avoid pressing the head into the ground as this can scalp the ground and damage the tool (Fig. 11).



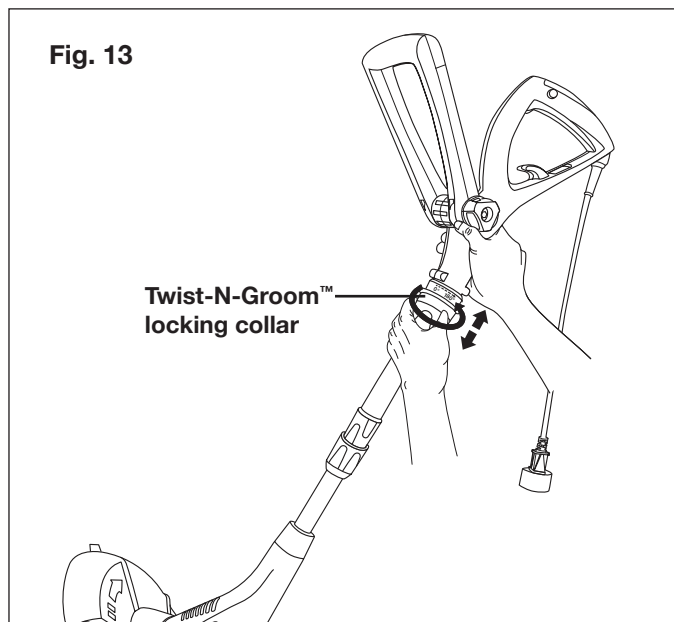
Sweeping

Fanning action can be used for quick and easy clean up. Keep the SharperBlade™ parallel to and above the surfaces being swept and move the tool from side to side (Fig. 12).



Edging

To convert your SharperBlade™ trimmer into an edger, slide the Twist-N-Groom™ locking collar downward and twist the handle clockwise while holding the pole to adjust the trimmer head to an angle of 180°. Ensure the locking collar snaps into place (Fig. 13).



To convert your edger back to a trimmer, hold the handle, slide the Twist-N-Groom™ locking collar downward and twist the handle counterclockwise while holding the pole to adjust the trimmer head to an angle of 0°. Ensure the locking collar snaps into place (Fig. 13).

Maintenance

⚠ WARNING! Before performing any maintenance task, cut off the electric power supply by disconnecting the plug from the extension cord.

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

- Regular cleaning and maintenance of you grass trimmer + edger will ensure efficiency and prolong the life of your machine.
- After each cutting operation, take apart and clean out the grass and soil from the whole trimmer + edger and guard.
- During operation, keep the air vents clean and free from grass.
- Only use a cloth soaked with hot water and a soft brush to clean the grass trimmer + edger.
- Do not spray or wet the appliance with water.
- Do not use detergents or solvents as these could ruin the trimmer. The plastic parts can easily be damaged by chemical agents.

- If the SharperBlade™ no longer cuts or breaks, have this replaced by contacting an authorized service center.

⚠CAUTION! The SharperBlade™ can inflict deep cuts. Handle with care; use with caution.

- For repairs which have not been explained in these instructions, contact an authorized service center at 1-866-SNOWJOE (1-866-766-9563)

Storage

Follow these recommendations for storing the grass trimmer + edger.

- Clean the grass trimmer + edger thoroughly before storing.
- Store the trimmer + edger in a stable and safe location out of the reach of children. Keep the trimmer + edger in a dry place where the temperature is not too hot or too cold.
- Do not store the grass trimmer + edger resting against the floor. Hang it by the upper handgrip so that the guard does not touch anything. If the guard rests against a surface, its shape and dimensions could be permanently altered, and could render the machine unsafe to use.

Service + Support

If your Sun Joe® SB602E-RM Electric Grass Trimmer + Edger requires service or maintenance, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

Model + Serial Numbers

When contacting the company, 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 #:	
S B 6 0 2 E - R M	
Serial #:	

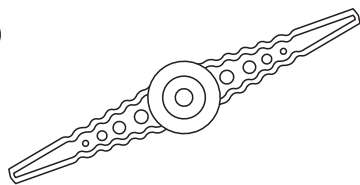
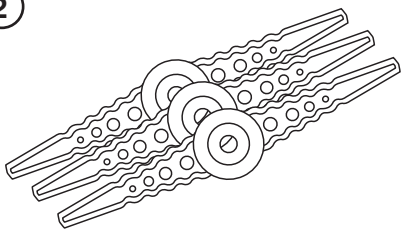
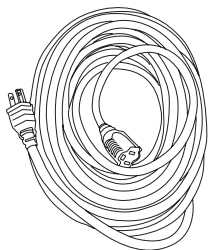
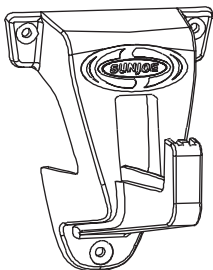
Troubleshooting

Always disconnect the electric power supply before conducting maintenance or troubleshooting.

Problems	Possible Solution
Grass trimmer + edger vibrates	<ul style="list-style-type: none"> • Remove the SharperBlade™ and clean the slots, carefully remove any grass and weeds and so forth. • If vibration persists after reassembly, replace the SharperBlade™ with a new one. • In the event of the problem not disappearing, have the trimmer + edger checked at an authorized service center.
Grass trimmer + edger does not start	<ul style="list-style-type: none"> • Check all the electrical connections; make sure the safety circuit-breaker has not been activated. • Check if a fuse has blown in your electrical system. • Take the trimmer + edger to an authorized service center if the trimmer + edger does not start after completing the checks.

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

Accessories	Item	Model
1 	SharperBlade™ replacement blade	SB601RB
2 	3-Pack SharperBlade™ replacement blade	SB601RB-3PK
3 	Snow Joe® + Sun Joe® SJTW-A 14-gauge 50-foot extension cord with lighted end	PJEXT50-B
4 	Snow Joe® + Sun Joe® universal wall bracket	SJWB

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).

[illegible]

NOTES

[illegible]



SNOW JOE® + SUN JOE® REFURBISHED GOODS WARRANTY

GENERAL CONDITIONS:

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

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

HOW TO OBTAIN YOUR REPLACEMENT PART OR PRODUCT:

To obtain a replacement part or product, please visit snowjoe.com/help 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 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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