



# Electric Pole Chain Saw

Model No. SWJ800E

Form No. SJ-SWJ800E-880E

A Division of Snow Joe, LLC

## OPERATOR'S MANUAL

### IMPORTANT!

### Safety Instruction

#### 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.

**⚠ DANGER!** This indicates a hazardous situation, which, if not followed, will result in death or serious injury.

**⚠ WARNING!** This indicates a hazardous situation, which, if not avoided, could result in death or serious injury.

**⚠ CAUTION!** This indicates a hazardous situation, which, if not avoided, could result in minor or moderate injury.

### General Safety

**⚠ WARNING!** When using electric gardening appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and personal injury, including the following:

- KEEP GUARDS IN PLACE and in working order.
- REMOVE ADJUSTING KEYS AND WRENCHES. Form habit of checking to see that adjusting wrenches are removed from the saw before turning it on.
- KEEP WORK AREA CLEAN. Clear working area of branches and limbs after every cutting. Cluttered areas invite accidents.
- DON'T USE IN DANGEROUS ENVIRONMENTS. Don't use power tools in damp or wet locations.
- DON'T USE THE POLE SAW IN THE RAIN.
- KEEP CHILDREN AWAY. All visitors should be kept a safe distance from work area.
- DON'T FORCE TOOL. It will do the job better and safer at the rate for which it was designed.
- USE RIGHT TOOL. Don't force tool or attachment to do a job for which it was not designed.
- WEAR PROPER APPAREL. Do not wear loose clothing or jewelry which may get caught in moving parts. Use of rubber gloves and substantial footwear is recommended when working outdoors.
- Wear protective hair covering to contain long hair.
- ALWAYS USE SAFETY GLASSES. Also use face or dust mask if cutting operation is dusty.

- Everyday eyeglasses only have impact resistant lenses, they are NOT safety glasses.
- DON'T OVERREACH. Keep proper footing and balance at all times.
- MAINTAIN TOOLS WITH CARE. Keep tools sharp and clean for best and safest performance. Follow instructions for lubricating and changing accessories.
- DISCONNECT TOOL. Disconnect the Pole Saw from the power supply when not in use, before servicing, when changing accessories or chain.
- REDUCE THE RISK OF UNINTENTIONAL STARTING. Make sure switch is in off position before plugging it into a power source.
- USE RECOMMENDED ACCESSORIES. Consult the owner's manual for recommended accessories. The use of improper accessories may cause risk of injury.
- CHECK FOR DAMAGED PARTS. Before each use, a guard or other part that is damaged should be repaired or replaced and check for alignment of moving parts, binding of moving parts, breakage of parts and any other conditions that may affect its operation.
- NEVER LEAVE TOOL RUNNING UNATTENDED. Turn power OFF. Don't leave saw until it comes to a complete stop.
- AVOID UNINTENTIONAL STARTING. Don't carry Pole Saw with finger on the switch.
- DON'T GRASP THE EXPOSED CUTTING BLADE OR CUTTING EDGES WHEN PICKING UP OR HOLDING SAW.
- STAY ALERT. Watch what you are doing. Use common sense. Do not operate Pole Saw when you are tired.
- STORE IDLE TOOL INDOORS. When not in use, appliances should be stored indoors in dry, and high or locked-up places out of reach of children.

### Electrical Safety

**⚠ WARNING!** Repair or replace damaged or worn cords immediately.

**⚠ WARNING!** Don't expose power tools to rain or wet conditions. Water entering a power tool will increase the risk of electrical shock.

**⚠ WARNING!** To reduce the risk of electric shock, use only with an extension cord intended for outdoor use, such as an extension cord of cord type SW-A, SOW-A, STW-A, STOW-A, SJW-A, SJOW-A, SJTW-A. or SJTOW-A.

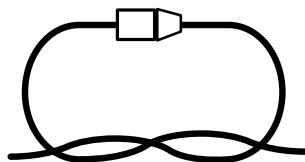
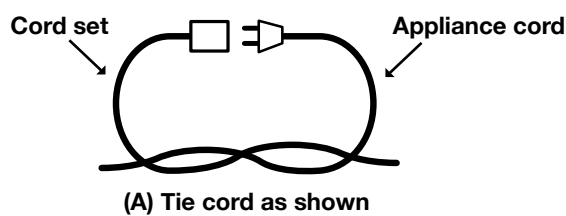
## Extension Cords

- Make sure your extension cord is in good condition. When using an extension cord, be sure to use one heavy enough to carry the current your product will draw. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating. Table 1 shows the correct size to use depending on cord length and nameplate Ampere rating. If in doubt, use the next heavier gauge. The smaller the gauge number, the heavier the cord.
- Ground Fault Circuit Interrupter (GFCI) protection should be provided on the circuits or outlets to be used for this Pole Saw. Receptacles are available having built-in GFCI protection and maybe used for this measure of safety.
- Use only UL listed extension cords. Inspect extension cord before use and never use damaged or altered extension cords. Follow extension cord manufacturer safety instructions.
- To reduce the risk of disconnection of appliance cord from the extension cord during operating use the plug-receptacle retaining straps provide or make a knot with the two cords as shown in Table 2.
- Do not abuse the cord. Never use the cord to carry the tools or pull the plug from the outlet.
- Keep cord away from heat, oil, sharp edges or moving parts. Replace damaged cords immediately. Damaged cords increase the risk of electrical shock.

**Table 1. Minimum Recommended Extension Cord Gauge (AWG) Chart**

Volts	Total length of cord in feet			
	25	50	100	150
120V				
Ampere Rating	AWG (Extension Cord Gauge)			
1 – 5	18	16	16	14
6 – 10	18	16	14	12
10 – 12	14	14	14	12
12 – 16	14	12	Not Recommended	

**Table 2. Method of securing Extension Cord**



## Specific Safety Rules For Pole Saw

### ⚠️ WARNING!

Shock Hazard. To protect yourself from electrocution do not operate saw within 50 feet of overhead wires. Failure to do so could result in personal injury.

### While Operating Pole Saw

- Stay alert. Use common sense while operating the unit.
- Keep work area clean. Cluttered areas invite injuries.
- Be aware of extension cord while operating Pole Saw. Be careful not to trip over the cord.
- Keep the cord away from the chain and the operator at all times.
- Keep children, animals, and bystanders away from Pole Saw and extension cord.
- Only Pole Saw operator should be in work area.
- Do not use the Pole Saw to cut down trees.
- Do not use near power lines. Keep at least 50 feet away from electrical lines.
- Grip Pole Saw securely with one hand on the trigger, the other on the pole.
- Before starting Pole Saw, make sure chain is not in contact with anything.
- Do not allow the Pole Saw to become in contact with grounded objects such as pipes, fences, and metal posts.
- Keep all parts of body away from chain when Pole Saw is running.
- Do not force Pole Saw while cutting. Apply light pressure. It will perform better and more safely at the rate for which it was intended.
- When cutting a limb that is under tension, use extreme caution. Be alert that the wood may spring after it is cut. When wood tension is released, limb could spring back and strike operator causing severe injury or death.
- Carry Pole Saw from one place to another with unit unplugged; holding the pole at its balance point (close to saw end), with guide bar and chain to rear.
- Do not cut small brush and saplings with the Pole Saw. Small branches may catch in the chain and be whipped towards the operator and could pull the operator off balance.

## Kickback

### **WARNING!**

Kickback may occur when the nose or tip of the guide bar touched an object, or when the wood closes in and pinches the saw chain in the cut.

In some cases when the tip makes contact it may cause a fast reverse reaction, kicking the guide bar up and back towards the operator. Pinching the saw chain along the top of the guide bar may push the guide bar rapidly back towards the operator. Either of these reactions may cause you to lose control of the Pole Saw which could result in serious injury to yourself.


- Kickback safety devices on this Pole Saw – The Pole Saw has a skip chain and low kickback guide bar, these reduce the chance of a kickback. Kickbacks can still occur with this Pole Saw.
- When operating the tool use both hands - one gripping the trigger and the other gripping the pole. **USE A FIRM GRIP.**
- Thumbs and fingers must wrap around trigger and pole.
- Keep all safety items in place on Pole Saw. Make sure they work properly.
- Do not overreach or extend arms above shoulder height.
- Keep solid footing and balance at all times.
- Never try cutting through two branches at the same time. Only cut one at a time.
- Do not bury guide bar nose or try to cut by boring the guide bar nose into the wood.
- Watch for shifting of wood or other forces that may pinch chain.
- Use extreme caution when re-entering a previous cut.
- Use low-kickback chain and guide bar supplied with the Pole Saw. Only use replacement parts listed for the Pole Saw.
- Never use a dull or loose chain. Keep chain sharp with proper tension.

### **Pole Saw Trimming Precautions**

- Never stand directly under the limb you are trimming. Always position yourself out of the path of falling debris.
- Never stand on a ladder or other type of unstable support while using the Pole Saw.
- Keep all handles and grip surfaces clean and dry at all times.
- Always use both hands to operate Pole Saw. Keep a firm, steady pressure on the Pole Saw while cutting but do not try to cut limbs larger in diameter than the length of the guide bar.
- Keep other persons away from cutting end of Pole Saw and at a safe distance from work area.
- Do not use Pole Saw near cable, electric power or telephone lines. Maintain a minimum clearance of 50 feet from all power lines.

## Safety Symbols

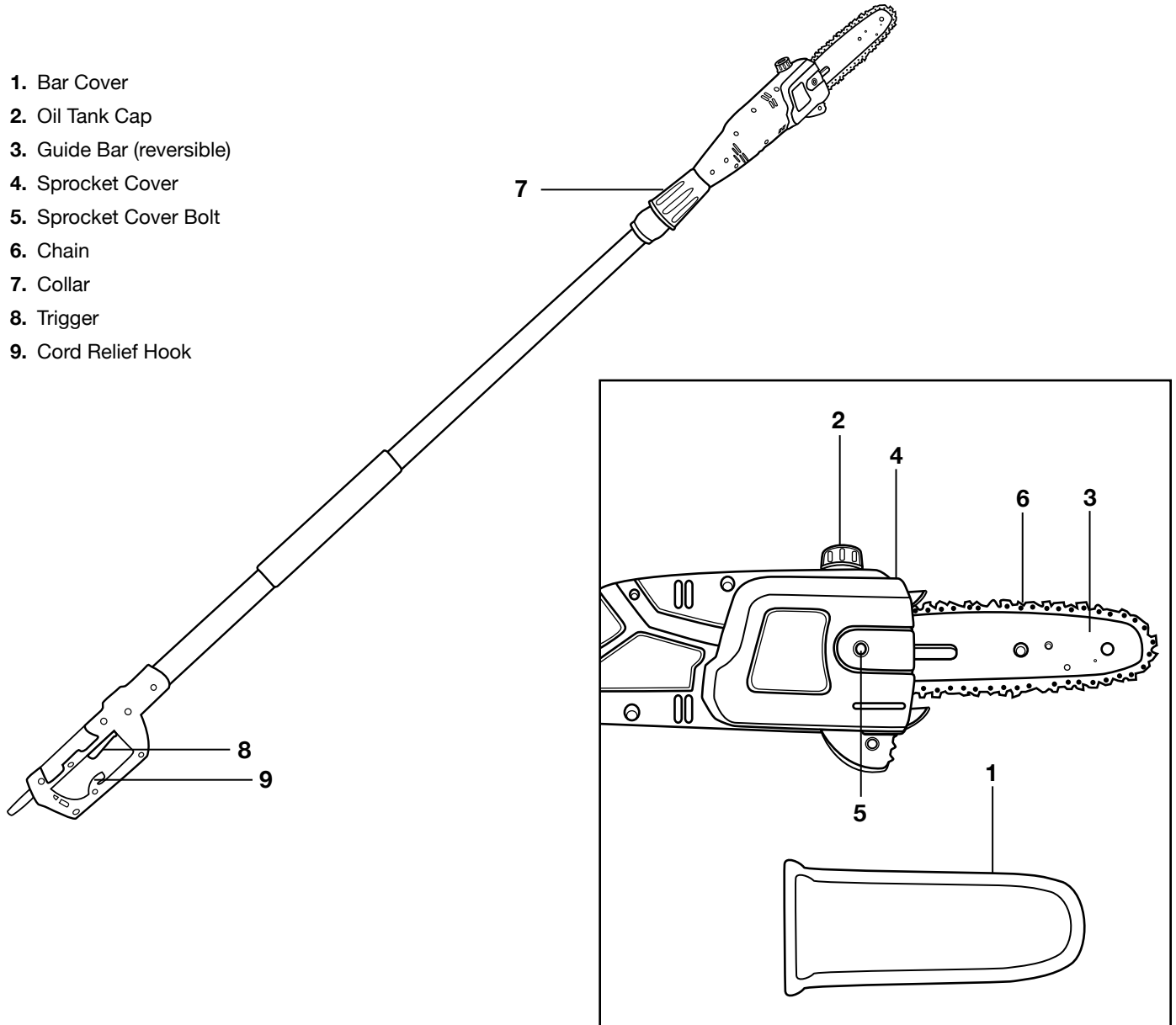
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate.

Symbol	Description
	<b>SAFETY ALERT</b> – indicates a precaution, a warning or a danger.
	<b>READ THE OPERATOR'S MANUAL(S)</b> Read, understand and follow all instructions in the manual(s) before attempting to assemble and operate.
	<b>WARNING!</b> Keep out of rain and away from wet areas.
	For protection against injury, wear safety goggles and ear protection.
	Wear protective gloves and non-slip footwear when using the machine and handling debris.
	<b>DANGER!</b> Rotating blades. Keep hands and feet out of openings while saw is running.
	<b>SWITCH OFF!</b> Remove plug from outlet immediately if the cord is damaged or cut.
	<b>SWITCH OFF!</b> Remove plug from outlet before cleaning or maintenance.
	Keep bystanders at a safe distance.
	Double insulation

# Know Your Pole Chain Saw

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

1. Bar Cover
2. Oil Tank Cap
3. Guide Bar (reversible)
4. Sprocket Cover
5. Sprocket Cover Bolt
6. Chain
7. Collar
8. Trigger
9. Cord Relief Hook



## Technical Data

Rated Voltage	120V ~ 60Hz	Maximum Cutting Diameter	8-IN
Motor	6.5 AMP	Oil Tank Capacity	80 ml
Bar/Chain Length	8-IN	No Load Speed	6,000 rpm
Telescopic Shaft	67-IN -104-IN	Weight	7 lbs

# Unpacking

## Carton Contents:

- Corded pole saw body
- Bar & chain
- 7/32" Hex key wrench/ blade screwdriver
- Bar cover
- Safety and operating instructions

## Unpacking:

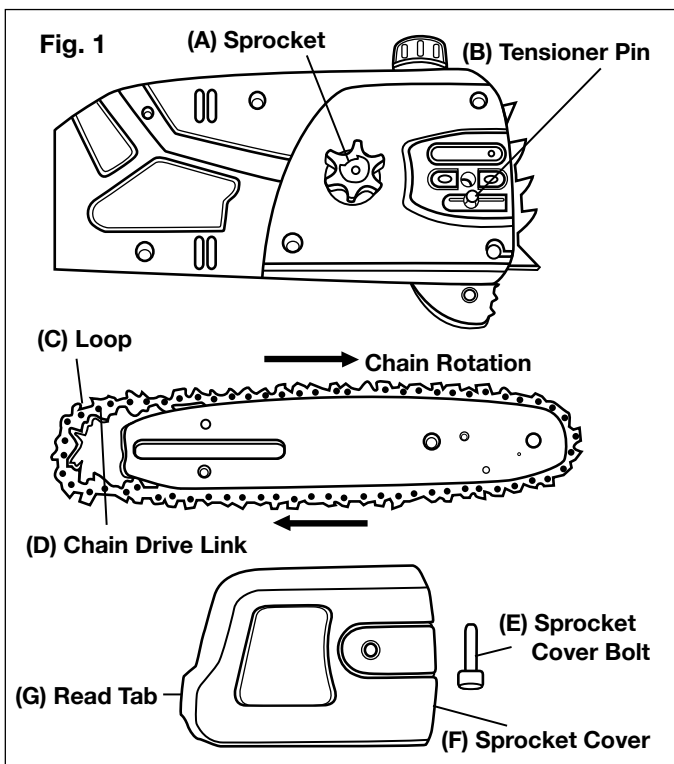
1. Carefully remove the contents from the shipping carton. Make sure that all items listed in the carton contents are included.
2. Inspect the product carefully to make sure no breakage or damage occurred during shipping. If you find damaged or missing parts, DO NOT return to store, please call 1-866-766-9563.

**NOTE:** Do not discard the shipping carton and packaging material until you are ready to use your new Corded Pole Saw.

# Assembling the Corded Pole Saw (Fig. 1 - Fig. 4)


## Tools and Supplies Required:

- 7/32" Hex key wrench/ blade screwdriver (supplied)
- Gloves



1. Using a 7/32" hex key wrench, unscrew the sprocket cover bolt (E) and remove the cover (F) (Fig. 1).
2. Lay out the saw chain in a loop and straighten any kinks. THE SHARP SIDE OF THE TEETH SHOULD FACE IN THE DIRECTION OF THE CHAIN ROTATION (Fig. 1). If they face backwards, turn the loop (C) over.

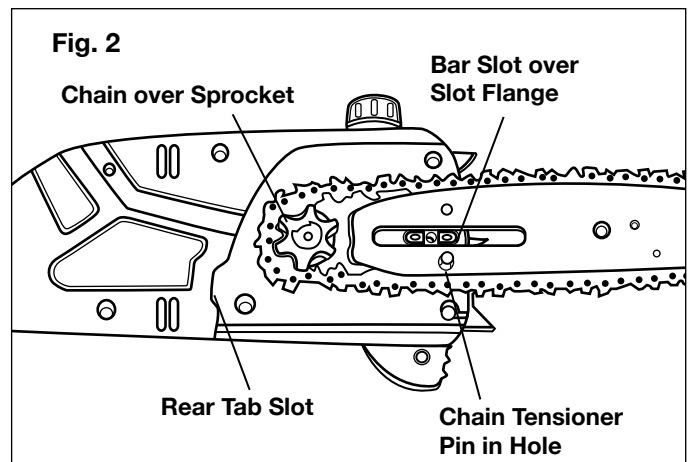
3. Place the chain drive links (D) into the bar groove (Fig. 1).

**NOTE:** Make certain of the direction of the chain. 

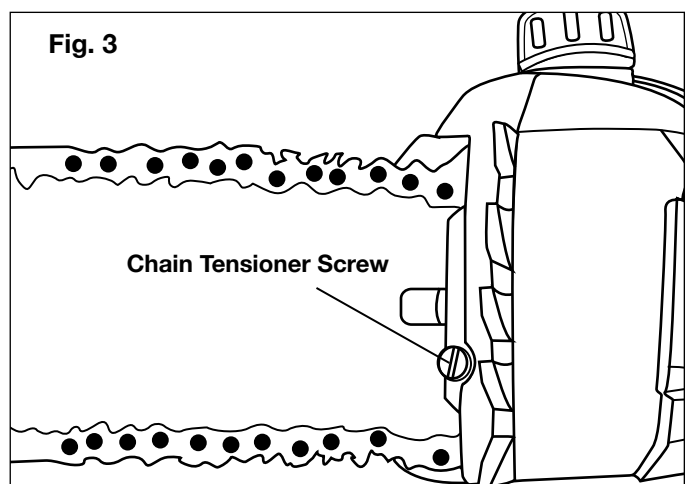
4. Position the chain so there is a loop (C) at the back of the bar (Fig. 1). Hold the chain in position on the bar and place the loop around the sprocket (Fig. 2).

5. Fit the bar flush against the mounting surface so that the bar slot mounts onto the slot flange in the head and hold firmly in place.

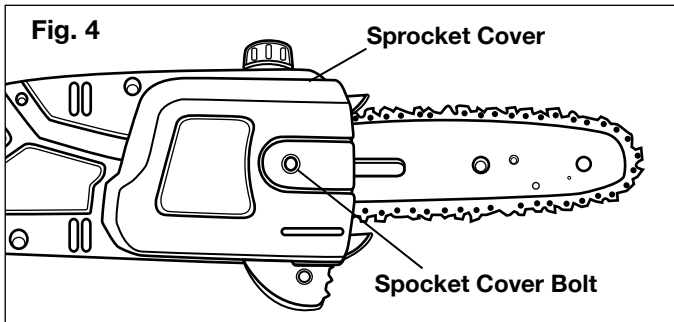
**NOTE:** When placing the bar on the flange, ensure that the tensioner pin is in the chain tensioner pin hole in the bar (Fig. 2). Adjust the chain tension as needed by adjusting the chain tensioner screw with a flat tip screwdriver, so it lines up with the pin hole (Fig. 3).



6. Tighten the chain tensioner screw only enough to hold the bar and chain in place (Fig. 3) ensuring the chain is still in place over the sprocket (Fig. 2).



7. Install the sprocket cover (F) by inserting the rear tab (G) (Fig. 1) first into the rear tab slot (Fig. 2) and position the cover onto the saw head.
8. Install the sprocket cover bolt by hand and leave the bar free to move for tension adjustment (Fig. 4).

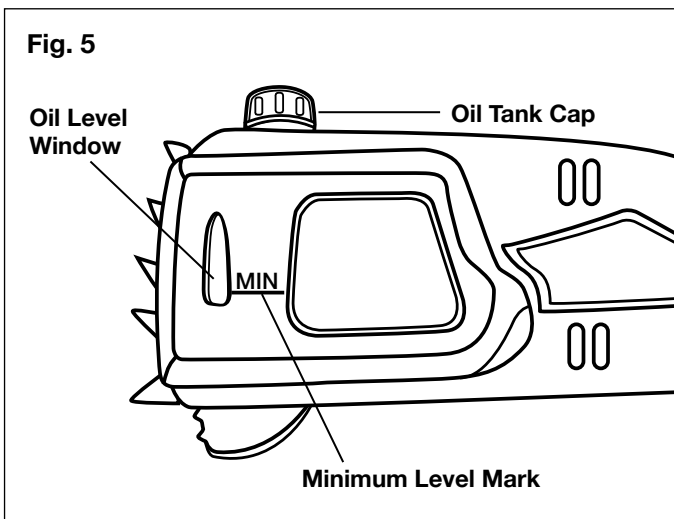


9. Remove all slack from the chain by turning the chain tensioner screw (Fig. 3) clockwise until the chain seats snugly against the bar with the drive links in the bar groove. For more information on chain tensioning, see Chapter 4 “Maintaining Your Corded Pole Saw” (Pg. 9).
 

**NOTE:** A cold chain is correctly tensioned when there is no slack on the underside of the guide bar, the chain is snug, but you can turn it by hand without binding.
10. Tighten the sprocket cover bolt using the 7/32” hex key wrench (Fig. 4).

## Operating Your Corded Pole Saw (Fig. 5)

### Starting and Stopping the Saw



### **⚠** NOTICE

- Before starting the saw, remove the oil tank cap (Fig. 5) and add #32 bar & chain oil to the top of the oil level window

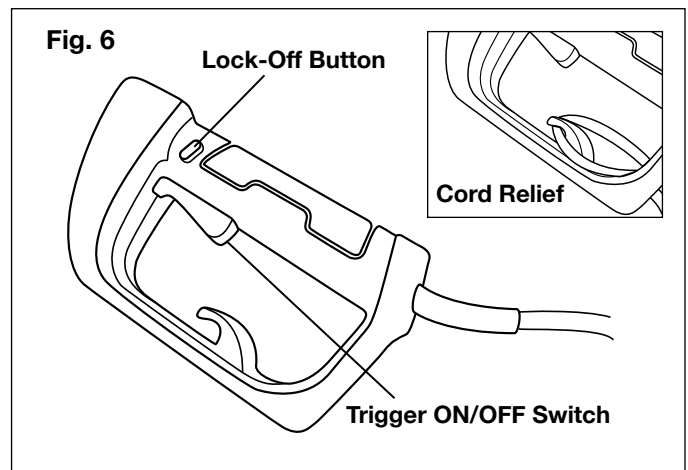
(Fig. 5). One minute of use will consume approximately 0.15 fl. oz. (5ml) of oil. Refill when the oil level drops to 1/4 of a tank.

**NOTE:** Your Corded Pole Saw is equipped with an automatic oil pump for bar and chain oiling.

- Starting, stopping, and restarting an electric motor repeatedly within a few seconds can generate a great deal of heat and damage the motor. To protect the life of your Corded Pole Saw, always wait at least five seconds after stopping before restarting the saw.

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

1. Perform the daily checks listed on page 10.
2. Connect the Corded Pole Saw to a working 120V outlet using a heavy-duty outdoor extension power cord. Make a loop in the power cord and push it up through the hole in the handle and around the cord relief hook (Fig. 6) then plug it into the power receptacle.

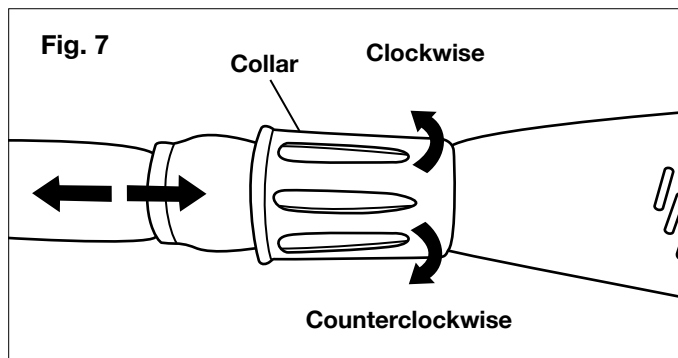


3. Firmly grip the rear handle with your right hand and the pole with your left hand (whether or not you are right handed or left handed).
4. Push the lock-off button (Fig. 6) with your right thumb and squeeze the trigger ON/OFF Switch with your fingers. Once the motor starts you can remove your thumb from the lock-off button. If the saw does not start, make sure you plug the power cord into a live 120V outlet (simply use a lamp to check the power outlet) and firmly plug the power cord into the saw power receptacle.
5. To stop the saw, simply release the trigger ON/OFF switch.

# Using the Saw

## Adjusting Telescoping Pole (Fig. 7)

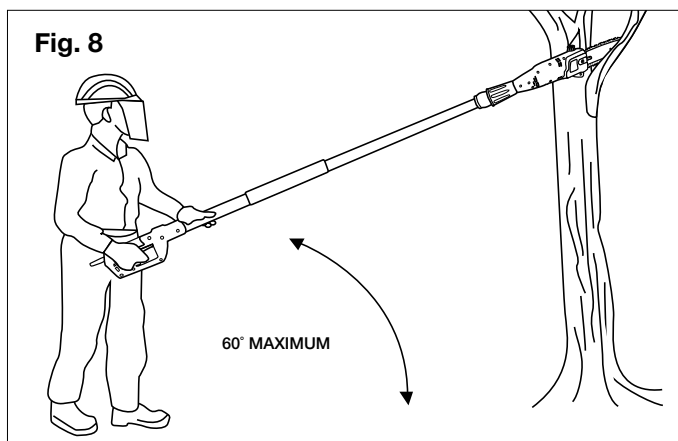
1. Rotate the collar counterclockwise to loosen (Fig. 7).



2. Push poles towards each other to shorten the pole or pull away from each other to lengthen the pole.
3. When you achieved the desired length, rotate the collar clockwise to secure.
4. Be certain you fully tighten the collars before operating the saw. Check them periodically for tightness during use to avoid serious injury.

## Proper Cutting Stance (Fig. 8)

- Balance your weight with both feet on solid ground.
- Your body should always be to the left of the chain line.
- The most typical cutting application is to position the unit at an angle of 60° or less depending on the specific situation (Fig. 8). As the angle of the pole saw shaft to ground increases, the difficulty of making the first cut (from the underside of limb) increases.



## Basic Cutting Procedure

This unit is designed for trimming small branches and limbs

up to 6 inches in diameter. Practice cutting a few small limbs using the following technique to get the “feel” of using the saw before you begin a major sawing operation.

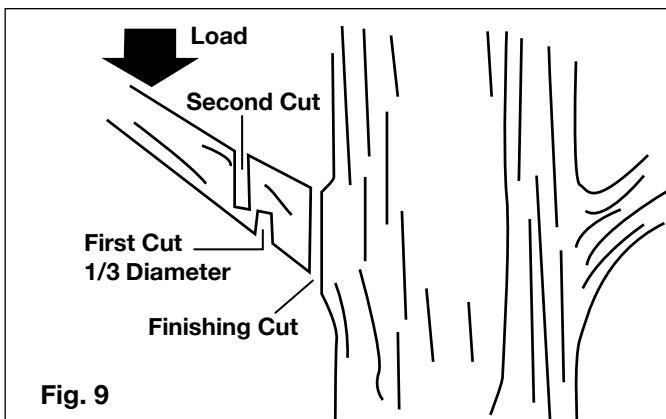
- Take the proper stance in front of the tree with the saw OFF (Fig. 8).
- Squeeze the trigger and let the chain accelerate to full speed before entering the cut.
- Keep the saw running the entire time you are cutting, maintain a steady speed.
- Allow the chain to cut for you; exert only light downward pressure. If you force the cut, damage to the bar, chain, or unit can result.
- PUSH and PULL – This reaction force is always opposite to the direction the chain is moving when it is in contact with the wood. Thus, the operator must be ready to control the PULL when cutting on the bottom edge of the bar, and PUSH when cutting along the top edge.
- Do not put pressure on the saw at the end of the cut.

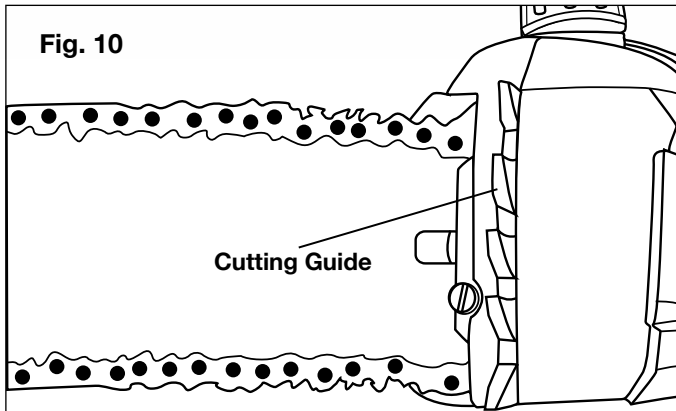
## Pruning

Pruning is trimming limbs from a live tree.

- Remove long branches in several stages.
- Cut lower branches first to allow the top branches more room to fall.
- When pruning trees it is important not to make the finishing cut next to the main limb or trunk until you have cut off the limb further out to reduce the weight. This prevents stripping the bark from the main member.
- Under cut the branch 1/3 through for your first cut. Your second cut should over cut to drop the branch off (Fig. 9). Be prepared to balance the weight of the Pole Saw tool when the limb falls.

**NOTE:** For the second and final cuts (from top of limb or branch), hold front cutting guide against the limb you are cutting (Fig. 10). This will help steady the limb and make it easier to cut. Allow the chain to cut for you; exert only light downward pressure. If you force the cut, damage to the bar, chain, or motor can result.





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

## Limbing

Limbing is removing branches from a fallen tree.

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

## If the Saw Becomes Pinched or Trapped

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

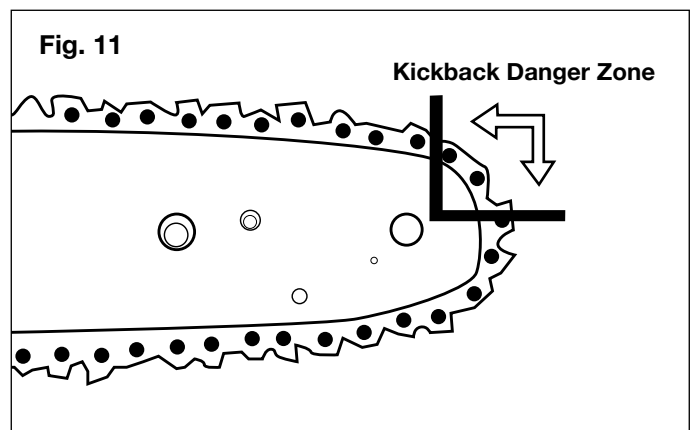
## Minimize Kickback

Kickback may occur when the moving Chain contacts an object at the upper portion of the tip of the guide bar or when the wood closes in and pinches the Pole Saw in the cut. Contact at the upper portion of the tip of the guide bar can cause the chain to dig into the object and stop the chain for an instant. The result is a lightning fast, reverse reaction, which kicks the guide bar up and back toward the operator. If the Pole Saw is pinched along the top of the guide bar, the guide

bar can be driven rapidly back toward the operator. Either of these reactions can cause loss of saw control, which can result in serious injury. Do not rely exclusively upon the safety devices built into the saw. As a Pole Saw user, you should take several steps to keep your cutting jobs free from accident or injury.

You should follow the following precautions to minimize kickback:

- Before you start the unit, make sure the Pole Saw is not contacting any object.
- Always grip the pole and handle firmly with both hands when unit is running. Place one hand on the pole and your other hand on the molded handle with your thumbs and fingers encircling the pole and handle. A firm grip together with positioning the handle against your body will help you maintain control of the saw if kickback occurs.
- Make sure that the area in which you are cutting is free from obstructions.



- Do not let the kickback danger zone area of the guide bar contact a log, branch, fence or any other obstruction that could be hit while you are operating the Saw (Fig. 11).
- Always cut with the unit running at full speed. Fully squeeze the ON/OFF trigger and maintain a steady cutting speed.
- Wear non-slip gloves for maximum grip and protection.
- Extend the Pole only to the length required to reach the limb cut. Do not extend the Handle above waist height.

## Maintaining Your Corded Pole Saw

This chapter explains how to adjust the chain tension, sharpen the chain and guide bar maintenance.

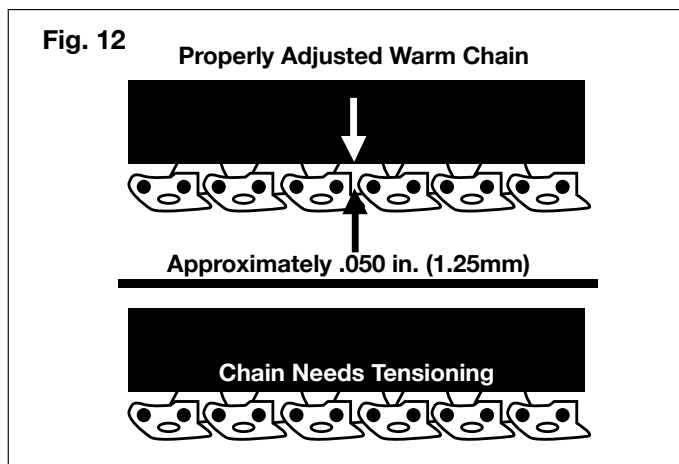
**⚠️ WARNING!** Always unplug the power cord before performing any adjustments, maintenance, or repairs to your Pole Saw.



## Chain Tension

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

During normal saw operation, the temperature of the chain will increase. The drive links of a correctly tensioned warm chain will hang approximately .050 in. (1.25mm) out of the bar groove (Fig. 12). Be aware that a chain tensioned while warm, may be too tight upon cooling. Check the “cold tension” before next use. The chain must be re-tensioned whenever the flats on the drive links hang out of the bar groove (Fig. 12).



**NOTE:** A new chain tends to stretch so check the chain tension frequently and retension as required.

## Chain Sharpening

For smooth and fast cutting, you need to maintain the chain properly. The chain requires sharpening when the wood chips are small and powdery, if you must force the chain through the wood during cutting, or the chain cuts to one side.

## Guide Bar Maintenance

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

Replace a bar with any of the following faults:

- Wear inside the bar rails permitting the chain to layover sideways
- Bent guide bar
- Cracked or broken rails
- Spread rails

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

## Troubleshooting Your Corded Pole Saw

### Troubleshooting Tips

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

**⚠️ WARNING!** Always unplug the power cord before performing any adjustments, maintenance, or repairs to your Pole Saw.

### Troubleshooting Table

Problems	Corrective Action
The saw motor fails to start	<ul style="list-style-type: none"> <li>• Check that you installed the power cord properly into the Pole Saw power cord receptacle and you plugged the power cord into a live 120V outlet.</li> <li>• Make sure that you fully push in the lock-off button before squeezing the ON/OFF trigger switch.</li> </ul>
The saw runs, but the chain speed is low	<ul style="list-style-type: none"> <li>• The chain is too tight, re-tension.</li> </ul>
Bar and chain running hot and smoking	<ul style="list-style-type: none"> <li>• The Chain tension is too tight, re-tension.</li> <li>• The chain oil tank is empty, refill.</li> <li>• The lubrication holes are plugged, clean them out.</li> </ul>
The saw motor runs, but the chain is not turning	<ul style="list-style-type: none"> <li>• The chain tension is too tight, re-tension.</li> <li>• The guide bar or chain is damaged, inspect and replace the damaged part.</li> </ul>







## **A Two-Year Full Warranty for residential use in the United States and Canada**



### **General Conditions:**

Snow Joe, LLC warrants this product to the original purchaser for two years against defects in material or workmanship when used for normal residential purposes. Snow Joe, LLC will repair any defect in material or workmanship, and repair or replace any defective part, subject to the conditions, limitations, and exclusions set forth herein. Such repair or parts replacement will be free from charge to the original purchaser except noted below.

The duration of the warranty applies only if the product is put to personal use around the household or residence. If the product is put to any business use, commercial or industrial, then the duration of this warranty is 90 days from the date of original purchase. If any product is rented or leased, the duration of the warranty is 90 days from the date of original purchase.

It is the owner's responsibility to perform correctly all maintenance, and minor adjustments explained in the owner's manual.

### **Electric Products:**

To obtain a replacement electric powered unit or repair the existing electric powered unit, you must return the complete unit and postage prepaid to: **Snow Joe Return Center, 86 Executive Avenue, Edison, NJ 08817.**

### **Gasoline / Battery Products:**

#### **Limitations**

- Batteries are warranted only for the period of 12 months after the date of purchase on a prorated basis. Rechargeable batteries will be replaced free from charge during the first 90 days. After the initial 90 days, batteries will be replaced at prorated cost to the customer
- Idlers, cables, and electrical components are warranted to the original purchaser for use at household or residence for a period of two years

#### **Exclusions**

- Snow Joe brand engines are covered under this warranty. All other engines and engine accessories are covered only by the engine manufacturer's warranty and are not covered by this warranty
- Parts used that are not genuine Snow Joe parts are not covered by this warranty
- Damages resulting from misuse, alteration, improper assembly, improper adjustment, neglect, or accident which requires repair is not covered under this warranty
- Belts, augers, and tines are not covered under warranty – belts, augers, and tines wear out and can be purchased at [www.snowjoe.com](http://www.snowjoe.com) or by calling 1-866-766-9563

Snow Joe, LLC may from time to time change the design of its products. Nothing contained in this warranty shall be construed as obligating Snow Joe, LLC 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 of the Snow 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 completion of repairs 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.

**If you wish to contact Snow Joe, please direct inquiries to the:  
Customer Service Department  
Snow Joe Center  
86 Executive Avenue  
Edison, NJ 08817**

Customers who have purchased Snow Joe products exported from the United States and Canada should contact their Snow Joe Distributor (Dealer) to obtain information applicable for 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 seller. If in the event your efforts are unsatisfactory, please write to the Snow Joe Center at the above address.

If you have any questions about your product warranty, please call 1-866-SNOW-JOE or visit us online at [www.snowjoe.com](http://www.snowjoe.com).