



17-INCH 13-AMP ELECTRIC LAWN MOWER/MULCHER

Model MJ403E

Form No. SJ-MJ403E-880E-MR1

A Division of Snow Joe®, LLC

OPERATOR'S MANUAL

IMPORTANT! Safety Instructions

All Operators Must Read These Instructions Before Use

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

General Safety WARNINGS!

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

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

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

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

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

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

FOR DOUBLE-INSULATED LAWN MOWERS

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

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

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

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

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

FOR ALL LAWN MOWERS

- 1. Avoid dangerous conditions** – Do not use the mower in the rain or when the grass is damp or wet.
- 2. Keep children, bystanders and pets away** – Always keep children and spectators a safe distance away from the mower during operation and as the machine cools.
- 3. Dress properly** – Always wear personal safety gear (i.e. glasses, rubber gloves, protective footwear and dust masks) and proper clothing when using the mower. Loose clothing, long hair or jewelry may get caught in the moving parts.
- 4. Use the right appliance** – Do not use the lawn mower for any applications other than those for which it was intended.
- 6. Do not force the lawn mower** – It will perform better with less likelihood of personal or mechanical injury if it is used at the rate for which it was designed.
- 7. Do not overreach** – Keep proper footing and balance at all times.
- 8. Stay alert** – Always be alert and watch what you are doing. Use common sense. Do not operate the lawn mower when you are tired or under the influence of alcohol or drugs.
- 9. Disconnect the lawn mower** – Disconnect the lawn mower from the power supply when it is not in use,

before servicing it, when changing accessories and when performing any other maintenance task.

10. Store idle lawn mower indoors – When not in use, the lawn mower should be stored indoors in a dry, locked place out of the reach of children.

11. Maintain the lawn mower with care – Keep cutting edges sharp and clean for best and safest performance.

Inspect the lawn mower cord periodically and if damage is found have it repaired by an authorized service facility. Extension cords should also be inspected periodically and immediately replaced if damaged. Keep handles dry, clean and free from oil and grease.

Electrical Safety

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

Before use, check that the extension cord is in good condition. When using an extension cord, make sure to use one heavy enough to carry the current your product will draw. For lengths less than 50 feet, a No. 14 AWG extension cord should be used. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating.

|  WARNING!  | | |
|--|-------------|---------------|
| <p>Electric shock may cause SEVERE INJURY or DEATH. Heed these warnings:</p> <ul style="list-style-type: none"> • Do not allow any part of the lawn mower to make contact with water while it is in operation. If the appliance becomes wet while turned off, wipe dry before starting. • Use only a UL-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 | | |
| Cord Length: | 50 ft (15m) | 100 ft (30 m) |
| Min. Wire Gauge (A.W.G.): | 14 | 12 |

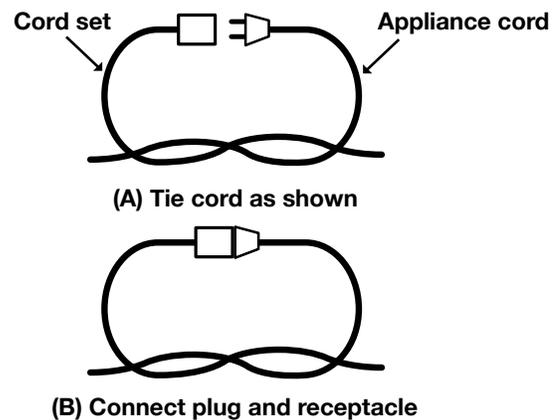
3. To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other). Use this appliance only with a polarized, UL-listed (CSA

certified in Canada) extension cord recommended for outdoor use. The appliance plug will fit into a polarized extension cord only one way.

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

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

Table 1. Method of Securing Extension Cord



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

IMPORTANT! Safety Instructions for Walk-Behind Mowers

General Operation

- Read, understand and follow all instructions on the machine and in the manual(s) before starting.
- Do not put hands or feet near or under the machine. Always stay clear of the discharge opening.
- Keep guards in place and in proper working order.
- Only responsible adults who are familiar with the instructions should be allowed to operate this machine.
- Clear the mowing area of foreign objects such as rocks, wire, toys and other miscellaneous articles, which could be picked up and thrown by the blade. Stay behind the handle when the engine (motor) is running.

- Make sure that the mowing area is clear of bystanders before starting the machine. Stop the machine if anyone enters the area.
- Do not operate the machine barefooted or while wearing sandals. Always wear substantial footwear.
- Always look down and behind before and while moving backward with the mower.
- Never direct discharged material toward anyone. Avoid discharging material against a wall or other obstruction.
- Do not operate the machine without the entire grass catcher, discharge guard, rear guard or other safety protective devices in place and in proper working order.
- Never leave a running machine unattended.
- Stop the engine (motor) and wait until the blade comes to a complete stop before cleaning the machine, removing the grass catcher or unclogging the discharge guard.
- Operate the machine only in daylight or in good artificial light.
- Do not operate the machine when you are tired or under the influence of alcohol or drugs.
- Never operate the mower in wet grass. Always be sure of your footing; walk, never run with the mower.
- If the machine should start to vibrate abnormally, stop the engine (motor) and immediately check the machine to ascertain the cause. Vibration is generally a signal of trouble.
- Keep blades sharp.
- Keep hands and feet away from the cutting area.
- Always wear eye protection when operating the machine.
- Objects struck by the lawn mower blade can cause severe injuries. The mowing area should always be carefully examined and cleared of all objects prior to each mowing.
- If the lawn mower strikes a foreign object, follow these steps:
 - i) Stop the lawn mower by releasing the start/stop switch bar lever.
 - ii) Unplug the power cord.
 - iii) Inspect for damage.
 - iv) Repair any damage before restarting and operating the lawn mower.
- Only use identical replacement blades.

Slope Operation

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

- Mow across the face of slopes; never mow slopes following an up and down traverse. Exercise extreme caution when changing direction on a slope.
- Watch for holes, ruts, bumps, rocks or other hidden objects. These may cause an unexpected slip or fall.

- Do not mow on wet grass or excessively steep slopes. Poor footing could cause a slip and fall accident.
- Do not mow near drop offs, ditches or embankments. You could lose your footing or balance.

Children

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

- Keep children out of the mowing area and under the watchful care of a responsible adult other than the operator.
- Stay alert and turn the mower off if a child enters the area.
- Never 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

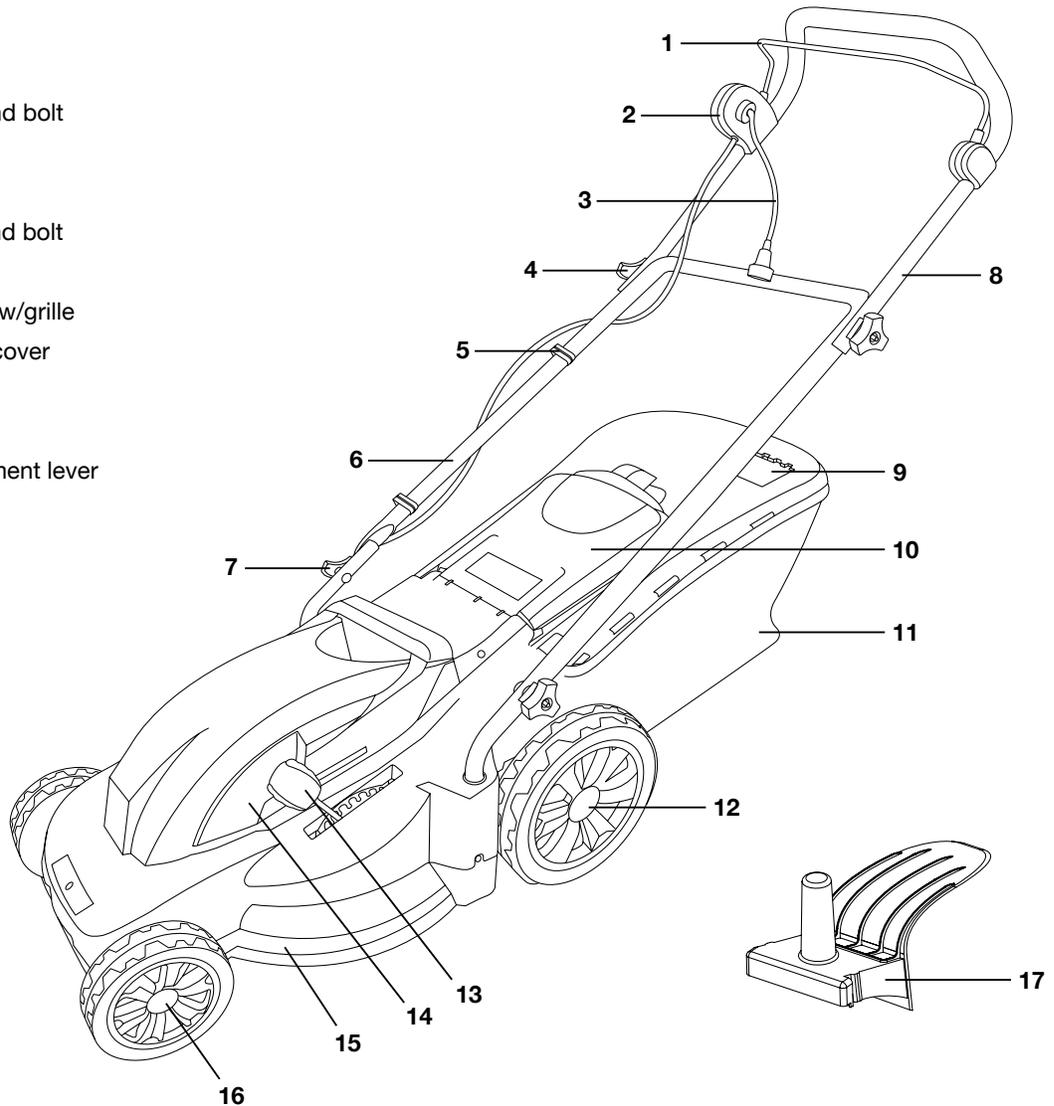
The following table depicts and describes safety symbols that may appear on this product. Read, understand and follow all instructions on the machine before attempting to assemble and operate.

| Symbols | Descriptions | Symbols | Descriptions |
|---|--|--|--|
|  | CPSC Danger label. |  | Keep bystanders and children a safe distance away. |
|  | Safety Alert. Caution. To reduce the risk of injury, user must read instruction manual. |  | Wear eye and hearing protection. For protection against injury, wear ear defenders and safety goggles. |
|  | Slip on slope hazard – Use extra caution when mowing on slopes to prevent slip and fall accidents. |  | Severing of toes or fingers by rotary mower blade. |
|  | Thrown objects and rotating blade can cause severe injury. |  | Double Insulation. |

Know Your Electric Lawn Mower

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

1. Switch bar lever
2. Switch box housing
3. Appliance cord
4. Upper handle knob and bolt
5. Cable clip
6. Lower handle
7. Lower handle knob and bolt
8. Upper handle
9. Grass indicator window/grille
10. Grass collection bag cover
11. Grass collection bag
12. Rear wheel (2)
13. Cutting height adjustment lever
14. Vent
15. Chassis
16. Front wheel (2)
17. 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) | | |

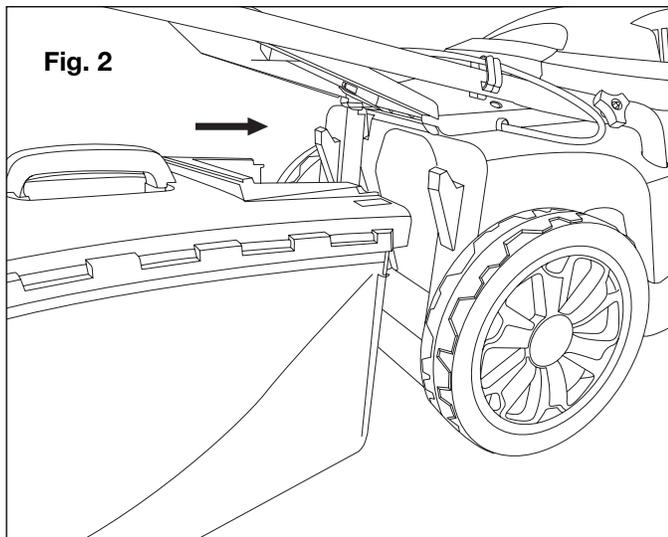
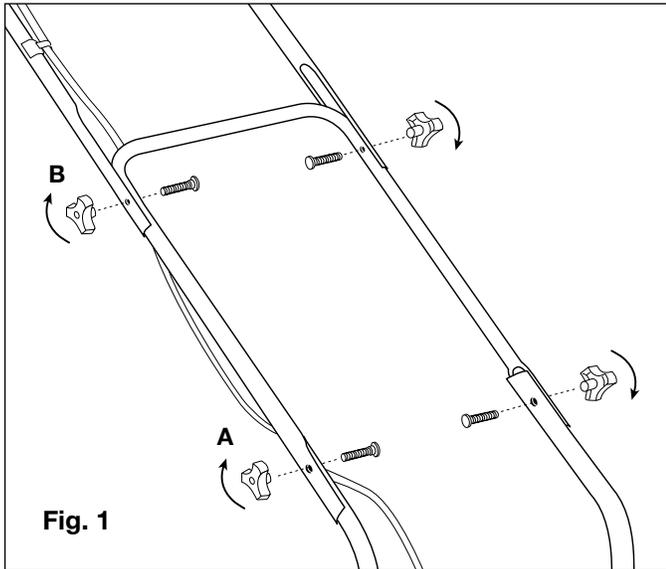
Assembly

Carefully follow the instructions below to assemble your Mow Joe electric lawn mower.

NOTE: The packaging is made of recyclable materials. Properly dispose of these materials in accordance with regulations.

Connecting the Upper and Lower Handles

1. Secure the lower handle to the machine using the first set of knobs and bolts (A). Tighten the knobs on each side to ensure a secure fit (Fig. 1).
2. Connect the upper handle to the lower handle using the second set of knobs and bolts (B). Tighten the knobs on each side to ensure a secure fit (Fig. 1).
3. Hang the collection bag as shown (Fig. 2).



Operation

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

This lawn mower 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.

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.

Switching on the unit

Do not switch on the unit until it has been completely assembled. Before switching on the unit, always check the connection cable for signs of damage; only an intact connection cable may be used.

NOTE: Damaged connection cables pose a severe risk of injury. Replace damaged cables immediately.

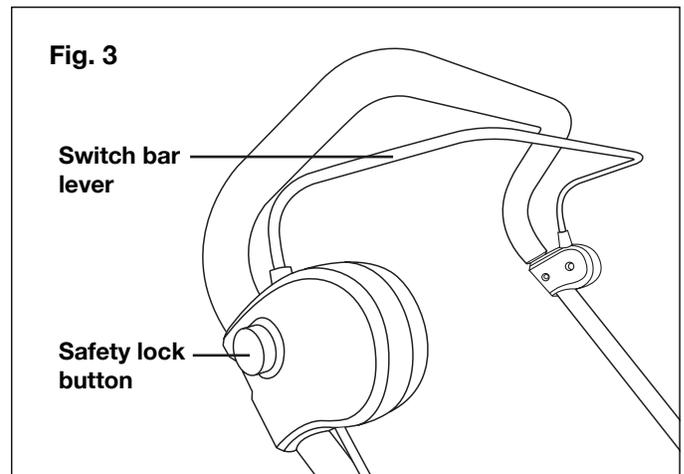
Power connection

1. 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 and Stopping

IMPORTANT: Do not start the mower in tall grass.

1. To start the electric lawn mower, 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. 3).
2. To stop the lawn mower, release the switch bar lever (Fig. 3).

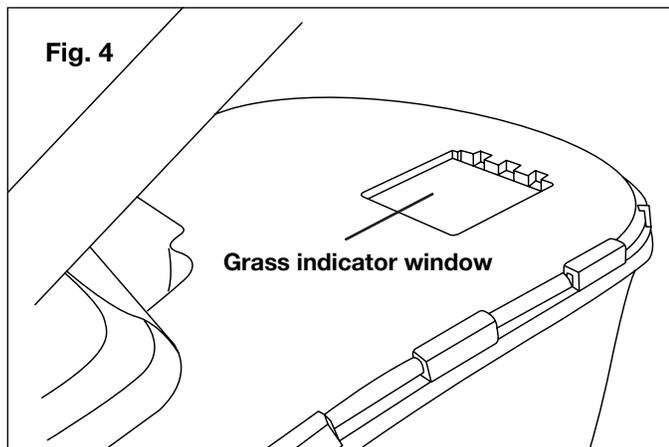


NOTE: While mowing, rest the connection cable safely on footpaths and on previously mowed areas.

⚠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

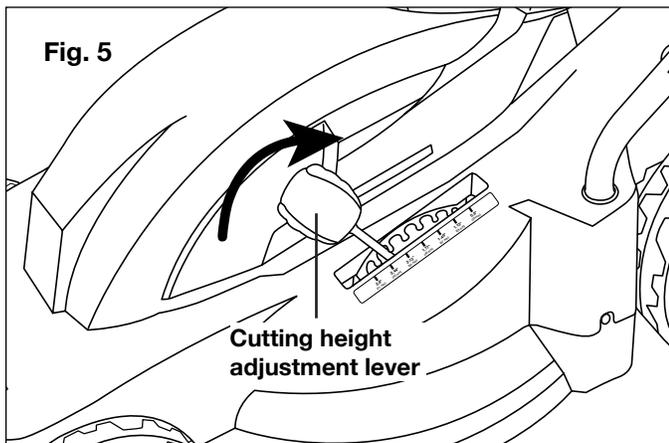
1. If the collection bag is empty or is not completely full with grass, the grass indicator window will remain open (due to the flow of air) or will flutter open and close as the grass accumulates in the bag (Fig. 4).
2. When the collection bag reaches its maximum capacity, the grass indicator window 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 is equipped with a 7-position height adjustment lever to tailor grass cutting heights from 0.8 in. (20 mm) to 2.8 in. (71 mm). To change the cutting height of the grass, set the lever to the desired position (Fig. 5).

1. Push the cutting height adjustment lever to the outside of the chassis (Fig. 5).
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) | |

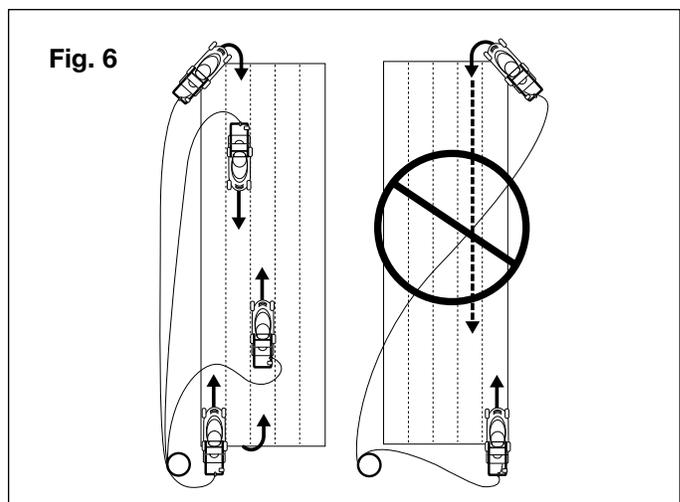
⚠WARNING! Before performing any maintenance or cleaning work, always disconnect the power supply to the unit.

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. 6).
- 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.

- To convert your lawn mower to a mulching mower, lift up the bag cover and remove the collection bag. Insert the mulch plug (Fig. 7) and close the bag cover.

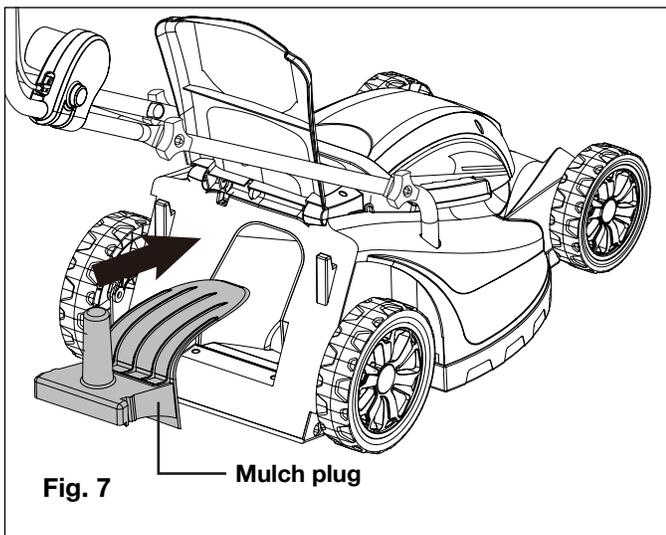


Fig. 7

- 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 mower, 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 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 Resharping 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.

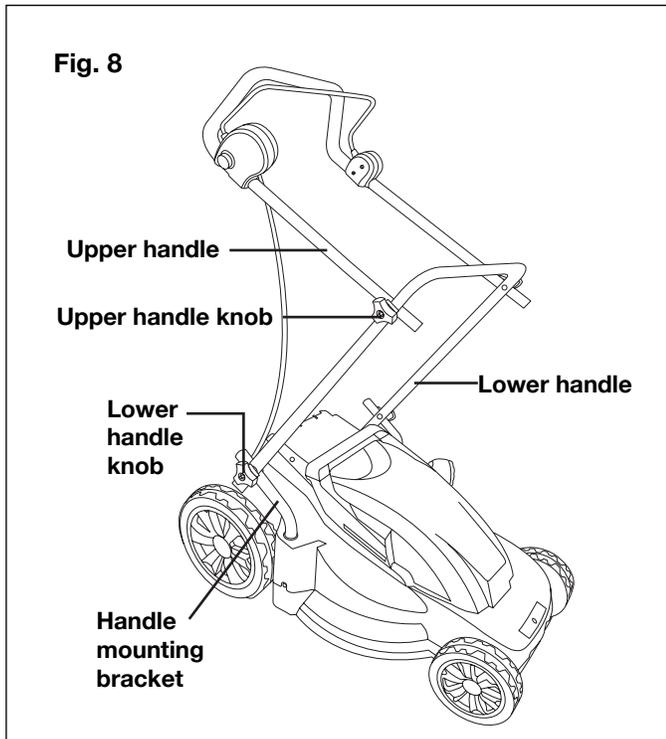
⚠WARNING! Unbalanced blades will cause the lawn mower to vibrate violently and may cause an accident. Please follow proper maintenance procedures or call the Snow Joe®/Sun Joe® customer service center for assistance at 1-866-766-9563.

Storage

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

- Disconnect the power supply to the mower.
- Clean the mower 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 mower indoors in a dry, clean and cool area out of the reach of children. Do not store the unit next to corrosive materials, such as fertilizer and rock salt.
- 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 lawn mower with a solid plastic sheet. Plastic coverings trap moisture around the mower, which can corrode the unit.
- The handle can be completely folded for compact storage of your lawn mower. Start by loosening the handle knobs on each side of the upper handle and fold down the upper handle (Fig. 8).
- 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. 8).



Troubleshooting

| Problem | Remedy |
|--|--|
| Motor does not run | <ul style="list-style-type: none"> • Check mains connection cable and circuit-breaker (fuse) • Start mower 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 rectified 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 1-866-766-9563.



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 a 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 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 snowjoe.com.



snowjoe.com