



OPERATOR'S MANUAL

A Division of Snow Joe, LLC

CORDLESS TELESCOPING POLE + PRUNING SAW

24V* IONMAX | 2.0 Ah | 6-INCH

Model 24V-HCSWP-6-LTE

Form No. SJ-24V-HCSWP-6-LTE-880E-M

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

⚠️ WARNING! This appliance is not intended for use by children or by unassisted, unsupervised persons whose physical, sensory or mental capabilities prevent them from using it safely. Children should be supervised to ensure that they do not play with the appliance.

Before starting up your machine, please check it carefully for any defects. If you find any, do not start up your machine. Contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

⚠️ WARNING! When using the power tool, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and personal injury. These include:

- 1. Keep work area clean and well-lit** – Cluttered, dark areas invite accidents. Always inspect the area where the pole + pruning saw is to be used.
- 2. Avoid dangerous environments** – Do not use the power tool in rain, in damp or wet locations, or in bad weather, especially when there is a risk of lightning. This decreases the risk of being struck by lightning. Do not operate the power tool in gaseous or explosive atmospheres or use the power tool near flammable or combustible liquids. Motors in these tools may spark, and the sparks might ignite fumes.
- 3. Know your product** – Know how to start and stop the machine. Be thoroughly familiar with the controls.
- 4. Keep children, bystanders, and pets away** – All spectators, including pets, should be kept a safe distance away from the work area.
- 5. Dress properly** – Do not wear loose clothing or jewelry. They can get caught in moving parts. Protective rubber gloves and non-slip footwear are recommended when working outdoors.
- 6. Avoid Slipping** – Exercise caution to avoid slipping or falling. Wear protective footwear that will protect your feet and improve your footing on slippery surfaces.
- 7. Stay alert** – Watch what you are doing. Use common sense. Do not operate the power tool when you are tired, or under the influence of alcohol or drugs.
- 8. Do not overreach** – Keep proper footing and balance at all times.
- 9. Prevent unintentional starting** – Do not pull the trigger before connecting to battery pack, picking up or carrying the appliance. Do not carry the pole + pruning saw with your finger on the trigger.
- 10. Use the right appliance** – Do not use the power tool for any applications other than those for which it was intended.
- 11. The chain is sharp** – Don't grasp the exposed chain or cutting edges when picking up or holding the power tool.
- 12. Use two hands** – Hold the telescoping pole and handle with both hands to avoid loss of control.
- 13. Remove the battery** – Remove the battery from the power tool when it is not in use, before servicing it, when changing accessories, and when performing any other maintenance task.
- 14. Use safety glasses** – Also use safety footwear, snug-fitting clothing, protective gloves, hearing and head protection.
- 15. Use head protection** – Always use head protection when operating the power tool overhead. Falling debris can result in serious personal injury.
- 16. Do not force the tool** – It will perform better with less likelihood of personal or mechanical injury if it is used at the rate for which it was designed.
- 17. Check for damaged parts** – Before further use of the appliance, all guards and parts should be carefully checked to determine that it will operate properly and perform its intended function. Check for alignment of moving parts, binding of moving parts, breakage of parts, mounting, and any other condition that may affect its operation. A guard or other part that is damaged should be properly repaired or replaced. Contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.
- 18. Maintain the power tool with care** – Keep the cutting edges sharp and clean for optimal performance and to reduce the risk of injury. Keep the handles dry, clean, and free from oil and grease. Follow the additional recommendations described in the maintenance section of this manual.

***DISCLAIMER:** Initial no-load voltage, when fully charged, peaks at 24V; nominal voltage under typical load is 21.6V.

- 19. Store indoors** – When not in use, the power tool should be stored indoors in a dry and high or locked-up place out of the reach of children.
- 20.** Do not use the power tool if the trigger does not turn it on and off. Any power tool that cannot be controlled is dangerous and must be repaired.
- 21.** Keep all parts of the body away from the chain. Do not remove cut material or hold material to be cut while the chain is moving. Make sure the switch is off when clearing jammed material. The chain will continue moving for a while after the tool is turned off. A moment of inattention while operating the power tool may result in serious personal injury.
- 22.** Carry the power tool by the handle with the chain stopped. When transporting or storing the power tool, always keep the chain and guide bar in the bar sheath. Proper handling of the pole + pruning saw will reduce the chance of personal injury.
- 23.** Hold the product by insulated surfaces only. In the event that the chain comes into contact with hidden wiring, exposed metal parts of the product may become “live” and give the operator an electric shock.
- 24.** The unit has not been designed to provide protection from electric shock in the event of contact with overhead electric lines. Never use the power tool near any electrical power lines. Contact with or use near power lines may cause serious injury or electric shock resulting in death. Maintain a minimum clearance of 50 ft (15 m) from all power lines.
- 25.** Do not modify or attempt to repair the appliance or the battery pack (as applicable) except as indicated in the instructions for use and care.

 **WARNING!** Before inspecting, cleaning, or servicing the machine, remove the battery and wait for all moving parts to stop. Failure to follow these instructions can result in serious personal injury or property damage.

 **WARNING!** Do not use this appliance without reading this instruction manual.

 **WARNING!** Do not use the appliance within range of persons unless they are wearing protective clothing.

 **WARNING!** Do not operate the cordless power tool in a tree, on a ladder, or on scaffolding. Using the tool under such circumstances is extremely dangerous.

 **WARNING!** Do not let familiarity with this type of tool prevent you from taking all necessary precautions. Remember that a careless fraction of a second is sufficient to inflict serious injury.

 **WARNING!** The cordless pole + pruning saw must be fully assembled before operation! Do not use the tool that is only partly assembled or assembled with damaged parts!

 **WARNING!** 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 cordless power tool, always wait at least five seconds after stopping before restarting the unit.

 **WARNING! Electrical Shock Hazard** – Before starting up your machine, please check it carefully for any defects. If you find any, do not start up your machine and contact your distributor.

NOTE: Take care of small parts that are removed during assembly or when making adjustments. Keep them secure to avoid loss.

Please contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for all maintenance or operations not foreseen in this manual. Any operation performed in an unauthorized service center or by unqualified personnel will completely invalidate the warranty.

 **WARNING!** For your safety and that of others:

- Correct maintenance is essential to maintain the original efficiency and safety of the machine over time.
- Keep all nuts, bolts, and screws tight to be sure the equipment is in safe working condition.
- Never use the machine with worn or damaged parts. Damaged parts are to be replaced and never repaired.

 **WARNING!** Always wear protective gloves during maintenance operations.

 **WARNING!** Use only original manufacturer's replacement parts, accessories and attachments. Failure to do so can cause possible injury and poor performance. To order genuine replacement parts or accessories for the Sun Joe® cordless pole + pruning saw, please visit sunjoe.com or contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

Cleaning the Tool

 **WARNING!** Never let any liquid get inside the motor housing and **NEVER** immerse any part of the housing in liquid.

1. Stop the motor and remove the battery.
2. Clean dirt and debris from the body of the tool, using a damp cloth with a mild detergent.

NOTE: Do not use any strong detergents on the plastic housing or the handle, as they can be damaged by certain aromatic oils such as pine and lemon, and by solvents such as acetone.

Storage

 **WARNING!** Do not at any time let brake fluids, gasoline, petroleum-based products, penetrating oils, solvents, etc., come in contact with plastic parts. Chemicals can damage, weaken, or destroy plastic which may result in serious personal injury.

1. Stop the motor and remove the battery.
2. Clean the pole + pruning saw thoroughly before storing.
3. Always place the bar sheath on the guide bar before storing or transporting the pole + pruning saw. Use caution to avoid the sharp chain.

4. Store the pole + pruning saw indoors, in a dry place that is inaccessible to children. Keep away from corrosive agents such as garden chemicals and de-icing salts.
5. We recommend using the original package for storage or covering the product with a suitable cloth or enclosure to protect it against dust.

Specific Safety Warnings for Pole + Pruning saw

1. Only the pole + pruning saw operator should be in the work area.
 2. Do not use the pole + pruning saw to cut down trees.
 3. Always use two hands when operating the pole + pruning saw. Grip the pole + pruning saw securely with one hand on the trigger and the other hand on the pole.
 4. Before starting the pole + pruning saw, make sure that the saw chain is not in contact with any object.
 5. Do not allow the pole + pruning saw to make contact with grounded objects such as pipes, fences, and metal posts.
 6. Do not force the pole + pruning saw while cutting. Apply light pressure. It will perform more effectively and safely if it is used at the rate for which it was designed.
 7. Use extreme caution when cutting a limb that is under tension. When wood tension is released, the limb could spring back and strike the operator, causing severe injury or death.
 8. During transport, hold the pole at its balance point, with the guide bar and chain facing to the rear.
 9. Do not cut small brush and saplings with the pole + pruning saw. Small branches may catch in the chain and be whipped towards the operator, which could pull the operator off balance.
 10. Never stand directly under the limb you are trimming. Always position yourself outside the path of falling debris.
 11. Keep a firm, steady pressure on the pole + pruning saw while cutting. Do not try to cut limbs larger in diameter than the length of the guide bar.
 12. Keep other people and pets away from the cutting end of the pole + pruning saw and at a safe distance away from the work area.
- Always use two hands when operating the pole + pruning saw, one hand gripping the trigger and the other hand gripping the pole. Use a firm grip. Thumbs and fingers must wrap around the trigger and the pole.
 - Keep all guards in place on the pole + pruning saw. Make sure they are in proper working order.
 - 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 the 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 the chain.
 - Use extreme caution when re-entering a previous cut.
 - Use the chain and guide bar supplied with this pole + pruning saw. Only use genuine Snow Joe® + Sun Joe® replacement parts designed specifically for use with this pole + pruning saw.
 - Never use a dull or loose chain. Keep the chain sharp and properly tensioned.

Battery & Charger Safety Instructions

We pay a great deal of attention to the design of every battery pack to ensure that we supply you with batteries that are safe, durable and have a high energy density. The battery cells have a wide range of safety devices. Each individual cell is initially formatted and its electrical characteristic curves are recorded. This data is then used exclusively to be able to assemble the best possible battery packs.

Despite all the safety precautions, caution must always be exercised when handling batteries. The following points must be obeyed at all times to ensure safe use. Safe use can only be guaranteed if undamaged cells are used. Incorrect handling of the battery pack can cause cell damage.

IMPORTANT! Analyses confirm that incorrect use and poor care of high-performance batteries are the main factors responsible for personal and/or product damage.

 **WARNING!** Use only approved replacement batteries; other batteries may damage the power tool and cause it to malfunction, which can lead to serious personal injury.

 **WARNING!** Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.

Have your battery pack serviced by a qualified repair person using only identical replacement parts. This will ensure that the safety of the battery pack is maintained.

Kickback

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

AVOID CONTACTING THE GUIDE BAR TIP WITH ANY OBJECT.

In some cases, when the tip makes contact with an object, the saw may rapidly kick up and back towards the operator. Material pinching the chain may also push the saw back rapidly towards the operator. Either of these reactions may cause you to lose control of the pole + pruning saw, which could result in serious personal injury. Follow the necessary precautions indicated below to avoid kickbacks.

⚠ CAUTION! To reduce the risk of injury, use only official 24V* IONMAX designated chargers with the 24V* IONMAX battery pack. The use of other batteries or chargers poses a risk of fire, personal injury and damage. Do not wire a battery pack to a power supply plug or car cigarette lighter, such misuse will permanently disable or damage the battery pack.

- **Avoid dangerous environments** – Do not charge the battery pack in rain, snow or in damp or wet locations. Do not use the battery pack or charger in the presence of explosive atmospheres (gaseous fumes, dust or flammable materials) because sparks may be generated when inserting or removing the battery pack, which could lead to a fire.
- **Charge in a well-ventilated area** – Do not block the charger vents. Keep them clear to allow for proper ventilation. Do not allow smoking or open flames near a charging battery pack. Vented gases may explode.

NOTE: The safe temperature range for the battery is 41°F – 105°F (5°C – 40.5°C). Do not charge the battery outside in freezing weather; charge it at room temperature.

- **Maintain charger cord** – When unplugging the charger, pull the plug, not the cord, from the receptacle to reduce the risk of damage to the electrical plug and cord. Never carry the charger by its cord or yank it by the cord to disconnect it from the receptacle. Keep the cord away from heat, oil and sharp edges. Make sure the cord will not be stepped on, tripped over or subjected to damage or stress when the charger is in use. Do not use the charger with a damaged cord or plug. Replace a damaged charger immediately.
- **Do not use an extension cord unless it is absolutely necessary** – Using the wrong, damaged or improperly wired extension cord poses a risk of fire and electric shock. If an extension cord must be used, plug the charger into a properly wired 16 gauge or larger extension cord with the female plug matching the male plug on the charger. Make sure that the extension cord is in good electrical condition.
- **Charger XZ2600-0450 is rated for 100 – 240 volt AC only** – The charger must be plugged into an appropriate receptacle.
- **Do not use an electrical adapter** – Use of an adapter is not recommended or sold by the battery charger or battery pack manufacturer.
- **Unplug charger when not in use** – Make sure to remove battery packs from unplugged chargers.

⚠ WARNING! To reduce the risk of electric shock, always unplug the charger before performing any cleaning or maintenance. Do not allow water to flow into the charger. Use a Ground Fault Circuit Interrupter (GFCI) to reduce shock hazards.

- **Do not burn or incinerate battery packs** – Battery packs may explode, causing personal injury or damage. Toxic fumes and materials are created when battery packs are burned.

- **Do not crush, drop or damage battery packs** – Do not use the battery pack or charger if they have sustained a sharp blow, been dropped, run over or have been damaged in any way (i.e. pierced with a nail, hit with a hammer, stepped on, etc.).
- **Do not disassemble** – Incorrect reassembly may pose a serious risk of electric shock, fire or exposure to toxic battery chemicals. If the battery or charger are damaged, contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.
- **Battery chemicals cause serious burns** – Never let a damaged battery pack contact the skin, eyes or mouth. If damaged, battery chemicals will react violently with air, use rubber or neoprene gloves to safely dispose of it. If skin is exposed to battery chemicals, wash the affected area with soap and water. If eyes are exposed to battery chemicals, immediately flush with water for 20 minutes and seek medical attention. Remove and dispose of contaminated clothing.
- **Do not short circuit** – When battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects, that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
- **Store your battery pack and charger in a cool, dry place** – Do not store the battery pack or charger where temperatures may exceed 105°F (40.5°C), such as in direct sunlight or inside a vehicle or metal building during the summer.

Information about the battery

1. The battery pack supplied with your cordless power tool is only partially charged. The battery pack has to be charged completely before you use the tool for the first time.
2. For optimum battery performance, avoid low discharge cycles by charging the battery pack frequently.
3. Store the battery pack in a cool place, ideally at 77°F (25°C) and charged to at least 40%.
4. Lithium-ion batteries are subject to a natural aging process. The battery pack must be replaced at the latest when its capacity falls to just 80% of its capacity when new. Weakened cells in an aged battery pack are no longer capable of meeting the high power requirements needed for the proper operation of your cordless pole + pruning saw, and therefore pose a safety risk.
5. Do not throw battery packs into an open fire as this poses a risk of explosion.
6. Do not ignite the battery pack or expose it to fire.

7. Do not exhaustively discharge batteries. A complete discharge will damage the battery cells. The most common cause of exhaustive discharge is lengthy storage. Stop working as soon as the performance of the battery falls noticeably or the electronic protection system triggers. For optimum battery performance, charge the battery pack frequently. Place the battery pack in storage only after it has been fully charged.
8. Protect batteries and the tool from overloads. Overloads will quickly result in overheating and cell damage inside the battery housing even if this overheating is not apparent externally.
9. Avoid damage and shocks. Immediately replace batteries that have been dropped from a height of more than 3 feet (1 meter) or those that have been exposed to violent shocks, even if the housing of the battery pack appears to be undamaged. The battery cells inside the battery may have suffered serious damage. In such instances, please read the waste disposal information for proper battery disposal.
10. If the battery pack suffers overloading and overheating, the integrated protective cutoff will switch off the equipment for safety reasons.
IMPORTANT! Do not press the ON/OFF trigger switch any more if the protective cut-off has been activated. This may damage the battery pack.
11. Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
12. Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
13. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
14. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
15. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 266°F (130°C) may cause explosion.
16. Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.

Information about the charger and the charging process

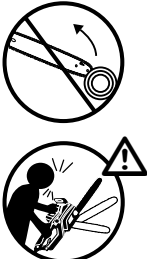
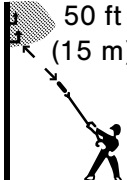
1. Please check the data marked on the rating plate of the battery charger. Be sure to connect the battery charger to a power supply with the voltage marked on the rating plate. Never connect it to a different mains voltage.
2. Protect the battery charger and its cord from damage. Keep the charger and its cord away from heat, oil and sharp edges. Have damaged cords repaired without delay by a qualified technician at an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).
3. Electrical plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs with grounded appliances. Unmodified plugs and matching outlets will reduce the risk of electric shock.
4. Keep the battery charger, battery pack(s) and the cordless tool out of the reach of children.
5. Do not use the supplied battery charger to charge other cordless tools.
6. During periods of heavy use, the battery pack will become warm. Allow the battery pack to cool to room temperature before inserting it into the charger to recharge.
7. Do not overcharge batteries. Do not exceed the maximum charging times. These charging times only apply to discharged batteries. Frequent insertion of a charged or partially charged battery pack will result in overcharging and cell damage. Do not leave batteries in the charger for days on end.
8. Never use or charge batteries if you suspect that it has been more than 12 months since the last time they were charged. There is a high probability that the battery pack has already suffered dangerous damage (exhaustive discharge).
9. Charging batteries at a temperature below 41°F (5°C) will cause chemical damage to the cells and may cause a fire.
10. Do not use batteries that have been exposed to heat during the charging process, as the battery cells may have suffered dangerous damage.
11. Do not use batteries that have suffered swelling or deformation or those that exhibit other atypical symptoms (gassing, hissing, cracking, etc.).

Protection from environmental influences

1. Wear suitable work clothes. Wear safety goggles.
2. Protect your cordless tool and the battery charger from moisture and rain. Moisture and rain can cause dangerous cell damage.
3. Do not use the cordless tool or the battery charger near vapors and flammable liquids.
4. Use the battery charger and cordless tools only in dry conditions and at an ambient temperature of 41°F – 105°F (5°C – 40.5°C).
5. Do not keep the battery charger in places where the temperature is may to reach over 105°F (40.5°C). In particular, do not leave the battery charger in a car that is parked in the sunshine.
6. Protect batteries from overheating. Overloads, overcharging and exposure to direct sunlight will result in overheating and cell damage. Never charge or work with batteries that have been overheated – replace them immediately, if possible.
7. Store the charger and your cordless tool only in dry locations with an ambient temperature of 41°F – 105°F (5°C – 40.5°C). Store your lithium-ion battery pack in a cool, dry place at a temperature of 77°F (25°C). Protect the battery pack, charger and cordless tool from humidity and direct sunlight. Only place fully charged batteries in storage (charged to at least 40%).
8. Prevent the lithium-ion battery pack from freezing. Battery packs that were stored below 32°F (0°C) for more than 60 minutes must be discarded.
9. When handling batteries, be wary of electrostatic charge. Electrostatic discharges can damage the electronic protection system and the battery cells. To avoid electrostatic discharges never touch the battery terminals.

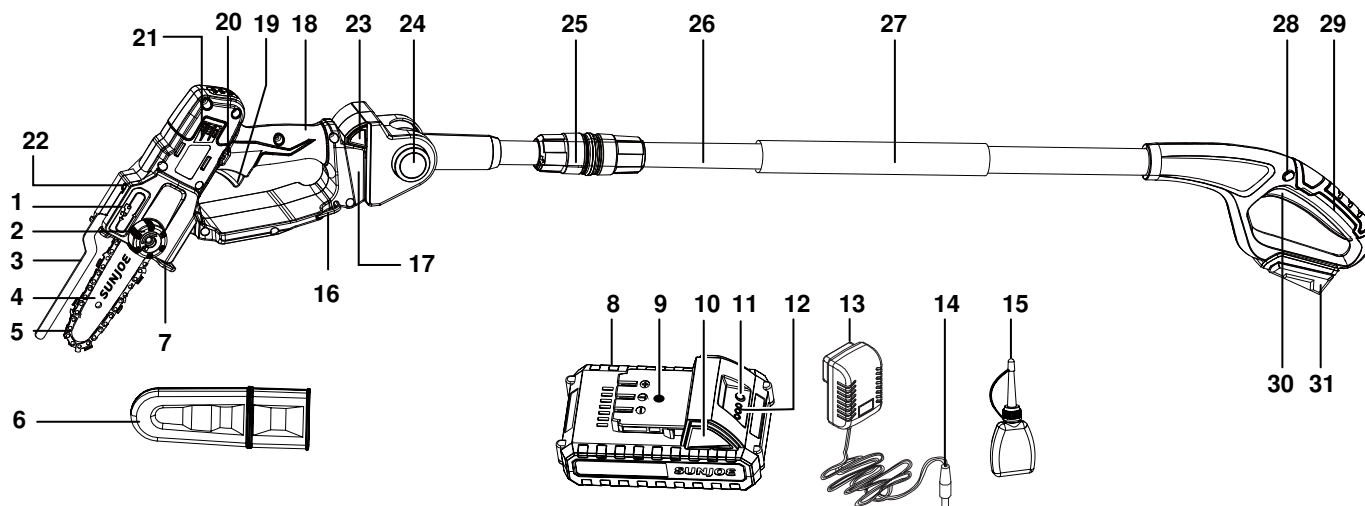
Safety Symbols

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 – Read, understand, and follow all instructions in the user manual before attempting to assemble and operate.		SAFETY ALERT – Indicates a precaution, a warning, or a danger.
	WEAR EYE AND HEARING PROTECTION – For protection against injury, wear ear defenders and safety goggles.		WARNING! Do not expose the unit to rain or wet conditions. Keep dry.
 	Wear protective gloves and non-slip footwear when using the machine and handling debris.		CAUTION! Avoid contact between the tip of the guide bar with any object. Contact with the tip of the guide bar may cause the chain saw to kickback, which may cause serious injury to the user.
 STOP	The moving part will continuously run for several seconds after you turn off the machine.		Correct direction of cutters.
	WARNING! SHOCK HAZARD – Keep at least 50 ft (15 m) away from power lines. Do not overreach. Keep proper footing and balance at all times.		DANGER! ROTATING BLADES – Keep hands and feet away from openings while the saw is running.
	Only use the battery charger indoors.		Keep bystanders a minimum distance of 50 ft (15 m) away from the work area.

Know Your Cordless Pole + Pruning Saw

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



- | | | | |
|--|---|---------------------------------|-----------------------------|
| 1. Chain/sprocket end cover | 9. Charge socket | 16. Hex key wrench | 24. Multi-angle lock button |
| 2. End cover knob | 10. Push lock button (2) | 17. Battery compartment | 25. Handle locking collar |
| 3. Riving knife | 11. Push button for battery indicator | 18. Handle grip | 26. Pole assembly |
| 4. 6in(15.24 cm) guide bar | 12. Battery indicator | 19. On/Off switch | 27. Soft grip |
| 5. 6in(15.24 cm) cutting chain | 13. 24V* IONMAX lithium-ion charger (XZ2600-0450) | 20. Safety lock button | 28. Safety switch |
| 6. Cutting bar sheath | 14. Charger plug | 21. Ventilation slots | 29. Upper handle |
| 7. Base plate | 15. Lubricating oil | 22. Oil inlet | 30. On/off switch |
| 8. 24V* IONMAX lithium-ion battery (24VBAT-LTE) featuring exclusive EcoSharp® technology | | 23. Lock button (pole assembly) | 31. Battery compartment |

Technical Data

Motor	360 W	Cutting Thickness Max	5.5 in (14 cm)
Battery Voltage Max*	24V D.C.	Multi-Angle Head	9 positions (-45° -30° -15° 0° 15° 30° 45° 60° 75°)
Battery Capacity	2.0 Ah	Telescopic Pole	3.7 ft to 5.6 ft (1.1 m to 1.7 m)
Charger Input	100 – 240V AC 50/60 Hz 0.4 A	Overhead Reach	Up to 12 ft (3.6 m)
Charger Output	26V DC 450 mA	Oil Tank Capacity	1 fl oz (30 ml)
Charge Time Max	5 hours	Net Weight (without pole)	2.9 lbs (1.3 kg)
Bar and Chain Length	6 in (15.2 cm)	Net Weight (with pole)	5.1 lbs (2.3 kg)

***DISCLAIMER:** Initial no-load voltage, when fully charged, peaks at 24V; nominal voltage under typical load is 21.6V

Unpacking

Carton Contents

- Pruning saw with chain and bar pre-assembled
 - Cutting bar sheath (assembled on the chain and bar)
 - Hex key wrench (in the storage slot)
 - 1 fl oz (30 ml) lubrication oil
 - Pole assembly
 - 24V* IONMAX lithium-ion battery
 - 24V* IONMAX lithium-ion battery charger
 - Manual with registration card
1. Carefully remove the cordless pole + pruning saw 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 your new cordless pole + pruning saw. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations.

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

Battery Pack Operation

The equipment is powered by a lithium-ion battery. The battery pack is completely sealed and maintenance free.

Battery Charge Level Indicator

The battery pack is equipped with a push button for checking the charge level. Simply press the push button to read off the battery charge level from the LEDs of the battery indicator:

	
Lights	Light Indicators
	Charge level button
	The battery is at 30% capacity
	The battery is at 60% capacity
	The battery is fully charged

NOTE: If the battery indicator button does not appear to be working, charge the battery.

NOTE: Immediately after using the battery pack, the battery indicator button may display a lower charge than it will if checked a few minutes later. The battery cells “recover” some of their charge after resting.

Charger Operation

⚠ WARNING! Only charge Sun Joe® 24V lithium-ion battery pack with compatible Sun Joe® 24V lithium-ion chargers. Other types of chargers may cause personal injury and damage.

To reduce the risk of electric shock, do not allow water to enter into the charger.

Charging the Battery

1. Push the push lock buttons on either side of the battery pack to pull it out from the battery compartment (Fig. 1).

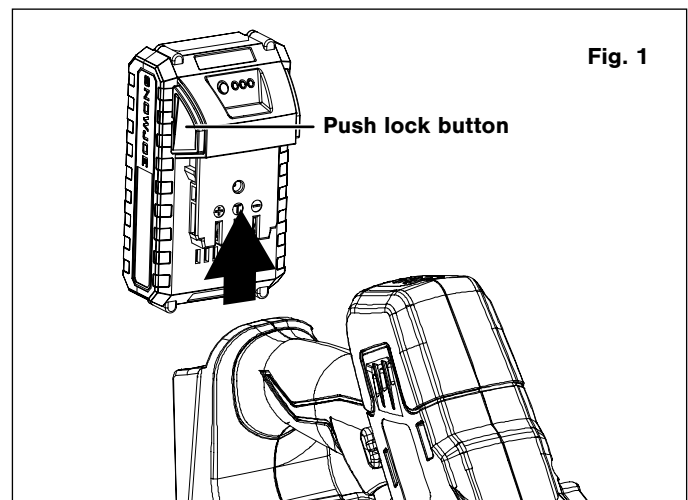


Fig. 1

2. Check that the mains voltage is the same as that marked on the rating plate of the battery charger. Then plug the charger into an appropriate AC power outlet. Connect the charger plug into the charging socket of the battery to start charging (Fig. 2).

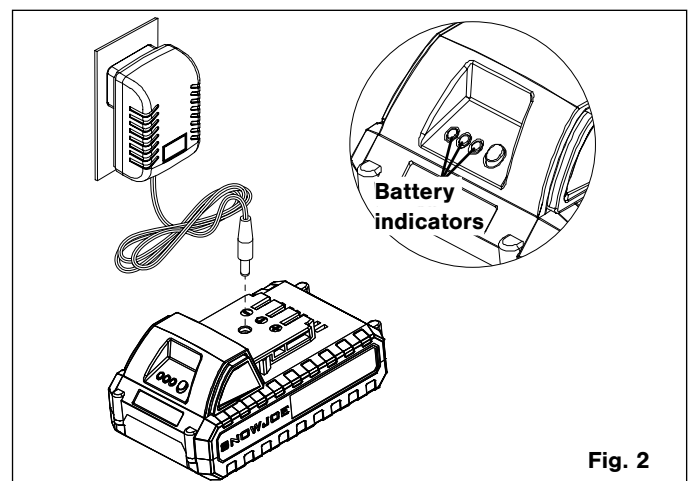


Fig. 2

3. The battery will take approximately 5 hours to charge. The battery indicator LEDs will cycle on one by one during the charging process. Unplug the charger immediately when all 3 LEDs are illuminated.

⚠ CAUTION! FIRE HAZARD. When disconnecting the charger from the battery, be sure to unplug the charger from the outlet first, then disconnect the battery from the charger.

⚠ WARNING! This charger does not automatically turn off when the battery is fully charged. Please take care not to leave the battery plugged into the charger. Switch off or unplug the charger at the mains when charging is complete.

4. Timely recharging of the battery will help prolong the battery's life. Recharge the battery pack when you notice a drop in the equipment's power.

IMPORTANT! Never allow the battery pack to become fully discharged as this will cause irreversible damage to the battery.

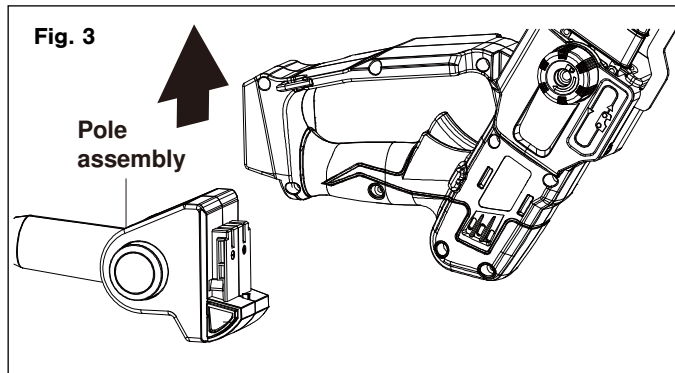
Assembly

This cordless pruning saw comes completely assembled with the guide bar and chain pre-installed. Users simply have to configure the unit as a hand-held pruning saw or a pole pruning saw before operation. Follow the instructions below to connect the machine.

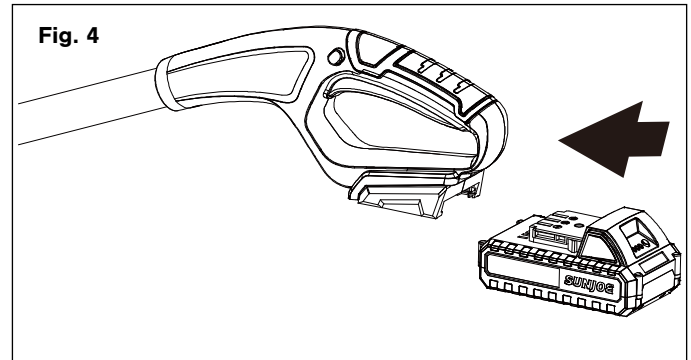
⚠ CAUTION! Make sure the battery is not inserted and the chain are covered by the sheath before assembly.

Pole Pruning Saw Assembly

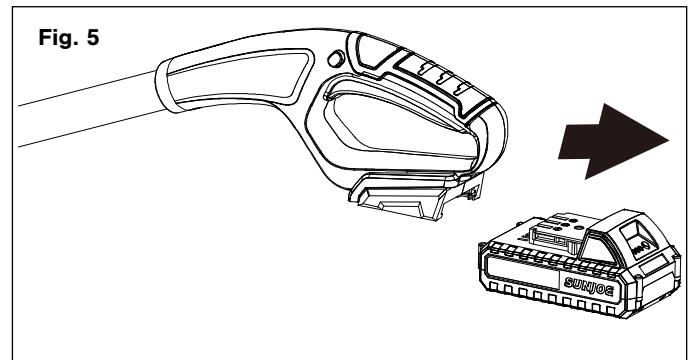
1. To install the pole, align the ridge on the end of the pole assembly with the Battery compartment on the handle, slide the pruning saw downward into the pole assembly until it clicks into position. (Fig. 3).



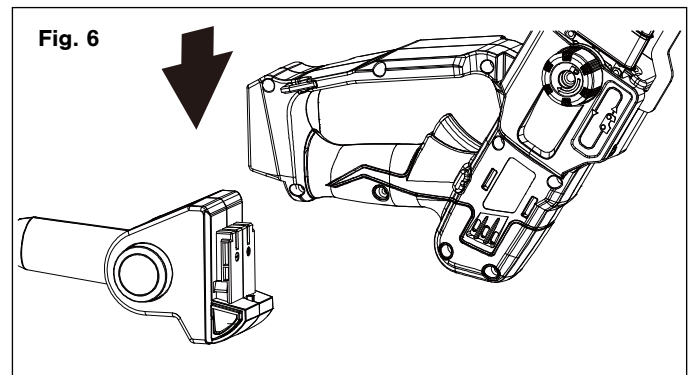
2. Slide the battery into the end of the pole assembly, until it clicks into position. (Fig. 4).



3. To disassemble the pole pruning saw, press the push lock buttons on the battery to pull it out of the equipment (Fig. 5).



4. Press the Lock buttons on pole assembly to pull it out of the pruning saw (Fig. 6).



Preparing To Work

Checking the Machine

⚠ WARNING! Before performing any checks, adjustments, repairs or maintenance on the machine, make sure the battery is not inserted in the compartment.

- Check that all the screws on the machine and the guide bar are tightly fastened.
- Check that the chain is tensioned correctly, sharp and there are no signs of any damage.

- Check that the hand grip and protection devices are clean and dry, correctly mounted and securely fastened to the machine.
- Check that the On/Off switch and the safety lock button move freely without forcing and return automatically and rapidly back to their neutral positions.
- Check that the On/Off switch remains locked until the safety lock button is pressed.
- Make sure the ventilation slots are not clogged with sawdust or debris.

Break-in Time for New Chains

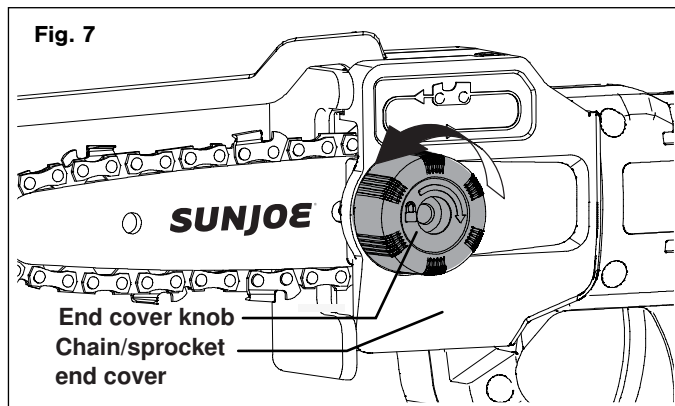
For safety operation, it's recommended to run through the below break-in tips every time a new chain is installed.

1. Remove the battery and adjust the chain tension.
2. Insert the battery and switch on the pruning saw and leave the motor running idle for approx. 5 minutes.
3. Remove the battery and check the chain tension again. If necessary, re-tighten the chain.
4. Afterwards make only easy cuts for approx. 30 minutes. Always ensure sufficient lubrication of the saw chain! Only use the pruning saw for heavier cuts and greater cutting depths after the break-in period.

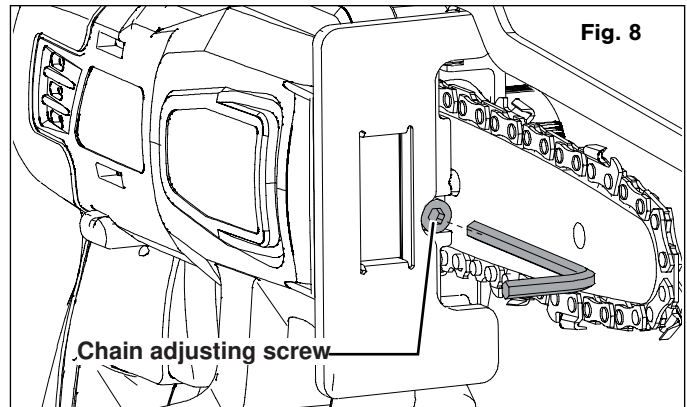
Adjusting the Chain Tension

⚠ WARNING! Use protective gloves when handling the bar and chain.

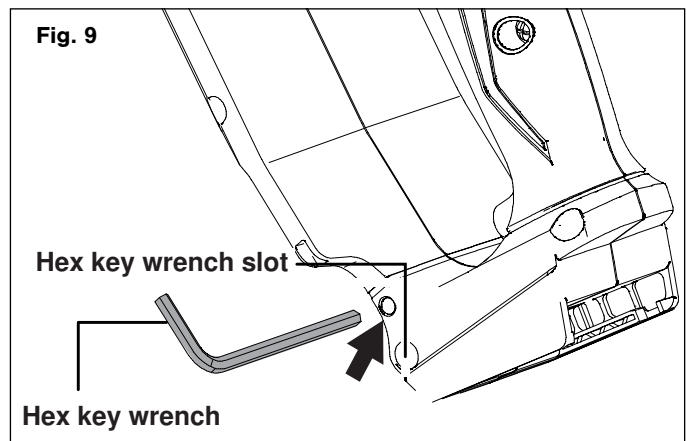
1. Make sure the pruning saw is shut off and the battery is removed. Loosen the chain/sprocket end cover a little by turning the end cover knob counterclockwise (Fig. 7).



2. Use the equipped hex key wrench to turn the chain adjusting screw clockwise to tighten; turn it counterclockwise to loosen. A cold chain will be correctly tensioned when there is no slack on the underside of the guide bar; the chain is snug, but it can be turned by hand without binding (Fig. 8).



NOTE: When not in use, the hex key wrench can be stored in the hex key wrench slot located on the bottom of the pruning saw (Fig. 9).



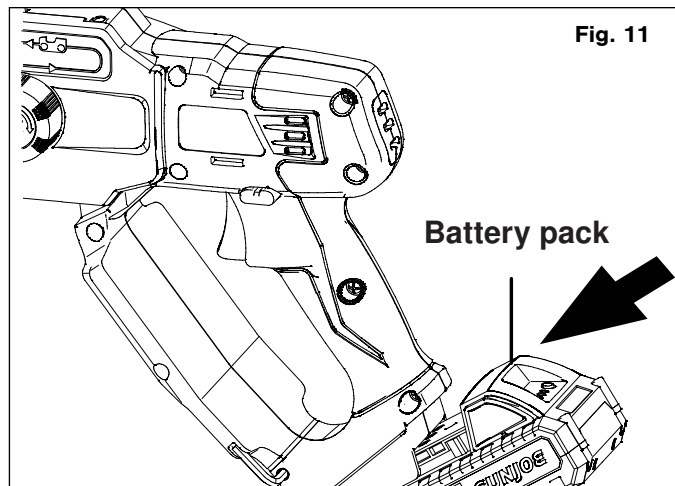
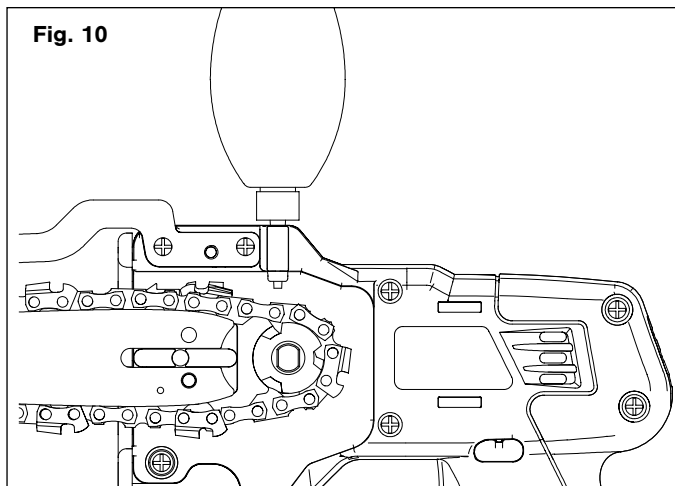
3. Retighten the end cover knob. Using a screwdriver, run the chain along the guide bar to check that it moves smoothly.

Chain Lubricant

IMPORTANT! Only use a good quality bar and chain oil designed specifically for use with chain saws to ensure optimal lubrication of the cutting parts. Do not use oil containing impurities.

IMPORTANT! The chain lubricating oil is bio-degradable. The use of mineral oil or engine oil can have a serious impact on the environment. It is essential that you use good quality oil to lubricate the cutting parts effectively. Used or poor quality oil does not guarantee good lubrication and reduces the lifespan of the chain and bar.

Before lubricating the pruning saw, clean the guide bar and saw chain with a soft brush. Clean oil inlet with top of oil bottle to ensure the oil inlet is not blocked by chips. Then drop the oil into oil inlet (Fig. 10). Or drop the oil between the chain and the bar. Insert the battery and switch on the pruning saw. The oil will be evenly distributed over the chain. For optimal cutting result, lubricate the saw every 30 minutes during operation. When storing the unit for a long period of time (3 months or longer), be sure the chain is lightly lubricated; this will prevent rust on the chain and bar sprocket.



Operation

⚠ CAUTION! Repeatedly starting and stopping an electric motor within a few seconds can generate a great deal of heat and damage the motor. To protect the life of your cordless pruning saw, always wait at least five seconds after stopping before restarting the saw.

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

⚠ WARNING! Keep hands away from chain. Keep hand on handle. Do not overreach.

⚠ WARNING! Maintain a firm grip. Do not let go of the saw while it is in operation.

⚠ WARNING! Do not operate the cordless pruning saw in a tree, on a ladder, or on scaffolding. Using the tool under such circumstances is extremely dangerous.

⚠ CAUTION! The chain will continue to run for several seconds after turning off the tool.

⚠ CAUTION! Do not use the pruning saw under wet conditions. Use extreme caution when cutting small brush, saplings, or branches under tension. Such material may spring back towards you or get caught on the saw which may result in throwing you off balance, or pushing the saw out of control.

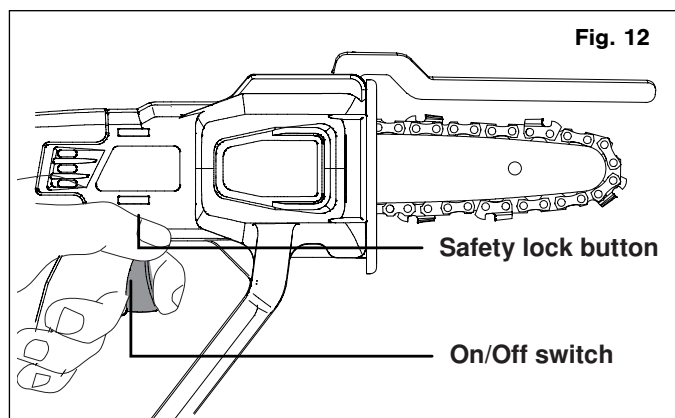
⚠ WARNING! Do not allow familiarity with this type of tool to cause you to ignore necessary precautions. Remember that a careless fraction of a second is sufficient to inflict serious injury.

⚠ WARNING! Do not cut branches near electrical wires.

Hand-held Pruning Saw Operation

1. Insert the battery in the battery compartment. Push to make sure it is locked in place (Fig. 11).

2. To turn the tool on, hold the pruning saw firmly on the handle grip. Press the safety lock button, and squeeze the ON/Off switch. When the pruning saw is running, you can release the safety lock button (Fig. 12).

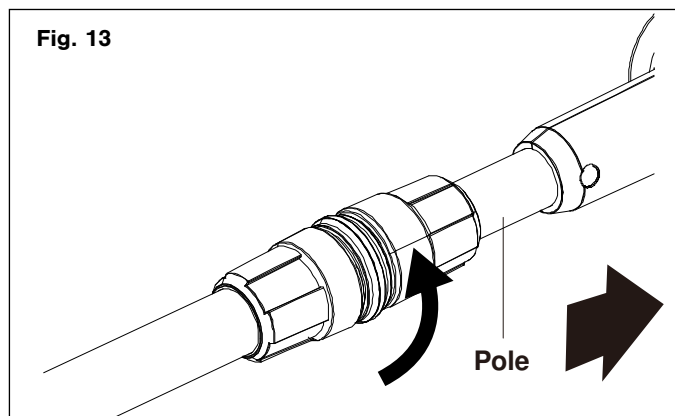


3. To turn the tool off, simply release the On/Off switch.

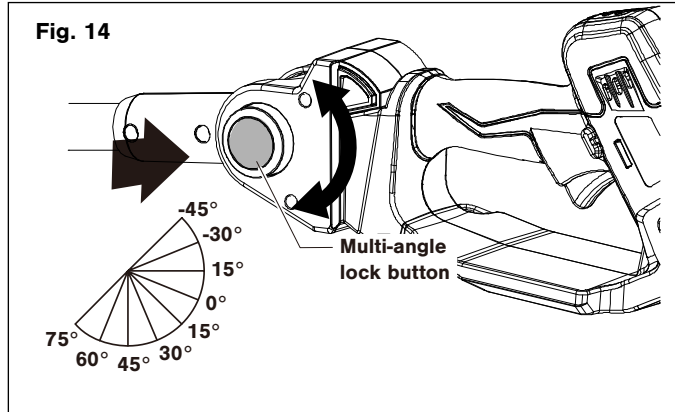
NOTE: Do not squeeze the On/Off switch until you are ready to make a cut.

Pole Pruning Saw Operation

1. To extend the pole assembly, loose the locking collar clockwise to a desired length, then tighten the locking collar counterclockwise to screw in place (Fig. 13).

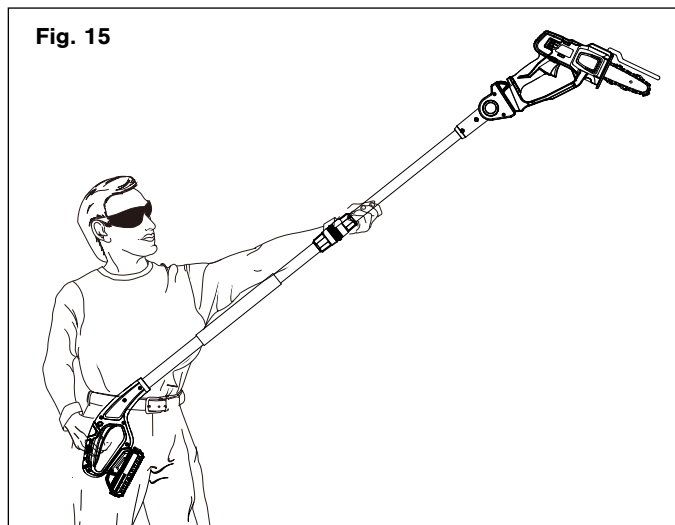


2. The pruning saw can be adjusted into 9 different angles (-45° | -30° | -15° | 0° | 15° | 30° | 45° | 60° | 75°) to allow for greater flexibility and control. To adjust the cutting angle, push the multi-angle lock button. Then pivot the pruning saw to your desired angle and release the button. The saw will click into position and be locked at that angle (Fig. 14).



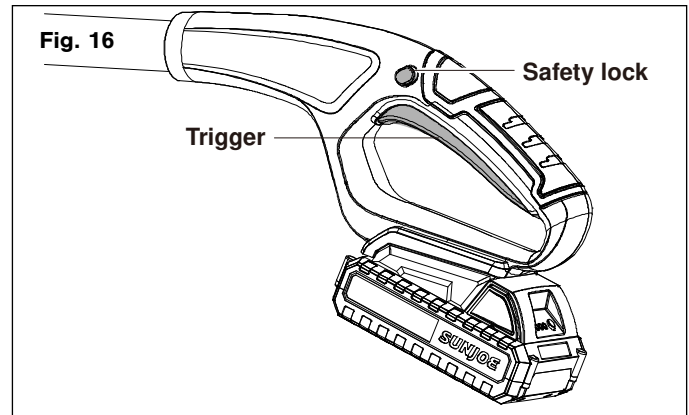
3. Insert the battery as shown in (Fig. 4).
4. Hold the pole pruning saw with one hand on the handle and the other on the pole. Always cut adjacent to the material and never underneath to avoid injury from falling branches. Adjust the length and angle accordingly (Fig. 15).

NOTE: Do not raise your bottom hand above chest height in order to maintain control of the saw in the event of a kickback.



5. To turn on the tool, firmly grip the pruning saw handle and press the safety lock to deactivate the safety. Then squeeze the trigger to activate the saw (Fig. 16).

NOTE: Do not squeeze the trigger until you are ready to make a cut.



6. Release the trigger to stop the saw.

Maintenance

Please contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for all maintenance operations not foreseen in this manual. Any operation performed in an unauthorized service center or by unqualified personnel will completely invalidate the warranty.

⚠ WARNING! For your safety and that of others:

- Correct maintenance is essential to maintain the original efficiency and safety of the machine over time.
- Keep all nuts, bolts, and screws tight to be sure the equipment is in safe working condition.
- Never use the machine with worn or damaged parts. Damaged parts are to be replaced and never repaired.
- Only use original Snow Joe® + Sun Joe® replacement parts. Parts that are not of the same quality can seriously damage the equipment, compromise safety, and invalidate the warranty.

⚠ WARNING! Always remove the battery before performing any adjustments, maintenance, or repairs to your cordless pruning saw.

- Use protective gloves when handling the bar and chain.
- Keep the bar encased in its sheath, except when working directly on the bar or the chain.
- Never dispose of oils or other polluting materials in unauthorized places.

Motor Cooling

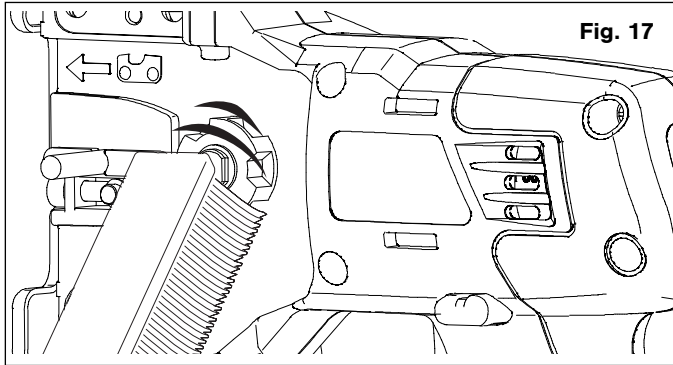
To avoid overheating and damage to the motor, always keep the ventilation slots clean and free of sawdust and debris.

General Cleaning

It's recommended to clean the pruning saw immediately after each use for best performance. Use a cloth, a paintbrush or a brush to remove dust and wood splinters. Always keep the ventilation slots clean and free from obstructions. Clean the housing of the pruning saw regularly with a damp cloth

and somewhat soft soap. Do not use any cleaning or solvent materials. Make sure that no water or any other liquid can get inside the cordless power tool.

Clean the sprocket area with a brush or compressed air (Fig. 17).



Replacing the Guide Bar and Chain

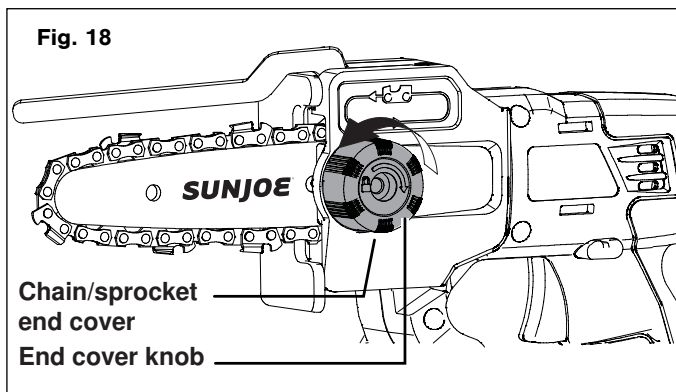
NOTE: When replacing the guide bar and chain, use only identical replacement parts. Make sure the battery is not inserted in the compartment before proceeding with operation.

⚠ WARNING! Always wear heavy-duty gloves when handling the bar and chain. Mount the bar and chain very carefully so as not to impair the safety and efficiency of the machine. If in doubt, contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

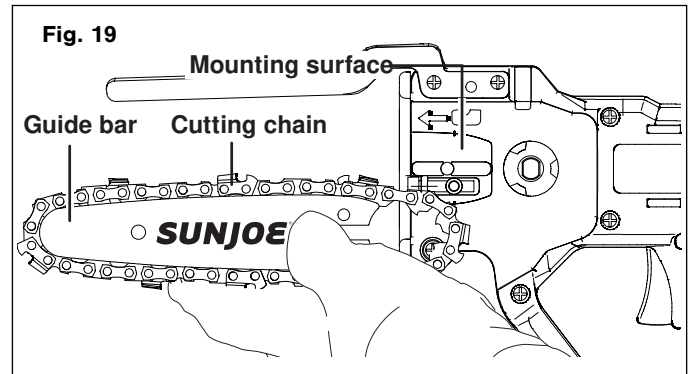
⚠ WARNING! The operation should be completed on a flat and stable surface, with adequate space for moving the machine and its components.

⚠ DANGER! Never start the motor before installing the guide bar, chain, and sprocket cover. Without all these parts in place, the clutch can fly off or explode, exposing the user to potentially serious injuries. When you first purchase your pruning saw, the chain and bar will come pre-assembled on the saw. Should you need to replace the chain in the future, follow the steps below.

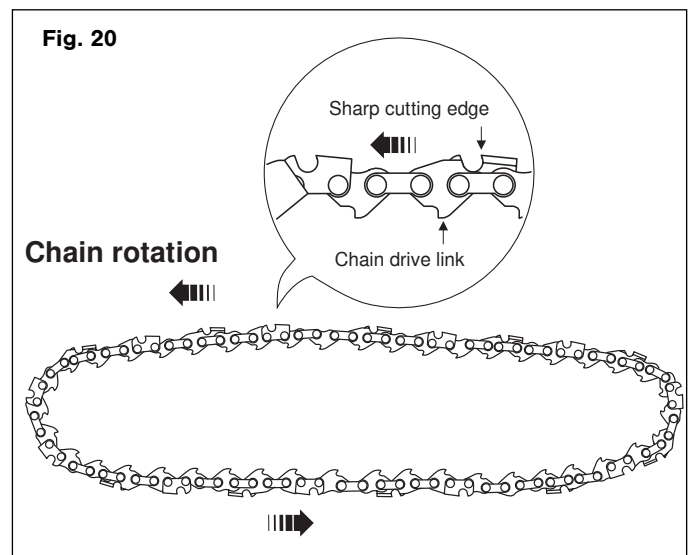
1. Screw the chain/sprocket end cover knob counterclockwise to release chain/sprocket end cover (Fig. 18).



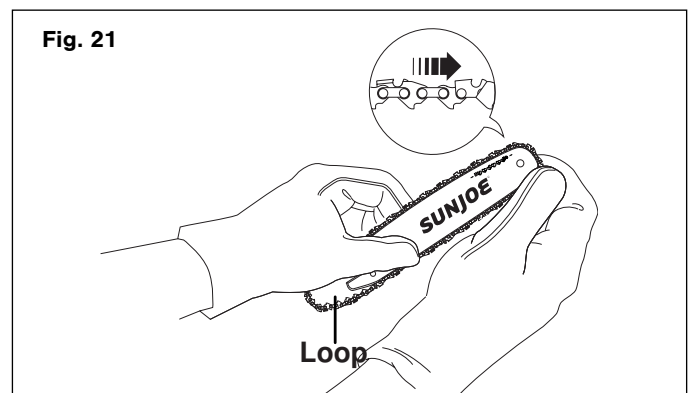
2. Remove the cutting bar and chain from the mounting surface (Fig. 19).



3. Remove the old chain from the bar.
4. Lay out the new saw chain in a loop and straighten any kinks. **THE SHARP SIDE OF THE TEETH MUST FACE AWAY FROM YOU IN THE DIRECTION OF THE CHAIN ROTATION INDICATED ON THE GUIDE BAR** ← →. If the teeth face backwards, turn the loop over (Fig. 20).

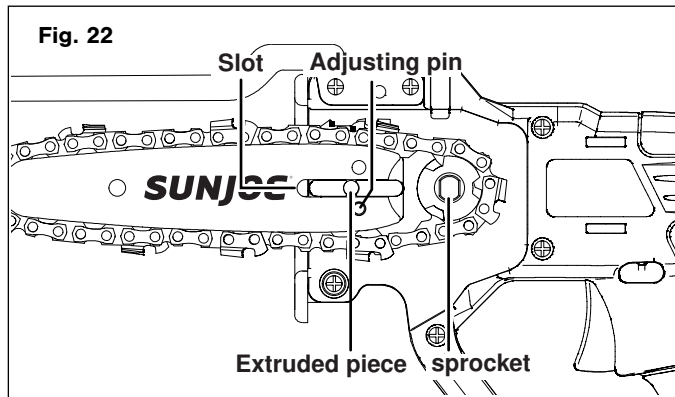


5. Starting at the tip, mount the chain drive links into the bar groove, leaving a loop at the back of the bar. The chain will loosely fit until it is placed on the sprocket (Fig. 21).

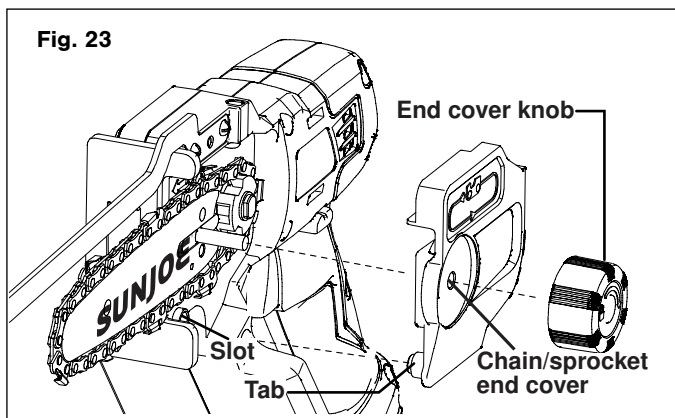


NOTE: Make certain of the direction of the chain. If the chain is mounted backwards, the saw will vibrate abnormally and will not cut.

6. Hold the chain in position on the bar and place the loop around the sprocket. Fit the bar against the mounting surface so that the extruded piece on the mounting surface is in the long slot of the bar and the adjusting pin is in the chain tension pin hole (Fig. 22).



7. While keeping the bar and chain against the mounting surface, adjust the chain tension as needed by adjusting the chain tensioner screw with the supplied hex key wrench. Turn the chain tensioner screw clockwise to tighten the chain, or counter-clockwise to loosen the chain (Fig. 8).
8. Replace the chain/sprocket end cover by inserting the tab located on the bottom first into the slot and position the cover over the bar end. Tighten the end cover knob; leave the bar loose enough to move slightly for tension adjustment (Fig. 23).

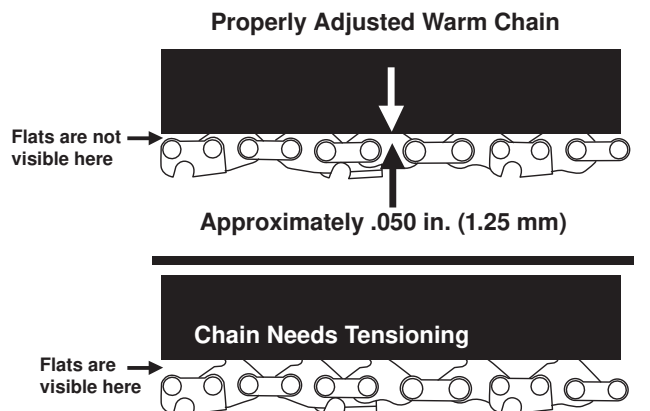


Chain Tension

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 rotate 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 0.050 in. (1.25 mm) out of the bar groove (Fig. 24). 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. 24).

Fig. 24



Chain Sharpening

⚠ WARNING! To ensure that the saw works safely and efficiently, it is essential that the cutting components are well-sharpened. **It is highly recommended to replace the chain once it loses its ability to cut cleanly and safely.** It is possible, however, to sharpen the existing chain if the sharpening is carefully performed. Any work on the chain and bar requires specific experience and special tools. For safety purposes, we recommend you contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

Sharpening is necessary when:

- The sawdust looks like dust
- Cutting becomes more difficult
- The cut is not straight
- Vibrations increase

An authorized service center will sharpen the chain using the right tools to ensure minimum removal of material and even sharpness on all the cutting edges.

If you sharpen the chain by yourself, it's recommended to purchase Sun Joe® 24V-CSSHRP-LTE chain saw sharpener, which can be powered by the same 24V* IONMAX battery with this cordless pruning saw. Visit sunjoe.com or call the

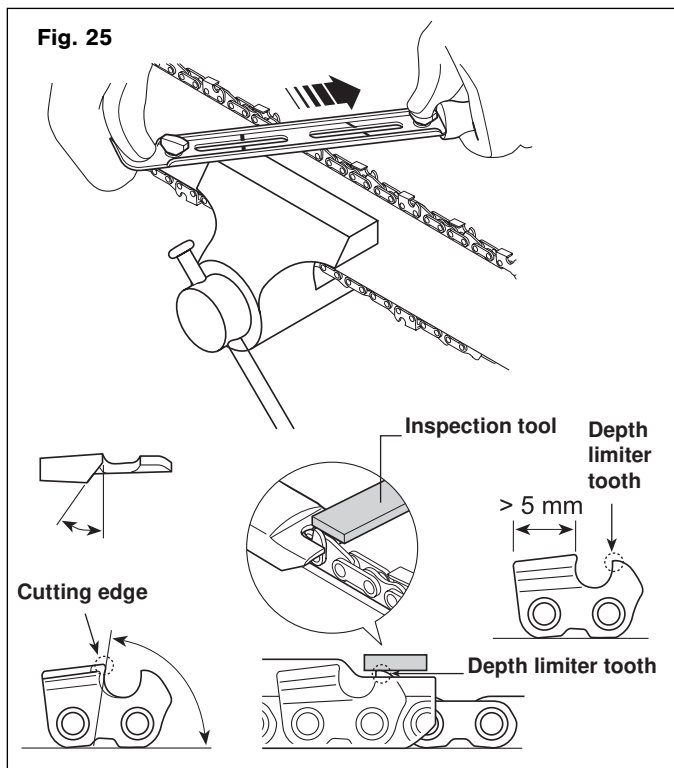
Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) to order.

Otherwise, use special round-section files with the right diameter depending on the type of chain (see “Chain Maintenance Table” pg. 18). You need a certain amount of skill and experience to avoid damaging the cutting edges.

Sharpen the chain as follows (Fig. 18):

- Secure the bar firmly, with the chain mounted, in a suitable vise.
- Tighten the chain if it is loose.
- Mount the file in the guide and then insert it in the tooth at a constant angle from the cutting edge.
- Sharpen in a forward motion a few times and repeat this on all the cutting edges facing the same way (right or left).

- To move the chain forward, use a screwdriver.
- Turn the bar over in the vise and repeat on all the other cutting edges.
- Check that the depth limiter tooth does not stick out farther than the inspection tool and file any projecting parts with a flat file, rounding off the edges (Fig. 25).
- After sharpening, remove all traces of filing and dust and lubricate the chain in an oil bath. Replace the chain whenever:
- The length of the cutting edges decreases to 5 mm or less
- There is too much play between the links and the rivets



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 lay over sideways
- bent guide bar
- cracked or broken rails
- spread rails

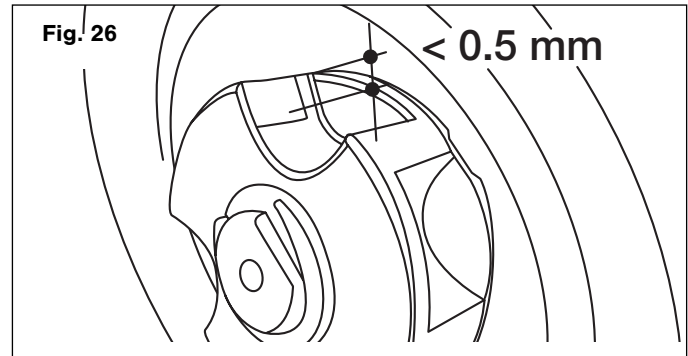
Turn the saw over, check the underside of the guide bar, and make sure that the lubrication holes and chain groove are free from impurities.

You can purchase replacement parts for your Sun Joe® 24V-HCSWP-6-LTE cordless pole + pruning saw by ordering online at sunjoe.com or, to order by phone, contact Snow Joe® + Sun Joe® customer service at 1-866-SNOWJOE (1-866-766-9563).

Chain Sprocket

Regularly check the condition of the sprocket and replace it when wear exceeds 0.5 mm (Fig. 26).

Do not mount a new chain with a worn sprocket or vice-versa.



Troubleshooting

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-SNOWJOE (1-866-766-9563) for assistance.

⚠ WARNING! Always remove the battery before performing any adjustments, maintenance, or repairs to your cordless pole + pruning saw.

Troubleshooting Table

Problems	Corrective Action
The saw motor fails to start	• Make sure that the battery is inserted correctly • Check charge status and recharge the battery • Make sure chain/sprocket end cover is assembled correctly.
The saw stops during operation	• Make sure that the battery is inserted correctly • Check charge status and recharge the battery • The machine is overloaded
The saw runs, but the chain speed is low	• The chain is too tight; re-tension.

Bar and chain running hot and smoking	• The chain tension is too tight; re-tension. • The chain needs to be lubricated: lubricate the chain with the oil.
The saw motor runs, but the chain is not turning	• The chain tension is too tight; re-tension. • The guide bar or chain is damaged; inspect and replace the damaged part.

Daily Checklist, Cleaning and Storage

Daily Checklist

To help maintain your cordless pole + pruning saw for optimum performance, we recommend you complete this checklist prior to each work session.

⚠ CAUTION! Do not insert the battery until you have completed all of the daily checks.

- Inspect for any visible damage to the chain, guide bar, or motor housing.
- Inspect the guide bar rails and clean them to remove any debris.
- Check the chain tension.
- Check the chain teeth for sharpness.

NOTE: If you notice anything unusual, such as a vibration or odd sound, shut the saw OFF immediately. Remove the battery and check the saw for any damage.

If you cannot find the cause of the problem or are uncertain what to do, then have the saw inspected by an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) before using it.

⚠ CAUTION!

- Remove the battery and wait at least five minutes for the saw to cool before servicing or storing your unit.
- If you drop the saw, carefully inspect it for damage. If the guide bar is bent, the housing is cracked, the handle is broken, or if you see any other condition that may affect the saw's operation, **DO NOT USE** the tool. Instead, have it serviced at an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

Cleaning

Use only mild soap and a damp cloth to clean the cordless pole + pruning saw. Never let any liquid get inside the motor housing and NEVER immerse any part of the saw housing in liquid.

Storage

- Ensure that the guide bar cover is in place when storing.
- Do not store cordless pruning saw near chemicals, such as fertilizers or other harsh solvents. Do not expose the plastic parts of the unit to brake fluids, gasoline, petroleum-based

products, penetrating oils, or the like. These products are often highly corrosive and may cause permanent damage, weaken, or destroy the plastic parts of your unit.

- When not in use, your machine should be stored indoors in a dry and high or locked-up place, out of the reach of children.

Battery Caution + Disposal

Always dispose of your battery pack according to federal, state, and local regulations. Contact a recycling agency in your area for recycling locations.

⚠ CAUTION! Even discharged battery packs contain some energy. Before disposing, use electrical tape to cover the terminals to prevent the battery pack from shorting, which could cause a fire or explosion.

⚠ WARNING! To reduce the risk of injury or explosion, never burn or incinerate a battery pack even if it is damaged, dead, or completely discharged. When burned, toxic fumes and materials are emitted into the surrounding atmosphere.

1. Batteries vary according to device. Consult your manual for specific information.
2. Install only new batteries of the same type in your product (where applicable).
3. Failure to insert batteries in the correct polarity, as indicated in the battery compartment or manual, may shorten the life of the batteries or cause batteries to leak.
4. Do not mix old and new batteries.
5. Do not mix Alkaline, Standard (Carbon-Zinc), or Rechargeable (Nickel Cadmium, Nickel Metal Hydride, or Lithium-Ion) batteries.
6. Do not dispose of batteries in fire.
7. Batteries should be recycled or disposed of as per state and local guidelines.

Service and Support

If your Sun Joe® 24V-HCSWP-6-LTE cordless pole + pruning saw requires service or maintenance, please call 1-866-SNOWJOE (1-866-766-9563) for assistance.

Model and Serial Numbers

When contacting the company, reordering parts, or arranging service from an authorized dealer, you will need to provide the model and serial numbers, which can be found on the decal located on the housing of the unit. Copy these numbers into the space provided below.

Record the following numbers from the housing or handle of your new product:																			
															Model #:				
2	4	V	-	H	C	S	W	P	-	6	-	L	T	E					
															Serial #:				

Chain Maintenance Table

Drive Links	Chain Pitch		Chain Gauge		File Diameter	
27	inches	mm	inches	mm	inches	mm
	0.3	7.62	0.043	1.1	0.138	3.5

XZ2600-0450

Federal Communications Commission (FCC)

⚠ WARNING! Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Class B Device:

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

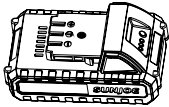
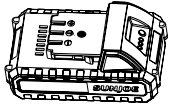
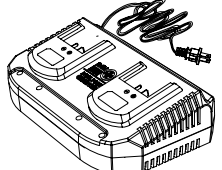
However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different than the one the receiver is connected to.
- Consult the dealer or an experienced radio/TV technician for help.

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

Accessories	Item	Model
1 	24V* IONMAX 2.0 Ah Lithium-Ion Battery	24VBAT-LTE
2 	24V* IONMAX 2.5 Ah Lithium-Ion Battery	24VBAT-LT
3 	24V* IONMAX 4.0 Ah Lithium-Ion Battery	24VBAT
4 	24V* IONMAX 5.0 Ah Lithium-Ion Battery	24VBAT-XR
5 	24V* IONMAX lithium-ion Battery Quick Charger	24VCHRG-QC
6 	24V* IONMAX lithium-ion Dual-port Battery Charger	24VCHRG-DPC

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 sunjoe.com or via phone by contacting the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).



SNOW JOE® + SUN JOE® CUSTOMER PROMISE

ABOVE ALL ELSE, Snow Joe, LLC ("Snow Joe") is dedicated to you, our customer. We strive to make your experience as pleasant as possible. Unfortunately, there are times when a Snow Joe®, Sun Joe®, Aqua Joe®, or Auto Joe® product ("Product") does not work or breaks under normal operating conditions. We think it's important that you know what you can expect from us. That's why we have a Limited Warranty ("Warranty") for our Products.

OUR WARRANTY:

Snow Joe warrants new, genuine, powered and non-powered Products to be free from defects in material or workmanship when used for ordinary household use for a period of two years from the date of delivery of the Product to the original, end-user purchaser when purchased from Snow Joe or from one of Snow Joe's authorized sellers with proof of purchase. Because Snow Joe is unable to control the quality of its Products sold by unauthorized sellers, unless otherwise prohibited by law, this Warranty does not cover Products purchased from unauthorized sellers. If your Product does not work or there's an issue with a specific part that is covered by the terms of this Warranty, Snow Joe will elect to either (1) send you a free replacement part, (2) replace the Product with a new or comparable product at no charge, or (3) repair the Product. How cool is that!

This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

PRODUCT REGISTRATION:

Snow Joe strongly encourages you to register your Product. You can register online at snowjoe.com/register, or by printing and mailing in a registration card available online from our website, or by calling our Customer Service Department at **1-866-SNOWJOE (1-866-766-9563)**, or by e-mailing us at help@snowjoe.com. Failure to register your Product will not diminish your warranty rights. However, registering your Product will allow Snow Joe to better serve you with any of your customer service needs.

WHO CAN SEEK LIMITED WARRANTY COVERAGE:

This Warranty is extended by Snow Joe to the original purchaser and original owner of the Product.

WHAT IS NOT COVERED?

This Warranty does not apply if the Product has been used commercially or for non-household or rental applications. This Warranty also does not apply if the Product was purchased from an unauthorized seller. This Warranty also does not cover cosmetic changes that do not affect performance. Wearing parts like belts, augers, chains and tines are not covered under this Warranty, and can be purchased at snowjoe.com/support or by calling **1-866-SNOWJOE (1-866-766-9563)**.



Keep your warranty intact. Only use **CERTIFIED AUTHENTIC** Snow Joe®, Sun Joe®, Aqua Joe® + Auto Joe® replacement parts + accessories. Use of any other parts + accessories will void the warranty. Genuine parts + accessories can be found and purchased online at snowjoe.com/support by entering the model number of your product.