



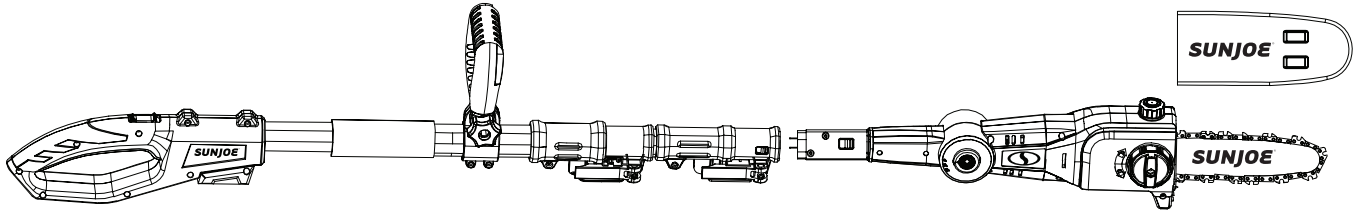
OPERATOR'S MANUAL

CORDLESS POLE CHAIN SAW

24V MAX* | 2.0 Ah | 8-INCH | MULTI-ANGLE

Model 24V-PS8-LTE

Form No. ASP-24V-PS8-LTE-880E-MR5(S)



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New Castle, DE 19720

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

SAVE THESE INSTRUCTIONS

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IMPORTANT!

Safety Instructions

All Operators Must Read These Instructions Before Use

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

General Safety

⚠ 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 All Season Power Customer Service at 1-866-225-9723.

⚠ 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.
- 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 normally 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. ⚠ CAUTION!** – 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** – Ensure the switch is in the off-position before connecting to battery pack, picking up or carrying the appliance. Carrying the appliance with your finger on the switch or energizing appliance that have the switch on invites accidents.

NOTE: This warning is not applicable for batteries that cannot be disconnected from the appliance in normal use.

- 10. Use the right appliance** – Do not use the power tool for any applications other than those for which it was intended.
- 11. Blades are sharp** – Don't grasp the exposed cutting blades 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. 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.
- 18. 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. Please call the All Season Power customer service department at 1-866-225-9723.

SAVE THESE INSTRUCTIONS

- 19. 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.
- 20.** Do not use the power tool if the switch does not turn it on and off. Any power tool that cannot be controlled with the switch is dangerous and must be repaired.
- 21.** Keep all parts of the body away from the cutting blades or chain. Do not remove cut material or hold material to be cut when blades are moving. Make sure the switch is off when clearing jammed material. The blades or 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 cutting blade or chain stopped. When transporting or storing the power tool, always keep the blades or chain bar covered. Proper handling of the pole chain saw will reduce possible personal injury from the cutting blades or chain.
- 23.** Hold the product by insulated gripping surfaces only, because the cutting blade or chain may contact hidden wiring. Cutting blades or chain contacting a “live” wire may make exposed metal parts of the product “live” and could 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.

⚠️ 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 a scaffold. 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 chain 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 please call the All Season Power customer service department at 1-866-225-9723. 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® IONMAX™ cordless pole chain saw, please visit shopjoe.com or please call the All Season Power customer service department at 1-866-225-9723.

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 kerosene.

Storage

⚠️ WARNING! Do not at any time let brake fluids, gasoline, petroleum-based products, penetrating oils, 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 chain saw thoroughly before storing.
3. Always place the bar sheath on the chain bar before storing or transporting the pole chain saw. Use caution to avoid the sharp teeth of the blade and the chain.
4. Store the pole chain 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 Chain Saw

1. Only the pole chain saw operator should be in the work area.
2. Do not use the pole chain saw to cut down trees.
3. Always use two hands when operating the pole chain saw. Grip the pole chain saw securely with one hand on the trigger and the other hand on the pole.
4. Before starting the pole chain saw, make sure that the saw chain is not in contact with any object.
5. Do not allow the pole chain saw to make contact with grounded objects such as pipes, fences, and metal posts.
6. Do not force the pole chain 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 chain 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 chain 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 chain saw and at a safe distance away from the work area.

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, it may cause a fast reverse reaction, kicking the guide bar up and back towards the operator. Pinching the saw chain along the top of the guide bar may also push the guide bar rapidly back towards the operator. Either of these reactions may cause you to lose control of the pole chain saw, which could result in serious personal injury. Follow the necessary precautions indicated below to avoid kickbacks.

- Always use two hands when operating the pole chain 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 chain 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 low-kickback chain and guide bar supplied with this pole chain saw. Only use genuine Snow Joe® + Sun Joe® replacement parts designed specifically for use with this pole chain 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.

Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.

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.

⚠ CAUTION! To reduce the risk of injury, charge the IONMAX™ 24V lithium-ion battery pack only in its designated IONMAX™ 24V lithium-ion charger. Other types of chargers present 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 24VCHRG-AC is rated for 100 – 240 volt AC only** – The charger must be plugged into an appropriate receptacle.
- **Use only recommended attachments** – Use of an attachment not recommended or sold by the battery charger or battery pack manufacturer may result in risk of fire, electric shock or personal injury.
- **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 please call the All Season Power customer service department at 1-866-225-9723.
- **Battery chemicals cause serious burns** – Never let a damaged battery pack contact the skin, eyes or mouth. If a damaged battery pack leaks battery chemicals, use rubber or neoprene gloves to safely dispose of it. If skin is exposed to battery fluids, wash the affected area with soap and water and rinse with vinegar. 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 chain 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. Exhaustive discharge will damage the battery cells. The most common cause of exhaustive discharge is lengthy storage or non-use of partially discharged batteries. Stop working as soon as the performance of the battery falls noticeably or the electronic protection system triggers. 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 please call the All Season Power customer service department at 1-866-225-9723..
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 curvature or deformation during the charging process or those that exhibit other atypical symptoms (gassing, hissing, cracking, etc.).

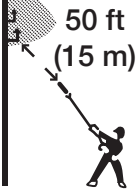
12. Never fully discharge the battery pack (maximum recommended depth of discharge is 80%). A complete discharge of the battery pack will lead to premature aging of the battery cells.

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 liable 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. Avoid electrostatic charging and never touch the battery poles.

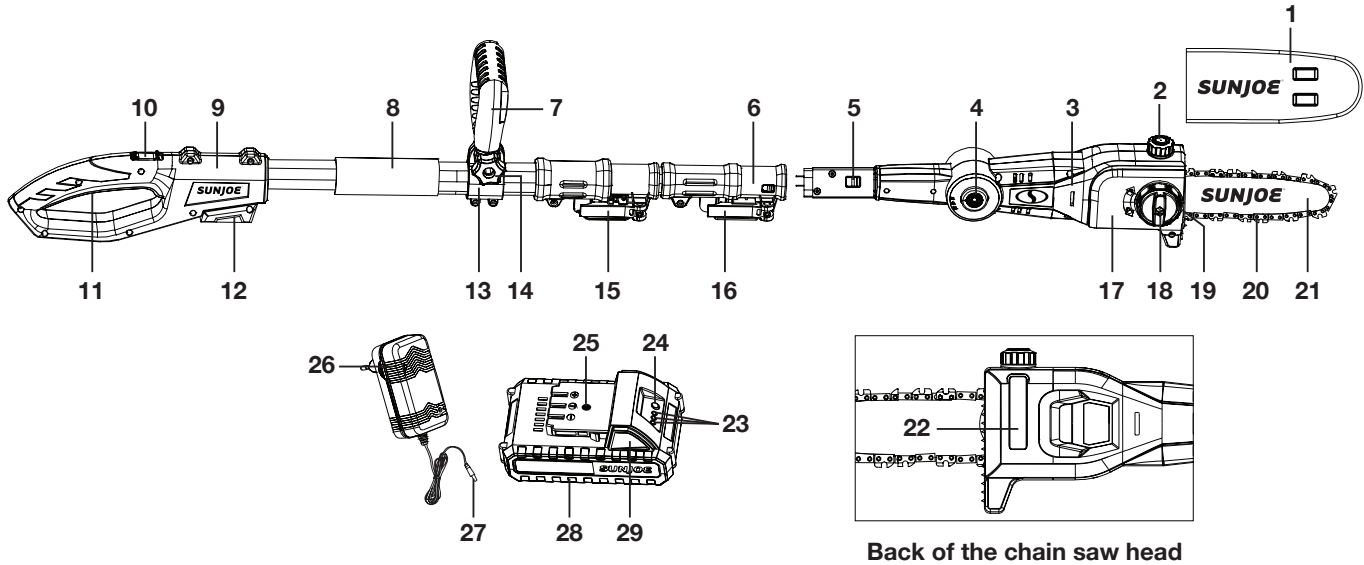
Safety Symbols

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

Symbols	Descriptions	Symbols	Descriptions
	READ THE OPERATOR'S MANUAL(S) – Read, understand, and follow all instructions in the user manual(s) before attempting to assemble and operate.		SAFETY ALERT – Indicates a precaution, a warning, or a danger.
	WARNING! Do not expose the unit to rain or wet conditions. Keep dry.		WEAR EYE AND HEARING PROTECTION – For protection against injury, wear ear defenders and safety goggles.
 	Wear protective gloves and non-slip footwear when using the machine and handling debris.		Indoor use only. Only use battery charger indoors.
	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.
	Thrown objects and rotating blade can cause severe injury.		Keep bystanders a minimum distance of 50 ft (15 m) away from the work area.

Know Your Cordless Pole Chain Saw

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



- | | | |
|-------------------------------------|-----------------------------------|---|
| 1. Cutting bar sheath | 12. Battery compartment | 23. Battery indicators |
| 2. Oil tank cap | 13. Auxiliary handle loop | 24. Push button for battery indicator |
| 3. Chain saw head | 14. Auxiliary handle lock knob | 25. Charge socket |
| 4. Multi-angle head adjustment dial | 15. Telescoping lock | 26. 24V IONMAX™ lithium-ion battery charger (24VCHRG-AC) |
| 5. Lock tab | 16. Assembly lock | 27. Charger plug |
| 6. Telescoping pole | 17. Chain/sprocket end cover | 28. 24V IONMAX™ lithium-ion battery (24VBAT-LTE) featuring exclusive EcoSharp® technology |
| 7. Auxiliary handle | 18. Chain/sprocket end cover knob | 29. Push lock button |
| 8. Soft grip | 19. Chain tensioner ring | |
| 9. Rear handle | 20. 8 in. (20.3 cm) chain | |
| 10. Safety lock switch | 21. 8 in. (20.3 cm) guide bar | |
| 11. Trigger switch | 22. Oil level indicator window | |

Technical Data

Motor	350 W	Cutting Thickness Max	7.5 in. (19 cm)
Battery Voltage Max*	24V D.C.		<i>Recommended: 6.5 in. (16.5 cm)</i>
Battery Capacity	2.0 Ah	Multi-Angle Head	0° to 30°
Charger Input	100 – 240V AC, 50 – 60 Hz, 50 W	Telescopic Pole	3.7 ft to 7.2 ft (1.1 m to 2.2 m)
Charger Output	25.2 V DC,  1400 mA	Auxiliary Handle Angles	-45° 0° 45°
Charge Time Max	1 hr 20 min	Overhead Reach	Up to 14 ft (4.3 m)
No Load Speed	2800 rpm	Oil Tank Capacity	2.7 fl oz (80 ml)
Bar Chain Length	8 in. (20.3 cm)	Net Weight	7.7 lbs (3.5 kg)

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

Unpacking

Carton Contents

- Telescoping pole with auxiliary handle
- Chain saw head with chain and bar pre-mounted
- Chain saw bar sheath
- 24V IONMAX™ lithium-ion battery
- 24V IONMAX™ lithium-ion battery charger
- Hex key wrench
- Manual

1. Carefully remove the cordless pole chain 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 All Season Power customer service department at 1-866-225-9723.

NOTE: Do not discard the shipping carton and packaging material until you are ready to use your new cordless pole chain 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:

- All 3 level monitoring LEDs are lit: Battery charge level is high.
- 2 level monitoring LEDs are lit: Battery charge level is decreasing. Stop work as soon as possible.
- 1 level monitoring LED is lit: Battery is flat. Stop work IMMEDIATELY and charge the battery. Otherwise the battery's service life will be greatly shortened.

	
Lights	Light Indicators
	Charge level button
	The battery is at 30% capacity and requires charging
	The battery is at 60% capacity and requires charging soon
	The battery is at full capacity

NOTE: If the charge level button does not appear to be working, insert the charger and charge as needed.

NOTE: Immediately after using the battery pack, the charge level 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! Charge only 24V IONMAX™ lithium-ion battery packs with its compatible 24V IONMAX™ lithium-ion charger. Other types of batteries may cause personal injury and damage.

To reduce the risk of electric shock, do not allow water to flow into the charger's AC/DC plug.

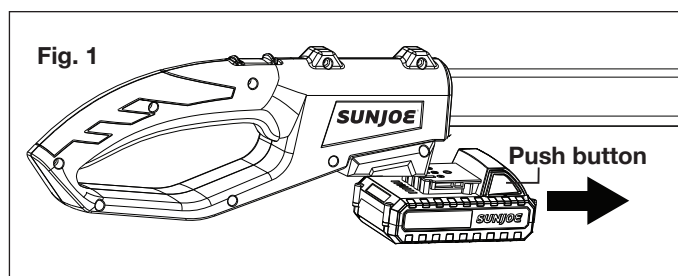
When to Charge the IONMAX™ 24VBAT-LTE Lithium-iON Battery

NOTE: The IONMAX™ 24VBAT-LTE lithium-ion battery packs do not develop a "memory" when charged after only a partial discharge. Therefore, it is not necessary to run down the battery pack before inserting the charger plug.

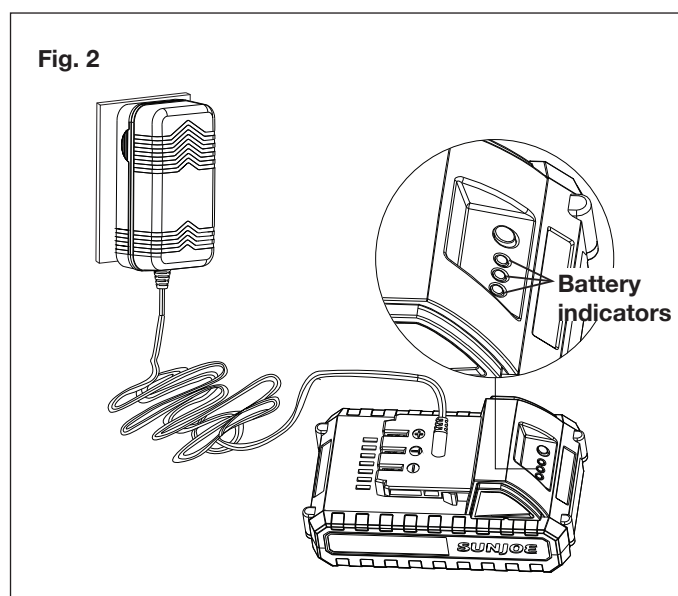
- Use the battery indicator lights to determine when to charge your IONMAX™ 24VBAT-LTE lithium-ion battery pack.
- You can "top-off" your battery pack's charge before starting a big job or after a long day of use.

Charging the Battery

1. Push the push lock button on the battery to pull the battery pack out from the battery compartment (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 adapter into an appropriate AC power outlet. Connect the charger plug into the charge socket of the battery to start charging (Fig. 2).



3. The battery will take approximately 1 hr 20 minutes to charge. The battery indicator LEDs will twinkle and illuminate one by one during the charging process. Unplug the charger immediately when the 3 LEDs are all illuminated.

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

⚠ WARNING! 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. You must 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

⚠ DANGER! Never start the motor before installing the guide bar, chain, and chain/sprocket end cover. Without all these parts in place, the clutch can fly off or explode, exposing the user to potentially serious injuries.

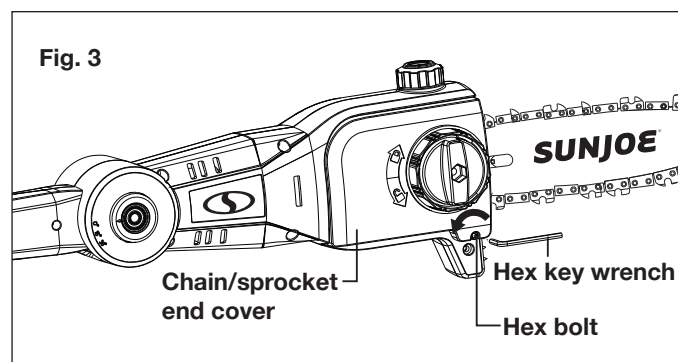
Installing/Replacing Guide Bar + Cutting Chain

Tools and supplies required:

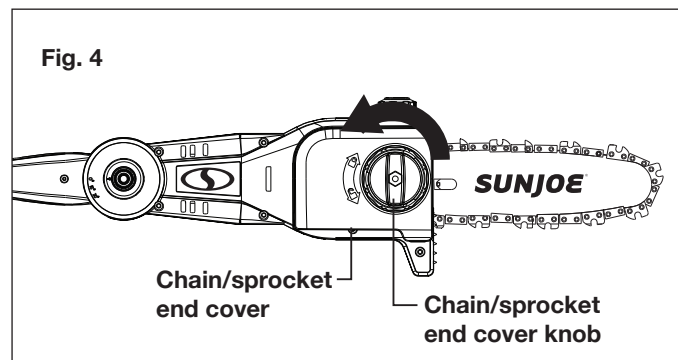
- Hex key wrench (provided)
- Heavy-duty work gloves

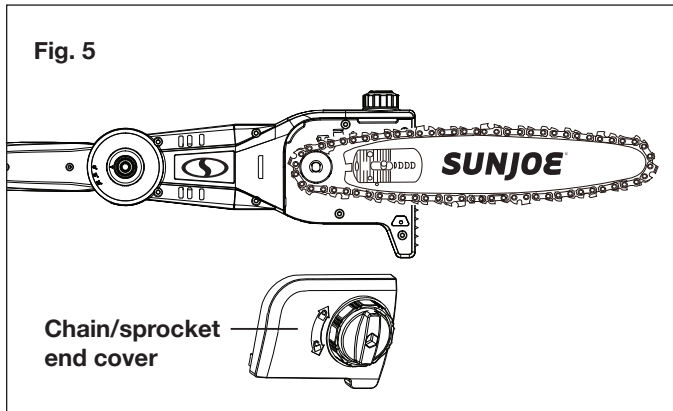
NOTE: When replacing the guide bar and chain, use only identical replacement parts. Make sure the pole chain saw is disconnected with the battery before proceeding with installation.

1. Remove the hex bolt by screwing it counterclockwise with the hex key wrench (Fig. 3).

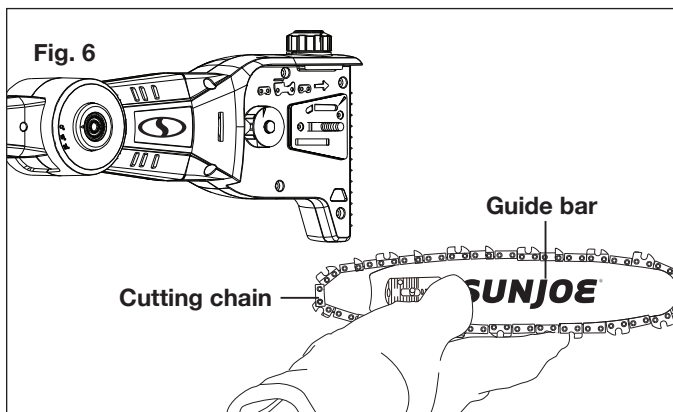


2. Screw the chain/sprocket end cover knob counterclockwise to release chain/sprocket end cover (Figs. 4 – 5).

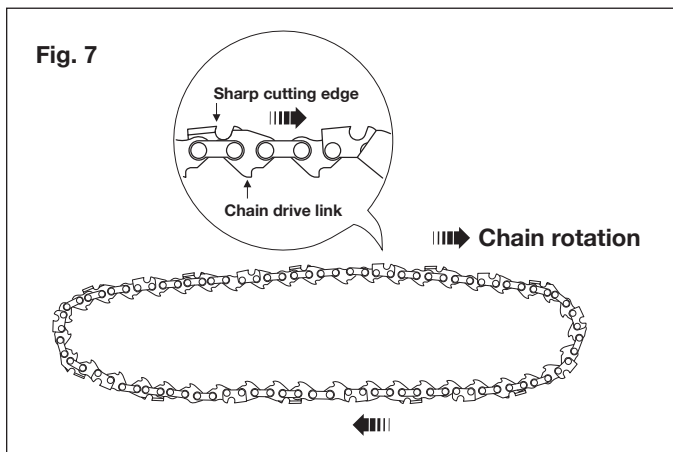




3. Remove the bar and chain from the mounting surface (Fig. 6).

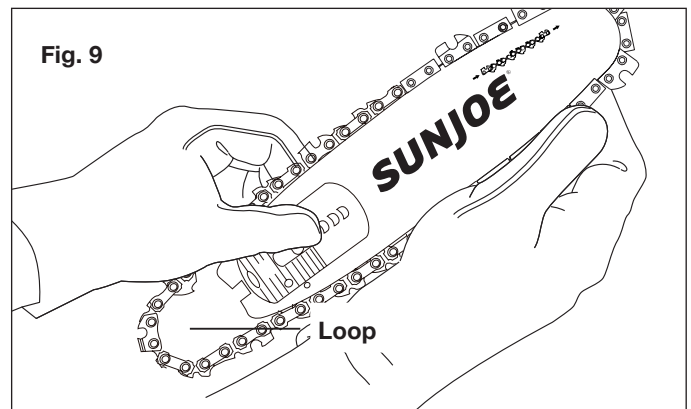
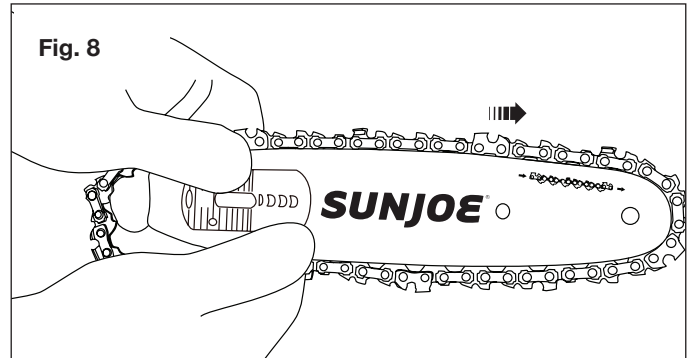


4. Remove the old chain from the bar.
5. Lay out the new saw chain in a loop and straighten any kinks. **THE SHARP SIDE OF THE TEETH MUST FACE AWAY FROM YOU IN THE DIRECTION OF THE CHAIN ROTATION INDICATED ON THE GUIDE BAR** → → → → → . If the teeth face backwards, turn the loop over (Fig. 7).

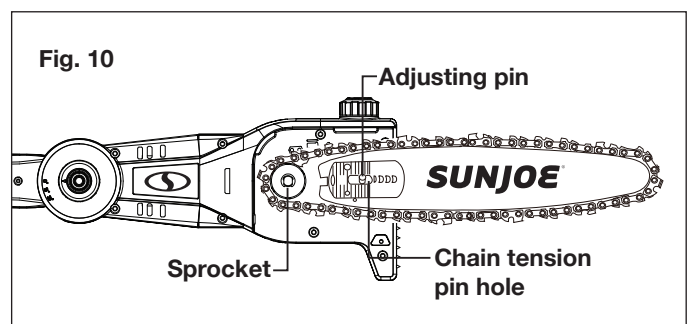


6. Starting at the tip, mount the chain drive links into the bar groove, leaving a loop at the back of the bar. The chain will loosely fit until it is placed on the sprocket (Figs. 8 – 9).

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



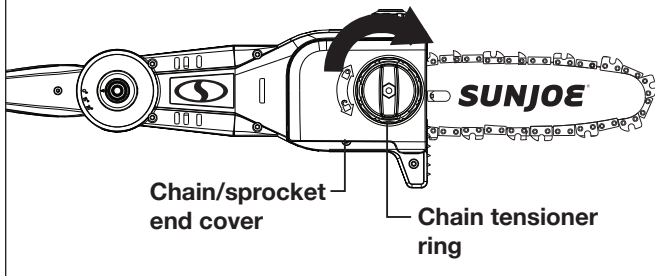
7. Hold the chain in position on the bar and place the loop around the sprocket. Fit the bar flush against the mounting surface so that the bar studs are in the long slot of the bar and the adjusting pin is in the chain tension pin hole (Fig. 10).



8. Replace the chain/sprocket end cover by positioning the cover onto the saw head. Tighten the end cover knob, but leave the bar free to move for tension adjustment. Put back the hex bolt by screwing it clockwise with the hex key wrench.
9. Remove all slack from the chain by turning the chain tensioner ring clockwise until the chain seats snugly against the bar with the drive links in the bar groove (Fig. 11).

NOTE: The chain is correctly tensioned when there is no sag on the underside of the guide bar; the chain is snug, but can be rotated by hand without binding. For more information on chain tensioning, see the maintenance section beginning on pg. 16.

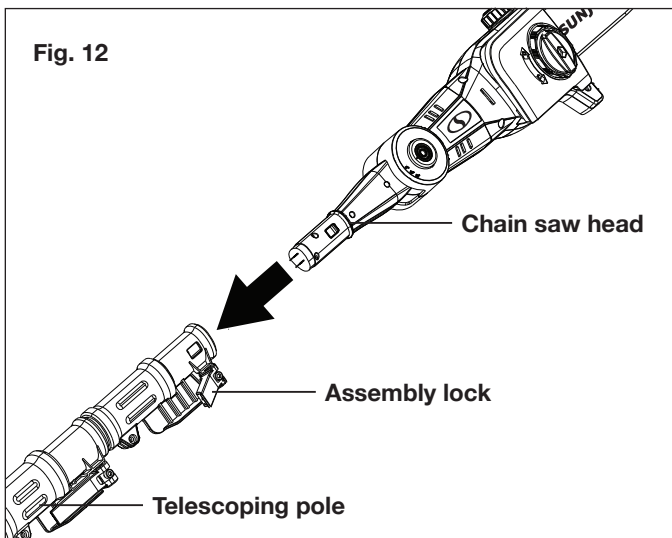
Fig. 11



Connecting to the Telescoping Pole

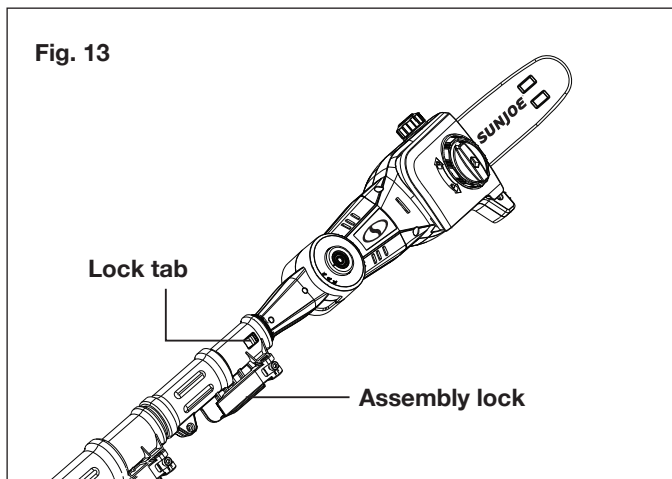
1. Open the assembly lock on the telescoping pole, and push the chain saw head into the opening on the end of the pole (Fig. 12).

Fig. 12



2. When the lock tabs snap in, lock back the assembly lock, the pole chain saw will be ready to use (Fig. 13).

Fig. 13



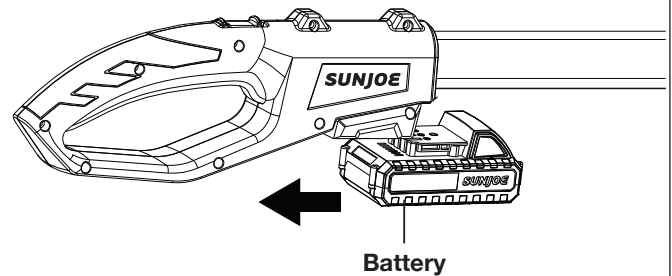
3. To remove the chain saw head, release the On/Off trigger switch and remove the battery. Unlock the assembly lock. Push the lock tabs on both sides, and pull the chain saw head out (Fig. 13).

Operation

Starting and Stopping

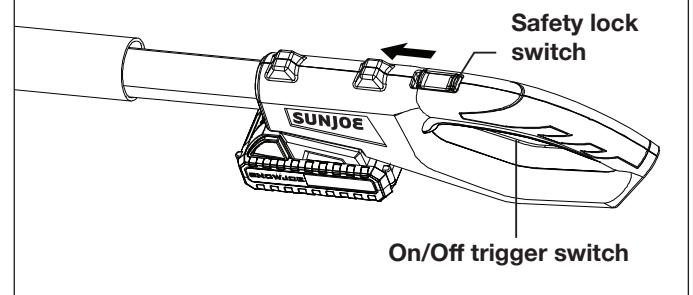
1. Slide the battery into the battery compartment until it clicks to lock it into position (Fig. 14).

Fig. 14



2. To turn the pole chain saw ON, push and hold the safety lock switch (located on the handle) forward with your thumb and then squeeze the On/Off trigger switch with your fingers. Once the tool is running, you can release the safety lock switch (Fig. 15).

Fig. 15



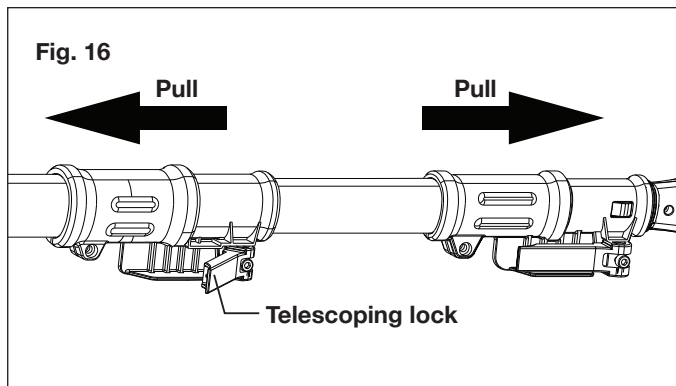
3. To turn the tool OFF, release the On/Off trigger switch (Fig. 15).

Adjusting the Telescoping Pole

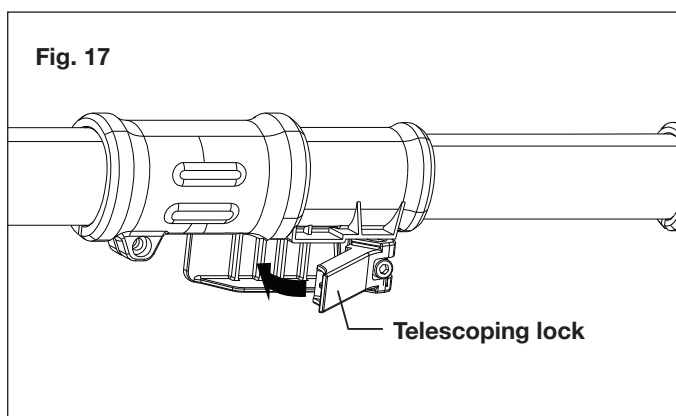
This machine is equipped with a telescoping pole which provides up to 14 ft (4.3 m) of overhead reach. To adjust the telescoping pole, follow the instructions below.

1. Disconnect the saw from the power supply by removing the battery from the compartment.
2. Unclip the telescoping lock to release the pole. Extend the pole to the desired length (Fig. 16).

NOTE: Push poles toward each other to shorten the pole or pull them away from each other to lengthen the pole. Only extend the pole to the minimum length required to reach the limb.



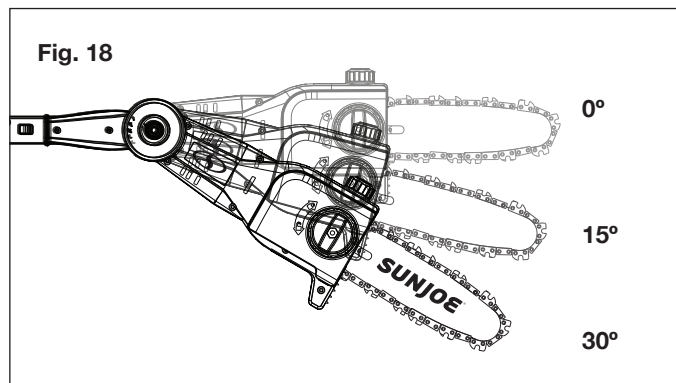
3. Lock the pole in position by closing the telescoping lock (Fig. 17), and ensure that the pole is secured.



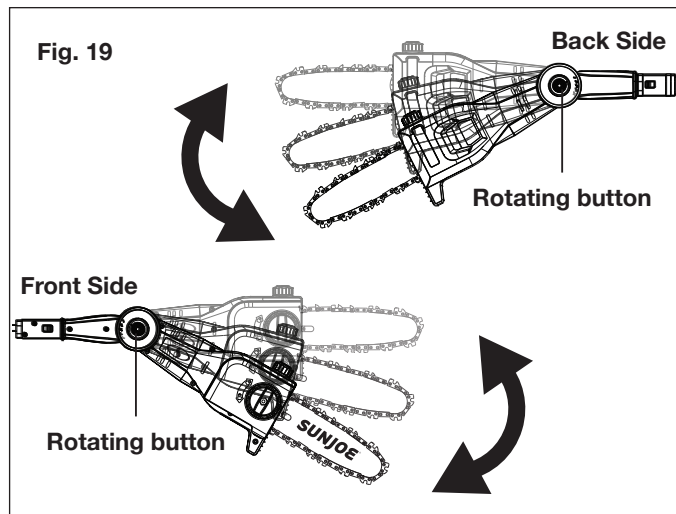
⚠ WARNING! Failure to lock the telescoping lock as directed could result in personal injury.

Adjusting the Multi-Angle Head

The pole chain saw head can be rotated for different cutting angles for 0°, 15°, and 30° (Fig. 18). Follow the below instructions to adjust angles.



1. Rotate the chain saw head to the desired cutting angle while pressing the rotating buttons located on both sides simultaneously (Fig. 19).



2. Release the buttons when the chain saw head is set to the desired angle.

NOTE: Failure to properly secure the chain saw head may result in personal injury and/or property damage.

⚠ WARNING! Always ensure the chain saw head is securely locked! Do not attempt to use the pole chain saw with the head in any other position or unlocked!

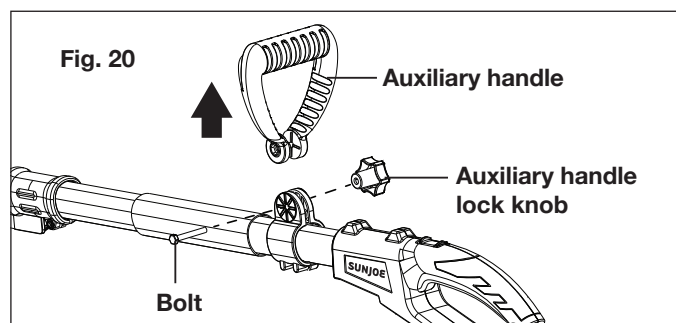
Adjusting the Auxiliary Handle

The chain saw is equipped with an auxiliary handle that can be adjusted and removed. Follow the instruction below to operate the auxiliary handle

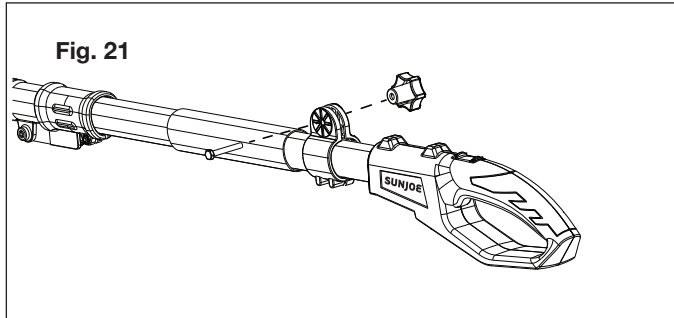
⚠ WARNING! Make sure the knob, bolt, and the screws are fixed into place. Failure to lock any of them as directed could result in personal injury or property damage.

To Remove the Auxiliary Handle

1. Disconnect the saw from the power supply by removing the battery from the compartment.
2. Unscrew the auxiliary handle lock knob and remove it and the bolt, then the auxiliary handle can be pulled out (Fig. 20).

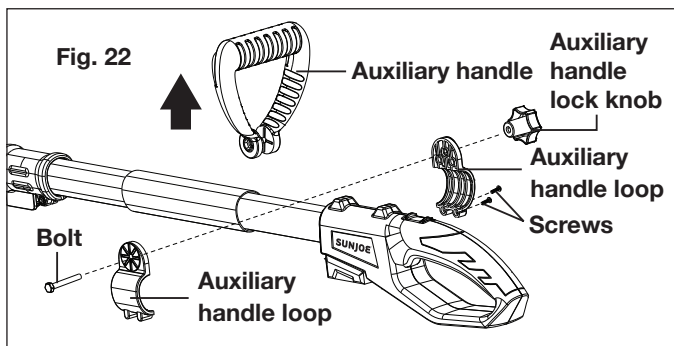


3. Re-assemble the auxiliary handle lock knob and the bolt on (Fig. 21).



To Adjust the Position of the Auxiliary Handle

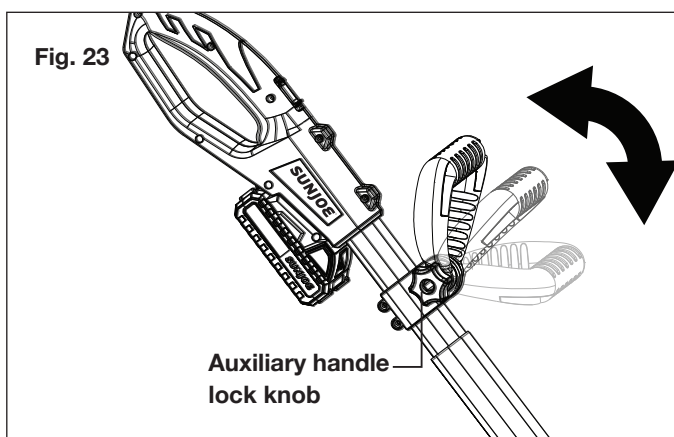
1. Disconnect the saw from the power supply by removing the battery from the compartment.
2. Remove the auxiliary handle lock knob, the bolt, and the auxiliary handle. Use a screw driver to remove the two screws that used to fix the auxiliary handle loops. Remove the loops from the pole (Fig. 22).



3. Re-assemble the auxiliary handle loop on the desired spot on the pole by using the two screws, and put back the auxiliary handle, the auxiliary handle lock knob and the bolt (Fig. 22).

To Adjust the Angle of the Auxiliary Handle

1. Stop the saw by releasing the On/Off switch.
2. The auxiliary handle can be adjusted in -45° , 0° , 45° . Rotate the auxiliary handle lock knob to unlock the handle, and then rotate the handle to the desired angle (Fig. 23).



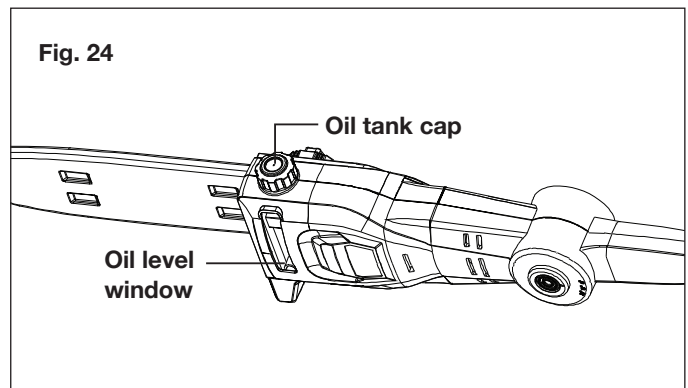
3. Rotate the auxiliary handle lock knob back to lock the handle in position.

Cutting Tips for Pole Chain Saw

⚠ CAUTION!

- Before starting the saw, remove the oil tank cap and add bar & chain oil to the top of the oil level window (Fig. 24). One minute of use will consume approximately 0.15 fl oz (4 ml) of oil. Refill when the oil level drops to 1/4 of a tank.

NOTE: Your pole chain saw head is equipped with an automatic oil pump for bar and chain oiling. You must add bar and chain oil or your pole chain saw will not function.



⚠ 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 hands on handles. Do not overreach.

A good, firm grip on the tool using both hands will help you maintain control. Place one hand on the soft grip or the telescoping pole, and the other hand on the handle with your thumbs and fingers encircling the pole and handle. A firm grip combined with proper positioning of the handle against your body will help you maintain control of the saw. Do not let go of the saw while it is in operation.

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

Do not use the pole chain saw under wet conditions. Use extreme caution when cutting small brush, saplings, or limbs under tension because slender and tense material may catch the saw and be whipped toward you, pull you off balance, or spring back.

Do not use the pole chain saw to cut vines and/or small underbrush.

Prior to each cutting session, run through the daily checklist (see pg. 18).

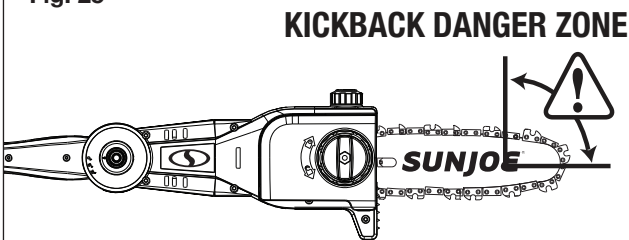
⚠ WARNING! Do not cut trees near electrical wires.

⚠ WARNING! Failure to lubricate the chain will cause damage to the bar and chain. Use only a good quality bar and chain oil designed specifically for use with chain saws. One minute of use will consume approximately 0.15 fl oz. (4 ml) of oil.

NOTE: It is normal for oil to seep from the saw when not in use. To prevent seepage, empty the oil tank after each use. 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.

⚠ WARNING! Kickback may occur when the moving chain contacts an object at the upper portion of the tip of the guide bar or when the wood closes in and pinches the chain saw in the cut (Fig. 25). Contact at the upper portion of the tip of the guide bar can cause the chain to dig into the object and stop the chain for an instant. The result is a lightning-fast reverse reaction, which kicks the guide bar up and back toward the operator. If the chain saw is pinched along the top of the guide bar, the guide bar can be driven rapidly back toward the operator. Either of these reactions can cause loss of saw control, which can throw the operator off balance and result in serious injury. Do not rely exclusively upon the safety devices built into the saw. As a user, you should take several precautions to keep your cutting jobs free from accident or injury.

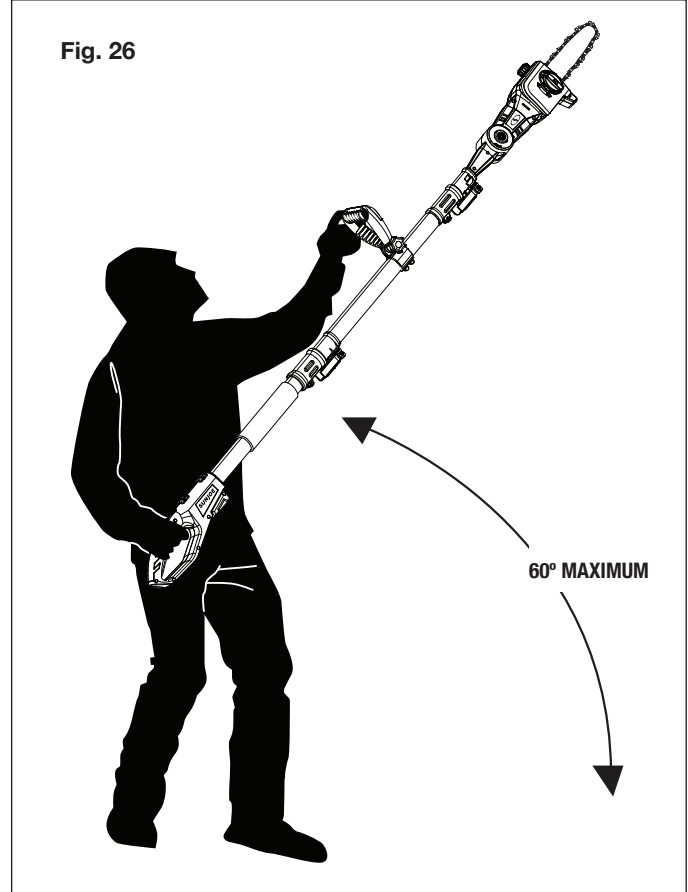
Fig. 25



Proper Cutting Stance

- Balance your weight with both feet on solid ground.
- Your body should always be to the left of the chain line.
- The most typical cutting application is to position the unit at an angle of 60° or less depending on the specific situation (Fig. 26). As the angle of the pole chain saw shaft to the ground increases, the difficulty of making the first cut (from the underside of limb) increases.

Fig. 26



Basic Cutting Procedure

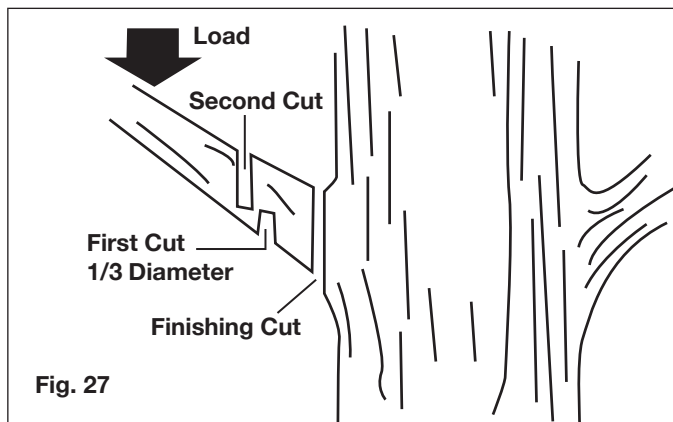
This unit with the chain saw head is designed for trimming small branches and limbs up to recommended 6.5 in. (16.5 cm), not to exceed a Max. cut of 7.5 in. (19 cm) in diameter depending on type of wood. Practice cutting a few small limbs using the following technique to get the “feel” of using the saw before you begin a major sawing operation.

- Take the proper stance in front of the tree with the saw OFF (Fig. 26).
- Squeeze the On/Off trigger switch and let the chain accelerate to full speed before entering the cut.
- Keep the saw running the entire time you are cutting; maintain a steady speed.
- Allow the chain to cut for you; exert only light downward pressure. If you force the cut, damage to the bar, chain, or unit can result.
- **PUSH and PULL** – This reaction force is always opposite to the direction the chain is moving when it is in contact with the wood. Thus, the operator must be ready to control the **PULL** when cutting on the bottom edge of the bar, and **PUSH** when cutting along the top edge.
- Do not put pressure on the saw at the end of the cut.

Pruning

Pruning is the process of trimming limbs from a live tree.

- Remove long branches in several stages.
- Cut lower branches first to allow the top branches more room to fall.
- When pruning trees, it is important not to make the finishing cut next to the main limb or trunk until you have cut off the farthest lying limb. This will reduce the weight and prevent stripping the bark from the main member.
- Under cut the branch 1/3 through for your first cut. Your second cut should over cut to drop the branch off (Fig. 27). Be prepared to balance the weight of the pole chain saw when the limb falls.



- When re-starting the motor, always keep the ON/Off trigger switch pressed.
- NOTE:** The motor only runs when the ON/Off trigger switch is operated and shuts off when the ON/Off trigger switch is released.
- Now make your finishing cut from the topside of the branch smoothly and neatly against the main member so the bark will grow back to seal the wound.
 - Release the On/Off trigger switch as soon as the cut is completed. Failure to follow proper cutting procedures will result in the bar and chain binding and becoming pinched or trapped in the limb.

Limbing

Limbing is the process of removing branches from a fallen tree.

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

If the Saw Becomes Pinched or Trapped

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

Maintenance + Care

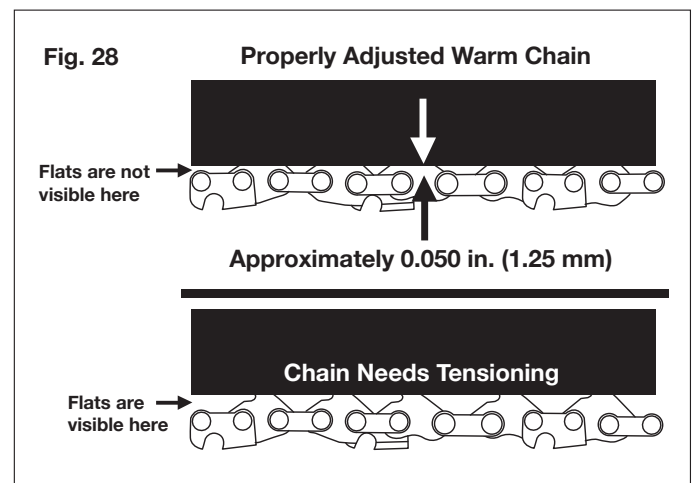
⚠ WARNING! Always remove the battery before performing any adjustments, maintenance, or repairs to your cordless pole chain saw.

- 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.

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. 27). 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. 28).



NOTE: A new chain tends to stretch. Check the chain tension frequently and re-tension as needed.

Nuts and Screws

Periodically check that all the nuts and screws are tightened securely. Check that the telescoping lock and assembly lock are intact and in proper working order.

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 please call the All Season Power customer service department at 1-866-225-9723.

Sharpening is necessary when:

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

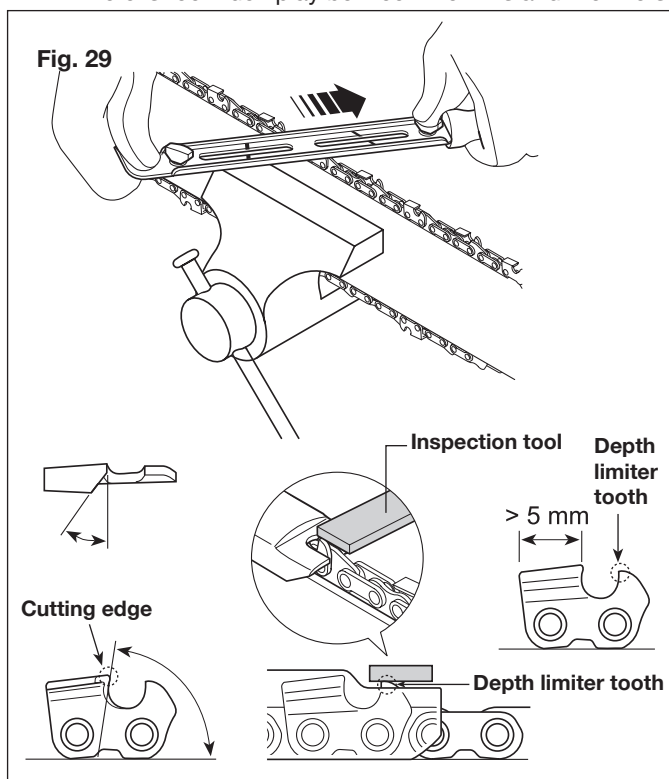
An authorized service center will sharpen the chain using the right tools to ensure minimum removal of material and even sharpness on all the cutting edges.

If you sharpen the chain yourself, use special round-section files with the right diameter depending on the type of chain (see "Chain Maintenance Table"). You need a certain amount of skill and experience to avoid damaging the cutting edges.

Sharpen the chain as follows (Fig. 29):

- 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. 29).
- 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.

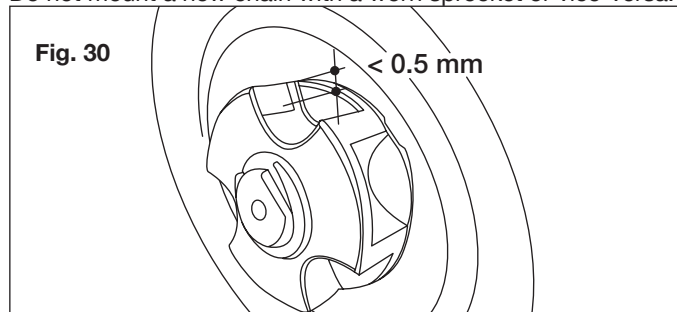
Chain Maintenance Table

Drive Links	Chain Pitch		Chain Gauge		File Diameter	
	inches	mm	inches	mm	inches	mm
33	3/8	9.5	0.050	1.3	5/32	4

Chain Sprocket

Regularly check the condition of the sprocket and replace it when wear exceeds 0.5 mm (Fig. 30).

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



Daily Checklist, Cleaning and Storage

Daily Checklist

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

⚠ WARNING! 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 oil port and guide bar rails and clean them to remove any debris.
- Check the chain tension.
- Check the chain teeth for sharpness.
- Check the bar and chain oil level; fill with only new chain oil specifically formulated for chain saws.

NOTE: If you notice anything unusual, such as a vibration or an 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 please call the All Season Power customer service department at 1-866-225-9723 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 please call the All Season Power customer service department at 1-866-225-9723.

Disposal

Recycling the tool

- Do not dispose of electrical appliances as unsorted municipal waste. Use separate collection facilities.
- Contact your local government agency for information regarding the collection systems available.
- If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.
- When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposal at least free of charge.

Recycling + Disposal

The product comes in a package that protects it against damage during shipping. Keep the package until you are sure that all parts have been delivered and the product is functioning properly. Recycle the package afterwards or keep it for long-term storage.



WEEE symbol. Waste electrical products should not be disposed of with household waste. Please recycle where facilities exist. Check with your local authority or local store for recycling regulations.

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.

Support

If your Sun Joe® IONMAX™ 24V-PS8-LTE cordless pole chain saw requires service or maintenance, please call the All Season Power customer service department at 1-866-225-9723.

Model + Serial Number

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	-	P	S	8	-	L	T	E									
															Serial #:				

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 the All Season Power customer service department at 1-866-225-9723.

24VCHRG-AC

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.

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 into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

24V-PS8-LTE Cordless Pole Chain Saw — Troubleshooting Guide

24V MAX | 8-in. | Multi-Angle • Always remove battery before any adjustments or maintenance • Call 1-866-225-9723 for unresolved issues

Problem	Likely Cause	Solution	Manual Reference
Saw motor fails to start	Battery not inserted properly, dead battery, or chain too tight; safety lock switch not held forward before squeezing trigger	"1) Remove and re-insert battery until it clicks. Check charge level — if only 1 LED lights, charge immediately. 2) Hold safety lock switch fully forward with thumb FIRST, then squeeze the On/Off trigger. 3) If chain is overtightened, release tension by turning the chain tensioner ring counterclockwise slightly."	Page 19 — Troubleshooting Table; Page 13 — Starting and Stopping
Chain not turning despite motor running	Oil tank is empty or lubrication holes are plugged; chain may be overtightened	"1) Remove battery. Check oil level at the window — refill with bar & chain oil to the top of the window. 2) Inspect and clean oil port/lubrication holes of debris. 3) Check chain tension — if too tight, loosen by turning tensioner ring counterclockwise until chain can rotate by hand without binding."	Page 19 — Troubleshooting Table; Page 15 — Cutting Tips (Oil)
Bar and chain running hot and smoking	Oil tank empty or lubrication holes blocked; chain dull or overtightened	"Stop immediately. Remove battery and let the saw cool at least 5 minutes. 1) Check and refill bar & chain oil. Clean oil port and guide bar lubrication holes. 2) Check chain tension and loosen if needed. 3) If chain is dull, sharpen or replace."	Page 19 — Troubleshooting Table; Page 17–18 — Chain Tension, Sharpening
Kickback — guide bar suddenly kicks up/back toward operator	Guide bar tip contacted an object, or chain was pinched along the top of the bar	"STOP immediately — release trigger. Do not restart until cause is identified. • Never let the bar tip contact any object. • Always use two hands with thumbs and fingers fully wrapped around handles. • Only cut one branch at a time; never bore or plunge cut. • Keep chain sharp and properly tensioned. • Never exceed the 7.5 in. (19 cm) max cutting diameter."	Pages 4 & 16 — Kickback Warnings; Page 16 — Proper Cutting Stance
Saw becomes pinched/trapped in a limb	Limb under tension closed in and pinched the chain; or finishing cut made too early	"1) Release trigger. Wait for chain to stop. Wait 5 minutes for saw to cool. Remove battery. Wear gloves. 2) If reachable from ground, lift the limb to release the pinch and free the saw. 3) If still trapped, do NOT force the saw — call a professional for assistance."	Page 17 — If the Saw Becomes Pinched or Trapped
Chain installed backwards — saw vibrates abnormally and won't cut	Chain drive links mounted with sharp teeth facing toward the operator instead of away	Remove battery. Remove end cover and take off the chain. Flip the chain loop over so that the sharp side of teeth faces AWAY from you in the direction of chain rotation marked on the guide bar. Reinstall and tension properly.	Page 12 — Installing/ Replacing Guide Bar + Chain, Step 5–7

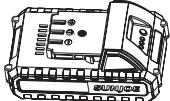
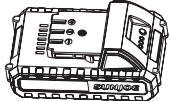
Chain speed is low / saw feels underpowered	Battery low; chain too tight; chain dull; or bar/chain damage	"1) Check battery charge — recharge if 2 or fewer LEDs lit. 2) Check chain tension — loosen slightly if it cannot rotate by hand. 3) Inspect chain sharpness: if sawdust looks like powder or cutting is difficult, sharpen or replace chain. 4) Inspect guide bar for wear, bending, or cracked rails."	Page 19 — Troubleshooting Table; Page 17–18 — Chain Tension & Sharpening
Battery not holding charge / short run time	Battery discharged too deeply, stored incorrectly, or nearing end of service life	"1) Recharge immediately — never allow the battery to fully discharge (irreversible damage). 2) If not used in over 12 months, battery may be damaged — replace. 3) Store battery at ~77°F (25°C), charged to at least 40%. 4) If capacity has dropped to ~80% of original, replace the battery pack."	Pages 5–7 — Battery Information & Charging Instructions
Charger not charging battery / LEDs not blinking	Battery too hot after use; temperature out of range; charger cord or connection issue	"1) Allow battery to cool to room temperature before inserting into charger. 2) Charging must occur between 41°F–105°F (5°C–40.5°C) — do not charge in freezing conditions. 3) Check charger is plugged into a working 100–240V AC outlet. 4) Inspect charger cord and plug for damage — replace a damaged charger immediately. Note: This charger does NOT auto-shutoff — unplug when all 3 LEDs are solid."	Pages 5–6 — Charger Operation & Charging the Battery
Chain tension keeps going slack during use	New chain stretching in; or chain not retensioned after warming up	"New chains stretch significantly — check and retension frequently during the first few uses. Always check 'cold tension' before each session: chain should have no sag on underside of bar but rotate by hand without binding. Note: A chain tensioned while warm may be too tight once cooled — always recheck cold."	Page 17 — Chain Tension
Telescoping pole won't lock / feels loose during use	Telescoping lock not fully closed; or pole not set to a firm stop	"Remove battery. Collapse the pole slightly, then re-extend to desired length and firmly close the telescoping lock until it clicks/locks. Test that the pole is secured before reinserting battery. Warning: Operating with an unlocked pole can cause serious injury."	Pages 13–14 — Adjusting the Telescoping Pole
Multi-angle head won't lock into position or moves during cutting	Rotating buttons not held simultaneously when setting angle; or head not fully clicked into 0°, 15°, or 30° detent	Remove battery. Press BOTH rotating buttons simultaneously and rotate to the desired angle (0°, 15°, or 30°). Release buttons only when you feel/hear the head click into the detent. Test that head is locked before reinserting battery.	Page 14 — Adjusting the Multi-Angle Head
Oil leaking from saw when not in use	Normal oil seepage from the automatic oiler when stored	This is normal — the automatic oil pump can seep when idle. To prevent seepage, empty the oil tank after each use. For storage of 3+ months, leave a light coat of oil in the tank to prevent rust on the chain and bar sprocket.	Page 16 — Cutting Tips (Oil Note)

Cut is not straight / veering to one side	Chain is dull, worn unevenly, or one side has more sharpening than the other	Inspect chain sharpness. If cutting edges are uneven, sharpen all cutting edges to the same depth and angle using the correct 5/32 in. (4 mm) round file. If the chain cannot be evenly sharpened, replace it.	Page 18 — Chain Sharpening & Chain Maintenance Table
Increased vibration during cutting	Chain dull; loose nuts or screws; worn sprocket; or guide bar damage	"1) Stop and remove battery. Check that all nuts, screws, the assembly lock, and telescoping lock are tight. 2) Inspect chain sharpness — dull chain is a common vibration cause. 3) Check sprocket wear: if wear exceeds 0.5 mm, replace the sprocket. Never pair a new chain with a worn sprocket. 4) Inspect guide bar for bends, cracked rails, or spread rails."	Pages 18–19 — Nuts & Screws, Chain Sprocket, Guide Bar Maintenance
Won't cut small brush, vines, or saplings cleanly	Not designed for this application — small flexible material catches in chain	Do not use this pole chain saw to cut vines, small underbrush, or saplings. Small branches can catch in the chain and whip toward the operator. Use appropriate hand tools for this type of material.	Page 15 — Cutting Tips; Page 4 — Specific Safety Warnings #9

Severity: ☐ HIGH = Safety / performance impact ☐ MED = Usability impact ☐ LOW = Minor / informational

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 cordless pole chain saw. Contact Snow Joe® + Sun Joe® if you are unsure whether it is safe to use a particular replacement part or accessory with your cordless pole chain 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
⑦ 	8 in. (20.3 cm) chain	SWJ-8CHAIN
⑧ 	8 in. (20.3 cm) bar	SWJ-8BAR
⑨ 	Universal Wall Bracket with Mounting Hardware	SJWB

NOTE: Accessories are subject to change without any obligation on the part of Snow Joe® + Sun Joe® to provide notice of such changes. Accessories can be ordered online at shopjoe.com or please call the All Season Power customer service department at 1-866-225-9723.



OUR CUSTOMER PROMISE + LIMITED WARRANTY

ABOVE ALL ELSE, All Season Power, LLC (“All Season Power”) 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:

All Season Power 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 purchase or delivery by the original, end-user purchaser when purchased from All Season Power or from one of All Season Power’s authorized sellers with proof of purchase. Because All Season Power 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 you have any questions about how to buy from an authorized seller, chat with us at shopjoe.com/support or call us at **1-866-225-9723**. If your Product does not work or there’s an issue with a specific part that is covered by the terms of this Warranty, All Season Power will elect to either (1) send you a free replacement part, (2) replace the Product with a new or comparable product (which may include a refurbished, like-new product) at no charge, or (3) repair the Product. How cool is that!

PRODUCT REGISTRATION:

All Season Power strongly encourages you to register your Product. You can register online at shopjoe.com/register, by chatting with us at shopjoe.com/support or calling our Customer Service Department at **1-866-225-9723**. Failure to register your Product will not diminish your warranty rights. However, registering your Product will allow All Season Power to better serve you with any of your customer service needs.

WHO CAN SEEK LIMITED WARRANTY COVERAGE:

This Warranty is extended by All Season Power 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 shopjoe.com or by calling 1-866-225-9723.



We encourage you to use **CERTIFIED AUTHENTIC** Snow Joe®, Sun Joe®, Aqua Joe® + Auto Joe® replacement parts + accessories. Damage caused by the use of any other parts + accessories on your Product will not be covered under the warranty. Genuine parts + accessories can be found and purchased here by entering the model number of your product.

When you register your powered or non-powered Product with All Season Power at shopjoe.com/register, you will receive an additional 90 days of warranty coverage. In addition, you will have the option of purchasing extended warranty coverage beyond the standard 2-year manufacturer’s warranty. Choose from one, two, or three years of extended coverage through Extend, Inc. Additional charges apply. When you Go With Joe®, you’re not just buying an extended warranty; you’re buying total peace of mind to know that you can rely on our top-notch tools, top-tier customer support, complete product coverage + no hassle return policy. Chat with us at shopjoe.com/support or call us at **1-866-225-9723** 7 days a week 10AM-6PM EST. We’ve got you covered!

There are no warranties which extend beyond those stated herein. **ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.** Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT OR STRICT LIABILITY. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. This warranty supersedes those printed in product manuals.

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