



ELECTRIC BLOWER/VACUUM/MULCHER

14-AMP | 3-IN-1 | PLUS: GUTTER ATTACHMENT

OPERATOR'S MANUAL

A Division of Snow Joe, LLC

Model SJ-BVM-GA

Form No. SJ-SJ-BVM-GA-880E-MR1

IMPORTANT!

Safety Instructions

All Operators Must Read These Instructions Before Use

Any electrical appliance can be dangerous if used incorrectly. Some of the safety precautions given in this manual apply generally to many appliances. Other warnings are specific to the use of this electric blower vac.

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

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

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

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

General Safety

FOR HOUSEHOLD USE ONLY

Before using, be sure that everyone using this tool reads and understands all safety instructions and other information contained in this manual. Save this manual and review it frequently prior to using this tool and when instructing others on the proper operating procedures.

⚠ CAUTION! Wear appropriate hearing protection during use. After long periods of extended use, the noise generated from this appliance may cause hearing loss if your ears are not properly protected.

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

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

Retain this manual for future reference.

1. **Do not leave appliance when plugged in.** Unplug from outlet when not in use and before servicing.
2. **Do not use on wet surfaces.** Do not expose to rain.
3. **Do not allow to be used as a toy.** Close attention is necessary when used by or near children.
4. **Use only as described in this manual.** Use only manufacturer's recommended attachments.
5. **Do not use with damaged cord or plug.** If appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.
6. **Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners.** Do not run appliance over cord. Keep cord away from heated surfaces.
7. **Do not unplug by pulling on cord.** To unplug, grasp the plug, not the cord.
8. **Do not handle plug or appliance with wet hands.**
9. **Do not put any object into openings.** Do not use with any opening blocked; keep free of dust, lint, hair, and anything that may reduce air flow.
10. **Keep hair, loose clothing, fingers, and all parts of body away from openings and moving parts.**
11. **Turn off all controls before unplugging.**
12. **Use extra care when cleaning on stairs.**
13. **Do not use to pick up flammable or combustible liquids, such as gasoline, or use in areas where they may be present.**

⚠ DANGER! Do not manually place objects into the vacuum inlet while operating the unit as this can seriously damage the unit and/or harm the operator. Keep both hands away from the air inlet while the power is on.

DO NOT ATTEMPT to remove material or hold material to be vacuumed when the blower vac is on. Make sure the blower vac is off when clearing jammed material from the vacuum inlet.

⚠ CAUTION! Moving parts will continue to run for several seconds after turning off the machine.

Personal Safety

- Keep firm footing and maintain good balance at all times. Do not overreach. Overreaching can result in loss of balance.
- Turn off all controls before unplugging the tool.
- Do not use the tool if the power switch does not turn it ON or OFF. Any tool that cannot be controlled with the switch is dangerous and must be repaired.
- Do not use the tool with a damaged plug. If the tool is not working as it should or has been dropped, damaged, left outdoors or dropped into water, return it to an authorized Snow Joe® + Sun Joe® dealer or contact the Snow Joe® + Sun Joe® customer service department at 1-866-SNOWJOE (1-866-766-9563).
- Do not pick up anything that is burning or smoking, such as cigarettes, matches or hot ashes.
- Do not use without the dust bag and/or filters in place.
- Carefully inspect your appliance prior to use and follow all label and marking instructions.
- Always unplug this appliance before connecting or disconnecting the collection bag.
- Do not use for wet material.
- During operation, make sure that the vacuum inlet is properly grounded.
- Never let children operate the unit.
- Keep all parts of your body away from any moving parts and all hot surfaces of the unit.
- Do not put any object into the tool's openings. Do not use the tool with any opening blocked; keep openings free of dust, lint, hair or any other object that may reduce air flow.
- Check the work area before each use. Remove all objects such as rocks, broken glass, nails, wire or string which can be thrown or become entangled in the machine.
- Service on the product must be performed by qualified repair personnel only. Service or maintenance performed by unqualified personnel could result in injury to the user or damage to the product.
- This blower vac is intended for residential use only. Commercial use of this product is prohibited and will void the manufacturer's warranty.
- Never douse or squirt the unit with water or any other liquid. Clean the unit after each use as described in the cleaning and storage section.
- Prevent cords, plastic bags, or similar items from getting sucked in, as these might wrap around the impeller fan, which may cause an overload or blocking of the motor. In such a case, switch the blower vac off. Do not leave the blower vac switched on with the motor overloaded or stalled.
- Always operate the machine in an upright position. Do not operate it tilted to one side or even upside-down.

Electrical Safety

1. Ground fault circuit interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for this electric garden vacuum. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
2. Make sure that the mains voltage matches that listed on the unit's rating label. Using the improper voltage can damage the motor and injure the user.
3. To prevent electric shock, use only with an extension cord suitable for outdoor use, such as SW-A, SOW-A, STW-A, STOW-A, SJW-A, SJOW-A, SJTW-A, or SJTOW-A.

Before use, check that the extension cord is in good condition. When using an extension cord, make sure to use one heavy enough to carry the current your product will draw. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating.



WARNING



Electric shock may cause SEVERE INJURY or DEATH. Heed these warnings:

- Do not allow any part of the electric blower to make contact with water while it is in operation. If the appliance becomes wet while turned off, wipe dry before starting.
- Use only a UL-, CSA-, or ETL-rated extension cord for outdoor, all-weather use.
- Do not use an extension cord over 100 ft (30 m).
- Do not touch the appliance or its plug with wet hands or while standing in water. Wearing rubber boots offers some protection.

EXTENSION CORD CHART

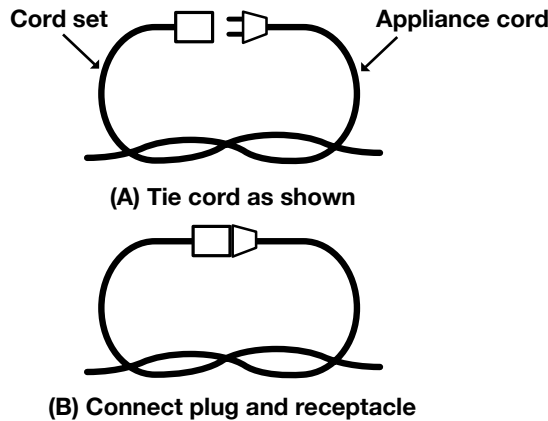
Extension Cord Length	Up to 50 ft (15 m)	+50 ft - 100 ft (+15 m - 30 m)
Wire Gauge (A.W.G.):	16	14

4. To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other). Use this appliance only with a polarized UL-, CSA- or ETL-listed extension cord recommended for outdoor, all-weather use.

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

5. To reduce the risk of personal injury due to a loose electrical connection between the appliance's plug and extension cord, firmly and fully attach the appliance plug to the extension cord. Periodically check the connection while operating to ensure it is fully attached. Do not use an extension cord that provides a loose connection. A loose connection may result in overheating, fire, and increases the risk of a burning.
6. To prevent the appliance cord from disconnecting from the extension cord during operation, make a knot with the two cords as shown in Table 1.

Table 1. Method of Securing Extension Cord



7. Maintain Appliance With Care – Inspect extension cords periodically and replace if damaged.
8. Do not abuse the cord. Never pull the blower vac by the cord or yank the cord to disconnect it from the receptacle. Keep the cord away from heat, oil and sharp edges.

Double-Insulated Appliances

In a double-insulated appliance, two systems of insulation are provided instead of grounding. No grounding means is provided on a double-insulated appliance, nor should a means for grounding be added to the appliance. Servicing a double-insulated appliance requires extreme care and knowledge of the system, and should be performed only by qualified service personnel at an authorized Snow Joe® + Sun Joe® dealer. Replacement parts for a double-insulated appliance must be identical to the parts they replace. A double-insulated appliance is marked with the words "Double Insulation" or "Double Insulated." The symbol  (square within a square) may also be marked on the appliance.

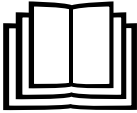
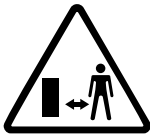
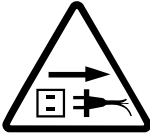
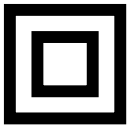


DOUBLE-INSULATED: GROUNDING NOT REQUIRED. WHEN SERVICING, USE ONLY IDENTICAL REPLACEMENT PARTS.

This electric blower vacuum is double-insulated, eliminating the need for a separate grounding system. Use only identical replacement parts. Read the instructions before servicing double-insulated appliances. Use this garden vacuum only as described in this manual.

Safety Symbols

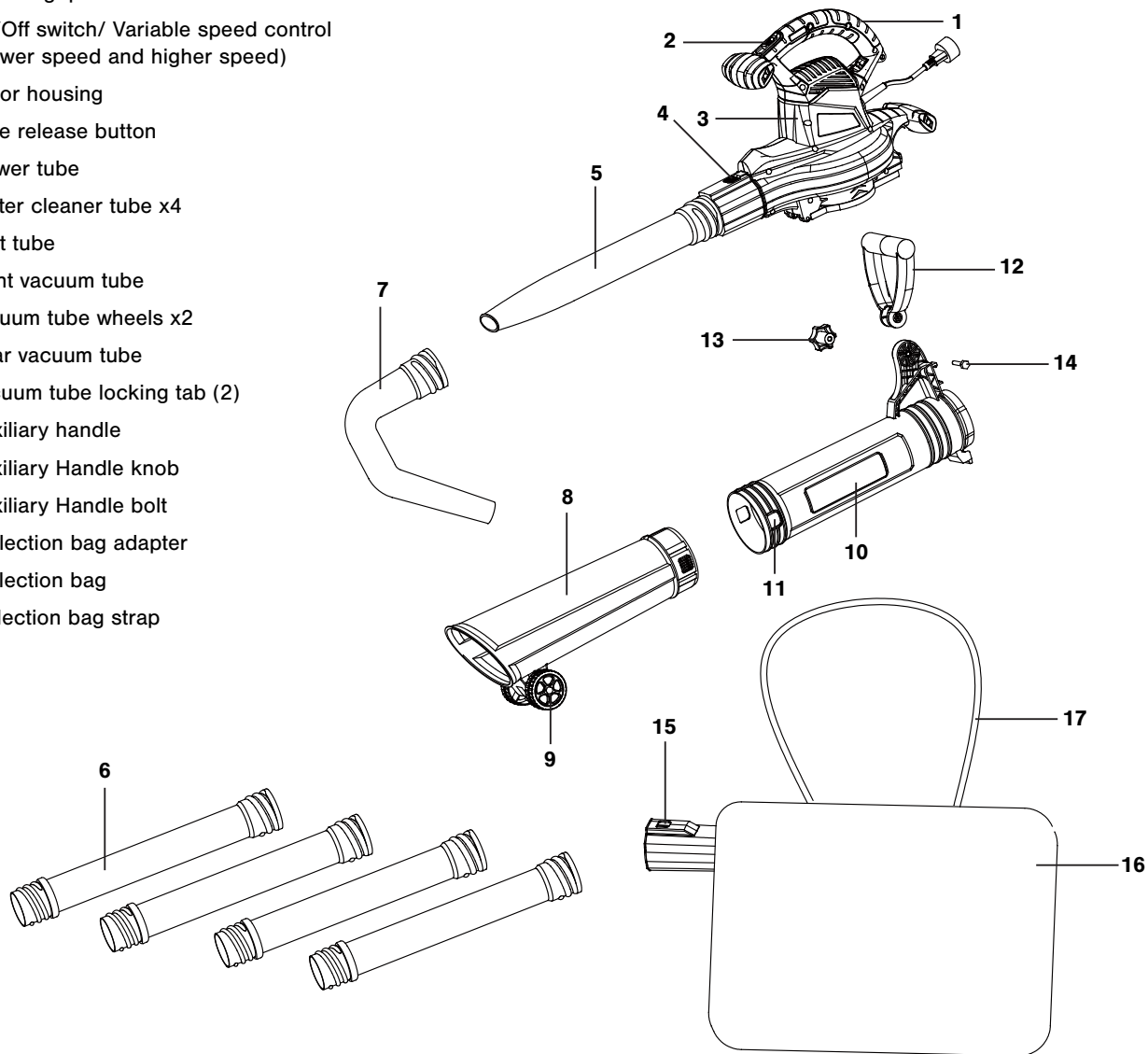
The following table depicts and describes safety symbols that may appear on this product. Read, understand and follow all instructions on the machine before attempting to assemble and operate.

Symbols	Descriptions	Symbols	Descriptions
	READ THE OPERATOR'S MANUAL(S) – Read, understand, and follow all instructions in the user manual(s) before attempting to assemble and operate.		Keep bystanders and children a safe distance away.
	SAFETY ALERT – Indicates a precaution, a warning, or a danger.		WARNING! Do not expose the unit to rain or wet conditions.
	Beware of flying objects and debris.		Wear hearing protection. Wear eye protection. Wear breathing protection.
	DANGER! Rotating blades pose a serious risk of injury. Keep hair, clothing, and all body parts away from the air intake or any openings. Secure hair above shoulders and behind head. Do not let your hair or clothing get drawn into the appliance. Failure to keep hair, clothing, or body parts away from air intake could result in personal injury.		The rotating part will continuously run for several seconds after you turn off the machine.
	Immediately remove the plug from the mains if the power cable is damaged, frayed, or entangled. Always keep the power cable away from heat, oil, and sharp edges.		WARNING! Turn the machine OFF and disconnect it from the power supply before inspecting, cleaning, changing accessories, or conducting any other maintenance task.
	DOUBLE INSULATION – When servicing, use only identical replacement parts.		

Know Your Electric Blower/Vacuum/Mulcher

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

1. Handle grip
2. On/Off switch/ Variable speed control
(Lower speed and higher speed)
3. Motor housing
4. Tube release button
5. Blower tube
6. Gutter cleaner tube x4
7. Bent tube
8. Front vacuum tube
9. Vacuum tube wheels x2
10. Rear vacuum tube
11. Vacuum tube locking tab (2)
12. Auxiliary handle
13. Auxiliary Handle knob
14. Auxiliary Handle bolt
15. Collection bag adapter
16. Collection bag
17. Collection bag strap



Technical Data

Motor.....	14A	Variable Speed Settings	2
Rated Voltage	120V ~ 60 Hz	Mode Conversion	Blower to mulching vacuum to gutter cleaner
No Load Speed.....	11000/15000 RPM	Collection Bag Capacity.....	13 gallons (50 L)
Vacuum Air Flow Max	365 CFM	Mulching Ratio	16:1
Blower Air Flow Max	168 CFM	Net Weight	9.5 lbs (4.3 kg)
Air Speed Max	155/220MPH		

Unpacking

Carton Contents

- Electric garden vacuum + blower + mulcher motor head
- Blower tube
- Gutter cleaner tube x4
- Bent tube
- Front vacuum tube
- Rear vacuum tube
- Auxiliary handle
- Collection bag
- Manual with registration card

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

NOTE: Do not discard the shipping carton and packaging material until you are ready to use the electric blower + vacuum + mulcher. 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!

Assembly

⚠ WARNING! To avoid serious personal injury, read and understand all safety instructions provided.

⚠ WARNING! Do not connect to power supply until assembly is complete. Failure to comply could result in accidental starting and possible serious personal injury.

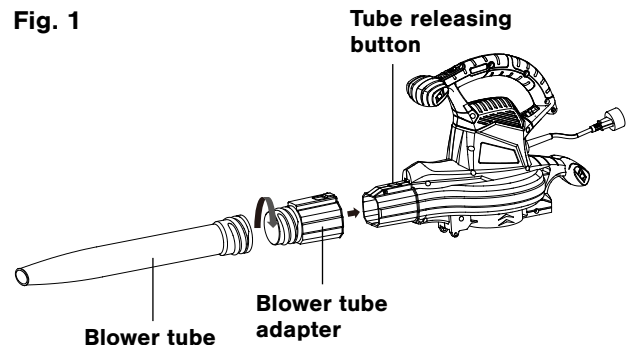
⚠ WARNING! Before performing any maintenance, make sure the tool is unplugged from the power supply. Failure to heed this warning could result in serious personal injury.

⚠ WARNING! To prevent serious personal injury, make sure the switch is in the OFF position, the unit is unplugged and the impeller has come to a complete stop before attaching or removing the collection bag.

Assemble as a Blower

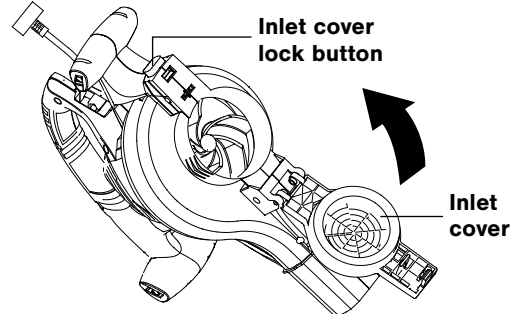
1. Slide the blower tube adaptor forward until the tube releasing button clicks into the slot on the blower tube (Fig. 1).
2. Tighten blower tube onto blower tube adaptor by turning it clockwise as far as it will go (Fig. 1).

Fig. 1



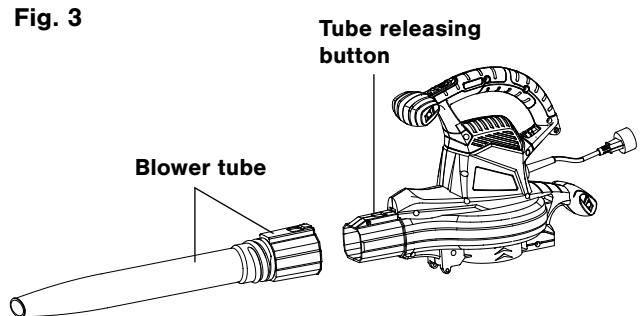
3. Before using the blower function, securely fasten the inlet cover over the air inlet by closing the inlet cover until the lock button clicks and locks (Fig. 2).

Fig. 2



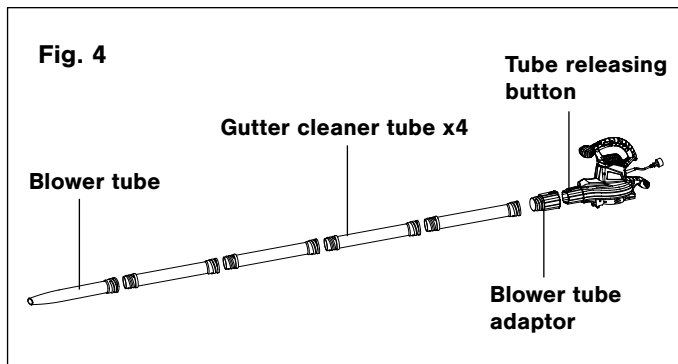
4. To remove the blower tube, turn the ON/OFF power switch to the OFF (O) position.
5. Press the tube release button and remove the blower tube (Fig. 3).

Fig. 3

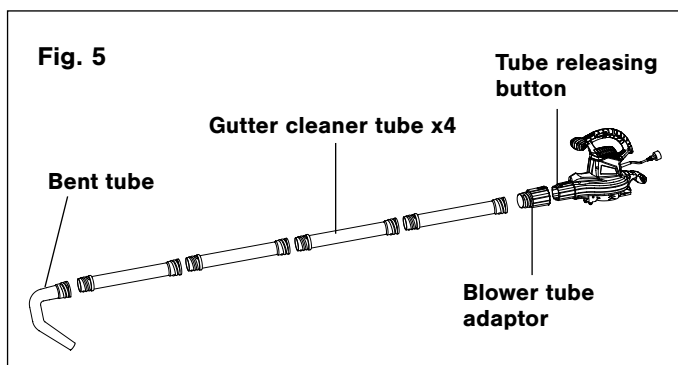


Assemble as a Gutter cleaner

1. Slide the blower tube adaptor forward until the tube releasing button clicks into the slot on the blower tube (Fig. 4).

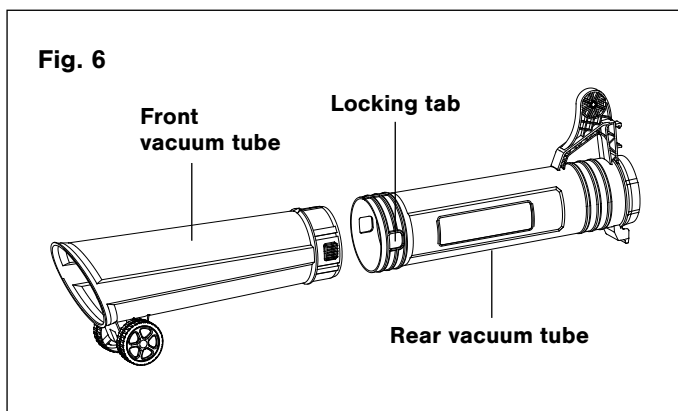


2. Tighten gutter cleaner tubes onto blower tube adaptor one by one by turning it clockwise as far as it will go (Fig. 4).
3. Connect blower tube (Fig. 4) or bent tube (Fig. 5) to gutter cleaner tube.

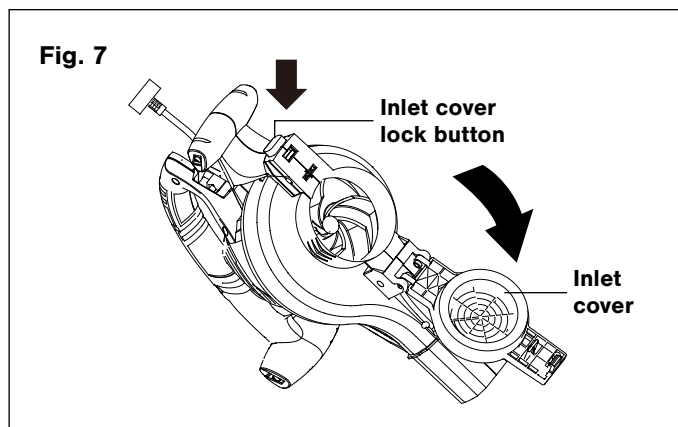


Assemble as a Vacuum/Mulcher

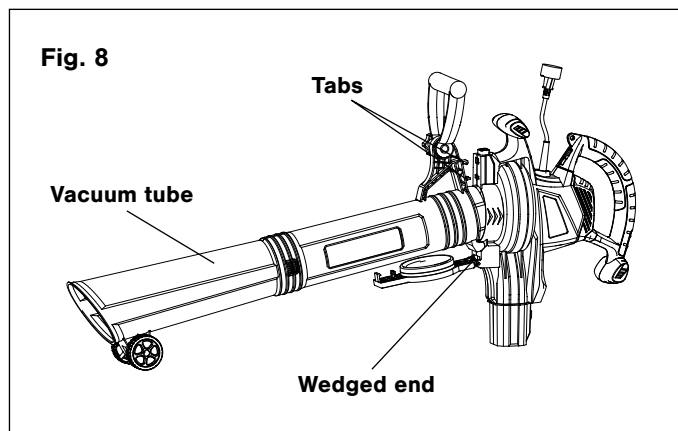
1. Slide the front and rear vacuum/mulcher tubes together until the locking tabs on both sides engages (Fig. 6).



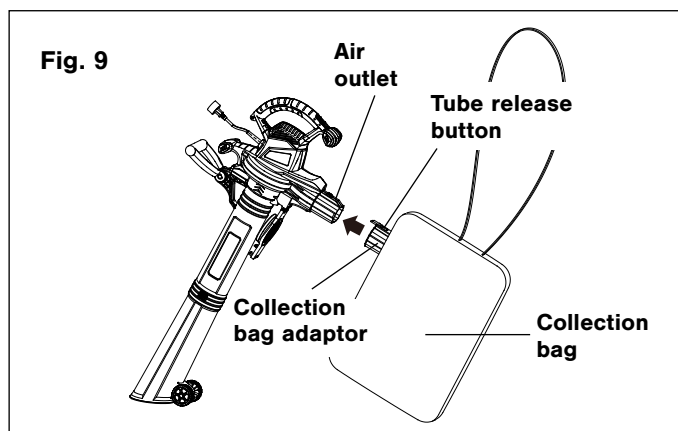
2. Press inlet cover lock button forward to disengage the inlet cover. Hold the cover open (Fig. 7).



3. With the blower tube removed, insert the "wedged" end of the mulcher tube into the slot on the unit. Securely fasten the mulcher tube by pushing the 2 tabs on the mulcher tube until they snap into the holes on the housing (Fig. 8).

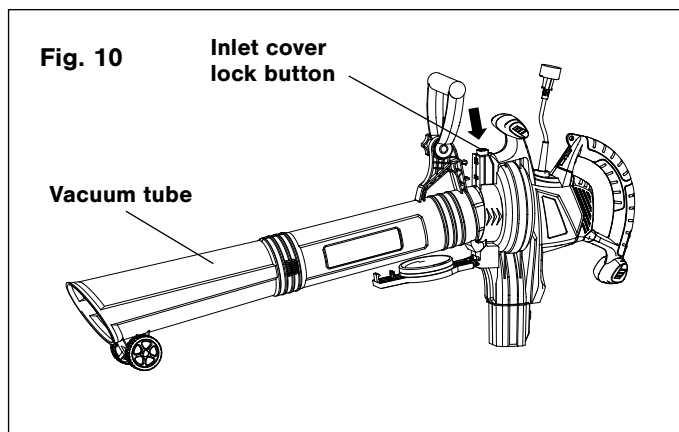


4. Insert the collection bag adaptor into the air outlet until the collection bag is securely fastened. Simply press the tube release button to remove the bag (Fig. 9).



5. To remove the vacuum/mulcher tube assembly, press the inlet cover lock button to unlock, then remove the tube assembly from its housing (Fig. 10).

NOTE: It may be necessary to remove the blower tubes or vacuum/mulcher tubes to clear a blocked tube or impeller. Make sure to unplug before attempting to clear any obstructions.



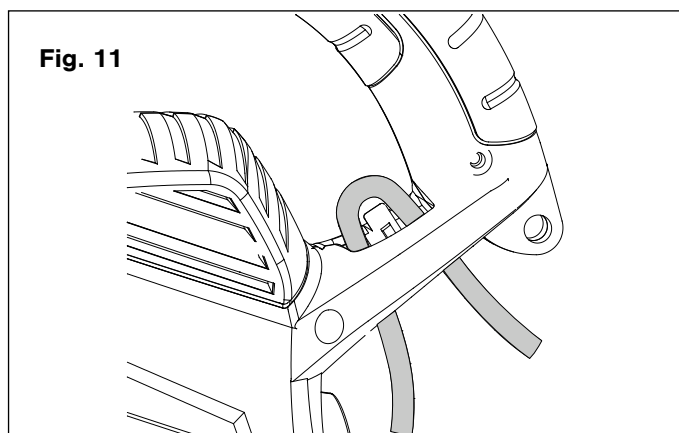
Operation

Starting and Stopping

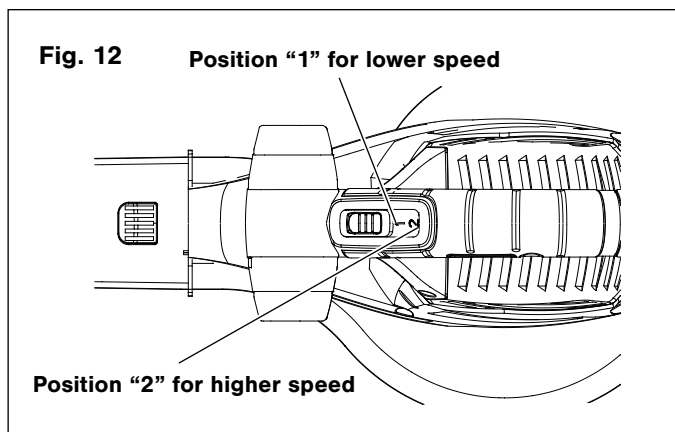
Do not switch on the blower vac until it has been completely assembled. Before switching on the unit, always check the appliance cord and the extension cord for signs of damage. Use only intact cords.

⚠️WARNING! Damaged cords pose a severe risk of injury. Replace damaged cords immediately. Before switching on the blower vac, make sure that it is not in contact with any foreign objects. Keep your hands and feet a safe distance away from the bottom opening. Failure to comply with these warnings can result in severe personal injury.

1. Use a heavy duty extension cord, suitable for outdoor use and so marked. An ordinary duty extension cord will cause loss of power and may overheat. Keep the extension cord behind you, away from the area of operation. Use the extension as shown in Fig. 11.



2. Plug the power cord into an approved electrical extension cord, and connect to the power source.
3. To turn the tool On and select lower speed level, push the switch button to position "1" (Fig. 12).
4. To turn the tool On and select higher speed level, push the switch button to position "2" (Fig. 12).



5. To turn tool Off, pull the switch button back to position "0".

IMPORTANT: After you have turned the blower vac off, do not leave tool plugged into the power source.

Operating Tips

⚠️WARNING! Use the blower + vacuum + mulcher only in daylight or good artificial light.

When using the blower vac, plant your feet firmly on the ground and place one hand on the unit handle and the other hand on the auxiliary handle.

- Wear personal protective equipment during your work session. This includes boots, safety glasses/goggles, ear defenders, long pants and a long-sleeve shirt.
- When using the unit as mulcher, make sure the bag is properly installed and zipped closed.
- Make sure the blower tube nozzle is not directed at anybody or any loose debris before starting the unit.
- Verify that the unit is in good working condition. Make sure the tubes and guards are in place and secure.
- When used as a blower, ensure that the inlet cover is completely closed and locked.
- Keep a firm grip on both the handle and auxiliary handle.
- To reduce the risk of hearing loss associated with sound level(s), hearing protection is required. Operate power equipment only at reasonable hours – not early in the morning or late at night when people might be disturbed. Comply with times listed in local ordinances. Usual recommendations are 9:00 am to 5:00 pm, Monday through Saturday.
- To reduce noise levels, limit the number of pieces of power equipment used at any one time and operate power blowers at the lowest possible speed setting necessary to do the job.
- Use rakes and brooms to loosen debris before blowing.
- In dusty conditions, slightly dampen surfaces. Conserve water by using power blowers instead of hoses for many lawn and garden applications, including areas such as gutters, screens, patios, grills, porches and gardens.

- Blow debris into a safe, open area away from children, pets, open windows or freshly washed cars.
- Clean up after using leaf blowers and other lawn equipment. Dispose of debris appropriately.

⚠ WARNING! To avoid serious personal injury, wear ear defenders, goggles or safety glasses at all times when operating this unit. Wear a face mask or dust mask in dusty locations.

⚠ WARNING! To prevent serious personal injury or damage to the unit, make sure the blower tube or the mulcher tubes and the bag are in place before operating the unit.

Air Vents

Never cover air vents. Keep them free from obstructions and debris. They must always remain clear for proper motor cooling.

⚠ WARNING! To avoid serious personal injury, do not wear loose fitting clothing or articles such as scarves, strings, chains, ties, etc., that could get drawn into the air vents. To make sure long hair does not get drawn into the air vents, tie back long hair.

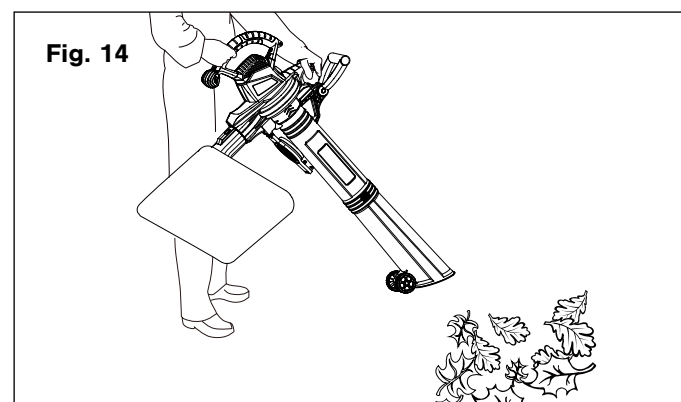
Blower Mode

- Close vacuum cover firmly.
- Attach the blower tube assembly to the motor housing.
- Connect extension cord to the tool, then plug into power supply.
- Hold the blower tube approximately 2 to 4 inches above the ground, turn the blower vac on and using a sweeping motion from side to side, advance slowly keeping the accumulated debris/leaves in front of you.
- Once you have blown the debris/leaves into a pile, you can convert to vacuum mode to collect the debris.



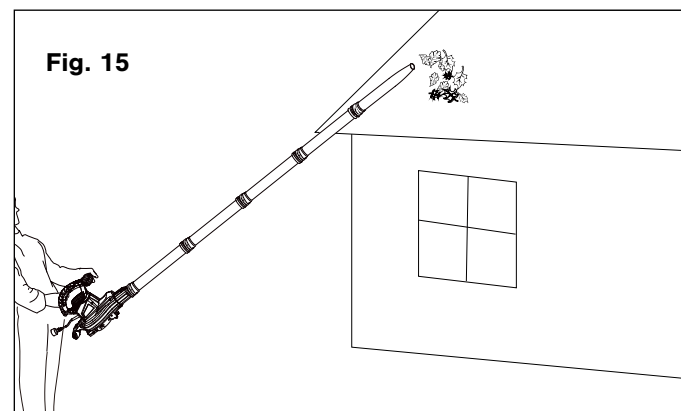
Vacuum/Mulcher Mode

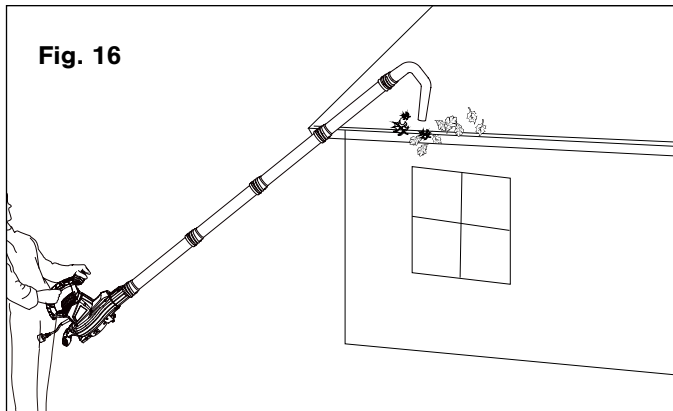
- Remove blower tube.
- Attach the vacuum tube.
- Attach the collection bag to the motor housing.
- Connect extension cord to the tool, then plug into power supply.
- Position the tube slightly above the debris/leaves and the wheel touch the ground. Turn the blower vac on, then using a sweeping motion the debris/leaves will be sucked up the tube, mulched and deposited into the collection bag. Push the machine and the wheel to move to continue the job.
- As the bag fills the power of the suction will decrease, turn the blower vac off and unplug from power supply and remove the bag from the machine to empty the bag.



Gutter cleaner Mode

- Close vacuum cover firmly.
- Attach the gutter tubes assembly to the motor housing.
- Connect extension cord to the tool, then plug into power supply.
- Hold the gutter tubes approximately 2 to 4 inches above the ground, turn the blower vac on and using a sweeping motion from side to side, advance slowly keeping the accumulated debris/leaves in front of you.
- Once you have blown the debris/leaves into a pile, you can convert to vacuum mode to collect the debris.





⚠ WARNING! Never remove the collection bag without first turning the power switch to the OFF position and remove the batteries.

⚠ WARNING! Do not use in vacuum/mulcher mode without the vacuum tubes and collection bag in place.

Maintenance

To order genuine replacement parts or accessories for the Sun Joe® SJ-BVM-GA electric blower + vacuum + mulcher, please visit sunjoe.com or contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

⚠ WARNING! Disconnect the extension cord before performing any maintenance task.

If the extension cord is plugged into the appliance, someone could accidentally turn on the unit while you are performing maintenance on it, which could result in serious personal injury.

Clearing The Blocked Inlet/Outlet

During the vacuuming process, certain objects such as cloth, rope or large diameter sticks may obstruct and block the air inlet/outlet. A thermal protection device, which is built into the blower vac, will cut off the electricity to the motor to prevent damage from overheating. When this happens, follow the instructions below to clean the blocked air inlet/outlet.

⚠ WARNING! To avoid serious personal injury, be sure the unit is OFF and unplugged before clearing the air inlet/outlet.

⚠ WARNING! To avoid serious personal injury, always wear gloves to protect yourself from any sharp objects.

1. Slide the ON/OFF switch to the OFF position until the unit comes to a complete stop.
2. Remove the batteries.
3. Remove the blower tube or vacuum/mulcher tubes and the bag.

4. Using a chute clean-out tool, carefully remove the material blocking the tube or impeller. Inspect to ensure no damage has occurred. Rotate the impeller blades by hand to ensure the blockage is completely cleared.
5. Reinstall the blower tube or vacuum/mulcher tubes and the bag.
6. Wait 3 minutes for the motor to cool.
7. Reinsert the batteries and slide the ON/OFF switch to ON. The blower vac will resume normal function.

Cleaning the Unit

⚠ WARNING! To avoid serious personal injury, always turn the unit off and unplug it before cleaning or servicing.

Use a small brush to clean the outside of the unit. Do not use strong detergents, household cleaners that contain aromatic oils (e.g. pine and lemon) or harsh solvents such as kerosene as these substances can damage the plastic housing or the handle. Wipe off any moisture with a soft, dry cloth.

1. Empty the bag after each use to avoid deterioration and obstructing air flow, which will reduce the performance of the mulcher.
2. Wear eye protection and a dust mask. Clean the bag as needed. Turn the bag inside out after initial emptying and vigorously shake out dust and debris.
3. Wash the bag once a year, or more often if needed. Follow the steps below:
 - i. Remove the bag.
 - ii. Hang it up.
 - iii. Hose it down thoroughly.
 - iv. Leave it hanging to dry.
 - iv. Turn the bag right-side out and reinstall.

Storage

1. Examine the electric blower + vacuum + mulcher thoroughly for worn, loose or damaged parts. Should you need to repair or replace a part, 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.
2. Examine the extension cord thoroughly for signs of excess wear or damage. If it is worn or damaged, replace it immediately.
3. Disconnect the extension cord from the electric blower + vacuum + mulcher before storing.
4. Store the cord with the electric blower + vacuum + mulcher indoors in a clean, dry and locked location out of the reach of children and animals.

NOTE: Devices for retaining extension cords are commercially available should you wish to purchase one.

Service and Support

If your Sun Joe® SJ-BVM-GA 3-in-1 electric blower + vacuum + mulcher requires service or maintenance, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

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 #:

SJ-BVM-GA

Serial #:

Troubleshooting



WARNING! Always unplug the power cord before performing any adjustments, maintenance or repairs to your electric blower vac.

Problem	Possible Cause	Solution
Unit will not vacuum or mulch	1. Bag full. 2. Blocked air inlet/outlet. 3. Blocked impeller. 4. Dirty bag. 5. Torn bag. 6. Bag unzipped. 7. Unit unplugged.	1. Empty the bag. 2. Clear the blockage. 3. Clear the blockage. 4. Clean the bag. 5. Replace the bag. 6. Zip up the bag. 7. Plug into an outlet or an extension cord.
Unit will not start	1. Unit is unplugged. 2. Power/speed switch is in the OFF (O) position. 3. Defective On/Off switch. 4. House circuit may have tripped. 5. The collection bag is not attached properly.	1. Check cord to make sure it is plugged into an electrical outlet. 2. Push the power switch to the ON (I) position. 3. Call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563). 4. Check wall circuit breaker panel and reset if necessary. 5. Attach the collection bag securely.



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.

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sunjoe.com