



Electric Lawn Mower

Model No. MJ401E

Form No. SJ-MJ401E-880E

A Division of Snow Joe, LLC

OPERATOR'S MANUAL

IMPORTANT! Safety Instructions

All Operators Must Read These Instructions Before Use

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

General Safety WARNINGS!

When using electric lawn mowers, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and personal injury, including the following:

⚠ WARNING: Risk of injury could occur if the lawn mower is operated without the catcher assembly attached.

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

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

Before using the mower, take the time to familiarize yourself with the controls, especially how to stop the mower in an emergency. Only allow responsible individuals who have a thorough understanding of these instructions and operate the mower. Never allow children to operate the mower.

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

FOR DOUBLE-INSULATED LAWN MOWERS

1. Replacement Parts – When servicing use only identical replacement parts.
2. **USE ONLY** Polarized Appliance Connections to reduce the risk of electric shock, this appliance has a polarized plug (one blade is wider than the other) and will require the use of a polarized extension cord. The appliance plug will fit into a polarized extension cord only one way. If the plug does not fit fully into the extension cord, reverse the plug. If the plug still does not fit, obtain a correct polarized extension cord. A polarized extension cord will require the use of a polarized wall outlet. This 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 change the equipment plug, extension cord receptacle, or extension cord plug in anyway.

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

Hot surfaces (i.e.: motor) may ignite flammables or combustibles and cause a fire or explosion resulting in serious injury. Keep the mower away from flammables or combustibles until hot surfaces have completely cooled. Do not store mower near flammables or combustibles.

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

FOR ALL LAWN MOWERS

1. Avoid dangerous environment - Don't use lawn mowers in damp or wet locations.
2. Don't use in rain.
3. Keep children away – All visitors should be kept at a safe distance from work area.
4. Dress properly – Do not wear loose clothing or jewelry. They can be caught in moving parts. Use of rubber gloves and footwear is recommended when working outdoors.
5. Use safety glasses – Always use face or dust mask if operation is dusty.
6. Use right appliance – Do not use lawn mower for any job except that for which it is intended.
7. Ground fault circuit interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for the lawn mower. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
8. Warning – To prevent electric shock use only with an extension cord suitable for outdoor use, such as SW, SOW, STW,STOW,SJTW, or SJTOW.

EXCEPTION: This warning does not apply to a battery operated lawn mower.

9. Extension cord – Make sure your extension cord set is in good condition. When using an extension cord, be sure to use one heavy enough to carry the current your product will draw. For lengths less than 100 feet, No. 14 AWG extension cord should be used. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating.

NOTE: To reduce the likelihood of disconnection of lawn mower cord set during operating:

- i) Make a knot as shown in Figure 1, or

- ii) Use one of the plug-receptacle retaining straps or connectors described in this manual.

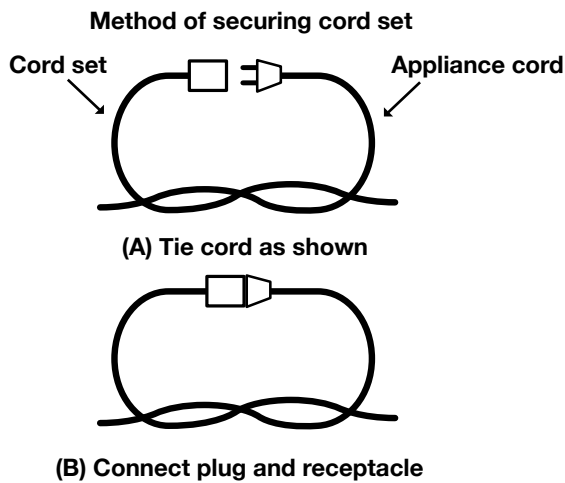


Figure 1

- 10. Don't abuse cord – Never pull lawn mower by cord or yank it to disconnect from receptacle. Keep cord away from heat, oil, and sharp edges.

EXCEPTION: This statement does not apply to a cordless battery-operated lawn mower.

- 11. Don't force lawn mower – It will do the job better and safer at the rate for which it was designed.
- 12. Don't overreach – Keep proper footing and balance at all times.
- 13. Stay alert – Watch what you are doing. Use common sense. Do not operate lawn mower when you are tired.
- 14. Disconnect lawn mower – Disconnect the lawn mower from the power supply when not in use, before servicing, when changing accessories such as blades, and the like.
- 15. Store Idle lawn mower indoors – When not in use, lawn mower should be stored in an indoor dry locked-up place – out of reach of children.
- 16. Maintain lawn mower with care – Keep cutting edges sharp and clean for best and safest performance.

NOTE: Inspect lawn mower cord periodically and if damaged, have it repaired by an authorized service facility. Inspect extension cords periodically and replace if damaged. Keep handles dry, clean, and free from oil and grease.

- 17. Keep guards in place and in working order.
- 18. Keep blades sharp.
- 19. Keep hands and feet away from cutting area.
- 20. Objects struck by the lawn mower blade can cause severe injuries to people and pets. The lawn should

always be carefully examined and cleared of all objects prior to each mowing.

- 21. If lawn mower strikes a foreign object, follow these steps:
 - i) Stop lawn mower. Release the switch.
 - ii) Unplug power cord.
 - iii) Inspect for damage.
 - iv) Repair any damage before restarting and operating the lawn mower.
- 22. Use identical replacement blades only.

IMPORTANT!

Safety Instructions for Walk-Behind Mowers

GENERAL OPERATION

- 1. Read, understand, and follow all instructions on the machine and in the manual(s) before starting.
- 2. Do not put hands or feet near or under the machine. Keep clear of the discharge opening at all times.
- 3. Only allow responsible adults, who are familiar with the instructions, to operate this machine.
- 4. Clear the area of objects such as rocks, wires, toys, etc., which could be thrown by the blade. Stay behind the handle when the engine (motor) is running.
- 5. Be sure the area is clear of bystanders before operating. Stop machine if anyone enters the area.
- 6. Do not operate machine barefooted or while wearing sandals. Always wear substantial footwear.
- 7. Do not pull machine backward unless absolutely necessary. Always look down and behind before and while moving backward.
- 8. Never direct discharged material toward anyone. Avoid discharging material against a wall or obstruction.
- 9. Do not operate machine without the entire grass catcher, discharge guard, rear guard, or other safety protective devices in place and working.
- 10. Never leave a running machine unattended.
- 11. Stop the engine (motor) and wait until the blade comes to a complete stop before cleaning the machine, removing grass catcher, or unclogging the discharge guard. **ALSO DISCHARGE FROM POWER SUPPLY.**
- 12. Operate machine only in daylight or good artificial light.
- 13. Do not operate machine while under the influence of alcohol or drugs.
- 14. Never operate mower in wet grass. Always be sure of your footing; walk; never run.
- 15. Do not have mower running when over gravel surfaces.

16. If the machine should start to vibrate abnormally, stop the engine (motor) and check for the cause immediately. Vibration is generally a warning sign of trouble.
17. Always wear eye protection when operating machine.
18. Only allow responsible adults, who are familiar with the instructions, to operate this machine.

SLOPE OPERATION

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

1. Mow across the face of slopes; never up and down. Exercise extreme caution when changing direction on slope.
2. Watch for holes, ruts, bumps, rocks, or other hidden objects. Uneven terrain could cause slip and fall accidents. Tall grass can hide obstacles.
3. Do not mow on wet grass or excessively steep slopes. Poor footing could cause slip and fall accident.
4. Do not mow near drop-offs, ditches, or embankments. You could lose your footing or balance.

CHILDREN

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

1. Keep children out of the mowing area and under the watchful care of a responsible adult other than the operator.
2. Be alert and turn mower off if a child enters the area.
3. Never allow children to operate the machine.
4. Use extra care when approaching blind corners, shrubs, trees, or other objects that may block your view of a child.









SERVICE

GENERAL SERVICE

1. Keep all nuts and bolts tight to be sure the equipment is in safe working condition.
2. Never tamper with safety devices. Check their proper operation regularly.
3. Keep machine free of grass, leaves, or other debris build-up.
4. If you strike a foreign object, stop and inspect the machine. Repair, if necessary, before starting.
5. Never make any adjustments or repairs with the engine (motor) running.
6. Always unplug electric mowers before adjusting, cleaning, or repairing.

7. Check grass catcher components and the discharge guard frequently and replace with manufacturer's recommended parts, when necessary.
8. Mower blades are sharp. Wrap the blade with cardboard or cloth or wear gloves, and use extra caution when servicing them.
9. Maintain or replace safety and instruction labels, as necessary.

SYMBOLS

SYMBOLS	DESCRIPTIONS
	CPSC Danger label
	Safety alert
	Read the operator's manual
	Severing of toes or fingers-rotary mower blade
	Slip on slope
	Thrown objects and rotating line can cause severe injury
	Keep bystanders/children away
	Double insulation

Safety and Instruction Decals



Safety decals and instructions are easily visible to the operator and are located near areas of potential danger. Lost or damaged decals should be replaced.



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⚠ WARNING AVOID SERIOUS INJURY OR DEATH						
<ul style="list-style-type: none"> • Read the operator's manual. • Go across slopes, not up and down. • Do not mow when children or others are around. • Look down and behind before and while moving. • Remove objects that could be thrown by the blade. • Keep safety devices (guards, shields, switches, etc.) in place and working. • Risk of electric shock. Do not expose to water – replace damaged cord immediately. • DOUBLE INSULATION – when serving, use only identical replacement parts. • To reduce the risk of injury, do not operate without guards in place. • To reduce the risk of injury, inspect catcher assembly frequently and replace with recommended replacement if there are signs of wear or deterioration. • Severing of toes or fingers-rotary mower blade. • Keep bystanders/children away. 						
<p>SUN JOE MOW JOE MJ401E 120 VAC 60 HZ 12 A, NO:3500/MIN, 360 MM Made in China</p> <p>SUN JOE MOW JOE MJ401E 120 VAC 60 HZ 12 A, NO:3500/MIN, 360 MM Hecho en China</p> <p>SUN JOE MOW JOE MJ401E 120 VCA 60 HZ 12 A, NO:3500/MIN, 360 MM Fabriqué en Chine</p>						
⚠ ADVERTENCIA EVITE LESIONERS GRAVES O LA MUERTE						
<ul style="list-style-type: none"> • Lea el manual del operador. • Vaya a través de los desniveles, nunca de arriba abajo. • No corte cuando haya niños u otras personas alrededor. • Mire hacia abajo y hacia atrás antes y mientras se mueve hacia atrás. • Quite objetos que pudieran ser arrojados por la cuchilla. • Mantenga los dispositivos de seguridad (protectores, cubiertas, interruptores, etc.) en su lugar y funcionando. • Riesgo de choque eléctrico. No exponga al agua – reemplace el cable dañado inmediatamente. • DOBLE AISLAMIENTO – al prestar servicio, use sólo piezas de repuesto iguales. • Para reducir el riesgo de lesión, no opere sin protectores en su lugar. • Para reducir el riesgo de lesión, inspeccione frecuentemente el ensamble del depósito para el césped y reemplace como se recomienda si hay señales de desgaste o deterioro. • Peligro para dedos o pies - cuchilla rotativa de cortadora. • Mantenga alejados a espectadores/niños. 						
<p>3174208</p> <p>CONFORMS TO UL STD.1447 DE CONFORMIDAD CON LA NORMA UL 1447 CONFORME À LA NORME UL 1447</p>						
⚠ AVERTISSEMENT DANGER DE BLESSURES GRAVES OU MORTELLES						
<ul style="list-style-type: none"> • Lire le manuel d'utilisation. • Tondre pentes et talus en diagonale, et non à la verticale. • Ne pas utiliser la tondeuse à proximité d'enfants ou autres personnes. • Scruter attentivement le sol si vous devez reculer avec la machine. • Débarrasser la zone de travail de tout objet risquant d'être projeté. • S'assurer que les dispositifs de sécurité (carters, écrans, interrupteurs, etc.) sont bien en place et fonctionnels. • Risque de choc électrique. Ne pas exposer à l'eau – remplacer immédiatement tout cordon endommagé. • DOUBLE ISOLATION – N'utiliser que des pièces de remplacement identiques. • Afin de réduire le risque de blessures, ne pas utiliser la machine si les dispositifs t • Afin de réduire le risque de blessures, inspecter régulièrement l'ensemble trémie de collecte/bac à herbe et remplacer les pièces usées ou détériorées par des pièces recommandées. • Risque de mutilation des doigts ou des orteils.. • Garder enfants et autres personnes à distance.. 						
<p>Replacement manual available by sending model and serial numbers to: Snow Joe, LLC, 86 Executive Avenue, Edison, NJ 08817, or visit www.snowjoe.com El manual de reemplazo está disponible al enviar los números de modelo y serie a: Snow Joe, LLC, 86 Executive Avenue, Edison, NJ 08817, o visite www.snowjoe.com Pour obtenir un autre exemplaire du Manuel d'utilisation, faire parvenir les numéros de modèle et de série de votre machine à l'adresse suivante : Snow Joe, LLC, 86 Executive Avenue, Edison, NJ 08817, ou consulter notre site Internet à l'adresse www.snowjoe.com</p> <p>SN <input type="text"/></p>						

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! CAUTION !	! CAIDADO !	ATTENTION!
When starting the MOW JOE lawn mower in grass, move the mower to a previously cut region or apply downward pressure to the handle to lift the front wheels slightly off the ground. In the event of circuit failure, reset the circuit after one minute by depressing the circuit breaker reset button.	Al arrancar la cortadora de césped MOW JOE en hierba, mueva la cortadora a un área previamente cortada o aplique presión hacia abajo a la agarradera para levantar ligeramente las ruedas delanteras. En caso de presentarse una falla en el circuito, vuelva a arrancar el circuito después de un minuto oprimiendo el botón de reposición del cortacircuitos.	Pour procéder à la mise en marche de la tondeuse MOW JOE, placer la machine sur une portion de pelouse préalablement coupée ou exercer une faible pression sur le guidon afin de soulever légèrement les roues avant de la tondeuse. En cas de déclenchement du circuit électrique, attendre une minute et réenclencher le circuit en actionnant le disjoncteur.

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⚠ WARNING
AVOID SERIOUS INJURY OR DEATH
<ul style="list-style-type: none"> • READ THE OPERATOR'S MANUAL. • GO ACROSS SLOPE, NOT UP AND DOWN. • DO NOT MOW WHEN CHILDREN OR OTHER ARE AROUND. • LOOK DOWN AND BEHIND BEFORE AND WHILE MOVING BACKWARDS. • REMOVE OBJECTS THAT COULD BE THROWN BY THE BLADE. • KEEP SAFETY DEVICES (GUARDS, SHIELDS, SWITCHES, ETC.) IN PLACE AND WORKING.

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Know Your Lawn Mower

- A. Switch Lever
- B. Safety lock-off button
- C. Cable tension relief holder
- D. Cable clip
- E. Upper handle
- F. Knobs (x2)
- G. Lower handle
- H. Flap
- I. Power cable
- J. Reset button of over-load switch
- K. Grassbox/Catcher
- L. Mower deck
- M. Wheel/Wheel cover
- N. Top cover

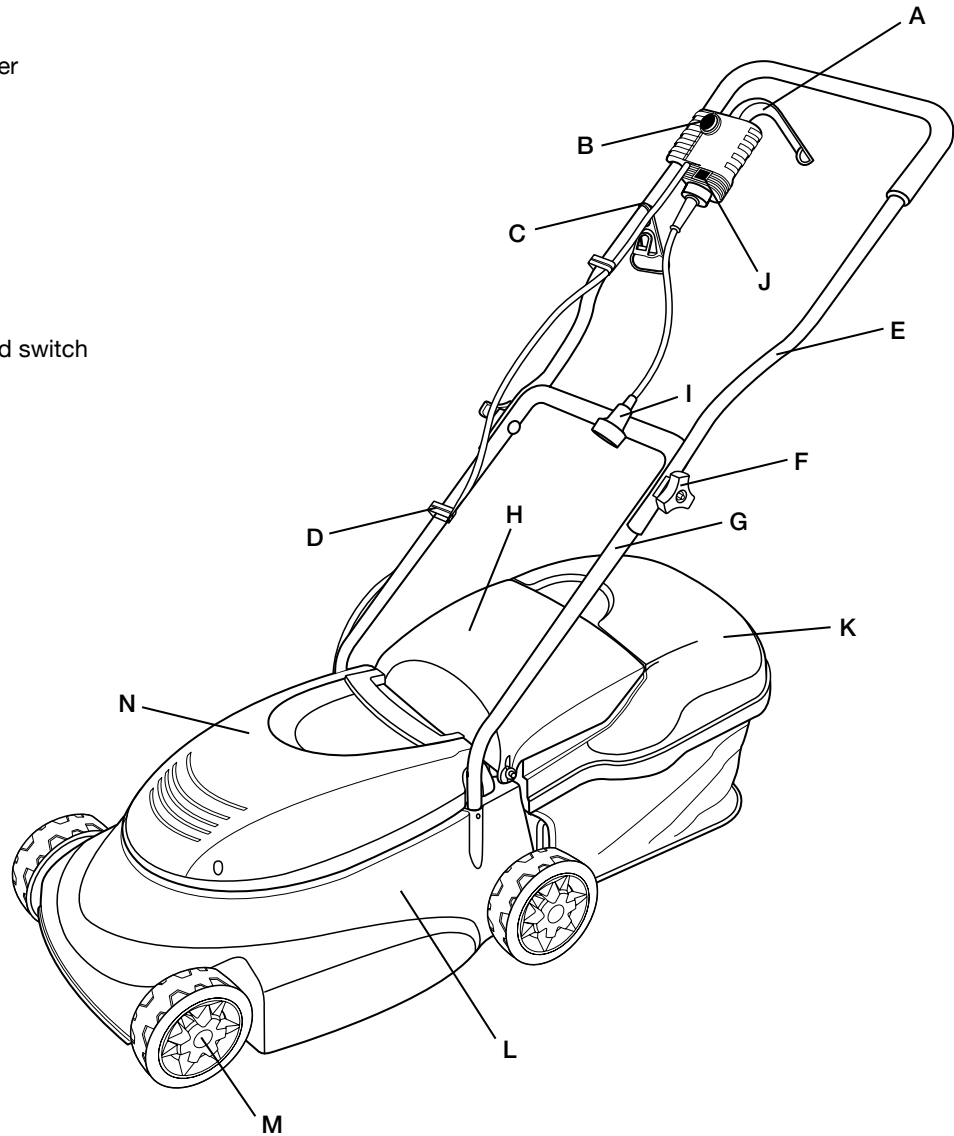


Figure 2

Technical Data

- 1. Power – 12A
- 2. Performance – Cut up to 14" (36cm) wide in one pass
- 3. Control – Adjust cutting height up to 2.4" (6.1cm) deep
- 4. Voltage – 120V/60Hz
- 5. Rotating Speed – 3500rpm
- 6. Weight – 13kg

Assembly



CAUTION



Inspect wiring, which, if damaged during shipping, may cause serious bodily injury during equipment use. If any damage is seen or suspected, do not assemble. Instead, contact Snow Joe Customer Service (1-866-766-9563) for assistance.

Handle with care during assembly so that electrical wiring does not become damaged.

Before using the mower, follow these instructions to assemble the handle and grassbox.

Handle Assembly

1. Fit the lower handle into the two holes in the machine body (A) and fasten them with the screws (B) provided.

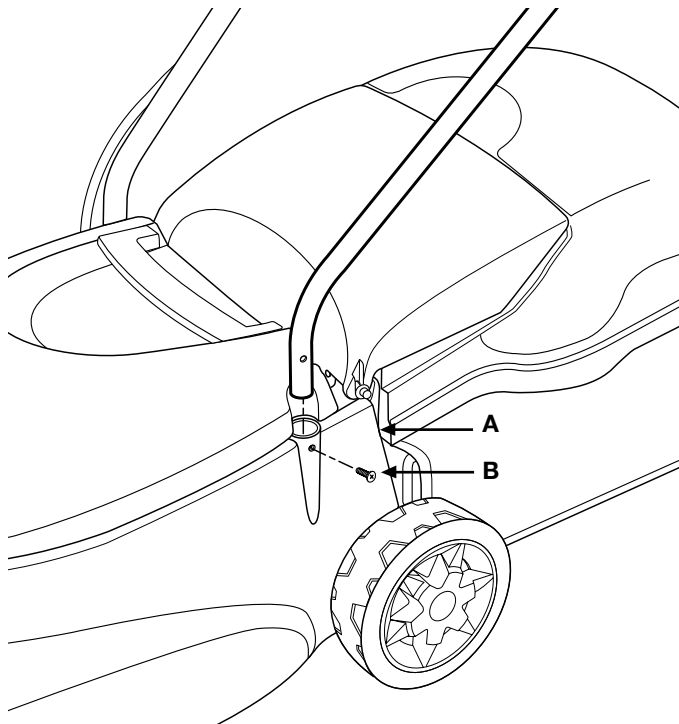


Figure 3

A. Machine body

B. Screw

2. Slide the wire management 'Clip' (C) onto the upper handle (D).
3. Join the upper handle (D) to the lower handle (E) by means of the knob (F), plastic washer (G), and bolts (H) provided.

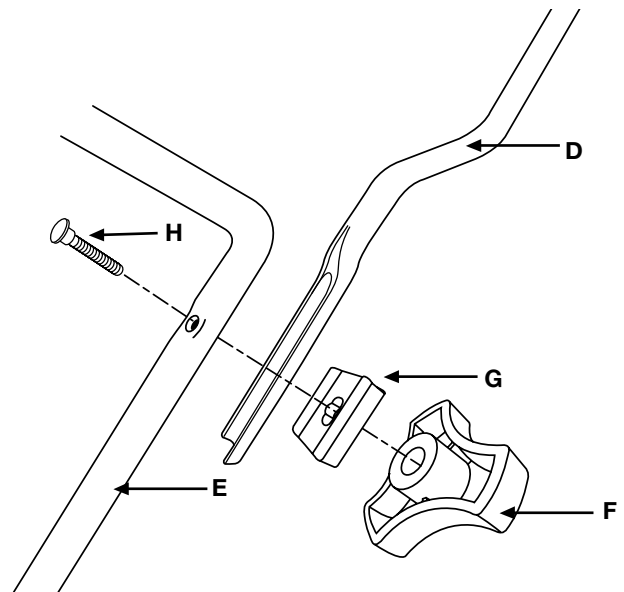
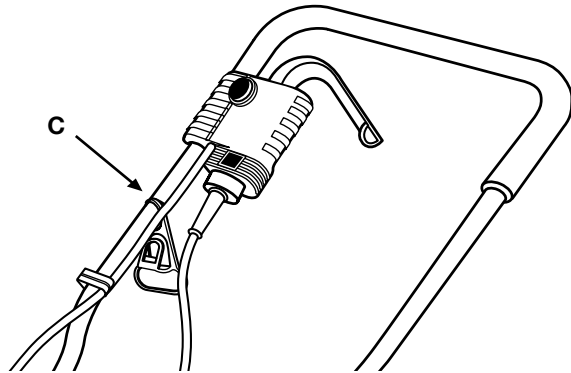


Figure 4

- C. Cable relief
- D. Upper handle
- E. Lower handle
- F. Tighten knob
- G. Plastic washer
- H. Bolts

Grassbox & Assembly Fitting

1. Fit the support rod (A) into the holes in the plastic cover. The bend of the support rod should face the rear of the machine.

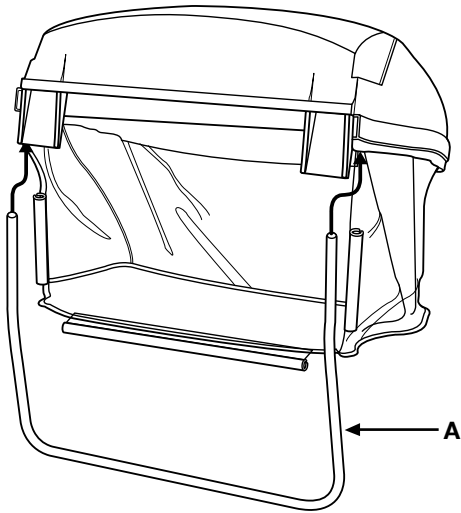


Figure 5

A. Support rod

3. Raise the spring loaded rear door (C) and move the basket up to the mower body. Fasten it onto the coupling hooks (D)

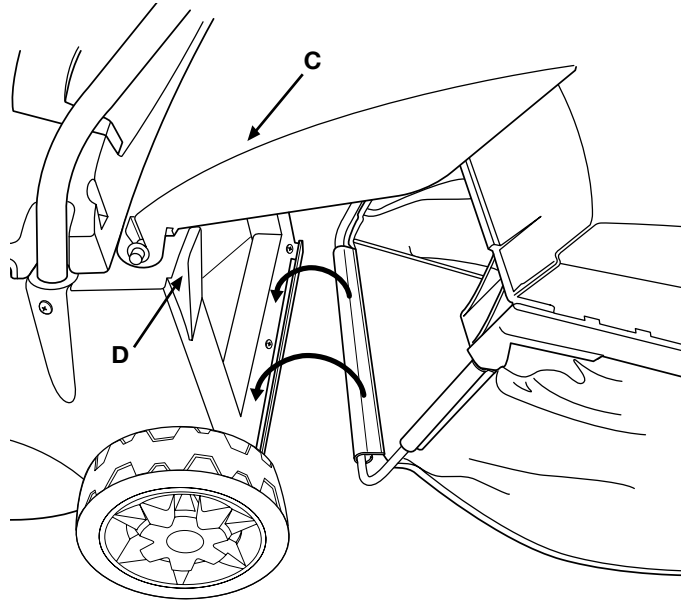


Figure 7

A. Rear door

B. Coupling hooks

2. Place the protective plastic profiles (B) onto the "U" rod.

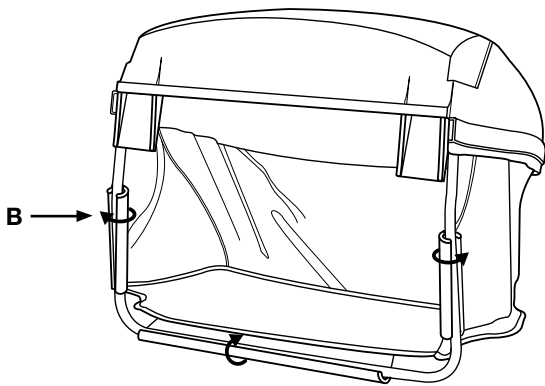


Figure 6

B. Protective plastic profile

4. Release the rear door to secure the basket in position.

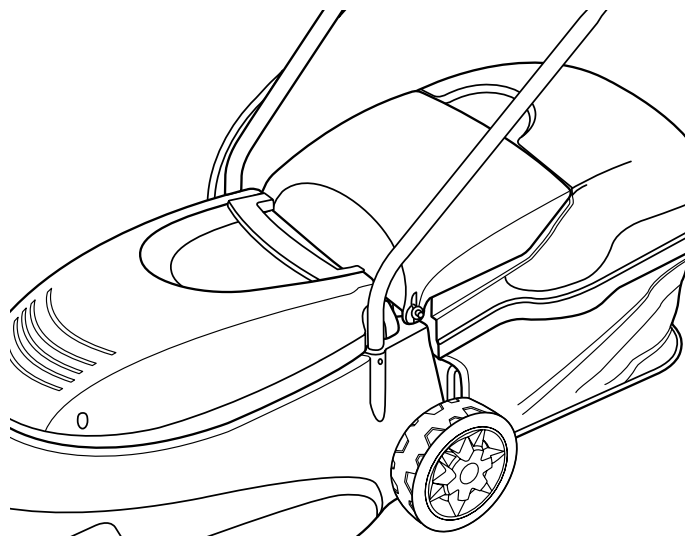


Figure 8

Features

Safety Lock-off Button (A): Used to engage the switch

Switch Lever (B): Used to start and stop the mower

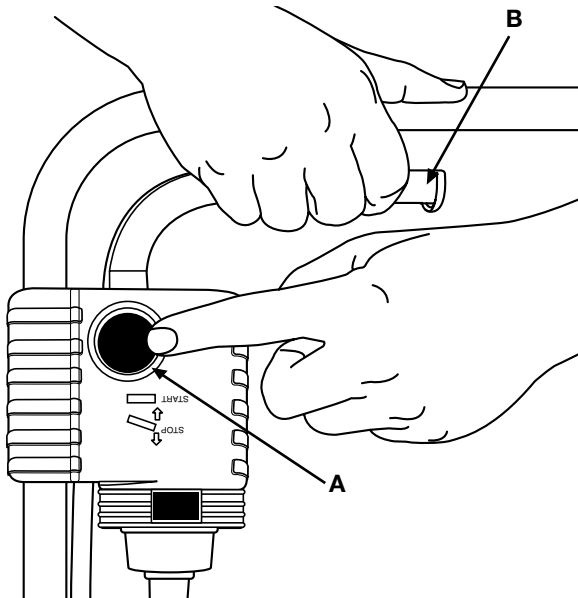


Figure 9

A. Safety lock-off button

B. Switch lever

Grassbox (C): Used to collect mowed clippings.

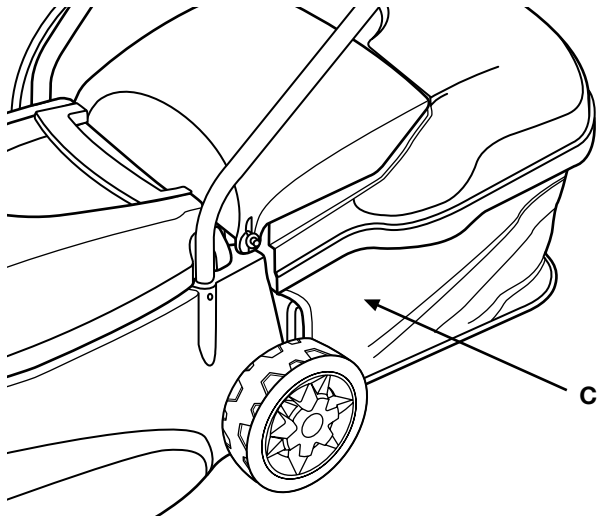


Figure 10

C. Grass box

Operation

After conducting all safety checks and necessary preparations, follow these steps to operate the mower:

1. Push the loop of the electric extension cord through the slot from the opposite side of the restraint hook. Position the loop over the hook and pull the cable back through the slot.

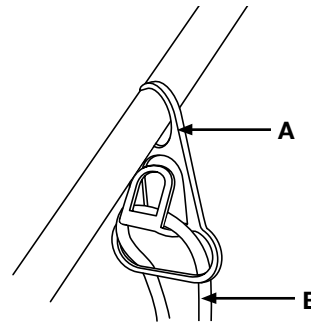


Figure 11

A. Cable relief

B. Extension cord

Note: Use a waterproof electrical extension cord rated 14AWG. H05VV-F and H05RN-F in US.

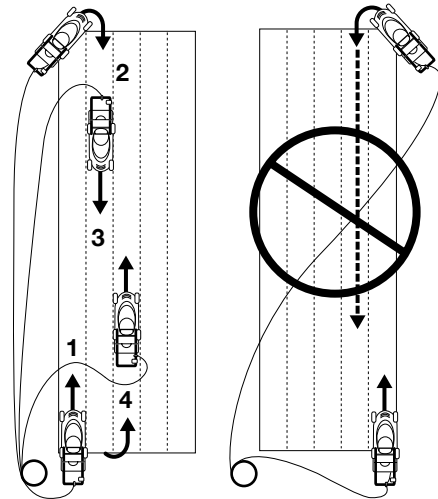


Figure 12

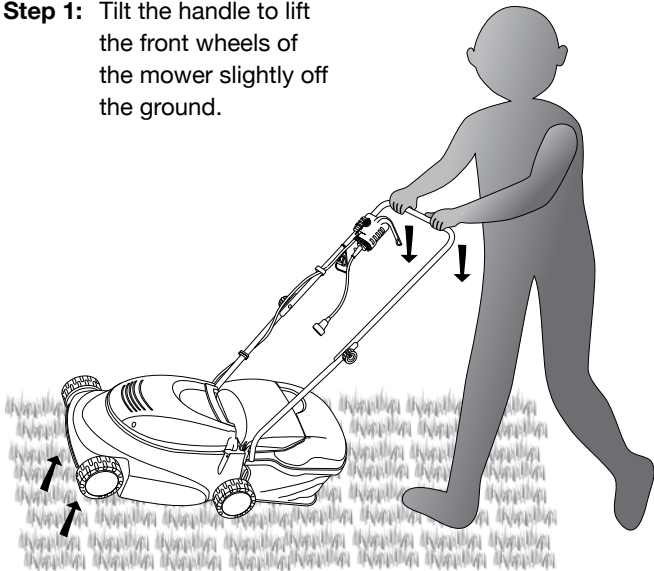
2. Place the bulk of the extension cord on the lawn close to the starting point.

Note: The directional method of operation is recommended to obtain the maximum cutting performance and reduce the risk of the electrical extension cord entering the cutting path.

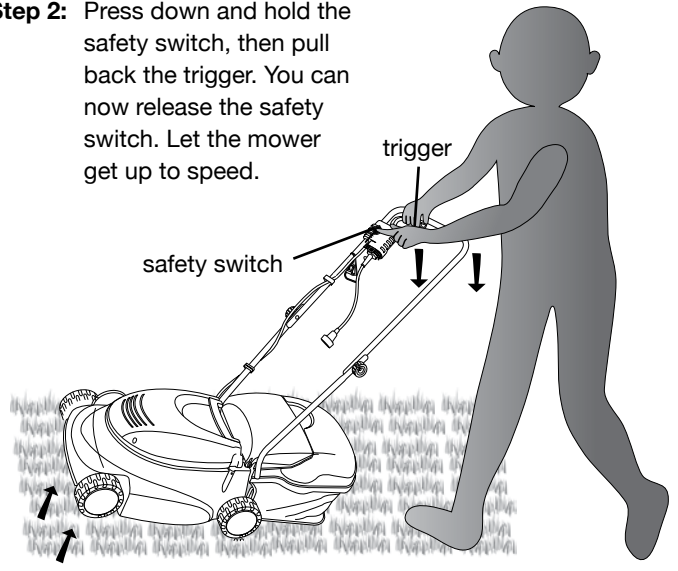
3. Hold the handle assembly with both hands.
4. Tilt the handle downwards to slightly raise the front of the mower. This will reduce the risk of lawn damage during start-up.

Helpful tips on starting your new mower

Step 1: Tilt the handle to lift the front wheels of the mower slightly off the ground.



Step 2: Press down and hold the safety switch, then pull back the trigger. You can now release the safety switch. Let the mower get up to speed.



Step 3: Slowly lower the lawn mower so the front wheel is on the ground and start mowing.



Step 4: To stop, release the trigger.



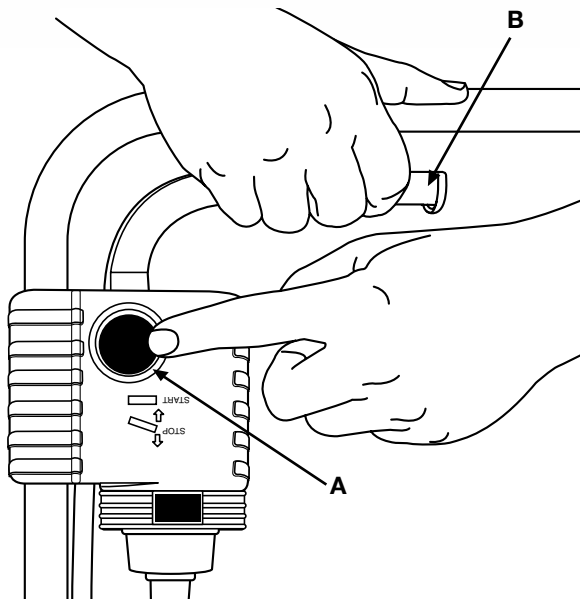


Figure 13

A. Safety lock-off button B. Switch lever

5. Depress the safety lock-off button (A) and pull the switch lever (B) towards you.
6. **Lower the mower down into the cutting position.**
7. Follow these instructions to mow the cutting area:
 - A. Proceed to cut as shown in Fig 12, working from position 1 towards position 2.
 - B. At position 2, turn right and proceed to position 3.
 - C. Continue to the end of the cutting area, turn left and proceed to position 4.
 - D. Proceed as shown in Figure 12, always working away from the electric extension cable.
8. Release the switch lever to stop the mower.

Important: The mower blade will continue to rotate as you are pulling the switch lever. Do not reach inside the blade housing or attempt to lift the mower until the blade has completely stopped and the electrical supply to the mower has been disconnected.

Adjusting the Cutting Height

Follow these instructions to adjust the cutting height of the lawn mower.

⚠ WARNING

DO NOT make these adjustments when the mower is running or plugged in. Doing so can cause serious injury or death. Also, we recommend wearing gloves due to the close proximity of the cutting blade.

ALWAYS FOLLOW ALL SAFETY PRECATIONS AND RECOMMENDATIONS LISTED PREVIOUSLY IN THIS MANUAL.

1. Power down and unplug the lawn mower.
2. Remove and empty the grass box.
3. Place the lawn mower on one of its sides. (See Fig.14)

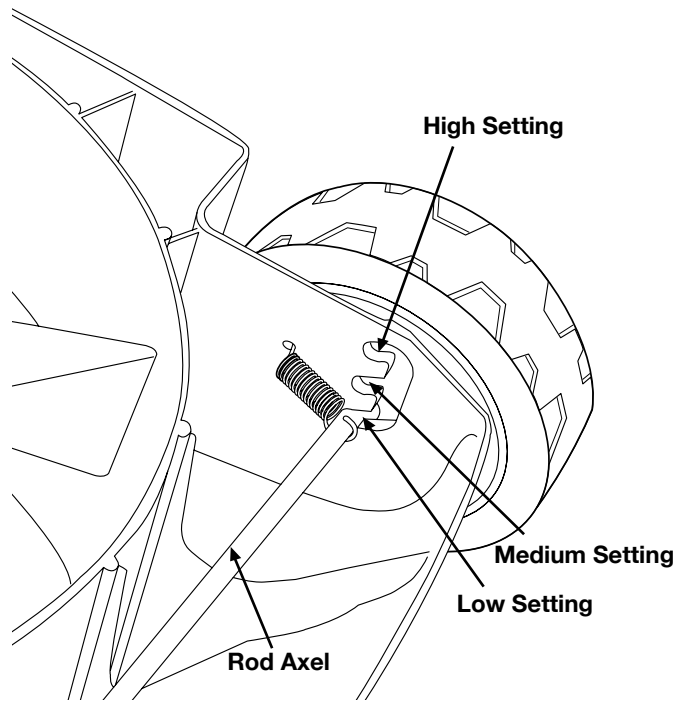


Figure 14

4. The wheel axels can be placed into 3 different cutting heights: Low (will cut grass the shortest), medium, and high.
5. Move all four wheels to the desired cutting height. Simply pull back on the rod axel and set your desired wheel height. Make sure all four wheels are the same height.
6. Place the lawnmower back on to its wheels and re-attach the grass box.
7. Plug back in your mower and resume normal use.

Maintenance and Care

General

- Always keep the mower clean and free of grass clippings.
- After each cutting session, scrape or blast with water the built up grass from the underside of the blade housing.
- Clean plastic parts with a damp cloth. Do not use solvents or cleaning fluids on plastic components.
- Check all nuts, bolts and screws before each use.
- Store the mower in a dry area.

Blade Maintenance

The steel blade is designed to provide a fine cut in long or tough grass. Deterioration in the quality of cut indicates blade wear or damage. Follow these steps to determine if the blade needs to be repaired or replaced:

1. **Disconnect** the electrical supply to the mower.
2. Turn the mower on its side so the underside of the blade housing is exposed.
3. Check the blade.
 - a. If the blade is blunt or has minor wear, then re-sharpen.
 - b. If the blade has major wear or damage (i.e.: gouged, bent), replace. Please call Sun Joe customer service (1-866-766-9563) for assistance.

Blade Replacement

Important: Only use original replacement parts specified for this mower.

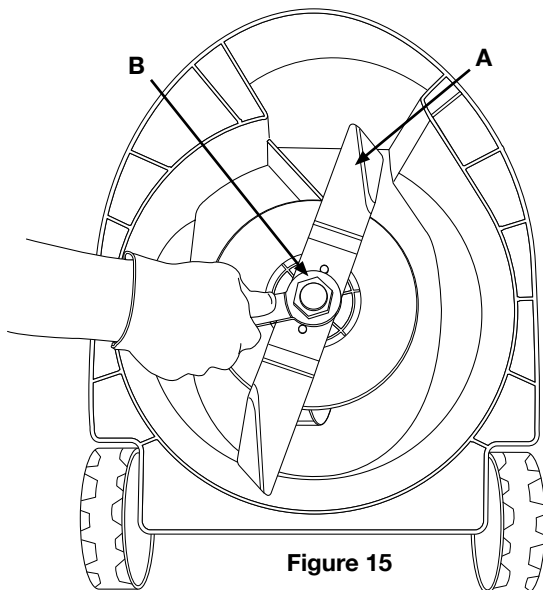


Figure 15

A. Blade B. Spanner

1. Disconnect the electrical supply to the mower.
2. Turn the mower on its side so the underside of the bladehousing is exposed.
3. Use a cloth to grip the blade or wear heavy-duty gloves.
4. Using the spanner provided, turn the bolt counter-clockwise to loosen and remove the bolt and washer from the motor and remove blade.
5. Fit the new blade, the washer and the bolt back on in the same direction and sequence as the removal of old blade.

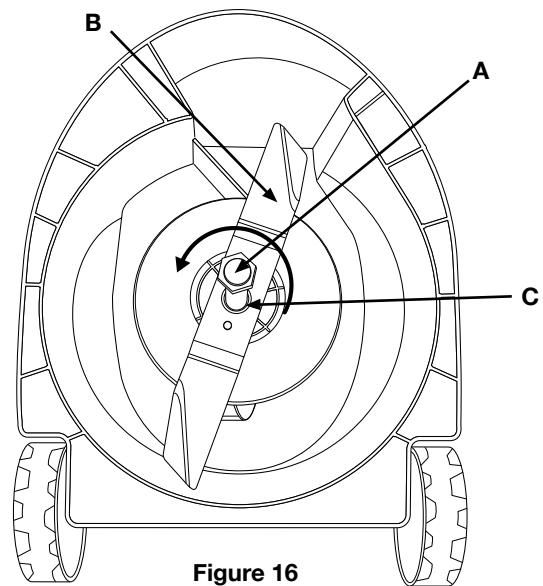


Figure 16

A. Bolt B. Blade C. Washer

Service and Support

If your Mow Joe Electric Lawn Mower requires service or maintenance, please call 1-866-766-9563 for assistance.

Model and Serial Numbers

When contacting the company or reordering parts, you will need to provide the model and serial numbers of your product. These are found on the decal affixed to the housing or handle of your mower. Copy these numbers into the space provided below.

Record the following numbers from the housing or handle of your new product:

Model #:

Serial #:



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



General Conditions:

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

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

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

Electric Products:

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

Gasoline / Battery Products:

Limitations

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

Exclusions

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

Snow Joe, LLC may from time to time change the design of its products. Nothing contained in this warranty shall be construed as obligating Snow Joe, LLC to incorporate such design changes into previously manufactured products, nor shall such changes be construed as an admission that previous designs were defective.

This warranty is intended to cover product defects only. Snow Joe, LLC is not liable for indirect, incidental, or consequential damages in connection with the use of the Snow Joe Products covered by this warranty. This warranty does not cover any cost or expense incurred by the purchaser in providing substitute equipment or service during reasonable periods of malfunction or non-use of this product, while waiting for completion of repairs under this warranty. Some states do not allow exclusions of incidental or consequential damages, so the above exclusions may not apply in all states. This warranty may give you specific legal rights in your state.

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

Customers who have purchased Snow Joe products exported from the United States and Canada should contact their Snow Joe Distributor (Dealer) to obtain information applicable for your country, province, or state. If for any reason, you are not satisfied with the distributor's service, or if you have difficulty obtaining warranty information, contact your Snow Joe seller. If in the event your efforts are unsatisfactory, please write to the Snow Joe Center at the above address.

If you have any questions about your product warranty, please call 1-866-SNOW-JOE or visit us online at www.snowjoe.com.