



4-AMP 4.8-GALLON ELECTRIC ASH VACUUM

Model ASHJ201

Form No. SJ-ASHJ201-880E-MR2

A Division of Snow Joe®, LLC

OPERATOR'S MANUAL

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 ash vacuum.

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 avoided, could result in serious injury or death.

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

General Safety

⚠ WARNING! This ash vac is for household use only.

⚠ CAUTION! Never use this product to vacuum liquids. Only use this unit to vacuum dry dust material!

- Do not vacuum up soot.
- Only vacuum up cold, noncombustible ashes.
- Do not vacuum up hot, burning, or red hot objects, such as cigarettes, charcoal, or smoldering ashes.
- The temperature of the vacuumed material must be below 104°F (40°C). If it exceeds 104°F (40°C), there is a risk of fire.

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

1. **Keep filter in place** – Ensure that the equipment is assembled correctly and the filter is in the correct position.
2. **Keep bystanders and children away** – All bystanders, including children and pets, should be kept a safe distance away from the work area.
3. **Disconnect tool** – Disconnect the ash vac from the power supply when not in use, before servicing, when transporting, or when changing accessories.

4. **Do not use in dangerous environments** – Do not use power tools in damp or wet locations.
5. **Do not use the ash vac in the rain.**
6. **Check for damaged parts** – Before each use, repair, or replace any part that is damaged. In addition, check for alignment of moving parts, binding of moving parts, breakage of parts, and any other conditions that may affect the tool's operation.

Inspect the ash vac cord periodically and if damage is found have it repaired by an authorized service facility. Extension cords should also be inspected periodically and immediately replaced if damaged.
7. **Avoid unintentional starting** – Make sure the switch is off before plugging in the appliance.
8. **Use the right tool** – Do not force the tool or any attachment on the tool to do a job for which they were not designed.
9. **Wear face or dust masks** – If the cutting operation is dusty, the use of a face or dust mask specially designed to filter out microscopic particles is recommended.
10. **Maintain tools with care** – Keep tools clean for best and safest performance. Follow instructions for changing accessories. If the appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, please call Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).
11. **Reduce the risk of unintentional starting** – Make sure the switch is in the OFF position before plugging the tool into a power source.
12. **Use recommended accessories** – Consult the owner's manual for recommended accessories. The use of improper accessories may cause risk of injury.
13. **Do not abuse the cord** – Never carry the appliance by its cord or yank it to disconnect it from the receptacle. Keep the cord away from heat, oil, and sharp edges.
14. **Do not force the appliance** – It will do the job better and with less likelihood of a risk of injury if it is used at the rate for which it was designed.
15. **Do not overreach** – Keep proper footing and balance at all times.
16. **Stay alert** – Watch what you are doing. Use common sense. Do not operate the appliance when you are tired.
17. **Maintain appliance with care** – Inspect extension cords periodically and immediately replace them if they are damaged. Only use an authorized service facility to repair the appliance. Keep the handles of the unit dry, clean, and free from oil and grease.

- 18. **Never leave tool unattended while it is running** – Turn the power OFF by removing the power cord directly from its socket.
- 19. **Avoid unintentional starting** – Do not carry the ash vac with your finger on the switch.
- 20. **Store idle tool indoors** – When not in use, appliances should be stored indoors in a dry and high or locked-up place out of the reach of children.

⚠️WARNING! Some dust and debris created by the use of the tool could contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. Some examples of these chemicals are:

- Chemicals in fertilizers
- Compounds in insecticides, herbicides, and pesticides
- Arsenic and chromium from chemically treated lumber

Your risk from exposure to these chemicals varies, and depends on how often you do this type of work. To reduce your exposure, work in a well-ventilated area and with approved safety equipment, such as dust masks that are specially designed to filter out microscopic particles.

Personal Safety

- Keep the appliance away from children and pets.
- The device must not be used by people (including children) with limited physical, sensory or mental faculties or by those who lack the necessary experience and/or knowledge required to properly use the machine. The only time such individuals may use the machine is when they are supervised by a person who is responsible for their safety and can instruct them on the safe operation of the appliance.
- Children in the work area must be supervised to ensure that they do not play with the appliance. This appliance is NOT a toy and should never be used as such.
- Never leave a machine that is ready for operation unattended at the workplace.
- People and animals should never be vacuumed with the machine.
- Nozzles and suction tubes must not reach head level while in use as this can result in serious bodily injury.
- Do not vacuum substances or dust particles that are hot, glowing, combustible, explosive or hazardous to one's health. This includes hot ashes, petrol, solvents, acids or caustic solutions. Personal injury could occur.
- Keep hair, loose clothing, fingers, and all parts of the body away from openings and moving parts.
- Maintain proper footing and use extra care when using the appliance on stairs.

Electrical Safety

1. Ground fault circuit interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for the ash vac. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
2. To prevent electric shock, use only with an extension cord suitable for outdoor use, such as SW-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. For lengths less than 50 ft (15 m), a No.16 AWG (or greater) extension cord should be used. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating.

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



WARNING!



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

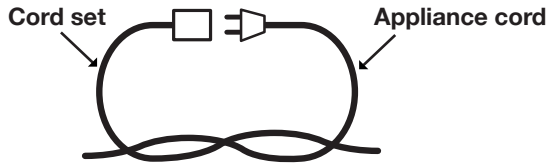
- Do not allow any part of the ash vac to make contact with water while it is in operation. If the appliance becomes wet while turned off, wipe dry before starting.
- Use only a UL-, CSA-, or ETL-rated extension cord for outdoor, all-weather use.
- Do not use an extension cord over 100 ft (30 m).
- Do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

EXTENSION CORD CHART

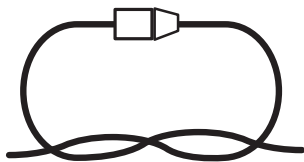
Cord Length:	Up to 50 ft (15 m)	+50 ft - 100 ft (+15 m - 30 m)
Min. Wire Gauge (A.W.G.):	16	14

- 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



(A) Tie cord as shown



(B) Connect plug and receptacle

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

Specific Safety Rules for Ash Vacuums

This motor-operated ash vacuum is intended for vacuuming cold ashes and fine dust material from fireplaces, wood/coal-fired ovens, ashtrays, firepits and barbecues. This equipment is not suitable for vacuuming liquids, soot or cement dust or for vacuuming heating boilers or oil-burning ovens. Vacuuming of glowing embers or materials and dusts that are combustible, explosive or hazardous to one's health is prohibited. The manufacturer will not be held responsible for injuries resulting from incorrect use of the device or from use that does not comply with the directions.

NOTE: This ash vacuum is intended for household use only.

⚠ CAUTION! Extreme temperature conditions may damage the tubes, the ash filter, or the vacuum canister. Completely empty the vacuum cleaner and the ash filter in a safe area after cleaning.

⚠ WARNING! To reduce the risk of electric shock, do not use outdoors or in damp or wet environments. Do not expose to rain. Store indoors in a dry place.

⚠ WARNING! For your own safety, read and understand the operator's manual. Do not run the unit unattended. Do not pick up hot ashes, coals, toxic substances, flammable materials or other hazardous debris. Do not use the device in an area with explosive liquids or vapors.

⚠ CAUTION! To reduce the risk of injury from moving parts, unplug the unit before servicing.






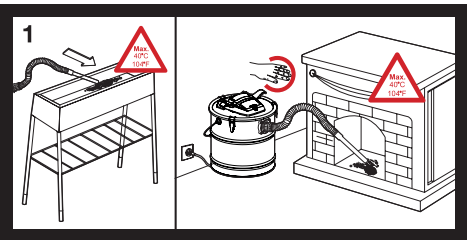
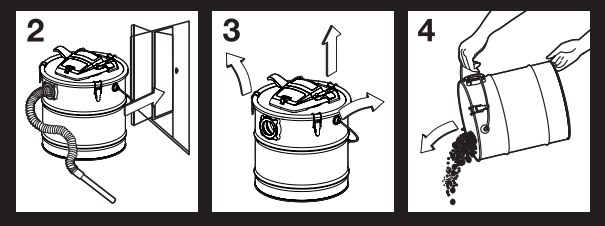
- Do not use the ash vacuum without pleated filter and wire filter basket in place.
- When vacuuming, do not place the equipment on heat sensitive floors. For safety reasons, use a fireproof base when cleaning ovens, chimneys or barbecue equipment.
- Do not extinguish hot ash particles with water as the sudden temperature differences can cause cracks in your chimney.
- Empty and clean the vacuum before and after vacuuming to avoid the accumulation of debris that could pose a fire hazard.

⚠ CAUTION! Do not vacuum hazardous substances (e.g. petrol, solvents, acids or lyes) and ash from unauthorized fuels (i.e. from oil-burning ovens or heating boilers). These substances pose a serious risk of injury.

- Do not use the vacuum in areas where flammable or combustible liquids, such as gasoline, may be present.
- Do not vacuum fine, combustible dust particles that can ignite and potentially lead to an explosion.
- This ash vacuum is designed for cold ash pickup only. Do not vacuum hot ashes and hot, glowing or combustible objects (e.g. charcoal, cigarettes, matches, etc.). These objects pose a fire hazard if vacuumed.
- Do not vacuum liquids, soot, plaster or cement dust. Vacuuming such substances can damage the equipment.
- Do not use the appliance without the pleated filter and wire filter basket fitted properly in place.
- Do not put foreign objects into openings. Do not use the vacuum with any opening blocked; keep all openings free of dust, lint, hair, and anything that may reduce air flow.
- Always check the hose and vacuum cleaner for heating when vacuuming.
- The vacuum must not exceed a temperature of 104°F (40°C). Vacuumed material that appears cool from the outside may still be hot inside. Hot vacuumed material can re-ignite in the air stream. Furthermore, the equipment can be damaged. In the event there is a noticeable increase in the appliance's temperature, switch off the equipment and disconnect the plug. Place the equipment outside and monitor it as it cools.

Safety Symbols

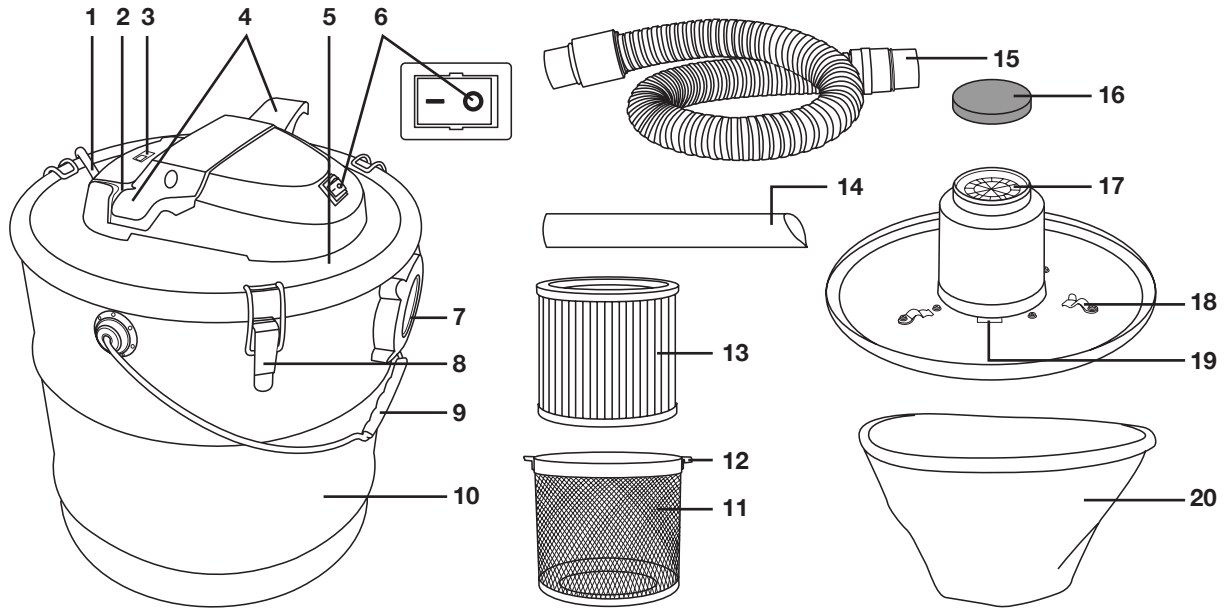
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate.

Symbols	Descriptions	Symbols	Descriptions
	Safety alert. Exercise caution.	 > 40°C/104°F	For cold ashes only! Matter exceeding a temperature of 40°C/104°F poses a fire risk!
	To reduce the risk of injury, user must read the instruction manual.		WARNING! Always turn the machine OFF and disconnect the electrical power before conducting inspection, cleaning and maintenance. Remove the plug from the outlet immediately if the cord is damaged or cut.
	To reduce the risk of electric shock, do not use outdoors or in damp or wet environments. Do not expose to rain. Store indoors in a dry place.		
		During vacuuming, constantly check the hoses and vacuum for heating. Do not vacuum up soot or combustible materials. The vacuumed material must not exceed a temperature of 40°C/104°F.	
		Open, empty and clean the vacuum outdoors before and after vacuuming.	

* "Cold ashes" are ashes that have cooled for a sufficient time and no longer contain pockets of embers. This can be determined by sifting through the ashes with a metal implement before using the equipment. The cold ashes emit no further perceptible heat radiation.

Know Your Ash Vacuum

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



- | | |
|--|---|
| <ul style="list-style-type: none"> 1. Power cord 2. Accessory holder 3. Inspection window blockage indicator 4. Retaining bracket 5. Container lid 6. On/Off switch 7. Hose connection 8. Seal clips (3) 9. Carry handle 10. Metal container | <ul style="list-style-type: none"> 11. Wire filter basket 12. Wire filter basket tabs 13. Pleated filter 14. Suction tube 15. Metal suction hose 16. Air filter 17. Filter housing 18. Metal retainer clips (3) 19. Safety stop switch 20. Pre-filter |
|--|---|

Technical Data

Rated Voltage	120 V ~ 60 Hz	Suction Hose Length	3.9 ft (1.2 m)
Power	4 amp	Suction Tube Length	11.8 in. (30 cm)
Container Capacity	4.8 gallons (18 l)	Cord Length	8 ft (2.4 m)
Air Flow	42.4 ft ³ /min	Weight	8.8 lbs (4 kg)

Unpacking

Carton Contents

- Container lid
- Metal container
- Pre-filter
- Flexible metal suction hose
- Aluminium suction tube
- Wire filter basket with pleated filter
- Manual with registration card

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

NOTE: Do not discard the shipping carton and packaging material until you are ready to use your new ash vac. 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

⚠ DANGER! Never start the motor before installing the pleated filter and the wire filter basket.

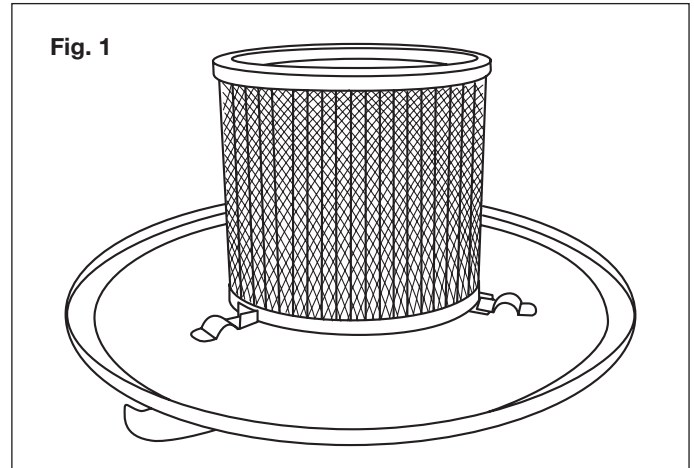
⚠ WARNING! To avoid serious personal injury, read and understand all safety instructions provided.

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

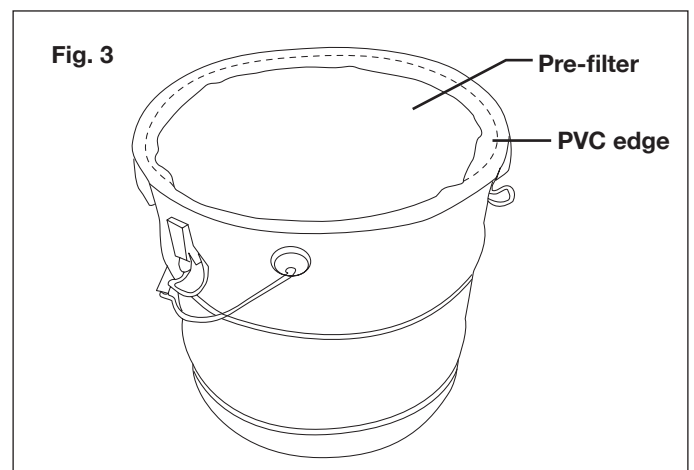
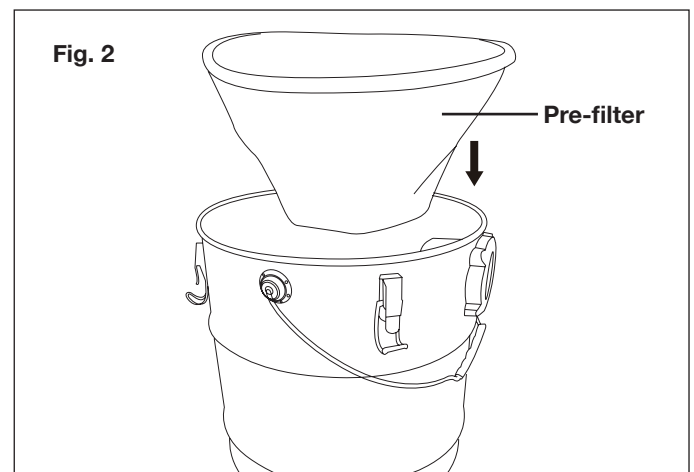
Fitting the Pre-Filter

The coarse-dust pre-filter is made of a specially designed glass fabric cloth that effectively filters approximately 95% of coarse-dust particles. Installing the pre-filter correctly will reduce the cleaning of the pleated filter and prolong the pleated filter lifetime.

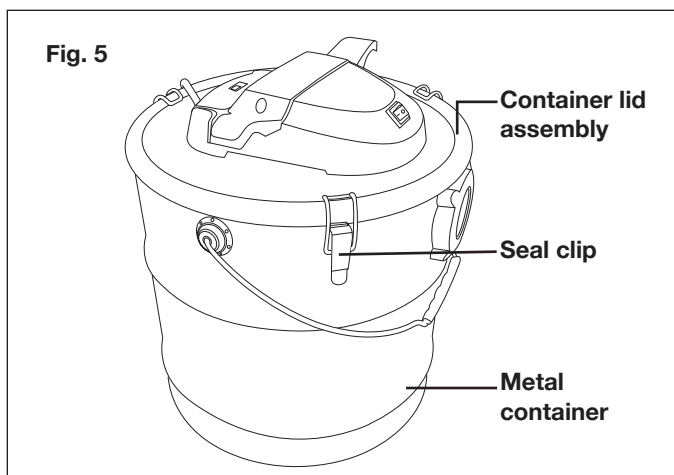
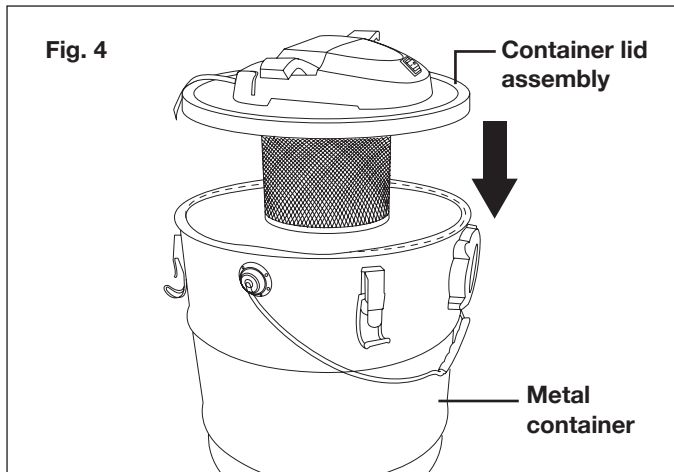
1. Check that the wire filter basket and the pleated filter (inside of the wire filter basket) are securely mounted in the correct position (Fig. 1).



2. Insert the pre-filter into the ash vacuum metal container, aligning the PVC edge of the filter with the rim of the container (Figs. 2 - 3).



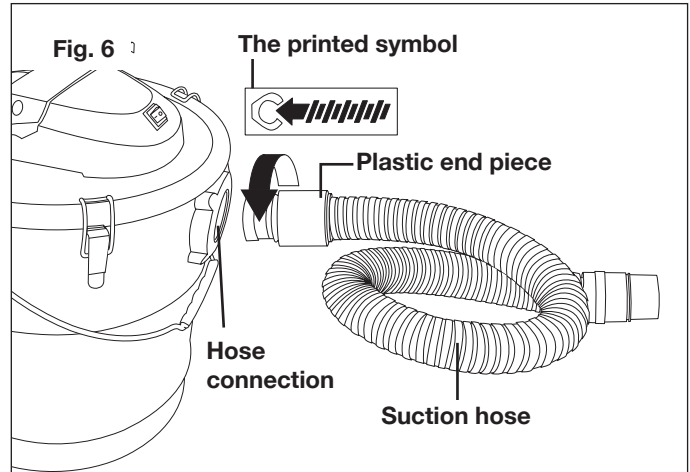
- Place the container lid on the metal container and lock it using the seal clips (Figs. 4 – 5).



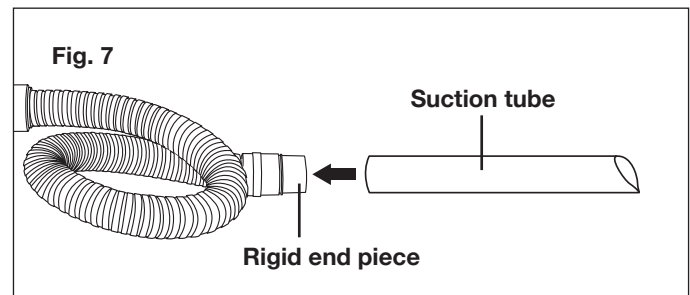
Fitting the Suction Hose and Tube

- Connect the suction hose to the metal container by screwing the rotatable plastic end piece of the suction hose (the end with the printed symbol) into the hose connection securely (Fig. 6).

NOTE: When assembling/detaching the suction hose, hold the black plastic end piece, not the metal suction hose. Twisting or bending the hose could damage it (Fig. 6).



- Insert the suction tube into the rigid end piece of the suction hose (Fig. 7).



Operation

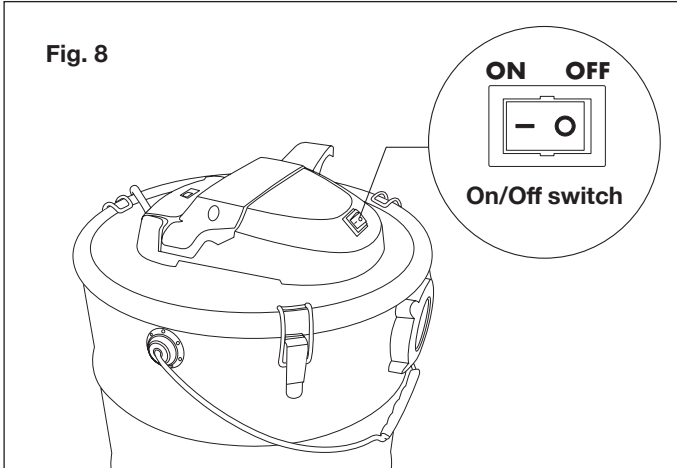
Switching ON/OFF

Do not switch on the ash 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.

- Connect the power cord into a working 120 V 60 Hz outlet.

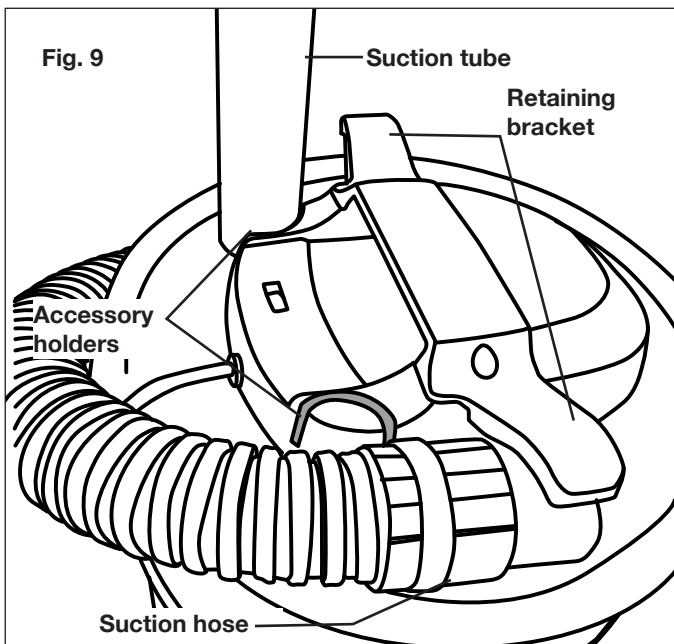
NOTE: The equipment is fitted with a safety stop switch, which allows for operation only when the pleated filter and wire filter basket are installed correctly.
- If using an extension cord, make a knot with the two cords like indicated by Table 1 on page 3.
- To switch the unit on, set the On/Off switch to position "–" (Fig. 8).
- To switch the unit off, set the On/Off switch to position "o" (Fig. 8).



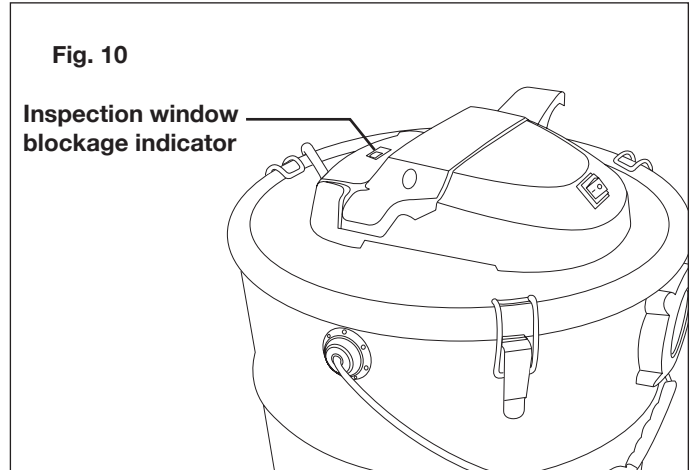
Basic Vacuum Procedures

⚠️ WARNING! The vacuuming of glowing embers and materials that are combustible, explosive or harmful to your health is prohibited. Failure to adhere to this warning could result in severe personal injury.

- Place the equipment on a level surface that is not heat sensitive.
- Always use the suction tube for vacuuming. Hold the suction tube at a distance of approximately 0.4 in. (1 cm) above the ash.
- Vacuum only cooled ash that is less than 104°F (40°C).
- When vacuuming, check the metal container and suction hose periodically to ensure there is no rise in temperature.
- In the event of a rise in temperature, switch off the equipment and disconnect the plug. Place the equipment outside and monitor it as it cools.
- During rest periods, you can use the accessory holder located on the container lid to secure the suction tube, and you can secure the suction tube under the retaining bracket (Fig. 9).



- Always use the carry handle for transporting the equipment.
- In order to ensure that the pleated filter remains clear, fill the metal container no more than halfway.
- Empty the container outside in order to avoid a mess (see Maintenance section).
- Clean the pleated filter (see Maintenance section) if the suction performance deteriorates or when the inspection window blockage indicator on the container lid turns red (Fig. 10).



Maintenance

⚠️ WARNING! Disconnect the extension cord before performing any maintenance task. If the extension cord is plugged into the unit, someone could accidentally operate it while you are performing maintenance on it, resulting in serious personal injury.

⚠️ WARNING! Never hose the appliance down with water. Never use aggressive cleaning agents or solvents. These substances can damage the appliance.

Clean the Metal Container

Clean the equipment routinely after each use:

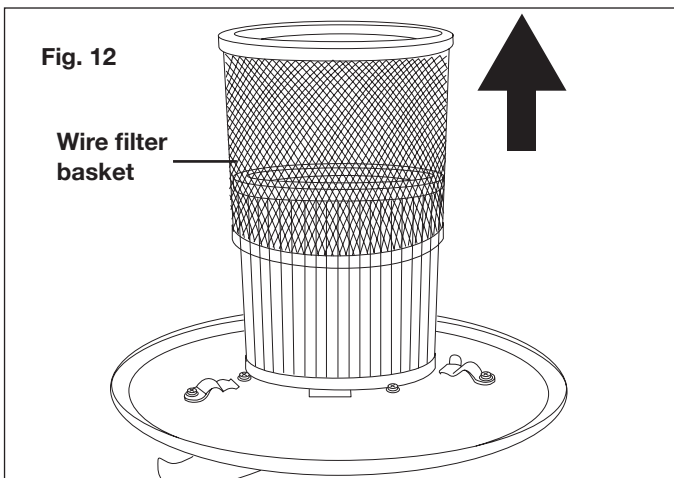
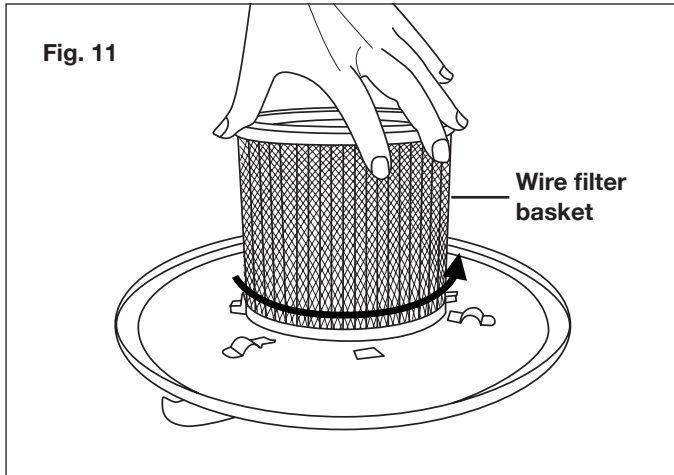
- Take the unit outside to clean it to avoid creating a mess indoors.
- Remove the container lid and empty the metal container. Clean the metal container with water and allow it to dry completely.

Clean the Wire Filter Basket and Pleated Filter

NOTE: Replace the pleated filter if it is worn, damaged or heavily soiled. Visit snowjoe.com or call our toll-free customer service helpline at 1-866-SNOWJOE (1-866-766-9563) to purchase replacement filters.

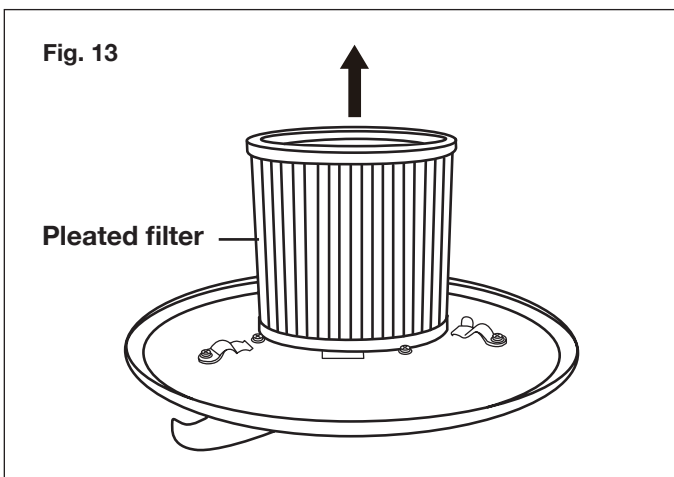
1. Take off the container cover.

- Remove the wire filter basket by turning it counterclockwise. Tap out the basket to remove any accumulated residue (Figs. 11 – 12).



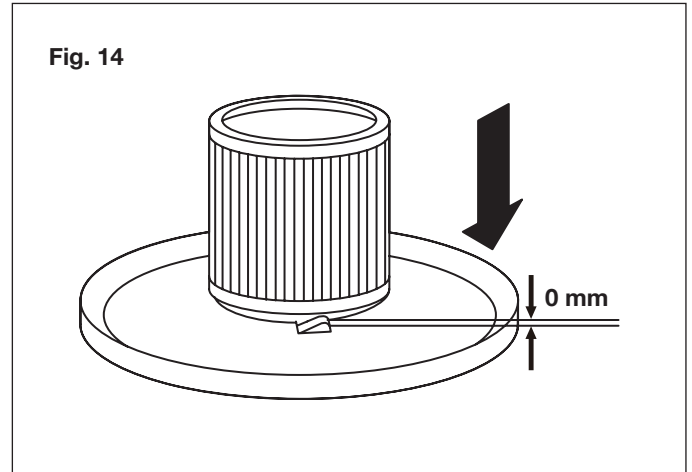
- Take out the pleated filter and tap it clean. Remove any debris with a clean and dry paintbrush or hand brush (Fig. 13).

NOTE: Do not wash the pleated filter in water.



- After cleaning, replace the pleated filter on the motor and filter housing located on the underside of the container lid (Fig. 14).

NOTE: Check that the rubber rim of the pleated filter is seated flush against the container lid.

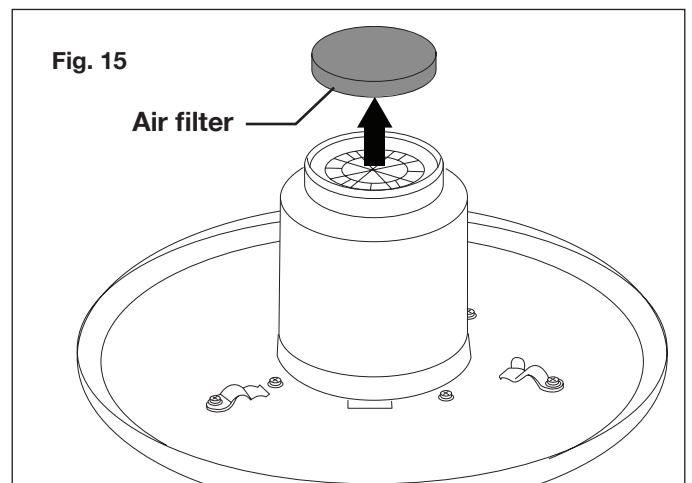


- Fit the wire filter basket over the pleated filter and turn it clockwise until it stops. The wire filter basket tabs must cover and depress the safety stop switch.

NOTE: Make sure the wire filter basket tabs are under the metal retainer clips.

Cleaning the Air Filter

- Take off the container cover, wire filter basket and pleated filter.
- Take the air filter out of the filter housing (Fig. 15).



- Clean the filter with soap and water and let it air dry.
- Place the air filter back into the filter housing and reassemble the pleated filter and the wire filter basket.

Cleaning the Pre-filter

- Gently clean the pre-filter with water and hang to dry.

NOTE: Make sure not to rub the cloth when cleaning as this could damage the coarse cloth grain.

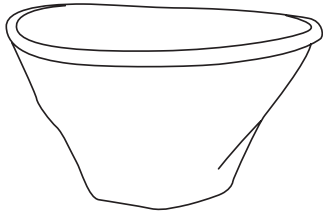
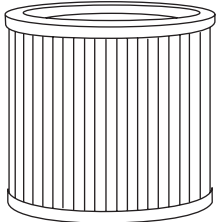
Troubleshooting

Problem	Possible Cause	Possible Solution
Device does not start	Mains voltage is not present	Check plug socket, cable, line, plug and fuse; if damage is found, contact a qualified electrician to repair
	The equipment is not switched ON	Switch on the equipment (see “Switching ON” section)
	Safety stop switch is activated due to missing or incorrectly inserted pleated filter	Insert the pleated filter correctly (see “Maintenance” section)
	Defective ON/OFF switch	Contact Snow Joe® customer service at 1-866-SNOWJOE (1-866-766-9563) to repair
	Defective motor	
Low or lack of suction	Suction hose or suction tube is blocked	Remove obstructions and blockages
	The metal container is not closed	Close the metal container
	The metal container is full	Empty the metal container (see “Maintenance” section)
	The pleated filter is clogged	Clean or replace the pleated filter (see “Maintenance” section)
	The air filter is clogged	Clean the air filter (see “Maintenance” section)

Only a company specialist may be able to correct faults that cannot be rectified with the aid of this table. Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

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

Accessories	Item	Model
<p>①</p> 	<p>Ash Vac Replacement Pre-Filter</p>	<p>ASHJ201PRFLT</p>
<p>②</p> 	<p>Ash Vac Replacement Filter</p>	<p>ASHJ201FTR</p>

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



SNOW JOE® + SUN JOE® CUSTOMER PROMISE

ABOVE ALL ELSE, Snow Joe® + Sun Joe® are dedicated to you, our customer. We strive to make your experience as pleasant as possible. Unfortunately, there are times when a 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 created the Snow Joe® + Sun Joe® promise.

OUR PROMISE: Snow Joe® + Sun Joe® warrant new products for two years from the date of purchase. If your product does not work, or there's an issue with a specific part, we will fix this by either sending you a free replacement part or by sending you a new or comparable product at no charge. How cool is that! Before you know it, you'll be back in action cutting, sawing, mowing, washing and...?

GENERAL CONDITIONS:

Snow Joe® + Sun Joe® operating under Snow Joe®, LLC warrants this new product to the original purchaser for two years against defects in material or workmanship when used for normal residential purposes. If a replacement part or product is needed, it will be sent free of charge to the original purchaser except as noted below.

The duration of this warranty applies only if the product is put to personal use around the household. If the product is put to any business, commercial or industrial use or is rented or leased, then the duration of this warranty is 90 days from the date of original purchase. It is the owner's responsibility to correctly perform all maintenance and minor adjustments explained in the owner's manual.

HOW TO OBTAIN YOUR REPLACEMENT PART OR PRODUCT:

To obtain a replacement part or product, please visit snowjoe.com/help or email us at help@snowjoe.com for instructions. Please be sure to register your unit beforehand to speed up this process. Failure to register your product purchase will not diminish your warranty rights. Certain products may require a serial number, typically found on the decal affixed to the housing or guard of your product. All products require a valid proof of purchase.

EXCLUSIONS:

- Wearing parts like belts, augers, chains and tines are not covered under this warranty. Wearing parts can be purchased at snowjoe.com or by calling 1-866-SNOWJOE (1-866-766-9563).
- Batteries are covered in full for 90-days from the date of purchase.

Snow Joe® + Sun Joe® may from time to time change the design of its products. Nothing contained in this warranty shall be construed as obligating Snow Joe® + Sun Joe® 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 or misuse of the Snow Joe® + Sun 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 a replacement part or unit 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.

HOW TO REACH US:

We're here to help Monday through Friday from 9AM to 6PM EST. You can reach us at 1-866-SNOWJOE (1-866-766-9563), online at snowjoe.com, via email at help@snowjoe.com or tweet us @snowjoe.

EXPORTS:

Customers who have purchased Snow Joe® + Sun Joe® products exported from the United States and Canada should contact their Snow Joe® + Sun Joe® distributor (dealer) to obtain information applicable to 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® + Sun Joe® seller. If in the event your efforts are unsatisfactory, please reach out to us directly.



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