



ELECTRIC HOVER BLADE GRASS CUTTER

11-INCH | 10-AMP

OPERATOR'S MANUAL

A Division of Snow Joe®, LLC

Model MJ-HVR12E

Form No. SJ-MJ-HVR12E-880E-M

IMPORTANT! Safety Instructions

All Operators Must Read These Instructions Before Use

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

General Safety WARNINGS!

When using this electric hover blade grass cutter, basic safety precautions should always be followed to reduce the risk of fire, electric shock and personal injury. These precautions include:

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

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

Before using the grass cutter, take the time to familiarize yourself with the controls, especially how to stop the grass cutter in an emergency. The only individuals who should use the grass cutter 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 grass cutter.

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

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

Hot surfaces (i.e. the motor) may ignite flammable or combustible items and cause a fire or explosion, which can result in serious bodily injury. Keep the grass cutter a safe distance away from flammable or combustible items until surfaces that are hot have completely cooled. Do not store the grass cutter near flammable or combustible items.

Damaged blades may break off the grass cutter assembly and cause serious injury. Replace the damaged blade before using the grass cutter.

- 1. Avoid dangerous conditions** – Do not use the grass cutter in the rain or when the grass is damp or wet.
- 2. Keep children, bystanders and pets away** – Always keep children, pets, and spectators a safe distance away from the grass cutter during operation and as the machine cools.
- 3. Dress properly** – Always wear personal safety gear (i.e. glasses, rubber gloves, protective footwear and dust masks) and proper clothing when using the grass cutter. Loose clothing, long hair or jewelry may get caught in the moving parts.
- 4. Use the right appliance** – Do not use the hover grass cutter for any applications other than those for which it was intended.
- 5. Do not force the hover grass cutter** – It will perform better with less likelihood of personal or mechanical injury if it is used at the rate for which it was designed.
- 6. Do not overreach** – Keep proper footing and balance at all times.
- 7. Stay alert** – Always be alert and watch what you are doing. Use common sense. Do not operate the hover grass cutter when you are tired or under the influence of alcohol or drugs.
- 8. Disconnect the hover blade grass cutter** – Turn OFF and unplug the grass cutter when it's not in use, before servicing it, when changing accessories and when performing any other maintenance task.
- 9. Store idle hover grass cutter indoors** – When not in use, the hover grass cutter should be stored indoors in a dry, locked place out of the reach of children.
- 10. Maintain the hover grass cutter with care** – Keep cutting edges sharp and clean for best and safest performance.
- 11. Use personal protective equipment. Always wear eye protection** – Protective equipment such as safety glasses, a dusk mask, non-skid safety shoes, a hard hat, and hearing protection, when used for appropriate conditions, will reduce the possibility of personal injuries.
- 12. Avoid unintentional starting** – Ensure the switch is in the OFF position before plugging the unit, or before picking up or carrying the tool. Carrying power tools with your finger on the switch can lead to accidents.

13. **Keep cutting blades sharp and clean** – Properly maintained cutting blades with sharp edges are less likely to bind and are easier to control.
14. **Keep all parts of the body away from the cutting blades** – Do not remove cut material or hold material to be cut when blades are moving. Make sure the switch is off when clearing jammed material. A moment of inattention while operating the product may result in serious personal injury.
15. **Check for damaged parts** – Before further use of the appliance, a guard or other part that is damaged should be carefully checked to determine that it will operate properly and perform its intended function. Check for the alignment of moving parts, binding of moving parts, breakage of parts, mounting, and any other condition that may affect the tool's operation. A guard or other part that is damaged should be properly repaired or replaced by an authorized service center unless indicated elsewhere in this manual.
16. If the hover blade grass cutter strikes a foreign object, follow these steps:
 - i) Stop the hover blade grass cutter by releasing the start/stop switch bar lever.
 - ii) Unplug the cord.
 - iii) Inspect for damage.
 - iv) Repair any damage before restarting and operating the hover blade grass cutter.
17. Only use identical replacement blades and other genuine parts.
18. Keep guards in place and in proper working order.

3. To prevent electric shock, use only with an extension cord suitable for outdoor use, such as SW, SOW, STW, STOW, SJTW, or SJTOW.

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 hover blade grass cutter 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 |

Electrical Safety

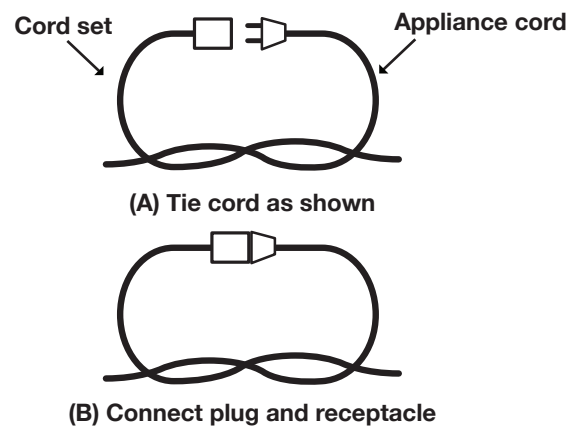
1. Ground fault circuit interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for the hover blade grass cutter. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
2. To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other). Use this appliance only with a polarized, UL-listed (CSA certified in Canada) extension cord recommended for outdoor 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.


4. 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



5. Do not abuse the cord. Never pull the hover blade grass cutter 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 are 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 hover blade grass cutter 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 hover blade grass cutter only as described in this manual.

IMPORTANT! Safety Instructions for Hover Blade Grass Cutters

General Operation

- Read, understand, and follow all instructions on the machine and in the manual(s) before starting.
- Do not put hands or feet near or under the machine. Always stay clear of the discharge opening.
- Only responsible adults who are familiar with the instructions should be allowed to operate this machine.
- Clear the work area of foreign objects such as rocks, wire, toys, and other miscellaneous articles, which could be picked up and thrown by the blades. Stay behind the handle when the engine (motor) is running.
- Make sure that the work area is clear of bystanders before starting the machine. Stop the machine if anyone enters the area.
- Do not operate the machine while barefoot or while wearing sandals. Always wear substantial footwear.
- Always look down and behind before and while moving backward with the grass cutter.
- Never direct discharged material toward anyone. Avoid discharging material against a wall or other obstruction.

- Never leave a running machine unattended.
- Stop the engine (motor) and wait until the blades come to a complete stop before cleaning the machine, changing accessories, and performing any other maintenance tasks.
- Operate the machine only in daylight or in good artificial light.
- Do not operate the machine when you are tired or under the influence of alcohol or drugs.
- Never operate the hover blade grass cutter in wet grass. Always be sure of your footing; walk, never run, with the hover blade grass cutter.
- If the machine should start to vibrate abnormally, stop the engine (motor) and immediately check the machine to ascertain the cause. Vibration is generally a signal of trouble.
- Keep blades sharp.
- Keep hands and feet away from the cutting area.
- Always wear eye protection when operating the machine.
- Objects thrown by the hover blade grass cutter blade can cause severe injuries. The work area should always be carefully examined and cleared of all objects prior to each cutting.
- Only use identical replacement blades.

Slope Operation

Slopes are major factors 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.

- Cut across the face of slopes; never cut slopes following an up and down traverse. Exercise extreme caution when changing direction on a slope.
- Watch for holes, ruts, bumps, rocks, or other hidden objects. These may cause an unexpected slip or fall.
- Do not cut on wet grass or excessively steep slopes. Poor footing could cause a slip and fall accident.
- 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 cutting activity. Never assume that children will remain where you last saw them.

- Keep children out of the work area and under the watchful care of a responsible adult other than the operator.
- Stay alert and turn the hover blade grass cutter off if a child enters the area.















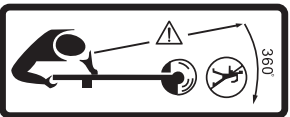
- Never let children operate the machine.
- Use extra care when approaching blind corners, shrubs, trees, or other objects that may block your view of a child.

Service

- Keep all nuts and bolts tight.
- Never tamper with safety devices. Regularly check to ensure these devices are in place and in proper working order.
- Keep the hover blade grass cutter free from grass, leaves, or other debris buildup.
- Never make any adjustments or repairs with the engine (motor) running. Always unplug electric hover blade grass cutters before adjusting, cleaning, or repairing.
- Cutter blades are sharp. Wrap the blade or wear gloves, and use extra caution when servicing them.
- Maintain or replace safety and instruction labels, as necessary.

Safety Symbols

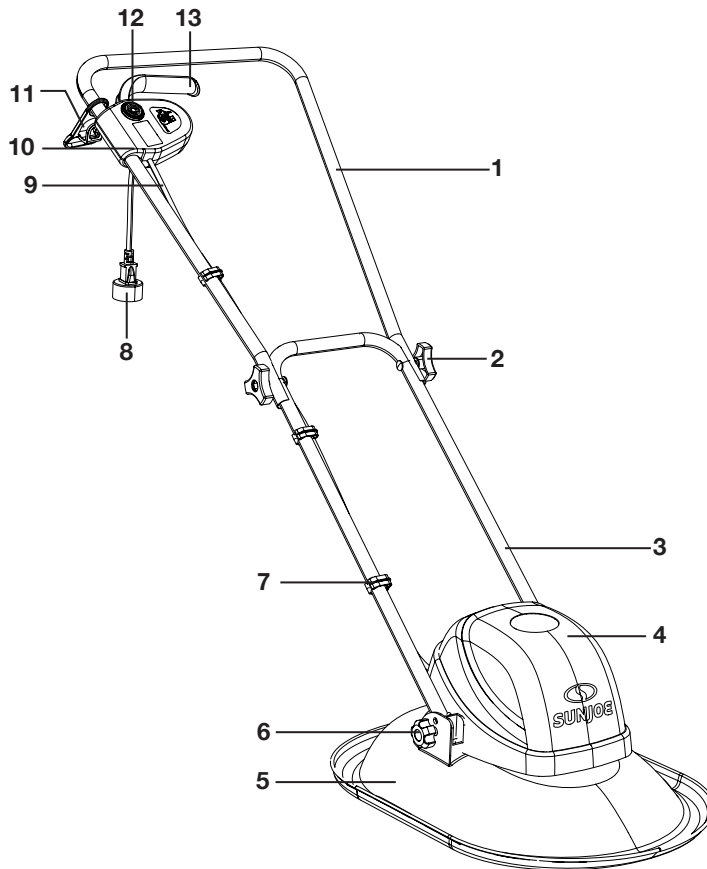
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate.

| Symbols | Descriptions | Symbols | Descriptions |
|---|---|---|---|
|  | CPSC danger label. |  | Keep bystanders and children a safe distance away. |
|  | Safety alert. Caution. |  | To reduce the risk of injury, user must read instruction manual. |
|  | Wear eye and hearing protection. For protection against injury, wear ear defenders and safety goggles. |  | Do not expose the unit to the rain. |
|  | Disconnect the mains plug if the cord is damaged or entangled. |  | WARNING! Turn the machine OFF and disconnect it from the power supply before inspecting, cleaning, changing accessories, or conducting any other maintenance task. |
|  | Thrown objects and rotating blade can cause severe injury. |  | Severing of toes or fingers by rotary mower blade. |
|  | Wear protective gloves when using the machine and handling debris. |  | Wear safety footwear at all times to provide protection |
|  | Blades continue to rotate after machine is switched off. |  | Double Insulation. |
|  | DANGER! Beware of thrown objects to bystanders. Keep bystanders at least 15 m (50 ft) away from the machine. | | |

Know Your Electric Hover Blade Grass Cutter

Read the owner's manual and safety instructions carefully before operating the hover blade grass cutter. Compare the illustration below to the hover mower in order to become familiar with the location of the various controls and adjustments. Save this manual for future reference.

1. Upper handle frame
2. Handle frame knob + bolt (2)
3. Lower handle frame
4. Motor housing
5. Mower deck
6. Handle rotating knob (2)
7. Cable clip (3)
8. Appliance cord
9. Cable
10. Switch box
11. Extension cord restraint holder
12. Safety button
13. Switch bar lever



Technical Data

| | | | |
|---------------------|---------------------------------------|-------------------------|----------------------------------|
| Rated Voltage | 120 V ~ 60 Hz | Cutting Width | 11 in. (28 cm) |
| Motor | 10 A | 2 Cutting Heights | 0.4 in. (1 cm) 0.8 in. (2 cm) |
| No Load Speed | 7000 rpm | Weight | 10.1 lbs (4.6 kg) |
| Rotor..... | Three 2.3 in. (5.8 cm) Pa66 blades | | |

Unpacking

Carton Contents

- Electric hover blade grass cutter
- Upper handle frame
- Lower handle frame
- Handle frame knobs and bolts (2)
- Cable clips (3)
- Extension cord restraint hook
- Replacement blades (30 pcs)
- Manual and registration card

1. Carefully remove the hover blade grass cutter 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 department 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 electric hover blade grass cutter. 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!

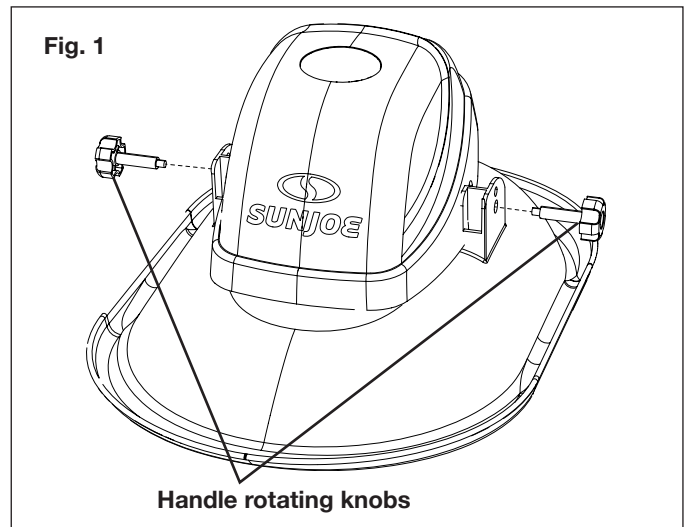
Assembly

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

⚠ WARNING! Never operate the grass cutter without the proper devices in place. Never operate the grass cutter with damaged safety devices. Failure to heed these warnings can result in serious injury.

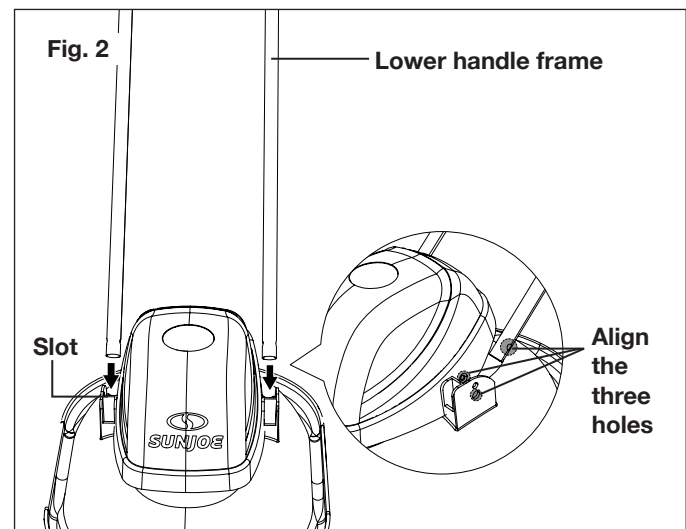
Handle Assembly

1. Remove the handle rotating knobs that are preassembled on the sides of the unit (Fig. 1).

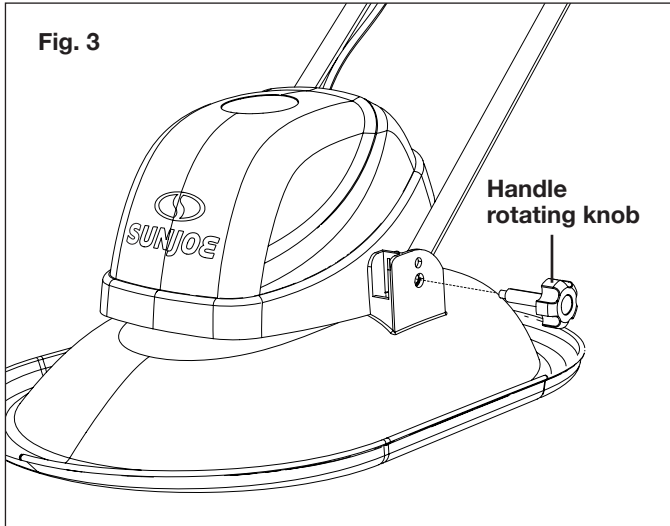


2. Insert the ends of the lower handle frame into the slots on both sides of the deck. Align the holes (Fig. 2).

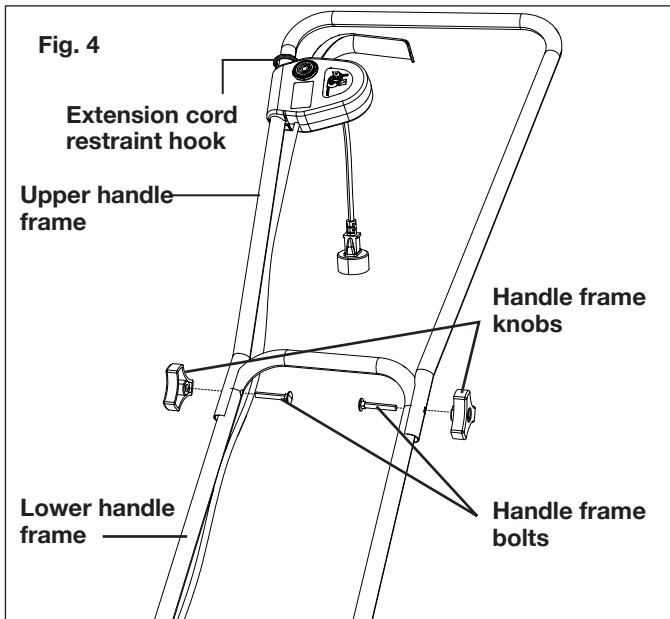
NOTE: There's two holes on the side pieces. Make sure to use the bigger one on the bottom for handle frame assembly.



3. To secure the lower handle frame, insert the handle rotating knob into the holes, rotate clockwise to tighten (Fig. 3). Repeat on the other side.



4. Before assembling the upper handle frame, slide the extension cord restraint holder on the upper handle frame (Fig. 4).
5. Align the upper handle frame with the holes on the upper end of the lower handle frame, and insert the handle frame bolts into the holes from the inside (Fig. 4).
6. Secure the upper handle frame by tightening the upper handle knobs on the ends of the upper handle bolts (Fig. 4).



7. Secure the cord by clipping it into the cable clips. The hover blade grass cutter is ready for use.

Operation

This hover blade grass cutter is equipped with a powerful 10 A motor, which allows it to float on a cushion of air while cutting the grass. The grass cutter is extremely lightweight and easy to maneuver, and is ideal for irregularly shaped gardens.

Because of its unique design, the hover blade grass cutter is good at cutting over flat paths, under bushes, down slight slopes and around trees.

Starting + Stopping

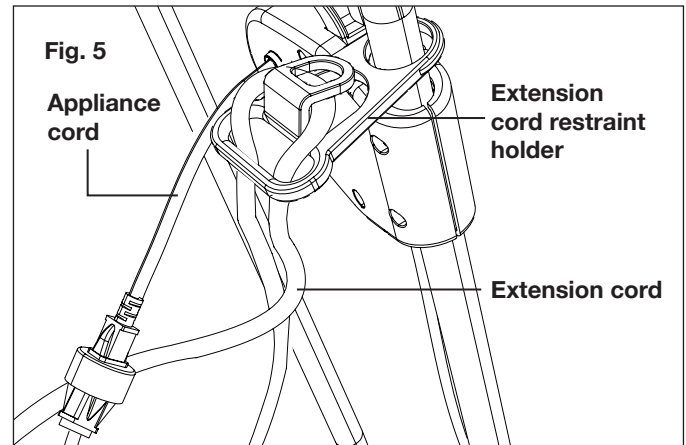
Do not switch on the hover blade grass cutter until it has been completely assembled. Before switching on the unit, always check the appliance cord and the extension cord for signs of damage. Use only intact cords.

⚠️ WARNING! Damaged cords pose a severe risk of injury. Replace damaged cords immediately.

⚠️ WARNING! Before switching on the hover blade grass cutter, make sure that it is not in contact with any foreign objects. Keep your hands and feet a safe distance away from the rotating blades. Failure to comply with these warnings can result in severe personal injury.

IMPORTANT: Do not start the grass cutter in tall grass.

1. Place the unit on a level lawn surface.
2. Push a loop of the extension cord through the slot on the extension cord restraint holder from the opposite side and around the cord restraint hook. Insert the appliance cord into the extension cord (Fig. 5).



NOTE: Do not plug the extension cord into the outlet until it had been secured with the extension cord restraint holder and connected to the hover mower's appliance cord. Only use a UL-rated extension cord for outdoor, all-weather use. Do not use an extension cord over 100 ft (30 m). See Extension Cord Chart on page 2.

3. Place the bulk of the extension cord on the lawn closest to the starting point.
4. To start the hover blade grass cutter, press and hold the safety lock button while pulling the switch bar lever toward you. Once the machine powers on, release the safety lock button (Fig. 6).

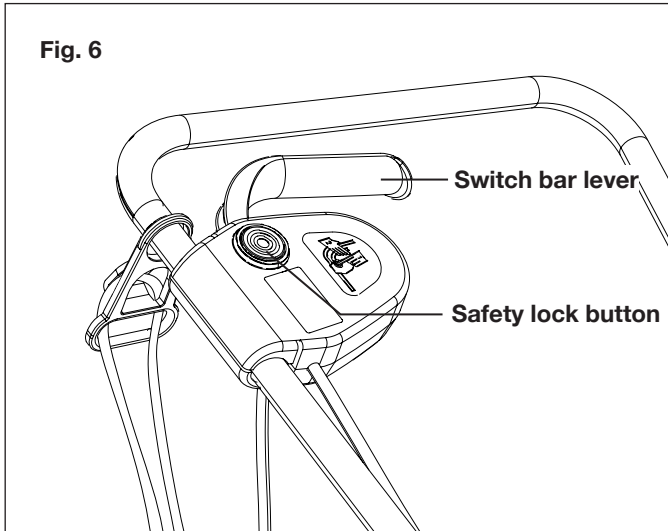


Fig. 6

5. Let the motor get up to speed and start cutting. The handle frame can tilt freely above the cutter to enhance the maneuverability (Fig. 7).

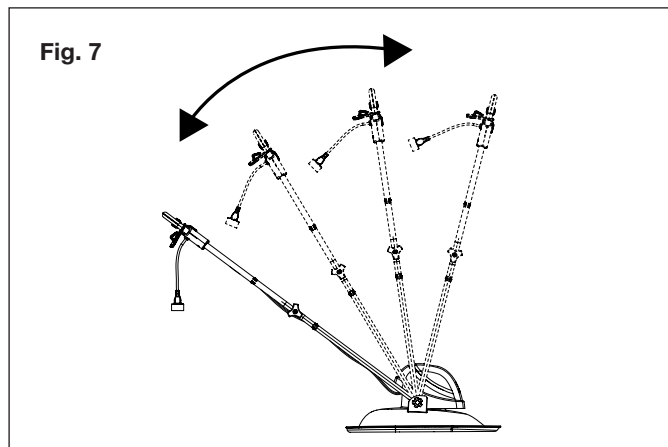


Fig. 7

6. To stop the hover blade grass cutter, release the switch bar lever (Fig. 6).

Adjusting Cutting Height

This electric hover blade grass cutter is equipped with two cutting height options of 0.4 in. and 0.8 in. (1 cm and 2 cm), which is achieved by assembling the blades on different locations of the blade hinges. If the blades are assembled on the lower ends of the blade hinges, it will provide 0.8 inch (2 cm) cutting reduction. If the blades are assembled on the upper ends of the blade hinges, it will provide 0.4 inch (1 cm) cutting reduction of the height of the grass (Fig. 11).

⚠ WARNING! Always handle the blades with care – sharp edges could cause injury. **USE HEAVY-DUTY GLOVES.**

1. Switch off and unplug the unit, wait until the blades and the blade hub come to a complete stop.
2. The blades come preassembled on the lower hinge setting. To remove the cutting blade, use one hand to secure the blade hub, and use your other hand to rotate the blade clockwise first, and push it forward until the blade hinge clicks into the bigger hole on the blade. Then the blade can be removed from the blade hinge (Figs. 8 to 9).

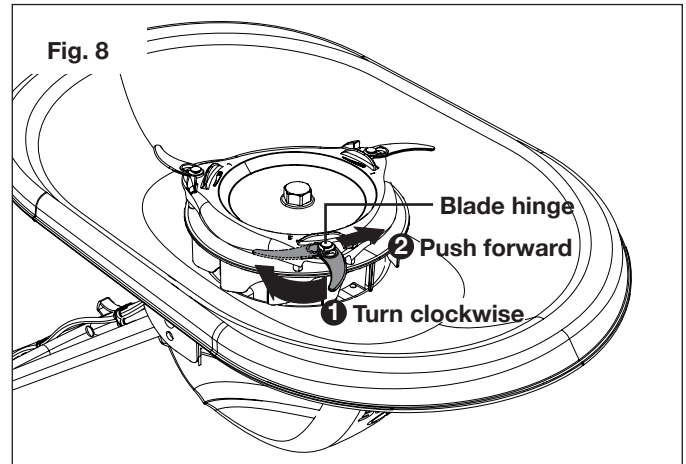


Fig. 8

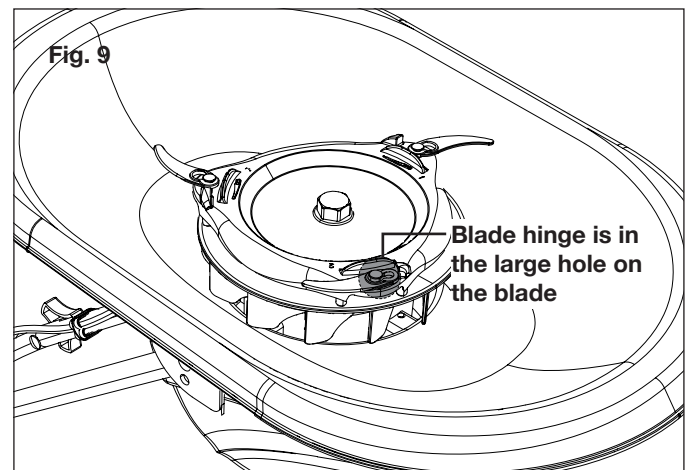
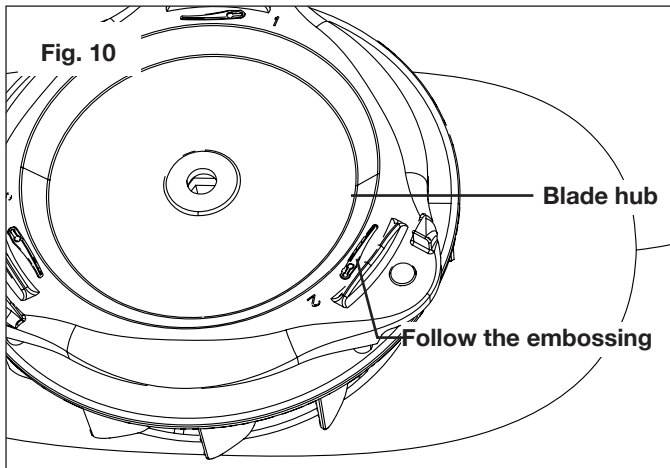
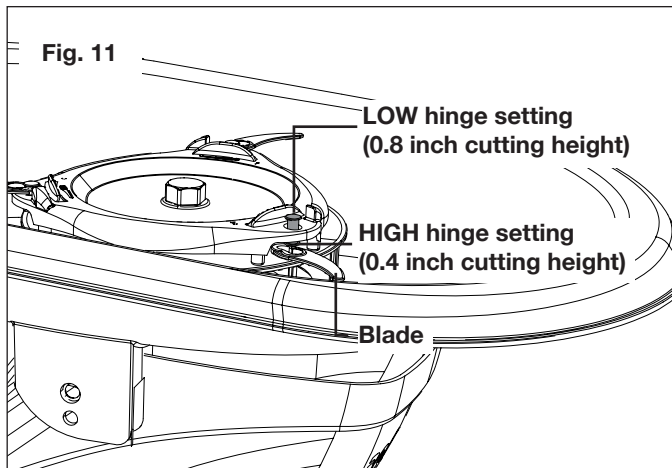


Fig. 9

NOTE: Make a note of which direction the blades are facing to ensure the new blades are installed and aligned in the proper orientation (as shown). Refer to embossing on blade hub to ensure proper alignment (Fig. 10).



3. The upper ends of the blade hinges are behind the blade hub. To assemble the blade on the upper end of the blade hinge, first insert the upper end of the hinge inside the large hole on the blade, and pull the blade to secure the blade hinge in the small hole on the blade (Fig. 11).



4. Repeat all above operations on the other two blades.

⚠ WARNING! After adjusting the cutting height, double check that all blades are secured on the same height. Unsecured blades may fly off during operation and cause personal injury.

Mowing Tips

⚠ WARNING! Inspect the area prior to cutting and remove all the stones, sticks, wires, and other debris. Use a lawn rake to remove moss and thatch from your lawn before cutting.

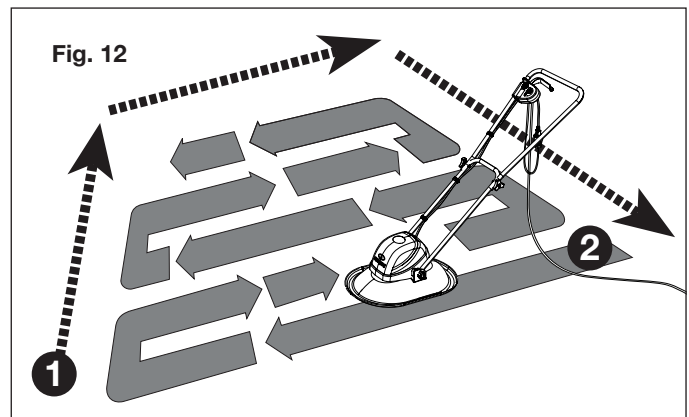
NOTE: Sharp blades will greatly enhance the performance of the hover blade grass cutter, especially when cutting tall grass.

- Be sure to check the blades periodically for signs of wear and change them if needed, as described in the maintenance section.
- In order to prevent electric shock, do not operate the hover blade grass cutter in damp or wet conditions.

- Do not mow in a circle. Travel back and forth across the lawn following the path outlined below (Fig. 12).

NOTE: For the best results, mow the outside edge of the lawn in a clockwise direction first. Then start mowing the edge of the lawn closest to the power supply so the cable is laid out on the lawn you have already cut. (Fig. 12).

- When cutting thick grass, reduce your walking speed in order to allow for a more effective cut and a proper discharge of the clippings. For a healthy lawn, always cut off one-third or less from the total length of the grass. The average lawn should be approximately 1.5 to 2 in. (3.8 cm to 5 cm) long during cool months, and more than 2 in. (5 cm) long during hot months. If there is growth, the lawn should be cut in the fall.



- While cutting, make sure that the electric cable is always behind you and resting on the area of grass already cut.
- The lawn will look better if it is always cut to the same height and in alternate directions.
- When crossing any graveled area, release the switch bar lever to turn off the hover grass cutter. The stones can be picked up and thrown by the rotating blades.
- Set the hover grass cutter to the higher cutting height when cutting on uneven ground or in tall weeds.

⚠ WARNING! If you strike a foreign object, stop the motor and disconnect the power cord. Thoroughly inspect the hover grass cutter for any damage. Repair any damage before operating the hover grass cutter.

Maintenance

⚠ WARNING! Before cleaning, repairing, or inspecting the hover grass cutter, disconnect the power supply to the unit and verify that all moving parts have come to a complete stop.

General

- Always keep the hover blade grass cutter clean and free of grass, dirt, or other debris.
- Keep the handles dry, clean, and free of oil and grease.

- After each cutting session, remove accumulated grass clippings and debris using either a dry cloth or hand brush. You may also clean the equipment with a damp cloth. Do not use cleaning agents or harsh solvents as they may damage the equipment's plastic components. Make sure that no water penetrates the equipment's interior as intake of water can destroy the switch/plug mechanism and the electric motor.
- Do not clean the hover blade grass cutter with running water, particularly with high-pressure water.
- Check all nuts, bolts, and screws for proper tightness before each use.
- Replace excessively worn or damaged parts immediately.

Lubrication

All of the bearings in this product are lubricated with a sufficient amount of high grade lubricants for the life of the unit under normal operation conditions. Therefore, no further lubrication of the bearings is needed.

Blade Maintenance

The blades are designed to provide a fine cut in long or tough grass. Deterioration in the quality of cut indicates blade wear or damage.

⚠️ WARNING! An excessively vibrating hover grass cutter indicates that a blade is not properly balanced or has become deformed from striking an object. In this case, the blade (or blades) must be replaced. Please follow the proper maintenance procedures for blade care or call the Snow Joe® + Sun Joe® customer service center for assistance at 1-866-SNOWJOE (1-866-766-9563).

Blade Replacement

⚠️ WARNING! Wear heavy duty gloves when handling the blades.

IMPORTANT: Only use original replacement parts specified for this hover blade grass cutter.

You can purchase replacement blades (Model MJ-HVR12E-BLD) and other genuine replacement parts by ordering online at sunjoe.com or, to order by phone, contact Snow Joe® + Sun Joe® customer service at 1-866-SNOWJOE (1-866-766-9563). The use of parts that do not meet the original equipment specifications may lead to improper performance of the hover blade grass cutter, may compromise operator safety, and will void the manufacturer's warranty.

1. Switch off and unplug the unit, wait until the blades and the blade hub come to a complete stop.
2. Remove the old blades from the blade hub following the instructions in Adjusting the Cutting Height section on page 9.

3. Assemble the new blade sets on the desired height position following the instructions in Adjusting the Cutting Height section on page 9.
4. Double check that all blades are on the same height and secured tightly. The hover grass cutter is ready for use.

Storage

Follow the steps below to prepare the hover grass cutter for storage:

1. Disconnect the power supply to the hover grass cutter.
2. Clean the hover grass cutter with a damp cloth or hand brush.
3. Inspect the hover grass cutter carefully for worn, loose, or damaged parts. Check connections and screws and tighten if necessary. Pay special attention to the cutting blades and replace if they show signs of wear. Refer to the Maintenance section.
4. Store the hover grass cutter indoors in a dry, clean, and cool area out of the reach of children. Do not store the unit next to corrosive materials, such as fertilizer and rock salt.
5. Wipe the extension cord to remove any foreign substances, such as oil or stains. Replace the extension cord immediately if it is cut or damaged in any way.
6. Do not cover the hover grass cutter with a solid plastic sheet. Plastic coverings trap moisture around the hover grass cutter, which can damage the unit.

Service + Support

If your Sun Joe® MJ-HVR12E electric hover blade grass cutter requires service or maintenance, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.

Model + 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 lawn mower. Copy these numbers into the space provided below.

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

| | |
|-----------------------------------|-----------|
| | Model #: |
| M J - H V R 1 2 E | |
| | Serial #: |
| | |

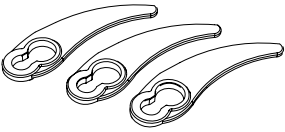
Troubleshooting

| Problem | Remedy |
|-------------------------|--|
| Motor does not run | <ul style="list-style-type: none"> • Unplug the unit from the power source and check that the blade hub is able to rotate freely. • Check mains and extension cord. • Clean discharge channel/housing. • Start hover grass cutter on short grass or in a previously mowed area and tilt back. • Correct the cutting height. |
| Motor power drops | <ul style="list-style-type: none"> • Check that you are using a suitable extension cord of proper gauge and length (see Extension Cord Chart pg. 2). • Power source (e.g. generator) has too low voltage. |
| Motor performance drops | <ul style="list-style-type: none"> • Correct the cutting height. • Replace the cutting blades (contact an authorized Snow Joe® + Sun Joe® service center). |

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 |
|---|----------------------------|---------------|
|  | 30 Pack Replacement Blades | MJ-HVR12E-BLD |

NOTE: Accessories are subject to change without any obligation on the part of Snow Joe® + Sun Joe® to provide notice of such changes. Accessories can be ordered online at sunjoe.com or via phone by contacting the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

NOTES



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...?

PRODUCT REGISTRATION:

Snow Joe®, LLC ("Snow Joe® + Sun Joe®") strongly encourages you to register your purchase. You can register online at snowjoe.com/ProductRegistration, or by printing and mailing in a registration card available online from our website, or 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 purchase will not diminish your warranty rights. However, registering your purchase will allow Snow Joe® + Sun Joe® to better serve you with any of your customer service needs.

WHO CAN SEEK WARRANTY COVERAGE?

This Warranty is extended by Snow Joe® + Sun Joe® to the owner of this Machine (a "Machine" consists of a product powered by a motor) for residential and personal household use only. This Warranty does not apply to products used for commercial, rental or re-sale purposes. Should ownership of this machine change during the 2-year period, please update the Machine's owner information at snowjoe.com/ProductRegistration.

WHAT IS COVERED?

Snow Joe® + Sun Joe® warrants to the owner that if this Machine fails within 2 years from the date of purchase due to a defect in material or workmanship or as a result of normal wear and tear from ordinary household use, Snow Joe® + Sun Joe® will send a replacement part or product, as needed, free of charge and with free shipping to the original purchaser.

If, in Snow Joe® + Sun Joe®'s sole discretion, the failed Machine cannot be repaired with a part, Snow Joe® + Sun Joe® will elect to either (A) send a new Machine at no charge and with free shipping or (B) refund the full purchase price to the owner.

WHAT IS NOT COVERED?

This Warranty does not apply to the Machines that have been used commercially or in non-household applications. This Warranty does not cover cosmetic changes that do not affect performance. This Warranty is only valid if the Machine is used and maintained in accordance with the instructions, warnings and safeguards contained in the owner's manual. Snow Joe® + Sun Joe® will not be responsible for the cost of any unauthorized warranty repairs. 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.

Wearing parts like belts, augers, chains and tines are not covered under this warranty, and 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.

Repair, replacement or refund of the purchase price are the exclusive remedies of purchaser and the sole liability of Snow Joe® + Sun Joe® under this warranty. No employee or representative of Snow Joe® + Sun Joe® is authorized to make any additional warranty or any modification to this warranty which may be binding upon Snow Joe® + Sun Joe®. Accordingly, purchaser should not rely upon any additional statements made by any employee or representative of Snow Joe® + Sun Joe®. In no event, whether based on contract, indemnity, warranty, tort (including negligence), strict liability or otherwise, shall Snow Joe® + Sun Joe® be liable for any special, indirect, incidental, or consequential damages, including, without limitation, loss of profit or revenue.

Some states do not allow limits on warranties. In such states, the above limitations may not apply to you.

Outside the USA, other warranties may apply.



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