



21-INCH 4-AMP ELECTRIC TELESCOPING POLE HEDGE TRIMMER

Model SJH902E

Form No. SJ-SJH902E-880E-M

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!

You and any other operator of this pole hedge trimmer must read, understand, and follow these instructions in their entirety. Failure to follow these instructions may result in **ELECTRIC SHOCK, FIRE, and/or serious PERSONAL INJURY.**

Notice the personal safety alert symbol  used in this manual to draw your attention to a **WARNING** given along with the particular operating instruction. This means that the operation requires special **ATTENTION, CAUTION, and AWARENESS.**

⚠️WARNING! This unit can be dangerous! Careless or improper use can cause serious injury.

⚠️WARNING! The rotating blades can cut you. Keep hands and feet away from the blades and the cutting area.

Before using the pole hedge trimmer, familiarize yourself with the controls, especially how to stop the pole hedge trimmer in an emergency. The only individuals who should use the pole hedge trimmer are those who thoroughly understand these instructions and know how to properly operate the unit. Children should never be allowed access to the pole hedge trimmer.

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

- 1. Keep work area clean and well-lit** – Cluttered, dark areas invite accidents.
- 2. Replacement parts** – When servicing this unit, use only identical replacement parts. Replace or repair damaged cords immediately.
- 3. Keep children, bystanders, and pets away** – All spectators, including pets, should be kept a safe distance away from the work area.
- 4. Know your product** – Know how to start and stop the machine. Be thoroughly familiar with the controls.
- 5. Use the right tool** – Do not use this machine for any job except that for which it was intended.

- 6. Extension cords** – To prevent electric shock, use only with an extension cord suitable for outdoor use.
- 7. Avoid accidental starting** – Do not carry the pole hedge trimmer with your finger on the switch. Make sure the switch is off before plugging in or unplugging the unit.

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

- 8. Do not abuse the cord** – Never carry the pole hedge trimmer by the cord or yank the cord to disconnect it from the receptacle. Keep the cord away from heat, oil, and sharp edges.
- 9. Moving parts** – Keep hands and feet away from moving parts. Keep guards in place and in proper working order.
- 10. Do not force the tool** – It will perform better with less likelihood of personal or mechanical injury if it is used at the rate for which it was designed.
- 11. Do not overreach** – Keep proper footing and balance at all times.
- 12. Use safety glasses** – Also use safety footwear, snug-fitting clothing, protective gloves, hearing, and head protection.
- 13. Disconnect the tool** – Disconnect the pole hedge trimmer from the power supply when it is not in use, before servicing it, when changing accessories, and when performing any other maintenance task.
- 14. Store idle tool indoors** – When not in use, the pole hedge trimmer should be stored indoors in a dry and high or locked-up place out of the reach of children.
- 15. Maintain the pole hedge trimmer with care** – Keep the cutting edges sharp and clean for optimal performance and to reduce the risk of injury. Inspect the extension cord periodically and immediately replace it if damaged. Keep the handles dry, clean, and free from oil and grease. Follow the additional recommendations described in the maintenance section of this manual.
- 16. Avoid dangerous environments** – Do not use the pole hedge trimmer in rain or in damp or wet locations. Do not operate the pole hedge trimmer in gaseous or explosive atmospheres or use the pole hedge trimmer near flammable or combustible liquids. Motors in these tools normally spark, and the sparks might ignite fumes.
- 17. Stay alert** – Watch what you are doing. Use common sense. Do not operate the pole hedge trimmer when you are tired or under the influence of drugs, alcohol, or other medication.

18. 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 alignment of moving parts, binding of moving parts, breakage of parts, mounting, and any other condition that may affect its operation. A guard or other part that is damaged should be properly repaired or replaced. Contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.

⚠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.

⚠WARNING! California Proposition 65:
This product contains chemicals known to the State of California to cause cancer, birth defects or other reproductive harm.

Additional Safety Rules for Pole Hedge Trimmer

1. Remove any adjusting key or wrench before turning the power tool on. A wrench or key left attached to the rotating part of the power tool may result in personal injury.
2. If devices or facilities are available for the extraction and collection of dust, ensure these are connected or properly used. Use of these devices can reduce dust related hazards.
3. Remove any blade that has been damaged. Always make sure that the blade is installed correctly and securely fastened before each use. Failure to do so can cause serious injury.
4. Hold the pole hedge trimmer by insulated gripping surfaces only, because the cutter blade may contact hidden wiring or its own cord. Cutter blades contacting a "live" wire may electrify exposed metal parts of the power tool and could give the operator an electric shock.
5. Maintain a firm grip on both handles while cutting with the blade. Keep the blade away from body.
6. Hold pole hedge trimmer properly, e.g., with both hands if two handles are provided. Loss of control can cause personal injury.

7. Keep extension cord away from cutting area. During operation the extension cord may be hidden in shrubs and can be accidentally cut by the blade.
8. Check the hedge for foreign objects before operation, e.g., center fences. Take care that the cutting device does not come in contact with wire or other metal objects.
9. Service on the product must be performed by qualified repair personnel only. Service or maintenance performed by unqualified personnel could result in injury to the user or damage to the product.
10. If the power supply cord is damaged, it must be replaced only by the manufacturer or by an authorized service center to avoid risk.
11. Keep all parts of the body away from the cutting blade. 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 pole hedge trimmer may result in serious personal injury.
12. Carry the pole hedge trimmer by the handle with the cutting blade stopped. When transporting or storing the pole hedge trimmer always keep the blade covered. Proper handling of the pole hedge trimmer will reduce possible personal injury from the cutter blades.
13. Do not use the pole hedge trimmer if the switch does not turn it on and off. Any power tool that cannot be controlled with the switch is dangerous and must be repaired.
14. Use the pole hedge trimmer and accessories in accordance with these instructions, taking into account the working conditions and the work to be performed. Use of the power tool for operations different from intended use could lead to a hazardous situation.
15. The product should be supplied via a residual current device (RCD) with a tripping current of not more than 30 mA.

Training

1. Read the instructions carefully. Be familiar with the controls and the proper use of the product.
2. Never allow people unfamiliar with these instructions or children to use the product. Local regulations can restrict the age of the operator.
3. Keep in mind that the operator or user is responsible for accidents or hazards occurring to other people or their property.

Preparation

1. This product can cause serious injuries. Read the instructions carefully for the correct handling, preparation, maintenance, starting and stopping of the product. Become familiar with all controls and the proper use of the product.
2. Never allow children to use the pole hedge trimmer.
3. Beware of overhead power lines.
4. Never operate the product while people, especially children, or pets are nearby.

5. Dress properly. Do not wear loose clothing or jewellery, which can be caught in moving parts. Use of sturdy gloves, non-skid footwear and safety glasses is recommended.
6. Wear eye protection and stout shoes at all times while operating the product.
7. If the cutting attachment strikes any foreign object or the product starts making any unusual noise or vibration, shut off the power source and allow the product to stop. Switch the product off, disconnect it from the power supply and take the following steps:
 - inspect for damage;
 - check for, and tighten, any loose parts;
 - have any damaged parts replaced or repaired with parts having equivalent specifications.

Operation

1. Use the product only in daylight or good artificial light.
2. Never operate the product with damaged guards or shields or without guards or shields in place.
3. Keep hands and feet away from the cutting device at all times and especially when switching on the motor.
4. Before using the product and after any impact, check for signs of wear or damage and repair as necessary.
5. Always disconnect the product from the power supply (i.e., remove the plug from the power supply)
 - whenever leaving the product unattended;
 - adjusting the working position of the cutting device;
 - before clearing a blockage;
 - before checking, cleaning or working on the product;
 - after striking a foreign object;
 - whenever the product starts vibrating abnormally.
6. Ensure that the pole hedge trimmer is correctly located in a designated working position before starting the engine.
7. While operating the pole hedge trimmer, always ensure that the operating position is safe and secure, especially when using steps or a ladder.
8. Do not operate the pole hedge trimmer with a damaged or excessively worn cutting device.
9. Always ensure that all handles and guards are fitted when using the pole hedge trimmer. Never attempt to use an incomplete pole hedge trimmer or one fitted with an unauthorized modification.
10. Always use two hands to operate a pole hedge trimmer fitted with two handles.
11. Always be aware of your surroundings and stay alert for possible hazards of which you may not be aware due to the noise of the product.
12. Take care against injury to feet and hands from the cutting device.

13. Always ensure that the air vents are kept clear of debris.
14. Wear slip-resistant foot protection and protective clothing when using this product.
15. Always keep proper footing and operate the product only when standing on a fixed, secure and level surface. Change working positions regularly to avoid tiredness and ensure a comfortable working position at all times.
16. Never use replacement parts or accessories not provided or recommended by the manufacturer.
17. The use of this product may be restricted by regional or local regulations.

Vibration + Noise Reduction

To reduce the impact of noise and vibration emission, limit the time of operation, use low-vibration and low-noise operating modes as well as wear personal protective equipment.

Take the following points into account to minimise the vibration and noise exposure risks.

1. Only use the product as intended by its design and these instructions.
2. Ensure that the product is in good condition and well maintained.
3. Use correct attachments for the product and ensure they are in good condition.
4. Keep tight grip on the handles/grip surface.
5. Maintain this product in accordance with these instructions and keep it well lubricated (where appropriate).
6. Plan your work schedule to spread any high vibration tool use across a longer period of time.

Emergency

Familiarize yourself with the use of this product by means of this instruction manual. Memorize the safety directions and follow them to the letter. This will help to prevent risks and hazards.

1. Always be alert when using this product, so that you can recognize and handle risks early. Fast intervention can prevent serious injury and damage to property.
2. Switch off and disconnect from the power supply if there are malfunctions. Have the product checked by a qualified professional and repaired, if necessary, before you operate it again.

Residual Risks

Even if you are operating this product in accordance with all the safety requirements, potential risks of injury and damage remain. The following dangers can arise in connection with the structure and design of this product:

1. Health defects resulting from vibration emission if the product is being used over long periods of time or not adequately handled and properly maintained.

- Injuries and damage to property due to broken cutting attachments or the sudden impact of hidden objects during use.
- Danger of injury and property damage caused by flying objects.

⚠️WARNING! This product produces an electromagnetic field during operation. This field may under some circumstances interfere with active or passive medical implants! To reduce the risk of serious or fatal injury, we recommend persons with medical implants to consult their doctor and the medical implant manufacturer before operating this product.

Electric Safety

- Ground fault circuit interrupter (GFCI) protection should be provided on the circuit(s) or outlet(s) to be used for this electric pole hedge trimmer. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
- 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.

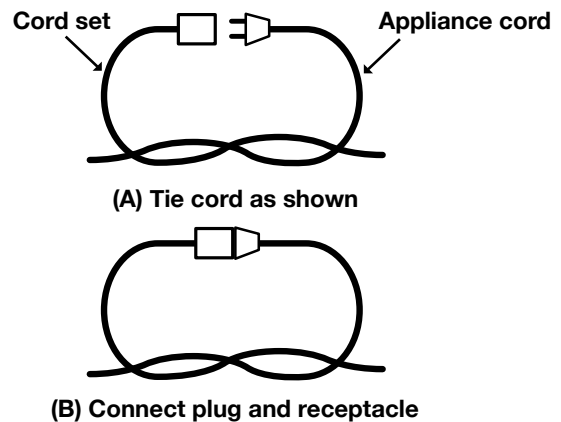
Before use, check that the extension cord is in good condition. When using an extension cord, make sure to use one heavy enough to carry the current product. For lengths more than 50 ft (15 m), a No.14-gauge (or greater) extension cord should be used. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating.

- To reduce the risk of electric shock, this appliance has a polarized plug (i.e., one blade is wider than the other). Use this appliance only with a polarized UL-, CSA-, or ETL-listed extension cord recommended for outdoor, all-weather use, such as the Snow Joe® + Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit snowjoe.com to purchase this extension cord online or, to order by phone, call 1-866-SNOWJOE (1-866-766-9563).

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.

- To prevent the appliance cord from disconnecting from the extension cord during operation, use the onboard extension cord restraint hook and/or make a knot with the two cords as shown in Table 1.

Table 1. Method of Securing Extension Cord



- Power tool plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs with earthed (grounded) power tools. Unmodified plugs and matching outlets will reduce risk of electric shock.
- Avoid body contact with earthed or grounded surfaces, such as pipes, radiators, ranges and refrigerators. There is an increased risk of electric shock if your body is earthed or grounded.
- If the supply cord is damaged, it must be replaced by an electrician or a power tool repairer.
- When operating a power tool outdoors, use an extension cord suitable for outdoor use. Use of a cord suitable for outdoor use reduces the risk of electric shock.

⚠️ **WARNING!** ⚠️

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


- Do not allow any part of the hedge trimmer 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, such as the Snow Joe® + Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit snowjoe.com to purchase this extension cord online or, to order by phone, call 1-866-SNOWJOE (1-866-766-9563).
- 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:	50 ft (15 m)	100 ft (30 m)
Min. Wire Gauge (A.W.G.):	14	12

9. If operating a power tool in a damp location is unavoidable, use a residual current device (RCD) protected supply. Use of an RCD reduces the risk of electric shock.
10. Have your tool repaired by an electrician or a qualified service center. This power tool complies with relevant safety requirements. To avoid danger, electrical appliances must only be repaired by qualified personnel using original spare parts; otherwise this may result in considerable damage to the user.

Double-Insulated Appliances

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


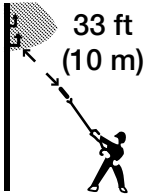


DOUBLE-INSULATED: GROUNDING NOT REQUIRED. WHEN SERVICING, USE ONLY IDENTICAL REPLACEMENT PARTS.

This pole hedge trimmer 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 electric pole hedge trimmer only as described in this manual.

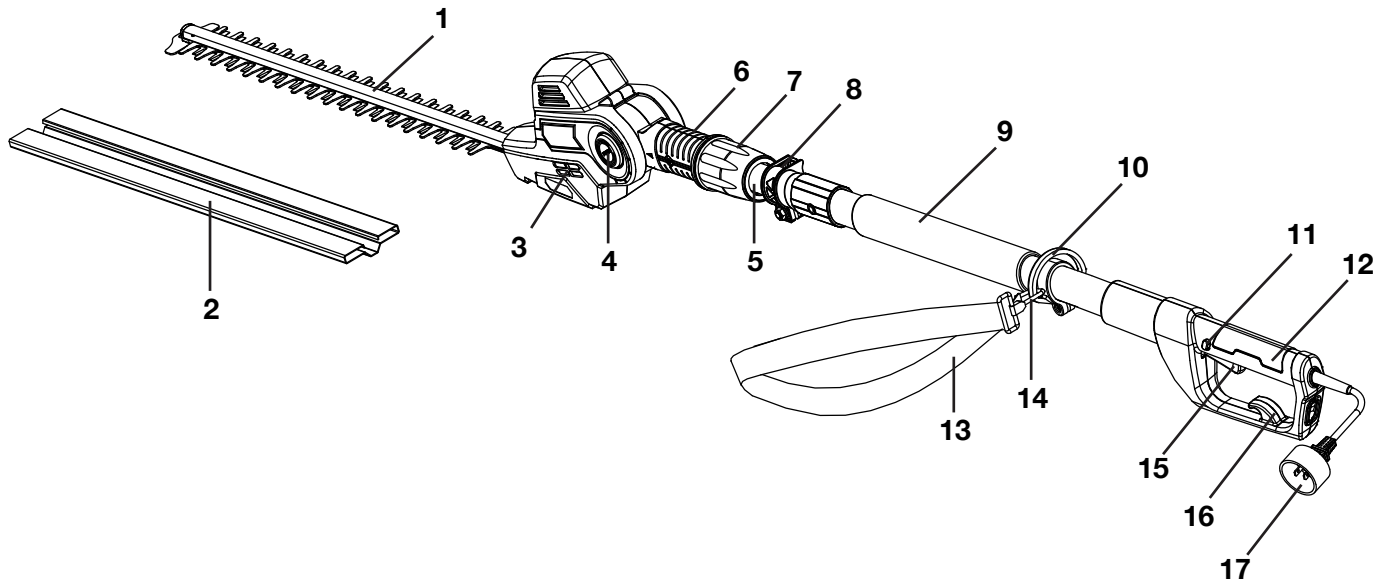
Safety Symbols

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

Symbols	Descriptions	Symbols	Descriptions
	READ THE OPERATOR'S MANUAL(S) – Read, understand, and follow all instructions in the user manual(s) before attempting to assemble and operate.		SAFETY ALERT – Indicates a precaution, a warning, or a danger.
	WARNING! Do not expose the unit to rain or wet conditions.		WEAR EYE AND HEARING PROTECTION – For protection against injury, wear ear defenders and safety goggles.
	Wear protective gloves and non-slip footwear when using the machine and handling debris.		DANGER! ROTATING BLADES – Keep hands and feet away from openings while the trimmer is running.
	SWITCH OFF! Remove plug from outlet before cleaning or conducting maintenance checks.		SWITCH OFF! Remove plug from outlet immediately if the cord is damaged or cut.
	Keep bystanders a safe distance away from the work area.		WARNING! SHOCK HAZARD – Keep at least 33 ft (10 m) away from power lines. Do not overreach. Keep proper footing and balance at all times.
	Double Insulation.		

Know Your Electric Telescoping Pole Hedge Trimmer

Read the owner's manual and safety instructions carefully before operating the electric pole hedge trimmer. Compare the illustration below to the electric pole hedge trimmer in order to become familiar with the location of the various controls and adjustments. Save this manual for future reference.



- | | | |
|---------------------|---------------------------|-----------------------------------|
| 1. Cutting blade | 7. Locking knob | 13. Shoulder strap |
| 2. Blade cover | 8. Cam-lock | 14. Carabiner hook |
| 3. Air vents | 9. Front handle foam grip | 15. Trigger switch |
| 4. Pivot button | 10. Bracket | 16. Extension cord restraint hook |
| 5. Telescoping pole | 11. Safety lock button | 17. Appliance cord |
| 6. Support | 12. Rear handle | |

Technical Data

Rated Voltage	120 V ~ 60 Hz	Blade Length	21 in. (52.2 cm)
Power	4 A	Cutting Diameter (Max)	0.7 in. (1.8 cm)
No Load Speed	3300 ± 10% rpm	Telescoping Pole	6.4 ft to 7.9 ft (1.95 m to 2.4 m)
Blade Movement	Dual-action	Overhead Reach	13 ft (4 m)
Mutil-Angle Head	-90°, -60°, -30°, 0°, 30°, 60°	Weight	8.8 lbs (4 kg)
Blade Material	Rust-resistant steel blades		

Unpacking

Carton Contents

- Electric hedge trimmer head
- Rear handle with telescoping pole
- Blade cover
- Shoulder strap
- Manual with registration card

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

NOTE: Do not discard the shipping carton and packaging material until you are ready to use the electric pole hedge trimmer. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations or save the packaging for long-term product storage.

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! The pole hedge trimmer must be fully assembled before operation! Do not use a pole hedge trimmer that is only partly assembled or assembled with damaged parts!

Follow the assembly instructions step-by-step and use the figures provided as a visual guide to easily assemble the pole hedge trimmer.

Do not connect the pole hedge trimmer to the power supply before it is completely assembled.

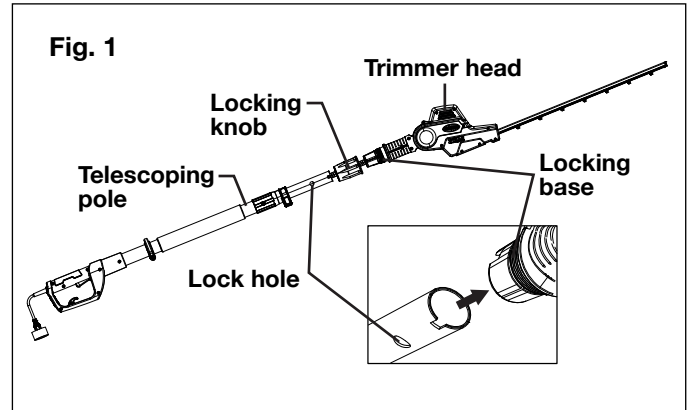
NOTE: Take care of small parts that are removed during assembly or when making adjustments. Keep them secure to avoid loss.

Assembling the Tool

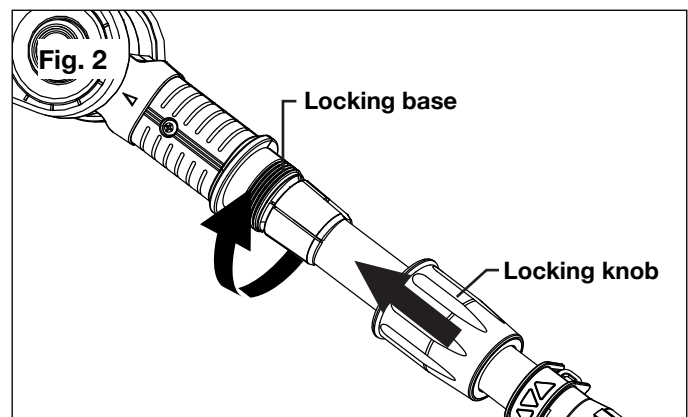
The telescoping pole and trimmer head come unassembled. Before using the pole hedge trimmer, a one-time assembly is required.

1. Align the telescoping pole with the trimmer head.
2. Insert the telescoping pole into the trimmer head locking base until the lock holes click into place (Fig. 1).

NOTE: You may need to slightly rotate the pole from side until it locks into place.



3. Slide the locking knob onto the locking base and rotate the locking knob clockwise to secure (Fig. 2).



4. Make sure the rear handle is properly aligned with the blade.

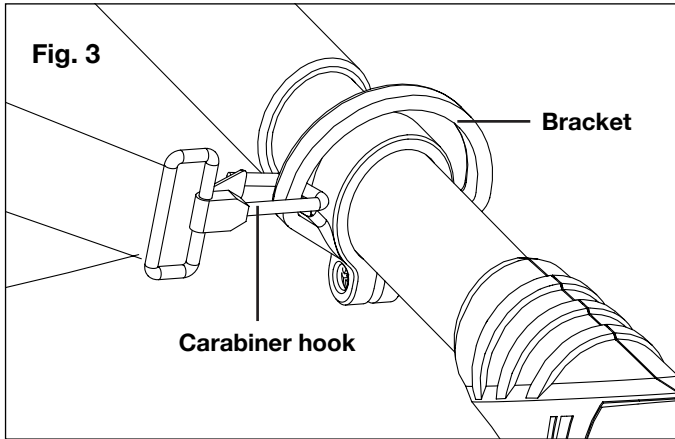
⚠ WARNING! Make sure the telescoping pole is inserted to a full stop and the locking knob is properly tightened before using the pole hedge trimmer.

⚠ WARNING! Failure to lock the telescoping pole as directed above could result in serious injury or death.

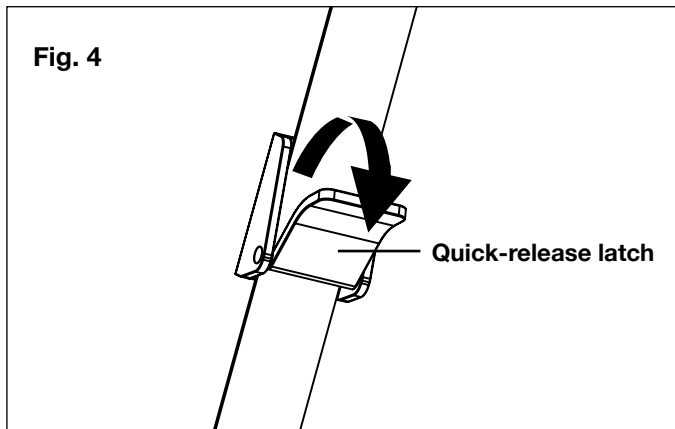
Attaching the Shoulder Strap

⚠ WARNING! Always attach the shoulder strap to the pole hedge trimmer. Use the shoulder strap to help support the trimmer while in use; do not carry the pole hedge trimmer with only your hands.

1. Wear the shoulder strap over the left shoulder so that the hook stays at your right hand side.
2. Fasten the carabiner hook to the bracket on the pole (Fig. 3).
3. Adjust the length of the strap to attain a comfortable working position.



⚠ WARNING! In case of emergency, tug the quick-release latch on the shoulder strap. The machine will be released from the strap (Fig. 4).



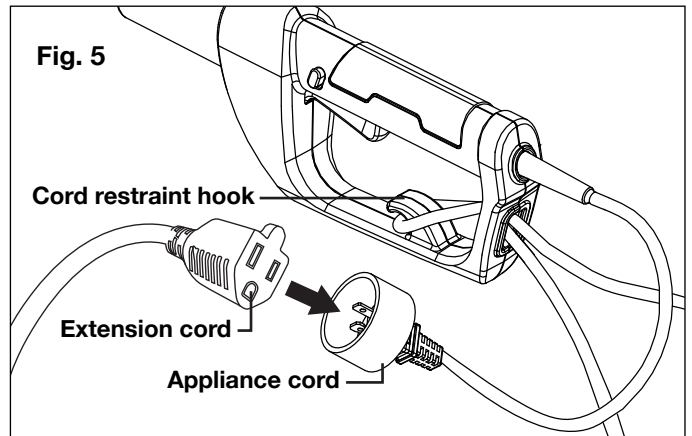
Operation

Connecting to Power Supply

This product is designed with a cord restraint hook that prevents the extension cord from disconnecting during operation.

1. Only connect the electric pole hedge trimmer to a working 120 V outlet using a heavy-duty outdoor extension power cord, such as the Snow Joe® + Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit snowjoe.com to order online or call 1-866-SNOWJOE (1-866-766-9563) to order by phone.

2. Make a loop in the extension cord and push it up through the hole in the handle and around the cord restraint hook, then connect the extension cord to the appliance cord (Fig. 5).



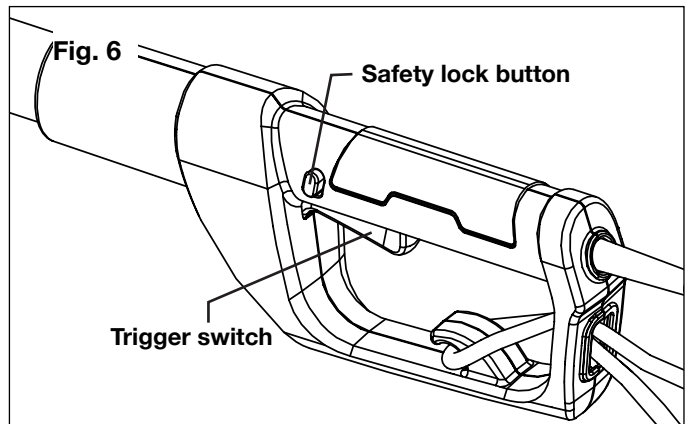
⚠ WARNING! Always wear safety goggles or safety glasses with side shields when operating power tools. Failure to do so could result in objects being thrown into your eyes, resulting in possible serious injury.

⚠ WARNING! Do not use any attachments or accessories not recommended by the manufacturer of this product. The use of attachments or accessories not recommended can result in serious personal injury.

Starting + Stopping

⚠ WARNING! Ensure the blade does not touch any objects before turning on the pole hedge trimmer.

1. To turn the tool ON, push and hold the safety lock button (located on the rear handle) with your thumb and then squeeze the trigger switch with your fingers. Once the tool is running, you can release the safety lock button (Fig. 6).

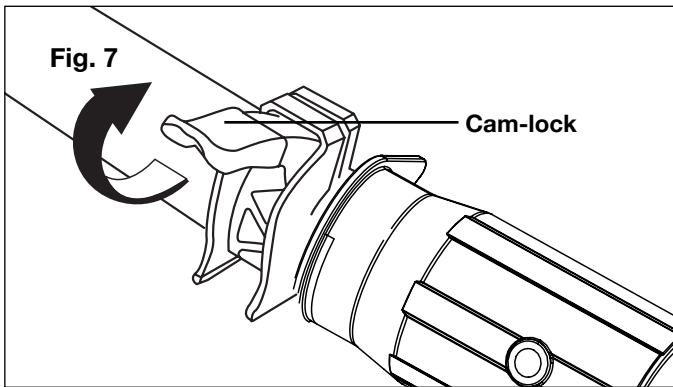


2. To turn the tool OFF, release the trigger switch (Fig. 6).

NOTE: Do not press the trigger switch until you are ready to make a cut.

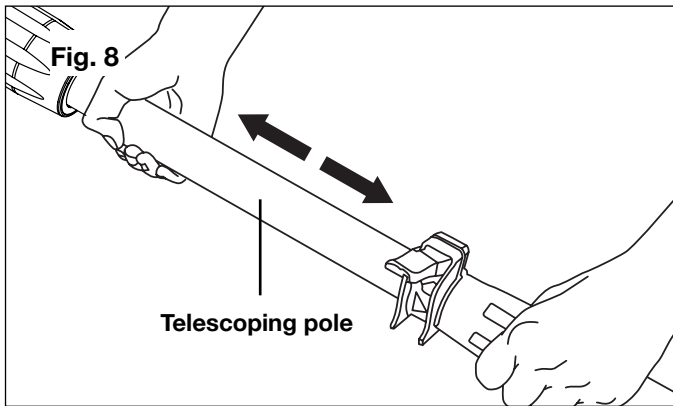
Adjusting the Telescoping Pole

1. Disconnect the pole hedge trimmer from the power supply.
2. Unclip the cam-lock to release the pole (Fig. 7).

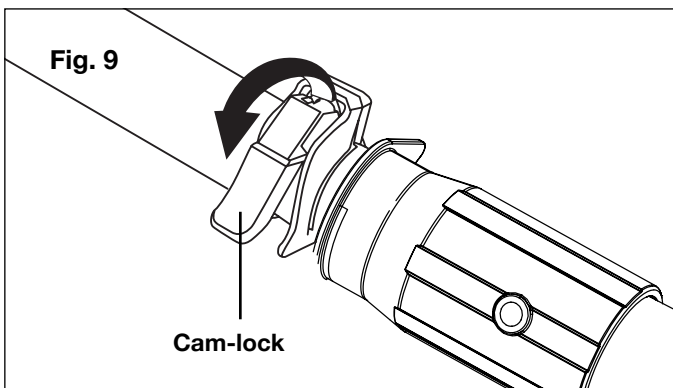


3. Extend the pole to the desired length (Fig. 8).

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



4. Lock the pole in position by closing the cam-lock (Fig. 9), and ensure that the pole is secure. If the pole telescopes when the cam-lock is closed, the nut may need tightening.



⚠️ WARNING! Extend the telescoping pole only to the length required to reach the hedges being trimmed. Adjust your hand placement on the telescoping pole of the pole hedge trimmer in order to keep proper balance.

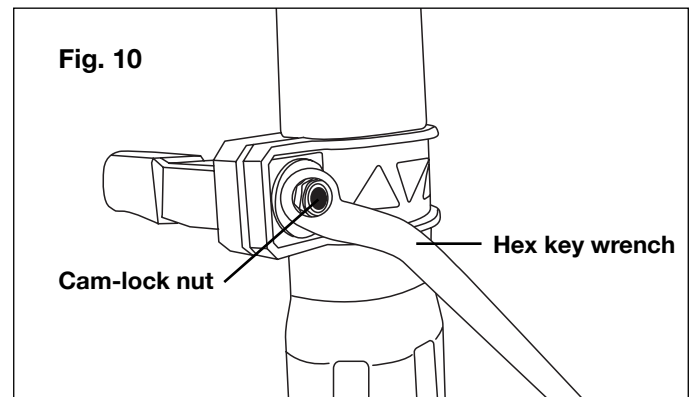
Do not attempt to use the pole hedge trimmer at a length which does not allow you to achieve proper footing and balance at all times!

⚠️ WARNING! Failure to lock the telescopic pole cam-lock as directed could result in personal injury.

Tightening the Bolt

The retaining bolt may need tightening to secure the telescopic pole in place.

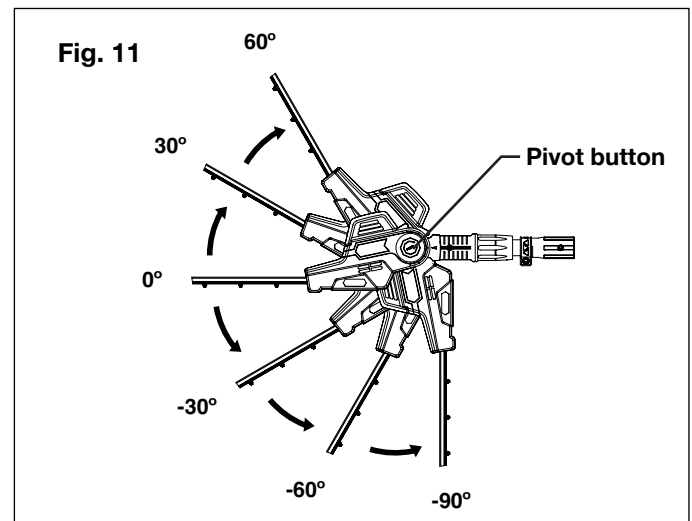
1. Unclip the cam-lock. Using the hex key wrench, tighten the cam-lock nut, then close the cam-lock. Ensure that the pole is secure. The wrench may be required to loosen the cam-lock nut if you need to adjust the pole to a different height (Fig. 10).



Adjusting Pivoting Head

The pole hedge trimmer head can be rotated into 6 different cutting angles.

1. Always disconnect the pole hedge trimmer from the power supply.
2. Place the pole hedge trimmer on a sturdy flat surface.
3. Press the pivot button and adjust the trimmer head to the desired angle (Fig. 11).



4. Ensure the trimmer head is locked in position when the button is released.

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

⚠️WARNING! The trimmer head can be adjusted in six different positions. Always ensure the head is securely locked! Do not attempt to use the pole hedge trimmer with the head in any other position or unlocked!

⚠️CAUTION! Do not place your hand between pivoting head and locking base. Failure to heed this caution could result in a pinch point injury.

General Operation

1. Check the tool, its power cord and plug as well as accessories for damage before each use. Do not use the tool if it is damaged or shows wear.
2. Double check that the accessories and attachments are properly fixed.
3. Always hold the tool on its handles. Keep the handles dry to ensure safe support.
4. Ensure that the air vents are always unobstructed and clear. Clean them if necessary with a soft brush. Blocked air vents may lead to overheating and damage the tool.
5. Switch the tool off immediately if you are disturbed while working by other people entering the working area. Always let the tool come to a complete stop before putting it down.
6. Do not overwork yourself. Take regular breaks to ensure you can concentrate on the work and have full control over the tool.

⚠️WARNING! Ensure the extension cord will not touch the blade during operating; there is danger of electric shock.

Trimming Times

Green leaf hedges	June to October
Evergreens	April to August
Conifers and other fast growing shrubs	Every 6 – 8 weeks

Cutting Tips

⚠️WARNING! Always hold the pole hedge trimmer with both hands. Never hold shrubs with one hand and operate pole hedge trimmer with the other. Failure to heed this warning can result in serious injury.

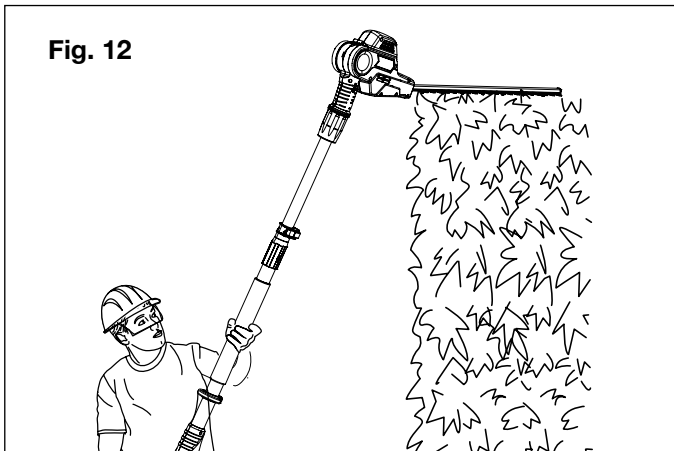
⚠️WARNING! Clear the area to be cut before each use. Remove all objects such as cords, lights, wire, or loose string which can become entangled in the cutting blade and create a risk of serious personal injury.

- When operating the pole hedge trimmer, keep the extension cord behind the pole hedge trimmer. Never drape it over the hedge being trimmed.
- Do not force the pole hedge trimmer through heavy shrubbery. This can cause the blades to bind and slow down. If the blades slow down, reduce the pace.
- Do not attempt to cut stems or twigs that are larger than 3/4 in. thick, or those obviously too large to feed into the cutting blade. Use a non-powered hand saw or pruning saw to trim large stems.
- If blades do become jammed, stop the motor, allow the blades to stop, and disconnect the plug from the power source before attempting to remove the obstruction.
- If desired, you can use a string to help cut your hedge level. Decide how high you want the hedge. Stretch a piece of string along the hedge at the desired height. Trim the hedge just above the guide line of string. Trim the side of a hedge so that it will be slightly narrower at the top. More of the hedge will be exposed when shaped this way, and it will be more uniform.
- Wear gloves when trimming thorny or prickly growth. When trimming new growth, use a wide sweeping action, so that the stems are fed directly into the cutting blade. Older growth will have thicker stems and will be trimmed easiest by using a sawing movement.

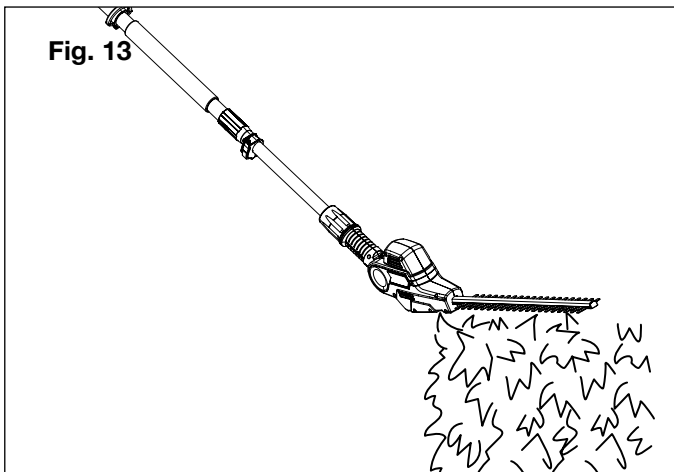
Using the Pole Hedge Trimmer

- Hold unit firmly with both hands. Always keep your left hand on the telescoping pole and your right hand on the rear handle. The unit is used for cutting in either direction in a slow, sweeping action from side to side.
- Stand so that you are stable and balanced on both feet.
- Inspect and clear the area of any hidden objects.
- To protect yourself from electrocution, do not operate within 33 feet (10 m) of overhead electrical lines.
- Never use the pole hedge trimmer near power lines, fencing, posts, buildings, or other immovable objects.
- Never use a blade after hitting a hard object without first inspecting it for damage. Do not use if any damage is detected.

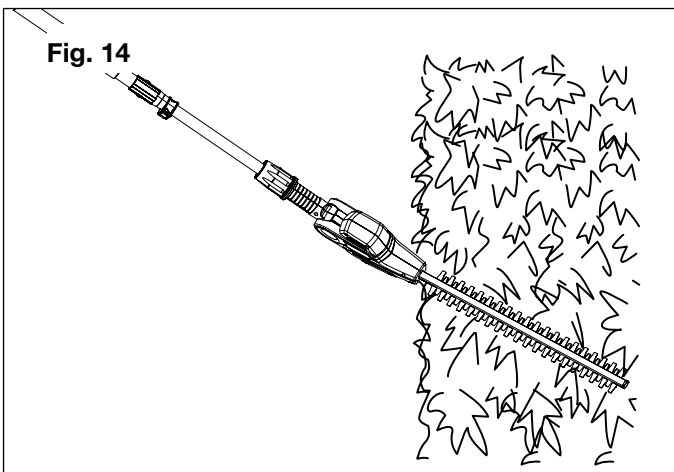
1. To use the pole hedge trimmer for trimming tall, hard-to-read hedges or shrubs, hold the trimmer at the position shown below (Fig. 12). Pivot the power head to several different positions to shape or sculpt shrubs or hedges.



2. To use pole hedge trimmer for trimming the bottoms and sides of hedges and shrubs, hold the pole trimmer at the position shown below (Fig. 13).



3. To use pole hedge trimmer for trimming low-lying foliage or ground cover, hold the pole hedge trimmer at the position as shown below (Fig. 14).



⚠ CAUTION! Do not use the pole hedge trimmer for cutting stems greater than 0.70" (1.8 cm) (or approximately 3/4 in. thick).

Use the pole hedge trimmer only for cutting normal shrubbery found around houses and buildings.

Do not force the pole hedge trimmer through dense growth. A slight back and forth sawing action may ease the cutting of larger, more dense growth. If the pole hedge trimmer begins to slow down, reduce the rate of speed at which you are trying to cut. If the pole hedge trimmer becomes jammed, immediately turn the trimmer off. Disconnect the plug from the power source and clear the jammed debris from the cutter blades.

Care + Maintenance

⚠ WARNING! Before inspecting, cleaning, or servicing the machine, disconnect the plug from power source and wait for all moving parts to stop. Failure to follow these instructions can result in serious personal injury or property damage.

⚠ WARNING! When servicing, use only identical replacement parts. Use of any other parts may create a hazard or cause product damage.

- Avoid using solvents when cleaning plastic parts. Most plastics are susceptible to damage from various types of commercial solvents and may be damaged by their use. Use clean cloths to remove dirt, dust, oil, grease, etc.

⚠ WARNING! Do not at any time let brake fluids, gasoline, petroleum-based products, penetrating oils, etc., come in contact with plastic parts. Chemicals can damage, weaken, or destroy plastic which may result in serious personal injury.

⚠ WARNING! Blades are sharp. When handling the blade assembly, wear non-slip, heavy-duty protective gloves. Do not place your hand or fingers between blades or in any position where they could get pinched or cut. NEVER touch the blades or service the unit with the power supply connected.

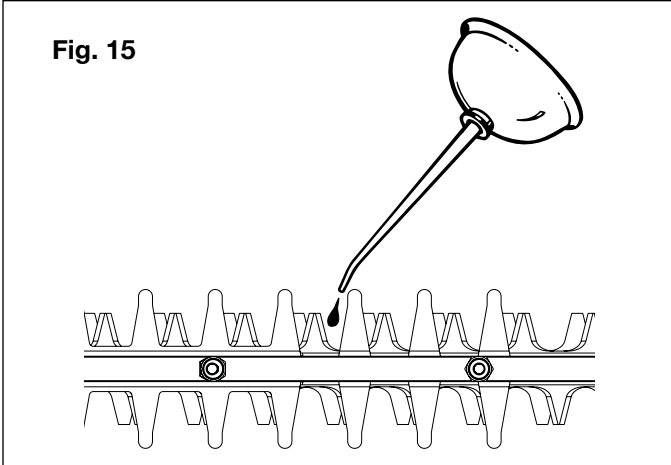
- Store the pole hedge trimmer in the blade cover provided. Store it in a dry location out of the reach of children.
- When servicing, use only identical replacement parts. Use of any other parts can create a hazard or cause product damage. Please contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for all replacement parts and accessories for your product.

Lubricate the Blades

For easier operation and longer blade life, lubricate the pole hedge trimmer blade before and after each use.

1. Stop the motor and disconnect the unit from the power supply.
2. Lay the pole hedge trimmer on a flat surface. Apply lightweight machine oil along the edge of the top blade (Fig. 15).

Fig. 15



If you will be using the pole hedge trimmer for an extended period, it is advisable to stop work intermittently in order to re-oil the blade.

NOTE: Do not oil while the pole hedge trimmer is running.

1. Stop the motor and disconnect from the power supply.
2. Lubricate the pole hedge trimmer as described above.
3. Reconnect to the power source and resume use.

Cleaning the Pole Hedge Trimmer

1. Stop the motor and disconnect from power supply.
2. Clean dirt and debris from the body of the pole hedge trimmer, using a damp cloth with a mild detergent.

NOTE: Do not use any strong detergents on the plastic housing or the handle, as they can be damaged by certain aromatic oils such as pine and lemon, and by solvents such as kerosene.

Recycling + Disposal

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



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

Storage

1. Stop the motor and disconnect from the power supply.
2. Clean the pole hedge trimmer thoroughly before storing.
3. Always place the blade cover on the blade before storing or transporting the pole hedge trimmer. Use caution to avoid the sharp teeth of the blade.
4. Store the pole hedge trimmer indoors, in a dry place that is inaccessible to children. Keep away from corrosive agents such as garden chemicals and de-icing salts.
5. Always store the pole hedge trimmer in a place that is inaccessible to children. The ideal storage temperature is between 50°F and 86°F (10°C and 30°C).
6. We recommend using the original package for storage or covering the product with a suitable cloth or enclosure to protect it against dust.

Service + Support

If your Sun Joe® Hedger Joe electric pole hedge trimmer requires service or maintenance, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

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 electric pole hedge trimmer. Copy these numbers into the space provided below.

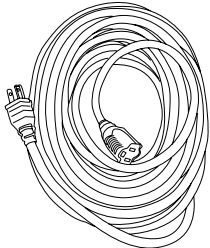
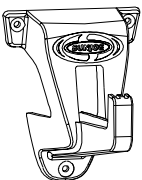
Record the following numbers from the housing or handle of your new product:	
Model #:	
S J H 9 0 2 E -	
Serial #:	

Troubleshooting

Problems	Possible Cause	Possible Solution
Product does not start	<ul style="list-style-type: none"> • Not connected to power supply. • Power cord or plug is defective. • Other electrical defect to the product. 	<ul style="list-style-type: none"> • Connect to power supply. • Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance. • Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.
Product does not reach full power	<ul style="list-style-type: none"> • Extension cord not suitable for operation with this product. • Power source (e.g. generator) has too low voltage. • Air vents are blocked. 	<ul style="list-style-type: none"> • Use a proper extension cord. • Connect to another power source. • Clean the air vents.
Unsatisfactory result	<ul style="list-style-type: none"> • Blade is worn/damaged. • Thickness of branches exceeds capacity. 	<ul style="list-style-type: none"> • Replace with new blade. • Only cut branches complying with the capacity.
Excessive vibration or noise	<ul style="list-style-type: none"> • Blade is damaged. • Bolts/nuts are loose. 	<ul style="list-style-type: none"> • Replace with new blade. • Tighten bolts/nuts.

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

Accessories	Item	Model
	Snow Joe® + Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end	PJEXT50-B
	Universal wall bracket with mounting hardware	SJWB (Fits most Snow Joe® + Sun Joe® tools)

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 you 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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