



EN

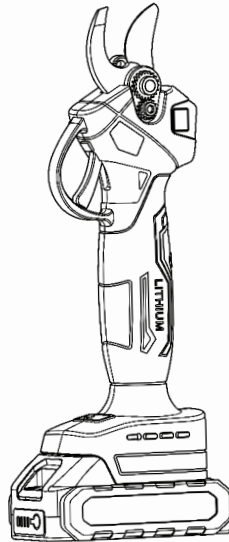
OPERATOR'S MANUAL

CORDLESS PRUNER

20-VOLT MAX* | 2.0 Ah | RECHARGEABLE

Model X20-PRU-2A

Form No. ASP-X20-PRU-2A-880E-M (TFG)



THANK YOU FOR YOUR PURCHASE!

SCAN
REGISTER
ONLINE TODAY



- ✓ ACTIVATE YOUR **1 YEAR WARRANTY**
- ✓ RECEIVE **90 DAYS BONUS COVERAGE**
- ✓ VISIT **SHOPJOE.COM/REGISTER**

Place UPC sticker here

Failure to register your product purchase will not diminish your warranty rights. For more information visit shopjoe.com



**UPGRADE YOUR COVERAGE
AT SHOPJOE.COM/REGISTER**
FOR UP TO 3, 4, OR 5 YEARS OF TOTAL TOOL COVERAGE

When we say we stand behind our product, we mean it! Now you can blow, mow, cut, saw or tend to any other yard task with confidence, knowing that if there is a problem with your tool within the warranty period, we will gladly solve it.

HAS YOUR SNOW JOE
EXPERIENCE LEFT
YOU SMILING? 😊

**TELL YOUR FRIENDS
AND TAG US!**

We love to hear your feedback! Share your experience by writing comments and reviews on shopjoe.com, or connect with us on social media!



@SNOWJOECO

#GOWITHJOE

OR HAS SOMETHING
LEFT YOU LESS
THAN SATISFIED? 😞

**WE'RE SORRY
ABOUT THAT!**

Our friendly customer service team is ready to help you with any issues you may have.

CALL US
1-866-225-9723

**For fastest response
CHAT WITH US**
SHOPJOE.COM/CHAT

Original instructions.
© 2026 Manufactured for All Season Power LLC.
Snow Joe®, Sun Joe®, Aqua Joe® and Auto Joe®
are registered trademarks used under license from
Weather Brands LLC.
New Castle, DE 19720

***DISCLAIMER:** Initial no-load voltage, when fully charged,
peaks at 20V; nominal voltage under typical load is 18V.

SAVE THESE INSTRUCTIONS



CORDLESS PRUNER

20-VOLT MAX* | 2.0 Ah | RECHARGEABLE

Model X20-PRU-2A

Form No. ASP-X20-PRU-2A-880E-M (TFG)

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!

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.

When using this power tool, basic safety precautions, including the following, should always be followed to reduce the risk of fire, electric shock, personal injury and material damage.

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

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

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

⚠️ WARNING! This battery-operated power tool must be recharged only with the specific charging unit for the battery. A charging unit that may be suitable for one type of battery may create a risk of fire when used with another battery type.

- Avoid accidental starting.
- When the tool is not in use, keep it away from other metal objects.
- Before operating the tool, read the entire manual carefully and make sure you know how to switch the tool OFF in an emergency.

Work Area Safety

1. **Keep work area clean and well lit.** Cluttered and dark areas invite accidents.
2. **Do not operate power tools in explosive atmospheres, such as in the presence of flammable liquids, gases or dust.** Power tools create sparks which may ignite the dust or fumes.

3. **Keep bystanders and children away.** All bystanders, including children and pets, should be kept a safe distance away from the work area.
4. **Avoid dangerous environment.** Don't use the appliance in wet or damp location.

Electrical Safety

1. If the battery charger cable is damaged, please call the All Season Power customer service department at 1-866-225-9723.
2. If charging the power tool in a damp location is unavoidable, use a residual current device (RCD) protected power supply. The using of an RCD reduces the risk of electric shock.
3. **Power tool plugs must match the outlet. Never modify the plug in any way.** Do not use any earthed (grounded) power tools or battery chargers. Unmodified plugs and matching outlets will reduce risk of electric shock.
4. **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.
5. **Do not expose power tools to rain or wet conditions.** Water entering a power tool will increase the risk of electric shock.
6. **Do not abuse the charging cord.** Never use the cord for carrying, pulling or unplugging the power tool. Keep cord away from heat, oil, sharp edges or moving parts. Damaged or entangled cords increase the risk of electric shock.
7. Battery charger is for indoor use only. Only charge this battery-powered tool indoors.

Personal Safety

1. **Stay alert. Watch what you are doing and use common sense when operating a power tool.** Do not use the power tool while you are tired or under the influence of drugs, alcohol or medication. A moment of inattention while operating power tool may result in serious personal injury.
2. **Use personal protective equipment. Always wear eye protection.** Protective equipment such as safety glasses, a dust mask, non-skid safety shoes, a hard hat, and hearing protection, when used for appropriate conditions, will reduce the possibility of personal injuries.

3. **Avoid unintentional starting.** Ensure the switch is in the OFF position before connecting to the power source/ battery charger, or before picking up or carrying the tool. Carrying power tools with your finger on the switch or charging power tools with the switch ON can lead to accidents.
4. **Do not overreach.** Keep proper footing and balance at all times. This enables better control of the power tool in unexpected situations.
5. **Dress properly.** Do not wear loose clothing or jewelry. Dangling articles such as these can become caught in moving parts. Using work gloves and substantial footwear is recommended when working outdoors. Wear a protective hair covering to contain long hair.
6. **If devices are provided for the connection of dust extraction and collection facilities, ensure these are connected and properly used.** Use of these devices can reduce dust related hazards.

Power Tool Use and Care

1. **Do not force the appliance.** It will do the job better with less likelihood of injury if it is used at the rate for which it was designed.
2. **Use the right appliance.** Do not use the appliance for any job except that for which it is intended.
3. **Do not use the power tool if the switch does not turn it on and off.** Any power tool that cannot be controlled by the switch is dangerous and must be repaired.
4. **Disconnect the battery pack from the power tool before making any adjustments, changing accessories or storing the power tool.** Such preventative safety measures reduce the risk of starting the power tool accidentally.
5. **Store idle appliances 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.
6. **Maintain appliance with care.** Check for misalignment or binding of moving parts, breakage of parts and any other condition that may affect the power tool's operation. If damaged, have the power tool repaired before use. Many accidents are caused by poorly maintained power tools.
7. **Keep cutting blades sharp and clean.** Properly maintained cutting blades with sharp edges are less likely to bind and are easier to control.
8. **Use the power tool and accessories in accordance with these instructions and in the manner intended for the particular use of the power tool, taking into account the working conditions and the work to be performed.** Using the power tool for operations different from those intended could result in a hazardous situation.
9. **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 product may result in serious personal injury.
10. **Carry the product by the handle with the cutting blade stopped.** When transporting or storing the product always fit the cutting device cover. Proper handling of the product will reduce possible personal injury from the cutter blades.

Service

1. **If your power tool requires service, contact an authorized Snow Joe® + Sun Joe® dealer or please call the All Season Power customer service department at 1-866-225-9723.** Only identical replacement parts should be utilized for repairs. This will ensure that the safety of the power tool is maintained.
2. **If the battery charger cable is damaged, it must be immediately replaced to avoid a hazard.** Please call the All Season Power customer service department at 1-866-225-9723.

Battery Safety Warnings

This manual contains important safety and operating instructions for your battery and charger.

1. **Before using, always check the charger, cable and plug. If defects are detected, do not use the charger; never open the charger.** Thoroughly read all instructions and cautionary markings on the manual, the charger, and the cordless pruner.

⚠ WARNING! If the cordless pruner housing is cracked or damaged, do not insert the charging adapter into the power tool or plug the power tool into the mains outlet. There is a danger of electric shock or electrocution.

2. **Protect the battery charger from rain and moisture.** Water penetration in a battery charger increases the risk of electric shock.
3. **Only use the included battery for this unit.**
4. **Do not open or modify the battery.** Release electrolyte is corrosive and may cause damage to eyes and skin. It may be toxic if swallowed.
5. **Keep the battery charger clean.** Contamination may increase the risk of electric shock.
6. **Do not short circuit.** A battery pack will short circuit if a metal object makes a connection between the positive and negative contacts on the battery pack. Do not place a battery pack near anything that may cause a short circuit, such as paper clips, coins, keys, screws, nails and other metallic objects. A short-circuited battery pack poses a risk of fire and severe personal injury.
7. This charger is **ONLY** intended to charge the rechargeable battery inside of the cordless pruner. Any other use poses a risk of fire, electric shock or electrocution.
8. Do not place any object on top of the charger or place the charger on a soft surface that may result in excessive internal heat. Keep the charger away from any heat source.
9. To reduce the risk of damaging the electric plug and cord, pull the plug, not the cord, when disconnecting the charger from the electric outlet.

10. Make sure the battery charging cable is located in a safe place so that it will not be stepped on, tripped over or otherwise subjected to damage or stress.
11. An extension cord should not be used unless absolutely necessary. Using an improper extension cord poses a risk of fire, electric shock or electrocution.
12. Do not operate the charger if it has received a sharp blow or has become damaged in any way. Please call the All Season Power customer service department at 1-866-225-9723 before continuing use.
13. Do not disassemble the charger. Incorrect reassembly may pose a serious risk of electric shock, fire or exposure to toxic battery chemicals. If the battery or charger are damaged, please call the All Season Power customer service department at 1-866-225-9723 for assistance.
14. To reduce the risk of electric shock, unplug the charger from the outlet before cleaning the unit.
15. Never attempt to connect two (2) chargers together.
16. DO NOT store or use the tool and the charger in locations where the temperature may reach or exceed 104 °F (40 °C). Dangerous storing locations include outdoor sheds or metal buildings in the summer.
17. The charger is designed to operate on standard household electrical power (120V). Do not attempt to use it with any other voltage!

NOTE: The integrated battery is not fully charged out of the carton. Read the safety instructions and then follow the charging notes and procedures.
18. The longest life and best performance can be obtained if the battery is charged when the air temperature is between 64.4 °F – 75.2 °F (18 °C – 24 °C). Do not charge the battery pack when the air temperature falls below 50 °F (10 °C) or above 104 °F (40 °C). Following these safety measures will prevent damage to the battery pack.
19. Do not incinerate the integrated battery even if it is seriously damaged or completely worn out. The battery can explode in a fire.

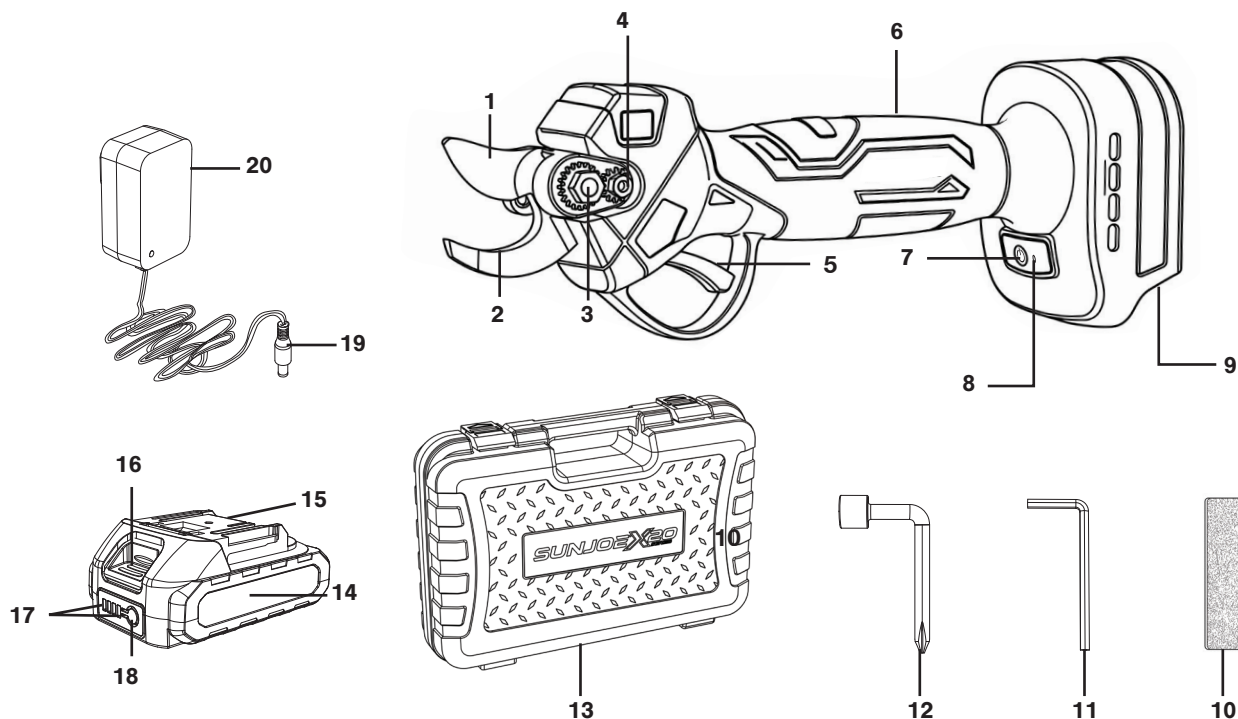
Safety Symbols

The following table depicts and describes safety symbols that may appear on this product. Read, understand and follow all instructions on this tool 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. Keep dry.		Battery charger contains a safety transformer.
	Wear protective gloves and non-slip footwear when using the machine and handling debris.		DANGER! Keep hands away from blade.
	Only use battery charger indoors.		Risk of Injury. Use safety glasses, hearing protection and dust mask.
	Thrown objects and moving blade can cause severe injury.		Keep bystanders a safe distance away from the work area.

Know Your Cordless Pruner

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



- | | | |
|--------------------|--|------------------------------|
| 1. Cutting blade | 9. Battery compartment | 16. Push lock button |
| 2. Counter blade | 10. Whetstone | 17. Battery indicators |
| 3. Blade lock knob | 11. Hex wrench | 18. Charge level button |
| 4. Locking knob | 12. Socket wrench | 19. Charger plug |
| 5. Trigger switch | 13. Hard shell case | 20. 20V* Lithium-ion Charger |
| 6. Handle | 14. 20V* ECOSHARP®
2.0 Ah Lithium-ion Battery | |
| 7. On/Off switch | 15. Charge socket | |
| 8. LED light | | |

Technical Data

Motor	100W	Motor Speed	20000 ±5% rpm
Battery Voltage Max*	20V D.C.	Cutting Capacity	max. 28 mm in softwood max. 15 mm in hardwood
Battery Capacity	2.0 Ah	Product Dimensions	10.79 in. (L) x 2.76 in.(W) x 3.66 in.(H) 27.4cm (L) x 7cm (W) x 9.3cm (H)
Charger Input	100 – 240V AC, 50 – 60 Hz, 0.5 A	Net Weight	2.2 lbs (1.88Kg)
Charger Output	21V D.C. $\approx$ 750 mA		
Charging Time Max	3 hrs 30 mins		

Unpacking

Carton Contents

- Whetstone
 - Socket wrench
 - Hex wrench
 - 20V* ECOSHARP® 2.0 Ah Lithium-ion Battery
 - 20V* Lithium-ion Charger
 - Hard shell case
 - Manual
1. Carefully remove the cordless pruner 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 All Season Power customer service center at 1-866-225-9723.

NOTE: Do not discard the shipping carton and packaging material until you are ready to use the cordless pruner. 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!

Battery Pack Operation

The equipment is powered by a Lithium-ion battery. The battery pack is completely sealed and maintenance free. There are 4 indicator lights: 25%, 50%, 75%, 100%.

Battery Indicator Lights

The battery features 4 LED indicator lights to show the remaining charge:

- **1 light on** – 25% charge
- **2 lights on** – 50% charge
- **3 lights on** – 75% charge
- **4 lights on** – 100% (fully charged)

NOTE: If the charge level button does not appear to be working, insert the battery into the charger and charge as needed.

NOTE: Immediately after using the battery pack, the charge level button may display a lower charge than it will if checked a few minutes later. The battery cells “recover” some of their charge after resting.

Charger Operation

⚠ WARNING! Charge only 20V* ECOSHARP® 2.0 Ah Lithium-ion battery packs with its compatible 21V* Lithium-ion charger. Other types of batteries may cause personal injury and damage.

To reduce the risk of electric shock, do not allow water to flow into the charger's AC/DC plug.

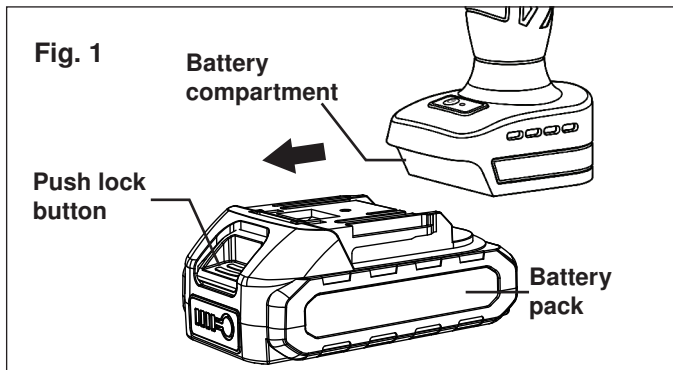
When to Charge the 20V* ECOSHARP® 2.0 Ah Lithium-ion battery

NOTE: The 20V* ECOSHARP® 2.0 Ah Lithium-ion battery packs do not develop a “memory” when charged after only a partial discharge. Therefore, it is not necessary to run down the battery pack before inserting the charger plug.

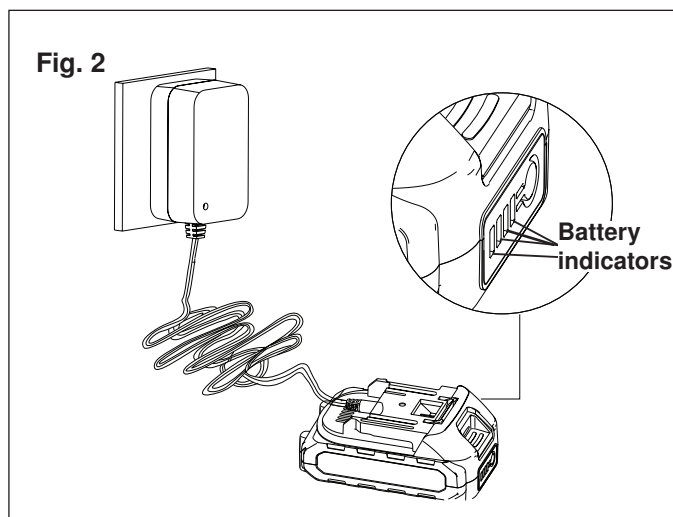
- Use the battery indicator lights to determine when to charge your 20V* ECOSHARP® 2.0 Ah Lithium-ion battery pack.
- You can “top-off” your battery pack’s charge before starting a big job or after a long day of use.

Charging the Battery

1. Push the push lock button on the battery to pull the battery pack out of the equipment (Fig. 1).



2. Check that the mains voltage is the same as that marked on the rating plate of the battery charger. Then, plug the charger adapter into an appropriate AC power outlet. Connect the charger plug into the charge socket of the battery to start charging (Fig. 2).



3. The battery will take approximately 3 hours 30 minutes to charge. During the charging process, the indicator light of the charger is red. When the indicator light of the charger turns green, the charger should be unplugged immediately.

!CAUTION! FIRE HAZARD. When disconnecting the charger from the battery, be sure to unplug the charger from the outlet first, then disconnect the charger from the battery

4. Timely recharging of the battery will help prolong the battery's life. You must recharge the battery pack when you notice a drop in the equipment's power.

IMPORTANT! Never allow the battery pack to become fully discharged as this will cause irreversible damage to the battery.

Operation

!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.

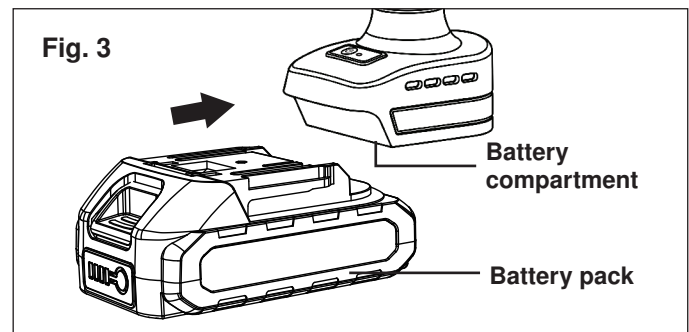
!WARNING! Do not use any attachments or accessories not recommended by the manufacturer of this product. The use of attachments or accessories not recommended can result in serious personal injury.

Starting + Stopping

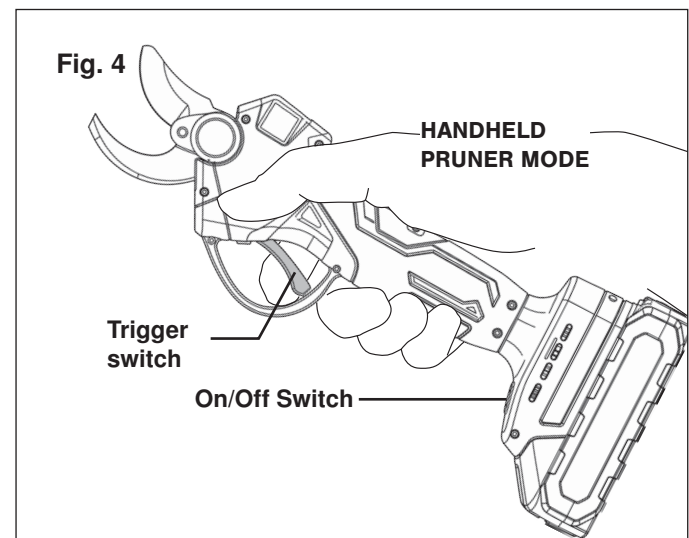
!WARNING! Ensure the blade does not touch any objects before turning on the cordless pruner.

!CAUTION! Starting, stopping, and restarting a DC motor repeatedly within a few seconds can generate a great deal of heat and damage the motor. To protect the life of your cordless pruner always wait at least five seconds after stopping before restarting the cordless pruner.

1. Insert the battery in the battery compartment (Fig. 3).



2. Press the On/Off Switch on the tool, then pull the trigger switch to start the operation. Control cyclic working by repeatedly releasing and pressing the trigger (Fig. 4).



3. To turn the tool OFF, release the Trigger switch (Fig. 4).

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

Fitting and Changing the Cutting Blade

This cordless pruner comes completely assembled with the blade pre-installed.

⚠ CAUTION! Wear protective gloves before handling the blade.

⚠ WARNING! Make sure the unit is powered off before handling the blade.

⚠ WARNING! Use only recommended replacement blade.

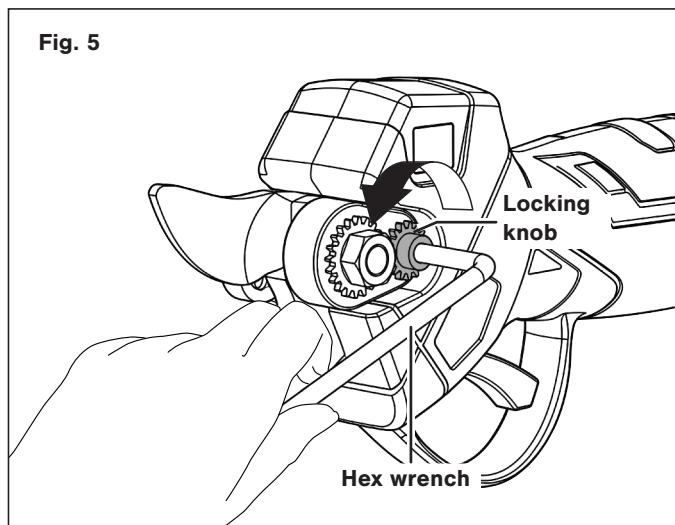
NOTE: Cutting will become difficult when the blade edge has become dull, at which time you should change the blade.

⚠ WARNING! Make sure that the pruner is off and always wear protective gloves while changing the blade.

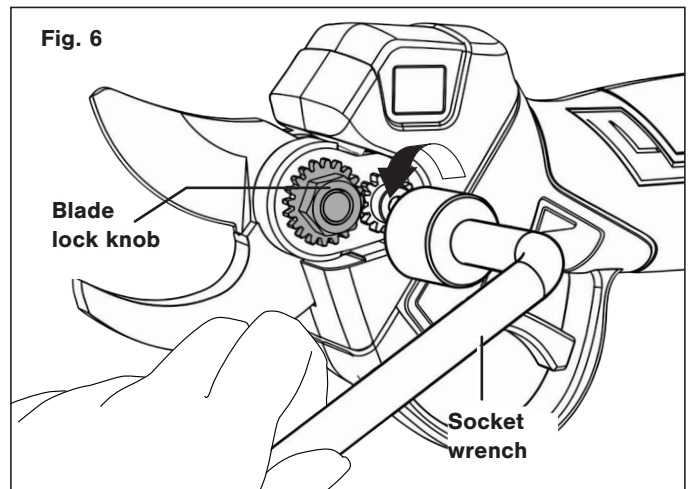
⚠ WARNING! Risk of injury; keep hands away from the switches when changing the blade.

⚠ WARNING! Use only a recommended replacement blade.

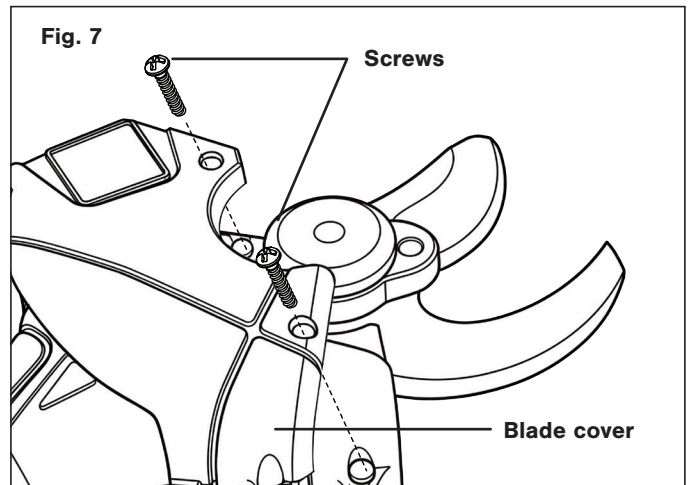
1. To remove the cutting blade, use the included hex wrench to remove the locking knob securing the blade (Fig. 5).



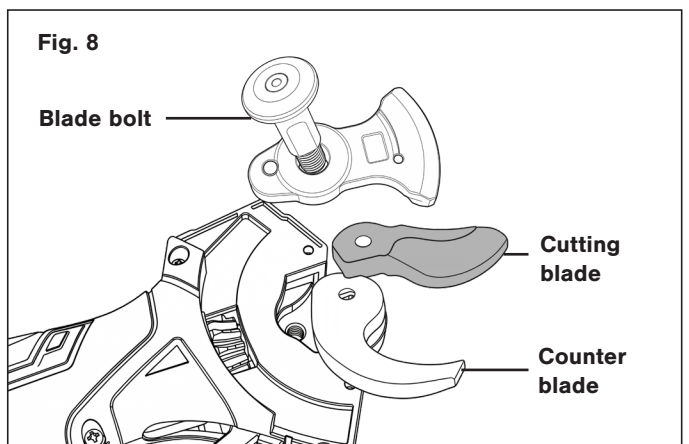
2. Use the included socket wrench to remove the blade gear from the blade lock knob. (Fig. 6).



3. Hold the pruner with its blades open and lay it flat. Remove the blade cover by unscrewing the two screws (Fig. 7).

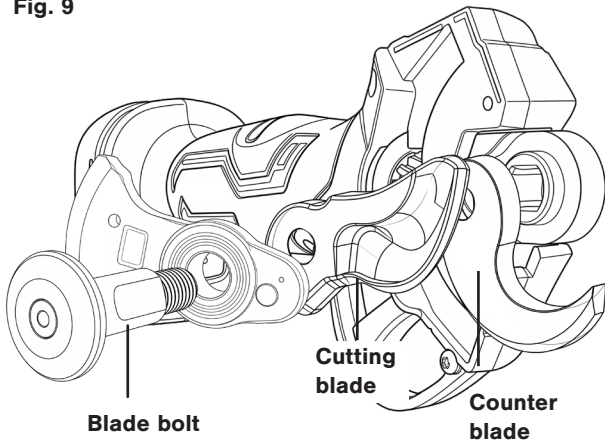


4. Wearing gloves, grasp the cutting blade and pull it from the pruner to remove it (Fig. 8).



5. Install the new cutting blade. Reassemble the blade bolt, cutting blade, and counter blade in the sequence shown in Fig. 9 (Fig. 9).

Fig. 9



6. Reinstall the blade cover, blade lock knob, and locking knob onto the pruner in the reverse order of steps 3 to 1.

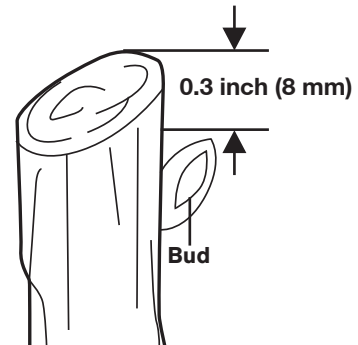
NOTE: When reinstalling the rack, make sure the gear teeth are in contact with the pinion.

Trimming Tips

The cordless pruner can be used to remove fresh blooms from the garden; also great for pruning overgrowth, dead and overlapping stems and twigs, as well as thin and weak growth. Follow the tips below for operation.

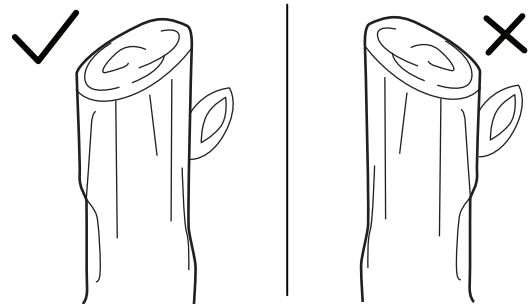
1. Never cut too close to the bud, so the wound can heal properly.
2. Always make the cut above 0.3 inch (8 mm) from the bud (Fig. 10).

Fig. 10



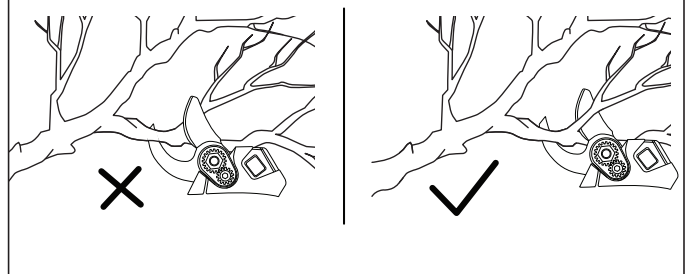
3. The cut should slope away from the bud, so the rain can run off (Fig. 11).

Fig. 11

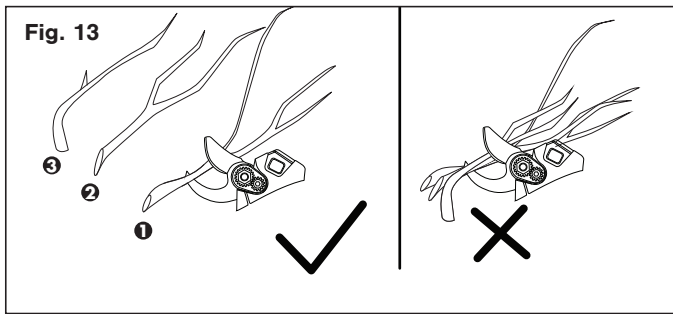


4. When removing the entire stem, cut back to the point where it branched (Fig. 12).

Fig. 12



5. Cut branches one by one, as shown (Fig. 13).



Maintenance

⚠WARNING! Always switch the product off and let the product cool down before performing inspection, maintenance, and cleaning work.

1. If the cordless pruner requires cleaning, do not use solvents to clean it. Only use a moistened soft cloth. Never let any liquid get inside the tool; and never immerse any part of the tool into any liquid.
2. Apply oil around the center bolt and open and close the tool about 10 times to work it in. Use the steel wool to rub the oil over the cutting surfaces. Spray the tool with alcohol and wipe with a paper towel.
3. Inspect the product before each use for worn and damaged parts. Do not operate it if you find broken and worn parts.

Blade Maintenance

To ensure years of efficient and trouble-free operation, blade cleaning should be performed if sap and debris have built-up, or if you live in an area where the soil is sandy. Cleaning unusually heavy deposits may require removal of the blade.

NOTE: Snow Joe® + Sun Joe® will not be held responsible for any damage or injuries caused by repair of the pruner by an unauthorized person or by mishandling of the cordless pruner.

1. Keep the cutting blades clean and free of debris. Remove trimmings.
2. Keep the blades sharp. Have a worn or damaged cutting device replaced with a new one of the same type by a qualified specialist. Spare parts may be ordered online at shopjoe.com or call the All Season Power customer service department at 1-866-225-9723.
3. To replace the blade, see page 9 to 10 for instructions.

Blade Sharpening

⚠WARNING! Always take extra care, especially when your hand may be facing the cutting edge.

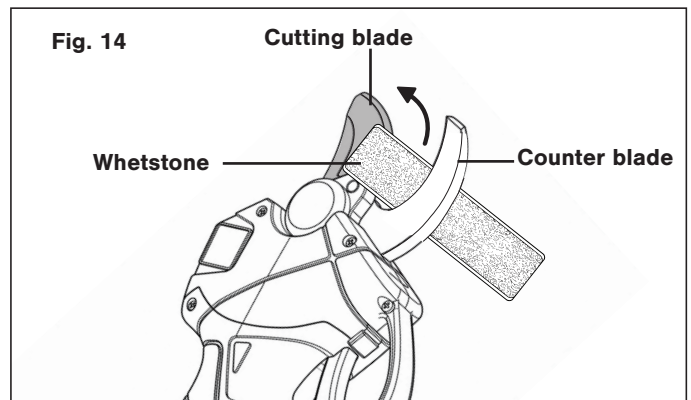
Only sharpen the cutting blade; the counter blade should never require sharpening.

Bypass pruners will generally only have one blade, the lower part being the counter blade which should never require sharpening.

The cut of a bypass tool is achieved by the blade precisely passing by the counter blade. It therefore follows that you should never sharpen the flat side of the blade. If steel is removed from here, the two parts will no longer meet precisely and the tool will fail to cut. You must only sharpen on the outside or bevelled side of the blade.

1. To sharpen your cordless pruner, hold the open pruner flat in one hand and with the other hand place the sharpener at a 15 degree angle along the bevelled side of the blade (Fig. 14).

NOTE: Be careful to not sharpen at too steep an angle as this could damage the edge of the blade.



2. Move the sharpener in one direction only, with smooth strokes from base to end 4 to 5 times.

⚠WARNING! Do not over-sharpen. Be sure to test blades repeatedly throughout the sharpening process to prevent over-sharpening.

3. Turn the pruner over so the flat side of the blade is facing up and slide the sharpener flush along the unbeveled edge to remove burrs created by sharpening the cutting blade.
4. A Counter blade can also be used to hold the tool during sharpening, taking care not to over tighten the vise which can bend the tool.

⚠WARNING! Minimize coating loss. Stay to the edge of the blade when sharpening blades with low-friction or titanium coating to minimize the loss of coating.

⚠WARNING! Do not operate the cordless pruner with dull or damaged cutting blades. This may cause overload and will give unsatisfactory cutting results.

Storage

When the tool will not be used for several months, proceed as follows:

- Fully charge the battery.
- Clean the product as describe above.
- Store the tool in a secure and dry location. The storage temperature must always remains in the range of 41°F (5°C) to 104°F (40°C).
- Before using the tool after prolonged storage, fully recharge the battery.

Battery Caution + Disposal

Always dispose of your battery pack according to federal, state, and local regulations. Contact a recycling agency in your area for recycling locations.

⚠CAUTION! Even discharged battery packs contain some energy. Before disposing, use electrical tape to cover the terminals to prevent the battery pack from shorting, which could cause a fire or explosion.

⚠WARNING! To reduce the risk of injury or explosion, never burn or incinerate a battery pack even if it is damaged, dead, or completely discharged. When burned, toxic fumes and materials are emitted into the surrounding atmosphere.

1. Batteries vary according to device. Consult your manual for specific information.
2. Install only new batteries of the same type in your product (where applicable).
3. Failure to insert batteries in the correct polarity, as indicated in the battery compartment or manual, may shorten the life of the batteries or cause batteries to leak.
4. Do not mix old and new batteries.
5. Do not mix Alkaline, Standard (Carbon-Zinc), or Rechargeable (Nickel Cadmium, Nickel Metal Hydride, or Lithium-Ion) batteries.

Service + Support

If your Sun Joe® cordless pruner requires service or maintenance, please call the All Season Power customer service department at 1-866-225-9723.

Model and Serial Numbers

When contacting the company, reordering parts, or arranging service from an authorized dealer, you will need to provide the model and serial numbers, which can be found on the decal located on the housing of the unit. Copy these numbers into the space provided below.

Record the following numbers from the housing or handle of your new product:																			
															Model #:				
X	2	0	-	P	R	U	-	2	A										
															Serial #:				

Federal Communications Commission (FCC)

⚠ WARNING! Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Class B device:

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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 cordless pruner. Contact All Season Power if you are unsure whether it is safe to use a particular replacement part or accessory with your cordless pruner. The use of any other attachment or accessory can be dangerous and could cause injury or mechanical damage.

Accessories	Item	Model
1 	Sun Joe® 20V* ECOSHARP® 2.0 Ah Lithium-ion Battery	20V-BATT-2A
2 	Sun Joe® 21V* Lithium-ion Charger	CZRW2200750U
3 	Sun Joe® X20-PRU-2A Cordless Pruner Replacement Cutting Blade	X20-PRU-BLD

NOTE: Accessories are subject to change without any obligation on the part of All Season Power to provide notice of such changes. Accessories can be ordered online at shopjoe.com or via phone by contacting the All Season Power customer service center at 1-866-225-9723.

Troubleshooting

Problem	Possible Cause	Solution
Unit will not start	a) Battery not inserted properly b) Battery is discharged c) On/Off switch not pressed before trigger d) On/Off switch is in the OFF position	a) Remove battery pack and reinsert firmly until it clicks into place b) Recharge battery using the 21V* Lithium-ion charger; charge time is approximately 3 hrs 30 mins c) Press the On/Off switch first, then pull the trigger switch to begin operation d) Slide the On/Off switch to the ON position before pulling the trigger
Battery does not charge or charges slowly	a) Charger not fully connected to battery charge socket b) Ambient temperature too low or too high c) Battery is fully depleted d) Charger indicator light remains red after 3 hrs 30 mins	a) Reconnect the charger plug firmly into the charge socket on the battery b) Charge only when air temperature is between 50°F–104°F (10°C–40°C); ideal range is 64.4°F–75.2°F (18°C–24°C) c) Connect to charger immediately; never allow battery to fully discharge as this can cause irreversible damage d) Unplug charger and contact All Season Power at 1-866-225-9723
Unit stops during operation	a) Battery charge is low b) Motor overloaded by cutting material that is too thick or hard c) Rapid start/stop cycling overheated motor	a) Recharge battery; 4 indicator lights = full charge. Do not wait until battery is fully depleted b) Do not exceed max cutting capacity: 28 mm softwood, 15 mm hardwood. Cut one branch at a time c) Wait at least 5 seconds after stopping before restarting to prevent motor damage
Poor cutting performance / blade snags on branches	a) Cutting blade is dull b) Blade has sap or debris buildup c) Attempting to cut material exceeding rated capacity	a) Sharpen the beveled side of the cutting blade using the included whetstone at a 15° angle; make 4–5 smooth strokes from base to tip b) Power off and remove battery. Clean blade with a moistened soft cloth; apply oil around the center bolt and open/close the tool 10 times to work it in c) Max capacity is 28 mm in softwood and 15 mm in hardwood; do not force the tool beyond its rated limits
Blade does not lock or clicks loose during use	a) Cutting blade not fully seated b) Blade lock knob not tightened after blade change	a) Remove blade and reinsert until an audible click is heard, then rotate blade lock knob clockwise to lock b) Rotate blade lock knob clockwise until it clicks into the locked position (Fig. 6 in manual)
Unit vibrates excessively	a) Blade is loose or not properly secured b) Damaged or bent blade	a) Power off, remove battery, re-seat cutting blade and lock blade lock knob; for counter blade, check blade bolt and blade gear are secure b) Power off and remove battery. Inspect blade; replace if bent or cracked. Use only recommended replacement parts

Troubleshooting

Problem	Possible Cause	Solution
LED light does not come on	a) Battery is discharged b) On/Off switch is in OFF position	a) Recharge battery pack; LED light activates when unit is powered on with sufficient charge b) Slide On/Off switch to ON and press trigger switch button; LED light should illuminate

Only a company specialist may be able to correct faults that cannot be rectified with the aid of this table. Please call the All Season Power customer service department at 1-866-225-9723.



OUR CUSTOMER PROMISE + LIMITED WARRANTY

ABOVE ALL ELSE, All Season Power, LLC ("All Season Power") is dedicated to you, our customer. We strive to make your experience as pleasant as possible. Unfortunately, there are times when a Snow Joe®, Sun Joe®, Aqua Joe® or Auto Joe® product ("Product") does not work or breaks under normal operating conditions. We think it's important that you know what you can expect from us. That's why we have a Limited Warranty ("Warranty") for our Products.

OUR WARRANTY:

All Season Power warrants new, genuine, powered and non-powered Products to be free from defects in material or workmanship when used for ordinary household use for a period of one year from the date of purchase or delivery by the original, end-user purchaser when purchased from All Season Power or from one of All Season Power's authorized sellers with proof of purchase. Because All Season Power is unable to control the quality of its Products sold by unauthorized sellers, unless otherwise prohibited by law, this Warranty does not cover Products purchased from unauthorized sellers. If you have any questions about how to buy from an authorized seller, chat with us at shopjoe.com/support or call us at **1-866-225-9723**. If your Product does not work or there's an issue with a specific part that is covered by the terms of this Warranty, All Season Power will elect to either (1) send you a free replacement part, (2) replace the Product with a new or comparable product (which may include a refurbished, like-new product) at no charge, or (3) repair the Product. How cool is that!

PRODUCT REGISTRATION:

All Season Power strongly encourages you to register your Product. You can register online at shopjoe.com/register, by chatting with us at shopjoe.com/support or calling our Customer Service Department at **1-866-225-9723**. Failure to register your Product will not diminish your warranty rights. However, registering your Product will allow All Season Power to better serve you with any of your customer service needs.

WHO CAN SEEK LIMITED WARRANTY COVERAGE:

This Warranty is extended by All Season Power to the original purchaser and original owner of the Product.

WHAT IS NOT COVERED?

This Warranty does not apply if the Product has been used commercially or for non-household or rental applications. This Warranty also does not apply if the Product was purchased from an unauthorized seller. This Warranty also does not cover cosmetic changes that do not affect performance. Wearing parts like belts, augers, chains and tines are not covered under this Warranty, and can be purchased at shopjoe.com or by calling 1-866-225-9723.



We encourage you to use **CERTIFIED AUTHENTIC** Snow Joe®, Sun Joe®, Aqua Joe® + Auto Joe® replacement parts + accessories. Damage caused by the use of any other parts + accessories on your Product will not be covered under the warranty. Genuine parts + accessories can be found and purchased here by entering the model number of your product.

When you register your powered or non-powered Product with All Season Power at shopjoe.com/register, you will receive an additional 90 days of warranty coverage. In addition, you will have the option of purchasing extended warranty coverage beyond the standard 1-year manufacturer's warranty. Choose from two, three, or four years of extended coverage through Extend, Inc. Additional charges apply. When you Go With Joe®, you're not just buying an extended warranty; you're buying total peace of mind to know that you can rely on our top-notch tools, top-tier customer support, complete product coverage + no hassle return policy. Chat with us at shopjoe.com/support or call us at **1-866-225-9723** 7 days a week 10AM-6PM EST. We've got you covered!

There are no warranties which extend beyond those stated herein. **ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.** Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT OR STRICT LIABILITY. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. This warranty supersedes those printed in product manuals.



IMPORTANT NOTICE ABOUT YOUR RIGHTS - PLEASE READ

ARBITRATION AGREEMENT

THIS ARBITRATION AGREEMENT ("AGREEMENT") SHALL GOVERN THE MANNER BY WHICH ANY CLAIMS AGAINST US REGARDING THIS PURCHASE AND/OR USE OF OUR PRODUCTS SHALL BE RESOLVED. THIS AGREEMENT SETS FORTH IMPORTANT LEGAL RIGHTS. PLEASE READ THIS AGREEMENT CAREFULLY.

BY PURCHASING OUR PRODUCTS FROM US OR ANY THIRD PARTY, YOU UNDERSTAND AND AGREE THAT ANY DISPUTE BETWEEN YOU AND US CONCERNING SUCH PRODUCT SHALL BE SETTLED BY BINDING INDIVIDUAL ARBITRATION IN ACCORDANCE WITH THE TERMS OF THIS AGREEMENT AND AS SUCH YOU WAIVE YOUR RIGHT TO PARTICIPATE IN OR REPRESENT A CLASS OF CONSUMERS IN SUCH DISPUTES. IF YOU DO NOT AGREE WITH THESE TERMS, YOU MUST RETURN THE PRODUCT WITHIN (30) DAYS OF YOUR RECEIPT OF THIS PRODUCT.

GOVERNING LAW; ASSENT

This Agreement shall be governed by the Federal Arbitration Act, 9 U.S.C. §§ 1 et seq., and, to the extent state law is applicable, the laws of the State of Delaware, without regard to conflict of laws principles. By retaining the Product beyond thirty (30) days from the date of receipt, you acknowledge that you have read, understood, and agreed to be bound by this Agreement. If you do not agree to this Agreement, you must return the Product within thirty (30) days of receipt for a full refund of the purchase price.

I. RESOLUTION BY BINDING ARBITRATION.

Any Claim or dispute between you and us, or any of our subsidiaries or affiliates, agents or representatives arising out of or relating in any way to the Product or this Agreement shall be resolved through final, binding arbitration. This arbitration obligation applies regardless of whether the claim or dispute involves a tort, fraud, misrepresentation, product liability, negligence, violation of a statute, or any other legal theory. You specifically acknowledge and agree that you waive your right to bring a lawsuit based on such claims or disputes and to have such lawsuit resolved by a judge or jury. Notwithstanding the foregoing, either party may seek emergency injunctive or other equitable relief from a court of competent jurisdiction solely to prevent irreparable harm pending arbitration, without waiving any right to arbitration of the underlying dispute.

II. WAIVER OF CLASS PARTICIPATION.

All arbitrations under this Agreement shall be conducted on an individual (and not a class-wide) basis, and an arbitrator shall have no authority to award class-wide relief. You acknowledge and agree that this Agreement specifically prohibits you from commencing arbitration proceedings as a representative of others or joining in any arbitration proceedings brought by any other person. You also acknowledge and agree that you are giving up your right to serve as a representative, as a private attorney general, or in any other representative capacity, and/or to participate as a member of a class of claimants in any lawsuit filed against us and/or related third parties.

III. ARBITRATION PROCEDURES.

A. Before commencing any arbitration proceedings under this Agreement, you must first present the claim or dispute to us by calling our Representative toll free at 1-866-225-9723 and providing all requested information. You may be required to provide us with a written statement setting forth the nature of your claim or dispute. We shall have forty-five (45) days from the receipt of such call (or written statement) to resolve such claim or dispute ("Resolution Period"). If your claim or dispute is not resolved within the Resolution Period, you may commence arbitration proceedings in accordance with the terms of this Agreement.

B. The arbitration of any claim or dispute under this Agreement shall be conducted pursuant to the AAA Consumer Arbitration Rules then in effect ("AAA"). These rules and procedures are available by calling the AAA or by visiting its web site at www.adr.org.

C. The arbitrator shall not conduct class arbitration; that is, the arbitrator shall not allow you to serve as a representative, as a private attorney general, or in any representative capacity for others in the arbitration.

D. The arbitration of any claim or dispute under this Agreement shall be conducted in New York County, New York State; provided, however, that for claims of \$25,000 or less, you may elect to conduct the arbitration by telephone or videoconference, in which case no in-person appearance shall be required.

E. MASS ARBITRATION. If twenty (20) or more similar claims are filed against us within any ninety (90) day period ("Mass Filing"), the AAA shall administer the Mass Filing in a coordinated proceeding. The AAA shall select up to ten (10) claims to serve as bellwether proceedings, which shall be resolved first. The results of the bellwether proceedings shall not be binding on remaining claimants but may be used by the parties to facilitate resolution. No additional claims in the Mass Filing shall be administered or arbitrated while the bellwether proceedings are pending. All applicable statutes of limitations shall be tolled during any period of abeyance under this section. This provision shall not limit your individual right to arbitration.

F. ALTERNATE ADMINISTRATOR. If the AAA is unable or unwilling to administer a claim under this Agreement, JAMS, Inc. ("JAMS") shall serve as the arbitration administrator pursuant to its Consumer Arbitration Minimum Standards then in effect, available at www.jamsadr.com.

IV. COSTS.

All administrative expenses of the arbitration proceedings commenced under this Agreement shall be as follows:

A. If the claim or dispute that is the subject of the arbitration proceedings is less than five thousand dollars (US \$5,000), your financial responsibility for the administrative costs shall not exceed One Hundred Dollars (\$100);

B. If the claim or dispute that is the subject of the arbitration proceedings is between five thousand dollars (US \$5,000) and fifty thousand dollars (US \$50,000), your financial responsibility for administrative costs shall not exceed Three Hundred Dollars (\$300); and

C. If the claim or dispute that is the subject of the arbitration proceedings exceeds \$50,000, your financial responsibility for administrative costs shall be in accordance with the Commercial Fee Schedule provided by the AAA.

D. Each party shall pay the fees and costs of its own counsel, experts and witnesses.

V. SMALL CLAIMS.

If a claim is within the jurisdiction of a small claims court, either party may choose to take the claim to that court instead of arbitration. Any dispute that cannot be adjudicated within the jurisdiction of a small claims tribunal shall be resolved by binding arbitration as described in and in accordance with the terms of this Agreement. Any appeal of a judgement from a small claims tribunal shall be resolved by binding arbitration under the terms of this Agreement.

VI. SEVERABILITY.

If any provision of this Agreement is declared or found to be unlawful, unenforceable or void, such provision will be ineffective only to the extent that it is found unlawful, unenforceable or void, and the remainder of the provision and all other provisions shall remain fully enforceable.

All Season Power LLC
794 School House Road
New Castle, DE 19720

Implemented: January 2026





shopjoe.com