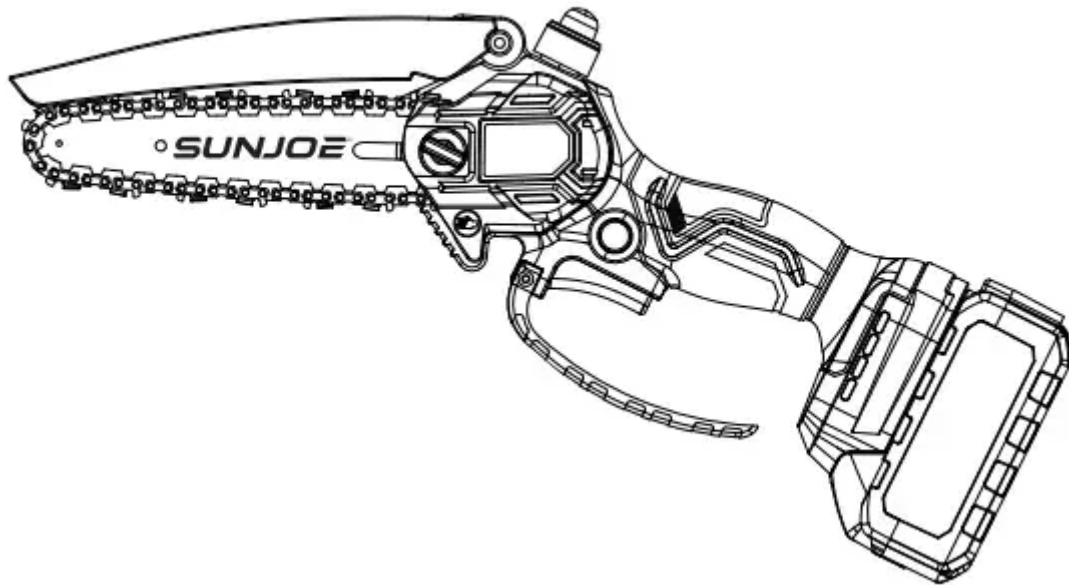


## OPERATOR'S MANUAL HANDHELD MINI PRUNING SAW SUNJOE X20 SERIES



### Safety Instructions

#### All Operators Must Read These Instructions Before Use

Read all safety warnings and all instructions. Failure to follow the warnings and instructions may result in electric shock, fire and/ or serious injury. Save all warnings and instructions for future reference.

**DANGER!** This indicates a hazardous situation, which, if not followed, will result in serious injury or death.

**WARNING!** This indicates a hazardous situation, which, if not avoided, could result in serious injury or death.

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

#### Intended Use

This handheld mini pruning saw was designed and manufactured for trimming and pruning tree limbs and branches and for cutting smaller logs up to the recommended 5 in. (13 cm), not to exceed a max. cut of 5 in. (13 cm) in diameter depending on type of wood. All of the wooden objects intended to be cut with this handheld mini pruning saw should be no thicker than the guide bar's maximum cutting capabilities.

Any other use differing from the above mentioned applications poses a serious hazard to the user and may damage both the tool and your personal property. Improper use of the machine will

invalidate the warranty and relieve the manufacturer from all liabilities. The user will consequently be liable for all and any damage or injury to himself/herself or others.

## **General Power Tool Safety Warnings**

WARNING! Read all safety warnings, instructions, illustrations and specifications provided with this power tool. Failure to follow all instructions listed below may result in electric shock, fire and/or serious injury. Save all warnings and instructions for future reference.

### **Work Area Safety**

1. Keep work area clean and well lit - Cluttered or 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 children and bystanders away while operating a power tool - Distractions can cause you to lose control.

### **Electric Safety**

1. 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.
2. 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.
3. Do not abuse the 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.
4. 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.
5. 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.

### **Personal Safety**

1. Stay alert, watch what you are doing and use common sense when operating a power tool. Do not use a power tool while you are tired or under the influence of drugs, alcohol or medication - A moment of inattention while operating power tools may result in serious personal injury.

2. Use personal protective equipment. Always wear eye protection - Protective equipment such as dust mask, non-skid safety shoes, hard hat, or hearing protection used for appropriate conditions will reduce personal injuries.
3. Prevent unintentional starting. Ensure the switch is in the off-position before connecting battery pack, picking up or carrying the tool - Carrying power tools with your finger on the switch or energising power tools that have the switch on invites accidents.
4. Remove any adjusting key or wrench before turning the power tool on - A wrench or a key left attached to a rotating part of the power tool may result in personal injury.
5. Do not overreach. Keep proper footing and balance at all times - This enables better control of the power tool in unexpected situations.
6. Dress properly. Do not wear loose clothing or jewelry. Keep your hair, clothing and gloves away from moving parts - Loose clothes, jewelry or long hair can be caught in moving parts.
7. If devices are provided for the connection of dust extraction and collection facilities, ensure these are connected and properly used - Use of dust collection can reduce dust-related hazards.
8. Do not let familiarity gained from frequent use of tools allow you to become complacent and ignore tool safety principles. A careless action can cause severe injury within a fraction of a second.

## **Power Tool Use and Care**

1. Do not force the power tool. Use the correct power tool for your application - The correct power tool will do the job better and safer at the rate for which it was designed.
2. Do not use the power tool 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.
3. Disconnect the battery pack from the power tool before making any adjustments, changing accessories, or storing power tools - Such preventive safety measures reduce the risk of starting the power tool accidentally.
4. Store idle power tools out of the reach of children and do not allow persons unfamiliar with the power tool or these instructions to operate the power tool - Power tools are dangerous in the hands of untrained users.
5. Maintain power tools. 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.
6. Keep cutting tools sharp and clean - Properly maintained cutting tools with sharp cutting edges are less likely to bind and are easier to control.

7. Use the power tool, accessories etc. 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 those intended could result in a hazardous situation.
8. Keep handles and grasping surfaces dry, clean and free from oil and grease. Slippery handles and grasping surfaces do not allow for safe handling and control of the tool in unexpected situations.

## **Battery Tool Use and Care**

**WARNING!** Read all safety warnings and instructions. Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury.

1. Recharge only with the charger specified by the manufacturer. A charger that is suitable for one type of battery pack may create a risk of fire when used with another battery pack.
2. Use appliances only with specifically designated battery packs. Use of any other battery packs may create a risk of injury and fire.
3. When the battery pack is not in use, keep it away from other metal objects, like paper clips, coins, keys, nails, screws or other small metal objects that can make a connection from one terminal to another. Shorting the battery terminals together may cause burns or a fire.
4. Under abusive conditions, liquid may be ejected from the battery; avoid contact. If contact accidentally occurs, flush with water. If liquid contacts eyes, additionally seek medical help. Liquid ejected from the battery may cause irritation or burns.
5. Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.
6. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 104°F (40.5°C) may cause explosion.
7. Follow all charging instructions and do not charge the battery pack or appliance outside of the temperature range specified in the instructions. Charging improperly or at temperatures outside of the specified range may damage the battery and increase the risk of fire.
8. Do not modify or attempt to repair the appliance or the battery pack (as applicable) except as indicated in the instructions for use and care.

## **Service**

1. Have your power tool serviced by a qualified repair person using only identical replacement parts. This will ensure that the safety of the power tool is maintained.

2. Never service damaged battery packs. Service of battery packs should only be performed by the manufacturer or authorized service providers.

## Safety Instructions for Handheld Mini Pruning Saws

### General Chain Saw Safety Warnings

- Keep all parts of the body away from the saw chain when the handheld mini pruning saw is operating. Before you start the chain saw, make sure the saw chain is not contacting anything. A moment of inattention while operating the chain saw may cause entanglement of your clothing or body with the saw chain.
- Hold the power tool by insulated gripping surfaces only, because the saw chain may contact hidden wiring. Saw chains contacting a "live" wire may make an exposed metal part of the power tool "live" and give the operator an electric shock.
- Wear safety glasses and hearing protection. Further protective equipment for head, hands, legs and feet is recommended. Adequate protective clothing will reduce personal injury by flying debris or accidental contact with the saw chain.
- Always keep proper footing and operate the chain saw only when standing on a fixed, secured and level surface. Slippery or unstable surfaces such as ladders may cause a loss of balance or control of the saw.
- When cutting a limb that is under tension, be cautious of spring back. When the tension in the wood fibers is released, the spring-loaded limb may strike the operator and/or throw the chain saw out of control.
- Use extreme caution when cutting brush and saplings. The slender material may catch the saw chain and be whipped toward you or pull you off balance. Carry the saw by the handle with the saw switched off and away from your body. When transporting or storing the saw, always fit the guide bar cover. Proper handling of the saw will reduce the likelihood of accidental contact with the moving saw chain.
- Follow instructions for lubricating, chain tensioning and changing accessories. An improperly tensioned or poorly lubricated chain may either break or increase the chance for kickback.
- Cut wood only. Do not use the chain saw for any other purpose. For example, do not use the chain saw to cut plastic, masonry or non-wood building materials. Using the chain saw in these incorrect ways could result in serious damage to you and your tool.
- Keep guards in place. Protective guards should be checked periodically to ensure they are properly fitted and in correct working order.
- Do not grasp the exposed cutting blade or cutting edges when picking up or holding the saw. Be sure to encase the cutting bar in its protective sheath when not in use.

- This saw is not intended for tree felling. Use of the saw for operations different than intended could result in serious injury to the operator or bystanders.

## **Causes and operator prevention of kickback**

Kickback may occur when the nose or tip of the guide bar touches an object, or when the wood closes in and pinches the saw chain in the cut.

Tip contact in some cases may cause a sudden reverse reaction, kicking the guide bar up and back towards the operator.

Pinching the saw chain along the top of the guide bar may push the guide bar rapidly back towards the operator.

Either of these reactions may cause you to lose control of the saw which could result in serious personal injury. Do not rely exclusively upon the safety devices built into your saw. As a chain saw user, you should take several steps to keep your cutting jobs free from accident or injury.

Kickback is the result of tool misuse and/or incorrect operating procedures or conditions and can be avoided by taking proper precautions as given below:

- Maintain a firm grip, with thumb and fingers encircling the saw handle and position your body and arm to allow you to resist kick-back forces. Kick-back forces can be controlled by the operator, if proper precautions are taken.
- Do not let go of the saw. Do not overreach and do not cut above shoulder height. This helps prevent unintended tip contact and enables better control of the unit in unexpected situations.
- Only use replacement bars and chains specified by the manufacturer. Incorrect replacement of bars and chains may cause chain breakage and/or kickback.
- Never use a dull or loose chain. Keep the chain sharp and properly tensioned.
- Follow the manufacturer's sharpening and maintenance instructions for the saw chain. Decreasing the depth gauge height can lead to increased kickback.

## **Additional safety instructions for Handheld Mini Pruning Saw**

- The handheld mini pruning saw is designed for cutting branches. Only use the handheld mini pruning saw as indicated in this manual for cutting wood. The machine has not been designed for continuous, professional use.
- Keep the handheld mini pruning saw out of reach of children. It is not a toy.
- Persons with limited physical, sensorial or mental abilities are not allowed to use the handheld mini pruning saw, unless they are supervised for their safety by a qualified person or are briefed by the responsible person on how to use the machine.

- Children and adolescents are not allowed to use the handheld mini pruning saw. Excluded from this prohibition are young people over 16 years of age under the supervision of an expert for the purpose of training.
- Please note the warning symbols. They mark all those instructions which are important for safety reasons. Observe these instructions as failure to do so could result in serious injury!
- The handheld mini pruning saw must be used only by one person at a time. Make sure bystanders do not stay in the vicinity of the chain saw's work area.
- Check the safe operating condition of the handheld mini pruning saw, in particular the guide bar and the saw chain, before each operation.
- Always have a safe stand when working with the saw.
- Hold the machine firmly and securely when switching on.
- Make sure the guide bar and the saw chain must be free when switched on and must not come into contact with the workpiece to be cut.
- Keep your hands away from the sawing area. Do not reach under the workpiece. Contact with the saw chain may result in injury.
- Guide the handheld mini pruning saw onto the workpiece only when switched on. Otherwise there is a risk of kickback if the saw chain gets caught in the workpiece.
- When sawing, the base plate must always face against the workpiece. The saw chain can become jammed and lead to loss of control over the machine.
- When the cut is completed, switch off the machine and then pull the saw chain out of the cut only after it has come to a standstill. This way you can avoid kick-back.
- Clamp the material to be processed well. Do not support the workpiece with your hand or foot. Do not touch objects or the floor with the saw running. Danger of kick-back.
- When sawing converted timber and thin branches, always use a strong support, such as a sawing trestle. Do not stack timber pieces.
- Before cutting logs, secure the logs in position.
- When working on sloping ground, make sure to work facing upwards.
- Be particularly careful when cutting splintered wood. Splinters of wood can be torn along by the saw chain and increase the risk of injury!
- Foreign objects such as nails, screws, metal parts, sand, etc. lead to increased wear on the guide bar and saw chain.
- A blunt saw chain can cause overheating and damage to the motor.
- Always remove the battery when checking the chain tension, to re-tighten it, to mount the saw chain and to eliminate faults! Also remove the battery if you do not use the machine temporarily.

## Battery & Charger Safety Instructions

We pay a great deal of attention to the design of every battery pack to ensure that we supply you with batteries that are safe, durable and have a high energy density. The battery cells have a wide range of safety devices. Each individual cell is initially formatted and its electrical characteristic curves are recorded. This data is then used exclusively to be able to assemble the best possible battery packs.

Despite all the safety precautions, caution must always be exercised when handling batteries. The following points must be obeyed at all times to ensure safe use. Safe use can only be guaranteed if undamaged cells are used. Incorrect handling of the battery pack can cause cell damage.

**IMPORTANT!** Analyses confirm that incorrect use and poor care of high-performance batteries are the main factors responsible for personal and/or product damage.

**WARNING!** Use only approved replacement batteries; other batteries may damage the cordless handheld mini pruning saw and cause it to malfunction, which can lead to serious personal injury.

**WARNING!** Do not use a battery pack or appliance that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.

Do not modify or attempt to repair the appliance or the battery pack except as indicated in the instructions for use and care.

Have your battery pack serviced by a qualified repair person using only identical replacement parts. This will ensure that the safety of the battery pack is maintained.

**CAUTION!** To reduce the risk of injury, charge the X20 Series 20V\* ECOSHARP® lithium-ion battery pack only in its designated X20 Series 20V\* ECOSHARP® lithium-ion charger. Other types of chargers present risk of fire, personal injury and damage. Do not wire a battery pack to a power supply plug or car cigarette lighter. Such misuse will permanently disable or damage the battery pack.

- Avoid dangerous environments - Do not charge the battery pack in rain, snow or in damp or wet locations. Do not use the battery pack or charger in the presence of explosive atmospheres (gaseous fumes, dust or flammable materials) because sparks may be generated when inserting or removing the battery pack, which could lead to a fire.
- Charge in a well-ventilated area - Do not block the charger vents. Keep them clear to allow for proper ventilation. Do not allow smoking or open flames near a charging battery pack. Vented gases may explode.

**NOTE:** The safe temperature range for the battery is 41°F - 105°F (5°C - 40.5°C). Do not charge the battery outside in freezing weather; charge it at room temperature.

- Maintain charger cord - When unplugging the charger, pull the plug, not the cord, from the receptacle to reduce the risk of damage to the electrical plug and cord. Never carry the charger by its cord or yank it by the cord to disconnect it from the receptacle. Keep

the cord away from heat, oil and sharp edges. Make sure the cord will not be stepped on, tripped over or subjected to damage or stress when the charger is in use. Do not use the charger with a damaged cord or plug. Replace a damaged charger immediately.

- Do not use an extension cord unless it is absolutely necessary - Using the wrong, damaged or improperly wired extension cord poses a risk of fire and electric shock. If an extension cord must be used, plug the charger into a properly wired 16 gauge or larger extension cord with the female plug matching the male plug on the charger. Make sure that the extension cord is in good electrical condition.
- Charger HC1610-2100750 is rated for 120V AC input, 60 Hz, and provides a 20V DC output - The charger must be plugged into an appropriate receptacle.
- Use only recommended attachments - Use of an attachment not recommended or sold by the battery charger or battery pack manufacturer may result in risk of fire, electric shock or personal injury.
- Unplug charger when not in use - Make sure to disconnect battery pack from unplugged charger.

**WARNING!** To reduce the risk of electric shock, always unplug the charger before performing any cleaning or maintenance. Do not allow water to flow into the charger. Use a Ground Fault Circuit Interrupter (GFCI) to reduce shock hazards.

- Do not burn or incinerate the battery pack - The battery pack may explode, causing personal injury or damage. Toxic fumes and materials are created when battery pack is burned.
- Do not crush, drop or damage battery pack - Do not use the battery pack or charger if they have sustained a sharp blow, been dropped, run over or have been damaged in any way (i.e. pierced with a nail, hit with a hammer, stepped on, etc.).
- Do not disassemble - Incorrect reassembly may pose a serious risk of electric shock, fire or exposure to toxic battery chemicals. If the battery or charger is damaged, contact an authorized Snow Joe® + Sun Joe® dealer or call the All Season Power customer service center at 1-866-225-9723 for assistance.
- Battery chemicals cause serious burns - Never let a damaged battery pack contact the skin, eyes or mouth. If a damaged battery pack leaks battery chemicals, use rubber or neoprene gloves to safely dispose of it. If skin is exposed to battery fluids, wash the affected area with soap and water and rinse with vinegar. If eyes are exposed to battery chemicals, immediately flush with water for 20 minutes and seek medical attention. Remove and dispose of contaminated clothing.
- 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.

- Store your battery pack and charger in a cool, dry place - Do not store the battery pack or charger where temperatures may exceed 105°F (40.5°C), such as indirect sunlight or inside a vehicle or metal building during the summer.

## Information about the battery

1. The battery pack supplied with your cordless handheld mini pruning saw is only partially charged. The battery pack has to be charged completely before you use the tool for the first time.
2. For optimum battery performance, avoid low discharge cycles by charging the battery pack frequently.
3. Store the battery pack in a cool place, ideally at 77°F (25°C) and charged to at least 40%.
4. Lithium-ion batteries are subject to a natural aging process. The battery pack must be replaced at the latest when its capacity falls to just 80% of its capacity when new. Weakened cells in an aged battery pack are no longer capable of meeting the high power requirements needed for the proper operation of your handheld mini pruning saw, and therefore pose a safety risk.
5. Do not throw battery pack into an open fire as this poses a risk of explosion.
6. Do not ignite the battery pack or expose it to fire.
7. Do not exhaustively discharge the battery. Exhaustive discharge will damage the battery cells. The most common cause of exhaustive discharge is lengthy storage or non-use of partially discharged batteries. Stop working as soon as the performance of the battery falls noticeably or the electronic protection system triggers. Place the battery pack in storage only after they have been fully charged.
8. Protect the battery and the tool from overloads. Overloads will quickly result in overheating and cell damage inside the battery housing even if this overheating is not apparent externally.
9. Avoid damage and shocks. Immediately replace batteries that have been dropped from a height of more than one meter or those that have been exposed to violent shocks, even if the housing of the battery pack appears to be undamaged. The battery cells inside the battery may have suffered serious damage. In such instances, please read the waste disposal information for proper battery disposal.
10. If the battery pack suffers overloading and overheating, the integrated protective cutoff will switch off the equipment for safety reasons. IMPORTANT! Do not press the ON/OFF switch any more if the protective cutoff has been activated. This may damage the battery packs.

11. Use only original battery packs. The use of other batteries poses a fire risk and may result in injuries or an explosion.

## Information about the charger and the charging process











1. **Please check the data marked on the rating plate of the battery charger. Be sure to connect the battery charger to a power supply with the voltage marked on the rating plate. Never connect it to a different mains voltage.**
2. Protect the battery charger and its cord from damage. Keep the charger and its cord away from heat, oil and sharp edges. Have damaged cords repaired without delay by a qualified technician at an authorized Snow Joe® + Sun Joe® dealer or call the All Season Power customer service center at 1-866-225-9723.
3. Electrical plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs with grounded appliances. Unmodified plugs and matching outlets will reduce the risk of electric shock.
4. Keep the battery charger, battery pack and the cordless tool out of the reach of children.
5. Do not use the supplied battery charger to charge other cordless tools.
6. During periods of heavy use, the battery pack will become warm. Allow the battery pack to cool to room temperature before connecting it to the charger to recharge.
7. Do not overcharge the battery. Do not exceed the maximum charging times. These charging times only apply to discharged battery. Frequent insertion of a charged or partially charged battery pack will result in overcharging and cell damage. Do not leave the battery in the charger for days on end.
8. Never use or charge the battery if you suspect that it has been more than 12 months since the last time it was charged. There is a high probability that the battery pack has already suffered dangerous damage (exhaustive discharge).
9. Charging the battery at a temperature below 41°F (5°C) will cause chemical damage to the cells and may cause a fire.
10. Do not use batteries that have been exposed to heat during the charging process, as the battery cells may have suffered dangerous damage.
11. Do not use batteries that have suffered curvature or deformation during the charging process or those that exhibit other atypical symptoms (gassing, hissing, cracking, etc.).
12. Never fully discharge the battery pack (maximum recommended depth of discharge is 80%). A complete discharge of the battery pack will lead to premature aging of the battery cells.

## Protection from environmental influences

1. Wear suitable work clothes. Wear safety goggles.
2. Protect your cordless tool and the battery charger from moisture and rain. Moisture and rain can cause dangerous cell damage.
3. Do not use the cordless tool or the battery charger near vapors and flammable liquids.
4. Use the battery charger and cordless tools only in dry conditions and at an ambient temperature of 41°F - 105°F (5°C - 40.5°C).
5. Do not keep the battery charger in places where the temperature is liable to reach over 105°F (40.5°C). In particular, do not leave the battery charger in a car that is parked in the sunshine.
6. Protect the battery from overheating. Overloads, overcharging and exposure to direct sunlight will result in overheating and cell damage. Never charge or work with a battery that has been overheated - replace it immediately, if possible.
7. Store the charger and your cordless tool only in dry locations with an ambient temperature of 41°F - 105°F (5°C - 40.5°C). Store your lithium-ion battery pack in a cool, dry place at a temperature of 77°F (25°C). Protect the battery pack, charger and cordless tool from humidity and direct sunlight. Only place fully charged battery in storage (charged to at least 40%).
8. Prevent the lithium-ion battery pack from freezing. Battery pack that was stored below 32°F (0°C) for more than 60 minutes must be discarded.
9. When handling batteries, be wary of electrostatic charge. Electrostatic discharges can damage the electronic protection system and the battery cells. Avoid electrostatic charging and never touch the battery poles.

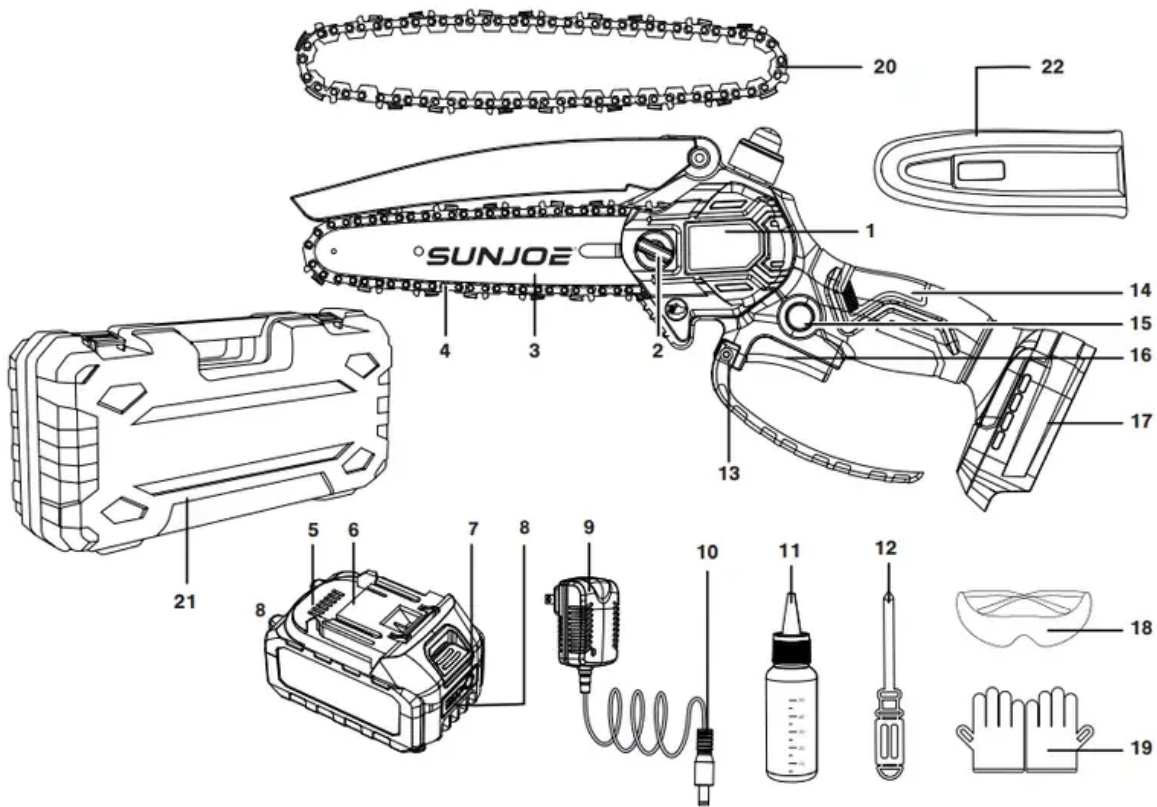
## Safety Symbols

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.
	WEAR EYE AND HEARING PROTECTION – For protection against injury, wear ear defenders, safety goggles, and head protection.		CAUTION! Avoid contacting the guide bar tip with any object. Tip contact may cause the guide bar to move suddenly upward and backwards, which may cause serious injury to the user.
	WARNING! Do not expose the unit to rain or wet conditions.		Correct direction of cutting teeth.
	Wear safety gloves during use to protect hands.		Wear safety footwear at all times to provide protection against objects that may accidentally fall on feet.
	The moving part will continuously run for several seconds after you turn off the machine.		Indoor use only. Only use battery charger indoors.

## Know Your Handheld Mini Pruning Saw

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



1. Chain/sprocket end cover
2. End cover knob
3. 5-in. (13 cm) guide bar
4. 6-in. (15.2 cm) cutting chain
5. 20V\* ECOSHARP\* lithium-ion battery
6. Charge socket
7. Push button for battery indicator
8. Battery indicator
9. 20V\* lithium-ion charger
10. Charger plug
11. Lubricating oil
12. Screwdriver
13. Hex key wrench slot
14. Handle grip
15. Safety lock button
16. On/Off switch
17. Battery compartment
18. Safety Glasses

19. Gloves
20. 6 in. (15.2 cm) replacement chain
21. Hard shell case
22. Cutting bar sheath

## Technical Data

Motor: 550 W brushed

Battery Voltage Max\*: 20V\* D.C

Battery Capacity: 4.0 Ah

Charger Input: 100-240V AC, 50-60 Hz, 0.8 A

Charger Output: 21V DC 0.75 A

Charge Time Max: 5-6 hr

Chain Length: 6 in. (15.2 cm)

Bar Length: 5 in. (13 cm)

Cutting Thickness Max: Max: 5 in. (13 cm)

Oil Tank Capacity: 0.34 fl oz (10 ml)

Oil Bottle Capacity: 1.7 fl oz (50 ml)

Net Weight: 3.8 lbs (1.72 kg)

Product Dimensions: 14.1 in. x 5.43 in. x 4 in. (36 cm x 14 cm x 10.2 cm)

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

## Unpacking

### Carton Contents

- Cordless handheld mini pruning saw with chain and bar pre-assembled
- Cutting bar sheath
- 1.7 fl oz (50 ml) lubrication oil
- X20 Series 20V\* ECOSHARP\* lithium-ion battery
- 20V\* lithium-ion battery charger
- Gloves
- Screwdriver
- 6 in. Chain (x 2)
- Safety glasses
- Hard shell case

- Manual

1. Carefully remove the cordless handheld mini pruning saw 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 your new cordless handheld mini pruning saw. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations.

IMPORTANT! The equipment and packaging material are not toys. Do not let children play with plastic bags, foils, or small parts. These items can be swallowed and pose a suffocation risk!

## **Battery Pack Operation**

The equipment is powered by a lithium-ion battery. The battery pack is completely sealed and maintenance free.

### **Battery Charge Level Indicator**

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)

## **Charger Operation**

WARNING! Charge only X20 Series 20V\* ECOSHARP lithium-ion battery pack with its compatible 20V\* 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.

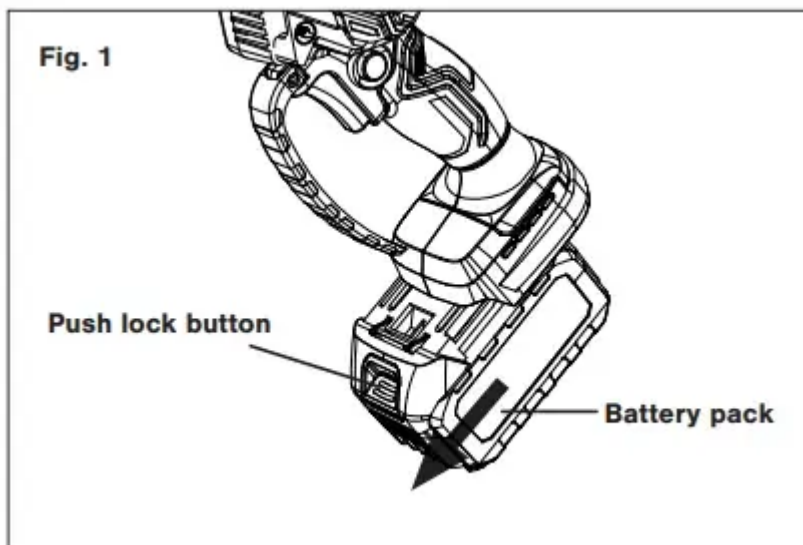
## When to Charge the X20 Series 20V\* ECOSHARP Lithium-ION Battery

NOTE: The X20 Series 20V\* ECOSHARP lithium-ION battery pack does 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 X20 Series 20V\* ECOSHARP 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.

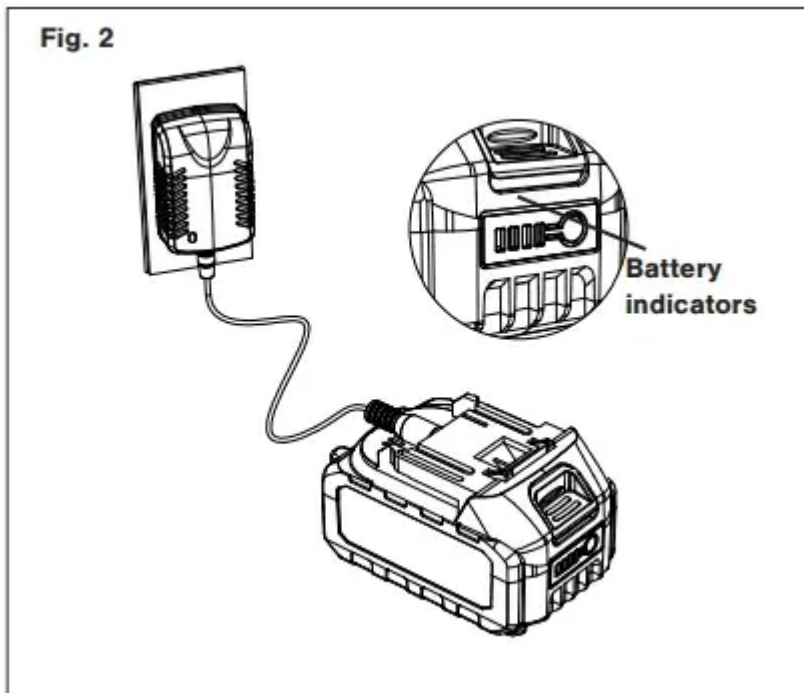
## Charging the Battery

1. Press the push lock buttons on the battery to pull it out of the equipment (Fig. 1).



2. Check that the mains voltage matches the rating on the battery charger. Plug the charger adapter into an appropriate AC power outlet, then connect the charger plug to the battery's charge socket to begin charging (Fig. 2). The charger light will turn red while charging and change to green once fully charged, which takes about 5-6 hours. Unplug

the charger once charging is complete.



3. The battery will take approximately 5 hours to charge. The battery indicator LEDs will blink and illuminate one by one during the charging process. Unplug the charger immediately when the 4 LEDs are all illuminated.

**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.

**WARNING!** This charger does not automatically turn off when the battery is fully charged. Please take care not to leave the battery plugged into the charger. Switch off or unplug the charger at the mains when charging is complete.

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.

## Preparing To Work

### Checking the Machine

**WARNING!** Before performing any checks, adjustments, repairs or maintenance on the machine, make sure the battery is not inserted in the compartment.

Before starting work please:

- Check that all the screws on the machine and the guide bar are tightly fastened.
- Check that the chain is tensioned correctly, sharp and there are no signs of any damage.

- Check that hand grip and protection devices are clean and dry, correctly mounted and securely fastened to the machine.
- Check that the On/Off switch and the safety lock button move freely without forcing and return automatically and rapidly back to their neutral positions.
- Check that the On/Off switch remains locked until the safety lock button is pressed.
- Make sure the ventilation slots are not clogged with sawdust or debris.

## Break-in Time for New Chains

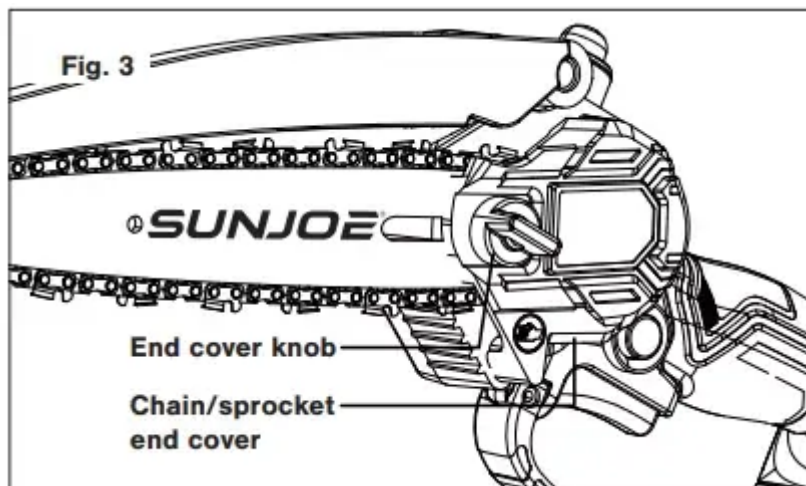
For safety operation, it's recommended to run through the below break-in tips every time a new chain is installed.

1. Remove the battery and adjust the chain tension.
2. Insert the battery and switch on the handheld mini pruning saw and leave the motor running idle for approx. 5 minutes.
3. Remove the battery and check the chain tension again. If necessary, re-tighten the chain.
4. Afterwards make only easy cuts for approx. 30 minutes. Always ensure sufficient lubrication of the saw chain! Only use the handheld mini pruning saw for heavier cuts and greater cutting depths after the break-in period.

## Adjusting the Chain Tension

**WARNING!** Use protective gloves when handling the bar and chain.

1. Make sure the chain saw is shut off and the battery is removed. Loosen the sprocket/chain end cover a little by turning the end cover knob counterclockwise (Fig.3).



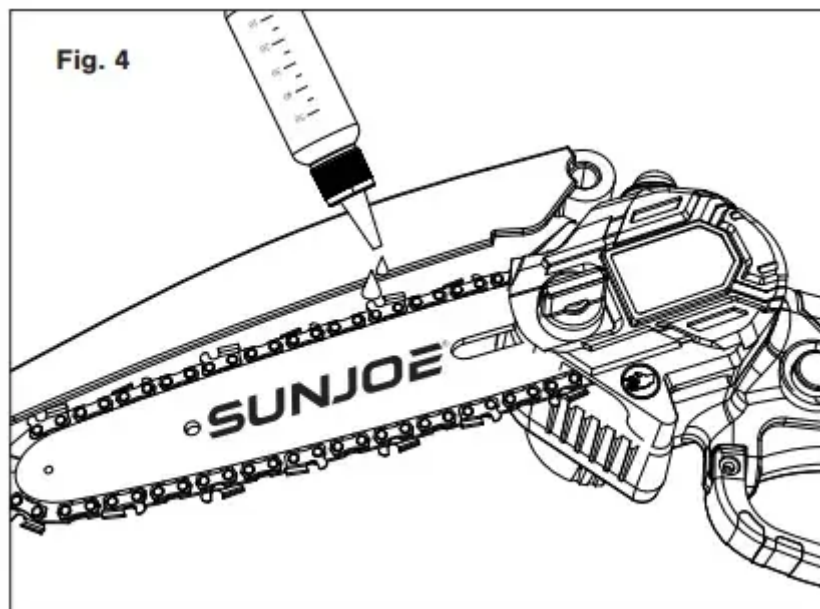
2. Retighten the end cover knob. Using a screwdriver, run the chain along the guide bar to check that it moves smoothly.

## Chain Lubricant

**IMPORTANT!** Only use a good quality bar and chain oil designed specifically for use with chain saws to ensure optimal lubrication of the cutting parts. Do not use oil containing impurities.

**IMPORTANT!** The chain lubricating oil is bio-degradable. The use of mineral oil or engine oil can have a serious impact on the environment. It is essential that you use good quality oil to lubricate the cutting parts effectively. Used or poor quality oil does not guarantee good lubrication and reduces the lifespan of the chain and bar.

Before lubricating the handheld mini pruning saw, clean the guide bar and saw chain with a soft brush. Then drop the oil between the chain and the bar. Insert the battery and switch on the handheld mini pruning saw. The oil will be evenly distributed over the chain. For optimal cutting result, lubricate the saw every 30 minutes during operation. When storing the unit for a long period of time (3 months or longer), be sure the chain is lightly lubricated; this will prevent rust on the chain and bar sprocket (Fig. 4).



## Operation

### Starting and Stopping

**CAUTION!** Starting, stopping, and restarting an electric motor repeatedly within a few seconds can generate a great deal of heat and damage the motor. To protect the life of your cordless handheld mini pruning saw, always wait at least five seconds after stopping before restarting the saw.

**WARNING!** Be sure that the chain is not in contact with any object when you start the motor.

**WARNING!** Keep hands away from chain. Keep hand on handle. Do not overreach.

A good, firm grip on the tool will help you maintain control. Maintain a firm grip by placing your hand on the handle with thumb and fingers encircling the grip. A firm grip combined with proper

positioning of the saw will help you maintain control of the saw. Do not let go of the saw while it is in operation.

**WARNING!** Do not operate the cordless handheld mini pruning saw in a tree, on a ladder, or on a scaffold. Using the tool under such circumstances is extremely dangerous.

**CAUTION!** The chain will continue to run for several seconds after turning off the tool.

Do not use the handheld mini pruning saw under wet conditions. Use extreme caution when cutting small brush, saplings, or limbs under tension because slender and tense material may catch the saw and be whipped toward you, pull you off balance, or spring back.

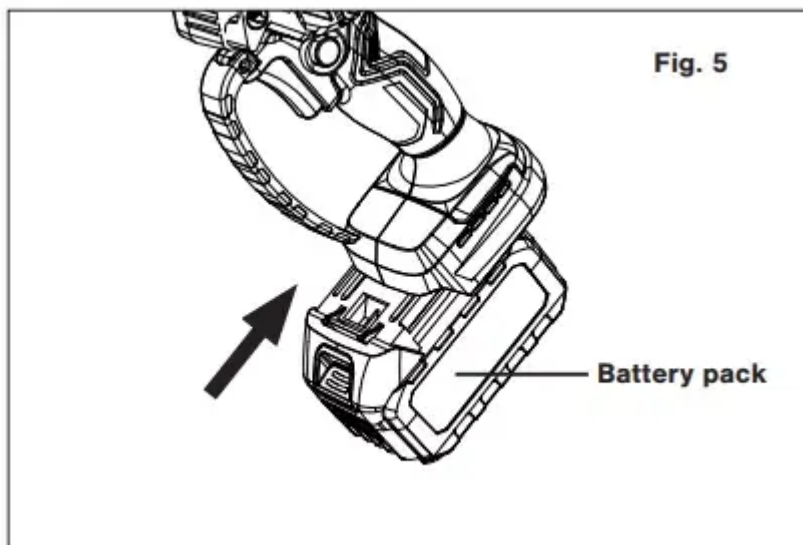
Do not use the saw to cut vines and/or small underbrush.

**WARNING!** Do not let familiarity with this type of tool prevent you from taking all necessary precautions. Remember that a careless fraction of a second is sufficient to inflict serious injury.

**WARNING!** Do not cut branches near electrical wires.

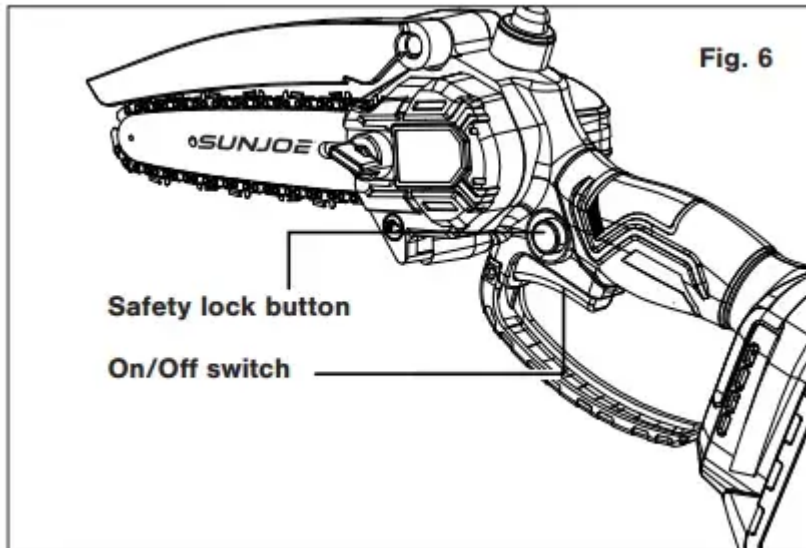
**WARNING!** Failure to lubricate the chain will cause damage to the bar and chain. Use only a good quality bar and chain oil designed specifically for use with chain saws.

1. Prior to each cutting session, run through the daily checklist (see pg. 18).
2. Insert the battery in the battery compartment. Push to make sure it is locked in place (Fig. 5).



3. To turn the tool on, hold the handheld mini pruning saw firmly on the handle grip. Press the safety lock button, and squeeze the On/Off switch. When the handheld mini pruning

saw is running, you can release the safety lock button (Fig. 6).



4. To turn the tool off, simply release the On/Off switch.

NOTE: Do not squeeze the On/Off switch until you are ready to make a cut.

NOTE: Do not squeeze the On/Off switch until you are ready to make a cut.

## Operating Tips

WARNING! For your safety and that of others:

1. Do not use the machine without reading the instructions carefully. Become acquainted with the controls and the proper use of the machine. Learn how to stop the machine quickly.
2. Keep in mind that the operator or user is responsible for accidents or hazards occurring to other people or their property.
3. Always wear suitable clothing when using the machine. Wear anti-vibration gloves and other personal protective equipment.

All the above-mentioned precautions do not, however, guarantee the prevention of certain risks - i.e. Raynaud's phenomenon or Carpal tunnel syndrome. For operators who use this machine for prolonged periods, it is therefore recommended to have periodic checkups on their hands and fingers. If any of the above mentioned symptoms should appear, please contact a physician immediately.

4. Work only in daylight or good artificial light.
5. Take utmost care when working near metal fences.
6. Take care not to hit the bar hard against foreign objects or flying debris caused by the movement of the chain.
7. Never reach over the riving knife or under the base plate. There is a risk of injury!

8. Do not start the saw if the saw chain is in contact with any object, is in the workpiece or may hit an object. This can lead to serious injuries.
9. Clamp loose workpieces before cutting them. Remove foreign objects such as nails, screws, etc.
10. When cutting a branch that is under tension, be alert for spring back. When the tension in the wood fibers is released, the spring-loaded limb may strike the operator and/or throw the saw out of control.
11. Use extreme caution when cutting brush and saplings. The slender material may catch the saw chain and be whipped toward you or pull you off balance.
12. Stop the motor and remove the battery from the compartment:
  - Whenever you leave the machine unattended;
  - Before cleaning, checking or servicing the machine;
  - After striking a foreign object. Inspect the machine for any damage and make repairs before restarting it again;
  - If the machine begins to vibrate abnormally, immediately look for the cause of the vibrations and have the machine inspected at an authorized Snow Joe®+ Sun Joe® dealer or call the All Season Power customer service center at 1-866-225-9723 for assistance;
  - When the machine is not in use.

**IMPORTANT!** Always remember that an incorrectly used handheld mini pruning saw may disturb others and have a serious impact on the environment.

To respect people and the environment:

- Avoid using the machine in environments or at times of the day when it may disturb others. Scrupulously comply with local regulations and provisions for the disposal of waste materials after sawing.
- Scrupulously comply with local regulations and provisions of disposal of oils, damaged parts or any elements which have a strong impact on the environment.
- A certain amount of chain lubricating oil is released into the environment when the machine is running, so only use biodegradable oils made specifically for this use.
- To avoid the risk of fire, do not leave the machine with the motor hot on leaves or dry grass.

**WARNING!** It takes specific training to use this tool.

## Checks During Work

### Checking the chain tension

The chain tends to stretch gradually as you work, so you need to check its tension frequently.

**IMPORTANT!** During the first period of use (or after replacing the chain), the chain tension must be checked more frequently due to settling of the chain.

**WARNING!** Never work with the chain loose, as it can be hazardous if the chain slips out of its guide.

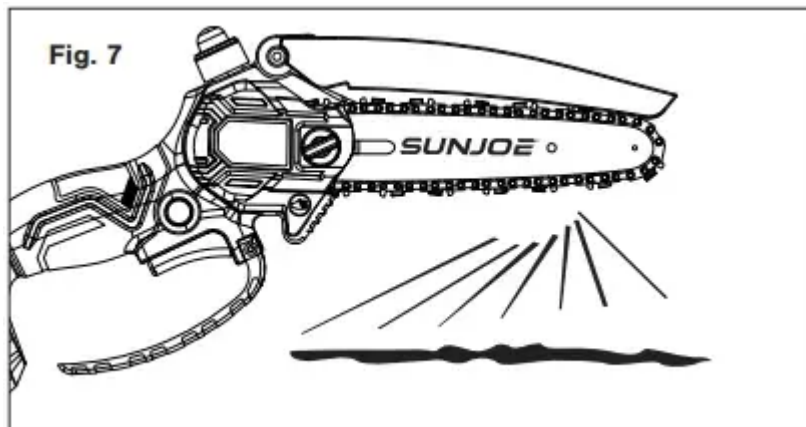
To adjust the chain tension, follow the instructions in "Adjusting the Chain Tension" on page 12.

### Checking the oil delivery

**IMPORTANT!** Never use the machine without lubrication! Make sure you lubricate the cutting area before and after using, and every 30 minutes during operation. For best results, use only a good quality bar and chain oil designed specifically for use with chain saws. Check the oil delivery as described below every time after lubricating the chain.

**WARNING!** Make sure the bar and the chain are in place when you check the oil delivery.

Start the motor and check if the chain oil is delivered as shown below (Fig. 7).



### Basic Cutting Procedures

**WARNING!** This unit is designed for trimming branches and limbs up to 5 in. (13 cm), not to exceed a max. cut of 5 in. (13 cm) in diameter depending on type of wood. Practice cutting a few small limbs using the following technique to get the "feel" of using the saw before you begin a major sawing operation.

- Grip the saw firmly on the handle grip.
- Squeeze the trigger switch and let the chain accelerate to full speed before entering the cut.
- Keep the unit running the entire time you are cutting, maintaining a steady speed.
- Let the chain do the work; exert only light downward pressure. If you force the cut, damage to the bar, chain, or unit can result.

- Do not put the pressure on the saw at the end of the cut.
- Always cut with both feet on solid ground to prevent falling.
- Do not cut above chest height since it is difficult to control kickback forces with a saw held high.

## Maintenance

Please contact an authorized Snow Joe® + Sun Joe® dealer or call the All Season Power customer service center at 1-866-225-9723 for all maintenance operations not foreseen in this manual. Any operation performed in an unauthorized service center or by unqualified personnel will completely invalidate the warranty.

**WARNING!** For your safety and that of others:

- Correct maintenance is essential to maintain the original efficiency and safety of the machine over time.
- Keep all nuts, bolts, and screws tight to be sure the equipment is in safe working condition.
- Never use the machine with worn or damaged parts. Damaged parts are to be replaced and never repaired.
- Only use original Snow Joe® Sun Joe replacement parts. Parts that are not of the same quality can seriously damage the equipment, compromise safety, and invalidate the warranty.

**WARNING!** Always remove the battery before performing any adjustments, maintenance, or repairs to your cordless handheld mini pruning saw.

- Use protective gloves when handling the bar and chain.
- Keep the bar encased in its sheath, except when working directly on the bar or the chain.
- Never dispose of oils or other polluting materials in unauthorized places.

## Motor Cooling

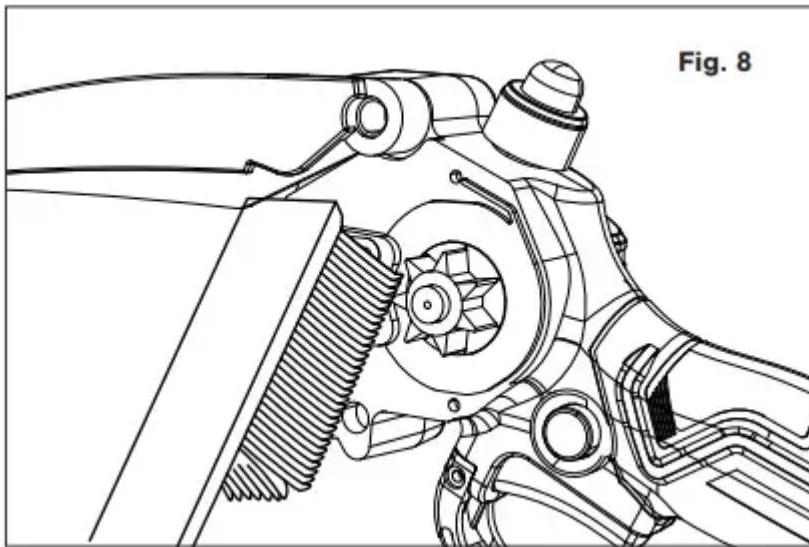
To avoid overheating and damage to the motor, always keep the ventilation slots clean and free of sawdust and debris.

## General Cleaning

It's recommended to clean the handheld mini pruning saw immediately after each use for best performance. Use a cloth, a paintbrush or a brush to remove dust and wood splinters. Always keep the ventilation slots clean and free from obstructions. Clean the housing of the handheld mini pruning saw regularly with a damp cloth and somewhat soft soap. Do not use any cleaning or

solvent materials. Make sure that no water or any other liquid can get inside the cordless power tool.

Clean the sprocket area with a brush or compressed air (Fig.8).



### **Replacing the Guide Bar and Chain**

NOTE: When replacing the guide bar and chain, use only identical replacement parts. Make sure the battery is not inserted in the compartment before proceeding with operation.

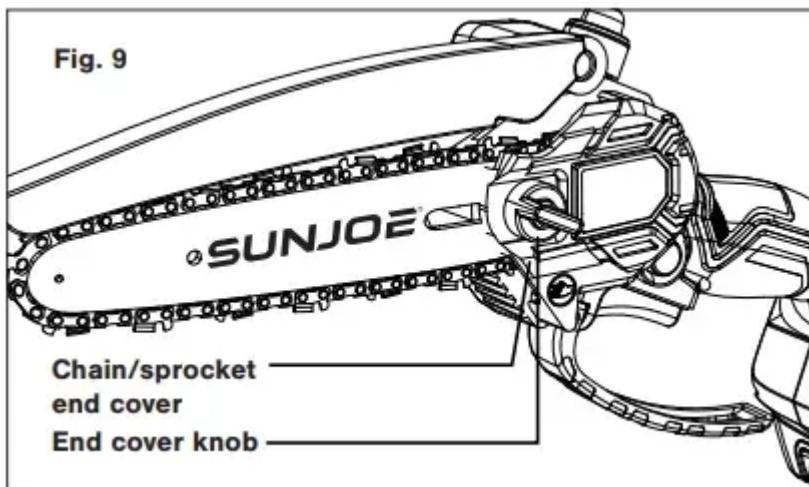
WARNING! Always wear heavy-duty gloves when handling the bar and chain. Mount the bar and chain very carefully so as not to impair the safety and efficiency of the machine. If in doubt, contact an authorized Snow Joe® Sun Joe® dealer or call the All Season Power customer service center at 1-866-225-9723.

WARNING! The operation should be completed on a flat and stable surface, with adequate space for moving the machine and its components.

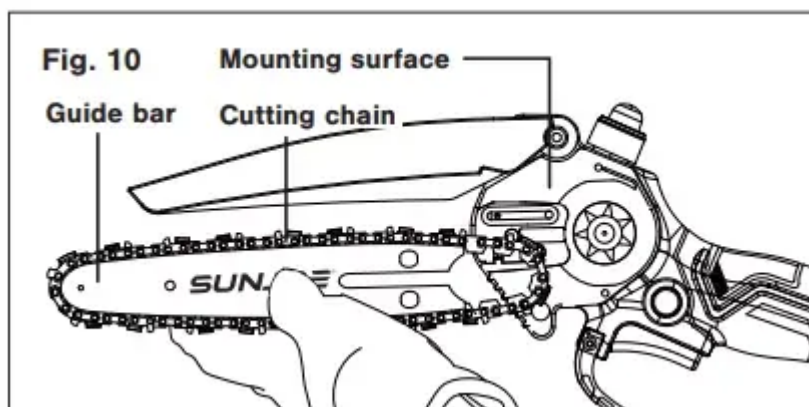
DANGER! Never start the motor before installing the guide bar, chain, and sprocket cover. Without all these parts in place, the clutch can fly off or explode, exposing the user to potentially serious injuries.

When you first purchase your chain saw, the chain and bar will come pre-assembled on the saw. Should you need to replace the chain in the future, follow the steps below.

1. Screw the chain/sprocket end cover knob counterclockwise to release chain/sprocket end cover (Fig.9).

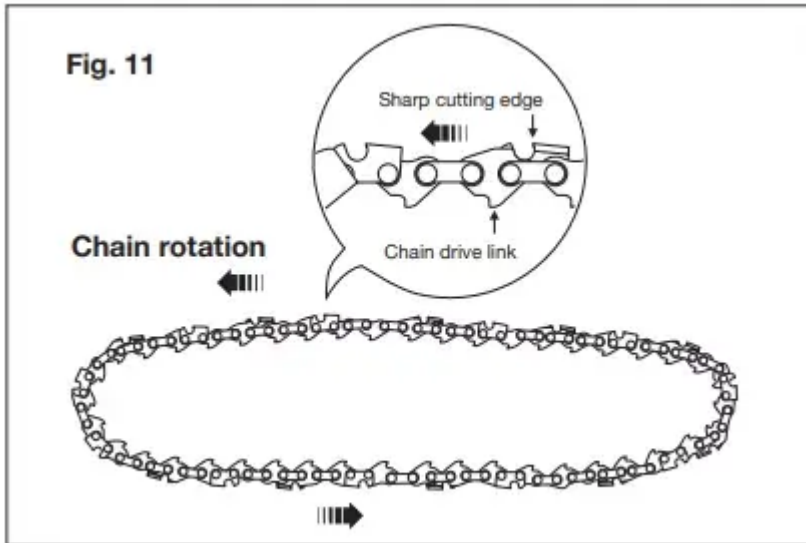


2. Remove the cutting bar and chain from the mounting surface (Fig. 10).



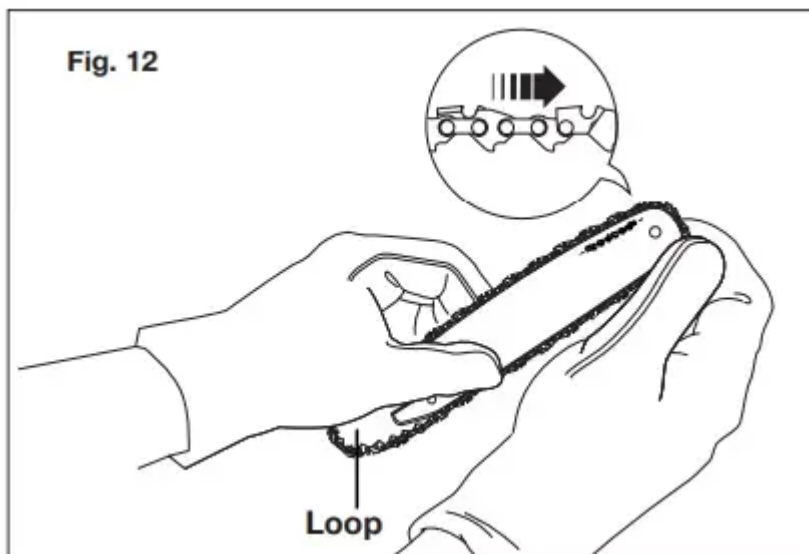
3. Remove the old chain from the bar.
4. Lay out the new saw chain in a loop and straighten any kinks. THE SHARP SIDE OF THE TEETH MUST FACE AWAY FROM YOU IN THE DIRECTION OF THE CHAIN ROTATION INDICATED ON THE GUIDE BAR. If the teeth face backwards, turn the loop

over (Fig. 11).



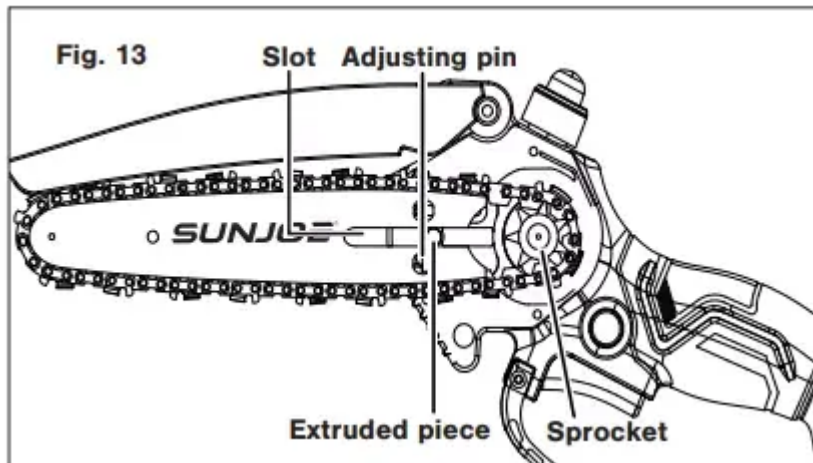
5. Starting at the tip, mount the chain drive links into the bar groove, leaving a loop at the back of the bar. The chain will loosely fit until it is placed on the sprocket (Fig. 12).

NOTE: Make certain of the direction of the chain. If the chain is mounted backwards, the saw will vibrate abnormally and will not cut.

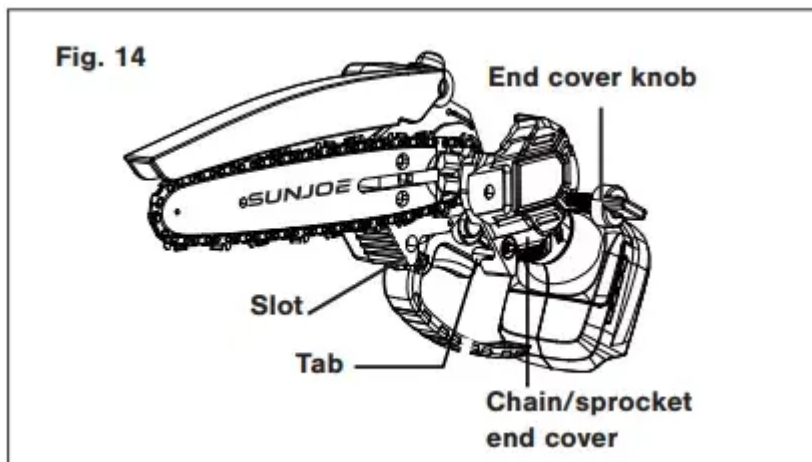


6. Hold the chain in position on the bar and place the loop around the sprocket. Fit the bar against the mounting surface so that the extruded piece on the mounting surface is in the

long slot of the bar and the adjusting pin is in the chain tension pin hole (Fig. 13).



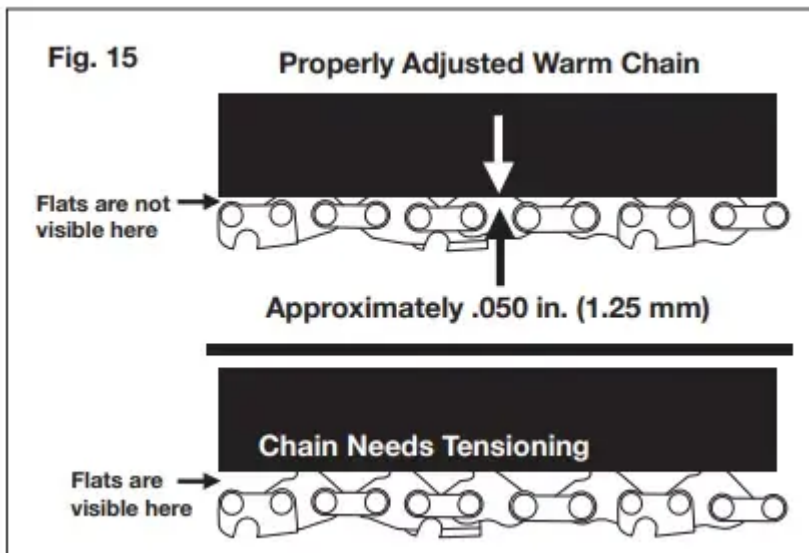
7. While keeping the bar and chain against the mounting surface, adjust the chain tension as needed by adjusting the chain tensioner screw with the supplied hex key wrench. Turn the chain tensioner screw clockwise to tighten the chain, or counter-clockwise to loosen the chain (Fig. 4).
8. Replace the chain/sprocket end cover by inserting the tab located on the bottom first into the slot and position the cover over the bar end. Tighten the end cover knob; leave the bar loose enough to move slightly for tension adjustment (Fig. 14).



## Chain Tension

Check the chain tension before using the saw when the chain is cold. The correct tension of a cold chain is when there is no slack on the underside of the guide bar; the chain is snug, but you can rotate it by hand without binding.

During normal saw operation, the temperature of the chain will increase. The drive links of a correctly tensioned warm chain will hang approximately 0.050 in. (1.25 mm) out of the bar groove (Fig. 15). Be aware that a chain tensioned while warm may be too tight upon cooling. Check the "cold tension" before next use. The chain must be re-tensioned whenever the flats on the drive links hang out of the bar groove (Fig. 15).



## Guide Bar Maintenance

When the guide bar shows signs of wear, turn it over on the saw to distribute the wear for maximum bar life. Feathering or burring of the bar rails is a normal process of bar wear. You should smooth such faults with a file as soon as they occur.

Replace a bar with any of the following faults:

- Wear inside the bar rails permitting the chain to lay over sideways
- Bent guide bar
- Cracked or broken rails
- Spread rails

Turn the saw over, check the underside of the guide bar, and make sure that the lubrication holes and chain groove are free from impurities.

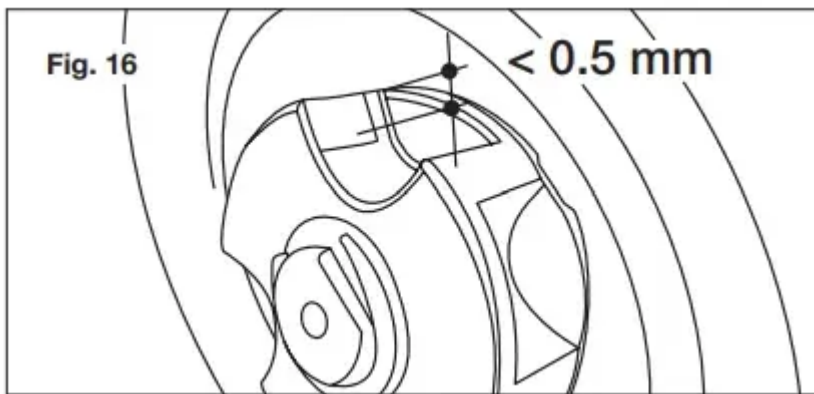
You can purchase replacement parts for your Sun Joe X20-SAW-4A cordless handheld mini pruning saw by ordering online at [shopjoe.com](http://shopjoe.com) or, to order by phone, contact All Season Power customer service at 1-866-225-9723.

## Chain Sprocket

Regularly check the condition of the sprocket and replace it when wear exceeds 0.5 mm (Fig. 16).

Do not mount a new chain with a worn sprocket or vice-versa.

## Troubleshooting



### Troubleshooting Tips

Most difficulties are easy to fix. Consult the troubleshooting table for common problems and their solutions. If you continue to experience problems or need repairs beyond these minor adjustments, please call 1-866-225-9723 for assistance.

**WARNING!** Always remove the battery before performing any adjustments, maintenance, or repairs to your cordless handheld mini pruning saw.

When not in use, your machine should be stored indoors in a dry and high or locked-up place, out of the reach of children.

### Troubleshooting Table

#### Daily Checklist, Cleaning and Storage

##### Daily Checklist

To help maintain your cordless handheld mini pruning saw for optimum performance, we recommend you complete this checklist prior to each work session.

**WARNING!** Do not insert the battery until you have completed all of the daily checks.

Inspect for any visible damage to the chain, guide bar, or motor housing. Inspect the guide bar rails and clean them to remove any debris. Check the chain tension. Check the chain teeth for sharpness.

**NOTE:** If you notice anything unusual, such as a vibration or odd sound, shut the saw OFF immediately. Remove the battery and check the saw for any damage.

If you cannot find the cause of the problem or are uncertain what to do, then have the saw inspected by an authorized Snow Joe® Sun Joe® dealer or call the All Season Power customer service center at 1-866-225-9723 before using it.

CAUTION!- Remove the battery and wait at least five minutes for the saw to cool before servicing or storing your unit.- If you drop the saw, carefully inspect it for damage. If the guide bar is bent, the housing is cracked, the handle is broken, or if you see any other condition that may affect the saw's operation, DO NOT USE the tool. Instead, have it serviced at an authorized Snow Joe® Sun Joe® dealer or call the All Season Power customer service center at 1-866-225-9723.

### Cleaning

Use only mild soap and a damp cloth to clean the cordless handheld mini pruning saw. Never let any liquid get inside the motor housing and NEVER immerse any part of the saw housing in liquid.

### Storage

- Ensure that the guide bar cover is in place when storing.
- Do not store cordless handheld mini pruning saw near chemicals, such as fertilizers or other harsh solvents. Do not expose the plastic parts of the unit to brake fluids, gasoline, petroleum-based products, penetrating oils, or the like. These products are often highly corrosive and may cause permanent damage, weaken, or destroy the plastic parts of your unit.

### 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.
6. Do not dispose of batteries in fire.
7. Batteries should be recycled or disposed of as per state and local guidelines.

## Service and Support

If your Sun Joe® X20-SAW-4A cordless handheld mini pruning chain saw requires service or maintenance, please call 1-866-225-9723 for assistance.

## 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	-	S	A	W	-	4	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.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### 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 to an outlet on a circuit different than the one the receiver is connected to. Consult the dealer or an experienced radio/TV technician for help.

## Chain Maintenance Table

Drive Links	Chain Pitch	Chain Gauge	File Diameter
37	in: 0.25 mm: 6.35	in: 0.041 mm: 1.1	in: 0.13 mm: 3.2

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

Accessories	Item	Model
① 	20V* ECOSHARP® 4.0 Ah Lithium-ion Battery	X20-BATT-4A
② 	20V* ECOSHARP® 5.0 Ah Lithium-ion Battery	X20-BATT-5A
③ 	X20 Series Sun Joe® 6-in. replacement chain	X20-SAW-6CHAIN
④ 	Bar and chain oil	SWJ-OIL Sold online at <a href="http://shopjoe.com">shopjoe.com</a> or you can purchase equivalent bar and chain oil at your local hardware store

NOTE: Accessories are subject to change without any obligation on the part of All Season Power. Accessories can be ordered online at [shopjoe.com](http://shopjoe.com) or via phone by contacting the All Season Power customer service center 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](https://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](https://shopjoe.com/register), by chatting with us at [shopjoe.com/support](https://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](https://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](http://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](http://shopjoe.com/support) or call us at 1-866-225-9723 7 days a week 10AM-6PM EST. We've got you covered!

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