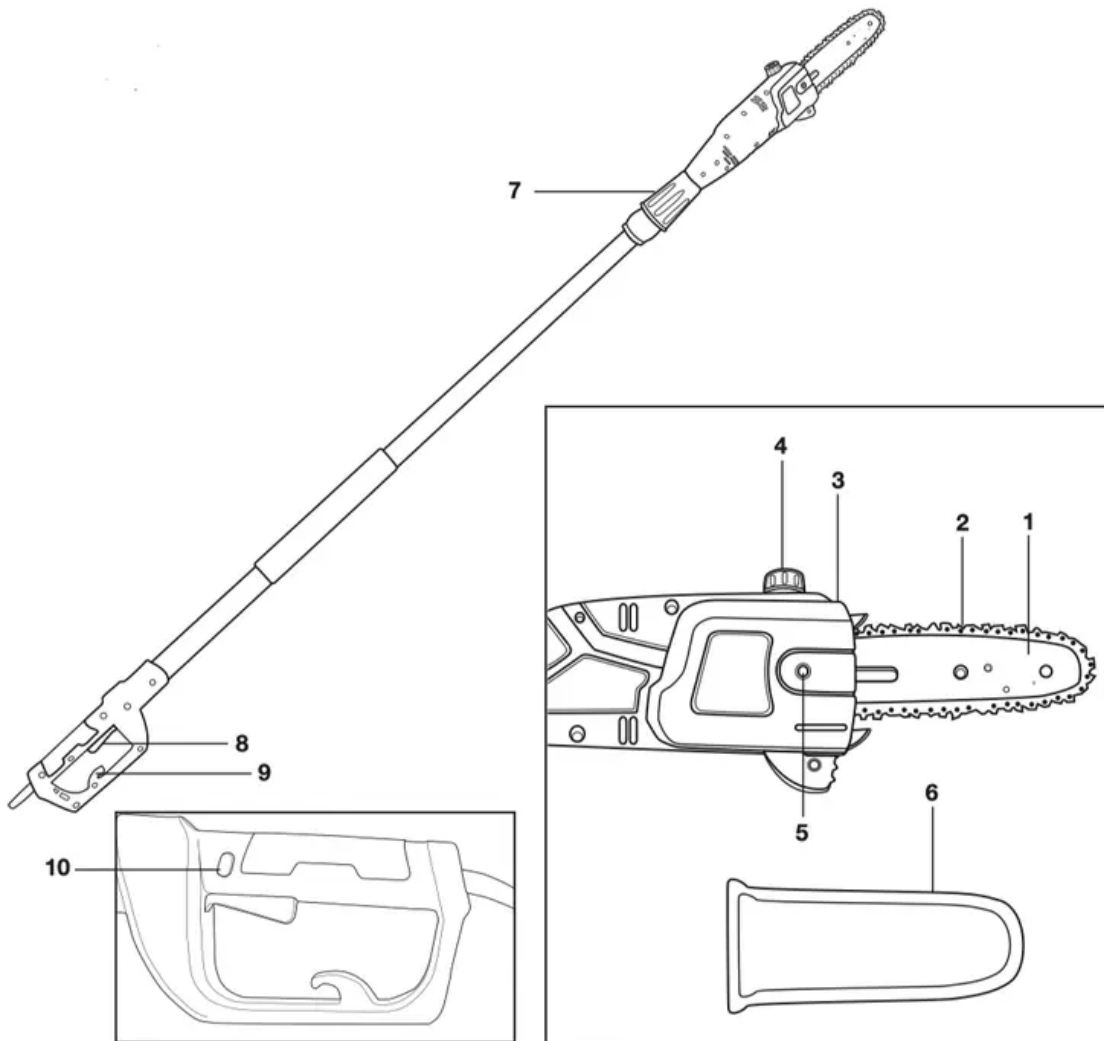


## Know Your Electric Pole Chain Saw

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



1. 8 in. guide bar
2. 8 in. cutting chain
3. Sprocket cover
4. Oil tank cap
5. Sprocket cover bolt
6. Cutting bar sheath
7. Collar

8. Trigger switch
9. Extension cord restraint hook
10. Safety lock button

## Assembly

**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 Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

**WARNING!** Unpacking and assembly should be completed on a flat and stable surface, with adequate space for moving the machine and its packaging.

**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.

**WARNING!** To avoid serious personal injury, read and understand all safety instructions provided. **WARNING!** Before performing any maintenance, make sure the tool is unplugged from the power supply. Failure to heed this warning could result in serious personal injury.

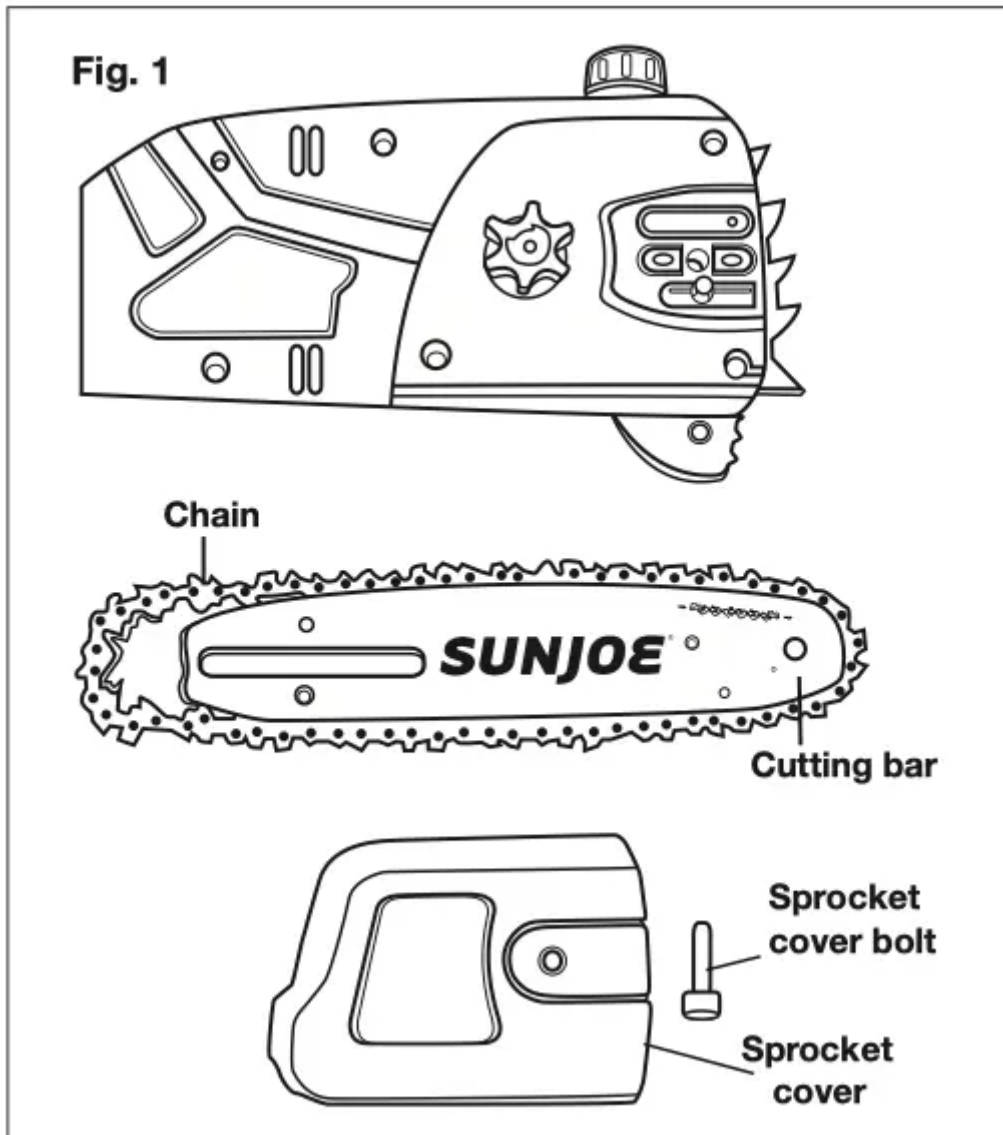
### Installing + Replacing the Guide Bar + Chain

Tools and supplies required:

- Dual-tipped hex key wrench + blade screwdriver (supplied)
- Heavy-duty work gloves

**NOTE:** When replacing the guide bar and chain, use only identical replacement parts. Make sure the pole chain saw is disconnected from the power supply before proceeding with installation.


1. Using the hex key wrench, unscrew the sprocket cover bolt and remove the sprocket cover (Fig. 1).
2. Remove the cutting bar and chain from the mounting surface (Fig. 1).

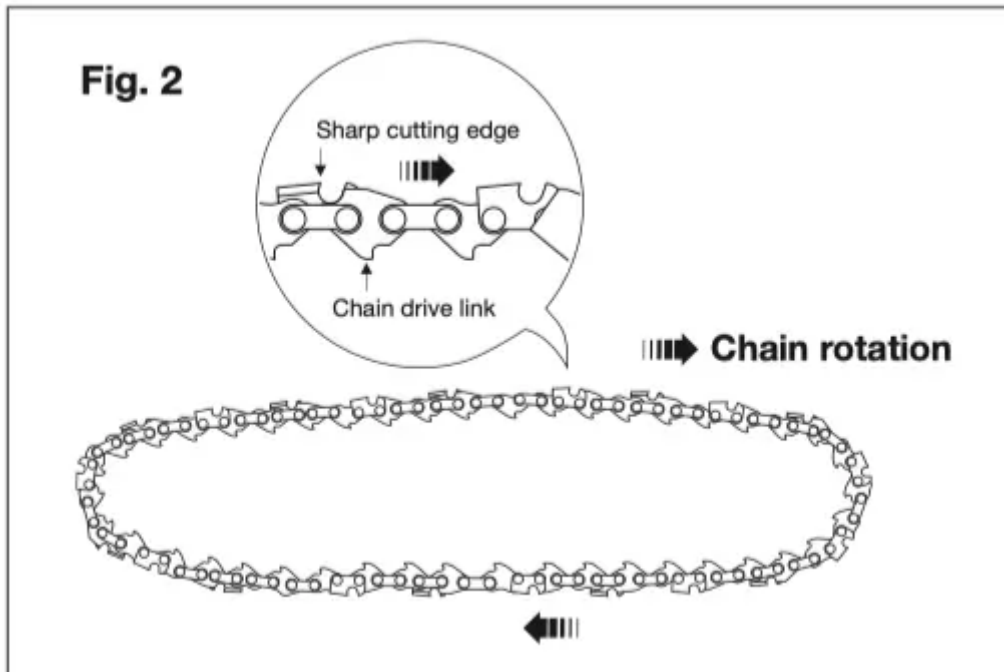


3. Remove the old chain from the bar.


**NOTE:** When you first purchase your pole chain saw, the chain and bar will come separately with the saw. Refer only to the instructions for fitting the chain and bar (start with step 4). Should you need to replace the chain in the future, follow all the steps in this section.

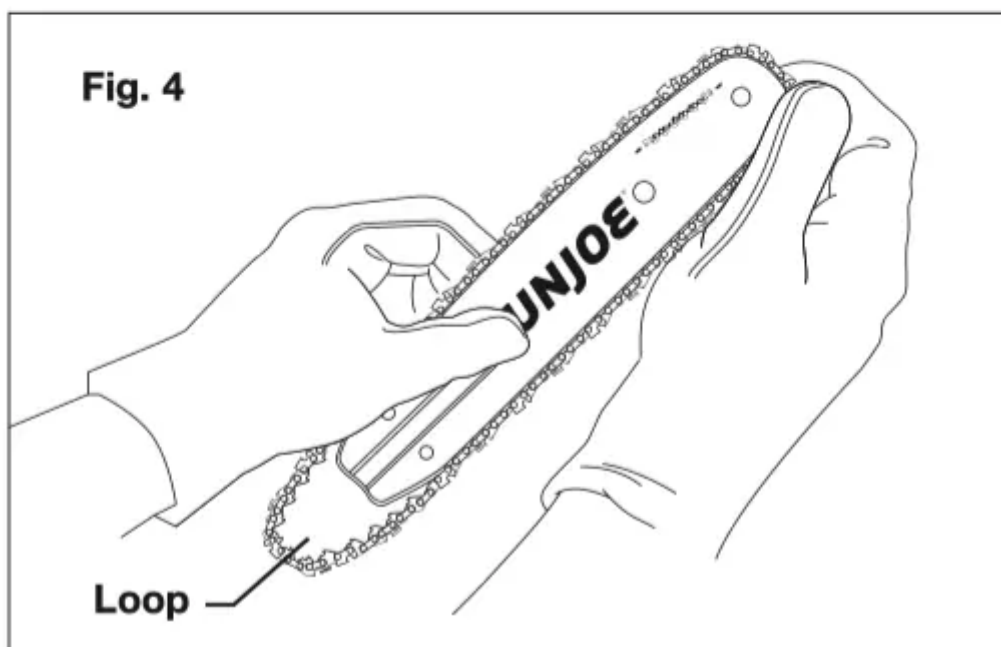
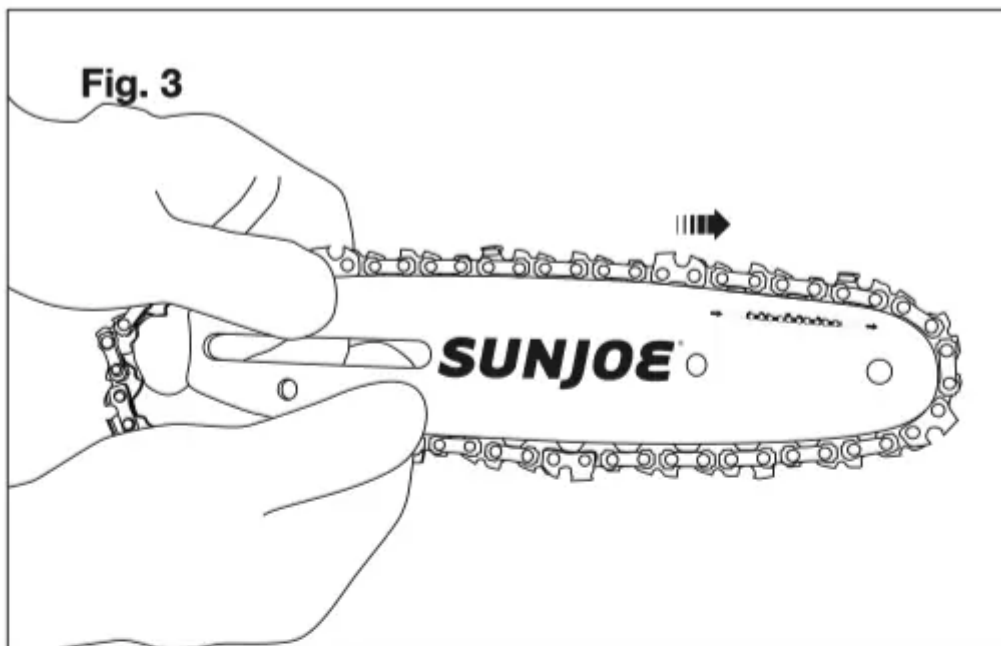
4. Lay out the new saw chain in a loop and straighten any kinks. THE SHARP SIDE OF THE TEETH MUST FACE AWAY FROM YOU IN THE DIRECTION OF THE CHAIN ROTATION

INDICATED ON THE GUIDE BAR →  →. If the teeth face backwards, turn the loop over (Fig. 2).

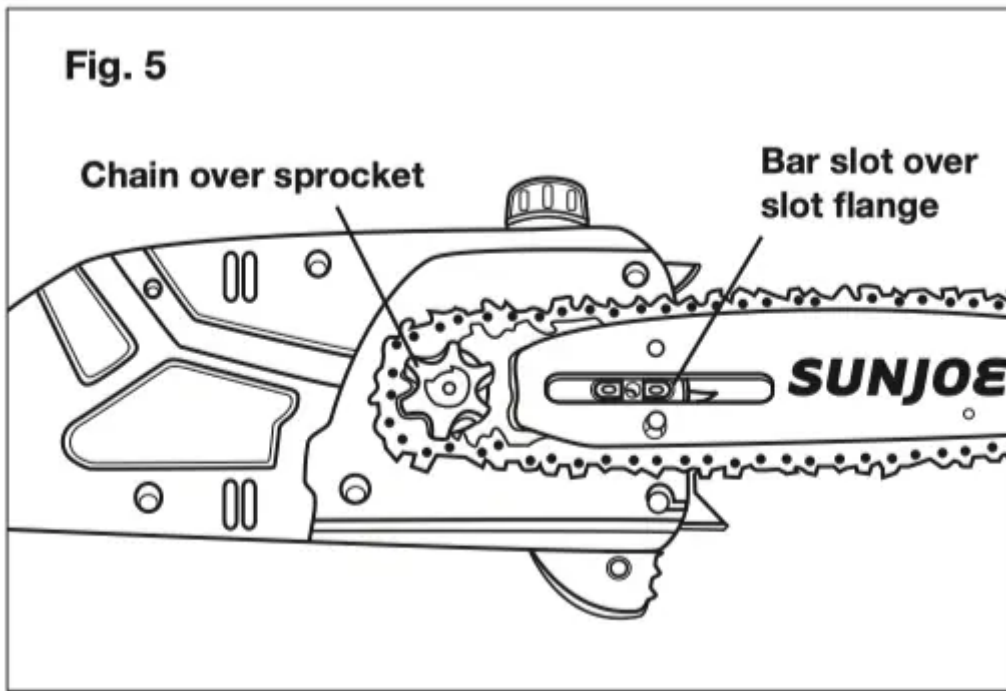


5. Starting at the tip, mount the chain drive links into the bar groove, leaving a loop at the back of the bar. The chain will loosely fit until it is placed on the sprocket (Figs. 3 – 4).

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

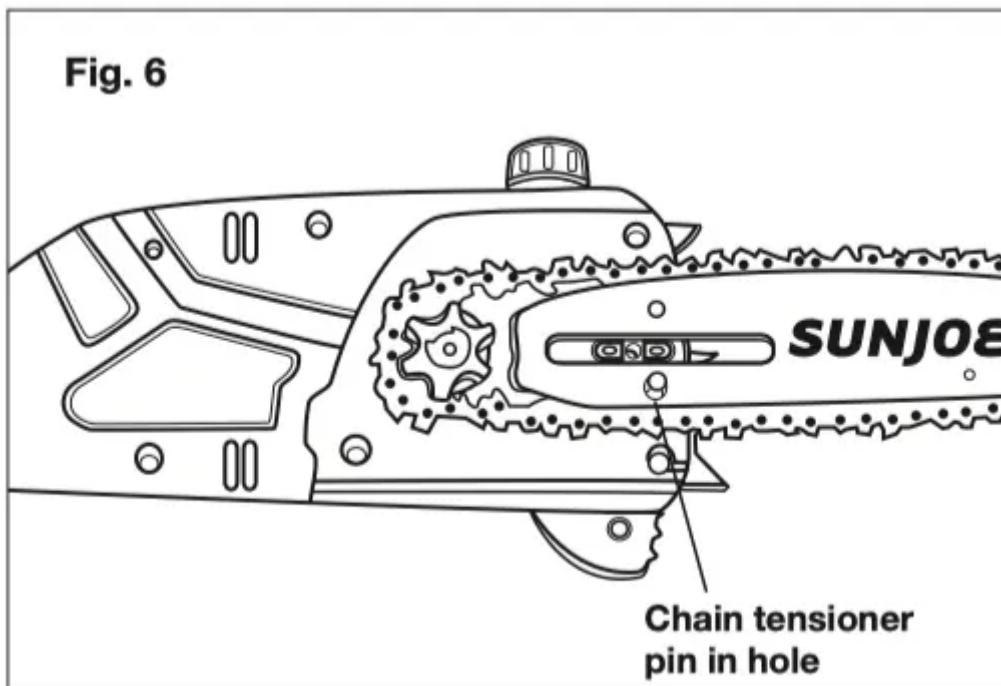


6. Position the chain so there is a loop at the back of the bar. Hold the chain in position on the bar and place the loop around the sprocket (Fig. 5).

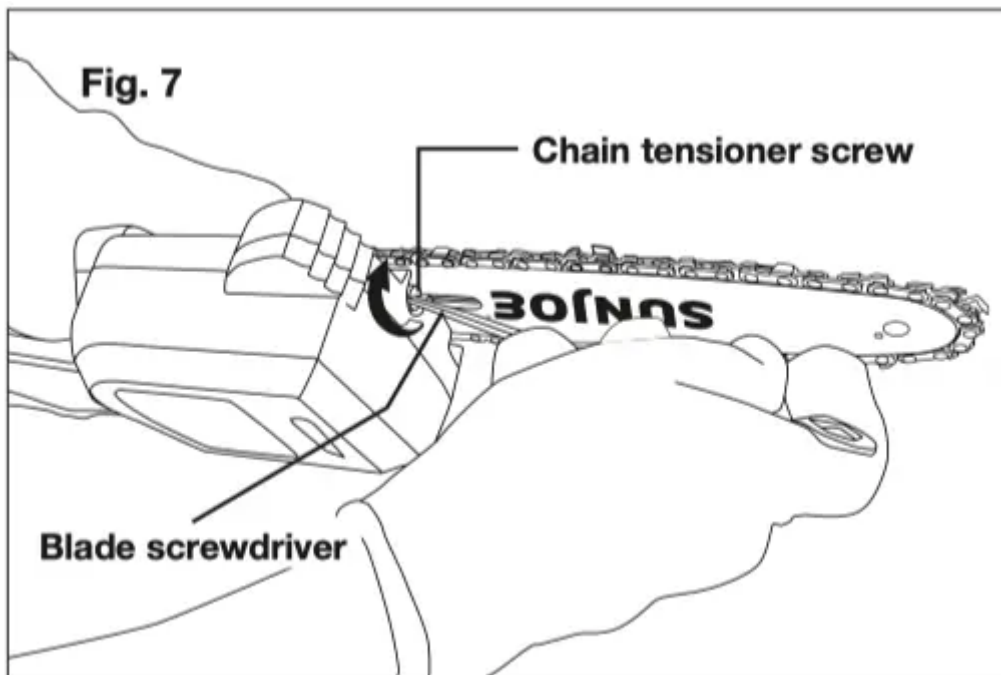


7. Fit the bar flush against the mounting surface so that the bar slot mounts onto the slot flange in the head and hold firmly in place (Fig. 5).

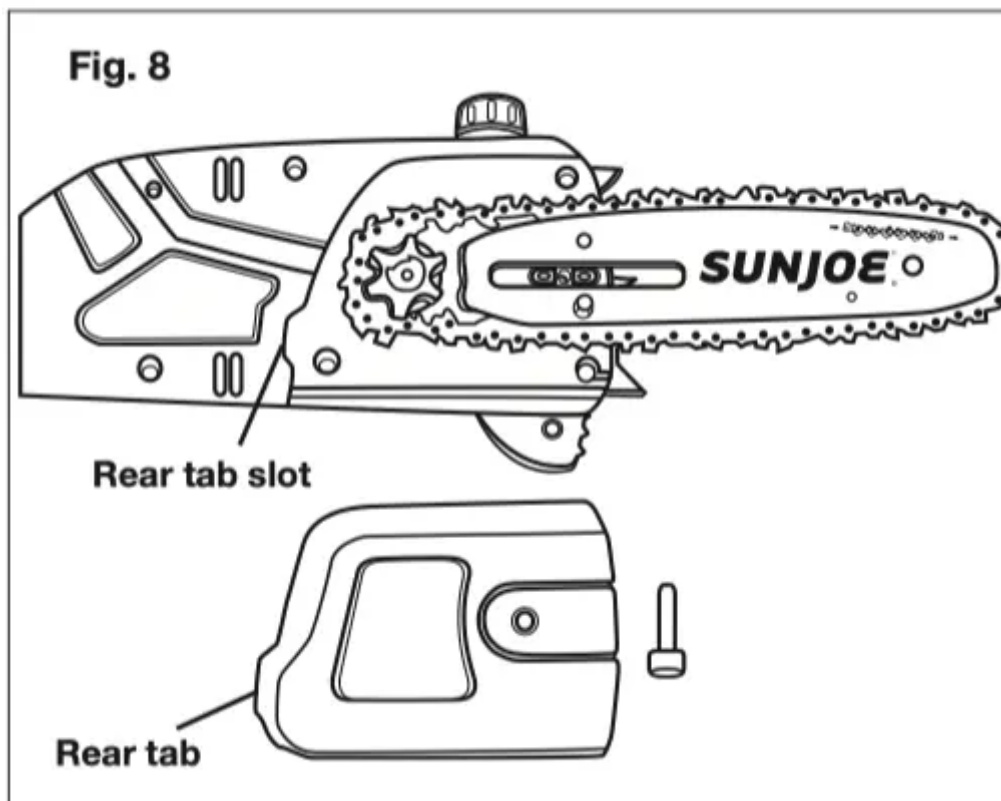
**NOTE:** When placing the bar on the flange, ensure that the tensioner pin is in the chain tensioner pin hole in the bar. Adjust the chain tension as needed by adjusting the chain tensioner screw with the blade screwdriver so it lines up with the pin hole in the bar (Fig. 6).



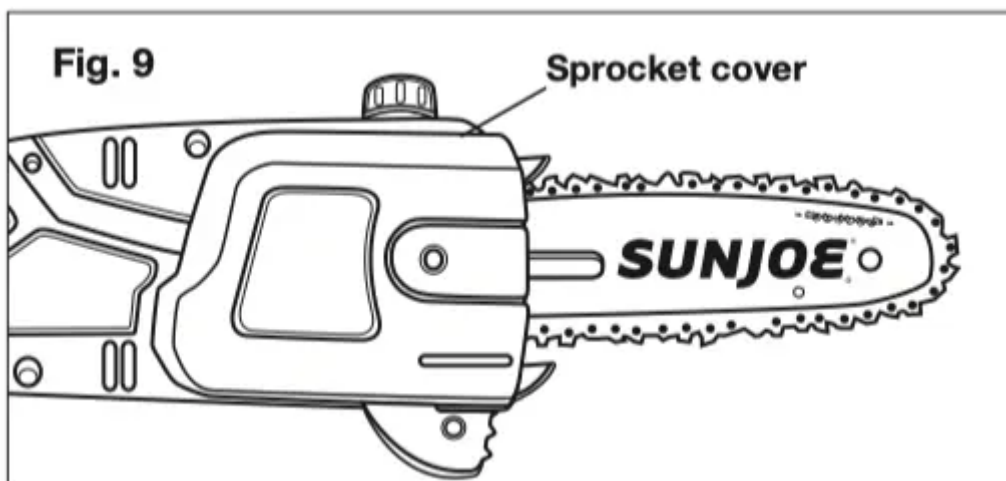
8. Tighten the chain tensioner screw only enough to hold the bar and chain in place (Fig. 7), ensuring the chain is still in place over the sprocket.



9. Install the sprocket cover by first inserting the rear tab into the rear tab slot then positioning the cover onto the saw head (Fig. 8).



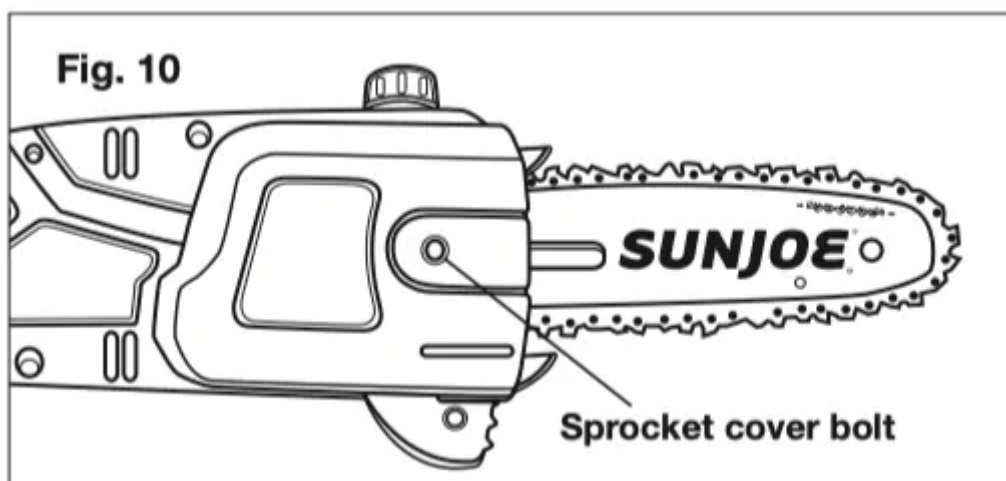
10. Install the sprocket cover bolt and tighten by hand, leaving the bar slightly free to move for further tension adjustment (Fig. 9).



11. Remove all slack from the chain by turning the chain tensioner screw (Fig. 7) clockwise until the chain seats snugly against the bar with the drive links in the bar groove.

**NOTE:** A cold chain is correctly tensioned when there is no sag on the underside of the guide bar; the chain is snug, but can be rotated by hand without binding. For more information on chain tensioning, see the maintenance section beginning on pg. 12.

12. Tighten the sprocket cover bolt using the hex key wrench (Fig. 10).



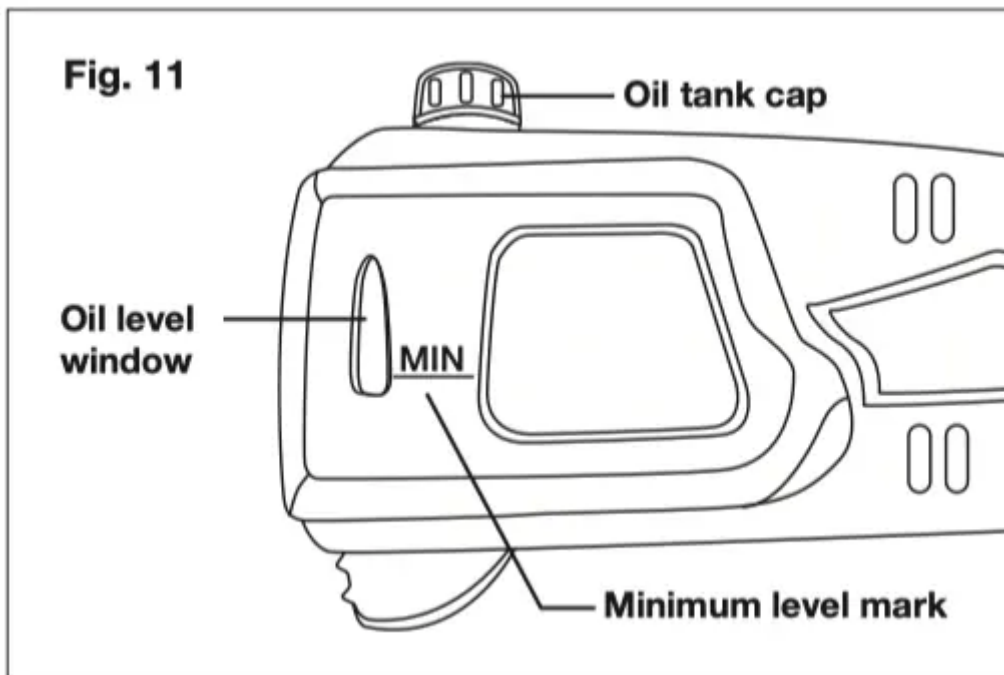
## Operation

### Starting + Stopping

#### CAUTION!

- Before starting the saw, remove the oil tank cap and add bar and chain oil to the top of the oil level window (Fig. 11). One minute of use will consume approximately 0.15 fl oz (4 ml) of oil. Refill when the oil level drops to 1/4 of a tank.

**NOTE:** Your electric pole chain saw is equipped with an automatic oil pump for bar and chain oiling. You must add bar and chain oil or your pole chain saw will not function.



- 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 electric pole chain saw, always wait at least five seconds after stopping before restarting the saw.

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

**WARNING!** Always keep your hands on the handles, away from the chain. Do not overreach.

A good, firm grip on the tool using both hands will help you maintain control. When using the pole chain saw, place one hand on the front handle foam grip and the other hand on the rear handle with your thumbs and fingers encircling the pole and handle. A firm grip combined with proper positioning of the handle against your body will help you maintain control of the saw. Do not let go of the pole chain saw while it is in operation.

**WARNING!** Do not operate the pole chain 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 pole chain 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 pole chain saw to cut vines and/or small underbrush.

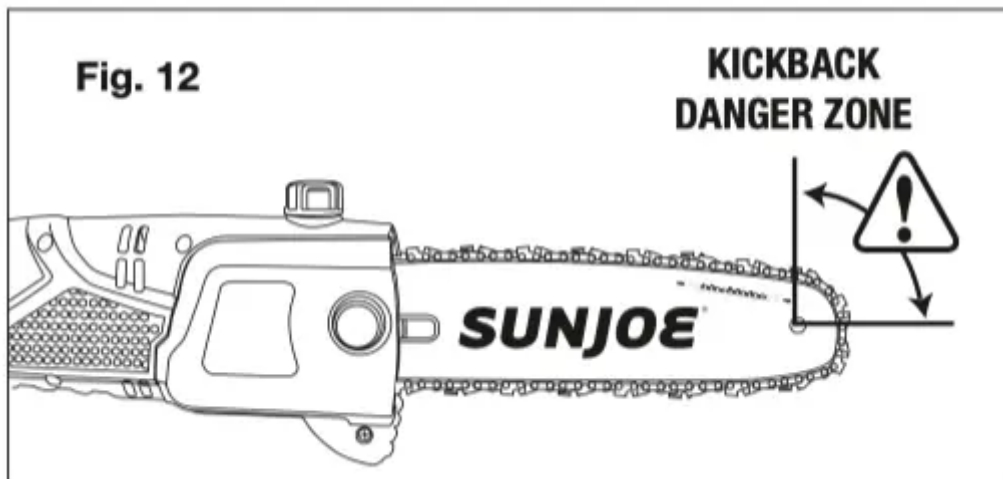
**WARNING!** Do not let familiarity with this type of tool prevent you from taking all necessary precautions. Remember that a careless fraction of a second is sufficient to inflict serious injury.

**WARNING!** Do not operate 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. One minute of use will consume approximately 0.15 fl oz (4 ml) of oil.

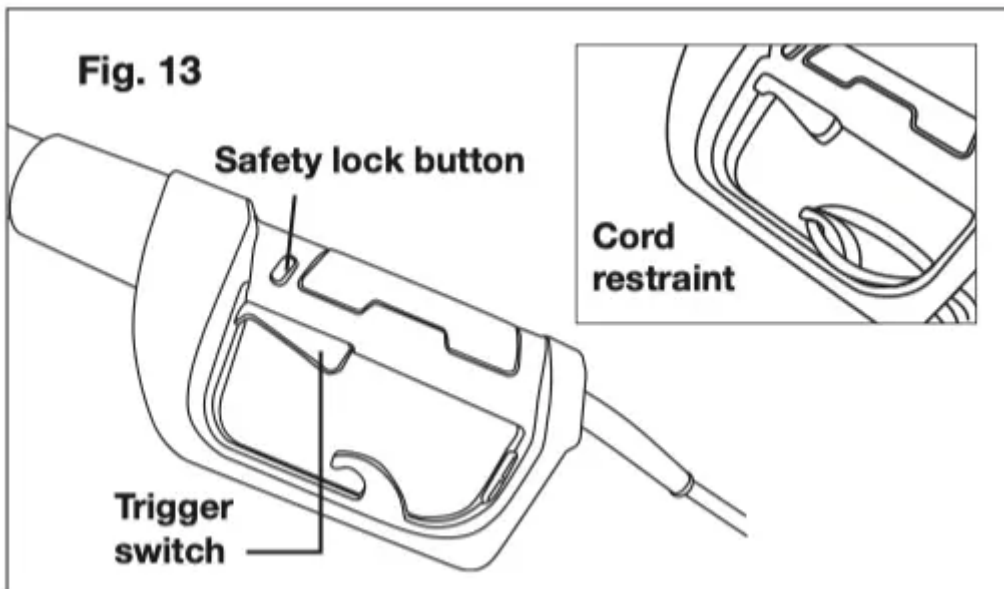
**NOTE:** It is normal for oil to seep from the saw when not in use. To prevent seepage, empty the oil tank after each use. When storing the unit for a long period of time (3 months or longer), be sure the chain is lightly lubricated; this will prevent rust on the chain and bar sprocket.

**WARNING!** Be aware of the cord while operating the saw. Keep the cord away from the chain. Be careful not to trip over the extension cord.



**WARNING!** Kickback may occur when the moving chain contacts an object at the upper portion of the tip of the guide bar or when the wood closes in and pinches the chain saw in the cut (Fig. 12). Contact at the upper portion of the tip of the guide bar can cause the chain to dig into the object and stop the chain for an instant. The result is a lightning-fast reverse reaction, which kicks the guide bar up and back toward the operator. If the chain saw is pinched along the top of the guide bar, the guide bar can be driven rapidly back toward the operator. Either of these reactions can cause loss of saw control, which can throw the operator off balance and result in serious injury. Do not rely exclusively upon the safety devices built into the saw. As a chain saw user, you should take several precautions to keep your cutting jobs free from accident or injury.

1. Prior to each cutting session, run through the daily checklist (see pg. 15).
2. Connect the electric pole chain saw to a working 120 V outlet using a heavy-duty outdoor extension power cord, such as the Snow Joe ® + Sun Joe ® SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit [snowjoe.com](http://snowjoe.com) to order online or call 1-866-SNOWJOE (1-866-766-9563) to order by phone.
3. Make a loop in the power cord and push it up through the hole in the handle and around the cord restraint hook (Fig. 13), then connect the extension cord to the appliance cord.
4. To turn the tool ON, push and hold the safety lock button (located on the rear handle) with your thumb and then squeeze the trigger with your fingers. Once the tool is running, you can release the safety lock button (Fig. 13).

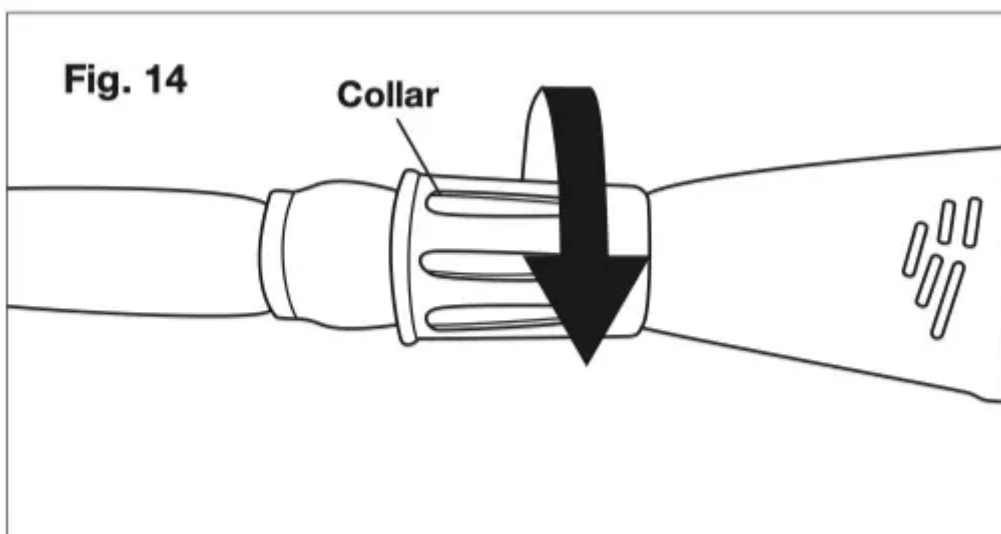


5. To turn the tool OFF, release the trigger switch (Fig. 13).

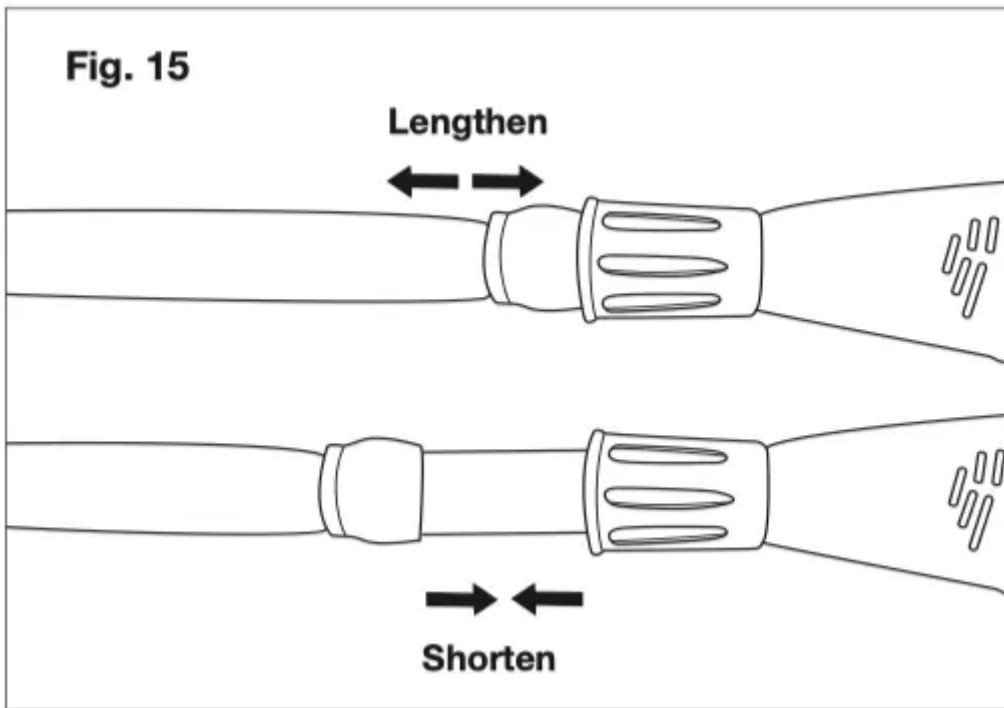
**NOTE:** Do not press the trigger switch until you are ready to make a cut.

### Adjusting the Telescoping Pole

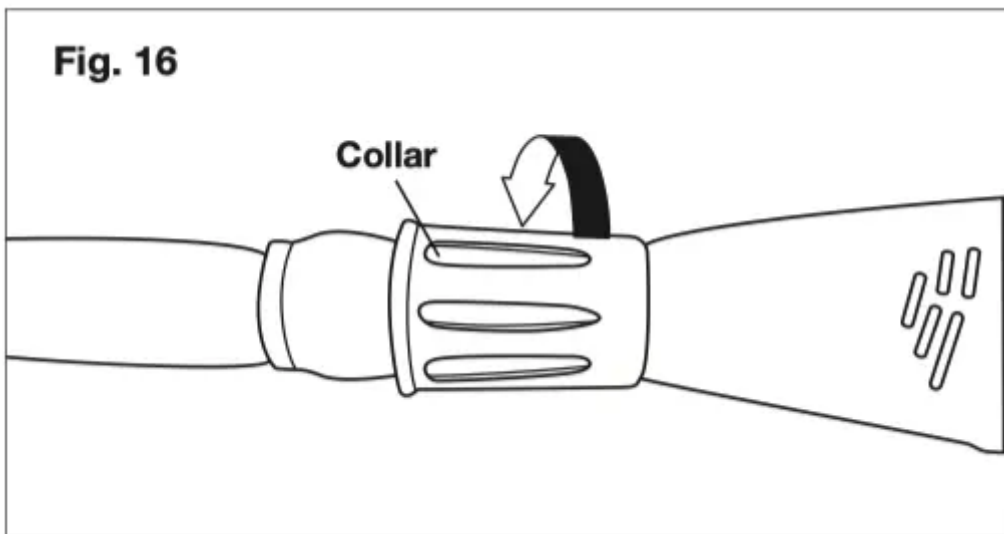
1. Rotate the collar counterclockwise to loosen (Fig. 14).



2. Push the two ends of the pole towards each other to shorten the pole or pull them away from each other to lengthen the pole (Fig. 15).



3. When you achieve the desired length, rotate the collar clockwise to secure the pole in place (Fig. 16).



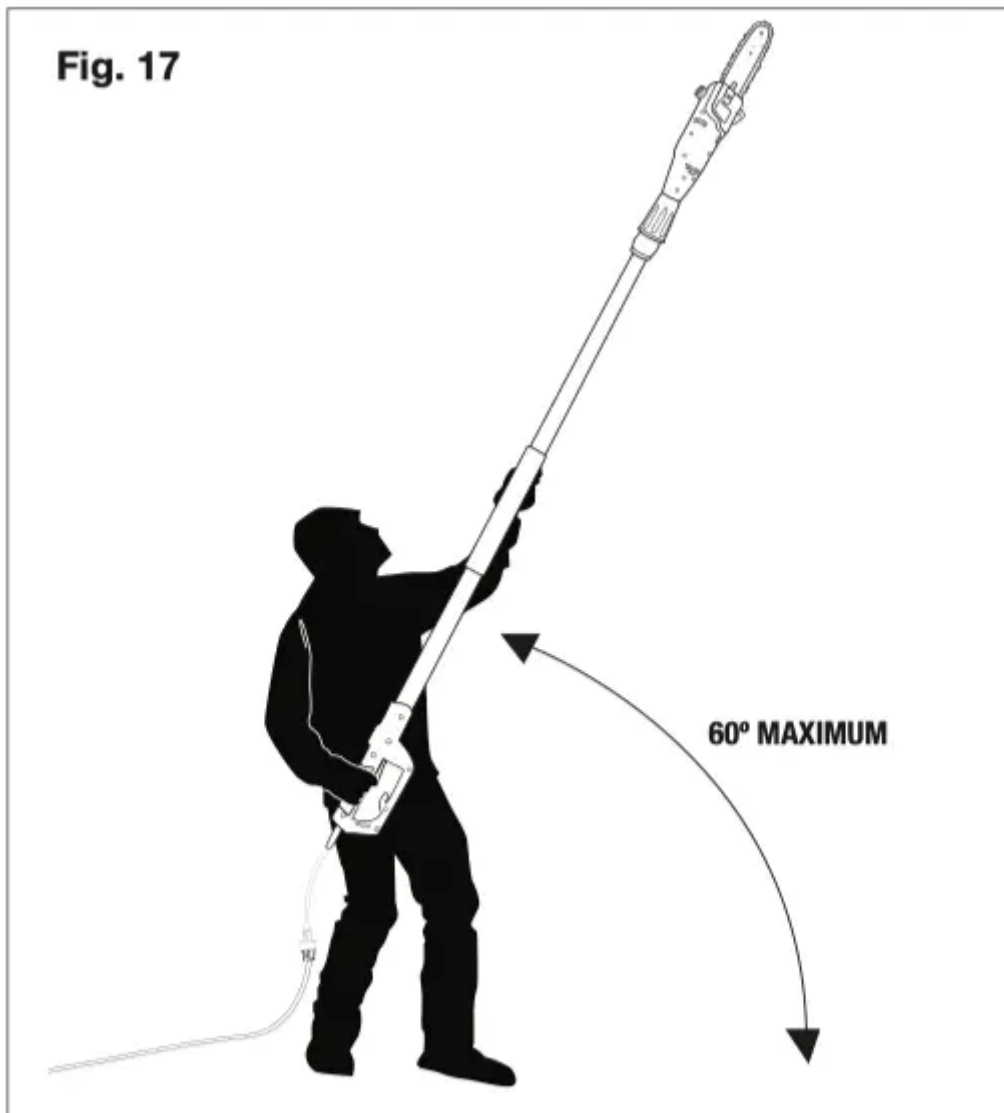
4. Make sure you fully tighten the collar before operating the saw. Check it periodically for proper tightness during use to avoid serious injury.

## Cutting Tips

### Proper Cutting Stance

- Balance your weight with both feet on solid ground.
- Your body should always be to the left of the chain line.

- The most typical cutting application is to position the unit at an angle of 60° or less depending on the specific situation (Fig. 17). As the angle of the pole chain saw shaft to the ground increases, the difficulty of making the first cut (from the underside of the limb) increases.



### Basic Cutting Procedure

This unit is designed for trimming small branches and limbs up to recommended 6.5 in. (16.5 cm), not to exceed a max cut of 7.5 in. (19 cm) in diameter depending on the wood type. 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.

- Take the proper stance in front of the tree with the saw OFF (Fig. 17).
- Squeeze the trigger and let the chain accelerate to full speed before entering the cut.
- Keep the saw running the entire time you are cutting; maintain a steady speed.

- Allow the chain to cut for you; exert only light downward pressure. If you force the cut, damage to the bar, chain, or unit can result.
- PUSH and PULL – This reaction force is always opposite to the direction the chain is moving when it is in contact with the wood. Thus, the operator must be ready to control the PULL when cutting on the bottom edge of the bar, and PUSH when cutting along the top edge.
- Do not put pressure on the saw at the end of the cut.

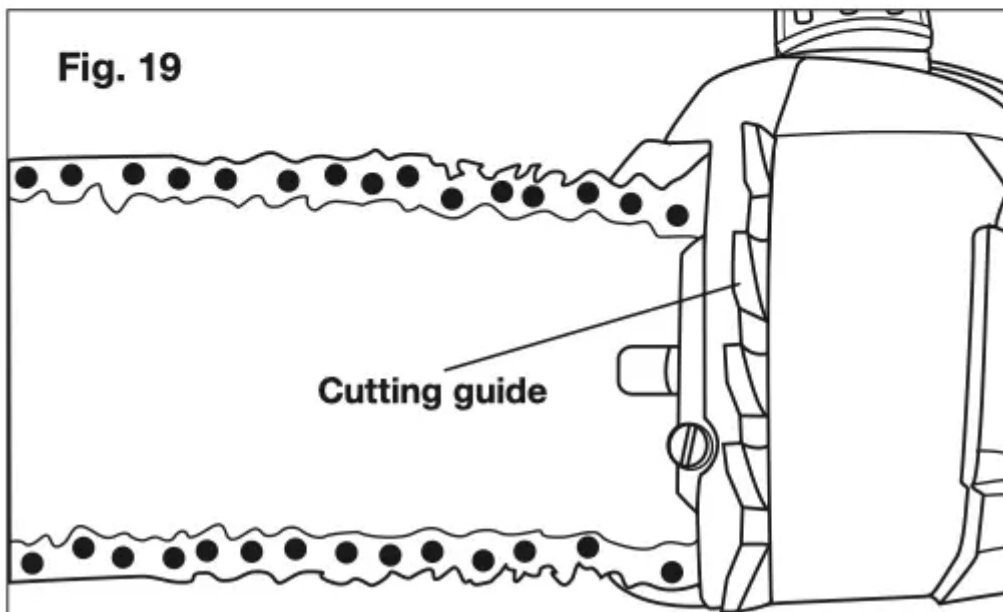
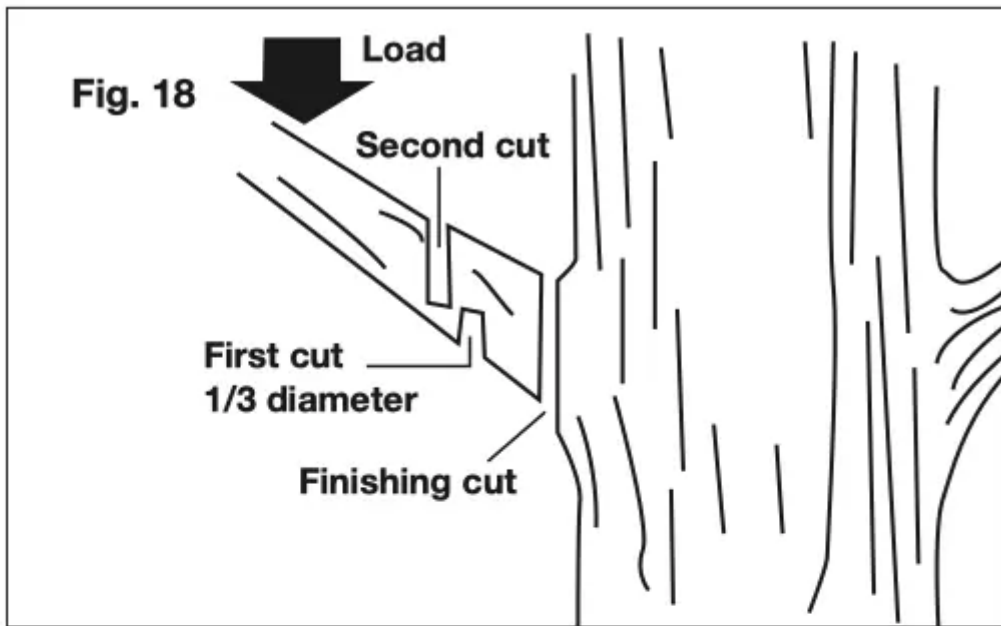
## Pruning

Pruning is the process of trimming limbs from a live tree.

- Remove long branches in several stages.
- Cut lower branches first to allow the top branches more room to fall.
- When pruning trees, it is important not to make the finishing cut next to the main limb or trunk until you have cut off the farthest lying limb. This will reduce the weight and prevent stripping the bark from the main member.
- Under cut the branch 1/3 through for your first cut.

Your second cut should over cut to drop the branch off (Fig. 18). Be prepared to balance the weight of the pole chain saw when the limb falls.

**NOTE:** For the second and final cuts (from above the limb or branch), hold the front cutting guide against the limb you are cutting (Fig. 19). This will help steady the limb and make it easier to cut. Allow the chain to cut for you; exert only light downward pressure. If you force the cut, damage to the bar, chain, or motor can result.



- Make your finishing cut from the topside of the branch smoothly and neatly against the main member so the bark will grow back to seal the wound.
- Release the trigger ON/OFF switch as soon as the cut is completed. Failure to follow proper cutting procedures will result in the bar and chain binding and becoming pinched or trapped in the limb.

### Limbing

Limbing is the process of removing branches from a fallen tree.

- You should cut limbs one at a time. Remove the cut limbs from the work area often to help keep the work area clean and safe.
- Cut branches under tension from the bottom up to avoid binding the pole chain saw.

- Keep the tree between you and the pole chain saw while limbing. Cut from the side of the tree opposite the branch you are cutting.

### **If the Saw Becomes Pinched or Trapped**

1. Wait for the blade to stop, wait five minutes for the saw to cool, unplug the power cord, and wear gloves to protect your hands from the chain teeth.
2. If you can reach the limb from the ground, lift the limb while holding the saw. This should release the “pinch” and free the saw.
3. If the saw is still trapped, call a professional for assistance.

### **Minimize Kickback**

Kickback may occur when the moving chain contacts an object at the upper portion of the tip of the guide bar or when the wood closes in and pinches the pole chain saw in the cut. Contact at the upper portion of the tip of the guide bar can cause the chain to dig into the object and stop the chain for an instant. The result is a lightning-fast reverse reaction, which kicks the guide bar up and back toward the operator. If the pole chain saw is pinched along the top of the guide bar, the guide bar can be driven rapidly back toward the operator. Either of these reactions can cause loss of saw control, which can result in serious injury. Do not rely exclusively upon the safety devices built into the saw. As a pole chain saw user, you should take several steps to keep your cutting jobs free from accident or injury.

Take the following precautions to minimize kickback:

- Before you start the unit, make sure the pole chain saw is not contacting any object.
- Always grip the pole and handle firmly with both hands when the unit is running. Place one hand on the pole and your other hand on the molded handle with your thumbs and fingers encircling the pole and handle. A firm grip combined with proper positioning of the handle against your body will help you maintain control of the saw if kickback occurs.
- Make sure that the area in which you are cutting is free from obstructions.
- Do not let the kickback danger zone area of the guide bar contact a log, branch, fence, or any other obstruction that could be hit while you are operating the pole chain saw (Fig. 12).
- Always cut with the unit running at full speed. Fully squeeze the ON/OFF trigger and maintain a steady cutting speed.
- Wear non-slip gloves for maximum grip and protection.
- Extend the pole only to the length required to reach the limb cut. Do not extend the rear handle above waist height.

## Maintenance

Please contact an authorized Snow Joe ® + Sun Joe ® dealer or call the Snow Joe ® + Sun Joe ® customer service center at 1-866-SNOWJOE (1-866-766-9563) for all 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 unplug the power cord before performing any adjustments, maintenance, or repairs to your pole chain 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.

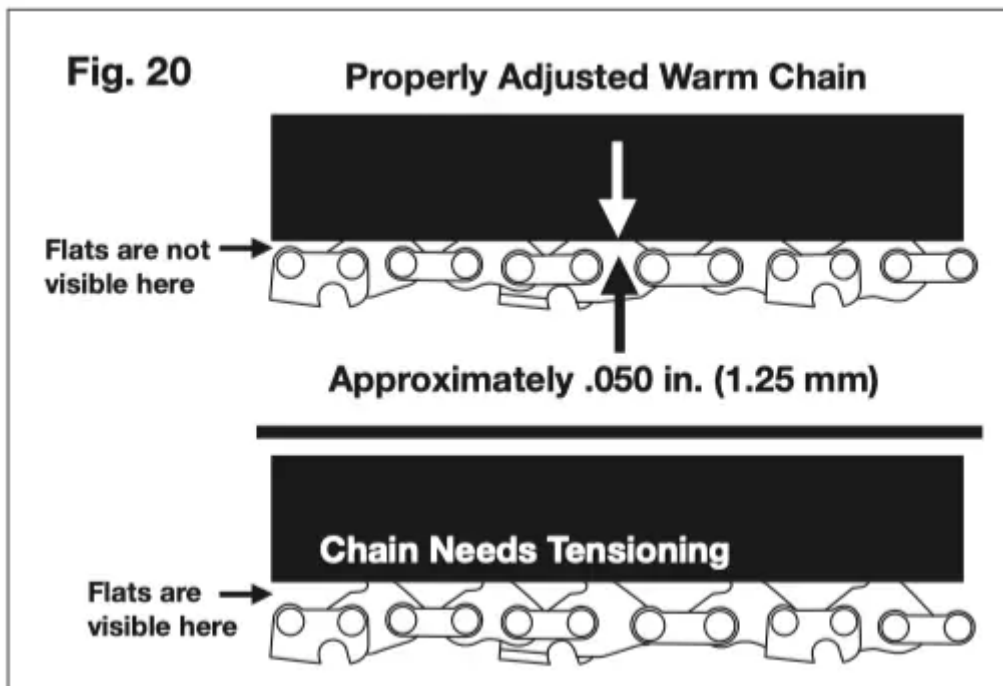
### Motor Cooling

To avoid overheating and damage to the motor, always keep the cooling air vents clean and free of sawdust and debris.

### 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. 20). 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. 20).



**NOTE:** A new chain tends to stretch. Check the chain tension frequently and re-tension as needed.

### Nuts + Screws

Periodically check that all the nuts and screws are tight and secure. Check that the collar that controls the telescoping pole is intact and in proper working order.

### Chain Sharpening

**WARNING!** To ensure that the chain saw works safely and efficiently, it is essential that the cutting components are well-sharpened. It is highly recommended to replace the chain once it loses its ability to cut cleanly and safely.

It is possible, however, to sharpen the existing chain if the sharpening is carefully performed. Any work on the chain and bar requires specific experience and special tools. For safety purposes, we recommend you contact an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

Sharpening is necessary when:

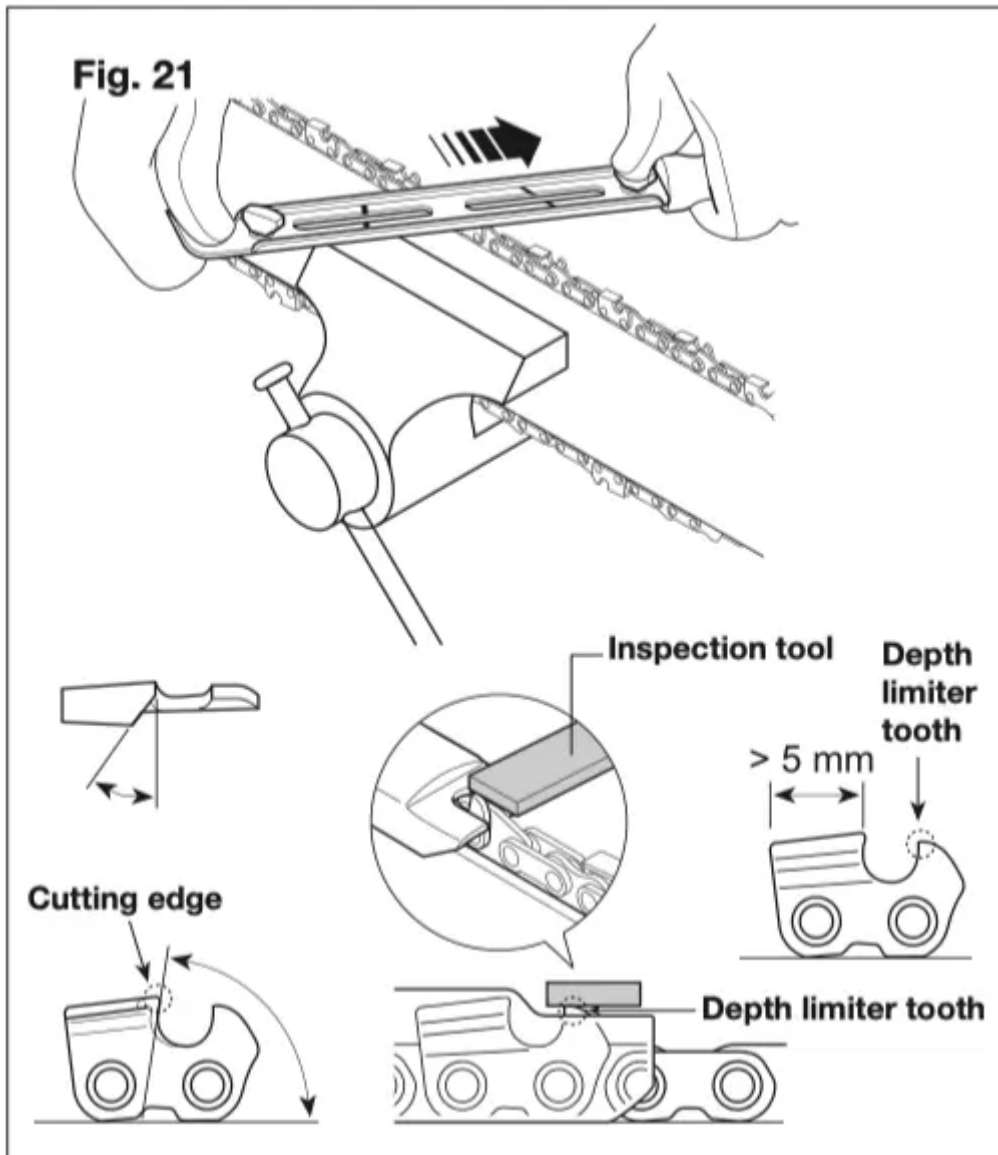
- The sawdust looks like dust;
- Cutting becomes more difficult;
- The cut is not straight;
- Vibrations increase.

An authorized service center will sharpen the chain using the right tools to ensure minimum removal of material and even sharpness on all the cutting edges.

If you sharpen the chain yourself, use special round-section files with the right diameter depending on the type of chain (see “Chain Maintenance Table” pg. 14). You need a certain amount of skill and experience to avoid damaging the cutting edges.

Sharpen the chain as follows (Fig. 21):

- Secure the bar firmly, with the chain mounted, in a suitable vice.
  - Tighten the chain if it is loose.
  - Mount the file in the guide and then insert it in the tooth at a constant angle from the cutting edge.
  - Sharpen in a forward motion a few times and repeat this on all the cutting edges facing the same way (right or left).
  - To move the chain forward, use a screwdriver.
  - Turn the bar over in the vice and repeat on all the other cutting edges.
  - Check that the depth limiter tooth does not stick out farther than the inspection tool and file any projecting parts with a flat file, rounding off the edges (Fig. 21).
  - After sharpening, remove all traces of filing and dust and lubricate the chain in an oil bath.
- Replace the chain whenever:
- The length of the cutting edges decreases to 5 mm or less;
  - There is too much play between the links and the rivets.



## 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

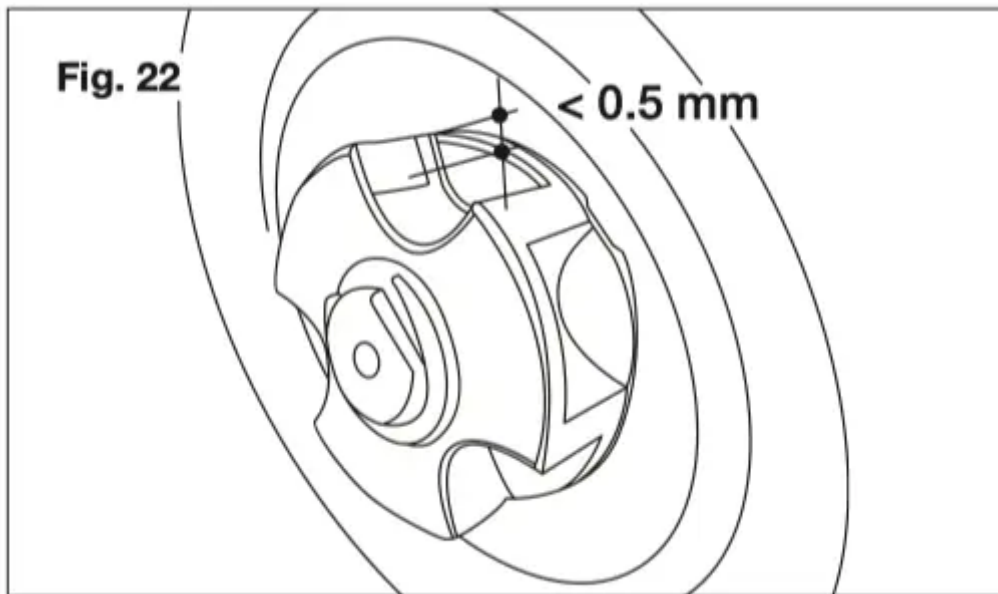
Turn the saw over, check the underside of the guide bar, and make sure that the lubrication holes and chain groove are free from impurities.

You can purchase replacement parts for your Sun Joe® SWJ800E electric pole saw online at snowjoe or, to order by phone, contact Snow Joe® + Sun Joe® customer service at 1-866-SNOWJOE (1-866-766-9563).

## Chain Sprocket

Regularly check the condition of the sprocket and replace it when wear exceeds 0.5 mm (Fig. 22).

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



## Troubleshooting

### Troubleshooting Tips

Most problems are easy to fix. Consult the troubleshooting table for common problems and solutions. If you continue to experience problems or need repairs beyond these minor adjustments, please call 1-866-SNOWJOE (1-866-766-9563) for assistance.

**WARNING!** Always unplug the power cord before

## Troubleshooting Table

Problems	Corrective Action
<b>The saw motor fails to start</b>	<ul style="list-style-type: none"> <li>• Check that you installed the extension cord properly into the pole saw power cord receptacle and that you plugged the extension cord into a live 120 V outlet.</li> <li>• Make sure that you fully depress and hold the safety lock button before squeezing the ON/OFF trigger switch.</li> </ul>
<b>The saw runs, but the chain speed is low</b>	<ul style="list-style-type: none"> <li>• The chain tension is too tight; re-tension.</li> </ul>
<b>Bar and chain running hot and smoking</b>	<ul style="list-style-type: none"> <li>• The chain tension is too tight; re-tension.</li> <li>• The chain oil tank is empty; refill.</li> <li>• The lubrication holes are plugged; clean them out.</li> </ul>
<b>The saw motor runs, but the chain is not turning</b>	<ul style="list-style-type: none"> <li>• The chain tension is too tight; re-tension.</li> <li>• The guide bar or chain is damaged; inspect and replace the damaged part.</li> </ul>

## Chain Maintenance Table

Drive Links	Chain Pitch		Chain Gauge		File Diameter	
	inches	mm	inches	mm	inches	mm
33	3/8	9.5	0.050	1.3	5/32	4

## Daily Checklist, Cleaning + Storage

### Daily Checklist

To help maintain your electric pole chain saw for optimum performance, we recommend you complete this checklist prior to each work session.

**WARNING!** Do not plug in the power cord until you have completed all of the daily checks.

- Inspect for any visible damage to the chain, guide bar, or motor housing.
- Inspect the oil port and guide bar rails and clean them to remove any debris.
- Check the chain tension.
- Check the chain teeth for sharpness.
- Check the bar and chain oil level; fill with only new chain oil specifically formulated for chain saws.

**NOISES:** If you notice anything unusual, such as odd vibrations or sounds, shut the saw OFF immediately. Remove the power cord and check the saw for any damage.

If you cannot find the cause of the problem or are uncertain what to do, have the saw inspected by an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) before using it.

**CAUTION!**

- Remove the power cord 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 Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

**Cleaning**

Use only mild soap and a damp cloth to clean the pole chain 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 the pole chain 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 pole chain saw.
- When not in use, your electric pole chain saw should be stored indoors in a dry and high or locked-up place, out of the reach of children.

**Warning**



This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.

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