SUNJOE®

OPERATOR'S MANUAL

ELECTRIC LAWN MOWER

20-INCH | 12-AMP | 3-IN-1 LAWN CARE TOOL

A Division of Snow Joe®, LLC

Model MJ408E

Form No. SJ-MJ408E-880E-MR2

IMPORTANT!

Safety Instructions

All Operators Must Read These Instructions Before Use

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

General Safety WARNINGS!

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

⚠**WARNING!** Do not operate without the entire grass collection bag, discharge guard, rear flap, or other safety protective devices in place and in proper working order.

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

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

Before using the lawn mower, take the time to familiarize yourself with the controls, especially how to stop the lawn mower in an emergency. The only individuals who should use the lawn mower are those who have a thorough understanding of the instructions and who know how to operate the machine. Children should never be allowed access to the lawn mower.

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

FOR DOUBLE-INSULATED LAWN MOWERS

1. **Replacement parts –** When servicing this unit, use only identical replacement parts. Replace or repair damaged cords immediately.
2. **Polarized plug –** Polarized appliance connections reduce the risk of electric shock. This lawn mower has a polarized plug (one blade is wider than the other) and will require the use of a polarized extension cord. There is only one way the lawn mower's plug will fit into a polarized extension cord. If the plug does not fit fully into the extension cord, reverse the plug. If the plug still does not fit, obtain a correct polarized extension cord. A polarized extension cord will require the use of a polarized wall outlet. There is only one way the plug will fit into a polarized wall outlet. If the plug does not fit fully into the wall outlet, reverse the plug. If the plug still does not fit, contact a qualified electrician to install the proper wall outlet. Do not change the equipment plug, extension cord receptacle, or extension cord plug in any way.

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

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

A damaged blade or worn blade nut may break off the lawn mower assembly and cause serious injury. Replace the damaged blade or blade nut before using the lawn mower.

FOR ALL LAWN MOWERS

1. **Avoid dangerous conditions –** Do not use the lawn mower in the rain or when the grass is damp or wet.
2. **Keep children, bystanders, and pets away –** Always keep children and spectators a safe distance away from the lawn mower during operation and as the machine cools.
3. **Dress properly –** Always wear personal safety gear (i.e. glasses, rubber gloves, protective footwear, and dust masks) and proper clothing when using the lawn mower. Loose clothing, long hair, or jewelry may get caught in the moving parts. Wear a protective covering to contain long hair.
4. **Use the right appliance –** Do not use the lawn mower for any applications other than those for which it was intended.
5. **Do not force the lawn mower –** It will perform better with less likelihood of personal or mechanical injury if it is used at the rate for which it was designed.
6. **Do not overreach –** Keep proper footing and balance at all times.
7. **Stay alert –** Always stay alert and watch what you are doing. Use common sense. Do not operate the lawn mower when you are tired or under the influence of alcohol or drugs. This lawn mower is not designed to be used by people (including children) with limited physical, sensory or mental capacities. It should also not be used by those lacking the proper experience and/or knowledge

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SAVE THESE INSTRUCTIONS

unless they are supervised by a person who is responsible for their safety or they have received instructions from such a person on how to safely use the equipment.

8. **Disconnect the lawn mower –** Disconnect the lawn mower from the power supply when it is not in use, before servicing, when changing accessories, and when performing any other maintenance task.
9. **Store idle lawn mower indoors –** When not in use, the lawn mower should be stored indoors in a dry, locked place out of the reach of children.
10. **Maintain the lawn mower with care –** Keep cutting edges sharp and clean for best and safest performance.

    Inspect the lawn mower cord periodically and if damage is found have it repaired by an authorized service facility. Extension cords should also be inspected periodically and immediately replaced if damaged. Keep handles dry, clean, and free from oil and grease.

Electrical Safety

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

   If the appliance plug does not fit fully into the extension cord, reverse the plug. If the plug still does not fit, obtain a correct polarized extension cord. A polarized extension cord will require the use of a polarized wall outlet. The extension cord plug will fit into the polarized wall outlet only one way. If the plug does not fit fully into the wall outlet, reverse the plug. If the plug still does not fit, contact a qualified electrician to install the proper wall outlet. Do not modify the appliance plug, extension cord receptacle, or extension cord plug in any way.
3. To prevent electric shock, use only with an extension cord suitable for outdoor use, such as SW, SOW, STW, STOW, SJTW, or SJTOW.

   Before use, check that the extension cord is in good condition. When using an extension cord, make sure to use one heavy enough to carry the current your product will draw. For lengths less than 50 feet, a No. 14 AWG extension cord should be used. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating.

⚠ WARNING ⚠

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

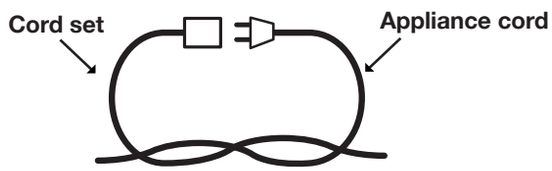
- Do not allow any part of the electric lawn mower to make contact with water while it is in operation. If the appliance becomes wet while turned off, wipe dry before starting.
- Use only a UL-, CSA-, or ETL-rated extension cord for outdoor, all-weather use.
- Do not use an extension cord over 100 ft (30 m).
- Do not touch the appliance or its plug with wet hands or while standing in water. Wearing rubber boots offers some protection.

EXTENSION CORD CHART

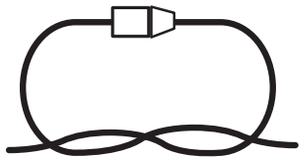
Extension Cord Length	Up to 50 ft (15 m)	+50 ft - 100 ft (+15 m - 30 m)
Wire Gauge (A.W.G.):	14	12

4. To prevent the appliance cord from disconnecting from the extension cord during operation, make a knot with the two cords as shown in Table 1.

Table 1. Method of Securing Extension Cord



(A) Tie cord as shown



(B) Connect plug and receptacle

5. Do not abuse the cord. Never pull the lawn mower by the cord or yank the cord to disconnect it from the receptacle. Keep the cord away from heat, oil, and sharp edges.

Double-Insulated Appliances

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



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

This electric lawn mower is double-insulated, eliminating the need for a separate grounding system. Use only identical replacement parts. Read the instructions before servicing double-insulated appliances. Use this lawn mower only as described in this manual.

IMPORTANT!
Safety Instructions for Walk-Behind Mowers

General Operation

- Read, understand, and follow all instructions on the machine and in the manual(s) before starting.
- Do not put hands or feet near or under the machine. Always stay clear of the discharge opening.
- Keep guards in place and in proper working order.
- Only responsible adults who are familiar with the instructions should be allowed to operate this machine.
- Clear the mowing area of foreign objects such as rocks, wire, toys, and other miscellaneous articles, which could be picked up and thrown by the blade. Stay behind the handle when the engine (motor) is running.
- Make sure that the mowing area is clear of bystanders before starting the machine. Stop the machine if anyone enters the area.
- Do not operate the machine while barefoot or while wearing sandals. Always wear substantial footwear.
- Always look down and behind before and while moving backward with the lawn mower.
- Never direct discharged material toward anyone. Avoid discharging material against a wall or other obstruction.
- Never leave a running machine unattended.
- Stop the engine (motor) and wait until the blade comes to a complete stop before cleaning the machine, removing the grass collection bag, changing accessories, or unclogging the discharge guard.
- Operate the machine only in daylight or in good artificial light.
- Do not operate the machine when you are tired or under the influence of alcohol or drugs.
- Never operate the lawn mower in wet grass. Always be sure of your footing; walk, never run, with the lawn mower.
- If the machine should start to vibrate abnormally, stop the engine (motor) and immediately check the machine to ascertain the cause. Vibration is generally a signal of trouble.
- Keep blades sharp.
- Keep hands and feet away from the cutting area.
- Always wear eye protection when operating the machine.
- Objects struck by the lawn mower blade can cause severe injuries. The mowing area should always be carefully examined and cleared of all objects prior to each mowing.
- If the lawn mower strikes a foreign object, follow these steps:
  - **i)** Stop the lawn mower by releasing the ON/OFF switch lever.
  - **ii)** Unplug the power cord.
  - **iii)** Inspect for damage.
  - **iv)** Repair any damage before restarting and operating the lawn mower.
- Only use identical replacement blades.

Slope Operation

Slopes are major factors related to slip and fall accidents, which can result in severe injury. Operation on all slopes requires extra caution. If you feel uneasy on a slope, do not mow it.

- Mow across the face of slopes; never mow slopes following an up and down traverse. Exercise extreme caution when changing direction on a slope.
- Watch for holes, ruts, bumps, rocks, or other hidden objects. These may cause an unexpected slip or fall.
- Do not mow on wet grass or excessively steep slopes. Poor footing could cause a slip and fall accident.
- Do not mow near drop offs, ditches, or embankments. You could lose your footing or balance.

Children

Tragic accidents can occur if the operator is not alert to the presence of children. Children are often attracted to the machine and the mowing activity. Never assume that children will remain where you last saw them.

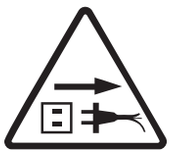
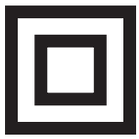
- Keep children out of the mowing area and under the watchful care of a responsible adult other than the operator.
- Stay alert and turn the lawn mower off if a child enters the area.
- Never let children operate the machine.
- Use extra care when approaching blind corners, shrubs, trees, or other objects that may block your view of a child.

Service

- Keep all nuts and bolts tight.
- Never tamper with safety devices. Regularly check to ensure these devices are in place and in proper working order.
- Keep the lawn mower free from grass, leaves, or other debris buildup.
- Never make any adjustments or repairs with the engine (motor) running. Always unplug electric lawn mowers before adjusting, cleaning, or repairing.
- Check the grass bag componants and the discharge guard frequently and replace with manufacturer's recommended parts when necessary.
- Mower blades are sharp. Wrap the blade or wear gloves, and use extra caution when servicing them.
- Maintain or replace safety and instruction labels, as necessary.

Safety Symbols

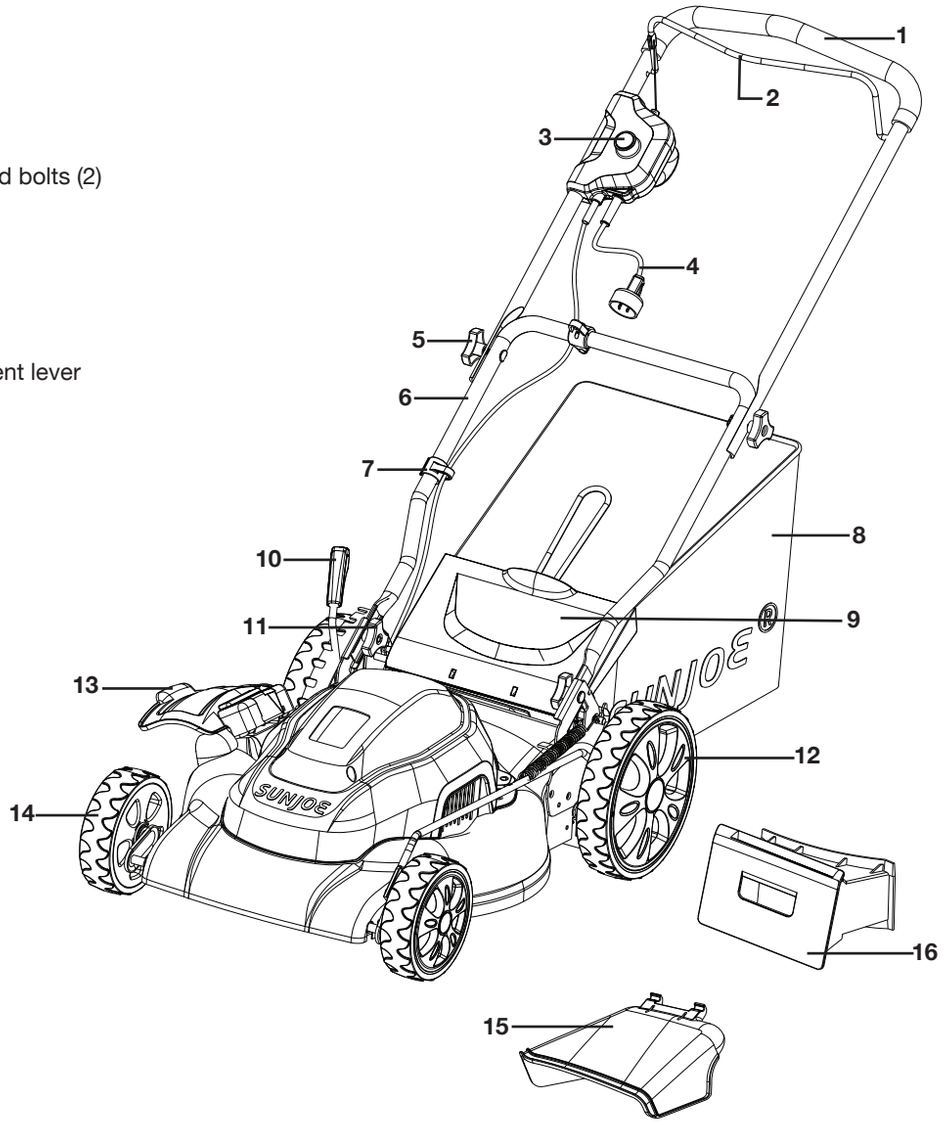
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate.

Symbols	Descriptions	Symbols	Descriptions
	CPSC danger label.		Keep bystanders and children a safe distance away.
	Safety alert. Caution.		To reduce the risk of injury, user must read instruction manual.
	Wear eye and hearing protection. For protection against injury, wear ear defenders and safety goggles.		Do not expose the unit to the rain.
	Disconnect the mains plug if the cord is damaged or entangled.		**WARNING!** Turn the machine OFF and disconnect it from the power supply before inspecting, cleaning, changing accessories, or conducting any other maintenance task.
	Thrown objects and rotating blade can cause severe injury.		Slip on slope hazard – Use extra caution when mowing on slopes to prevent slip and fall accidents.
	Severing of toes or fingers by rotary mower blade.		Keep extension cord away from cutting blades.
	Blades continue to rotate after machine is switched off.		Double Insulation.

Know Your Electric Lawn Mower

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

1. Upper handle
2. ON/OFF switch lever
3. Safety lock button
4. Appliance cord
5. Upper handle knobs and bolts (2)
6. Lower handle
7. Cable clip (2)
8. Grass collection bag
9. Ejector flap
10. Cutting height adjustment lever
11. Lower handle knobs (2)
12. Rear wheels
13. Side discharge door
14. Front wheels
15. Side discharge chute
16. Mulching plug



Technical Data

Rated Voltage	120 V ~ 60 Hz
Power	12 A
No Load Speed	3400 rpm
Rotor	20 in. (51 cm) steel blade
Cutting Width	20 in. (51 cm)
Cutting Height	1.96 in. to 4.13 in. (50 mm to 105 mm)
Grass Collection Bag Capacity	14.5 gal (55 l)
Decibel Ratings	96 dB
Weight	51.8 lbs (23.8 kg)

Unpacking

Carton Contents

- Electric lawn mower
- Upper handle
- Lower handle
- Upper handle knobs and bolts (2)
- Lower handle knobs (2)
- Grass collection bag
- Side discharge chute
- Mulching plug
- Manuals and registration card

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

   NOTE: Do not discard the shipping carton and packaging material until you are ready to use your new electric lawn mower. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations.

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

Assembly

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

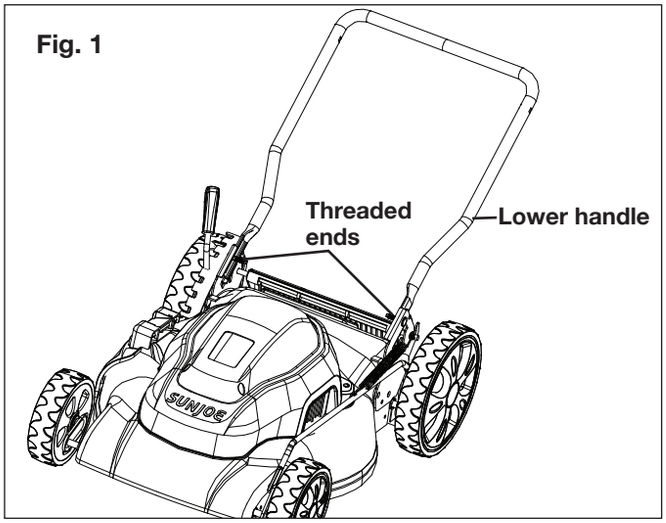
⚠**WARNING!** Never operate the mower without the proper devices in place. Never operate the mower with damaged safety devices. Failure to heed these warnings can result in serious injury.

Handle Assembly

1. Fit the lower handle on the unit by inserting the unit's threaded ends into the holes on the lower ends of the lower handle (Fig. 1).

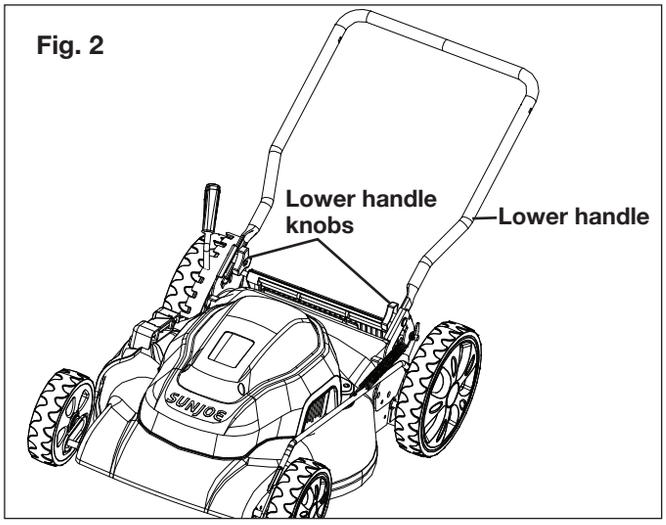
   NOTE: You may need to bend the lower handle inwards slightly while fitting the lower handle over the threaded ends.

Fig. 1

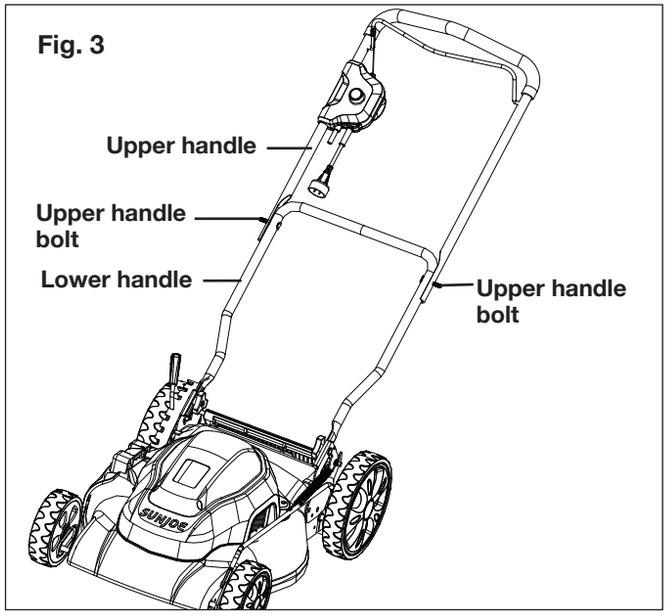


2. To secure the lower handle, install the lower handle knobs on the threaded ends, and tighten (Fig. 2).

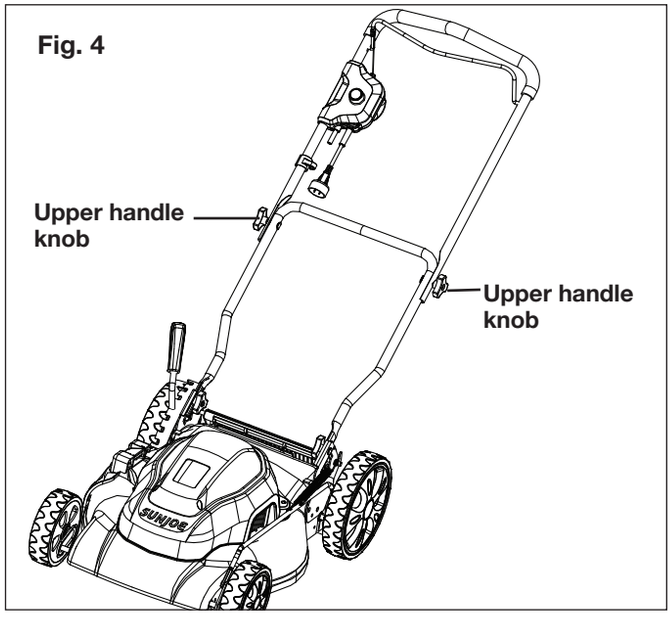
Fig. 2



3. Align the upper handle with the holes on the upper end of the lower handle, and insert the upper handle bolts into the holes from the inside (Fig. 3).



4. Secure the upper handle by tightening the upper handle knobs on the ends of the upper handle bolts (Fig. 4).



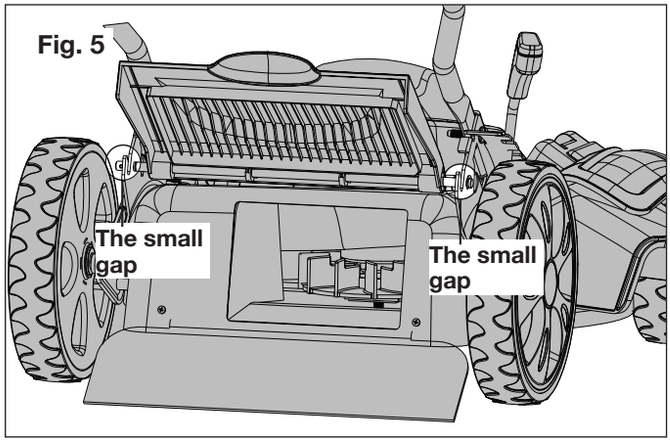
5. Clip the cord into the cable clips on the handle.

Grass Collection Bag Assembly + Fitting

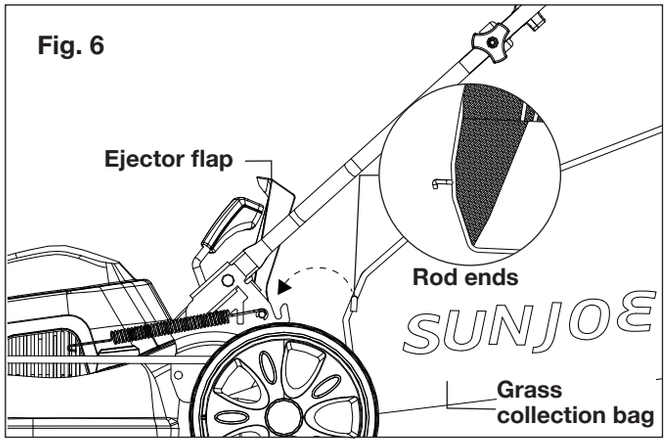
The grass collecting bag prevents grass clippings being thrown across your lawn as you mow.

NOTE: When using the grass collection bag, do not assemble the side discharge chute or the mulching plug.

1. The mower has two small gaps near its wheels, which are for hanging the grass collection bag's rod ends (Fig. 5).



2. To fit the grass collection bag, lift the ejector flap with one hand. With the other hand, hook the grass collection bag's rod end on the small gaps (Fig. 6).

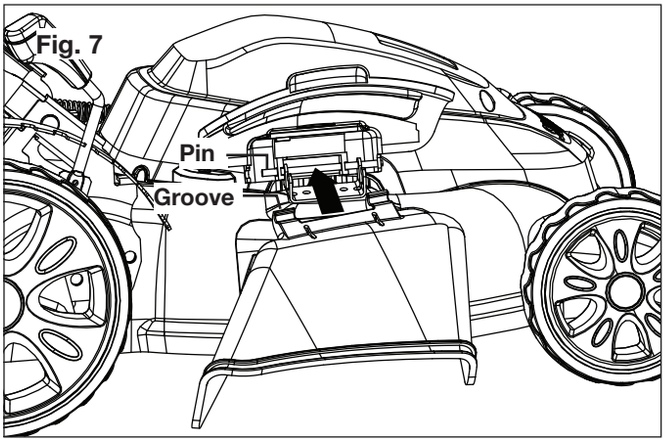


Side Discharge Chute Assembly + Fitting

Use the side discharge chute on your mower when the grass is too tall to mulch or when side discharging is preferred. The grass clippings produced by the side discharge chute are noticeably larger by those produced by the mulching plug.

NOTE: When using the side discharge chute, do not assemble the grass collection bag or the mulching plug.

1. Lift up the side discharge door.
2. Align the grooves on the side discharge chute with the pins on the underside of the door, and hook the grooves on the pins (Fig. 7).

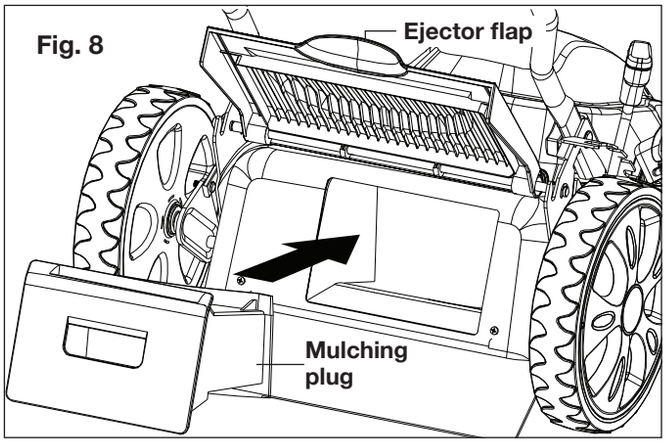


3. Release the discharge door.

Mulching Plug Assembly + Fitting

Your mower is equipped with a mulching plug to allow the blade to cut and recut the grass for finer clippings.
NOTE: When using the mulching plug, do not assemble the grass collection bag or the side discharge chute.

1. Lift up the ejector flap.
2. Grasp the mulching plug by its handle, and tilt approximately 15 degrees. Insert the plug into the rear discharge opening (Fig. 8).



3. Release the discharge door.

Operation

This lawn mower is intended for private residential use to cut grass in small lawns and gardens. This lawn mower is not intended to cut grass in public parks, playing fields, farms, or forests. Do not use this lawn mower for any application other than that for which it is intended.

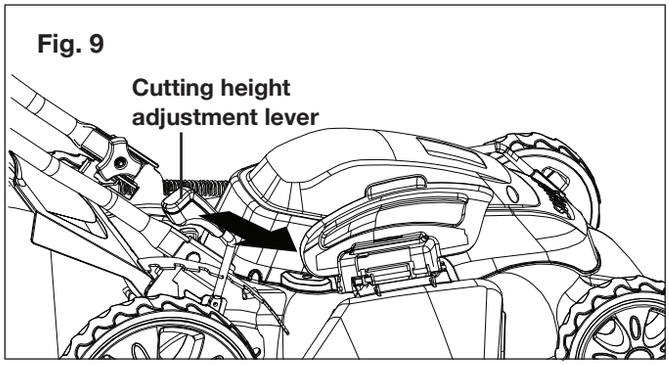
Adjusting the Cutting Height

This electric lawn mower is equipped with a 7-position height adjustment lever to tailor grass cutting heights from 1.96 in. to 4.13 in. (50 mm to 105 mm). To change the cutting height of the grass, follow the instructions below.

⚠**WARNING!** Before making these adjustments, disconnect the power supply to the lawn mower and wait until the rotating blade has come to a complete standstill. Wearing gloves is recommended due to the close proximity of the cutting blade.

ALWAYS FOLLOW ALL SAFETY PRECAUTIONS AND RECOMMENDATIONS LISTED PREVIOUSLY IN THIS MANUAL.

1. Power off and unplug the lawn mower.
2. Push the cutting height adjustment lever to the outside of the original slot (Fig. 9).



3. Insert the lever into the desired slot.

   7-Position Height Adjustment:

   (1) 1.96 in. (50 mm)

   (2) 2.32 in. (59 mm)

   (3) 2.68 in. (68 mm)

   (4) 2.99 in. (76 mm)

   (5) 3.35 in. (85 mm)

   (6) 3.74 in. (95 mm)

   (7) 4.13 in. (105 mm)
4. Reconnect the power supply to the lawn mower and resume normal use.

Starting + Stopping

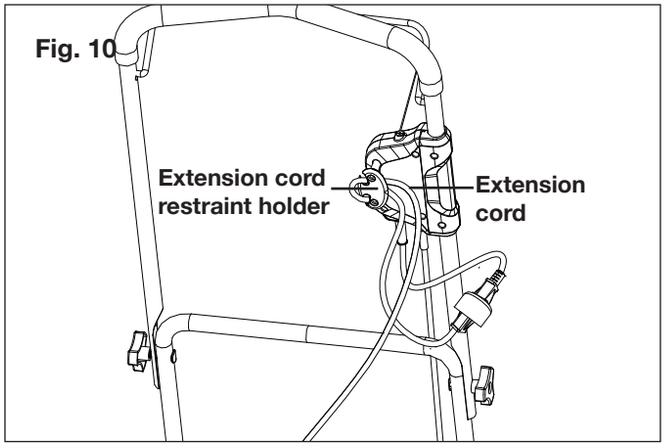
Do not switch on the lawn mower until it has been completely assembled. Before switching on the unit, always check the appliance cord and the extension cord for signs of damage. Use only intact cords.

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

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

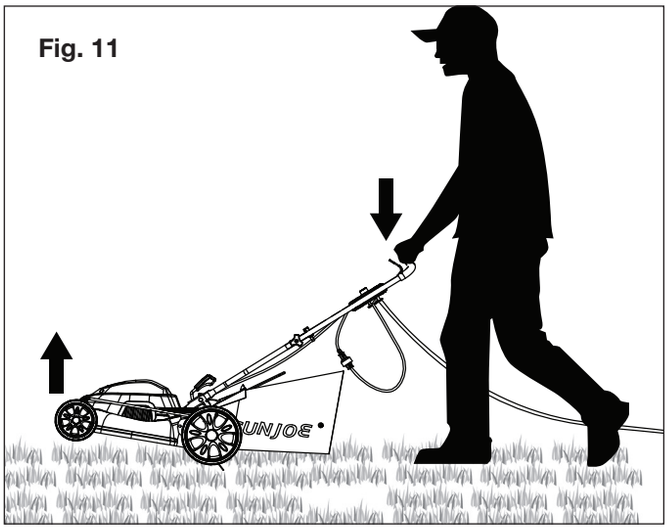
IMPORTANT: Do not start the lawn mower in tall grass.

1. Place the unit on a level lawn surface.
2. Push a loop of the extension cord through the slot on the extension cord restraint holder from the opposite side and around the cord restraint hook. Insert the appliance cord into the extension cord (Fig. 10).

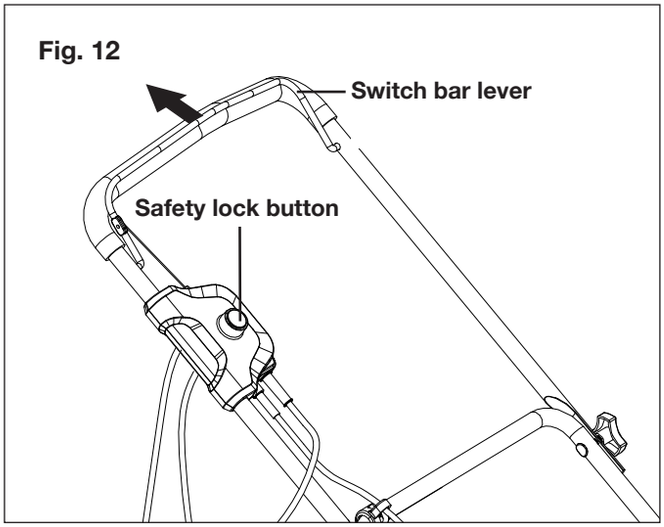


NOTE: Do not plug the extension cord into the outlet until it had been secured with the extension cord restraint holder and connected to the lawn mower's appliance cord. Only use a UL-rated extension cord for outdoor, all-weather use. Do not use an extension cord over 100 ft (30 m). See Extension Cord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

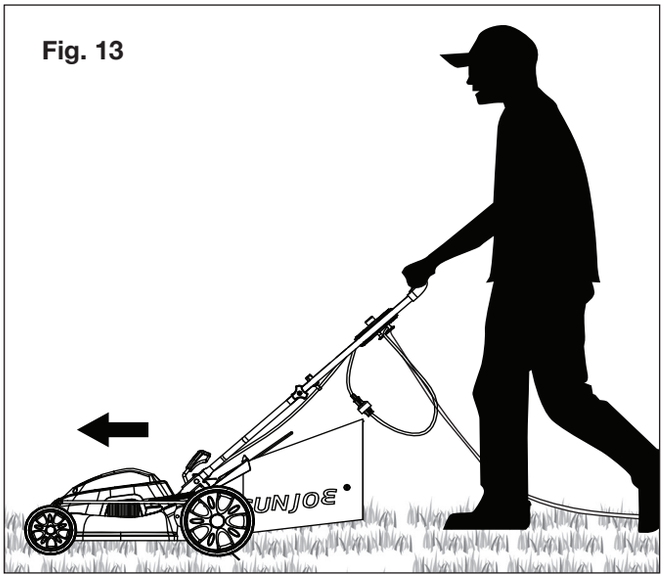
3. Place the bulk of the extension cord on the lawn closest to the starting point.
4. Before starting the lawn mower, hold the handle assembly with both hands and tilt the handle downward to slightly raise the front of the lawn mower. This will reduce the risk of lawn damage during start-up (Fig. 11).



5. To start the lawn mower, press and hold the safety lock button while pulling the switch bar lever toward you. Once the machine powers on, release the safety lock button (Fig. 12).



6. Let the motor get up to speed, gently lowering the lawn mower down into the cutting position and start mowing (Fig. 13).



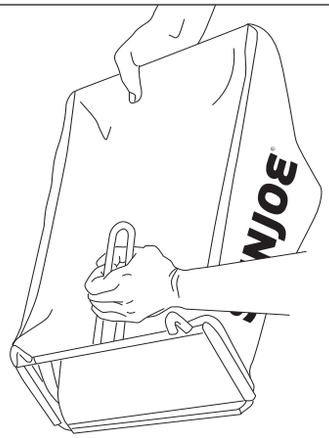
7. To stop the lawn mower, release the switch bar lever (Fig. 12).

Empty the Grass Collection Bag

⚠**WARNING!** Before handling the grass collection bag, make sure to switch off the unit.

1. Lift the grass collection bag by its handle to remove it from the mower body.
2. Empty the grass collection bag (Fig. 14).

Fig. 14



3. Reassemble the grass collection bag to the mower body.

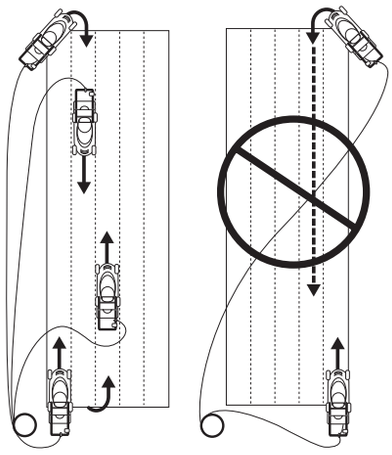
Mowing Tips

⚠**WARNING!** Inspect the area prior to mowing and remove all the stones, sticks, wires, and other debris that might be thrown by the rotating blade.

NOTE: A sharp blade will greatly enhance the performance of the lawn mower, especially when cutting tall blades of grass.

- Be sure to check the blade periodically for signs of wear and sharpen it at least once per year, as described in the maintenance section.
- In order to prevent electric shock, do not operate the lawn mower in damp or wet conditions.
- Do not mow in a circle. Travel back and forth across the lawn following the path outlined below (Fig. 15).
- When cutting thick grass, reduce your walking speed in order to allow for a more effective cut and a proper discharge of the clippings. For a healthy lawn, always cut off one-third or less from the total length of the grass. The average lawn should be approximately 1.5 to 2 in. (3.8 cm to 5 cm) long during cool months, and more than 2 in. (5 cm) long during hot months. If there is growth, the lawn should be cut in the fall.

Fig. 15



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

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

Maintenance

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

General

- Always keep the lawn mower clean and free of grass, dirt, or other debris.
- Keep the handles dry, clean, and free of oil and grease.
- After each cutting session, remove accumulated grass clippings and debris using either a dry cloth or hand brush. You may also clean the equipment with a damp cloth. Do not use cleaning agents or harsh solvents as they may damage the equipment's plastic components. Make sure that no water penetrates the equipment's interior as intake of water can destroy the switch/plug mechanism and the electric motor.
- Do not clean the lawn mower with running water, particularly with high-pressure water.
- Check all nuts, bolts, and screws for proper tightness before each use.
- Frequently inspect the grass collection bag for signs of wear and replace immediately with a genuine Snow Joe® + Sun Joe® part if damage is found.
- Replace excessively worn or damaged parts immediately.

Lubrication

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

AT THE BEGINNING AND END OF EACH MOWING SEASON:

1. Lubricate the springs on the rear discharger door with light oil.
2. Lubricate the height adjustment lever and related hardware with light oil.
3. Remove the blade and the blade rotor assembly and lubricate the motor shaft with light oil or engine oil. See Blade Replacement section for instructions.

Blade Maintenance

IMPORTANT: The mower blade is sharp and can cause severe personal injury if handled incorrectly. Wrap the blade or wear protective gloves, and use extra caution when handling.

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

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

Blade Replacement

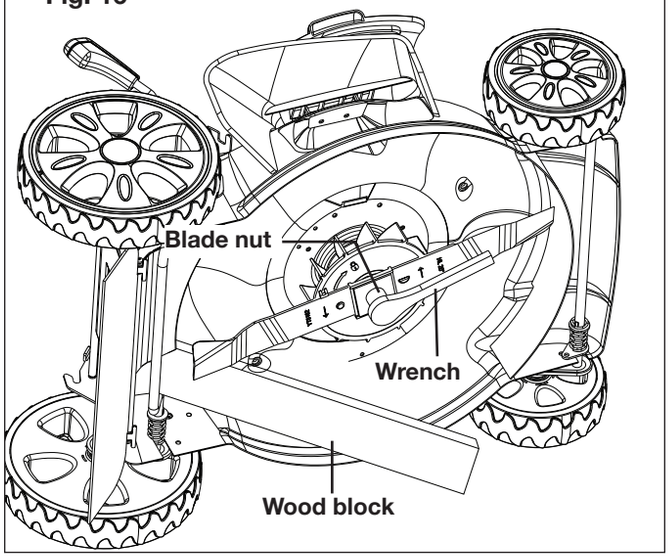
⚠**WARNING!** Wear heavy duty gloves when handling the blade.

IMPORTANT: Only use original replacement parts specified for this lawn mower.

You can purchase a replacement blade (Model MJ408E-74) and other genuine replacement parts by ordering online at snowjoe.com or, to order by phone, contact Snow Joe® + Sun Joe® customer service at 1-866-SNOWJOE (1-866-766-9563). The use of parts that do not meet the original equipment specifications may lead to improper performance of the lawn mower, may compromise operator safety, and will void the manufacturer's warranty.

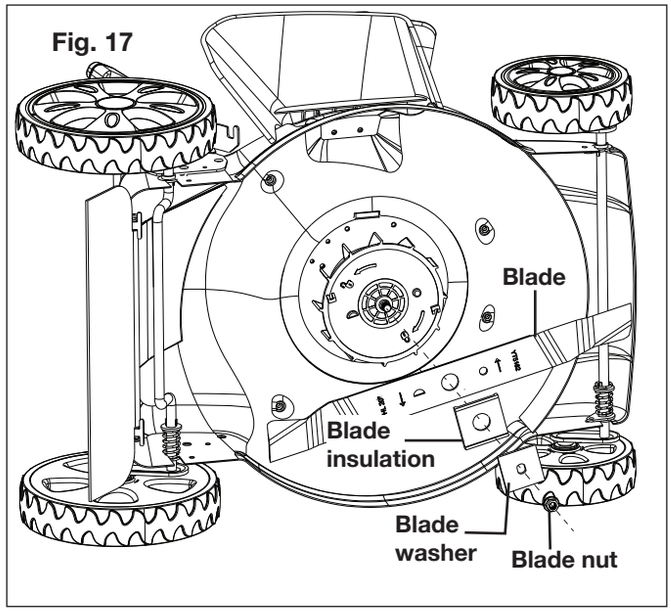
1. Disconnect the electrical supply to the lawn mower and wait until the blade comes to a complete stop.
2. Turn the lawn mower on its side, put a block of wood between the blade and the mower deck to prevent the blade from turning. Loosen the blade nut by a 15 mm wrench or socket (Fig. 16).

Fig. 16



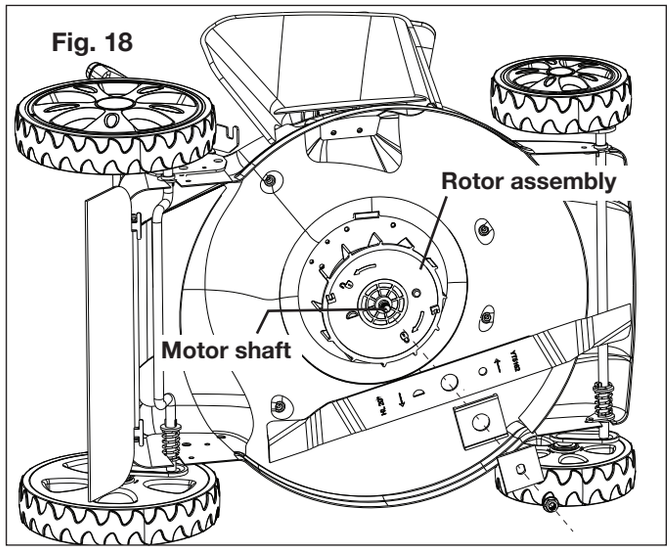
3. Remove the blade nut, washer, blade insulator, and the blade (Fig. 17).

Fig. 17



4. Make sure the rotor assembly is pushed completely against the motor shaft. Place the new blade against the rotor assembly. Make sure the new blade is installed with the curved ends pointing up towards the mower deck, and replace the blade insulation, the blade washer, and the blade nut (Fig. 18).

Fig. 18



NOTE: Make sure all parts are placed in the exact order same with when they removed.

Storage

Follow the steps below to prepare the lawn mower for storage:

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

Service + Support

If your Sun Joe® MJ408E electric lawn mower requires service or maintenance, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.

Model + Serial Numbers

When contacting the company or reordering parts, you will need to provide the model and serial numbers of your product. These are found on the decal affixed to the housing or handle of your lawn mower. Copy these numbers into the space provided below.

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

Model #:

M J 4 0 8 E

Serial #:

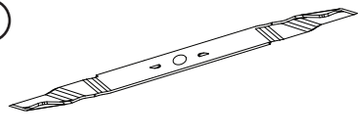
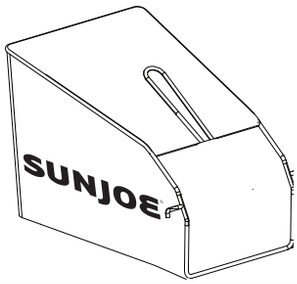
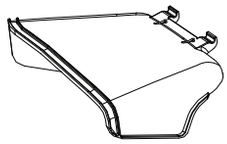
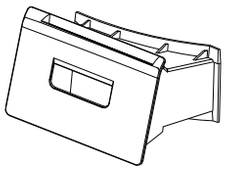
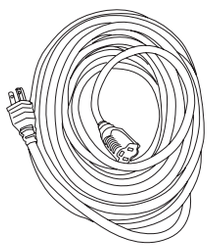
Troubleshooting

Problem	Remedy
Motor does not run	• Unplug the unit from the power source and check that the blade is able to rotate freely. If the lawn mower was previously in use, let the motor cool down because the electrical brake could still be engaged. • Check mains, extension cord, and circuit-breaker (fuse). • Clean discharge channel/housing. • Start lawn mower on short grass or in a previously mowed area and tilt back. • Correct the cutting height.
Motor power drops	• Check that you are using a suitable extension cord of proper gauge and length (see Extension Cord Chart pg. 2). • Power source (e.g. generator) has too low voltage. • Air vents are blocked.
Motor performance drops	• Correct the cutting height. • Clean discharge channel/housing. • Replace or resharpen mowing blade (contact an authorized Snow Joe® + Sun Joe® service center).
Grass collection bag not filling sufficiently	• Correct the cutting height. • Allow the lawn to dry. • Clean the grille on the grass collection bag. • Clean the discharge channel/housing.

Only a company specialist may be able to correct faults that cannot be rectified with the aid of this table. Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

Optional Accessories

⚠**WARNING!** ALWAYS use only authorized Snow Joe® + Sun Joe® replacement parts and accessories. NEVER use replacement parts or accessories that are not intended for use with this tool. Contact Snow Joe® + Sun Joe® if you are unsure whether it is safe to use a particular replacement part or accessory with your tool. The use of any other attachment or accessory can be dangerous and could cause injury or mechanical damage.

Accessories	Item	Model
① 	20-Inch (51 cm) mower blade	MJ408E-74
② 	14.5 gal (55 l) grass collection bag	MJ408E-BAG
③ 	Side discharge chute for MJ408E	MJ408E-39
④ 	Mulching plug for MJ408E	MJ408E-37
⑤ 	Snow Joe® + Sun Joe® SJTW-A 14-gauge 50-foot extension cord with lighted end	PJEXT50-B

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

NOTES

SNOW JOE® + SUN JOE® CUSTOMER PROMISE

ABOVE ALL ELSE, Snow Joe® + Sun Joe® are dedicated to you, our customer. We strive to make your experience as pleasant as possible. Unfortunately, there are times when a product does not work or breaks under normal operating conditions. We think it's important that you know what you can expect from us. That's why we created the Snow Joe® + Sun Joe® promise.

OUR PROMISE: Snow Joe® + Sun Joe® warrant new products for two years from the date of purchase. If your product does not work, or there's an issue with a specific part, we will fix this by either sending you a free replacement part or by sending you a new or comparable product at no charge. How cool is that! Before you know it, you'll be back in action cutting, sawing, mowing, washing and…?

PRODUCT REGISTRATION:

Snow Joe®, LLC ("Snow Joe® + Sun Joe®") strongly encourages you to register your purchase. You can register online at **snowjoe.com/ProductRegistration**, or by printing and mailing in a registration card available online from our website, or calling our Customer Service Department at **1-866-SNOWJOE (1-866-766-9563)**, or by e-mailing us at **help@snowjoe.com**. Failure to register your product purchase will not diminish your warranty rights. However, registering your purchase will allow Snow Joe® + Sun Joe® to better serve you with any of your customer service needs.

WHO CAN SEEK WARRANTY COVERAGE?

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

WHAT IS COVERED?

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

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

WHAT IS NOT COVERED?

This Warranty does not apply to the Machines that have been used commercially or in non-household applications. This Warranty does not cover cosmetic changes that do not affect performance. This Warranty is only valid if the Machine is used and maintained in accordance with the instructions, warnings and safeguards contained in the owner's manual. Snow Joe® + Sun Joe® will not be responsible for the cost of any unauthorized warranty repairs. This warranty does not cover any cost or expense incurred by the purchaser in providing substitute equipment or service during reasonable periods of malfunction or non-use of this product while waiting for a replacement part or unit under this warranty.

Wearing parts like belts, augers, chains and tines are not covered under this warranty, and can be purchased at **snowjoe.com** or by calling **1-866-SNOWJOE (1-866-766-9563)**. Batteries are covered in full for 90-days from the date of purchase.

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

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

Outside the USA, other warranties may apply.



snowjoe.com

⚠**WARNING!** This product or its power cord contains chemicals, including lead, known to the State of California to cause cancer and birth defects or other reproductive harm. Wash hands after handling. For more information go to www.P65Warnings.ca.gov.

⚠**WARNING!** Some dust created by power sanding, sawing, grinding, drilling, and other construction activities contains chemicals known [to the State of California] to cause cancer, birth defects, or other reproductive harm. Some examples of these chemicals are:

- lead from lead-based paints,
- crystalline silica from bricks and cement and other masonry products, and
- arsenic and chromium from chemically-treated lumber.

Your risk from these exposures varies, depending on how often you do this type of work. To reduce your exposure to these chemicals: work in a well ventilated area, and work with approved safety equipment, such as those dust masks that are specifically designed to filter out microscopic particles. For more information go to www.P65Warnings.ca.gov.