



# 12.5-AMP 1500-WATT INFRARED QUARTZ HEATER

Model SJQH1500-DO

Form No. SJ-SJQH1500-DO-880E-M

A Division of Snow Joe®, LLC

## OPERATOR'S MANUAL

### IMPORTANT! Safety Instructions

### All Operators Must Read These Instructions Before Use

Any electrical appliance can be dangerous if used incorrectly. Some of the safety precautions given in this manual apply generally to many appliances. Other warnings are specific to the use of this infrared heater.

### General Safety WARNINGS!

**When using this electric unit, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:**

#### **⚠ WARNING!**

- Read all instructions before using the heater.
- DO NOT plug the heater into any other cord-connected device such as: power strip, surge protector, multiple outlet adapter, grounding adapter, outlet-type air fresheners, or extension cords. Plug into a 3-prong, 120V, 15 amp or higher grounded circuit receptacle only.
- DO NOT plug the heater into a loose fitting or broken receptacle.
- DO NOT alter the heater's design; doing so will void the warranty.
- DO NOT block the front or rear of the heater.
- DO NOT place anything directly in front of the heater.
- DO NOT cover the unit, as this may block air flow and cause the heater to malfunction.
- DO NOT use the heater outdoors or for heating construction sites.
- This heater is not intended for use in bathrooms, laundry areas, and similar damp or humid indoor locations. Never place the heater where it may fall into a bathtub or other water container.
- DO NOT force the filter to dry using any alternative methods when performing filter maintenance; any method other than air drying could damage the filter.
- DO NOT run the power cord under carpeting.
- DO NOT cover the power cord with throw rugs, runners, or similar covers. Arrange the cord away from traffic areas where it will not be tripped over.
- DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause an electric shock or fire, or may damage the heater.
- DO NOT use in areas where gasoline, paint, or flammable liquids are used or stored; the heater has hot parts that could ignite such liquids.
- The heater is hot when in use. To avoid burns, DO NOT let bare skin touch hot surfaces.
- DO NOT operate any heater with a damaged cord or plug, or after the heater malfunctions, has been dropped, or has been damaged in any manner. For service and/or repair, contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).
- To disconnect the heater, first turn the power off, then remove the plug from the outlet.
- To prevent a possible fire, DO NOT block air intakes or exhausts in any manner. Do not use on soft surfaces, such as a bed, where openings may become blocked.
- Use this heater only as described in this manual. Any other use may cause fire, electric shock, or injury to persons.
- DO NOT use this heater in or around a bathtub, shower, or swimming pool.

### Suggestions for Best Performance

To use the heater most efficiently, a minimum of 30% relative humidity should be maintained, which is fairly standard in most homes. If you are unsure of humidity level, you can purchase a hygrometer rather inexpensively at most any hardware store.

**NOTE:** If you do not have a humidifier and need to increase the humidity level in your house, you can bring a pot of water to a boil and allow most of the water to evaporate into the air. The added humidity that this introduces to the room will allow the infrared heater to more effectively heat your home.

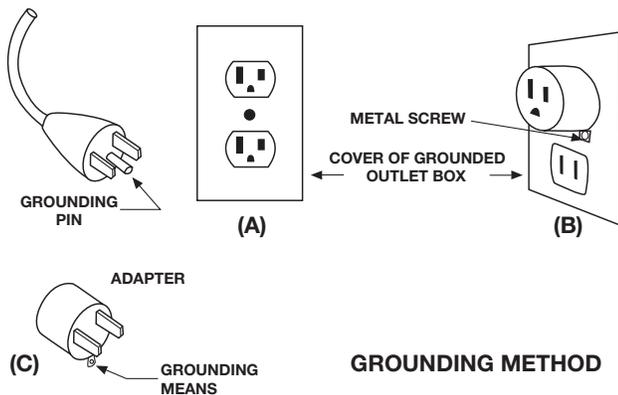
- If using the heater in a room with a bare concrete floor, you should place the heater no less than 3 feet above the floor, and in a secure location where it will not fall. Bare concrete floors tend to absorb the heat.
- Place the heater in a room where the most time is spent during non-sleep hours, such as the family den. Set your central heating system a few degrees lower than normal (typically 3 to 5 degrees), and let your infrared heater warm the room.
- If using the heater in a very large room, try placing it near the center of the room.

- If you are using the heater in a dusty or dirty environment, the filter on the back of the heater should be cleaned more often than the recommended once-a-month.
- Do not place the heater in rooms that are high air-exchange rooms. For example, if your kitchen door is opened 20 times per day, and it is 20 degrees Fahrenheit outside, do not place the heater in the kitchen.
- If the heater is placed in a basement or closed-off area, the vents to the central heating system should be closed in that area to maximize the heater's performance and reduce air exchange.

## Electrical Safety

**⚠ WARNING!** This heater has a voltage rating of 120 volts. It comes with a grounded (3 prong) plug. The grounded plug must be used with a grounded outlet. Do not use an adapter in a 2-slot wall outlet unless the ground plug of the adapter properly connects to a building ground. Using heater without properly grounded outlet or adapter could result in an electric shock hazard.

The cord has a plug as shown in A in the figure below. An adapter as shown in C is available for connecting three-blade grounding-type plugs to two-slot receptacles. The grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounding outlet box as shown in B. The adapter should not be used if a three-slot grounded receptacle is available.



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**⚠ WARNING!** It is normal for the power cord to feel warm to the touch; however, a loose fit between the outlet and the plug may cause overheating of the plug. If this occurs, try inserting the plug into a different outlet. Contact a qualified electrician to inspect the original outlet for damage.

## Overheat Safety Feature

This heater is equipped with an overheat safety feature. When the heater's internal components reach a certain temperature that could cause overheating or possible fire, the heater will automatically shut off.

1. Always check that the power supply corresponds to the voltage on the rating plate.
2. Always plug heaters directly into a wall outlet/receptacle; never use with an extension cord or relocatable power tap (outlet/power strip).
3. To avoid fire or shock hazard, plug the unit directly into a 120 V AC electrical outlet.
4. Connect to properly grounded outlets only.
5. Do not touch electrical plugs with wet hands.
6. Do not run the cord under carpeting and do not cover the cord with throw rugs, runners, or similar coverings. Arrange the cord away from traffic areas where it will not be tripped over.
7. Immediately replace and dispose of damaged wires and plugs.
8. This heater includes an overheat protection system that shuts off the heater when parts of the heater are getting excessively hot. If the heater shuts off, immediately turn the heater OFF and inspect for any objects, on or adjacent to the heater, which may cause high temperatures. **DO NOT OPERATE THE HEATER UNTIL IT IS RESET.** To reset the heater, turn OFF the main power switch, unplug it from the electrical outlet, and wait five to ten minutes for the unit to cool down before plugging it back in and turning the heater on.
9. Always unplug the heater when it is not in use.
10. Do not abuse the cord – Never carry the appliance by its cord or yank it to disconnect it from the receptacle. Keep the cord away from heat, oil, and sharp edges.
11. It is normal for the heater's plug and cord to feel warm to the touch. A plug or cord which becomes hot to the touch or becomes distorted in shape may be the result of a worn electric outlet. Worn outlets or receptacles should be replaced prior to further use of the heater. Plugging this heater into a worn outlet may result in overheating of the power cord or fire.
12. Make sure the plug is fully inserted into an appropriate receptacle. Be mindful that receptacles also deteriorate due to aging and continuous use. Check periodically for signs of overheating or deformations of the plug. If any overheating or deformation occurs, immediately discontinue using the heater and contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).
13. Check your heater cord and plug connections. Faulty wall outlet connections or loose plugs can cause the outlets or plug to overheat. During use, please check frequently to determine if your plug outlet or faceplate is HOT! If so, discontinue using the heater and/or have a qualified electrician to check and replace the faulty outlet(s).

## Introduction

The heater utilizes the latest infrared heat technology. It provides a safe, convenient, clean and economical way to distribute heat throughout your home or office without producing deadly fumes or monoxide gases.

The heater is constructed of a wood housing. It is equipped with locking nylon caster wheels for easy mobility. The highly efficient air filter can be maintained and cleaned by simply vacuuming or blowing clean with an air compressor. Do not get charcoal filters wet.

## What is infrared heat and how does it work?

Infrared heat uses a shorter wave length and is able to penetrate solid objects. By doing so, such objects in the room then give off heat. Instead of just heating the air around you, infrared heat will warm any object that it makes contact with; including your body.

## Comfort levels and therapeutic benefits of infrared heat

The infrared heater will heat a room evenly from floor to ceiling; even rooms with high ceilings are not a problem. There is no need for a separate fan to circulate the heat in the room. The heater is a true infrared heating system that contains four infrared heating elements.

The infrared heat penetrates the body and warms it faster than a conventional heater. A typical room that is at 68 degrees that is heated with true far infrared heat will feel more like 72 degrees. Therefore, if you set the house thermostat back 4 to 5 degrees, you will experience the same comfort level as a 72 degree room while using less energy to keep you warm.

The infrared heater also sterilizes the air that passes through it. When the air enters through the back of the heater, the four infrared heating elements heat the air to a temperature between 180 and 200 degrees. As a result of the high-temperature, germs and other airborne pests are eliminated! Most homes have the heating and air conditioning using the same air ducts. These ducts accumulate dust, bacteria, mold, germs, and other contaminants. If not cleaned properly, this can cause allergies and respiratory problems, and may adversely affect people with asthma as well. Since the infrared heater has no ductwork, there is no place for bacteria, mold, dust, or pollen to accumulate.

## Energy-saving benefits and other amenities

Due to their shorter wave length, infrared heat waves are transferred rapidly throughout the room. The results are impressive; it requires less energy to heat the room evenly! As a supplemental heat source, the infrared heater is one of

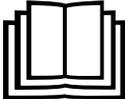
the most cost-effective and efficient heating systems for your home. The infrared heater's heating design is much quieter than oil-based or baseboard heaters. The fan noise in the heater is about half the decibel level of other conventional heaters.

The patented quartz heating elements in the heater are designed to last about 20,000 hours.

The internal electronic thermostat allows the heater to stay accurate. Simply set the heater to your desired comfort level, sit back, and enjoy a warm, comfortable, and cozy environment.

# Safety Symbols

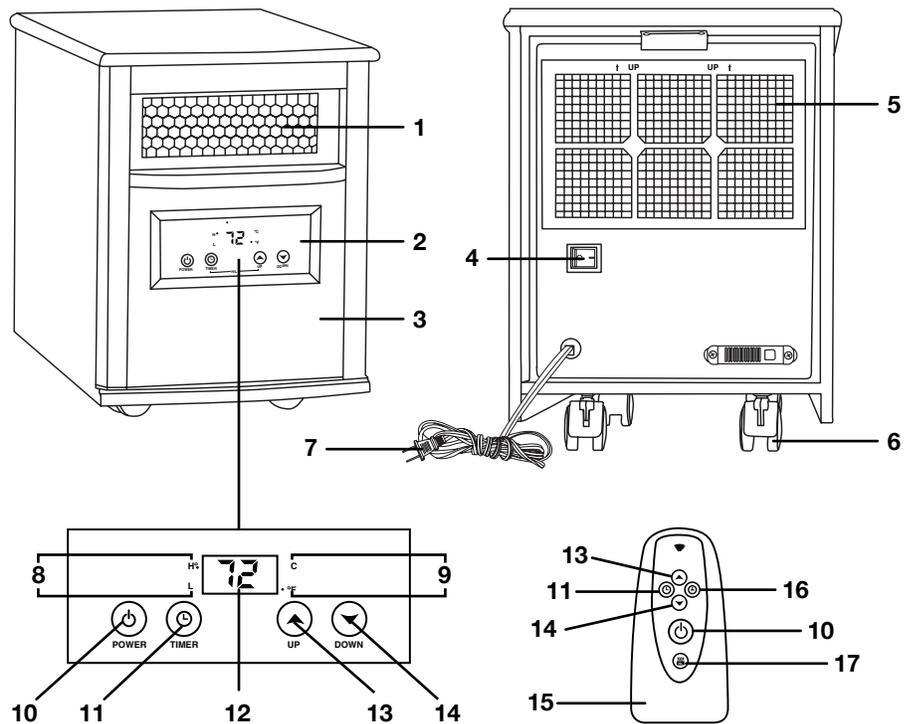
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate.

Symbols	Descriptions	Symbols	Descriptions
	<b>READ THE OPERATOR'S MANUAL(S)</b> – Read, understand and follow all instructions in the user manual(s) before attempting to assemble and operate.		Do not use the infrared heater if there is a risk of liquid falling onto the unit.
	<b>SAFETY ALERT</b> – Indicates a precaution, a warning or a danger.		Do not use the infrared heater outdoors or in areas exposed to outdoor weather.
	Do not use the infrared heater if the power cable is frayed or cut.		Do not use the infrared heater in or near any permanently wet environment.
	Do not use the infrared heater when small children may be left unattended.		Do not use the infrared heater in conjunction with any extension cords or surge protectors.
	Do not use the infrared heater on a slope or uneven surface.		Do not use the infrared heater where the power cable is in danger of damage.
	Do not use the infrared heater in close proximity to another heat source.		Do not use the infrared heater where it may be exposed to chemicals or flammable materials.
	Do not disassemble; this product is not made for DIY repair.		Do not use the infrared heater where there is a risk of damage by foreign objects.

# Know Your Infrared Heater

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

1. Air outlet
2. Control panel
3. Front panel
4. Main power switch
5. Air intake/Charcoal filter/Filter screen
6. Locking caster wheels
7. Appliance cord
8. High/low temperature indicator light
9. Fahrenheit/Celsius indicator light
10. ON/OFF power button
11. Timer button
12. Digital display
13. Temperature/timer UP button
14. Temperature/timer DOWN button
15. Remote control
16. Delay start button
17. High/low power button



## Technical Data

Carbinet Color	Dark oak	Temperature Range	50°F to 86°F (10°C to 30°C)
Rated Voltage	120 V ~ 60 Hz	Temperature Display	Digital (with timer function)
Power	12.5 A	Thermostat	Electronic analog
Power Cord	6 ft (1.8 m)/14 gauge	Safety Cut Off Switch	Automatic
Power Consumption	1500 W	Diffusion Coil	Stainless-steel
Output Rating	5600 BTU	Heating Chamber	Copper-lined
Heat System	4 quartz infrared heating elements	Fan Noise Level	40 dB
Coverage (max)	800 ft <sup>2</sup>	Remote Control	Yes
		Weight	24 lbs (11 kg)

# Unpacking

## Carton Contents

- Infrared heater
- Remote control
- Manual with registration card

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

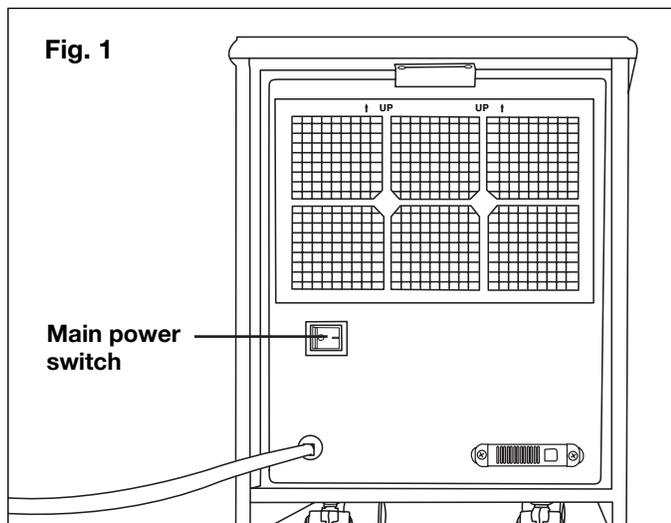
**NOTE:** Do not discard the shipping carton and packaging material until you are ready to use the infrared heater. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations or save the packaging for long-term product storage.

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

## Operation

**NOTE:** “▲” and “▼” buttons are on both the control panel and remote control.

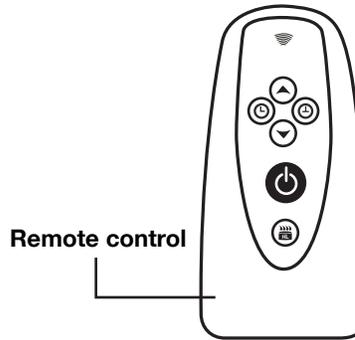
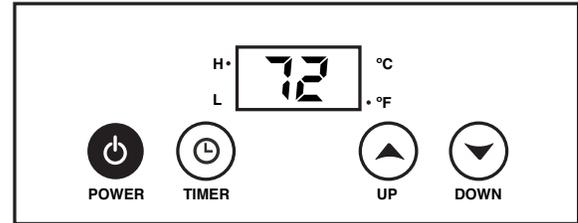
1. Plug the power cord directly into a conventional 120 V 15 amp outlet and press the main power switch on the rear of the infrared heater (Fig. 1).



2. Then press the “⏻” button on the front control panel or the remote to start the unit. The LED display will show the default value as 72°F (22°C). By pressing the “▲” or “▼” button, you will choose the desired temperature. The temperature range is 50°F – 86°F (10°C – 30°C) (Fig. 2).

Fig. 2

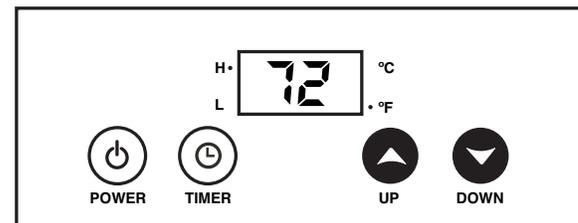
Function display



3. By pressing both the “▲” and “▼” buttons at the same time on the front control panel, you can switch the temperature format between Fahrenheit (°F) and Celsius (°C) (Fig. 3).

Fig. 3

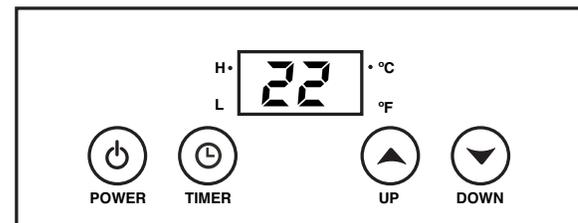
Press the buttons “▲” and “▼” buttons at the same time



Fahrenheit (°F)

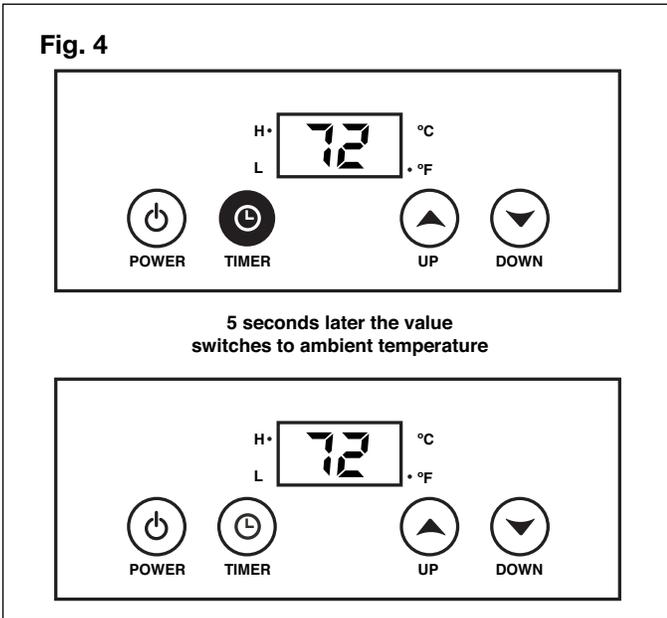


Celsius (°C)



4. By pressing the “⌚” button, the LED display will switch from the temperature setting to the timer shut-off setting and begin to blink the default timer “--”, which means that the timer is not activated and the heater will run until shut off. If you press the “⌚” button again, the screen will display “02”, which is 2 hours. The timer will increase 2 hours on each pressing of the “▲” button. The maximum

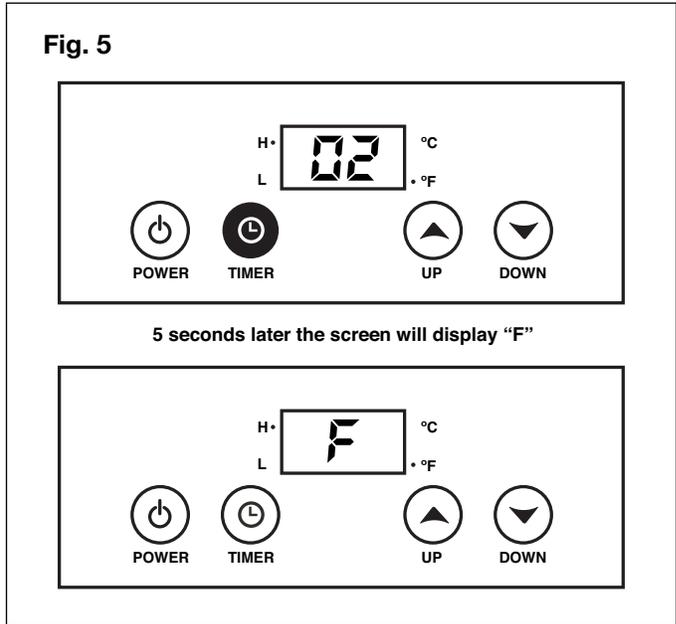
timer shut-off is 24 hours. When it reaches 24 hours, the screen will return to "--" and the timer setting will not be active. If you do not press “▲” or “▼” within five (5) seconds after you set the timer, the timer status will switch back to the ambient temperature status (Fig. 4).



5. By pressing both the “⌚” and “▲” button on the front control panel, it will turn to high or low power.
6. By pressing both the “⌚” and “▼” button on the front control panel, it will turn to setting temperature or ambient temperature.
7. The heater will turn off by pressing the “⏻” button on the front control panel. DO NOT TURN OFF THE MAIN POWER SWITCH ON THE REAR OF THE HEATER OR UNPLUG THE HEATER UNTIL THE FAN SHUTS DOWN. If the heater is still in the TIMER function, there will be five (5) seconds sound alert to let you know that the timer has been cancelled. If no actions are taken, the heater will shut off.
8. If the quartz heater gets damaged, the LED will display “E1”
9. If the temperature system breaks, the LED will display “E2”. An alarm will sound and the heater will stop working.
10. If the temperature is more than 98°F (37°C), the LED will display “E3”. An alarm will sound and the heater will stop working.

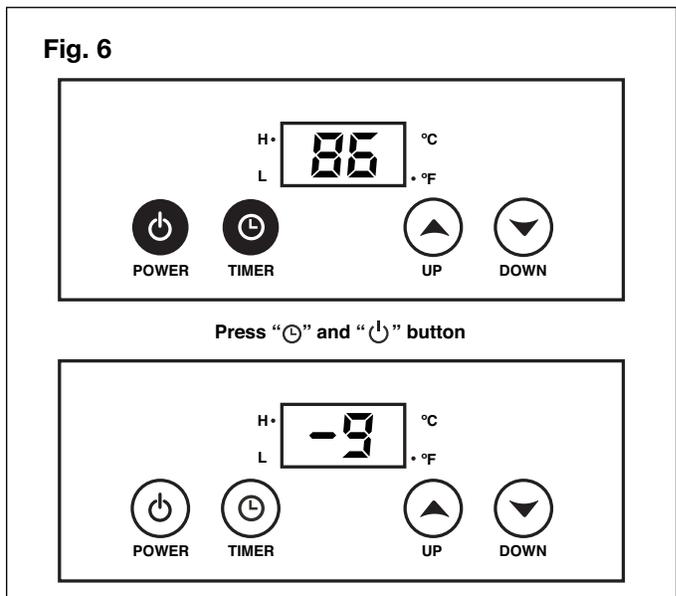
### Delay Start (Fig. 5)

1. With the main power switch ON but the heater OFF, by pressing the “⌚” button, the screen will display “02” representing 2 hours; pressing “▲” or “▼” will increase the delay start by 2 hours increments to a maximum delay start of 12 hours. When the setting reaches “12”, the screen will cycle back to “02” and you will restart the time setting. If you do not press “▲” or “▼” within five (5) seconds, the screen will display “F”.



### Temperature Sync Calibration (Fig. 6)

1. By pressing both “⌚” and “⏻” button on the front control panel, the LED display will blink one second of “00”. Without any operating within five (5) seconds, the LED displays the setting temperature.
2. The temperature sync calibration range is -9°F/C to +9°F/C, which allows for adjustments in the difference between the heater’s thermostat reading and the actual room temperature. Once you set adjustment, it will automatically save the calibration amount after 5 seconds.
3. After powering off, the calibrated temperature will not be saved and the default value “00” will be displayed. By pressing “▲” and “▼”, you can adjust the calibration temperature range each time you power on the unit, as needed.



## Recommendations For Maximum Performance

1. Be sure not to place the heater in an area where the air flow or air movement is too strong.
2. Direct the outflow towards the center of the room and not against a solid structure (e.g. a wall or piece of furniture); for larger areas, place the heater within a central location.
3. The infrared heater is designed for maximum efficiency in the 68°F (20°C) to 74°F (23°C) range. This is because of the ambient air moving in and out of the heater constantly.
4. It is not recommended to operate the heater in areas exposed to non-insulated concrete or metal walls.
5. If the heater filters become dirty or dusty, they must be cleaned for the heater to operate at it maximum efficiency.

## Care, Maintenance + Storage

Before care or maintenance is applied, always unplug the cord from the receptacle. The cabinet housing can be wiped down with water and a damp cloth or with furniture polish. The heater has a washable air filter screen that should be cleaned regularly to ensure maximum performance. Once the charcoal filter is removed from the filter screen frame, run warm water through and over the filter screen to remove dirt and dust. Shake all residual water from the filter screen, lay it out on a flat surface to dry, and then replace it back in the heater after you have reinserted the charcoal filter.

**NOTE:** DO NOT GET CHARCOAL FILTER WET. Clean gently with compressed air, or a handheld vacuum for a more thorough cleaning.

If the heater is not going to be used for an extended period of time, it can be stored away. Make sure the power is turned off and the cord is unplugged from the receptacle. Wrap the cord around the handle on the rear of the heater then cover it to prevent the accumulation of dust particles. You may want to repack it back in its original carton and always store in a dry and dust free environment.

**NOTE:** You may want to clean the filter prior to storing the heater away so that it is ready for operation the next time.

## Battery Caution + Disposal Information

Always dispose of the batteries in your remote control according to federal, state and local regulations.

**⚠ 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 + Support

If your Snow Joe® Glo SJQH1500-DO infrared heater requires service or maintenance, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

## Model + Serial Numbers

When contacting Snow Joe® + Sun Joe®, reordering parts, or arranging service, 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 #:	S   J   Q   H   1   5   0   0   -   D   O
Serial #:	_____

# Troubleshooting

Problem	Solution
<ul style="list-style-type: none"> <li>• The heat emitter is broken or damaged.</li> <li>• The control panel is not responding, the temperature reading is above 85°F (32°C) or there is burning odor coming from the portable heater.</li> <li>• The power cord is damaged.</li> </ul>	<ul style="list-style-type: none"> <li>• Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance. Do not attempt to operate the infrared heater as this may cause electric shock, fire, and/or injury.</li> </ul>
<ul style="list-style-type: none"> <li>• The amount of heated air exiting the front of the heater is reduced.</li> </ul>	<ul style="list-style-type: none"> <li>• Check the electrostatic and charcoal filters to make sure they are free of dust and dirt. Also check the front grill and rear air intake to make sure it is not being blocked by any kind of debris.</li> <li>• Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for further troubleshooting as problem could be caused by an element/elements being burnt out.</li> </ul>
<ul style="list-style-type: none"> <li>• The infrared heater will not turn on.</li> </ul>	<ul style="list-style-type: none"> <li>• Test your outlet to make sure it has power. You can do this by plugging in another appliance and turning the appliance on.</li> <li>• Check the LED display to see if it is flashing. If this is the case, press the POWER button to turn off the timer and resume normal operation of the infrared heater.</li> <li>• Check the main power switch to see if it is lighting up. If the outlet does have power, the LED display is not flashing, or the main power switch is not lighting up, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for further troubleshooting.</li> </ul>
<ul style="list-style-type: none"> <li>• The infrared heater continues to operate even when the main power switch is turned off.</li> </ul>	<ul style="list-style-type: none"> <li>• Do not unplug. The infrared heater has a fan that will continue to operate even when the main power switch is turned off. This fan continues to run in order to cool down the infrared heater. Once the fan stops running, you can unplug the infrared heater.</li> </ul>
<ul style="list-style-type: none"> <li>• The control panel displays no temperature or timer.</li> </ul>	<ul style="list-style-type: none"> <li>• Check to make sure the power cord is not damaged and it is plugged in, and the outlet has power.</li> <li>• Check to make sure the control panel is not damaged; if the control panel display continues to be inoperable, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.</li> </ul>

<b>Problem</b>	<b>Solution</b>
<ul style="list-style-type: none"> <li>The control panel is displaying a temperature and timer, but the infrared heater does not operate.</li> </ul>	<ul style="list-style-type: none"> <li>The signal cable or other relevant plugs may have become disconnected. Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.</li> </ul>
<ul style="list-style-type: none"> <li>The heat emitter is functioning and the air outflow is working, but the temperature display on the LED panel does not increase.</li> </ul>	<ul style="list-style-type: none"> <li>The temperature sensor may be damaged or has become disconnected. Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) immediately for assistance.</li> </ul>
<ul style="list-style-type: none"> <li>The display is showing "Er". This error code means the heating system is not working correctly.</li> </ul>	<ul style="list-style-type: none"> <li>Contact Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) immediately. Do not attempt to operate the infrared heater as this may cause electric shock, fire, and/or injury.</li> </ul>
<ul style="list-style-type: none"> <li>The infrared heater will run for a period of time and then start beeping. It shuts off automatically.</li> </ul>	<ul style="list-style-type: none"> <li>Some units may not have been set back to the default timer during the test in production. When the set timer reaches to the end of the timer cycle, it will start beeping and then shut off the power. You may need to restart the infrared heater and set on the timer again or cancel the previous setting.</li> </ul>



## SNOW JOE® + SUN JOE® CUSTOMER PROMISE

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

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

### GENERAL CONDITIONS:

Snow Joe® + Sun Joe® operating under Snow Joe®, LLC warrants this new product to the original purchaser for two years against defects in material or workmanship when used for normal residential purposes. If a replacement part or product is needed, it will be sent free of charge to the original purchaser except as noted below.

The duration of this warranty applies only if the product is put to personal use around the household. If the product is put to any business, commercial or industrial use or is rented or leased, then the duration of this warranty is 90 days from the date of original purchase. It is the owner's responsibility to correctly perform all maintenance and minor adjustments explained in the owner's manual.

### HOW TO OBTAIN YOUR REPLACEMENT PART OR PRODUCT:

To obtain a replacement part or product, please visit [snowjoe.com/help](http://snowjoe.com/help) or email us at [help@snowjoe.com](mailto:help@snowjoe.com) for instructions. Please be sure to register your unit beforehand to speed up this process. Certain products may require a serial number, typically found on the decal affixed to the housing or guard of your product. All products require a valid proof of purchase.

### EXCLUSIONS:

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

Snow Joe® + Sun Joe® may from time to time change the design of its products. Nothing contained in this warranty shall be construed as obligating Snow Joe® + Sun Joe® to incorporate such design changes into previously manufactured products, nor shall such changes be construed as an admission that previous designs were defective.

This warranty is intended to cover product defects only. Snow Joe®, LLC is not liable for indirect, incidental or consequential damages in connection with the use or misuse of the Snow Joe® + Sun Joe® products covered by this warranty. This warranty does not cover any cost or expense incurred by the purchaser in providing substitute equipment or service during reasonable periods of malfunction or non-use of this product while waiting for a replacement part or unit under this warranty. Some states do not allow exclusions of incidental or consequential damages so the above exclusions may not apply in all states. This warranty may give you specific legal rights in your state.

### HOW TO REACH US:

We're here to help Monday through Friday from 9AM to 6PM EST. You can reach us at 1-866-SNOWJOE (1-866-766-9563), online at [snowjoe.com](http://snowjoe.com), via email at [help@snowjoe.com](mailto:help@snowjoe.com) or tweet us @snowjoe.

### EXPORTS:

Customers who have purchased Snow Joe® + Sun Joe® products exported from the United States and Canada should contact their Snow Joe® + Sun Joe® distributor (dealer) to obtain information applicable to your country, province or state. If for any reason, you are not satisfied with the distributor's service, or if you have difficulty obtaining warranty information, contact your Snow Joe® + Sun Joe® seller. If in the event your efforts are unsatisfactory, please reach out to us directly.



[snowjoe.com](http://snowjoe.com)