



CORDLESS POLE CHAIN SAW

– CORE TOOL

100-VOLT MAX* | 10-INCH

OPERATOR'S MANUAL

A Division of Snow Joe®, LLC

Model iON100V-10PS-CT

Form No. SJ-iON100V-10PS-CT-880E-M

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.

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

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


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


General Safety

⚠ WARNING! When using cordless yard tools, basic safety precautions should always be followed to reduce the risk of fire, electric shock and personal injury, including the following:

1. **Keep guards in place** – Protective guards should be checked periodically to ensure they are properly fitted and in correct working order.
2. **Keep work area clean and well-lit** – Clear work area of branches and limbs after each cutting session. Cluttered areas invite accidents.
3. **Do not use in dangerous environments** – Do not use power tools in damp or wet locations.
4. **Do not use the pole chain saw in the rain.**
5. **Keep bystanders and children away** – All bystanders, including children and pets, should be kept a safe distance away from the work area.
6. **Do not force the tool** – It will do the job effectively and safely if it is used at the rate for which it was designed.
7. **Use the right tool** – Do not force the tool or any attachment on the tool to do a job for which they were not designed.
8. **Wear proper apparel** – Do not wear loose articles of clothing or jewelry since such items may get caught in moving parts. Use of heavy-duty rubber gloves, substantial non-skid footwear and close-fitting clothing is recommended when working outdoors with power tools.
9. **Wear protective hair coverings to contain long hair.**
10. **Always wear safety glasses and ear defenders to provide eye and ear protection** – Everyday eyeglasses only have impact resistant lenses and do not provide the same protection as safety glasses.
11. **Wear face or dust masks** – If the cutting operation is dusty, the use of a face or dust mask specially designed to filter out microscopic particles is recommended.
12. **Do not overreach** – Keep proper footing and balance at all times.
13. **Maintain tools with care** – Keep tools sharp and clean for best and safest performance. Follow instructions for lubricating and changing accessories.
14. **Disconnect tool** – Turn off the power switch and remove the battery when it is not in use, before servicing, when transporting or when changing the chain or other accessories.
15. **Reduce the risk of unintentional starting** – Make sure the safety button and the On/Off switch are in the OFF position before inserting the battery in the unit. Do not carry the pole chain saw with the safety button and the On/Off switch engaged.
16. **Use recommended accessories** – Consult the owner's manual for recommended accessories. The use of improper accessories may cause risk of injury.
17. **Check for damaged parts** – Before each use, repair or replace any guard or part that is damaged. In addition, check for alignment of moving parts, binding of moving parts, breakage of parts and any other conditions that may affect the tool's operation.
18. **Never leave tool unattended while it is running** – Turn the power OFF by removing the battery from the unit. Do not leave the saw until the cutting bar comes to a complete stop.
19. **Avoid unintentional starting** – Do not carry the pole chain saw with your finger on the switch.
20. **Do not grasp the exposed cutting blade or cutting edges when picking up or holding the saw** – Be sure to encase the cutting bar in its protective sheath when not in use.
21. **Stay alert** – Watch what you are doing. Use common sense. Do not operate the pole chain saw when you are tired.
22. **Store idle tool indoors** – When not in use, appliances should be stored indoors in a dry and high or locked-up place out of the reach of children.

Specific Safety Rules For Pole Chain Saws

 **WARNING! SHOCK HAZARD!** To protect yourself from electrocution, do not operate the pole chain saw within 50 ft (15 m) of overhead wires. Failure to follow this instruction could result in severe personal injury.

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


Save all warnings and instructions for future reference. The term “power tool” in the warnings refers to your battery-operated (cordless) power tool.


Before using

1. Study this manual thoroughly.
2. Familiarize yourself with the operation of the pole chain saw and learn to use it properly.
3. Never permit others (especially children) who have not read the manual to use the machine.
4. If the unit must be given to other people, give them this manual.
5. Never remove the labels or security elements.
6. Do not use the pole chain saw if the On/Off switch does not work properly. If necessary, contact your dealer for any repair.
7. Never expose the pole chain saw to rain or moisture. Never allow water or other liquids to enter the machine.
8. Check the oil level before each use of the pole chain saw. Never use the pole chain saw without oil in the tank or when the amount of oil is low.
9. Check the condition of the chain guide, chain, fasteners and safety button before each use. Replace excessively worn or missing parts.
10. Do not start the pole chain saw if the sprocket cover is not installed.
11. Do not cut near other electrical machines.
12. Do not operate the pole chain saw in an environment with flammable materials such as liquids, gases or dust. The sparks generated by the operation of the machine can cause an explosion.
13. Do not start cutting until the work area is cleared and cleaned. Keep the work area clean and tidy to reduce the risk of an accident.
14. For the first use, it is recommended that the user be accompanied by an experienced person.

When using

1. Use the pole chain saw only in daylight or good artificial light.
2. The use of power equipment can be regulated. Remember to comply with legal regulations which may differ from one location to another.
3. Do not use the pole chain saw if you are tired or ill. Also avoid using if you have consumed alcohol or taken drugs. A moment of inattention can result in serious injury.
4. When using, keep your hair away from the machine. Never wear loose clothing or accessories such as neckties, cords, scarves or jewelry that could get caught in the machine or in the cutting system.
5. Wear close-fitting clothing to help protect you from cuts. Always wear long pants, sturdy non-slip shoes and protective equipment such as gloves, goggles, a helmet with a visor and an acoustic shield.
6. Do not allow anyone to remain in the range of the pole chain saw during use. Keep people, children and animals away from the work area. If conducting group work, keep sufficient distance between people.
7. Make sure that the handles are clean and dry. When the pole chain saw is running, always firmly grip the front handle with your left hand and the rear handle with your right hand.
8. Always maintain a stable, balanced and firm standing during operation. Do not work on slippery or unstable ground.
9. Firmly hold the pole chain saw with both hands. Put yourself in a position that allows you to withstand the forces applied by a backlash. Never let go of the machine.
10. Always start sawing with the moving chain running.
11. Do not saw with the tip of the saw guide bar.
12. During cutting, some tension on the wood may be released suddenly and cause springbacks or hazardous releases.
13. Never operate a damaged machine.
14. Do not overload the machine.


 **WARNING!** To reduce the time of exposure to vibration and noise, it is preferable to use the machine with frequent breaks and limit the duration of continuous work.

 **WARNING!** The vibration level during actual use of the tool can differ depending upon how the tool is used.

After using

1. Always remove the battery from the tool before performing any checks or maintenance.
2. When carrying the tool, make sure the battery has been removed from its housing and the cutting chain has completely stopped. Hold the tool by the rear handle and soft grip with the guide bar (encased in its protective sheath) turned away from you.
3. Always follow the instructions provided for maintenance. After each use, check the operation of safety devices, setting, tension and condition of parts. Replace worn or damaged parts.
4. Repairs to this cordless pole chain saw should be performed only by qualified personnel. For safety reasons, use only original spare parts approved by Snow Joe® + Sun Joe®.
5. Keep the pole chain saw clean and dry. Store it away from direct sunlight and out of the reach of children.
6. Keep this manual and consult it whenever you use the machine.

Kickback

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

AVOID CONTACTING THE GUIDE BAR TIP WITH ANY OBJECT. In some cases, when the tip makes contact with an object, it may cause a fast reverse reaction, kicking the guide bar up and back towards the operator. Pinching the saw chain along the top of the guide bar may also push the guide bar rapidly back towards the operator. Either of these reactions may cause you to lose control of the cordless pole chain saw, which could result in serious personal injury.

- Kickback safety devices on this cordless pole chain saw include a skip chain and a low kickback guide bar. These will reduce, but not entirely prevent, kickbacks. Follow the necessary precautions indicated in this operator's manual to avoid kickbacks.
- Always use two hands when operating the pole chain saw, one hand gripping the trigger and the other hand gripping the pole. Use a firm grip. Thumbs and fingers must wrap around the trigger and the pole.
- Keep all guards in place on the pole chain saw. Make sure they are in proper working order.
- Do not overreach or extend arms above shoulder height.
- Keep solid footing and balance at all times.
- Never try cutting through two branches at the same time. Only cut one at a time.
- Do not bury the guide bar nose or try to cut by boring the guide bar nose into the wood.

- Watch for shifting of wood or other forces that may pinch the chain.
- Use extreme caution when re-entering a previous cut.
- Use the low-kickback chain and guide bar supplied with this pole chain saw. Only use genuine Snow Joe® + Sun Joe® replacement parts designed specifically for use with this pole chain saw.
- Never use a dull or loose chain. Keep the chain sharp with proper tension.

Pole Chain Saw Trimming Precautions

- Never stand directly under the limb you are trimming. Always position yourself outside the path of falling debris.
- Never stand on a ladder or other type of unstable support while using the pole chain saw.
- Keep all handles and grip surfaces clean, dry, and free from oil and grease.
- Always use both hands to operate the pole chain saw. Keep a firm, steady pressure on the pole chain saw while cutting, but do not try to cut limbs larger in diameter than the length of the guide bar.
- Keep other people and pets away from the cutting end of the pole chain saw and at a safe distance away from the work area.
- Do not use the pole chain saw near cable, electric power or telephone lines. Maintain a minimum clearance of 50 ft (15 m) from all power lines.

Battery + Charger

Safety Instructions

NOTE: The battery and the charger are not included and must be purchased separately. The iON100V-10PS-CT is compatible with the following batteries (models iON100V-2.5AMP and iON100V-5AMP) and charger (model iON100V-RCH). See page 23 for more information.

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

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

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

⚠️ WARNING! Use only approved replacement batteries; other batteries may damage the pole chain saw and cause it to malfunction, which can lead to serious personal injury.

⚠️ CAUTION! To reduce the risk of injury, charge the iON100V-2.5AMP battery pack or the iON100V-5AMP battery pack only in their compatible charger (model iON100V-RCH). Other types of chargers present risk of fire, personal injury, and damage. Do not wire a battery pack to a power supply plug or car cigarette lighter. Such misuse will permanently disable or damage the battery pack.

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

NOTE: The safe temperature range for the battery is -4°F (-20°C) to 113°F (45°C). Do not charge the battery outside in freezing weather; charge it at room temperature.

- **Maintain charger cord** – When unplugging the charger, pull the plug, not the cord, from the receptacle to reduce the risk of damage to the electrical plug and cord. Never carry the charger by its cord or yank it by the cord to disconnect it from the receptacle. Keep the cord away from heat, oil and sharp edges. Make sure the cord will not be stepped

on, tripped over or subjected to damage or stress when the charger is in use. Do not use the charger with a damaged cord or plug. Replace a damaged charger immediately.

- **Do not use an extension cord unless it is absolutely necessary** – Using the wrong, damaged or improperly wired extension cord poses a risk of fire and electric shock. If an extension cord must be used, plug the charger into a properly wired 18 gauge or larger extension cord with the female plug matching the male plug on the charger. Make sure that the extension cord is in good electrical condition.
- **Charger iON100V-RCH is rated for 100 – 120 volt AC only** – The charger must be plugged into an appropriate receptacle.
- **Use only recommended attachments** – Use of an attachment not recommended or sold by the battery charger or battery pack manufacturer may result in risk of fire, electric shock or personal injury.
- **Unplug charger when not in use** – Make sure to remove battery pack from unplugged chargers.

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

- **Do not burn or incinerate battery packs** – Battery packs may explode, causing personal injury or damage. Toxic fumes and materials are created when battery packs are burned.
- **Do not crush, drop or damage battery packs** – Do not use the battery pack or charger if they have sustained a sharp blow, been dropped, run over or have been damaged in any way (i.e. pierced with a nail, hit with a hammer, stepped on, etc.).
- **Do not disassemble** – Incorrect reassembly may pose a serious risk of electric shock, fire or exposure to toxic battery chemicals. If the battery or charger are damaged, 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).
- **Battery chemicals cause serious burns** – Never let a damaged battery pack contact the skin, eyes or mouth. If a damaged battery pack leaks battery chemicals, use rubber or neoprene gloves to safely dispose of it. If skin is exposed to battery fluids, wash the affected area with soap and water and rinse with vinegar. If eyes are exposed to battery chemicals, immediately flush with water for 20 minutes and seek medical attention. Remove and dispose of contaminated clothing.
- **Do not short circuit** – A battery pack will short circuit if a metal object makes a connection between the positive and negative contacts on the battery pack. Do not place a battery pack near anything that may cause a short circuit, such as paper clips, coins, keys, screws, nails and other metallic objects. A short-circuited battery pack poses a risk of fire and severe personal injury.

- **Store your battery pack and charger in a cool, dry place** – Do not store the battery pack or charger where temperatures may exceed 104°F (40°C), such as in direct sunlight or inside a vehicle or metal building during the summer.

Protection from environmental influences

1. Wear suitable work clothes. Wear safety goggles.
2. Protect your cordless tool and the battery charger from moisture and rain. Moisture and rain can cause dangerous cell damage.
3. Do not use the cordless tool or the battery charger near vapors and flammable liquids.
4. Use the battery charger and cordless tools only in dry conditions and at an ambient temperature of 50°F – 104°F (10°C – 40°C).
5. Do not keep the battery charger in places where the temperature is liable to reach over 104°F (40°C). In particular, do not leave the battery charger in a car that is parked in the sunshine.
6. Protect batteries from overheating. Overloads, overcharging and exposure to direct sunlight will result in overheating and cell damage. Never charge or work with batteries that have been overheated – replace them immediately, if possible.
7. Store the charger and your cordless tool only in dry locations with an ambient temperature of 50°F – 104°F (10°C – 40°C). Store your lithium-ion battery pack in a cool, dry place at a temperature of 50°F – 68°F (10°C – 20°C). Protect the battery pack, charger and cordless tool from humidity and direct sunlight. Only place fully charged batteries in storage (charged to at least 40%).
8. Prevent the lithium-ion battery pack from freezing. Battery packs that were stored below 32°F (0°C) for more than 60 minutes must be discarded.
9. When handling batteries, be wary of electrostatic charge. Electrostatic discharges can damage the electronic protection system and the battery cells. Avoid electrostatic charging and never touch the battery poles.
3. Store the battery packs in a cool place, ideally at 59°F (15°C) and charged to at least 40%.
4. Lithium-ion batteries are subject to a natural aging process. The battery packs must be replaced at the latest when its capacity falls to just 80% of its capacity when new. Weakened cells in an aged battery pack are no longer capable of meeting the high power requirements needed for the proper operation of your cordless pole chain saw, and therefore pose a safety risk.
5. Do not throw battery packs into an open fire as this poses a risk of explosion.
6. Do not ignite the battery packs or expose them to fire.
7. Do not exhaustively discharge batteries. Exhaustive discharge will damage the battery cells. The most common cause of exhaustive discharge is lengthy storage or non-use of partially discharged batteries. Stop working as soon as the performance of the batteries falls noticeably or the electronic protection system triggers. Place the battery packs in long-term storage only after they have been fully charged.
8. Protect batteries and the tool from overloads. Overloads will quickly result in overheating and cell damage inside the battery housing even if this overheating is not apparent externally.
9. Avoid damage and shocks. Immediately replace batteries that have been dropped from a height of more than one meter or those that have been exposed to violent shocks, even if the housing of the battery pack appears to be undamaged. The battery cells inside the battery may have suffered serious damage. In such instances, please read the waste disposal information for proper battery disposal.
10. If the battery pack suffers overloading and overheating, the integrated protective cutoff will switch off the equipment for safety reasons. If this situation happens, stop the tool and let the battery cool down for a few minutes before restarting.
11. Use only original battery packs. The use of other batteries poses a fire risk and may result in injuries or an explosion.

Information about the battery

1. The battery packs (model iON100V-2.5AMP or iON100V-5AMP) must be purchased separately for use with this cordless pole chain saw are only partially charged. The battery packs have to be charged completely before you use the tool for the first time.
2. For optimum battery performance, avoid low discharge cycles by charging the battery packs frequently.

Information about the charger and the charging process















1. Please check the data marked on the rating plate of the battery charger (sold separately). Be sure to connect the battery charger to a power supply with the voltage marked on the rating plate. Never connect it to a different mains voltage.
2. Protect the battery charger and its cord from damage. Keep the charger and its cord away from heat, oil and sharp edges. Have damaged cords repaired without delay by a qualified technician at an authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe®

customer service center at 1-866-SNOWJOE
(1-866-766-9563).

- 3.** Electrical plugs must match the outlet. Never modify the plug in any way. Do not use any adapter plugs with grounded appliances. Unmodified plugs and matching outlets will reduce the risk of electric shock.
- 4.** Keep the battery charger, battery pack(s) and the cordless tool out of the reach of children.
- 5.** Do not use the battery charger to charge other cordless tools.
- 6.** During periods of heavy use, the battery pack will become warm. Allow the battery pack to cool to room temperature before inserting it into the charger to recharge.
- 7.** Do not overcharge batteries. Do not exceed the maximum charging times. These charging times only apply to discharged batteries. Frequent insertion of a charged or partially charged battery pack will result in overcharging and cell damage. Do not leave batteries in the charger for days on end.
- 8.** Never use or charge batteries if you suspect that it has been more than 12 months since the last time they were charged. There is a high probability that the battery pack has already suffered dangerous damage (exhaustive discharge).
- 9.** Charging batteries at a temperature below 50°F (10°C) will cause chemical damage to the cells and may cause a fire.
- 10.** Do not use batteries that have been exposed to heat during the charging process, as the battery cells may have suffered dangerous damage.
- 11.** Do not use batteries that have suffered curvature or deformation during the charging process or those that exhibit other atypical symptoms (gassing, hissing, cracking, etc.)
- 12.** Never fully discharge the battery pack (maximum recommended depth of discharge is 80%). A complete discharge of the battery pack will lead to premature aging of the battery cells.

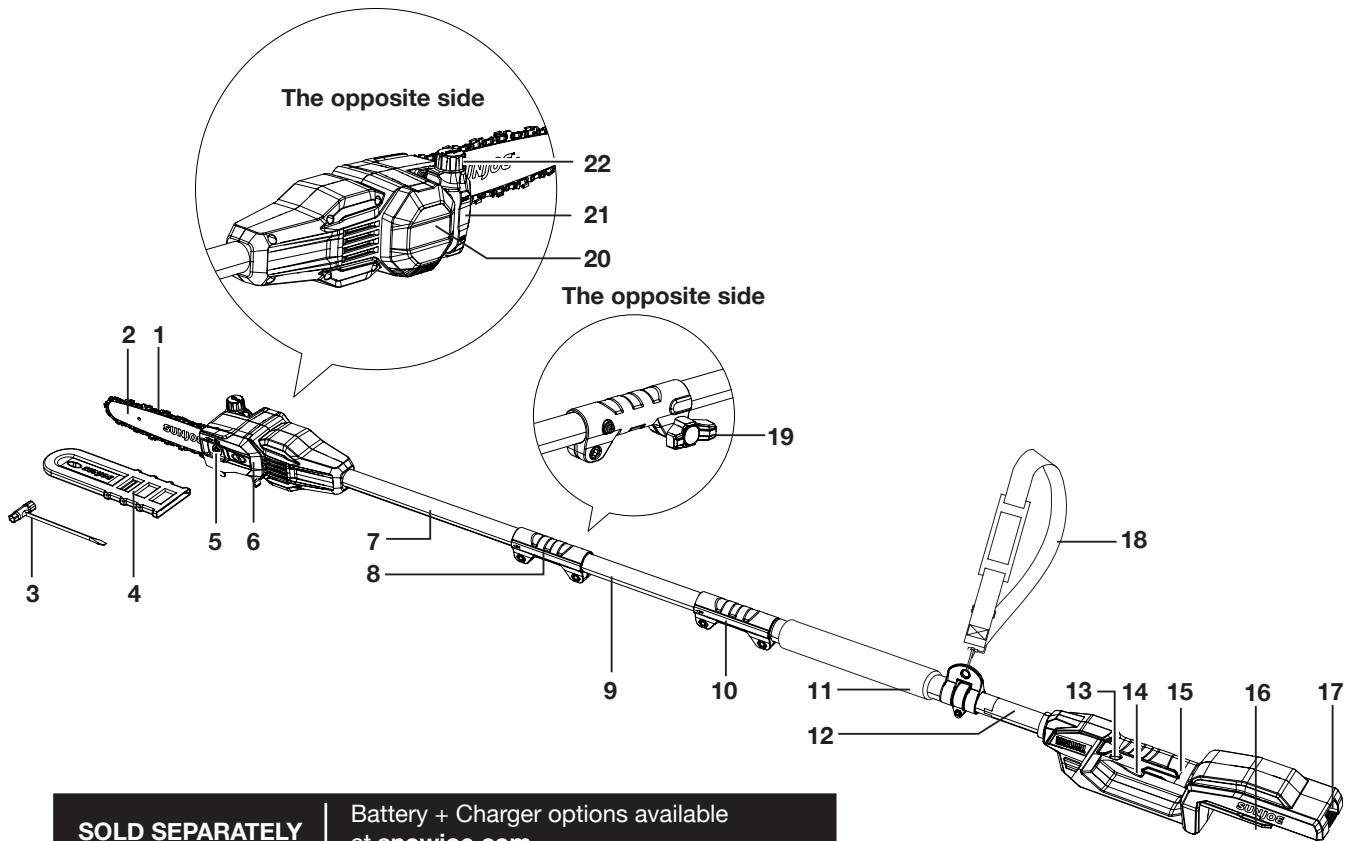
Safety Symbols

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

| Symbols | Descriptions | Symbols | Descriptions |
|---|--|---|--|
|  | READ THE OPERATOR'S MANUAL(S) – Read, understand and follow all instructions in the user manual(s) before attempting to assemble and operate. |  | Keep bystanders and children a safe distance away. |
|  | SAFETY ALERT – Indicates a precaution, a warning or a danger. |  | WARNING! Do not expose the unit to rain or wet conditions. |
|  | Wear personal protective equipment, including close-fitting clothing. |  | WEAR EYE AND HEARING PROTECTION – For protection against injury, wear ear defenders and safety goggles. |
|  | Wear protective gloves and non-slip footwear when using the machine and handling debris. |  | DANGER! ROTATING BLADES – Keep hands and feet away from openings while the saw is running. |
|  | WARNING! SHOCK HAZARD – Keep at least 50 ft (15 m) away from power lines. Do not overreach. Keep proper footing and balance at all times. |  | CAUTION! Avoid contacting the guide bar tip with any object. Tip contact may cause the guide bar to move suddenly upward and backwards, which may cause serious injury to the user. |
|  | The rotating part will continuously run for several seconds after you turn off the machine. |  | Correct direction of cutting teeth. |
|  | Beware of flying objects and debris. |  | Indoor use only. Only use battery charger indoors. |

Know Your Cordless Pole Chain Saw

Read the owner's manual and safety instructions carefully before operating the cordless 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.



| | | |
|------------------------|--------------|---|
| SOLD SEPARATELY | | Battery + Charger options available at snowjoe.com |
| | | |
| iON100V-2.5AMP | iON100V-5AMP | iON100V-RCH |

- | | | |
|--------------------------------------|------------------------------|------------------------------|
| 1. 10 inch cutting chain | 8. Coupler on extension pole | 16. Battery compartment |
| 2. 10 inch guide bar | 9. Extension pole | 17. Battery releasing button |
| 3. Socket wrench + blade screwdriver | 10. Coupler on rear pole | 18. Shoulder strap |
| 4. Cutting bar sheath | 11. Soft grip | 19. Coupler knob (2) |
| 5. Sprocket cover nut | 12. Rear pole | 20. Motor housing |
| 6. Sprocket cover | 13. Safety button (2) | 21. Oil tank |
| 7. Front pole | 14. On/Off switch | 22. Oil tank cap |
| | 15. Rear handle | |

Technical Data

| | |
|--|--|
| Battery Voltage* | 100 V D.C. |
| Battery Capacity | See page 23 for battery options and specifications |
| Charging Time Max | See page 23 for battery options and specifications |
| Battery Runtime Max | See page 23 for battery options and specifications |
| Charger Input | 100 – 120 V AC, 50 – 60 Hz, 500 W |
| Charger Output | 100 V DC 4 A |
| Cutting Thickness Max | 9.5 in. (24.1 cm) <i>Recommended: 8.5 in. (21.6 cm)</i> |
| Bar Chain Length | 10 inch (25.4 cm) |
| Pole Length | 8.9 ft (2.7 m) |
| Overhead Reach Max | 14.9 ft (4.5 m) |
| Oil Tank Capacity | 3.72 fl oz (110 ml) |
| Motor | 650 W Brushless |
| Weight (pole chain saw only) | 10.4 lbs (4.7 kg) |
| Weight (pole chain saw + iON100V-2.5AMP) | 14.4 lbs (6.5 kg) |
| Weight (pole chain saw + iON100V-5AMP) | 17.3 lbs (7.8 kg) |

*Initial no-load voltage, when fully charged, peaks at 100 volts; nominal voltage under typical load is 86.4 volts.

Unpacking

Carton Contents

- Pole saw head assembly
- Extension pole
- Rear pole assembly
- Coupler knobs (2)
- Shoulder strap
- 10 in. (25.4 cm) cutting chain
- 10 in. (25.4 cm) guide bar
- Socket wrench + blade screwdriver
- Cutting bar sheath
- Manuals and registration card

CORE TOOL

BATTERY + CHARGER SOLD SEPARATELY

In order to operate this pole chain saw, you will need to additionally purchase either the iON100V-2.5AMP or iON100V-5AMP lithium-ion battery and the 100 V quick charger (model iON100V-RCH). Battery and charger options available at snowjoe.com.

1. Carefully remove the cordless pole chain saw and check to see that all of the above items are supplied.
2. Inspect the product carefully to make sure no breakage or damage occurred during shipping. If you find damaged or missing parts, DO NOT return the unit to the store. Please call the 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 your new cordless pole chain saw. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations.

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

Assembly

CAUTION! Do not install the battery before fully assembling the unit.

WARNING! Mount the components very carefully so as not to impair the safety and efficiency of the machine. If in doubt, contact your dealer.

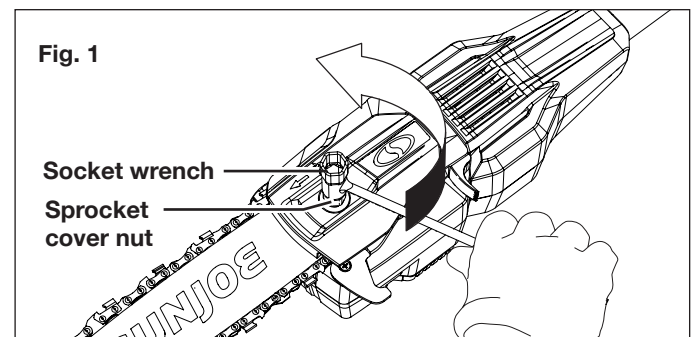
WARNING! Unpacking and assembly should be completed on a flat and stable surface, with adequate space for moving the machine and its packaging.

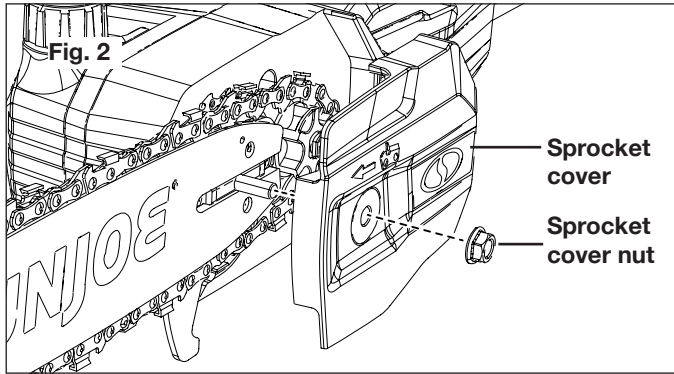
Installing/Replacing the Guide Bar and Chain

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).

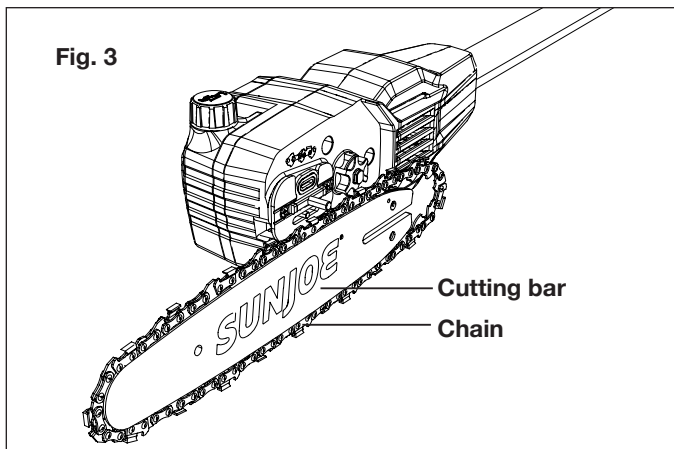
WARNING! When installing/replacing the guide bar and chain, use only identical replacement parts. Make sure the battery is not inserted in its housing.

1. Using the supplied socket wrench, unscrew the sprocket cover nut and remove the sprocket cover (Figs. 1 & 2).





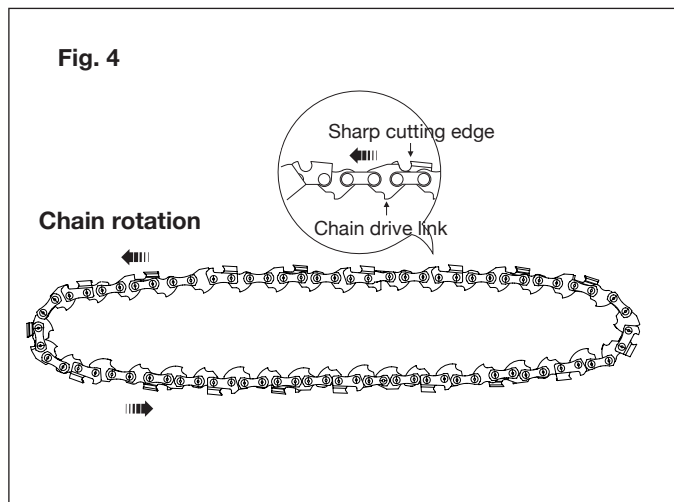
2. Remove the cutting bar and chain from the mounting surface (Fig. 3).



3. Remove the old chain from the bar.

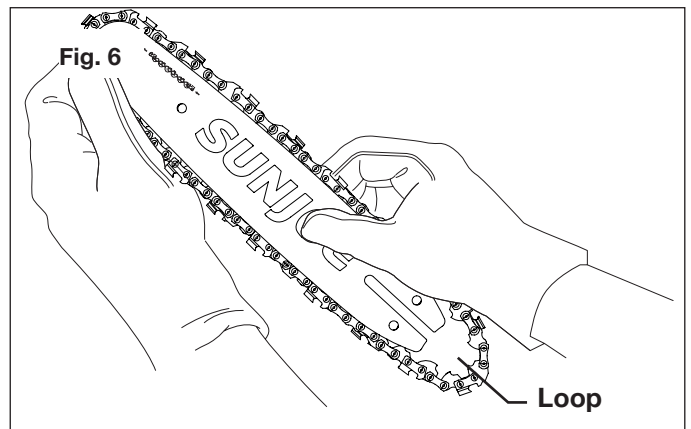
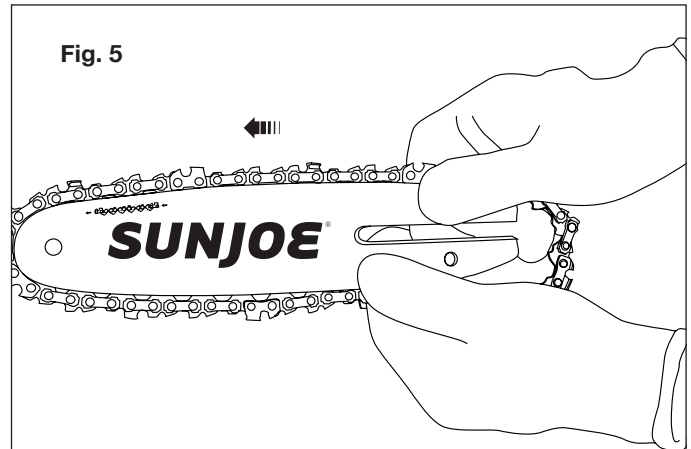
NOTE: When you first purchase your pole chain saw, the chain and bar will come separately with the saw. Refer only to the instructions for fitting the chain and bar (start with step 4). Should you need to replace the chain in the future, follow all the steps in this section.

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. 4).

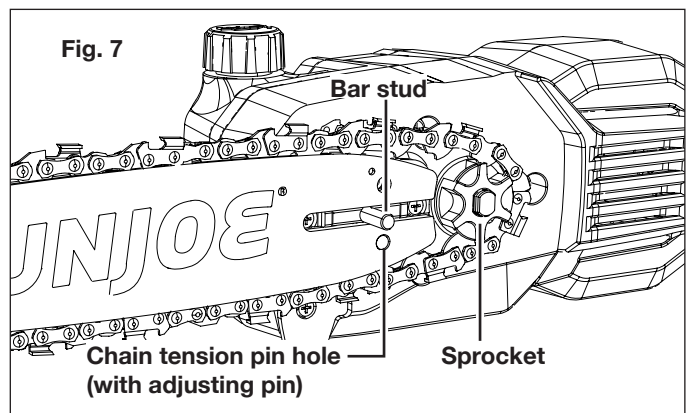


5. Starting at the tip, mount the chain drive links into the bar groove, leaving a loop at the back of the bar. The chain will loosely fit until it is placed on the sprocket. (Figs. 5 & 6)

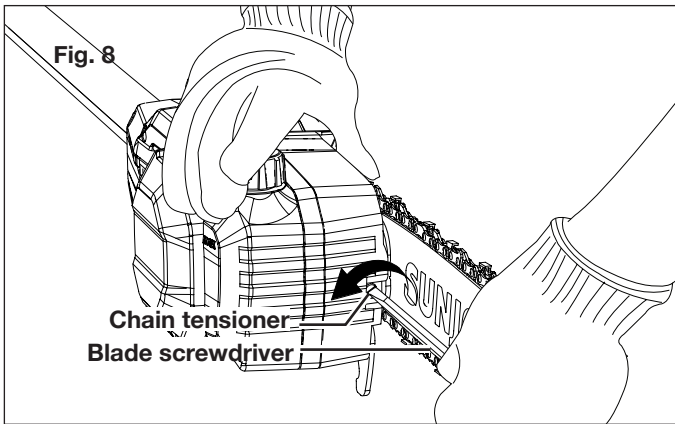
NOTE: Make certain of the direction of the chain ← ←. If the chain is mounted backwards, the saw will vibrate abnormally and will not cut.



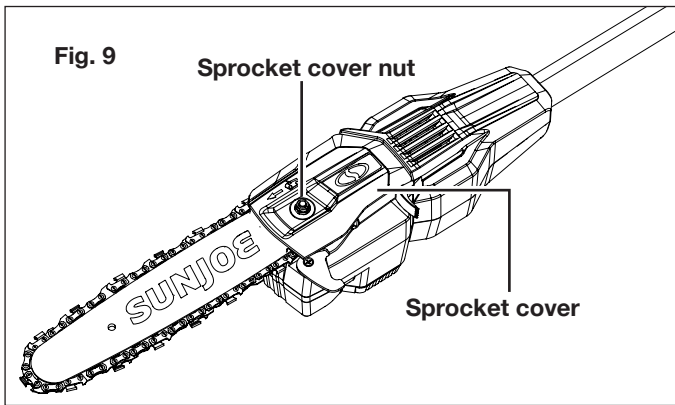
6. Hold the chain in position on the bar and place the loop around the sprocket. Fit the bar against the mounting surface so that the bar stud is in the long slot of the bar and the adjusting pin is in the chain tension pin hole (Fig. 7).



NOTE: To align the adjusting pin with the pin hole, move the adjusting pin backward as needed by adjusting the chain tensioner screw counterclockwise with the supplied blade screwdriver (Fig. 8).

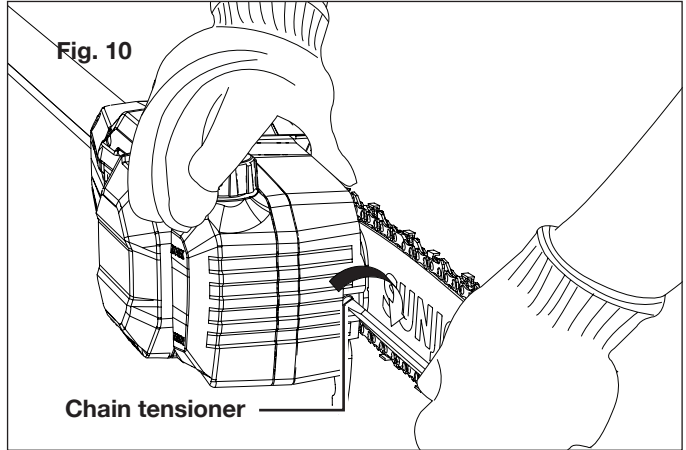


9. Replace the sprocket cover by positioning the cover onto the saw head. Tighten the end cover nut, but leave the bar free to move for tension adjustment (Fig. 9).

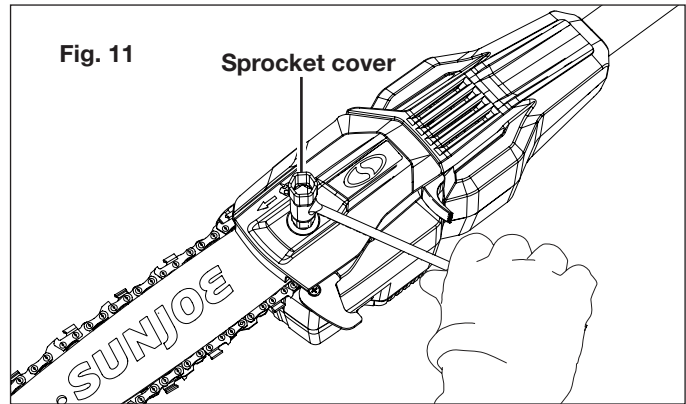


9. Remove all slack from the chain by turning the chain tensioner screw clockwise until the chain seats snugly against the bar with the drive links in the bar groove (Fig. 10).

NOTE: The 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. 18.



10. Tighten the end cover nut completely using the socket wrench (Fig. 11).



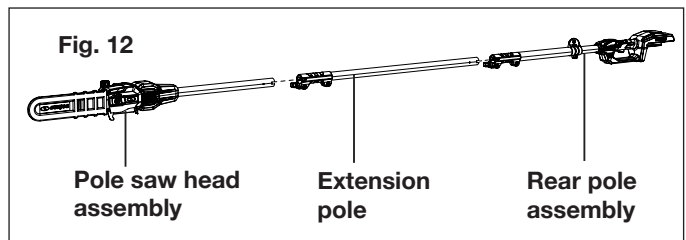
NOTE: If the chain is too tight, it will not rotate. Loosen the end cover nut slightly and turn the chain tensioner 1/4 turn counterclockwise. Lift the tip of the guide bar up and retighten the end cover nut. Ensure that the chain can be rotated by hand without binding.

NOTE: A new chain tends to stretch; check the chain tension frequently, and adjust tension as required.

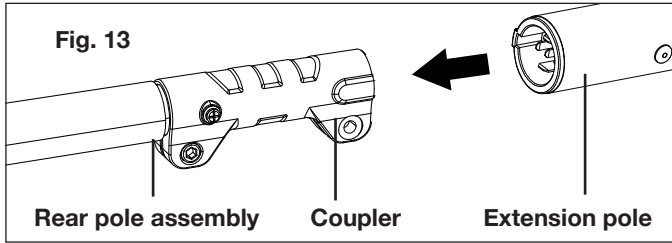
Connecting the Poles

⚠ WARNING! Never attach or adjust the pole assembly with the battery installed. Failure to stop the motor and remove the battery may cause serious personal injury. It's also recommended to fit on the bar cover on when handling the pole assembly.

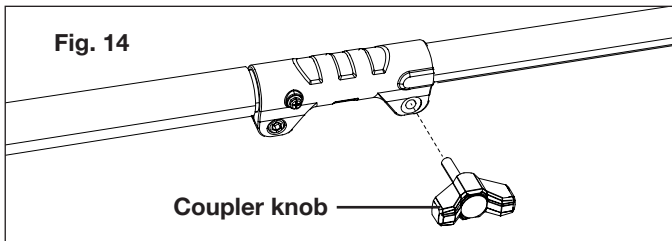
The pole chain saw is combined by 3 pole assemblies, which are connected by coupler structures (Fig. 12).



1. Align and insert the extension pole into the coupler on the rear pole assembly. Push hard until it is fully inserted into position (Fig. 13).



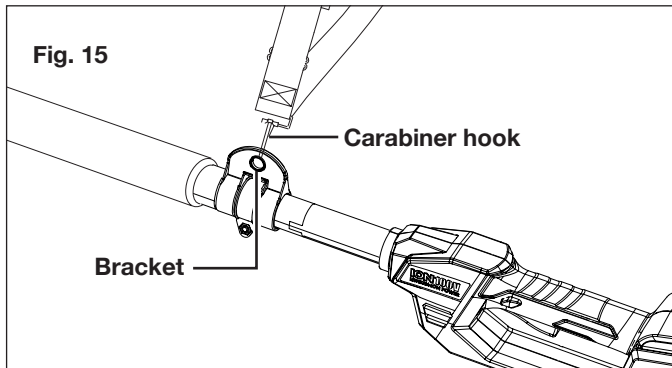
2. Fix the pole assembly by fit in the coupler knob. Tighten it securely (Fig. 14).



3. Follow the same instruction to fit the pole saw head assembly into the extension pole.

Attaching the Shoulder Strap

1. If needed, attach the shoulder strap to the bracket on the pole with the carabiner hook, as shown (Fig. 15).



2. Adjust the length of the strap to attain a comfortable working position.

Battery Pack Operation

The equipment is powered by a lithium-ion battery (sold separately). The battery pack is completely closed and maintenance free.

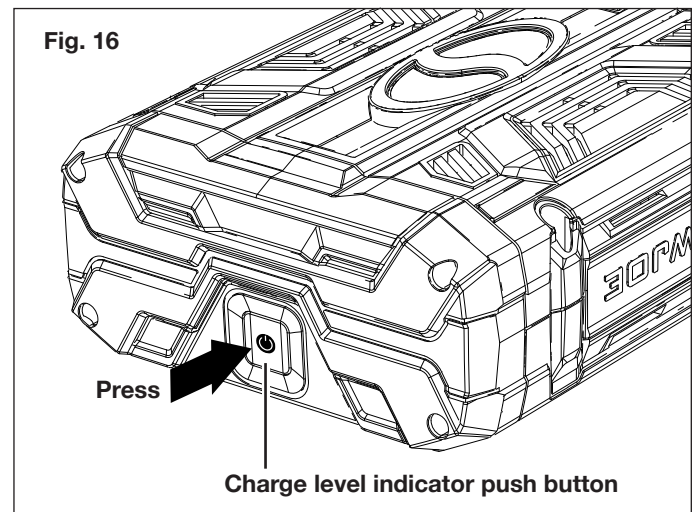
CORE TOOL

BATTERY + CHARGER SOLD SEPARATELY





In order to operate this pole chain saw, you will need to additionally purchase either the iON100V-2.5AMP or iON100V-5AMP lithium-ion battery and the 100 V quick charger (model iON100V-RCH). Battery and charger options available at snowjoe.com.

Battery Charge Level Indicator

The battery pack is equipped with a push button for checking the charge level. Simply press the push button to read off the battery charge level from the LEDs of the battery indicator (Fig. 16):



- All 4 level monitoring LEDs are lit: Battery charge level is high.
- 3 level monitoring LEDs are lit: Battery charge level is decreasing.
- 2 level monitoring LEDs are lit: Battery charge level is decreasing. Stop work as soon as possible.
- 1 level monitoring LED is lit: Battery is flat. Stop work IMMEDIATELY and charge the battery. Otherwise the battery's service life will be greatly shortened.

| Lights | Light Indicators |
|---|---|
|  | The battery is at 20% capacity and requires charging |
|  | The battery is at 50% capacity and requires charging soon |
|  | The battery is at 70% capacity |
|  | The battery is at full capacity |

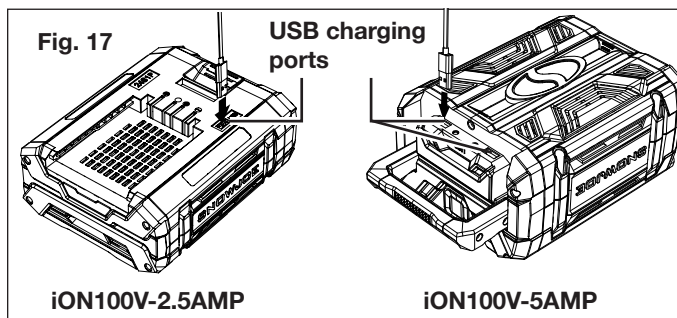
NOTE: If the charge level button does not appear to be working, place the battery pack on the charger and charge as needed.

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

USB Charging Port

iON100V series batteries are equipped with a USB port (or ports, depending on your model) which can provide 5 V power for most popular smartphones, tablets, wearables and other USB devices.

To charge with the battery, connect the USB cable that came with your device to the USB port (or ports) on your iON100V series battery and to your device. The charging process will start immediately (Fig. 17).



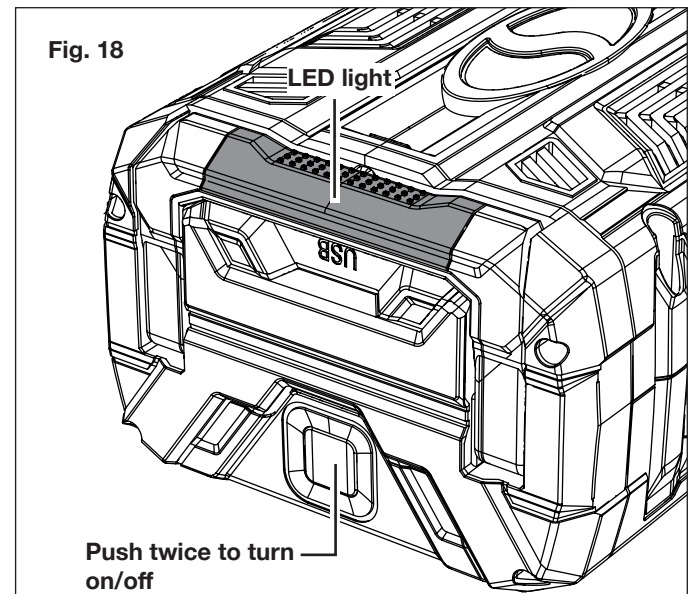
NOTE: If you experience any issues with charging your particular device, ensure that the iON100V battery is fully charged.

⚠️ WARNING! Make sure the battery’s USB port(s) is not contaminated with lint or other debris. Use a canned-air type of product periodically to ensure that the port openings are clear.

LED light (iON100V-5AMP batteries only – sold separately)

The iON100V-5AMP battery is equipped with a 0.35 watt LED light located on the handle, which is good for camping and emergency illumination. To turn on the LED light, open the carry handle, and press the battery push button twice in a row. To turn off the LED light, press the battery push button twice again (Fig. 18).

NOTE: This function only comes with iON100V-5AMP battery. iON100V-2.5AMP battery is not equipped with the handle or the LED light.



Charger Operation

CORE TOOL BATTERY + CHARGER SOLD SEPARATELY

In order to operate this pole chain saw, you will need to additionally purchase either the iON100V-2.5AMP or iON100V-5AMP lithium-ion battery and the 100 V quick charger (model iON100V-RCH). Battery and charger options available at snowjoe.com.

⚠️ WARNING! Charge only the iON100V-2.5AMP or the iON100V-5AMP lithium-ion battery packs in compatible iON100V-RCH battery charger. Other types of batteries may cause personal injury and damage.

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

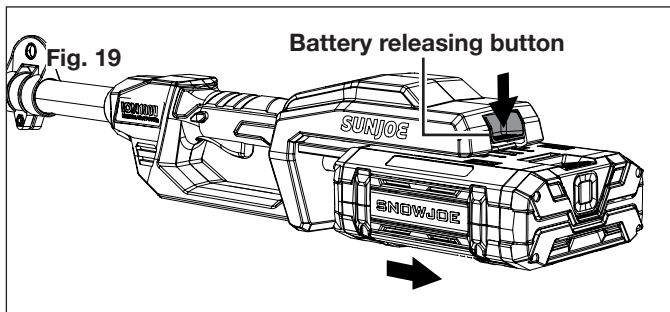
When to Charge the iON100V Lithium-ion Batteries

NOTE: The iON100V-2.5AMP and iON100V-5AMP lithium-ion battery packs do not develop a "memory" when charged after only a partial discharge. Therefore, it is not necessary to run down the battery pack before placing it into the charger.

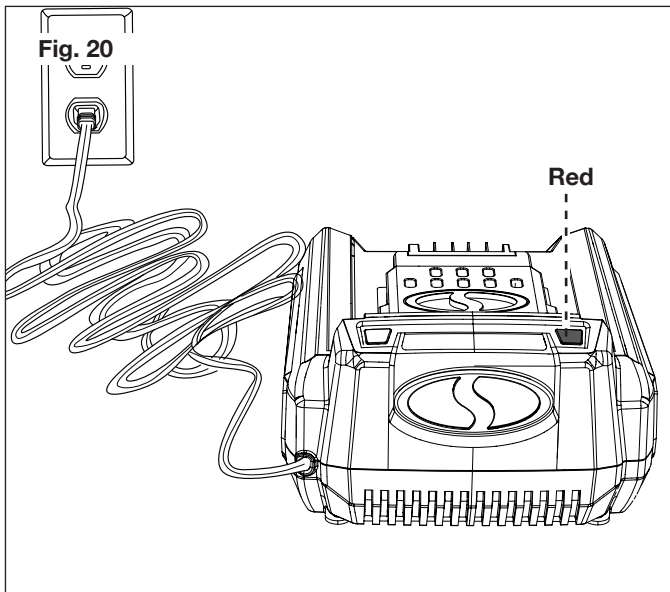
- Use the battery charge indicator lights to determine when to charge your iON100V-2.5AMP or iON100V-5AMP lithium-ion battery pack.
- You can "top-off" your battery pack's charge before starting a big job or after a long day of use.

Charging the Battery

1. Push the battery releasing button on the pole chain saw to release the battery pack. Pull the battery out of the equipment (Fig. 19).

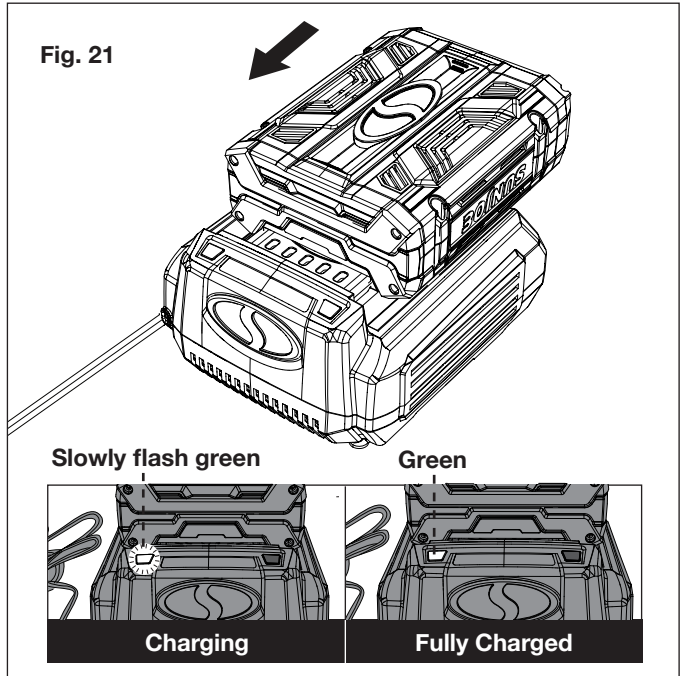


2. Check that the mains voltage is the same as that marked on the rating plate of the battery charger. Then, insert the charger's plug into the electrical wall outlet. When you plug in the charger, the red light will illuminate steadily (Fig. 20).

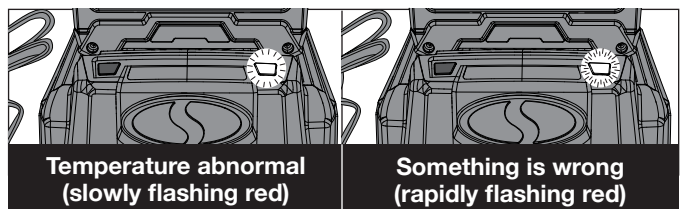


CAUTION! Charger iON100V-RCH is rated for 100 – 120 volt AC only. DO NOT plug the charger into any outlet that will provide power with a higher voltage. Over voltage charging will be harmful to both the battery and charger, and may cause the charger to burn out.

3. Place the battery pack into the charger by sliding the pack as shown until it clicks into the position. When the battery is inserted in properly, the green light will slowly flash to indicate that the battery is charging. The red light will turn off. You will also hear a fan sound (Fig. 21).

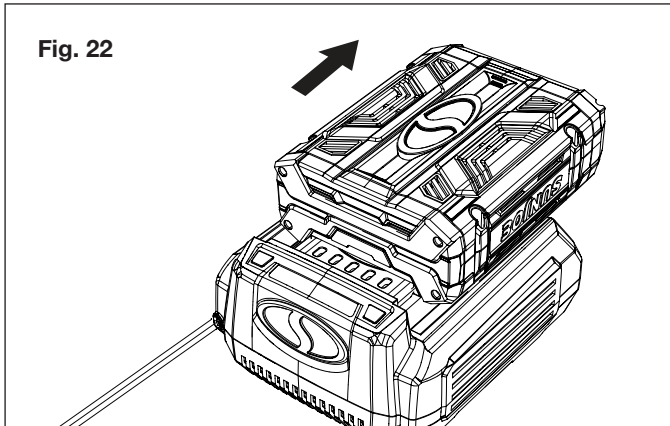


NOTE: If the green light is off while the red light flashes slowly, this indicates a temperature abnormality (i.e. that the battery pack is too hot). If the green light is off while the red light flashes rapidly, this indicates there's something wrong with the charger or the battery. Wait for a while and try to reinsert the battery into the charger. If the situation still persists, contact Snow Joe® + Sun Joe® customer service at 1-866-SNOWJOE (1-866-766-9563).



5. A fully discharged iON100V-2.5AMP battery pack with an internal temperature in the normal range will fully charge in 50 minutes (between 32°F/0°C and 113°F/45°C). A fully discharged iON100V-5AMP battery pack with an internal temperature in the normal range will fully charge in 100 minutes (between 32°F/0°C and 113°F/45°C). Heavily cycled battery packs may take longer to charge completely.

6. When charging is complete, remove the battery from the charger by pulling the battery backward to unlock it from the charger (Fig. 22).



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

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

Charger Light Indicator Table

Consult to the table for meanings and possible solutions for the charger indication light. If there's anything not indicated in the table or you are not sure about the cause and cannot fix the charger, contact the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

| Indication | Possible Cause (Solution) |
|--|--|
| <ul style="list-style-type: none"> • Red Light – Steady • Green Light – Off | <ul style="list-style-type: none"> • No load charging – There's no battery inserted in the charger. |
| <ul style="list-style-type: none"> • Red Light – Off • Green Light – Slowly flashes | <ul style="list-style-type: none"> • Normal charging – The battery is being charged. |
| <ul style="list-style-type: none"> • Red Light – Off • Green Light – Steady | <ul style="list-style-type: none"> • Fully charged – The battery is fully charged and the charging process is finished. |
| <ul style="list-style-type: none"> • Red Light – Off • Green Light – Rapidly flashes | <ul style="list-style-type: none"> • Discharged – The battery is heavily discharged. It may take longer to charge. |
| <ul style="list-style-type: none"> • Red Light – Slowly flashes • Green Light – Off | <ul style="list-style-type: none"> • Temperature abnormal – Charging process will start when battery returns to normal temperature. |
| <ul style="list-style-type: none"> • Red Light – Rapidly flashes • Green Light – Off | <ul style="list-style-type: none"> • Over current charging – The current coming through the charger is greater than what the charger can support. Stop charging as soon as possible. • Abnormal performance – Something is wrong with the battery or the charger. Contact Snow Joe® + Sun Joe® customer service at 1-866-SNOWJOE (1-866-766-9563). |

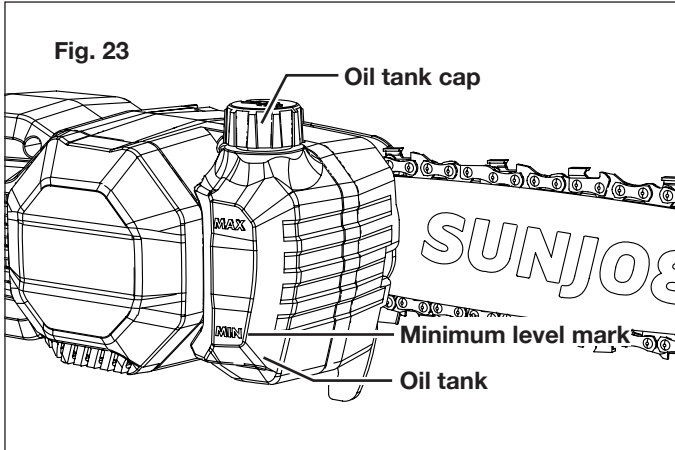
Preparing To Work

Chain Lubricant

CAUTION!

- Before starting the saw, remove the oil tank cap and add bar and chain oil to the top of the oil tank (Fig. 23). Refill when the oil level drops to 1/4 of the tank.

NOTE: Your cordless 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 properly. Failure to timely refill the oil tank will cause damage to the bar and chain.



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

NOTE: It is normal for oil to seep from the saw when not in use. To prevent this, 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 certain that the chain is not in contact with any object when you start the motor.

WARNING! Keep hands away from the chain. Keep hands on the handles. 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 rear pole soft 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.

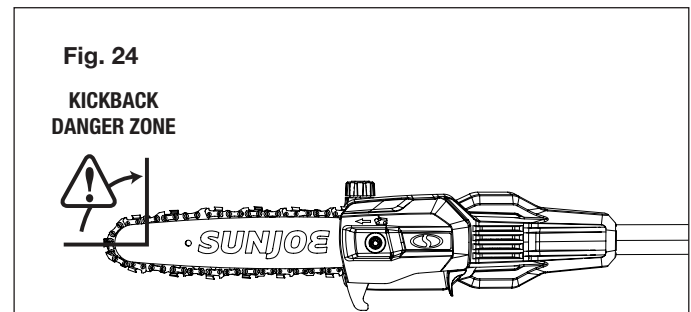
Do not use the pole chain saw under wet conditions. Use extreme caution when cutting small brush, saplings or limbs under tension because slender and tense material may catch the saw and be whipped toward you, pull you off balance or spring back.

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 cut trees near electrical wires.

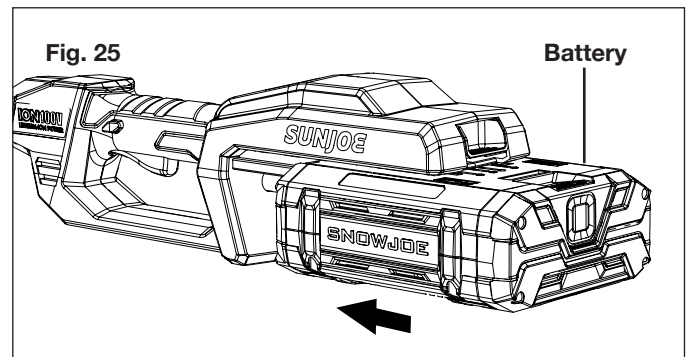
WARNING! Kickback may occur when the moving chain contacts an object at the upper portion of the tip of the guide bar or when the wood closes in and pinches the chain saw in the cut (Fig. 24). Contact at the upper portion of the tip of the guide bar can cause the chain to dig into the object and stop 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 user, you should take several precautions to keep your cutting jobs free from accident or injury.



Operation

Starting and Stopping

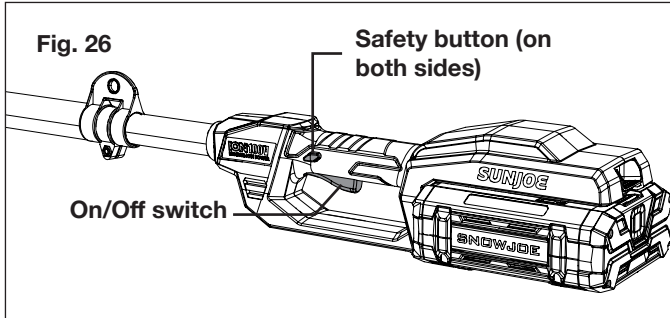
1. Insert the battery in the battery compartment (Fig. 25).



2. Take off the bar sheath.
3. Make sure the guide bar is not touching the ground or any other object.
4. Hold the pole chain saw firmly with both hands.

- To turn the tool ON, push and hold the safety button (on either side) with your thumb and then squeeze the On/Off switch with your fingers. Once the tool is running, you can release the safety lock button and proceed with operation (Fig. 26).

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

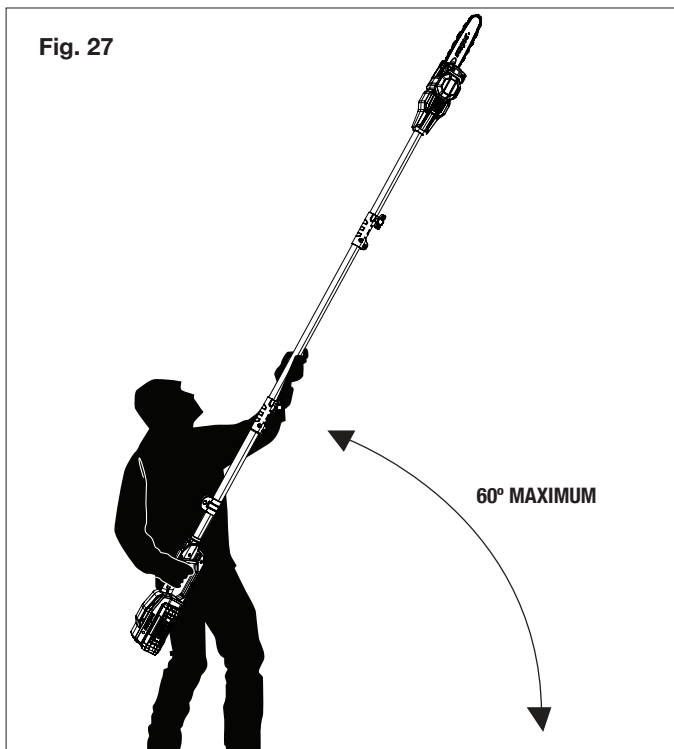


- To turn the tool OFF, release the On/Off switch.
- Push the battery releasing button and pull out the battery.

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. 27). As the angle of the pole chain saw shaft to the ground increases, the difficulty of making the first cut (from the underside of limb) increases.



Basic Cutting Procedure

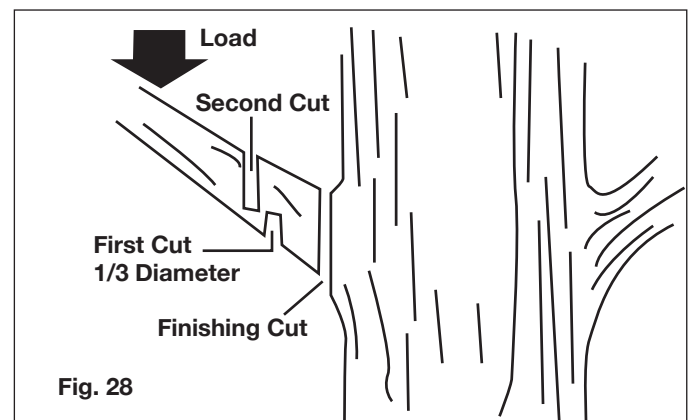
This unit is designed for trimming small branches and limbs up to 9.5 in. (24.1 cm) in diameter depending on the wood type. Practice cutting a few small limbs using the following technique to get the “feel” of using the saw before you begin a major sawing operation.

- Take the proper stance in front of the tree with the saw OFF (Fig. 27).
- 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. 28). Be prepared to balance the weight of the pole chain saw when the limb falls.



- Now 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 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, remove the battery 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 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 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. 24).
- Always cut with the unit running at full speed. Fully squeeze the ON/OFF switch and maintain a steady cutting speed.
- Wear non-slip gloves for maximum grip and protection.

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 remove the battery from its housing 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

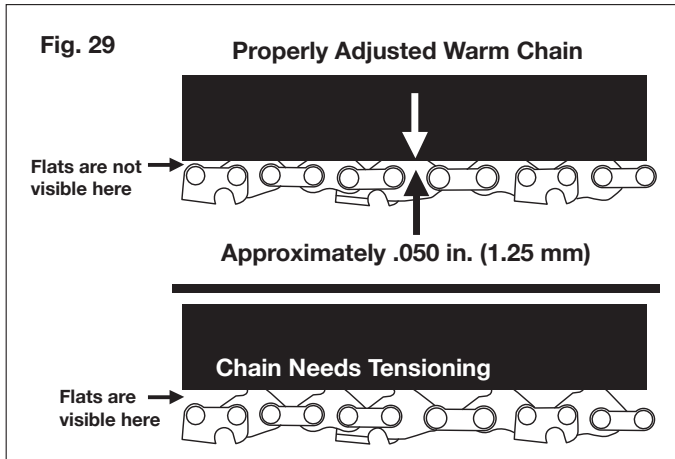
To avoid overheating and damage to the motor, always keep the cooling air vents clean and free of sawdust and debris.

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. 29). 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. 29).



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 tightened securely.

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:

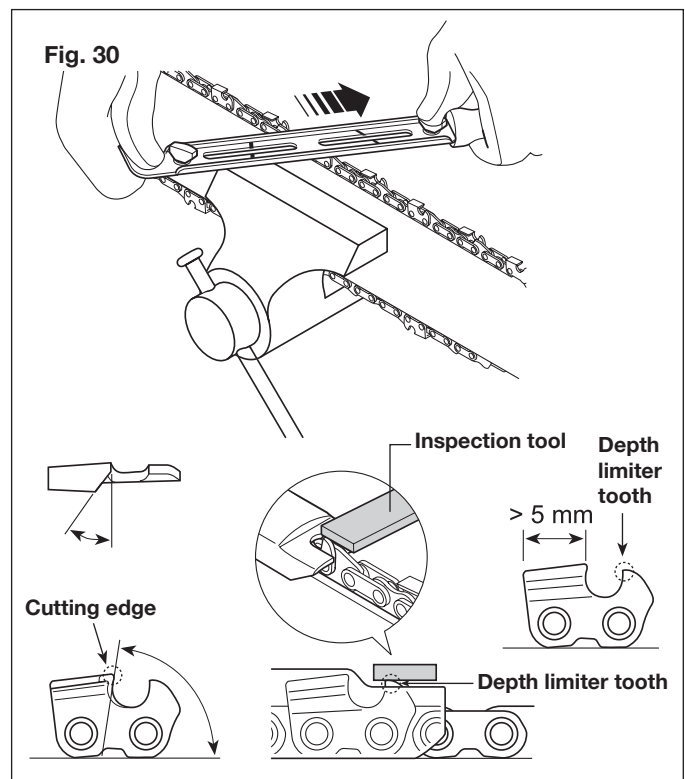
- the sawdust looks like dust;
- cutting becomes more difficult;
- the cut is not straight;
- vibrations increase.

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” on page 22). You need a certain amount of skill and experience to avoid damaging the cutting edges.

Sharpen the chain as follows (Fig. 30):

- 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. 30).
- 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

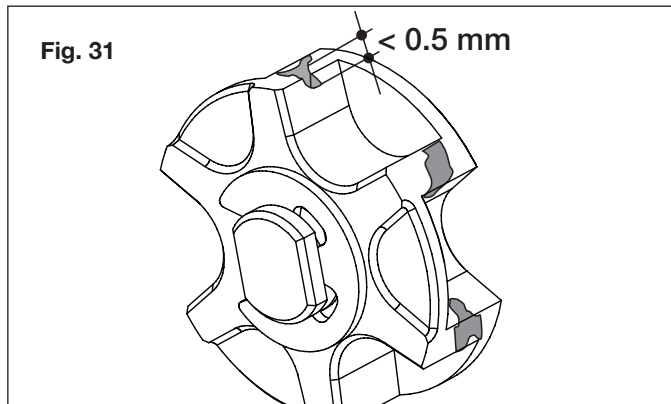
Turn the saw over, check the underside of the guide bar and make sure that the lubrication holes and chain groove are free from impurities.

You can purchase replacement parts for your Sun Joe® iON100V-10PS-CT cordless pole chain saw 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).

Chain Sprocket

Regularly check the condition of the sprocket and replace it when wear exceeds 0.5 mm (Fig. 31).

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



Daily Checklist, Cleaning + Storage

Daily Checklist

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

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

- Inspect for any visible damage to the chain, guide bar or motor housing.
- Inspect the 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 a vibration or odd sound, shut the saw OFF immediately. Remove the battery and check the saw for any damage.

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

⚠ CAUTION!

- Remove the battery and wait at least five minutes for the saw to cool before servicing or storing your unit.
- If you drop the saw, carefully inspect it for damage. If the guide bar is bent, the housing is cracked, the handle is broken or if you see any other condition that may affect the saw's operation, **DO NOT USE** the tool. Instead, have it serviced at an authorized Snow Joe® + Sun Joe® dealer or call the 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 cordless pole chain saw should be stored indoors in a dry and high or locked-up place, out of the reach of children.

Battery Caution + Disposal Information

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

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

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

1. Batteries vary according to device. Consult your manual for specific information.
2. Install only new batteries of the same type in your product (where applicable).

3. Failure to insert batteries in the correct polarity, as indicated in the battery compartment or manual, may shorten the life of the batteries or cause batteries to leak.
4. Do not mix old and new batteries.
5. Do not mix Alkaline, Standard (Carbon-Zinc) or Rechargeable (Nickel Cadmium, Nickel Metal Hydride, or Lithium-Ion) batteries.
6. Do not dispose of batteries in fire.
7. Batteries should be recycled or disposed of as per state and local guidelines.

Support

If your Sun Joe® iON100V-10PS-CT cordless pole chain saw requires service or maintenance, please call 1-866-SNOWJOE (1-866-766-9563) for assistance.

Model + Serial Numbers

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

| | |
|--|--|
| Record the following numbers from the housing or handle of your new product: | |
| Model #: | |
| i O N 1 0 0 V - 1 0 P S - C T | |
| Serial #: | |
| | |

Troubleshooting

Troubleshooting Tips

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

⚠️ WARNING! Always remove the battery before performing any adjustments, maintenance or repairs to your cordless pole chain saw.

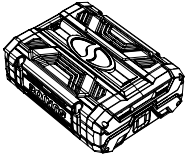

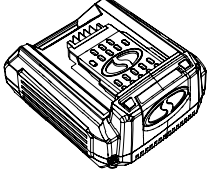


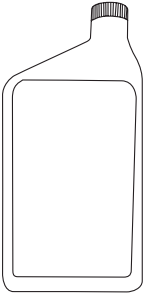
| Fault | Possible Cause | Remedy |
|--|---|---|
| The motor does not start when you switch it on | • No battery or not inserted correctly | • Make sure that the battery is properly inserted |
| | • Battery exhausted | • Check charge status and recharge the battery |
| The motor stops during operation | • No battery or not inserted correctly | • Make sure that the battery is properly inserted |
| | • Battery exhausted | • Check charge status and recharge the battery |
| Reduced battery power reserve | • Difficult operating conditions absorbing more current | • Optimise use |

Chain Maintenance Table

| Drive Links | Chain Pitch | | Chain Gauge | | File Diameter | |
|-------------|-------------|-----|-------------|-----|---------------|----|
| | inches | mm | inches | mm | inches | mm |
| 40 | 3/8 | 9.5 | 0.05 | 1.3 | 5/32 | 4 |

Optional Accessories

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

| Accessories | Item | Model |
|--|---|---|
| <p>①</p>  | <p>100 V 2.5 Ah Lithium-Ion Battery <i>Battery Charge Time Max: 50 min</i> <i>Battery Runtime Max: 45 min</i></p> | <p>iON100V-2.5AMP</p> |
| <p>②</p>  | <p>100 V 5 Ah Lithium-Ion Battery <i>Battery Charge Time Max: 100 min</i> <i>Battery Runtime Max: 90 min</i></p> | <p>iON100V-5AMP</p> |
| <p>③</p>  | <p>100 V Battery Quick Charger</p> | <p>iON100V-RCH</p> |
| <p>④</p>  | <p>Sun Joe® 10-inch replacement bar</p> | <p>iON100V-10BAR</p> |
| <p>⑤</p>  | <p>Sun Joe® 10-inch replacement chain</p> | <p>SWJ-10CHAIN</p> |
| <p>⑥</p>  | <p>Bar and chain oil</p> | <p>SWJ-OIL Sold online at snowjoe.com or you can purchase equivalent bar and chain oil at your local hardware store</p> |

NOTE: Accessories are subject to change without any obligation on the part of Snow Joe® + Sun Joe®. 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

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.



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