



# ELECTRIC BLOWER/VACUUM/MULCHER

12 AMP | 180 MPH MAX

## OPERATOR'S MANUAL

A Division of Snow Joe®, LLC

Model SBJ702E

Form No. SJ-SBJ702E-880E-MR1

## 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 electric blower vac.

Failure to follow all warnings, and instructions may result in electric shock, fire or serious injury.

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

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

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

### General Safety

#### FOR HOUSEHOLD USE ONLY

Before using, be sure that everyone using this tool reads and understands all safety instructions and other information contained in this manual. Save this manual and review it frequently prior to using this tool and when instructing others on the proper operating procedures.

**⚠️ CAUTION!** Wear appropriate hearing protection during use. After long periods of extended use, the noise generated from this appliance may cause hearing loss if your ears are not properly protected.

**⚠️ WARNING!** When using electric 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 work area clean and well-lit** – Cluttered, dark areas invite accidents.

2. **Replacement parts** – When servicing this unit, use only identical replacement parts. Replace or repair damaged cords immediately.
3. **Disconnect the tool** – Disconnect the blower vac from the power supply when it is not in use, before servicing it, when changing accessories and when performing any other maintenance task.
4. **Avoid dangerous environments** – Do not use the blower vac in rain, damp or wet locations. Do not operate the blower vac in gaseous or explosive atmospheres or use the blower vac to pick up flammable or combustible liquids. Motors in these tools normally spark, and the sparks might ignite fumes.
5. **Keep children, bystanders and pets away** – All spectators, including pets, should be kept a safe distance away from the work area.
6. **Use the right tool** – Do not use the tool for any job except that for which it is intended.
7. **Extension cords** – To prevent electric shock, use only with an extension cord suitable for outdoor use.
8. **Do not abuse the cord** – Never carry the blower vac by the cord or yank the cord to disconnect it from the receptacle. Keep the cord away from heat, oil, and sharp edges.
9. **Avoid accidental starting** – Do not carry the blower vac with your finger on the switch. Make sure the switch is off before plugging in the unit.

**⚠️ DANGER!** Do not manually place objects into the vacuum tube while operating the unit as this can seriously damage the unit and/or harm the operator. Keep both hands on the handles while the power is on.

**DO NOT ATTEMPT** to remove material or hold material to be vacuumed when the blower vac is on. Make sure the blower vac is off when clearing jammed material from the vacuum tube. Do not pick up the blower vac by the tube or attempt to carry the unit by the tube.

**⚠️ CAUTION!** Moving parts will continue to run for several seconds after turning off the machine.

10. **Moving parts** – Keep hands and feet away from moving parts. Keep guards in place and in proper working order.
11. **Do not force the tool** – It will perform better with less likelihood of personal or mechanical injury if it is used at the rate for which it was designed.

- 12. Wear personal protective equipment** – When using this tool, wear safety glasses with side shields or goggles to provide necessary eye protection. Wear ear defenders to prevent hearing damage. Use a face or dust mask if the work environment is dusty.
- 13. Dress properly** – Do not wear loose clothing or jewelry as such articles can become caught in moving parts. Wear a protective covering to contain long hair. Wearing rubber gloves and substantial non-slip footwear is recommended when working outdoors.
- 14. Stay alert** – Watch what you are doing. Use common sense. Do not operate the blower vac when you are tired or under the influence of drugs, alcohol or other medication.
- 15. Store idle tool indoors** – When not in use, the blower vac should be stored indoors in a dry and high or locked-up place out of the reach of children.
- 16. Maintain the blower vac with care** – Keep the blower tube and the fan area clear and clean for optimal performance and to reduce the risk of injury. Inspect the extension cord periodically and immediately replace it if damaged. Keep the handles dry, clean and free from oil and grease. Follow the additional recommendations described in the maintenance section of this manual.

## Personal Safety

- Use extra care when cleaning on stairs.
- Keep firm footing and maintain good balance at all times. Do not overreach. Overreaching can result in loss of balance.
- Turn off all controls before unplugging the tool.
- Do not use the tool if the power switch does not turn it ON or OFF. Any tool that cannot be controlled with the switch is dangerous and must be repaired.
- Do not use the tool with a damaged plug.
- Do not pick up anything that is burning or smoking, such as cigarettes, matches or hot ashes.
- Carefully inspect your appliance prior to use and follow all label and marking instructions.
- Keep the end of the blower tube away from your face and body.
- Always unplug this appliance before connecting or disconnecting the tubes.
- Do not use for wet material.
- Keep all parts of your body away from any moving parts and all hot surfaces of the unit.
- Do not put any object into the tool's openings. Do not use the tool with any opening blocked; keep openings free of dust, lint, hair or any other object that may reduce air flow.
- Check the work area before each use. Remove all objects such as rocks, broken glass, nails, wire or string which can be thrown or become entangled in the machine.

- Service on the product must be performed by qualified repair personnel only. Service or maintenance performed by unqualified personnel could result in injury to the user or damage to the product.
- This blower vac is intended for residential use only.
- Never run the unit without the proper equipment attached. Always ensure the blower tubes are properly installed.
- When operating the unit as a blower, never point the blower tube in the direction of people or pets or in the direction of windows. Use extra caution when blowing debris near solid objects, such as trees, automobiles and walls.
- Be sure to secure the unit when transporting it.
- Never douse or squirt the unit with water or any other liquid. Clean the unit after each use as described in the Care + Maintenance section.

## Electrical Safety

1. Always check that the power supply corresponds to the voltage on the rating label.
2. Power tool plugs must match the outlet. Never modify the plug in any way. Do not use adapter plugs with earthed power tools. Unmodified plugs and matching outlets will reduce the risk of an electric shock.
3. Avoid body contact with earthed surfaces such as pipes, radiators, kitchen ranges and refrigerators. There is an increased risk of an electric shock if your body is earthed.
4. Do not expose power tools to rain or wet conditions. If water gets inside a power tool, it will increase the risk of an electric shock.
5. Do not damage the cord. Never use the cord for carrying, pulling or unplugging the power tool. Keep the cord away from heat, oil, sharp edges or moving parts. Damaged or entangled cords increase the risk of an electric shock.
6. Stay alert, watch what you are doing and use common sense when operating a power tool. Do not use a power tool when you are tired or under the influence of drugs, alcohol or medication. A moment of inattention when operating a power tool may result in serious personal injury.
7. Use safety equipment. Always wear eye protection. Using safety equipment such as a dust mask, nonskid safety shoes, a hard hat, or hearing protection whenever it is needed will reduce the risk of personal injury.
8. Avoid accidental starts. Ensure the switch is in the off position before inserting the plug. Carrying power tools with your finger on the switch or plugging in power tools when the switch is in the on position makes accidents more likely.
9. Remove any adjusting keys or spanners before turning on the power tool. A spanner or key left attached to a rotating part of the power tool may result in personal injury.
10. When operating a power tool outdoors, use an extension cord suitable for outdoor use. Using a cord suitable for outdoor use reduces the risk of an electric shock.

11. To prevent electric shock, use only with an extension cord suitable for outdoor use, such as SW-A, SOW-A, STW-A, STOW-A, SJW-A, SJOW-A, SJTW-A, or SJTOW-A.

Before use, check that the extension cord is in good condition. When using an extension cord, make sure to use one heavy enough to carry the current your product will draw. For lengths less than 50 ft (15 m), a No.14 AWG (or greater) extension cord should be used. An undersized cord will cause a drop in line voltage resulting in loss of power and overheating.

⚠ **WARNING** ⚠

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

- Do not allow any part of the electric blower vac to make contact with water while it is in operation. If the appliance becomes wet while turned off, wipe dry before starting.
- Use only a UL-, CSA- or ETL-rated extension cord for outdoor, all-weather use, such as the Snow Joe®+ Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit [sunjoe.com](http://sunjoe.com) to purchase this extension cord online or, to order by phone, call 1-866-SNOWJOE (1-866-766-9563).
- Do not use an extension cord over 100 ft (30 m).
- Do not touch the appliance or its plug with wet hands or while standing in water. Wearing rubber boots offers some protection.

**EXTENSION CORD CHART**

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

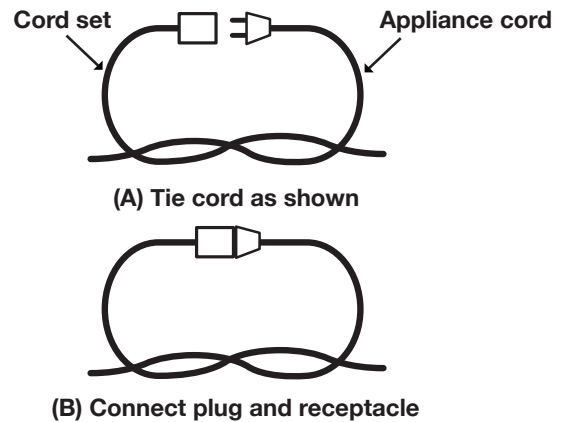
12. If operating a power tool in a damp location is unavoidable, use a power supply protected by a residual current device (RCD). Using an RCD reduces the risk of an electric shock.
13. To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other). Use this appliance only with a polarized UL-, CSA- or ETL-listed extension cord recommended for outdoor, all-weather use, such as the Snow Joe® + Sun Joe® Power Joe SJTW-A 14-gauge 50-foot extension cord with lighted end (Model PJEXT50-B). Visit [sunjoe.com](http://sunjoe.com) to purchase this extension cord online or, to order by phone, call 1-866-SNOWJOE (1-866-766-9563).

The appliance plug will fit into a polarized extension cord only one way. If the appliance plug does not fit fully into the extension cord, reverse the plug. If the plug still does not fit, obtain a correct polarized extension cord. A polarized extension cord will require the use of a polarized wall outlet. The extension cord plug will fit into the polarized wall outlet only one way. If the plug does

not fit fully into the wall outlet, reverse the plug. If the plug still does not fit, contact a qualified electrician to install the proper wall outlet. Do not modify the appliance plug, extension cord receptacle or extension cord plug in any way.

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

**Table 1. Method of Securing Extension Cord**



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

## Double-Insulated Appliances

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

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

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

## Service

Your power tool should be serviced by a qualified specialist using only standard spare parts. This will ensure that it meets the required safety standards.

**⚠️ WARNING!** Take care not to expose this tool to rain and remove plug from mains supply immediately if the supply cord is damaged.

**⚠️ WARNING!** DO NOT OPERATE THIS TOOL WITH COLLECTION BAG REMOVED. Serious injury from the fan or flying debris could result.












**⚠️ WARNING!** DO NOT OPERATE THIS TOOL WITH VACUUM/BLOWER TUBE REMOVED. Serious injury from the fan or flying debris could result.

**⚠️ WARNING!** Electric shock could occur if used on wet surfaces. Do not expose to rain. Store indoors.

**⚠️ WARNING!** Always wear eye protection to prevent rocks or debris from being blown or ricocheting into the eyes or face which can result in blindness or other serious injury.

# Safety Symbols

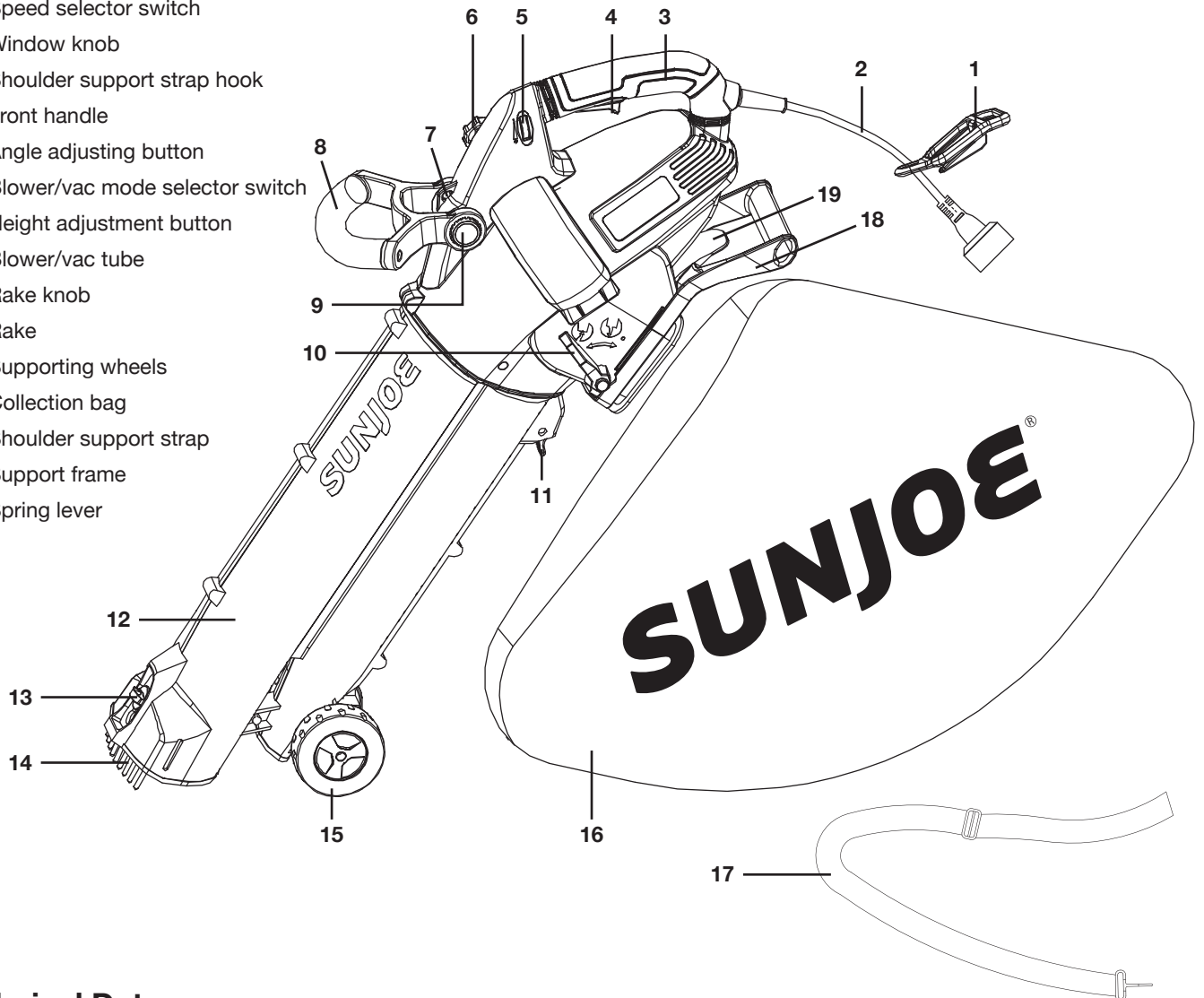
The following table depicts and describes safety symbols that may appear on this product. Read, understand, and follow all instructions on the machine before attempting to assemble and operate.

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.		Keep bystanders and children a safe distance away.
	<b>SAFETY ALERT</b> – Indicates a precaution, a warning or a danger.		<b>WARNING!</b> Do not expose the unit to rain or wet conditions.
	Beware of flying objects and debris.		Wear hearing protection. Wear eye protection. Wear breathing protection.
	The rotating part will continuously run for several seconds after you turn off the machine. Keep hands and feet away from openings while the machine is running.	 	<b>ROTATING IMPELLERS!</b> Do not put hands and feet in the opening when the machine is running.
	<b>WARNING!</b> Turn the machine OFF and disconnect it from the power supply before inspecting, cleaning, changing accessories or conducting any other maintenance task.		Sound power level is 104 dB(A).

# Know Your Electric 3-in-1 Blower/Vac/Mulcher

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

1. Extension cord restraint holder
2. Appliance cord
3. Rear handle
4. Switch trigger
5. Speed selector switch
6. Window knob
7. Shoulder support strap hook
8. Front handle
9. Angle adjusting button
10. Blower/vac mode selector switch
11. Height adjustment button
12. Blower/vac tube
13. Rake knob
14. Rake
15. Supporting wheels
16. Collection bag
17. Shoulder support strap
18. Support frame
19. Spring lever



## Technical Data

Rated Voltage.....	120 V ~ 60 Hz
Power .....	12 A
No Load Speed .....	12000 - 16000 rpm
Impeller.....	Polypropylene impeller + 65Mn steel blade
Air Speed Max.....	180 MPH (290 km/h)
Blower Air Flow Max .....	195 CFM (5.5 m <sup>3</sup> /min)

Vacuum Air Flow Max.....	615 CFM (17.4 m <sup>3</sup> /min)
Variable Speed Settings .....	6
Mulch Reduction Ratio.....	15:1
Mode Conversion.....	Blower to mulching vacuum
Bag Capacity.....	12 gal (45 l)
Weight .....	8.8 lbs (4 kg)

# Unpacking

## Carton Contents

- Electric blower/vacuum/mulcher
- Collection bag
- Supporting shoulder strap
- Manual with registration card

1. Carefully remove the electric blower/vacuum/mulcher 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 electric blower/vacuum/mulcher. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations.

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

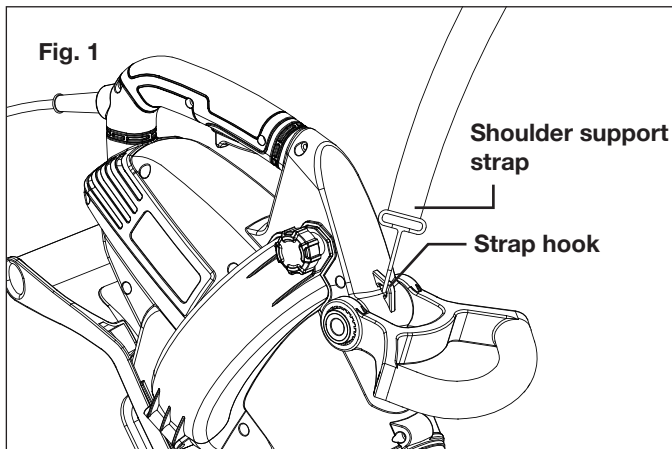
## Assembly

**⚠ WARNING!** To avoid serious personal injury, read and understand all safety instructions provided.

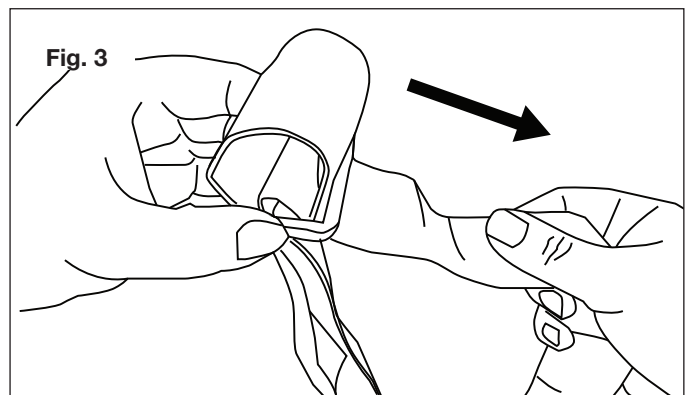
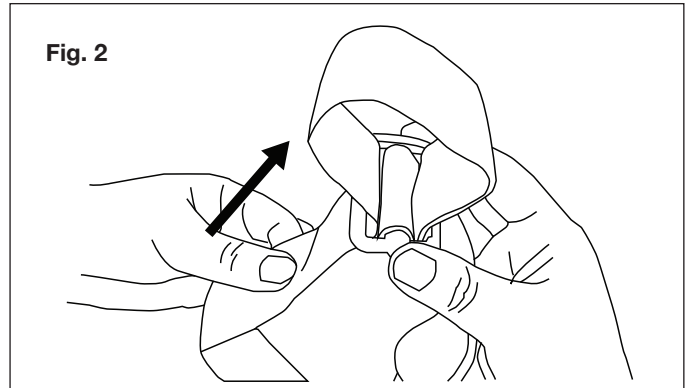
**⚠ WARNING!** Do not connect to power supply until assembly is complete. Failure to comply could result in accidental starting and possible serious personal injury.

## Shoulder Support Strap Fitting + Adjusting

1. Clip the shoulder support strap to the strap hook on the top of the blower, as shown (Fig. 1).



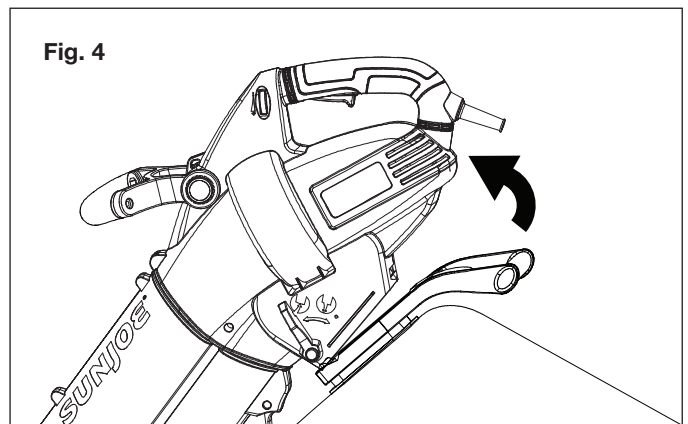
3. To adjust the length of the strap, push it from one end to form a loop above, and let out as needed, then pull the strap from the other side to tighten (Figs. 2 – 3).



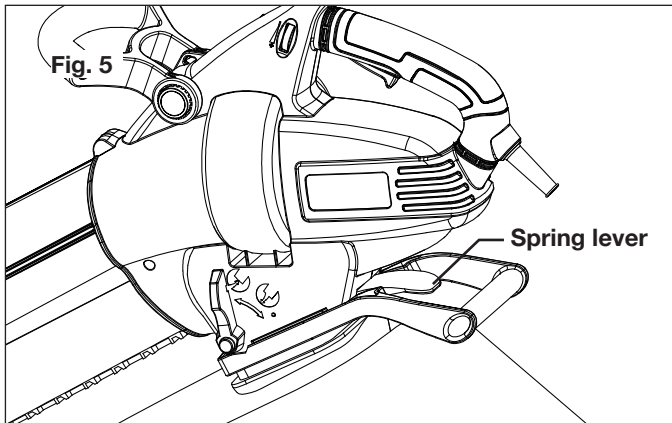
4. With machine on operator's right hand side, place shoulder strap across chest and over left shoulder.

## Collecting Bag Assembly

1. Insert the buckle of the support frame into the slot of the housing. The frame will click into position when properly fitted (Fig. 4).

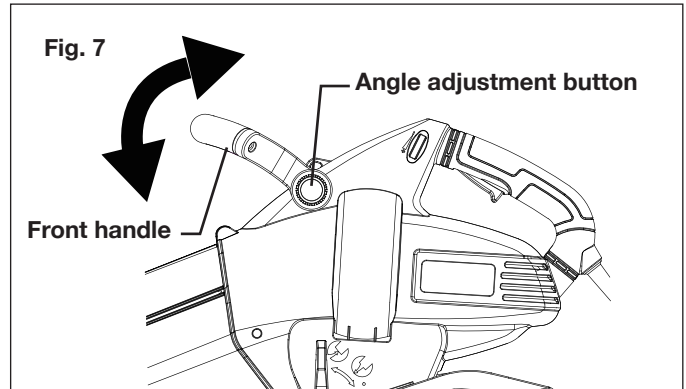


2. To release the bag, simply press the spring lever (Fig. 5).



## Front Handle Adjustment

1. Press the angle adjustment button on the front handle, and turn the front angle to a comfortable place (Fig. 7).



2. Release the angle adjustment button and the front handle will reset to lock into position automatically.

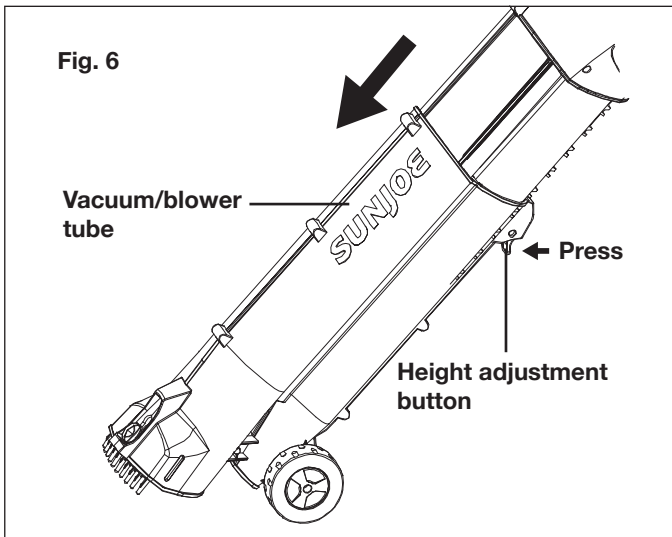
## Operation

### Tube Height Adjustment

The length of vacuum/blowing tube can be adjusted up to 300 mm to fit various blow/vacuum distance. To adjust the length of the tube, follow the instruction below.

**⚠ WARNING!** To prevent serious personal injury, make sure the trigger switch is off, the unit is unplugged and the impeller has come to a complete stop when adjusting the tubes.

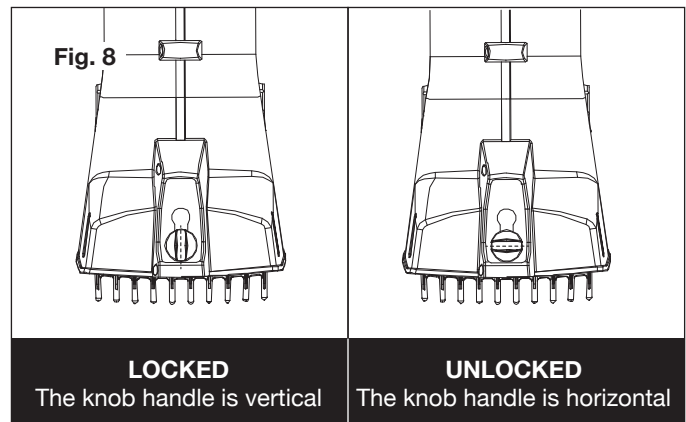
1. Press the height adjusting button and slide the vacuum/blower tube down to desired length (Fig. 6).



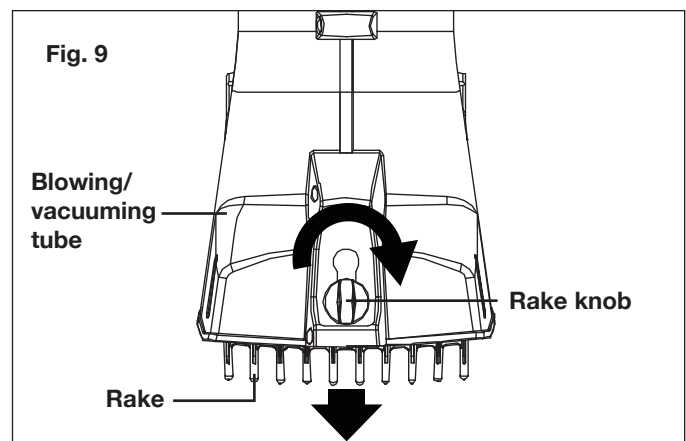
2. Release the height adjustment button.

### Rake Adjustment

The unit is equipped with rake at the end of the blowing/vacuuming tube. The rake is controlled by the rake knob. When the knob handle is in vertical position, the rake is locked. When the knob handle is in horizontal position, the rake is free to adjustment (Fig. 8). To use the rake, follow the instruction below.

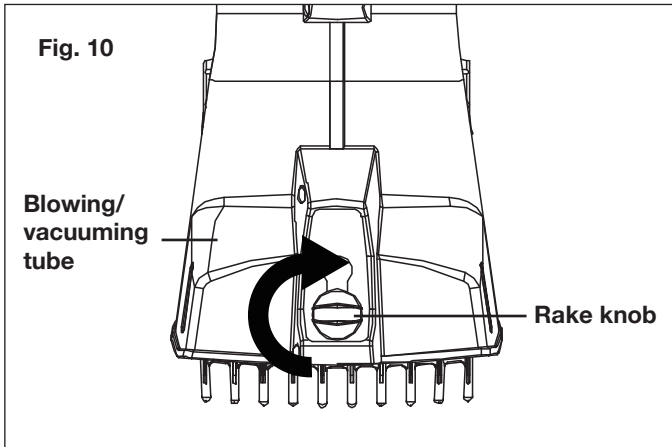


1. Rotate the rake knob to unlock the rake, the knob will slide down and the rake will pop-up (Fig. 9).

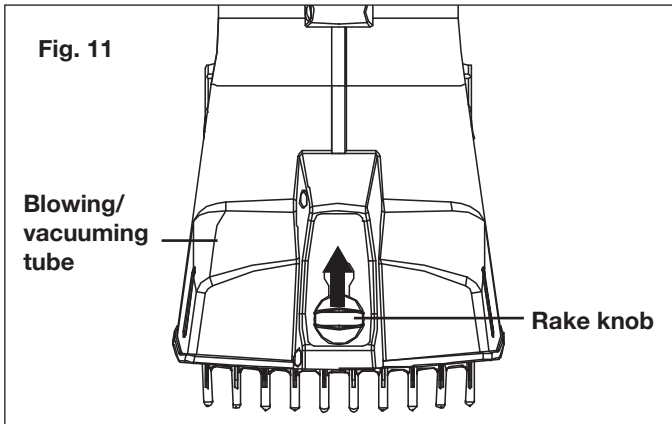




- Turn the knob to make the knob handle vertical to lock the rake. The rake is ready to use (Fig. 10).



- To withdraw the rake, unlock the rake by turning the knob handle horizontally, then lift the knob up (Fig. 11).

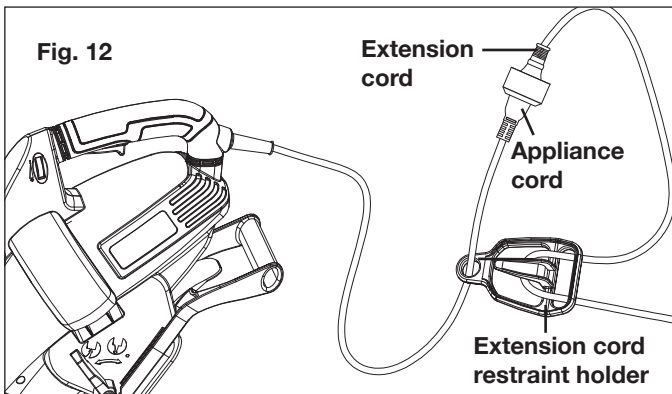


- The rake will come up with the knob, when it is withdrawn, turn the knob handle horizontally to lock the rake.

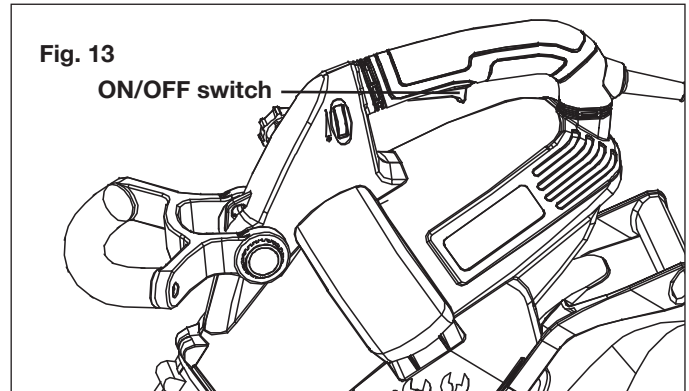
## Starting + Stopping

**⚠ WARNING!** Before switching on the tool, ensure that it is not in contact with any object.

- Secure the extension cord by using the extension cord restraint holder. Then plug the appliance cord into the extension cord (Fig. 12).



- To start the unit, press the ON/OFF switch (Fig. 13).



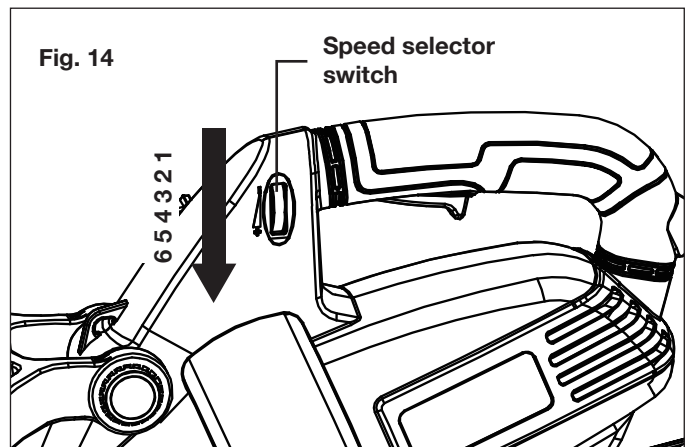
- To stop the tool, release the ON/OFF switch (Fig. 13).

**⚠ WARNING!** After switching off the tool the motor continues to run for a few seconds.

## Speed Control

This unit is equipped with six variable speed settings (1 to 6) (Fig. 14).

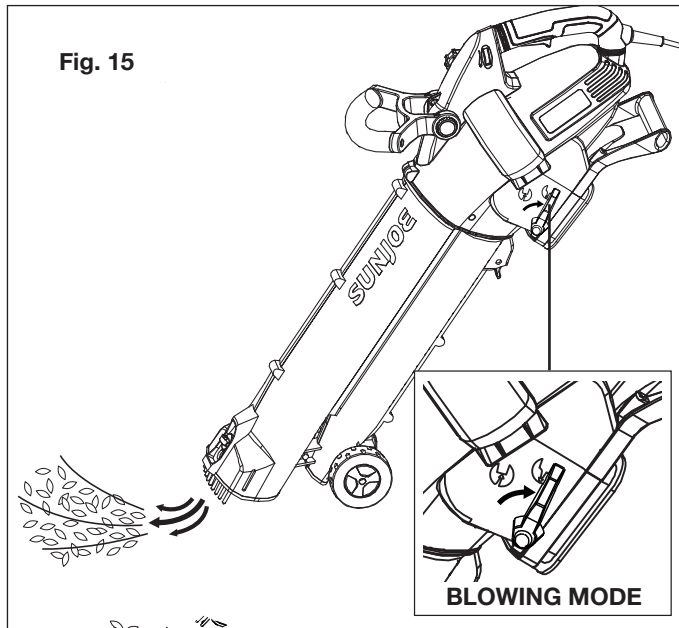
- Turn the speed selector switch to position “1” or “2” for LOW speeds.
- Turn the speed selector switch to position “3” or “4” for MEDIUM speeds.
- Turn the speed selector switch to position “5” or “6” for HIGH speeds.



## Blower Mode

**⚠ WARNING!** Before operating with the blower/vac mode selector, make sure that the selector lever moves smoothly and is not obstructed by debris from previous use.

- To use the unit in the blower mode, turn the blower/vac mode selector switch to BLOWING MODE. Turn unit on (Fig. 15).



- Hold the blower firmly with one hand on the main handle and the other hand on the front handle. Sweep from side to side with the wheels on ground.
- Slowly advance the unit by the wheel, keeping the accumulated pile of debris in front of you. Most dry blowing operations are better suited to low speeds rather than high speeds. High speed blowing is best for moving heavier items like large debris or gravel.

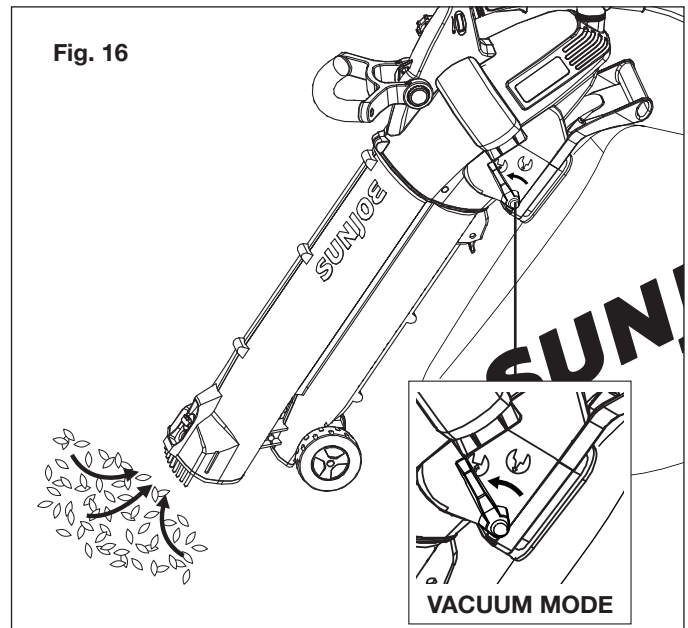
## Vacuum/Mulcher Mode

**⚠ WARNING!** Any hard objects, such as stones, cans and glass, will damage the impeller.

**⚠ WARNING!** Do not use the unit to suck up water or very wet debris.

**⚠ WARNING!** Never operate the unit in vacuum/mulcher mode without the collection bag being assembled on.

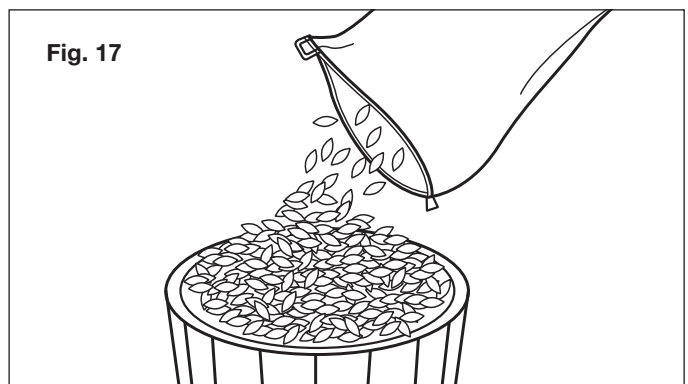
- Once you have blown the debris/leaves into a pile, you can convert to vacuum mode to collect the debris.
- Ensure the collection bag are assembled correctly before operating. Turn the blower/vac mode selector switch to VACUUM MODE. Turn unit on (Fig. 16).



- With a firm hold on the vac, tilt the tubes 5 – 10 cm from the ground and use a sweeping action to collect light debris. The debris will flow into the bag. Items such as small leaves and twigs will be mulched as they pass through the fan housing. For longer bag life and increased performance, empty the bag frequently.

**⚠ WARNING!** Switch off the tool and disconnect the plug, and wait until the impeller comes to a standstill before dumping the collection bag.

- Open the zipper of the collection bag and empty it completely (Fig. 17).



- Compost material does not belong with domestic waste.
- Regularly empty collection bag (the vacuum capacity decreases considerably when the collection bag is full).

**⚠ WARNING!** Do not vacuum solid objects such as stones, broken glass, pieces of metal.

**⚠ WARNING!** Do not vacuum liquids.

**⚠ WARNING!** Do not vacuum large volumes of leaf material at one time thus avoiding clogging of the vacuuming opening and blocking of the mulcher impeller.

**NOTE:** The mulching intensity depends on the size of the leaf material and its residual moisture.

## Operating Tips

**⚠ WARNING!** Use the blower/vacuum/mulcher only in daylight or good artificial light.

- When using the blower vac, plant your feet firmly on the ground and place one hand on the unit handle and the other hand on the front handle.
- Wear personal protective equipment during your work session. This includes boots, safety glasses/goggles, ear defenders, long pants and a long-sleeve shirt.
- When using the unit as mulcher, make sure the bag is properly installed and zipped closed.
- Make sure the blower tube is not directed at anybody or any loose debris before starting the unit.
- Verify that the unit is in good working condition. Make sure the tube (and/or bag) is in place and secure.
- Use the shoulder strap when using the unit as a mulcher.
- Use the supporting wheels to easily guide the tube along the ground.
- Operate power equipment only at reasonable hours—not early in the morning or late at night when people might be disturbed. Comply with times listed in local ordinances. Typical recommendations are 9:00 am to 5:00 pm, Monday through Saturday.
- To reduce noise levels, limit the number of pieces of power equipment used at any one time and operate power blowers at the lowest possible speed setting necessary to do the job.
- Use rakes and brooms to loosen debris before blowing.
- In dusty conditions, slightly dampen surfaces.

## Care + Maintenance

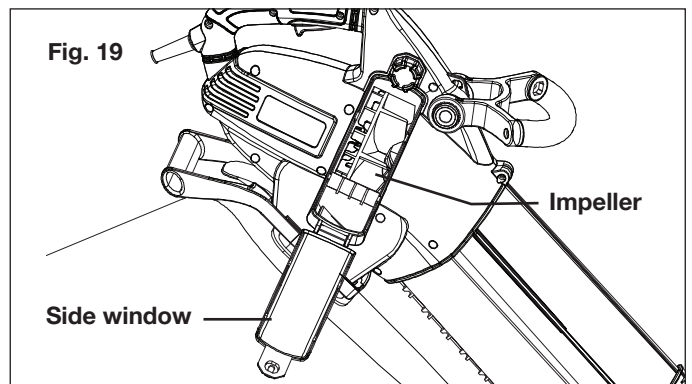
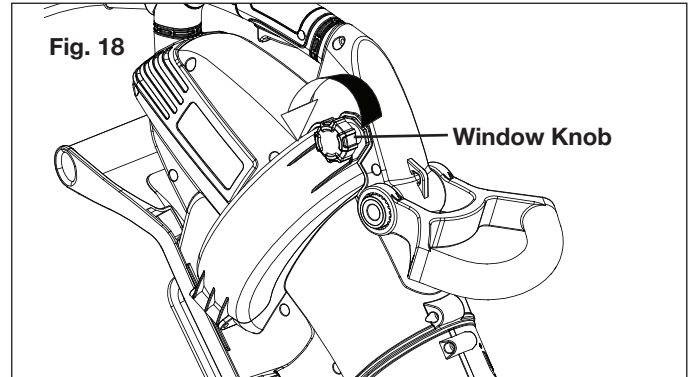
**⚠ WARNING!** Disconnect the power before performing any maintenance task.

If the extension cord is plugged into the appliance, someone could accidentally turn on the unit while you are performing maintenance on it, which could result in serious personal injury.

### Cleaning the Unit

1. Use a small brush to clean the outside of the unit. Do not use strong detergents, household cleaners that contain aromatic oils (e.g. pine and lemon) or harsh solvents such as kerosene as these substances can damage the plastic housing or the handles. Wipe off any moisture with a soft, dry cloth.

2. To clean the impeller inside of the unit, turn the window knob counterclockwise, and open the side window (Figs. 18 – 19).



3. Empty the bag after each use to avoid deterioration and obstructing air flow, which will reduce the performance of the unit.
4. Wear eye protection and a dust mask. Clean the bag as needed. Turn the bag inside out after initial emptying and vigorously shake out dust and debris.
5. After removing the collection bag, ensure that any possible dirt residues are removed from the air outlet area.
6. Wash the bag once a year, or more often if needed. Follow the steps below:
  - i. Remove the bag.
  - ii. Turn the bag inside out.
  - iii. Hang it up.
  - iv. Hose it down thoroughly.
  - v. Leave it hanging to dry.
  - vi. Turn the bag right-side out and reinstall.

## Cleaning

1. Keep the ventilation slots of the machine clean to prevent overheating of the machine.
2. Regularly clean the machine housing with a soft cloth, preferably after each use.
3. Keep the ventilation slots free from dust and dirt.
4. If the dirt does not come off use a soft cloth moistened with soapy water.
5. Never use solvents such as petrol, alcohol, ammonia water, etc. These solvents may damage the plastic parts.

## Maintenance

Our machines have been designed to operate over a long period of time with a minimum of maintenance. Continuous satisfactory operation depends upon proper machine care and regular cleaning.

Keep all nuts, bolts and screws tight to be sure the appliance is in safe working condition.

1. Check the collection bag frequently for wear or deterioration.
2. Replace worn or damaged parts.
3. Use only genuine replacement parts and accessories
4. Store the appliance only in a dry place.

## Disposal

Should your appliance need replacement after extended use, do not dispose of it with the household refuse, but in an environmentally safe way.



Waste produced by electrical machine items should not be handled like normal household rubbish. Please recycle where recycle facilities exist. Check with your local authority or retailer for recycling advice.

## Storage

1. Disconnect the extension cord from the electric blower/vacuum/mulcher before storing.
2. Store the cord with the electric blower/vacuum/mulcher indoors in a clean, dry and locked location out of the reach of children and animals.

## Service and Support

If your Sun Joe® SBJ702E electric blower/vacuum/mulcher requires service or maintenance, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

## Model and Serial Numbers

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

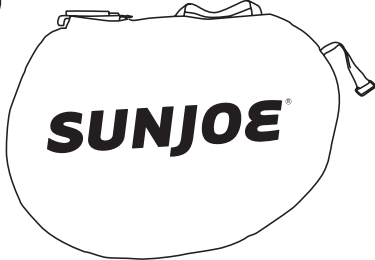
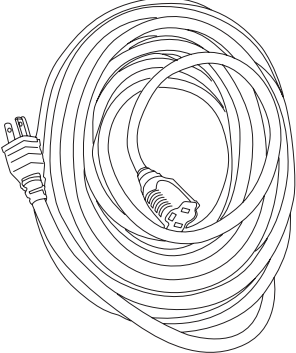
Record the following numbers from the housing or handle of your new product:	
Model #:	
S   B   J   7   0   2   E	
Serial #:	

# Troubleshooting

Problem	Possible Cause	Remedy
The blower/ vacuum/mulcher fails to operate	<ul style="list-style-type: none"> <li>• No power supply</li> <li>• Plug not connected</li> <li>• Extension cord damaged</li> </ul>	<ul style="list-style-type: none"> <li>• Check power supply (appliance cord, circuit breakers, fuses)</li> <li>• Connect the plug</li> <li>• Replace extension cord</li> </ul>
No/low blowing power	<ul style="list-style-type: none"> <li>• Transfer lever in vacuuming mode</li> </ul>	<ul style="list-style-type: none"> <li>• Set selector switch to blowing mode</li> </ul>
No/low vacuuming power	<ul style="list-style-type: none"> <li>• Transfer lever switch in blowing mode</li> <li>• Collection bag is full, dirty</li> <li>• Vacuuming opening clogged or blocked by foreign object</li> </ul>	<ul style="list-style-type: none"> <li>• Set transfer lever switch in vacuuming mode</li> <li>• Empty/clean collection bag</li> <li>• Remove blockage</li> </ul>

# Optional Accessories

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

Accessories	Item	Model
<p>①</p> 	<p>Sun Joe® SBJ702E replacement bag</p>	<p>SBJ702E-BAG</p>
<p>②</p> 	<p>Snow Joe® + Sun Joe® SJTW-A 14-gauge 50-foot extension cord with lighted end</p>	<p>PJEXT50-B</p>

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



## 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](http://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](mailto: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](http://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](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.

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.



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