



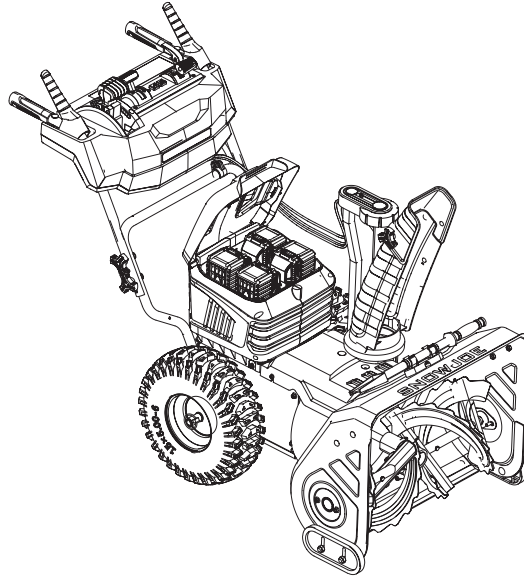
OPERATOR'S MANUAL

CORDLESS SNOW BLOWER

96V MAX* | 12.0 Ah | 24-INCH | SELF-PROPELLED | 2-STAGE

Model 96V-Q4-SB24

Form No. ASP-96V-Q4-SB24-880E-M (L)



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Serial Number

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**WE'RE SORRY
ABOUT THAT!**

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Original instructions.

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New Castle, DE 19720

***DISCLAIMER:** Generates 96V max with four 24V lithium-ion batteries. Initial no-load voltage, per fully charged battery, peaks at 24V. Nominal voltage under typical load is 21.6V.

SAVE THESE INSTRUCTIONS



OPERATOR'S MANUAL

EN

CORDLESS SNOW BLOWER

96V MAX* | 12.0 Ah | 24-INCH | SELF-PROPELLED | 2-STAGE

Model 96V-Q4-SB24

Form No. ASP-96V-Q4-SB24-880E-M (L)

IMPORTANT!

Safety Instructions

All Operators Must Read These Instructions Before Use

Read all instructions before using this snow blower. Basic safety precautions should always be followed to reduce the risk of fire, electric shock and personal injury.

General Safety

⚠️ WARNING! This machine is not intended for use by children or by unassisted, unsupervised persons whose physical, sensory or mental capabilities prevent them from using it safely. Children should be supervised to ensure that they do not play with the machine.

Before using your snow blower, please check it carefully for any defects. If you find any, do not use it. Instead, contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-225-9723.

⚠️ WARNING! When using the snow blower, basic safety precautions should always be followed to reduce the risk of personal injury. These include:

- **Stay alert** – Watch what you are doing. Use common sense. Do not operate the snow blower when you are tired or under the influence of drugs, alcohol, or other medication.
- **Dress properly** – Do not wear loose clothing or jewelry as such articles can become caught in moving parts. Tie up long hair. Protective gloves and non-slip footwear are recommended when working outdoors.
- **Usage** – This snow blower is intended for use on paved surfaces. Do not use on gravel, stone or other unpaved surfaces. Do not use this snow blower for any job except for what it is intended for.
- **Personal protective equipment** – Always wear safety glasses while operating the snow blower.
- **Do not force the snow blower** – Use the snow blower at the rate for which it was designed to ensure optimal performance and safe operation.
- **Do not overreach** – Keep proper footing and balance at all times. Watch for uneven surfaces and do not overreach. In case you fall or collide with the snow blower, inspect the unit for any damages or cracks. When stepping backwards, be careful to avoid obstacles behind you.

- **Moving parts** – Keep your face, hair, clothing, hands, and feet away from moving parts. All guards and safety attachments must be installed properly before using the machine. Shut off and disconnect the battery packs before touching any parts other than the handles and switch.

⚠️ WARNING! If the snow blower strikes any object, follow these steps:

1. Stop the snow blower and remove the battery packs.
2. Inspect for damage.
3. Repair any damage before restarting and operating the snow blower.

⚠️ WARNING! Always disengage the triggers, and disconnect the battery packs; wait for all movement to stop before making any adjustments, inspecting, servicing, changing accessories or cleaning the snow blower. Any such operation should be performed after rotating parts inside the snow blower stop completely. Such preventive safety measures reduce the risk of starting the machine accidentally.

⚠️ WARNING! When replacing any parts, you must strictly observe the instructions and procedures described in this user manual. Special care should be paid to any rubber parts, since these parts may increase the motor load and decrease its mechanical power if damaged.

⚠️ WARNING! If you notice that the snow blower is not running properly or hear abnormal sounds from the motor when it is in use, immediately stop the machine, disconnect the battery packs, and contact All Season Power customer service center at 1-866-225-9723.

Work Area Safety

- **Work area** – Always inspect the area where the machine is to be used and operate it in a well-lit environment.
- **Keep bystanders away** – All bystanders and pets should be kept a safe distance away from the work area.

Maintenance + Storage

⚠️ WARNING! Do not use detergents, acids, alkaline solutions, bleaches or solvents such as acetone to clean your snow blower. These substances may damage the plastic parts of the machine.

SAVE THESE INSTRUCTIONS

- **Store indoors** – When not in use, the machine should be stored indoors in a dry place inaccessible by children.
- **Inspect before use** – Visually inspect for any loose fasteners or worn, missing or damaged parts. Make sure all fasteners are tight to assure the machine is in safe working condition.

Battery & Charger Safety Instructions

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 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 packs can cause cell damage.

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

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

 **WARNING!** Do not use a battery pack or machine that is damaged or modified. Damaged or modified batteries may exhibit unpredictable behavior resulting in fire, explosion or risk of injury.

Have your battery packs serviced by a qualified repair person using only identical replacement parts. This will ensure that the safety of the battery packs is maintained.

 **CAUTION!** To reduce the risk of injury, use only official 24V designated chargers with the 24V battery packs. The use of other batteries or chargers poses a risk of fire, personal injury and damage. Do not modify or attempt to repair the machine or the battery packs except as indicated in the instructions for use and care. Do not wire a battery pack to a power supply or car cigarette lighter, as such misuse will permanently disable or damage the battery packs.

 **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.

- **Avoid dangerous environments** – Do not charge the battery packs in rain, snow or in damp or wet locations. Do not use the battery packs or chargers in the presence of explosive atmospheres (gaseous fumes, dust or flammable materials)

because sparks may be generated when inserting or removing the battery packs, 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 batteries are 41 °F (5 °C) to 105 °F (40.5 °C). Do not charge the batteries 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 16 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.
- **Do not expose the tool or battery packs to fire** – Exposure to fire or temperatures above 265 °F (130 °C) may cause the battery packs to explode, causing personal injury or damage. Toxic fumes and materials are created when battery packs are ignited.
- **Use only recommended attachments** – Use of an unapproved attachment may result in risk of fire, electric shock or personal injury.
- **Do not crush, drop or damage battery packs** – Do not use the battery packs or chargers 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 batteries or chargers are damaged, contact an authorized Snow Joe® + Sun Joe® dealer or call the All Season Power customer service center at 1-866-225-9723 for assistance.
- **Battery chemicals cause serious burns** – Never let a damaged battery pack contact the skin, eyes or mouth. If damaged, battery chemicals will react violently with air. Use rubber or neoprene gloves to safely dispose of the battery. If skin is exposed to battery chemicals, wash the affected area with soap and water. If eyes are exposed to battery chemicals, immediately flush with water for 20 minutes and seek medical attention. Remove and dispose of contaminated clothing.
- **Risk of 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 paperclips, 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 packs and chargers in a cool, dry place** – Ideally, store the battery packs at 59°F (15°C) and charged to at least 40%. Do not store the battery packs or charger where temperatures may exceed 105°F (40.5°C), such as in direct sunlight or inside a vehicle, or where temperatures may drop below 41°F (5°C).

NOTE: Prevent the battery packs from freezing. Battery packs that were stored below 32°F (0°C) for more than 60 minutes must be discarded.

- **Charge before use** – The battery packs supplied with your tool is only partially charged. The battery packs have to be fully charged before using the snow blower for the first time.
- **Battery Aging** – Lithium-ion batteries are subject to a natural aging process. A battery pack 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 tool, and therefore pose a safety risk.
- **Do not exhaustively discharge the battery packs** – A complete discharge will damage the battery cells. The most common cause of exhaustive discharge is lengthy storage. Stop working as soon as the performance of a battery falls noticeably or the electronic protection system triggers. For optimum battery performance, charge the battery packs frequently. Place the battery packs in storage only after it has been fully charged.
- **Do not overload the battery packs** – Protect the tool and batteries from overloading. Overloads will quickly result in overheating and cell damage inside the battery housing even if it is not apparent externally. For safety reasons, the integrated protective cutoff will activate to switch off the equipment. After regular use, allow the battery packs to cool to room temperature before recharging it.

IMPORTANT! Do not attempt to turn on the tool if the protective cutoff has been activated. This may damage the battery packs.

- **Outlet voltage** – Please check the data marked on the rating label of the battery charger. Be sure that the voltage of the power supply matches that marked on the rating label. Never connect it to a different mains voltage. Never modify the plug in any way. Do not use any adapter plugs with grounded tools.
- **Charger use** – Do not use the supplied battery chargers to charge other types of battery packs or tools.
- **Do not overcharge battery packs** – Unplug the chargers when not in use. Frequently overcharging the battery packs will result in cell damage. Do not leave batteries charging for days on end.
- **Battery pack abnormalities** – Do not use batteries that have suffered swelling or deformation or those that exhibit other atypical symptoms (gassing, hissing, cracking, etc.).

- **Electrostatic discharge** – When handling batteries, be wary of electrostatic charge. Electrostatic discharges can damage the electronic protection system and the battery cells. To avoid electrostatic discharges, never touch the battery terminals.

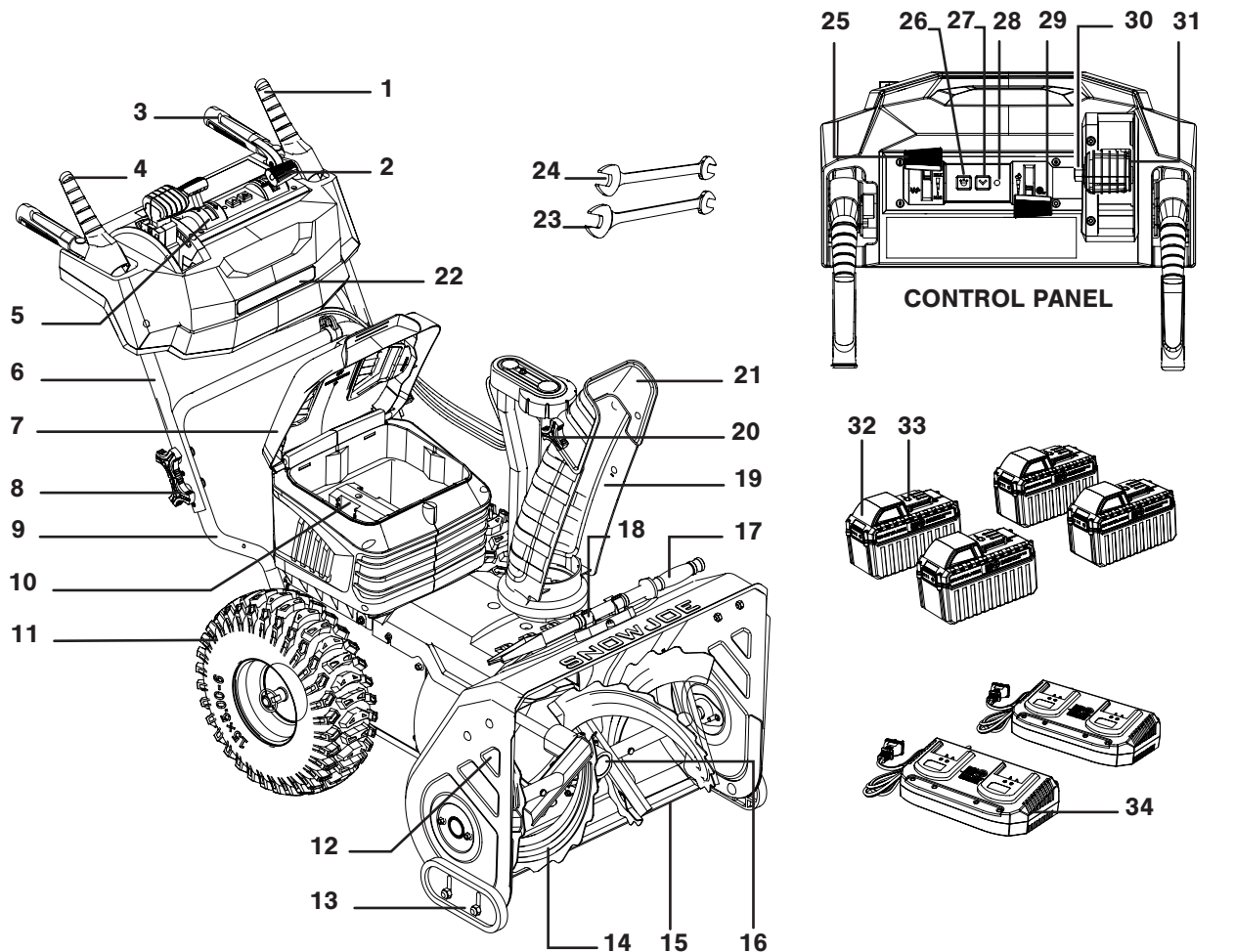
Safety Symbols

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.		WARNING! Do not expose the unit to rain or wet conditions. Keep dry.
	SAFETY ALERT – Indicates a precaution, a warning or a danger.		DANGER! Cutting/dismemberment hazard - Keep feet away from the rotating auger.
	Wear hearing protection. Wear eye protection. Wear breathing protection.		CAUTION! Beware of stones and other foreign objects that could be thrown from the appliance.
	Keep hands, feet and clothing away from the rotating auger to avoid injury.		The rotating part will continuously run for several seconds after you turn off the machine.
	Wear protective gloves and non-slip footwear when using the machine and handling debris.		Keep bystanders and children a safe distance (at least 33 ft/10 m) away from the work area.
	Do not use hands to unclog chute.		DANGER! Cutting/dismemberment hazard – Keep hands away from the rotating auger. Do not use hands to unclog rotor housing. Stop motor before removing debris.
	Indoor use only. Only use battery chargers indoors.		

Know Your Cordless Snow Blower

Read the owner's manual and safety rules carefully before operating your cordless snow blower. Compare the illustration below to the actual unit in order to familiarize yourself with the location of the various controls and adjustments. Save this manual for future reference.



- | | | |
|------------------------------|--|--|
| 1. Auger trigger | 14. Auger | 25. Auger speed control lever |
| 2. Safety switch | 15. Scraper blade | 26. LED switch |
| 3. Handle grips (2) | 16. Auger gearcase | 27. Reverse button |
| 4. Drive trigger | 17. Chute clean-out tool | 28. Reverse indicator LED |
| 5. Control panel | 18. Mounting clip | 29. Drive speed lever |
| 6. Upper handle assembly | 19. Discharge chute | 30. Discharge chute lock button |
| 7. Battery compartment cover | 20. Chute deflector knobs (2) | 31. Discharge chute control lever |
| 8. Handle knob + bolt (4) | 21. Chute deflector | 32. 24V lithium-ion battery (24VBAT-XR12) featuring exclusive EcoSharp® technology |
| 9. Lower handle | 22. LED window | 33. USB-C port |
| 10. Battery compartment | 23. 13 mm open end wrench (with 10 mm end) | 34. 24V lithium-ion dual-port battery charger (24VCHRG-DPC) |
| 11. Wheels (2) | 24. 12 mm open end wrench (with 10 mm end) | |
| 12. Auger housing | | |
| 13. Skid shoes (2) | | |

Technical Data

Motors	Plowing motor: 3200 W brushless Drive motor: 400 W brushless
Battery Voltage* Max	96V D.C. (4 x 24V)
Battery Capacity	12.0 Ah
Charger Input	120V AC 60 Hz 160 W
Charger Output	26V DC 2.2 A (each socket)
Charging Time Max	6 hours
No Load Speed	Auger: 116 rpm to 143 rpm Impeller: 1200 rpm to 1522 rpm
Auger	2 serrated steel blades
Clearing Width	24 in. (61 cm)
Depth of Snow Cut	17.5 in. (44.5 cm)
Throw Distance Max	40 ft (12 m)
Stages	Dual stage
Drive Type	Self-propelled
Tire	15 inch (38 cm) knobby tracassist snow tires
Tire Pressure	20 psi
Directional Control	180° auto-rotate chute
Light	Six 3 watt LED lights
Net Weight	147.7 lbs (67 kg)

**Generates 96V max with four 24V lithium-ion batteries. Initial no-load voltage, per fully charged battery, peaks at 24V. Nominal voltage under typical load is 21.6V.*

Unpacking

Carton Contents:

- Cordless snow blower with lower handle
- Upper handle assembly
- Discharge chute assembly
- Handle knob (4) + bolt (4)
- Chute nuts (2)
- Cord clip
- Open end wrenches (2)
- 24V lithium-ion battery (x4)
- 24V lithium-ion dual-port charger (x2)
- Manual with registration card

1. Carefully remove the cordless snow blower 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 All Season Power customer service center at 1-866-225-9723.

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

IMPORTANT! The equipment and packaging materials 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!

Battery Pack Operation

The equipment is powered by 4 lithium-ion batteries. The battery packs are completely sealed and maintenance free.

⚠ WARNING! The cordless snow blower can only be powered by four of the batteries together. One battery cannot provide sufficient power to the tool. Make sure to use four batteries of the same voltage and the same capacity. Using the tool with batteries of different capacities will cause damage to the batteries.

Battery Charge Level Indicator

The battery packs are 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:

- All 3 level monitoring LEDs are lit: Battery charge level is high.
- 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
	Charge level button
	The battery is at 30% capacity and requires charging
	The battery is at 60% capacity and requires charging soon
	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.

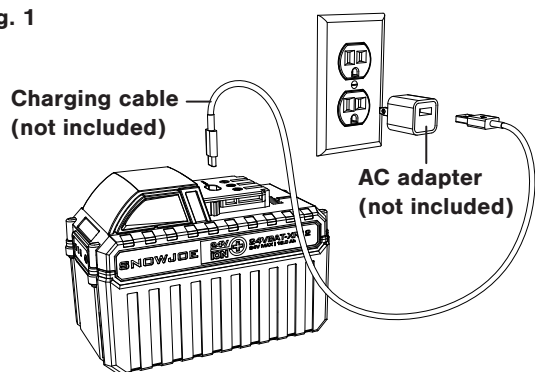
NOTE: Immediately after using the battery packs, the charge level button may display a lower charge than it will if checked a few minutes later. The battery cells "recover" some of their charge after resting.

USB Charging Port

Using a USB-C charging cable (not included), plug the USB-C connector into the battery. Then plug the other end of the cable into an AC adapter (not included) for charging at an electrical outlet (Fig. 1).

The battery indicator LEDs will illuminate to indicate charging progress. All three LEDs will light up once the battery is fully charged, at which point unplug the battery from the charging cable.

Fig. 1



NOTE: You may also charge the battery using other USB devices such as computers.

NOTE: When disconnected from a power source, the USB-C port can also be used to charge other electronic devices such as smartphones and tablets.

Charger Operation

⚠ WARNING! Charge only 24V lithium-ion battery packs with their compatible 24V lithium-ion chargers. 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.

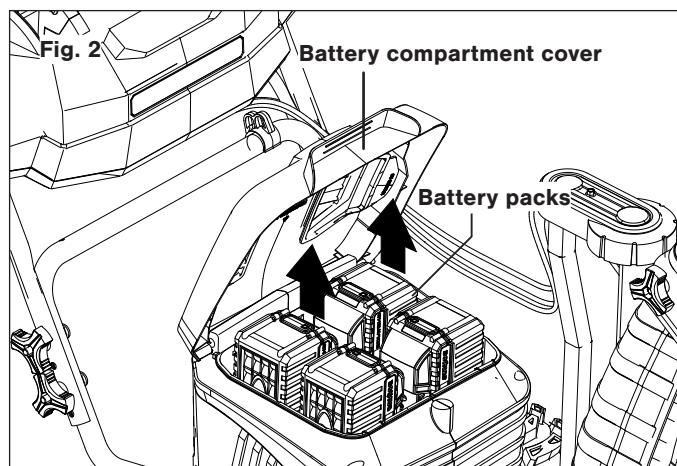
When to Charge the 24VBAT-XR12 Lithium-iON Batteries

NOTE: The 24VBAT-XR12 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 packs before charging them again.

- Use the battery indicator lights to determine when to charge your 24VBAT-XR12 lithium-iON battery packs.
- You can “top-off” your battery packs’ charge before starting a big job or after a long day of use.

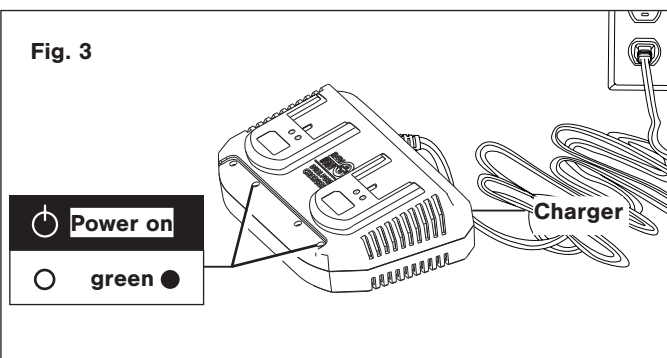
Charging the Batteries

1. Open the battery compartment cover, and push the push lock buttons on the batteries to pull the battery packs out from the battery compartment (Fig. 2).



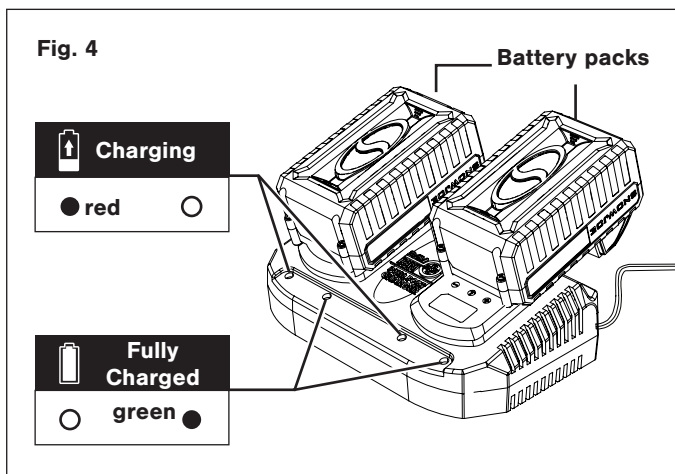
2. Check that the mains voltage is the same as that marked on the rating plate of the battery charger. Then, insert the charger's plug into the electrical wall outlet. When you plug in the charger, two green lights will illuminate and stay green (Fig. 3).

Fig. 3



3. Place the battery packs into the charger by sliding the packs to lock them into position. When you insert the batteries into the charger, the two green lights will go off, and the red lights will illuminate to indicate that the batteries are charging (Fig. 4).

Fig. 4

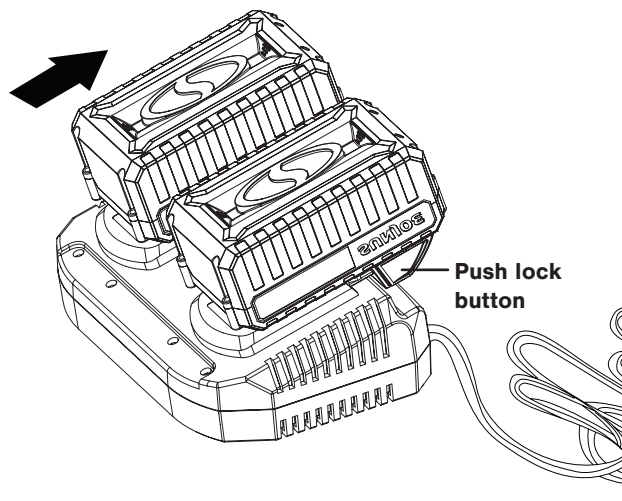


- When the charger lights turn green, the batteries are fully charged (Fig. 4).

NOTE: A fully discharged pack with an internal temperature in the normal range will fully charge in 6 hours (between 32°F/0°C and 113°F/45°C).

- If the light indicators do not come on at all, check that the battery packs are fully seated into the bay. Remove the battery packs and reinsert. If the problem persists, contact an authorized Snow Joe® + Sun Joe® dealer or call the All Season Power customer service center at 1-866-225-9723 for assistance.
- When charging is complete, remove the batteries from the charger by pressing the push lock buttons and sliding the batteries backward to unlock them from the charger (Fig. 5).

Fig. 5



CAUTION! FIRE HAZARD. When removing the batteries from the charger, be sure to unplug the charger from the outlet first, then remove the batteries from the charger.

WARNING! This charger does not automatically turn off when the batteries are fully charged. Please take care not to leave the batteries in the charger. Switch off or unplug the charger at the mains when charging is complete.

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

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

Charging a Hot or Cold Battery Pack

The green indicator lights on the charger base indicates that the battery packs' temperatures are outside the charging range. Once the packs are within the acceptable range, normal charging will take place and the red light will be continuous. Hot or cold battery packs may take longer to charge.

Lithium-Ion Charging Status			
Battery Pack Temperature	Charger Base Indicator Light	Battery Pack Indicator Light	Charging Status
Too hot	Green	Flashing together	Not charging
Normal range	Red	Flashing one by one	Normal charging
Too cold	Green	Flashing together	Not charging

Assembly

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

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

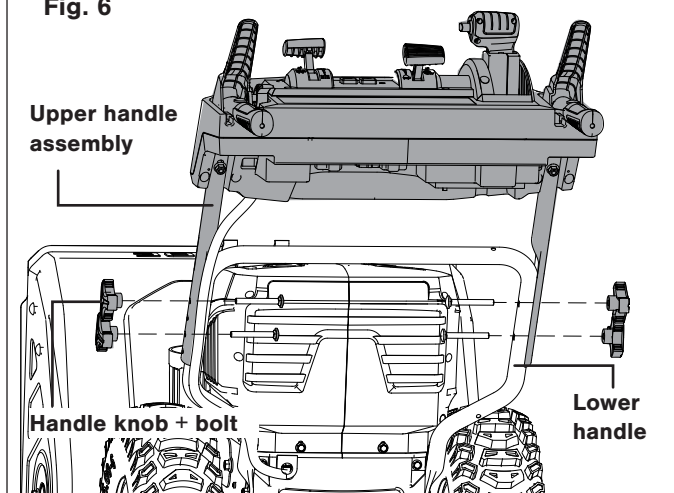
Tools and supplies required:

- Open end wrench (included)
- Tire gauge

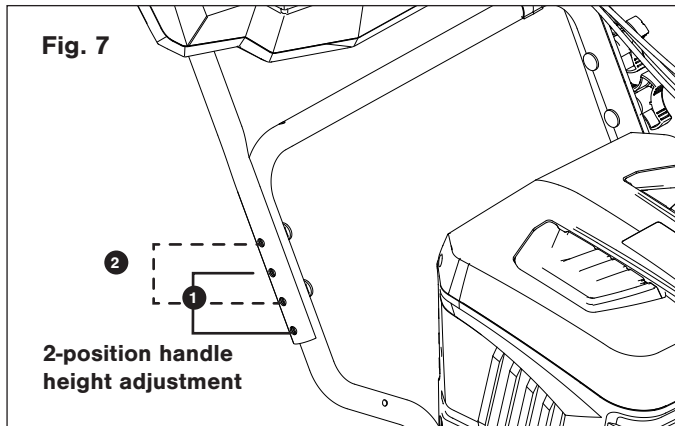
Assembling the Handles

- Slightly spread the upper handle assembly down over the lower handle until it fit in the position (Fig. 6).

Fig. 6

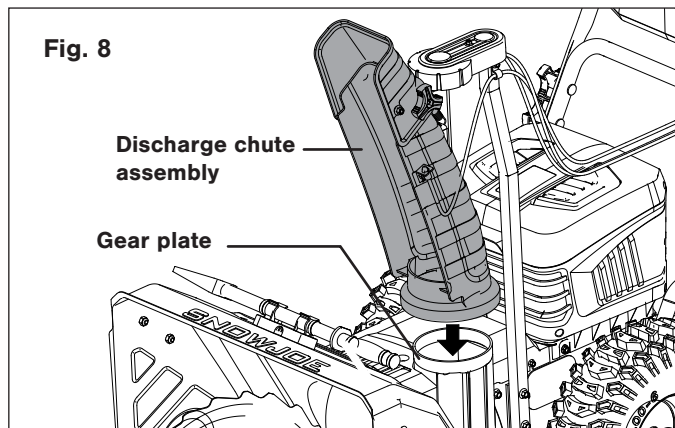


2. Adjust upper handle assembly to the optimal position by aligning the double bolt holes at the desired height. Secure the connection using the 4 handle knobs and bolts, and tighten on each side (Fig. 7).

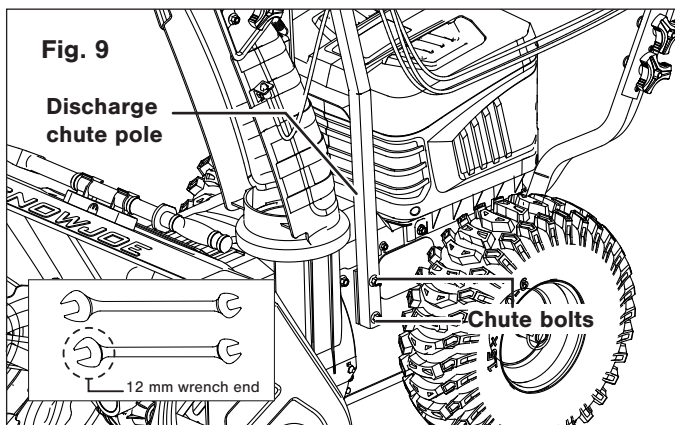


Discharge Chute Assembly

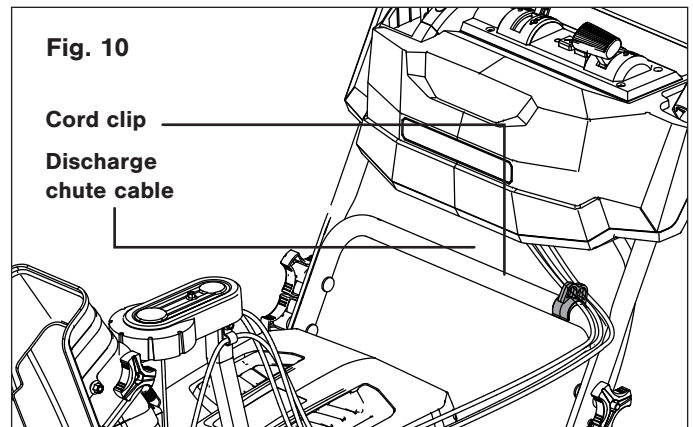
1. Place the discharge chute assembly onto the gear plate, and push down until the chute is flush and flat against the housing (Fig. 8).



2. With the holes on the discharge chute pole aligned with the holes on the housing, use the 12 mm open end wrench to secure the 2 chute bolts with the discharge chute assembly (Fig. 9).



3. Clip the cord clip onto the lower handle frame, insert the discharge chute cable into the cord clip (Fig. 10).

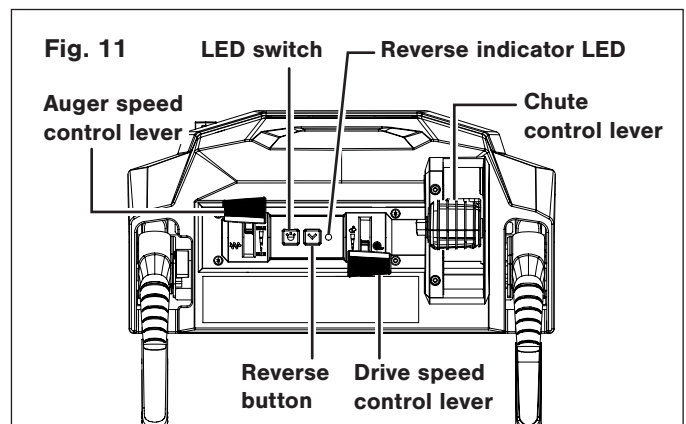


Controls + Features

⚠ WARNING! AVOID INJURY. Read and understand the entire safety section before proceeding.

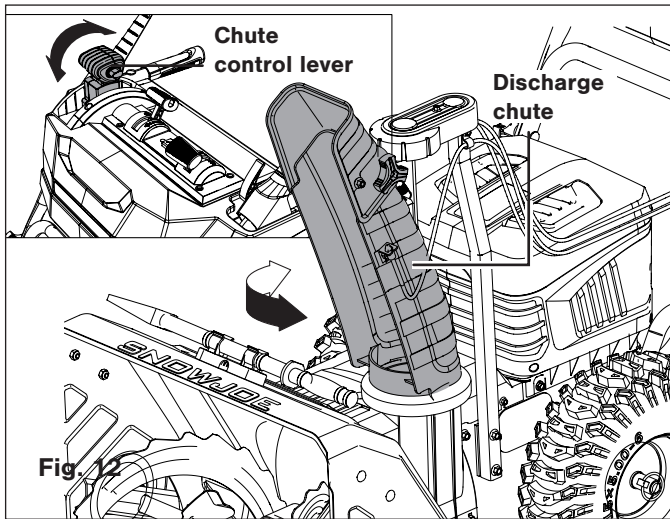
Snow blower controls and features are described below and illustrated in Fig. 11.

Control Panel (Fig. 11)

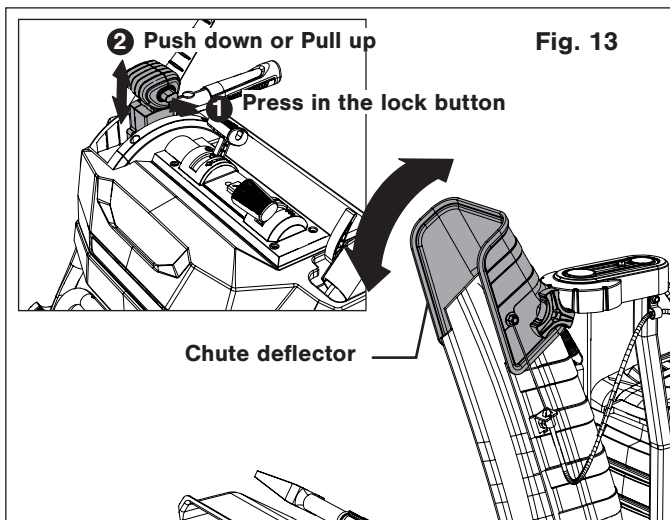


1. **Auger speed control lever** – The auger rotation speed can be increased from 116 rpm to 143 rpm by pushing the auger speed control lever forward.
2. **LED switch** – Press  to utilize the LED lights located on the front panel for nighttime snow removal.
3. **Reverse button** – Press  reverse button to enter the snow blower in reverse mode. The reverse indicator LED will light up to indicate the reverse mode is activated.
4. **Drive speed control lever** – Use the drive speed control lever to control the marching speed of the machine. When machine is marching, push the lever forward to increase the speed, pull it back to reduce the speed.
5. **Chute control lever** – The chute control lever can be used to adjust the chute direction up to 180 degree, as well as to lower/raise the chute deflector.

Adjust the discharge chute direction by pulling backwards or pushing forwards the chute control lever until the chute has rotated into the desired position (Fig. 12).



To adjust the chute deflector, keep pressing the discharge chute lock button and at the same time push down or raise up the chute control lever (Fig. 13).



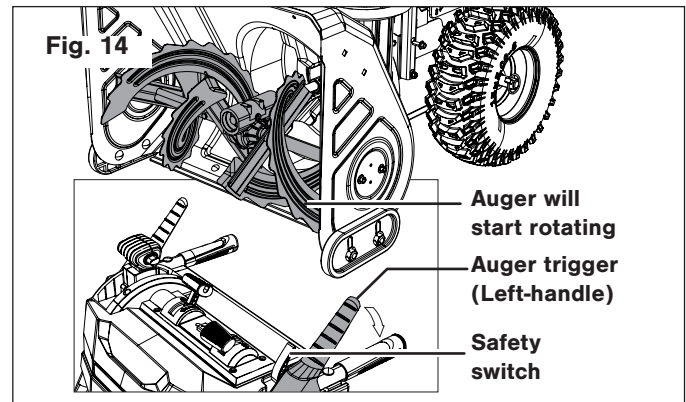
NOTE: ALWAYS position discharge chute deflector at a safe angle before engaging the auger.

DO NOT throw snow any higher than necessary.

⚠ WARNING! NEVER direct the snow discharge chute at the operator, at bystanders, at vehicles, or at nearby windows. The discharged snow and foreign objects accidentally picked up and thrown by the snow blower can cause serious damage and personal injury.

Always orient the discharge chute in the opposite direction from where the operator, bystanders, surrounding vehicles, or windows are located.

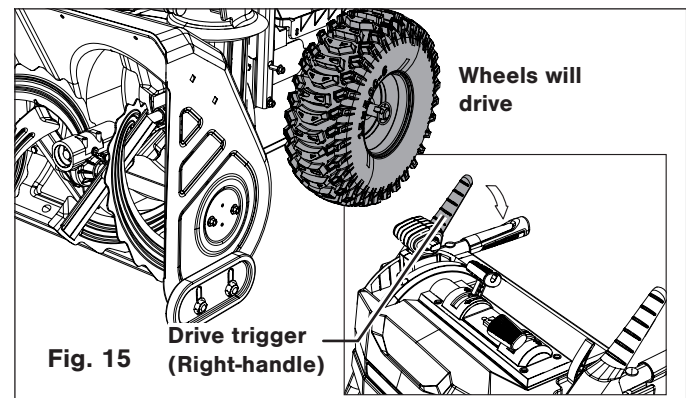
Auger Trigger (Left-Handle) (Fig. 14)



1. Flip up the safety switch, then squeeze the auger trigger against the left-handle to engage the auger and start snow throwing action.
2. Release auger trigger to stop.

Drive Trigger (Right-Handle) (Fig. 15)

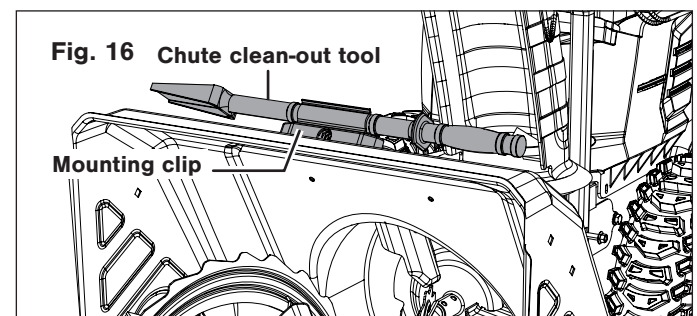
Squeeze the drive trigger against the right-handle to engage the wheel drive for propelling unit. Forward speed will vary according to snow depth and moisture content.



NOTE: When travelling to or from the area to be cleared, press down on the handle grips enough to raise the front of the unit slightly off the surface. Engage the drive trigger without engaging the auger trigger.

Chute Clean-Out Tool

The chute clean-out tool is fastened to the top of the auger housing with a mounting clip (Fig. 16).



⚠ WARNING! Hand contact with the rotating impeller is the most common cause of injury associated with snow blowers. Never use your hands to clear a clogged discharge chute. Shut off motor and remain behind handles until all moving parts have stopped before unclogging.

To clear the discharge chute:

1. Release both the auger trigger and the drive trigger.
2. Wait 10 seconds and make sure impeller blades have stopped rotating.
3. Remove the clean-out tool from the mounting clip which secures it to the top of the auger housing.
4. Use the shovel-shaped end of the clean-out tool to dislodge and scoop any snow and ice which has formed in and near the discharge chute.
5. Refasten the clean-out tool to mounting clip on the top of the auger housing, flip up the safety switch and restart the snow blower's motor.

While standing in the operator's position (behind the snow blower), engage the auger trigger for a few seconds to clear any remaining snow and ice from the discharge chute.

Scraper Blade

The scraper blade allows the back of the housing to keep better contact with the surface being cleared. It also prevents damage to the housing from normal use.

IMPORTANT! DO NOT allow scraper blade to wear too far or auger/impeller housing will become damaged.

Skid Shoes

The skid shoes control the distance between the scraper blade and the ground. Adjust skid shoes equally to keep blade level with the ground.

Position the skid shoes based on surface conditions. Adjust upward for hard-packed snow. Adjust downward when operating on gravel or crushed rock surfaces.

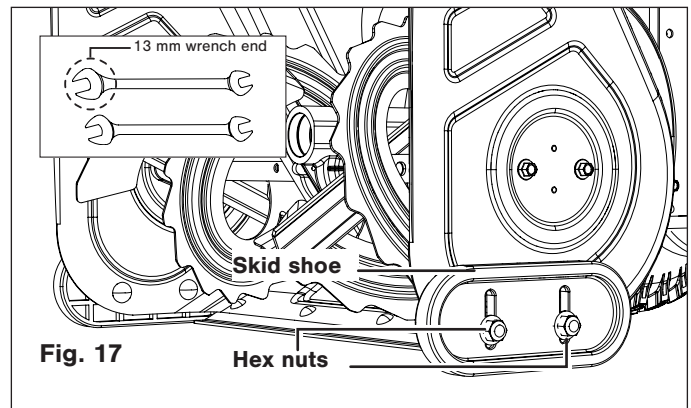
⚠ WARNING! It is not recommended that you operate this snow blower on gravel as it can easily pick up and throw loose gravel, causing personal injury or damage to the snow blower and surrounding property.

1. For close snow removal on a smooth surface, raise skid shoes higher on the auger housing. Allow 1/8 in. (3 mm) between scraper blade and hard, smooth surface(s).
2. Use a middle or lower position when the area to be cleared is uneven, such as a gravel driveway. Allow 1-1/4 in. (30 mm) between scraper blade and uneven or gravel surfaces.

NOTE: If you choose to operate the snow blower on a gravel surface, keep the skid shoes in position for maximum clearance between the ground and the scraper blade.

To adjust the skid shoes:

3. Use the 13 mm open end wrench to loosen the 4 hex nuts (2 on each side). Move skid shoes to desired position (Fig. 17).



4. Make certain the entire bottom surface of skid shoes is against the ground to avoid uneven wear on the skid shoes.
5. Retighten hex nuts securely.

Pre-Start

1. **Charge batteries** – See Charger Operation section on page 8.
2. **Check function of triggers** – If triggers cannot engage or disengage properly, adjust or repair before operation.
3. **Check Skid Shoes** – Check and adjust skid shoes.

Emergency Stop

Immediately release both triggers to stop unit in an emergency. Wait for all rotating parts to stop before leaving operator's position.

Operation

⚠ WARNING! Failure to follow instructions could result in personal injury and/or damage to snow blower. DO NOT attempt to start your snow blower at this time. Read entire operator manual first.

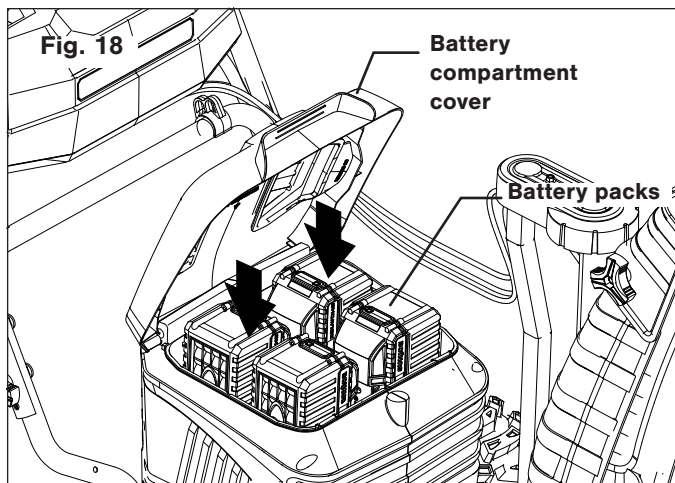
See pages 10 – 11 for all controls and features.

⚠ WARNING! Keep the area to be cleared free of stones, toys or other foreign objects that the rotor blades might pick up and throw. Such items could be covered by snow and are easy to overlook, so be sure to conduct a thorough inspection of the area before beginning work.

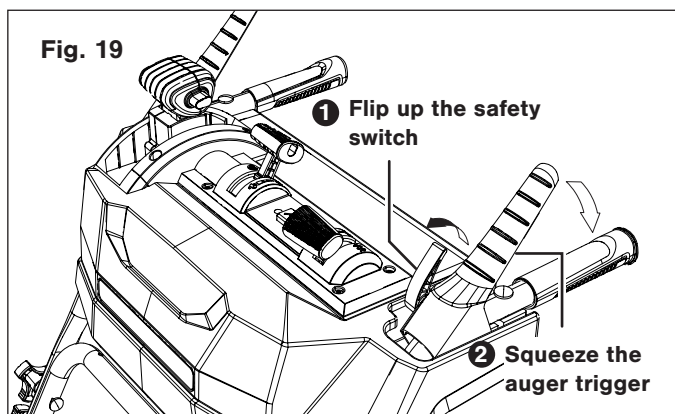
Starting the Machine

IMPORTANT! Make sure both triggers are released before inserting the battery packs.

1. Open the battery compartment cover and slide four battery packs down until they all click and lock into position (Fig. 18). Close the cover.

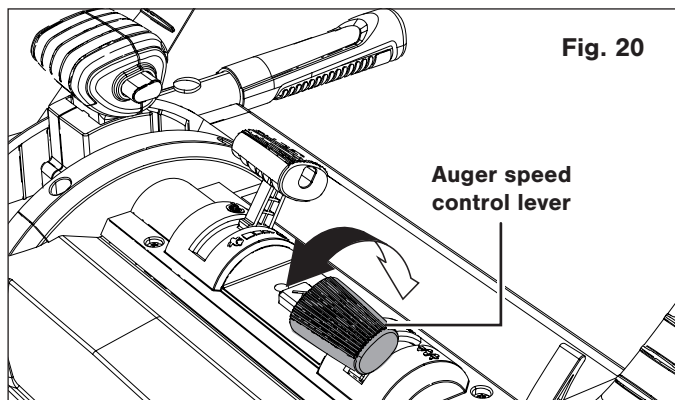


2. Flip up the safety switch, then squeeze the auger trigger against the left-handle (Fig. 19). The auger will start rotating and plowing snow.



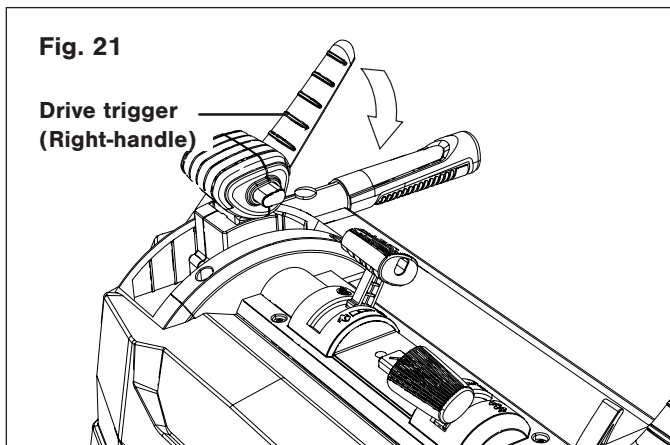
NOTE: Auger trigger should be engaged before drive trigger when throwing snow.

3. Use the auger speed control lever to set a comfortable plowing speed (Fig. 20).

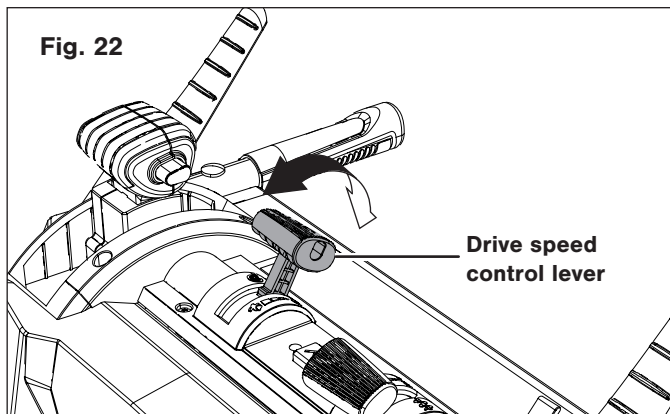


IMPORTANT! DO NOT overload unit capacity by attempting to clear snow at too fast a rate. Use slow speed to clear deep or hard packed snow.

4. Squeeze drive trigger against the right-handle and the snow blower will move (Fig. 21). When the blower is moving steadily, you can release the drive trigger while keeping the auger trigger squeezed to maintain the snow blower's movement. Release the auger trigger and both the drive motion and plow motion will stop.



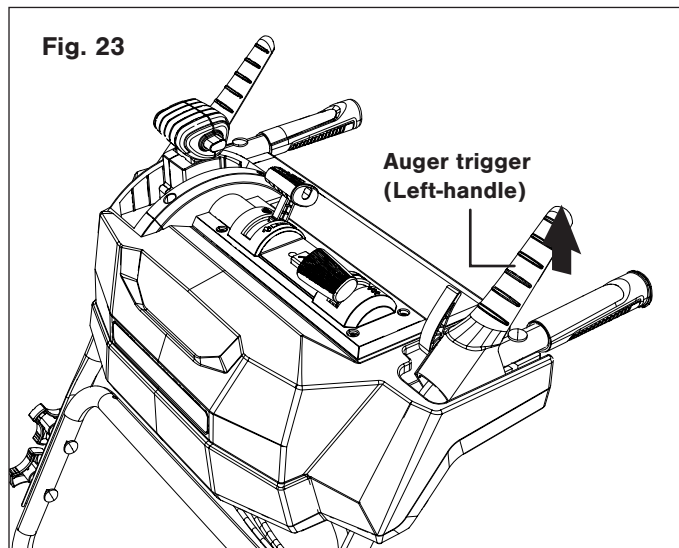
5. Use the drive speed control lever, adjust the speed for a comfortable pace (Fig. 22).



IMPORTANT! Drive speed can be changed without stopping the snow blower.

Stopping the Machine

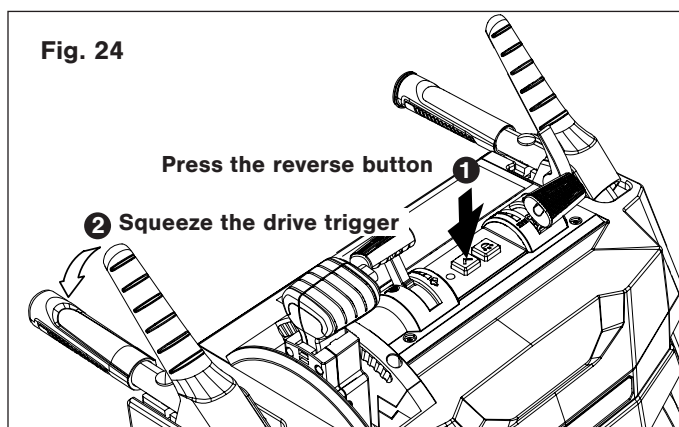
1. Release the auger trigger. Drive motor and auger will both stop (Fig. 23).
2. Wait for all moving parts to come to a complete stop.
3. Remove the batteries.



Reverse Traveling

Be careful when moving backward with the snow blower. Always look down and behind before backing up. For safety reasons, the machine cannot throw snow when moving backward. When auger trigger is activated during reverse travelling, the machine will exit the reverse mode and stop.

1. Before backing up, stop the machine by release both triggers and wait until all movement come to a complete stop.
2. Press the reverse button, the reverse indicator LED will light up to indicate that the machine is in reverse mode (Fig. 24).
3. Squeeze drive trigger against the right-handle and the snow blower will move backward (Fig. 24).



4. During backing up, pay attention not to squeeze the auger trigger. The snow blower will stop if auger is triggered during back up. If this happens, release both triggers and press the reverse button again to restart backing up.

NOTE: When the reverse button is pressed, the reverse mode is activated for 15 seconds. If the drive trigger is not squeezed within 15 seconds, the snow blower will exit the reverse mode.

Operating Tips

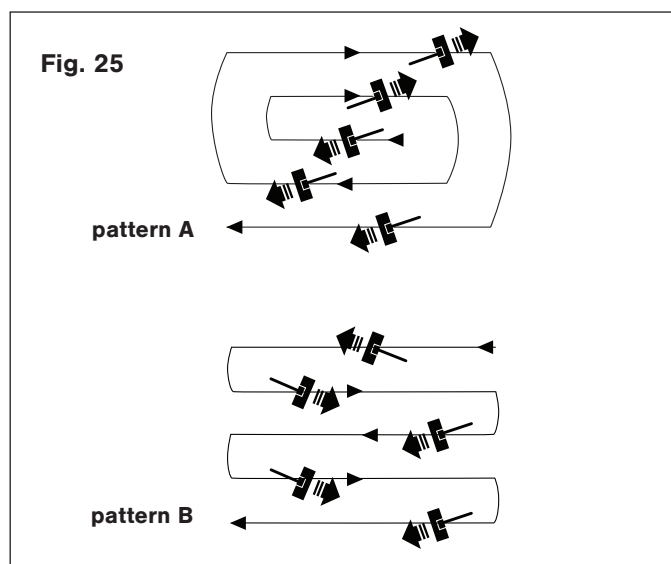
⚠ WARNING! Foreign objects, such as rocks, broken glass, nails, wire, or string, can be picked up and thrown by the snow blower, causing serious personal injury. Remove all foreign objects from the area to be plowed before operating the snow blower.

Snow is best removed as soon as possible after snow fall.

1. Keep the area of operation free of foreign objects that can become thrown by the rotor blades. Perform a thorough inspection of the area since some objects may be hidden from view by surrounding snow. If the snow blower hits an obstruction or picks up a foreign object during use, stop the snow blower, remove the batteries, remove the obstruction, and inspect the unit for damage. Repair or replace any damaged part before restarting and operating the unit.
2. Keep children, pets, and bystanders away from the area of operation. Be aware that the normal noise of the machine when turned on may make it difficult for you to hear approaching people.
3. For larger areas, a definite pattern of operation is required to thoroughly clean an area of snow. These patterns will avoid throwing snow in unwanted places, as well as eliminate the need for a second removal of snow (Fig. 25).

Pattern A: Throw the snow to the right or left side where it is possible. For areas such as a long driveway, it is advantageous to start in the middle. Plow from one end to the other, throwing snow to both sides.

Pattern B: If the snow can only be thrown to one side of the area to be cleared, start on the opposite side.



4. Note the wind direction. If possible, move in the same direction as the wind so that the snow is not thrown against the wind (and thus back into your face and on the just cleared path).
5. Do not push the snow blower with excessive force. Do not exceed the unit's intake or throw rate.
6. Some parts of the snow blower may freeze under extreme temperature conditions. Do not attempt to operate the snow blower with frozen parts. If the parts freeze while the snow blower is in use, stop the snow blower, remove the batteries, and inspect for frozen parts. Free all parts before restarting or operating the snow blower. Never force controls that have frozen.

Maintenance

To order genuine replacement parts or accessories for the Snow Joe® 96V-Q4-SB24 Cordless Snow Blower, please visit shopjoe.com or contact the All Season Power customer service center at 1-866-225-9723.

⚠ WARNING! Make sure to turn off the snow blower and remove the batteries before performing any maintenance task on your snow blower.

General Maintenance Tips

1. Do not attempt to repair the machine unless you have the proper tools and instructions for disassembly and repair of the machine.
2. Check bolts and screws at frequent intervals for proper tightness to ensure that the equipment is in safe working condition.
3. After each snow removal session, run the snow blower for a few minutes to prevent the collector/impeller from freezing. Shut off the motor, wait for all revolving parts to stop completely, remove the batteries and wipe residual ice and snow off the unit.

Proper Care for Batteries + Chargers

⚠ WARNING! To reduce the risk of injury, always unplug the chargers and remove the battery packs from the chargers before performing any maintenance task. Never disassemble the battery packs or chargers. Contact your Snow Joe® + Sun Joe® dealer or the All Season Power customer service center for ALL repairs.

1. To reduce the risk of injury and damage, never immerse your battery packs or chargers in liquid or allow any liquid to flow inside these components.
2. Clean out dust and debris from charger vents and electrical contacts by blowing with compressed air.
3. Use only mild soap on a damp cloth to clean the battery packs and chargers, keeping away from all electrical contacts. Certain cleaning agents and solvents are harmful to plastics and other insulated parts. Some of these include gasoline, turpentine, lacquer thinner, paint thinner, chlorinated cleaning solvents, ammonia and household detergents containing ammonia. Never use flammable or combustible solvents around battery packs, battery chargers or tools.

4. The 24V lithium-ion battery chargers have no serviceable parts.

Check Tire Pressure

⚠ WARNING! Under any circumstance do not exceed manufacturer's recommended PSI. Equal tire pressure should be maintained at all times for performance purposes. Excessive pressure may cause tire/rim assembly to burst with force sufficient to cause serious injury. Refer to sidewall of tire for recommended pressure.

The tires are over-inflated for shipping purposes. Check the tire pressure before operating the snow blower and deflate (or inflate) the tires as necessary.

**Manufacturer's
Recommended
Tire Pressure**

20 PSI

⚠ CAUTION! Avoid injury. Explosive separation of tire and rim parts is possible when they are serviced incorrectly:

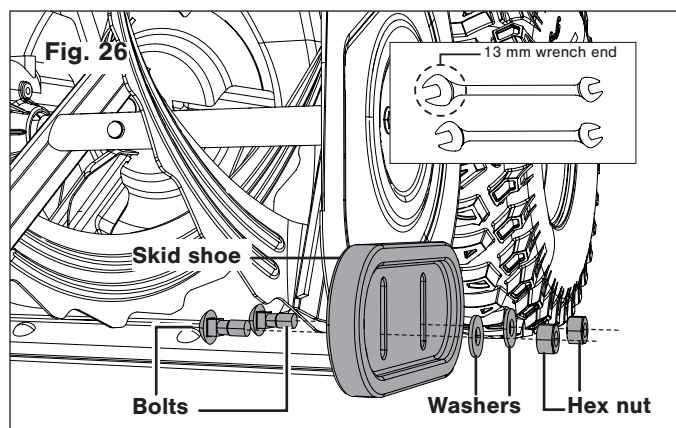
- Do not attempt to mount a tire without proper equipment and experience to perform the job.
- Do not inflate the tires above the recommended pressure.
- Do not weld or heat a wheel and tire assembly. Heat can cause an increase in air pressure resulting in an explosion. Welding can structurally weaken or deform the wheel.
- Do not stand in front or over the tire assembly when inflating. Use a clip-on chuck and extension hose long enough to allow you to stand to one side.

Replacing Skid Shoes

The skid shoes on the bottom of the snow blower are subject to wear. They should be checked periodically and replaced when necessary.

To replace skid shoes:

1. Position unit on a hard, flat, smooth level surface.
2. Using the 13 mm open end wrench, remove the 4 hex nuts (2 on each side), washers and bolts which secure the skid shoes to the snow blower (Fig. 26).



3. Install the new skid shoes by tightening the 4 sets of hex nuts, washers and bolts on both sides, but leave the skid shoes free to move for height adjustment.
4. Slide skid shoes to flat surface. Allow 1/8 in. (3 mm) between scraper blade and hard smooth surface. Allow 1-1/4 in. (30 mm) between scraper blade and uneven or gravel surfaces.

NOTE: Keep housing level by adjusting skid shoes equally.

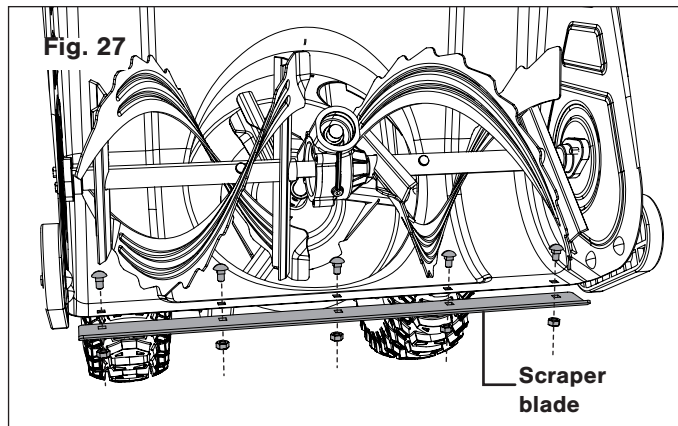
5. Retighten the 4 sets of hex nuts and bolts on both sides.

Replacing Scraper Blade

IMPORTANT! Damage to auger/impeller housing will result if the scraper blade wears down too far.

To replace scraper blade:

1. Position the unit on a hard, flat, smooth level surface.
2. Detach the worn scraper blade from the snow blower by removing the 5 hex nuts and bolts that hold it in place (Fig. 27).



3. Install the new scraper blade and fasten it securely to the snow blower with 5 hex nuts and bolts (Fig. 27).

Replacing Shear Bolts

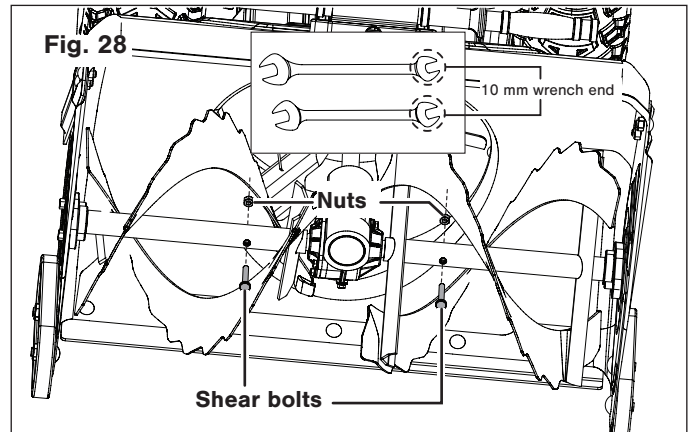
The auger is secured to the auger shaft with shear bolts and nuts. If the auger should strike a foreign object or ice jam, the snow blower is designed so that the bolts may shear. If the auger will not turn, check to see if the bolts have sheared.

⚠ CAUTION! Use only manufacturer's recommended shear bolts for replacement. Use of any other type of shear bolts may result in severe damage to unit and may void the warranty. Call the All Season Power customer service center at 1-866-225-9723 for assistance.

Occasionally a foreign object may enter the auger/impeller housing and jam the auger, breaking the shear bolts which secure the auger to the shaft. This allows the auger to turn freely on the shaft which may help prevent damage to the gearcase and its components.

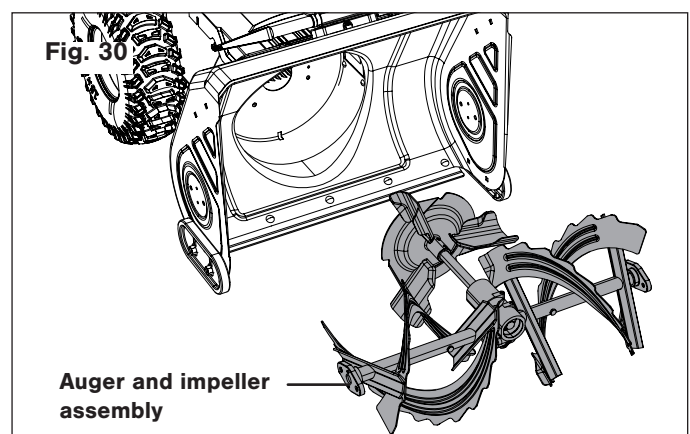
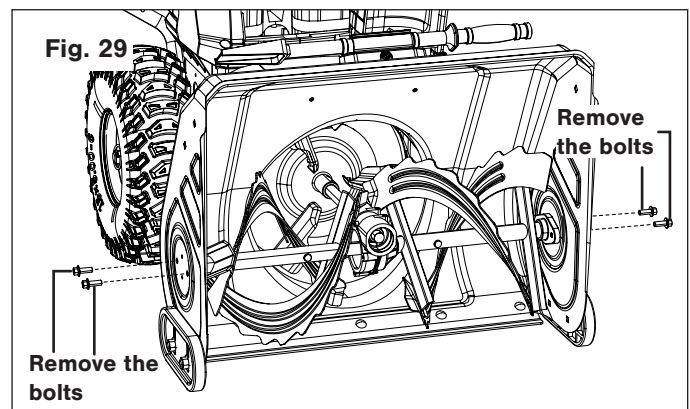
⚠ WARNING! Always turn off the snow blower's motor and remove the batteries prior to replacing shear bolts.

1. Align shear bolt holes in auger with shear bolt holes in the shaft.
2. Drive shear bolt through hole. If shear bolt was broken this will drive remaining part from shaft (Fig. 28).
3. Secure shear bolts with the nuts, with the 10 mm end of either open end wrench (Fig. 28).

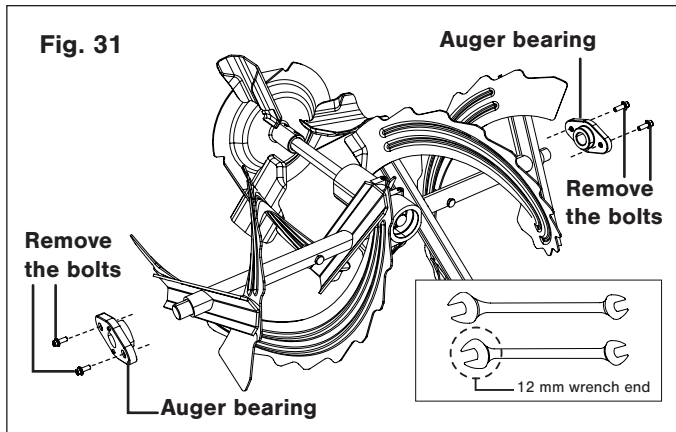


Replacing Auger Blades

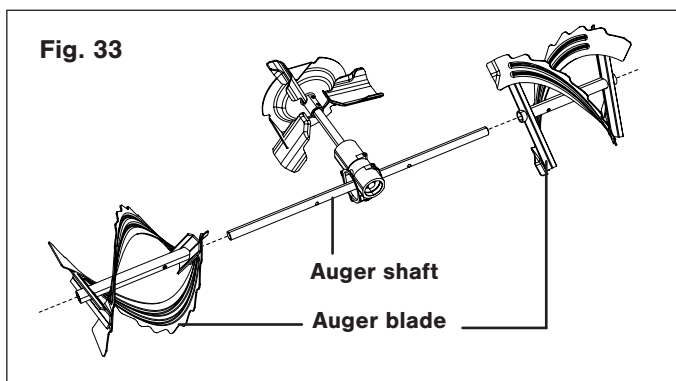
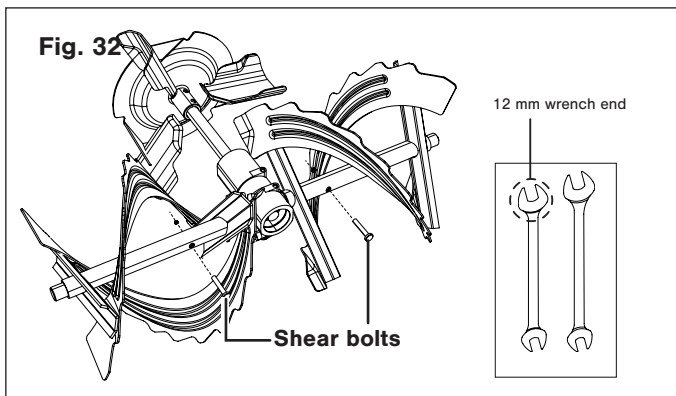
1. Disassemble the auger and impeller assembly by removing the bolts from the sides of the auger housing with the 12 mm open end wrench (Fig. 29), and pull out the auger and impeller assembly (Fig. 30).



2. Using the 12 mm open end wrench, remove the bolts that used to secure the auger bearings, then remove the auger bearings on both sides (Fig. 31).



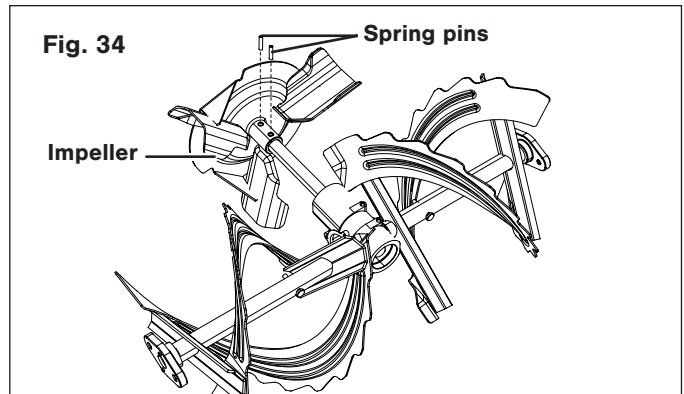
3. Remove 2 set of shear bolts and nuts from the auger blades with the 12 mm end of either open end wrench. The auger blades should be able to be removed from the auger shaft (Figs. 32 – 33).



4. Install the replacement auger blades by following the above steps in reverse order.

Replacing Impeller

1. To remove the impeller, disassemble the auger and impeller assembly by removing the bolts from the sides of the auger housing with the 12 mm open end wrench (Fig. 29), and pull out the auger and impeller assembly (Fig. 30).
2. Disassemble the worn impeller from the impeller shaft by removing the 2 spring pins (Fig. 34).



3. Install the replacement impeller by following the above steps in reverse order.

Lubrication

Auger Shaft

At least once a season, remove the shear bolts from the auger shafts. Spray lubricant inside the shaft and around the bearings at each end of the shaft.

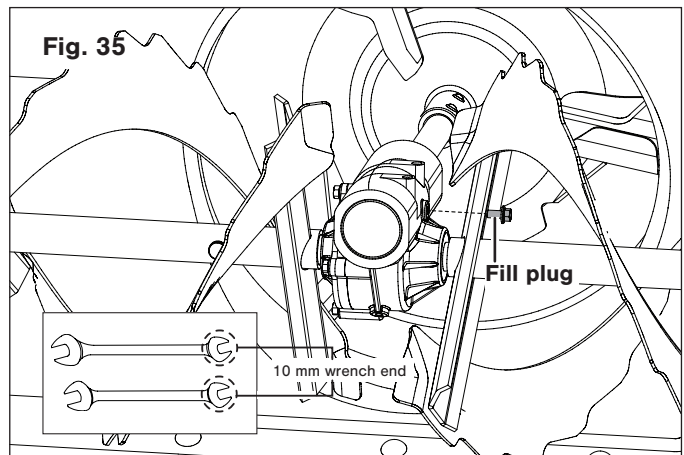
Auger Gearcase

Gearcases are filled to the correct level at the factory. Within first 150 hours of running, no additional lubricant should be required unless there is evidence of leakage.

Any work on the inside structure of auger requires specific experience and special tools. For safety purposes, we recommend you contact an authorized Snow Joe® + Sun Joe® dealer or call the All Season Power customer service center at 1-866-225-9723.

To fill the gearcase, follow the instruction below every 150 to 200 hours operation:

1. Remove the fill plug with the 10 mm end of either open end wrench. Inject some general low-temperature synthetic grease to filler hole. Replace plug. (Fig. 35).



IMPORTANT! Wipe each fitting clean before and after lubrication. Do not wipe gearcase filler plug; wiping the gearcase filler plug may remove thread sealant and cause leaks.

Storage

1. Examine the cordless snow blower thoroughly for worn, loose or damaged parts. Should you need to repair or replace a part, contact an authorized Snow Joe® + Sun Joe® dealer or call the All Season Power customer service center at 1-866-225-9723 for assistance.
2. Clean the snow blower before storing or transporting. Be sure to secure the unit while transporting.
3. Remove the battery packs from the cordless snow blower before storing.
4. Store the cordless snow blower indoors in a locked, dry place out of the reach of children to prevent unauthorized use or damage.

Battery + Charger Off-Season Storage

1. Do not expose your battery packs or chargers to water, rain or allow them to get wet. This could permanently damage the chargers and the battery packs. Do not use oil or solvents to clean or lubricate your battery packs as the plastic casing can become brittle and crack, causing a serious risk of injury.
2. Store the battery packs and chargers at room temperature away from moisture. Do not store in damp locations where corrosion of terminals may occur. As with other battery pack types, permanent capacity loss can result if the pack is stored for long periods of time at high temperatures (over 120°F/49°C).
3. 24V battery packs maintain their charge during storage longer than other battery pack types. As a general practice, it is best to unplug the battery chargers and remove the battery packs when they are not in use. Recharge the battery packs every 6 months to 50% capacity (2 lights on) during off-season storage to maintain optimal battery performance.

Battery Caution + Disposal Information

Always dispose of your battery packs 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 packs from shorting, which could cause a fire or explosion.

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

1. Batteries vary according to device. Consult your manual for specific information.
2. Install only new batteries of the same type in your product (where applicable).
3. Failure to insert batteries in the correct polarity, as indicated in the battery compartment or manual, may shorten the life of the batteries or cause batteries to leak.
4. Do not mix old and new batteries.
5. Do not mix Alkaline, Standard (Carbon-Zinc) or Rechargeable (Nickel Cadmium, Nickel Metal Hydride, or Lithium-Ion) batteries.
6. Do not dispose of batteries in fire.
7. Batteries should be recycled or disposed of as per state and local guidelines.

Service + Support

If your Snow Joe® 96V-Q4-SB24 cordless snow blower requires service or maintenance, please call the Snow Joe® + Sun Joe® customer service center at 1-866-225-9723.

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 #:				
9	6	V	-	Q	4	-	S	B	2	4									
															Serial #:				

Troubleshooting

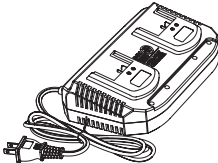
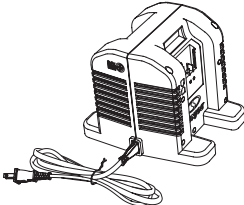
Problem	Possible Cause	Possible Solution
Snow blower will not start	24V Lithium-ion Battery Quick Charger	Flip the safety switch up, then squeeze the auger trigger against the left-handle (see p. 11).
	Auger trigger not properly engaged	Squeeze the auger trigger firmly against the left-handle. Release and retry.
	Battery packs not fully seated	Open battery compartment cover and press each battery pack down until it clicks and locks into position (Fig. 18).
	Battery charge too low	Check battery indicator LEDs. If only 1 LED is lit, charge the battery immediately before use (see p. 7).
	Batteries too hot or too cold	Allow batteries to reach normal operating temperature (32°F–113°F / 0°C–45°C) before starting.
Auger does not rotate/rotates slowly	Shear bolts are broken	Inspect shear bolts. Replace with manufacturer-recommended shear bolts only – do NOT substitute other bolt types (see p. 16).
	Foreign object lodged in auger housing	Release both triggers. Wait 10 seconds. Use the chute clean-out tool – NOT your hands – to remove obstruction (see p. 11–12).
	Low battery charge	Replace batteries with fully charged packs. Operate at slower auger speed to reduce load.
	Snow too wet, heavy, or deep	Reduce forward speed. Make multiple passes on deep or hard-packed snow instead of one pass.
Machine does not move forward/moves slowly	Drive trigger not engaged	Squeeze the drive trigger against the right-handle. Adjust drive speed lever as needed (see p. 10).
	Drive speed lever set too low	Push the drive speed control lever forward to increase speed. Drive speed can be changed while in motion.
	Operating on deep snow or gravel	Slow down and allow the self-propel system to work at a comfortable pace. Avoid forcing the machine.

Problem	Possible Cause	Possible Solution
Discharge chute is clogged	Wet, heavy, or compacted snow packed in chute	Release both triggers and wait 10 seconds. Use the chute clean-out tool (stored on mounting clip, Fig. 16) to dislodge snow – NEVER use hands.
	Throwing snow too fast	Reduce forward speed and auger speed. Do not overload unit capacity.
Snow throw distance is short	Low battery charge	Recharge or replace battery packs. Check indicator LEDs – 2 or fewer lit LEDs indicate low charge.
	Auger speed too low	Push the auger speed control lever forward to increase from 116 rpm to 143 rpm (see p. 10).
	Wet or heavy snow conditions	Push the auger speed control lever forward to increase from 116 rpm to 143 rpm (see p. 10).
	Discharge chute not aimed correctly	Use chute control lever to rotate chute up to 180°. Use discharge chute lock button + chute control lever to raise or lower deflector (see p. 10–11).
Battery will not charge/charges slowly	Battery too hot or too cold	Allow battery to reach normal temperature. Charger base indicator flashes green when outside charging range (see p. 9).
	Battery not fully seated in charger	Slide battery pack into charger until locked. Green charger lights turn red when charging begins (Fig. 3–4).
	Battery pack deeply discharged	A fully discharged pack takes up to 6 hours to charge. Do not allow packs to fully discharge – recharge at 2 LEDs remaining.
Battery drains faster than expected	Heavy snow load or high auger speed	Reduce auger speed and forward pace. Heavy, wet snow consumes significantly more battery capacity.
	Batteries improperly stored off-season	Store batteries at room temperature. Recharge to 50% (2 LEDs) every 6 months during off-season storage.
	Batteries of different capacities mixed	All four batteries must be the same voltage and capacity (24V, 12.0 Ah). Mismatched packs cause damage and reduced runtime.
LED headlights do not work	LED switch not pressed	Press the LED switch on the control panel to activate the six 3-watt LED lights (see p. 10).
	Battery charge too low	Recharge or replace battery packs. LED function may be reduced when battery is critically low.

Problem	Possible Cause	Possible Solution
Reverse mode not activating	Auger trigger engaged during reverse attempt	Release auger trigger completely before pressing the reverse button. Machine exits reverse if auger is triggered while backing up.
	Drive trigger not squeezed after reverse button pressed	Press reverse button (LED lights up), then squeeze drive trigger within 15 seconds to begin moving backward (see p. 14).
Excessive vibration or noise	Foreign object in auger or impeller housing	Stop immediately. Release triggers, remove batteries, and inspect auger and impeller area. Remove obstruction before restarting.
	Worn or damaged auger blades	Inspect auger blades for wear or cracks. Contact All Season Power customer service at 1-866-225-9723 for replacement parts.
	Worn or damaged auger blades	Check all bolts and screws at frequent intervals. Tighten any loose fasteners before operating.
Scraper blade worn/housing scraping ground	Scraper blade worn too far	Replace scraper blade immediately. Do NOT allow blade to wear too far or auger/impeller housing will be damaged (see p. 16).
Skid shoes uneven/unit tilting	Skid shoes not adjusted equally	Use 13 mm wrench to loosen hex nuts and adjust skid shoes to equal height on both sides. Retighten securely (see p. 12).

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 cordless snow blower. Contact All Season Power if you are unsure whether it is safe to use a particular replacement part or accessory with your cordless snow blower. The use of any other attachment or accessory can be dangerous and could cause injury or mechanical damage.

Accessories	Item	Model
1 	24V Lithium-ion Battery Quick Charger	24VCHRG-QC
2 	24V Lithium-ion Dual-Port Battery Charger	24VCHRG-DPC
3 	24V Lithium-ion High Speed Dual-Port Battery Charger	24VCHRG-HS-DPC
Visit shopjoe.com for more options		

NOTE: Accessories are subject to change without any obligation on the part of All Season Power to provide notice of such changes. Accessories can be ordered online at shopjoe.com or via phone by contacting the All Season Power customer service center at 1-866-225-9723.



OUR CUSTOMER PROMISE + LIMITED WARRANTY

ABOVE ALL ELSE, All Season Power, LLC ("All Season Power") is dedicated to you, our customer. We strive to make your experience as pleasant as possible. Unfortunately, there are times when a Snow Joe®, Sun Joe®, Aqua Joe® or Auto Joe® product ("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 have a Limited Warranty ("Warranty") for our Products.

OUR WARRANTY:

All Season Power warrants new, genuine, powered and non-powered Products to be free from defects in material or workmanship when used for ordinary household use for a period of 90 days from the date of purchase or delivery by the original, end-user purchaser when purchased from All Season Power or from one of All Season Power's authorized sellers with proof of purchase. Because All Season Power is unable to control the quality of its Products sold by unauthorized sellers, unless otherwise prohibited by law, this Warranty does not cover Products purchased from unauthorized sellers. If you have any questions about how to buy from an authorized seller, chat with us at shopjoe.com/support or call us at **1-866-225-9723**. If your Product does not work or there's an issue with a specific part that is covered by the terms of this Warranty, All Season Power will elect to either (1) send you a free replacement part, (2) replace the Product with a new or comparable product (which may include a refurbished, like-new product) at no charge, or (3) repair the Product. How cool is that!

PRODUCT REGISTRATION:

All Season Power strongly encourages you to register your Product. You can register online at shopjoe.com/register, by chatting with us at shopjoe.com/support or calling our Customer Service Department at **1-866-225-9723**. Failure to register your Product will not diminish your warranty rights. However, registering your Product will allow All Season Power to better serve you with any of your customer service needs.

WHO CAN SEEK LIMITED WARRANTY COVERAGE:

This Warranty is extended by All Season Power to the original purchaser and original owner of the Product.

WHAT IS NOT COVERED?

This Warranty does not apply if the Product has been used commercially or for non-household or rental applications. This Warranty also does not apply if the Product was purchased from an unauthorized seller. This Warranty also does not cover cosmetic changes that do not affect performance. Wearing parts like belts, augers, chains and tines are not covered under this Warranty, and can be purchased at shopjoe.com or by calling 1-866-225-9723.



We encourage you to use **CERTIFIED AUTHENTIC** Snow Joe®, Sun Joe®, Aqua Joe® + Auto Joe® replacement parts + accessories. Damage caused by the use of any other parts + accessories on your Product will not be covered under the warranty. Genuine parts + accessories can be found and purchased here by entering the model number of your product.

There are no warranties which extend beyond those stated herein. **ANY IMPLIED WARRANTIES THAT MAY BE APPLICABLE TO PRODUCTS, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.** Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

UNDER NO CIRCUMSTANCES SHALL WE BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED UPON BREACH OF THIS LIMITED WARRANTY, BREACH OF CONTRACT OR STRICT LIABILITY. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. This warranty supersedes those printed in product manuals.



IMPORTANT NOTICE ABOUT YOUR RIGHTS - PLEASE READ
ARBITRATION AGREEMENT

THIS ARBITRATION AGREEMENT ("AGREEMENT") SHALL GOVERN THE MANNER BY WHICH ANY CLAIMS AGAINST US REGARDING THIS PURCHASE AND/OR USE OF OUR PRODUCTS SHALL BE RESOLVED. THIS AGREEMENT SETS FORTH IMPORTANT LEGAL RIGHTS. PLEASE READ THIS AGREEMENT CAREFULLY.

BY PURCHASING OUR PRODUCTS FROM US OR ANY THIRD PARTY, YOU UNDERSTAND AND AGREE THAT ANY DISPUTE BETWEEN YOU AND US CONCERNING SUCH PRODUCT SHALL BE SETTLED BY BINDING INDIVIDUAL ARBITRATION IN ACCORDANCE WITH THE TERMS OF THIS AGREEMENT AND AS SUCH YOU WAIVE YOUR RIGHT TO PARTICIPATE IN OR REPRESENT A CLASS OF CONSUMERS IN SUCH DISPUTES. IF YOU DO NOT AGREE WITH THESE TERMS, YOU MUST RETURN THE PRODUCT WITHIN (30) DAYS OF YOUR RECEIPT OF THIS PRODUCT.

GOVERNING LAW; ASSENT

This Agreement shall be governed by the Federal Arbitration Act, 9 U.S.C. §§ 1 et seq., and, to the extent state law is applicable, the laws of the State of Delaware, without regard to conflict of laws principles. By retaining the Product beyond thirty (30) days from the date of receipt, you acknowledge that you have read, understood, and agreed to be bound by this Agreement. If you do not agree to this Agreement, you must return the Product within thirty (30) days of receipt for a full refund of the purchase price.

I. RESOLUTION BY BINDING ARBITRATION.

Any Claim or dispute between you and us, or any of our subsidiaries or affiliates, agents or representatives arising out of or relating in any way to the Product or this Agreement shall be resolved through final, binding arbitration. This arbitration obligation applies regardless of whether the claim or dispute involves a tort, fraud, misrepresentation, product liability, negligence, violation of a statute, or any other legal theory. You specifically acknowledge and agree that you waive your right to bring a lawsuit based on such claims or disputes and to have such lawsuit resolved by a judge or jury. Notwithstanding the foregoing, either party may seek emergency injunctive or other equitable relief from a court of competent jurisdiction solely to prevent irreparable harm pending arbitration, without waiving any right to arbitration of the underlying dispute.

II. WAIVER OF CLASS PARTICIPATION.

All arbitrations under this Agreement shall be conducted on an individual (and not a class-wide) basis, and an arbitrator shall have no authority to award class-wide relief. You acknowledge and agree that this Agreement specifically prohibits you from commencing arbitration proceedings as a representative of others or joining in any arbitration proceedings brought by any other person. You also acknowledge and agree that you are giving up your right to serve as a representative, as a private attorney general, or in any other representative capacity, and/or to participate as a member of a class of claimants in any lawsuit filed against us and/or related third parties.

III. ARBITRATION PROCEDURES.

A. Before commencing any arbitration proceedings under this Agreement, you must first present the claim or dispute to us by calling our Representative toll free at 1-866-225-9723 and providing all requested information. You may be required to provide us with a written statement setting forth the nature of your claim or dispute. We shall have forty-five (45) days from the receipt of such call (or written statement) to resolve such claim or dispute ("Resolution Period"). If your claim or dispute is not resolved within the Resolution Period, you may commence arbitration proceedings in accordance with the terms of this Agreement.

B. The arbitration of any claim or dispute under this Agreement shall be conducted pursuant to the AAA Consumer Arbitration Rules then in effect ("AAA"). These rules and procedures are available by calling the AAA or by visiting its web site at www.adr.org.

C. The arbitrator shall not conduct class arbitration; that is, the arbitrator shall not allow you to serve as a representative, as a private attorney general, or in any representative capacity for others in the arbitration.

D. The arbitration of any claim or dispute under this Agreement shall be conducted in New York County, New York State; provided, however, that for claims of \$25,000 or less, you may elect to conduct the arbitration by telephone or videoconference, in which case no in-person appearance shall be required.

E. MASS ARBITRATION. If twenty (20) or more similar claims are filed against us within any ninety (90) day period ("Mass Filing"), the AAA shall administer the Mass Filing in a coordinated proceeding. The AAA shall select up to ten (10) claims to serve as bellwether proceedings, which shall be resolved first. The results of the bellwether proceedings shall not be binding on remaining claimants but may be used by the parties to facilitate resolution. No additional claims in the Mass Filing shall be administered or arbitrated while the bellwether proceedings are pending. All applicable statutes of limitations shall be tolled during any period of abeyance under this section. This provision shall not limit your individual right to arbitration.

F. ALTERNATE ADMINISTRATOR. If the AAA is unable or unwilling to administer a claim under this Agreement, JAMS, Inc. ("JAMS") shall serve as the arbitration administrator pursuant to its Consumer Arbitration Minimum Standards then in effect, available at www.jamsadr.com.

IV. COSTS.

All administrative expenses of the arbitration proceedings commenced under this Agreement shall be as follows:

A. If the claim or dispute that is the subject of the arbitration proceedings is less than five thousand dollars (US \$5,000), your financial responsibility for the administrative costs shall not exceed One Hundred Dollars (\$100);

B. If the claim or dispute that is the subject of the arbitration proceedings is between five thousand dollars (US \$5,000) and fifty thousand dollars (US \$50,000), your financial responsibility for administrative costs shall not exceed Three Hundred Dollars (\$300); and

C. If the claim or dispute that is the subject of the arbitration proceedings exceeds \$50,000, your financial responsibility for administrative costs shall be in accordance with the Commercial Fee Schedule provided by the AAA.

D. Each party shall pay the fees and costs of its own counsel, experts and witnesses.

V. SMALL CLAIMS.

If a claim is within the jurisdiction of a small claims court, either party may choose to take the claim to that court instead of arbitration. Any dispute that cannot be adjudicated within the jurisdiction of a small claims tribunal shall be resolved by binding arbitration as described in and in accordance with the terms of this Agreement. Any appeal of a judgement from a small claims tribunal shall be resolved by binding arbitration under the terms of this Agreement.

VI. SEVERABILITY.

If any provision of this Agreement is declared or found to be unlawful, unenforceable or void, such provision will be ineffective only to the extent that it is found unlawful, unenforceable or void, and the remainder of the provision and all other provisions shall remain fully enforceable.

All Season Power LLC
794 School House Road
New Castle, DE 19720

Implemented: January 2026