

WEN 20720BT

WEN 20V Max 12-Inch Cordless Snow Shovel (Model 20720BT) Instruction Manual

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INTRODUCTION

This manual provides essential instructions for the safe and effective use of your WEN 20V Max 12-Inch Cordless Snow Shovel, Model 20720BT. Please read this manual thoroughly before operating the device and retain it for future reference. This product is designed for clearing snow from decks, patios, sidewalks, and steps.

SAFETY INFORMATION

WARNING: Always follow basic safety precautions to reduce the risk of fire, electric shock, and personal injury.

- Wear appropriate personal protective equipment, including safety glasses or goggles and gloves, during operation.
- Keep hands, feet, and clothing away from moving parts. Ensure the area is clear of bystanders, children, and pets.
- Do not operate the snow shovel on gravel surfaces unless specifically designed for it, as thrown objects can cause injury.
- Always ensure the battery is securely inserted and the safety switch is engaged before starting.
- Store the snow shovel in a safe, dry, and secure location, out of reach of children.
- Disconnect the battery before performing any maintenance, cleaning, or when the tool is not in use.
- Avoid contact with moving parts.

KEY COMPONENTS

Familiarize yourself with the main parts of your WEN Cordless Snow Shovel:

- **Main Handle:** For primary grip and control.
- **Auxiliary Handle:** Provides additional grip and leverage for comfortable operation.
- **Power Switch/Trigger:** Activates the motor.
- **Safety Button:** Must be pressed before engaging the power switch.

- **Directional Vanes:** Adjustable mechanism to control the snow throwing direction.
- **Auger:** The rotating component that collects and expels snow.
- **Scraper Bar:** Located at the bottom front, helps clear snow down to the surface.
- **Battery Compartment:** Houses the WEN 20V Max Lithium-Ion battery (sold separately).



Figure 1: Overall view of the WEN 20V Max 12-Inch Cordless Snow Shovel.

SETUP AND ASSEMBLY

Your snow shovel requires minimal assembly. Ensure all components are present and undamaged before proceeding.

1. Attach the Auxiliary Handle:

Secure the auxiliary handle to the main shaft using the provided hardware. Adjust its position for comfortable operation, ensuring it is firmly tightened.



Figure 2: Attaching the auxiliary handle for improved grip and control.

2. Connect the Main Shaft:

Align the upper and lower sections of the shaft and secure them with the quick-release clamps or bolts as indicated in the diagram. Ensure the connection is stable and free of wobble.



Figure 3: Securely connecting the main shaft sections.

3. Insert the Battery:

This snow shovel is a "tool only" product. A WEN 20V Max Lithium-Ion battery (models 20202, 20204, 20204D, 20205) and charger (models 20200C, 20200D, 20201Q) are required and sold separately. Fully charge the battery before first use. Insert the charged battery into the battery compartment until it clicks into place.



Figure 4: WEN 20V Max battery and charger, essential for operation (sold separately).

OPERATING INSTRUCTIONS

Follow these steps for safe and efficient snow removal.

1. Starting the Snow Shovel:

With the battery inserted, press and hold the safety button, then squeeze the power trigger to start the motor. Release the safety button once the motor is running.



Figure 5: Engaging the power switch and safety button.

2. Clearing Snow:

Push the snow shovel forward into the snow. The auger will collect and throw the snow. This unit is designed to clear paths up to 12 inches wide and 6 inches deep. For deeper snow, clear in multiple passes.



Figure 6: The snow shovel effectively clearing a path.

3. Adjusting Snow Direction:

Use the oversized lever to adjust the onboard directional vanes. This allows you to control where the snow is thrown, up to 20 feet away. Adjust as needed to avoid throwing snow onto cleared areas or neighboring properties.



Figure 7: Adjusting the directional vanes to control snow discharge.

4. Tips for Effective Use:

- Overlap each pass slightly to ensure complete snow removal.

- For heavy or wet snow, proceed at a slower pace to prevent clogging and maintain motor efficiency.
- Clear snow as soon as possible after a snowfall for easier removal.

MAINTENANCE

Regular maintenance ensures optimal performance and extends the life of your snow shovel.

- **Cleaning:** After each use, disconnect the battery and use a damp cloth to wipe down the exterior of the snow shovel. Remove any snow, ice, or debris from the auger housing and directional vanes.
- **Scraper Bar Inspection:** Periodically inspect the scraper bar for wear or damage. A worn scraper bar can reduce clearing effectiveness. Replace if necessary.
- **Storage:** Store the snow shovel in a dry, protected area when not in use. Ensure it is clean and free of moisture to prevent corrosion. The collapsible design allows for compact storage.
- **Battery Care:** Store batteries in a cool, dry place. Do not store fully discharged batteries for extended periods. Refer to your battery and charger manual for specific care instructions.

TROUBLESHOOTING

If you encounter issues, refer to the table below. For problems not listed, contact WEN customer support.

Problem	Possible Cause	Solution
Snow shovel does not start.	Battery not charged or improperly inserted. Safety button not pressed.	Ensure battery is fully charged and correctly seated. Press safety button before trigger.
Snow shovel clogs frequently.	Attempting to clear too much snow at once (especially wet/heavy snow).	Reduce the amount of snow being cleared per pass. Clear snow in thinner layers.
Reduced snow throwing distance.	Clogged discharge chute or worn auger.	Clear any obstructions from the chute (after disconnecting battery). Inspect auger for wear.

SPECIFICATIONS

Feature	Detail
Model Number	20720BT
Brand	WEN
Power Source	Battery Powered (WEN 20V Max Lithium-Ion)
Clearing Width	12 Inches
Ideal Snow Depth	Up to 6 Inches
Throwing Distance	Up to 20 Feet
Item Weight	11.88 pounds (5.4 Kilograms)
Product Dimensions	39 x 12.9 x 40.6 inches

WARRANTY AND SUPPORT

Your WEN 20V Max 12-Inch Cordless Snow Shovel (Model 20720BT) comes with a two-year warranty. For technical assistance, replacement parts, or warranty claims, please contact the WEN customer help line. Refer to the product

packaging or the official WEN website for current contact information.