



## OPERATOR'S MANUAL

A Division of Snow Joe, LLC

# 13A ELECTRIC PRESSURE WASHER

1500 PSI RATED PRESSURE | 1.1 GPM RATED FLOW

Model SPX1500-Q

Form No. SJ-SPX1500-Q-880E-M

## IMPORTANT!

### Safety Instructions

### All Operators Must Read These Instructions Before Use

**⚠ 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

**⚠ WARNING!** This appliance 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 appliance.

Before starting up your machine, please check it carefully for any defects. If you find any, do not start up your machine. Contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

**⚠ WARNING!** When using the pressure washer, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and personal injury. These include:

- **Know your product** – Know how to stop the machine and bleed pressure quickly. Thoroughly familiarize yourself with the controls.
- **Keep bystanders away** – All visitors and pets should be kept a safe distance away from the work area.
- **Use the right product** – Do not use this machine for any job except that for which it is intended.
- **Dress properly** – Do not wear loose clothing or jewelry. They can get caught in moving parts. Protective rubber gloves and non-slip footwear are recommended when working outdoors.
- **CAUTION!** – Exercise caution to avoid slipping or falling. Wear protective footwear that will protect your feet and improve your footing on slippery surfaces.

- **Stay alert** – Watch what you are doing. Use common sense. Do not operate the pressure washer when you are tired, or under the influence of alcohol or drugs.
- **Do not overreach** – Keep proper footing and balance at all times.
- **Avoid unintentional starting** – Do not carry a plugged-in machine with your finger on the trigger. Make sure the switch is off before plugging in the machine.
- **Do not abuse the cord** – Never carry the machine by the cord or yank the cord to disconnect it from the receptacle. Keep the cord away from heat, oil, and sharp edges.
- **Use safety glasses** – Also use safety footwear, snug-fitting clothing, protective gloves, and hearing and head protection.
- **Check the water temperature** – This pressure washer is not meant to pump hot water. **NEVER** connect it to a hot water supply as it will significantly reduce the life of the pump.
- **Store indoors** – **NEVER** store the pressure washer outdoors or where it could freeze. The pump could be seriously damaged.
- **Ground Fault Circuit Interrupter (GFCI)** – GFCI protection should be provided on the circuits or outlets to be used for this pressure washer. Receptacles are available having built-in GFCI protection and may be used for this measure of safety.
- **Inspect electrical cables** – The insulation of the power cord should be perfectly intact. If the power cord is damaged or shows any signs of wear or tear, do not use the pressure washer. Contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

**⚠ WARNING!** Do not use this appliance without reading this instruction manual.

**⚠ WARNING!** This appliance has been designed for use with cleaning agents that are recommended by the manufacturer. The use of other cleaning agents or chemicals may adversely affect the safety of the appliance.

**⚠ WARNING!** Do not use the appliance within range of other people unless they are wearing protective clothing.

**⚠ WARNING!** High-pressure jets can be dangerous if subject to misuse. The jet must not be directed at persons, pets, live electrical equipment, or the appliance itself.

- Do not direct the jet at yourself or others in order to clean clothes or footwear.

- **Risk of explosion** – Do not spray flammable liquids.
- **Risk of injection or injury to persons** – Never direct discharge stream at people, pets, or electrical devices.
- **Disconnect the tool** – Disconnect from the electrical power supply before performing any maintenance task.
- **Keep children away** – This high-pressure electric power washer must not be used by children or untrained personnel.
- To ensure appliance safety, use only original replacement parts from the manufacturer or those approved by the manufacturer.

 **WARNING!** Water that has flowed through backflow preventers is considered to be non-potable.

 **WARNING!** During cleaning, maintenance, or when replacing parts, disconnect the machine from its power source by removing the plug from the socket outlet.

 **WARNING!** High-pressure hoses, fittings, and couplings are important for the safe operation of the appliance. Use only hoses, fittings, and couplings recommended by the manufacturer.

- **Check for damaged parts** – Do not use the appliance if the supply cord or other important parts of the appliance are damaged (e.g. safety devices, high-pressure hoses, trigger gun).
- This high-pressure electric power washer must not be used at temperatures below 32°F (0°C).

 **WARNING!** Power cords on drums should always be completely unwound to prevent the cord from overheating.

- Power cord connections should be kept dry and off the ground.
- If the power cord is damaged, do not use the appliance. Contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).
- Keep the machine on a stable, flat surface during operation, handling, transportation, and storage. Sudden overturn of the machine can cause bodily injury.
- In the event of an accident or breakdown, switch off the machine immediately. (If contact with detergent occurs, rinse with an abundance of clean water.)

## Electrical Safety

 **ATTENTION:** If there are problems with the electrical MAINS, short voltage drops may appear when starting the equipment. This can, in turn, influence other equipment (e.g. cause a lamp to blink). If the MAINS-IMPEDANCE  $Z_{max} < 0.335$  OHM, such disturbances are not expected. (If you require assistance, contact your local supply authority for further information.)

 **WARNING!** Electrical Shock Hazard – Before starting up your machine, please check it carefully for any defects. If you find any, do not start up your machine. Contact your authorized Snow Joe® + Sun Joe® dealer or call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

The following should be observed when connecting the high-pressure electric power washer to the electric supply:

- The electric supply connection should be performed by a qualified person.
- The electric supply to this appliance should include either a residual current device that will interrupt the supply if the leakage current to the earth exceeds 30 mA for 30 ms or a device that will interrupt the earth circuit (GFCI).

**IMPORTANT!** Only use water without any impurities. If there is a risk of running sand into the inlet water (i.e. from your own well), an additional filter should be installed.

## Servicing of Double-Insulated Appliance

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 at an authorized Snow Joe® + Sun Joe® dealer. 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.

## Safety devices

The unloader valve can reduce pressure if it exceeds preset values. The spray gun features a locking device. When the lock is activated, the spray gun cannot be operated.

1. **Thermal sensor** – A thermal sensor protects the motor against overloading. The machine will restart after a few minutes when the thermal sensor has cooled.

2. **Ground fault circuit interrupter (GFCI) protection** – A GFCI should be provided on the circuit(s) or outlet(s) to be used for this pressure washer. Receptacles with GFCI protection are available and may be used for this measure of safety.
3. It is not recommended to use an extension cord with this pressure washer. The unit comes standard with a 35 ft GFCI power cable. Using an extension cord may cause a drop in line voltage, resulting in loss of power and overheating.

 **WARNING!** To reduce the risk of electric shock, this appliance has a polarized plug (i.e. one blade is wider than the other). The appliance plug will fit into a polarized outlet only one way.

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

 **WARNING!** To reduce the risk of electrocution, keep all connections dry and off the ground. Do not plug with wet hands.

## Risk of electrocution

- Inspect cord before using.
- Do not use if cord is damaged.
- Keep all connections dry and off the ground.
- Do not touch plug with wet hands.
- Keep cord away from heat and sharp edges.
- Do not spray electrical apparatus and wiring.

## Risk of explosion

- Do not spray flammable liquids.
- Do not use acids, bases, solvents, or any flammable material in this product. These substances can cause physical injuries to the operator and irreversible damage to the machine.

## Additional safety instructions

- High-pressure: keep clear of nozzle.
- Injection hazard: equipment can cause serious injury if the spray penetrates the skin.
- Do not point the gun at anyone or at any part of the body.
- In case of skin penetration, seek medical aid immediately.
- Before servicing, cleaning, or removing any parts, shut off the power and relieve pressure.
- This machine is not suitable for connection to the potable water mains.

# Product Description

## Purpose

- This high-pressure electric power washer is intended for residential use only. It is designed for light-to-medium duty cleaning jobs on boats, motorcycles, RVs, ATVs, trailers, decks, barbecues, siding, patio furniture, and more.

## Areas of application

- Never use the machine in potentially explosive areas under any circumstances!
- The operating temperature must be between 32°F (0°C) and 104°F (40°C).
- The machine consists of an assembly with a pump, which is encased in a shock-absorbing housing. To provide the operator with an optimal working position, the machine is equipped with a spray wand and a non-slip handle grip, whose shape and configuration comply with applicable regulations.
- Do not cover or modify the spray wand or the spray nozzle in any way.
- The high-pressure electric power washer is designed to be used with cold or lukewarm water; higher temperatures can damage the pump.
- Do not use water that is dirty, gritty, or contains any chemical products, as such impurities could impair operation and shorten the life of the machine.

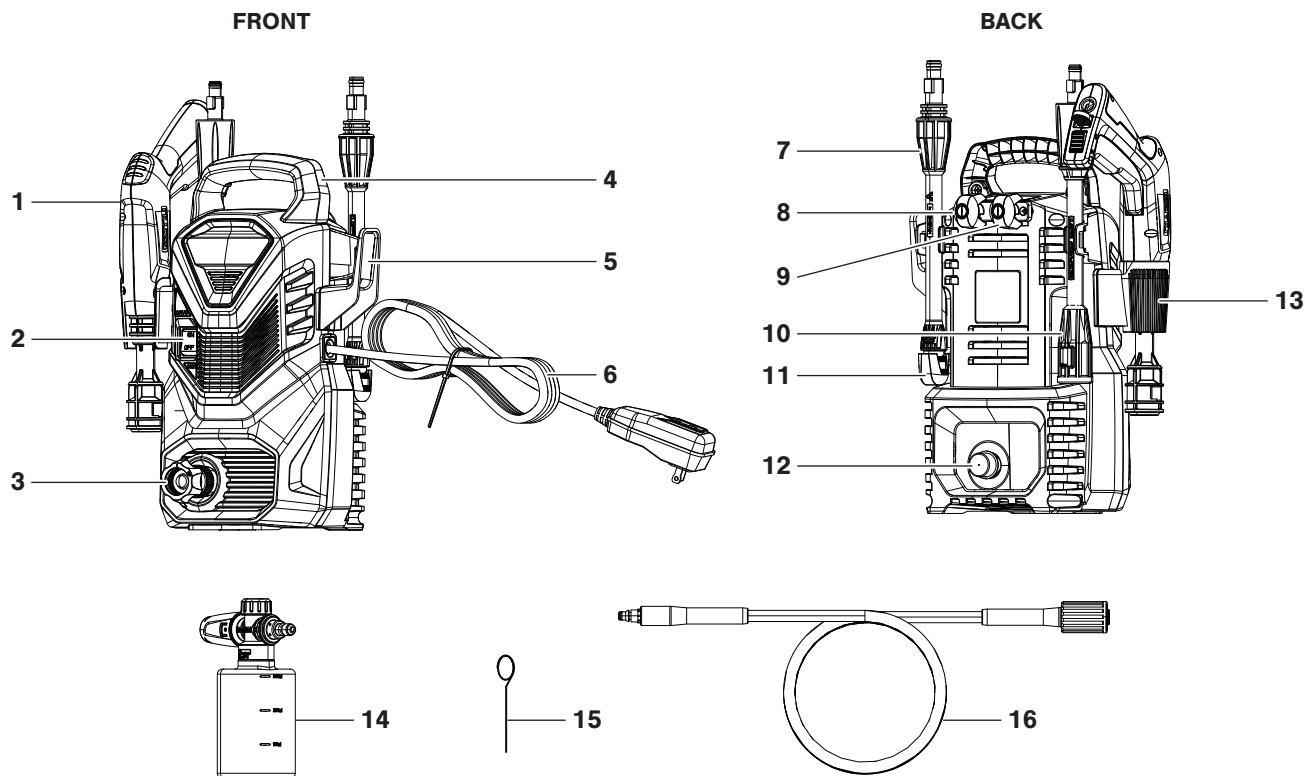
# Safety Symbols

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</b> – Read, understand, and follow all instructions in the user manual before attempting to assemble and operate.                 |    | <b>WEAR EYE AND HEARING PROTECTION</b> – For protection against injury, wear ear defenders and safety goggles.                                                            |
|    | <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. Keep dry.                                                                                               |
|    | <b>WEAR EYE AND HEARING PROTECTION</b> – For protection against injury, wear ear defenders and safety goggles.                                                  |   | To reduce the risk of injury, user must keep all bystanders at least 49 ft (15 m) away.                                                                                   |
|  | Wear protective gloves during use to protect hands.                                                                                                             |  | Wear non-slip footwear that will protect your feet and improve your footing on slippery surfaces.                                                                         |
|  | Store indoors. Never store the pressure washer outdoors. If the pump freezes, permanent damage may result.                                                      |  | Machine not suitable for connection to the potable water mains.                                                                                                           |
|  | Always keep the power cable away from heat sources, oils, or sharp edges. Immediately remove plug from the mains if the cable is damaged, frayed, or entangled. |  | <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. |
|  | <b>Double Insulation</b> – When servicing, use only identical replacement parts.                                                                                |                                                                                     |                                                                                                                                                                           |

# Know Your Electric Pressure Washer

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



1. Trigger gun
2. On/Off switch
3. Garden hose adapter (female coupler)
4. Handle
5. Cord holder
6. Power cord with GFCI

7. Quick-Connect lance
8. Quick-Connect nozzle (yellow 15°)
9. Quick-Connect nozzle (gray 40°)
10. Spray wand
11. Quick-Connect nozzle (red 0°)

12. Water outlet (high-pressure connection)
13. Trigger gun holder
14. Foam Cannon bottle
15. Needle clean-out tool
16. High-pressure hose

## Technical Data

Rated Voltage .....120V ~ 60 Hz  
 Motor ..... 13-amp  
 Max Water Inlet Temperature ..... 104°F/40°C  
 Max Water Inlet Pressure..... 0.7 MPa  
 Hose Length .....20 ft (6 m)  
 Power Cord Length ..... 35 ft (10.7 m)

Quick-Connect Nozzles..... 0° and 15° and 40°  
 Foam Cannon Capacity ..... 12 fl oz (0.35 L)  
 Rated Pressure ..... 1500 PSI  
 Rated Flow ..... 1.1 GPM (4.2 L/min)  
 Net Weight ..... 9.4 lbs (4.25 kg)

# Unpacking

## Carton Contents

- Electric pressure washer
- Handle
- Nozzle base
- Garden hose adapter (female coupler)
- Cord holder
- Trigger gun
- Spray wand assembly
- Quick-Connect lance
- Needle clean-out tool (included with manual packet)
- High-pressure hose
- Three (3) Quick-Connect nozzles (0° and 15° and 40°)
- Two (2) Phillips head screws ST4.8\*16 (for handle)
- Two (2) Phillips head screws ST3.5\*13 (for nozzle base)
- Manual with registration card

1. Carefully remove the pressure washer 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. Instead, 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 materials until you are ready to use the pressure washer. The packaging is made of recyclable materials. Properly dispose of these materials in accordance with local regulations.

**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!

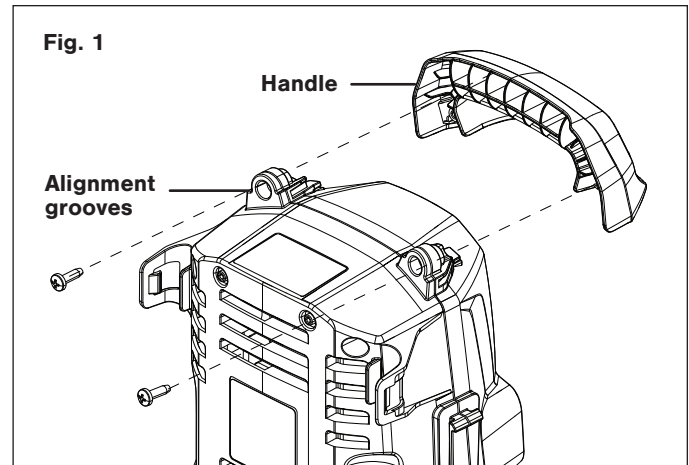
**⚠ WARNING!** Do not connect to power supply until assembly is complete. Failure to comply could result in accidental starting and possible serious personal injury.

## Assembly

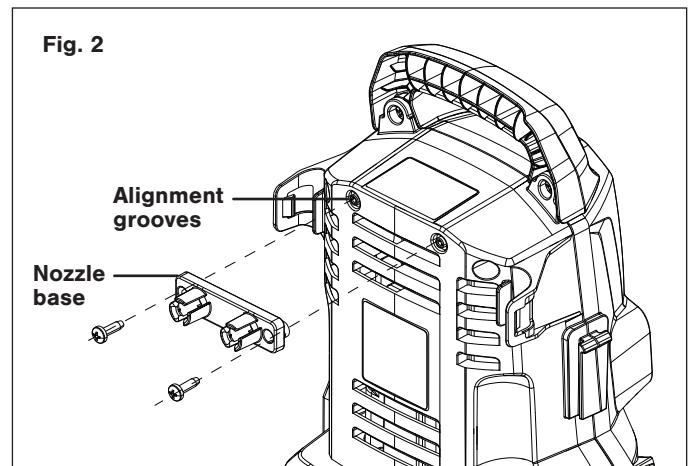
### Spray Gun Assembly

Tools required: Phillips head screwdriver

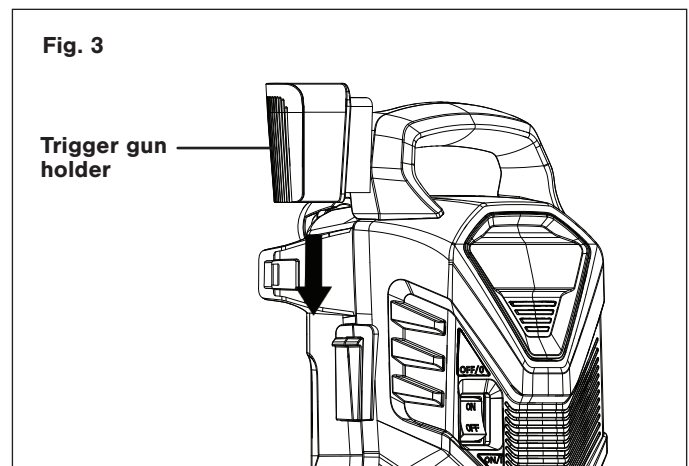
1. Following the alignment grooves at the top of the machine body, slide the handle into position from the front to the back, so that the solid side of the handle faces the front of the washer. Secure the handle using a Phillips head screwdriver and the two (2) supplied Phillips head screws (Fig. 1).



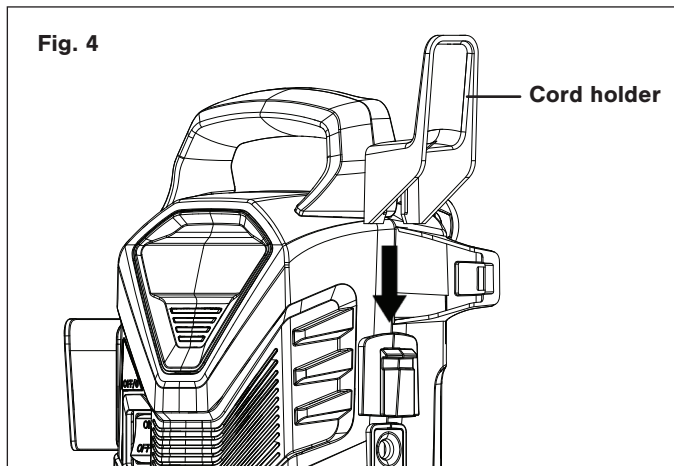
2. Install the nozzle base into the alignment grooves. Secure the nozzle base using a Phillips head screwdriver and the two (2) supplied Phillips head screws (Fig. 2).



3. Slide the trigger gun holder into position (Fig. 3).

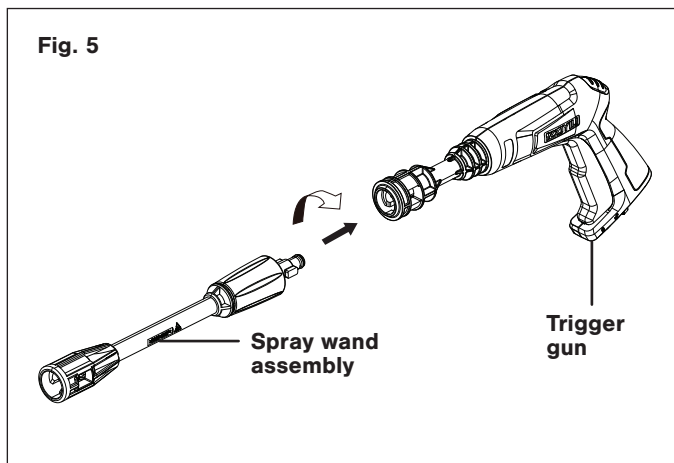


4. Slide the cord holder into position (Fig. 4).

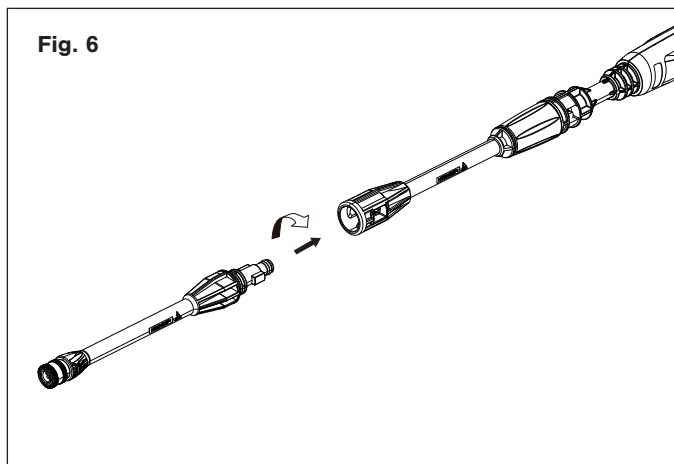


## Connect the Spray Gun to the Pressure Washer

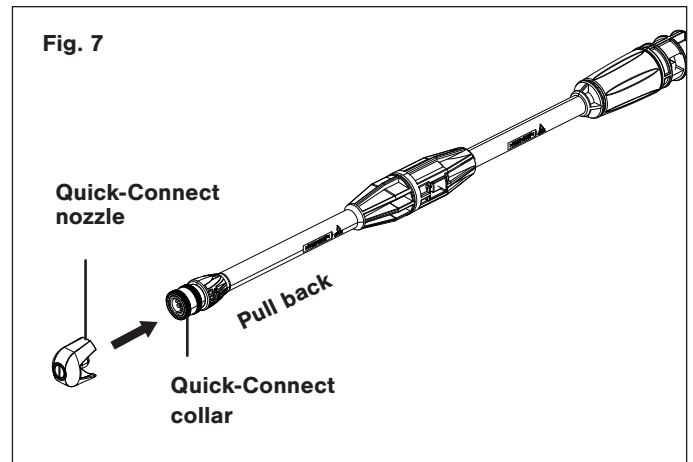
1. Fit the spray wand assembly into the gun and turn the rotatable end-piece of the wand until the two parts are completely locked (Fig. 5).



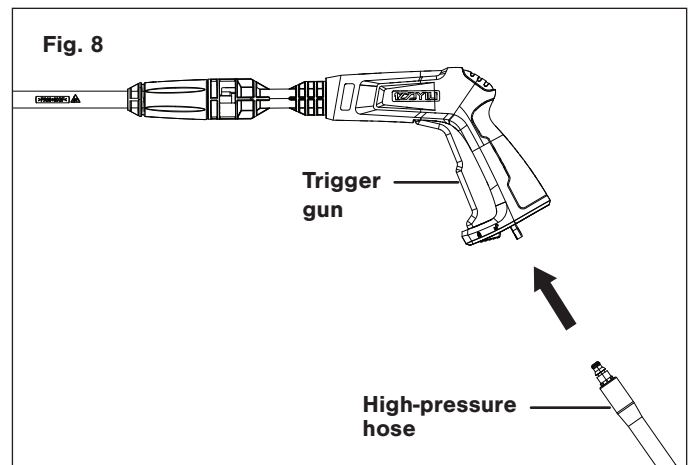
2. Fit the two pieces of the spray wand assembly together and rotate it until the two parts are completely locked (Fig. 6).



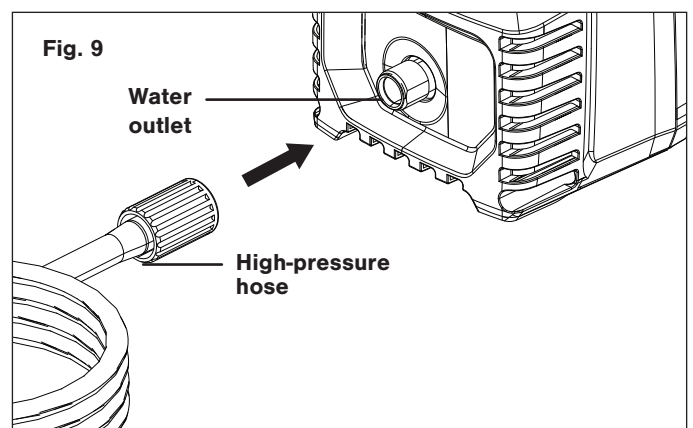
3. Pull back the brass Quick-Connect collar and insert the desired nozzle into the collar. Release the collar and the nozzle will click into place (Fig. 7).



4. Connect the Quick-Connect end of the high-pressure hose to the trigger gun (Fig. 8). You will hear a click when it snaps into place.



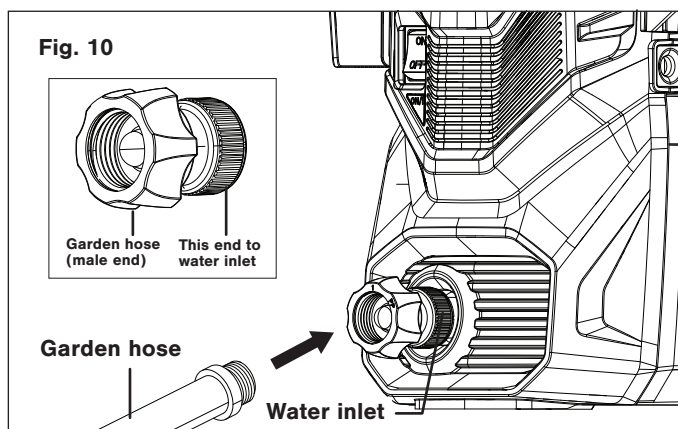
5. Connect the other end of the high-pressure hose to the water outlet on the pressure washer (Fig. 9). First, push the high-pressure hose end completely onto the high-pressure water outlet, then screw it on clockwise.



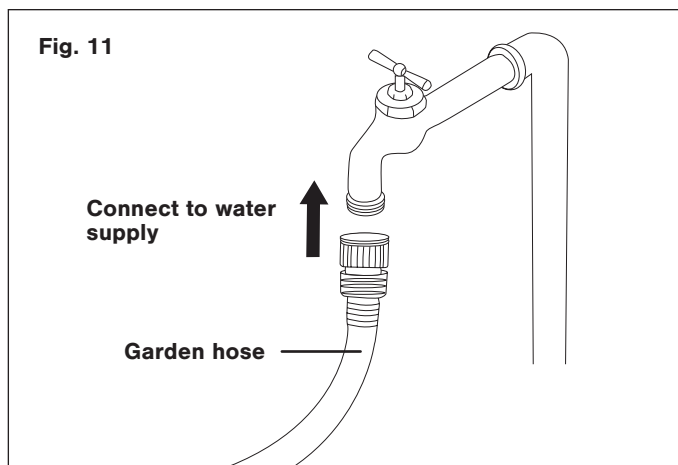
**⚠ WARNING!** Keep hose away from sharp objects. Bursting hoses may cause injury. Examine hoses regularly and replace if damaged. Do not attempt to mend a damaged hose.

6. Connect the garden hose adapter (female coupler) to the water inlet of the pressure washer, then thread your garden 8 hose (male end) into the garden hose adapter (Fig. 10). The garden hose must have an internal diameter of at least 13 mm (1/2 in.) and must be reinforced. The water supply must be at least equal to the washer delivery capacity.

**NOTE:** The machine is not suitable for connection to the potable water main.



7. Attach garden hose to water supply (Fig. 11).



**⚠ WARNING!** Do not connect to potable water system.

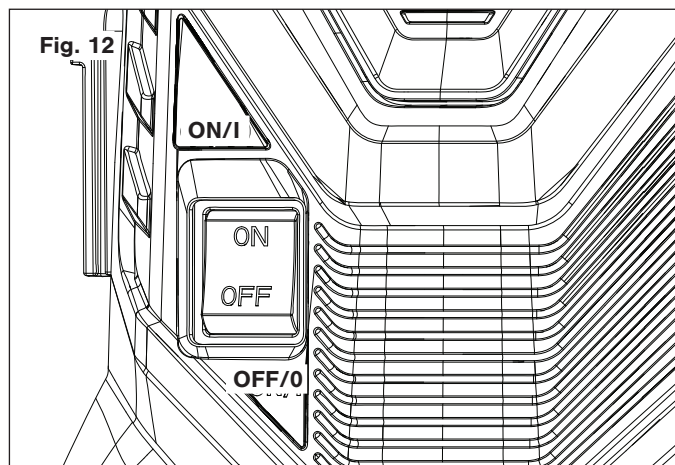
**⚠ WARNING!** If connection is made to a potable water system, the system shall be protected against backflow.

**⚠ WARNING!** The intake water temperature must not exceed 104°F/40°C. The water supply must not exceed 0.7 MPa.

**⚠ CAUTION!** The washer must only be used with clean water; use of unfiltered water containing corrosive chemicals will damage the washer.

**⚠ CAUTION!** To prevent damage to the appliance, do not allow it to operate dry. Before starting the appliance, make sure that it has a proper and stable supply of water.

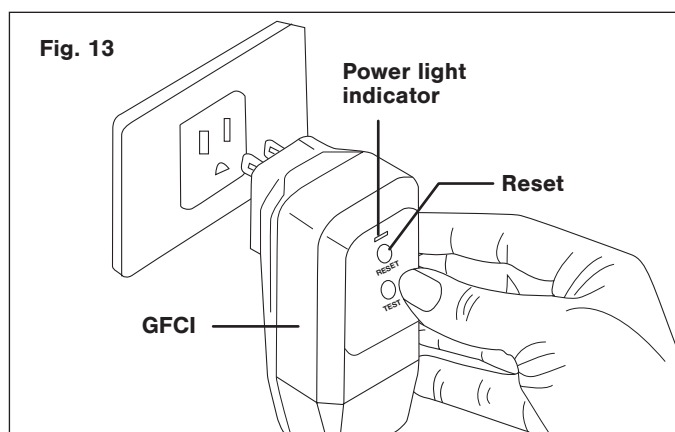
8. Make sure the motor switch is pushed to the OFF (0) position before plugging the unit into the power outlet (Fig. 12).



## Operation

**IMPORTANT!** This pressure washer is equipped with a micro-switch sensitive to water flow. This Total Stop System (TSS) senses water flow in the pump. When the trigger is released, water stops flowing through the pump. The TSS then automatically turns the motor off to protect the pump from overheating, thus saving energy and prolonging pump life.

1. Check that the electrical supply voltage and frequency (Volt/Hz) correspond to those specified on the pressure washer rating plate. If the power supply is correct, you may now plug the pressure washer into the power outlet (Fig. 13).



**NOTE:** The GFCI may need to be reset when first plugged into the electric outlet. Press the "Reset" button until the power light indicator on the GFCI illuminates.

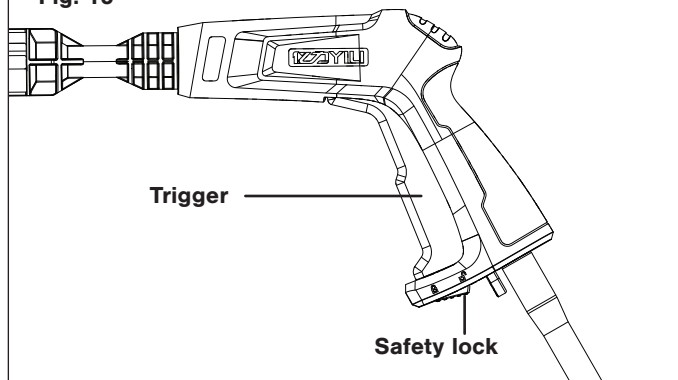
2. Position the washer as CLOSE as possible to the water supply.
3. The washer must be used on a secure and stable surface in a standing, upright position (Fig. 14).

Fig. 14



4. Turn the water supply tap on completely.
5. Unlock the safety lock, then press the trigger for a few seconds until the water flow is steady. Operating the pressure washer in this manner will allow air to escape and discharge residual pressure in the hose (Fig. 15). Release the trigger after all residual pressure is discharged.

Fig. 15



6. Keeping the trigger pressed, push the switch to the ON (I) position to start the pressure washer
7. When re-starting the motor, always keep the trigger pressed.

**NOTE:** The motor only runs when the trigger is depressed and shuts off when the trigger is released.

## Using Nozzles

Before beginning any cleaning task, determine the best nozzle for the job. Each of the nozzles has a different spray pattern. The nozzle patterns are 40° (for gentle cleaning), 15° (for tough jobs) and 0° (for spot cleaning or hard-to-reach areas).

**⚠ CAUTION! NEVER** change nozzles without locking the safety lock on the trigger handle.

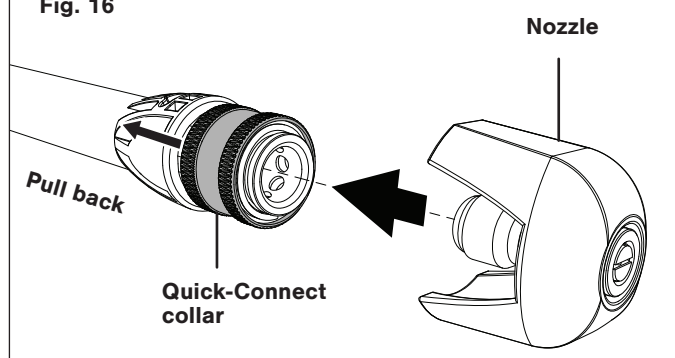
**⚠ CAUTION!** High-pressure jets can be dangerous if subject to misuse. The jet must not be directed at persons, pets, live electrical equipment, or the appliance itself.

This electric pressure washer is equipped with three Quick-Connect nozzles that easily snap onto the Quick-Connect collar of the spray wand.

To connect a nozzle to the spray wand:

1. Turn off the pressure washer and shut off the water supply. Pull the trigger to release the water pressure.
2. Engage the safety lock on the trigger handle.
3. Pull back the brass Quick-Connect collar and insert the desired nozzle into the collar. Release the collar and the nozzle will click into place (Fig. 16).

Fig. 16



To disconnect a nozzle from the spray wand:

1. Turn off the pressure washer and shut off the water supply. Pull the trigger to release water pressure.
2. Engage the safety lock on the trigger handle.
3. Pull back the brass Quick-Connect collar and remove the nozzle.

**⚠ WARNING!** Do not adjust the nozzle while the trigger is squeezed. Failure to do so could result in damage.

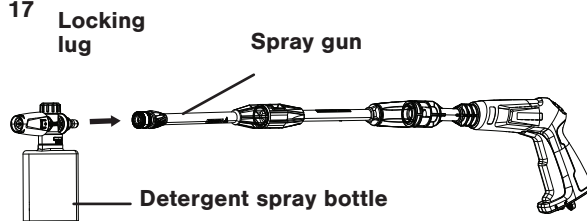
## Recommended cleaning procedure

1. For additional cleaning power, a detergent spray bottle attachment is available as an add-on accessory. Visit [sunjoe.com](http://sunjoe.com) to purchase.

**⚠ CAUTION!** Only use detergents specifically recommended for use with pressure washers.

2. Load the bottle with a suitable, non-corrosive detergent, attach it to the spray gun and twist clockwise to lock into place. (Fig. 17).

Fig. 17



3. Apply detergent from the bottom to the top of the dry surface to be cleaned. Applying detergent in this manner will dissolve dirt most effectively.

**NOTE:** Wetting the surface first is not recommended as it dilutes the detergent and reduces its cleaning ability.

4. Allow the detergent to remain on the surface for a short time before rinsing with the pressure washer. Do not allow the detergent to dry on the surface.

## Shutting down

1. Turn the switch to the OFF (0) position and unplug the power cord from the outlet.
2. Turn off the water source.
3. Hold the trigger to release water pressure.
4. Disconnect the garden hose from the water inlet on the unit.
5. Disconnect the high-pressure hose connection on the trigger gun handle.
6. Release the trigger and engage the gun safety lock.

**⚠ WARNING!** Turn off the water supply and squeeze the trigger to depressurize the unit. Failure to do so could result in personal injury due to discharge of high-pressure water.

## Taking a break

If you are taking a break of five minutes or more between cleaning tasks:

1. Engage the gun safety lock (Fig. 15).
2. Push the switch to the OFF (0) position.
3. Unplug the power cord from the outlet.

## Storage

**⚠ CAUTION!** Always store your pressure washer in a location where the temperature will not fall below 32°F (0°C). The pump in this machine is susceptible to permanent damage if it freezes. **FREEZE DAMAGE IS NOT COVERED BY THE WARRANTY.**

- Store the pressure washer indoors in a dry, covered area where it is not subject to adverse weather conditions.
- It is important to store this product in a frost-free area.
- Always empty water from all hoses, the pump, and the detergent bottle (if using) before storing.

**⚠ CAUTION!** The use of a pump protector is recommended to prevent cold weather damage during storage over the winter months.

## Winterizing + long-term storage

If you must store your pressure washer in a location where the temperature falls below 32°F (0°C), you can minimize the chance of damage to your machine by utilizing the following procedure:

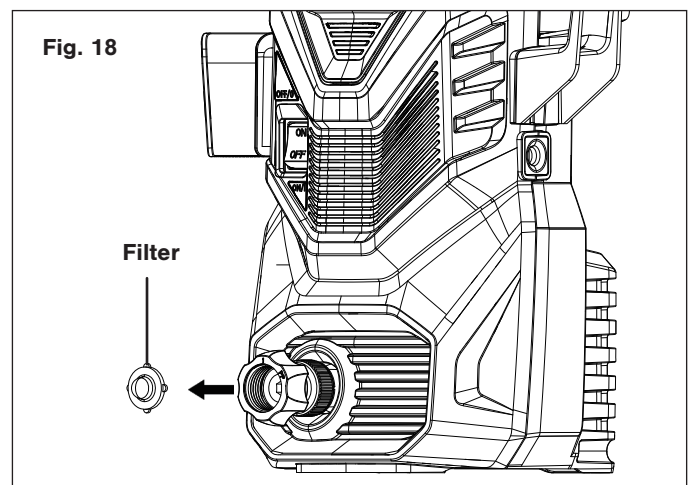
- Disconnect all water connections.
- Turn on the machine for a few seconds until the remaining water in the pump exits. Turn off immediately.
- Do not allow the high-pressure hose to become kinked.
- Store the machine and accessories in a room that does not reach freezing temperatures.
- Do not store near a furnace or other sources of heat that may dry out the pump seals.
- Operate the pressure washer with non-corrosive/non-toxic anti-freeze, a pump saver, or a pump protector before storing for the winter.

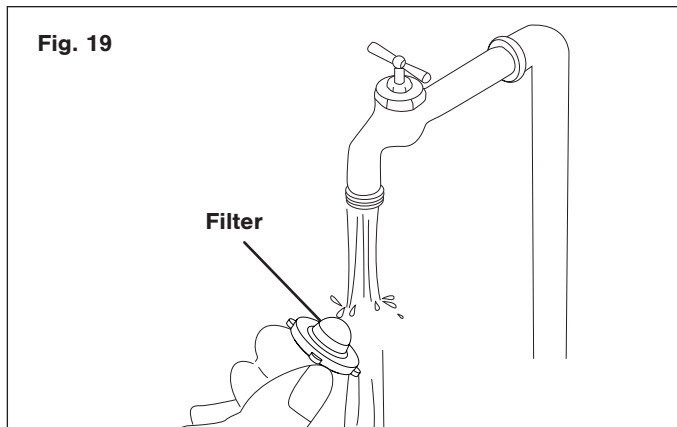
**⚠ WARNING!** Before reusing, completely flush the unit out with clear water. Anti-freeze products can damage paintwork, so you must ensure there is no anti-freeze left in the system before using it again.

## Maintenance

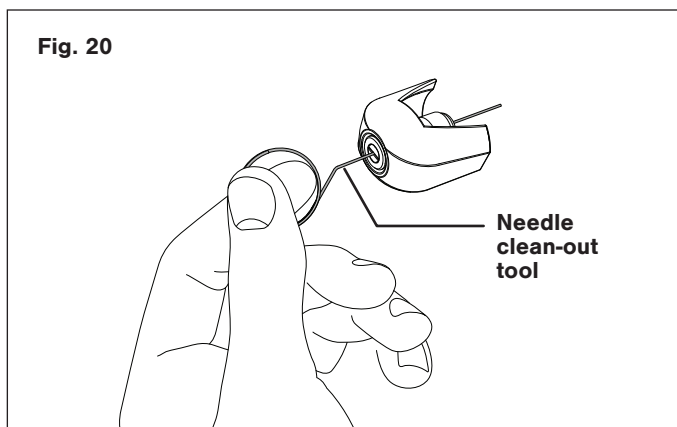
**⚠ CAUTION!** Before working on the pressure washer, switch off the unit and disconnect the plug from the power supply socket.

1. To ensure good performance, check and clean the filter (Fig. 18). Remove the filter and rinse with warm water to prevent any foreign matter from clogging the pump (Fig. 19).





2. Clean the nozzle with the needle clean-out tool provided (Fig. 20). Remove the nozzle from the spray wand; remove any dirt from the nozzle hole and rinse.



## Service + Support

If your Sun Joe® SPX1500-Q electric pressure washer requires service or maintenance, please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563).

## Model + Serial Numbers

When contacting 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 registration card of your new product:**

Model #:

S P X 1 5 0 0 - Q

Serial #:

## Disposal

### Recycling the washer

- Do not dispose of electrical appliances as unsorted municipal waste. Use separate collection facilities.
- Contact your local government agency for information regarding the collection systems available.
- If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.
- When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposal free of charge.

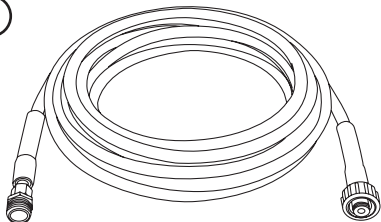
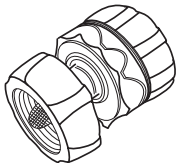
# Troubleshooting

- Disconnect the unit from the electrical power supply before carrying out maintenance on the machine or when checking that its parts are in proper working order.
- To avoid unnecessary hassles, consult the following table before contacting customer service with any mechanical issues.

| Problems                                 | Possible Cause                                                                                                                                                                                                    | Possible Solution                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Machine refuses to start                 | <ul style="list-style-type: none"> <li>• Power failure/machine not plugged into a working receptacle.</li> <li>• Defective socket.</li> <li>• Fuse has blown.</li> <li>• Defective extension cord.</li> </ul>     | <ul style="list-style-type: none"> <li>• Check to make sure machine is plugged into a working outlet.</li> <li>• Check the power cord and reset the GFCI. Try a different outlet.</li> <li>• Replace fuse. Switch off any other machines that are using the same circuit.</li> <li>• Try the unit without an extension cord.</li> </ul>                                                                                                                |
| Fluctuating pressure                     | <ul style="list-style-type: none"> <li>• Pump sucking air.</li> <li>• Valves dirty, worn out, or stuck.</li> <li>• Pump seals worn out.</li> </ul>                                                                | <ul style="list-style-type: none"> <li>• Check the hoses and connections are airtight.</li> <li>• Clean or replace valves/seals.</li> <li>• Please call the Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.</li> </ul>                                                                                                                                                                                  |
| Machine stops                            | <ul style="list-style-type: none"> <li>• Fuse has blown.</li> <li>• Incorrect mains voltage.</li> <li>• Thermal sensor activated.</li> <li>• Nozzle partially blocked.</li> </ul>                                 | <ul style="list-style-type: none"> <li>• Replace fuse. Switch off other machines using the same circuit.</li> <li>• Check that the mains voltage corresponds to specification on the model tag.</li> <li>• Leave the washer for 5 minutes to cool down.</li> <li>• Clean the nozzle.</li> </ul>                                                                                                                                                        |
| Fuse blows                               | <ul style="list-style-type: none"> <li>• Fuse too small.</li> </ul>                                                                                                                                               | <ul style="list-style-type: none"> <li>• Install a fuse with a higher amp rating than the amp consumption of the machine. Try the unit without an extension cord.</li> </ul>                                                                                                                                                                                                                                                                           |
| Machine pulsating                        | <ul style="list-style-type: none"> <li>• Air in inlet hose.</li> <li>• Inadequate supply of mains water.</li> <li>• Nozzle partially blocked.</li> <li>• Water filter blocked.</li> <li>• Hose kinked.</li> </ul> | <ul style="list-style-type: none"> <li>• Allow machine to run by holding the trigger until regular working pressure resumes.</li> <li>• Check that the water supply corresponds to the specifications required.</li> <li>• <b>WARNING!</b> Avoid using long, thin hoses (minimum 1/2 in. diameter).</li> <li>• Clean the nozzle.</li> <li>• Clean the water inlet filter.</li> <li>• Straighten out the hose to remove any kinks/blockages.</li> </ul> |
| Machine often starts and stops by itself | <ul style="list-style-type: none"> <li>• Pump/spray gun is leaking.</li> <li>• Trigger mechanism is broken.</li> </ul>                                                                                            | <ul style="list-style-type: none"> <li>• Please call Snow Joe® + Sun Joe® customer service center at 1-866-SNOWJOE (1-866-766-9563) for assistance.</li> </ul>                                                                                                                                                                                                                                                                                         |
| Machine starts, but no water comes out   | <ul style="list-style-type: none"> <li>• Pump/hoses or accessories frozen.</li> <li>• No water supply.</li> <li>• Water inlet filter blocked.</li> <li>• Nozzle blocked.</li> </ul>                               | <ul style="list-style-type: none"> <li>• Wait for pump/hoses or accessories to thaw.</li> <li>• Connect inlet water.</li> <li>• Clean the water inlet filter.</li> <li>• Clean the nozzle.</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 electric pressure washer. Contact Snow Joe® + Sun Joe® if you are unsure whether it is safe to use a particular replacement part or accessory with your pressure washer. The use of any other attachment or accessory can be dangerous and could cause injury or mechanical damage.

| Accessories                                                                                  | Item                                                                                                                                                                                                                                                 | Model                                              |
|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| <b>1</b>    | <p>Sun Joe® House + Deck All-Purpose Pressure Washer Rated Concentrated Cleaner</p> <p>Sun Joe® Premium Snow Foam Pressure Washer Rated Car Wash Soap + Cleaner</p> <p>Sun Joe® All-Purpose Heavy Duty Pressure Washer Rated Cleaner + Degreaser</p> | <p>SPX-HDC1G</p> <p>SPX-FCS1G</p> <p>SPX-APC1G</p> |
| <b>2</b>   | <p>25-Foot Medium-duty Extension Hose for SPX Pressure Washer Series</p>                                                                                                                                                                             | <p>SPX-25H</p>                                     |
| <b>3</b>  | <p>Universal Quick-Connect Coupler<br/>(Garden Hose to Pressure Washer Adapter)</p>                                                                                                                                                                  | <p>SPX-UQC</p>                                     |

Sun Joe's complete line of premium pressure washer accessories and attachments make it easy to get your dirty work done, and also help you get the most out of your model!

**SHOP ONLINE now at [sunjoe.com](http://sunjoe.com)**

**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, LLC ("Snow Joe") 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.

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### OUR WARRANTY:

Snow Joe 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 two years from the date of delivery of the Product to the original, end-user purchaser when purchased from Snow Joe or from one of Snow Joe's authorized sellers with proof of purchase. Because Snow Joe 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 your Product does not work or there's an issue with a specific part that is covered by the terms of this Warranty, Snow Joe will elect to either (1) send you a free replacement part, (2) replace the Product with a new or comparable product at no charge, or (3) repair the Product. How cool is that!

**This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State.**

### PRODUCT REGISTRATION:

Snow Joe strongly encourages you to register your Product. You can register online at [snowjoe.com/register](https://snowjoe.com/register), or by printing and mailing in a registration card available online from our website, or by 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 will not diminish your warranty rights. However, registering your Product will allow Snow Joe to better serve you with any of your customer service needs.

### WHO CAN SEEK LIMITED WARRANTY COVERAGE:

This Warranty is extended by Snow Joe 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 [snowjoe.com/support](https://snowjoe.com/support) or by calling **1-866-SNOWJOE (1-866-766-9563)**.



Keep your warranty intact. Only use **CERTIFIED AUTHENTIC** Snow Joe®, Sun Joe®, Aqua Joe® + Auto Joe® replacement parts + accessories. Use of any other parts + accessories will void the warranty. Genuine parts + accessories can be found and purchased online at [snowjoe.com/support](https://snowjoe.com/support) by entering the model number of your product.

[illegible]



TM

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