Form No. 3396-496 Rev A

Power Max 724 OE Snowthrower

Model No. 38811—Serial No. 316000001 and Up

Operator's Manual

This product complies with all relevant European directives. For details, please see the separate product specific Declaration of Conformity (DOC) sheet.

Introduction

This machine is intended to be used by residential homeowners or professional, hired operators. It is designed primarily for removing snow from paved surfaces, such as driveways and sidewalks, and other surfaces for traffic on residential or commercial properties. It is not designed for removing materials other than snow, nor is a model with a pivoting scraper designed for clearing off gravel surfaces.

Read this information carefully to learn how to operate and maintain your machine properly and to avoid injury and machine damage. You are responsible for operating the machine properly and safely.

You may contact Toro directly at www.Toro.com for machine and accessory information, help finding a dealer, or to register your machine.

Whenever you need service, genuine Toro parts, or additional information, contact an Authorized Service Dealer or Toro Customer Service and have the model and serial numbers of your machine ready. Figure 1 identifies the location of the model and serial numbers on the machine. Write the numbers in the space provided.

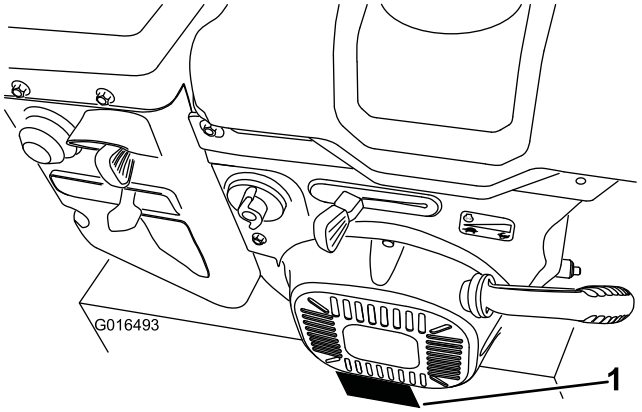


Figure 1

1. Model and serial number location

Model No. _____

Serial No. _____

This manual identifies potential hazards and has safety messages identified by the safety alert symbol (Figure 2), which signals a hazard that may cause serious injury or death if you do not follow the recommended precautions.



Figure 2

1. Safety alert symbol

This manual uses 2 words to highlight information. **Important** calls attention to special mechanical information and **Note** emphasizes general information worthy of special attention.

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CE

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3396-496 A

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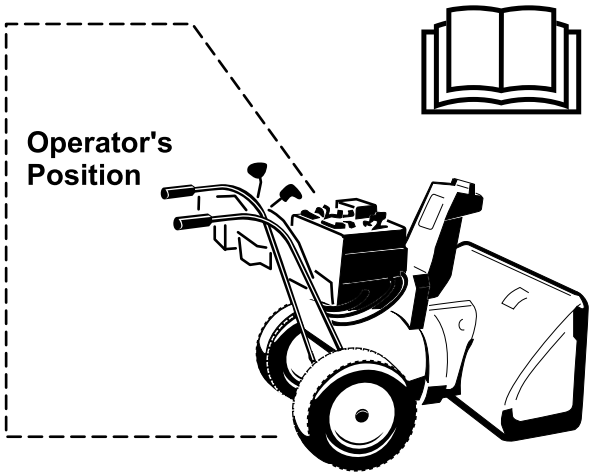
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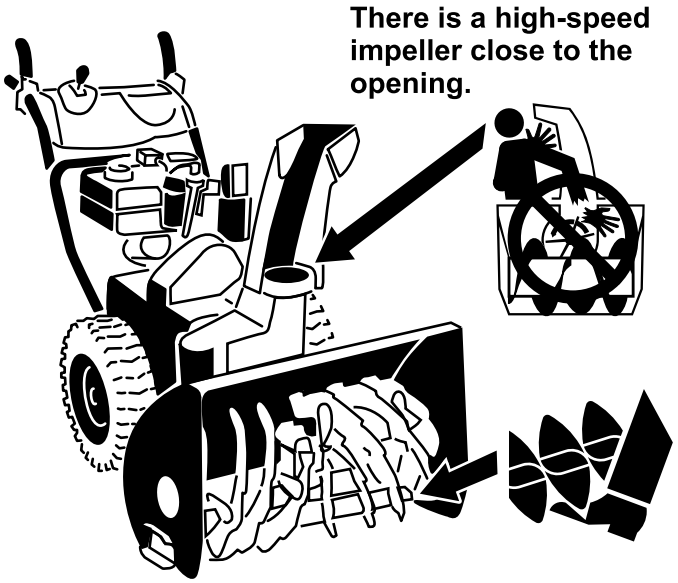
Safety

Before Operating

- **Read and understand the contents of this manual before operating the snowthrower.**
- **Become familiar with all controls and know how to stop the engine quickly.**



Caution: Improper use may result in loss of fingers, hands, or feet.



The low-speed auger has a moving pinch point close to the opening.

This machine meets or exceeds the ISO standard 8437 in effect at the time of production.

- Read and understand the contents of the manual before you start the engine. Make sure everyone using this product knows how to use the product and understands the warnings.
- Do not put hands or feet near moving components on the machine.
- Do not operate machine without all guards and other safety protective devices in place and working on the machine.
- Keep clear of any discharge opening. Keep bystanders a safe distance from the machine.
- Keep children out of the operating area and under the watchful care of a responsible adult other than the operator. Never allow children to operate the machine.
- Shut the machine off before unclogging, servicing, or fueling.

Sound Pressure

This machine has a sound pressure level at the operator's ear of 88 dBA, which includes an Uncertainty Value (K) of 1 dBA. The sound pressure level was determined according to the procedures outlined in EN ISO 11201.

Sound Power

This machine has a guaranteed sound power level of 102 dBA, which includes an Uncertainty Value (K) of 3.75 dBA. The sound power level was determined according to the procedures outlined in EN ISO 3744.

Vibration

Measured vibration level for the left hand = 4.0 m/s^2.

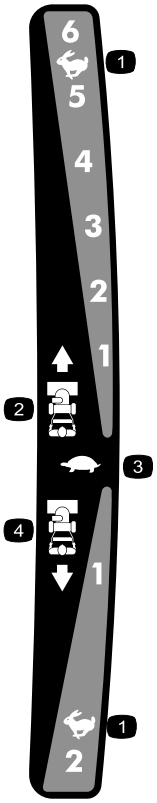
Measured vibration level for the right hand = 3.5 m/s^2.

Uncertainty Value (K) = 2.0 m/s^2.

The measured values were determined according to the procedures outlined in EN ISO 20643.

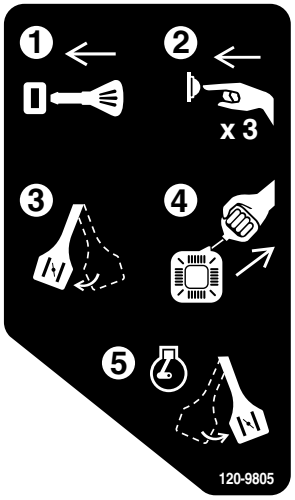
Safety and Instructional Decals

Important: **Safety and instruction decals are located near areas of potential danger. Replace damaged decals.**



121–6823

1. Fast
2. Forward speeds
3. Slow
4. Reverse speeds



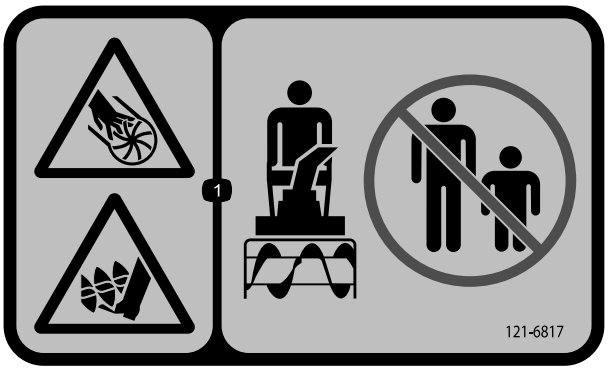
120-9805

1. Insert the key.
2. Prime the engine 3 times.
3. Engage the choke.
4. Pull the starter cord.
5. Once the engine is running, disengage the choke.



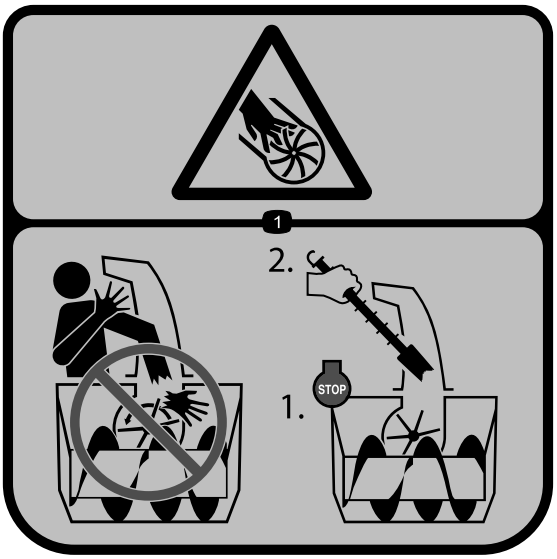
131–6487

1. Engine—stop
2. Slow
3. Fast



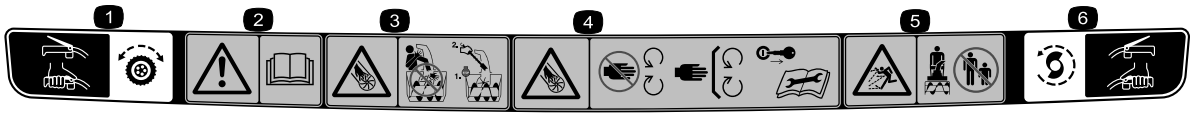
121–6817

1. Cutting dismemberment, impeller and cutting dismemberment, auger hazards—keep bystanders a safe distance from the snowthrower.



121–1239

Order part no. 119–7629



121–1240

Order part no. 120–7194

1. Traction drive—squeeze the lever to engage; release the lever to disengage.
2. Warning—read the *Operator's Manual*.
3. Cutting/dismemberment hazard, impeller—do not place your hand in the chute; stop the engine before leaving the operating position, use the tool to clear the chute.
4. Cutting dismemberment hazard, impeller—keep away from moving parts; remove the ignition key and read the instructions before servicing or performing maintenance.
5. Thrown object hazard—keep bystanders a safe distance from the snowthrower.
6. Auger/impeller drive—squeeze the lever to engage; release the lever to disengage.

Setup

Loose Parts

Use the chart below to verify that all parts have been shipped.

Procedure	Description	Qty.	Use
1	Handle bolts Curved washers Locknuts	2 2 2	Install the upper handle.
2	Hairpin cotter Flat washer	2 3	Install the traction control linkage.
3	Nut Carriage bolt Flat washer	2 2 2	Install the chute.
4	Carriage bolts Locknuts	2 2	Install the chute control rod.
5	No parts required	–	Check the engine oil level.
6	No parts required	–	Check the tire pressure.
7	No parts required	–	Check the skids.
8	No parts required	–	Check the operation of the traction drive.

1

Installing the Upper Handle

Parts needed for this procedure:

2	Handle bolts
2	Curved washers
2	Locknuts

Procedure

1. Lift and rotate the upper handle and position it over the lower handle (Figure 3).
2. Install 2 handle bolts, 2 curved washers, and 2 locknuts in the lower handle holes (Figure 3).

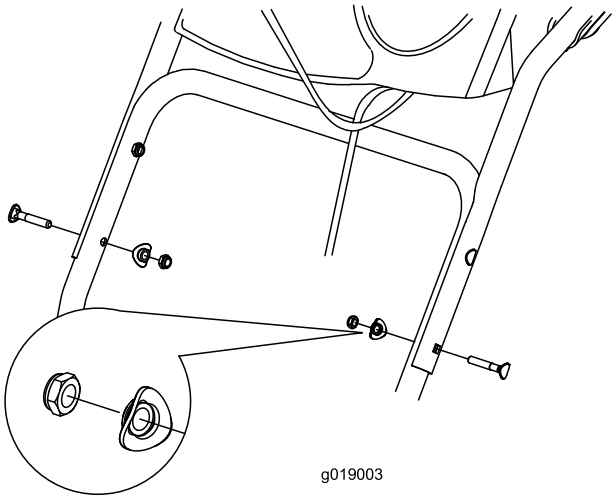


Figure 3

2

Installing the Speed Selector Linkage

Parts needed for this procedure:

2	Hairpin cotter
3	Flat washer

Procedure

1. Insert the lower end of the rod into the lower link arm so that the bent end of the speed control rod faces rearward (Figure 4).

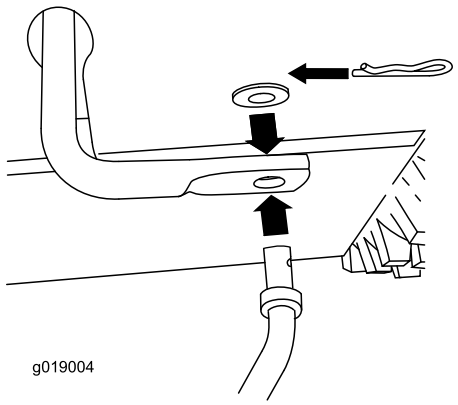


Figure 4

2. Secure the lower end of the speed control rod with a flat washer and a hairpin cotter (Figure 4).
3. Place a flat washer on the trunnion (Figure 5).

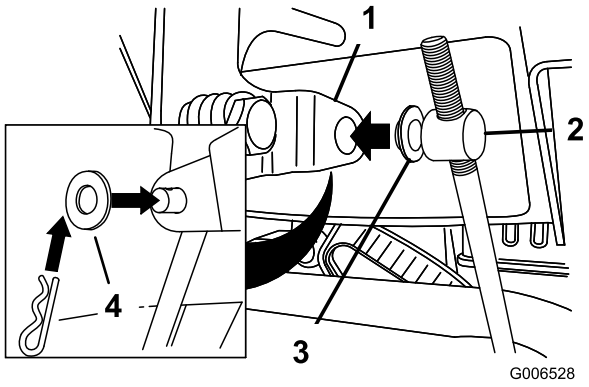


Figure 5

1. Speed selector lever
2. Trunnion
3. Inner washer
4. Outer washer

4. Shift the speed selector lever into Position R2.
5. Rotate the lower link arm fully upward (counterclockwise) (Figure 6).

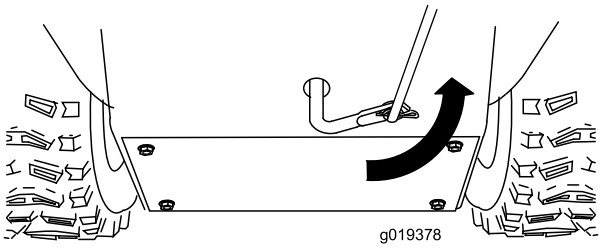


Figure 6

6. Pull up on the speed control rod and insert the trunnion into the hole in the speed selector lever (Figure 5).

   Note: If the trunnion does not fit into the hole when you lift up on the speed control rod, rotate the trunnion upward or downward on the speed control rod until it fits.

7. Secure the trunnion and upper end of the speed control rod with a washer and a hairpin cotter.

   Note: For easier installation, look down through the opening in the speed selector (Figure 7).

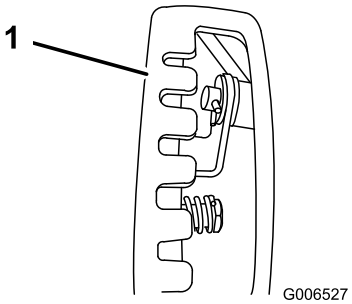


Figure 7

1. Speed selector

3

Installing the Chute

Parts needed for this procedure:

2	Nut
2	Carriage bolt
2	Flat washer

Procedure

1. Place the chute on the frame and the align the discharge chute mount to the chute support.

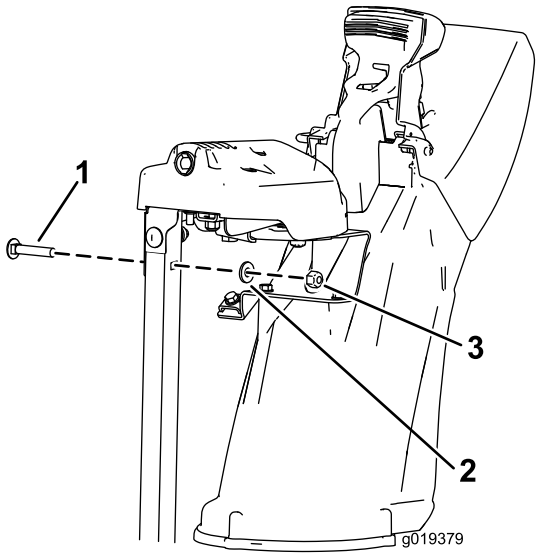


Figure 8

1. Carriage bolt
2. Flat washer
3. Nut

2. Secure the discharge chute mount using 2 bolts, 2 nuts, and 2 flat washers.

4

Installing the Chute Control Rod

Parts needed for this procedure:

2	Carriage bolts
2	Locknuts

Procedure

1. Remove the blue rod cap from the chute control rod.
2. Insert the front end of the rod into the opening in the back of the chute gear cover until it slides into the chute gear (Figure 10).

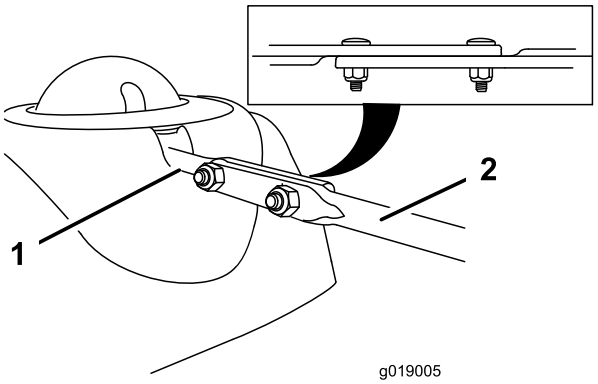


Figure 9

1. Short rod
2. Long chute control rod

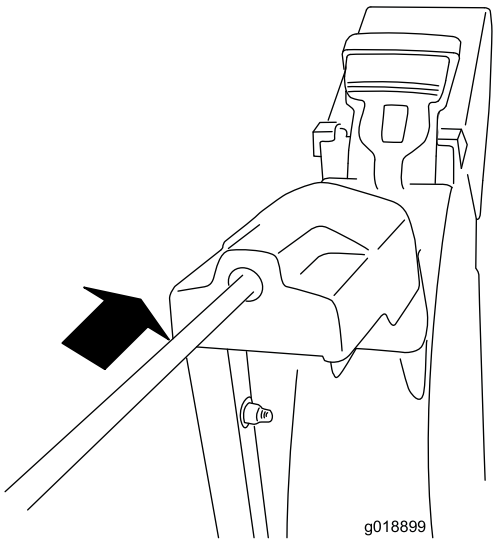


Figure 10

3. Align the holes in the nested ends of the rods and insert 2 carriage bolts (in the loose parts bag) through

the short rod from the left side of the machine (from the operating position).

4. Ensure the chute control operates smoothly.

5

Checking the Engine Oil Level

No Parts Required

Procedure

Your machine comes with oil in the engine crankcase.

Note: Before starting the engine, check the oil level and add oil if necessary.

Use automotive detergent oil with an API service classification of SF, SG, SH, SJ, SL, or higher. Refer to your engine owner's manual.

Use Figure 11 below to select the best oil viscosity for the outdoor temperature range expected:

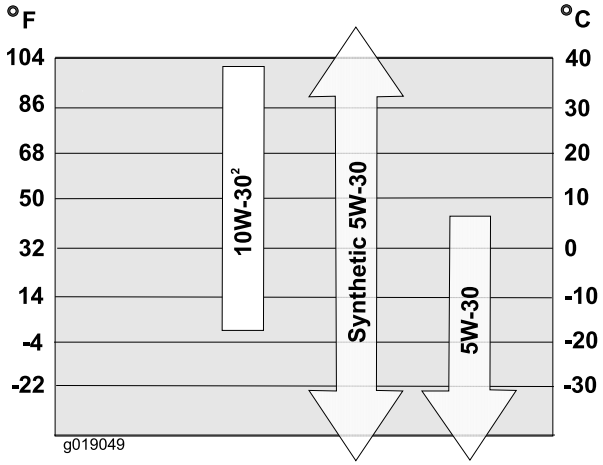


Figure 11

Engine Oil Capacities

Model	Engine Oil Capacity
38811	0.50 L (17 oz)

1. Remove the dipstick and **slowly** pour oil into the oil fill tube to raise the oil level to the Full mark on the dipstick. **Do not overfill** (Figure 12). Refer to Checking the Engine Oil Level in Maintenance.

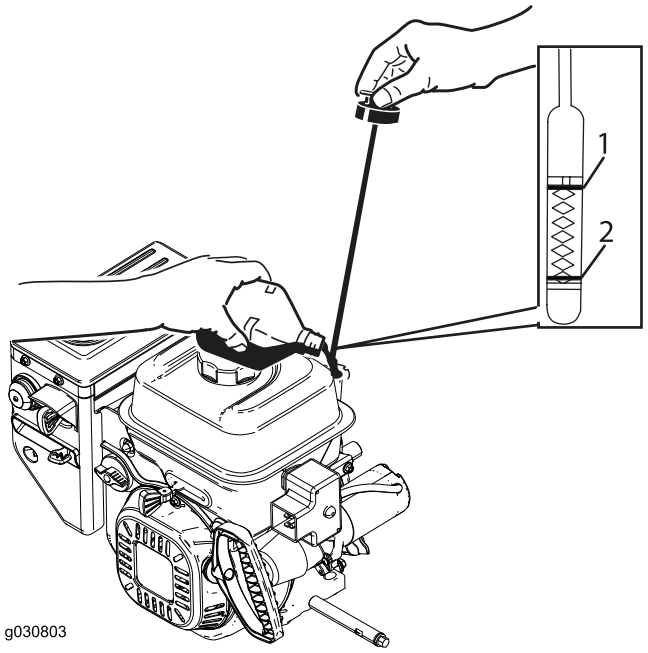


Figure 12

2. Install the dipstick securely.

   Note: Do not spill oil around the oil fill tube; oil could leak onto traction parts and cause the traction to slip.

6

Checking the Tire Pressure

No Parts Required

Procedure

The tires are overinflated at the factory for shipping. Reduce the pressure equally in both tires to between 17 and 20 psi (116 and 137 kPa).

7

Checking the Skids

No Parts Required

Procedure

Refer to Checking and Adjusting the Skids in Maintenance.

8

Checking the Traction Drive Operation

No Parts Required

Procedure

⚠ CAUTION

If the traction drive is not properly adjusted, the machine may move in the direction opposite of what you intended, causing injury and/or property damage.

Carefully check the traction drive and adjust it properly, if necessary.

1. Start the engine; refer to Starting the Engine.
2. Move the speed selector to Position R1; refer to Operating the Speed Selector.
3. Squeeze the left hand (traction) lever to the hand-grip (Figure 13).

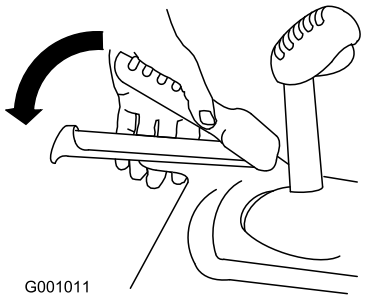


Figure 13

The machine should move rearward. If the machine does not move or moves forward, complete the following:

   A. Release the traction lever and stop the engine.
   B. Disconnect the trunnion from the speed selector lever (Figure 5).
   C. Turn the trunnion downward (clockwise) on the speed control rod (Figure 5).
   D. Connect the trunnion to the speed selector lever (Figure 5).

4. Release the traction lever.
5. Move the speed selector to the Position 1; refer to Operating the Speed Selector.
6. Squeeze the left hand (traction) lever to the hand-grip (Figure 13).

   The machine should move forward. If the machine does not move or moves rearward, complete the following:

   A. Release the traction lever and stop the engine.
   B. Disconnect the trunnion from the speed selector lever (Figure 5).
   C. Turn the trunnion upward (counterclockwise) on the speed control rod (Figure 5).
   D. Connect the trunnion to the speed selector lever (Figure 5).

7. If you made any adjustments, repeat this procedure until no adjustments are required.

Important: If the machine moves when the traction lever is in the released position, check the traction cable (refer to Checking and Adjusting the Traction Cable) or take the machine to an Authorized Service Dealer for service.

Product Overview

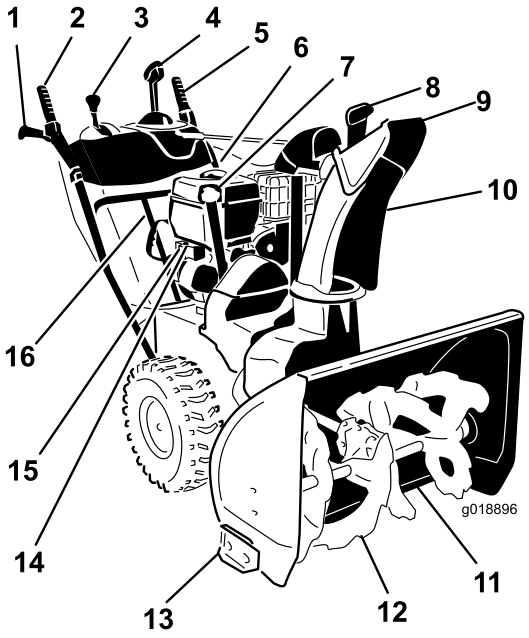


Figure 14

1. Hand-grip (2)
2. Auger/impeller lever
3. Speed selector lever
4. Quick lever discharge chute control
5. Traction lever
6. Fuel tank cap
7. Engine oil fill tube/dipstick
8. Chute deflector trigger
9. Chute deflector
10. Discharge chute
11. Scraper
12. Auger
13. Skid (2)
14. Electric starter button
15. Electric starter plug
16. Snow cleanout tool

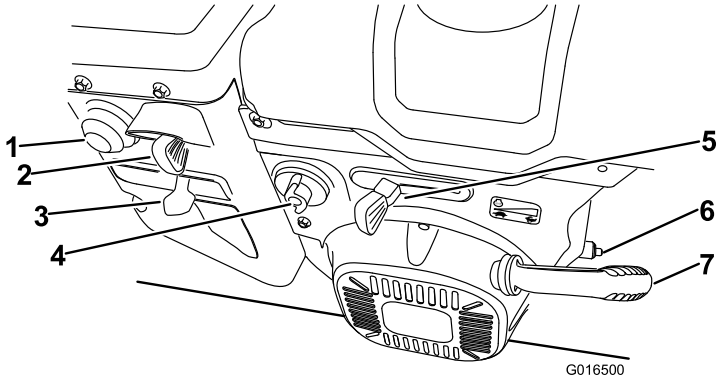


Figure 15

1. Choke
2. Ignition switch
3. Fuel shutoff valve
4. Throttle
5. Recoil starter
6. Oil drain plug
7. Primer

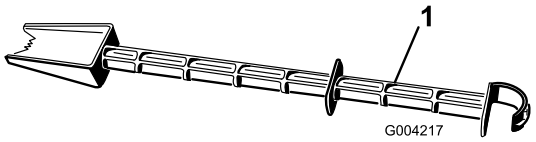


Figure 16

1. Snow cleanout tool (attached to the handle)

Operation

Before Operation

Safety

- Use extension cords and receptacles as specified by the manufacturer for all machines with electric starting motors.
- Do not operate the machine without wearing adequate winter garments. Avoid loose fitting clothing that can get caught in moving parts. Wear slip resistant footwear that will improve footing on slippery surfaces.
- Always wear safety glasses or eye shields during operation or while performing an adjustment or repair to protect eyes from foreign objects that may be thrown from the machine.
- Thoroughly inspect the area where the machine is to be used and remove all doormats, sleds, boards, wires, and other foreign objects.
- If a shield, safety device, or decal is damaged, illegible, or lost, repair or replace it before beginning operation. Also, tighten any loose fasteners.

Filling the Fuel Tank

⚠ DANGER

Gasoline is extremely flammable and explosive. A fire or explosion from gasoline can burn you and others.

- **To prevent a static charge from igniting the gasoline, place the container and/or machine on the ground before filling, not in a vehicle or on an object.**
- **Fill the tank outdoors when the engine is cold. Wipe up spills.**
- **Do not handle gasoline when smoking or around an open flame or sparks.**
- **Store gasoline in an approved fuel container, out of the reach of children.**

- For best results, use only clean, fresh, unleaded gasoline with an octane rating of 87 or higher ((R+M)/2 rating method).
- Oxygenated fuel with up to 10% ethanol or 15% MTBE by volume is acceptable.
- **Do not** use ethanol blends of gasoline (such as E15 or E85) with more than 10% ethanol by volume. Performance problems and/or engine damage may result which may not be covered under warranty.
- **Do not** use gasoline containing methanol.
- **Do not** store fuel either in the fuel tank or fuel containers over the winter unless a fuel stabilizer is used.
- **Do not** add oil to gasoline.

Important: To reduce starting problems, add fuel stabilizer to the fuel all season, mixing it with gasoline less than 30 days old. *Do not add oil to the gasoline.*

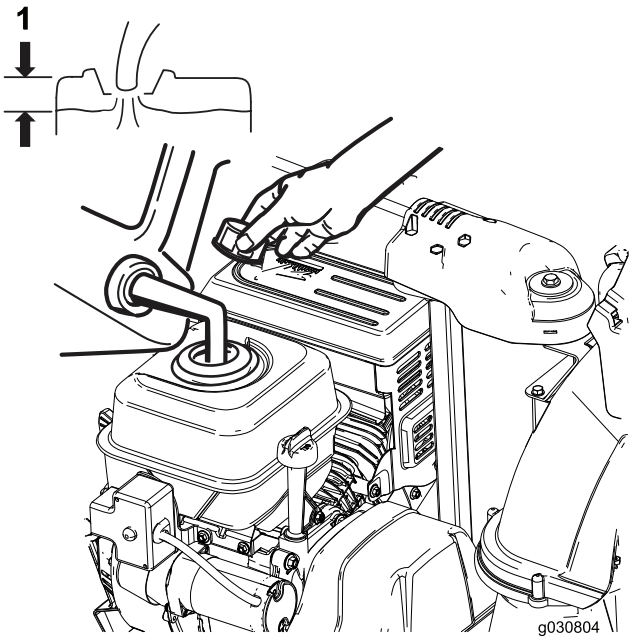


Figure 17

1. 1-1/2 inch (3.8 cm)

During Operation

Safety

- **Rotating auger blades can injure fingers or hands.** Stay behind the handles and away from the discharge opening while operating the machine. **Keep your face, hands, feet, and any other part of your body or clothing away from moving or rotating parts.**
- Never direct the discharge toward people or areas where property damage can occur.
- Exercise caution to avoid slipping or falling. Always be sure of your footing, and keep a firm hold on the handles. Walk; never run.
- Exercise extreme caution when operating on slopes.
- Never operate the machine without good visibility or light.
- Look behind and use care when backing up with the machine.
- When not actively clearing snow, disengage power to the rotor blades.
- Use extension cords and receptacles as specified by the manufacturer for all machines with electric starting motors.
- Do not attempt to clear snow from a gravel or crushed rock surface. This product is intended for use only on paved surfaces.
- Do not use the machine on a roof.
- Never attempt to make any adjustments while the engine is running (except when specifically recommended by manufacturer).
- Stay alert for hidden hazards or traffic.
- After striking a foreign object, stop the engine, remove the ignition key, thoroughly inspect the machine for any damage, and repair the damage before restarting and operating the machine.
- If the machine should start to vibrate abnormally, stop the engine and check immediately for the cause.
- Do not run the engine indoors, except when starting the engine and for transporting the machine in or out of the building. Open the outside doors; exhaust fumes are dangerous.
- Do not overload the machine capacity by attempting to clear snow at too fast a rate.
- Never touch a hot engine or muffler.
- Thoroughly inspect the electrical cord before plugging it into a power source. If the cord is damaged, do not use it to start the machine. Replace the damaged cord immediately. Unplug the power cord whenever you are not starting the machine.

Freewheeling or Using the Self-propel Drive

You can operate the snowthrower with the self-propel feature engaged or disengaged (freewheeling).

To freewheel, insert the axle pins through the axle holes, but not through the wheel hubs (Figure 18).

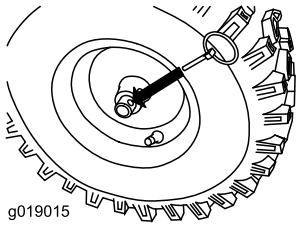


Figure 18

To self-propel, insert the axle pins through the holes in the wheel hubs and the inner axle holes (Figure 19).

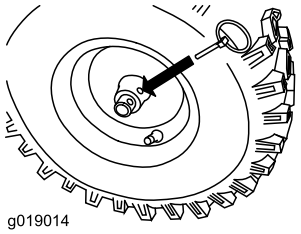


Figure 19

Starting the Engine

1. Check the engine oil level. Refer to Checking the Engine Oil Level in Maintenance.
2. Turn the fuel shutoff valve 1/4 turn counterclockwise to open it (Figure 20).

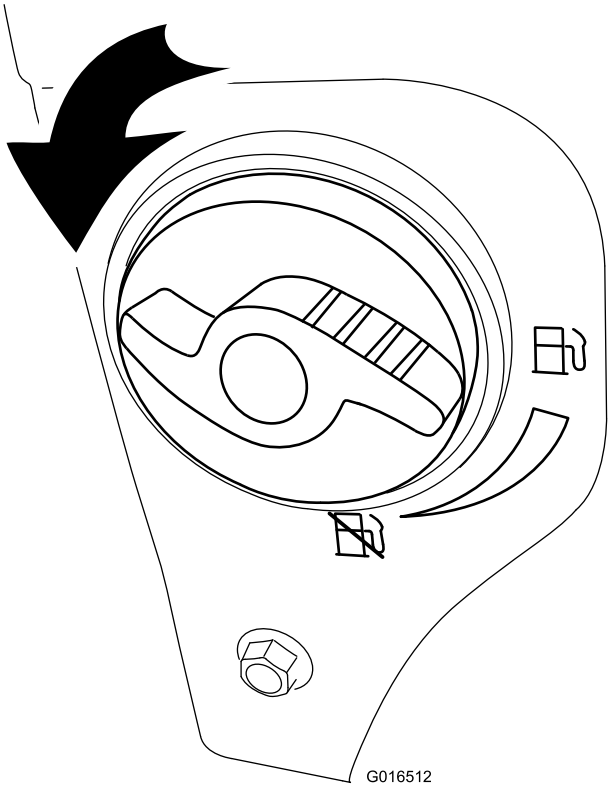


Figure 20

3. Insert the ignition key all the way in (Figure 21).

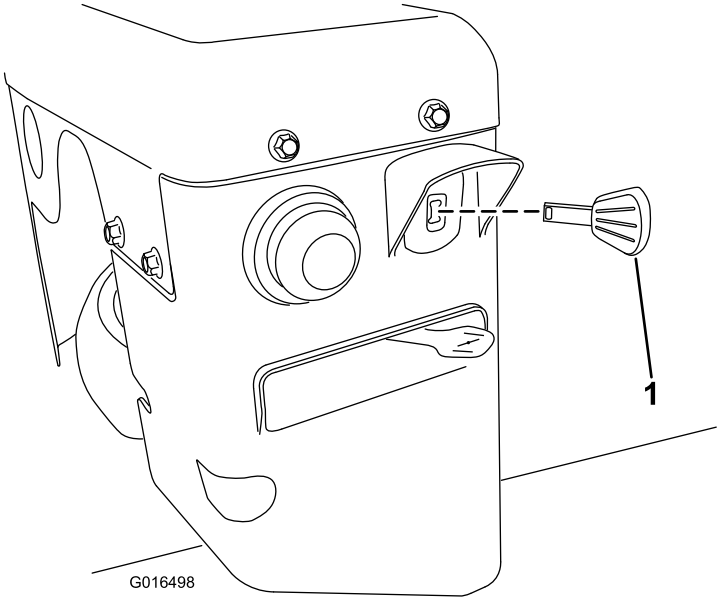


Figure 21

1. Ignition key

4. Firmly push in the primer with your thumb 3 times, holding the primer in for a second before releasing it each time (Figure 22).

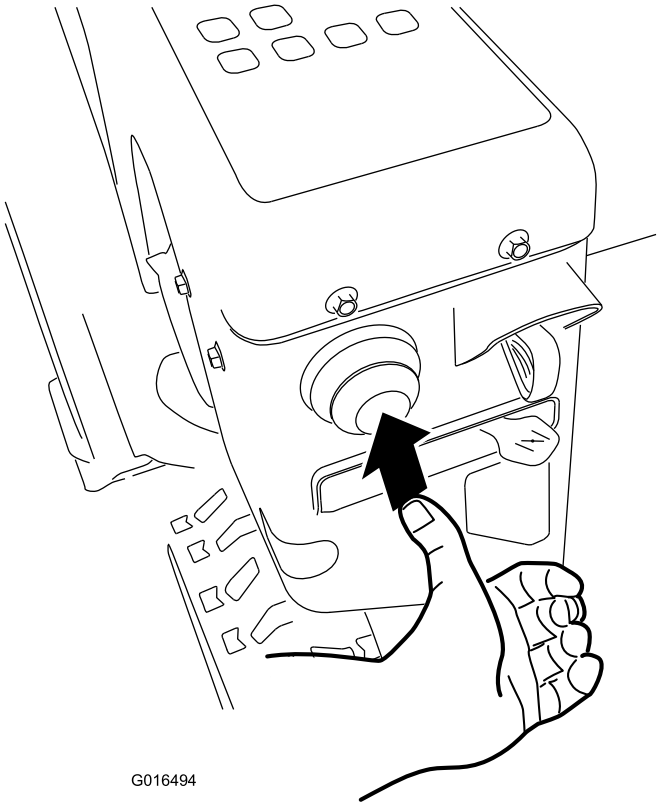


Figure 22

5. Move the choke to the CHOKE position (Figure 23).

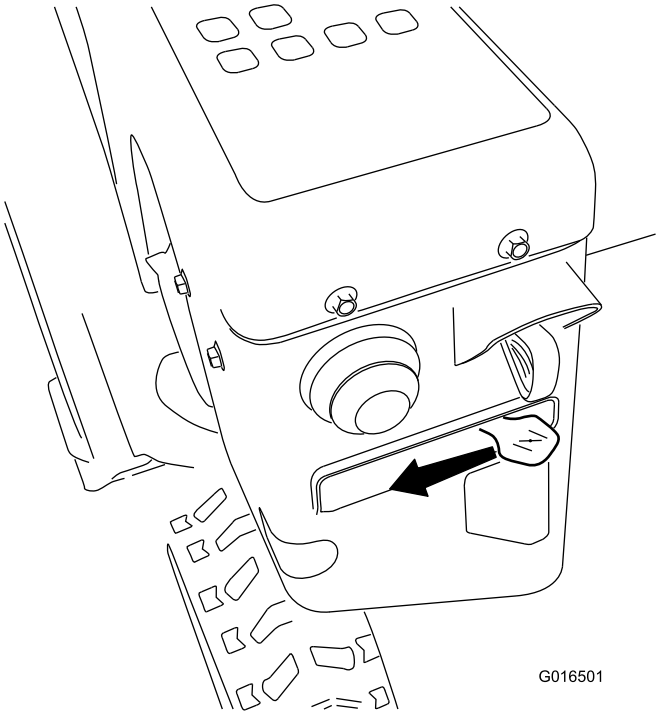


Figure 23

6. Move the throttle to the FAST position (Figure 24).

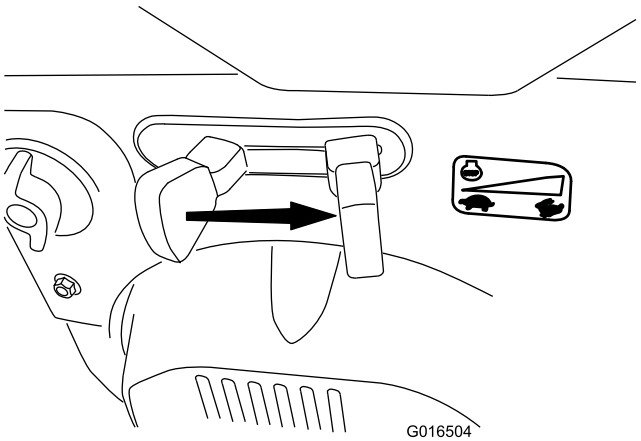


Figure 24

7. Start the machine by pulling the recoil starter or pressing the electric-starter button (Figure 25).

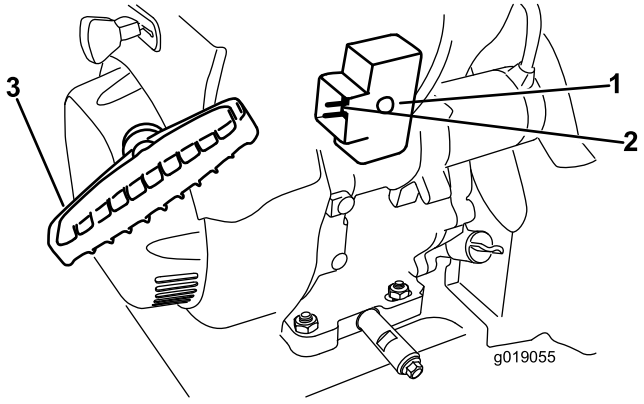


Figure 25

1. Electric-starter button
2. Electric starter plug-in
3. Recoil starter

Note: To use the electric starter, connect a power cord to the electric starter plug-in first and then to a power outlet. Use only a UL-listed, 16-gauge extension cord recommended for outdoor use that is not longer than 50 feet (15 m).

⚠ WARNING

The electrical cord can become damaged, causing a shock or fire.

Thoroughly inspect the electrical cord before using the machine. If the cord is damaged, do not operate the machine. Replace or repair the damaged cord immediately. Contact an Authorized Service Dealer for assistance.

Important: To prevent damaging the electric starter, run it in short cycles (5 seconds on, 5 seconds off), no more than 10 times. If the engine still does not start, take the machine to an Authorized Service Dealer for service.

8. Disconnect the power cord from the power outlet first and then from the machine (electric start only).
9. Allow the engine to warm up; gradually move the choke toward the Run position. Wait for the engine to run smoothly before each choke adjustment.

⚠ CAUTION

If you leave the machine plugged into a power outlet, someone can inadvertently start the machine and injure people or damage property.

Unplug the power cord whenever you are not starting the machine.

Stopping the Engine

1. Move the throttle to the SLOW position, and then to the STOP position (Figure 26) to kill the engine. The

engine can also be stopped by pulling the ignition key outward to the middle position.

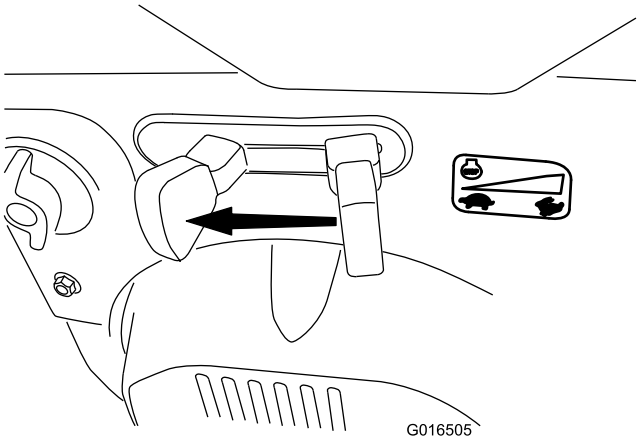


Figure 26

2. Wait for all moving parts to stop before leaving the operating position.
3. Remove the ignition key to prevent accidental starting.
4. Close the fuel shutoff valve by rotating it clockwise (Figure 27).

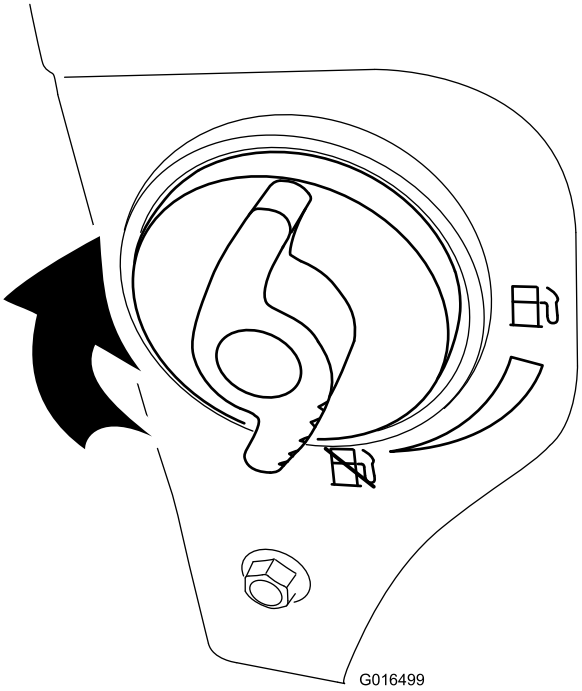


Figure 27

5. Pull the recoil starter 3 or 4 times. This helps prevent the recoil starter from freezing up.

Operating the Traction Drive

⚠ CAUTION

If the traction drive is not properly adjusted, the machine may move in the direction opposite of what you intended, causing injury and/or property damage.

Carefully check the traction drive and adjust it properly, if necessary; refer to Checking the Traction Drive Operation in Setup for more information.

Important: If the machine moves when the traction lever is in the released position, check the traction cable (refer to Checking and Adjusting the Traction Cable) or take the machine to an Authorized Service Dealer for service.

1. To engage the traction drive, squeeze the left hand (traction) lever to the hand-grip (Figure 28).

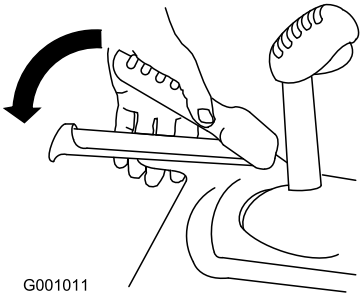


Figure 28

2. To stop the traction drive, release the traction lever.

Operating the Speed Selector

The speed selector has 6 forward and 2 reverse gears. To change speeds, release the traction lever and shift the speed selector lever to the desired position (Figure 29). The lever locks in a notch at each speed selection.

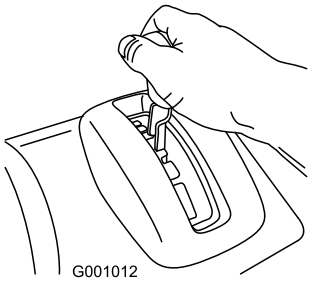


Figure 29

Operating the Auger/Impeller Drive

1. To engage the auger/ impeller drive, squeeze the right hand (auger/ impeller) lever to the handgrip (Figure 30).

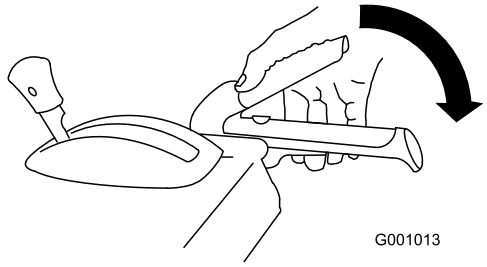


Figure 30

2. To stop the auger and impeller, release the right hand lever.

   Important: When you engage both the auger/impeller lever and the traction lever, the traction lever locks the auger/impeller lever down, freeing your right hand. To release both levers, simply release the left hand (traction) lever.

3. If the auger and impeller continue to rotate when you release the auger/impeller lever, do not operate the machine. Check the auger/impeller cable (refer to Checking and Adjusting the Auger/Impeller Cable) and adjust it if necessary. Otherwise, take the machine to an Authorized Dealer for service.

⚠ WARNING

If the auger and impeller continue to rotate when you release the auger/impeller lever, you could seriously injure yourself or others.

Do not operate the machine. Take it to an Authorized Service Dealer for service.

Operating the Quick Lever

Moving the Discharge Chute

Push the Quick Lever forward; move the Quick Lever to the left to move the discharge chute to the left; move the Quick Lever to the right to move the discharge chute to the right. Release the lever to lock the discharge chute in place (Figure 31).

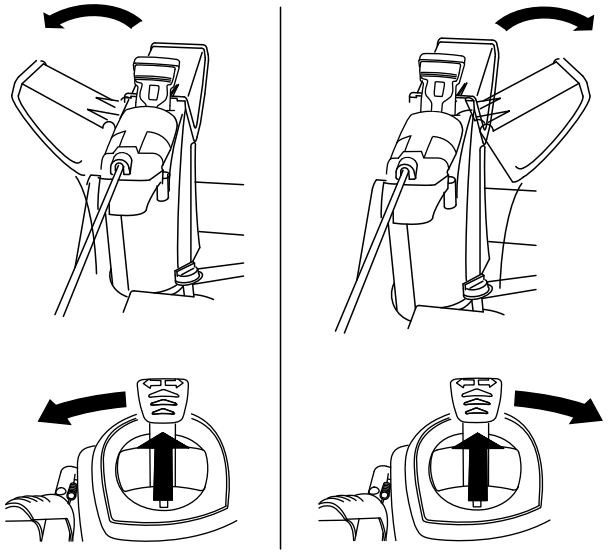


Figure 31

- If the chute does not move, refer to Adjusting the Discharge Chute Latch.
- If the chute does not lock into place when you release the lever, refer to Adjusting the Discharge Chute Latch.

Moving the Chute Deflector

To raise or lower the angle of the chute deflector, press the trigger on the chute deflector and move the chute deflector up or down (Figure 32).

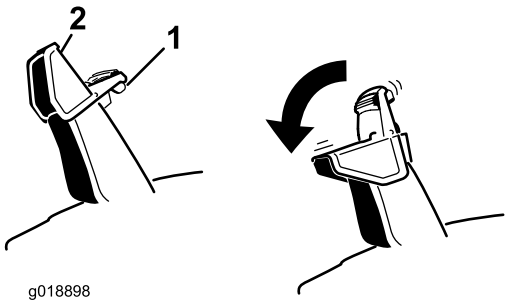


Figure 32

1. Chute deflector trigger
2. Chute deflector

Unclogging the Discharge Chute

If the auger/impeller is running but there is no snow coming out of the discharge chute, the discharge chute may be clogged.

- To unclog the discharge chute, stay in the operating position and release the left hand (traction) lever. While running the auger/impeller, push down on the handles to raise the front of the machine a few inches (centimeters) off the pavement. Then lift the handles quickly to bump

the front of the machine on the pavement. Repeat if necessary until a stream of snow comes out the discharge chute.

- If you cannot unclog the discharge chute by bumping the front of the machine, **stop the engine, wait for all moving parts to stop, and use a stick; never use your hand.**

  Important: Unclogging the discharge chute by bumping the front of the machine on the pavement may cause the skids to move. Adjust the skids and tighten the skid bolts securely.

Operating Tips

⚠ DANGER

When the machine is in operation, the impeller and auger can rotate and amputate or injure hands and feet.

- **Before adjusting, cleaning, inspecting, troubleshooting, or repairing the machine, stop the engine and wait for all moving parts to stop. Disconnect the wire from the spark plug and keep it away from the plug to prevent someone from accidentally starting the engine.**
- **Remove an obstruction from the discharge chute; refer to Unclogging the Discharge Chute. If necessary, use a stick, not your hands, to remove an obstruction from the discharge chute.**
- **Stay behind the handles and away from the discharge opening while operating the machine.**
- **Keep face, hands, feet, and any other part of your body or clothing away from concealed, moving, or rotating parts.**

⚠ WARNING

The rotor blades can throw stones, toys, and other foreign objects and cause serious personal injury to the operator or to bystanders.

- **Keep the area to be cleared free of all objects that the rotor blades could pick up and throw.**
- **Keep all children and pets away from the area of operation.**
- Always set the throttle to the Fast position when throwing snow.
- If the engine slows down under a load or the wheels slip, shift the machine into a lower gear.
- If the front of the machine rides up, shift the machine into a lower gear. If the front continues to ride up, lift up on the handles.

After Operation

Safety

- Never store the machine with fuel in the fuel tank inside a building where ignition sources are present, such as hot water heaters, space heaters, or clothes dryers. Allow the engine to cool before storing in any enclosure.
- When storing the machine for more than 30 days, refer to the Storage section for important details.

Preventing Freeze-up

- In snowy and cold conditions, some controls and moving parts may freeze. **Do not use excessive force when trying to operate frozen controls.** If you have difficulty operating any control or part, start the engine and let it run for a few minutes.
- After using the machine, let the engine run for a few minutes to prevent moving parts from freezing. Engage the auger/impeller to clear any remaining snow from inside the housing. Rotate the Quick Stick to prevent it from freezing. Stop the engine, wait for all moving parts to stop, and remove all ice and snow from the machine.
- With the engine off, pull the recoil starter handle several times and push the electric-starter button once to prevent the recoil and electric starters from freezing up.

Maintenance

Note: Determine the left and right sides of the machine from the normal operating position.

Recommended Maintenance Schedule(s)

Maintenance Service Interval	Maintenance Procedure
After the first 2 hours	• Inspect the traction cable and adjust it if necessary. • Inspect the auger/impeller cable and adjust it if necessary.
After the first 5 hours	• Change the engine oil.
Before each use or daily	• Check the engine oil level and add oil if necessary.
Every 25 hours	• Change the engine oil.
Yearly	• Check the skids and the scraper and adjust them if necessary. • Inspect the traction cable and adjust or replace it if necessary. • Inspect the auger/impeller cable and adjust or replace it if necessary. • Check the auger gearbox oil and add oil if necessary.
Yearly or before storage	• Check the air pressure in the tires and inflate them to 17–20 psi (116–137 kPa). • Drain the gasoline and run the engine to dry out the fuel tank and the carburetor at the end of the season. • Have an Authorized Service Dealer inspect and replace the traction drive belt and/or the auger/impeller drive belt, if necessary.

Important: **You can find more information about maintaining and servicing your machine at www.Toro.com.**

Maintenance Safety

Read the following safety precautions before performing any maintenance on the machine:

- Before performing any maintenance, service, or adjustment, stop the engine and remove the key. If major repairs are ever needed, contact an Authorized Service Dealer.
- Check all fasteners at frequent intervals for proper tightness to be sure the machine is in safe working condition.
- Maintain or replace safety and instruction labels, as necessary.
- Do not change the governor settings on the engine.
- Purchase only genuine Toro replacement parts and accessories.

Preparing for Maintenance

1. Move the machine to a level surface.
2. Stop the engine and wait for all moving parts to stop.
3. Disconnect the spark plug wire. Refer to Replacing the Spark Plug.

Checking the Engine Oil Level

Service Interval: Before each use or daily—Check the engine oil level and add oil if necessary.

1. Remove the dipstick, wipe it clean, then fully install the dipstick.
2. Remove the dipstick and check the oil level (Figure 33). If the oil level is below the Add mark on the dipstick, add oil. Refer to 5 Checking the Engine Oil Level (page 9).

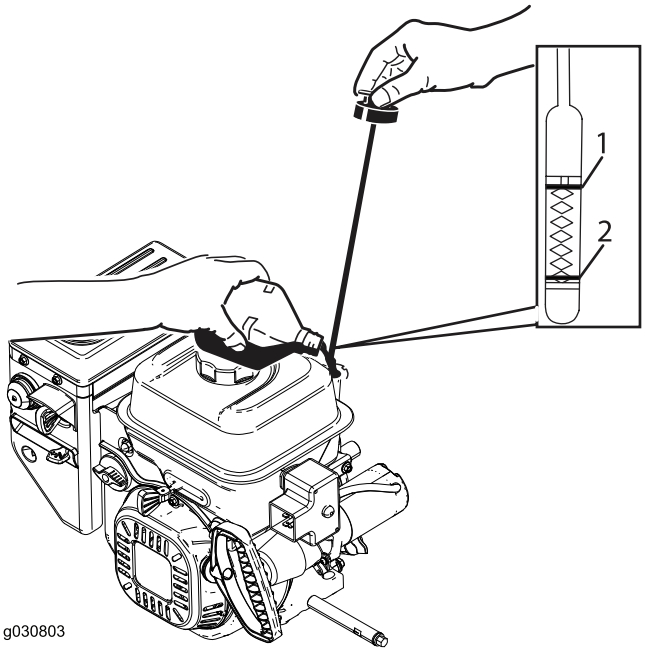


Figure 33

Checking and Adjusting the Skids and Scraper

Service Interval: Yearly—Check the skids and the scraper and adjust them if necessary.

Check the skids and the scraper to ensure that the auger does not contact the paved or gravel surface. Adjust the skids and the scraper as needed to compensate for wear.

1. Check the tire pressure. Refer to Checking the Tire Pressure.
2. Loosen the nuts that secure both skids to the auger sides until the skids slide up and down easily.

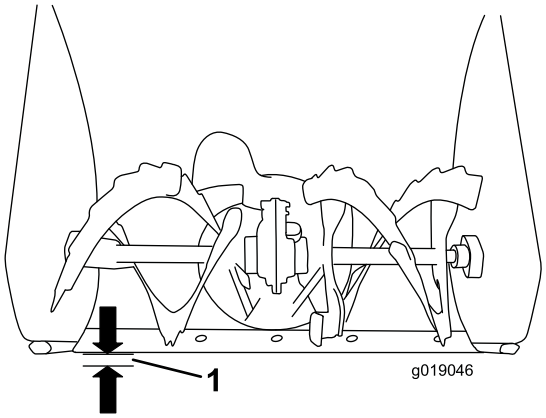


Figure 34

1. 1/8 inch (3 mm)

Important: The auger blades must be supported above the ground by the skids.

3. Ensure that the scraper is 1/8 inch (3 mm) above and parallel to a level surface.

   Note: If the pavement is cracked, rough, or uneven, adjust the skids to raise the scraper. For gravel surfaces, adjust the skids further down to prevent the machine from picking up rocks.

4. Move the skids down until they are even with the ground.
5. Firmly tighten the nuts that secure both skids to the auger sides.

   Note: To quickly adjust the skids if they loosen, support the scraper 1/8 inch (3 mm) off the pavement, then adjust the skids down to the pavement.

   Note: If the skids become excessively worn, you can turn them over and set the unused side toward the pavement.

Checking and Adjusting the Traction Cable

Service Interval: After the first 2 hours—Inspect the traction cable and adjust it if necessary.

Yearly—Inspect the traction cable and adjust or replace it if necessary.

If the machine does not drive in the forward or reverse speeds or it drives when you release the traction lever, adjust the traction cable.

If the left hand (traction) cable is not properly adjusted, do the following steps:

1. Loosen the jam nut.
2. Engage the traction lever and hold it in place (Figure 35).

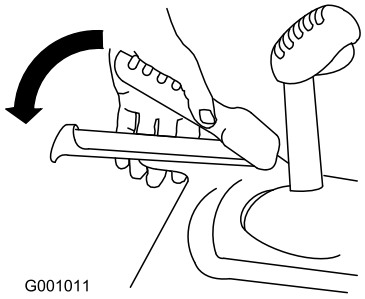


Figure 35

3. Loosen or tighten the turnbuckle to adjust the spring length to 2.18 inches (5.5 cm).

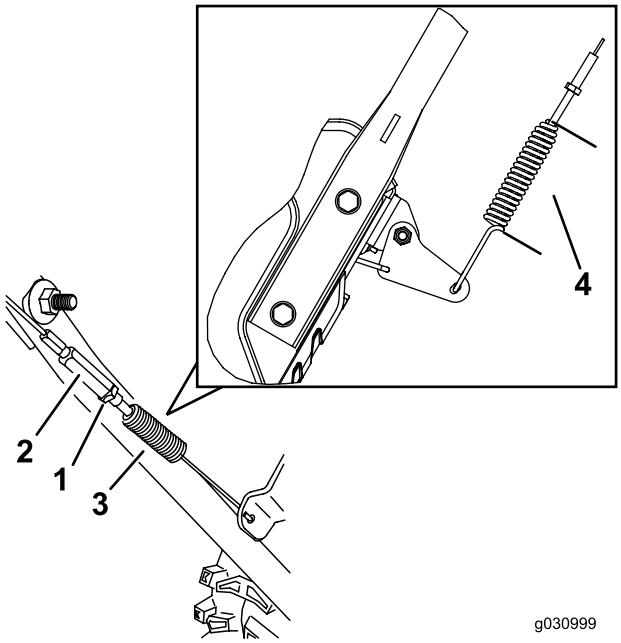


Figure 36

1. Jam nut
2. Turnbuckle
3. Spring
4. 2.18 inches (5.5 cm)

4. Tighten the jam nut (Figure 36), ensuring there is slight tension on the cable.
5. If the traction cable is properly adjusted but a problem remains, contact an Authorized Service Dealer.

Checking and Adjusting the Auger/Impeller Cable

Service Interval: After the first 2 hours—Inspect the auger/impeller cable and adjust it if necessary.

Yearly—Inspect the auger/impeller cable and adjust or replace it if necessary.

1. Loosen the jam nut.
2. Engage the auger/impeller lever and hold it in place (Figure 37).

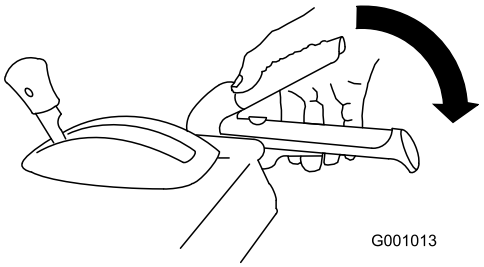


Figure 37

3. Loosen or tighten the turnbuckle to adjust the spring length to 2.75 inches (7 cm) (Figure 38).

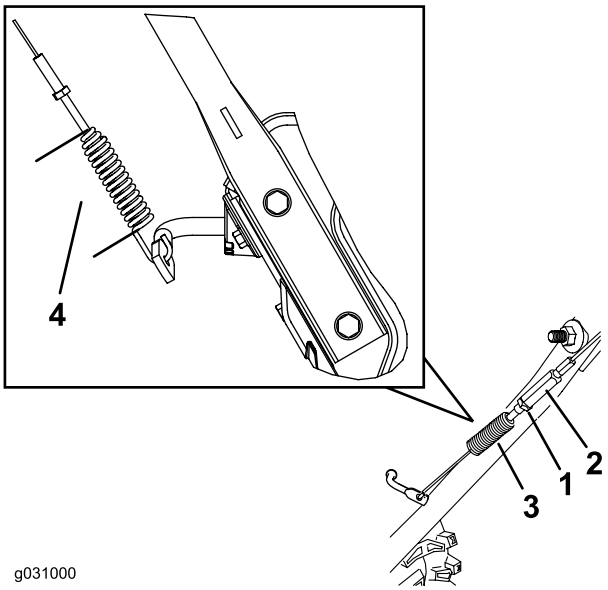


Figure 38

1. Jam nut
2. Turnbuckle
3. Spring
4. 2.75 inches (7 cm)

4. Tighten the jam nut (Figure 38), ensuring there is slight tension on the cable.
5. If the auger/impeller cable is properly adjusted but a problem remains, contact an Authorized Service Dealer.

Checking the Auger Gearbox Oil Level

Service Interval: Yearly—Check the auger gearbox oil and add oil if necessary.

1. Move the machine to a level surface.
2. Clean the area around the pipe plug (Figure 39).

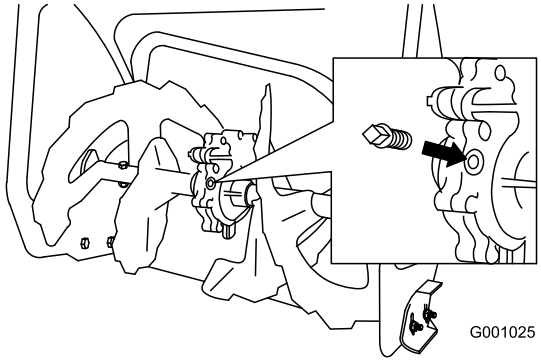


Figure 39

3. Remove the pipe plug from the gearbox.
4. Check the oil level in the gearbox. The oil should be 3/8 inch (9.5 mm) below the filler opening.
5. If the oil level is low, add GL-5 or GL-6, SAE 85-95 EP transmission oil to the gearbox until the point of overflow.

   Note: Do not use synthetic oil.
6. Install the pipe plug in the gearbox.

Changing the Engine Oil

Service Interval: After the first 5 hours—Change the engine oil.

Every 25 hours/Yearly (whichever comes first)—Change the engine oil.

If possible, run the engine just before changing the oil because warm oil flows better and carries more contaminants.

Use automotive detergent oil with an API service classification of SF, SG, SH, SJ, SL, or higher. Refer to your engine owner's manual.

Use Figure 40 below to select the best oil viscosity for the outdoor temperature range expected:

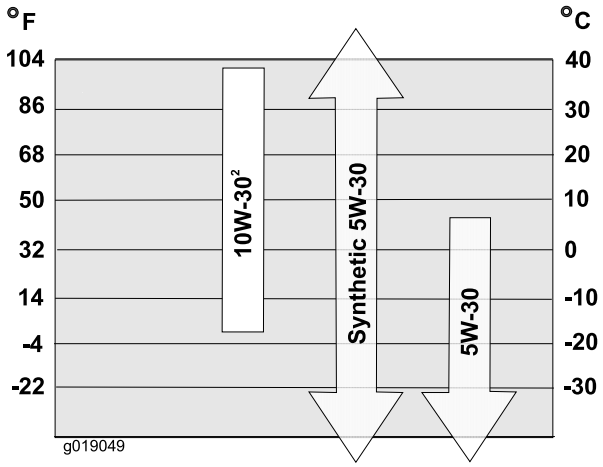


Figure 40

Engine Oil Capacities

Model	Engine Oil Capacity
38811	0.50 L (17 oz)

1. Clean the area around the oil drain cap (Figure 41).

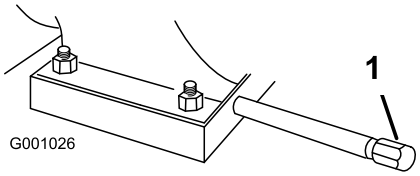


Figure 41

1. Oil drain cap

2. Slide an oil drain pan under the drain extension and remove the oil drain cap.
3. Drain the oil.

   Note: Dispose of the used oil properly at a local recycling center.
4. Install the oil drain cap.
5. Fill the crankcase with oil. Refer to 5 Checking the Engine Oil Level (page 9).

Adjusting the Discharge Chute Latch

If the discharge chute does not lock into the desired position or does not unlock so that you can move it to another position, adjust the discharge chute latch.

1. Loosen the clamp fastener on the chute support plate until the cable is free.

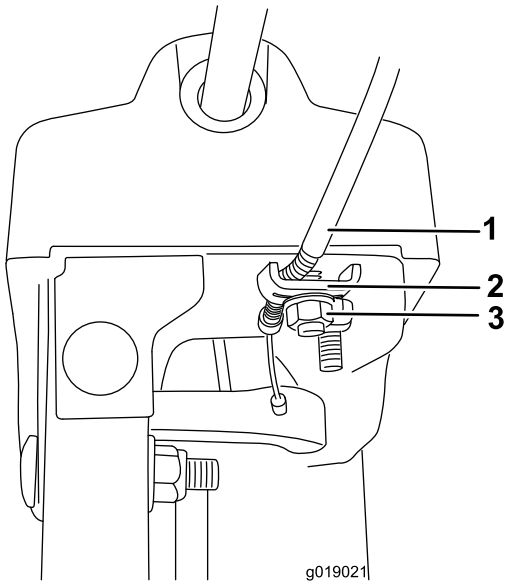


Figure 42

1. Cable conduit
2. Cable clamp
3. Clamp fastener

2. Remove any slack in the cable by pulling the cable conduit rearward.
3. Tighten the clamp fastener while holding the cable in place.

Replacing the Drive Belts

If the auger/impeller drive belt or the traction drive belt becomes worn, oil-soaked, or otherwise damaged, go to www.Toro.com for additional service information or have an Authorized Service Dealer replace the belt.

Storage

⚠ WARNING

- **Gasoline vapors can explode.**
- **Do not store gasoline more than 30 days.**
- **Do not store the machine in an enclosure near an open flame.**
- **Allow the engine to cool before storing it.**

Preparing the Machine for Storage

1. On the last refueling of the year, add fuel stabilizer to fresh fuel as directed by the engine manufacturer.
2. Run the engine for 10 minutes to distribute the conditioned fuel through the fuel system.
3. Loosen the hose clamp that secures the fuel line to the valve and slide the fuel line off the fuel shutoff valve.
4. Open the fuel shutoff valve and allow the fuel to drain out of the fuel tank into an approved fuel container.
5. Install the fuel line onto the fuel shutoff valve and secure it with a hose clamp.
6. Run the machine until the engine stops from running out of fuel.
7. Prime the engine and start it again.
8. Allow the engine to run until it stops. When you can no longer start the engine, it is sufficiently dry.
9. Stop the engine and allow it to cool.
10. Remove the ignition key.
11. Disconnect the spark plug wire.
12. Remove the spark plug, add 1 oz. (30 ml) of oil through the spark plug hole, and pull the starter rope **slowly** several times to distribute oil throughout the cylinder to prevent cylinder corrosion during the off-season.
13. Loosely install the spark plug.
14. Dispose of any unused fuel properly. Recycle it according to local codes, or use it in your automobile.

    Note: Do not store stabilized fuel for more than 90 days.
15. Clean the machine thoroughly.
16. Touch up chipped surfaces with paint available from an Authorized Service Dealer. Sand affected areas before painting, and use a rust preventative to prevent the metal parts from rusting.
17. Tighten all loose screws, bolts, and locknuts. Repair or replace any damaged parts.
18. Cover the machine and store it in a clean, dry place out of the reach of children. Allow the engine to cool before storing it in any enclosure.

Removing the Machine from Storage

1. Remove the spark plug and spin the engine rapidly using the starter to blow the excess oil from the cylinder.
2. Install the spark plug by hand and then torque it to 15 ft-lb (20.4 N-m).
3. Connect the spark plug wire.
4. Perform the annual maintenance procedures as given in the Recommended Maintenance Schedule.

Troubleshooting

Problem	Possible Cause	Corrective Action
The electric starter does not turn (electric-start models only).	1. The power cord is disconnected at the outlet or the machine. 2. The power cord is worn, corroded, or damaged. 3. The power outlet is not energized.	1. Connect the power cord to the outlet and/or the machine. 2. Replace the power cord. 3. Have a qualified electrician energize the outlet.
The engine does not start or starts hard.	1. The key is not in the ignition or is in the Stop position. 2. The choke is in the Off position and the primer has not been pressed. 3. The fuel shutoff valve is not open. 4. The throttle is not in the Fast position. 5. The fuel tank is empty or the fuel system contains stale fuel. 6. The spark plug wire is loose or disconnected. 7. The spark plug is pitted, fouled, or the gap is incorrect. 8. The fuel vent cap is restricted. 9. The engine oil level in the engine crankcase is too low or too high.	1. Insert the key into the ignition and turn it to the On position. 2. Move the choke to the On position and press the primer 3 times. 3. Open the fuel shutoff valve. 4. Move the throttle to the Fast position. 5. Drain and/or fill the fuel tank with fresh gasoline (not more than 30 days old). If the problem persists, contact an Authorized Service Dealer. 6. Connect the wire to the spark plug. 7. Check the spark plug and adjust the gap if necessary. Replace the spark plug if it is pitted, fouled, or cracked. 8. Remove the vent restriction or replace the fuel cap. 9. Add or drain oil to adjust the oil level in the engine crankcase to the Full mark on the dipstick.
The engine runs rough.	1. The choke is in the On position. 2. The fuel shutoff valve is not completely open. 3. The fuel tank is nearly empty or contains stale fuel. 4. The spark plug wire is loose. 5. The spark plug is pitted, fouled, or the gap is incorrect. 6. The engine oil level in the engine crankcase is too low or too high.	1. Move the choke to the Off position. 2. Open the fuel shutoff valve. 3. Drain and fill the fuel tank with fresh gasoline (not more than 30 days old). If the problem persists, contact an Authorized Service Dealer. 4. Connect the wire to the spark plug. 5. Check the spark plug and adjust the gap if necessary. Replace the spark plug if it is pitted, fouled, or cracked. 6. Add or drain oil to adjust the oil level in the engine crankcase to the Full mark on the dipstick.

Problem	Possible Cause	Corrective Action
The engine runs, but the machine discharges snow poorly or not at all.	1. The throttle is not in the Fast position when throwing snow.	1. Move the throttle to the Fast position.
	2. The machine is moving too fast to clear the snow.	2. Shift the machine into a lower gear.
	3. You are trying to remove too much snow per swath.	3. Reduce the amount of snow removed per swath.
	4. You are trying to remove extremely heavy or wet snow.	4. Don't overload the machine with extremely heavy or wet snow.
	5. The discharge chute is plugged.	5. Unclog the discharge chute.
	6. The auger/impeller drive belt is loose or is off the pulley.	6. Install and/or adjust the auger/impeller drive belt; refer to www.Toro.com for servicing information or take the machine to an Authorized Service Dealer.
	7. The auger/impeller drive belt is worn or broken.	7. Replace the auger/impeller drive belt; refer to www.Toro.com for servicing information or take the machine to an Authorized Service Dealer.
The discharge chute either does not lock into place or does not move.	1. The discharge chute latch is not properly adjusted.	1. Adjust the discharge chute latch.
The machine does not properly clear the snow off the surface	1. The skids and/or scraper are not properly adjusted.	1. Adjust the skids and/or the scraper.
	2. The pressure in the tires is not equal.	2. Check and adjust the pressure in one or both tires.

Notes:

International Distributor List

Distributor:	Country:	Phone Number:	Distributor:	Country:	Phone Number:
Agrolanc Kft	Hungary	36 27 539 640	Maquiver S.A.	Colombia	57 1 236 4079
Asian American Industrial (AAI)	Hong Kong	852 2497 7804	Maruyama Mfg. Co. Inc.	Japan	81 3 3252 2285
B-Ray Corporation	Korea	82 32 551 2076	Mountfield a.s.	Czech Republic	420 255 704 220
Brisa Goods LLC	Mexico	1 210 495 2417	Mountfield a.s.	Slovakia	420 255 704 220
Casco Sales Company	Puerto Rico	787 788 8383	Munditol S.A.	Argentina	54 11 4 821 9999
Ceres S.A.	Costa Rica	506 239 1138	Norma Garden	Russia	7 495 411 61 20
CSSC Turf Equipment (pvt) Ltd.	Sri Lanka	94 11 2746100	Oslinger Turf Equipment SA	Ecuador	593 4 239 6970
Cyril Johnston & Co.	Northern Ireland	44 2890 813 121	Oy Hako Ground and Garden Ab	Finland	358 987 00733
Cyril Johnston & Co.	Republic of Ireland	44 2890 813 121	Parkland Products Ltd.	New Zealand	64 3 34 93760
Fat Dragon	China	886 10 80841322	Perfetto	Poland	48 61 8 208 416
Femco S.A.	Guatemala	502 442 3277	Pratoverde SRL.	Italy	39 049 9128 128
FIVEMANS New-Tech Co., Ltd	China	86-10-6381 6136	Prochaska & Cie	Austria	43 1 278 5100
ForGarder OU	Estonia	372 384 6060	RT Cohen 2004 Ltd.	Israel	972 986 17979
G.Y.K. Company Ltd.	Japan	81 726 325 861	Riversa	Spain	34 9 52 83 7500
Geomechaniki of Athens	Greece	30 10 935 0054	Lely Turfcare	Denmark	45 66 109 200
Golf international Turizm	Turkey	90 216 336 5993	Lely (U.K.) Limited	United Kingdom	44 1480 226 800
Hako Ground and Garden	Sweden	46 35 10 0000	Solvert S.A.S.	France	33 1 30 81 77 00
Hako Ground and Garden	Norway	47 22 90 7760	Spypros Stavrinides Limited	Cyprus	357 22 434131
Hayter Limited (U.K.)	United Kingdom	44 1279 723 444	Surge Systems India Limited	India	91 1 292299901
Hydroturf Int. Co Dubai	United Arab Emirates	97 14 347 9479	T-Markt Logistics Ltd.	Hungary	36 26 525 500
Hydroturf Egypt LLC	Egypt	202 519 4308	Toro Australia	Australia	61 3 9580 7355
Irrimac	Portugal	351 21 238 8260	Toro Europe NV	Belgium	32 14 562 960
Irrigation Products Int'l Pvt Ltd.	India	0091 44 2449 4387	Valtech	Morocco	212 5 3766 3636
Jean Heybroek b.v.	Netherlands	31 30 639 4611	Victus Emak	Poland	48 61 823 8369

European Privacy Notice

The Information Toro Collects
Toro Warranty Company (Toro) respects your privacy. In order to process your warranty claim and contact you in the event of a product recall, we ask you to share certain personal information with us, either directly or through your local Toro company or dealer.

The Toro warranty system is hosted on servers located within the United States where privacy law may not provide the same protection as applies in your country.

BY SHARING YOUR PERSONAL INFORMATION WITH US, YOU ARE CONSENTING TO THE PROCESSING OF YOUR PERSONAL INFORMATION AS DESCRIBED IN THIS PRIVACY NOTICE.

The Way Toro Uses Information
Toro may use your personal information to process warranty claims, to contact you in the event of a product recall and for any other purpose which we tell you about. Toro may share your information with Toro's affiliates, dealers or other business partners in connection with any of these activities. We will not sell your personal information to any other company. We reserve the right to disclose personal information in order to comply with applicable laws and with requests by the appropriate authorities, to operate our systems properly or for our own protection or that of other users.

Retention of your Personal Information
We will keep your personal information as long as we need it for the purposes for which it was originally collected or for other legitimate purposes (such as regulatory compliance), or as required by applicable law.

Toro's Commitment to Security of Your Personal Information
We take reasonable precautions in order to protect the security of your personal information. We also take steps to maintain the accuracy and current status of personal information.

Access and Correction of your Personal Information
If you would like to review or correct your personal information, please contact us by email at legal@toro.com.

Australian Consumer Law

Australian customers will find details relating to the Australian Consumer Law either inside the box or at your local Toro Dealer.

The Toro Warranty and The Toro GTS Starting Guarantee

Conditions and Products Covered

The Toro Company and its affiliate, Toro Warranty Company, pursuant to an agreement between them, jointly promise to repair for the original purchaser[1] the Toro Product listed below if defective in materials or workmanship or if the Toro GTS (Guaranteed to Start) engine will not start on the first or second pull, provided the routine maintenance required in the *Operator's Manual* have been performed.

This warranty covers the cost of parts and labor, but you must pay transportation costs.

The following time periods apply from the original date of purchase:

Products	**Warranty Period**
Snowthrowers	
• Single Stage	2 years Residential Use[2] 45 Days Commercial Use
—Engine	2 years GTS Guarantee, Residential Use[2]
• SnowMax	3 years Residential Use[2] 45 Days Commercial Use
—Chute, chute deflector, and lower chute	Lifetime (original owner only)[1]
• Two Stage	3 years Residential Use[2] 45 Days Commercial Use
—Chute, chute deflector and impeller housing cover	Lifetime (original owner only)[1]
Electric Snowthrowers	2 years Residential Use[2] No Warranty for Commercial Use

[1]Original Purchaser means the person who originally purchased the Toro Product.

[2]Residential use means use of the product on the same lot as your home. Use at more than one location is considered commercial use and the commercial use warranty would apply.

Owner Responsibilities

You must maintain your Toro Product by following the maintenance procedures described in the *Operator's Manual*. Such routine maintenance, whether performed by a dealer or by you, is at your expense.

Instructions for Obtaining Warranty Service

If you think that your Toro Product contains a defect in materials or workmanship, follow this procedure:

1. Contact your seller to arrange service of the product. If for any reason it is impossible for you to contact your seller, you may contact any Toro Authorized Distributor to arrange service. See attached Distributor List.
2. Bring the product and your proof of purchase (sales receipt) to the servicing outlet. If for any reason you are dissatisfied with the servicing outlet's analysis or with the assistance provided, contact us at:

   Toro Warranty Company
   Toro Customer Care Department, RLC Division
   8111 Lyndale Avenue South
   Bloomington, MN 55420-1196 USA
   001–952–948–4707

Items and Conditions Not Covered

There is no other express warranty except for special emission system coverage and engine warranty coverage on some products. This express warranty does not cover the following:

- Cost of regular maintenance service or parts, such as filters, fuel, lubricants, oil changes, spark plugs, or brake and clutch adjustments
- Components failing due to normal wear
- Any product or part which has been altered or misused or neglected and requires replacement or repair due to accidents or lack of proper maintenance
- Pickup and delivery charges
- Repairs or attempted repairs by anyone other than an Authorized Toro Service Dealer
- Repairs necessary due to failure to follow recommended fuel procedure (consult *Operator's Manual* for more details)
  - Removing contaminants from the fuel system is not covered
  - Use of old fuel (more than one month old) or fuel which contains more than 10% ethanol or more that 15% MTBE
  - Failure to drain the fuel system prior to any period of non-use over one month
- Repairs or adjustments to correct starting difficulties due to the following:
  - Failure to follow proper maintenance procedures or recommended fuel procedure
- Special operational conditions where starting may require more than two pulls:
  - First time starts after extended period of non-use over three months or seasonal storage
  - Improper starting procedures - if you are having difficulty starting your unit, please check the *Operator's Manual* to ensure that you are using the correct starting procedures. This can save an unnecessary visit to an Authorized Toro Service Dealer.

General Conditions

The purchaser is covered by the national laws of each country. The rights to which the purchaser is entitled with the support of these laws are not restricted by this warranty.