ROBOTIC LAWN MOWER

User Manual



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www.ezviz.com

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About this Manual

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version on the EZVIZ ™ website (http://www.ezviz.com).

Revision Record

New release – January 2024

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Table of Contents

Introduction 1

Overview 2

1. Package Contents 2
2. Basics 3

Preparation 6

1. Tool Preparation 6
2. Check Your Lawn 6

Place the Base Station 7

Connect the Boundary Wire to the Base Station 8

1. Insert One End of the Boundary Wire 8
2. Lay the Boundary Wire 9

Please note the following situations: 10

Fix the Base Station 13

Joining Up the Boundary Wire 14

Get the EZVIZ App 14

Operations on the EZVIZ App 17

1. Homepage 17
2. Setting 18

Routine Maintenance 19

1. Maintenance Frequency 19
2. General Maintenance 19
3. Cleaning 19
4. Replace Blades 20
5. Winter Storage 21
6. Transportation 21
7. OTA 21

Troubleshooting 22

FAQ 24

Appendix 26

1. Environmental Precautions 26
2. Rechargeable Lithium ion Battery 26

INFORMATION FOR PRIVATE HOUSEHOLDS 27

LIMITED WARRANTY 28

Introduction

In this following section, we would like to help you better understand how Mower works.

1 Auto mapping

Before mowing, the mower will move along the boundary wire to create the map, so that the mower is able to mow in planned path for maximum efficiency. For positioning accuracy, the mower will not open the cutting system when auto mapping. After mapping is over, the mower will stay at the base station to communicate data few seconds, then leave the base station for global mow.

2 Global Mow

Different from most robotic lawn mower with boundary, the mower will mow the lawn along a planned path by an algorithm inside work area, leave a beautiful parallel lines on your lawn. After mowing, the mower needs to save data, please wait for a few minutes.

3 Mowing Schedule

You can set the mowing schedule in the App. The mower will work automatically according to the schedule.

4 Edge Cut

After mowing the work area, the mower will cut along the boundary autonomously.

5 Spot Mow

Spot Mow is intended for mowing small areas that require special treatment without having to mow the whole lawn, such as the area under a trampoline that has been removed. The mower is positioned at the centre of the intended area to mow, once pressing the “Spot Mow” button on the EZVIZ App, it will leave a circle with a radius of 1.5m by spiral mowing path. After completion of “Spot Mow”, the mower will stop and need to be moved back to the base station manually.

i For safety reasons, “Spot Mow” cannot be used outside the perimeter wire.

6 Broken Points Detection

When the boundary wire is broken, the mower will stop immediately. Putting the mower back to the base station then check the EZVIZ App, the position of broken point will be marked on map. Benefiting from C-TOF technology, this function helps you reduce maintenance costs to detect broken wire. The rest of the work are walking to the point with tools and fixing it.

7 Intelligent Mowing

The mower also has the ability for intelligent mowing, utilizing lift-up sensor, rollover sensor, tilt sensor, rain sensor, bumper sensor and C-TOF sensor to accomplish intelligent mapping, charging, mowing, and obstacle avoidance functions. The mower can also adjust the mowing height to meet users’ personalized needs.

8 PIN Code Protection

The PIN code is used to prevent theft and unauthorized use by children or unauthorized individuals. When a mower malfunctions or the STOP button is pressed, the mower will lock itself automatically. You can unlock it by entering the PIN code(0000 by default). Please modify the PIN code on the App for the first use.

9 Autonomous Charging

When the battery is low, the mower will pause the current task and return to the base station to recharge itself. When the battery level reaches 90%, the mower will return to the area where the task was interrupted to continue mowing.

Overview

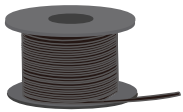
1. Package Contents



Mower ×1



Base Station ×1



Boundary Wire(120m)×1



Power Supply Unit ×1



Low-voltage Cable(10m)×1



Extra Blades ×3



Screws ×4

Nails ×2



Pegs ×160



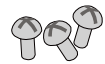
Wire Connector ×2



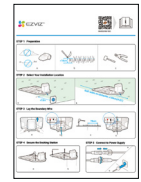
Hex Key ×1



Ruler ×1



Blade Screws ×3



Quick Start Guide ×1



Regulatory Information ×1

The power supply unit's appearance is subject to the actual one you have bought.

2. Basics

Mower(Top View)

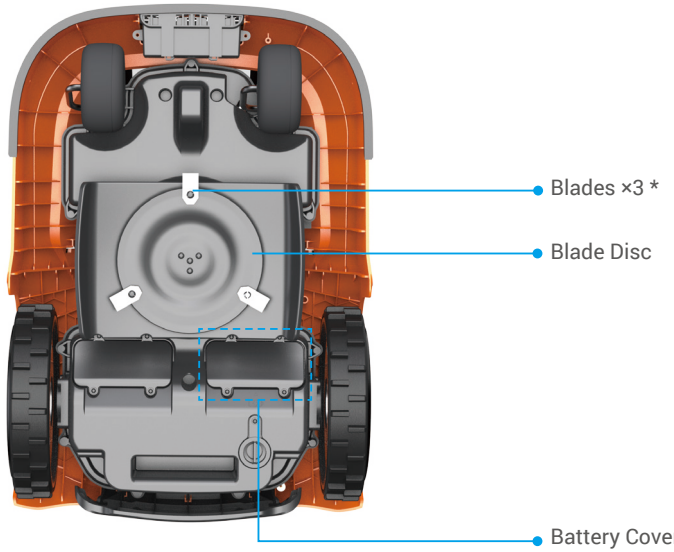


The collision sensor is located under the cover.

Control Panel		
	Mower locked. Enter the PIN code to unlock the mower. After restarting the mower, you need to re-enter the PIN code to unlock it.	
	When battery level is below 15%, this sign lights up and the mower will return to the base station.	
	AP connected.	
	Display the battery level.	
	It shows the mowing duration, PIN code, error code, etc. Meaning of the numbers and symbols on the display: • - - - -: no boundary signal; • Time: mowing duration; • EXXX: error code, please refer to “Troubleshootings” for details; • X-XX: Upgrade progress of firmware. For example, "A-60 " represents that the the upgrade progress of firmware "A" is 60%.	
	Power On/Off	Press and hold  for 3s.
	Enter the PIN code	• Press  to enter odd numbers. • Press  to enter even numbers. • Press  to verify input.
	Start/End Mowing	• Start: Press  and then . • End: Press  and then .
	Recharge	Press  and then .
	Restore Factory Setting	Press and hold  and  for 5s.
	Forced Shutdown	Press and hold  for 15s.

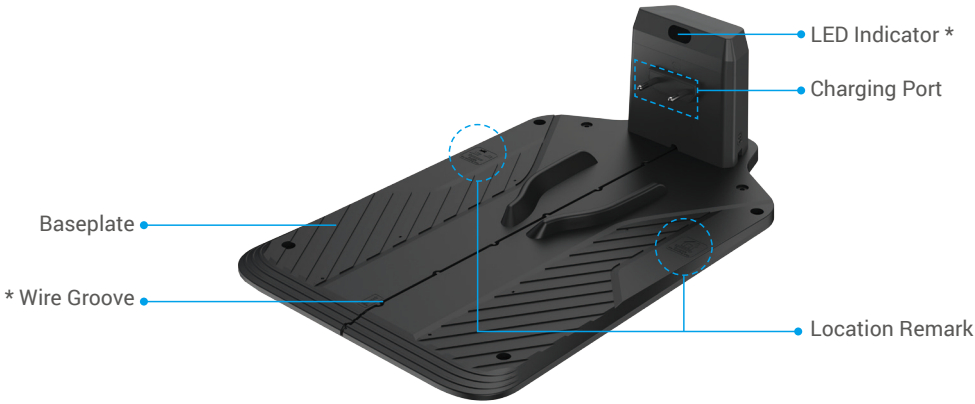
STOP Button
Press once to stop the mower immediately once accidents happen.

Mower(Bottom View)



The blades are set to be a loose state for a better working performance, do not need to tighten it.

Base Station



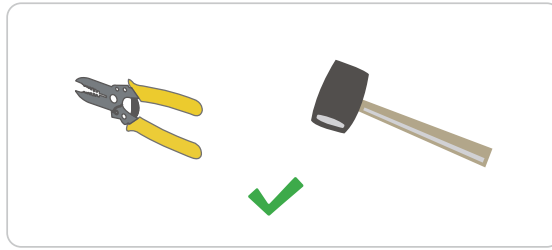
LED Indicator	
/	Solid white/blue: Mower leaves the base station.
	Solid red: In charging You can view the charging status on the mower's control panel.
	Solid green: Charge finished
	Alternating flashing red and white: The boundary wire is broken.
	Flashing yellow: Firmware updating.

Wire Groove
To fix the boundary wire and connect it to the Base Station.

Preparation

1. Tool Preparation

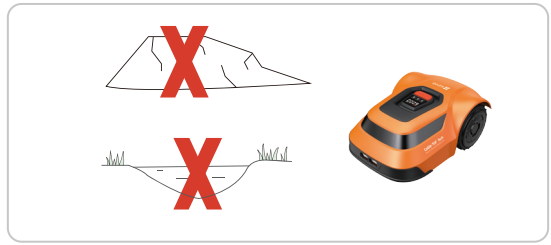
Ensure you have all the accessories and tool(s) needed for assembly and operation. This also includes suitable personal protective equipment, rubber mallet and pliers (purchase separately).



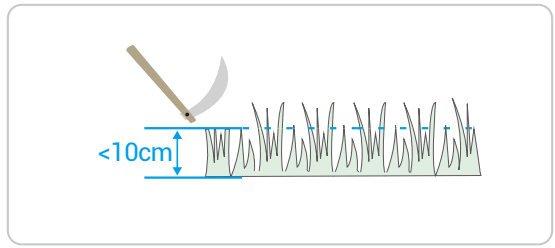
2. Check Your Lawn

To reduce unnecessary mistakes and make the whole installation process easier and smoother, please check:

1. If there are stones on the lawn, please remove stones on the lawn or excluded from the working area.
2. Check the lawn for holes or hollows. Fill them with topsoil to prevent rainwater from forming water pools on the lawn.



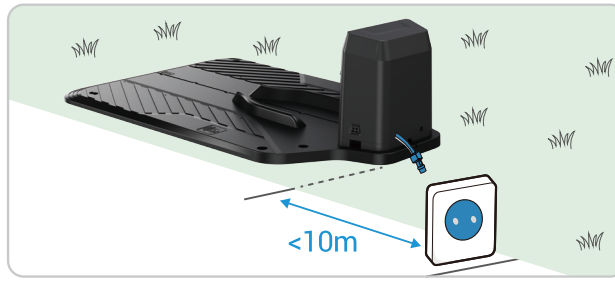
3. Mow the lawn manually make sure your grass is no longer than 10cm before using the mower to keep the grass height within the working range(<10cm).



Place the Base Station

- The base station must be placed on the lawn, ensuring that the bottom is flat and soft soil.
- The baseplate of the base station must not be bent.
- If the working area has two parts separated with a steep slope, it is recommended to put the base station in the lower section.
- Do not attach the base station to the ground with the screws until the boundary wire is installed.
- In order to avoid external heat damage to the base station, please do not place it next to radiators, heaters, fireplaces, etc.
- Keep the base station powered, or the mower will not automatically returned.

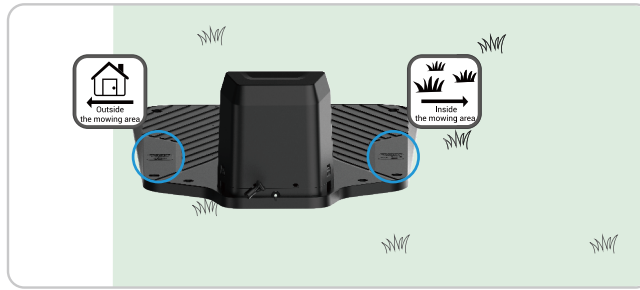
1. Place the base station on the edge of the lawn, keep a distance of no more than 10m from the power source.



2. Leave at least 1.5m straight wire distance before and after the base station without obstacles.



3. One side with the remark “Inside the mowing area” of the base station is located in the working area enclosed by the boundary wires.



Connect the Boundary Wire to the Base Station

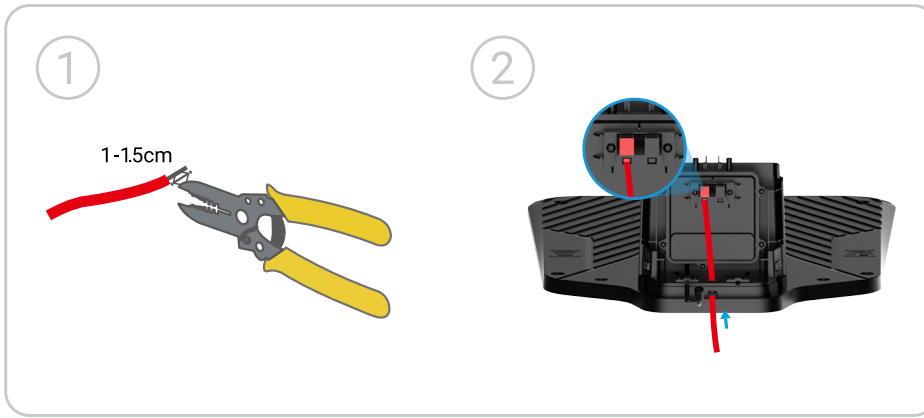
1. Insert One End of the Boundary Wire

- Before connecting the boundary wire to the Base Station, ensure the Base Station power supply is disconnected from the power outlet.
- For better illustrate the connection of boundary wire, the boundary wire is in red in the following figures. The actual boundary wire is in black.

1. Press the buckles on the left and right sides of the back cover of the base station and remove the cover.



2. Peel off the insulation layer of the boundary wire end by 1-1.5 cm. Insert one end of the boundary wire into the trunking at the end of the base station, press down on the tab of the socket until the socket hole is visible and then insert the wire into the red socket.



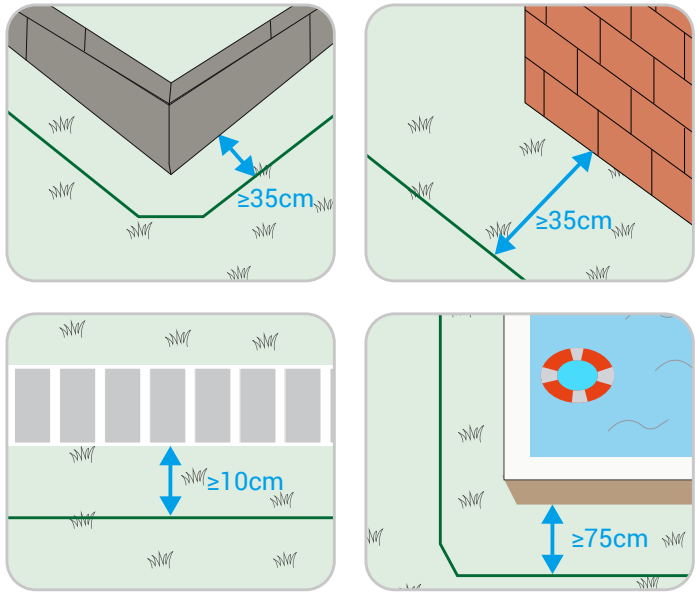
- Make sure that stripped boundary wire is not visible outside the socket.
- Gently pull the boundary wires once they are connected and make sure they are connected firmly into place. This is important to ensure correct signal of the boundary wire.

2. Lay the Boundary Wire

Lay the boundary wire anti-clockwise around the lawn according to the shape of your lawn.

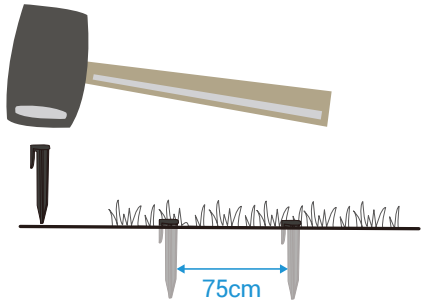
- Boundary wires cannot be laid cross over.
- Please use the original boundary wire which is specially designed to be moisture-proof.
- If your neighbour uses a mower too, keep a space of at least 1m between your boundary wire and your neighbour's.
- For a normal working, please do not place the boundary wires in environments subjected to strong electric and magnetic field.

1. Keep a space between the boundary wire and the fence/wall/road/pool.



When the road height is less than 1cm, the distance between the boundary wire and the road must be ≥ 10cm; when the road height is more than 1cm, the distance must be ≥ 35cm.

2. Lay and secure the boundary wire with supplied wire pegs and ensure that the pegs are fully inserted into the lawn and the boundary wire must be as close as possible to the ground. Each wire peg should be placed around 75cm apart.

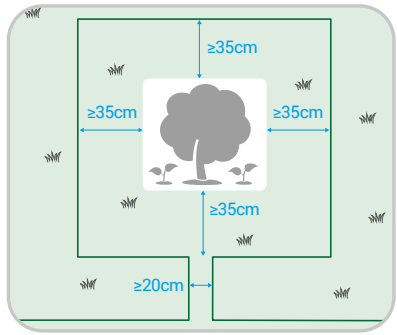


- If the grass is dense and thick, it is necessary to lay the boundary wire near the root of the grass, and shorten the distance between the pegs as much as possible, such as 50cm.
- Keep the boundary wire straight and tight.
- The boundary wire can be buried up to max 5cm under the ground(or under non-metallic slabs).

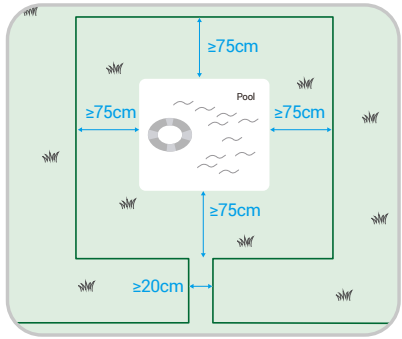
Please note the following situations:

For obstacle area

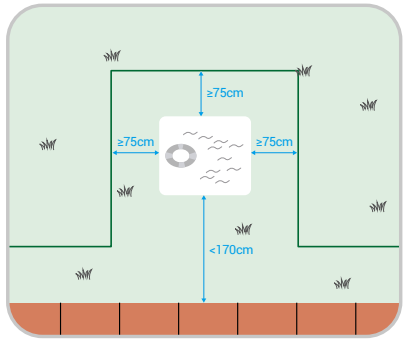
For large obstacles ≥130cm from the edge of the lawn, lay the boundary wire around the area at a distance of 35cm, and then return vertically to the edge of the lawn. The distance between the two parallel wires should be ≥20cm.



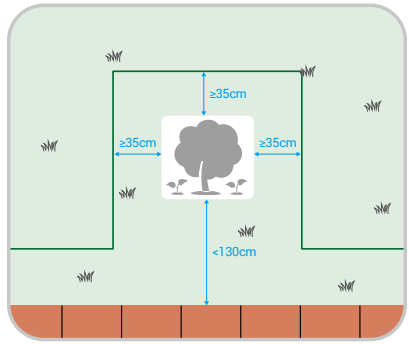
For swimming pools or puddle ≥170cm from the edge of the lawn, lay the boundary wire around the area at a distance of 75cm, and then return vertically to the edge of the lawn. The distance between the two parallel wires should be ≥20cm.



For swimming pools or puddle <170cm from the edge of the lawn, keep a 75cm spacing around the obstacles.

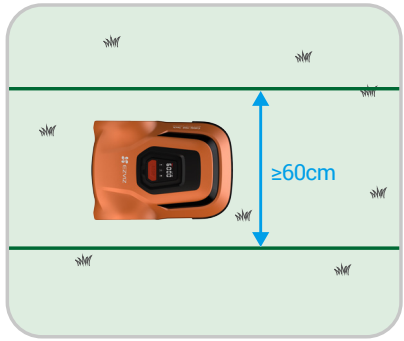


For large obstacles <130cm from the edge of the lawn, keep a 35cm spacing around the obstacles.



For passage

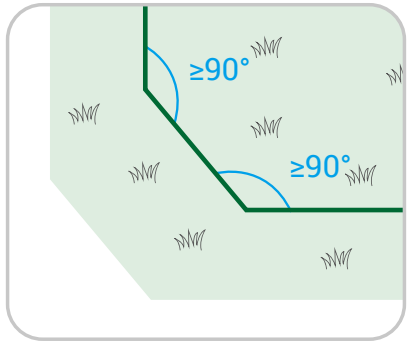
A passage is a section that has boundary wire on each side and that connects 2 parts of the working area. Please keep a passing distance of more than 60cm to ensure that the mower can pass through the narrow passage normally.



For boundary wire corner

Maintain at least 90° angle for all corners when laying the boundary wire along the boundary. Secure the boundary wire with wire pegs at every turning point.

ⓘ Do not lay the boundary wire at sharp angles, or it will be difficult for the mower to follow the boundary wire.

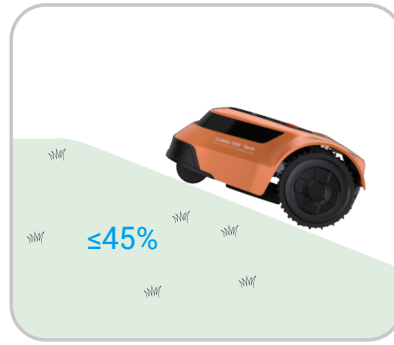


For slopes

The mower has the ability to safely climb slopes of 45%, and areas that are steeper than this should be isolated with the boundary wire.

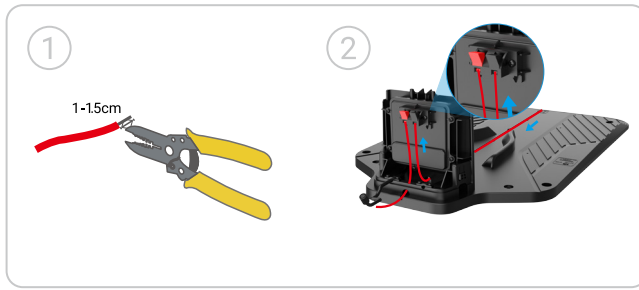
To calculate the slope of your lawn, you can refer to the following figures and method:

$$\frac{45\text{cm(Elevation)}}{100\text{cm(Length)}} = 45\%\text{(slope)}$$



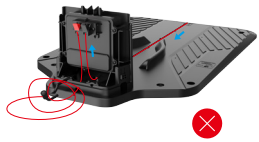
Insert the Other One End of the Boundary Wire

1. Peel off the insulation layer of the boundary wire's other end by 10-15mm, pass it through the wire groove of the base station and then insert it into the black socket.

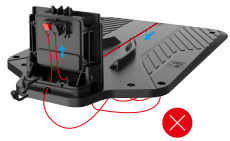


2. Place the cover back to the base station.

- Please cut off the excess boundary wire to avoid disrupting the mower.



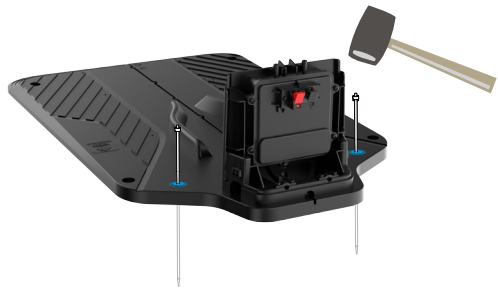
- Please don't put the boundary wire under the base station.



Fix the Base Station

1. Insert two metal nails into the holes located at the head of the base station and hammer them into the lawn with the claw hammer.

   Please make sure that the two metal nails are completely nailed into the lawn, which determines the positioning accurately of the mower.



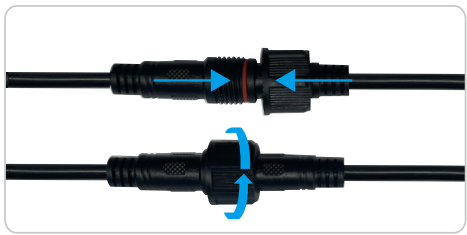
2. Screw the supplied plastic screws into the 4 holes on the baseplate of the base station through a hex wrench to secure the base station.

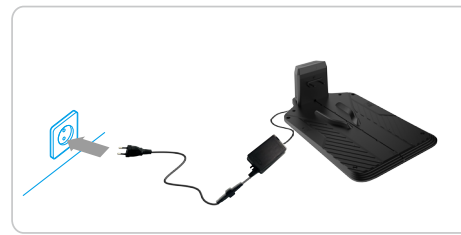


Connect the Base Station to the AC

1. Tightly connect the aviation plug at one end of the power adapter to the base station.
2. Insert the adapter plug into the socket, and then move the mower to the base station for charging.

- The power cable can be extended by the included 10m power extension cable.
- Please ensure that the environment near the socket is dry and will not be wet by the rain.
- It is recommended to fully charge the mower before using it for the first time.

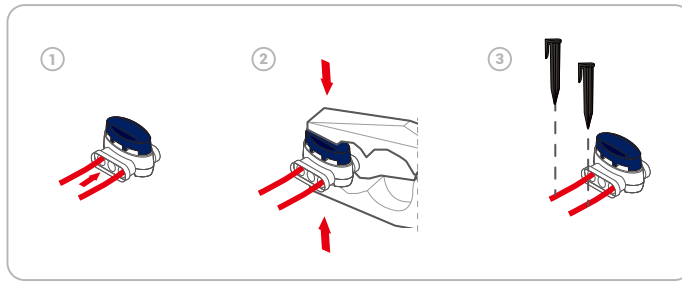




Joining Up the Boundary Wire

You can connect two boundary wires together with wire connector when the following situations occur.
- When your lawn has a very long perimeter and you need extra boundary wire to complete the installation.
- When the bounday wire is cut by accident and you need to fix it.
- When you decide to rework your garden in the future and need to modify the original boundary wire installation.

1. Fully insert both ends of the wire into any two of the three holes of the wire connector (no need to strip the wires) until both wire ends are visible on the other side of the connector.
2. Press the wire connector firmly with pliers.
3. Fix the boundary wire near the wire connector to the lawn with pegs and try to stick the wire connector tightly to the ground to prevent it from being moved by the mower.



Get the EZVIZ App

EZVIZ App

Download on the App Store

GET IT ON Google Play

1. Connect your mobile phone to Wi-Fi.
2. Download and install the EZVIZ App by searching for “EZVIZ” in the App Store or Google Play™.
3. Launch the App and register an EZVIZ user account.

- If you have already used the App, please make sure that it is the latest version. To find out if an update is available, go to the App store or Google Play™ and search for “EZVIZ”.
- The actual process may vary due to ongoing App updates. Follow the instructions provided in the App.

Add the Mower to EZVIZ App

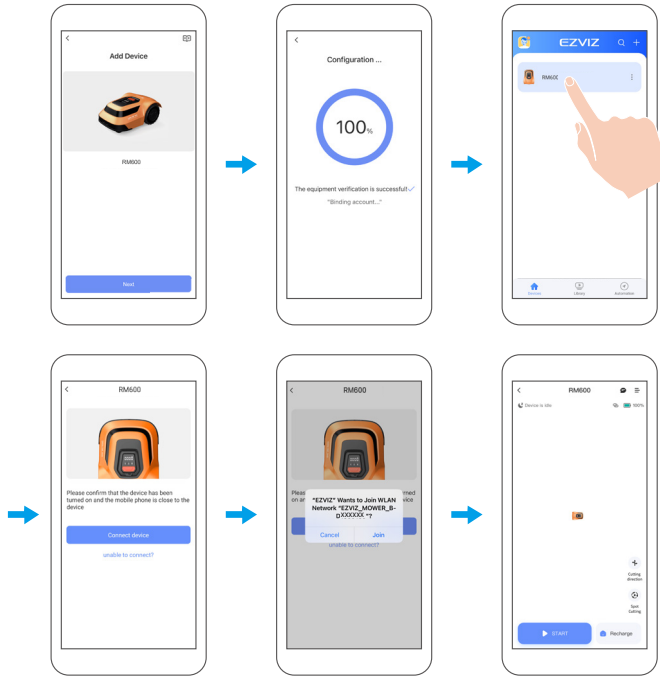
1. Log in to your EZVIZ app account.
2. On the Home screen, tap “+” on the upper-right corner to go to the Scan QR Code interface.
3. Scan the QR code on the rear part or the bottom of the mower.



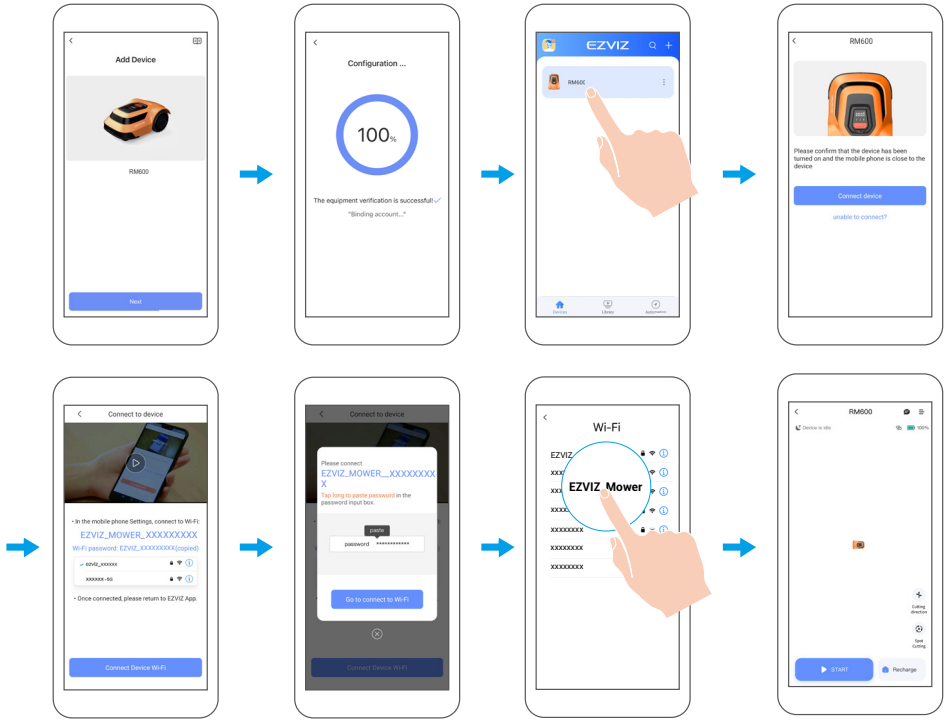
4. Add and connect the mower.

   • For iOS system:

   1. Click "Next" and once the progress reaches 100%, the mower has been successfully added.
   2. Go back to the homepage, click the mower in the device list.
   3. Connect your phone with the mower according to the interface prompts.



- For Android system:
  1. Click "Next" and once the progress reaches 100%, the mower has been successfully added.
  2. Go back to the homepage, click the mower in the device list.
  3. Click "Connect device", the interface will display the name of the Wi-Fi name and password of the mower.
  4. Click "Connect Device Wi-Fi > Go to connect to Wi-Fi"(The Wi-Fi password has been automaticlly copied), go to the Wi-Fi settings interface on your phone, paste the password to connect to the Wi-Fi and the mower successfully connected.

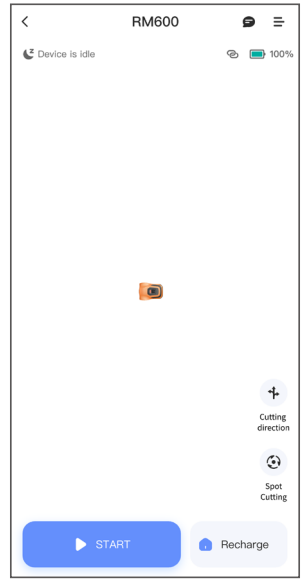


- When adding the mower, please keep a distance within 50m between the phone and mower.
- The Wi-Fi settings interface may differ between different types of phones, please refer to the actual interface.
- Some phones do not support password pasting, please input the password manually.

Operations on the EZVIZ App

The App interface may be different due to version update, and the interface of the App you installed on your phone shall prevail.

1. Homepage



Icon	Description
	More function
	View working information
	Set mowing direction
	Spot mow. Move the mower to the target point and press the spot mow. The mower will achieve spot mowing in a spiral route. When the coverage radius reaches 1.5m, the task will be completed. • The mower can only perform spot mowing after the mapping is completed. The center point of spot mowing should be at least 1.5 meter away from the boundary wire. • The mower can only perform spot mowing within the map. If the mower exceeds the boundary wire, it will stop working.
Recharge	Go back to base station
START	Press to start/pause/continue mowing

2. Setting

In the “More” page, you can set parameters of the mower.

Name	Description
Work Configuration	Schedule, Cutting Height, Mowing Record.
Functional Configuration	Rain and Snow Perception *, PIN-Code Reset.
Device Information	Firmware Version, Device Information(Model, Serial Number, Cutting Area, Unit, Instruction.
Device Management	Device Renaming, Restore Factory, Device Unbinding, Upload Logs, Share Device. The mower can only be added to 1 user account at a time. Before unbinding or sharing the device, please disconnect the mower with App .

* Rain and Snow Perception

You can set Rain and Snow Perception and Delayed Mow Time here.

- Rain and Snow Perception: After enable the Rain and Snow Perception, the mower will stop working in rainy days to prevent mower from slipping.
- Delayed Mow Time: The mower will automatically recharge on rainy days. After the rain stops, the mower will continue to mow after the set time (recommended: 3 hours).

- When power of the mower is lower than 15% during work, it will automatically return to the base station to charge, and continue working where it left off after the charging is completed.
- If the charging is completed during working, and the current time is not within the working schedule, the mowing will not continue.

Routine Maintenance

- Shutting down the mower and powering off the base station before all maintenance operations.
- Always wear safety goggles or glasses with side shields during operation. If operation is dusty, it is advised to also wear a dust mask.
- Be sure to wear gardening gloves when handling blades to avoid being cut.
- Do not use any part not recommended by the manufacturer of this product to avoid serious personal injury.

1. Maintenance Frequency

To maintain the best condition of the mower, please maintain the mower and replace parts with following frequencies:

Part	Check Frequency	Replacement Frequency
Blade	1 week	3-6 months

2. General Maintenance

1. Check the boundary wire and add wire pegs for adequate tightness to the ground.
2. Periodically check all nuts and bolts for proper tightness to ensure a safe operation of the mower.
3. Remove any buildup of grass and leaves on or around the mower and base station. Wipe the mower clean with a dry cloth occasionally.
4. Inspect the base station and clean it from mud and debris to allow proper base.

3. Cleaning

- Do not use a high-pressure water jet to rinse the mower. The high-pressure water may enter the mower and damage the electronic and mechanical components.
- Do not use corrosive cleaning solution such as alcohol and gasoline to clean the mower and the base station, otherwise the internal and external structures of the mower may be damaged.

Clean the Base Station

Wipe dust off from the charging ports with a soft and dry cloth.



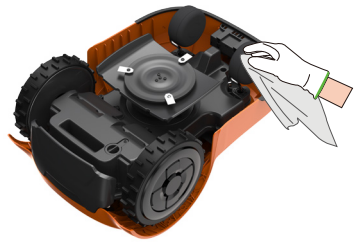
Clean Underside

It is recommended to check and clean the underside of the mower regularly.

1. Press the “STOP” button and wait for the blade to stop.
2. Slowly turn the mower over. Place it on a soft and clean surface.
3. Wash the underside of the mower with water.



4. Wear safety gloves to clean the blade disc, baseplate and wheels thoroughly with a soft brush or damp cloth. Remove any lodged debris around them. Make sure the blade disc and all blades can spin freely.



4. Replace Blades

- Always wear protective, heavy gloves and/or wrap the cutting edges of the blade with rags when replacing blades to avoid serious personal injury.
- Make certain ALL 3 blades and screws are replaced at the same time to keep a balanced cutting system.
- Please visit www.ezviz.com for more information on additional blades.

It is recommended to check the blades regularly. If the blades are blunt, damaged or showing signs of imbalance, they must be replaced. Only use recommended replacement blades.

1. Press the “STOP” button and wait for the blade to stop.
2. Slowly turn the mower over. Place it on a soft and clean surface.



3. Wear protective gloves and remove all three screws and blades with a screwdriver.
4. Secure the new blades with new screws.
5. Make sure all blades can spin freely.

5. Winter Storage

When the temperature continues to drop below 0°C (32°F), please store the mower and the base station in a dry environment.

For mower

It is recommended to store the mower indoors during the winter.
1. To optimise the battery longevity, ensure the mower is fully charged before storage during winter.
2. Clean the mower thoroughly.
3. Store the mower indoors in a clean, dry place out of the reach of children.

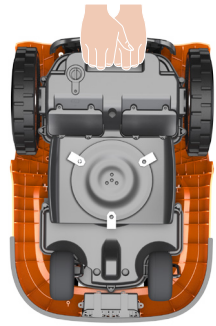
For base station

If the base station is left outside for the winter, leave the boundary wire connected.
1. Disconnect the power adaptor from the power supply.
2. The base station and the boundary wire can be left outside in the winter.
3. It is recommended to place the base station in a dry and sheltered location.

6. Transportation

- There are blades on the bottom of the mower, so keep your body away from them.
- Do not lift the mower while it is charging at the base station.
- To ensure your personal safety, please do not reach into the charging port to carry the mower.

Lift the mower with two hands with the blades facing outwards.



7. OTA

1. When the firmware version is updated, the EZVIZ App will push the firmware upgrade pop-up window when connected to the network.
2. Please keep the current state of the mower to meet the upgrade conditions:
   - The mower's power is > 20%.
   - There is no mowing task scheduled in the next hour.
3. Place the mower and base station within the coverage range of the home Wi-Fi signal, enter the Wi-Fi name and password on the OTA interface(only 2.4 GHz Wi-Fi is supported). The mower is connected to a network through Wi-Fi and the signal is strong.
4. Click Upgrade, the mower will be upgraded. Please keep the mower on the base station during the upgrade.
5. During the upgrade, the upgrade progress of firmware package will be displayed on the mower.
6. The mower will restart automatically after the upgrade is complete. Some versions may cause the mower to restart multiple times, which is a normal phenomenon.

- The network connection is only used for OTA and not for remote operation of the mower.
- A firmware update usually takes 5-10 minutes.
- You can go to EZVIZ App->More Content->Firmware Version to check for update.

Troubleshooting

- Only perform the steps described within these instructions! All further inspection, maintenance and repair work must be performed by a qualified specialist.
- Gloves and appropriate protective clothing must be worn when performing these instructions. Always turn off the mower before making any adjustment.

Error Code	Meaning	Solution
E104	Error: Upgrade failed	Please restart the mower and then put it in the base station. If the error persists, contact after-sales service.
E202	Error: Bumper sensors triggered constantly	Please gently rock the top cover. If it fails, restart the mower and then put it in the base station. If the error persists, contact after-sales service.
E204	Error: IMU data error	Please remove the obstacles or tap the mower cover gently to release it, then press the STOP button and press MOW + ON/OFF to resume mowing. If it fails, restart the mower and then put it in the base station. If the error persists, contact after-sales service.
E207	Error: C-TOF sensor error	Please restart the mower and then put it in the base station. If the error persists, contact after-sales service.
E301	Error: Recharging failed	Please confirm no obstacles in the path and the base station is installed on a flat surface. Press the STOP button on the mower, then HOME + ON/OFF to return. If the error persists, please put it in the base station manually. If the error persists, contact after-sales service.
E302	Error: Mower is trapped	Please press the STOP button, then put it on boundary wire and press MOW + ON/OFF to resume mowing.
E304	Error: Mower is lifted	Please place the mower on a flat surface and check if the front wheels are stuck, then press the STOP button and press MOW + ON/OFF to resume mowing. If it fails, restart the mower and then put it in the base station. If this happens frequently, contact after-sales service
E307	Error: Mower has turned over	Please place it in the proper position and put it back in the boundary or base station. Press the STOP button on the mower, and then press MOW + ON/OFF to resume mowing. Please set the area where the mower turns over frequently as a restricted area.
E310	Error: Mower is not started on the base station or boundary wire	Please relocate the mower on the boundary or the base station, press the STOP button to clean error code, Press MOW + ON/OFF to start mowing.
E311	Error: Mower has collisions on mapping	Please clear obstacles on the boundary, then move mower to the base station and press the STOP button to clean error code, Press MOW + ON/OFF to start mowing again. Please check if the base station is set right(the left side of base station need to be in the mowing area).
E313	Error: Mower is at tilt over limit	Please place it in the proper position and put it back in the boundary or base station. Press the STOP button on the mower, and then press MOW + ON/OFF to resume mowing. Please set the area where the mower turns tilt over 24° as an restricted area.
E437	Error: Cutting motor stall protection	For your safety, power off the mower first. 1. Check if the blade disc is stuck, remove the unusual object. 2. Check if the grass is too thick and dense, cut your lawn to a height of no more than 10 cm. Restart the mower and resume mowing. If the error persists, contact after-sales service.

E441	Error: Left wheel motor blockage protection	Please check if the left wheel is stuck. Remove the unusual object, then press the STOP button on the mower and press MOW + ON/OFF to resume mowing. If the error persists, contact after-sales service.
E451	Error: Right wheel motor blockage protection	Please check if the right wheel is stuck. Remove the unusual object, then press the STOP button on the mower and press MOW + ON/OFF to resume mowing. If the error persists, contact after-sales service.
E501	Error: Battery error	Please restart the mower and then put it in the base station. If the error persists, contact after-sales service.
E502	Error: Battery overvoltage protection	Please press the STOP button on the mower. If the error persists, disconnect the mower from the base station, and contact after-sales service. Do not disassemble the battery and make sure to use a genuine battery.
E503	Error: Battery under voltage protection	The battery is over-discharged and needs to be charged. If the battery temperature is lower than 0°C(32°F) or higher than 45°C(113°F), wait for the temperature to return to above 5°C(41°F) or below 44°C(111.2°F) before charging. After charging to 60% power, press the STOP button to clear it. If the error persists, disconnect the mower from the base station, and contact after-sales service. Do not disassemble the battery and make sure to use a genuine battery.
E507	Error: Battery temperature is too low	Place the mower in a warm environment (operating temperature: 0°C-50°C/32°F- 122°F), then press the STOP button on the mower. If the error persists, contact after-sales service. Do not disassemble the battery and make sure to use a genuine battery.
E601	Error: The base station communication error	Please re-plug the base station into the power supply, then press the STOP button on the mower. If the error persists, contact after-sales service.
E604	Error: The boundary wire break	Please put the mower in the base station. Find the broken point position showed on the App and fix it.
E605	Error: The mower out of boundary	Please put the mower in the boundary area, then adjust the boundary wire laying where the mower go out frequently.
E606	Error: Map build failed	Please adjust the boundary wire according to the Quick Start Guide. The base station need to be set on flat lawn, the boundary wire need to be laid under 36% slope...
E607	Error: The boundary wire length or working area are over limit	Please adjust the boundary wire laying to decrease the boundary wire length.
E609	Error: The Metal nails are pinned abnormally	Please re-pin the metal nails, or move the base station to different place, ensure the nails sink into soil.
E610	Error: The base station update failed	Please restart the mower and then put it in the base station. If the error persists, contact after-sales service.
E611	Error: No boundary wire	Please lay and connect the boundary wires correctly before trying again.
E702	Error: Factory reset failed	Please restart the mower and then put it in the base station. If the error persists, contact after-sales service.
E703	Error: The blade is missing or damaged.	Please turn the robot off and check blades whether loose or missing. Tighten the blade screws after replacing the new blade. Please pay attention to safety during operation.

FAQ

Q: Failed to change the mowing direction?

A: The mower cannot change direction during mowing. Please change direction on the App after the mower completes the task.

Q: After using for a period of time, the working time of the mower becomes shorter.

A: Please charge the mower refer to the instructions in the user manual. After fully charging, please turn off the mower as the battery life will be longer.

Q: The mower runs slowly.

A: When the mower works on thick grass/slopes, near the edge line, or at corners, it generally runs slowly.

Q: Can we use the accessories from other manufacturers?

A: For the safety performance and service life of the mower, please use original accessories.

Q: The mower frequently circles along the wire, leaving clear tracks on the lawn.

A:
- The positioning signal of the mower is weak. Please fix the pegs refer to the instructions in the user manual.
- Check if the App has been upgraded to the latest version.

Q: The mower suddenly stops working.

A: Check the error code or pop-up displayed on the App to find the reason. After that, press the STOP button on the mower, and then press MOW+ON/OFF to start the mower. If it doesn't work, please upload device logs in the App for R&D personnel to identify the cause and solve the problem.

Q: The mower cannot cut grass?

A:
- There is thick grass or tall weeds in the work area that need to be mowed multiple times.
- The cutting height is higher than the grass height. Please change the cutting height of the mower.
- Blade wear, please replace the blade.

Q: The mower's efficiency is low.

A:
- Check the height of the blade disc and inspect it for wear. Ensure that the blade can be adjusted properly. If the blade disc cannot be adjusted normally, check if the lifting motor is blocked. If so, please clean up the blockages.
- Check for small areas and narrow passages in the map that may require frequent changes in direction from the mower.
- Check if the firmware of the mower has been upgraded to the latest version.

Q: What is Global Mowing?

A: Mow the entire area enclosed by the boundary wire.

Q: When building the map, the mower wraps around the base station outside the circle.

A: According to the instructions, adjust the installation direction of the base station. The left side of the base station should face inside the circle and can be placed according to the icon on the base station.

Q: Lift sensor/collision sensor stuck/continuously triggered.

A: - If the lift sensor or collision sensor is stuck or being triggered continuously, gently shake the upper shell of the mower to check if there is debris or other objects blocking it from the mower.
- After troubleshooting and cleaning, restart the mower. If it still does not work properly, please contact the customer service of the purchasing channel for after-sales processing.

Q: The mower will leave grass debris on the lawn.

A: During the process of high-speed rotation of the blade, the grass is cut and thrown out, and the leftover grass debris falls along the protective blade above the blade. This is a normal occurrence and not a result of missed cutting.

Q: The mowing efficiency did not reach the advertised 90 m^2/h.

A: 90 m^2/h was tested in a 10 * 10m obstacle free laboratory environment. In actual use, the efficiency may vary due to differences in lawn shape.

Q: Can the mower be used for land reclamation?

A: Not suitable for land reclamation. If the grass is above 10cm, please trim the lawn to below 10cm before using the mower. The height of the lawn that can be trimmed by the mower is 3-7cm.

Q: Can the black and red socket of the boundary be wired freely?

A: There are no special requirements.

Q: Does the spacing between the pegs have to be 75cm?

A: The 75cm spacing is just a recommendation, spacing size should be adjusted according to the actual situation, and pegs can be added to ensure the boundary wire stays tightly attached to the ground and prevent it from getting cut or tripped by the mower.

Q: The wire pegs cannot be inserted into the soil.

A: Perhaps the soil is too dry. Please try watering it first before inserting the wire pegs.

Appendix

1. Environmental Precautions

The chemical substances contained in the built-in lithium-ion battery of this product may cause environmental pollution. Please remove it before scrapping and send it to a professional battery recycling station for centralized disposal.

Steps for removing the battery (the following information is only applicable when discarding the device, not the daily operation instructions):

1. Run the mower to a low battery status and unable to work, and during this period, do not allow the mower to return to the base station.
2. Turn off the mower.
3. Turn the mower over and remove the screws at the bottom.
4. Remove the battery cover.
5. Take out the battery.



- When disassembling the battery, please ensure that the power is exhausted and operate with the base station disconnected.
- Please disassemble the whole battery together and do not damage the battery casing to avoid short circuit or leakage of hazardous substances.
- If the battery has exudate and you accidentally touch it, please flush it with plenty of water and seek medical attention promptly.
- This product should not be discarded after the expiration date, or if it cannot work normally after repair, please hand it over to an enterprise qualified to dispose of WEEE, please refer to the national or local regulations on the disposal of WEEE for the correct method.

2. Rechargeable Lithium ion Battery

1. The battery type of the device: Portable battery.
2. The battery of this device is non-removable, which is risky to remove.

Chemical Name	Concentration	CAS No.	EC No.
$Li(Ni_{0.5}Co_{0.2}Mn_{0.3})O_2$	35-38%	/	/
Graphite	20-22%	7782-42-5	231-955-3
Copper	9-10%	7440-50-8	231-159-6
Aluminum	5-6%	7429-90-5	231-072-3
Ethylene carbonate	14-16%	96-49-1	202-510-0
Polypropylene	5-6%	9003-07-0	618-352-4
Carbonate, methyl ethyl	4-5%	623-53-0	613-014-2
Phosphate(1-), hexafluoro-, lithium	5-6%	21324-40-3	244-334-7

INFORMATION FOR PRIVATE HOUSEHOLDS

1. Separate collection of waste equipment: Electrical and electronic equipment that has become waste is referred to as waste equipment. Owners of waste equipment must dispose of it separately from unsorted municipal waste. In particular, waste equipment does not belong in household waste, but in special collection and return systems.
2. Batteries and rechargeable batteries as well as lamps: Owners of waste equipment shall, as a rule, separate waste batteries and rechargeable batteries that are not enclosed in the waste equipment, which can be removed from the waste equipment without being destroyed, from the waste equipment before handing them in at a collection point. This does not apply if waste equipment is prepared for reuse with the participation of a public waste management authority.
3. Options for returning waste equipment: Owners of waste equipment from private households can return it free of charge to the collection points of the public waste management authorities or to the take-back points set up by manufacturers or distributors within the meaning of the Electrical and Electronics Equipment Law. Stores with a sales area of at least 400 m² for electrical and electronic equipment and those grocery stores with a total sales area of at least 800 m² that offer electrical and electronic equipment several times a year or on a permanent basis and make it available in the market are required to take it back. This also applies in the case of distribution using means of distance communication, if the storage and shipping areas for electrical and electronic equipment are at least 400 m² or the total storage and shipping areas are at least 800 m². Distributors shall, in principle, ensure take-back by providing suitable return facilities at a reasonable distance from the respective end user. The possibility of returning waste equipment free of charge exists for distributors who are obliged to take it back, among other things, if a new similar device that essentially fulfills the same functions is delivered to an end user.
4. Privacy Notice: Waste equipment often contains sensitive personal data. This applies in particular to devices of information and telecommunications technology such as computers and smartphones. In your own interest, please note that each end user is responsible for deleting the data on the waste equipment to be disposed of.
5. Meaning of the symbol “crossed-out wheelie bin”: The symbol of a crossed-out wheelie bin regularly depicted on electrical and electronic equipment indicates that the respective device is to be collected separately from unsorted municipal waste at the end of its service life.

LIMITED WARRANTY

Thank you for purchasing Hangzhou EZVIZ Software Co., Ltd. (“EZVIZ”) products. This limited warranty (“warranty”) gives you, the original purchaser of the EZVIZ product, specific legal rights. You may also have other legal rights that vary by state, province or jurisdiction. This warranty applies only to the original purchaser of the product. “Original purchaser” means any consumer having purchased the EZVIZ product from an authorized seller. The disclaimers, exclusions, and limitations of liability under this warranty will not apply to the extent prohibited by applicable law. No distributor, reseller, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

Your EZVIZ product is warranted for a period of two (2) or three (3) years from the date of purchase against defects in materials and workmanship, or such longer period as may be required by law in the country or state where this product is sold. NOTE THAT the warranty period provided by EZVIZ may vary depending on the country or state where this product is sold. To ensure your rights and interests are guaranteed to the maximum extent, please refer to the official EZVIZ website (https://www.ezviz.com/eu/p/limited-warranty) for your country / region for the warranty policies applicable to your products, or contact our Customer Service for more information.

For any defective EZVIZ products under warranty, EZVIZ will, at its option, (i) repair or replace your product free of charge; (ii) exchange your product with a functional equivalent product; or (iii) refund the original purchase price, provided you provide the original purchase receipt or copy, a brief explanation of the defect, and return the product in its original packaging. At EZVIZ’s sole discretion, repair or replacement may be made with a new or refurbished product or components. This warranty does not cover the shipping cost, insurance, or any other incidental charges incurred by you in returning the product.

Except where prohibited by applicable law, this is your sole and exclusive remedy for breach of this warranty. Any product that has either been repaired or replaced under this warranty will be covered by the terms of this warranty for the longer of six (6) months from the date of delivery or the remaining original warranty period, whichever is longer. In the event of a replacement of the product, your product will be warranted for a renewal of the legal guarantee of conformity.

This warranty does not apply and is void:

• If the warranty claim is made outside the warranty period or if the proof of purchase is not provided;

• For any malfunction, defect, or failure caused by or resulting from the evidence of impact; mishandling; tampering; use contrary to the applicable instruction manual; incorrect power line voltage; accident; loss; theft; fire; flood; or other Acts of God; shipping damage; or damage resulting from repairs performed by unauthorized personnel;

• For any consumable parts, such as batteries, where the malfunction is due to the normal aging of the product;

• Cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports;

• Any software, even if packaged or sold with EZVIZ hardware;

• For any other damages free from defects in material or workmanship;

• Routine cleaning, normal cosmetic and mechanical wear and tear.

Please do not hesitate to contact your seller or our Customer Service, with any questions.