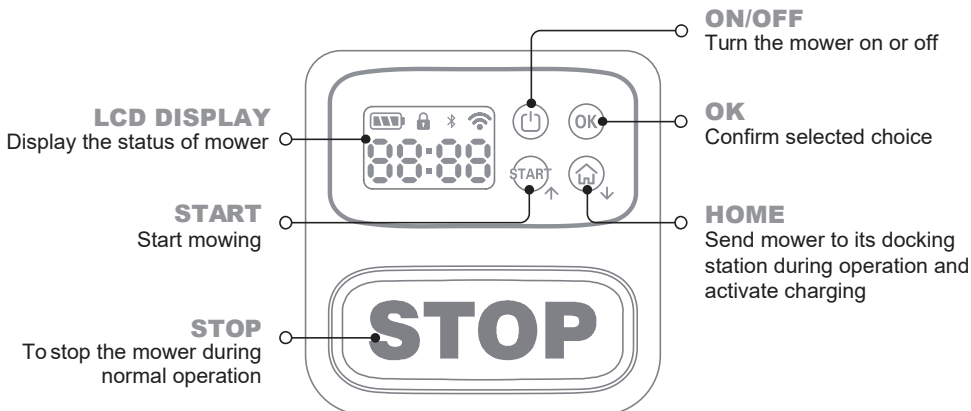


## OPERATION

### KNOW THE CONTROL PANEL

Mower's control panel provides the key functions in a minimalistic design.

For advanced functions, the free Mower app provides further options in a richer interface.



### START THE MOWER

#### 1. Start the mower first time:

- Place the mower inside the boundary wire. Press On/Off button for more than 3s until the screen lights up.
- After power on, the display defaults to 00:00, the first digit blinks to enter the editable state, press the START button, the digit will be increased by 1, press the HOME button at the same time, the digit will be decreased by 1, press the OK button to edit the next digit, the digit blinks to indicate that it enters the editable state.

**NOTE:** The mower will turn on automatically after putting the mower to the charge station and connecting with the charging pins while power off.

- To send the mower to the charging station, press the Home key, then press OK, the mower will drive back.
- Press START then OK to start mapping after putting the mower to the charge station and connecting with the charging pins.
- You can stop the mower at any time by pressing the STOP button.
- Press the START button, then press OK. The mower will start mowing.

**NOTE:** After mapping, the mower will automatically leave charge station and start mowing

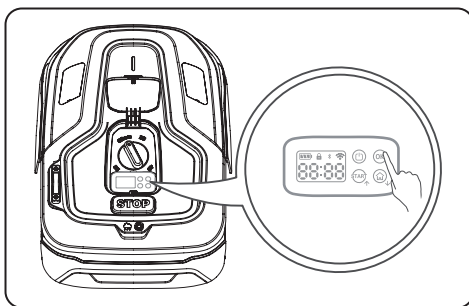
#### 2. Rebuild the map manually:

- Press Start+OK button at the same time for

more than 3s to update mapping, the system will delete the original map and rebuild a new map. It's recommended to keep the mower connected with the charging station while deleting the map

#### 3. Unbind the bind with app manually:

- Press OK button for more than 3s to delete the device, and enter PIN code to confirm it.



### AVOID MOWING AT NIGHT.

To reduce the chances of encountering wild animals and pets during operation, avoid using the machine during dusk or dawn hours. Use the SUNTEK APP -Suntek Living to avoid this.

### CUTTING IN SEPARATED LAWN AREAS.

- Switch off your mower.
- Carry your mower to the charging station of the lawn area you want to mow.

3. Switch on your mower and place it in the charging station.

Your mower will automatically recognize the lawn area and will load the correct map. Now your mower is ready to mow.

If you have set up the calendar, your mower will follow the calendar setting regardless of the lawn area it is in.

### BATTERY CHARGING

Your mower features intelligent battery management which optimises the use to maximise its life time.

While mowing, your mower will automatically return to the charging station when it needs to recharge. After finishing a mowing session or while sitting in the charging station, your mower may not directly do this. Your mower will sit in the charging station without recharging if the battery charge is above the threshold. If the battery charge falls below the threshold, charging will resume. This will maintain the health of your mower battery.

## MAPPING AND UPDATE MAP

When you use the mower for the first time after installing the charging station and boundary wire, put the mower in the charging station connecting with charging pins, the mower will turn on by itself (if not, press on/off button for 3s to turn it on), press START then OK, the mower will start the mapping process. The mower will drive around the edge of the lawn area across the boundary wire. And then drive into the station to save the lawn shape. Only lawn areas with charging station and boundary wire will be mapped.

Your mower is ready to start cutting the lawn in sections of parallel lines, as soon as the lawn has been mapped and obstacles have been identified. This ensures an efficient mowing session. The mower knows the size of your lawn, what it needs to cut, where the grass has already been cut, as well as the way back to the charging station to recharge.

You need to rebuild the map to allow the mower to work properly in the following scenarios:

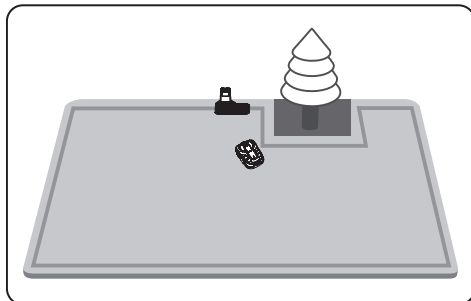
1. Changing location of charging station,
2. Adjusting the boundary wire,
3. Resetting RFID pegs.

To rebuild the map, you need to put the mower

back in charging station or press HOME then OK to let mower drive back to charging station, press START + OK at the same time for 3 seconds to reset the map or open APP and click update map button, the mower will start to rebuild the map.

### NOTE:

- Before mapping, clear the foreign objects near the wire.
- When mapping, don't lift or move the mower.
- After mapping completed, do not move the charging station.

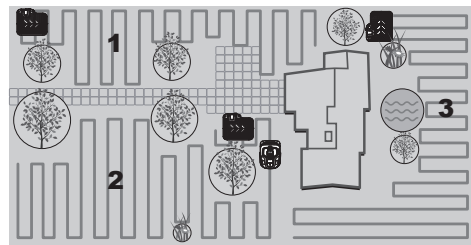


### Type A: Single lawn.

Press START then OK on the control panel or choose MAPPING on the app to map the lawn area. While mapping your mower will follow the wire around the edge of the lawn area. Mapping is complete when the machine touches the charging station.

### Type B: Separated lawn areas.

After mapping the first lawn area, carry the mower to the next one. Place the mower into the additional charging station. Make sure the mower and the charging station are switched on. After the mapping has been completed, the mower will return to the charging station and will save the map (you can save up to 3 maps). If you have a 3rd. lawn area with a charging station, repeat the process.



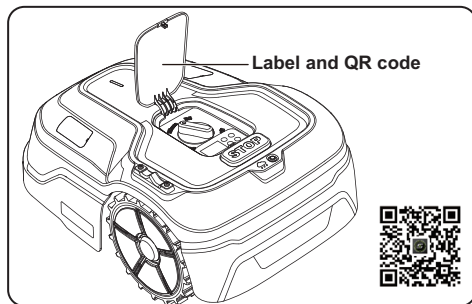
## APP

**NOTE:** Mower is an IoT (Internet of Things) device. To get full functionality out of your mower and keep it always updated to the latest software, it must be connected to the internet via your Wi-Fi network.

### PREPARATION FOR CONNECTION

#### 1. Download the app

Search SUNTEK APP "Suntek Living" in Google Market or Apple Store or scan the QR code on the mower (as the figure shown) to download the app.



#### 2. Ensure you have correct Wi-Fi network password

#### 3. Check your Wi-Fi settings and:

- Make sure the mower works with 2.4GHz Wi-Fi signal.
- Make sure your mower is in the same router environment as your smartphone.
- Make sure the distance between your mower, smartphone and your router is as close as possible during connection.

**NOTE:** Only when the mower moves to a place with good Wi-Fi signal, can the message sent by the app be executed well.

### CONNECT MOWER TO THE INTERNET

1. Launch SUNTEK APP "Suntek Living" on your mobile phone.
2. Register your account and log in with your mobile number or email account.
3. Select your Wi-Fi network correctly.

### CONNECT MOWER TO THE APP

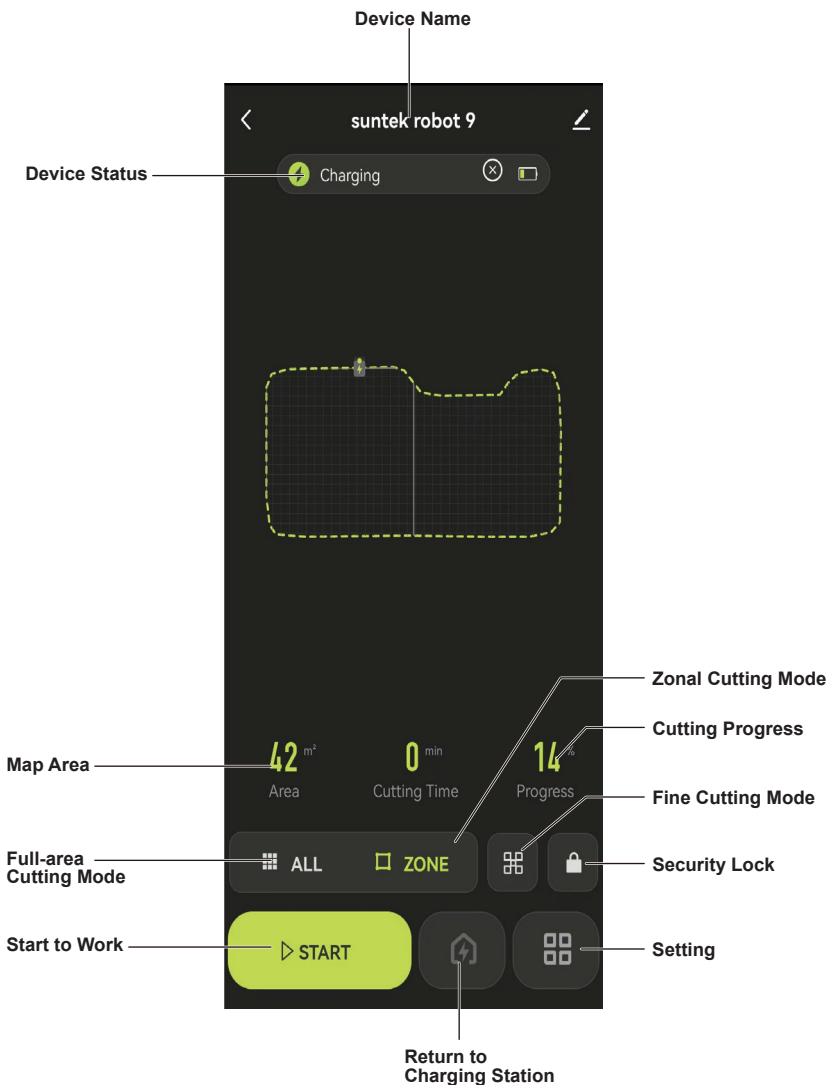
1. Turn on the Bluetooth of your mobile phone and make sure your phone is connected to the WIFI.
2. Make sure the Bluetooth indicator starts flashing. Normally, the Bluetooth will be automatically work when the mower power on.
3. Open the app and login, click "+" in the upper right corner of the homepage, and click "Add Device", the surrounding configurable devices will pop up, then click "Add" to select the desired device, choose the right WIFI as the same with your phone and enter the WIFI password, lastly click "complete" to finish the connection and you can check working status and set it in the app now. It may takes several seconds to minutes, and the WIFI indicator turns solid on when the connection is completed.

#### NOTE:

- Only 2.4GHz WIFI is supported.
- Place the mower in a location with a good WIFI signal.
- Due to upgrades in the app software, the actual operations may be different from the statements in this manual. Please follow the instructions based on the current app version.

## OPERATION IN THE APP

### 1. Homepage view:



## 2. Setting of mowing time

Your mower creates its own automatic schedule and working time based on the size of your lawn and other factors. Our recommendation is not to manually adjust these settings. Set the mowing time in the app, follow the simple on-screen menus.

### • Auto schedule

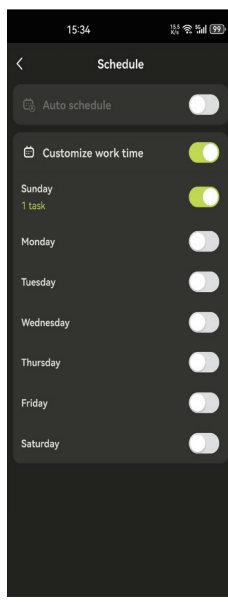
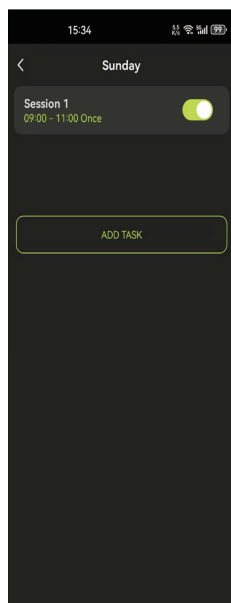
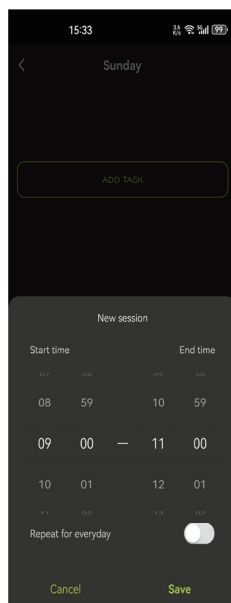
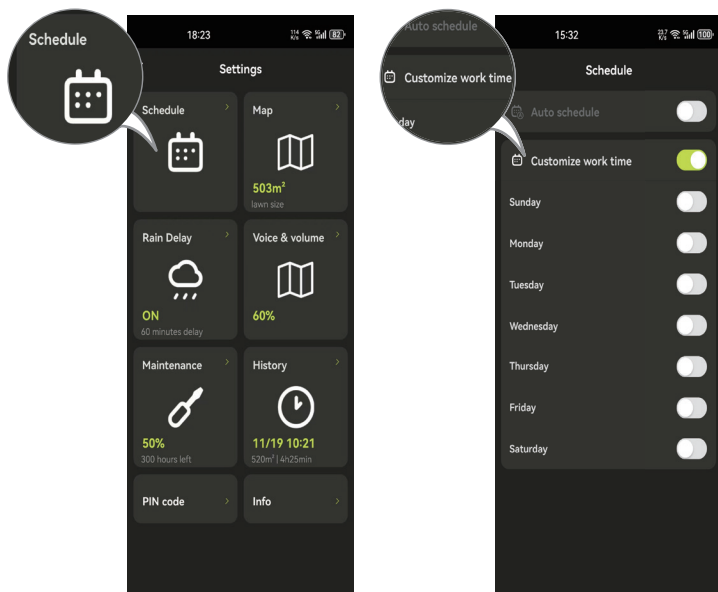
“Setting” → “Schedule” → “Auto schedule”

The mower automatically adjusts its mowing time to the size of your lawn after mapping finished.



## • Customize work time

- 1 “Setting” → “Schedule” → “Customize work time”
- 2 Set the schedule and save it
- 3 Back to “Schedule” and enable the task



### 3. Changing PIN in the app

To make your mower safer and more secure, change the default 1111 PIN to a PIN of your choice.

- Turn Mower on and unlock it by inputting the PIN, then press OK to confirm.

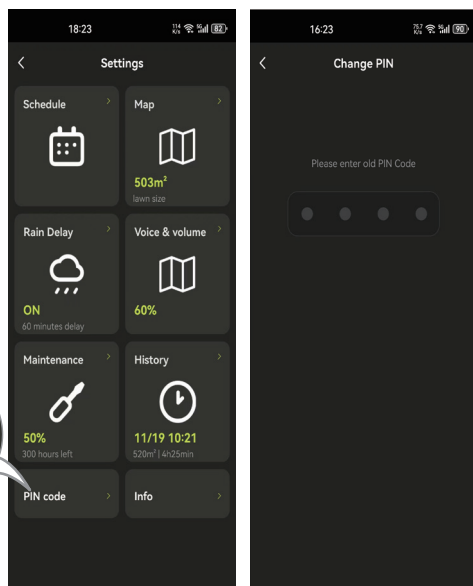
- Change the PIN with the app.

**Important:** Write down the PIN and keep it in a safe place.

Please note that in case you lose your PIN, you will not be able to operate Mower. In order to make Mower as secure as possible, there is no reset procedure for the PIN that can be operated by anyone, including Mower authorized service centers.

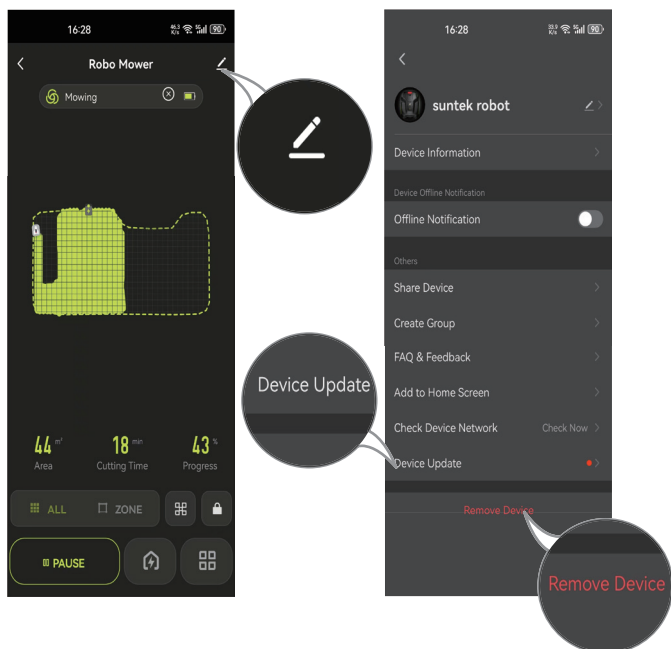
If you decide to sell your mower in the future, please restore the factory default 1111 PIN before delivering it to the new owner, or give your personalized PIN to the new owner.

If you are delivering your mower to a Service Center, please let them know your PIN.



#### 4. More settings

More settings can be checked in the app, like Device Update/ Remove Device and so on.



## MAINTENANCE

Your mower works hard and needs to be cleaned and checked from time to time. This section of our guide helps you keep Mower in good shape so it can last for years without troubles. Here's how to take care of your mower.

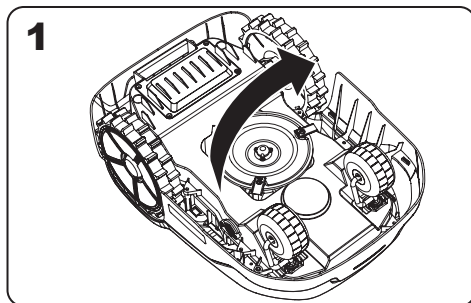
### KEEP IT SHARP

- Each cutting blade will last up to 2 months when it is programmed to mow every day.
- Always check to see if the blades are chipped or damaged and replace them if they are.
- When the cutting blades are dull and worn out, they should be replaced with the spare blades provided with your mower. Spare blades are also available at your nearest Mower retailer.

**WARNING!** Before cleaning, adjusting, or replacing the blades, turn your mower OFF. Always wear protective gloves.

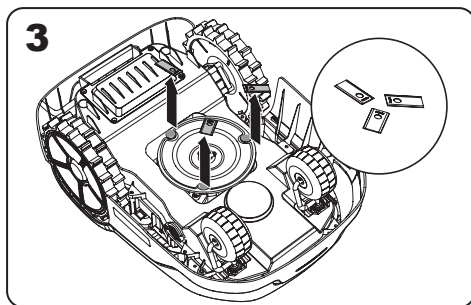
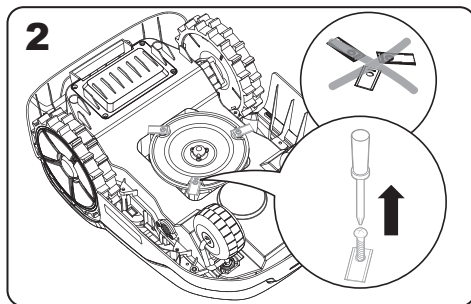
## REPLACING THE BLADES

Gently flip the mower over (fig.1)

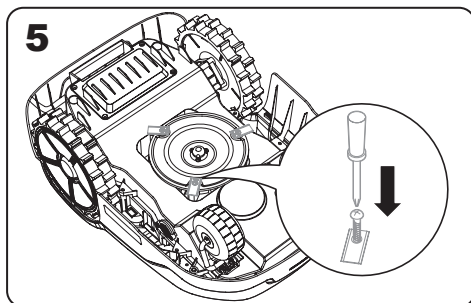
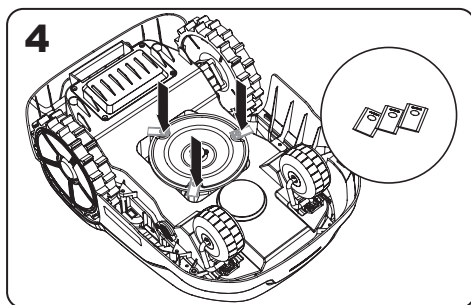




Take the screws off the blades with a screwdriver (fig. 2 - 3)



Firstly screw on the new blades (fig. 4 - 5)



**⚠ Attention:** When fitting new blades, make sure you replace ALL the blades.

- Always use new screws when fitting blades. This is important to ensure blade retention and balance the blade turning disc. Failure to use new screws could cause serious injury.
- Important: After screwing the blade to the blade disc, make sure the blade is able to spin freely.

### KEEP IT CLEAN

Your mower should be cleaned regularly. This helps keep it in good condition, especially removing dirt, debris and the build-up of grass from daily mowing. Turn Mower off before cleaning it. For extra safety.

**⚠ WARNING!** DO NOT use a hose, high pressure washer or otherwise pour running water on your mower. High pressure water can go inside the sealings and damage electronic and mechanical parts.

### Cleaning the upper body

- Clean with a spray bottle filled with water. Don't use solvents or polishers.
- Use a brush or a clean cloth to remove built-up dirt.

### Cleaning the Bottom

- Flip Mower upside down.
- Remove debris and grass clippings using a brush to remove.
- Be careful not to touch the blades with your hands. Wear gloves for protection.
- Clean the blade disc, the chassis and the front wheel(s) thoroughly with a soft brush or moist rag.
- Rotate the blade disc to ensure it rotates freely. Remove any obstructions. Remove any lodged debris so that they don't cause a crack in the blade disk. Even the tiniest crack effects mowing performance.
- Check the blades spin freely around the fixing screws. Remove any obstructions.

### Cleaning the drive wheels

- Remove mud from wheels with a brush in order to ensure good grip of the tread.

### Clearing the charging contacts

- Clean the contact pins located on the charging station and the charging strips located on the mower using a cloth.
- Periodically remove any build-up of grass clippings or debris around the contact pins and the charging strips to ensure Mower successfully charges each time.

## BATTERY MAINTENANCE

- For the proper storage of the battery, make sure it is fully charged and kept in a cool dry place between -4 °F~140 °F.
- The recommended Mower operation temperature is between 32-122 °F.
- The recommended battery charging temperature is between 32-104 °F.
- The life-span of Mower's battery depends on hours of usage and the length of use per day during the mowing season.

### Battery maintenance during storage

- Mower can be charged manually without the boundary wire.
- Connect the charging station to a suitable power supply. The green light on the charging station will turn on.
- Manually dock your mower into the charging station while the mower is powered off.
- The light on the charging station turn to solid red and the mower start to charge.
- When the battery is fully charged, the light will turn to solid green.

## WINTER STORAGE

Although Mower is designed and built to survive the most severe weather conditions, we recommend storing it in your shed or garage during the winter. To prepare it for winter storage:

- Clean it thoroughly.
- Fully charge the battery.
- Turn the power off.

### Getting back to work in the Spring

When it is time to re-start Mower for the new season, please perform the following checks:

- Update the time and date settings via the app.
- If you notice signs of oxidation on the charging contacts of Mower and the charging station, clean these with a fine grade emery cloth.
- Full charge Mower's battery before operating.

## UPDATE

Mower is always improving and new software versions are made available for free. Always keep Mower software updated to the latest vision of your machine.

### Over-the-Air (OTA) updates

If your mower is connected to your Wi-Fi network, you will be notified that new software is available via the app. Once you confirm, the update will happen automatically Over-the-Air.

## ERROR MESSAGES

Sometimes things can go wrong. Fortunately Mower is smart enough to tell you if it is encountering an issue, so you can fix it. If in doubt, please visit our website where you will find useful videos and further support.

Error code	Description	Action
E01	The mower is located outside the boundary wire, or the boundary signal is lost.	Ensure that the mower is within the boundary wire; If the mower is located within the boundary wire, check if the LED on the charging dock is green. If not, confirm that the charging station is connected to the charger correctly and that the charger is connected to a suitable power supply. If the connection is correct, it may be that the boundary wire is reversely connected. Try reversing ends 1 and 2 of the boundary wire and reconnecting them to the charging station.

E02	Lift sensor triggered	Turn off the power supply. Take the mower to an area free of obstructions and remove any possible objects.
E03	Collision sensor triggered	Turn off the power supply. Take the mower to an area free of obstructions and remove any possible objects.
E04	Angle sensor triggered	Turn off the power supply. Bring the mower to the place with a slope $<27^{\circ}$
E05	Rain sensor triggered	Please wait for the rain to stop before leaving the docking station for work
E06	Slipping sensor triggered	Turn off the power supply. Check and remove any obstructions
E07	Mowing motor error	Turn off the power supply. - Flip the mower over, check for anything stopping the blades from rotating, and clear any obstructions. -Take the mower to an area with short grass, or adjust the cutting height to a higher setting. If the problem cannot be resolved, please contact our Customer Service department for assistance.
E08	Drive motor error	Turn off the power supply. - Flip the mower over, check for anything blocking the wheels, and clear any obstructions. -Take the mower to an area with short grass, or adjust the cutting height to a higher setting. If the problem cannot be resolved, please contact our Customer Service department for assistance.
E09	Battery pack charging error	Please wait until it reaches normal temperature (if the problem cannot be resolved, please contact our Customer Service department for assistance).
E10	Ultrasonic error	Please turn off the power and restart the mower. If the problem cannot be resolved, please contact our Customer Service department for assistance.
E11	Searching for charging station timeout error	Turn off the power and take the mower to the charging station.
E12	The mower is locked (it should be connected to the server or App in order to unlock)	Enter the correct password or reset your password.
EE	Unknown error	/
F01	An obstacle was detected while mapping or there was a failure in docking with the charging station.	Turn off the power, take the mower to the charging station and conduct mapping again.

## NOTES

- Before turning power on, always check the mower is inside its working area.
- If for any reason—i.e. a party, children playing...—you want to park your mower in the charging station: press HOME then OK. Mower will go to its base and stay there. Please note the mower will now wait until the next scheduled mowing session. If you want to re-start it at any time, press START then OK to start your mower

- If an error repeatedly occurs in the same area of your lawn, you might have a problem with the boundary wire so please refer to the installation instructions and check your set up is correct.
- If your lawn is divided in two separated areas, connected by a corridor less than 1m wide, one of which is not provided with the charging station: when the mower runs out of charge, take it manually to the charging station.
- If Mower runs abnormally once in a while, please reset it by turning it off for 30 seconds, then restart it. If the problem cannot be solved, please contact our Customer Service for help.

## TROUBLE SHOOTING

If the mower is not working properly, follow the troubleshooting guidelines below. If the fault still exists, please contact our Customer Service department.

SYMPTOM	CAUSE	SOLUTION
The LED light on the charging station does not turn on.	There is no power.	Check the charging station is connected properly to the charger and the charger is connected to a suitable power supply.
Red light on the charging station is flashing.	The boundary wire is not connected.	Check that the boundary wire has been connected correctly to the charging station. Check there are no breaks in the boundary wire.
Mower turns on, but the blade disc does not spin.	Mower is searching for the charging station.	This is normal: When mower needs to recharge, the blade disc does not rotate while it is searching for the charging station automatically
Mower vibrates	Blades may be damaged.	Check the blades and replace them if damaged.
	The blade disc is unbalanced.	Remove debris and foreign objects from the blades and blade disc.
Grass is being cut unevenly.	Mower needs enough time to complete all mowing tasks.	Allow the mower to run 2 complete cuts to cover the whole lawn area. Or set it to "fine cutting" through the App to complete coverage
	The lawn area is too big.	Each model has its upper limit of coverage, and it takes more time to achieve full coverage beyond this limit.
	The blades are dull and not sharp.	Replace all the blades and screws.
	The cutting height is set too low for the length of the grass.	Raise the cutting height and then gradually lower.
	Grass or another object has wrapped around the blade or blade disc.	Ensure that the blade and blade disc can spin easily by removing any grass or other objects that might prevent it spinning.

Your mower is inside its working area and the boundary wire is connected, but "E01" is displayed.	The boundary wire ends are clamped incorrectly.	Reverse the boundary wire ends 1 and 2, and reconnect them to the charging station.
The mower does not charge.	There is no power, or the charging strips on the mower have not touched the contact strips on the charging station.	Check the power cord is connected properly to the charger and the charger is connected to a suitable power supply. Make sure both the charging strips on the mower touch the centre of the contact strips on the charging station.
Mower is starting to have shorter run-times between charges.	The grass is too high and too thick.	This is normal. When cutting thick and high grass, more power will be consumed.
	Something is clogging in the blade disc, creating friction and increasing power consumption.	Check whether the blade is blocked. If so, remove the obstacles.
	The battery may be exhausted or old.	Replace the battery according to the service life recommended in the manual.
28 Mower is not operating at the correct time.	The system clock of the mower does not match the local time.	Adjust the system clock of the mower to local time.
	Programmed cutting times for the mower are not correct.	Change the time settings for the mower to start and stop.
Mower cannot correctly dock with the charging station.	Environmental influences	Restart the mower
	Poor connection caused by debris on the charging strip.	Clean the contact pins located on the charging station and the charging strip on the mower using a cloth.
The green light on the charging station turns on before charging is complete.	The charging station is overheating.	Place the charging station in a shady area or wait until the temperature has cooled down.
Mower wheels skid or repeatedly slip.	Foreign obstacles, such as twigs and branches may be lodged under the mower.	Remove foreign objects from the bottom of the mower.
	The lawn is too wet.	Wait until the lawn has dried.

Mower runs outside the boundary wire, or rotates erratically near the boundary wire.	There may be signal interference at the boundary wire. For instance, your boundary wire is too close to your neighbor's boundary wire of mower.	Ensure at least 1.2m clearance is provided in between your boundary wire and that of your neighbor.
	There is boundary wire electric signal leakage due to broken insulation.	Repair damaged boundary wire with the wire connectors supplied.
	The boundary wire is installed on the slope.	The distance between the boundary wire and the installation slope shall be at least 7.87 in (refer to the installation instructions).
Mower slips out of its working area going down a hill.	Low grip of mower drive wheels.	Please check the wheels are clean and free of mud in order to have the maximum grip possible.
Mower operative system crashes when charging or on standby.	Software or display fault.	Restart the mower.
The mower stops working on the lawn.	It is stuck by obstacles.	Remove obstacles within the working area.
	The grass is too high, or the cutting height is set too low, clogging the blade disc.	Raise the cutting height and then gradually lower.
	The distance between the center of the lawn and the boundary wire shall not exceed 16m. Otherwise, it may cause signal attenuation.	Reduce the distance between the center of the lawn and the boundary wire to less than 630 in.
The mower cannot be connected to the Internet.	Please check that your router has the correct settings.	Make sure your router is in 2.4GHz band. If your router has two settings, enable the 2.4GHz band. If you have changed the Wi-Fi network, connect the mower to the new network.
Abnormal vibration when the mower is operating	A damaged blade disc	Check the blades and the blade disc. Replace if damaged or worn. The blade disc has to be replaced by an authorized technician.



## SUNTEK OUTDOOR POWER EQUIPMENT LIMITED WARRANTY

Please read the following information and statement carefully before contacting us about warranty repairment or replacement.

### SUNTEK WARRANTY PERIOD

**Robotic mower products** have 3-year limited warranty period, except for accessories and consumables, starting from the date of purchase.

Batteries built-in Robotic mower & Charger & Charger Station have 2-year limited warranty period, starting from the date of purchase.

Additional-Function Modules on robotic mowers, have 1-year limited warranty period, starting from the date of purchase.

Accessories for routine maintenance parts, are covered from manufacture defects in normal working conditions for 90 days limited warranty period, starting from the date of purchase. Accessories, for example, include but are not limited to, blades, wheels, wires, wire connectors, pegs, and other accessories.

### Professional and commercial use:

**Tool** - 1-year limited warranty on SUNTEK 40V outdoor power equipment for professional and commercial use, starting from the date of purchase.

**Batteries, and chargers** - 1-year limited warranty on SUNTEK 40V battery packs and chargers for professional and commercial use, starting from the date of purchase.

**Accessories** - The warranty period, for routine maintenance parts, are covered from manufacture defects in normal working conditions for 30 days for Professional and commercial use, starting from the date of purchase. Accessories, for example, include but are not limited to, blades, trimmer heads, chain bars, saw chains, blower nozzles, and other accessories.

The details warranty periods by products can be

found online: <http://suntekliving.com>

### WARRANTY CLAIMS

For warranty claims, please contact SUNTEK Customer Care Center, nearby dealers, or the retail stores where you purchased.

To file a warranty claim, you will need to submit original proof of purchase in the form of a valid receipt that displays date and place of purchase. To expedite your request when writing E-mailing or calling the Helpline, please have the details of the SUNTEK products model number and serial number available.

For an expanded view product parts list, please visit: <http://suntekliving.com>

### TRANSPORTATION CHARGES AND DEPOSIT

When bringing your products to SUNTEK service center, transportation charges for the movement of any power equipment unit or attachment are the responsibility of the purchaser. These charges are refunded when the repair service has deemed the product to be covered under warranty.

There may be a small deposit that could be required when dropping off your tool. This deposit is refunded when the repair service has deemed the product to be covered under warranty.

### LIMITED WARRANTY SERVICE TERMS

SUNTEK products are warranted to be free from defects in material and workmanship, from the date of original purchase, subject to the disclaimers and limitations stated below.

- This warranty applies only to the original purchaser and may not be transferred.
- This warranty is void if the product has been used for rental purpose.
- SUNTEK product warranty only covers defects arising under normal usage and does not apply to the following cases:
  - Normal deterioration of the exterior finish, including but not limited to scratches, dents, paint chips, or to any corrosion or discoloring

- by heat, abrasives, or chemical cleaners.
- Malfunction of the tool resulting from the natural wear and tear of the product, its components, machines, mechanical components, or accessories, including but not limited to: Electric Cables, Blades, Transmission Belts and Straps, Filters, Carbon Brushes, Outer Spools, Bump Knobs, Cutting Lines, Saw Chains, Guide Bars, Fixing Devices and Supports.
- Any malfunction, failure or defect resulting from violation of the rules of operation, misuse, abuse (including but not limited to overloading of the product beyond designed capacity and immersion in water or other liquid), accidents, neglected, altered, modification or lack of proper installation, and improper maintenance or storage of the equipment as specified in the user manual.
- Repairs made with spare parts, replacement parts or components that are not provided by SUNTEK, as well as for damage resulting from the use of non-original spare parts, or unauthorized repair.
- Damage caused due to the non-conformity to the designed power supply parameters as indicated on the tool and/or the owner's manual.
- Damage caused by cleaning tools or maintaining with chemically aggressive liquids.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This warranty applies to all SUNTEK brand outdoor power equipment products from SUNTEK-Group, Inc., that are sold in the United States and Canada.

Suntek-Group, Inc.

4648 Troy Ct., Riverside, CA 92509

Email Address: [service@suntek-group.com](mailto:service@suntek-group.com)

Support Hotline: 888-900-2962





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