FAQ and Troubleshooting

The following chart offers a guide to help identify an issue, and if possible, repair by yourself. When the problem cannot be solved, consult an authorized dealer or repairer.

Issue	Possible Causes	Solutions
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.
Delayed mower movement when laying the boundary via the app	Unstable Bluetooth signal	Stay close to the mower (within 6 meters) when laying the boundary.
The mower cannot get accurate GPS location persistently	1. The GPS antenna on the mower is covered or blocked 2. The GNSS antenna or charging station is covered or blocked	1. Make sure the mower is not covered by anything. 2. Remove anything that is covering or blocking the charging station, or relocate the GNSS antenna to a place with a good signal.
Shorter working hours per full charge	1. Aged battery pack 2. Lawn condition (long grass, changed garden layout, etc.)	1. Replace the battery pack. 2. This is normal.
It takes less time to fully charge the mower	Aged battery pack	Replace the battery pack.
The mower does not charge or it turns off automatically in the charging station	1. High/low battery temperature 2. The charging station is not connected to the power socket 3. The contact strip is unclean	1. When the mower temperature returns normal, try charging again. 2. Connect the charging station to the power supply and plug it into the power socket. 3. Clean the contact strip.
The mower does not work according to the schedule	The STOP button is pressed down or jammed and the mower cannot start automatically	Make sure the STOP button is completely released. Turn off the mower and check if there is any foreign object stuck in the STOP button. If yes, remove the object and try mowing again.
The mower does not go back to the charging station	1. The GNSS antenna is blocked 2. The charging station is covered or blocked by obstacles	Remove all obstacles covering, blocking or surrounding the charging station and the antenna.
The mower is stuck	1. The wheels lost traction because of mud or grass 2. Soft ground such as sand 3. Deep ditch	1. Remove anything that's stuck on the wheels. 2. Set soft areas as off-limit islands when necessary. 3. Fill in the gap and keep the lawn surface level and flat.
The mower goes outside the boundary	1. The wheels lost traction because of mud or grass 2. The boundary is set on a slope 3. The charging station or antenna is covered or blocked	1. Remove anything that's stuck on the wheels. 2. Change the location of the boundary or perimeter wire. 3. Remove all obstacles covering, blocking or surrounding the charging station and the GNSS antenna.
The mower does not move in a regular pattern in certain areas	There are obstacles in the area	The mower will automatically adjust its moving pattern and resumes to normal.
Uneven or patchy mowing	1. The preset moving time is insufficient 2. The blades are blunt 3. The grass is too high 4. The blades cannot pivot normally	1. Adjust the mowing time so that it matches the mowing area and the mower has enough time to finish the task. 2. Replace the blades. 3. Set the cutting height to a higher level and then lower to the desired height gradually. 4. Clean the blades.
The mower cannot power on	The battery is over-discharged	Place the mower on the charging station, fully charge it, and restart the mower.
The mower cannot connect to a Wi-Fi network	The mower is too far away from the router	Place the mower closer to the router.

When there is an abnormality, an error code is shown in the app. Below is a list of the the error codes, what they mean and what to do:

Error Code	Meaning	Solution
0x010101 0x010102 0x010103 0x010104	Blade motor malfunction	Restart the mower and try again. Contact after-sales service if the problem persists. Make sure to use a genuine Segway battery.
0x010105 0x010106	Blade motor error	Check if the blade disc is stuck. Remove the foreign objects and then restart the mower. Contact after-sales service if the problem persists.
0x010201 0x010202 0x010203	Cutting deck error	Check if the blade disc or the height-adjusting motor is stuck. Remove the foreign objects then restart the mower. Contact after-sales service if the problem persists.
0x010301 0x010302 0x010303 0x010304 0x010305 0x010306 0x010307 0x010308 0x010309 0x01030A	System failure	Restart the mower and try again. Contact after-sales service if the problem persists.
0x010401 0x010402 0x010403 0x010404	Battery management system error	Restart the mower and try again. Contact after-sales service if the problem persists. Make sure to use a genuine Segway battery.
0x010405 0x010406	Abnormal battery temperature	Keep the mower in normal temperature and restart. Make sure to use a genuine Segway battery that functions properly. Contact after-sales service if the problem persists.
0x020101 0x020102 0x020103	Sensor module error	Restart the mower and try again. Contact after-sales service if the problem persists.
0x020201 0x020202 0x020203 0x020204 0x020205 0x020206 0x020207 0x020208 0x020209 0x02020A	System failure	Restart the mower and try again. Contact after-sales service if the problem persists.
0x030101	Hub motor is stuck	Check if the wheels are stuck. Remove the foreign objects then restart the mower. Contact after-sales service if the problem persists.
0x030102 0x030103 0x030104 0x030105	Hub motor error	Restart the mower and try again. Contact after-sales service if the problem persists.
0x030201 0x030202 0x030203 0x030204 0x030205 0x030206 0x030207 0x030208 0x030209 0x03020A	System failure	Restart the mower and try again. Contact after-sales service if the problem persists.
0x040101	Storage system failure	Restart the mower and try again. Contact after-sales service if the problem persists.
0x040102 0x040103 0x040104 0x040105	Master control error	Abnormal temperature in the master control unit. Place the mower in normal temperature and restart. Contact after-sales service if the problem persists.
0x040106	GPS module error	Make sure the GNSS antenna is plugged in, then restart the mower and try again. If the issue persists, contact after-sales service.
0x040201 0x040202 0x040203 0x040204 0x040205 0x040206 0x040207	Communications system error	Restart the mower and try again. Contact after-sales service if the problem persists.
0x040301 0x040302 0x040303 0x040304 0x040305 0x040306 0x040307 0x040308 0x040309 0x04030A	System failure	Restart the mower and try again. Contact after-sales service if the problem persists.
0x050101	Charging station GPS error	Reconnect the charging station and antenna and try again. Contact after-sales service if the problem persists.
0x050102	Charging station magnetic route error	Please contact after-sales service.
0x050103 0x050104	Abnormal charging current or voltage	Make sure to use a genuine Segway battery that functions normally. Contact after-sales service if the problem persists.
0x060101	The mower is stuck	Take the mower out manually. It is recommended to set the area as off-limit island so that the mower doesn't get stuck again.
0x060102	The mower is outside the boundary	Place the mower within the boundary or in the charging station.
0x060103	The mower has turned over	Press the STOP button and place the mower in the upright position. If it turns over frequently in certain area, please set that area as an off-limit island.
0x060104	The mower cannot get into the charging station	Place the mower in the charging station. Make sure the charging station is installed on a flat surface. When necessary, change the location of the charging station by following instructions in the app.

In case of an accident or breakdown, contact an authorized repairer if the product is still under warranty. If it's not, you can contact any specialized repairer of your choice.