



Troubleshooting of POINT PORLMW1 Robot Mower

Part 1: Basic Q&A

| NO. | Question | Symptom Diagnosis | Solution |
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| 1 | No signal, please setup the loop first./ Or fail to use the mower. | The consumer has not completed the installation before using it. | Please install the boundary wire and charging dock according to the User Manual. |
| 2 | Loop signal lost | The LED light is OFF -->The power supply is disconnected. | Please connect the adapter to the power supply and the port of charging station. |
| | | The LED light is solid RED-->The boundary wire is disconnected. | Please find the disconnection of the boundary wire and reconnect it with the wire connector. |
| 3 | Mower Outside alert | The mower is outside the boundary wire circle. | Please put the mower in the boundary wire circle. |
| | | The two ends of the boundary wire are wrongly connected at the charging station. | The boundary wire entering from the front of the charging station connects to the internal port. Please refer to the User Manual for more details. |
| 4 | Mower lifted alert | The mower has been lifted. | Please remove the error by entering the password before continuing. |
| 5 | Mower tilted alert | The slope is too high, and the mower is blocked on a slope. | Please remove the error by entering the password before continuing. Re-install the boundary wire to avoid the steep slope. Or flatten the steep slope. |
| 6 | Mower overturned | The mower is overturned. | Please remove the error by entering the password before continuing. |
| 7 | Mower trapped | 1. The mower is stuck by high density grass; 2. The mower is trapped in the ditch; 3. The driving wheel or cutting disc is jammed by foreign matter; | 1. Please move the mower away from the trapped area; 2. Please clear the foreign matter on the wheels or cutting disc; |
| 8 | Battery abnormal/ damage | Abnormal use of battery, or battery life is terminated. | Please replace the battery with a new one. |
| 9 | Motor stall | 1. The mower is stuck by high density grass; 2. The mower is trapped in the ditch; 3. The driving wheel or cutting disc is jammed by foreign matter; | 1. Please move the mower away from the trapped area; 2. Please clear the foreign matter on the wheels or cutting disc; |
| 10 | Forget password | PIN incorrect all the time | Contact the seller or the manufacturer to ask for universal password. |
| 11 | Right/ Left motor stall | 1. The mower is trapped in the ditch; 2. The right/ left driving wheel is jammed by foreign matter; | Please clear the foreign matter on the right/ left driving wheel. |
| 12 | Cutting motor stall | The mower is stuck by high density grass. | Please move the mower away from the trapped area first, then remove the error by entering the password before continuing. |
| 13 | APP disconnect | 1. The Wi-Fi signal is weak and unstable; 2. The mower is out of Wi-Fi range; | 1. Please enhance Wi Fi signal through technicians; 2. Please put the mower in the Wi-Fi range; |
| 14 | Fail to connect APP | 1. Input wrong Wi-Fi password; 2. The network frequency is not 2.4G; 3. Wi-Fi signal is too weak; | 1. Please reset the Wi-Fi on the device, then try to connect Wi-Fi again; 2. Please confirm whether the Wi-Fi password has been input correctly; 3. Check whether your home router's wireless network frequency is 2.4G; 4. Strengthen Wi-Fi signal; |
| 15 | Mower works outside of boundary wire cycle | 1. The two ends of the boundary wire are wrongly connected at the charging station; 2. The charging station is installed in the opposite direction; | 1. The boundary wire entering from the front of the charging station connects to the internal port; 2. The direction of charging station is counter clockwise; |
| 16 | Bump Error | The outer case is stucked by something | Please dismantle and re-install the outer case of mower. |
| 17 | High temp/ High battery temperature | The battery temperature is too high. | Working load is too high, the battery starts the self-protection mechanism. Please wait until the temperature decreases. |
| 18 | Battery voltage high | The battery voltage is high. | Battery voltage is high, the battery starts the self-protection mechanism. Please wait a while until the voltage decreases. |
| 19 | The mower makes noises | 1. Blades are damaged; 2. Cutting disc is damaged; 3. The cutting disc is entangled by foreign matter; | 1. Please replace the new blades; 2. Please replace the new cutting disc; 3. Please clear the foreign matter on the cutting disc; |
| 20 | Doesn't do auto charging | 1. Mower can't find the charging station. 2. Obstacles encountered on the way back to the charging station. | 1. Please check if the charging station is at right direction, and if there are 2m distance which is straight in the front of charging station; 2. Remove the obstacles on the boundary wire and keep the boundary wire is at least 35cm away from the wall/ fence. |
| 21 | Schedule function doesn't work automatically | 1. The schedule function is not set correctly; 2. The rain sensor is not dry enough to work; | 1. Please check the date & time in the schedule are all correct; 2. Please check if the rain sensor is dry enough; |
| 22 | No edge cutting | Edge cutting doesn't seem to work | Edge cutting is automatically executed once a week. Manually start edge cutting is not supported. |
| 23 | Default PIN Code | Default PIN Code | The default PIN code is 'AAAA'; |
| 24 | Rain sensor doesn't work | The mower works in the rainy day and doesn't go to charging station | Please check if the rain sensor is enabled; |

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| 25 | How does the ZONE function work? | The usage of ZONE function | You can set up to 5 zones in your garden. This enables you to decide areas of your garden that need more or less attention. A zone is set by how far along the boundary wire from the charging station. The distance should be 0 to 500m and the percentages should add up to 100% or the setting cannot be completed. |
| 26 | Fail to start the mower to work from charging station | The LCD display shows 'charge to work' | If the battery is below 70% charge, the mower enters 'charge to work' mode until it reaches 90% charge. If lower than 30% the mower returns to charging station to charge. |
| 27 | The mower shuts down in the lawn | 1. Mower can't find the charging station; 2. Obstacles encountered on the way back to the charging station leads to unsuccessful recharging; 3. The mower is stuck by high density grass; 4. The mower is trapped in the ditch; 5. The driving wheel or cutting disc is jammed by foreign matter; | 1. Please check if the charging station opening is to the right direction, and there is 2m empty space in the front of charging station; 2. Remove the obstacles on the boundary wire and keep the boundary wire is at least 35cm away from the wall/ fence. 3/4. Please move the mower away from the trapped area; 5. Please clear the foreign matter on the wheels or cutting disc; |
| 28 | The boundary wire is cut off frequently | The boundary wire is not installed as required. | Place the pegs at intervals of about 1m on straight and even ground, 30cm to 50cm on bends and corners. Uneven ground and obstacles will require more pegs. The boundary wire must be kept tight. If it's loose it may well end up being cut by the mower as it passes over it. |
| 29 | Can I use other type wires instead of the boundary wire? | When other types of wires have to be used. | Theoretically the mower supports the use of other wires as boundary wire. But to ensure the effect of use, we strongly recommend using the manufacturer's recommended boundary wire. |
| 30 | Compatible with other battery models? | Battery compatibility issue. | The mower structure design supports 2.6Ah and 5.2Ah battery models provided by manufacturer. |
| 31 | The mowing effect of is not good enough | Mowing effect issue | The cutting height is adjustable from 2.5-5.5cm. We suggest lowering the cutting height by knob for better mowing effect if in need. |
| 32 | Motor overcurrent | 1. Cutting motor overload; 2. Driving motor is jammed by foreign matter; | 1. Please move the mower away from the trapped area with high density area; 2. Please clear the foreign matter on the driving motor. |
| 33 | High discharge current | 1. Cutting motor overload; 2. Driving motor is jammed by foreign matter; | 1. Please move the mower away from the trapped area with high density area; 2. Please clear the foreign matter on the driving motor. |

Part 2: Troubleshooting Can Be Handled By Consumers

| NO. | Sympton | Cause | Solution |
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| 1 | Cutting disc is broken | If the damage is caused in transit to the consumers | Provide new cutting disc for consumers to replace. |
| 2 | Protection disc is broken | If the damage is caused in transit to the consumers | Provide new protection disc for consumers to replace. |
| 3 | LCD display cover is broken | If the damage is caused in transit to the consumers | Provide new cover for consumers to replace. |
| 4 | Cutting height adjustment cover is broken | If the damage is caused in transit to the consumers | Provide new cover for consumers to replace. |
| 5 | STOP button is broken | If the damage is caused in transit to the consumers | Provide new STOP button set for consumers to replace. |
| 6 | Charging station is broken | If the damage is caused in transit to the consumers | Provide new charging station for consumers to replace. |
| 7 | Cutting height adjustment knob cover missing | If the missing is caused by the manufacturer | Provide new knob for consumers to replace. |
| 8 | Faulty power adaptor | If the faulty is caused by the manufacturer | Provide new adaptor for consumers to replace. |
| 9 | Battery abnormal | If the damage is caused in transit to the consumers | Provide new battery for consumers to replace. |
| 10 | Shortage of boundary wire length | If the faulty is caused by the manufacturer | Provide extra 50m/set boundary wire for consumers to replace. |
| 11 | Charging current too low | If the faulty is caused by the manufacturer | Provide new adaptor for consumers to replace. |
| 13 | High charge current | If the faulty is caused by the manufacturer | Provide new adaptor for consumers to replace. |
| 14 | High charge voltage | If the faulty is caused by the manufacturer | Provide new adaptor for consumers to replace. |