

Trouble shooting guide

If your Landroid®M does not work correctly, follow the trouble shooting guide below. If the fault persists, contact your dealer. Refer to the Owner's Manual for Landroid®M component information.

| Symptom | Cause | Action |
|--|---|---|
| Landroid®M turns on, but the Blade Disc does not move. | Landroid®M is searching for the Charging Base. | This is normal, the Landroid®M needs to recharge, the Blade Disc does not rotate while it is searching for the Charging Base automatically. |
| Landroid®M vibrates. | Blades may be damaged. Check condition of the Blade Disc. | Check the Blades, and replace them if damaged . Clean the debris or foreign objects on the blades and blade disc. |
| Grass is being cut unevenly. | Landroid®M does not work enough hours per day. | Add more hours to the mowing time. |
| | Mowing area is too big. | Try decreasing the size of the mowing area or adding more hours to the mowing time. |
| | Blades are dull. | Change all the Blades and screws in order to balance the Blade Disc. |
| | The cutting height is set too low for the length of the grass. | Raise the cutting height and then gradually lower. |
| | Grass or other object has wrapped around the blade disc. | Check the Blade Disc and remove the grass or other object. |
| | There is a build-up of grass in the Blade Disc or Motor Frame Box. | Make sure the Blade Disc rotates easily. If needed, you may take off the Blade Disc and then remove the debris. See How to Clean. |
| The LED light on the Charging base does not turn on. | There is no power. | Check that the power cord is connected properly and that the power source is sufficient. |
| Green light flashing on charging base. | The Boundary Wire isn't connected. | Check that the Boundary Wire has been connected correctly or that it has not been broken off. |
| The charging time is far more than 2h. | Poor connection caused by debris on the Charging Strip. | Clean the Contact Pins located on the Charging Base and the Charging Strip on the Landroid®M using a cloth. |
| | The charging protection program has activated due to high temperature. | Place the charging base in a shady area or wait until the temperature has cooled down. |
| The mower does not charge. | There is no power. | Check that the power cord is connected properly and that the power source is sufficient. |
| | The Boundary Wire isn't connected. | Check that the Boundary Wire has been connected correctly or that it has not been broken off. |
| | Does not operate correctly while manually charging. | Connect the charger base while the machine is off. Before the LED light of the charging base turns green from red, press ON/OFF Key to start charging. It is ok when the screen display "charging". |
| Landroid®M is starting to have shorter run-times between charges. | Something is clogged in the Blade Disc. | Take off the Blade Disc and clean it. The grass is too high and too thick. |
| | Landroid®M is shaking heavily. | Check the Blade Disc and Blade, remove the grass or other object. |
| | The battery may be exhausted or old. | Replace a new battery. |
| Landroid®M is not operating at the correct time. | The clock is not set to the correct time. | Set the clock. |
| | The times set of the Landroid®M to start and stop mowing are incorrect. | Change the time settings for the mower to start and stop. |
| Landroid®M can not correctly dock with the Charging Base. | Environmental influences. | Restart the Landroid®M. |
| The Green light on the Charging Base turns ON before charging is complete. | The charging base is overheating, the LCD will display "Over temperature". | Place the charging base in a shady area or wait until the temperature has cooled down. |
| | The Landroid®M is on standby mode as it is not the programmed working time. | It's normal. |
| The Landroid®M is running out of the boundary wire area. Landroid®M can't mow some area in the marked zone, sometimes go back or rotate when close to this area. | The boundary wire of another Landroid®M or another branded robotic mower is positioned too closely. | Ensure your Landroid®M Boundary Wire has at least 2 m of spacing between the neighboring boundary wire. |
| | The boundary wire has been installed with sharp corners. | Check the boundary wire to ensure the corners are smooth. |
| | Electric current may leak in the joint between boundary wires due to a broken or wet connection. | Re-wrap the joint between boundary wires to ensure a complete and waterproof connection |
| | There is leakage of electric current in the wire due to a broken insulation layer. | Re-wrap the damaged insulation layer to ensure a complete and waterproof boundary wire. |
| | The cutting area is far more than the declared area. | Divide your lawn to separated areas, and mow them respectively. |
| Landroid®M wheels skid or wheels rip the grass up. | Landroid®M cover is stuck by branches and followers, which may result in skipping when it hits obstacles. | Make sure to clear up the branches or followers inside Landroid®M's cover, and surround the branches or followers as an island to avoid further damage. |
| | Rain or irrigation makes the grass wet. | Please mow the grass when the grass is dry. |
| The Landroid®M exits the boundary wire due to high speed when going down a hill. | The Boundary Wire is placed on a slope steeper than 25%(15°). | Reposition the Boundary Wire away from slopes that are steeper than 25%(15°). Please refer installation manual for details. |
| The Landroid®M has no reactions when operating from smartphone | The Distance between the Landroid®M and the Wifi router is too far | Try to reduce the distance between the router and the Landroid®M or Install a WiFi extender |
| | Router isn't connected. | Check the Router connection. Restart the Router. |
| | No Wifi has been configured on the Landroid®M | Configure the Landroid®M in order to connect to your WiFi App. |