

TROUBLESHOOTING

IF THESE SOLUTIONS DO NOT SOLVE THE PROBLEM CONTACT YOUR AUTHORIZED SERVICE DEALER.

PROBLEM	POSSIBLE CAUSE	SOLUTION
Mower not starting.	Battery charge is low. Charger is connected to mower. Start key not installed or is in OFF position. Poor battery cable connections.	Charge the battery. Disconnect charger from mower. Install start key and turn to ON position. Check/clean all battery connections.
Mower won't move.	Start key not installed or is in OFF position. Drive levers are in neutral or open position. Brake is depressed and/or parking brake is engaged. Charger is connected to mower. Operator is not fully seated.	Install start key and turn to ON position. Move the drive levers in desired direction (forward or reverse). Release the brake pedal and/or the parking brake, then open and close the drive levers to reset. Disconnect charger from mower. Sit down fully on the seat, return the drive levers to the neutral position, then try again.
Mower cutting grass unevenly.	Uneven tire pressure. Mower deck not level. Worn, bent, loose, or dull blade. Build-up of debris under mower deck. Mowing speed is too fast.	Check tire pressure in all four tires. Perform cutting deck level adjustment. Replace blade. Clean underside of mower deck. Mow at a slower speed.
Mower not mulching properly.	Wet grass clippings sticking to the underside of the deck. Grass is too high. Worn, bent, loose, or dull blade. Mowing speed is too fast.	Wait until the grass dries before mowing. Mow once at a high cutting height, then mow again at the desired height. Replace blade. Mow at a slower speed.
Mower vibrating at higher speed.	Blade is unbalanced, loose, or excessively or unevenly worn. Bent motor shaft.	Replace the blade. Stop the motor and remove start key. Inspect for damage. Have repaired by an authorized service center before restarting.
Poor grass discharge.	Side discharge chute or opening is plugged. Grass is wet. Mowing speed is too fast. Grass is too high.	Clean side discharge chute and/or opening. Allow grass to dry before mowing. Mow at a slower speed. Mow once at a high cutting height, then mow again at the desired height.

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PROBLEM	POSSIBLE CAUSE	SOLUTION
Motor stops while cutting.	Cutting height set too low. Battery charge is low. Operator is not fully seated.	Raise the cutting height. Charge the battery. Sit down fully on the seat, return the drive levers to the neutral position, and push the blade engage knob down. Then try again.
Blades do not rotate.	Battery charge is low. Blade engage knob is down. Operator is not fully seated. Build-up of debris under mower deck.	Charge the battery. Raise blade engage knob. Sit down fully on the seat, return the drive levers to the neutral position, and push the blade engage knob down. Then try again. Clean underside of mower deck.
Blades do not rotate while moving in reverse.	Blade engage knob is down.	Raise blade engage knob.
Mower won't reach full speed.	Battery charge is low. Low speed drive feature is engaged.	Charge the battery. Turn off low speed drive.
Blades continue to turn after operator leaves seat without parking brake set.	Safety interlock system is not functioning correctly.	Ensure safety interlock system seat plug is fully connected. If blades still won't stop, take mower to authorized service center for repair.
Headlights not working.	Headlights are off. Headlights are damaged.	Press headlight button to turn headlights on. Have headlights replaced at an authorized service center.
Battery will not charge.	Bad battery cells. Poor cable connections.	Replace battery. Check/clean all battery connections.

If problem persists after trying the above solutions, contact customer service or an authorized service center for assistance.

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CHARGER ERROR CODES

CODE	MEANING	SOLUTION
One red flash	Charge Enable Fault — May indicate poor contact at the charger connector or that battery temperature is too hot (greater than 122°F).	Check charger/mower connection and remove any debris. Allow hot batteries to cool. Then try charging again.
Two red flashes	Battery Voltage Fault — May indicate installed battery or batteries are less than 36 V or more than 67.2 V, or that battery or batteries are too discharged or overcharged to be charged.	Batteries must be charged by another means in order to bring them up to 36 V or mower must be run in order to discharge batteries to 67.2 V.
Three red flashes	Battery Charge Timeout: Charge Time Exceeded — May indicate a problem with the mower batteries or that charger output current was severely reduced due to high ambient temperatures.	Disconnect charger. Allow batteries to cool, then try charging again.
Four red flashes	Battery Fault: Charge Time Exceeded — Indicates a problem with battery voltage not attaining the required nominal level within the maximum time allowed.	Disconnect charger. Check battery series configuration to be sure batteries are properly connected. Allow batteries to cool, then try charging again.
Five red flashes	Temperature Delay — Charger had to turn off its output due to excessive internal temperature.	Make sure the charger cooling fins are clear of obstruction and that the charger itself is not sitting in direct sunlight. If charger is hot, allow to cool before attempting to charge again.
Six red flashes	Charger Fault: Internal Fault Detected	Unplug charger, then plug back in and try charging again.

In all fault conditions, if suggested remedy does not clear the fault and allow the batteries to charge, take charger to authorized service center for repair or replacement.