

## TROUBLESHOOTING

PROBLEM	SOLUTION
<b>THE BATTERY WILL NOT CHARGE</b>	
The battery charger is not plugged in	Plug the battery charger into a 120V 60hz AC source
The battery is not fully inserted into the battery charger	Remove and then reinsert the battery into the battery charger completely
The battery and/or charger are too hot or too cold	Make sure the battery and charger are in an environment between 32° and 104° F (0° and 40° C). Allow time for the battery and/or charger to warm up or cool down.
The battery and/or battery charger are no longer functional	Refer to the <i>Warranty</i> section for replacement information
<b>THE BATTERY DIES QUICKLY</b>	
The battery is not fully charged	Charge the battery completely
The battery and/or battery charger are no longer functional	Refer to the <i>Warranty</i> section for replacement information
<b>THE MOTOR WILL NOT RUN</b>	
The battery lacks sufficient charge	Charge the battery completely
The battery is not installed correctly	Remove and reinstall the battery
The trigger lockout was not engaged	Press and hold the trigger lockout before squeezing the trigger
<b>THE MOTOR STOPS WHILE IN USE, BUT THE BATTERY STILL HAS SUFFICIENT CHARGE</b>	
Device protection systems have engaged	Remove the battery, allow it to cool for 30 seconds, then reinstall the battery
<b>THE CUTTING HEAD WILL NOT ADVANCE LINE</b>	
The cutting head is dirty or bound with grass	Stop the motor, remove the battery and clean the cutting head. If necessary, open the cutting head and clean inside.
The cutting head is out of line	Stop the motor, remove the battery and refill the cutting head with new line
The line is twisted or bound up	Stop the motor, remove the battery, remove the line, then refill the cutting head with line
Not enough line is extended	Stop the motor, remove the battery and allow the unit to cool. Push the bump knob and pull the line until 4 inches (102 mm) is outside of the cutting head.
<b>THE CUTTING LINE ADVANCES UNCONTROLLABLY</b>	
There is oil, cleaner or lubricant in the cutting head	Stop the motor, remove the battery and allow the unit to cool. Clean and thoroughly dry the cutting head.

If further assistance is required, contact an authorized service center.