

## **SB, New Loop Signal Cannot Be Generated, Gardena robotic lawnmowers, 2017-03**

### **Affected models**

Gardena R38Li, R40Li, R45Li, R50Li, R70Li, R80Li, art. 4069, 4071, 4072 and 4077.

### **Serial Numbers Affected**

170400001 - 170799999.

### **Description**

Some charging station circuit boards within above serial number range may have problems with generating a new loop signal if the boundary wire is more than 250 meters long. Typical symptoms are:

- The mower waits ca 30 seconds extra before leaving the charging station (time elapsed while mower automatically tries to change loop signal).
- Message *Connection not changed* is displayed when a manual attempt has been made to generate new loop signal in mower menu *Security > New Loop Signal*.



Figure 1: Message displayed if New loop signal could not be generated.

Note! If the boundary wire length is less than 250 meters or if no attempt is made to generate *New loop signal*, no customer issues are expected.

### **Field fix**

In case of problems to generate *New loop signal*, please check the serial number of the charging station circuit board (not the same number as the mower serial number). This is done by:

1. Retry *New loop signal* at a minimum five times.
2. If it still does not work, remove the charging station cover (see Technical Handbook for instructions).
3. Study the number printed on the QR code label (see photo in figure 2)
  - a. If the number is within the potentially affected range, replace the circuit board.

- b. If the number is not within the affected range, follow normal troubleshooting procedure as described in the Technical Handbook.

Potentially affected circuit board serial number range (not the same number as the mower serial number):

- 17041553120001A – 17041553124008A
- 17031547750001A – 17031547754008A

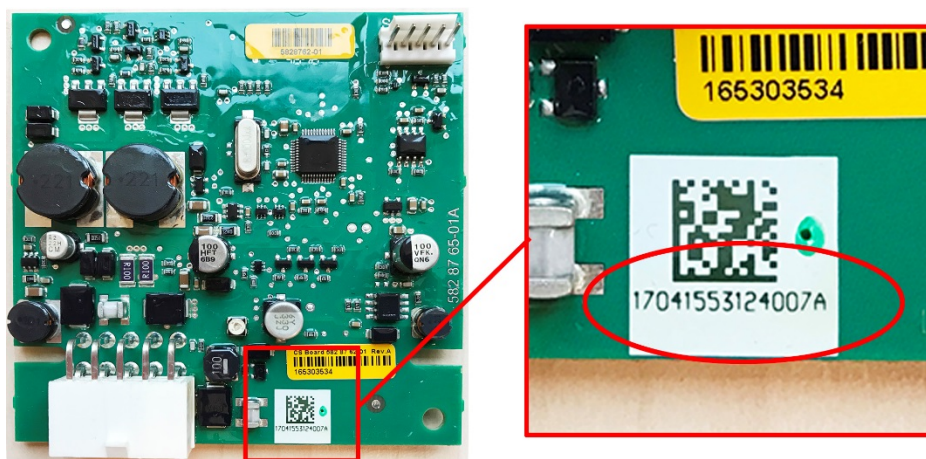


Figure 2: Position of charging station circuit board serial number.

## Solution

Products with mower serial number from 170800001 and later don't have this issue. Charging station circuit board quality control has been improved.

## Spare parts

No change of spare part number.

Circuit boards in spare part warehouse are not affected.

Spare part number: 582 87 62-01

## Warranty report

Normal warranty applies (replace when broken).

Component code: 752 – Circuit Board Charging Station

Defect code: 85 – No function

Part number: 582 87 62-01

Failure description: Cannot generate *New loop signal* in large installation. Ref to SB B170001.

- It is not allowed to replace the charging station circuit board preventative. Warranty claims will not be approved.
- It is not allowed to replace the charging station circuit board on new products prior to sales. Warranty claims will not be approved.