

# FAQ for eufy Robot Lawn Mower E15/E18

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## 1. Before Purchasing

Please confirm the following to ensure optimal performance:

- **Lawn Size:** Less than the max mapping size 0.2 ac (8,700 sq ft) for E15, 0.3 ac (13,000 sq ft) for E18.
- **Slope Check:** Less than 40% (18 degrees)
- **Grass Type:** No Zoysia or St. Augustine grass, and the grass height is below 9 cm(3.5 in).

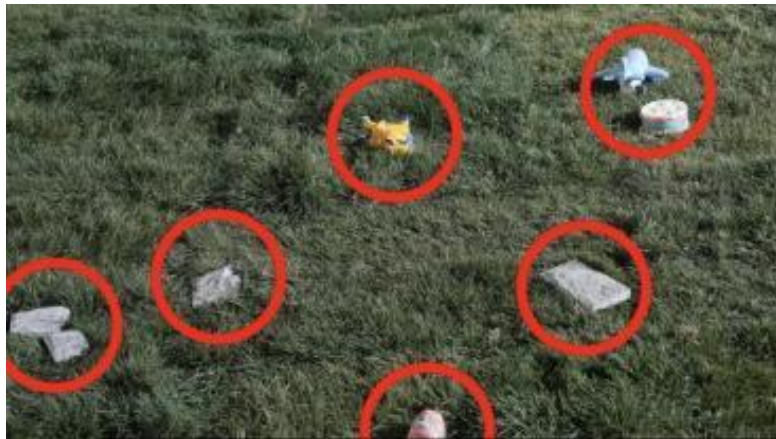


- **Terrain:** Mostly flat with variations under 3 cm (1.2 in).

## 2. Before Mowing

### 2.1 Prepare Your Lawn

- **Quick Start:** Initial configuration takes approximately 5 minutes. The first use of auto mapping typically requires 2–3 hours for a standard 0.2 acre (8,700 sq ft) area. Large, complex areas will take longer.
- **Mowing Hours:** From half an hour after sunrise to half an hour before sunset.
- **Clear Obstacles:** Remove stones and debris, and fill in any holes or uneven ground.



- **Wi-Fi Setup:** Use a mobile hotspot for initial setup if Wi-Fi coverage is limited. After setup, enable 4G to ensure stable connectivity.

- **Set No-Go Zones:** Mark areas where the mower could get stuck, like pipes or sprinkler heads, and areas not fully covered with grass. Allow low stepping stones.



## 2.2 Base Station Usage Guide

- **Placement:** Ensure a straight path of at least 5 m (5.5 yd) in front of the base station.



- **Map Limit:** Each base station supports one map. For more maps, contact eufy support to order additional base stations.
- **Installation:** Secure the base station using nails for lawns or glue for hard surfaces.
- **Return Mower to Base:** Press "Return" and then "OK".

### 3. Tips During Usage

#### 3.1 Improving Edge Cutting Results

- **Safe Distance:** Avoid edges with obstacles, ditches, or cliffs.
- **Optimize Edge Cutting:** Adjust Danger Zone Detection settings for closer cutting. This may increase mower hazards.
- **Trimming Near Walls:** Grass within 10 cm (4 in) of walls may require manual trimming.
- **Boundary Grass:** Trim grass taller than 9 cm (3.5 in) before mowing.

#### 3.2 Optimizing Mowing Performance

- **Firmware and App Updates:** Update to the latest version to use the new map splitting and zone management features.

- **Grass-Cutting Zone:** For full coverage, manually set the grass-cutting zone, especially for yellowed or patchy lawns or manhole covers.



- **Cutting Height:** Gradually lower blade height for tall grass.



- **Multi-Zone Pathway:** Set up a Multi-Zone Pathway if the distance between lawns is  $\leq 60$  m (65.62 yd).



- **No-Go Zones:** Mark areas where the mower could get stuck.





- **Boundary Setup:** For unclear divisions with neighbors, use physical barriers or set virtual walls after mapping.

### 3.3 Battery Usage and Maintenance

- **Coverage per Charge:** 0.037 - 0.067 ac (1,615 -2,906 sq ft). Actual coverage may vary depending on settings and environmental conditions.
- **Resume Mowing:** Automatically resumes unfinished tasks after charging.
- **Base Station Placement:** Keep the charging cable 30 cm (12 in) above ground to prevent water damage.
- **Software Updates:** Regularly update firmware.

### 3.4 Safety Tips

- The robot lawn mower's camera has a 96° horizontal field of view (FOV) and an 80° vertical FOV. To ensure safety, please avoid standing in the blind spots on the sides or behind the mower while it is mowing.