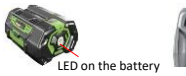
FAQ List & Solutions

Product: Battery Pack & Charger
Model No.: BA1120, BA1400, BA2240, BA2800, BA4200, CH2100, CH5500, CH2800D, CH7000
Updated on 03/02/2021









#	Frequent Asking Questions	Possible Cause	Verify with customers (test)	Solutions	Comments
1	Short running time	The battery charge is not full.	If the battery is not used over one month, it will automatically perform a self-maintenance, the battery will enter sleep mode and maintain 30% of its charge capacity. If the battery is left on the charger and the charger is always connected to power source. The charger lights will intermittently quick flash in green when the self-maintenance is completed (only on CH2100 & CH5500).	Fully recharge the battery before every use. If the battery is left on the charger, just remove the battery and mount it to the charger again, the charger will recover to charge.	If the battery will perform a self maintenance depends on the remained charge of the battery and storage time, regardless of where the battery was stored (either on the charger or stored separately).
		Battery is not fully charged.	If the customer remove the battery from charger as soon as the LEDs on the charger stop flashing?	Do not immediately remove the battery from the charger as soon as the LEDs on the charger stop flashing and shine a solid green. Leave the battery on the charger for another 10 minutes until the cooling fan in the charger stops. This can help charge the battery deeply and maintain a real 100% charge.	
		Grass conditon, cutting height set, push speed, etc will greatly affect the running time.	Ask the customer to fully charge the battery, then mount the battery onto the tool and run without any load. Record the running time at no load.	Compare the runing time customer tested with the standard no load running time, if the data are within the -10% of the standard running time, means the battery is good.	**For short running time issue, we don't need to send a battery to customer right now before we make sure what the real reason is.**
		The battery is near the end of its life cycle and must be replaced.	Verify the purchase date of the battery. If the battery had been used over 2 years, we can explain the aging reason to customer, it's normal, not defective. It is very like the mobile phone battery.	Communicate the following to customer: The battery will age little by little after hundreds of charging and discharging cycles. So if a battery had been used for years, the capacity will drop and the running time will decrease accordingly. **Suggestions:** 1) Ask customer to purchase a new battery. 2) Guide the customer to an EGO authorized service partner to have test if customer believes defective. We will only be responsible for the defective. if tested as defective, send a reconditioned battery to customer.	**For short running time issue, we don't need to send a battery to customer right now before we make sure what the real reason is.**
2	Battery doesn's work, LED flash orange.	Battery is too hot.	When the battery is too hot, press the LED button on the battery pack, the LED indicator will flash orange for 10s and go off. Check this with customer, cool the battery first, then see if the battery can be worked properly on a tool.	If the battery is hot, cool the battery fisrt, then test if it can work properly.	
3	Battery works, LED constantly flashing green.	PCBA broken.	The battery LED keeps flashing green day and night?	Replace the battery for customer.	It's a clear issue on battery, no necessary to collect the battery back.
4	Battery doesn's work, LED is weak or totally off.	Battery is overdischarged.	Press the LED button on the battery, the light is weak or totally off. It means the battery is over discharged.	Mount the battery onto the charger to re-activate it (Only CH2100 has such function, and it will produce a rhythmic sound and the LED power indicator on the battery is OFF). Leave the battery on the charger and check in 30 minutes to see if the power indicator on the battery pack turns on. If yes, the battery pack is activated successfully. If no, the battery pack may be damaged, replace the battery for the customer.	It's a clear issue on battery, no necessary to collect the battery back.
5	Battery LED is green, but it doesn't work on the tool.	Fuse in the battery is broken.	Press the LED on the battery, the LED shines green showing a full charge, but when mounted onto a tool, the tool cannot be turned on. Mount the battery onto a charger: (a) When mount to the charger CH2100, the charger will charge around 30 seconds, then the red LED will flash. (b) When mount to the charger CH2800D, the charger will charge around 30 seconds, then the red LED on which side the battery is installed will flash. (c) When mount to the rapid charger CH5500, the charger will charge around 30 seconds, then the first LED will flash red). (d) When mount to the charger CH7000, the	In this situation, somewhere in the tool should be short-circuit that lead to the fuse broken. We have to replace both of the battery and the product that causes the battery breaking. !!! Never test the defective tool with another battery, since it will break the fuse.	

			charger will charge around 30 seconds, then the #3 LED will flash red). After above tests, we can judge the fuse in the battery is broken. When customers said they heard a “pop” sound in the battery, it also meant a broken fuse inside.		
6	Battery doesn's work, LED shines green first, then flashes red.	Defective battery (PCBA broken)	The LED on the battery is green first, then flashes red when pressing it.	Replace the battery for customer.	It's a clear issue on battery, no necessary to collect the battery back.
7	Battery doesn't work, LED shines red or flash red.	Defective battery (PCBA broken)	When charge the battery, the charger indicates the battery is full charged in a few seconds. remove the battery from the charger, check the charge level by pressing the LED on the battery , if it still displays red or flashes red, the battery is defective.	Replace the battery for customer.	
		Battery or charger is defective.	Charge the battery first. If the red LED starts to flash on the charger CH2100/CH2800D or the first LED on the rapid charger CH5500 or the #3 LED on the charger CH7000 starts to flash red after a few seconds, means either the battery or charger is defective.	1. Cross-test the battery and charger if customer has any other EGO tool combos in hand, replace the defective one accordingly. 2. If the customer only has one battery and one charger, guide the customer to the EGO authorized service partner and test by the technician. 3. Replace the battery if no service partner is nearby.	
		Low battery	Charge the battery first. If the battery can be charged properly and no red flashing light on the charger, means the battery is low.	n/a	
8	Charger doesn't work	Defective charger (PCBA broken)	Connect the charger to the power supply: 1. The CH7000 five charging indication LEDs will briefly shine green; 2. The CH5500 four charging indication LEDs will briefly shine green; 3. For CH2800D, the two LEDs on BOTH sides will briefly shine for a second; 4. For CH2100, the two LEDs will briefly shine for a second. indicating that the charger is working correctly. If there is no any indication or reaction at the moment of pluging, means the charger is defective. If the charger is defective, the customer is not able to charge for the battery, so usually the battery is also low and cannot work in the tool.	Replace the charger for the customer.	
9	The charger produces a rhythmic sound and the power indicator on the battery pack is OFF (only applicable for CH2100).	The battery pack is over-discharged.	Press the LED button on the battery, the light is weak or totally off. It means the battery is over discharged.	Mount the battery on the charger and check in 30 minutes to see if the power indicator on the battery pack turns on. If yes, the battery pack is activated successfully. If no, the battery pack may be damaged.replace the battery for customer.	
10	For CH7000 charger, when the battery is installed onto the charger after the charger is connected to WIFI, WIFI will be disconnected for about 20s and then re-connected. EGO Power+ App will read this disconnection although it causes no effect on charger.	The server or the internet has kind of been delayed.	Ask the customer to connect the APP to the charger again if the WIFI is disconnected without recovering by itself rapidly.	1. EGO Power+ App can read this disconnection although it causes no effect on charger. Generally the connection can be recovered by itself. Try again if needed. 2. If the customer is not satisfied, replace it with a new charger.	
11	For CH7000 charger, EGO Power+ App cannot connect to the charger.	Firmware bug. The charger have been updated since Feb. 2021.		Please refer to document in SF "**Potential Issue Notice _CH7000_2021022001**".	

FAQ List & Solutions

Product: G3 Battery Pack & Charger
Model No.: BA1400T, BA2800T, BA4200T, BA5600T , CH2100, CH5500, CH2800D, CH7000
Draft on 10/09/2019, updated on 05/27/2021



#	Frequent Asking Questions	Possible Cause	Verify with customers (test)	Solutions	Comments
1	Short running time	The battery charge is not full.	If the battery is not used over one month, it will automatically perform a self-maintenance, the battery will enter sleep mode and maintain 30% of its charge capacity. The charger lights will intermittently quick flash in green when the self-maintenance is completed (only CH2100 & CH5500).	Fully recharge the battery before every use. If the battery is left on the charger, just remove the battery and mount it to the charger again, the charger will recover to charge.	If the battery will perform a self maintenance depends on the remained charge of the battery and storage time, regardless of where the battery was stored (either on the charger or stored separately)
		Battery is not fully charged.	If the customer remove the battery from charger as soon as the LEDs on the charger stop flashing?	Do not immediately remove the battery from the charger as soon as the LEDs on the charger stop flashing and shine a solid green. Leave the battery on the charger for another 10 minutes until the cooling fan in the charger stops. This can help charge the battery deeply and maintain a real 100% charge.	
		Grass conditon, cutting height set, push speed, etc will greatly affect the running time.	Ask the customer to fully charge the battery, then mount the battery onto the tool and run without any load. Record the running time at no load.	Compare the runing time customer tested with the standard no load running time, if the data are within the -10% of the standard running time, means the battery is good.	**For short running time issue, we don't need to send a battery to customer right now before we make sure what the real reason is.**
		The battery is near the end of its life cycle and must be replaced	Verify the purchase date of the battery. If the battery had been used over 2 years, we can explain the aging reason to customer, it's normal, not defective. It is very like the mobile phone battery.	Press the battery's LED button for 3s to see whether the 5 LEDs shine solid orange for 10s. If it does, replace with a reconditioned battery for the customer; otherwise, the running time is within normal range.	**For short running time issue, we don't need to send a battery to customer right now before we make sure what the real reason is.**
2	Battery doesn's work, all LEDs shine red.	Battery is too hot	When the battery is too hot, press the LED button on the battery pack and all the LEDs will shine red for 10s and go off. Check this with customer, cool the battery first, then see if the battery can be worked properly on a tool.	If the battery is hot, cool the battery fisrt, then test if it can work properly.	
3	Battery doesn's work, all LEDs flash red.	Battery is low voltage		The battery pack is nearly depleted and needs to be charged immediately.	
4	How to determine the health status of a G3 battery?			Press and hold the LED button for 3 seconds, 1. If the battery is good, the 5 LED will shine solid green for 10 seconds; 2. If the battery is defective, the 5 LED will blink green and red alternately for 10 seconds; 3. If the battery is over used and its capacity is fading to lower than 40% of its original, the 5 LED will shine solid orange for 10 seconds. 4. If there is no any indicator showing, the battery may be overdischarged, but not totally dead, it is just goes into self-protection, use EGO any charger to recharge it to see whether the battery can return to normal charging. If yes, the battery can be used again. Otherwise, the battery is totally discharged to dead. Dispose it safely.	**NOTICE:** G1&G2 battery do not have such self-checking function.
5	The 5-LEDs of the battery shine solid red for 10 seconds, then go out and remain off for 10 seconds, then shine solid red for 10 seconds again or the 5-LEDs flash green for every two seconds. The LEDs will continuously run this cycle. Meanwhile the endcap of the battery will get warm.	The battery is performing self-maintenance.	If the battery has been stored for more than 30 days without use and the battery charge level is more than 50%, the battery pack will perform self maintenance automatically to extend it's life.	No actioin is required. Pressing the LED button will discontinue the self-maintenance mode. No need to recharge the battery pack. The optimized charge level for storage is 30%-50%. The self-maintenance function can maintain the battery level to 30% of its charge capacity automatically after it is stored over one month.	

<table>
<tr><th colspan="2" rowspan="2">ITEM</th><th colspan="2">G1/G2 Battery</th><th colspan="2">G3 Battery</th><th colspan="2">Backpack Battery</th></tr>
<tr><th colspan="2">BA1120, BA1400, BA2240, BA2800, BA4200</th><th colspan="2">BA1400T, BA2800T, BA4200T, BA5600T</th><th colspan="2">BAX1500</th></tr>
<tr><td rowspan="7">Discharging</td><td rowspan="5">Charge Level</td><td rowspan="4">Charge level over 15%</td><td rowspan="4">Shining Green</td><td>Charge level 80% to 100%</td><td>5 LEDs Shining Green</td><td>Charge level 80% to 100%</td><td>5 LEDs Shining Green</td></tr>
<tr><td>Charge level 60% to 80%</td><td>4 LEDs Shining Green</td><td>Charge level 60% to 80%</td><td>4 LEDs Shining Green</td></tr>
<tr><td>Charge level 40% to 60%</td><td>3 LEDs Shining Green</td><td>Charge level 40% to 60%</td><td>3 LEDs Shining Green</td></tr>
<tr><td>Charge level 20% to 40%</td><td>2 LEDs Shining Green</td><td>Charge level 20% to 40%</td><td>2 LEDs Shining Green</td></tr>
<tr><td>Charge level 10% to 20%</td><td>1 LED Shining Green</td><td>Charge level 10% to 20%</td><td>1 LED Shining Green</td></tr>
<tr><td>Charge level less than 15%</td><td>Shining Red</td><td>Less than 10%</td><td>1 LED Flashing Red</td><td>Less than 10%</td><td>1 LED Flashing Green</td></tr>
<tr><td>Low Voltage (nearly depleted)</td><td>Flashing Red</td><td>Low Voltage (nearly depleted)</td><td>5 LEDs Flashing Red</td><td>Low Voltage (nearly depleted)</td><td>5 LEDs Flashing Red</td></tr>
<tr><td>Over Temperature</td><td colspan="2">Flashing Orange</td><td colspan="2">5 LEDs Shining Red</td><td colspan="2">5 LEDs Shining Red</td></tr>
<tr><td>Over Temperature</td><td colspan="2">The battery pack will shut down with LED indicator flashing orange for 10s when its operating temperature exceeds 158°F (70°C), and will begin normal operation when it returns to 152°F (67°C).</td><td colspan="2">The battery pack will shut down with all 5 LEDs shining red for 10s when its operating temperature exceeds 158°F (70°C), and will begin normal operation when it returns to 152°F (67°C).</td><td colspan="2">The backpack battery pack will automatically shut down when the temperature is over 158°F (70°C) or below -4°F (-20°C). All 5 LEDs will shine red for 10 seconds when the fuel-gauge button is pressed. The battery will begin normal operation on both conditions that the temperature returns to normal and the power tool is restarted.</td></tr>
<tr><td>Self-maintenance Mode</td><td colspan="2">Flashing Green every 2 seconds</td><td colspan="2">Flashing red every 10 seconds or
Flashing Green every 2 seconds</td><td colspan="2">n/a</td></tr>
</table>

Item			G1/G2 Battery		G3 Battery		Backpack Battery	
			BA1120, BA1400, BA2240, BA2800, BA4200		BA1400T, BA2800T, BA4200T, BA5600T		BAX1500	
			Charger Indication	Battery Indication	Charger Indication	Battery Indication	Charger Indication	Battery Indication
Charging	CH2100/CH2800D NOTE: The LED indicator on either side of CH2800D performs just like a single CH2100 charger.	Charging	Flash green	Flash red, orange & green in sequence	Flash green	Last segment of LED indicator flashes green while the former LEDs shine solid green.	Not recommend. It takes long long time and it needs adaptor ADB1000 as a connetion.	
		Fully Charged	Shine solid green	Shining solid green for 10 seconds, then shut off	Shine solid green	Shining solid green for 10 seconds, then shut off		
		Cold/Hot Battery	Shine red	OFF	Shine red	OFF		
		Defective	Flash red or off	OFF	Flash red or off	OFF		
	CH5500	Charging	4 LEDs will shine green in sequence according to battery charge	Flash red, orange & green in sequence	4 LEDs will shine green in sequence according to battery charge	Last segment of LED indicator flashes green while the former LEDs shine solid green.		
		Fully Charged	Shine solid green	Shining solid green for 10 seconds, then shut off	Shine solid green	Shining solid green for 10 seconds, then shut off		
		Cold/Hot Battery	#1 LED shines solid red.	OFF	#1 LED shines solid red.	OFF		
		Defective	#1 LED flash red or turn off.	OFF	#1 LED flash red or turn off.	OFF		
	CH7000	Charging	5 LEDs will shine green in sequence according to battery charge	Flash red, orange & green in sequence	5 LEDs will shine green in sequence according to battery charge	Last segment of LED indicator flashes green while the former LEDs shine solid green.		
		Fully Charged	Five LEDs shine solid green	Shining solid green for 10 seconds, then shut off	Five LEDs shine solid green	Shining solid green for 10 seconds, then shut off		
		Cold/Hot Battery	#3 LED shines solid red	OFF	#3 LED shines solid red	OFF		
		Defective	#3 LED flashes red or turn off.	OFF	#3 LED flashes red or turn off.	OFF		
	CHX5500	Charging	n/a				Standard charging mode: #2 LED on CHX5500 will flash GREEN; Fast charging mode: #1 LED on CHX5500 will flash GREEN.	Last segment of LED indicator flashes GREEN while the former LEDs shine solid green.
		Fully Charged					#1 or #2 LED (depending on charging mode) shines solid green.	Shining solid GREEEN for 10 seconds, then shut off
		Cold/Hot Battery					#1 or #2 LED (depending on charging mode) flash green and #3 LED shines solid RED.	OFF
		Defective					#3 LED flashes red or turn off and both #1 and #2 LED turn off.	OFF

