

SERVICE ANNOUNCEMENT

DATE:NOVEMBER 2025

DOCUMENT NUMBER:CSA00004 VERSION:1

PRODUCT:ROBOT LAWN MOWER

MODEL:RC300

PROBLEM:The robot does not have stable behavior in relation to obstacles and the management of the cutting pattern.

ACTION TO BE TAKEN:We must perform a manual firmware update using a USB drive formatted as FAT-32. [Download the update here](#)

You need to prepare an empty USB drive and format it to FAT-32. At the end of this file we explain how to format the USB drive to FAT-32.

Save all update files to the USB drive.

1. Turn off the robot. Remove the battery cover.
2. Insert the USB memory stick into the USB port on the back of the lawnmower.
3. Turn on the lawnmower.
4. The update will be performed automatically.
5. When "USB" appears on the screen, remove the USB drive.
6. Do not turn off the robot. Once the update is complete, it will turn on automatically.

When "LOAD" appears on the screen, DO NOT turn off the robot; otherwise, it will not be able to return to normal.

The update process will take about 15 minutes.

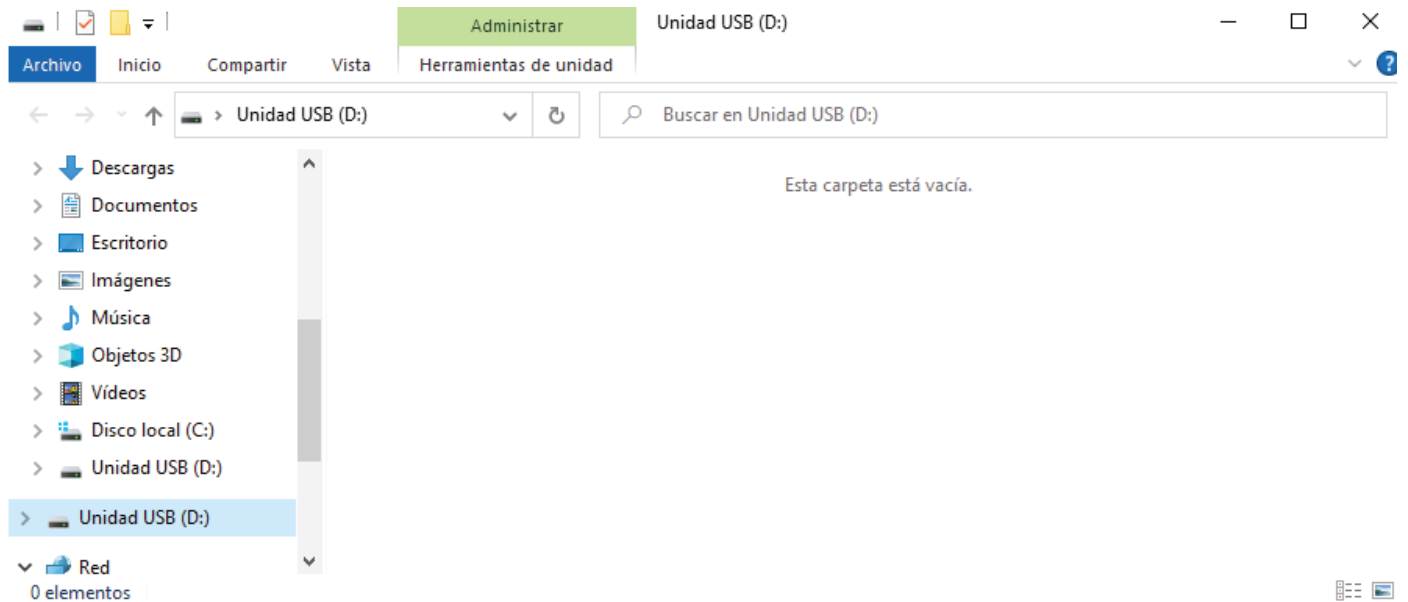
The attached image shows how to open the battery cover and connect the USB.



USB in FAT-32

We briefly explain how to format a USB drive as FAT-32

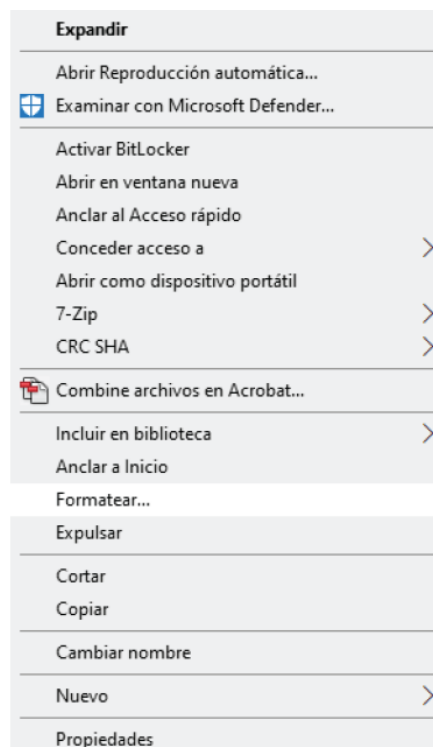
1. Insert an empty USB drive into your PC.
2. The USB drive will appear on the computer screen.



3. Place the mouse over the USB drive and right-click.



4. The toolbar appears and we must click on “Format”.



5. Clicking on “Format” opens the following window and in the system of The file system is selected in FAT-32. Once FAT-32 is selected, the process is complete. process by clicking on “Start”.

