



Battery-Powered Mower

Safety Key Connector Inspection

Technical Bulletin #248981

Model: CE 6.2



Please read this Technical Bulletin carefully as it contains important safety information concerning the safe operation of your NEUTON CE 6.2 Battery-Powered Mower.

If you have any questions about this Technical Bulletin, please call us Toll-Free at **1-888-294-5029**.

Safety Key Connector Inspection

It has come to our attention that a small number of Safety Key Connectors for the NEUTON CE 6.2 Battery-Powered Mower do not hold the Safety Key tightly. This can cause the Safety Key to lose its electrical connection with the contacts and can lead to the metal tabs of the Safety Key overheating and the Mower to suddenly lose power or stop.

NOTE 1: *The damage to the Safety Key Connectors occurs during shipping. It is not easy to notice the shipping damage to the Safety Key Connector so you should follow this inspection procedure to assure that your Mower is operating properly. If your Safety Key Connector interface is working properly, you should not have any problems and you do not have to make any repairs to the Mower.*

CAUTION!

PLEASE ALLOW THE MOWER TO COOL DOWN FOR AT LEAST FIVE (5) MINUTES BEFORE YOU REMOVE THE SAFETY KEY. DO NOT TOUCH THE METAL TABS ON THE SAFETY KEY UNTIL IT IS COOL.

Summary

A small number of NEUTON CE 6.2 Battery-Powered Mowers have experienced a malfunction of the Safety Key interface with the Safety Key Connectors. As a result, the Safety Key does not maintain a strong connection with the Tabs. This can cause the Safety Key to get hot and possibly cause a burn to the skin.

NOTE 2: *The Safety Key should fit snugly in the Connectors and should "snap" into place. If the Safety Key connection is secure, then there is no problem with your Mower and you can continue to use the Mower with no corrective action required.*

NOTE 3: *Symptoms of poor Safety Key connections can be as follows:*

- *Battery Meter level fluctuates wildly from Green to Red.*
- *Motor slows down and speeds up again.*
- *Motor coasts to a stop while you are still at the controls.*
- *Green Power Indicator Light goes On and Off.*
- *Safety Key contacts or Safety Key Connector contacts show damage due to arcing.*

See the other side of this Technical Bulletin for the inspection procedure.

Actions to Take

1. Open the Access Cover and remove the Battery.
2. Check the connection of the Safety Key and the Connectors. The four (4) ends of the Connectors should be clearly visible against the Mower housing (**Figure 1**).



You may need a flashlight to see into the recessed area around the Safety Key Connectors.

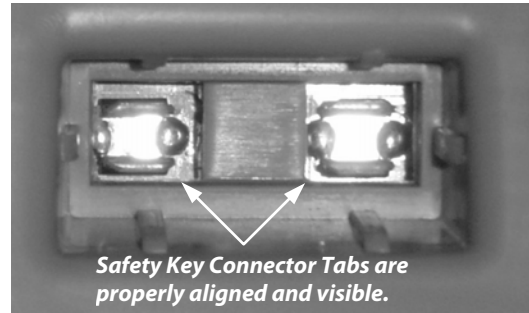


Figure 1

3. If there is damage to your Safety Key Connectors, one or more of the Tabs of the Safety Key Connectors may not be visible. The Tab may have been bent under the Mower Housing or been compressed onto the surface of the Mounting Board (**Figure 2**). The Safety Key Connector may also be discolored due to overheating (**Figure 3**). If either or both of these conditions exist, then the Safety Key will not maintain a secure connection and you should replace the Connector.

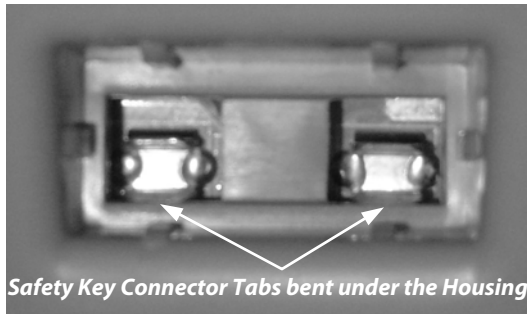


Figure 2

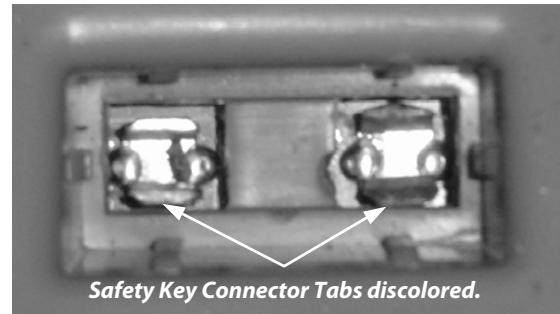


Figure 3

NOTE: The Safety Key should fit snugly in the Connectors and should “snap” into place. If the Safety Key connection is secure, then there is no problem with your Mower and you can continue to use the Mower with no corrective action required.

CAUTION!

- **IF THE SAFETY KEY DOES NOT MAINTAIN A SECURE CONNECTION, THEN PLEASE DO NOT OPERATE THE MOWER. CALL US TOLL FREE AT 1-888-294-5029 AND A REPRESENTATIVE IN OUR TECHNICAL SUPPORT DEPARTMENT WILL BE HAPPY TO ASSIST YOU IN REPLACING THE SAFETY KEY CONNECTOR.**
- **DO NOT TRY TO REPAIR THE SAFETY KEY CONNECTOR. BENDING THE TABS WILL REDUCE THEIR STRENGTH AND WILL NOT PROVIDE THE PROPER ELECTRICAL CONTACT FOR RELIABLE OPERATION.**

If you have any questions or difficulties, please call us Toll-Free, at **1-888-294-5029** or email us at info@neutronpower.com. Our Technical Support Staff is available between 8:30 am and 5 pm Eastern Time, Monday through Saturday.

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