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# REPAIR GUIDELINE

## EGO STX4500 Commercial String Trimmer

Version: A
Issue Date: 11/14/2022

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# Troubleshooting

| Problem | Possible cause | Fault Position | Test & Solution | Page |
|---|---|---|---|---|
| Not working | Faulty battery or faulty battery contacts | Battery | Test with a healthy battery. | |
| | The cables that connect to motor are loose or disconnected from motor. | Cables | check the cable connection with Motor & PCBA | |
| | Only running for a few seconds at a time, can get to restart but only runs for a few seconds. | PCBA | Replace the **PCBA**. | 4 |
| | Did not start. when trigger pulled only a metallic click sound | Motor | Replace the **Motor**. | 6 |
| | Pull the trigger, speed change will be displayed on the speed indicator, but the motor does not work | Motor | Replace the **Motor**. | 6 |
| | Speed indicator flashing orange light | Motor / Gear case | Run the tool with the gearbox removed first, if the tool works properly. Replace the **Gear case**, otherwise replace the **Motor**. | 6/9 |
| | The machine does not respond and the indicator light is off | PCBA | Replace the **PCBA**. | 4 |
| Low speed | keep running at low speed | Motor | Replace the **Motor**. | 6 |
| Noise | Noise form the gearbox | Gear case | Add grease, otherwise replace the **Gear Case**. | 9 |
| | Making a really loud abnormal noise from the motor | Motor | Replace the **Motor**. | 6 |
| Indicator | The machine is running normally, but the speed indicator is abnormal | PCBA | Replace the **PCBA**. | 4 |


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# Tool List for Repair

| NO. | Tool list | SPEC | Remark |
|---|---|---|---|
| 1 | Socket wrench | 15mm | |
| 2 | Torx screwdriver | T15&T20 | |
| 3 | Hex wrench | 5mm | |


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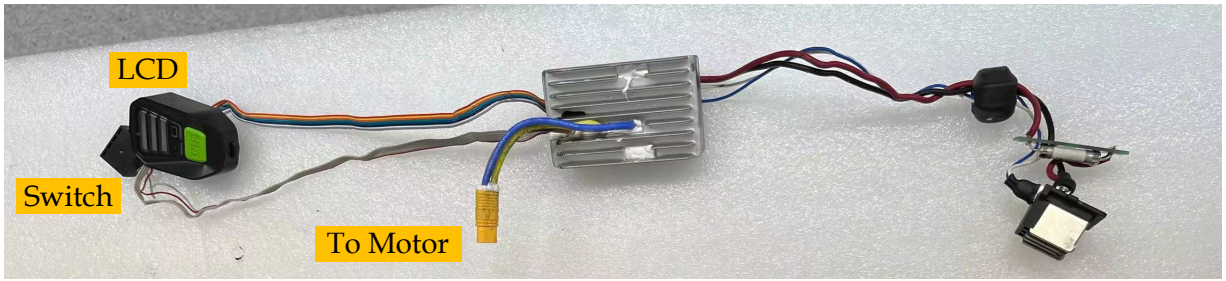
# Replace the PCBA




*PCBA*



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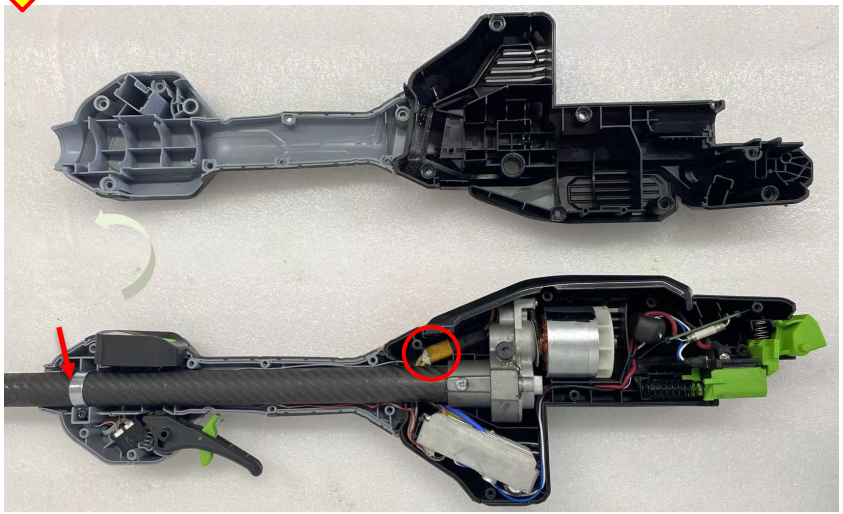
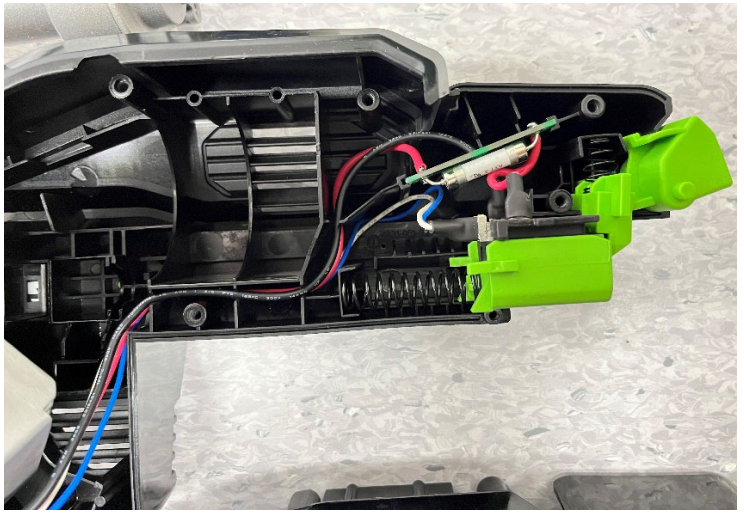
# Replace the PCBA



1. Loosen all screws on the housing.
2. The shaft and motor can be removed by releasing the hook, which facilitates the unplugging of the connector for easy PCBA replacement.
3. Replace the PCBA.





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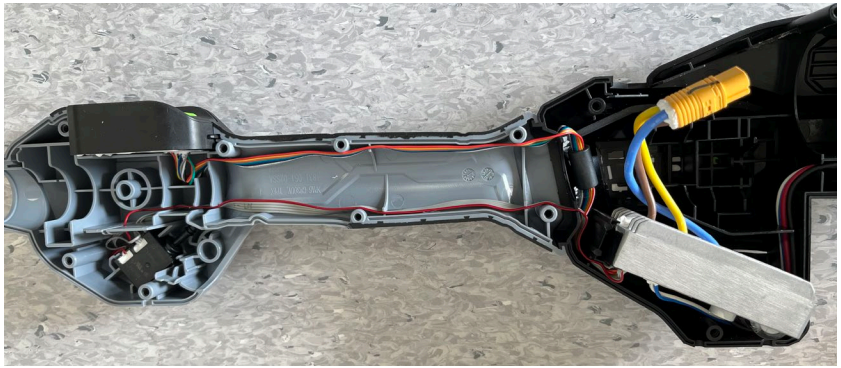
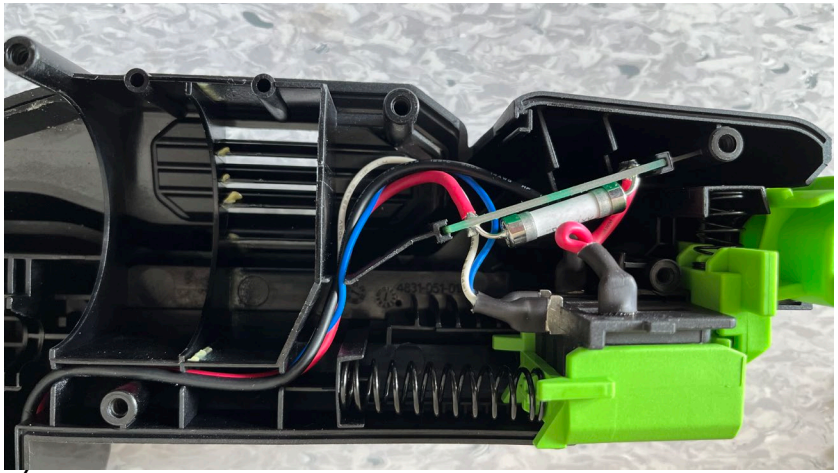
# Replace the PCBA





Take note of the wire routing in the main housing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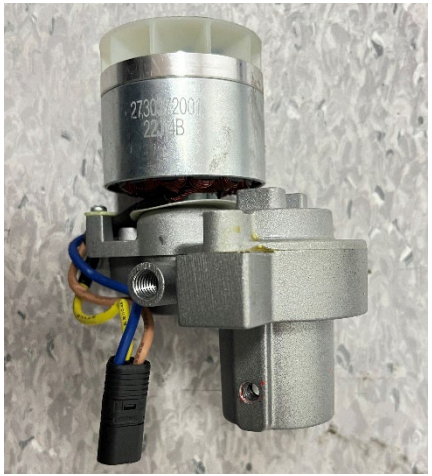
# Replace the Motor



*Motor*





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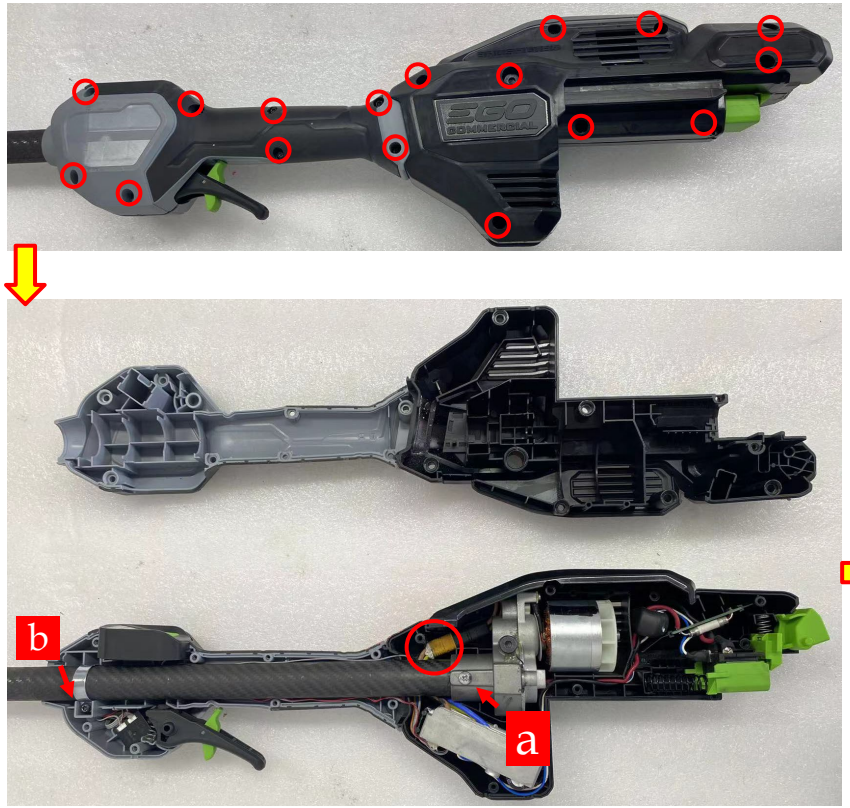
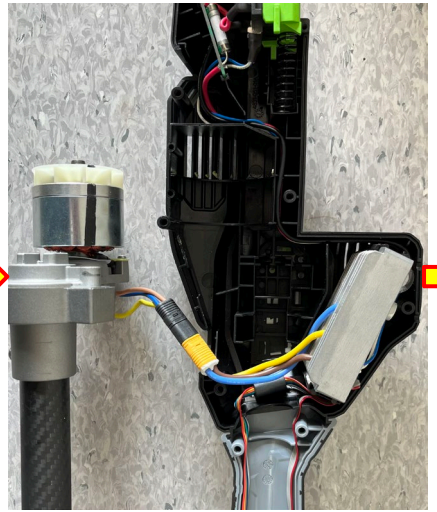
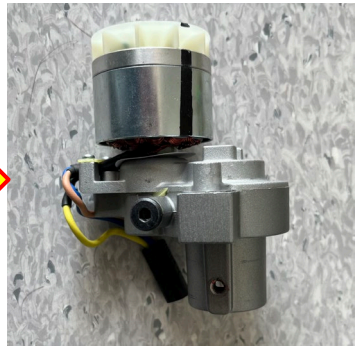
# Replace the Motor




1. Loosen all screws on the housing.
2. Loosen the screw ‘a’ and unplug the connector between PCBA and motor to remove the motor and shaft, then releasing the hook ‘b’,
3. Replace the Motor.







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# Replace the Gear Case

*Gear case assembly*



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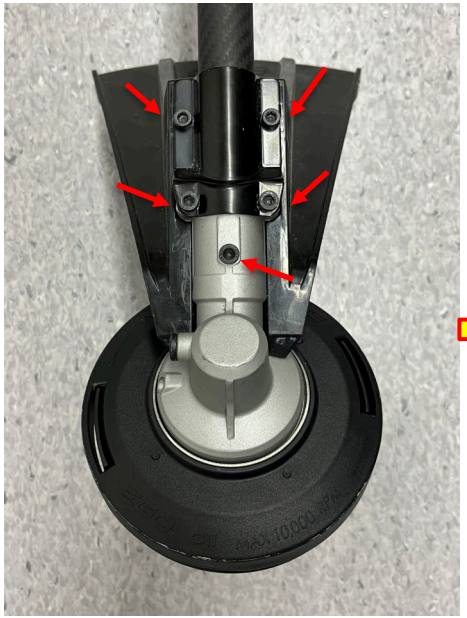
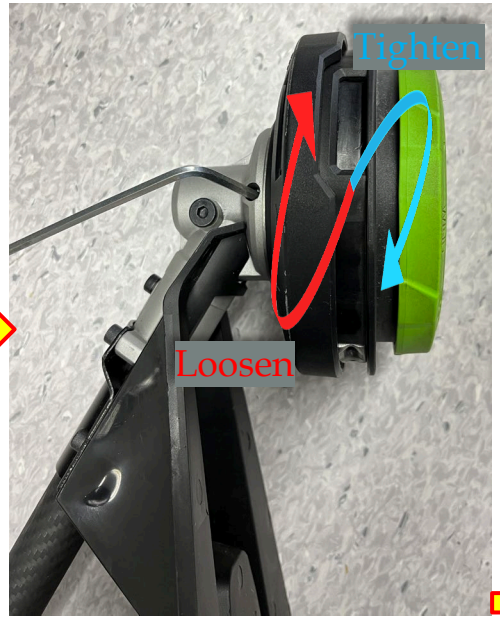
# Replace the Gear Case






1. Loosen the screws to remove the guard.
2. Rotate the outer flange to align the slot in the inner flange with the shaft-locking hole in the gear case.
3. Insert the included hex key into the aligned holes to act as a stabilizer.
4. Position the gear case against a solid surface for support. Use one hand to grasp the shaft and the other hand to loosen the cutting head in the direction of the arrow, using the included multi-function wrench.
5. Rotate the cutting head to align the slot in the inner flange with the shaft-locking hole in the gear case and insert the included hex key into the aligned holes to act as a stabilizer as shown in previous steps 2 and 3.

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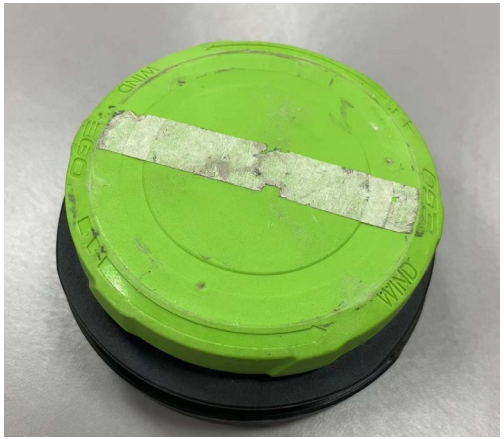
# Replace the Cutting Head Set



*Cutting Head Set*



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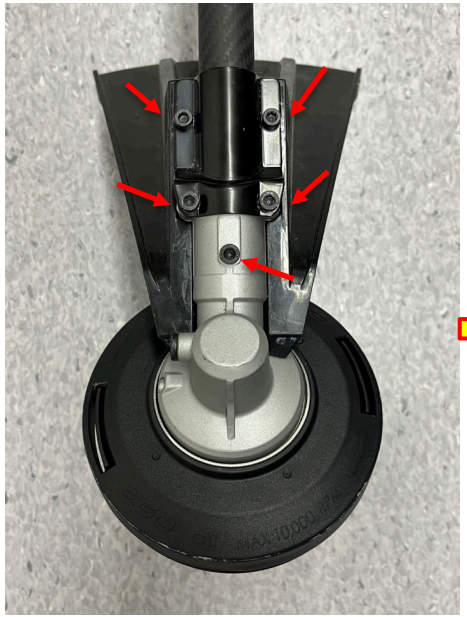
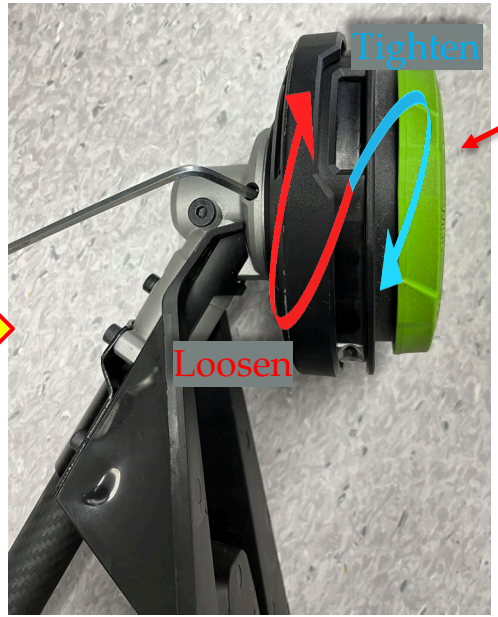
# Replace the Cutting Head Set






1. Loosen the screws to remove the guard.
2. Rotate the trimmer head to align the slot in the inner flange with the shaft-locking hole in the gear case and insert the provided hex key into the aligned hole to act as a stabilizer
3. Wear gloves. Rotate the trimmer head CLOCKWISE according to the rotation direction marked on the upper cover until it can be removed from the shaft.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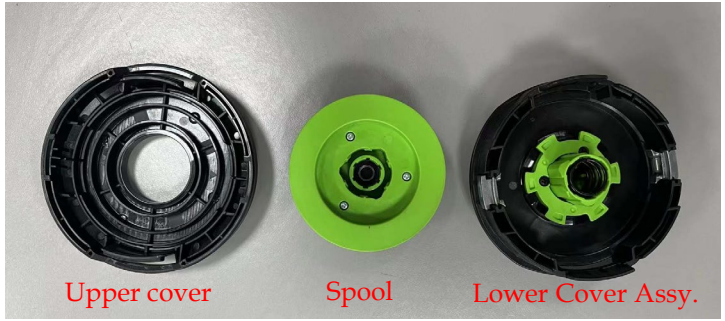
# Replace the Cutting Head Set

1. Press two release tabs on the trimmer head and remove the lower cover assembly of the trimmer head by pulling it straight out.
2. The spring can be taken out directly.
3. Replace required parts.



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