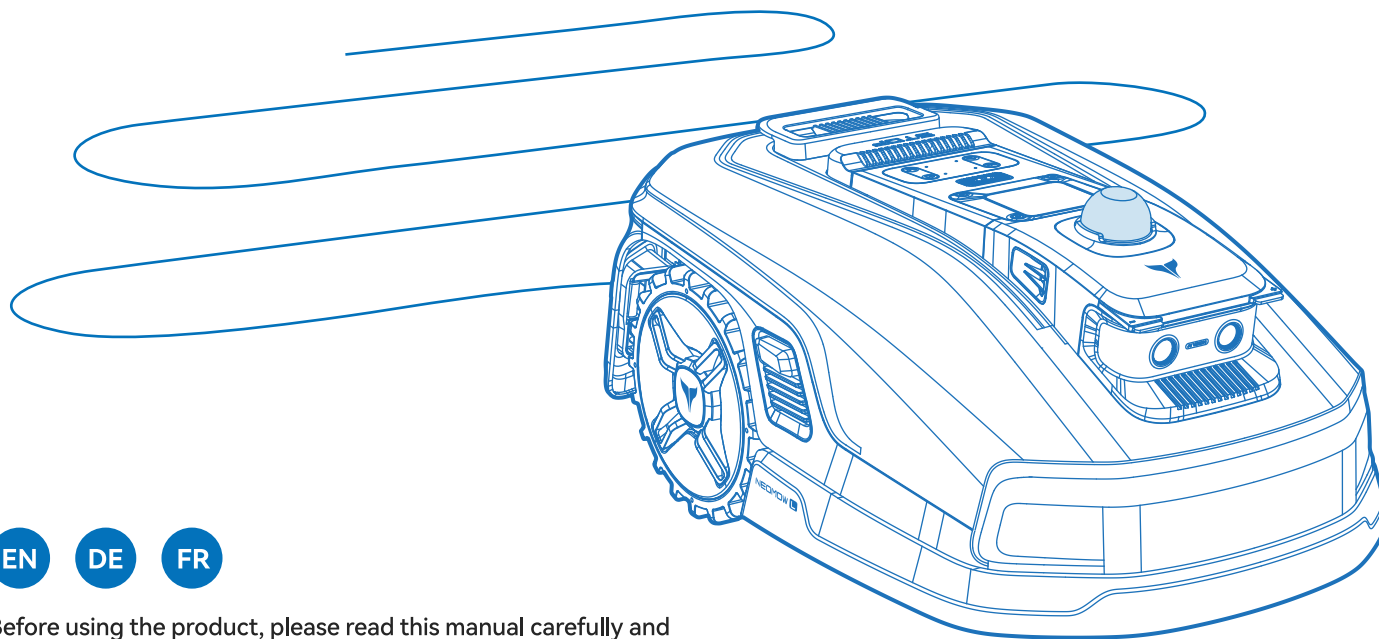




Original Instructions

USER MANUAL

Neomow L



EN

DE

FR

Before using the product, please read this manual carefully and ensure that you understand the instructions.



Get other language versions

If you need a User Manual in other languages, please scan the QR code above to download.

After unpacking the machine, please keep the packaging box and materials for winter storage or future repair shipments.

PREFACE

Thank you for choosing Neomow L!

If you encounter any issues during the installation or use of your HOOKII product, please visit the official HOOKII Help Center for troubleshooting guides, video tutorials, FAQs, and other assistance:

support.hookii.com

For further assistance, you can also contact the HOOKII Customer Support team directly at:

support@hookii.com

We are fully committed to providing you with the help and support you need.

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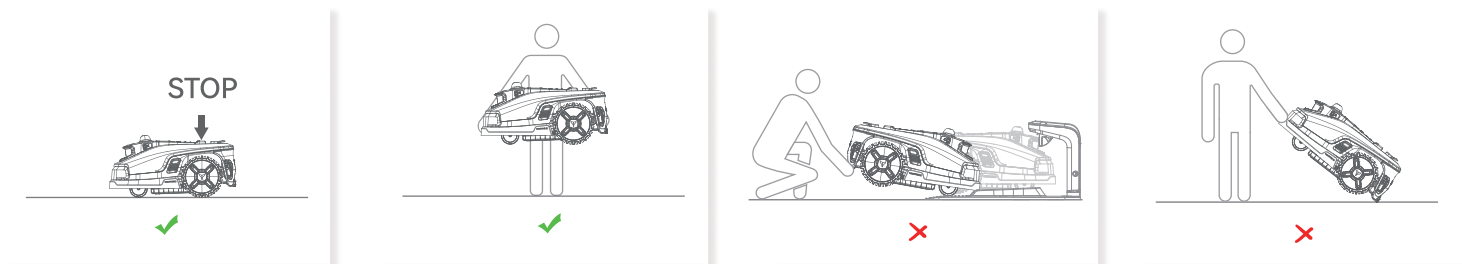
1.1 General Safety Rules

- (1) Before using the lawn mower, please read this manual carefully and ensure you fully understand the instructions. Keep this manual properly for future reference. For more information, please visit support.hookii.com to access the complete user manual and the latest user documentation.
- (2) Please note that following the instructions and warnings in this manual reduces risks but does not eliminate them entirely. The operator or user is responsible for any accidents or hazards that may occur to others and their property. The operator or user is also responsible for accidents or dangers involving others on their property.
- (3) Never allow children or anyone incapable of fully understanding the product's operation and associated safety risks to use this machine unsupervised. Individuals with limited physical, sensory, or mental capabilities must fully understand the operating procedures and safety precautions before use, ensuring they can operate the machine safely.
- (4) The lawn mower must only be used with equipment and accessories recommended or approved by HOOKII. Using unauthorized equipment or accessories may result in damage to the equipment or pose safety risks. HOOKII does not guarantee the compatibility of this lawn mower with unapproved equipment, accessories, or wireless systems.
- (5) When operating this lawn mower on public lawns or in areas where children and pets may be present, please pay close attention to your surroundings and human activity, and ensure that using the lawn mower does not pose a safety risk to others.
- (6) Do not touch hazardous parts such as the blade disc and blades until the lawn mower has come to a complete stop.
- (7) If you need to manually turn the lawn mower over, please ensure it is powered off and place it on a soft mat or cloth to prevent scratching the casing and damaging components such as the 360° 3D LiDAR.
- (8) Please route the charger power cable and extension cables properly to ensure they do not enter the lawn mower's working area, preventing them from being run over or damaged by the lawn mower. If the cables are damaged, cut off the power immediately and stop using the lawn mower until it has been repaired or replaced.

1 SAFETY INSTRUCTIONS

EN

- (9) For proper battery use, please refer to the recommended battery handling instructions in this manual. Use only the original battery recommended by HOOKII; the safety of non-original batteries cannot be guaranteed. Improper use may result in electric shock, overheating, or leakage of corrosive fluids from the battery. If corrosive fluid contacts your eyes or skin, seek medical attention immediately. If you need to replace the battery, follow the battery replacement instructions and precautions in this manual.
- (10) In the event of a thunderstorm where the outdoor equipment is situated, it is recommended to turn off the equipment and disconnect the charging station's power supply to prevent equipment damage and safety accidents.
- (11) How to move the lawn mower ?
 - 1) Press the STOP button on the lawn mower.
 - 2) Lift the machine with both hands from the front and rear of the body.



1.2 Precautions for Installation

- (1) Do not install the charging station, equipment, or any other accessories within 1 meter of combustible materials. This helps avoid fire risks.

- (2) Do not place the power supply in areas where it may be exposed to water or standing water, to reduce the risk of moisture or damage to the power supply and to avoid electric shock.
- (3) To ensure electrical safety, connect the charging station to an AC power supply that meets the power specification requirements. The supported input voltage range is 100-240V~, 50/60Hz. Do not use a power supply outside the specified voltage range.

1.3 Precautions for Use

- (1) While the lawn mower is in operation, keep a safe distance from it, and never place your hands or feet near or underneath the lawn mower.
- (2) It is recommended to avoid scheduling the lawn mower's working hours to overlap with the sprinkler schedule in the working area, thus preventing work interruptions caused by water entering the lawn mower.
- (3) Ensure the lawn is clear of debris such as stones, branches, and tools. Striking these objects may damage the blades, potentially causing property damage.
- (4) Do not lift or turn the lawn mower over while it is powered on, as this will trigger an abnormal state and interrupt operation.
- (5) If the red STOP button on the lawn mower malfunctions, do not use the machine until the STOP button returns to normal.
- (6) The operating temperature range for the lawn mower is 0~45°C (32~113°F). Do not use the lawn mower or charge the battery in environments outside this temperature range.

1.4 Precautions for Storage

Battery Storage:

- (1) The battery storage temperature range is -20~45°C (-4~113°F). It is recommended to store the battery in an environment of 25±2°C (77±3.6°F). Do not store the battery in environments outside the aforementioned temperature range.

Lawn Mower Storage:

- (1) If the lawn mower needs to be stored for a long period, charge the battery to approximately 50% before storage, then turn off the mower and disconnect the charging station's power supply. Do not store the battery fully charged. During prolonged storage, charge the lawn mower at least once every 6 months and ensure the battery level remains around 50% to prevent over-discharging.
- (2) Keep the lawn mower flat during storage, with all four wheels resting level on the ground.
- (3) The storage temperature for the lawn mower is $-20\sim 45^{\circ}\text{C}$ ($-4\sim 113^{\circ}\text{F}$), with a recommended storage temperature of $25\pm 2^{\circ}\text{C}$ ($77\pm 3.6^{\circ}\text{F}$). Do not store it in environments outside this temperature range.
- (4) Store the lawn mower in a cool, dry place indoors. Exposure to sunlight and extreme temperatures (both high and low) will accelerate the aging of components and may permanently damage the battery. Keep the stored lawn mower's components away from heat sources or chemicals.

1.5 Precautions for Handling

- (1) Please dispose of this product in line with your local regulations for waste electrical and electronic equipment (WEEE). Do not dispose of it with regular household waste; instead, take it to an authorized recycling center or collection point to ensure the safe handling and environmentally friendly disposal of electronic components.

1.6 Precautions for Transportation

- (1) Comply with all applicable national regulations.
- (2) Observe specific requirements for the packaging and labeling of commercial shipments, including transport by third parties and freight forwarders.

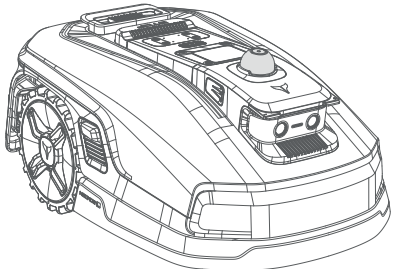
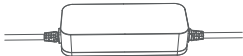
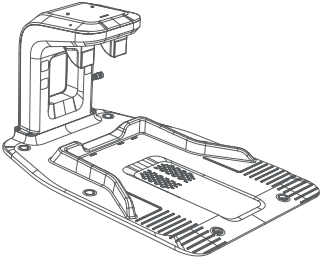
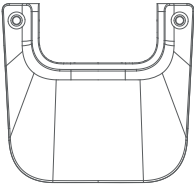
2.1 System Introduction

The system consists of a lawn mower, a charging station, and an App.

The charging station is primarily used to supply power to the lawn mower.

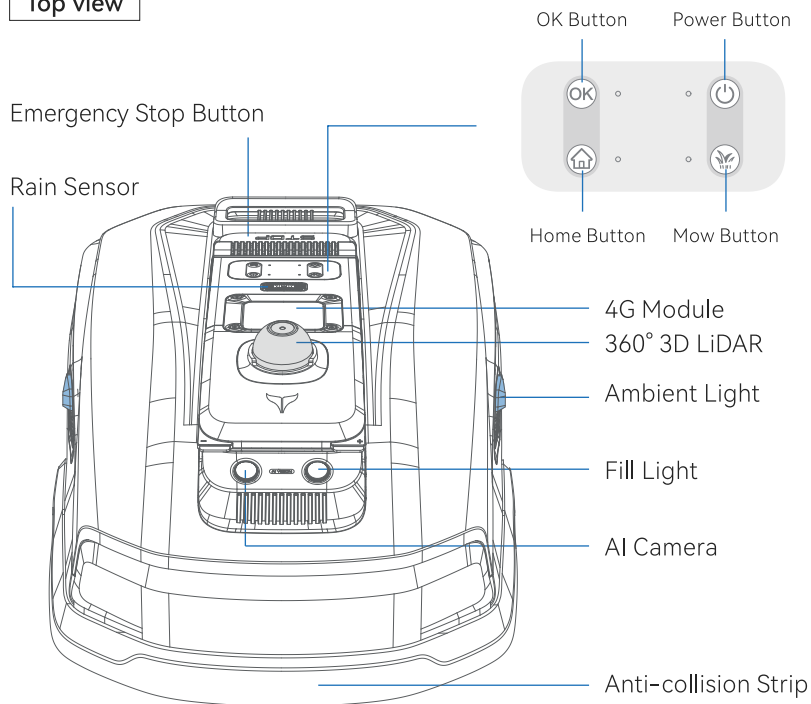
The lawn mower must be used in conjunction with the HOOKII App. By creating maps, setting mowing schedules, and configuring mowing parameters through the App, the lawn mower can autonomously execute mowing tasks based on your settings. Please refer to the official HOOKII Help Center: support.hookii.com.

2.2 Packaging List

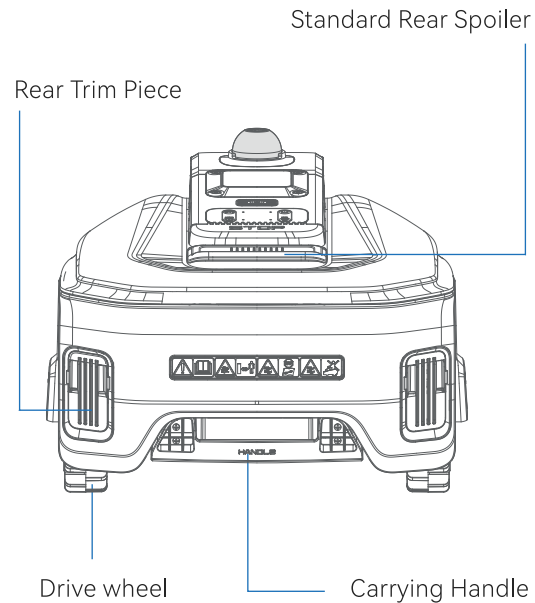
 <p>Lawn mower *1</p>	 <p>Power Adapter *1</p>  <p>Fixed Charging Station Tape *6</p>
 <p>Charging Station *1</p>  <p>Canopy *1</p>	 <p>Hex Key *1</p>  <p>Nails for Charging Station *10</p>  <p>Replacement blade kit *2 (10 Screws+10 Blades)</p>  <p>User Manual *1</p>  <p>Quick Start Guide *1</p>

2.3 Neomow X 2 Overview

Top view



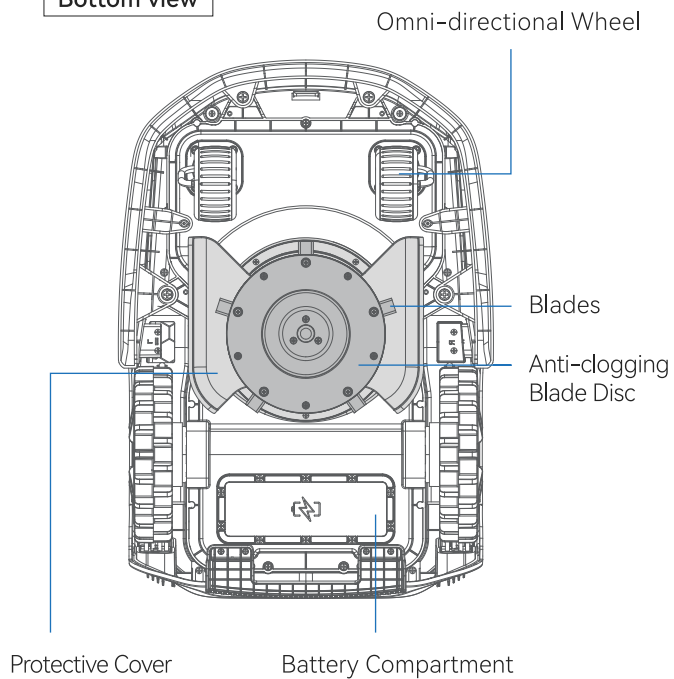
Back view



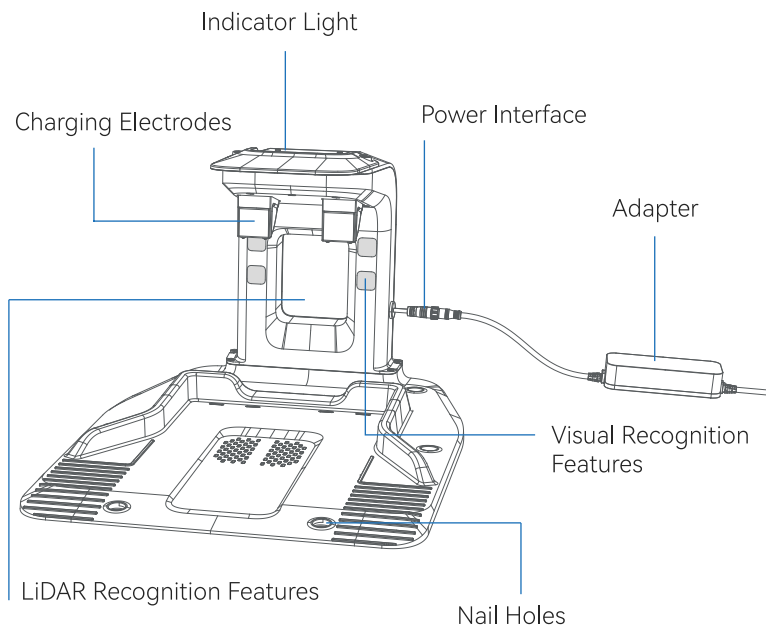
2 GET TO KNOW THE Neomow L

EN

Bottom view



Charging station overview



2.4 Symbols and Labels

Introduction to Lawn Mower Symbols/Labels



WARNING: Read the user manual before operating the lawn mower.



WARNING: Disable the lawn mower before working on or lifting the machine. Never touch the rotating blade.



WARNING: Keep a safe distance from the machine when operating. Keep other persons out of the danger area.



WARNING: Do not ride on the machine.



It is not permitted to dispose this lawn mower as normal household waste. Ensure that the lawn mower is recycled in accordance with local legal requirements.

Basic Information	Model	Neomow L SE	Neomow L	Neomow L Pro
	Product Series	Neomow L Series		
	Brand	HOOKII		
	Mowing Robot Dimensions	640 x 446 x 315mm / 25.2 x 17.6 x 12.4in		
	Net Weight	13.8kg / 30.4 (lb)		14.2kg / 31.3 (lb)
	Charging Station Dimensions	700 x 480 x 355mm / 27.6 x 18.9 x 14.0 in		
	Charging Station Weight	2.7kg		
	Package Weight	≈21Kg / 46.3 (lb)		≈21.4Kg / 47.2 (lb)
	Package Dimensions	780 x 550 x 370mm / 30.7 x 21.6 x 14.5in		
Mowing Parameters	Mowing Width	22cm / 8.7in		
	Mowing Height	20-80mm / 0.8-3.2in		
	Recommended Mowing Size	800 m ² / 0.2 Acre	1000 m ² / 0.25 Acre	2000 m ² / 0.5 Acre
	Mowing Efficiency	Standard: 800 m ² (0.2 Acre) / day Efficient: 1000 m ² (0.25 Acre) / day		Standard: 1600 m ² (0.4 Acre) / day Efficient: 2000 m ² (0.5 Acre) / day
	Max. Multi-zone Management	10	20	40

3 SPECIFICATIONS



Mowing Parameters	Model	Neomow L SE	Neomow L	Neomow L Pro
	Charging Time	(20-80%), ≈60min (0-100%), ≈100min		(20-80%), ≈ 70min (0-100%), ≈ 150min
	Mowing Time Per Charge	≈100min		≈200min
	Maximum Mowing Area per Charge	300 m ²		600 m ²
Working Conditions	Technical Path	360° 3D LiDAR + Vision		
	Obstacle Avoidance Sensor	360° 3D LiDAR + AI Camera + Front Bumper		
	Drive Method	RWD		
	Operating Temperature	0~45°C (32~113°F)		
	Storage Temperature	-20~45°C (-4~113°F), Recommended Storage Temperature 25±2°C (77±3.6°F)		
	Max. Inclination	50% (27°); recommended mowing slope: ≤31% (17°)		
	Waterproof Level	Lawn mower: IPX6; Charging station: IPX4; Adapter: IP67		
	Noise Level	<58dB (A)		

3 SPECIFICATIONS

	Model	Neomow L SE	Neomow L	Neomow L Pro
Connectivity	Connectivity	WiFi / 4G / Bluetooth		
	Bluetooth® Frequency Range	2.400~2.4835 GHz		
	WiFi Frequency	2.4GHz: 2.400 ~ 2.4835 GHz; 5GHz: 5.150 ~ 5.850 GHz		
	Cellular Network	America: B2 / 4 / 5 / 12 / 13 / 66; Europe: B1 / 3 / 5 / 7 / 8 / 20 / 28		
Blade Disc	Number of Blades	5		
	Blade Disk Height Adjustment Method	Auto		
Battery Pack	Battery Type	Rechargeable Lithium-ion Battery		
	Nominal Voltage	22.2V		21.6V
	Battery Capacity / Voltage	4.4Ah / 22.2V		9.6Ah / 21.6V
	Nominal Capacity / Energy	4.4Ah / 97.68Wh		9.6Ah / 207.36Wh
Power Supply	Input Voltage	100~240 V~50 / 60Hz		
	Output Voltage / Current	25.2V / 2.5A		25.2V / 4.5A
Charging Station	Output Voltage / Current	25.2V / 2.5A		25.2V / 4.5A

* All parameters are based on the test results of Hookii Laboratory. Actual performance may vary depending on operating environments, grass species, terrains and climatic conditions.

4.1 Limited Warranty

The limited warranty provided by HOOKII applies only to material or workmanship defects in the product and its components under normal operating conditions. If a defect covered by this limited warranty occurs within the warranty period, HOOKII will, at its sole discretion, provide free repair or replacement of the defective product or component.

This limited warranty takes effect from the date you purchase the product through HOOKII's official channels, authorized HOOKII distributors, authorized resellers, or authorized agents (collectively, "HOOKII Distributors"); if the date on the proof of purchase is illegible or cannot be verified, the warranty period will be calculated from the date of product activation.

For the warranty coverage and period, please refer to the warranty policy published on the official website (www.hookii.com).

To enjoy warranty service, please contact customer service and provide the product and user information listed on the warranty card. You can reach us at: **support@hookii.com**.

4.2 Limited Warranty Exclusions

Product failures or damage caused by exceptional circumstances are not covered under this warranty. This includes, but is not limited to, the following examples:

- (1) Products purchased through channels other than HOOKII official channels or HOOKII authorized dealers are not covered by this warranty. If repair service is required, you will be responsible for the repair costs, shipping fees, and any other related expenses.
- (2) Any malfunction, abnormality, or damage caused by improper or inadequate maintenance, including failure to carry out the required maintenance in accordance with the product maintenance manual or HOOKII's maintenance requirements, shall not be covered under this Warranty Policy.
- (3) Failures or damage resulting from improper use, improper storage, failure to follow the instructions, violation of relevant regulations, or any form of intentional damage, and that are not caused by product quality issues.

- (4) Normal wear and tear of product packaging, consumables, decorative accessories, and wearable parts (such as blades, cutting disks, tires, etc.) during regular use is not covered by this warranty.
- (5) Battery capacity naturally decreases with normal use and aging. After one year of normal use, a battery retaining 80% or more of its original capacity, or experiencing a decrease in runtime due to natural aging, is considered normal performance degradation and is not covered under this Warranty Policy.
- (6) Failures or damage resulting from unauthorized modifications, disassembly, opening the housing, attempting repairs without following official instructions, or from incorrect installation, operation, maintenance, or cleaning not in accordance with the manual.
- (7) Failures or damage resulting from the use of third-party products or services not certified by HOOKII (including third-party software), or from other actions by third parties.
- (8) Any data loss, data corruption, or data leakage caused by the use of the product is excluded from this warranty and will not be compensated.
- (9) Failures or damage resulting from tampering with, removal of, or alteration to the product serial number, factory labels, or other identifying marks.
- (10) Failures or damage caused by unforeseen circumstances beyond HOOKII's control, including but not limited to natural disasters, fire, flood, war, or labor strikes.
- (11) Failure to provide valid purchase vouchers or proof.

4.3 Cross-Region Warranty Limitation

The warranty service for HOOKII products applies only to the country or region of original purchase. Warranty services in different regions (e.g., North America, Europe, Australia, etc.) operate independently.

If a product purchased in one region is used or shipped to another region, the warranty service will not automatically apply. HOOKII may, at its discretion, provide repair or replacement services, but any resulting additional costs (including shipping, customs duties, taxes, or service fees) shall be borne by the customer.

Service availability, parts compatibility, and repair turnaround times may vary by region.

For more information or case-specific support, please contact the HOOKII support team at support@hookii.com.

4.4 Pre-Installed SIM Card Validity Policy

The 4G service period for products purchased from HOOKII-authorized dealers or distributors shall be subject to the terms and conditions specified by the respective dealer or distributor. For products purchased through the official HOOKII website, the 4G service period shall be subject to the applicable policies published on the official HOOKII website www.hookii.com.

4.5 Precautions

- (1) HOOKII's warranty service applies only to products purchased directly from official HOOKII channels, and does not cover second-hand products, resold items, or promotional gifts.
- (2) HOOKII's warranty service terms may be updated. To ensure you have the latest service information, please refer to the content published on our official website.
- (3) For repair services beyond the warranty period, HOOKII will decide whether to provide repairs or component replacements based on the actual situation, and may charge relevant fees.
- (4) Limitation of Liability: Under no circumstances shall HOOKII's maximum liability for compensation be limited to the repair, replacement, or technical support of products purchased through official channels (including the company website, Kickstarter, or authorized stores); the amount of compensation shall not exceed the actual purchase price of the product. HOOKII shall not be liable for any indirect, incidental, or consequential damages.



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