



REPAIR GUIDELINE

EGO STX4500 Commercial 17.5" 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

Tool List for Repair

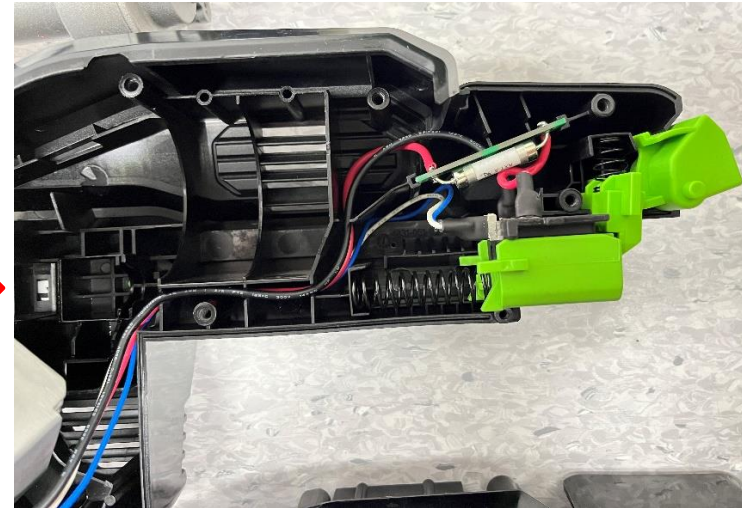
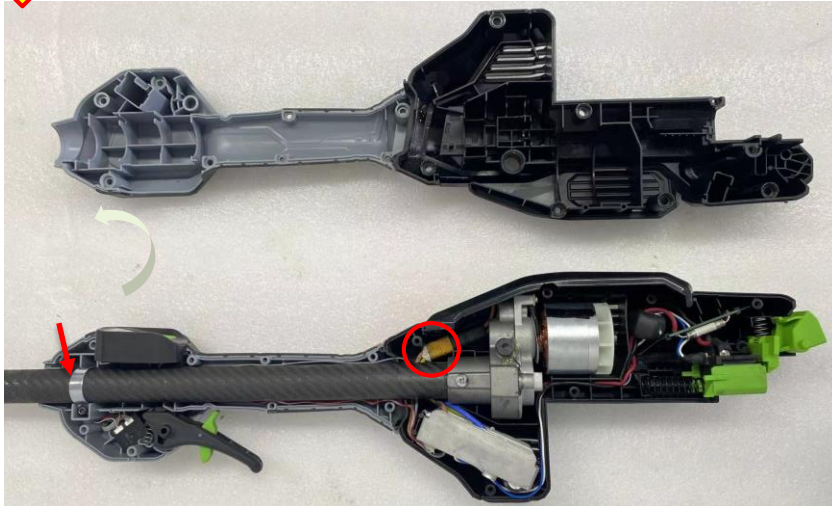
NO.	Tool list	SPEC	Remark
1	Socket wrench	15mm	
2	Torx screwdriver	T15&T20	
3	Hex wrench	5mm	

Replace the PCBA



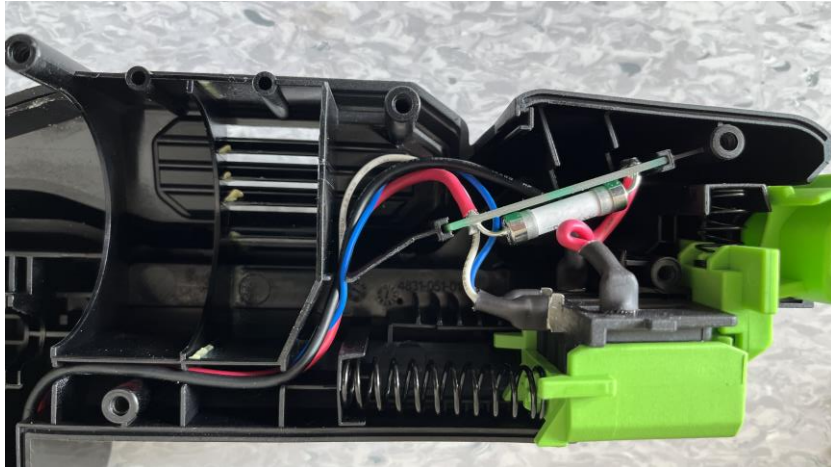
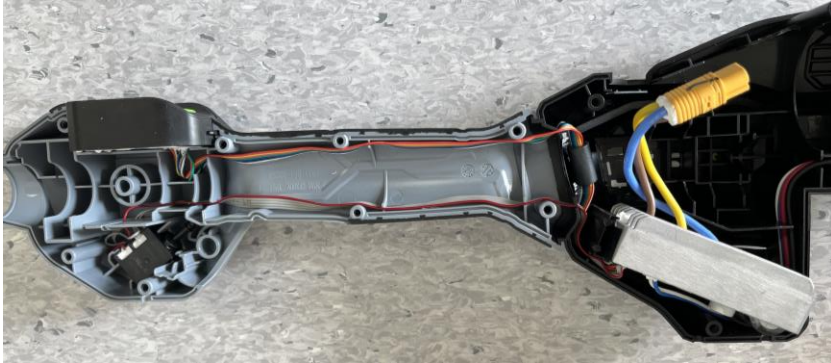
PCBA

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.

Replace the PCBA



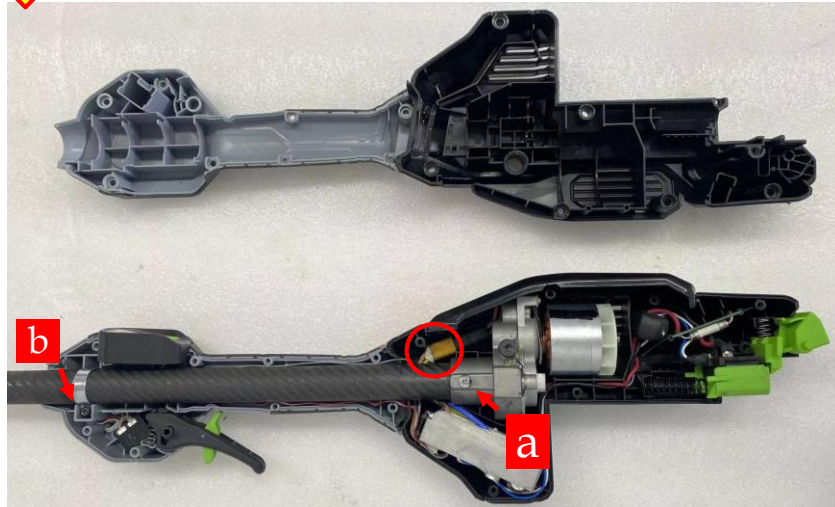
Take note of the wire routing in the main housing

Replace the Motor

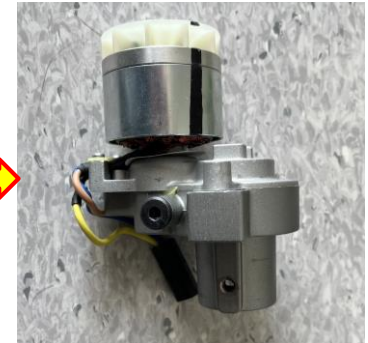
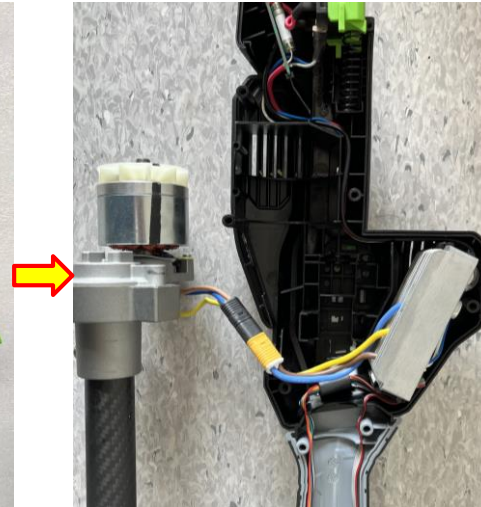


Motor

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.

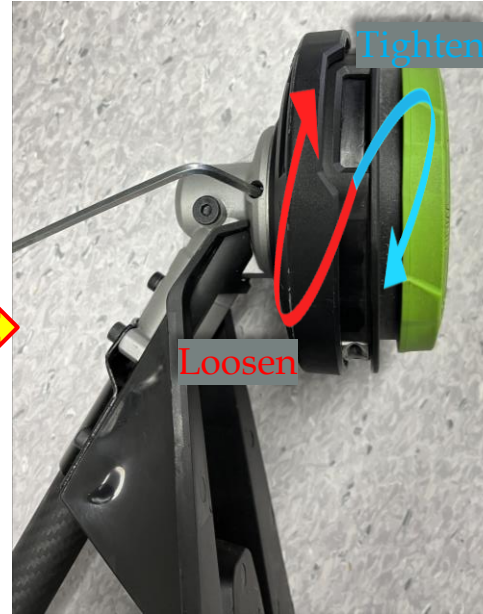
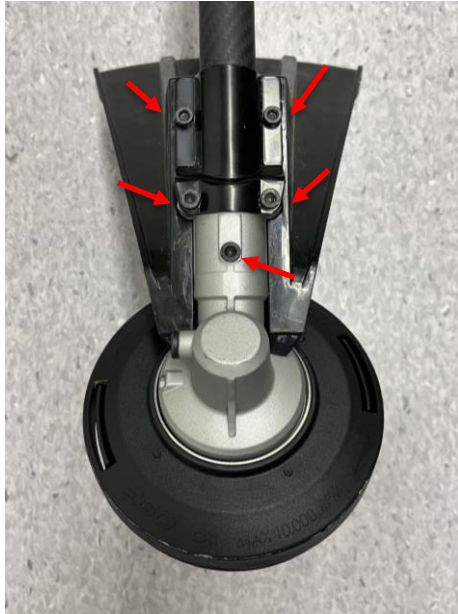


Replace the Gear Case



Gear case assembly

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.

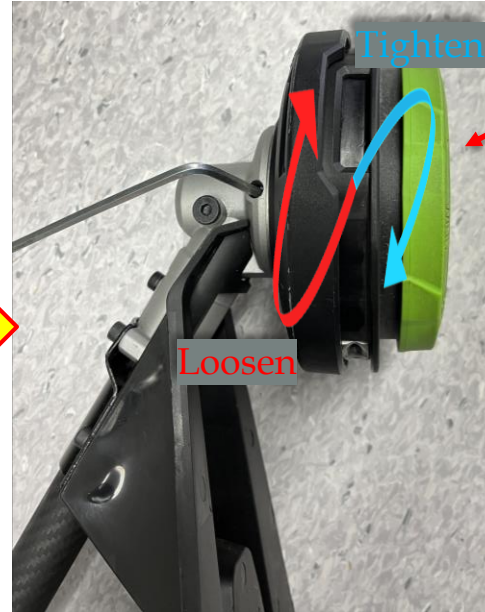
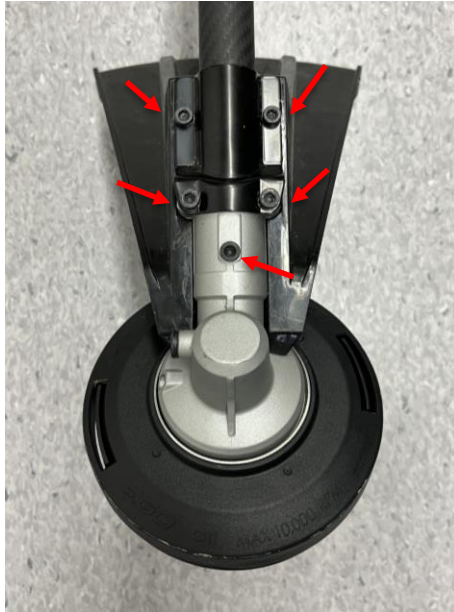


Replace the Cutting Head Set



Cutting Head Set

Replace the Cutting Head Set

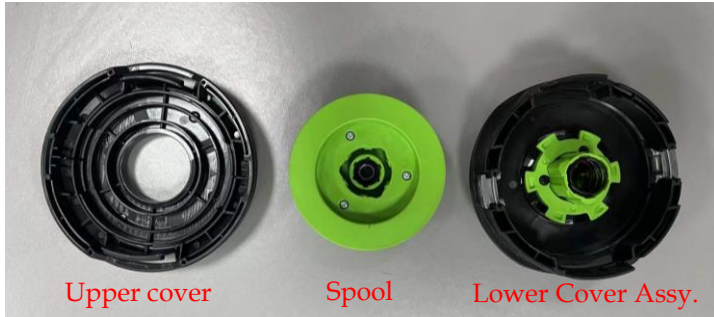


1. Loosen the screws to remove the guard.
2. Rotate the trimmer head to align the slot in the inner flange with the shaft-locking hole in the gear case and insert the provided hex key into the aligned hole to act as a stabilizer
3. Wear gloves. Rotate the trimmer head **CLOCKWISE** according to the rotation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

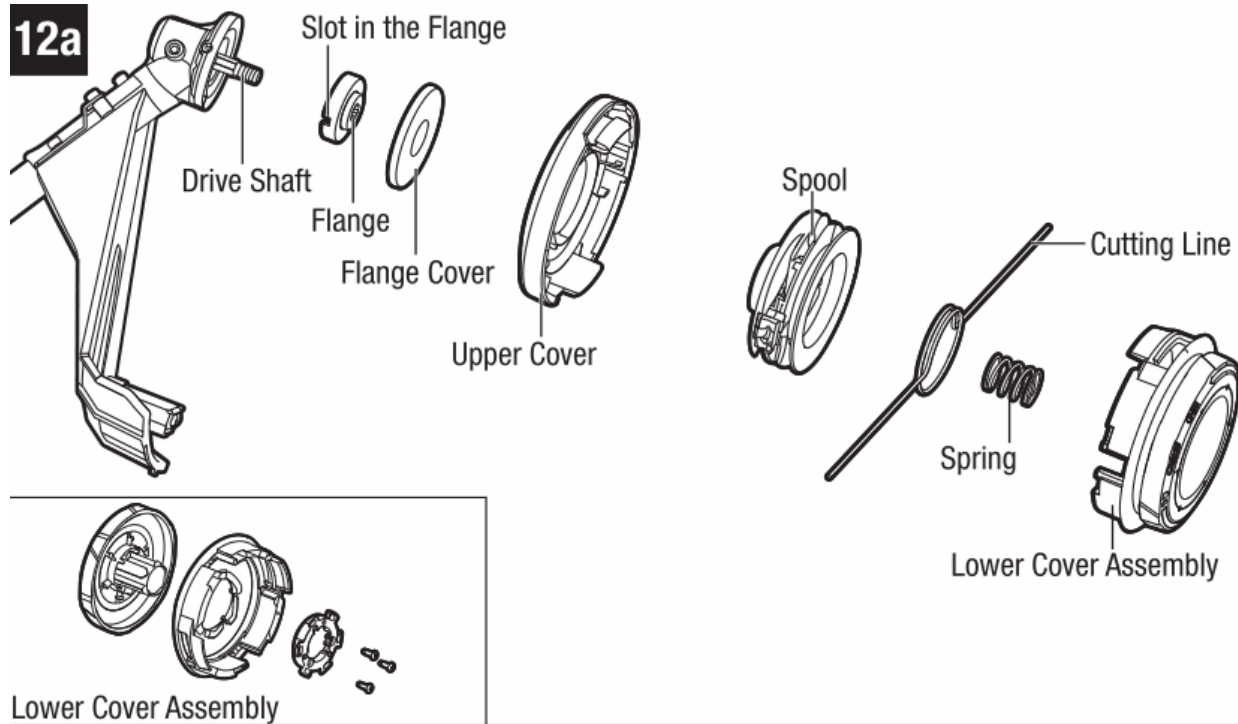
Replace the Cutting Head Set



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.



Replace the Cutting Head Set



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