What's New

Place an 'X' in appropriate box.	
Home Delivery	X
In-Home Technicians	X
Carry-In Technicians	
Technical Specialists	X

Zero Turn Tractor – 50" Deck, 23HP Kohler 7000 Engine Push Button Start with SmartChoke

Brand:	Craftsman
Division:	71
Source:	247
Model #'s:	20400 & 20410
Market Release:	7/16
Training Planned	
Home Delivery:	
In-Home Technicians:	Webinar - None
Carry-In Technicians:	None

Product Overview:	Craftsman Steering Wheel Zero Turns (Items #20400 and #20410) are pre-equipped with Bluetooth technology.

High Level Operation of Product:	CRAFTSMAN SMART LAWN links your Craftsman riding mower to your smart phone to help keep your mower at peak performance by sending personalized, timely reminders on important riding mower care milestones straight to your smart phone. It also makes it easy to follow through on maintenance by giving you everything you need with a few taps on your phone. Find the app by searching for "Craftsman smart lawn" **Tractor does not connect to Wi Fi in home.** **Tractor makes Bluetooth connection to member's mobile device.** **Member must have a CraftsmanClub or ShopYourWay account.**
Special Features:	CRAFTSMAN SMART LAWN • MAINTENANCE MADE EASY - Eliminate the surprise of a dead mower with battery life monitoring - Keep your oil fresh for a healthy engine and a smooth ride - Keep your blades sharp for a clean looking lawn • ANSWERS AT YOUR FINGERTIPS - Quick how-to videos, articles and more - Locate your nearest service centers and let pros handle everything • CLICK AND ORDER - Order parts—just for your riding mower—straight from your phone
Special Features – What's New or Different for Technician:	Using a smart phone to communicate via Bluetooth with the tractor enables member to be reminded when service should be performed.
Frequently Asked Questions	**What is the Craftsman Smart Lawn app?** The Craftsman Smart Lawn app is a digital assistant for helping you use and maintain your Craftsman riding mower. It provides alerts, tutorials, weather info and other resources to help you keep your mower running smoothly. **How does Craftsman Smart Lawn work?** Craftsman Smart Lawn receives data directly from your mower using Bluetooth technology, providing up-to-date information about your mower's key replaceable components, such as the battery, oil, mower blades and air filter.

Why should I buy a Craftsman Smart Lawn-enabled mower?
Bluetooth-equipped mowers that are compatible with Smart Lawn allow you to track the number of hours your mower has been running, allowing you to see when it's time to replace your battery, oil, mower blades and air filter.

How much does the Craftsman Smart Lawn service cost?
Apart from the cost of the mower and your mobile device's data plan, there is no charge for using the Smart Lawn service.

How much does the Craftsman Smart Lawn app cost?
The app is free for download in both the Apple App Store and Google Play Store.

What types of devices can I use with Craftsman Smart Lawn?
Craftsman Smart Lawn requires a device equipped with Bluetooth LE in order to connect with your mower. This includes most iOS and Android devices sold since 2011. Smart Lawn can be used with an Apple device running iOS 9 or higher or an Android device running operating system version 4.4 or higher.

How do I set up my Craftsman Smart Lawn app?
Once you've created your account, the app will prompt you to enter your mower's model number and serial number barcodes. Next it will attempt to connect with the mower via Bluetooth. Once the mower is synced, it should connect with your mower automatically anytime the mower is running and your device is in range.

How far from my mower should my device be when using the app?
You should be within 150 feet of your mower with its engine running when you want to update your mower's runtime statistics. Other app features (weather, how-to content, etc.) can be used at any time, regardless of how close to you are to your mower, whether it is currently running or not.

How many mowers can I connect to with Craftsman Smart Lawn?
Craftsman Smart Lawn allows you to connect multiple mowers to the app if desired. There is no hard limit to the number of mowers you can connect, but once a mower is associated with an account, you cannot associate that same mower with another account without removing it from the first one.

How can I tell if my mower is compatible with Craftsman Smart Lawn?
The current version of Craftsman Smart Lawn is compatible with mower models 247.204000 and 247.204100. To find your mower's model number, check for the barcode sticker below your mower's seat.

What do I do if I get a new mower?
Assuming your new mower is compatible with Craftsman Smart Lawn, you can connect a new mower to the app in the same manner as you did your first mower. Your account displays the list of currently connected mowers, with the option to add another.

How do I create my Craftsman Smart Lawn account?
Smart Lawn is designed to be compatible with your existing Craftsman Club (ShopYourWay) account. Simply enter your Craftsman Club email and password to create your Smart Lawn account.

If you don't have a Craftsman Club account, you can create a new one using the app.

How can I find my mower's model and serial number to scan them?
The barcode sticker for your mower's model and serial numbers is located below your mower's seat.

What do I do if Craftsman Smart Lawn cannot find my mower?
Smart Lawn requires that your device's Bluetooth capability is turned on in order to connect to your mower. Once you're verified that your Bluetooth is turned on, make sure your mower's engine is running and that your device is within 150 feet of it.

If you continue to have problems connecting your mower to the app, contact Customer Service.

What does it mean when there are negative numbers on the Craftsman Smart Lawn dashboard?
A negative number denotes that your mower is overdue for a particular service (Battery Replacement, Oil Change, Blade Replacement or Air Filter Replacement). The exact number indicates the number of hours past due you are for that service.