



Belrobotics

Leader in the automatic maintenance of large grounds

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BELROBOTICS

THE GRASS MASTERS

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Warranty Management

General Rules

1. Register your robot on the BR website (end of March 2015).
2. Warranty period: 24 months from the date of installation.
3. The warranty period is reduced to 12 months for the front wheels.
4. Interventions done under warranty do not extend the warranty period of the robot but on the spare that you replace.
5. Warranty is limited to the replacement and the supply of the goods found defective and to the indemnity of the costs detailed below.
6. Warranty exclusions: See the “Warranty Procedure” on the Extranet.
7. Warranty claim form: Detailed below or see the “Warranty Claim” on the Extranet. Soon an online tool to replace the paper claim.
8. Defective spare parts must remain at the disposal of Belrobotics during a period of 6 months after warranty claim introduction

Warranty Management

Claim Rules

1. The dealer fills in the green fields of the warranty claim form. He sends it to Importer with the history log of the robot.
2. Four conditions must be met to process a warranty claim:
 - The warranty claim must be issued within thirty (30) days of breakdown.
 - The warranty claim form must be duly completed.
 - The warranty certificate must have been duly filled in and sent back to Importer at installation date. Such certificate must be in possession of Importer, copy with Belrobotics.
 - The history log file of the robot must be provided with the warranty claim form.
3. Importer diligently processes warranty claims and communicates the decision to the dealer within thirty (30) days. This applies to all components but LiFePO4 batteries that need be checked by the battery manufacturer.
4. Supply of replacement parts and payment of indemnity take place according to rules and reference table.

The form is titled 'BELROBOTICS' and contains several sections for data entry. It includes fields for 'Robot No. (S/N)', 'Date d'achat', 'Date d'installation', and 'Date de déclaration de panne'. There are also sections for 'Description de la panne', 'Diagnostic', and 'Intervention'. A table at the bottom right, titled 'Table de référence pour le paiement de l'indemnité', lists various components and their corresponding indemnity amounts. The form is designed to be filled out by the dealer and then processed by the importer.

Warranty Management
Indemnity

Belrobotics refunds the price of the pieces accepted as defective, pays a lump sum of 40€ for the diagnosis and a lump sum fees in function of the replaced item.

Cat.	Items	Lump sum fees
1	Sonar – robot and docking station	5€
	Electronic board – wheel motor	5€
	Bearing of cutting head's axis	5€
2	Electronic board – cutting head motor	10€
	Keyboard	10€
	Cabling	10€
	Electronic board – docking station	10€
	Charge contacts – robot and docking station	10€
	Backward displacement body sensor GM	10€
	T&T module	10€
	Gear motor for the BP hatch engine	10€
	Tactile pneumatic sensor	15€
3	Electronic board – Main Board	15€
	Wheel gear motor	15€
	Cutting height setting system of Greenmow with cable	15€

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