

AMBROGIO ROBOT

THE ROBOTIC LAWNMOWER

Warranty Booklet

Warranty – conditions

ZCS* standard 2-year warranty covers electronic components excluding the conditions and limitations specified in this document. The warranty covers cutting and wheel motors for 3,000 hours of operation. The battery is covered for 2 years.

Extended Parts Warranty – conditions for all Twenty Robots



Ambrogio extends parts warranty on all Twenty platform robots sold from 2024 onwards only of up to 3 years.

This consists of the Standard 2 Year Warranty (covering the conditions and limitations stated in this document) plus an extra 1-year parts only extension (subject to servicing annually).

The cover:

- Plastic components that are not subject to wear and tear that have manufacturing defects.
- Electronic components, excluding the limitations specified in the warranty booklet.
- Cutting and propulsion motors limited up to 3,000 hours of operation or 3 years.
- The battery is covered for 2 years.
- Extended 1-year parts only warranty does not include labour or shipping and requires annual servicing.

Extended Parts Warranty – conditions for all 4.0/4.36 Robots



Ambrogio extends parts warranty on 4.0 / 4.36 platform robots (manufactured from 2019) up to 6 years.

This consists of the Standard 2 Year Warranty (covering the conditions and limitations stated in this document) plus an extra 4-year parts only extension (subject to servicing annually).

The cover:

- Plastic components that are not subject to wear and tear that have manufacturing defects.
- Electronic components, excluding the limitations specified in the warranty booklet.
- Cutting and propulsion motors limited up to 5,000 hours of operation or 6 years.
- The battery is covered for 2 years.
- Extended 4-year parts only warranty does not include labour or shipping and requires annual servicing.

To validate the warranty extension, it is mandatory to carry out annual winter services including within the 1st 12 months and for an authorised Ambrogio dealer to register using in the Ambrogio Service App Portal.

Warranty Rules

Zucchetti Centro Sistemi S.p.A (ZCS) ensures application of all the requirements of European Directive 1999/44/CE. In particular, the warranty covers any material or manufacturing defects for a period of 2 (two) years from the original date of purchase. ZCS does not warrant uninterrupted or error-free operation of the product, nor shall it be liable for damage caused by the failure to follow instructions. Furthermore, this warranty does not cover aesthetic damage, such as scratches, nicks, and dents; consumable materials such as batteries, unless the damage was caused by a defect in materials or workmanship; damage caused using the product with

accessories not manufactured or sold by ZCS; damage caused by accidents, abuse, misuse, floods, fire or other natural events or external causes; damage caused by operations performed by service providers not authorised by ZCS; or damage to a product that has been modified or altered without the written permission of ZCS.

ZCS shall have the exclusive right to repair or replace (with a new or refurbished product) the product or components or to offer, at its sole discretion, full refund, or the purchase price. When a refund is given, the product for which you received the refund must be returned to ZCS and it becomes the property of ZCS.

During the warranty period, ZCS shall, at its sole discretion, see to repairing or replacing any parts that fail in normal use. The repair or replacement may include the use of newly manufactured or refurbished used parts as ZCS sees fit.

ZCS also has the right to use

replacement units, parts or components of similar value and design. The cost of parts or labour for repairs or replacements will not be charged to the customer, who instead will be charged for the shipping costs. When replacing a product or part, any replacement element becomes the property of the user and the replaced part becomes the property of ZCS, depending on the case. This warranty does not affect the legal rights of customers under applicable state or national laws, except for charges established by these laws to be borne by the customer to enforce this warranty. The warranty is limited to the country of purchase and is enforced at the retail outlet where the robot was purchased or at your nearest service centre. The faulty robot must be returned in person to your vendor or to your nearest service centre. In the case of delivery by courier, to be paid by the purchaser, the robot must be packed in its original packaging and accompanied by a copy of the invoice or purchase receipt, including the date of purchase, serial number, and description of the problem.

Conditions and Limitations

- For the application methods of this warranty and for any information, contact your dealer.
- This warranty is valid only if:
 - the faulty product is brought back with the original legible invoice or purchase receipt showing the purchase date and name of the dealer.
- This warranty is void if:
 - the product has not been used according to the instructions of use and maintenance.
 - the installation or use did not comply with the instructions of use.
 - the serial number has been cancelled or made illegible.
 - any unauthorised peripheral device has been used or the product has been modified.
 - unoriginal spare parts or accessories have been used.
 - a part or an accessory has been tampered with.
 - maintenance has been performed by the customer or by unauthorised third parties.
 - the robot, power supply unit, charging station or accessories has faults caused by atmospheric agents such as lightning, avalanches, landslides, power surges, storms, floods, natural disasters, etc.
 - the robot is not covered for warranty if submerged in water.

Excluded from the warranty and limitations:

- the warranty does not cover parts subject to wear following use, such as brushes, cutting blades, perimeter wire, pegs, belts, wheels, blades, cables, and connection cords.
- external parts and plastic support that do not present manufacturing defects. Discoloration of plastic due to natural reasons or chemicals.
- the battery warranty is limited only to manufacturing defects in the first 2 year of life.
- the motors have a warranty of 2 years with limit at 3000 working hours.
- robots not annually serviced

How to request warranty service

To request warranty service and specific instructions on where and how to return the ZCS product for service, contact the dealer where you purchased the robot or your nearest service centre. To enforce the warranty right, the customer must present an original or a copy of the invoice or purchase receipt of the product issued by the original dealer. The limited warranty is only valid and enforceable in the country where ZCS or its authorised dealers originally sold the product.

Additional Definitions

On-site support

- The customer is not entitled to on-site support of the product, not even during the warranty period.
- Should on-site support be necessary, the call and the hourly rate applied by the service centre will be charged to the customer.

Suggestions

- Keep the original packaging.
- Keep the invoice or purchase receipt for proof of purchase.

Please note.

- The customer is obliged to carefully read the instruction booklet and to follow all the information contained in it.

Cleaning

Thoroughly clean the body, display cover and the chassis.

The best way to clean the shell is with a cloth.

To clean the frame, we recommend the use of a stiff brush,

Note! Never use a hose pipe, high-pressure washer or running water

*Manufacturer

Brand Ambrogio

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