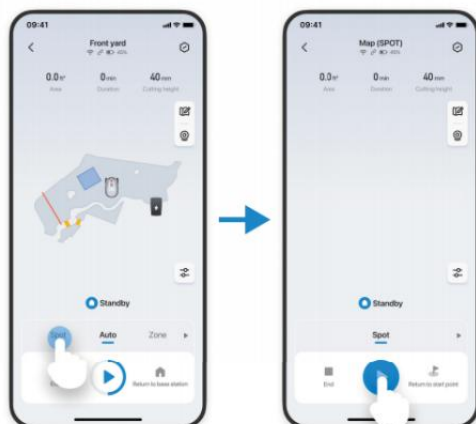


Start Mowing in the Spot Mode

In Spot Mode, there is no need to set up a base station on the lawn or to initiate the task from the base station. First, power on your TerraMow and place it on the lawn, then begin Spot Mode mowing using one of the following two methods:

- Start mowing through the app.



- Start from the panel. Press and hold  for 2 seconds until you hear a voice prompt. Then press  to start the Spot Mode mowing.



Pause

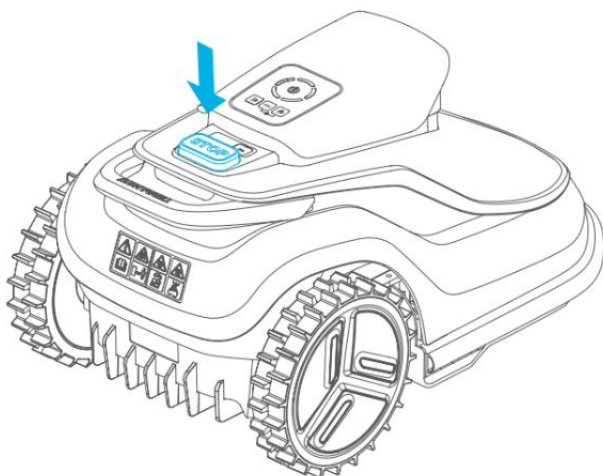
To pause TerraMow while it's in operation, you can do so in one of the following three methods:

- Press any button on the panel.

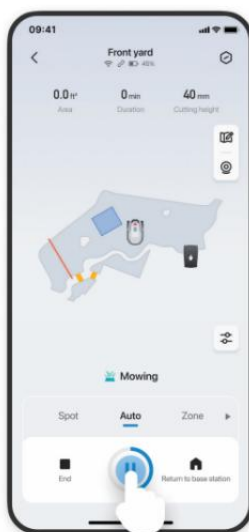


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- Press **STOP** on your TerraMow.

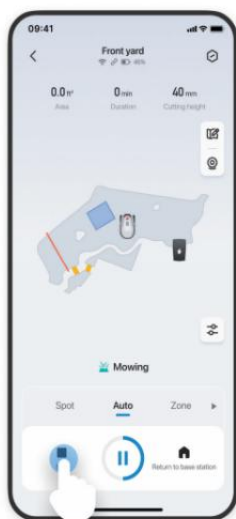


- Pause through the app.



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- If you want the robot to end the current task, you can also do so by using the "stop" function in the app.



Resume Mowing

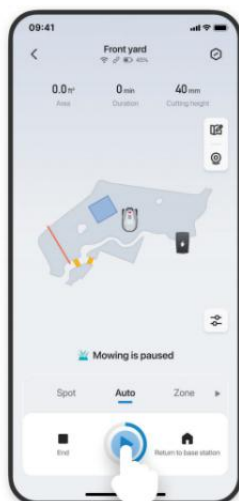
To resume mowing when TerraMow is pausing, use the one of the following two methods below:

- Press  then  to continue mowing.



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- Resume through the app.



Return to Base Station

Auto-recharge during mowing task

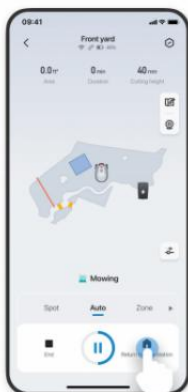
- TerraMow returns to the station automatically for charging when the battery is low during mowing task. Once sufficiently charged, it will resume the task.

Manual recharging during mowing task by one of the following two methods:

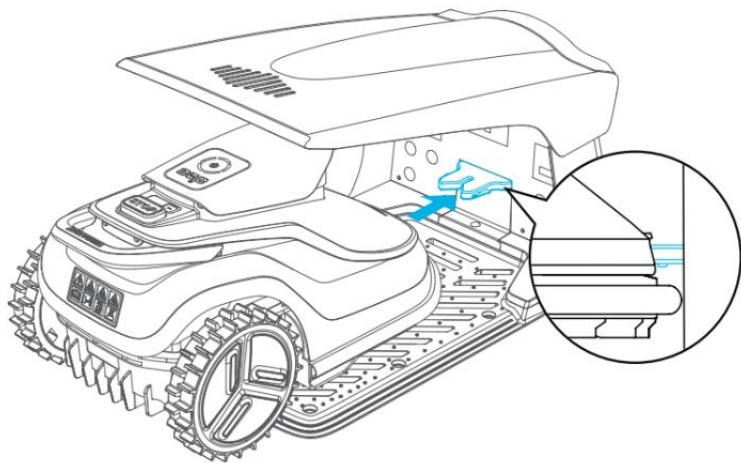
- Press  and then  on the panel to stop mowing.



- Start the auto-recharge process through the app.

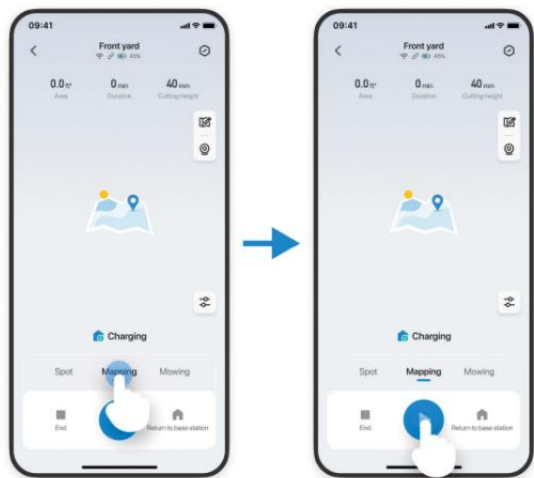


You can also stop the current mowing task by manually carrying your TerraMow back to the base station and recharge.



Autonomous Mapping

If you want to map your lawn quicker, you can use the mapping only feature. Firstly, place your TerraMow in the base station, and then start mapping in the app.



5. Maintenance

For better operation and expanding the lifetime of your TerraMow, clean your TerraMow regularly and replace any worn parts.

Please use a soft brush or cloth to clean the exterior of your TerraMow thoroughly. Do NOT clean with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of your TerraMow.

WARNING: Before maintenance, please ensure that your TerraMow is powered off.

WARNING: Always wear protective gloves when handling or working near the blade.

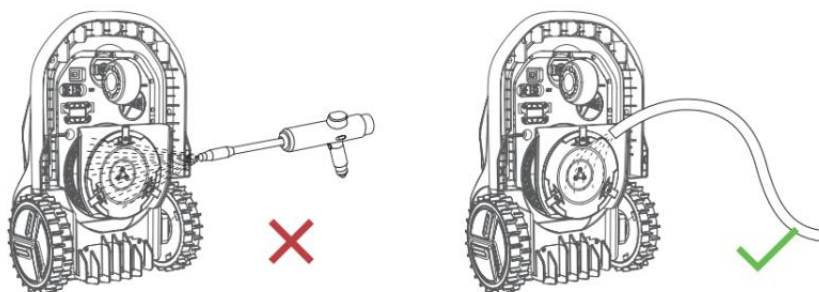
WARNING: Always wear long trousers and work shoes when maintaining the mower.

WARNING: TerraMow can only be maintained by adults.

5.1 Keep It Clean

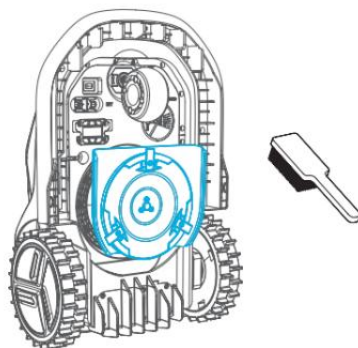
Regularly clean your TerraMow to remove dust, debris, and accumulated grass clippings.

Please DO NOT use a high-pressure washer to avoid damaging electronic or mechanical components.



Chassis and Blade Disc

If the chassis or blade disc are dirty, use a soft brush or a water hose to clean. Please remove any stuck debris so that it does not cause a crack in the blade disc.



Driving Wheels

Remove mud or debris from the wheels for better operation.

Omni Wheel

Inspect and clean universal wheels regularly. If the wheels are stuck, clean off the debris.

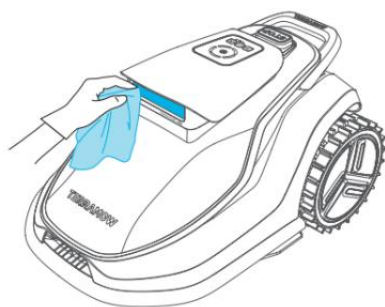
Rain Sensor

Check the rain sensor regularly and make sure the rain sensor is not covered by mud, grass clippings or other objects. You can either wash with a water hose or clean with a soft brush. After cleaning, dry the rain sensor thoroughly.

TerraVision Sensor

If the TerraVision sensors are covered with dirt or water spot, please use a clean, soft tissue to wipe them clean.

WARNING: TerraVision is equipped with a precision camera. To avoid scratching, do not use any sharp or hard materials, such as a brush, to clean TerraVision sensor.



Base Station

To ensure proper docking, regularly inspect and clean the base station to remove any debris or mud. Make sure all connecting parts of the base station, the extension cable, and the power supply are unobstructed.

Please use a clean cloth to wipe the base station marker regularly.

WARNING : Avoid using sharp or hard objects like brushes to clean the base station marker to prevent scratches.



5.2 Replace Cutting Blades

To ensure safe and efficient operation, replace worn or damaged blades. Regularly changing the blades also helps achieve satisfactory mowing results and efficient energy use.

We recommend replacing the blades and screws every 1–2 months for safety and better mowing performance.

WARNING: Always wear protective gloves when replacing the blades.

WARNING: Use only the specified screws and blades approved by the manufacturer.

WARNING: DO NOT reuse screws. Used screws may wear out quickly, causing the blade to loosen, which can lead to serious injuries.

WARNING: To maintain a balanced cutting system, replace **all 3 blades and screws** simultaneously.

How to Replace the Blades

1. Gather the following items before starting.

- 3 blades (TERRAMOW SK5)
- 3 screws
- Cross-tip screwdriver (PH2)
- Gloves



Blade x3



Blade screw x3



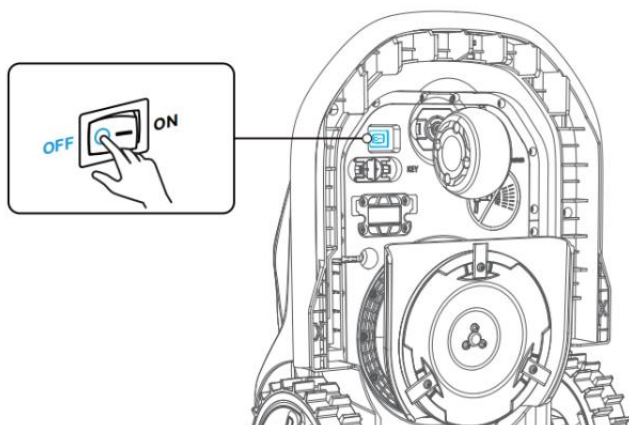
Cross-tip
screwdriver



Gloves

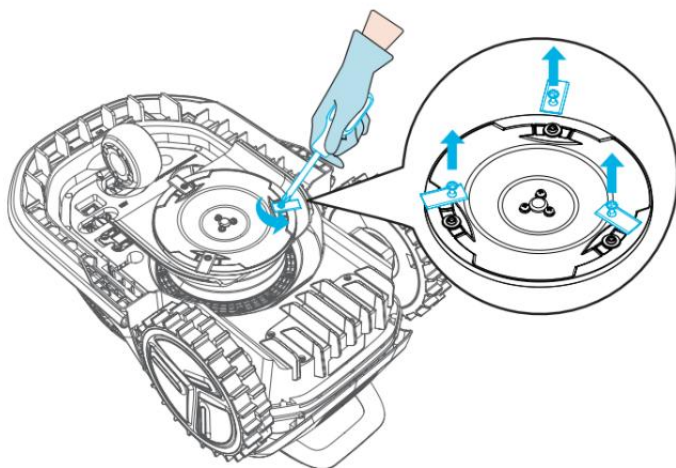
Gently place TerraMow upside down on a soft surface, then switch the main power at the bottom to the "O" position to turn it off.

WARNING: Remember to power off TerraMow before replacing the blades.



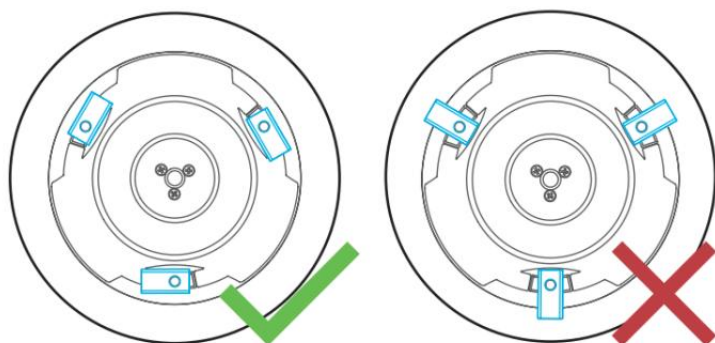
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3. Gently turn TerraMow over on a soft surface, then remove the screws and blades.

NOTE: Be careful not to scratch TerraVision.

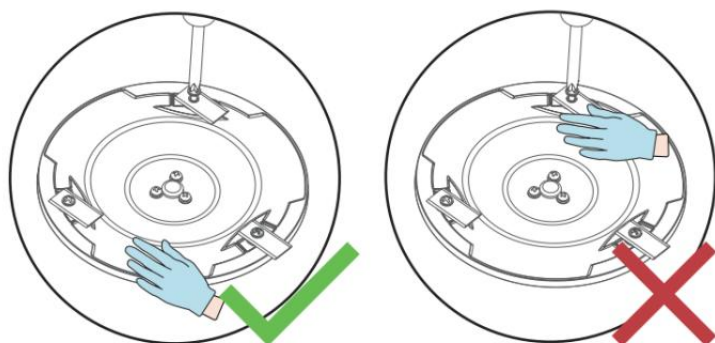


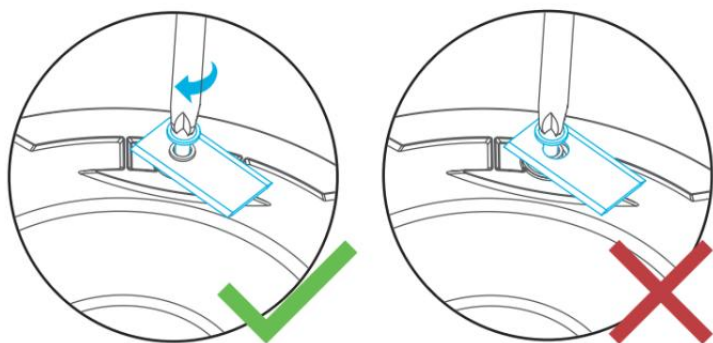
4. Install the new blades and screws, ensuring they are securely fastened (Torque: 1 N · m).

NOTE: Before installing the new screws, it is recommended to position the blades as shown in the following figure on the left, to make the later installation step easier.

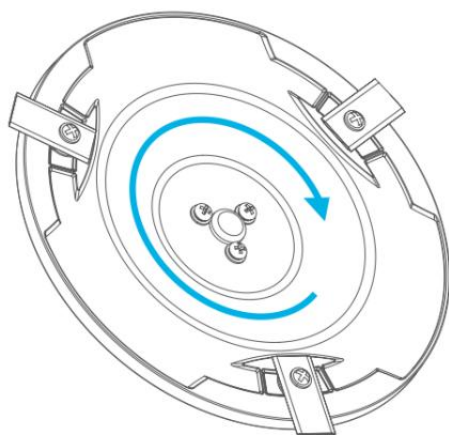


WARNING: Do not hang the blade on the screw.





5. Check if that the blades can spin freely. If not, please loosen the screws and tighten them again.



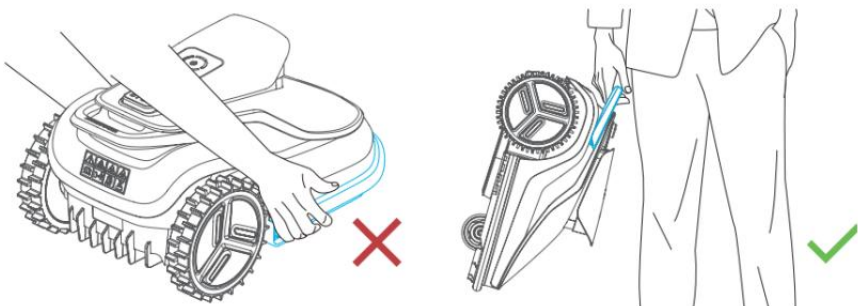
5.3 Transportation

To safeguard your TerraMow during long-distance transport, please use its original packaging.

Handle it with care to avoid damage; avoid throwing the TerraMow. Do not place heavy objects on the TerraMow.

Proper Lifting and Moving

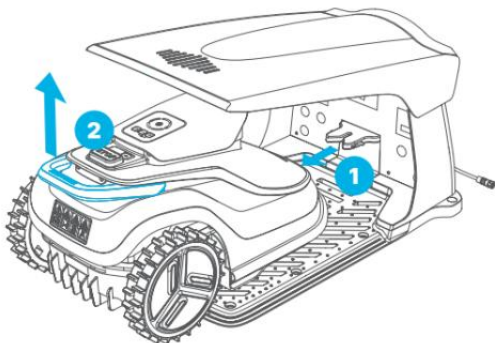
Lift your TerraMow with the handle, make sure the blades is facing away from you.



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WARNING: Always ensure that the device is turned off and the motor has stopped before lifting, moving, or transporting it.

To prevent damage to the charging port, if it is being charged, please drag the TerraMow backward before lifting. Avoid lifting the TerraMow directly.



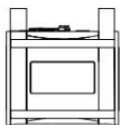
5.4 Battery

- Before storing, power off TerraMow and charge its battery to 85% or higher to prevent over-discharge and potential damage to the electrical components. For long-term storage, recharge TerraMow every 120 days (approximately 4 months).
- Battery damage caused by over-discharge will not be covered by the Limited Warranty.
- Do not use or store the battery below -20°C (-4°F) or above 50°C (122°F).
- TerraMow will prevent charging automatically if the battery temperature is above 50°C (122°F) or below 5°C (41°F). Additionally, TerraMow will not start mowing if the battery temperature is above 60°C (140°F) or below -10°C (-14°F).

The battery life depends on how often the product is used and the total working hours. When the operation time is significantly shorter than usual or the lawn is not well-cut, consider contacting customer support or replacing the battery.

How to Replace the Battery

1. Gather the following items before starting.
 - A battery pack (Produced by the original manufacturer)
 - T-20 torx screwdriver
 - Gloves



Battery pack



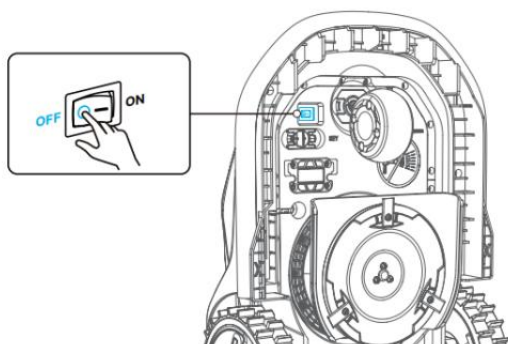
T-20 torx screwdriver



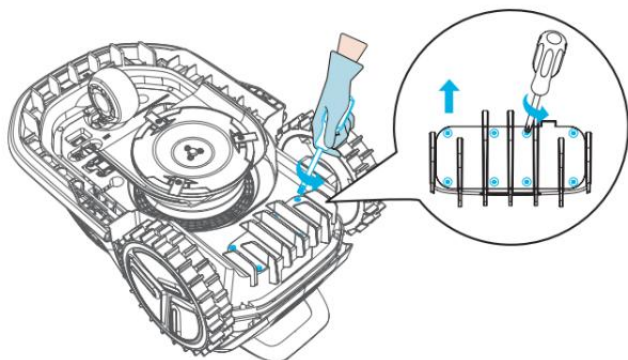
Gloves

2. Gently place TerraMow upside down on a soft surface, then switch the main power at the bottom to the "O" position to turn it off.

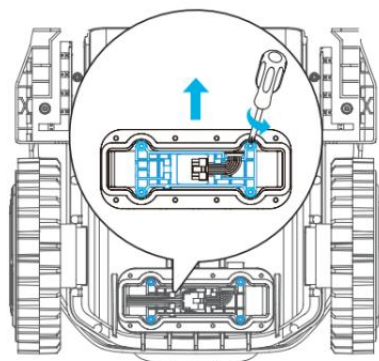
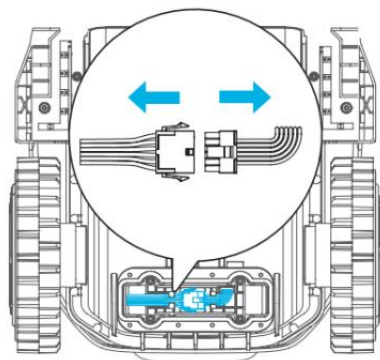
WARNING: Remember to power off TerraMow before operation.



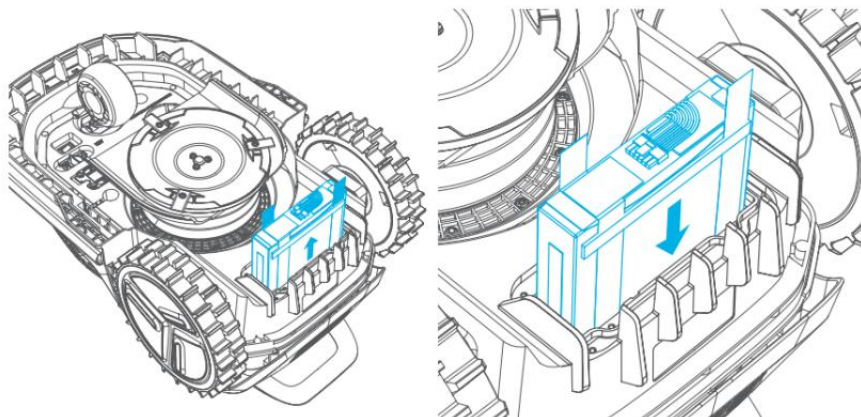
3. Loosen the 8 screws on the battery compartment using a T-20 torx screwdriver.



4. Disconnect the battery plugs and loosen the 4 screws on the inner cover.

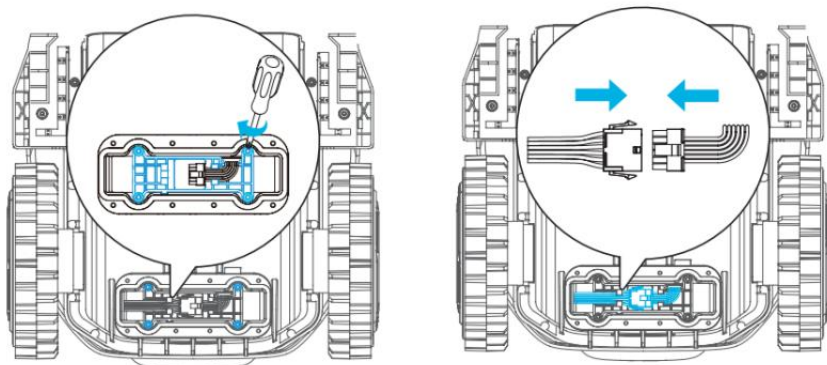


5. Firmly grip the carrying handle of the battery pack to remove it from the TerraMow, then install the new battery pack in its place.

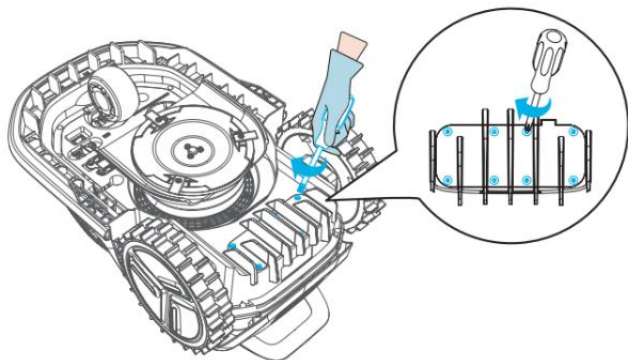


NOTE: Make sure that the installation orientation with the new battery is the same as the replaced one.

6. Secure the inner holder by tightening the four screws, then reconnect the battery plugs and neatly organize the battery cables.



7. Install the battery compartment cover and tighten all screws.



WARNING :

- Only use batteries produced by the original manufacturer. Each mower contains one battery pack.
- Do not use non-rechargeable batteries.
- Do not dismantle or puncture the battery casing. Keep away from metal objects to prevent short circuits. Keep away from fire, heat and direct sunlight.
- For information about battery and electrical waste, please contact your household waste disposal service, your local or regional waste management office, or your point-of-sale.
- The battery compartment is not supported to be opened regularly. Only open the battery compartment when you need to change the battery.
- The battery pack contains electrolytes. If the electrolyte leakage comes into contact with your skin, wash off with soap and water immediately. If it gets in your eyes, flush them with plenty of water for at least 15 minutes without rubbing, and seek medical help.

5.5 Power Supply

Disconnect the power supply:

- Before clearing a blockage.
- Before checking, cleaning or working on TerraMow.
- After striking a foreign object to inspect for damage.

Regularly inspect the cord, plug, enclosure, and other parts. If you notice any damage or signs of wear, stop using it immediately.

WARNING:

- **Do not use a damaged power supply:** Operate your equipment only with an undamaged power supply. If the power cord or plug is damaged, it must be replaced by the manufacturer, manufacturer, an authorized service agent, or through customer support to prevent safety hazards. If the extension cord is found to be defective, replace it with a manufacturer-approved 10-meter cable.
- **Avoid connecting or touching damaged cords:** Never plug in a damaged cord or extension to the power outlet. Avoid touching a damaged cord or extension cable until it's safely unplugged. Damaged cords could expose you to live electrical parts, posing a danger.
- **Use only with intended devices:** Use the power supply only with devices or batteries specified by the manufacturer. Using it with other products can lead to injury, fires, or electric shocks. Only original batteries are assured to be safe for use.
- **Do not charge a leaking battery:** Never attempt to charge your device if the battery is leaking, as this poses risks of harm and equipment damage.
- Keep the extension cable away from moving hazardous parts to avoid damage to the cords which can lead to contact with live parts.
- During a thunderstorm threat, unplug the power supply from the outlet. Disconnect all cables and wires linked to the base station. Reconnect everything once the risk of thunder has passed.

WARNING: Connect the TerraMow and/or its peripherals only to a supply circuit protected by a residual current device (RCD) with a tripping current of not more than 30 mA.

5.6 Storage

- Before storing, ensure your TerraMow is powered off and the battery is charged to at least 85% to prevent over-discharge, which can cause permanent damage.
- Store your TerraMow indoors in a cool, dry place. Keep it away from sunlight and extreme temperatures will help prevent premature aging of components and potential battery damage.
- Keep your TerraMow, base station, and the power supply away from heat sources like stoves or radiators, as well as chemicals. Keep the power supply dry and in a well-ventilated space.

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5.7 Recycling and EOL Disposal

DO NOT treat your TerraMow as regular household waste. For recycling information, contact your local waste service, municipality, or point of sale.

WARNING: DO NOT dispose of TerraMow in a landfill, incinerate it, or mix it with household trash. Doing so may pose risks of danger or serious injury due to its electrical components.

5.8 Other

- TerraMow is continuously improved, so please ensure your TerraMow software is always up-to-date to take advantage of these enhancements.
- Activate the cellular network within six months of receiving your TerraMow. Additionally, recharge the cellular data within six months after the data or subscription period has expired.

6. Quick Reference

6.1 Operation Messages

Message Code	Cause	Solution
N01 N02	Robot battery is too low.	Please manually place the robot back on the base station.
N09	Firmware update failed.	The firmware update requires a stable connection. To ensure a stable Wi-Fi connection, please move the robot closer to the router. Then, restart the robot and attempt the firmware update again.
N33	Child lock is on.	Please press and hold the HOME + OK buttons on the robot for 3 seconds to unlock the child lock.
N38	Please start the task within the allowable temperature range.	The recommended operating temperature is 0 °C - 50 °C (32 °F - 122 °F).
N39	Robot is overheating, please try again later.	The recommended operating temperature is 0 °C - 50 °C (32 °F - 122 °F).

N40	Taken away from the base station, the pending task has been canceled.	To continue the task, please manually place the robot back on the base station. and resume the task on the app.
N42	Robot battery is low.	Please keep the robot on the base station for charging and retry once the battery level exceeds 15%.
N50	Location failed.	Please manually place the robot back on the base station.
N55	Mapping and initial mowing need to be started from the base station.	Please place the robot on the base station before starting the task, and ensure the base station is powered on.
N64	Robot battery is low.	Please retry once the battery level exceeds 15%.
N86	Log upload failed.	Uploading the logs requires a stable connection. To ensure a stable Wi-Fi connection, please move the robot closer to the router. Then try uploading the logs again.
N90	Lawn not detected.	Please place the robot on the lawn and ensure it is facing the lawn. Then resume the task.

N95	The sun is setting, and ambient light will be insufficient.	The robot can only work during daytime hours with sufficient lighting, and it is approaching sunset. You can adjust the allowed working hours in the 'Robot Setting'.
N99	Base station detected. Standard mode is recommended instead of Spot mode.	Spot mode is designed for lawns without a base station. Since there is already a base station installed on the current lawn, we recommend using standard mode for optimal performance.
N110	Unable to return to the base station.	Please manually place the robot back on the base station.
N112	Vision sensor or base station dirty.	1. Use a soft cloth to clean the visual sensor. 2. Clean the base station marker to remove any mud, leaves, or debris. 3. Clear any weeds or grass around the base station. For detailed instructions, refer to 'Maintenance' -> 'Base Station' in the app.
N113	The scheduled task time setting is incorrect.	Please adjust the task time to fall between sunrise and sunset
N116	Insufficient ambient light, the robot cannot navigate.	Please manually place the robot back on the base station.

N126	Map data processing failed.	Please try restarting the robot or contact customer support for assistance.
N130 N131	Pathway setup is failing due to Bluetooth disconnection / no app messages for a long time.	Please ensure your phone is within 3 meters of the robot to maintain a strong Bluetooth signal.
N135	The robot can only work during daytime hours.	Please try again when there is sufficient light between sunrise and sunset. You can adjust the allowed working hours in the 'Robot Setting'.
N146	Mapping failed.	Please check for obstacles blocking the robot's path. If the issue persists after retrying, please contact customer service.
N182	The scheduled task could not be executed due to consistently dim ambient light.	Please ensure the base station is installed in a bright, open outdoor location. It is normal if the issue is due to weather conditions.
N185	Map number limit reached.	Please delete any unused maps and backup maps.

N186	The robot has been moved from the usual area, triggering the anti-theft function. The anti-theft system refuses to reset the network or restore factory settings.	To disable this alert, go to 'Settings' -> 'Anti-theft' -> 'Anti-theft alert' and set it to 'Off' in the app.
N187	Anti-theft alert: the robot has been moved from its usual working area.	Please confirm that your robot has not been stolen. Place the robot back to its original working area. To disable this alert, go to 'Settings' -> 'Anti-theft setting' -> 'Anti-theft protection' and set it to 'Off' in the app.
N201	The robot is outside the mapped working area and cannot perform the task.	Please delete the current map and remap.
N203	Unable to reach the specified position. Please select another position.	1. Ensure the pathway is clear of obstacles, allowing the robot to move smoothly without getting stuck, slipping, or being blocked. 2. Verify that the chosen position is within the mapped area and free from any obstacles.

N204	Cellular data exhausted. Subscribe to a new data plan to restore cellular connectivity.	Visit the TerraMow website to purchase a cellular data package. Note: If the cellular data is not topped up for more than 6 months, the feature will be permanently disabled.
N205	The robot's drive wheel or blade disc motor is overheating. Back to the base station or start point (Spot Mode).	1. Please check if the blade disc, drive wheels, or Onmi wheel is stuck. 2. The grass may be too dense or high. It is recommended to manually trim the lawn to below 6 cm (2.3 inches) before starting automated mowing tasks to prevent the blade disc motor and driving wheel motor from overheating. *This is a normal operation prompt, please don't worry.
N206	The robot's drive wheel is overheating and pausing to cool down. Will automatically resume.	1. Please check if the blade disc, drive wheels, or Onmi wheel is stuck. 2. The grass may be too dense or high. It is recommended to manually trim the lawn to below 6 cm (2.3 inches) before starting automated mowing tasks to prevent the driving wheel motor from overheating. *This is a normal operation prompt, please don't worry.
N209	Environment brightness is too dark, or visual sensor dirty.	Please clean the visual sensor on the robot and the QR code on the base station. Try again when there is sufficient lighting.

6.2 Fault codes

Fault Code	Cause	Solution
E0001	The blade disc is stuck	1. For safety, please first turn off the main power switch located at the bottom of the robot. 2. Remove any foreign objects from the blade disc and check if it rotates freely.
E0002	Blade disc motor errored.	Please turn off the main power switch on the bottom of the robot, wait for 10 seconds, and then restart it. If the issue persists, please contact customer service.
E0003	The blade is stuck. Or maybe the grass is too thick and tall, which has made the motor overheat.	1. Please check if the blade disc is stuck. 2. The grass may be too dense or high. It is recommended to manually trim the lawn to below 6 cm (2.3 inches) before starting automated mowing tasks to prevent blade disc jams.
E0004	Blade disc motor errored.	Please turn off the main power switch on the bottom of the robot, wait for 10 seconds, and then restart it. If the issue persists, please contact customer service.

E0101	Blade height adjustment module is stuck.	1. For safety, please first turn off the main power switch located at the bottom of the robot. 2. The cutting height adjustment module is located directly above the blade disc. Inspect and remove any foreign objects. 3. When adjusting the cutting height, ensure there are no stones or branches beneath the robot that may obstruct the blade disc movement. 4. Restart the robot and adjust the cutting height. Check if the issue has been resolved.
E0102	Blade height adjustment module errored.	Please turn off the main power switch on the bottom of the robot, wait for 10 seconds, and then restart it. If the issue persists, please contact customer service.
E0103	Blade height adjustment module is stuck.	1. For safety, please first turn off the main power switch located at the bottom of the robot. 2. The cutting height adjustment module is located directly above the blade disc. Inspect and remove any foreign objects. 3. When adjusting the cutting height, ensure there are no stones or branches beneath the robot that may obstruct the blade disc movement. 4. Restart the robot and adjust the cutting height. Check if the issue has been resolved.

E0201 E0202	Robot is lifted.	Please place the robot on a flat, open surface to resume the task.
E0301	Safety key not detected.	Please insert the security key into the slot located at the bottom of the robot.
E0401	The robot pose is tilted, possibly on a slope.	Please place the robot on a flat, open surface to resume the task.
E0402	The robot pose is tilted, possibly on a slope.	Please place the robot on a flat, open surface to start the task.
E0403	Motion sensor errored.	Please turn off the main power switch on the bottom of the robot, wait for 10 seconds, and then restart it. If the issue persists, please contact customer service.
E0501	Driving wheel is stuck	1. For safety, please first turn off the main power switch located at the bottom of the robot. 2. Clean the driving wheels and remove any debris or foreign objects.
E0502 E0503	Driving wheel motors errored.	Please turn off the main power switch on the bottom of the robot, wait for 10 seconds, and then restart it. If the issue persists, please contact customer service.

E0504	Driving wheel motor is stuck. Or maybe the grass is too thick and tall, which has made the motor overheat.	1. Check if the driving wheels is stuck. 2. Inspect the Omni wheels for any blockages. 3. If the wheels do not spin smoothly, lubricate them with oil. 4. The grass may be too dense or high. It is recommended to manually trim the lawn to below 6 cm (2.3 inches) before starting automated mowing tasks to prevent the driving wheel motor from overheating.
E0601	Charging voltage anomaly detected.	1. Ensure the base station adapter is properly plugged into the power outlet. 2. Check for dirt or debris in the charging pins of both the base station and the robot. 3. Inspect the base station adapter for any visible damage. 4. Restart the robot and place it back on the base station to check if the issue is resolved.
E0602	Battery errored.	Please turn off the main power switch on the bottom of the robot, wait for 10 seconds, and then restart it. If the issue persists, please contact customer service.
E0603	Battery temperature out of normal range. Ending task.	Please use the robot within an ambient temperature range of 0 °C - 50 °C (32 °F - 122 °F).

E0604	Battery errored.	Please turn off the main power switch on the bottom of the robot, wait for 10 seconds, and then restart it. If the issue persists, please contact customer service.
E0701	Poor charging connection.	1. Ensure the base station adapter is properly plugged into the power outlet. 2. Check for dirt or debris in the charging pins of both the base station and the robot. 3. Inspect the base station adapter for any visible damage. 4. Restart the robot and place it back on the base station to check if the issue is resolved.
E0801 E0802	Vision sensor errored.	Please turn off the main power switch on the bottom of the robot, wait for 10 seconds, and then restart it. If the issue persists, please contact customer service.
E0803	Vision sensor dirty or blocked, or base station dirty or blocked.	1. Use a soft cloth to clean the visual sensor. 2. Clean the base station marker to remove any mud, leaves, or debris. 3. Inspect the base station marker and QR code for any damage. If damaged, try disabling 'Multi-base Map' in the app under 'Robot Settings.' 4. Clear any weeds or grass around the base station. For detailed instructions, refer to 'Maintenance' -> 'Base Station' in the app.

E0807	Robot slipping or is stuck near base station.	1. Check and clear any obstacles around the base station. 2. Ensure the ground around the base station is level, free from pits or dips that could obstruct the robot's movement.
E0809	Vision sensor dirty or blocked.	Please use a soft cloth to clean the visual sensor, and then resume the task.
E0902	Dangerous drop detected.	Please place the robot on a flat, open surface to start the task.
E0903	Robot is trapped.	Please clear the surrounding obstacles and place the robot on a flat, open surface to resume the task.
E0904	Unable to reach the target area.	Please clear any obstacles along the way and then continue the task.
E0905	Unable to return to the base station.	1. Please check if any obstacles are blocking the robot's path back to the base station. 2. Ensure the ground around the base station is level, free from pits or dips that could obstruct the robot's movement. 3. Please manually place the robot back on the base station.

E0906	Obstacles near the base station prevent the robot from docking successfully.	1. Please check if any obstacles are blocking the robot's path back to the base station. 2. Ensure the ground around the base station is level, free from pits or dips that could obstruct the robot's movement. 3. Please manually place the robot back on the base station.
E0908	Please place the robot on the base station to start the task.	1. Please place the robot back on the base station before mapping. 2. Ensure that the base station adapter is properly connected to a power source.
E0909	Path planning failed due to the following reasons: 1. Trapped by obstacles. 2. Unable to navigate to the base station automatically. 3. Task started outside the lawn. 4. Unable to plan on sparse lawn.	1. Remove any obstacles near the robot. 2. Check if no-go zones or obstacles are blocking the robot's path to other areas or the base station. 3. Ensure the robot starts the task from the lawn. 4. If the robot is surrounded by sparse grass, please set up a 'grass-cutting zone' in that area.

E0910	Detected base station not powered or poor charging connection.	1. Ensure the base station adapter is properly plugged into the power outlet. 2. Check for dirt or debris in the charging pins of both the base station and the robot. 3. Inspect the base station adapter for any visible damage. 4. Restart the robot and place it back on the base station to check if the issue is resolved.
E0911	Unable to leave the base station.	1. Check for obstacles blocking the robot from leaving the base station. 2. Manually place the robot back on the base station and try starting the task again.
E0912	Stored map doesn't match the environment due to significant differences.	1. If the current area is not mapped, it's recommended to move the robot out of the base station and use 'Spot Mode' for mowing. 2. If the area is mapped, try deleting the current map and remap.
E0913	Unable to depart, sparse lawn near the base station.	Please use one of the following methods to help the robot enter the dense grass area: 1. Delete the map, then use the app's 'Add new zone' -> 'Set before mapping' to create a pathway guiding the robot to the dense grass area. 2. Set up a 'grass-cutting zone' in sparse grass areas around the base station.

E0914	The robot is outside the mapped working area and cannot perform the task.	Please use the 'Add new zone' feature in the app to connect the lawn to the existing mapped area.
E1400	Collision sensor stuck.	1. Please move the robot to an open lawn. 2. Check and clear any debris on the bumper before continuing the task.
E1404	Currently in factory mode.	Press and hold both the 'Start' and 'Power' buttons on the robot for 5 seconds. The robot will reboot and switch from factory setting mode to normal mode.
E1406	Environmental temperature too high, unable to continue the task.	Please place the robot back on the base station. For optimal performance, it is recommended to operate the robot in an ambient temperature range of 0 °C - 50 °C (32 °F - 122 °F).
E1408	Base station position or orientation unsuitable.	Please ensure there are no obstacles within 0.5 m on the sides and 1.8 m in front of the base station, and no drop of over 5 cm causing the robot to slip. Adjust the base station within 3 m of the lawn, facing the lawn directly. If a suitable position is not available for the base station to directly face the lawn, you can try setting a pathway from the base station to the lawn in the app: Go to 'Map Editing' -> 'Add new zone' -> 'Set before Mapping'.

E1409	Anti-theft alert: the robot has been moved from its usual working area.	Please confirm that your robot has not been stolen. Place the robot back to its original working area.To disable this alert, go to 'Settings' -> 'Anti-theft setting' -> 'Anti-theft protection' and set it to 'Off' in the app.
E1410	GPS module errored.	Please turn off the main power switch on the bottom of the robot, wait for 10 seconds, and then restart it. If the issue persists, please contact customer service.
E1411	Hardware errors detected.	
E1413	Wi-Fi module errored.	
E1414	STOP button stuck detected.	

7. Warranty Policy

Warranty Coverage and Duration

Warranty Effective Date

- RoboTerra Limited ("the Company" or "we"), authorized by Shenzhen Muxin Intelligent Technology Co., Ltd., warrants that the components specified herein are free from defects in materials and workmanship under normal usage and maintenance for the periods indicated, starting from the date of original purchase. In the absence of an invoice or other acceptable proof of purchase delivery date, we will first ascertain whether the recorded initial usage date of your device—such as the first mowing or Wi-Fi connection—can be utilized as the commencement date of the warranty period.
- Should the initial usage date be unavailable, the warranty shall take effect 90 days following the production date.
- This warranty duration shall remain in effect unless an alternative agreement is mutually established between you and the Company.

Warranty Service

- Replacement or Repair: The Company will repair or replace defective parts, components, or products. Replacement items may not be new but will be in good working condition and will carry the remaining warranty coverage of the original product. In circumstances where parts, components, or products cannot be repaired due to unavailability of stock, discontinuation of production, or other justifiable reasons, the Company will provide a functionally equivalent model as a replacement.
- Ownership of Replaced Items: Any parts, components, or products that are replaced during the service or under warranty will become the property of the Company.
- Limitations on Claims: This warranty does not grant additional rights for claims beyond the specified coverage.

Warranty Coverage

The limited warranty duration varies for different products and components, as detailed in the table below:

Component	Limited Warranty Period
Robotic Mower	2-Year Warranty
Base Station	2-Year Warranty
Power Adapter	2-Year Warranty
Battery Pack	2-Year Warranty
Decoration / Appearance	No warranty
Cutting Blade Kit	No warranty
Other product accessories (including but not limited to): Multi-zone Pathway Sign kit, No-go Zone Marker Kit, Screws, Hex Key, Extension Cable	No warranty
Cellular Traffic Package and its SIM Card	Once activated, no refund or return

Additional Notes:

The warranty on the Cellular data/traffic module and its SIM card will not be valid under the following conditions:

- The cellular network is not activated within 6 months of receiving the product.
- The cellular data is not recharged within 6 months after the traffic or time is expired.

Warranty Violations

To maintain the integrity of our warranty program and ensure fair service to all customers, the Company has established clear guidelines regarding actions that may void the product warranty. Please review them carefully to maintain your coverage:

- Claims made by third parties against you for damages.
- Products that have been modified without authorization.
- Damage caused by failure to follow the guidelines and instructions provided in our official documentation, which includes, but is not limited to, the user manual, quick guide, maintenance instructions, product specifications, disclaimers, and notifications within our app. Such documentation may be available in various languages. In the event of any discrepancies, the most recent English version on the official website shall take precedence and govern.
- Damage resulting from the use of improper attachments or parts not intended for the design.
- Damage caused by personal actions, foreign objects, or accidents.
- Damage caused by acts of nature or natural disasters, such as fire, flood, earthquake, lightning, typhoons and other natural disasters.
- Dissatisfaction on the product other than its quality, e.g. product color, outlook, shape.
- When configuring the parameters or behavior of the robot for the lawn perimeter and edges (including setting the edge cutting distance and pathways between lawns), the operation of the robot must be supervised. Please note that any damage to the robot caused by such settings, as well as any damage caused by the robot to people, furniture, pipes, wires, or other equipment during its operation, is beyond the scope of the warranty. Additional losses will not be compensated.
- Special, incidental, punitive, indirect, or consequential damages. This includes, but is not limited to, loss of profits, business revenue, goodwill, or anticipated savings. Loss, damage, or disclosure of your data.

In any event, the total liability of the Company, its affiliates, suppliers, resellers, or service providers for damages from any cause is limited to the amount of actual direct damages, up to a maximum of the amount paid for the product.

Please note that the Company reserves the right to deny warranty claims if any of the violations are discovered during the claim evaluation process. Our commitment to quality and customer satisfaction requires us to enforce these policies strictly and consistently.

Out of Warranty

After the warranty period expires, the Company will continue to provide online technical support and consultations for free; however, charges will apply for repairs or replacement of parts based on the following criteria:

- **Repair Costs:** The customer will be responsible for both the cost of parts and labor.
- **Shipping Fees:** Customers must cover shipping fees for both sending the product to the Company's repair center and return shipping after repair.
- **Package Fees (if applicable):** Any product returned to the the Company's repair center must be securely packed in its original box. If you no longer have the original packaging, you can purchase a replacement box from us before sending the product in for repair.

Please note that the Company do not assume responsibility for any damage or loss incurred during transit when returning the product to our repair center. For any out-of-warranty repairs, please contact support@terramow.com for a detailed cost estimate.

Retailer / Distributor Purchases

For products purchased from the Company's retailers or distributors:

- The Company will provide technical support only.
- All warranty claims and services must be handled through the original retailer or distributor of purchase.
- Buyers must contact their retailer or distributor for warranty service, repairs, or replacements.

Warranty Claim Procedure

To initiate a warranty claim, you need to meet the following requirements:

- Contact the Company's customer support for service, repair, replacement, or, technical assistance within the applicable warranty period;
- For purchases from retailers, contact the original retailer or distributor of purchase;
- Provide the product ICCID number and proof of purchase from TerraMow's official stores;

- Follow our instructions for return: the TerraMow robotic mower should be returned to the repair center in original packaging. If the original packaging is no longer available, you may purchase a replacement box from us prior to sending the product for repair.

The Company reserves the right to charge for service calls, transportation, repair or diagnosis in cases where the product is found to be outside of warranty coverage. We are not responsible for any loss or damage that occurs during transit when the product is returned to our repair center.

Warranty Fees and Conditions

This section outlines the potential costs associated with repairs or replacements under and outside of warranty. Some services are covered under warranty, while others may involve fees for parts, repairs, or shipping, depending on the issue and warranty status.

Type	Responsible Party for the Costs (Under Warranty)	Responsible Party for the Costs (Out of Warranty)
Replacement Parts	the Company	Buyer
Repair Costs	the Company	Buyer
Shipping to Repair Center	the Company	Buyer
Return Shipping to Buyer	the Company	Buyer
Technical Support	Free lifetime technical provided by the Company.	
Packaging	If the original packaging is no longer available, buyer may purchase a replacement box from us prior to sending the product for repair.	
Extended Warranty	Buyer	Buyer

Limitation of Liability

The Company's maximum liability under this warranty is limited to providing service, repair, replacement, or technical support to purchase from the official website, Kickstarter, and other official stores.

The Company is not liable for any indirect, incidental, or consequential damages arising from the use or failure of the product.

Legal Rights and Governing Law

This warranty gives you specific legal rights. You may also have other rights that vary by state, province, or country.

Any dispute arising from or in connection with this warranty shall be primarily governed by the laws of the Hong Kong Special Administrative Region of China.

Warranty Modifications

The Company reserves the right to alter, modify, or terminate this warranty policy at any time without prior notice. Any changes will not be retroactive and will only apply to future purchases.

By purchasing and using our products, you acknowledge that you have read, understood, and agree to the terms and conditions of this warranty policy. Any questions, please contact us at support@terramow.com.

8. Important Information

8.1 Trademark and Legal Statement

TERRAMOW is a registered trademark of MUXIN Corporation. "Android" and "Google Play" are trademarks of Google LLC, and "app Store" is a service mark of Apple Inc. All trademarks mentioned in this manual are the property of their respective owners, retaining their trademark rights.

We have made every effort to provide comprehensive descriptions and instructions for all features of the TERRAMOW in this document. However, due to ongoing product improvements and design changes, your TERRAMOW may vary slightly from what is described here. Please visit the Apple app Store (iOS) or Google Play Store (Android) to download the latest version of the TERRAMOW application.

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Please be aware that TERRAMOW is available in multiple models with various features. Consequently, some features mentioned in this manual may not be available on your specific device. The manufacturer reserves the right to modify the design and functionality of TERRAMOW products and their documentation without prior notice.

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TERRAMOW Legal Disclaimer

IMPORTANT: Before using this product, users must read and fully understand the entire user manual, with particular attention to the safety warnings. Compliance with all provided instructions is mandatory.

Users are responsible for all damages resulting from misuse or failure to adhere to the user manual. This includes, but is not limited to, the following situations:

1. Claims by third parties for injuries caused;
2. Damage to your product, loss, damage, or disclosure of data;
3. Special, incidental, punitive, indirect, or consequential damages, including

but not limited to loss of profits, business revenue, goodwill, or anticipated savings.

Under no circumstances will MUXIN or its affiliates be liable for any of these claims, liabilities, or losses.

In no event will MUXIN, its affiliates, suppliers, distributors, or service providers be liable for damages exceeding the actual direct damages, up to the total amount paid for the product.

1. TERRAMOW is an electric household product equipped with blades, which may pose risks to users, others, and nearby property. Users are required to thoroughly read the user manual and understand its contents, assuming all risks and losses associated with the product (especially those related to violations of safety warnings). Such risks include but are not limited to, injuries, bodily harm, and/or property damage. If these consequences arise from the user assuming risks, MUXIN and its affiliated companies will not be held responsible for any related claims, liabilities, or losses.
2. This device is not suitable for individuals with weakened physical, sensory, or intellectual abilities that may affect their ability to operate the product safely, nor for those lacking experience and knowledge, including children, unless supervised or instructed by a responsible adult who understands the operating instructions.
3. This device is designed for mowing lawns in open and level areas. Please only use equipment recommended by the manufacturer; any other use constitutes improper use.
4. Users are responsible for ensuring that their use and/or disposal of the product comply with local laws and regulations.
5. Upon receipt, consumers should immediately inspect the product and its accessories to confirm they are in satisfactory condition.
6. All components and parts of the TERRAMOW must be assembled correctly as per the instructions in the user manual. Improper assembly can lead to accidents. Since the mower includes movable components and small parts, these should be kept out of reach of children to prevent choking hazards.
7. Please pay attention to the safety warnings listed in the user manual, including but not limited to:

WARNING: Incorrect usage of the product may pose hazards.

WARNING: Do not use the product when people, especially children or animals, are present in the working area.

WARNING: Keep all body parts away from moving blades; never place hands or feet near or under the mower when active.

WARNING: In the event of an injury or accident, seek medical assistance immediately.

WARNING: Non-compliance with instructions in the user manual may result in injury or death to operators or bystanders.

WARNING: Ignoring these instructions may also cause damage to the mower, materials, or surrounding area.

WARNING: Always keep the mower within 6 meters of your position during operation and avoid exceeding your line of sight.

WARNING: Do not operate the mower while barefoot or wearing open-toe footwear.

WARNING: Do not charge the mower, power unit, base station, or power outlet if they are wet.

WARNING: Confirm that the power cord or plug is intact before connection; do not use if damaged.

WARNING: Keep away from flammable or combustible materials while charging.

WARNING: Should you notice unusual smells, noises, or lights during charging, cease the operation and contact customer service immediately.

WARNING: Riding on the mower or base station is prohibited.

WARNING: Avoid contact with rotating blades at all times.

WARNING: Do not dispose of the product in a landfill, burn it, or mix it with household waste. Electronic components and batteries may pose serious hazards. For information on battery and electronic waste, please contact your household waste disposal service, local or regional waste management office, or your point of purchase.

8. This product includes battery components essential for operation. Please adhere to the following guidelines to ensure safe usage and to prolong the lifespan of the device:

- **Only use batteries produced by the original manufacturer.** They are essential for the device's operation and should not be tampered with.
- **Keep the battery clean and dry.** Avoid exposure to moisture or contaminants that may affect their performance.
- **Do not expose battery to heat sources or flames.** Prolonged exposure to high temperatures can lead to damage or malfunction. Store battery away from direct sunlight.
- **Prevent short-circuiting of battery packs.** Store them securely and avoid contact with conductive materials that could cause unintended connections.
- **Do not dismantle or modify battery packs.** Alterations may result in hazardous situations or damage to the product.
- **Handle the battery with care to prevent mechanical shock.** Rough handling can lead to internal damage or leakage.
- **In case of leakage, avoid skin or eye contact with battery fluids.** Rinse affected areas thoroughly with water and seek medical attention if necessary.
- **Seek immediate medical advice if the battery is swallowed.** Ingestion can lead to serious health complications.
- **Use only designated battery recommended for this device.** Incompatible batteries may pose safety risks or damage the equipment.
- **Keep batteries out of reach of children.** Store them in a secure location inaccessible to young kids.
- **Dispose of batteries properly in accordance with local regulations.** Do not dispose of battery in regular household waste.

By following these guidelines, you ensure safe operation and prolong the lifespan of your device. For any inquiries or assistance, please contact our customer support.

9. Users are prohibited from using non-genuine accessories and from unauthorized disassembly or modification of the product. You assume full responsibility for any damages, injuries, and property losses that occur as a result. MUXIN disclaims any liability for claims, liabilities, or losses arising from harm, damage, or legal disputes caused by violation of these terms, user inexperience, or non-adherence to the instructions in this manual.

10. MUXIN reserves the right to modify the product, release firmware updates, and revise this manual at any time without prior notice. Changes may occur due to typographical errors, inaccuracies in current information, or advancements in procedures and equipment, and will be incorporated in updated versions of this manual. Illustrations herein are for reference only and may not accurately depict the actual product. Actual products and specifications may differ due to product updates, which may lead to discrepancies in color, appearance, and other characteristics. Please see the actual product for the most accurate details.
11. This document should be regarded as a permanent part of the product and must always be provided alongside the product. We appreciate your decision to choose TERRAMOW!

8.2 Conformity

TERRAMOW

Declaration of Conformity

Product: ROBOTIC LAWN MOWER

Model Number: V1000(HVIN: MP511) / V800 / V600(HVIN: MP510)

Accessories: Refer to Annex 1

Manufacturer's Name: Shenzhen Muxin Intelligent Technology Co., Ltd.

Manufacturer's Address: Zone 1C-B, 2nd Floor, Building 1C, Tingwei Industrial Park, No.6 Liufang Road, Bao'an District, Shenzhen City, 518000 Guangdong, P.R. China

We, Shenzhen Muxin Intelligent Technology Co., Ltd. declare under our sole responsibility that the above referenced product is in conformity with the applicable requirements of the following directives :

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RED Directive: 2014/53/EU

RoHS Recast Directive: 2011/65/EU (EU) 2015/863

WEEE Directive: 2012/19/EU

REACH Regulation: 2006/1907/EC

Machinery Directive: 2006/42/EC

Conformity with these directives has been assessed for the product by demonstrating compliance to the following harmonized standards and/or regulations :

Radio Spectrum EN 300 328 V2.2.2; EN 303 413 V1.2.1; EN 300 440 V2.2.1;
EN 301 893 V2.1.1; EN 301 908-1 V15.2.1; EN 301 908-13
V13.2.1



Safety	EN 60335-1:2012+A11+A13+A1+A14+A2+A15; EN 50636-2-107:2015+A1+A2+A3
Health	EN/IEC 62311:2020
EMC	EN 301 489-1 V2.2.3; EN 301 489-3 V2.3.2; EN 301 489-17 V3.2.4; EN 301 489-19 V2.2.1; EN 301 489-52 V1.2.1; EN/IEC 61000-3-2:2019+A1:2021; EN 61000-3-3:2013+A1:2019+A2:2021
RoHS	2011/65/EU; (EU) 2015/863
WEEE	2012/19/EU
REACH	2006/1907/EC

Signed for and on behalf of: Shenzhen Muxin Intelligent Technology Co., Ltd.

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Place: Shenzhen, China Date: 2025.03.30

Name: Honghui Zhang Position: CEO

Signature:



Annex 1 Accessories

Item	Model Number	Quantity	Remark
BASE STATION	TCS02	1	Essential



8.3 Certications

Information on Disposal for Users of Waste Electrical and Electronic Equipment



This symbol on the product or on its packaging indicates that used electrical and electronic products should not be mixed with unsorted municipal waste. For proper treatment, it is your responsibility to dispose of your waste equipment by arranging to return it to designated collection points.

Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.

To return your used device, please use the return and collection systems or contact the retailer where the product was purchased, which is free of charge, please contact your local authority for further details of your nearest designated collection point.

Penalties may be applicable for incorrect disposal of this waste, in accordance with your national legislation.

FCC COMPLIANCE NOTICE

This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

IC Warning

This device complies with Innovation, Science and Economic Development Canada's licenceexempt RSS standard(s). Operation is subject to the following two conditions:

(1) This device may not cause interference; and

(2) This device must accept any interference,

including interference that may cause undesired operation of the device.

Cet appareil est conforme aux normes RSS d'Innovation, Sciences et Développement économique Canada en matière d'exemption de licence. Son fonctionnement est soumis aux deux conditions suivantes:

(1) cet appareil ne doit pas provoquer d'interférences et

(2) cet appareil doit accepter toute interférence y compris celles qui peuvent

provoquer un fonctionnement indésirable de l'appareil.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de classe B est conforme à la norme canadienne ICES-003.

IC RF Statement:

When using the product, maintain a distance of 20cm from the body to ensure compliance with RF exposure requirements.

Déclaration IC RF:

Lorsque vous utilisez le produit, maintenez une distance de 20cm par rapport au corps pour garantir la conformité aux exigences d'exposition aux RF.

IC RADIATION EXPOSURE STATEMENT

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the radiator & your body.

Cet équipement est conforme aux limites d'exposition aux radiations CNR-102 établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.

8.4 Contact Us

Manufacturer: Shenzhen Muxin Intelligent Technology Co., Ltd.

Address: Zone 1C-B, 2nd Floor, Building 1C, Tingwei Industrial Park, No.6 Liufang Road, Bao'an District, Shenzhen City, 518000 Guangdong, P.R. China

Contact us if you experience any issues relating to the operation, maintenance, safety, or errors/faults with your TerraMow.

Europe Authorised Representative:

SUCCESS COURIER SL

CALLE RIO TORMES NUM.1, PLANTA 1, DERECHA OFICINA 3, Fuenlabrada, Madrid, 28947 Spain

UK Authorised Representative:

EVATOST CONSULTING LTD

Office 101 32 Threadneedle street, London, United Kingdom, EC2R 8AY

contact@evatost.com

USA Authorised Representative:

Linkwld LLC

1942 Broadway St. STE 314C, Boulder, CO, 80302, US

FRN : 033625682

Timothy.linkwld@proton.me

Website: www.terramow.com

For Coporated Purchase: sales@terramow.com

Customer Service: support@terramow.com

TERRAMOW

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