



STORM

Product Information

User Information

Product Model : _____

User Name : _____

Email : _____

Product SN : _____

PO No : _____

Phone Number : _____

Received Date : _____

Mailing Address : _____

Warranty Policy

The warranty service provided by AM ROBOTS only covers the material or quality defects in the products and components that may occur during normal use. In case of any product quality issue within the scope of the warranty, AM ROBOTS will decide to repair or replace the defective product or its components free of charge according to regulations.

The valid warranty period will be calculated from the received date of the product purchased from AM ROBOTS's official channels.

The warranty scope and period are shown in the table below :

Module Under Warranty	Components Under Warranty	Warranty Period (Months)
Mower Body	<ul style="list-style-type: none">• Structural framework of main body• Printed circuit board assembly (PCBA)• Drive motor• Omni-directional wheel assembly• Lifting motor & lifting components of blade disc• Drive motor of blade disc• Communication module• GPS module• Lighting module• Rain sensor• Camera• LiDAR module	24
Power Source	<ul style="list-style-type: none">• Charging station• Power Adapter• Power cable• Battery	
Other Components	<ul style="list-style-type: none">• Bumper module• Control panel• Cooling fan	
Consumable Components	<ul style="list-style-type: none">• Blade• Drive wheel• Cutting blade disc assembly	0

To get warranty service, please contact AM ROBOTS's after-sales service team via info@am-robots.com.

✉ info@am-robots.com

Circumstances Not Covered By Warranty

According to the above warranty policy, you can get warranty services for product defects within the warranty scope. The product malfunctions or damages caused by special circumstances, however, are not covered by the warranty, including but not limited to the following:

- Malfunctions or damages caused by improper use, failure to follow the instructions, violation of relevant regulations, or artificial damage which are not related to the quality of the product.
- Malfunctions or damages caused by unauthorized modification, disassembly, or repair of products.
- Malfunctions or damages caused by maintenance or repair services provided by unauthorized third-party suppliers.
- Malfunctions or damages caused by unforeseeable circumstances beyond our control (force majeure).
- Malfunctions or damages caused by the use of third-party products or components (including third-party software).
- During normal use, the battery capacity normally decays to 80% of its original capacity within one year, or the battery life decreases due to the normal declining of battery capacity for more than one year.
- Normal wear and tear resulted from the use of vulnerable parts.
- Components that are not covered by insurance, or that have expired warranty.
- Products or components whose identification labels have been changed or removed.
- Failure to provide valid purchase vouchers or proof.

Precautions

- AM ROBOTS's warranty services only apply to products purchased directly from AM ROBOTS's official channels, excluding used products, re-sold commodities, lottery prize or giveaway.
- AM ROBOTS's warranty terms may be updated. To ensure that you have the latest service information, please refer to the information published on our official website.
- If the repair service is needed after the warranty period, AM ROBOTS will decide whether to repair or replace parts based on the actual situation, and may charge relevant fees.
- Please keep the warranty card properly as a warranty certificate.