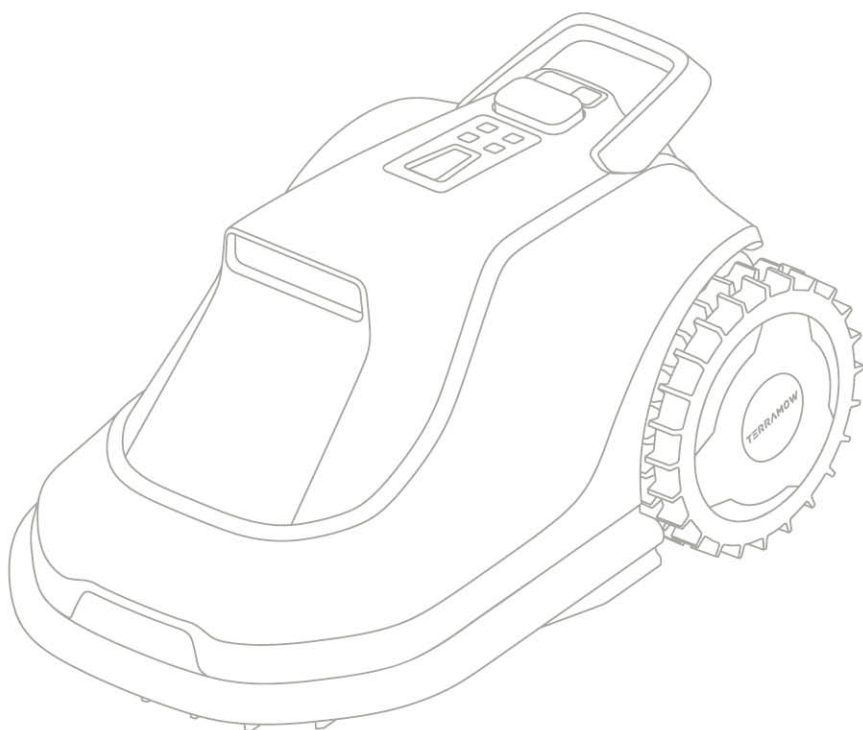


# User Manual



Original Instruction Manual

**S1200/S800**



**TERRAMOW**

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# Welcome To The Era Of AI Vision

Thank you for choosing TerraMow as your garden care lawn mower!

TerraMow is ready to go with a simple one-step setup. Say goodbyes to perimeter wires, intricate RTK setup and difficult-to-operate manual lawn mapping.

TerraMow mows smartly as a human, thanks to its cutting-edge AI vision system TerraVision.

This user manual will help you learn and operate TerraMow. Please enjoy the fun of care-free mowing and a perfectly maintained lawn!

## **Intended use**

This product is strictly intended for domestic lawn mowing only. Using the mower for any other purpose is prohibited and may lead to serious injury. It is essential to read and understand all warnings and precautions in this manual to reduce risks. While following the instructions can lower the chance of accidents, some risks are inherent and cannot be completely eliminated. The operator or user is responsible for any incidents involving others on their property while operating the mower.

## **Customer service**

support@terramow.com

# 1. Safety First

## IMPORTANT

### READ CAREFULLY BEFORE USE – KEEP FOR FUTURE REFERENCE

Your safety is our priority. Before using the product, please read the following important safety guidelines to ensure a safe and enjoyable experience.

The safety rules aim to draw your attention to potential dangers. The safety symbols, and their explanations, require your careful attention and understanding. The safety warnings do not, by themselves, eliminate any danger. The instructions or warnings they provide are not substitutes for proper accident prevention measures.

**WARNING:** Read all safety warnings and instructions. Make sure you understand the instructions and are familiar with the controls and proper use of the appliance. Failure to follow the warnings and instructions may result in electric shock, fire and/or serious injury. Carefully read the instructions for the safe operation of the appliance. Save all warnings and instructions for future reference.

**WARNING:** Failure to obey a safety warning can result in serious injury to yourself or others. Always follow safety precautions to reduce the risk of fire, electric shock and personal injury. Save the owner's manual and review it frequently to continue safe operation and instruct others who may use this tool.

**WARNING:** This machine produces an electromagnetic field during operation. This field may under some circumstances interfere with active or passive medical implants. To reduce the risk of serious or fatal injury, we recommend that persons with medical implants consult their physician and the medical implant manufacturer before operating this machine.

**NOTE:** The term "appliance" encompasses TerraMow, the base station, and all components, accessories, and equipment related to this product.

- Read the instructions carefully. Be familiar with the controls and the proper use of the appliance.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Users should be between the ages of 18 and 70. Local regulations may restrict the operator's age. Children should be supervised to ensure they do not play with the appliance.
- Make sure to set up and use the mower and the base station according to the guidelines. For the full User Manual and up-to-date information, please visit [terramow.com](http://terramow.com).
- Using the appliance for purposes other than mowing can cause serious injury. To avoid injuries, please read and understand all the warnings and cautions. You can reduce the risk by following the instructions and warnings in this manual, but you cannot eliminate all risks. The operator or user is responsible for accidents or hazards occurring to other people on their property.
- The mower has many built-in safety sensors; however, safety risks still exist. Set a mowing time when no people or pets on the lawn. Inform the neighbors about the risks of accidents or hazards. When using the mower on a public lawn, or when your lawn is open to your neighbor or street, protect or fence the lawn, or put up a warning sign around the working area that says: **WARNING! Automatic lawn mower! Keep away from the machine! Supervise children!**
- DO NOT attempt to modify this appliance on your own. Alterations could disrupt its functions, leading to serious injuries and/or damage, or invalidate the Limited Warranty.
- Only use parts and accessories approved by TerraMow's manufacturer.
- Please ensure you receive the proper training before using the appliance. Never let individuals who are not familiar with this appliance, or children operate it. Ensure only those who understand how mower works and behaves are allowed to use it.
- The mower contains batteries that can only be replaced by the manufacturer or authorized service personnel.

- To recharge the mower, only use the base station.
- Seek medical advice immediately if any cell of this appliance has been swallowed.
- To prevent potential damage, ensure the mower operates at least 1 meter (3') away from sprinkler heads. Do not use the mower and sprinklers at the same time. Schedule the mower to operate at a different time from the sprinklers.
- Be careful when adjusting the machine to prevent fingers from entangling moving blades and fixed parts of the machine.
- Replace worn or damaged parts for safety; Use only genuine replacement parts and accessories. Where parts are consumable, the spare part shall be clearly identified, e.g. by using a part number or other means.

## 1.1 Before Mowing

- 
- 4
- Ensure the correct installation of the automatic perimeter delineation system as instructed.
  - On multi-spindle appliances, take care of rotating one blade as rotating can cause other blades to rotate.
  - Avoid operating the equipment in wet grass, where feasible.
  - Do not operate the appliance or its peripherals if guards or shields are damaged, or if the cord is frayed or worn out.
  - Do not use the mower if the blade disc, body, blades, screws, nuts, or cables are damaged.
  - Be careful with sharp objects in this product, like screws and stakes. Do not point them towards people or animals.
  - For optimal mowing performance, we recommend mowing in dry conditions. Mowing in the rain can cause grass to clump on the mower, and the mower may slip. Avoid mowing in adverse weather conditions, including heavy rain, thunderstorms, or snow.
  - Regularly check that all parts of the mower are working properly.
  - Regularly check to ensure the blades, blade screws, and the cutting assembly are not worn or damaged. If they are, replace the blades and screws in sets to maintain balance.

Be cautious with multi-spindle models, as turning one blade may cause others to rotate as well.

- Thoroughly inspect the area where the equipment is to be used and remove all objects which can be thrown by the machine.
- Regularly check the area where the mower will be used and clear away stones, sticks, wires, bones, and other foreign objects. The Limited Warranty does not cover damage caused by objects left on the lawn.

## 1.2 When Mowing

- Children should not be allowed to be near or play with the machine when it is operating.
- Start the mower as directed in the manual. When powering on, ensure your hands and feet are clear of the rotating blades. Avoid placing hands or feet near or under any moving parts and blades. Always stay away from the discharge opening. Never position your hands or feet close to or under the mower when it is running.
- Never pick up or carry the mower when the motor is running. Avoid lifting the mower during operation. Sitting or riding on the mower or the base station is strictly prohibited. Additionally, do not place any objects on top of the mower or the base station.
- Switch off the mower:
  - Before removing a blockage.
  - Before inspecting, cleaning, or performing maintenance on the mower.
- Always switch off the mower when it is not in use. The mower can only be started when its power is switched on.
- Do not touch moving parts until they have completely stopped.
- Do not let the mower operate unsupervised if you are aware of pets, children, or people nearby.
- Be cautious of flying objects! Maintain a safe distance from the mower when it is operating.

- Avoid overreaching. Always keep your balance and make sure your footing is secure on slopes. Walk—do not run—while using the mower or its accessories. Do not mow on slopes that are steeper than the maximum incline specified for the operating area, including the boundary.
- If the mower emits an unusual sound or triggers an alarm, immediately press the STOP button.
- If the machine starts to vibrate abnormally, check for damage before restarting.
- Should you experience unusual vibrations, switch off the mower, place it on flat ground for about 30 seconds, and then restart it. If the problem continues, reach out to the authorized after-sales service.

## 1.3 Safe Usage

- Do not use the mower outside the temperature range of 5–45° C. Operating it in low or high temperatures can reduce its performance and may cause accidents.

### Maintenance and storage

6

**WARNING:** Always switch off the power when the mower is flipped upside down. The power should also be switched off when performing any maintenance on the mower's underside, including cleaning or changing blades.

- It is recommended that an adult perform regular maintenance on the mower (please refer to "5 Maintenance").
- Regularly inspect the warning devices to ensure their effectiveness. These include the buzzer, the LED light on the base station, and the mower's ambient light.
- Keep all nuts, bolts, and screws tightly secured to ensure the appliance is in a safe working condition.
- Check the mower each week for worn or damaged parts and replace them as necessary for safety.
- Pay close attention to the blades and blade disc to ensure they are not damaged. If necessary, replace all blades and screws simultaneously to maintain balance in the rotating parts.
- Follow the manufacturer's instructions for appliance maintenance.
- Wear protective gloves when replacing blades to prevent injuries.



## Charging and battery safety

- **If under extreme conditions, any electrolyte should escape from the battery, avoiding contact with skin. If electrolyte does come into contact with your skin, rinse it off with water and consult a doctor. In the event of electrolyte contact with your eyes, it's essential to consult a doctor.**
- Keep moisture, rain, or splashed water away from the charging location.
- The ambient temperature must not exceed 45° C. Never expose the device to direct insulation.
- Batteries that are defective or damaged or can no longer be recharged, must be disposed of as hazardous waste. Hand them over at a special collection point. Never harm our environment. Do not dispose of unusable batteries in domestic waste, fire, or water.
- Only use the battery produced by the original manufacturer.
- Do not throw Li-ion batteries into water or fire, risk of explosion!
- Protect the battery from impacts, and don't open it.
- Never discharge the battery completely and recharge occasionally if not used for a prolonged period. If the battery has not been used for over 6 months, it is advisable to recharge it.
- Do not repair or perform any manipulation the battery pack. These actions should only be carried out by after-sales or manufacturer-appointed technicians.
- Please read the "How to Charge" section in Chapter 3.3 before charging. Incorrect charging may lead to electric shock, overheating, or leakage of corrosive liquid.
- If the cord of the power supply or the extension cable is damaged or entangled, disconnect the power supply from the socket and then untangle it. For safety, always pull from the plug body, not the cord, when disconnecting from the socket. If the cord is damaged, contact after-sales service for professional repair or replacement.
- Connect the base station and/or its peripherals only to a supply circuit that is protected by a Residual Current Device (RCD) with a tripping current not exceeding 30 mA.
- During the charge process, the current used should correspond to the current of

the battery charger.










- Do not dismantle, open, or shred battery cells. Avoid short-circuiting the battery as it may cause burns or a fire. Do not expose the battery to mechanical shock.
- Always follow the instructions and use the correct charging process. The battery should not be charged independently and must only be charged when installed in the TerraMow mower. Use only the TerraMow base station and the provided adapter for charging. Incorrect use can lead to electric shock, overheated, or battery leakage.

### **Safe transport**

- For transportation over long distances, use the original packaging for the base station and mower.
- To safely move the appliance:
  - Press the STOP button to stop the mower
  - Always turn the mower off before lifting or carrying it.
  - Lift the mower by grabbing its handle.
  - When carrying the mower, keep the blade disc pointed away from your body.

# 1.4 Symbols and Decals

## Symbols and Decals

Symbol	Description
	<b>WARNING – Read user instructions before operating the machine</b>
	<b>WARNING – Keep a safe distance from the machine when operating</b>
	<b>WARNING – Operate the disabling device before working on or lifting the machine</b>
	<b>WARNING – Do not ride on the machine</b>
	<b>WARNING – It is not permitted to dispose of this product as normal household waste. Ensure that the product is recycled in accordance with local legal requirements</b>
	This product conforms to the applicable EC Directives
	Warning
	Class II appliance
	Class III appliance

**Symbol****Description****Li-ion**

Li-ion battery. This product has been marked with a symbol relating to 'separate collection' for all battery packs and battery pack. It will then be recycled or dismantled in order to reduce the impact on the environment. Battery packs can be hazardous for the environment and for human health since they contain hazardous substances

**IPX6**

IPX6 for base station

**IPX6**

IPX6 for robotic lawn mower



Direct current



Alternating current



This item can be recycled

10



This product is fragile



This way up



Keep away from sunlight



Keep the pack of this product dry



Do not roll

## 1.5 Environmental Protection



Do not dispose of electrical products with household trash. Please recycle where possible. Contact your local waste authority or the place of purchase for recycling guidance.

# 2. Get Familiar with TerraMow

## 2.1 What's in the Box



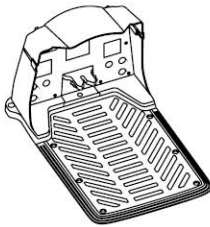
TerraMow



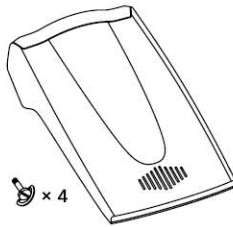
Power Adapter



Extension Cable



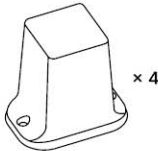
Base Station



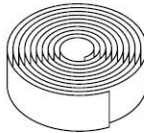
Garage Kit



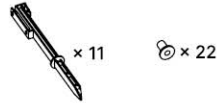
Blade Kit



Multi-Zone Pathway Sign



No-go Zone Marker Kit



Hex Key



Screws

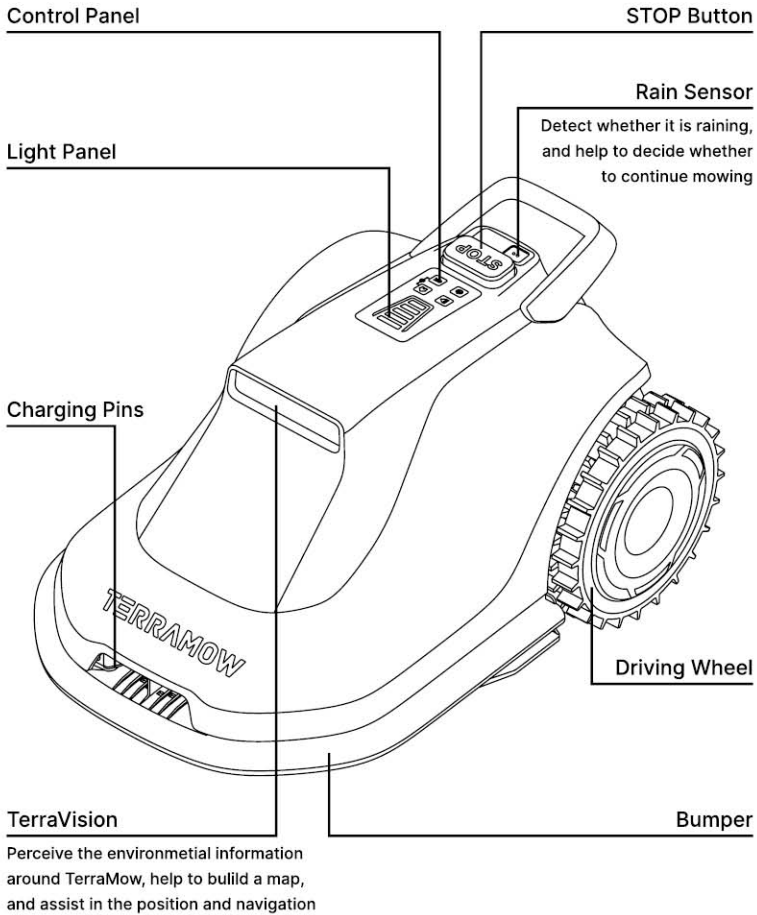
8 pcs for Base Station  
8 pcs for Multi-Zone Pathway Sign

- Multi-Zone Pathway Sign: Refer to "3.4 Work Zone Settings" - "Multi-Zone"
- No-go Zone Marker Kit: Refer to "3.4 Work Zone Settings" - "No-go Zone"

## 2.2 TerraMow Overview

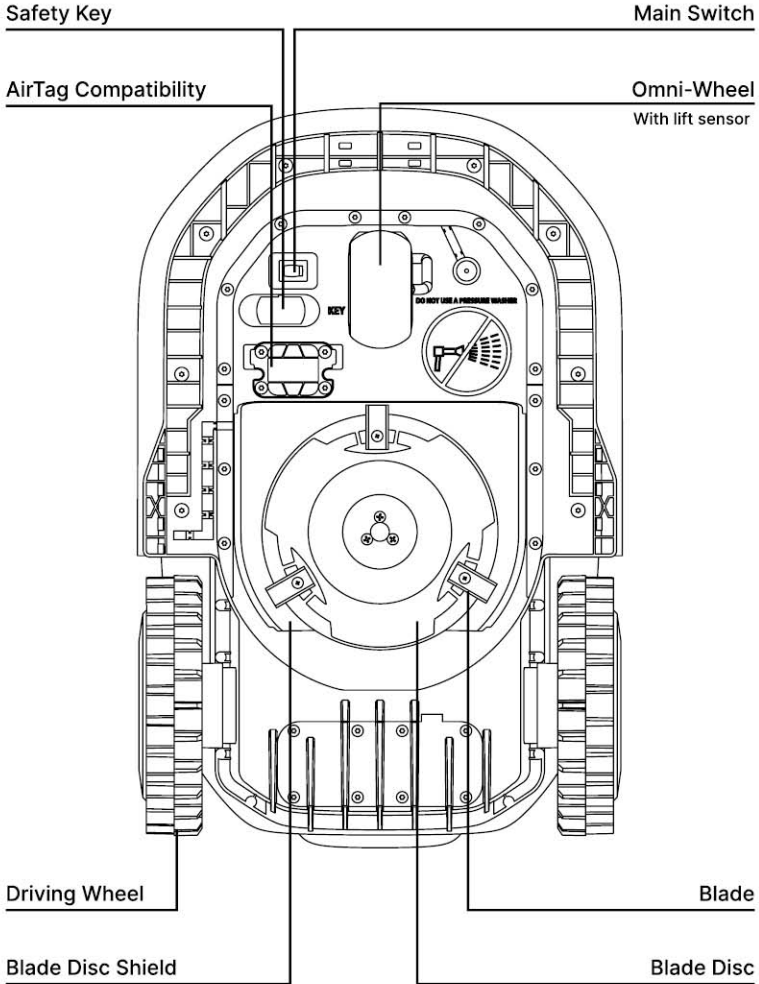
### Top view

The picture is for reference only



# Button view

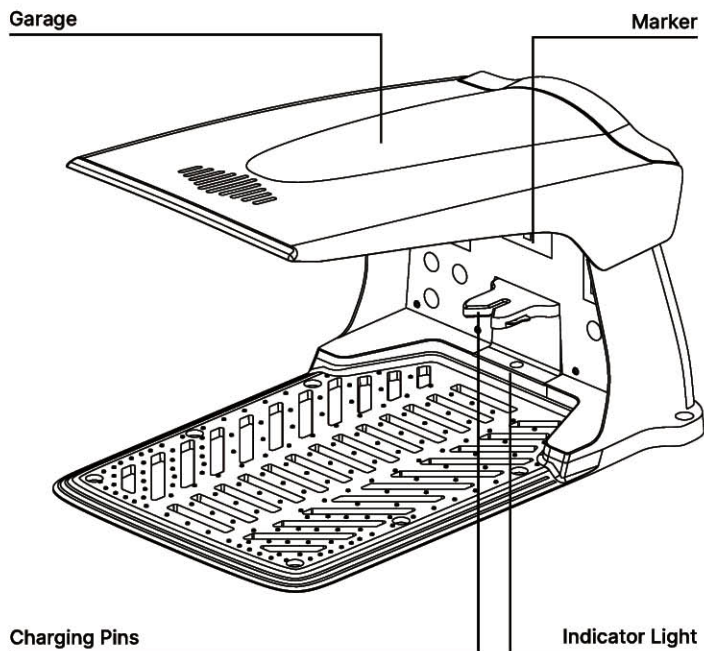
The picture is for reference only



**NOTE:** An AirTag is not a necessary item and is not included in our product. Please purchase separately if needed. The TerraMow APP does not have the functionality to support AirTag.

## Base station

The picture is for reference only





## 2.3 How TerraMow Works

In the following section, we would like to help you better understand how TerraMow works.

TerraMow comes with a TerraVision visual perception system that empowers it to operate autonomously.

- This system can distinguish between grass-covered areas and other surfaces to ensure that the robot does not stray beyond the boundaries of the lawn.
- This system utilizes visual positioning technology, enabling functions such as robot navigation, systematic cutting, and returning to the base station.



### Functions

#### Boundary management

No perimeter wire or RTK reference station installation, no manual guided mapping. With TerraVision visual perception technology TerraMow knows where the boundary is. To ensure its safety navigation around your lawn area, there are some scenarios that need to be paid special attention to. Please refer to "3.1 Before Your Start" and "3.4 Working Zone Settings".

## **Systematic cutting**

TerraMow, equipped with an advanced visual positioning system, achieves back-and-forth systematic cutting. The TerraMow's cutting path is seamlessly displayed on the accompanying App, allowing users to monitor the progress visually. With a single job initiation, TerraMow can complete a full coverage cut.

## **Obstacle avoidance**

TerraMow is able to detect objects ahead in real time using its stereo vision technology and image segmentation technology. Non-grass obstacles, such as tree stump, balls and child's toys will be avoided.

## **Cutting height**

Before using your TerraMow for the first time, please make sure that the grass height on your lawn is no more than 9cm. If you want to drastically shorten the height of your grass, it is recommended that you do so gradually over time, by adjusting the cutting height in steps. You can adjust the cutting height through the App.

## **Charge itself**

When your TerraMow needs to recharge its battery, it will stop mowing and navigate back to the base station. Once charging is completed, TerraVision will automatically return to the exact spot where mowing was interrupted before recharging, and then resume mowing. Or TerraMow will stay on the base station according to its mowing schedule.

## **Precise edge trimming**

You can activate the "Precise Edge Trimming" feature on the App. Once enabled, TerraMow performs two rounds of edge cutting. In the first round TerraMow cuts as closely as possible to the boundary of your lawn. Then TerraMow autonomously assesses whether it can straddle the boundary for a second cut. If conditions allow, it carries out this in the second round. Before enabling this feature, please be mindful of the suitability of your lawn for straddling edge cutting to ensure the best results.

## Spot Mode

If you have a separate lawn of less than 120 square meters that the robot cannot reach from its base station, you can use Spot Mode. Please refer to "4.3 Mow" - "Start Spot Mode Mowing". In this mode, the robot will return to the starting point upon completion of the task or if the battery level drops below 15%.

## Multi-base Mode

If you have a separate lawn larger than 120 square meters that the robot cannot reach from its existing base station, you can utilize the Multi-base Mode. Each TerraMow base station has a unique ID, to use Multi-base Mode, you will need to purchase an additional TerraMow base station. Once the new base station is set up on the second lawn and TerraMow is placed inside the base station, it will automatically recognize the new base station. Upon starting TerraMow, it will create another new map for that lawn. When TerraMow is moved to a different base station, it will load the corresponding map and any No-go Zone configurations.

## Schedule

You can set your mowing schedule through the App. TerraMow enables you to set a unique mowing schedule for each day of the week, please refer to "4.4 TerraMow App".

## Rain sensor and rain delay

TerraMow is designed to be fully weather-resistant. But mowing wet grass may not yield optimal results. TerraMow is equipped with a rain sensor which detects rain and tells TerraMow to stop mowing and go back to its base station. When the grass is dry, TerraMow resumes mowing.

## Cellular data

The cellular data is used to provide support for information transmission when the Wi-Fi environment is weak. In such cases, the content displayed on the App may be simplified. Additionally, in the anti-theft function, while TerraMow is powered on, it can send out GPS location information.

## 2.4 Specifications

		<b>S1200</b>	<b>S800</b>
Recommended Mowing Area		1200 m <sup>2</sup> (0.3 Acre)	800 m <sup>2</sup> (0.2 Acre)
Cutting Height		25 - 75 mm (1 - 3 in)	
Cutting Width		203 mm (8 in)	
Maximum Slope		24° (45%)	
Over-the-air Update (OTA)		App, Firmware	
Noise		< 54 dB	
Robotic Mower Dimensions Length × Width × Height		59.7 × 39.4 × 31.8 cm (23.5 × 15.5 × 12.5 in)	
Base Station Dimensions Length × Width × Height		72.7 × 48 × 45.2 cm (28.6 × 18.9 × 17.8 in) Without Garage Height: 39.8 cm (15.7 in)	
Weight		Robotic Mower: 12.5 kg (27 lbs) Base Station: 6.5 kg (14 lbs)	
Waterproof (IP rating)		Robotic Mower: IPX6 Base Station: IPX6	
Working Voltage		24 Vd.c.	
Capacity of Battery		4.5 Ah / 98.6 Wh	
Charging Time		120 min	
Mowing Time on One Full Charge		120 min	
Recommend Operation Temperature		0 - 55 °C	
Measured Sound Power Level LWA		66.30 dB	
Sound Power Uncertainties KWA		3 dB	
Sound pressure Level LpA		56.0 dB	
Sound pressure Uncertainties KpA		3 dB	
GPS Module Accuracy For Anti-Theft Tracking		2 - 5 m	20 - 30 m
IoT Connectivity	Wi-Fi	2400.0 - 2483.5 MHz 5150 - 5250 MHz 5735 - 5835 MHz	
	Cellular Network	LTE-FDD: B1/B2/B3/B4/B5/B7/B8/ B12/B13/B20/B25/B26/B28/B66 LTE-TDD: B38/B40/B41	

# 3. Getting Started

## 3.1 Before Your Start

### Prepare the App

You can get the TerraMow App from the Android or Apple App stores by scanning the QR code or searching "TerraMow" simply. After installing the App, please create an account and sign in.



**NOTE:** The TerraMow App may request access to your phone's permissions, including location, notifications, and Wi-Fi network information, to ensure optimal functionality. For a seamless experience, we recommend granting these permissions. For more information, please see our privacy policy in the App by navigating to "More" > "About" > "Privacy policy".

## Prepare your lawn

Remove all obstacles from your lawn, including debris, piles of leaves, toys, wires, stones and so on. Cut grass to under 9cm or less.

Make sure your kids and pets are away from TerraMow.



## 3.2 Install Base Station

**WARNING:**

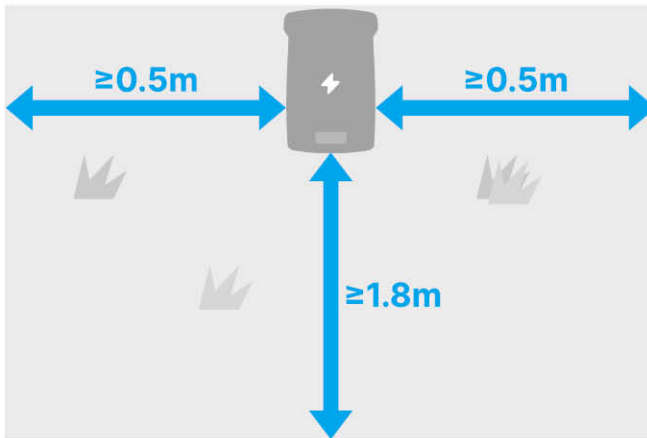
The illustrations in this user manual are for your reference only.

### Find a good spot

Base station is where your TerraMow mower parks and charges.

To ensure your TerraMow can return to the base station and charge smoothly, please select an appropriate location to place:

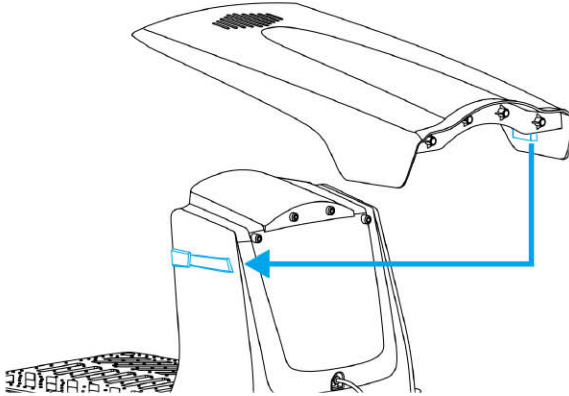
- Place the station on a flat lawn area with no slope, stones or steps.
- Make sure there is a strong Wi-Fi signal nearby. (Either 2.4G or 5G is OK).
- Make sure there are no obstacles, such as houses, trees, or bushes, within 0.5 meters (about 1.6') on both sides and 1.8 meters (about 5.9') in front of the base station.



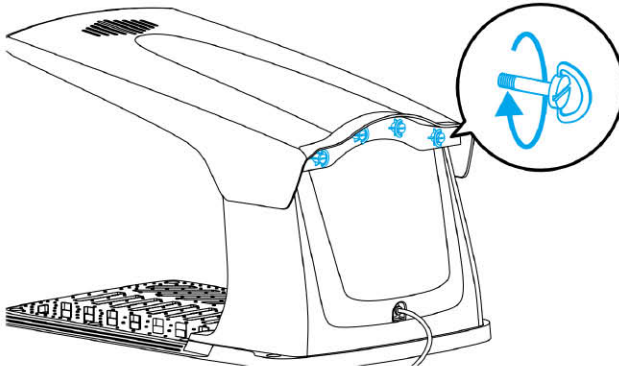
**NOTE:** If you move the base station after creating the map, you will need to create a new map. "Map management" - "Settings"- "Base station relocation" in the App.

# Assemble station garage

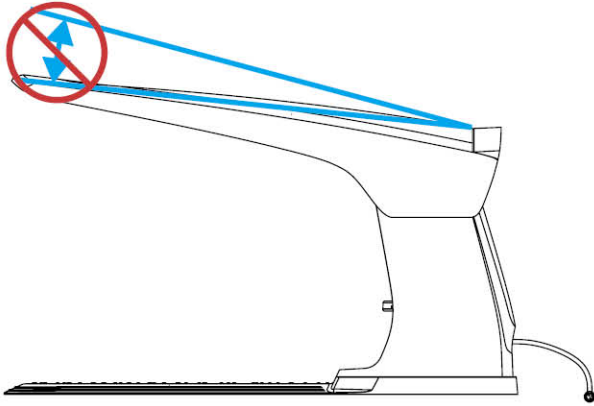
1. Attach the garage to the top of the station from back to front, make sure the inner protrusion of the garage is inserted into the groove of the base station tower.



2. Tighten the 4 screws on the back of the garage.





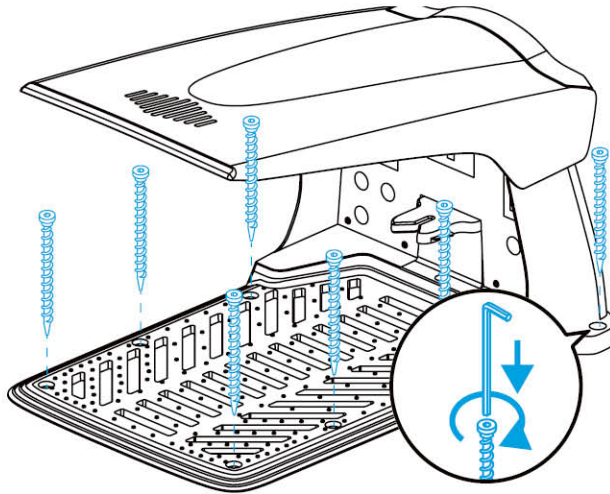


**WARNING:**

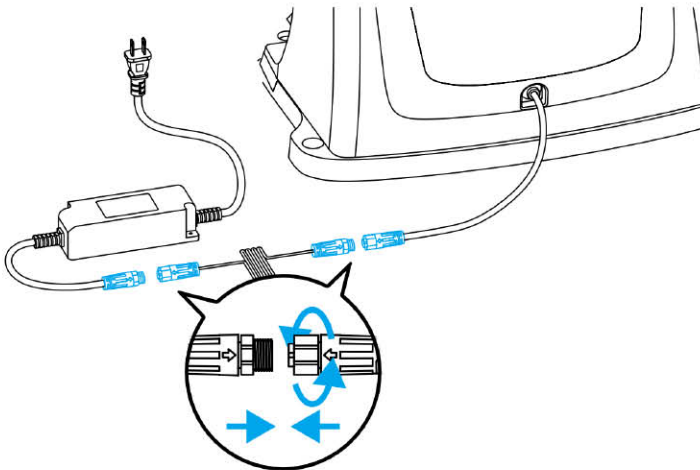
- DO NOT place anything on top of the garage to prevent damage or interference with TerraVision's identification.
- The garage cannot be lifted.
- If it snows heavily or frequently, it is recommended to store TerraMow indoors.

## Install base station

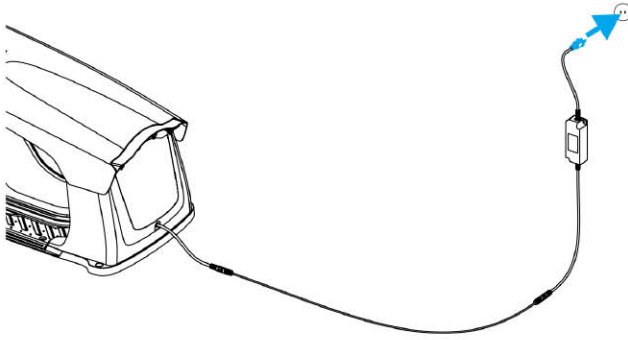
1. Set up the base station and secure it using screw mounts.



- 
- 24 2. Connect the base station's cable to the power adapter. If the base station is too far from a power outlet, use an extension cable to connect the adapter to the station. Make sure to tighten the nuts securely to keep water out.



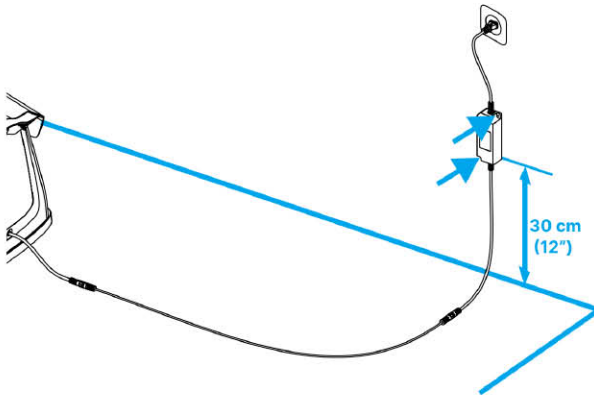
3. Plug the adapter into a 100–240V power outlet.



**WARNING:**

For placing and fixing power adapter:

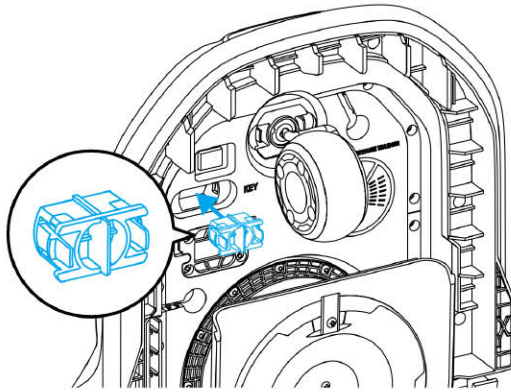
- Avoid direct sunlight exposure or direct rain.
- Place in a well-ventilated indoor area.
- Keep it at least 30cm (12") high from the floor to avoid possible damage caused by water.



## 3.3 Activate TerraMow

### Insert safety key

Place your TerraMow upright and insert the safety key into the keyhole at its bottom.



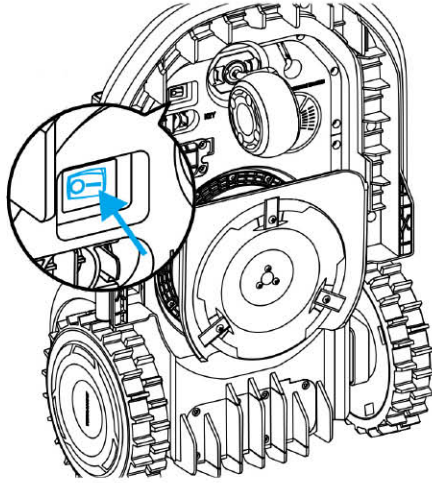
**WARNING:** Please ensure correct key orientation when inserting.

### Connect to the Internet

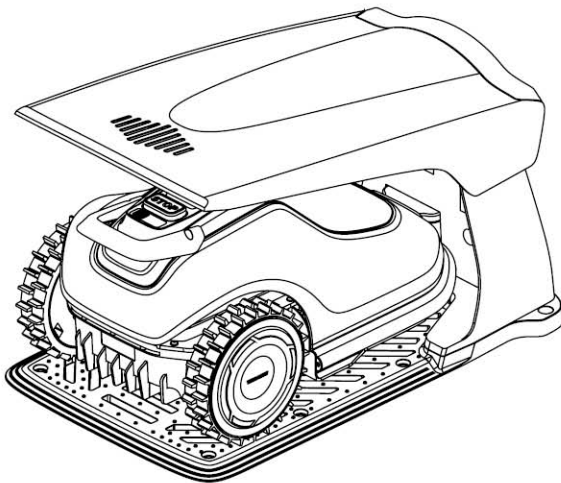
**NOTE:** During connecting, make sure the distance between your phone and TerraMow is less than 3m (10').

**NOTE:** The date of the first successful Internet connection is considered the activation date for TerraMow. This activation date will be recorded and cannot be reset.

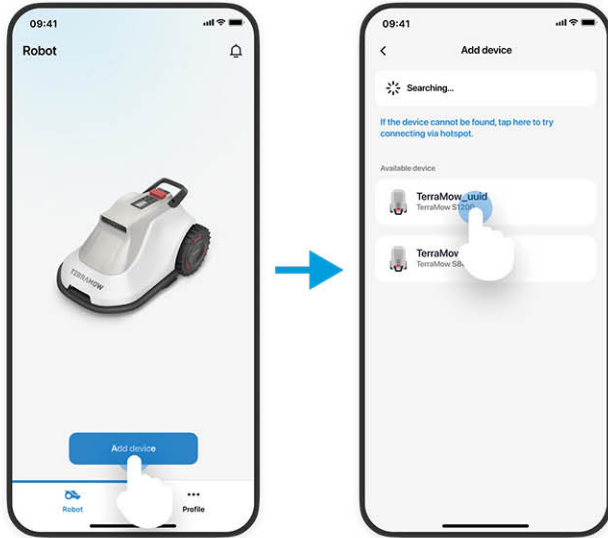
1. Set the main switch at the bottom in "I" position to turn on your TerraMow.





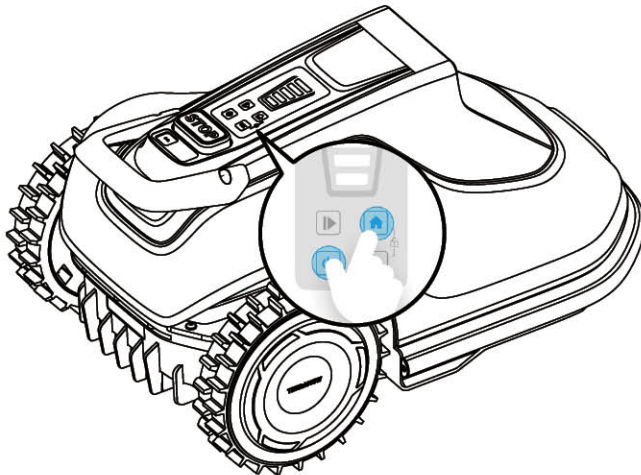
2. Make sure your TerraMow is on the base station.



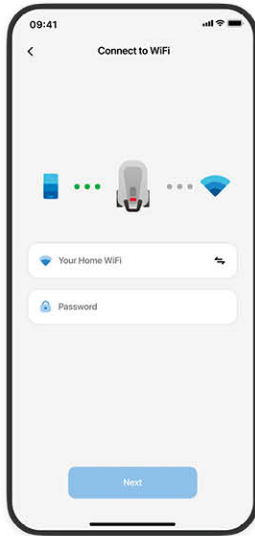
3. Sign in to the App and tap "Add TerraMow".



4. Press and hold both  and  for 2s until the light panel starts white flashing.



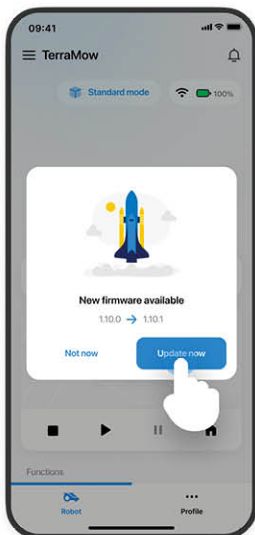
5. Follow the App prompts to connect to the Internet.



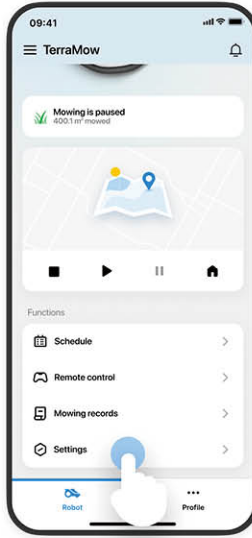
## Update to the latest firmware

For a better experience, please update to the latest firmware version before using your TerraMow.

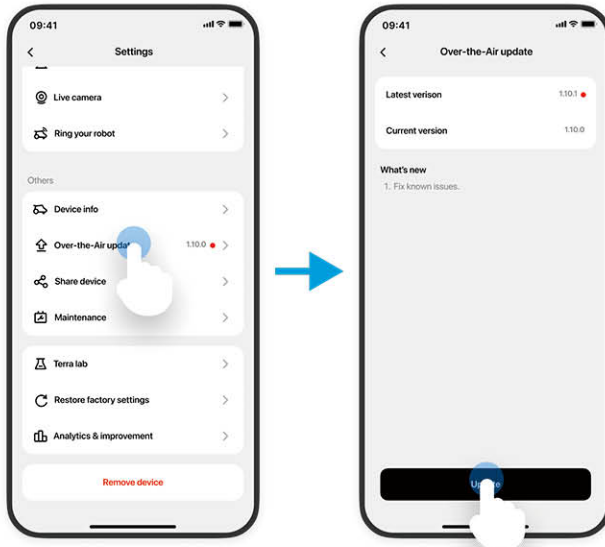
- If your TerraMow's firmware version is outdated, you will see a pop-up . Tap the "Update now" button and follow the prompts.



- If you don't see the pop-up:
  1. Go to "Settings" in the "Robot" tab.

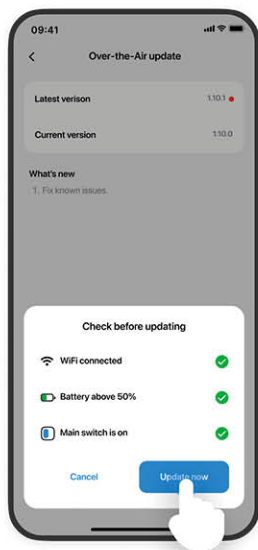


2. Tap "Over-the-Air (OTA) updates" to check for the new update.





3. If a new version is available, a red dot will appear next to the “Latest version”. Tap “Update now” to start self-check before updating. It takes about 20-30 mins to complete the update.

**NOTE:**

When updating firmware:

- Make sure your TerraMow's battery is above 50%.
- Make sure the main switch is on.

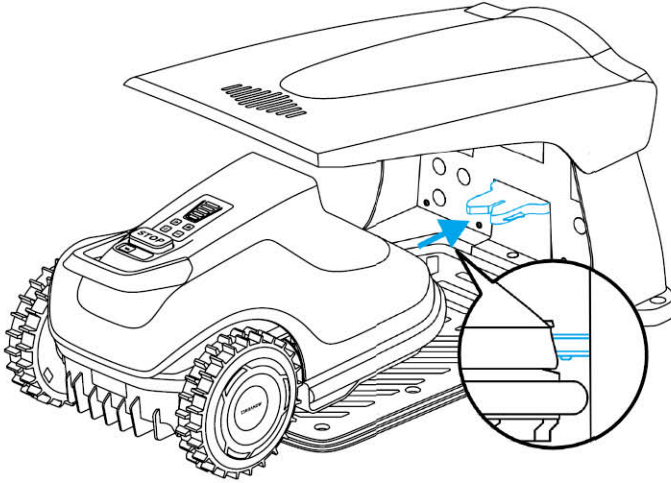
**WARNING:**

- DO NOT power off or perform other operations on your TerraMow during updating.

## Charge your TerraMow

- Charge for the first time

Your TerraMow may have a low battery after long storage. Manually place it on the base station and ensure the charging pins on both the station and your TerraMow are in good contact. Allow it to charge fully.





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- Auto-charge during daily use

TerraMow returns to the station automatically for charging when the battery is low during daily use and resumes task when the battery is enough.

- Manual charging during daily use

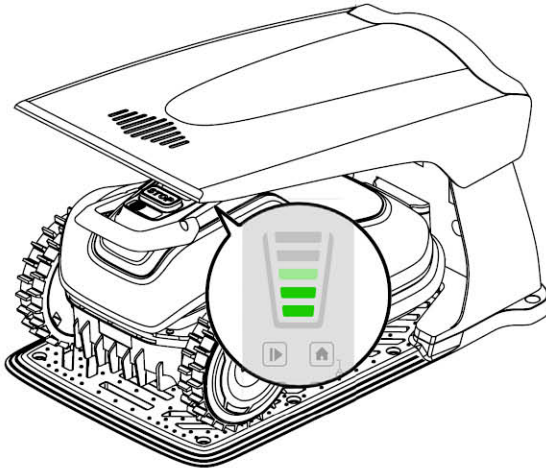
- You can tap  in the App

- Or, pause your TerraMow's task and then press  then  .

- Light panel during charging

The light panel indicator bars on your TerraMow display its charging status:

- The green light flashes while charging, and the bars indicate the current battery level of your TerraMow.
- After fully charged, the green light remains solid.



**WARNING :**

- DO NOT charge if your TerraMow, the power adapter, the base station, or the power outlet is damaged.
- DO NOT charge your TerraMow when the temperature is above 45°C (113 °F), or below 5°C (41 °F). The battery has built-in temperature protection and will not charge if the limit is exceeded.
- When there is an abnormal smell, sound or light display, stop charging immediately and contact after-sales service.
- Keep away from inflammable and explosive materials when charging.

## 3.4 Work Zone Settings

### No-go Zone

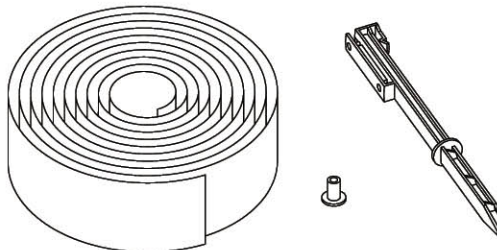
Prevent TerraMow from entering a certain area by setting up the no-go zone marker. The following scenarios require you to set this:

- Water edges, such as fishponds and swimming pools, especially with no clear boundary between the lawn and the water.
- Step or cliff that is more than 3 cm high.
- Small obstacles, e.g. clotheslines, tent ropes, water pipes.
- Low flowerbeds, especially those close to or less than 20cm high, where the robot can walk.
- Plants of economic value, or your beloved crops.
- Areas where you do not want your TerraMow to go.
- Areas where TerraMow's work would cause danger or damage.
- Areas where your TerraMow is difficult to pass through or often get stuck.
- Transparent objects, e.g. mosquito nets, glass doors.
- Rope, e.g. tent line.
- Irrigation equipment, e.g. water hoses, sprinkler.
- Electrical wires or devices.
- Pet houses.

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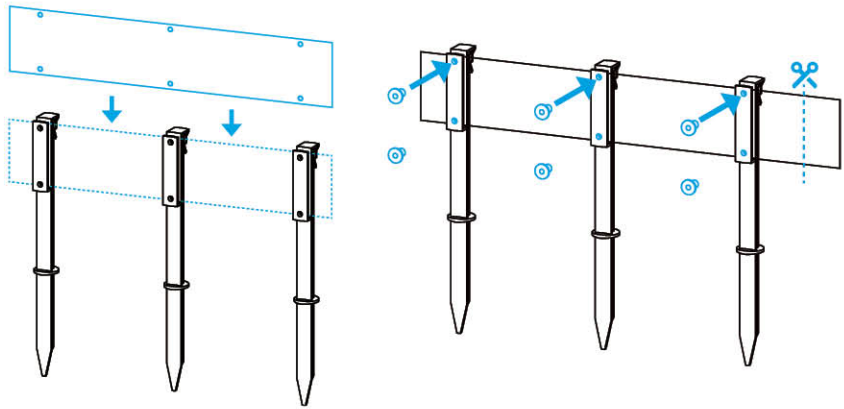
**There are two ways to set the No-go Zone:**

1. Setting by No-go Zone marker:

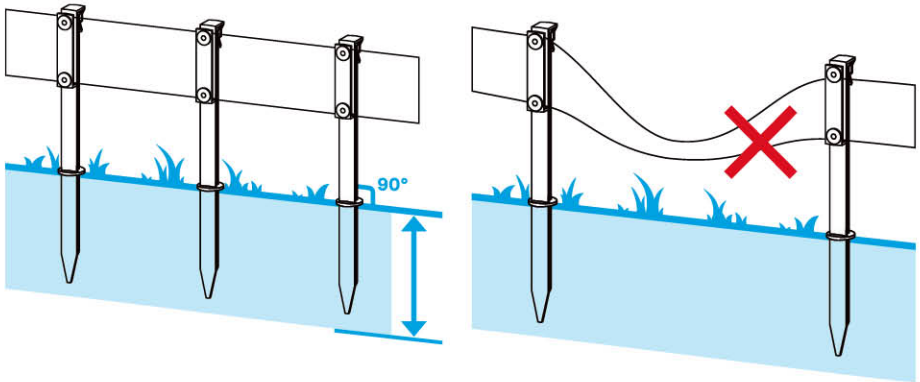


**STEP 1:** Fasten the No-go Zone marker to the buttons on the stakes.

**NOTE:** Allow up to 2 buttons holds to be spaced as needed for fixing.

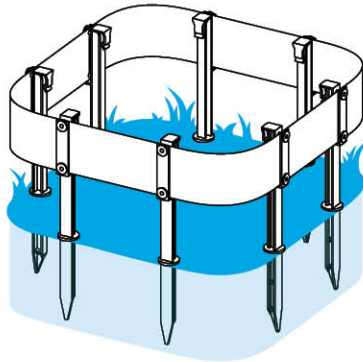


**STEP 2:** Pin the staker into the ground.



**WARNING:** Please make sure the staker is pinned vertically into the ground and the No-go Zone marker is tight.

**NOTE:** It is OK for the maker to be installed as closed as a circle, or a straight line or curve. Please set it according to the actual situation.

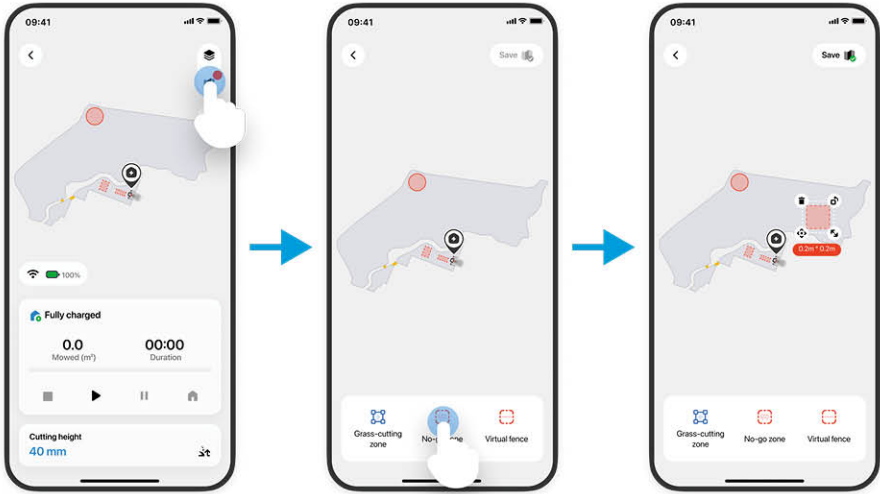



Your TerraMow can record the location of the No-go Zone marker. After your TerraMow has fully mowed your lawn for the second time, you can remove the marker, but of course it is still recommended to keep it on your lawn.

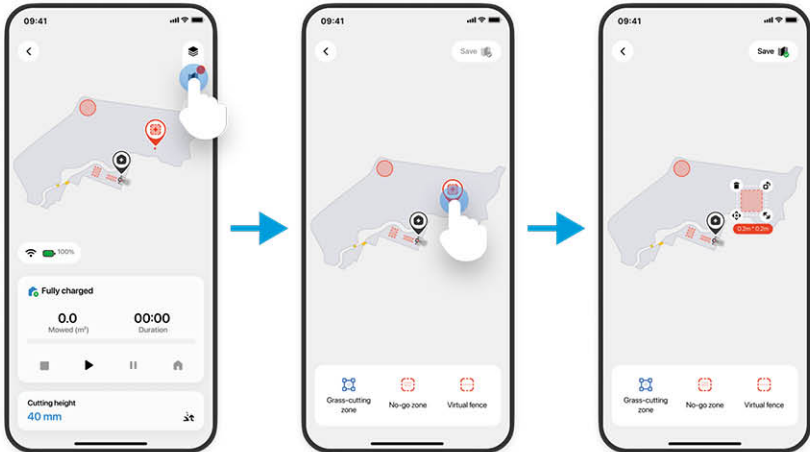
**WARNING:** Setting by No-go Zone marker is only recorded in the first mowing task. It must be set up before the robot is used for the first time in order to take effect.

## 2. Setting by App:

Please pause the TerraMow firstly, and set No-go zone or Virtual fence.



Additionally, when the TerraMow gets stuck, an icon  will be displayed at the corresponding location. Following the App prompts, you can automatically set a small No-go Zone.



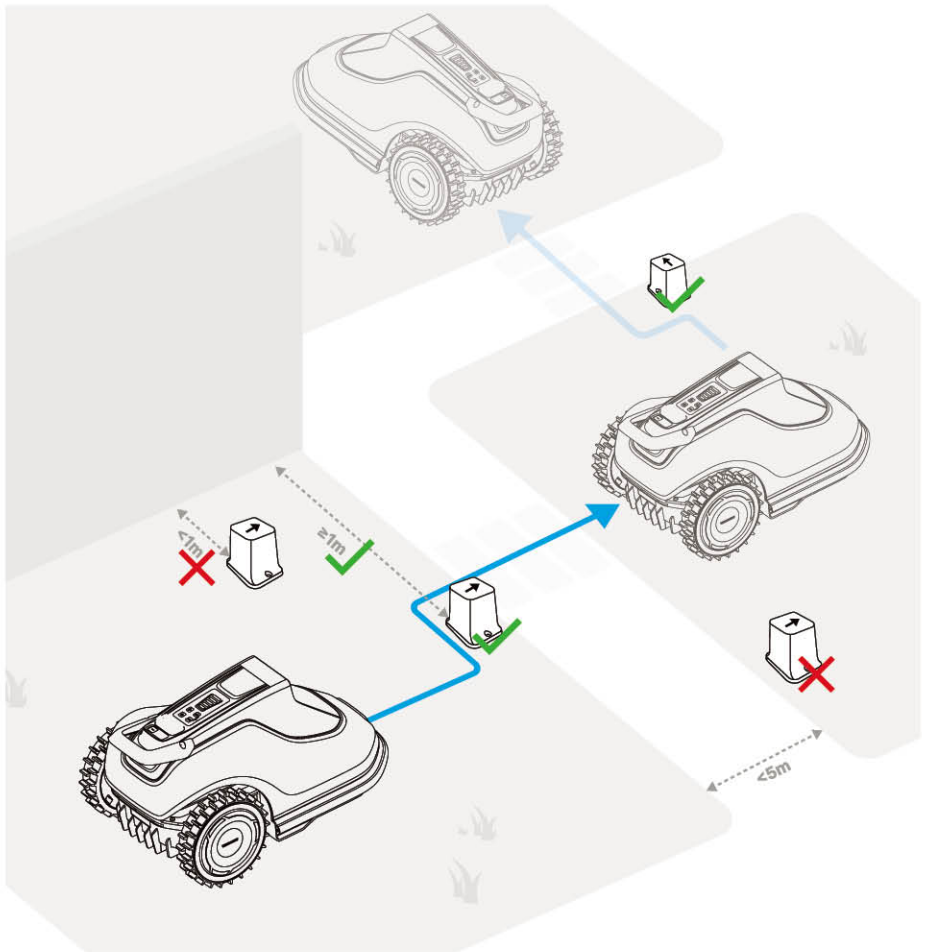
**NOTE:** Setting by App can be recorded any time.

## Multi-Zone

If your lawn has two grass zones within 5 meters (16') of each other, you can use Multi-Zone Pathway Sign to guide TerraMow to travel straightly between adjacent lawns.

### Where to place Multi-Zone Pathway Sign

1. Make sure that there is enough space to the left of the sign for your TerraMow to pass through, at least 1 meter (3.3') wide.
2. The Multi-Zone Pathway Sign indicates that your TerraMow should start crossing from the zone where it is placed.





## Install Multi-Zone Pathway Sign

Place the Multi-Zone Pathway Sign flat on the lawn, near the edge of the non-grass area and unobstructed.

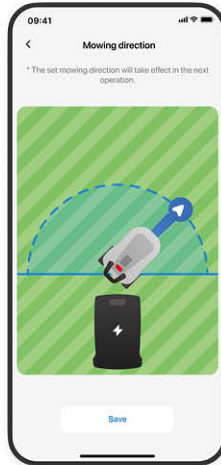


### NOTE:



- The Multi-Zone Pathway Sign must be set up to be effective before your TerraMow starts mapping. If you need to add or move the Multi-Zone Pathway Sign, please delete the current map in the App and rebuild it, please refer to "4.3 Mow" - "Auto Mapping".
- Your TerraMow will record the location of the Multi-Zone Pathway Signs after the mapping has been completed. You can remove the signs after the TerraMow has completed mapping.

## 3.5 Set Direction Of Cutting Route

You can customize the cutting route direction of TerraMow as needed. Set in the App: "setting" - "Terra lab" - "Direction of cutting route". This setting requires the deletion of the old map and will take effect after a new mapping is performed. Therefore, it is recommended to configure it before your first mapping or mowing process.



## 3.6 Start Your First Auto-Mowing

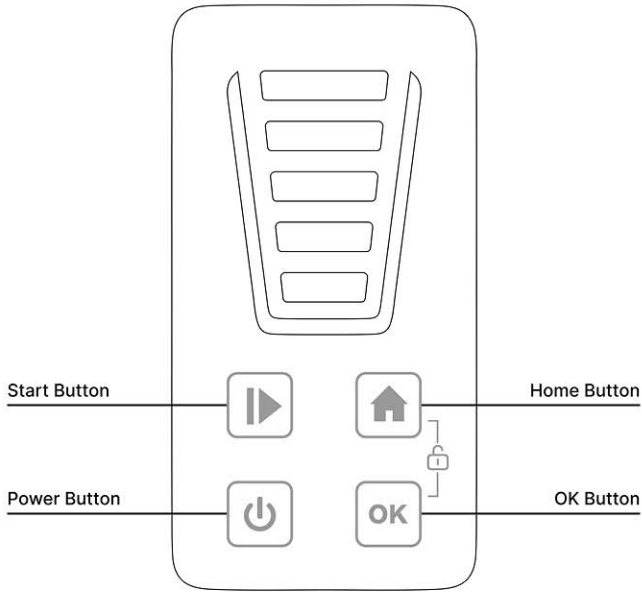
- Place your TerraMow on the base station. Make sure the green light on its panel is on.
- To begin mowing, press  on the panel, followed by  or initiate it through the App (Please refer to "4.3 Mow" - "Start Mowing").
- Your TerraMow will start mowing while simultaneously building a map. After covering one grass zone, it will move to the next grass zone according to the Multi-Zone Pathway Sign. Finally, it will automatically return to the base station for recharging.
















**NOTE:** Your TerraMow also supports setting No-go Zones by App during operation. Please refer to "3.4 Working zone settings"

# 4. Daily Use

## 4.1 Panel Operations

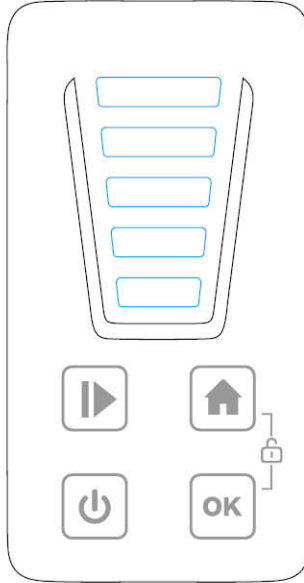
Before operating TerraMow using the panel, it is important to familiarize yourself with the buttons available on the panel.



Operation	Step Description
Power off	<p>When TerraMow is powered on, press and hold  for 2 seconds. TerraMow will provide a voice prompt then shut down, and the indicator lights on the panel will turn off.</p> <p>Please note that the robot cannot be turned off while it is docked on the base station.</p>
Power on	<p>When TerraMow is powered off, press and hold  for 3 seconds to turn it on.</p>
Start mowing	<p>Press  and then  to confirm.</p>
Auto-recharge	<p>Press  and then  to confirm.</p>
Spot Mode mowing	<p>Press and hold  for 2 seconds, TerraMow will provide a voice prompt. Then press  to start Spot Mode mowing.</p>
Pause	<p>Press any button while your TerraMow is operating.</p>
Stop	<p>Press  on your TerraMow.</p>
Activate/deactivate the child lock	<p>Press and hold both  and  for 2 seconds.</p>
Reset the Wi-Fi connection	<p>Press and hold both  and  for 2 seconds.</p>
Restore factory settings	<p>Press and hold both  and  for 5 seconds.</p>

## 4.2 Light Indicators

TerraMow is equipped with an LED light panel that contains five indicator lights. The diverse statuses of these lights inform you of the current state of TerraMow.



Light	State
<p>Displays battery levels in white, turns yellow below 20%.</p>	<ul style="list-style-type: none"> <li>• Standby.</li> <li>• Paused.</li> <li>• Mowing.</li> <li>• Remote Control.</li> <li>• Mapping.</li> <li>• Processing data.</li> </ul>
<p>Displays battery levels in white breathing, turns yellow breathing below 20%.</p>	<ul style="list-style-type: none"> <li>• Returning to the base station.</li> <li>• Returning to the starting position.</li> </ul>

Displays battery levels in white slow flashing, turns yellow slow flashing below 20%.	<ul style="list-style-type: none"> <li>• Waiting for Wi-Fi connection.</li> </ul>
Red	<ul style="list-style-type: none"> <li>• Error.</li> </ul>
Red flashes 3 times.	<ul style="list-style-type: none"> <li>• An error occurs.</li> </ul>
Green	<ul style="list-style-type: none"> <li>• Charging.</li> </ul>
White flashes fast for 1 second.	<ul style="list-style-type: none"> <li>• Child lock activated/deactivated.</li> <li>• Saving map, please wait before proceeding.</li> </ul>
White flashes slowly 3 times.	<ul style="list-style-type: none"> <li>• Entering Spot Mode, waiting for the OK button to be pressed to confirm start.</li> </ul>

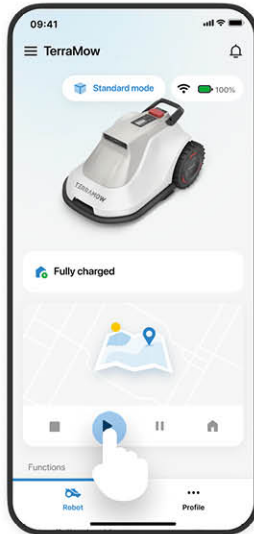
Battery Level	LED Numbers
81%-100%	5
61%-80%	4
41%-60%	3
21%-40%	2
0%-20%	1

## 4.3 Mow

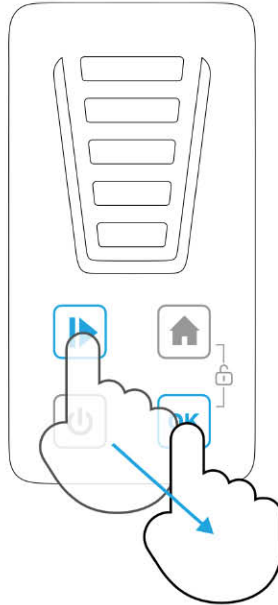
### Start mowing

Before starting, ensure your lawn is prepared and the base station is correctly installed. Position your TerraMow on the base station to verify it's charging, as shown by a green light on the panel. After confirming, proceed to mow using one of the following three methods:

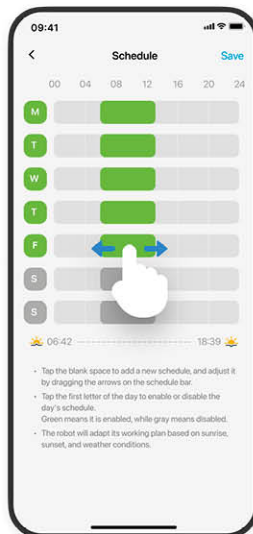
- Start mowing through the App.



- Press  then press  to start mowing.



- Set up a mowing schedule through the App. TerraMow will automatically start mowing when the scheduled time is reached.

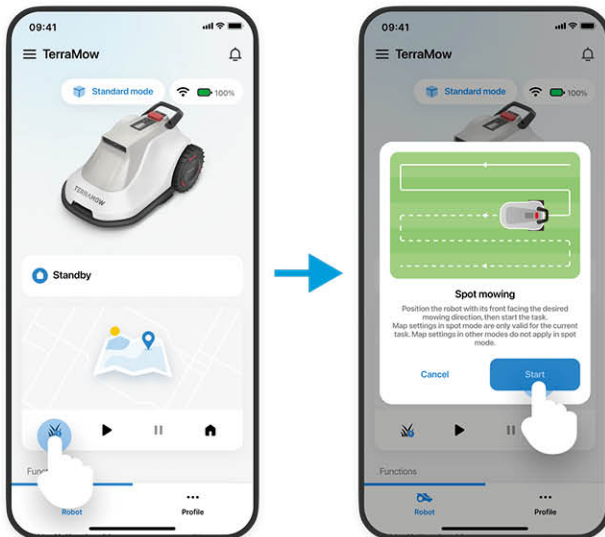




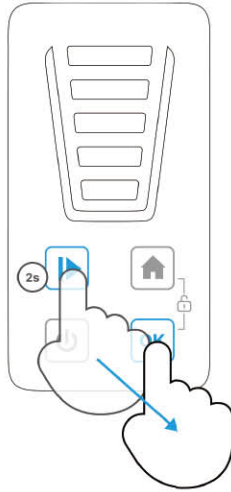
# Start Spot Mode mowing

To start Spot Mode mowing with your TerraMow, firstly power on and place it on the lawn. It is important to note that, in Spot Mode, there is no need to set up a base station on the lawn to be mowed, nor can Spot Mode be initiated from the base station. Once your TerraMow is ready, you can start Spot Mode mowing in one of the following two ways:

- Start Spot Mode mowing through the App. When starting the mowing process through the App, if it detects that your TerraMow is not on the base station, it will automatically prompt and start Spot Mode mowing.



- On your TerraMow, press and hold  for 2 seconds until you hear a voice prompt. Then press  to start Spot Mode mowing.

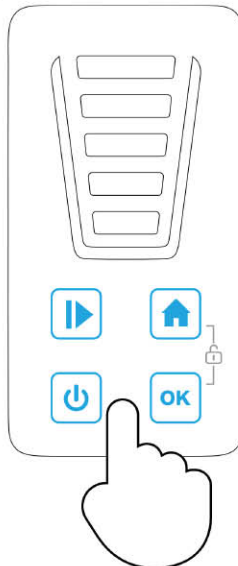


## Pause

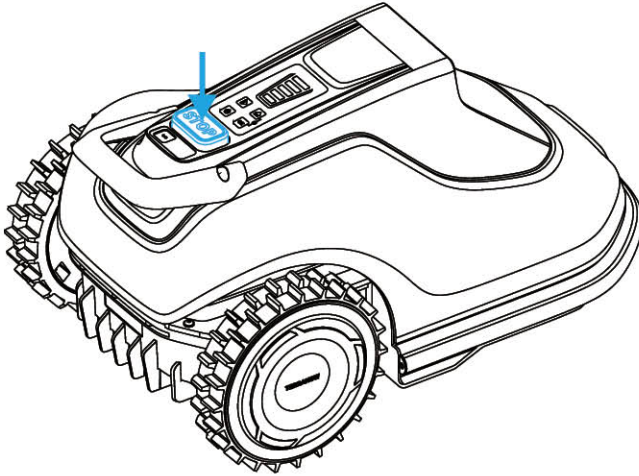
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To pause TerraMow while it's in operation, you can do so in one of the following three methods:

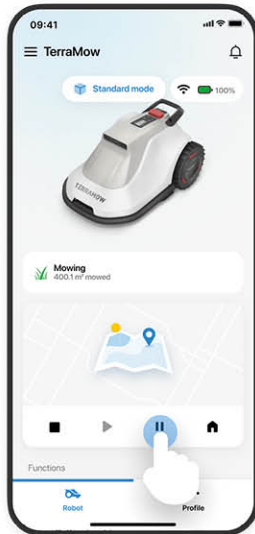
- Press any button on the panel.



- Press **STOP** on your TerraMow.



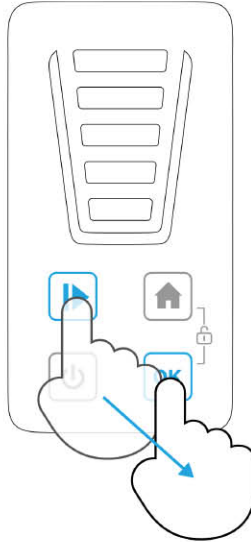
- Pause TerraMow's operation through the App.



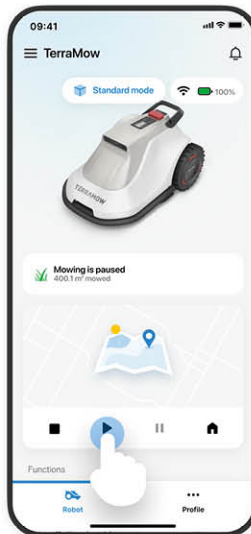
## Resume mowing

To resume mowing when TerraMow is in a paused state, you can do so in one of the following two methods:

- Press  then  to continue working.



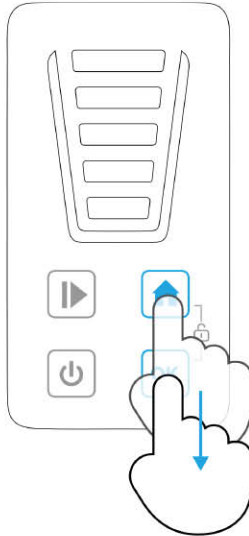
- Resume TerraMow's operation through the App.



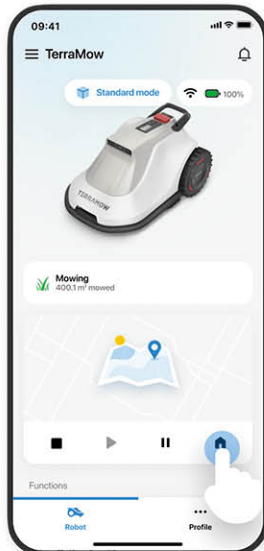
# Stop mowing

To stop the mowing session, initiate the auto-recharge function for the robot. you can do so in one of the following two methods:

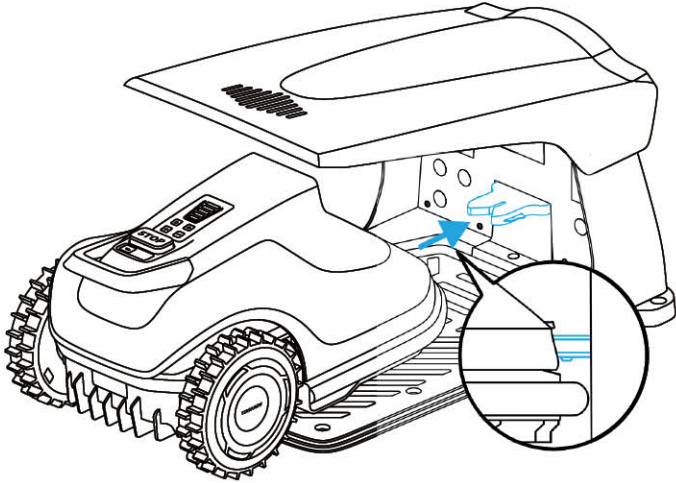
- On your TerraMow. press  and then  to stop mowing.



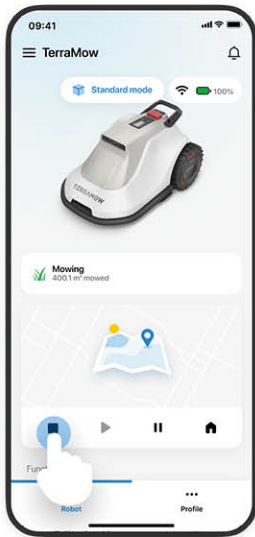
- Start the auto-recharge process through the App.



You can also end the current mowing session by manually carrying your TerraMow back to the base station.

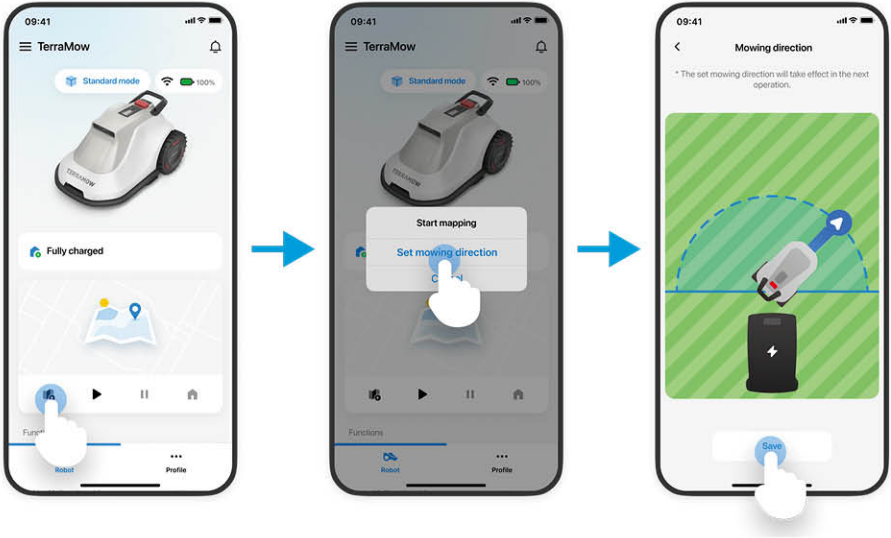


If you want the robot to end the current task, you can also do so by using the "Stop" function in the App.



# Auto mapping

If you want to map your lawn more quickly without mowing, you can use the mapping feature. First, place your TerraMow in the base station, and then start mapping via the App.



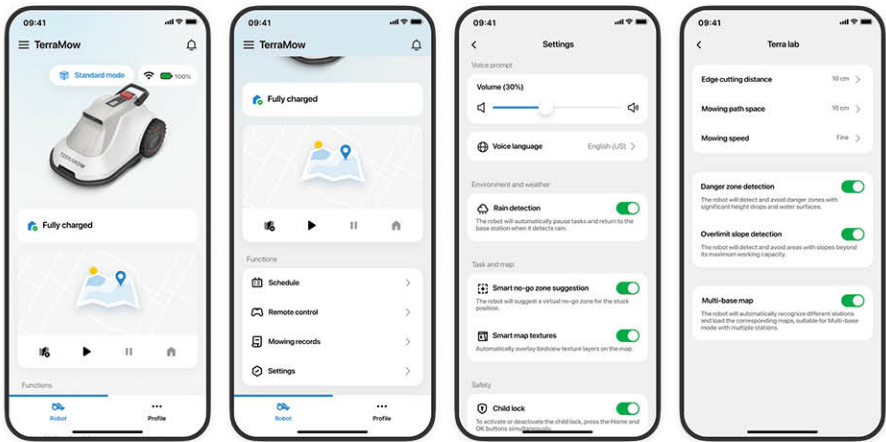
# 4.4 TerraMow App

The TerraMow App is an important part, and gives you an easy way to control your TerraMow.

**NOTE:**




















The TerraMow App may request access to your phone's permissions location, notifications, and Wi-Fi network permissions for optimal functionality. To enjoy a seamless experience, it is recommended to grant these permissions. For further details, please refer to our Privacy Policy in the App: "More" tab - "About" - "Privacy policy".

## "Robot" tab

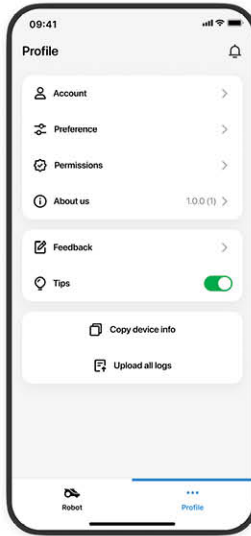


Icon	Function	Description
☰	Manage TerraMows	Add, manage, switch your TerraMows
▶	Start/Resume	Start a new task, or resume current task
⏸	Pause	Pause current task
■	Stop	End current task, and standby in place







	Return to home	End current task, and return to the base station
	Return to the starting position	End Spot Mode, and return to the starting position
	Edit map	Set up No-go Zones and virtual walls in the map
	Map settings	Name or delete map
	Schedule	View, add and edit TerraMow's mowing schedule
	Cutting height	Control the blade disc motor to adjust cutting height
	Remote control	Control TerraMow's movement remotely
	Mowing records	View TerraMow's work records
	Rain delay	Control whether TerraMow works when rain is detected
	Child lock	Enable child lock to prevent accidental TerraMow starts
	Ring your TerraMow	Make your TerraMow beep to locate it easily
	Device info	View your TerraMow's device info, including Wi-Fi address, IP address, SN and so on
	Over-the-Air (OTA) updates	Check and update your TerraMow's firmware
	Share your TerraMow	Share your TerraMow with your friends or family members via account
	Maintenance	Check the usage time and lifespan of each part of your TerraMow
	Precise edge trimming	Set up TerraMow's strategy for detecting and trimming the lawn's edges
	Smart No-go Zone	Set suggested areas as No-go Zones on the map
	Customized direction of cutting route	Customize TerraMow's cutting route direction as needed
	Real-life map	Set "Settings" - "Terra lab" - "Smart map textures" to On. After the next mowing session is complete, click on this button to view a real-life map.

## "Profile" tab



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Icon	Function	Description
	Account	Manage your TerraMow App account
	Preference	Customize your TerraMow App, including unit and language
	Permissions	View and manage all system permissions required by TerraMow App
	About	View TerraMow App version, check both privacy policy and user agreement of TerraMow App

## 4.5 OTA Update

For a better experience, we recommend you keeping both your TerraMow App and TerraMow mower always updated to the latest versions. Please refer to "3.3 Activate TerraMow" - "Update to the latest firmware".

# 5. Maintenance

For better operation and 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** :Wear protective gloves when handling or working near the blade.

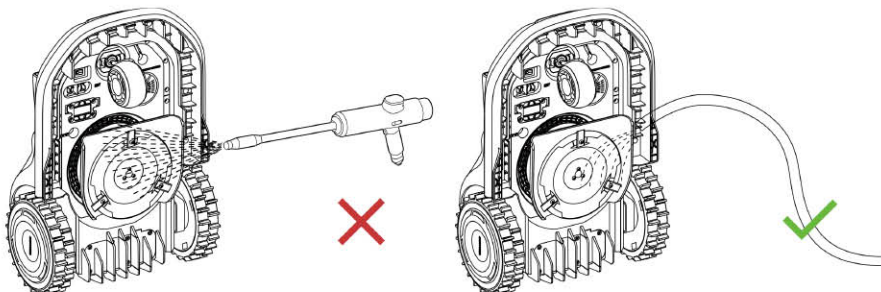
**WARNING** :Always wear long trousers and work shoes when servicing the mower.

**WARNING** :TerraMow can only be maintained by adults.

## 5.1 Keep It Clean

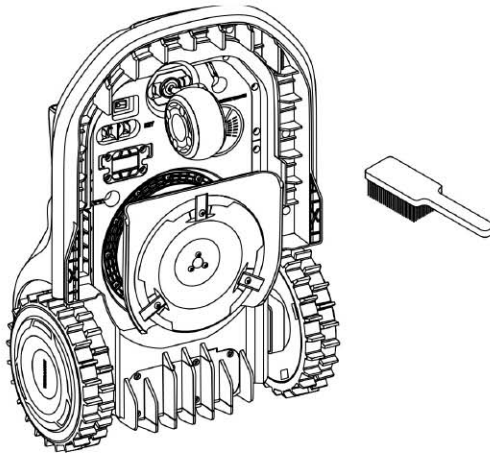
Regularly clean your TerraMow to remove dust, debris, and accumulated grass clippings.

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 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

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Remove mud or debris from the wheels for better traction.

## Omni wheel

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

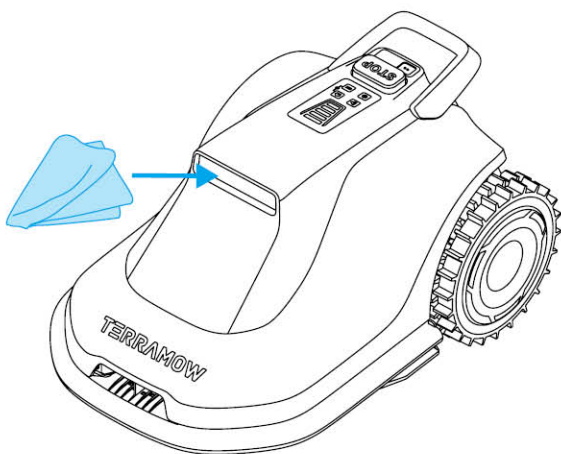
## Rain sensor

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 it or clean it with a soft brush. After cleaning, dry the rain sensor area.

## TerraVision sensor

If the TerraVision sensors are covered with dirt, please use a clean tissue to wipe the TerraVision.

**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.

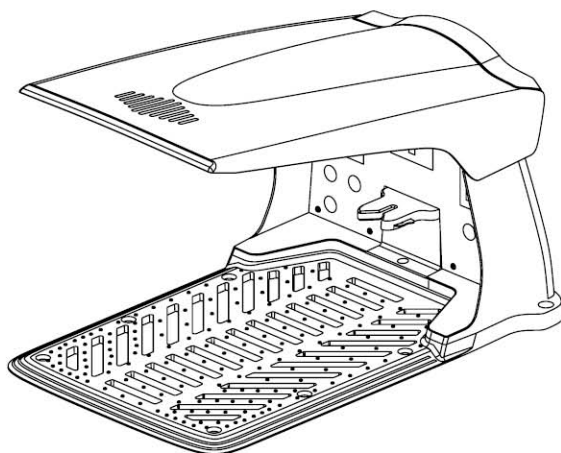


## Base station

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 not blocked.

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

**WARNING :** To avoid scratching, do not use any sharp or hard materials, such as a brush, to clean the base station marker.



## 5.2 Replace Cutting Blades

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

For regular users, you're recommended to replace the blades and screws every 1–2 months for safety and improved 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.

60

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

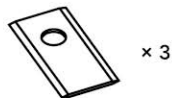
### How to replace the blades

1. Gather the following items before starting.

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



Screws



Blades



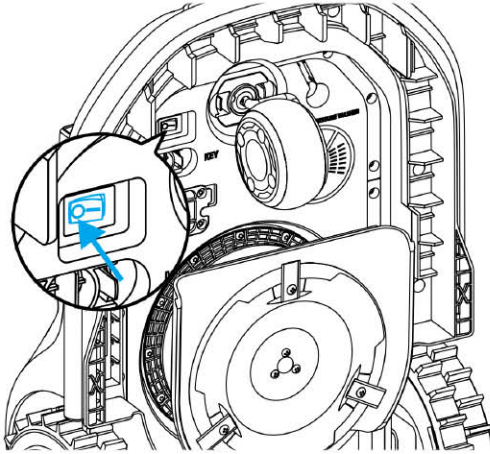
Gloves



Cross-tip screwdriver

2. Turn off the main switch.

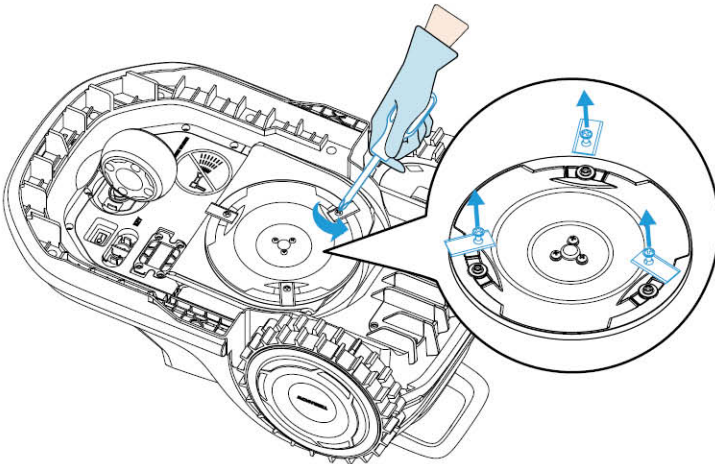
**WARNING:** Remember to power off TerraMow before operation.



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

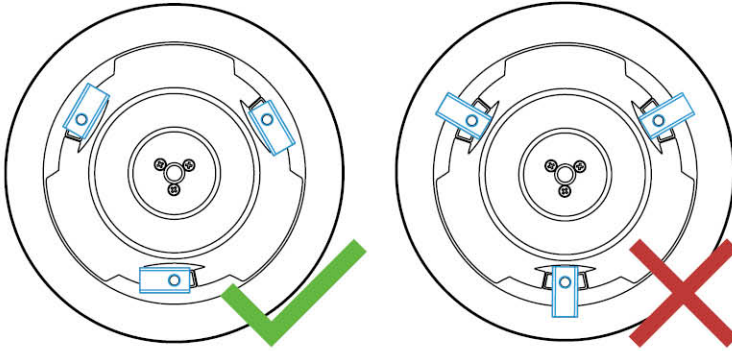
61

**NOTE:** Be careful not to scratch TerraVision.

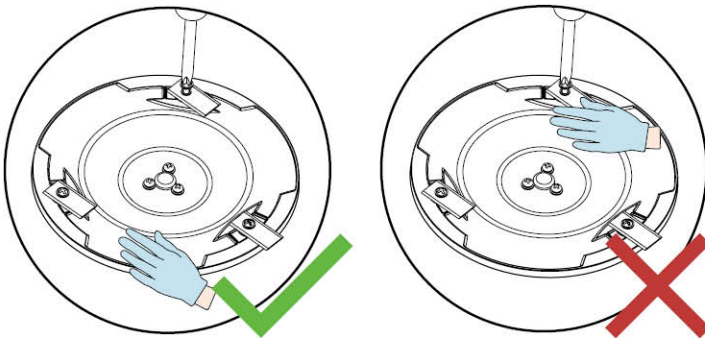


4. Install and ensure the new blades and screws are securely fastened (Torque: 1 Nm).

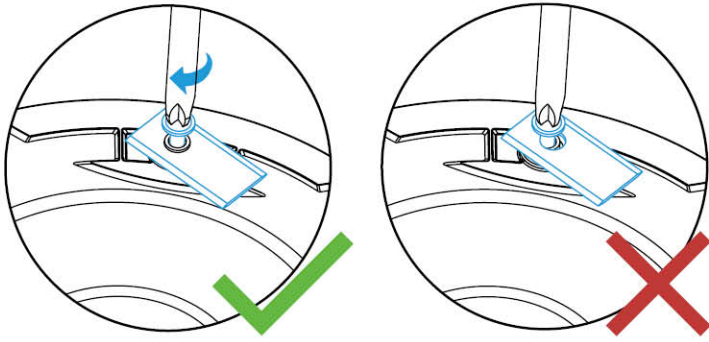
**NOTE:** Before installing the new screws, it is recommended to position the blades as shown in the following figure on the left, to make the later installation step easier.



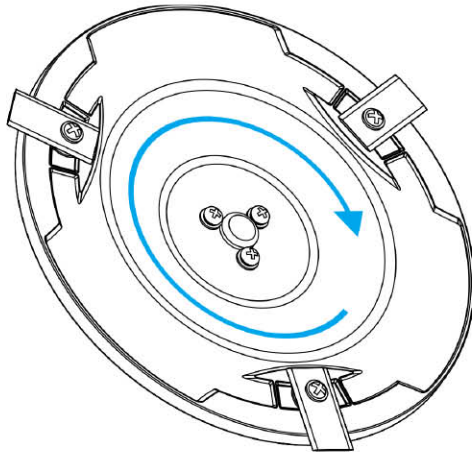
**WARNING :** Do not hang the blade on the screw.







5. Check that the blades pivot freely. If not, please loosen the corresponding screws and tighten them again.



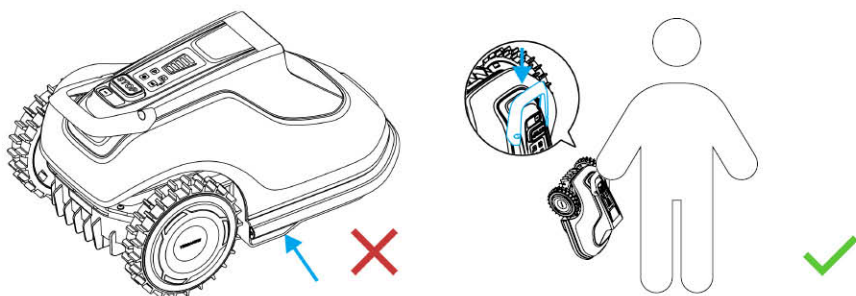
## 5.3 Transportation

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

Always turn off the device before lifting, moving, or transporting it. Handle it gently to avoid damage from rough handling, such as throwing or applying excessive pressure.

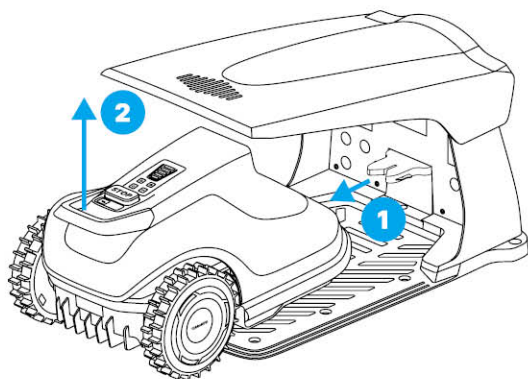
### Proper lifting and moving

Lift your TerraMow using the handle, ensuring the blade disc is facing away from your body.



**WARNING :** Never lift or carry your TerraMow while its motor is operating or rotating.

To prevent damage to your TerraMow and/or the base station, please **DO NOT** lift the TerraMow by the handle directly while it is docked at the base station. Always remove your TerraMow from the base station before lifting.



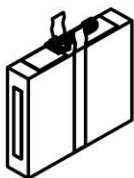
## 5.4 Battery

- 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 (about 4 months).
- Battery damage caused by over-discharge will not be covered by the Limited Warranty.
- To maintain battery health, avoid extreme temperatures: do not use or store the battery below  $-20^{\circ}\text{C}$  ( $-4^{\circ}\text{F}$ ) or above  $50^{\circ}\text{C}$  ( $122^{\circ}\text{F}$ ).
- TerraMow will prevent charging if the battery temperature is above  $50^{\circ}\text{C}$  ( $122^{\circ}\text{F}$ ) or below  $5^{\circ}\text{C}$  ( $41^{\circ}\text{F}$ ). Additionally, TerraMow will not start mowing if the battery temperature is above  $60^{\circ}\text{C}$  ( $140^{\circ}\text{F}$ ) or below  $-10^{\circ}\text{C}$  ( $-14^{\circ}\text{F}$ ).

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 per full charge or the lawn is not well-cut, consider contacting with the after-sellers 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



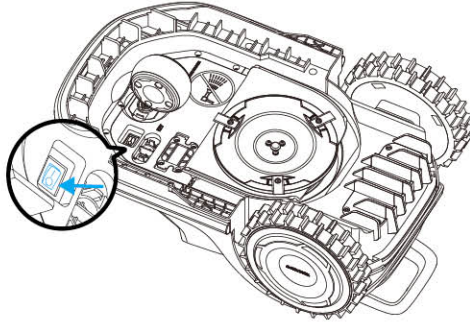
Gloves



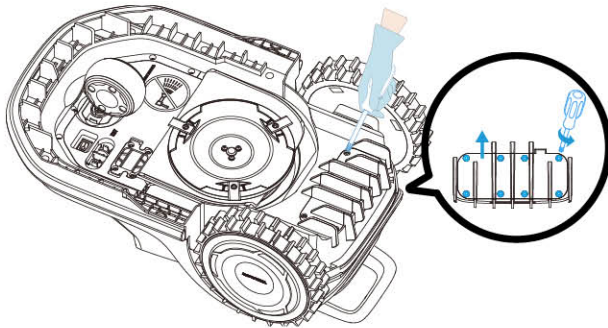
T-20 torx screwdriver

2. Gently turn TerraMow over on a soft surface, then set the main switch at the bottom in "O" position to turn off TerraMow.

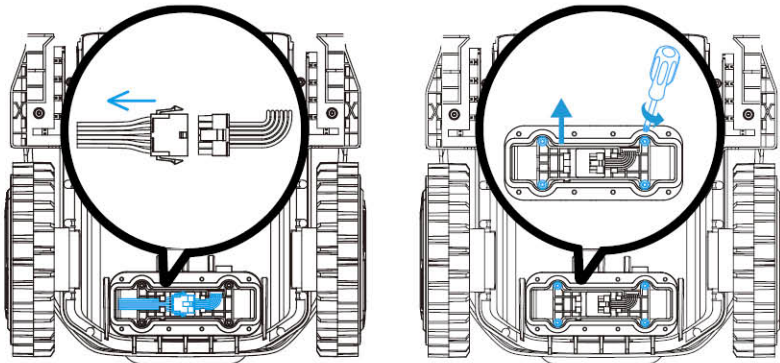
**WARNING:** Remember to power off TerraMow before operation.



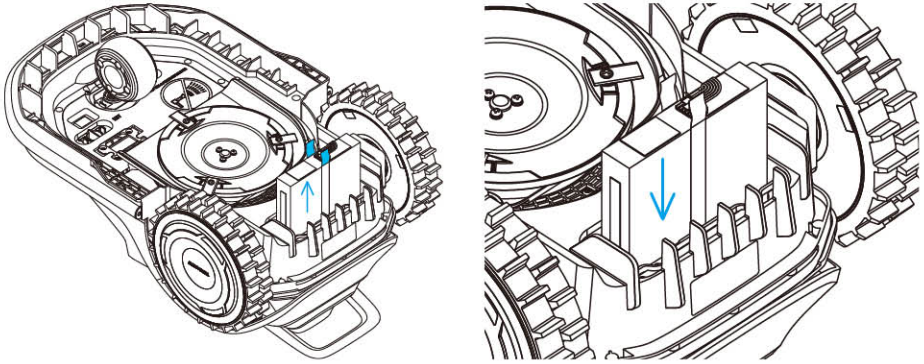
3. Loosen the 8 screws on the battery compartment using a T-20 torx screwdriver.



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

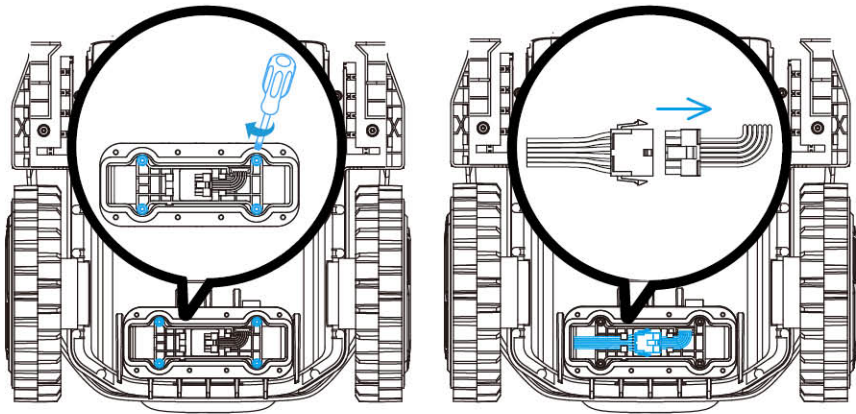


5. Grip the battery pack's carrying handle firmly to remove it from the TerraMow, and then install the new battery pack in its place.

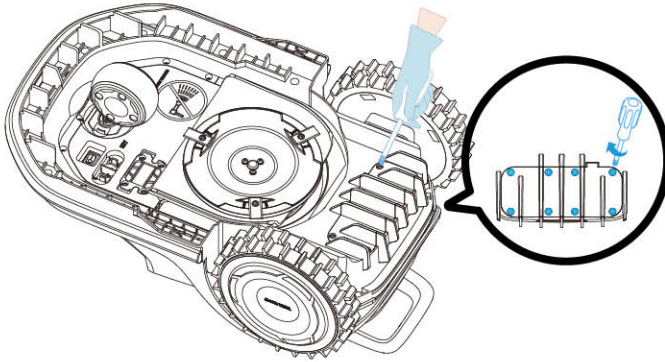


**NOTE:** Make sure that the installation orientation with the new battery is the same as the replaced one.

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 the battery 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 compartments 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. Get medical help in case of eye contact and immediately flush the eyes with plenty of water for at least 15 minutes without rubbing.

## 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 TerraMow for damage.

Regularly examine the cord, plug, enclosure, and other parts. If any damage or signs of aging are found, stop using it immediately.

### WARNING :

- **Do not use a damaged power supply:** Operate your equipment only with a fully intact power supply. If the power cord or plug is damaged, it must be replaced by the manufacturer, a service agent or the after-seller. This is crucial to prevent 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 from the socket. Damaged cords could expose you to live electrical parts, posing a danger.
- **Use only with the intended devices:** You must not use the power supply with any device or battery other than those specified by the manufacturer. Using it with other products can pose risks of injury, fires, or electric shocks. Only the original batteries are assured to be safe for use.
- **No not charge a leaking battery:** Never attempt to charge your device if the battery is leaking. Doing so risks 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 its battery is charged to at least 85%. This prevents over-discharge that can lead to permanent damage.
- Store your TerraMow in a cool, dry place indoors. Keeping it away from sunlight and extreme temperatures will help prevent the premature aging of components and potential battery damage.
- Keep your TerraMow, the base station, and the power supply away from any heat sources like stoves or radiators, as well as chemicals. Ensure the power supply is protected from moisture and placed in a well-ventilated area.

## 5.7 Recycling and EOL Disposal

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

**WARNING :** DO NOT dispose of TerraMow in a landfill, by incineration, or by mixing with household trash. Danger or serious injury can occur because of the electrical components.

## 5.8 Other

- TerraMow is always being improved and new software versions are made available for free. Remember to keep your TerraMow software updated.
- Remember to activate the cellular network within 6 months of receiving your TerraMow and recharge the cellular data within 6 months after the traffic or time has expired.



# 6. Quick Reference

## 6.1 Operation Messages

Message Code	Cause	Solution
N01	When the battery level is between 0% and 8%, TerraMow will not respond to commands or return to the base station automatically.	Please manually carry your TerraMow back to the base station.
N02	When powered on and the battery level falls below 5%, TerraMow will automatically shut down due to low battery level.	Please manually carry your TerraMow back to the base station.
N03	When the main switch is off, it is not possible to initiate mowing or mapping.	Turn on the main switch
N10	The upgrade cannot proceed because the main switch is turned off.	Turn on the main switch
N22	The upgrade cannot proceed because the battery level is below 30%.	Wait until the battery level is above 30% before attempting to upgrade.
N23	The upgrade cannot proceed because it is not charging on the base station.	Please manually carry your TerraMow back to the base station.
N30	When TerraMow is operating (not in Spot Mode) and the battery level falls below 15%, it will automatically trigger a return to the base station for recharging.	TerraMow will return to the base station and charge automatically, don't worry about it.
N34	Upon starting, if the TerraVision sensor detects dirt, potentially caused by water mist, TerraMow will endeavor to heat up to clear the mist.	Please wait for your TerraMow to automatically complete the defogging process.

N35	When TerraMow attempts to start mowing, it detects insufficient ambient light levels and cannot proceed.	Please ensure there is adequate lighting in TerraMow's working environment before attempting to start mowing.
N36	When TerraMow attempts to start mowing, it detects rain and cannot proceed.	Please wait until the rain stops before attempting to start mowing.
N37	During mowing, if rain is detected, the TerraMow automatically returns to the base station.	Please wait until the rain stops before resuming mowing.
N38	When TerraMow attempts to start working, the CPU temperature exceeds 90 degrees Celsius, preventing it from initiating the task.	The environment may be overheated. Please contact customer service for assistance.
N39	While operating, if TerraMow's CPU temperature exceeds 100 degrees Celsius, it will automatically return to the base station.	The environment may be overheated. Please contact customer service for assistance.
N42	Mowing or mapping cannot resume when the battery is below 15%.	Ensure the battery level is above 15% before resuming mowing or mapping.
N44	During mowing, the current scheduled mowing will not be executed.	
N47	Mapping failed.	Ensure your lawn has been prepared correctly according to the instructions. Once ready, place your TerraMow on the base station to retry or resume the mapping process.

N50	Positioning failed	Place your TerraMow in a previously visited location it has previously visited and resume the task. Your TerraMow will attempt to relocate itself. If unsuccessful, please manually carry your TerraMow to the base station and restart.
N51	The scheduled time has arrived, but the brightness is too low.	TerraMow will start mowing once the light level is adequate.
N52	Mapping area limit reached. Task nearing completion.	For larger working areas, consider Muti-base Mode.
N55	Please place TerraMow on the base station to start mapping or mowing.	Please manually carry your TerraMow back to the base station.
N57	While operating, it was discovered that the TerraVision sensor was dirty, possibly due to water mist. Attempting to stop in place, heat up to clear the mist, and then continue working.	Please wait for your TerraMow to automatically complete the defogging process.
N64	When the battery level is below 15%, starting the mowing process is not possible due to the low battery level.	Wait until the battery level is above 15% before attempting to start mowing or mapping.
N86	Log upload failed.	Retry. If the problem persists, please contact customer service.
N87	Press the STOP button on the panel. Regardless of the task, it will immediately stop moving, turn off the blade disc, and enter a paused state.	

N90	Spot Mode mowing is initiated off the lawn, or TerraMow is lifted during mowing without being returned to the lawn.	Place the TerraMow on the lawn ensuring it is facing the grass, then let it continue working.
N92	Failed to save the map.	Please try to build the map again. If the issue persists, please contact customer service.
N94	When TerraMow is operating in Spot Mode and the battery level falls below 15%, it will automatically trigger a return to the starting point.	None.
N95	If it becomes too dark or sunset is approaching, TerraMow will automatically return to the base station or the starting point of Spot Mode.	None.
N96	TerraMow is currently saving the map and cannot be operated on. Please try again later.	Please wait patiently for the TerraMow to finish saving the map.
N98	TerraMow is processing data and cannot be operated now. Please try again later.	Please wait patiently for the TerraMow to complete data processing.
N99	Spot Mode mowing cannot be initiated while TerraMow is on the base station.	Remove the TerraMow from the base station and place it on the lawn where you want to perform Spot Mode mowing, then try to start Spot Mode mowing again.

## 6.2 Fault Codes

Fault Code	Cause	Solution
E0001	Blade disc obstructed by foreign objects.	Please check if there are any foreign objects blocking or entangled with the blade disc. After clearing the foreign objects, please try again. If this error persists after removing the foreign objects, please contact customer service for assistance.
E0002	Blade disc motor fault.	Please restart your TerraMow and try again. If the issue persists after restarting, please contact customer service.
E0003	Blade disc obstructed by foreign objects or motor overheating due to excessive load.	Please check if there are any foreign objects blocking or entangled with the blade disc. After clearing the foreign objects, please try again. If this error persists after removing the foreign objects, it may be due to the lawn causing an excessive load on the TerraMow. Please use other tools to cut the grass to 7cm height first.
E0004	Blade disc motor fault detected.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.
E0005	The blade disc motor is overheating. Mowing will resume once the temperature returns to normal.	Your TerraMow will resume working automatically once the blade disc motor temperature returns to normal.
E0101	The blade disc height adjustment motor is blocked and cannot reach the preset height.	Please check if there are any foreign objects stuck in the blade disc adjustment mechanism.

E0102	Blade disc adjustment motor fault detected.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.
E0103	The blade disc height adjustment motor is obstructed.	Please check if there are any foreign objects stuck in the blade disc adjustment mechanism.
E0201	TerraMow has been lifted while working.	Please place your TerraMow back on the ground.
E0202	TerraMow has been lifted and cannot start working.	Please place your TerraMow back on the ground.
E0301	The safety key is not detected.	Please check if the safety is correctly inserted into the enabled position.
E0401	TerraMow is tilted at an excessive angle while working.	Please place your TerraMow back on level ground.
E0402	TerraMow is tilted at an excessive angle and cannot start working.	Please place your TerraMow back on level ground.
E0403	IMU fault detected. Unable to continue operation.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.
E0501	The driving wheel is blocked by a foreign object.	Please check if there are any foreign objects entangled or blocking the driving wheel. After removing them, you can continue mowing.
E0502	Driving wheel motor fault detected.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.
E0503	Driving wheel motor fault detected.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.

E0504	The temperature of the driving wheel motor is too high to continue working.	<p>Please check if there are any foreign objects blocking or entangled with the driving wheels. After clearing the foreign objects, please try again.</p> <p>If this error persists, it may be due to the lawn causing an excessive load on TerraMow. Please use other tools to cut the grass to 7cm height first.</p>
E0505	The driving wheel motor temperature is too high.	Your TerraMow will resume working automatically once the driving wheel motor temperature returns to normal.
E0601	Battery fault.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.
E0602	Battery fault.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.
E0603	Battery temperature is out of the operating range.	Your TerraMow will resume operation automatically once the temperature returns to normal.
E0604	Battery fault.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.
E0701	The charging port voltage is too low.	Please clean the charging ports on the base station, remove any foreign objects and wipe away moisture. Check if the power adapter is short-circuited or if the plug connections are short-circuited.
E0801	TerraVision sensor fault.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.
E0802	TerraVision sensor fault.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.

E0803	The TerraVision sensor is dirty or occluded.	Please clean the TerraVision sensor and the base station marker.
E0807	There are obstacles near the base station causing TerraMow to have difficulty departing smoothly, or there are depressions near the charging station causing TerraMow to slip.	Please inspect and remove any obstacles around the base station. Additionally, check for any depressions near the base station that may affect TerraMow's movement.
E0902	A significant height difference has been detected near TerraMow, which may pose a risk of damage if the machine falls.	For safety, please keep TerraMow away from the edge.
E0903	TerraMow is stuck.	Please clear obstacles around TerraMow or create a No-go Zone around the obstacles.
E0904	TerraMow cannot reach the target area.	Please clear any obstacles along the path to the target area.
E0905	TerraMow is unable to return to the base station.	Please manually carry your TerraMow back to the base station.
E0906	TerraMow cannot return to the base station due to obstacles around the base station that hinder its return.	Please clear any obstacles around the base station and then continue the task.
E0908	When attempting to start mapping, your TerraMow is not on the base station.	Please place TerraMow back on the base station and ensure it is charging before starting the mapping task.
E0910	TerraMow has returned to the base station but found that it is not receiving power.	Please check if the base station is properly connected to the power supply and ensure that the charging pins are clean.



E0911	There are obstacles near the base station causing TerraMow to have difficulty departing smoothly, or there are depressions near the charging station causing TerraMow to slip.	Please inspect and remove any obstacles around the base station. Additionally, check for any depressions near the base station that may affect TerraMow's movement.
E1400	TerraMow's collision sensor is stuck.	Please check if the bumper is stuck by an obstacle.
E1404	TerraMow is in factory mode and cannot be used.	Please restore factory settings to exit factory mode, please refer to "4.1 Panel Operations"
E1406	TerraMow's processor is overheated.	Please manually carry your TerraMow back to the base station.
E1408	The base station is not facing the lawn or is too far from the lawn.	Please adjust the position and orientation of the base station so that its front faces the lawn.
E1409	TerraMow has moved beyond the physical fence area and may have been stolen.	Please confirm whether your TerraMow has been stolen or mistakenly placed outside of the working lawn.
E1410	GPS module fault.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.
E1411	Processor fault.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.
E1412	Cellular Data module fault.	Please restart your TerraMow. If the issue persists after restarting, please contact customer service.

# 7. Limited Warranty

Thank you for choosing TerraMow. Below are the details of limited warranty service. Please read these terms carefully and register your product to enjoy full warranty benefits.

Shenzhen Muxin Intelligent Technology Co., Ltd. (hereinafter referred to as "Muxin") guarantees that during the warranty period, this product will be repaired or replaced free of charge for any defects in materials or craftsmanship under normal usage, as long as the guidelines and instructions provided in our official documentation are followed. The official documentation includes, but is not limited to, the user manual, quick start guide, maintenance instructions, product specifications, disclaimers, and notifications within our App. This documentation may be available in multiple languages. In the event of any conflict, the latest English version on the official website shall prevail and control.

The following measures will be chosen by Muxin for the warranty service:

- Replacement or repair of the defective parts, components or products. Replacement parts, components or products may not be new but will be in good working condition and carry the remaining warranty period of the original product. If the parts, components or products cannot be repaired under the conditions of no stock, off production or any other reasons, Muxin would replace the product with functionally equivalent model.
- Any parts, components, or products replaced during service or under warranty become the property of Muxin.
- The warranty does not constitute additional claim rights.

Please be prepared to provide your original purchase receipt and the product's serial number, and make sure to upload your log files. If you wish to send your product for further diagnosis to a local service center or the Muxin factory, you must arrange the shipping yourself. Should the issue be covered by the warranty, Muxin will repair or replace the product and return it to you at no additional charge. If the problem is not covered by the warranty, Muxin or the designated service center reserves the right to charge a fee for the service provided.

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

Component	Limited Warranty Period
Robotic mower	2 years
Base station	2 years
Power adapter	2 years
Battery pack	2 years
Decoration / Appearance	No warranty
Cutting blade kit	No warranty
Other product accessories (Multi-Zone Pathway Sign kit, No-go Zone marker kit, screws, hex key, extension cable)	No warranty

### Warranty period start date

- The warranty period for the product starts from the date when the product is delivered.
- If you are unable to present an invoice or other acceptable proof of the purchase delivery date, Muxin will first determine whether the first usage date recorded by TerraMow, such as the first mowing or first connection to Wi-Fi, can be used as the start date of the warranty period.
- If the first usage date is not accepted, the warranty will begin 90 days after the production date.
- This warranty period applies unless a different arrangement has been made between you and Muxin.

### Limited warranty eligibility

- Your product must be purchased from an authorized Muxin dealer.
- You must provide the original purchase receipt.
- The serial number on your product must be legible, unobscured, untampered, and unmodified.
- All tamper-resistant seals must be intact, in place, and unmodified.

## Limited warranty exclusions

The warranty does not cover the following:

- 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.
- 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.
- The warranty on the Cellular data 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.

In any event, the total liability of Muxin, 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.

## Additional information

The warranty policy is subject to and governed by the latest English version available on the official website.

In case of any dispute, Shenzhen Muxin Intelligent Technology Co., Ltd. reserves the rights for any final decision.

# 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 include descriptions and instructions for all features of TERRAMOW in this printed material. However, due to ongoing product improvements and design changes, your TERRAMOW may differ slightly from what is displayed in this document. Please visit the Apple App Store (iOS) or Google Play Store (Android) to download and install the latest version of the TERRAMOW application.

Please note that TERRAMOW comes in multiple models with varying features, and some features mentioned in this document may not apply to your device. The manufacturer reserves the right to change the design and functionality of TERRAMOW products and documents without prior notice.

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### TERRAMOW Legal Disclaimer

**IMPORTANT:** Users are required to agree to read the entire user manual and fully understand its contents (especially the sections related to safety warnings) before using this product, and comply with the instructions herein.

All damages resulting from misuse or failure to follow the user manual, including but not limited to the following circumstances, are the responsibility of the user:

1. Claims against you 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.

MUXIN and its affiliates will not be liable for any related claims, liabilities, or losses.

**In no event shall MUXIN, its affiliates, suppliers, distributors, or service providers be liable for damages from any cause exceeding the amount of actual direct damages, not to exceed the 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 warning instructions). 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 (which may affect their ability to safely operate the product), or for those lacking experience and knowledge, including children, unless they have been supervised or instructed by a person responsible for their safety, and understand the instructions for using the equipment.
3. This device is designed for mowing lawns in open and level areas. Please use only equipment recommended by the manufacturer. Any other type of usage constitutes improper use.
4. Please review and comply with the laws or regulations governing this product in your local area. Users are responsible for ensuring that their use and/or disposal of the product within their jurisdiction complies with legal requirements.
5. Consumers should immediately inspect the product and its accessories upon receipt to ensure they are in good condition.
6. All individual components and parts of TERRAMOW must be installed correctly according to the user manual. Improper installation may lead to accidents. The mower may contain movable components and small parts. Please keep them out of reach of children to avoid 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 hands and feet away from rotating blades. Never place hands or feet near or under the product when it is in operation.

**WARNING:** Seek medical assistance in case of injury or accident.

**WARNING:** Non-compliance with instructions in the user manual may result in

injury or death to operators or bystanders.

**WARNING:** Failure to comply with instructions in the user manual may lead to product, material, or adjacent area damage.

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

**WARNING:** Do not mow while wearing open-toe sandals or barefoot.

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

**WARNING:** Do not connect the power supply if the power cord or plug is damaged.

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

**WARNING:** Immediately stop charging and contact customer service upon detecting unusual odors, sounds, or light indications.

**WARNING:** Do not ride the mower or bass station.

**WARNING:** Do not touch rotating blades.

**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/injuries. 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 contains battery components. Please adhere to the following safety handling and usage guidelines:
- **Only use the battery produced by the original manufacturer.** These batteries are essential for the device's operation and should not be tampered with.
  - **Maintain battery in a clean and dry condition.** Avoid exposure to moisture or contaminants that may affect their performance.
  - **Avoid exposing 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 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 battery are 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 battery out of reach of children.** Store them in a secure location inaccessible to young children.
- **Dispose of battery properly in accordance with local regulations.** Do not dispose of battery in regular household waste.

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

9. Users are not permitted to use any non-genuine accessories, and unauthorized disassembly or modification of the product is prohibited. You shall bear sole responsibility and risk for any damages, injuries, and property losses resulting from this. MUXIN shall not be liable for any claims, liabilities, and losses (or potential liabilities) arising from any harm, damage, or legal disputes caused by violations of the above terms, user inexperience, or failure to comply with the instructions in this manual.
10. MUXIN reserves the right to make changes to the product, release firmware updates, and update this manual at any time. Due to printing errors, inaccuracies in current information, or improvements to procedures and/or equipment necessary for the improvement of this user manual, MUXIN may make changes at any time without further notice. Such changes will be incorporated into new versions of this user manual. All illustrations are for reference only and may inaccurately depict actual equipment. Actual products and features may vary. Due to product updates, there may be some discrepancies in color, appearance, and other aspects between the products listed in this manual and the products you actually purchase. Please refer to the actual product.
11. This document should be considered a permanent part of the product and should be provided to the user along with the product at all times. Once again, thank you for choosing TERRAMOW!



## 8.2 Conformity



### Declaration of Conformity

**Product:** ROBOTIC LAWN MOWER

**Model Number:** S1200/S800

**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 :

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.

Place: Shenzhen, China

Date: 2024.04.30

Name: Honghui Zhang

Position: CEO

Signature: 

Annex 1 Accessories

Item	Model Number	Quantity	Remark
BASE STATION	TCS01	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 20cm 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 RSS WARNING**

This device complies with Industry Canada license-exempt 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.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) L'appareil ne doit pas produire de brouillage ; (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

## **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 20cm 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 issues relating to the operation, maintenance and 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:**

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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](http://www.terramow.com)

**E-mail Sales:** [sales@terramow.com](mailto:sales@terramow.com)

**E-mail Support:** [support@terramow.com](mailto:support@terramow.com)



# TERRAMOW

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