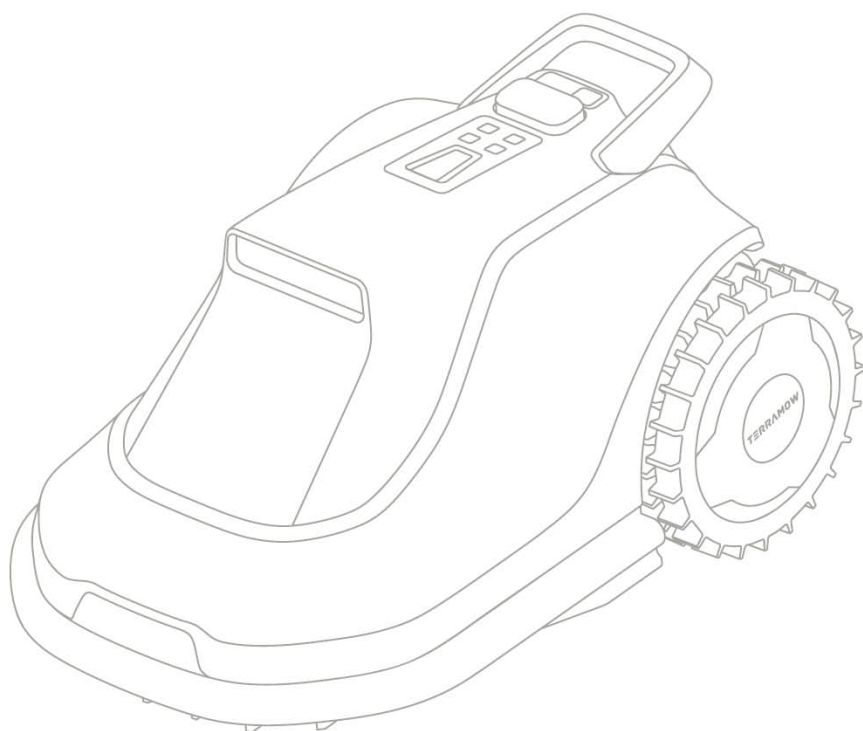


User Manual



Original Instruction Manual

S1200/S800



TERRAMOW

Version 20241014

Welcome to the Era of AI Vision

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Welcome to the Era of AI Vision

Thank you for choosing TerraMow for your garden care!

TerraMow is ready for use with a straightforward one-step setup. Eliminate the need for perimeter wires, complex RTK systems, and difficult manual lawn mapping.

Thanks to its cutting-edge AI vision system, TerraVision, TerraMow can mow as intelligently as a human.

1

This user manual will guide you in learning to operate TerraMow. Please enjoy the fun of hassle-free mowing and a perfectly maintained lawn!

Intended Usage

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 minimize risks. While following the instructions can reduce the likelihood 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 top priority. Please read the following important safety guidelines before using the product to ensure a safe and enjoyable experience.

The safety rules aim to highlight potential dangers. The safety symbols, and their explanations, require your careful attention and understanding. The safety warnings alone do not eliminate any risks. 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. Keep the owner's manual and review it frequently to ensure safe operation and to instruct others who may use this appliance.

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 appliance.

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

- Please read the instructions carefully and familiarize yourself with the controls and the proper operation 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 are given supervision or instruction on its use by a responsible person.
- Users should be between the ages of 18 and 70, as local regulations may restrict the operator's age. Children must be supervised to ensure they do not play with the appliance.
- Ensure that the mower and base station are set up and used according to the guidelines. For the complete User Manual and latest information, visit www.terramow.com.
- Using the appliance for purposes other than mowing may result in serious injury. To avoid injuries, please read and understand all warnings and cautions. You can reduce risks 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 affecting others 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, and inform the neighbors about the risks of accidents or hazards. When using the mower on a public lawn, or when your lawn is accessible to neighbors or streets, protect or fence the area, or place a warning sign around the working zone 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 the TerraMow manufacturer.
- Please ensure you receive the proper training before using the appliance. Never allow individuals who are not familiar with it, or children to operate it. Only those who understand how mower works and behaves are allowed to use it.
- The mower contains batteries. The battery must be replaced according to the steps outlined in this manual. Only batteries provided by the manufacturer are allowed for replacement. We will not be held responsible for any consequences resulting from using batteries from other brands or not following the official manual.

- Only use the provided base station to recharge the mower.
- If any cell of this appliance is swallowed, seek medical advice immediately.
- To prevent potential damage, ensure the mower operates at least 1 meter (3 feet) away from any sprinkler heads. Do not use the mower and sprinklers simultaneously. Schedule the mower to operate at a different time than the sprinklers.
- Be cautious when adjusting the machine to prevent fingers from getting entangled in the moving blades and fixed parts.
- For safety, replace worn or damaged parts with only genuine replacement parts and accessories. Clearly identify consumable parts, for example, by using a part number or similar method.

1.1 Before Mowing

- Ensure the correct installation of the automatic perimeter delineation system as instructed.
- On multi-spindle appliances, exercise caution when rotating one blade, as it may cause other blades to rotate.
- Avoid operating the equipment in wet grass whenever possible.
- Do not operate the appliance or its peripherals if the guards or shields are damaged, or the cord is frayed or worn.
- Do not use the mower if any components such as the blade disc, body, blades, screws, nuts, or cables are damaged.
- Be cautious with sharp objects in this product, like screws and stakes. Do not point them toward people or animals.
- For optimal mowing performance, it is recommended to mow in dry conditions, as mowing in the rain can cause grass clumps on the mower and increase the chance of slipping. Avoid mowing in adverse weather conditions, including heavy rain, thunderstorms, or snow.
- Regularly check that all mower parts are functioning properly.

- Regularly ensure the blades, blade screws, and cutting assembly are not worn or damaged. If any parts are worn or damaged, replace the blades and screws as complete sets to maintain balance.
- Thoroughly inspect the area where the equipment is to be used and remove all objects which could 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. Do not place any objects on top of the mower or 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 turned 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 ensure your footing is secure on slopes. Walk—do not run—while using the mower or its accessories. Do not mow on slopes that exceed 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.
- If you experience unusual vibrations, switch off the mower, place it on flat ground for about 30 seconds, and then restart it. If the problem persists, 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 extreme temperatures can reduce its performance and may cause accidents.

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Maintenance and Storage

WARNING: Always switch off the power when the mower is flipped upside down. The power should also be turned 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, including the buzzer, the LED light on the base station, and the mower's ambient light, to ensure their effectiveness.
- Ensure all nuts, bolts, and screws are tightly secured to maintain the appliance 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.
- Always wear protective gloves when replacing blades to prevent injuries.

Charging and Battery Safety

- **If, under extreme conditions, any electrolyte should escape from the battery, avoid contact with your skin. If electrolyte does come into contact with your skin, rinse immediately with water and consult a doctor. If it comes into contact with your eyes, seek medical attention immediately.**
- 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.
- Defective or damaged batteries, or those that can no longer be recharged, must be disposed of as hazardous waste. Hand them over at a special collection point. Never harm the environment by disposing of unusable batteries in domestic waste, fire, or water.
- Only use batteries produced by the original manufacturer.
- Do not throw Li-ion batteries into water or fire, as this poses a risk of explosion!
- Protect the battery from impacts, and do not open it.
- Never discharge the battery completely. If not used for a prolonged period, recharge it occasionally. If the battery has not been used for over 6 months, it is advisable to recharge it.
- Do not repair or manipulate the battery pack. These actions should only be carried out by authorized 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 power supply cord or the extension cable is damaged or entangled, disconnect the power supply from the socket before untangling 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 protected by a

Residual Current Device (RCD) with a tripping current not exceeding 30 mA.

- During the charging process, ensure the current used matches the battery charger.
- Do not dismantle, open, or shred battery cells. Avoid short-circuiting the battery as this may cause burns or a fire. Additionally, do not expose the battery to mechanical shock.
- Always follow the provided instructions for charge and using the correct process. The battery should only be charged when installed in the TerraMow mower and should not be charged independently. 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 long-distance transportation, use the original packaging for the base station and mower.
- To safely move the appliance:
 - Press the STOP button to halt the mower
 - Always turn the mower off before lifting or carrying it.
 - Lift the mower by using 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



WARNING - Read user instructions before operating the machine



WARNING - Keep a safe distance from the machine when operating



WARNING - Operate the disabling device before working on or lifting the machine



WARNING - Do not ride on the machine



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



This product conforms to the applicable EC Directives



Warning



Class II appliance



Class III appliance



Li-Ion battery. This product is marked with a symbol indicating 'separate collection' for all battery packs. These will be recycled or dismantled in order to minimize the impact on the environment. Battery packs can be hazardous to the environment and human health as they contain harmful substances



IPX6 IPX6 for base station

IPX6 IPX6 for robot lawn mower



Direct current



Alternating current



This item can be recycled



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 whenever 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



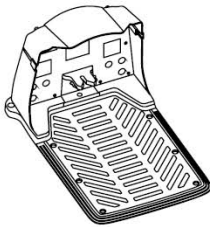
TerraMow



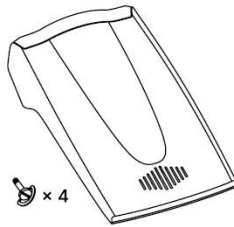
Power Adapter



Extension Cable



Base Station



Garage Kit



Blade Kit



Hex Key

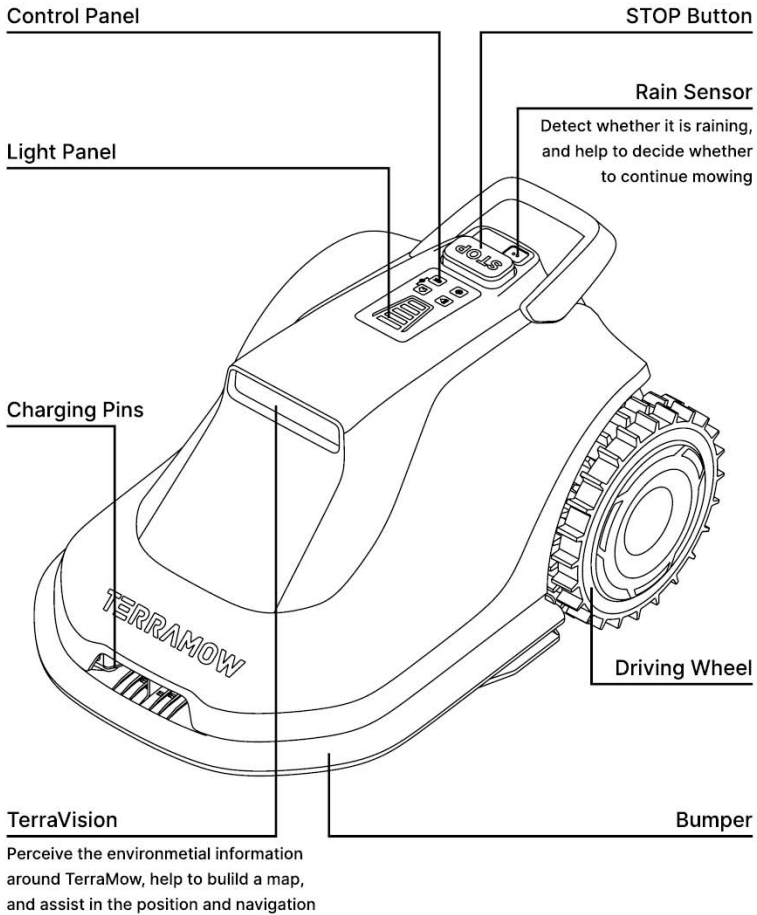


Screws

2.2 TerraMow Overview

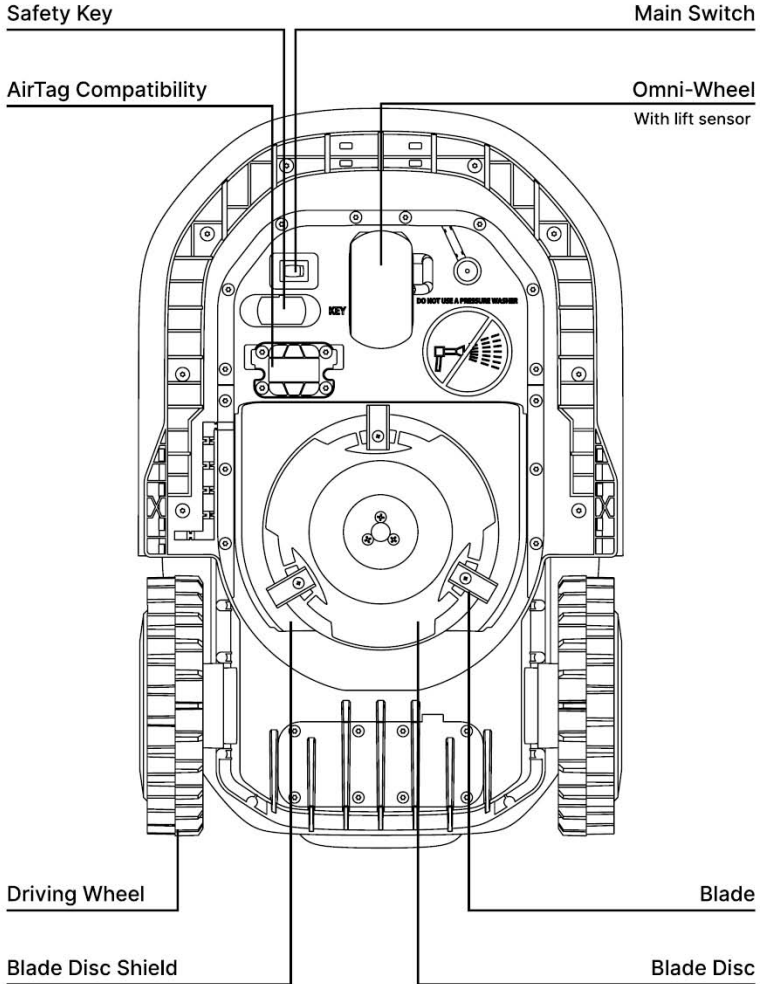
Top View

The picture is for reference only



Bottom View

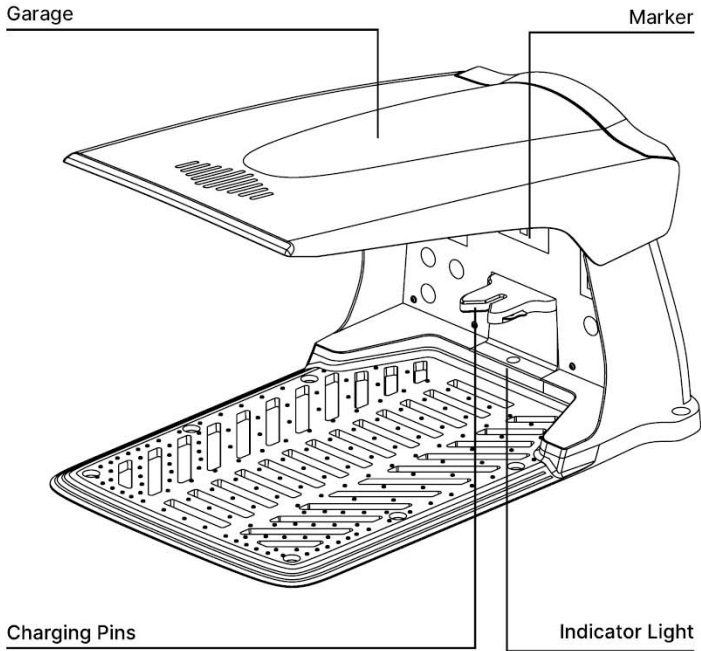
The picture is for reference only



NOTE: The AirTag is not a necessary item and is not included with our product. Please purchase separately if needed. Please note that the TerraMow app does not support AirTag functionality.

Base Station

The picture is for reference only



2.3 How TerraMow Works

TerraMow is equipped with the TerraVision visual perception system, enabling autonomous functionality.

- This system can distinguish between grass-covered areas and other surfaces, ensuring that the robot remains within 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 installation of perimeter wires or RTK reference stations required, nor is manual guided mapping necessary.

Systematic Cutting

TerraMow, equipped with an advanced visual positioning system, achieves back-and-forth systematic cutting. The app seamlessly displays the cutting path, enabling visual progress monitoring by users.

Obstacle Avoidance

Using stereo vision and image segmentation technology, TerraMow detects objects ahead in real-time. It will avoid non-grass obstacles, such as tree stumps, balls and child's toys.

Cutting Height

Before the initial use of your TerraMow, ensure that the grass height does not exceed 9 cm. To significantly reduce grass height, it is recommended to gradually adjust the cutting height in steps over time. You can easily adjust the cutting height through the app.

Charging

When needing to recharge, TerraMow will cease mowing and navigate back to the base station. Upon completing the charge, TerraMow will automatically return to the exact spot where mowing was interrupted and resume the task.

Spot Mode

If you have a separate lawn of less than 120 square meters, you can use Spot Mode. Please refer to "4.3 Mow" - "Start Spot Mode Mowing". In this mode, the robot returns to the starting point upon task completion or if the battery is low.

Multi-Base Mode

If you have a separate lawn exceeding 120 square meters, Multi-base Mode is available. To use the 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 the 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. TerraMow recognizes the base station ID, automatically switches maps, and loads the corresponding map settings (such as no-go zones and pathways).

Schedule

You can set your mowing schedule via the TerraMow app. This feature enables you to set up a unique mowing schedule for each day of the week. For detailed instructions, please refer to "4.4 TerraMow App".

Rain Sensor and Rain Delay

TerraMow is weather-resistant, but mowing wet grass may not yield the best results. Equipped with a rain sensor, it detects rain and will stop mowing, returning to its base station. Once the grass dries, TerraMow will automatically resume mowing.

Cellular Data

Cellular networks enhance communication with the app in areas with weak Wi-Fi signals. Furthermore, for anti-theft purposes, TerraMow utilizes cellular connectivity to transmit GPS data to the app when activated.

2.4 Specifications

		S1200	S800
Recommended Mowing Area		1200 m ² (0.3 Acre)	800 m ² (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

Download the App

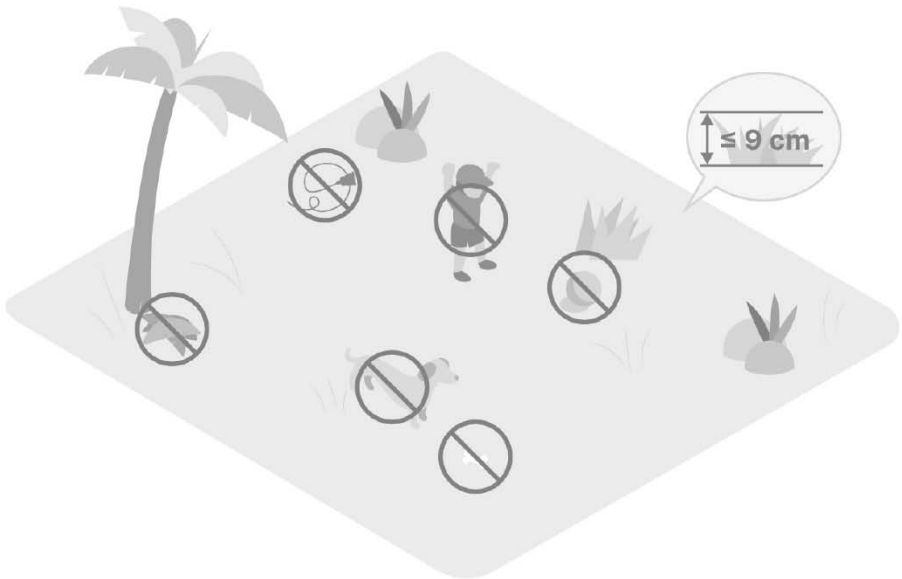
You can download the TerraMow app from the Google Play (for Android devices) or Apple App Store (for iOS devices) by scanning the QR code or simply searching for "TerraMow". After installing the app, please create an account and sign in.



NOTE: The TerraMow app requires access to your location, notifications, and Wi-Fi network information. For the best experience, it is recommended to grant these permissions. For the privacy policy, please refer to the "More" - "About" - "Privacy Policy" section in the app.

Prepare Your Lawn

- **Clear Obstacles:** Remove all debris, including piles of leaves, toys, wires, stones, and any other obstacles from your lawn.
- **Cut Grass:** Ensure that the grass height does not exceed 9 cm.
- **Keep Children and Pets Away:** Ensure that children and pets are kept at a safe distance from the TerraMow operating area.



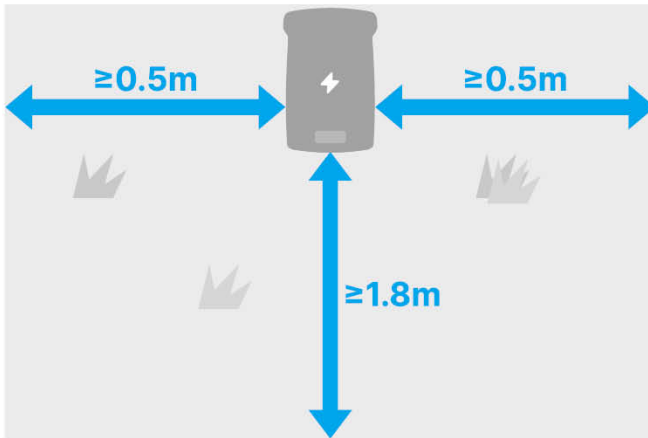
3.2 Install Base Station

Find An Optimal Installation Location for the Base Station

The base station is where your TerraMow parks and charges.

To ensure smooth returns and charging, choose an appropriate location by following the guidelines:

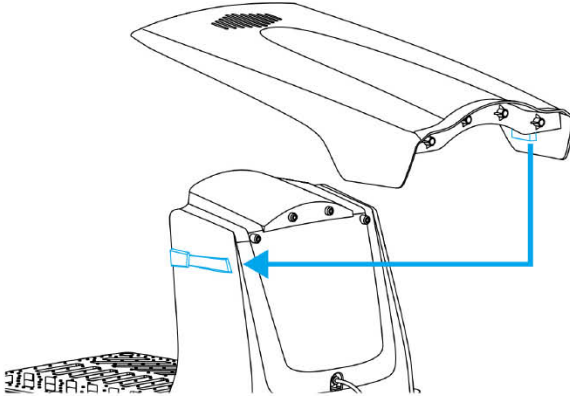
- **Flat Surface:** Place the station on a flat lawn area with no slope, stones or steps.
- **Strong Wi-Fi Signal:** Ensure the location receives a strong Wi-Fi signal, compatible with both 2.4 GHz and 5 GHz networks.
- **Clear Surroundings:** Keep the area free of obstacles, such as houses, trees, or bushes, within 0.5 meters (about 1.6') on both sides and 1.8 meters (about 5.9') in front of the base station.



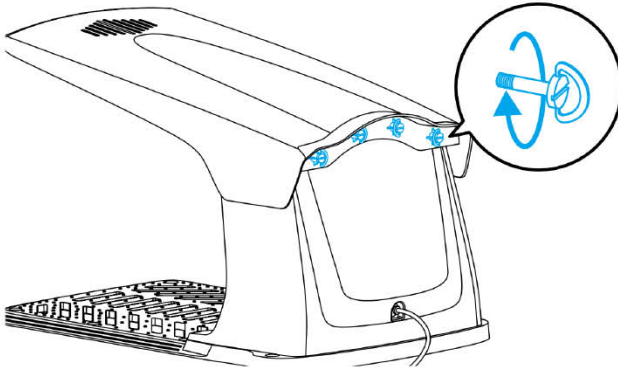
NOTE: If you move the base station, please allow the robot to recalibrate the base station's position on the map. In the app, click on "Map Edit" -"Relocate Base Station."

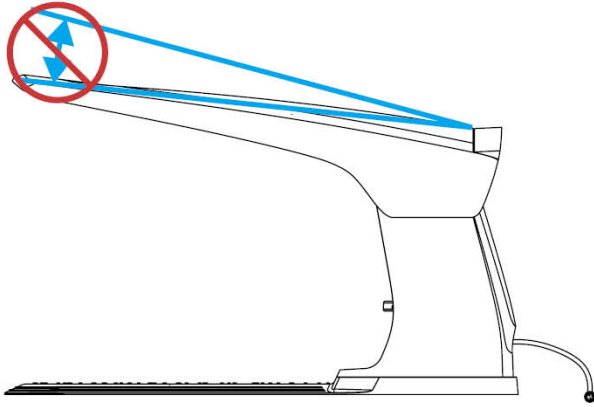
Assemble Garage Kit

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



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



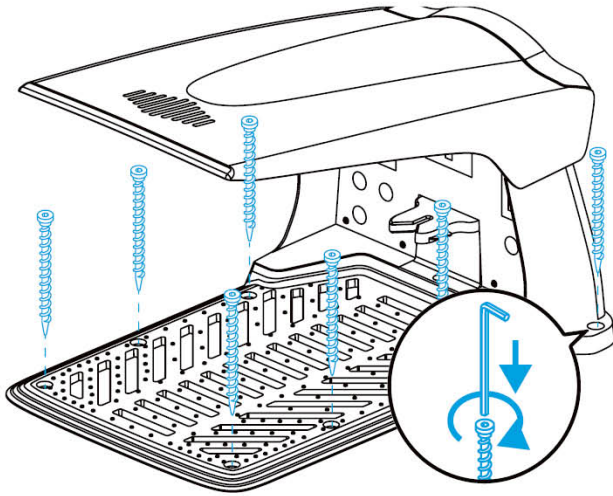


WARNING:

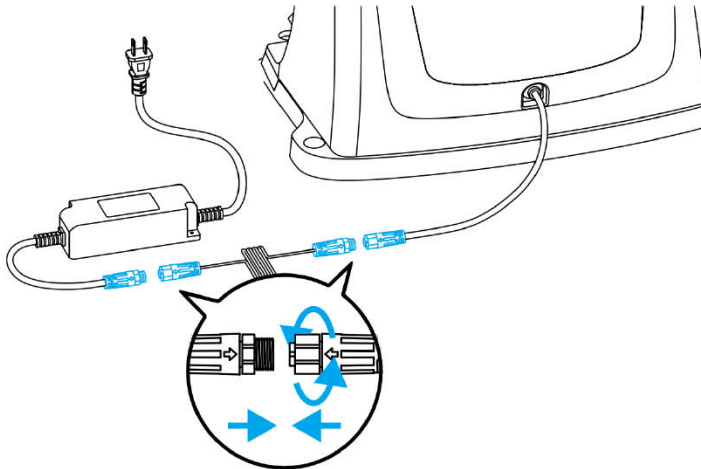
- Do not place anything on top of the garage to prevent damage or interference with the automatic recharging process.
- In cases of heavy or frequent snowfall, it is recommended to store TerraMow indoors to prevent damage.

Install Base Station

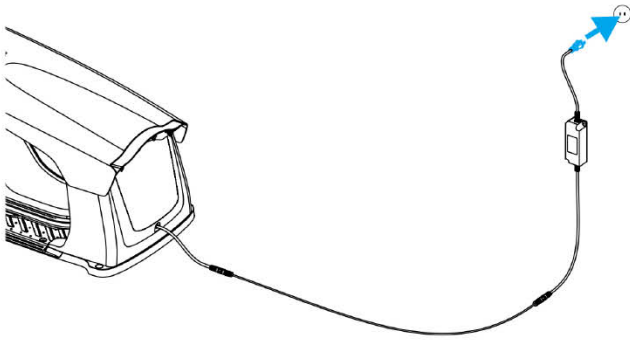
1. Place the base station and secure it using screw mounts.



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.



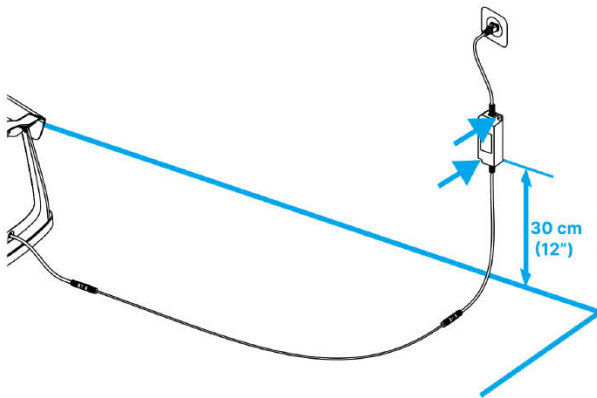
3. Plug the adapter into a 100-240V power outlet.



WARNING:

For placing and fixing power adapter:

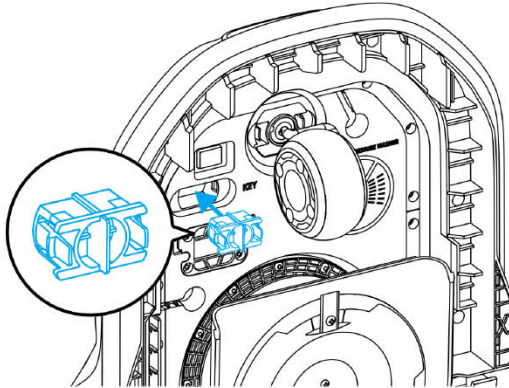
- Do not expose the power adapter to direct sunlight or rain.
- Place it in a well-ventilated indoor area.
- Keep it at least 30 cm (12") off the floor to avoid possible damage caused by water.



3.3 Activate TerraMow

Insert Safety Key

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



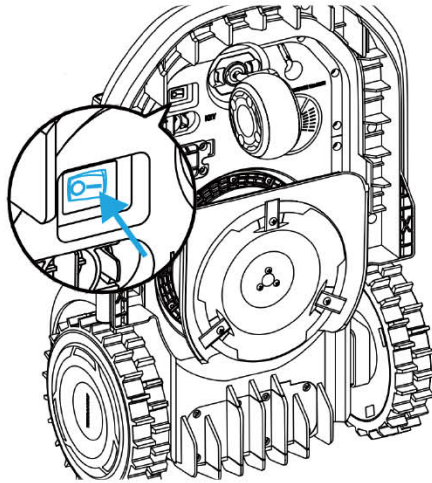
WARNING: Please ensure correct key orientation when inserting.

Connect to the Internet

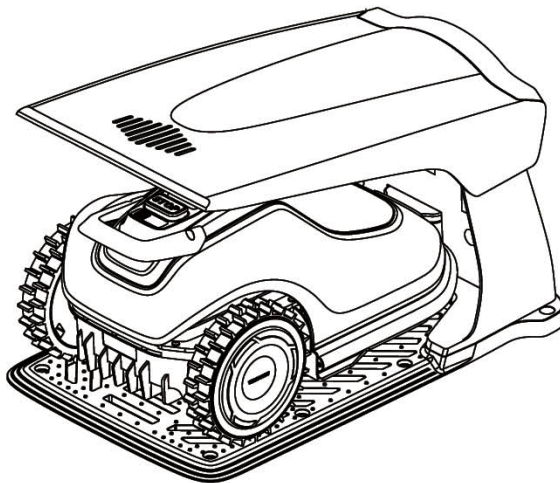
NOTE: During the connection process, make sure the distance between your phone and TerraMow is less than 3 m (10').

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.

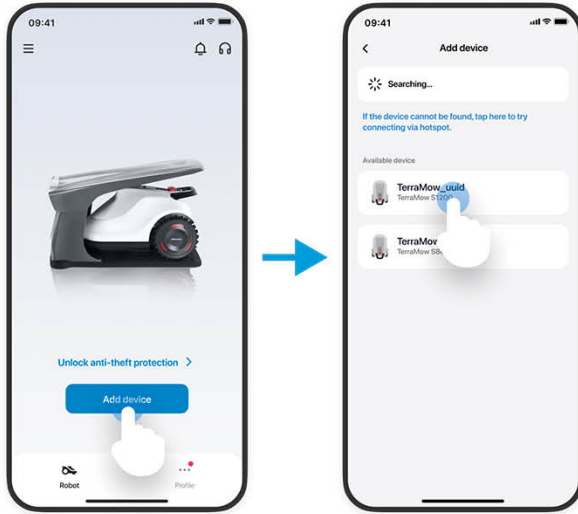
1. Set the main switch at the bottom in "I" position to turn on your TerraMow.





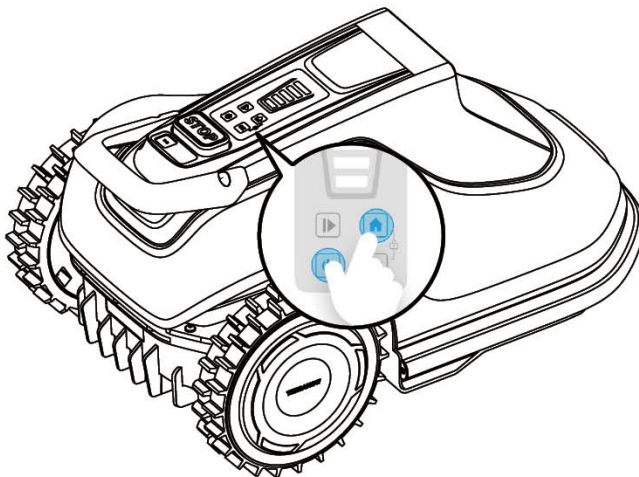
2. Ensure your TerraMow is on the base station.



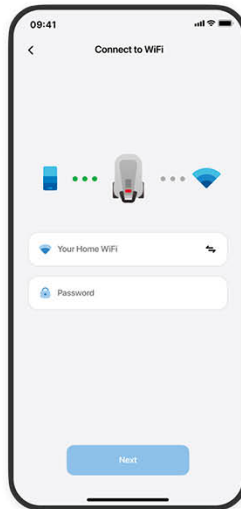
3. Sign in to the app and select "Add device".



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



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

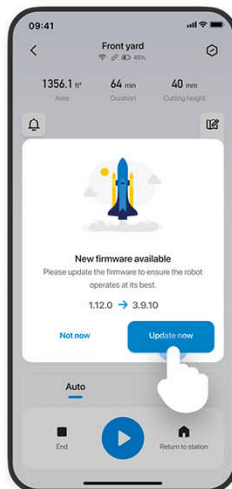


Update to the Latest Firmware

28

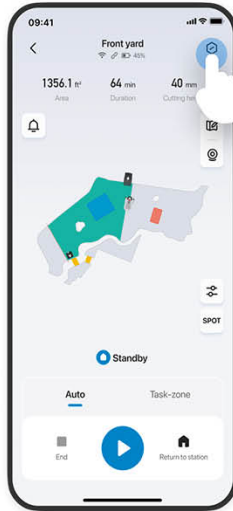
For a better experience, please update your TerraMow to the latest version of the firmware before using.

- If the firmware version is outdated, you will see a pop-up . Tap the "Update now" button and follow the instruction.

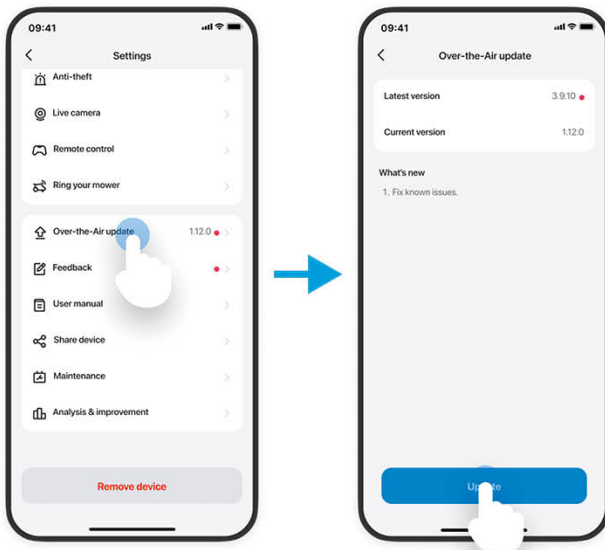


• If you don't see the pop-up, please:

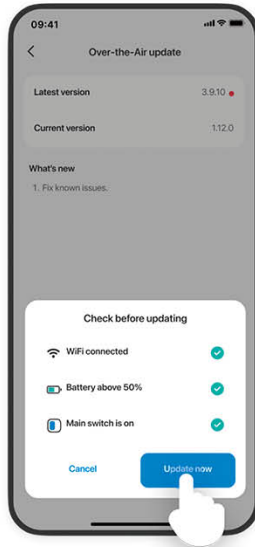
1. Go to "Device Settings" in the "Robot" tab.



2. Tap "Over-the-Air updates" for the latest version. A red dot will appear next to the "Latest version" tab to indicate there is a new version of firmware. Tap "Update" below to download and update to the latest version.



3. Before updating, it will self-check the update environment. Please fix the failure accordingly before tapping "Update now". It takes about 20-30 minutes to complete the update.



NOTE:

When updating the firmware:

- Ensure update is done over a strong Wi-Fi connection.
- Make sure the battery is above 50%.
- Make sure the main switch is on.

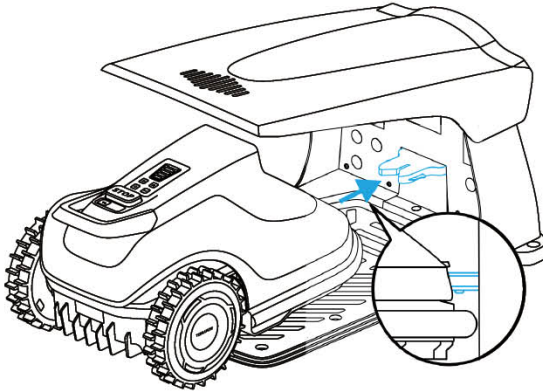
WARNING:

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

Charge Your TerraMow

- Charge for the first time

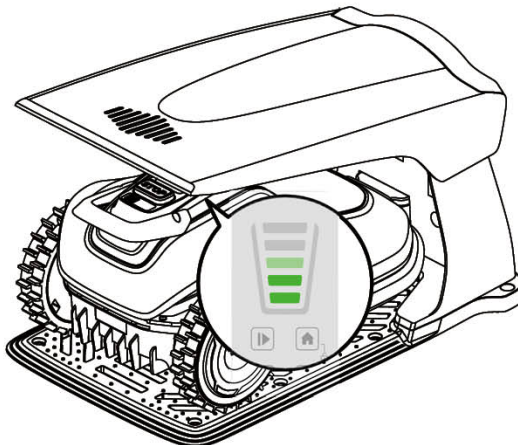
Manually position the TerraMow on the base station, ensuring that the charging pins on both the station and the TerraMow are properly aligned. Allow the device to fully charge before use.



- Light panel during charging

The light panel indicator bar on your TerraMow indicates 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 TerraMow, the power adapter, the base station, or the power outlet is damaged.
- DO NOT charge your TerraMow if the temperature is above 45 °C (113 °F) or below 5 °C (41 °F). The battery is equipped with temperature protection and will only charge within this safe temperature range.
- 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 Start First Auto-Mowing Task

- Place your TerraMow in the base station. Make sure the light of the panel is green.
- To begin mowing, press  on the panel, followed by , or initiate mowing task in the app (please refer to "4.3 Mow" - "Start mowing").
- TerraMow will start mowing while simultaneously building the map of your lawn. After covering a closed lawn area, it will automatically return to the base station for recharging. You can guide TerraMow to build the map of the next lawn area using the "Multi-zone pathway" in the app.

3.5 Working Zone Settings

No-Go Zone

Prevent TerraMow from entering specific areas by setting up no-go zones. We recommend creating no-go zones for:

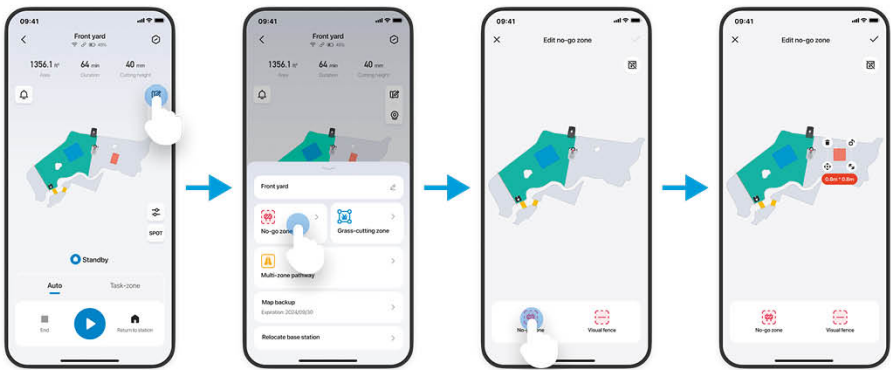
- Areas where TerraMow should not to enter.
- Locations that could pose a risk or cause damage to TerraMow.
- Areas that are difficult for TerraMow to traverse or spots where TerraMow frequently gets stuck.

Set up no-go zones for scenarios such as, but not limited to, the following:

- 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 3cm high.
- Small obstacles, e.g. clotheslines, tent ropes, water pipes.
- Low flowerbeds, especially those close to or less than 20cm high.
- Plants of economic value, or your beloved crops.
- Transparent objects, e.g. mosquito nets, glass doors.

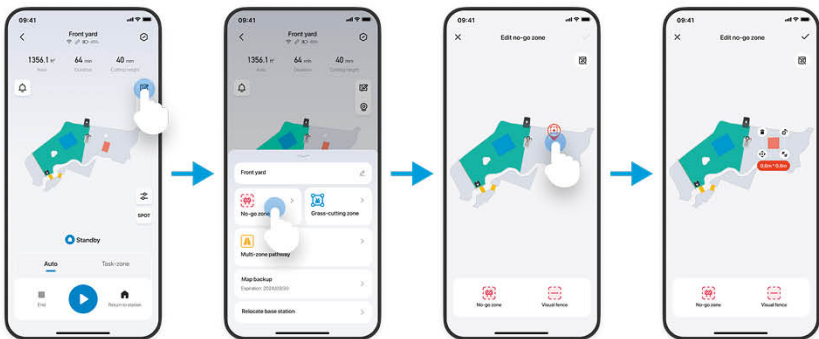
- Ropes, e.g. tent line.
- Irrigation equipments, e.g. water hoses, sprinkler.
- Electrical wires or devices.
- Pet houses.

To set no-go zone or virtual fences on app, please pause the TerraMow firstly, and then design the no-go zone or virtual fences on the map.



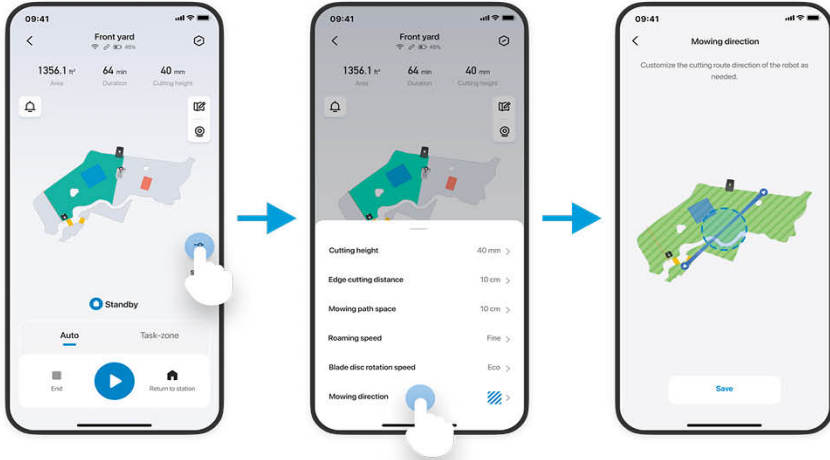
34

Additionally, when the TerraMow gets stuck, an icon will be displayed at the corresponding location. Following the app prompts, you can automatically set a relative no-go zone.



3.6 Set the Mowing Direction

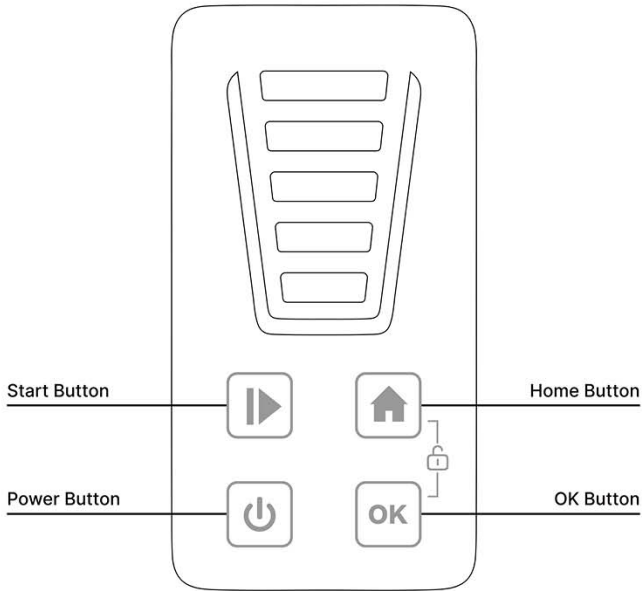
After mapping is completed, you can customize the mowing direction of TerraMow as needed. Set in the app: "Map page"- "Mowing direction".


















4. Daily Use

4.1 Panel Operations

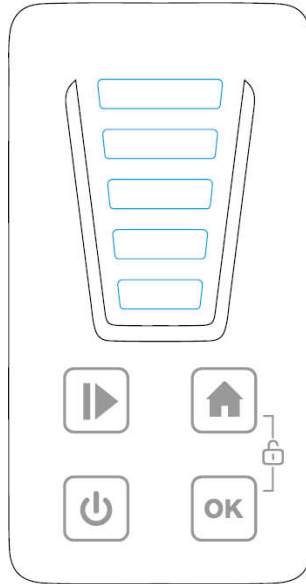
Before using the TerraMow with the panel, it is important to familiarize yourself with its panel buttons.



Features	Operations
Power off	<p>When TerraMow is powered on, press and hold  for 2 seconds. There will be a voice prompt before 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>
Mowing in Spot Mode	<p>Press and hold  for 2 seconds, TerraMow will provide a voice prompt. Then press  to start mowing in Spot Mode.</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 status of TerraMow.



Light	State
Static white or yellow light	<ul style="list-style-type: none">• Standby.• Paused.• Mowing.• Remote Control.• Mapping.• Processing data.
White or yellow pulsing light	<ul style="list-style-type: none">• Returning to the base station.• Returning to the starting position.

White or yellow pulsing light	<ul style="list-style-type: none"> • Waiting for Wi-Fi connection.
Red light	<ul style="list-style-type: none"> • Error.
Red light flashes 3 times.	<ul style="list-style-type: none"> • An error occurs.
Green light	<ul style="list-style-type: none"> • Charging.
White light flashes fast for 1 second.	<ul style="list-style-type: none"> • Child lock activated/deactivated. • Saving map, please wait before successfully saved.
White light flashes slowly 3 times.	<ul style="list-style-type: none"> • Entering Spot Mode. Start mowing when pressing the OK button.

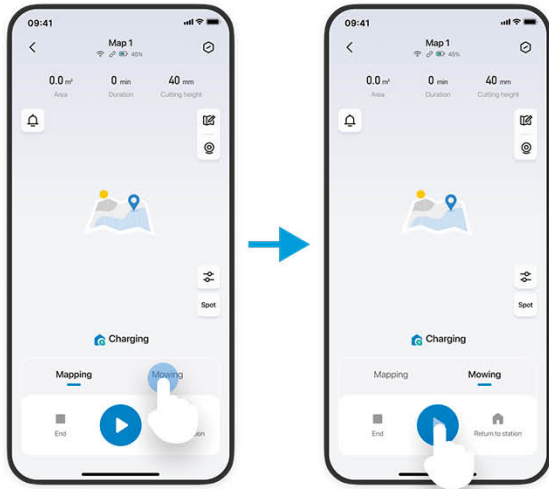
Battery Level	LED Bars Numbers
81%-100%	5
61%-80%	4
41%-60%	3
21%-40%	2
0%-20%	1

4.3 Mowing Task

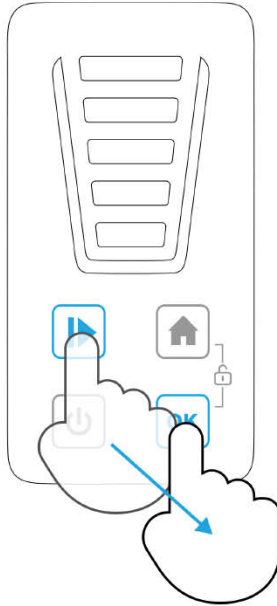
Start Mowing

Place your TerraMow in the base station for charging, as shown by a green light on the panel. Then you can start mowing tasks with the following 3 methods:

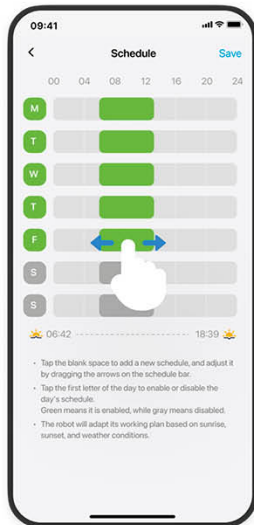
- Start mowing through the app.



- Press  then press  on the panel to start mowing.



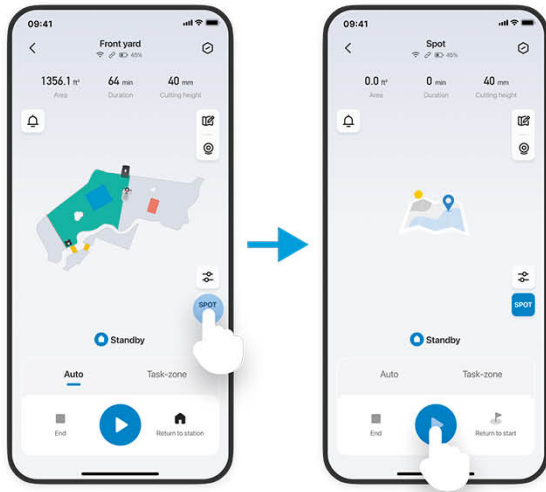
- Set up a mowing schedule in the app. TerraMow will automatically start mowing according to the schedule.



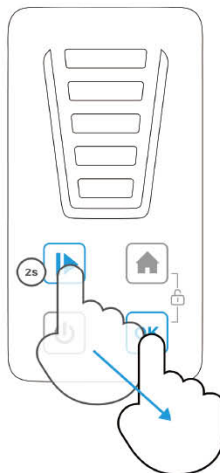
Start Mowing in the Spot Mode

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

- Start mowing through the app.



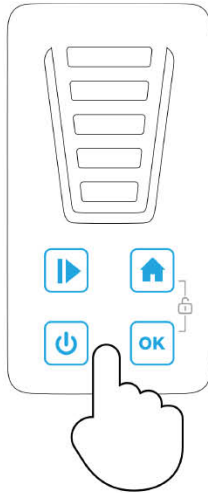
- Start from the panel. Press and hold  for 2 seconds until you hear a voice prompt. Then press  to start the Spot Mode mowing.



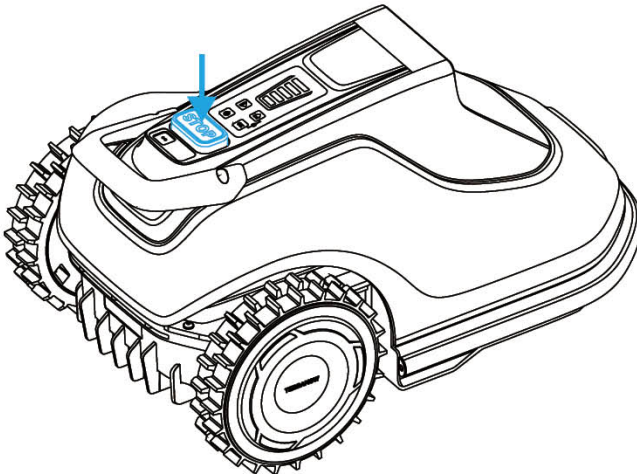
Pause

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

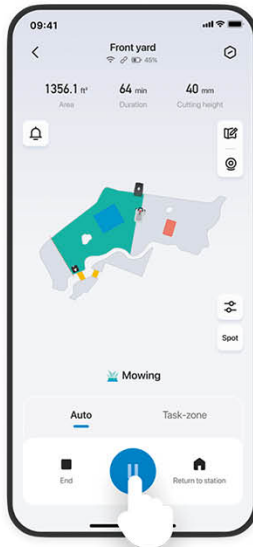
- Press any button on the panel.



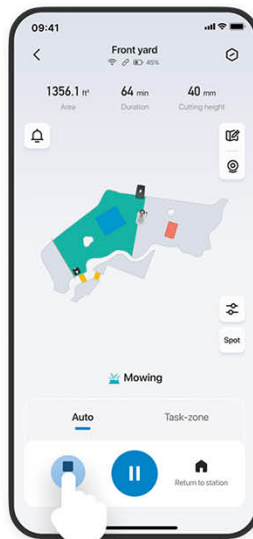
- Press **STOP** on your TerraMow.



- Pause through the app.



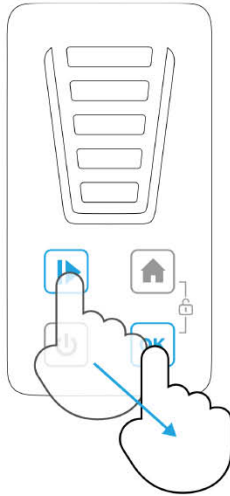
- If you want the robot to end the current task, you can also do so by using the "stop" function in the app.



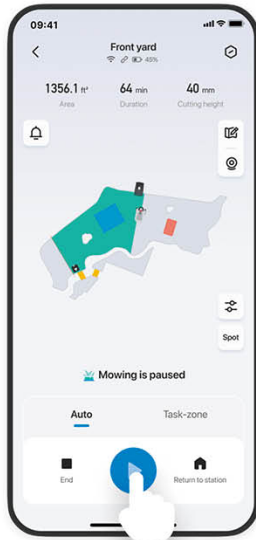
Resume Mowing

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

- Press  then  to continue mowing.



- Resume through the app.



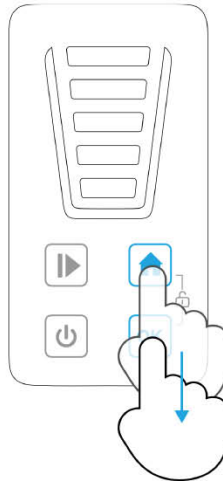
Return to Base Station

Auto-recharge during mowing task

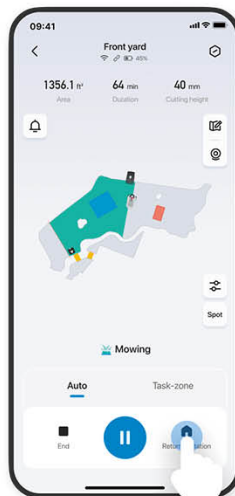
- TerraMow returns to the station automatically for charging when the battery is low during mowing task. Once sufficiently charged, it will resume the task.

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

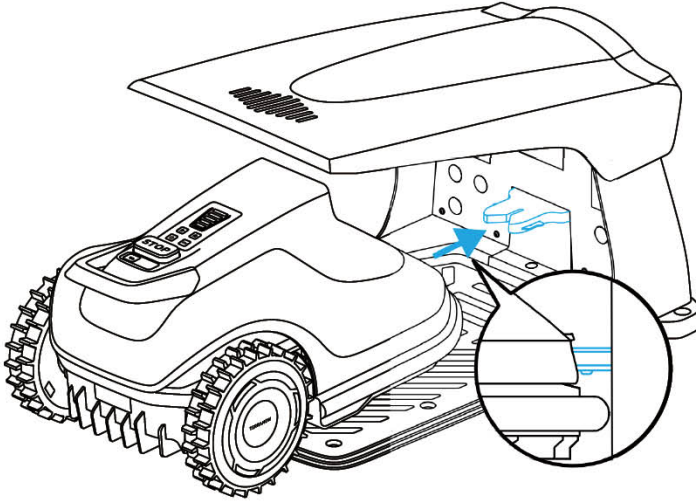
- Press  and then  on the panel to stop mowing.



- Start the auto-recharge process through the app.

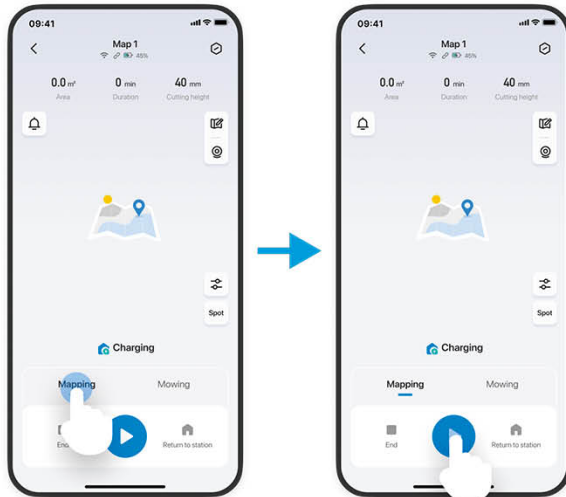


You can also stop the current mowing task by manually carrying your TerraMow back to the base station and recharge.



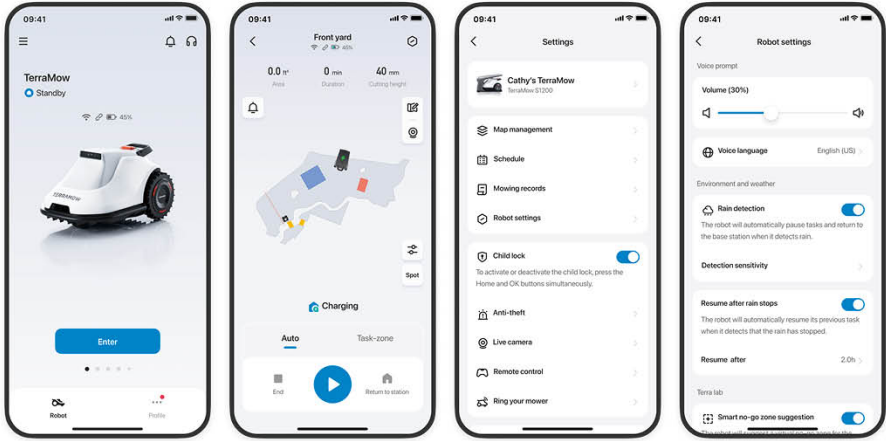
Autonomous Mapping

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

















4.4 TerraMow App

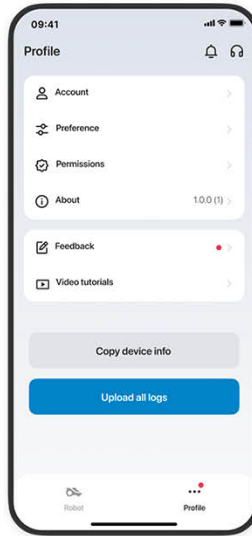
"Robot" Tab







Icon	Function	Description
	Manage your TerraMows	Add, manage, switch between your TerraMows
	Start / Resume task	Start a new task, or resume the current task
	Pause task	Pause the current task
	Stop task	End the 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 zone and virtual walls in the map
	Map settings	Name or delete map
	Schedule	View, add and edit TerraMow's mowing schedule

	Cutting height	Adjust the cutting height
	Remote control	Control TerraMow remotely
	Mowing records	View TerraMow's mowing records
	Rain delay	Customize whether TerraMow works when rain is detected
	Child lock	Enable child lock to prevent accidental starts
	Ring your TerraMow	Locate your TerraMow by beeping
	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 the TerraMow to the latest firmware
	Share your TerraMow	Share your TerraMow with your friends or family members via TerraMow account
	Maintenance	Check the usage time and lifespan of each part of your TerraMow
	Precise edge trimming	Customize how TerraMow detects and trims the lawn's edges
	Smart no-go zone prompt	Set suggested areas as no-go zone on the map
	Customize mowing direction	Customize TerraMow's cutting route direction as needed
	Smart map textures	Set "settings"- "Terra lab"- "smart map textures" feature on. After the next mowing task is complete, click to view a real-life map.

"Profile" Tab



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Icon	Function	Description
	Account	Manage your TerraMow app account
	Preference	Set the unit, format, and app language.
	Permissions	View and manage all the system permissions required by TerraMow app
	About	View TerraMow app version, check both privacy policy and user agreement of TerraMow app

4.5 Firmware Update

For a better experience, we recommend keeping both your TerraMow app and TerraMow updated to the latest versions. Please refer to "3.3 Activate TerraMow" - "update to the latest firmware".

5. Maintenance

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

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

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

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

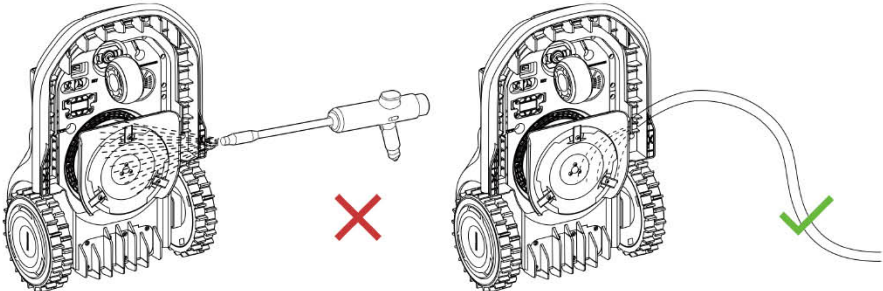
WARNING: Always wear long trousers and work shoes when maintaining the mower.

WARNING: TerraMow can only be maintained by adults.

5.1 Keep It Clean

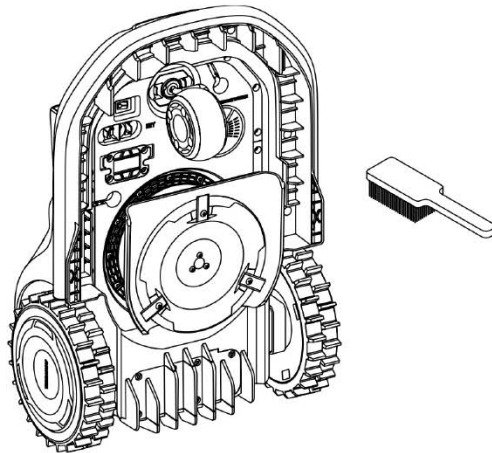
Regularly clean your TerraMow to remove dust, debris, and accumulated grass clippings.

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



Chassis and Blade Disc

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



Driving Wheels

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Remove mud or debris from the wheels for better operation.

Omni Wheel

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

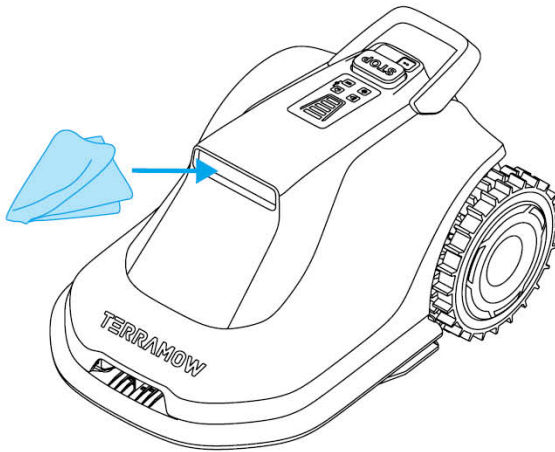
Rain Sensor

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

TerraVision Sensor

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

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

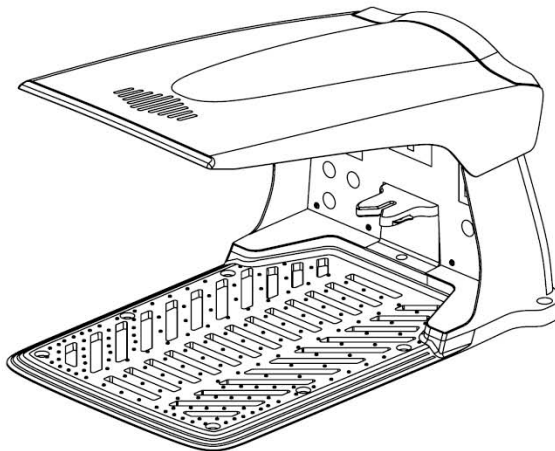


Base Station

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

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

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



5.2 Replace Cutting Blades

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

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

WARNING: Always wear protective gloves when replacing the blades.

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

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

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

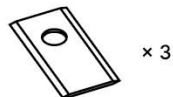
How to Replace the Blades

1. Gather the following items before starting.

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



Screws



Blades



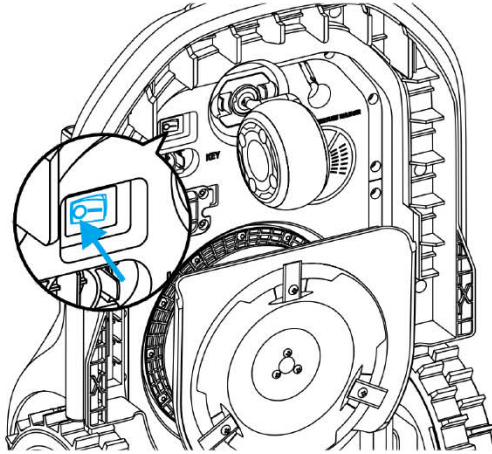
Gloves



Cross-tip screwdriver

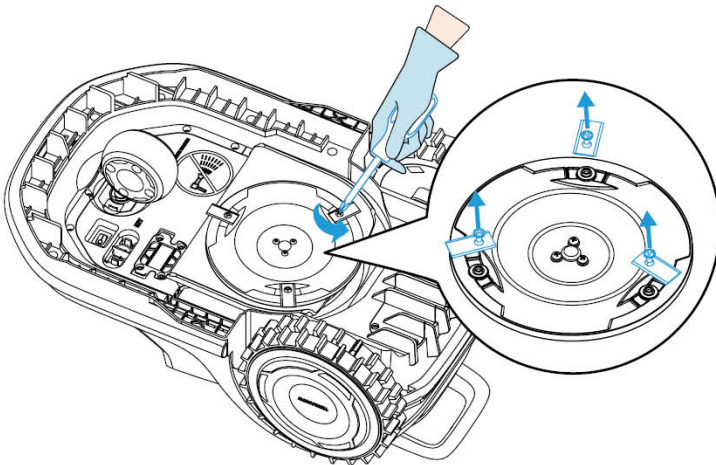
Gently place TerraMow upside down on a soft surface, then switch the main power at the bottom to the "O" position to turn it off.

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



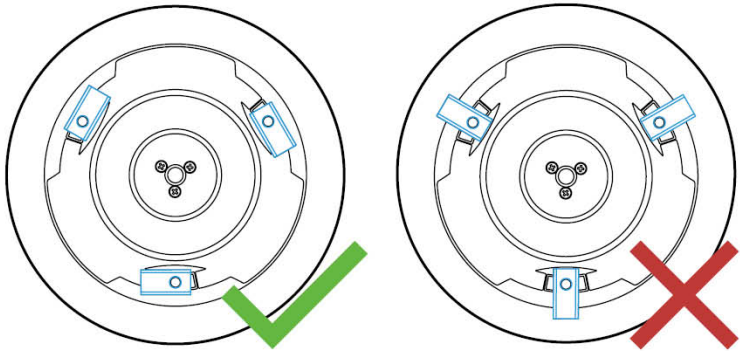
3. Gently turn TerraMow over on a soft surface, then remove the screws and blades.

NOTE: Be careful not to scratch TerraVision.

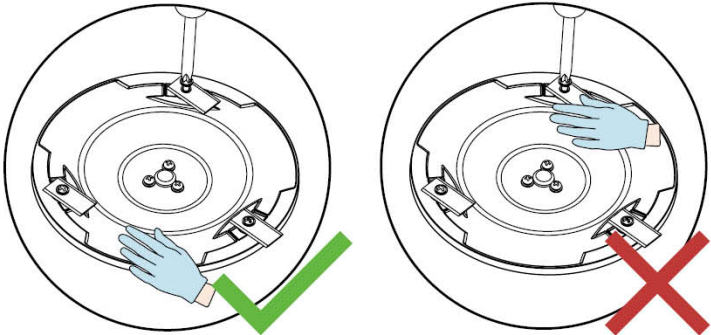


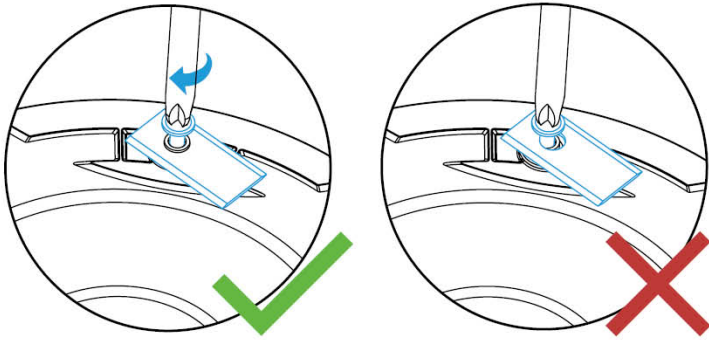
4. Install the new blades and screws, ensuring they are securely fastened (Torque: 1 N·m).

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

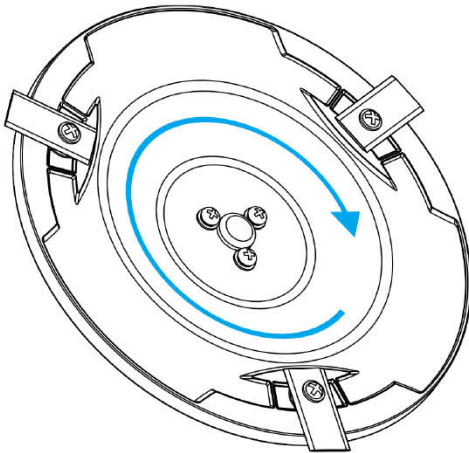


WARNING: Do not hang the blade on the screw.





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



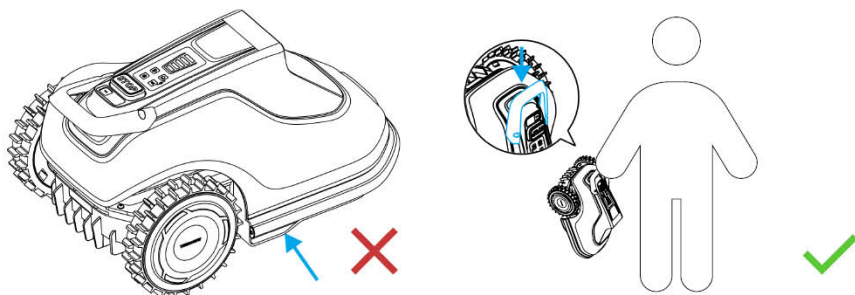
5.3 Transportation

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

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

Proper Lifting and Moving

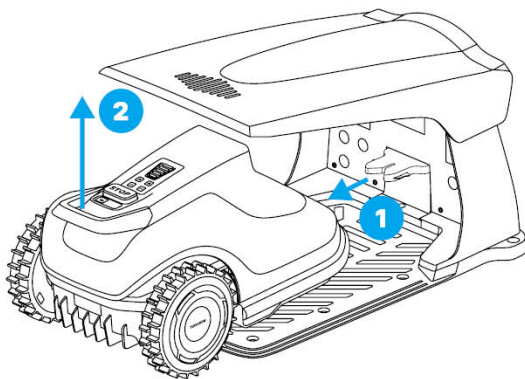
Lift your TerraMow with the handle, make sure the blades is facing from you.



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

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



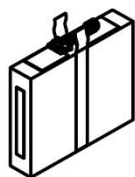
5.4 Battery

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

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

How to Replace the Battery

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



Battery Pack



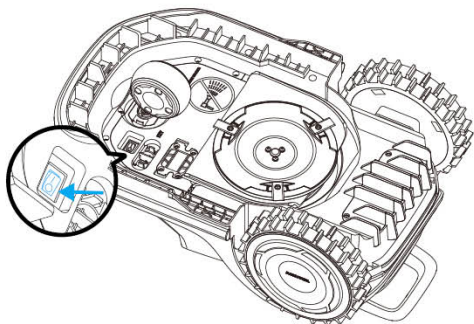
Gloves



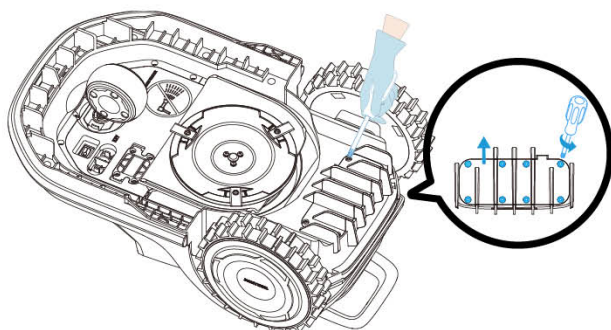
T-20 Torx Screwdriver

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

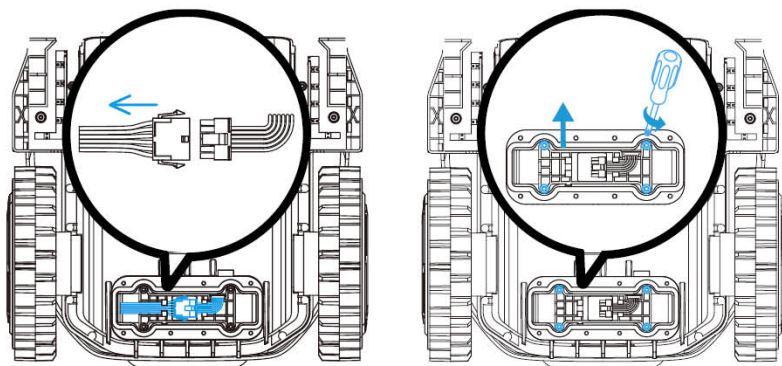
WARNING: Remember to power off TerraMow before operation.



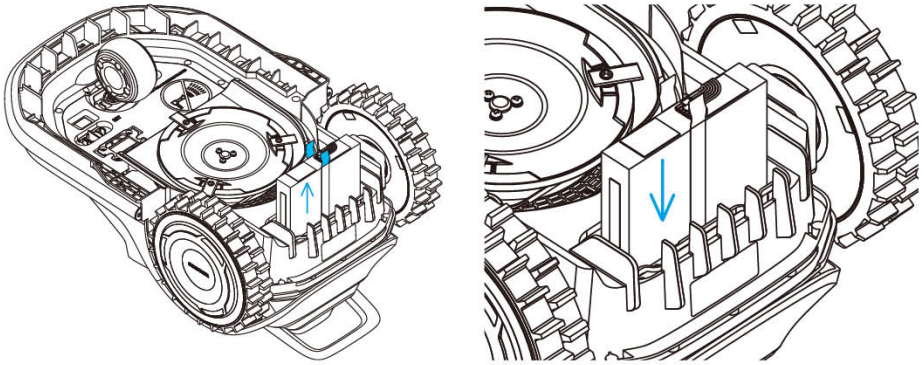
3. Loosen the 8 screws on the battery compartment using a T-20 torx screwdriver.



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

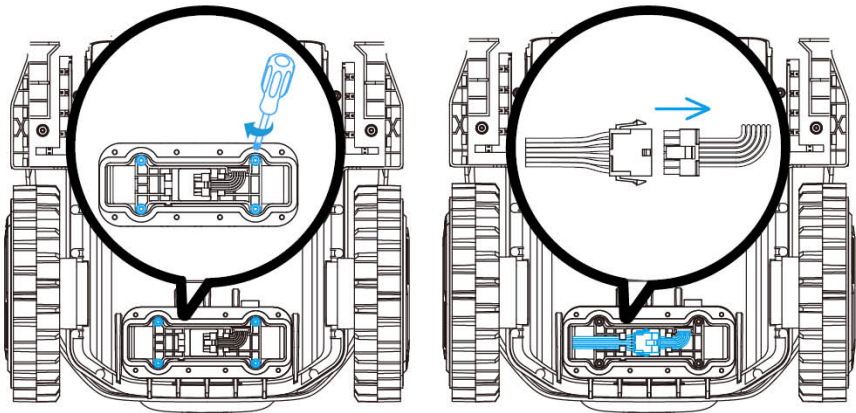


5. Firmly grip the carrying handle of the battery pack to remove it from the TerraMow, then install the new battery pack in its place.

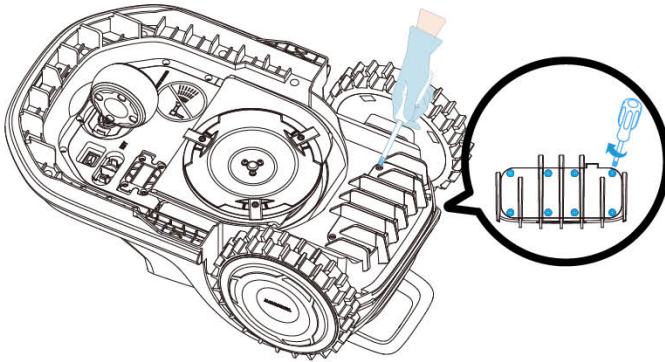


NOTE: Make sure that the installation orientation with the new battery is the same as the replaced one.

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



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



WARNING :

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

5.5 Power Supply

Disconnect the power supply:

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

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

WARNING:

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

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

5.6 Storage

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

5.7 Recycling and EOL Disposal

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

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

5.8 Other

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

6. Quick Reference

6.1 Operation Messages

Message Code	Cause	Solution
N01	When the battery level is between 0% and 8%, TerraMow will not respond to commands or return to the base station automatically.	Please manually return TerraMow to the base station for charging.
N02	When powered on and the battery level falls below 5%, TerraMow will automatically shut down.	Please manually return TerraMow to the base station for charging.
N03	When the main switch is off, mowing or mapping cannot be initiated.	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 return TerraMow to the base station for charging.
N30	When TerraMow is operating (not in Spot Mode) and the battery level drops below 15%, it will automatically return to the base station to recharge.	TerraMow will automatically return to the base station for charging without any action.
N34	Upon startup, if the TerraVision sensor detects dirt, potentially caused by water mist, TerraMow will attempt 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.
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.
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.	This is normal usage feedback, no action required.
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 to resume its task. TerraMow will attempt to relocate itself. If it's 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 multi-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 from water mist. It will stop in place, heat up to clear the mist, and then resume work.	Please wait for your TerraMow to automatically complete the defogging process.
N64	When the battery level is below 15%, it's not possible to start the mowing process.	Wait until the battery level is above 15% before attempting to start mowing or mapping.
N86	Log upload failed.	Please retry the log upload. If the problem persists, 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.	This is normal usage feedback, no action required.

N90	TerraMow is not placed on the lawn when it starts.	Place 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 drops below 15%, it will automatically trigger a return to the starting point.	Please Charge the Terramow.
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.	Please use in a well-lit environment.
N96	TerraMow is currently saving the map and cannot be operated. Please try again later.	Please wait patiently for the TerraMow to finish saving the map.
N98	TerraMow is processing data and cannot be operated. 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 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 for any foreign objects blocking or entangled with the blade disc. After clearing them, try again. If the error persists, please contact customer service.
E0002	Blade disc motor fault.	Please restart your TerraMow and try again. If the issue persists, please contact customer service.
E0003	Blade disc obstructed by foreign objects or motor overheating due to excessive load.	Please check for any foreign objects blocking or entangled with the blade disc. After clearing them, try again. If this error persists, it may be due to excessive load from the lawn. Please use other tools to cut the grass to a height of 7cm first.
E0004	Blade disc motor fault detected.	Please restart your TerraMow. If the issue persists, please contact customer service.
E0005	The blade disc motor is overheating.	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 for 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 , please contact customer service.
E0103	The blade disc height adjustment motor is obstructed.	Please check for 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 key 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, please contact customer service.
E0501	The driving wheel is blocked by a foreign object.	Please check for any foreign objects entangled or blocking the driving wheel. After removing them, it will continue work.
E0502	Driving wheel motor fault detected.	Please restart your TerraMow. If the issue persists, please contact customer service.
E0503	Driving wheel motor fault detected.	Please restart your TerraMow. If the issue persists, please contact customer service.

E0504	The temperature of the driving wheel motor is too high to continue working.	<p>Please check for any foreign objects blocking or entangled with the driving wheels. After clearing the foreign objects, please try again.</p> <p>If the error persists, it may be due to excessive load from the lawn. Please use other tools to cut the grass to a height of 7cm 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, please contact customer service.
E0602	Battery fault.	Please restart your TerraMow. If the issue persists, 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, please contact customer service.
E0701	The charging port voltage is too low.	Clean the charging ports, removing any debris or moisture. Check the power adapter and plug connections for possible short circuits.
E0801	TerraVision sensor fault.	Please restart your TerraMow. If the issue persists, please contact customer service.
E0802	TerraVision sensor fault.	Please restart your TerraMow. If the issue persists, 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 preventing TerraMow from departing smoothly, or depressions near the charging station are causing it 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.	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 preventing TerraMow from departing smoothly, or depressions near the charging station are causing it 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, please contact customer service.
E1411	Processor fault.	Please restart your TerraMow. If the issue persists, please contact customer service.
E1412	Cellular Data module fault.	Please restart your TerraMow. If the issue persists, please contact customer service.

7. Warranty Policy

Warranty Coverage and Duration

Warranty Effective Date

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

Warranty Service

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

Warranty Coverage

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

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

Additional Notes:

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

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

Warranty Violations

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

- Claims made by third parties against you for damages.
- Products that have been modified without authorization.
- Damage caused by failure to follow the guidelines and instructions provided in

our official documentation, which includes, but is not limited to, the user manual, quick guide, maintenance instructions, product specifications, disclaimers, and notifications within our app. Such documentation may be available in various languages. In the event of any discrepancies, the most recent English version on the official website shall take precedence and govern.

- Damage resulting from the use of improper attachments or parts not intended for the design.
- Damage caused by personal actions, foreign objects, or accidents.
- Damage caused by acts of nature or natural disasters, such as fire, flood, earthquake, lightning, typhoons and other natural disasters.
- Dissatisfaction on the product other than its quality, e.g. product color, outlook, shape.
- When configuring the parameters or behavior of the robot for the lawn perimeter and edges (including setting the edge cutting distance and pathways between lawns), the operation of the robot must be supervised. Please note that any damage to the robot caused by such settings, as well as any damage caused by the robot to people, furniture, pipes, wires, or other equipment during its operation, is beyond the scope of the warranty. Additional losses will not be compensated.
- Special, incidental, punitive, indirect, or consequential damages. This includes, but is not limited to, loss of profits, business revenue, goodwill, or anticipated savings. Loss, damage, or disclosure of your data.

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

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

Out of Warranty

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

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

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

Retailer / Distributor Purchases

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

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

Warranty Claim Procedure

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

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

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

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

Warranty Fees and Conditions

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

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

Limitation of Liability

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

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

Legal Rights and Governing Law

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

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

Warranty Modifications

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

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

8. Important Information

8.1 Trademark and Legal Statement

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

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

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

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TERRAMOW Legal Disclaimer

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

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

1. Claims by third parties for injuries caused;
2. Damage to your product, loss, damage, or disclosure of data;
3. Special, incidental, punitive, indirect, or consequential damages, including but not limited to loss of profits, business revenue, goodwill, or anticipated savings.

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

In no event will MUXIN, its affiliates, suppliers, distributors, or service providers be

liable for damages exceeding the actual direct damages, up to the total amount paid for the product.

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

WARNING: Incorrect usage of the product may pose hazards.

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

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

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

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

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

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

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

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

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

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

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

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

WARNING: Avoid contact with rotating blades at all times.

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

8. This product includes battery components essential for operation. Please adhere to the following guidelines to ensure safe usage and to prolong the lifespan of the device:
- **Only use batteries produced by the original manufacturer.** They are essential for the device's operation and should not be tampered with.
 - **Keep the battery clean and dry.** Avoid exposure to moisture or contaminants that may affect their performance.
 - **Do not expose battery to heat sources or flames.** Prolonged exposure to high temperatures can lead to damage or malfunction. Store battery away from direct sunlight.
 - **Prevent short-circuiting of battery packs.** Store them securely and avoid contact with conductive materials that could cause unintended connections.

- **Do not dismantle or modify battery packs.** Alterations may result in hazardous situations or damage to the product.
- **Handle the battery with care to prevent mechanical shock.** Rough handling can lead to internal damage or leakage.
- **In case of leakage, avoid skin or eye contact with battery fluids.** Rinse affected areas thoroughly with water and seek medical attention if necessary.
- **Seek immediate medical advice if the battery is swallowed.** Ingestion can lead to serious health complications.
- **Use only designated battery recommended for this device.** Incompatible batteries may pose safety risks or damage the equipment.
- **Keep batteries out of reach of children.** Store them in a secure location inaccessible to young kids.
- **Dispose of batteries properly in accordance with local regulations.** Do not dispose of battery in regular household waste.

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

9. Users are prohibited from using non-genuine accessories and from unauthorized disassembly or modification of the product. You assume full responsibility for any damages, injuries, and property losses that occur as a result. MUXIN disclaims any liability for claims, liabilities, or losses arising from harm, damage, or legal disputes caused by violation of these terms, user inexperience, or non-adherence to the instructions in this manual.
10. MUXIN reserves the right to modify the product, release firmware updates, and revise this manual at any time without prior notice. Changes may occur due to typographical errors, inaccuracies in current information, or advancements in procedures and equipment, and will be incorporated in updated versions of this manual. Illustrations herein are for reference only and may not accurately depict the actual product. Actual products and specifications may differ due to product updates, which may lead to discrepancies in color, appearance, and other characteristics. Please see the actual product for the most accurate details.
11. This document should be regarded as a permanent part of the product and must always be provided alongside the product. We appreciate your decision to choose TERRAMOW!

8.2 Conformity

TERRAMOW

Declaration of Conformity

Product: ROBOTIC LAWN MOWER

Model Number: 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 :

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RED Directive: 2014/53/EU

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

WEEE Directive: 2012/19/EU

REACH Regulation: 2006/1907/EC

Machinery Directive: 2006/42/EC

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

Radio Spectrum EN 300 328 V2.2.2; EN 303 413 V1.2.1; EN 300 440 V2.2.1;

EN 301 893 V2.1.1; EN 301 908-1 V15.2.1; EN 301 908-13 V13.2.1

Safety EN 60335-1:2012+A11+A13+A14+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.

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

FCC COMPLIANCE NOTICE

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

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

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

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

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

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

IC 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 20 cm between the radiator & your body.

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

8.4 Contact Us

Manufacturer: Shenzhen Muxin Intelligent Technology Co., Ltd.

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

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

Europe Authorised Representative:

SUCCESS COURIER SL

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

UK Authorised Representative:

EVATOST CONSULTING LTD

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

contact@evatost.com

USA Authorised Representative:

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

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For Coporated Purchase: sales@terramow.com

Customer Service: support@terramow.com

TERRAMOW

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