

Repair Service Shipping Instructions – All Robomower Models

To ensure that your repair goes as smoothly as possible, please review the following instructions and include the completed form page with your unit. We will contact you once we have an estimate for your repair (if applicable). See page the bottom of page 2 for additional warranty shipping information.

- **Include a copy of your original sales receipt for warranty issues.**
- Please fill out the customer info on page 2 of this document and include it.
- Do not include your battery or any accessories unless instructed.
- Carefully pack the unit and seal the box using a tape designed for shipping.
- If using your own packaging, be sure to securely package the unit to avoid damage and choose a box sturdy enough for two way shipping. Boxes must open via flaps. Do not create a box by wrapping the unit with cardboard and tape. If your box arrives unusable, you will need to purchase a new box.
- If using your own packaging, we suggest that you place a small box or similar pad between the rear wheels. This will elevate the rear wheels and help to eliminate any shock to the drive system.
- To avoid excessive freight charges, do not use a box of excessive size. A UPS box size calculator is available for download on our website.
- If your original packaging included a plain brown “over box”, please remove it to avoid a UPS \$40.00 dimensional oversize fee.
- Please DO NOT use packing peanuts. If you must use packing peanuts, enclose them in a plastic bag (pillows) to keep them contained. Units received in loose peanuts will be charged a **\$20.00 unpack-repack fee** due to the excessive time required to clean up and store them.
- Insurance is recommended.

You can use any shipping company. UPS is recommended for lower rates. We can provide a prepaid shipping label. Just contact us with credit card info and the dimensions of your packaging. Shipping averages \$35.00 each way depending on your location. Worst case is normally around \$48.00. If you do not have the original box, a factory supplied box (36” x 25” x 15”) designed with special inserts for Robomower shipping is available for \$59.00 delivered (excluding AK HI and Canada). It can be flattened for storage and later use. In the rare case where battery shipping is required, ship separately.

Important Notes:

Please remove accumulated grass, mud and pet droppings from the wheels and underside prior to packing. A 25.00 cleaning fee will be charged if we need to clean your mower prior to servicing due to excessive grass build up or soiling.

Battery issues are usually handled separately. If you suspect that your battery may be bad (unit only operates for a few moments or not at all, the batteries get very hot when charging or your run time is below 1.5 hours) please contact us before sending your unit unless it has already been discussed with support (Friendly Robotics or Probotics).

Ship to:
Probotics - Service
2878 Limekiln Pike
Glenside PA 19038

Accessories

If you require any accessories, they can be sent out with your warranty/non-warranty repaired mower. We will contact you for payment.

- Qty. ___ Blade Set (Standard) \$58.00
- Qty. ___ Blade Set (Low Cut) \$58.00 Great for leaves!
- Qty. ___ Perimeter Wire 500 ft. \$69.00
- Qty. ___ Perimeter Switch \$117.00
- Qty. ___ Pegs \$18.95
- Qty. ___ Connector Assortment \$12.95
- Qty. ___ Fast Charger \$159.95

Customer/Unit Information: (please print clearly)

Model: RL- 500 550 800 850 1000 iMow

SN: IRL- _____ (located on a label in the battery compartment)

Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Day Time Phone: (_____) _____ Extension: _____

E-mail: _____

Area Currently Maintained: 1/4 Acre 1/3 Acre 1/2 Acre 1 Acre

- Please correspond via email concerning my repairs.

Problems/Symptoms/Upgrade Requests: (use an additional sheet if required)

All warranty shipping costs to us are the responsibility of the customer unless within 90 days of purchase. If you purchased your mower within 90 days, please contact us for a prepaid shipping label. Return freight is covered for units in warranty. In all other cases, all shipping costs are the responsibility of the customer. The manufacturer provides a 30 day warranty on all repair parts outside of the original factory warranty.

Questions? Please contact us at 215-886-4717 and press 1 for sales.
Email can be sent to support@probotics.com