



## Standard Warranty

This product is covered by a limited Warranty from Aubot Pty Ltd. for the original purchaser that covers the product from manufacturer's defects in workmanship and materials for ONE YEAR from the date of receipt. A manufacturer's defect refers to the frailty or shortcoming in a product resulting from a departure from its specified design requirements during production.

Aubot's manufacturer's Warranty covers the normal and intended use of this product.

Normal and intended use of this product includes:

- Using the Teleport for video telepresence;
- Using the Teleport control app to move Teleport - forwards, backwards, left, right, neck up or neck down;
- Robot is charged when not in use for an extended period. Failure to perform the tasks below could mean the batteries in the robot head (tablet) and robot base will lose capacity and be unable to charge. Should the tablet or batteries fail if the following are not complied with, the customer will be liable for the replacements of \$400 AUD per tablet and \$100 AUD per battery. This includes:
  - Switching the robot on at least once every two months;
  - Charging the robot at least once every two months;
  - Robot and robot head (tablet) is switched off when not in use for a maximum of two months.

This Warranty does not apply:

- to any damage resulting from abuse, neglect, accident, unreasonable use, misuse, improper handling and care or other external causes not arising out of defects in materials or workmanship;
- to any hardware, software or other add-on components installed by the end-user;
- if this Product has been disassembled, altered or modified in any way;



- to cosmetic damage, including but not limited to scratches, dents or broken plastic, metal bends, or normal wear and tear;
- to acts of God.

For approved Warranty repairs of Teleports purchased directly from Aubot (not through a reseller), replacement component shipment will occur within 24 hours of diagnosis, subject to availability of component.

Any such use listed below will void the Warranty. The Warranty will be made void if Teleport is:

- used outdoor and/or in all weather conditions. Teleport is not to be used near or in water.
- used near stairs. Teleport will not survive being used to go down stairs, being pushed/thrown/driven/nudged down stairs, or being thrown/dropped off a balcony or an elevated platform.
- punched, kicked at, spat at, have objects thrown at it, sat on, stood on, robot components pulled or pushed at, or dropped on the ground or other surface.
- driven into walls, doors, or windows. Teleport is not designed to be driven in spaces where there is not ample room for it to move and manoeuvre.

Teleport is not designed to be a mode of transportation for humans or any living thing (i.e. humans or any living thing should not sit or stand on Teleport while in use or stationary). Teleport is not a toy.

During the Warranty period and upon verification of defects, this product may be eligible for repair when Aubot Support has been contacted.

Contact Aubot Support by email at [info@aubot.com](mailto:info@aubot.com).

Our support team is typically available from 9 AM to 5 PM AEST time on weekdays.



## 3-Year Warranty

The 3-Year Warranty provides the same great service as the Standard Warranty, but instead of one year, you get a total of three (3) years of Warranty service.

3-Year Warranty is \$499 USD and must be purchased before your Standard Warranty expires (within 1 year of the original purchase).