

Sveaverken Sveabot S100 Pro M Cleaning Robot

After-sales Service Policy for Overseas Dealers

1 Warranty Coverage

1.1 Warranty Period

The standard warranty period for the Sveabot S100 Pro M cleaning robot is **12 months**, starting from the date the distributor receives the goods. Support for the second year may be provided on a case-by-case basis. Any support provided beyond the first year is offered at Sveaverken’s discretion and does not constitute a contractual warranty obligation.

1.2 Scope of Application

This warranty applies only to distributors authorized by Sveaverken and does not constitute a warranty commitment from Sveaverken to any sub-distributors or end users.

1.3 Replacement Conditions

1.3.1 If material or workmanship defects are found within the warranty period, replacement service will be provided free of charge.

1.3.2 Distributors shall require sub-distributors or end users to present the sales invoice and warranty certificate when requesting repair or replacement services.

1.3.3 If the end user cannot provide a valid sales invoice or warranty certificate, the warranty period will be calculated based on the production date indicated by the nameplate serial number. After a product or any of its parts is replaced free of charge within the warranty period, the warranty period will not be extended.

1.3.4 If the product is damaged due to human error or the warranty period has expired, paid services will be provided according Section IV of this policy. The table below lists the warranty periods for major components and consumables.

Component	Warranty Period	Component	Warranty Period
Binocular Camera	12 months	Clean Water Pump	12 months
2D LiDAR	12 months	Waste Water Pump	12 months
3D LiDAR	12 months	Dust Box	12 months
Ultrasonic Sensor	12 months	Clean Water Tank	12 months

Liquid Level Sensor	12 months	Waste Water Tank	12 months
Hall Sensor	12 months	Rubber Hoses	12 months
TOF Sensor	12 months	Water Tank Tray	12 months
Line Laser Sensor	12 months	Transmission Gears	12 months
RFID Sensor	12 months	Ball Bearings	12 months
Display Screen	12 months	Transmission Belt	12 months
Main VCU Board	12 months	Drive Shaft	12 months
IMU Board	12 months	Drive Wheel	12 months
Handle Control Board	12 months	Caster Wheel	12 months
Other Control Boards	12 months	Charging Dock	12 months
Wiring Harnesses	12 months	Handle Charger	12 months
Connectors	12 months	Handle	12 months
DC-DC Power Supply	12 months	Emergency Stop Button	12 months
Battery	12 months	Light Strip	12 months
Fan Motor Driver	12 months	UV Lamp Tube	12 months
Fan	12 months	Dust Box Rubber Strip	6 months
Hub Motor	12 months	Side Brush	6 months
Side Brush Motor	12 months	Roller Brush	6 months
Roller Brush Motor	12 months	Mop Brush	6 months
Mop Brush Motor	12 months	Dustbin	6 months
Roller Brush Lifting Motor	12 months	Waste Water Box	6 months
Mop Brush Lifting Motor	12 months	Flat Mop Pad	6 months

1.4 Extended Warranty Options

Extended warranty must be purchased before the previous year's warranty expires and must remain continuous. The annual fees per unit are as follows:

Year	Coverage Period	Price (USD)	Price (EUR)
Year 2	After 2nd year from receipt	1240	1070
Year 3	After 3rd year from receipt	1240	1070
Year 4	After 4th year from receipt	1240	1070
Year 5	After 5th year from receipt	1240	1070

2 Exclusions

2.1 Any faulty components beyond the warranty period.

2.2 Damage resulting from natural disasters (such as floods, fires, earthquakes, lightning, typhoons, mudslides, tsunamis, etc.), or human error including foreign object

impact, liquid intrusion, improper installation, maintenance, or storage; or defects, wear, or deterioration caused by normal use or exposure, including scratches, dents, or paint peeling; or corrosion/discoloration caused by heat, abrasive materials, or chemical cleaners.

2.3 Unauthorized assembly, disassembly, or repair; sending the product to a non-authorized service provider for inspection or repair; or failure to send components to an authorized service provider as instructed by Sveaverken.

2.4 Failures or damage caused by unauthorized alterations, modifications, or use outside the intended purpose; or the use of parts not sold, authorized, or approved by Sveaverken.

2.5 Damaged warranty labels, tampered warranty certificates, or discrepancies between warranty information and the actual product; damaged barcodes or serial number labels.

2.6 Problems or failures caused by improper operation or misuse, or failure to follow the user manual provided by Sveaverken.

3 After-Sales Service Process

3.1 Sveaverken shall provide distributors with product maintenance training (including remote training), covering possible failures, solutions, and operational practices.

3.2 When an end user contacts the distributor for warranty service, the distributor shall first attempt to resolve the issue through remote guidance.

3.3 If remote support cannot resolve the issue, the distributor shall arrange on-site service.

3.4 The distributor shall clearly inform the end user of the expected resolution timeframe.

4 Paid Services

Sveaverken's paid services refer to services provided when the product is outside the warranty period or outside the warranty scope, and the distributor cannot resolve the

issue. Paid services include hardware troubleshooting, repair, and software debugging/installation.

Service Fee = Labor Fee + Material Fee + Transportation Fee

- Labor Fee: Technician labor cost based on difficulty, required expertise, service duration, and travel time.
- Material Fee: Cost of parts, equipment, and consumables used during service. Prices are separately set by Sveaverken; please consult an authorized service center.

5 Return and Exchange Policy

5.1 Returns are accepted under the following conditions:

5.1.1 Within 7 calendar days of receiving the goods, if the product is unused and has obvious manufacturing defects confirmed by Sveaverken, a return may be requested. Round-trip shipping will be borne by Sveaverken.

5.1.2 Within 15 calendar days of receipt, if the product cannot start properly according to the manual or under technician guidance, or if non-human quality defects are found, a replacement may be requested. Round-trip shipping will be borne by Sveaverken.

5.1.3 If damage caused by transportation is found upon opening the package in front of the delivery personnel, a replacement may be requested. Round-trip shipping will be borne by Sveaverken.

5.1.4 If the received product significantly differs from the product description, a replacement may be requested. Round-trip shipping will be borne by Sveaverken.

5.2 Sveaverken reserves the right to reject returns in the following cases:

5.2.1 Damage is found, but no request for return was made at the time of delivery.

5.2.2 Return request is made after 7 calendar days from receipt.

5.2.3 Returned product is incomplete, including packaging, accessories, gifts, manuals, or has user-caused exterior damage.

5.2.4 No valid proof of purchase is provided, or purchase documents are forged or altered.

5.2.5 Damage caused by collision, burning, unauthorized modification, incorrect installation, or improper use not following the manual.

5.2.6 Torn or altered labels, including machine serial numbers.

5.2.7 Damage caused by force majeure, such as fire, flood, lightning, or traffic accidents.

5.2.8 After return is approved, if the distributor fails to ship the product within 7 days from contacting Sveaverken, Sveaverken may refuse the request.

6 Statements

6.1 If distributors develop sub-distributors for business expansion, they must ensure that all sub-distributors and their downstream partners comply with the end user warranty and service terms stated in this policy.

6.2 Sveaverken reserves the copyright to this policy and all its contents. No organization or individual may copy, reproduce, or distribute this policy in whole or in part without written permission from Sveaverken. Sveaverken reserves the final interpretation right of this warranty policy.