

# PUMA Lynx

## User Manual

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## Statement

- This manual is the intellectual property of inMotion Robotic GmbH. Any reproduction of this manual, in whole or in part, is strictly prohibited without permission from inMotion Robotic.
- This manual covers the basic components, transportation and storage, operations, troubleshooting, and technical specifications of the inMotion Robotic PUMA Lynx. Please read and understand this manual thoroughly before operating the robot.
- Essential safety information is provided in the "Reading Tips" section—please review this section carefully to ensure safe operation.
- The diagrams and photographs in this manual serve as representative examples and may vary slightly from your purchased product.
- This manual is subject to modification for product improvements and specification changes.
- While we strive for accuracy, this manual may contain inadvertent omissions or errors. If your manual becomes damaged or lost, or if you have questions about its contents, please contact us immediately.
- Our warranty does not cover failures resulting from unauthorized disassembly or modifications made by customers. Please refer to the "Service & Warranty" section for complete details.

## Reading Tips

### Description of Symbol

Before use (installation, transportation, maintenance, inspection), please be sure to read and master this manual, and familiarize yourself with the equipment and safety matters before you start using it. The safety matters in this manual are divided into three kinds: "Caution", "Mandatory" and "Prohibition". Even the contents of "Caution" may have serious consequences depending on the situation, so any of these safety matters are extremely important and should be strictly observed.

- |   |                    |  |
|---|--------------------|--|
|  | <b>Caution</b>     | Usage tips or operational recommendations. Improper using or operating the robot may cause damage to it. |
|  | <b>Mandatory</b>   | Matters that must be observed.   |
|  | <b>Prohibition</b> | Matters prohibited. Misoperation is dangerous and may cause injury to operators or damage to the robot.  |

### Get Help

For more resources to assist you in using the robot proficiently, you can also visit inMotion Robotic corporate website: <http://www.inmotionrobotic.com/contact>.

## Important Safety Tips



Before starting the robot, please ensure that all people and objects present are more than 2 meters away from the robot to avoid collisions.



- When the robot passes through stairs or slopes, do not stand on the stairs, platforms, or slopes below the robot to avoid personal injury when it falls.
- When the robot swaying legs, shaking violently or other abnormal phenomena occur in use, press [**⑬ STOP**] to activate the soft emergency stop protection, so that the moving robot enters a protective state. The robot will automatically get down. After identifying the problem, cancel Emergency STOP to operate the robot normally.



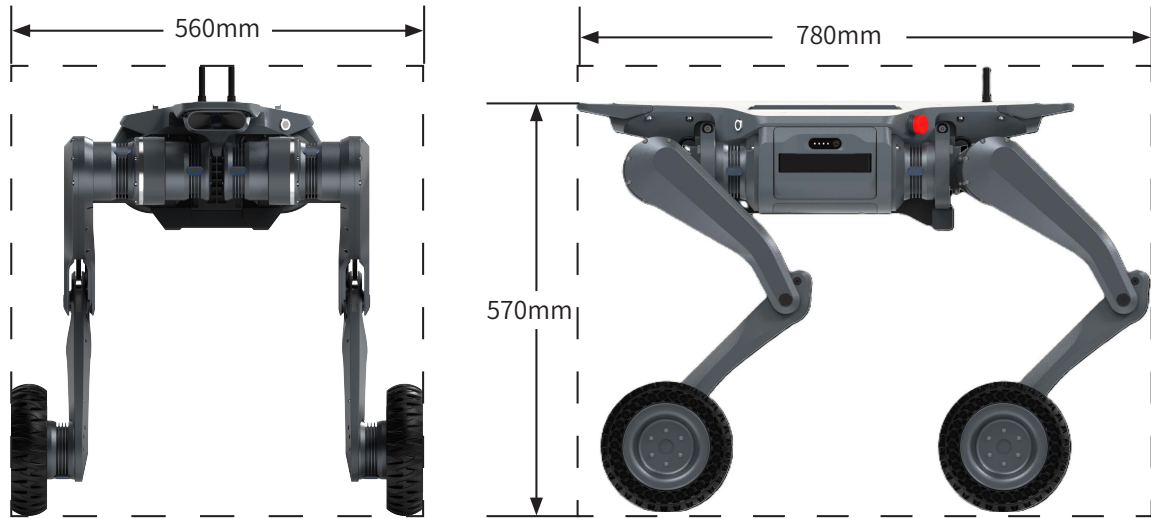
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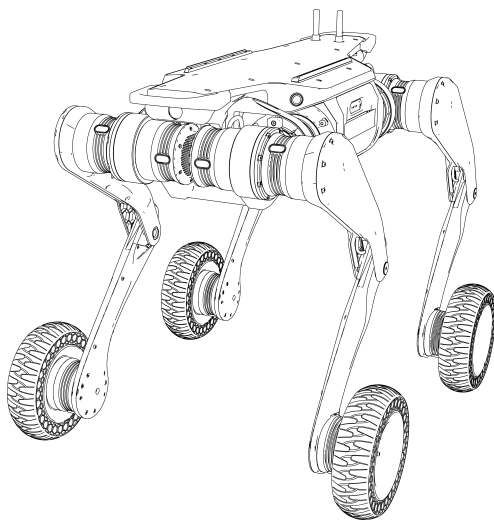
# 1 Introduction

## 1.1 Overview

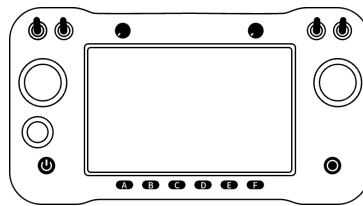
PUMA Lynx is a wheeled quadruped robot with 4 motors on each leg, a total of 16 degrees of freedom, and a variety of movement methods.



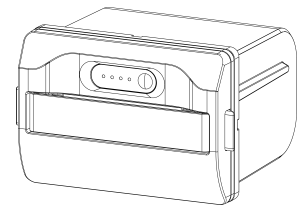
## 1.2 Product List



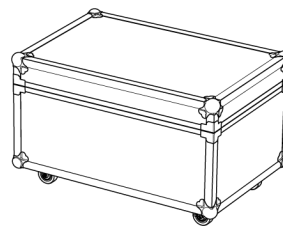
Robot ×1  
(without battery)



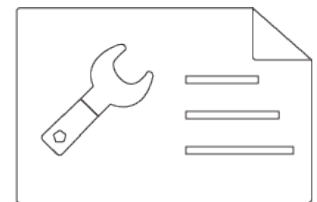
Controller ×1



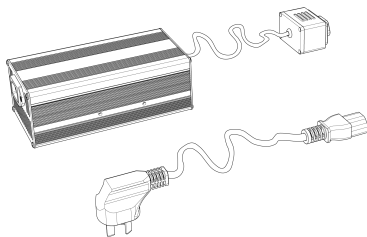
Replaceable Battery ×2



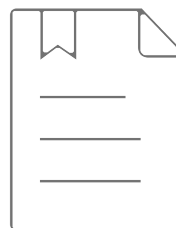
Transport Case ×1



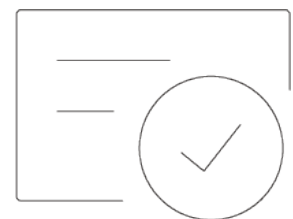
Warranty Card ×1



Charger ×1

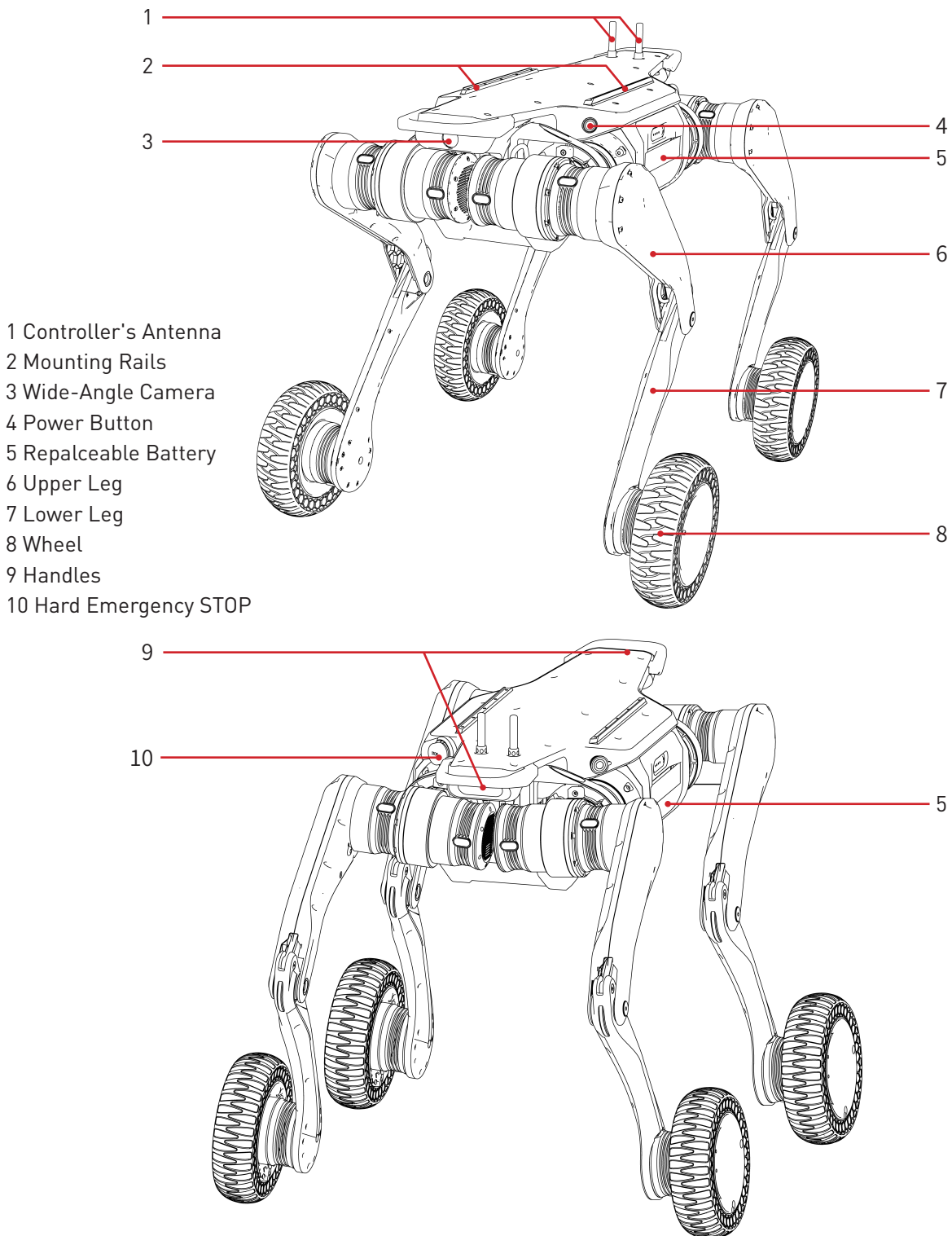


User Manual ×1



Certificate ×1

## 1.3 Product Parts



## 1.4 Main Specifications

Robot Dimensions	
Standing Size (Length × Width × Height)	780mm×560mm×570mm (Without antenna)
Sitting Size (Length × Width × Height)	865mm×565mm×277mm (Without antenna)

Robot Dimensions	
Tyre Size	7 inches
Weight	32kg

Electric Parameters	
Battery Capacity	4.5Ah (Each battery)
Nominal Battery Voltage	72V
Charger Input Voltage	100V~240V
Charger Output	84/4A
Charging Time	1.5h~2h (Each battery)

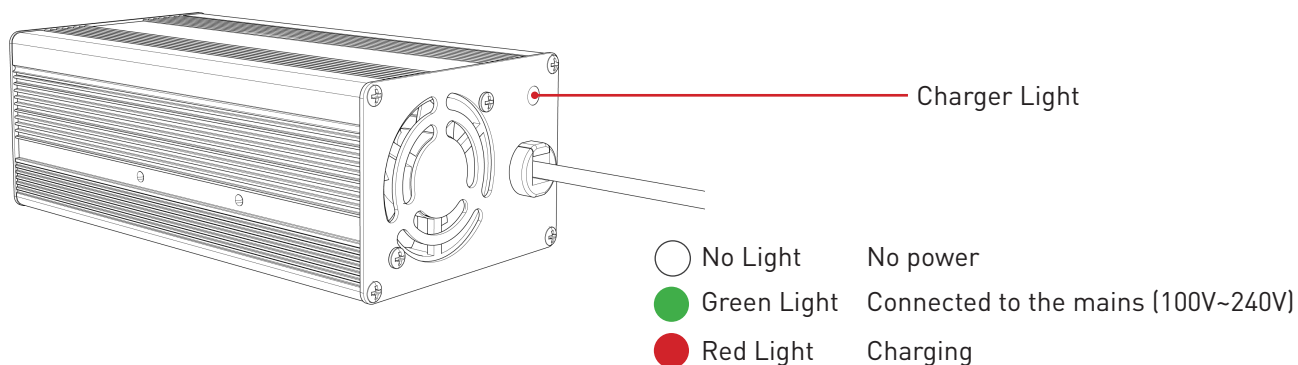
Locomotion Parameters	
Maximum Speed	5.0m/s (Data from extreme test)
Normal Speed(In Basic Motion Mode)	1.8m/s
Maximum Slope	±45°
Maximun Continuous Stair Height	22cm
Maximum Climbable Height	80cm
Payload	12kg
No-load Runtime	≥3h (Dual battery powered)
No-load Range	15km

Other	
Ingress Protection	IP54
Operating Temperature	0°C ~40°C
Sensor	Wide-Angle Camera ×1

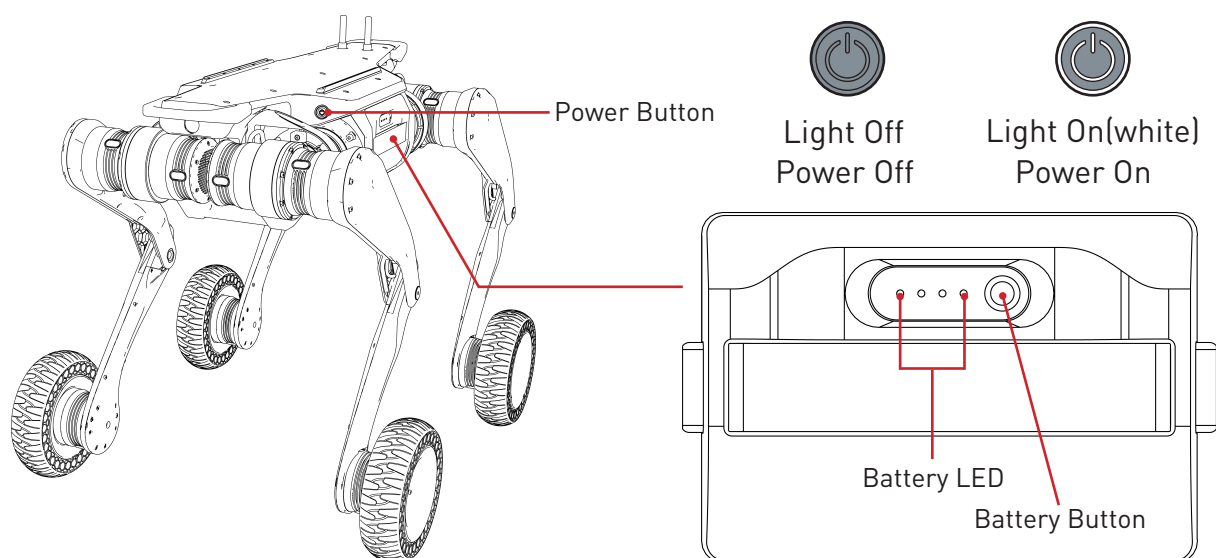
※ Data above are measured under ideal conditions and dual battery powered mode, the actual results may be biased.

## 1.5 Description of Lighting

### 1.5.1 Charger



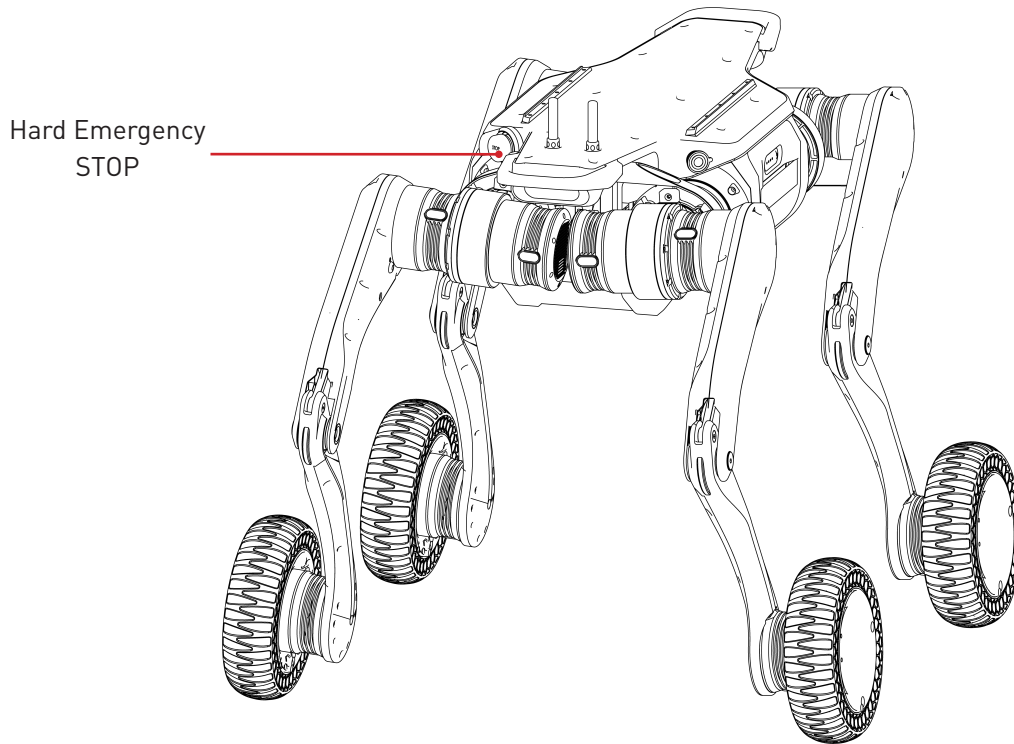
### 1.5.2 Battery



○ OFF	● ON	⚡ FLASHING	⚡ MOVING
Status		Meaning	
● ● ● ●	Four lights on	Power>75%	
● ● ● ○	Three lights on	50%<Power<75%	
● ● ○ ○	Two lights on	25%<Power<50%	
● ○ ○ ○	One light on	20%<Power<25%	
⚡ ⚡ ⚡ ⚡	Four flashing lights	5%<Power<20%	
⚡ ○ ○ ○	One flashing for 30s and off	Power<5%	
⚡ ● ● ● ●	Moving light,light on in turn	Charging,lights show % charge	

### 1.5.3 Hard Emergency STOP

After pressing the Hard Emergency STOP button on the left rear of the robot, the robot joints will be directly powered off, indicating that the hard emergency stop has been triggered.



### 1.6 Mode and Action

Motion Mode	
Basic	This mode allows the robot to pass through regular structured terrain and complete movements such as continuously climbing 22cm stairs, going up and down $\pm 45^\circ$ slopes, and crossing piles of rocks.
High-Obstacle	This mode allows the robot to pass through 80cm high platforms.
Parkour	In this mode, the robot can perform actions such as High-Speed, Stand Upright, Handstand, etc. And supports joystick control.




- Do not use the robot to climb stairs when using the “High-Obstacle”.
- Please use “Parkour” mode when the ground is flat, and do not control the robot to cross obstacles while using “Parkour” mode.

## 2 Operation

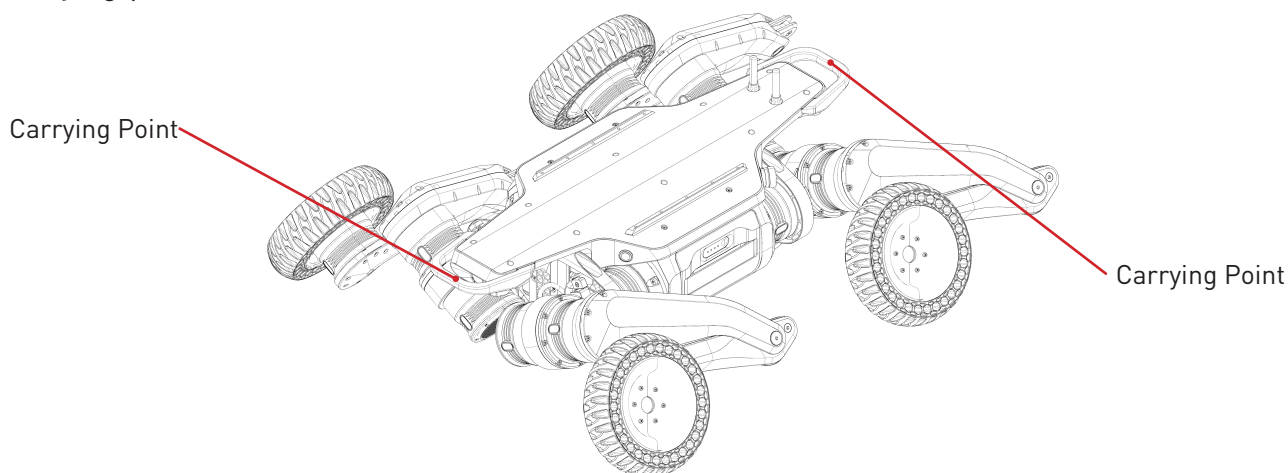
### 2.1 Preparation


#### 2.1.1 Environment

	<ul style="list-style-type: none"><li>• Please ensure that operators and non-operators present have read the manual carefully and understand the basic operating instructions and safety precautions.</li><li>• Before start the robot, ensure that all people or objects present are more than 2 meters away from the robot to avoid collisions.</li><li>• Please use the robot in an environment of 0°C ~40°C.</li></ul>
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#### 2.1.2 Carrying

PUMA Lynx weights approximately 30 kg and it is recommended that two people carry it: one person lifts the anterior carrying point of the robot, while the other lifts the rear carrying point of the robot.



	<ul style="list-style-type: none"><li>• Power off PUMA Lynx and carry it gently.</li><li>• Do not hold joints to prevent pinching or even scratching when carrying.</li><li>• The metal components of the robot's legs that have just finished running are hot, so please wait until it cools down to suitable temperature before carrying.</li></ul>
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#### 2.1.3 Checking

	<ul style="list-style-type: none"><li>• Press the power button once to check the battery. It is suggested to start the robot when at least one battery power is not less than 75%.</li><li>• Make sure the controller is fully charged.</li><li>• Make sure there is no visible damage to the exterior of the robot.</li></ul>
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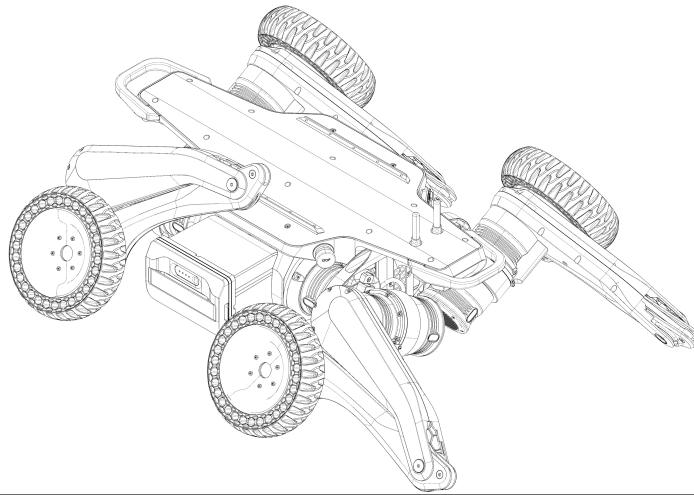


If the robot parts are aging or damaged, please do not start the robot and contact the after-sales staff in time.

## 2.2 Charging

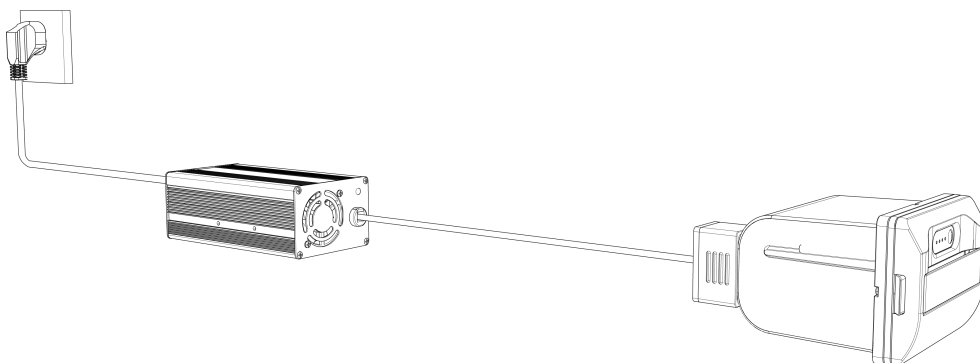
PUMA Lynx is powered by dual batteries, supports the replacement of any of these batteries while the robot is powered on. User can insert the battery into the charging base for charging.

1. First, make the robot lie down, then lift the front legs appropriately to ensure that the battery can be taken out smoothly. Hold the battery strap and pull it outward with appropriate force. The battery buckle will be unlocked by force, and then the battery can be removed from battery bin.



- When inserting or removing the battery, turn off the battery first, do not insert or remove the battery with the battery on.
- It is recommended charge in an environment of 5°C ~30°C.
- During charging, please always pay attention to the battery and charger to prevent accidents, and disconnect the charging power in time after charging is completed.

2. Plug the battery socket into the charging socket of the charger tightly, then connect the charger to the mains (100V~240V) for charging, and the charger indicator light will light up red, indicating that the battery is charging.



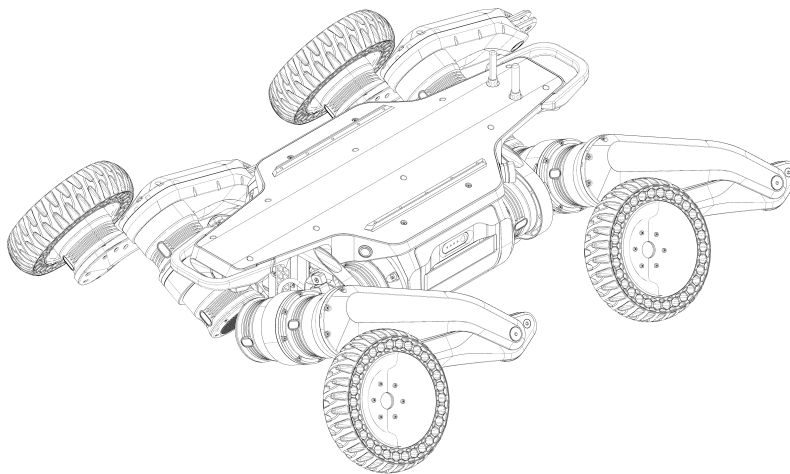


3. When charging, the battery LED lights will in a moving state and light on in turn, the number of lights on corresponds to the power already charged.
4. After finishing charging, the four battery LED lights off and the charger's light will turn green.

## **2.3 Start**

### **2.3.1 Preparation**

1. First, take the robot from the transport case and place it on a flat surface, as described in the section "2.1.2 Carrying".
2. When installing the battery, lift the front legs appropriately to ensure that the battery can be inserted smoothly. When inserting the battery, it is necessary to place the battery forward into the battery bin (the battery LED and battery button above the battery strap). Pull the battery strap outward with one hand to unlock the battery buckle; lift the bottom of the battery slightly with the other hand and push it into the battery bin with appropriate force. Then loosen the battery strap, when the buckles on both sides of the battery strap are inserted into the battery bin, it indicates that the battery has been successfully installed.
3. Adjust the robot pose as required (as shown in the picture below): Upper leg is tightly pressed against the lower leg, the lower leg and wheel naturally touch the ground.



### **2.3.2 Power on**

Before power on the robot, please confirm that the hard emergency STOP button has not been triggered. If the hard emergency STOP button is triggered, troubleshoot the robot first. After ensuring that the machine can be operated normally, rotate the button in the direction indicated by the arrow on the button to release the hard emergency stop.

With the hard emergency STOP button not triggered, press, then press and hold the battery button until the battery LED flashes and stays on, indicating that the battery is powered, and the battery LED light shows the current battery level. Press the power button on the front left side of the robot to start the robot. At this time, the power switch always lights up white.

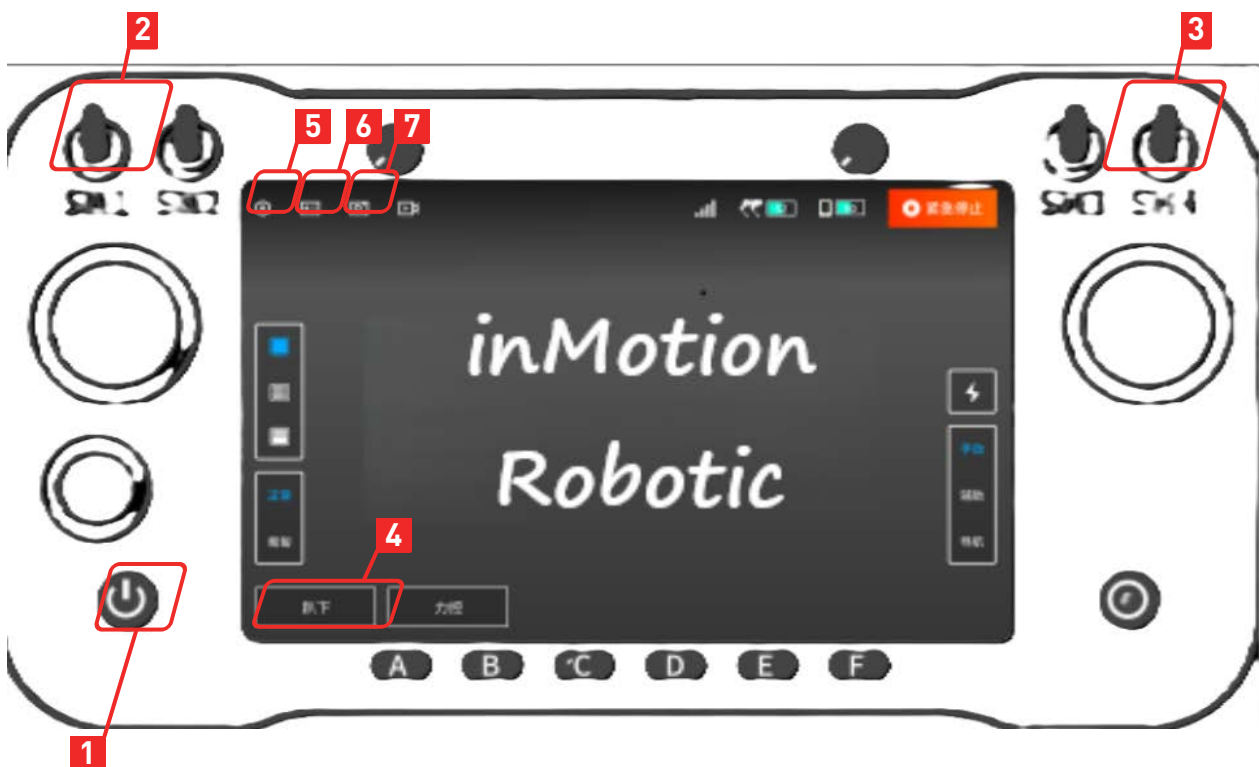
### 2.3.3 Connection

Long press the power button to turn on the controller (please ensure that the controller has enough power before use). The robot and controller have been paired and bound. After opening the app, the controller will automatically connect to the robot it is bound to.

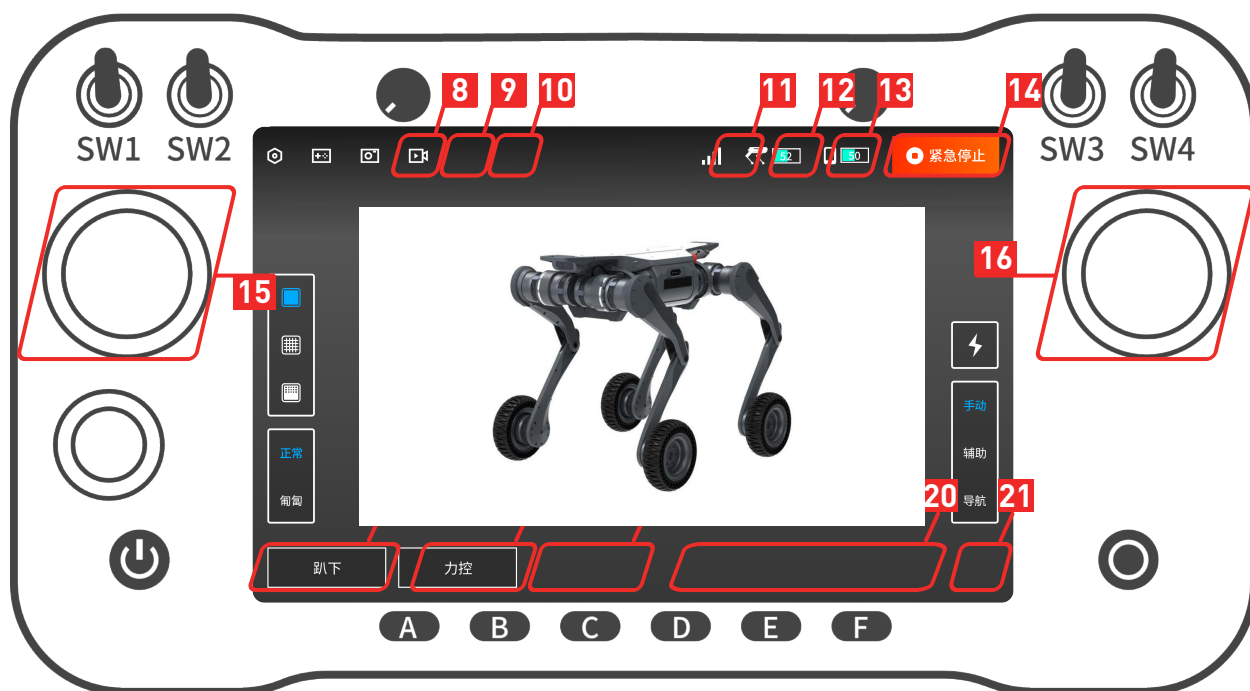


### 2.4 Controller Operation

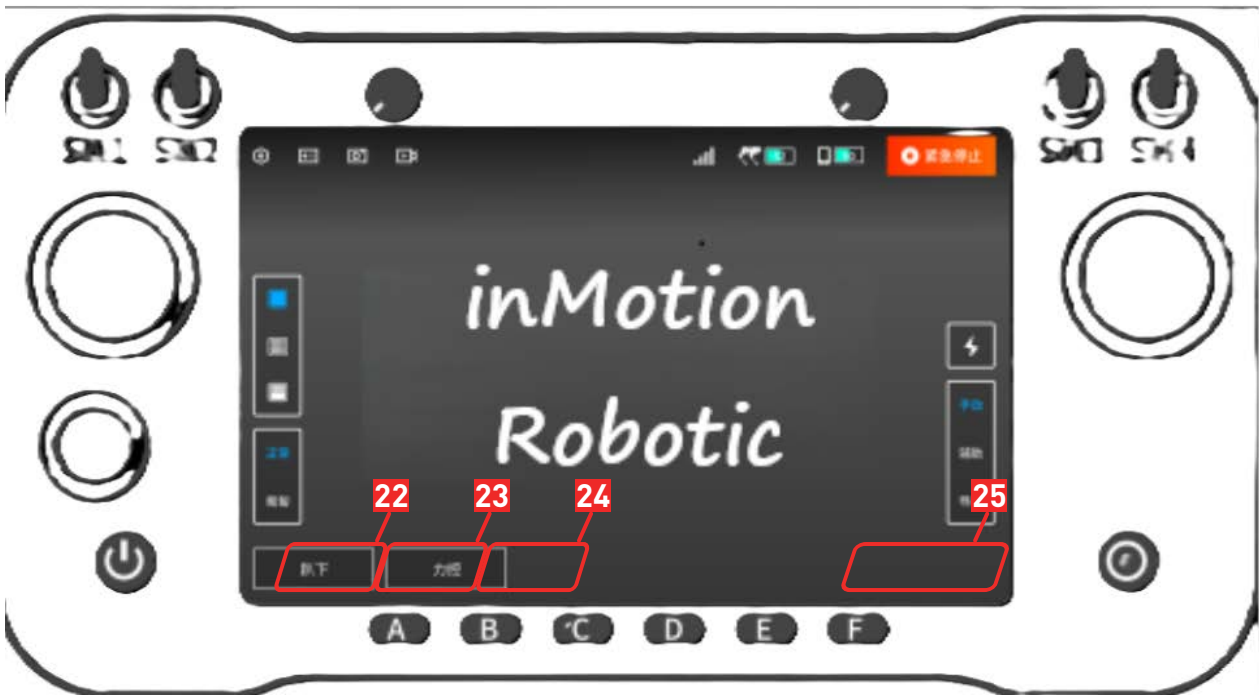
After starting the APP, you will automatically enter the control interface, as shown in the figure below:



Button		
① Controller Power	Press and hold to power on/off, and press once to wake	
② SW1	Flip up simultaneously	Trigger Soft Emergency Stop
③ SW4	Flip to the center simultaneously	Cancel Soft Emergency Stop
④ Stand	Press to make the robot stand up	
⑤ Settings	Settings: View APP version/Set language/First Perspective Video/Lab Mode/About Device/User Agreement	
⑥ Screenshot	Save images for the video streaming	
⑦ Record	Record a video of the video streaming	



Button	
⑧ Motion Status	Press to permanently display robot linear velocity, angular velocity, attitude and height information
⑨ Joint Status	Press to permanently display joint position information and wheel speed information
⑩ Temperature	Press to permanently display temperature information for 16 motors or drivers and CPU
⑪ Robot Signal	Displays the connection status : connected  /connecting  /disconnected  /warning  /WiFi
⑫ Left Battery	Battery status:uninstalled  /installed Real-time display of remaining battery power after battery installation, Green/yellow/red battery levels respectively indicate normal battery level/ low battery warning/ low battery protection
⑬ Right Battery	
⑭ STOP	Soft emergency stop:Forcing the robot to lie down, which is generally used when the robot is out of control or in an emergency
⑮ Left Joystick	Control the robot to translate
⑯ Right Joystick	Control the robot to rotate
⑰ Sit	Press to make the robot stand up
⑱ Basic	Press to switch to "Basic" motion mode
⑲ High-Obstacle	Press to switch to "High-Obstacle" motion mode



Button	
⑩ Speed Adjustment	Adjust the maximum motion speed of the robot by dragging the slider (Only Basic mode and High-Obstacle mode support)
⑪ Parkour	Press to switch to "Parkour" motion mode
⑫ High-Speed	Press to display the "High-Speed" demonstration action
⑬ Stand Upright	Press to display the "Stand Upright" demonstration action
⑭ Handstand	Press to display the "Handstand" demonstration action
⑮ Exit Parkour	Press to exit the "Parkour" motion mode and switch to "Basic" motion mode

- After connecting the robot, ⑩ will display as connected state, connection delay is shown on the right side, and you can start controlling the robot.
- If the controller is connected to the robot more than one way at the same time, it will appear the risk connection prompt. Click the Warning "Warning" button on the left to view the existing risks.
- To make the robot move, first press "⑫ Stand" to make the robot stand up. At this time, the robot will default to "⑬ Basic" mode. The left joystick can control the robot to move forward, backward, left and right. The robot will adjust its movement speed according to the amplitude of the joystick, and after releasing the joystick, the robot will slow down to zero and stop in place; the right joystick controls the robot to turn left and right.
- Soft emergency stop: Triggered by flip ② and ③ up simultaneously or clicking ⑭.
- The "Parkour" movement mode is set to hidden by default and needs to be enabled in the settings. Please refer to the "2.5 settings" for details.



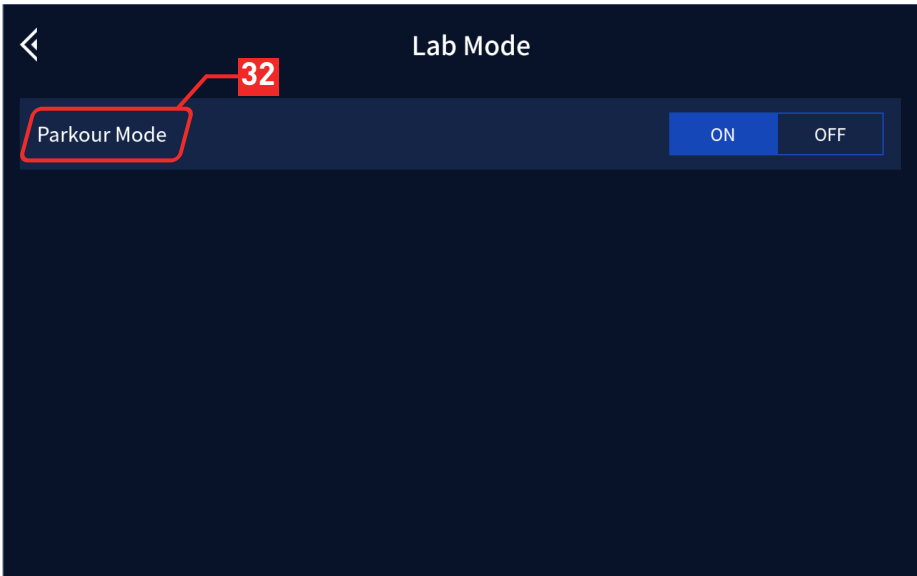
When the robot stands on non-horizontal surface, it may slide back and forth. Please control the robot in a time or make it lie down to avoid collision with people or objects.

## 2.5 Settings



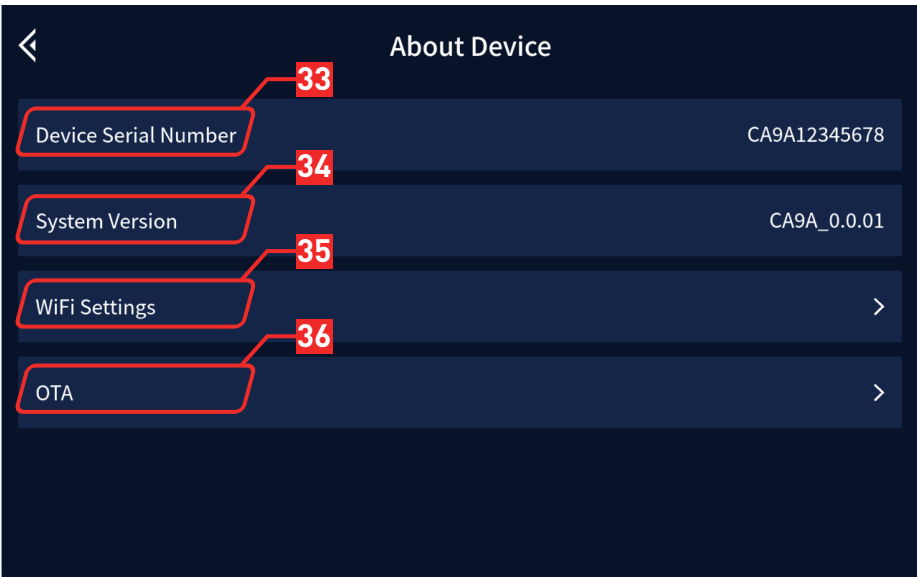
Button	
②⑥ APP Version	View the current APP version
②⑦ Language	Select language: 中文 /English
②⑧ First Perspective Video	Turn on or off the first perspective video, which is enabled by default
②⑨ Lab Mode	Click to manage the functions in lab mode, includes Parkour Mode
③⑩ About Device	Click to enter about device, you can view device information, set WiFi and OTA
③① User Agreement	Click to view the user agreement

2.5.1 Lab Mode



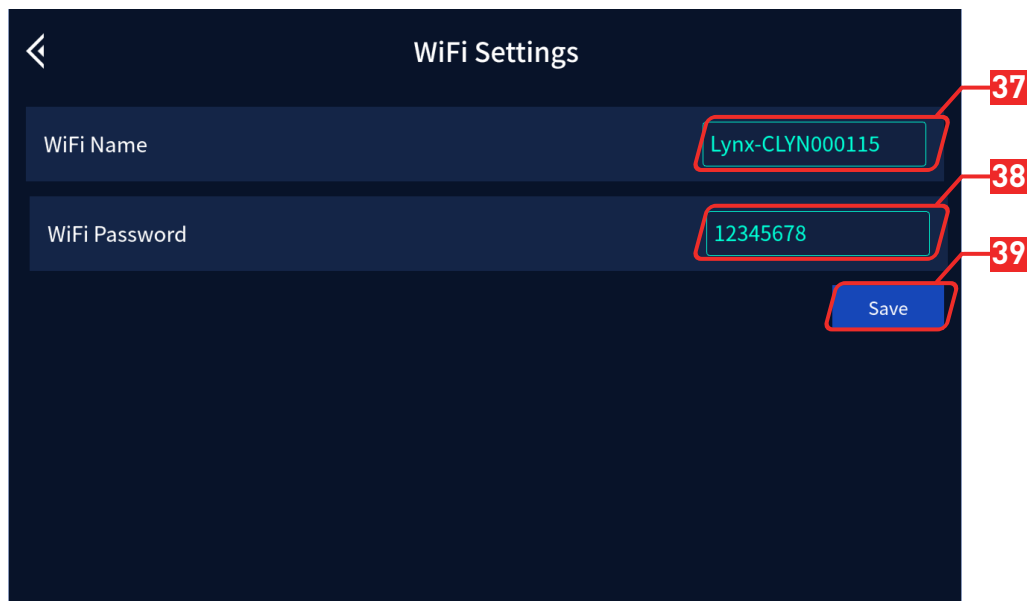
Button	
③② Parkour Mode	Turn on or off the entrance of Parkour Mode in the control interface, which is off by default

2.5.2 About Device




Button	
③③ Device Serial Number	View the serial number of the current device
③④ System Version	View the system version of the current device
③⑤ WiFi Settings	Click to enter the WiFi settings interface and modify the WiFi name and password of the current robot
③⑥ OTA	Click to enter the OTA upgrade interface and perform OTA upgrade of the robot

## 2.6 WiFi Settings




Button	
③⑦ WiFi Name	Display the current WiFi name, click the input box to modify the WiFi name of the robot
③⑧ WiFi Password	Display the current WiFi password, click the input box to modify the WiFi password of the robot
③⑨ Save	Press to save the changed WiFi name and password

	After changing the WiFi name or password of the robot, please restart to take effect.
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## 2.7 OTA

OTA requires users to initiate proactively and currently do not support automatic push notifications. After clicking to enter OTA, if a new version is available, perform the steps of "Connect to Network", "Download", "Connect to Robot", and "Update" to complete the OTA of the new version.

	The controller can only search for and connect to WiFi networks in the 5GHz band.
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## 2.8 Emergency Operation

### 2.8.1 Soft Emergency Stop

If the robot's legs swing or shake violently and other abnormal phenomena occur during use, please start the soft emergency stop function on Controller (flip ② and ③ up at the same time or click the button ⑬ ) to make the robot lie down. If the soft emergency stop is triggered by ② and ③ , please flip them back to release the soft emergency stop. After troubleshooting, press the stand button again to operate the robot normally.

### 2.8.2 Hard Emergency Stop

Hard emergency stop, that is, hardware emergency shutdown, press the hard emergency stop button at the left rear of the robot, and the power button indicator light is off to indicate that the hard emergency stop has been triggered, which can avoid the robot from getting out of control. After troubleshooting the problem, if you need to release the hard emergency stop, please rotate the hard emergency stop button in the direction of the arrow on the button to release the hard emergency stop. If the hard emergency stop button pops up, it means that the hard emergency stop has been released. After the hard emergency stop is released, you need to restart the robot to restore normal usage.



Once the hard emergency stop is triggered, it will cause the robot to lose all kinetic energy and thus fall to the ground. There is a risk of damaging the ground or the robot, so it is strictly forbidden to press the hard stop emergency button during normal movement!

### 2.8.3 Overtemperature

The system comes with temperature sensing. Click the button ⑨ on the screen to view the temperature information of the motor or driver and CPU. The yellow box indicates that the motor or driver temperature is high, and the red box indicates the motor or driver is overheated. Click the button ⑪ / ⑫ on the screen to view the temperature of the left/right battery information. Once the robot runs for a long time and causes the motor, driver, battery or CPU to overheat, it will automatically enter the overheat protection state, and the robot will automatically stop moving and lie down on the spot. Wait for the robot to cool down and exit the overheat protection state before continuing to operate the robot.

### 2.8.4 Low Battery


When the robot's battery is below 20%, it will enter a low battery warning state, and it should be charged immediately. When the battery level drops below 5%, the robot will trigger a low battery protection mode, where it will automatically lie down and will no longer respond to commands from the remote controller. Please replace the battery before continuing to use it.



### 2.8.5 Other Circumstances

- If the joints are still swinging after the robot falls down suddenly, wait 30 seconds after the robot joints have completely stopped moving before pressing the hard emergency stop button at the rear of the body.
- In case of a fire, do not use water to extinguish it. Please use foam fire extinguisher, dry powder fire extinguisher or carbon dioxide fire extinguisher nearby.
- If the soft emergency stop fails or smoke from or water in robot or other unexpected situations, please immediately power off the robot and wait until it's safe to identify the problem. Then please contact inMotion Robotic, and we will help to troubleshoot the problem and repair or change your robot. Pay attention to safety in use!
- If the robot falls, do not drag, push or flip it before triggering the hard emergency stop.

### 2.9 Power Off

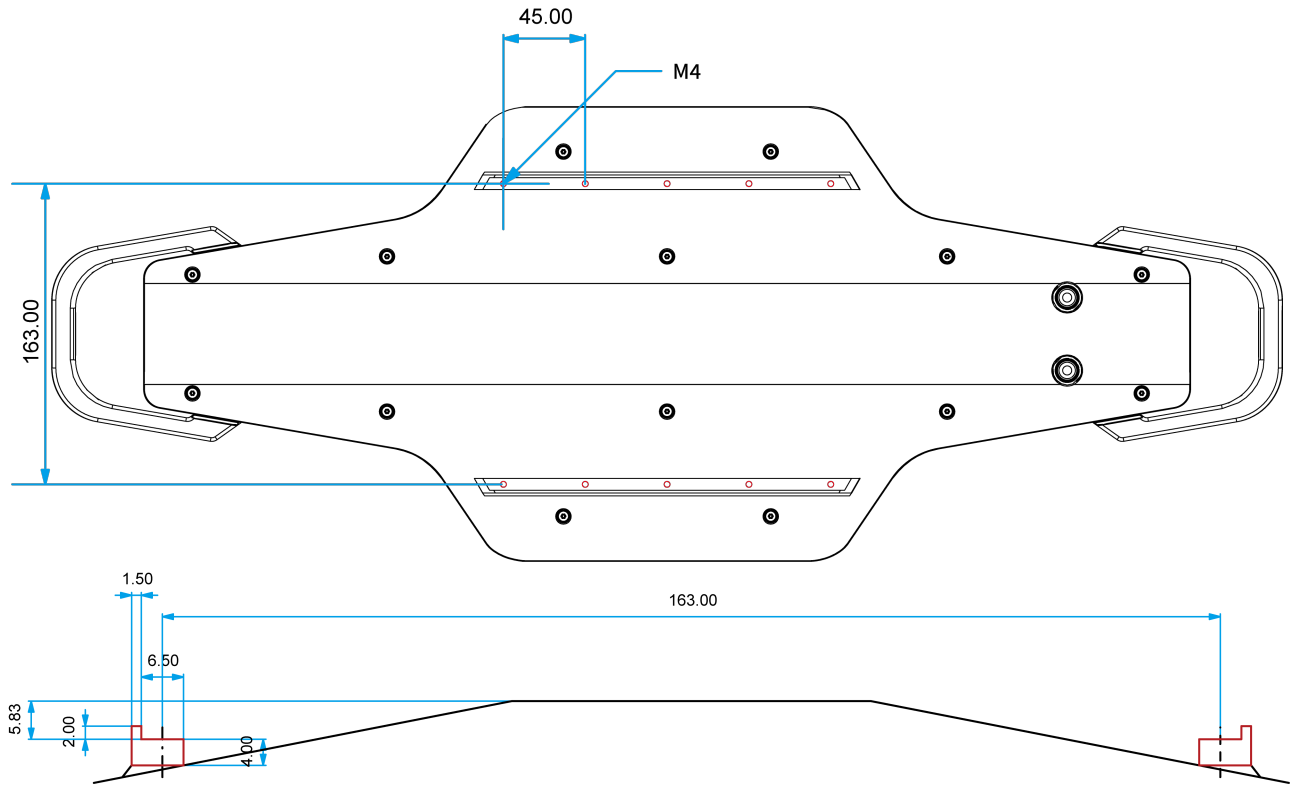
	Make sure that the robot is sitting before the following operations.
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Press the power button, the power button pops up, the power light goes out, and the robot shuts down. Press, then press and hold the power button until the LED light flashes once. Then the battery indicator light goes out, indicating that the battery has stopped providing power and the shutdown is complete.

## 2.10 Payload

Users can screw devices into the thread holes on the back of robot (unit: mm).


The installation range of the load is limited to the area where the mounting rail is located, and the height is limited to 30cm, that is, the available installation range is 163mm × 180mm × 300mm. It is recommended that the weight of the mounting devices should not exceed 12kg.




- After payloading, the robot only supports the "Basic" motion mode, please do not use the "High-Obstacle" motion mode or "Parkour" mode after payloading.
- When mounting devices on the back of the robot, the robot's motion performance may be affected. Please be sure to consult the after-sales personnel before installing.


## 3 Precautions

### 3.1 Work Environment



	<ul style="list-style-type: none"><li>• Do not operate the robot in environments with strong electromagnetic interference such as high-voltage cable, high-voltage transmission stations, base stations and television broadcasting towers, etc.</li><li>• Please do not operate the robot in environments with strong WiFi signal interference. Be sure to turn off all other WiFi signal source, and then use the joystick to operate the robot.</li><li>• Do not operate the robot in bad weather with fog, snow, rain, lightning, sandstorms, windstorms, tornadoes, etc.</li><li>• Keep the robot in sight and keep it at least 2 meters away from people, water, open flames, etc at all times.</li><li>• Do not use robot on smooth surfaces such as ice, glass and tiles, If need to pass through smooth surfaces, please avoid violent movements to prevent the robot from slipping and falling.</li><li>• Do not run the robot on the edge of a high place to prevent it from falling from a height and causing damage.</li></ul>
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### 3.2 Battery

	<ul style="list-style-type: none"><li>• Before using the battery, carefully read the instruction manual and battery labels on the surface.</li><li>• Need to use the original battery charger, and should be placed in a dry ventilated place.</li><li>• Such as long-term when not in use, charge the battery to 50% battery level, remove the battery from the device and separated, to avoid metal contact with the battery, causing short-circuit or damage to the phenomenon.</li><li>• In use or during storage, battery found there has been high fever, leakage, odor, distortion and other anomalies, please stop using it immediately and stay away from the battery, and contact after-sales for further processing.</li><li>• Do not short-circuit the battery positive and negative, and careful not to allow the battery to moisture, to avoid danger.</li><li>• When using, keep away from heat, high pressure place, and do not beat, hit the battery.</li><li>• When water is touched inside the battery, a decomposition reaction</li></ul>
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	<p>may occur, which may cause the battery to self-ignite or even explode. It is strictly forbidden to expose batteries to any liquid, never immerse them in water or get wet, and keep away from rain or wet environment. If the battery accidentally falls into water, immediately place the battery in a safe open area and keep it away from the battery until it is completely dry. Drying batteries should not be reused.</p> <ul style="list-style-type: none"> <li>• Press and hold the battery button for 20 seconds until the battery indicator light flashes 5 times to put the battery into warehouse mode.</li> <li>• In the warehouse mode, the battery can be stored for a long time, and it does not respond to the click operation of the button and the battery indicator light is always off. After charging the battery in the warehouse mode, you can exit the warehouse mode.</li> <li>• Disassembly of batteries without authorization is prohibited. Once disassembled, no warranty is granted. inMotion Robotic is not responsible for battery accidents caused by privately disassembling batteries.</li> <li>• Recharge and discharge every 3 months to maintain battery activity.</li> </ul>
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### 3.3 Other Precautions

	<ul style="list-style-type: none"> <li>• When carrying the robot, pay attention to the anti-pinch label on the robot and do not put your hands into the position where the anti-pinch label is attached!</li> <li>• Do not lift the robot while it is moving to avoid unintended movements that could cause damage to robot or injury to people!</li> </ul>
	<ul style="list-style-type: none"> <li>• Please do not download other unrelated APPs in the controller.</li> <li>• It is strictly forbidden to disassemble the robot personally. Once disassembled, the warranty will be invalid!</li> </ul>

### 3.4 Disposal

- The disposal of waste robots and parts is to be carried out in accordance with the corresponding national laws and regulations on the recycling of waste electrical and electronic products.
- In particular, the use or disposal of lithium batteries contained in robots is subject to national laws and regulations governing the disposal of batteries.

## 4 FAQs

**Q1: Is it normal for a robot to stop moving on its own?**

A: Probably some kind of abnormality caused the robot to trigger its own protection mechanism, you can check the specific operation tips through the controller's APP. If it continues to fail to return to normal or does not display the abnormal handling prompts, please contact the after-sales service.

**Q2: What if the robot falls down due to the loss of control of one of its legs?**

A: First click [ ⑬ STOP] to make it down. Then restart the robot. If it does not return to normal after restarting, please contact after-sales staff.

**Q3: What if the video stream gets stuck after the robot falls?**

A: Restart the robot. If the video stream is still black, please contact after-sales staff.

**Q4: After receiving the robot, short press the battery button, the battery does not show the current battery level. Is it normal?**

A: It may be that the battery has entered warehouse transportation mode. Please refer to "2.2 Charging" to charge the battery and then try to see if the battery can be used normally. If it still cannot be used, please contact after-sales service.

**Q5: What if encountering a problem that cannot be solved even after consulting this manual?**

A: Please contact the after-sales staff promptly for help.

## 5 Transport & Storage

### 5.1 Transportation

The transport case is 885mm×590mm×(465mm+115mm(Bottom wheels)).



Before shipping the robot with transport case, remove the batteries from the robot. And when shipping, make sure the front of the transport case is facing up.

### 5.2 Storage

- PUMA Lynx requires a clean and dry storage environment of 0°C ~40°C .
- Robot power must be off, and if the robot will not be used for a long time, remove the batteries from the robot.
- Do not allow water or other liquids to drench the robot.
- It is strictly forbidden to place other objects within the joint rotation range.
- It is recommended to store PUMA Lynx in the transport case specifically designed for it to protect it from shock and vibration.
- PUMA Lynx must be placed in the transport case with its back facing up.
- For the precautions for battery storage, refer to the "3.2 Battery".

## 6 Service & Warranty

### 6.1 Warranty Policy

The warranty period for the major components of PUMA Lynx is as

Component Name	Warranty Period
Joint Module, Replaceable Battery, Wide Angle Camera, Control System, Other Electronic Components	One year

**Tip: Shell, tyre and other fragile parts, and transport case and other accessories are not covered by warranty. If necessary, please consult after-sales support.**

The warranty period starts from the date of receipt. Products or parts that meet the warranty period and the contents of the warranty will receive free after-sales service. If the product you purchased is beyond the warranty period, you can also get help from us by purchasing a separate service.

### 6.2 Warranty Coverage

Depending on the specific situation, we will repair or replace parts accordingly for the product you purchased. However, the following cases will not be covered by the free warranty, but you can still choose to have paid after-sales service, for which please consult the after-sales support for details.

- Damage caused by man-made non-product quality problems.
- Unauthorized modification, disassembly, shell opening, etc.
- Out of warranty.
- Damage caused by improper installation, use and operation (such as dropping, crushing, immersion, violent use, etc.) as required by the manual.
- Damage caused by use in excess of the safe weight capacity.
- Damage caused by self-repair or replacement of parts without official instructions.
- Damage caused by installing third-party products by yourself.
- Damage caused by the use of a non-original battery pack for power supply.
- Failure or damage due to force majeure factors such as typhoon, earthquake, fire, lightning strike, abnormal voltage.
- Damage caused by operating the robot dog in an environment with severe signal interference.
- Damage caused by improper handling of the robot on slippery surfaces such as glass and ice.
- Fallen damage caused by the use of a robot near a high edge.
- Fallen damage other than operate the robot on flat terrain.
- Damage caused by operation in environments such as sharp terrain and large undulations.

- Damage caused by forced operation of parts in the event of aging or damage.
- Damage caused by not keeping a safe distance when used in complex environments.
- There are obvious traces of dust, grit, water, and metal powder intrusion inside the robot.
- Damage caused by improper handling operations.
- Damage caused by violent or non-violent means applied to the robot when it exceeds its anti-interference limit.
- Due to operation errors, there are obvious marks of collision and scratches on the surface of the robot.



The product has an IP54 protection rating, which ensures that minor dust ingress will not affect its normal operation and that it is resistant to water splashes. Damage caused by water ingress is not covered under warranty. In case of water splashes, immediately turn off the power, wipe the surface dry, and ensure no water has seeped into the robot before continuing use. If necessary, contact after-sales support for assistance.

### 6.3 Repair Instructions

- Before getting after-sales service, please make sure to backup all data and delete important data to prevent data loss or leakage. inMotion Robotic is not responsible for the loss or leakage of any data contained in the product.
- When you obtain after-sales service from inMotion Robotic, you authorize inMotion Robotic to make any modification, delete data or restore factory settings for the purpose of after-sales service.
- Before sending it for repair, please contact after-sales support, inMotion Robotic will try to diagnose and solve your problem remotely.
- If the above methods cannot solve your problem, you can send it back to the robot for repair after verifying with after-sales support. You need to pay for the postage first when you send the product to inMotion Robotic. After inMotion Robotic receives the product in need of maintenance, the product will be tested to determine the problem and responsibility.
- If the problem is caused by defects in quality of the product itself, inMotion Robotic will be responsible for the testing fee, material fee, labor fee and the postage for sending back.
- If the product does not meet the conditions of free repair, you can choose to pay for repair, and the corresponding testing fee, material fee, labor fee and the postage for sending back will be paid by you. You can also choose not to repair and to send back the product, the corresponding postage and insurance fee will be paid by you.
- Considering environmental protection and safety, please do not send back seriously



damaged batteries. If you have sent back, inMotion Robotic will scrap such batteries and will not return them back.

- If you provide an incorrect delivery address which results in non-delivery or rejection by the recipient, the adverse consequences and losses shall be afforded by you.
- To ensure your rights and interests, when you sign for the after-sale products sent by inMotion Robotic, please check carefully whether the products are intact. If there is any abnormality, please immediately take video or photos on the spot and contact inMotion Robotic to get the solution. If there are unresolved after-sale problems, please also contact inMotion Robotic immediately, otherwise it is regarded as the end of this after-sale service without dispute.

※The final interpretation of these after-sales terms and conditions belongs to inMotion Robotic.

※Please contact us if you have any questions before obtaining after-sales service.

※These after-sales terms and conditions are only used in Germany mainland, and the after-sales policies of other countries or regions are subject to local laws.



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