

# Inspection & Schedule

## Inspection Items and Schedule

| Inspection Item      | Inspection Details                                                                                | Recommended Interval |
|----------------------|---------------------------------------------------------------------------------------------------|----------------------|
| Screws and Fasteners | Check for looseness, movement, or improper fastening                                              | Before Each Use      |
| Robot Exterior       | Inspect for damage, dents, cracks, or contamination on the robot surface                          | Daily                |
| Camera Lens          | Check for dust, debris, smudges, or other contaminants on the lens surface                        | Daily                |
| Battery Condition    | Inspect for swelling, deformation, excessive heat, or other physical abnormalities                | Daily                |
| Hoist Assembly       | Check eye bolts, carabiners, steel wires, and other securing components for deformation or damage | Daily                |
| Cooling Fan          | Check air intake/exhaust areas for debris and listen for abnormal fan noise during operation      | Weekly               |
| Foot Sole            | Inspect rubber pads for wear, detachment, or foreign material buildup                             | Weekly               |
| Connectors           | Check external interface connectors for damage, contamination, or foreign materials               | Weekly               |

- If any abnormality is detected during inspection, stop using the robot immediately and investigate the cause or contact maintenance personnel.
- Do not attempt to adjust or repair damaged components yourself. Doing so may cause further damage and may void the warranty.



# Storage Guidelines

## Robot Storage

### Preparation Before Storage

#### 1. Power Off the Robot

- Turn off the robot using the power button located on the rear of the robot and ensure all operations have stopped.

#### 2. Disconnect the Battery

- Disconnect the battery connector inside the robot and store the battery separately.
- For long-term storage, it is recommended to maintain the battery at approximately **50% charge**.

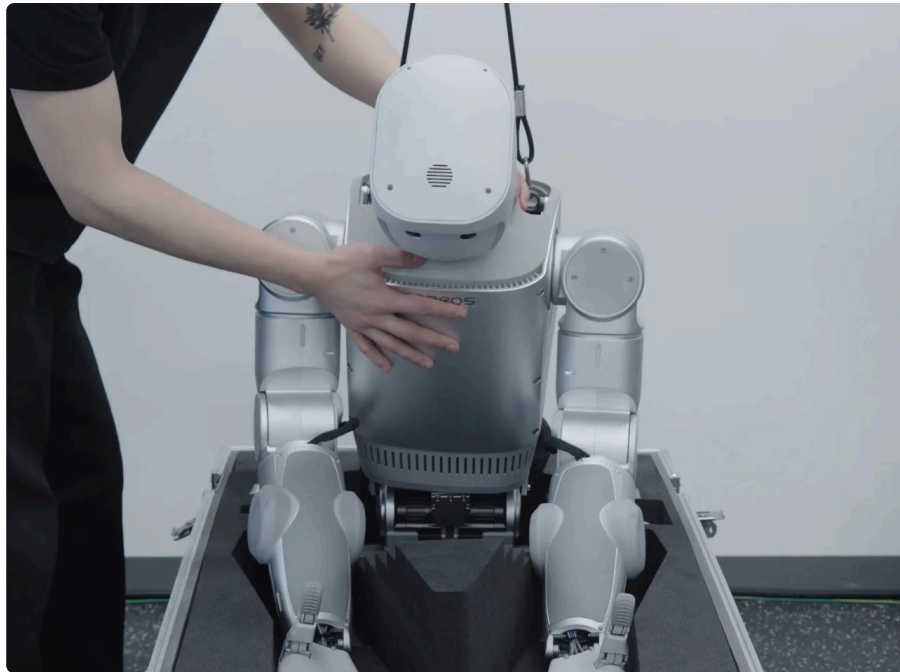
#### 3. Inspect the Robot

- Check the robot for external damage, cable damage, abnormal joint conditions, or other issues before storage.

## Storage Procedures

### 1. Storing in the Packaging Case

- Set the Storage Pose
  - Fold the robot's joints into the designated storage configuration so that the robot can be safely secured inside the packaging case.
- **Check Internal Packaging Cushioning**
  - Secure the robot with appropriate cushioning materials to prevent movement inside the package during transport or storage.
  - It is recommended to place a desiccant inside the package to reduce moisture.
- Store the package in a room-temperature environment away from direct sunlight, high temperatures, high humidity, and excessive vibration.



## 2. Hanging Storage Using a Hoist

- Use the Designated Lifting Points
  - Attach the hoist to the designated lifting rings located on the upper body of the robot.
  - Do not attach hooks directly to the arms, legs, frame, or other structural components, as this may cause damage.
- Ensure Safe Suspension
  - Adjust the lifting position and center of gravity so that the robot hangs vertically and remains balanced.
  - Keep the distance from the floor minimal, allowing the robot's feet to lightly touch the ground.

# Transport Guidelines

## Robot Transportation Guidelines

- The robot must be transported in its designated packaging case.
  - Failure to use the designated packaging case may result in damage to sensitive components, frame deformation, or impact-related damage.
  - Do not invert, lay on its side, or rotate the packaging case while the robot is stored inside.
- During transportation, secure the packaging case using anti-slip mats and tie-down straps.
- When loading or unloading the robot, the use of a liftgate or ramp is recommended, and transportation by **two or more people** is advised.

# A/S

## Service Request Procedure

1. **Submit a Service Request:** Please submit a service request through the Service Request page and provide details of the product issue. Requests are typically processed within **1–2 business days**, and on-site service is generally scheduled within **3–5 business days**.
2. **Issue Diagnosis:** A service representative will review the submitted information, diagnose the issue, and provide an estimated repair cost.
  - The estimated cost provided before service may vary depending on the actual condition and extent of the product defect.
3. **Prepare for On-Site Service:** Required parts and equipment will be prepared for the on-site service visit. Once the schedule is confirmed, the visit date will be communicated via phone or email.
4. **Repair and Completion:** Before service begins, the estimated cost and expected repair duration will be provided. Repairs will proceed upon customer approval. After the repair is completed, a summary of the work performed will be provided. The service process will be finalized after customer confirmation (signature or electronic approval).

## 2. Service Fees

| Warranty Coverage | Category          | On-Site Service Fee(KRW 150,000 per Person) | Parts Cost | Labor Cost(KRW 37,500 per Hour) | Criteria                                                                                        |
|-------------------|-------------------|---------------------------------------------|------------|---------------------------------|-------------------------------------------------------------------------------------------------|
| Covered           | Free of Charge    | No                                          | No         | No                              | Manufacturing defects under normal operating conditions                                         |
| Covered           | Partially Covered | Yes                                         | No         | No                              | Inspection requests, usage inquiries, installation environment inspection                       |
| Covered           | Chargeable        | Yes                                         | Yes        | Yes                             | Customer-caused damage (water damage, physical damage, power issues, unauthorized modification) |
| Not Covered       | Chargeable        | Yes                                         | Yes        | Yes                             | Expired warranty, consumable replacement, scheduled maintenance, environmental factors          |

- Travel time is not included in labor charges.
- Labor charges are billed with a minimum of one hour.
- A single on-site service fee applies when inspecting two or more robots at the same location.
- Inspection and travel charges may apply even if no repair work is performed after the on-site inspection.

### 3. Shipping Charges

| Category                                    | Shipping Responsibility |
|---------------------------------------------|-------------------------|
| Initial Defect                              | ROBROS                  |
| Manufacturing Defect Within Warranty Period | ROBROS                  |
| Customer-Caused Damage                      | Customer                |
| Out of Warranty                             | Customer                |

### 4. Shipping Guidelines

1. Use sufficient protective packaging when shipping the product to prevent damage during transportation.
  2. Damage incurred during shipping will be handled according to the carrier’s policies.
  3. Additional shipping charges may apply for collect-on-delivery shipments.
- Back up all stored data before shipping the product. Data may be deleted or modified during the repair process.