RAYMO USA WARRANTY POLICY & PROCEDURE

Dealer and Authorized Service Center Guide

Revised 07.2026

Warranty Coverage at a Glance

Raymo Torpedo and eligible Raymo attachments: Two (2) years / 24 months.
Raymo PowerPack battery: Three (3) years / 36 months.

www.RaymoUSA.com

This document is a distributor-level publication based on the Raymo manufacturer warranty terms and the existing Distributor warranty procedure. Policy may change based on Manufacturer Terms and Conditions.

1. Purpose and Scope

This policy establishes the warranty requirements, claim process, dealer responsibilities, reimbursement rules, and return procedures for Raymo equipment distributed by Raymo USA. It applies to authorized Raymo dealers, authorized service centers, rental and demonstration units, and retail customers seeking warranty consideration through an authorized Raymo channel.

Raymo USA administers warranty claims in accordance with the warranty terms of Raymo s.r.o. (the Manufacturer). Warranty coverage is limited to eligible defects in materials, components, or workmanship and is subject to the registration, maintenance, inspection, storage, evidence, and claim-submission requirements described in this document.

2. Warranty Coverage

Covered Product	Limited Warranty Period	Coverage Begins
Raymo Torpedo Mower Body	Two (2) years / 24 months	Date of retail delivery to the end user or date first placed into service
Eligible new Raymo Attachments	Two (2) years / 24 months	Date of retail delivery to the end user or date first placed into service
New Raymo PowerPack battery	Three (3) years / 36 months	Date of retail delivery to the end user or date first placed into service

- Warranty applies to new eligible products and is limited to the repair or replacement of approved defective parts and approved labor, subject to this policy.
- Extended warranty programs may be offered separately when authorized in writing by the Manufacturer or Raymo USA.
- Each unit receives one warranty activation. Demo, rental, or previously registered equipment cannot be re-registered for a new warranty term when resold.
- Warranty replacement parts supplied separately from a Product are covered for three (3) months when installed by an authorized Raymo service center or Raymo USA, consistent with the Manufacturer terms.

3. Equipment Registration

Warranty coverage is valid only for equipment properly registered through Raymo USA. The end user is responsible for completing registration accurately and on time.

1. Register each retail machine on the date of delivery or no later than ten (10) days after delivery to the end user.
2. Register demonstration or rental equipment when it is first placed into demonstration service.
3. Maintain proof of delivery, customer information, serial number, and the date the machine was placed into service.
4. Submit registration through the applicable form or process available at www.RaymoUSA.com.

Unregistered Equipment

Equipment that is not properly registered may use the Raymo USA invoice date as the warranty start date and may lose part or all of the available retail warranty period.

4. Maintenance, Inspections, and Customer Responsibilities

The customer and servicing dealer must follow all maintenance and inspection requirements in the Operator Manual and related Raymo technical documents. Warranty consideration may be denied when required service was not completed or cannot be documented.

- Perform all prescribed maintenance and warranty inspections at the required intervals.
- Maintain service, inspection, charging, and repair records.
- Stop operating the machine when a fault could cause additional damage or create an unsafe condition.
- Report faults promptly to an authorized Raymo dealer or Raymo USA.
- Cooperate with reasonable troubleshooting, diagnostic testing, photographs, video, and inspection requests.

Continued Operation After a Fault

Damage caused by continuing to operate a machine after a known fault, warning, leak, electrical issue, abnormal noise, or safety concern is the responsibility of the customer and may be excluded from warranty.

5. What Is Covered and Not Covered

Covered	Not Covered
• Manufacturing defects	• Improper use, neglect, abuse, collision, blunt force, or operator error
• Defects in materials or workmanship	• Improper maintenance, charging, storage, or battery care
• Approved factory recalls or corrective campaigns	• Unauthorized modification, installation, dismantling, repair, or non-OEM parts
• Approved replacement of defective OEM components	• Normal wear, consumables, cosmetic damage, or environmental damage
• Approved labor within Manufacturer repair norms	• Damage caused by continued operation after a fault • Travel, towing, hauling, pickup, delivery, rental, downtime, or lost revenue • Damage or submersion caused by environmental affects or acts of God Ex: water, wind, hail ect.

6. Items and Costs Excluded from Warranty

Unless specifically approved in writing, warranty does not include the following:

- Travel time, mileage, lodging, field-service travel, towing, hauling, or transportation.
- Diagnostic time that has not been pre-approved by Raymo USA.
- Rental costs, substitute equipment, usage fees, downtime, lost productivity, or other consequential loss.

- Fluids, lubricants, cleaners, shop supplies, disposable materials, cleanup, handling, or administrative charges.
- Normal wear items such as tires, blades, fuses, cleaning or debris removal, or cosmetic finish damages unless a documented manufacturing defect is approved.
- Damage caused by weather, flooding, moisture intrusion, fire, freezing, lightning, natural disaster, or other environmental event.
- Damage caused during shipping or handling after proper receipt, except when reported within the new-unit damage reporting period and supported by evidence.

7. Filing a Warranty Claim

Warranty claims must be submitted to Raymo USA by an authorized dealer or authorized service center. Customers should work through their selling dealer or another authorized Raymo service location.

7.1 Information Required Before Submission

5. Confirmation that the machine is properly registered for warranty.
6. Customer or end-user name, company, phone number, email, and shipping address.
7. Dealer name, contact information, and servicing location.
8. Machine model, serial number, current operating hours
9. Attachment or PowerPack model and serial number, when applicable.
10. A clear description of the fault, how it occurred, and any warning or error messages.
11. Diagnostic steps already completed and the results.
12. Part number or numbers believed to be faulty or required for repair.
13. At least two (2) clear photographs showing the fault. Video, screenshots, or diagnostic reports may also be required.
14. An associated purchase order, work order, case number, or internal reference number.
15. A labor estimate separated into diagnostic time and repair/correction time.
16. Maintenance, inspection, charging, and PDI records when requested.

7.2 Claim Submission and Timing

- Report warranty faults to Raymo USA promptly and no later than fifteen (15) days after discovery of the fault.
- Submit the claim using the current Raymo USA online warranty form or the submission process designated by Raymo USA.
- Each claim must relate to one machine unless Raymo USA authorizes otherwise.
- Raymo USA may request additional evidence, testing, returned parts, or technical information before making a decision.
- A typical administrative review may be completed within approximately seven (7) days; however, allow up to thirty (30) days for full review and Manufacturer determination.
- Claims lacking required information or evidence may be returned for correction, delayed, or denied.

No Automatic Approval

Submission of a claim, shipment of a replacement part, or creation of a service case does not guarantee warranty approval. Final coverage remains subject to Raymo USA and Manufacturer review.

8. Diagnosis and Repair Authorization

- Warranty service and repairs may only be performed by Raymo USA, an authorized Raymo dealer, or an authorized Raymo service center.

- The servicing dealer is responsible for accurate diagnosis and satisfactory repair execution.
- Only genuine Raymo OEM parts may be used for warranty repairs unless Raymo USA provides written authorization otherwise.
- Large electrical or mechanical components must not be opened, dismantled, modified, or tampered with unless specifically directed by Raymo USA.
- Unauthorized repairs, parts, software changes, wiring changes, or modifications may void the claim and related coverage.

9. Warranty Labor

- All warranty labor must be pre-approved by the Raymo USA Service Department before work begins, except when immediate action is required to prevent a safety hazard and Raymo USA is contacted as soon as reasonably possible.
- Labor must be itemized and separated into diagnostic time and repair/correction time.
- Approved time will follow the applicable Manufacturer repair schedule or the time authorized in writing by Raymo USA.
- Claims submitted without pre-approval may be reduced to the applicable approved time or denied.
- The current Raymo USA approved labor rate will be communicated separately to authorized dealers and may change based on Manufacturer approved schedules.

10. Warranty Parts and Shipping

- Approved warranty replacement parts may be issued at no charge or reimbursed through a credit memo, at Raymo USA discretion.
- Standard ground shipping may be covered when a claim is properly submitted and the shipment is approved by Raymo USA.
- Expedited shipping requires prior approval. Unauthorized expedited freight, including next-day air, may be partially reimbursed or denied.
- Replacement parts shipped before final claim approval may be invoiced. Credit will be issued only for parts approved under warranty.
- The dealer is responsible for providing accurate shipping information and for protecting replacement parts from damage after receipt.

11. Return and Retention of Faulty Parts

Raymo USA or the Manufacturer may require the return of replaced parts for inspection. The dealer must clearly identify and securely retain all replaced warranty parts and related documentation for at least six (6) months after the repair unless Raymo USA provides different written instructions.

17. Do not discard, dismantle, alter, clean internally, or damage a part that may be required for return.
18. Obtain a Return Material Authorization (RMA) from Raymo USA before shipping any part.
19. Return requested parts within thirty (30) days of the return request, unless the RMA states a shorter period.
20. Return parts clean, safely packaged, freight prepaid unless otherwise instructed, and protected from transport damage.
21. Include the RMA and a copy of the related warranty claim with every returned part.
22. Label the shipment with the machine model, serial number, claim number, and RMA number.

Failure to Return Requested Parts

A claim may be denied, reversed, or charged back when requested parts are not returned on time, are dismantled or tampered with, are damaged due to poor packaging, or arrive without the required claim and RMA documentation.

12. Special Handling: PowerPacks and Major Components

- PowerPacks, chargers, drive motors, controllers, remote controls, electronic modules, gearboxes, and other major components must be reported to Raymo USA immediately when a failure occurs.
- Do not open, dismantle, bypass, modify, or attempt internal repair of a PowerPack or major electronic component.
- Follow all battery safety, isolation, packaging, and transport instructions provided by Raymo USA. Damaged lithium batteries may require special handling and must not be shipped without authorization.
- Raymo USA may require remote diagnostics, software logs, photographs, video, voltage readings, charger tests, or return of the component before approval.
- Failure to follow safety or return instructions may result in claim denial and may create a safety or transportation hazard.

13. Raymo PowerPack Battery Warranty

New eligible Raymo PowerPacks are covered by a three (3) year / thirty-six (36) month limited warranty beginning on the applicable retail delivery or first-in-service date, subject to proper registration and the Manufacturer maximum coverage window.

- Coverage is limited to approved manufacturing defects, defects in materials, or defects in workmanship under normal use.
- Battery warranty does not cover impact, puncture, crushing, improper charging, use of unauthorized chargers, deep discharge caused by neglect, improper storage, water or moisture intrusion, overheating caused by misuse, unauthorized opening, modification, or transportation damage.
- The dealer or customer must provide charging, storage, and maintenance records when requested.
- Battery capacity reduction consistent with normal use and age is not automatically considered a warrantable manufacturing defect.
- Raymo USA will determine the appropriate remedy after technical evaluation, which may include repair, replacement, or other approved corrective action.

14. Technical Updates, Recalls, and Equipment Improvements

- Raymo USA will communicate applicable technical updates, recalls, service campaigns, and equipment improvements to authorized dealers.
- Dealers must provide the machine location, availability, current hours, and site contact when an update requires field action.
- Technical updates covered by an approved campaign will be performed according to the instructions and labor allowance issued by Raymo USA or the Manufacturer.
- Non-technical notices may be distributed by email, dealer notice, service bulletin, or the Raymo USA dealer portal.
- Dealers must complete and document required updates within the stated campaign period.

15. Warranty Decision and Reimbursement

- Raymo USA will review the dealer submission and may forward the claim to the Manufacturer for final determination.

- The Manufacturer may approve or reject a claim based on the warranty terms, evidence, registration, maintenance, repair method, and return of parts.
- When approved, reimbursement may include eligible parts and approved labor according to the applicable Manufacture repair schedule.
- Reimbursement may be issued as parts supplied free of charge, account credit, or another method selected by Raymo USA.
- If a claim is rejected, Raymo USA will notify the dealer. The dealer remains responsible for customer communication and for any repair costs not covered by warranty.
- Raymo USA may reverse a credit or charge the dealer when later information shows that claim conditions were not met or requested parts were not returned.

16. Quick Reference: Common Non-Warranty Conditions

- Blown fuses without evidence of a manufacturing defect
- Loose or corroded electrical connections caused by maintenance or storage
- Damaged charging cables, plugs, or connectors
- PowerPacks left discharged or improperly stored
- Improper charging or use of an unauthorized charger
- Tire punctures, normal tire wear, blade wear, and other normal wear items
- Cosmetic damage, scratches, dents, or shipping damage not reported within the required period
- Collision, impact, rollover, water intrusion, flooding, or weather exposure
- Operator error, emergency-stop misunderstanding, low remote battery, lost keys/ remote, or failure to follow error-code instructions
- Unauthorized wiring, software, control, attachment, or equipment modification
- Failure to perform scheduled maintenance or inspections
- Customer or operator refusal to assist with reasonable troubleshooting or diagnostics
- Damage caused by continued operation after a known fault
- Travel expenses such as towing, hauling, pickup, delivery, rental, and downtime expensed

Step	Summary	Action
1	**STOP & SECURE**	Stop operation when continued use may cause damage or create an unsafe condition.
2	**VERIFY**	Confirm registration, serial number, hours, PDI, maintenance, and warranty dates.
3	**DOCUMENT**	Gather customer details, fault description, diagnostics, photos/video, part numbers, and records.
4	**REQUEST APPROVAL**	Submit the claim and obtain labor and repair authorization from Raymo USA.
5	**REPAIR**	Use authorized personnel, genuine OEM parts, and approved repair procedures.

Step	Summary	Action
6	**RETAIN PARTS**	Label and retain removed parts for six months or return them under an RMA when requested.
7	**CLOSE THE CASE**	Submit final labor, parts, repair notes, and proof of completion; communicate the decision to the customer.

17. Raymo USA Contact Information

Authorized dealers should use the current Raymo USA warranty claim form, dealer portal, service email, or published service contact information available through www.RaymoUSA.com. Raymo USA may revise forms, labor rates, shipping rules, submission methods, and administrative procedures without changing the underlying Manufacturer warranty term.

Raymo USA Service Department:	*708-354-2171 x 4*
Warranty Register ration and Claim Link:	*https://www.raymousa.com/register*
Service Email:	*service@greenclimberna.com*
Phone:	*708-354-2171*

18. Policy Authority and Revisions

This Raymo USA policy is intended to administer the Manufacturer warranty within the United States dealer network. When this policy conflicts with a mandatory written Manufacturer warranty term, recall, campaign, or applicable law, the controlling Manufacturer term or applicable law will govern. Raymo USA may update this procedure as products, forms, service requirements, or Manufacturer instructions change.

Dealer Acknowledgment

Authorized dealers are responsible for training service personnel, maintaining current warranty documentation, communicating coverage accurately to customers, and following the current Raymo USA claim and repair process.