

Pre-Installation

During the Pre-Installation phase of the HyperCare your dealer will schedule a survey visit needed for a background check before installation. During this visit, they will note down a rough map of your mowing areas and other functional areas.

WHAT TO EXPECT DURING PRE-INSTALLATION?

- ✓ Receive invite from dealer for Husqvarna Fleet Services™ (new customers only) and Automower® Connect App
- ✓ Agree on on-site installation date with dealer including HyperCare schedule
- ✓ Reference station and charging stations will be prepared by the dealer

Installation

CEORA™ and its supporting system will be installed under your supervision. An on-site installation will provide you with all the information needed to operate CEORA™ robotic mower – this includes safety instructions, blade changing instructions and other general operating information. On-site installation and support also ensures that you receive immediate attention if any issues occur.

OPERATION

- ✓ You will receive a HyperCare Customer Schedule Document from the dealer
- ✓ You will also receive operating instructions and documentation
- ✓ Dealer training on how to change the blades including Husqvarna proposed schedule for blade changes

MOWING SCHEDULE

- ✓ Plan time windows for mowing; keep track of usage behavior and operating times

Post installation

CEORA™ HyperCare offers planned visits at given dates post-installation help you to correct minor issues that may have occurred during the initial install. The dates listed will be chosen and approved by you, and any urgent/unplanned visits will be documented by the dealer.

FIRST VISIT – 7 DAYS POST-INSTALLATION

- ✓ Visual inspection of CEORA™ robotic mower, the charging station and the EPOS™ reference station
- ✓ Complete check of CEORA™ robotic mower for fault codes that need additional attention
- ✓ Any changes to cutting area/functional areas aided by dealer
- ✓ Receive instructions on cleaning procedure
- ✓ Changing of blades by dealer and assessment of blade condition to match turf quality/blade life
- ✓ Bring up any issues regarding the product from scheduling, turf quality, blades, etc with dealer

SECOND VISIT – 14 DAYS POST-INSTALLATION

- ✓ Visual inspection of CEORA™ robotic mower, the charging station and the EPOS™ reference station
- ✓ Complete check of CEORA™ robotic mower for fault codes that need additional attention
- ✓ Any changes to cutting area/functional areas aided by dealer
- ✓ Changing of blades by dealer and assessment of blade condition to match turf quality/blade life

FINAL VISIT – 30 DAYS POST-INSTALLATION

- ✓ Visual inspection of CEORA™ robotic mower, the charging station and the EPOS™ reference station
- ✓ Receive and sign the Acceptance Protocol, provided by the dealer
- ✓ Learn more about the "opt-in" for UpCare Warranty Plus and UpCare Service



CARE

ACTIVATE UP TO
12 MONTHS AFTER
PURCHASE

UpCare Warranty Plus

WORRY-FREE OWNERSHIP

- ✓ 4 years additional warranty
- ✓ Fixed upfront price
- ✓ Warranty repairs

ACTIVATE UP TO
30 DAYS AFTER
PURCHASE

UpCare Service

LESS DOWNTIME

- ✓ Monthly or fixed upfront price
 - ✓ Yearly maintenance
 - ✓ Repairs
 - ✓ Emergency loaner when needed
 - ✓ Winter storage
 - ✓ Genuine Blades for season start
- 2-5 years contract

UpCare Lease

INNOVATIVE FLEET OPERATIONS

- ✓ Monthly cost
 - ✓ Yearly maintenance
 - ✓ Installation by authorised dealer
 - ✓ Repairs
 - ✓ Emergency loaner when needed
 - ✓ Winter storage
 - ✓ Genuine blades for seasonal needs
 - ✓ Insurance
- + additional options
- 2-5 years contract