



U Navimow ser Manual

Read the User Manual carefully before use.
Make sure you understand all the instructions and safety warnings.



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Welcome

Thank you for choosing Navimow
(referred to as 'the mower' in the manual).

With Exact Fusion Locating System (EFLS) and superb traversing capabilities, the mower can handle lawns of all types. No perimeter wires are needed and it's super easy to use, thanks to smart app connectivity and the intuitive control panel.

Collection of grass is not necessary because the fine grass clippings serve as a natural fertilizer. Enjoy the fun of carefree mowing and a perfectly maintained lawn.

1 Safety Warnings

IMPORTANT

READ CAREFULLY BEFORE USE

KEEP FOR FUTURE REFERENCE

- 1) Be sure to install and operate the Navimow (referred to as the mower in the manual) and the charging station according to the instructions. Go to navimow.segway.com for the complete User Manual and the latest user materials.
- 2) The product can be used both by consumers and for professional purposes. Using the mower for purposes other than mowing can bring serious injury. To avoid risks of injuries, please read and understand all the warnings and cautions. Please understand that you can reduce the risk by following the instructions and warnings in this manual, but you cannot eliminate all the risks. The operator or user is responsible for accidents or hazards occurring to other people on their property.
- 3) Navimow has many built-in safety sensors, however, safety risks still exist. Set a mowing time when there are no people or pets on the lawn. Inform the neighbors about the risks for accidents or hazards. When using the mower on a public lawn, or when your lawn is open to your neighbor or street, protect or fence the lawn, or put up a warning sign around the working area that says: WARNING! Automatic lawnmower! Keep away from the machine! Supervise children!
- 4) DO NOT modify the mower by yourself. Modifications could interfere with mower operations, result in serious injury and/or damage, or void the Limited Warranty. Use only Segway approved parts and accessories.
- 5) The manufacturer recommends the user to be 18–70 years old. Be sure to get the necessary training before operating the machine.

WARNING

Never allow children, persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge or people unfamiliar with these instructions to use the machine. Local regulations may restrict the age of the operator.

Before Mowing:

- Before each mowing session, check that all parts of the mower can function normally.
- For the best mowing results, it is recommended to mow in dry weather. Mowing in the rain can make the grass stick on the product and the mower may slip. DO NOT mow in bad weather, such as heavy rain, thunderstorm or snow.
- Periodically inspect the area where the machine is to be used and remove all stones, sticks, wires, bones, and other foreign objects. The Limited Warranty does not cover damages caused by objects left on the lawn.
- To avoid possible damage, keep the operating mower at least 1 m (3 feet) away from sprinkler heads. The mower and the sprinkler should NOT work simultaneously. Time the mower so that it works at a different time from the sprinkler.
- NEVER allow children to touch the power supply unit, charging station, blades, the battery compartment, or any parts with gaps such as the wheels.

4

WARNING

Never operate the machine and/or its peripherals with defective guards or shields, or without safety devices, or if the cord is damaged or worn.

When Mowing:

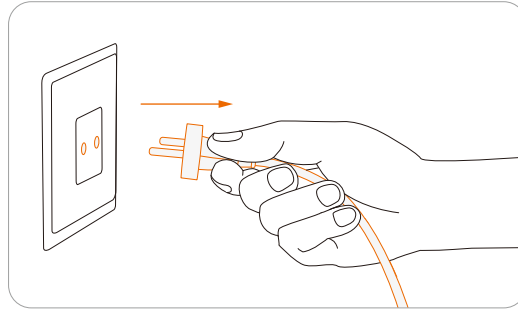
- Keep away from the rotating blades! DO NOT put hands or feet under or near the rotating blades.
- Watch out for throwing objects! Keep a safe distance from the mower when operating.
- DO NOT leave the machine to operate unattended if you know that there are pets, children or people in the vicinity.
- DO NOT overreach. Keep your balance at all times and always be sure of the footing on slopes. Walk, never run while operating the machine or its peripherals.

WARNING

- DO NOT allow children to be in the vicinity or play with the machine when it is operating.
- DO NOT lift the mower in operation. DO NOT ride on the mower.
- DO NOT mow on areas with slopes steeper than the maximum incline inside the working area (45%), as well as the boundary (10%).
- If the mower makes an abnormal sound or signals an alarm, press the STOP button immediately.
- If there are abnormal vibrations, turn off the mower, place it on level ground for about 30 seconds and then restart. If the issue persists, contact authorized after-sales service.
- DO NOT touch moving hazardous parts before they have come to a complete stop.

Safe Usage:

- DO NOT operate the mower outside the temperature limits: -10–50°C (14–122°F), because low/high temperatures can decrease mower performance and even lead to accidents.
- DO NOT place anything on the mower or the charging station.
- It is recommended to conduct regular maintenance of the mower (see Maintenance) by an adult.
- Regularly check the warning devices to ensure they are effective. These devices include the buzzer, the LED light on the charging station, and the ambient light on the mower.
- Before charging, please read How to Charge. Improper use may cause electric shock, overheating, or leakage of corrosive liquid.
- If the cord on the power supply or the extension cable becomes damaged or entangled during use, disconnect the power supply from the power socket and then untangle. To avoid a hazard, pull the body of the plug rather than the cord when separating the power supply from the power socket. Contact after-sales service and have a professional technician to repair or replace the cord.



Symbols and Decals

Please study the symbols on the product and labels carefully and understand their meaning:



⚠️ **WARNING-Read instruction manual before operating the machine.**



⚠️ **WARNING-Do not touch rotating blade.**



⚠️ **WARNING-Keep a safe distance from the machine when operating.**



⚠️ **WARNING-Do not ride on the machine.**



⚠️ **WARNING-Operate the disabling device before working on or lifting the machine*.**
*Make sure the mower is locked by the PIN code before lifting or operating.



⚠️ **WARNING-It is not permitted to dispose of this product as normal household waste. Ensure that the product is recycled in accordance with local legal requirements.**

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This product conforms to the applicable EC Directives.

RoHS

This product conforms to the regulations of Restriction of Hazardous Substances.



Before charging, read the instructions.

UK
CA

This product conforms to the applicable UK legislation.



Polarity of the charging port



Class II appliance



SMPS incorporating a short-circuit-proof safety isolating transformer (inherently or non-inherently)



SMPS (Switch mode power supply unit)



DoE Level VI efficiency



The maximum altitude of use is 5000m

IP55/IP66

IP55/IP66

ta: 40

The maximum temperature of use is 40°C



Direct current



Alternating current

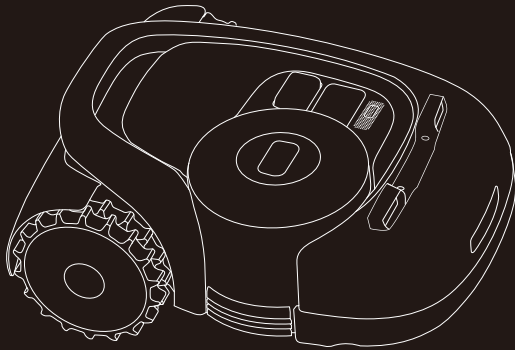


Class III appliance

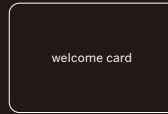
2 What's in the Box?

If there are missing or defective parts, please contact after-sales service. We recommend retaining the package for future transportation and shipping.

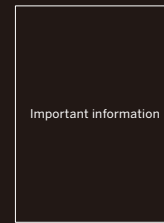
- Navimow



- User materials



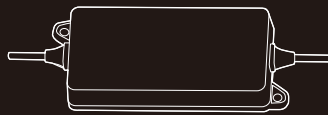
Welcome Card



Important Information



Quick Start Guide



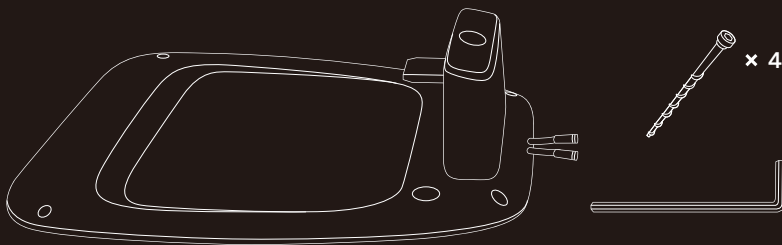
Power supply



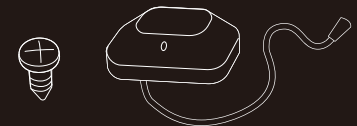
The extension cable



Pegs to secure the extension cable × 10



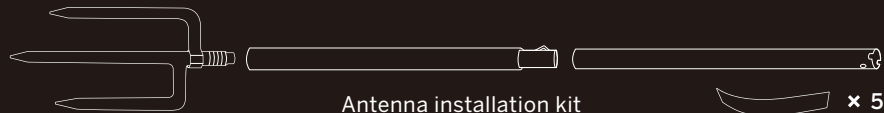
Charging station and the installation kit



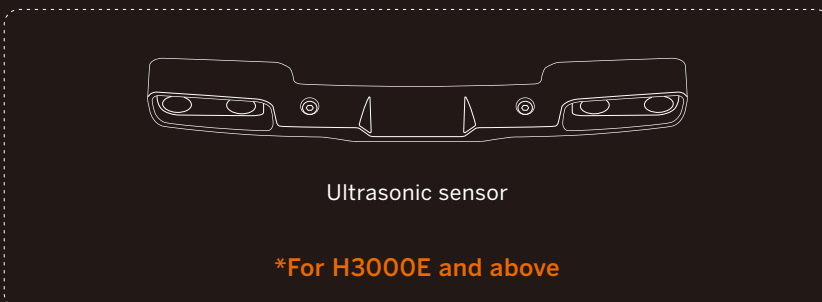
GNSS antenna kit

WARNING

Sharp edges. Do not point at people.



Antenna installation kit



Ultrasonic sensor

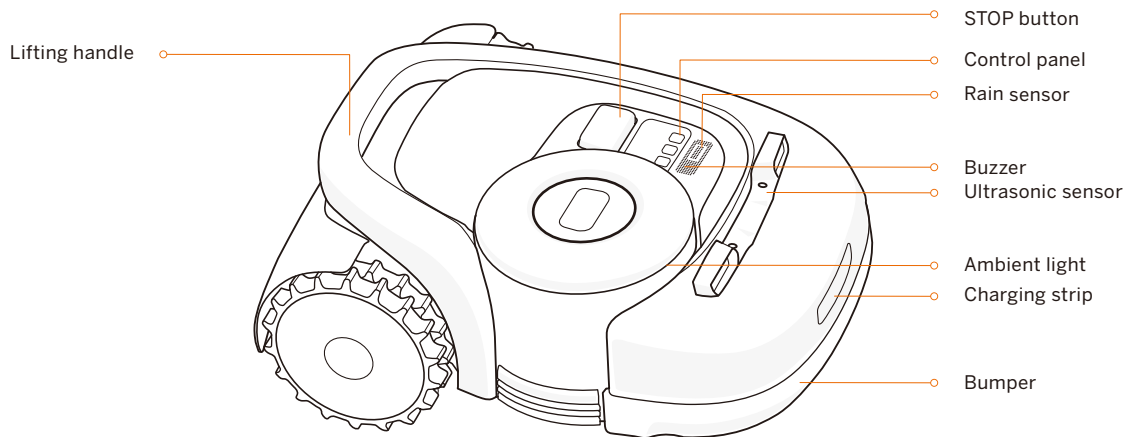
*For H3000E and above



Spare blades and bolts

3 Parts and Functions

Top view

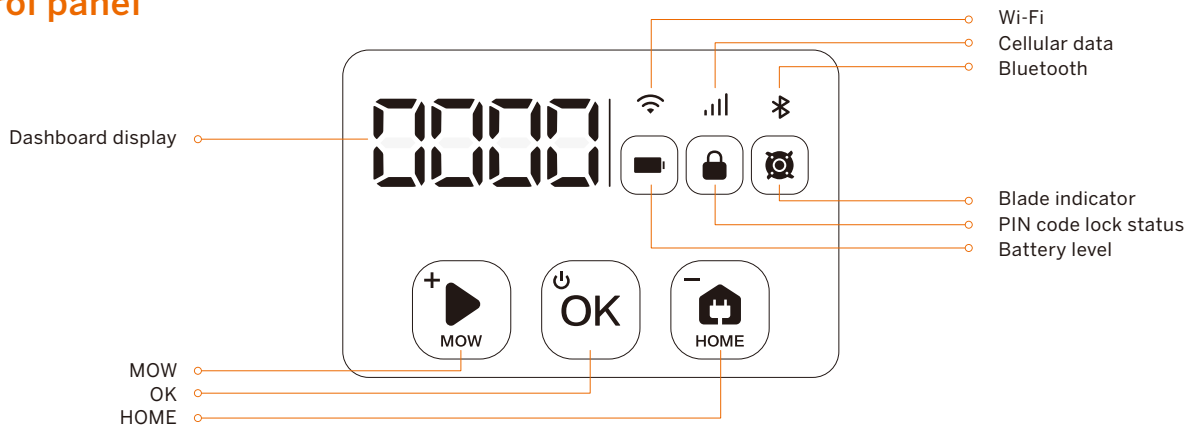


Ambient light color and meaning:

- Solid green or blue: strong GPS signal.
- Flash yellow: poor GPS signal.
- Pulsating green: the mower is charging.
- Solid green: the mower is fully charged.
- Solid red: the mower is lifted, has turned over or is in emergency stop.
- Pulsating blue: mowing.
- Flashing blue: the mower is upgrading its firmware.
- When an abnormality occurs, the LED ring flashes red along with a ringing buzzer.

Ultrasonic sensor: Certain models are equipped with an Ultrasonic sensor. The sensor is also sold separately and can be installed on all Navimow models. Consult your dealer for details.

Control panel



Battery level: The color indicates the battery level: 50%–100% solid green, 20%–49% solid yellow, 5%–19% solid red, ≤5% red flashing. When the battery icon is red, the mower needs recharging.

Dashboard display: It shows the mowing percentage, PIN code, error code, etc.

Meanings of the numbers and symbols on the display

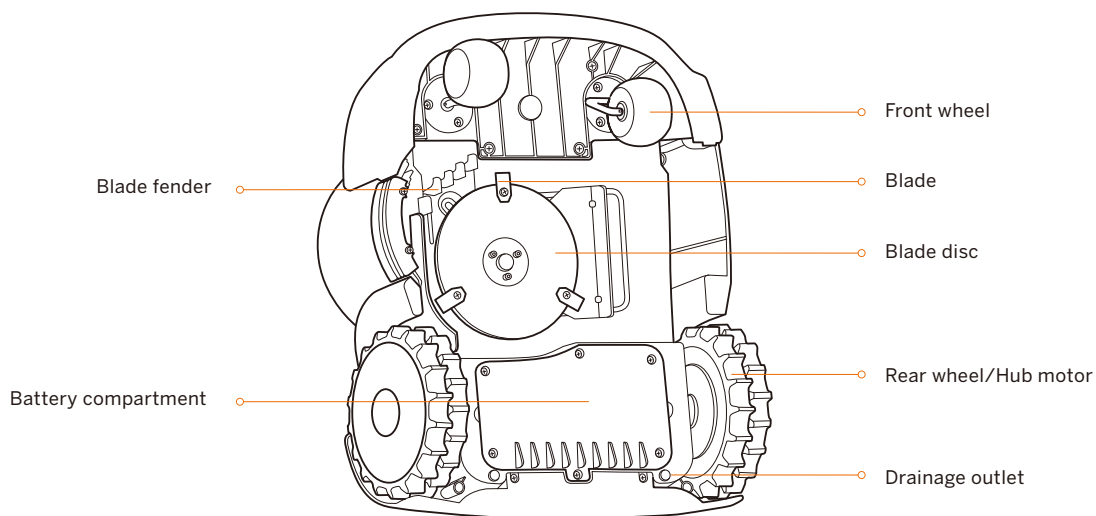
- ----: no map.
- 0: there is a map but the mower is not mowing right now.
- When mowing, the progress will be displayed as 0~100 to show the mowing percentage, for example 70 shows that 70% of the map is already mowed.
- Four-digit error code: there is an error (for example, 4011).
- StOP: the STOP button is pressed.

PIN code: Before manually operating the mower, you must enter the PIN code. The default code is 0000, and can be changed via the Navimow app (referred to as the app in this manual). Press MOW/HOME to increase/decrease the number and press OK to confirm the code.

Basic operations

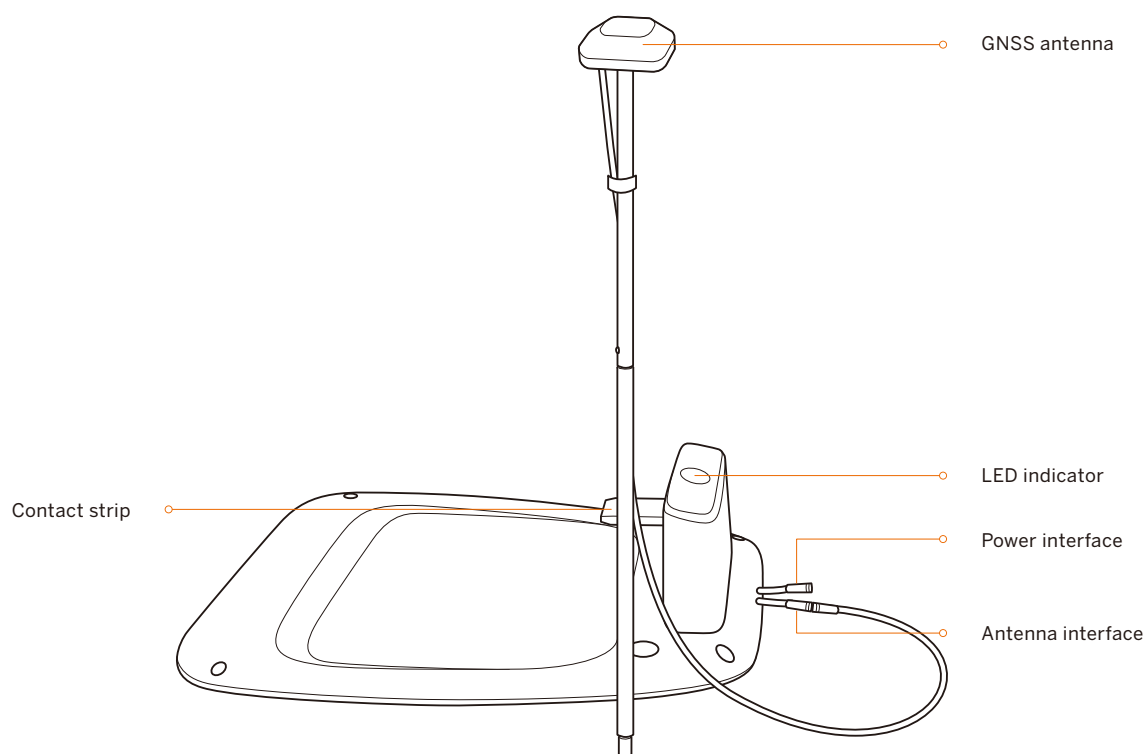
- Power on: Press OK.
- Power off: Press and hold OK for 10s, or turn off via the app. The mower cannot be turned off when it's in the charging station.
- Start mowing: Press MOW and then OK.
- Stop mower operation: Press STOP.
- Mower returns to the charging station: Press HOME and then OK.

Bottom view



Drainage outlet: If the mower falls into water, take it out immediately and put the mower right side up to drain it. Never submerge the mower in water, otherwise, the components may be damaged and the Limited Warranty will be voided.

Charging station and the GNSS antenna



LED indicator color and meaning:

- Pulsating green: the mower is charging.
- Solid green: the mower is fully charged and is in the charging station.
- Solid blue: the mower is not in the charging station.
- Flashing yellow: Poor signal or the GNSS antenna is not connected to the charging station.
- Flashing red: charging station error. Please contact after-sales service.

NOTE: If the GNSS antenna is blocked, which results in poor signal and inaccurate positioning, please purchase the antenna extension kit and install as instructed.

4 App Installation



To ensure a successful setup, please scan the QR code to download the Navimow app. Alternatively, go to the Google Play Store (Android) or the Apple App Store (iOS) and search "Navimow". After installing the app, please register and log in.

5 Install the Charging Station and the Antenna

STEP 1: Find a Good Spot

Install the charging station on a soft and flat surface inside or outside the lawn.
When placed outside, the charging station and the lawn should be kept at the same level.



To get strong signal from GNSS, please install in an open space with nothing blocking the signal.

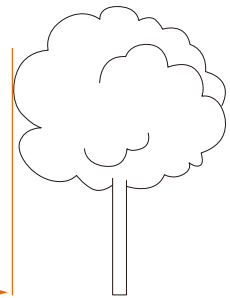
10



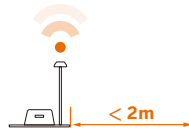
$\geq 2m$



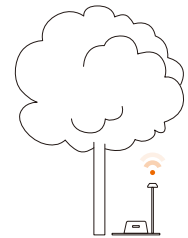
$\geq 2m$




$< 2m$

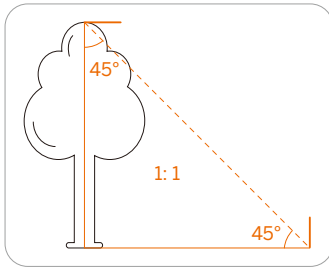


$< 2m$



- Make sure to keep away from the sprinkler heads.
- To ensure smooth docking, leave a minimum of 10 cm at the back of the charging station and 1 m at the front.
- Please choose the location carefully. Once the virtual map is saved, if the location of the charging station or GNSS antenna is changed, you need to create a new map.

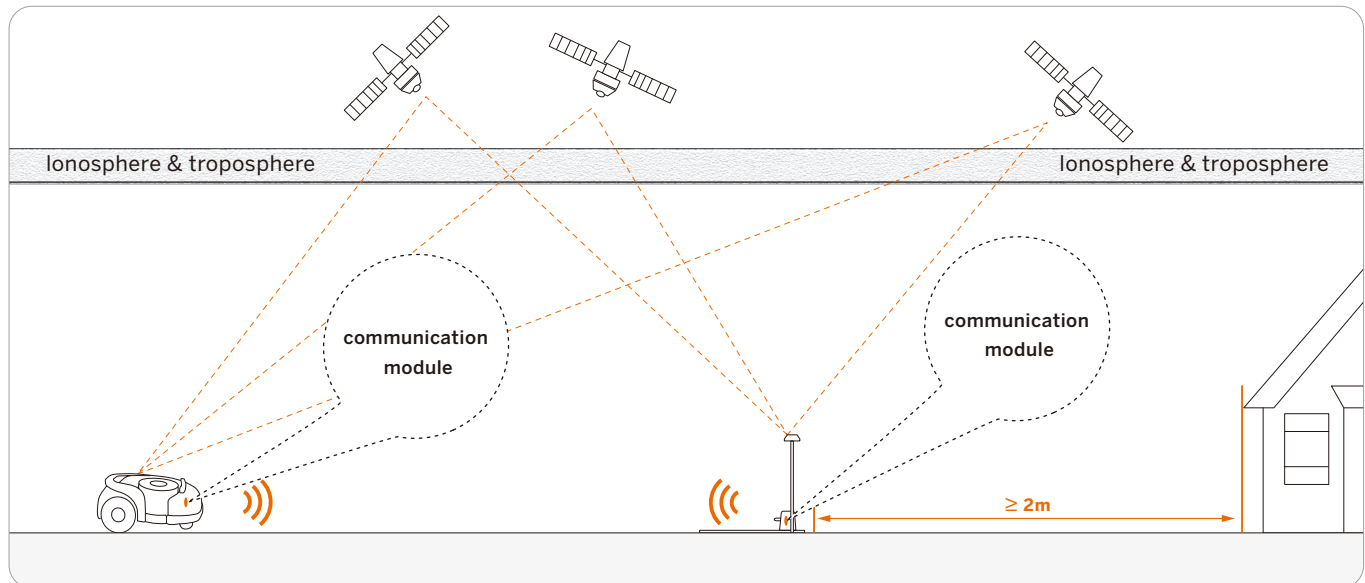
 For the best positioning accuracy and mowing performance, it is strongly recommended to keep the antenna at a distance that equals or above the height of a building or tall trees.



Height of the building or obstacle	Distance between the charging station and the building or obstacle
1 m	1 m
2 m	2 m
3 m	3 m
4 m	4 m

NOTE: The distance is for reference only as the signal can be affected by many factors.

Factors that Affect the Signal and Positioning Accuracy:



Our Exact Fusion Locating System (EFLS) uses multiple satellite-based system, such as GPS, BeiDou, GLONASS, Galileo, which improves the positioning accuracy to centimeter level. Once Navimow is activated, its positioning modules will communicate with the satellites. At the same time, the GNSS antenna can receive the signals from the same satellites. Meanwhile, the charging station transmits the signals between the mower and the GNSS antenna. Because they communicate with the same satellites, errors that may occur during transmission will be minimized. Even with that, the GPS signals still get lost sometimes because of blockage. A system is designed to fuse all the information with devices like the gyroscope, accelerometer, magnetic compass, and odometer. After this fusion, the mower can get centimeter-level position accuracy even if we lose the GPS signal temporarily.

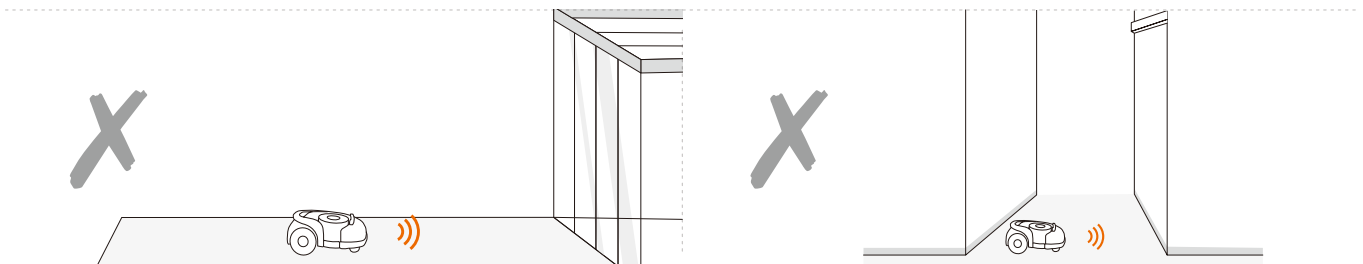
Below are the factors that affect the GPS signal and the positioning accuracy:

1 Blocking

If there is anything on or surrounding the GNSS antenna, charging station and/or the mower, the signal will be weakened or blocked.
Solution: DO NOT install the changing station and GNSS antenna under a roof, tree or anywhere that may block the signal. You can also choose to buy the antenna extension kit and install the antenna on the roof.

2 Signal Interference

Signals from the satellite are transmitted to the antenna after being reflected by the wall, instead of directly from the air. This is called Multipath Effect.
Solution: install the antenna far from the house to get rid of the multi-path effect. We do not recommend that you use the mower in a scenario with glass walls, because glass surface will interfere with the signal and the mower may bump into the wall. The map should not be built between two high walls, because the walls will block the signal and the mower will not be able to work in this area.

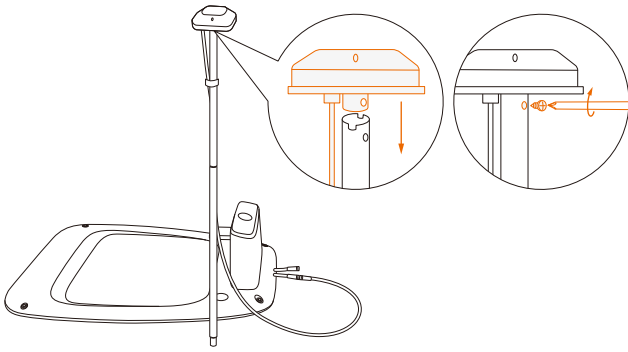


3 Long Distance or Large Lawn

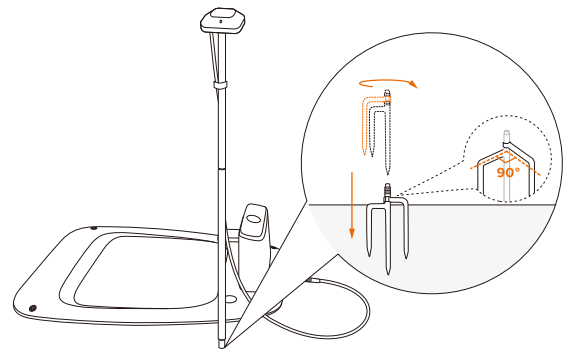
The communication module's transmission power gets weakened with long distance.

STEP 2: Install the GNSS Antenna

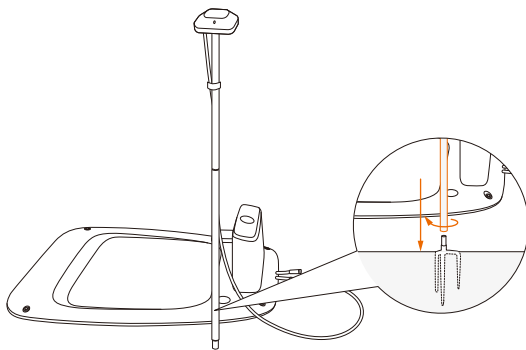
1 Fixate the GNSS antenna on the tube.



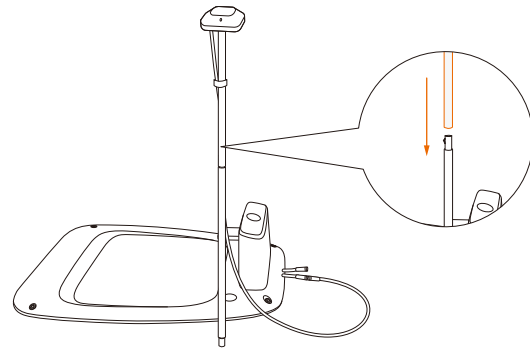
2 Unfold the base fork and insert it into the ground.



3 Rotate the other extension tube onto the base fork.

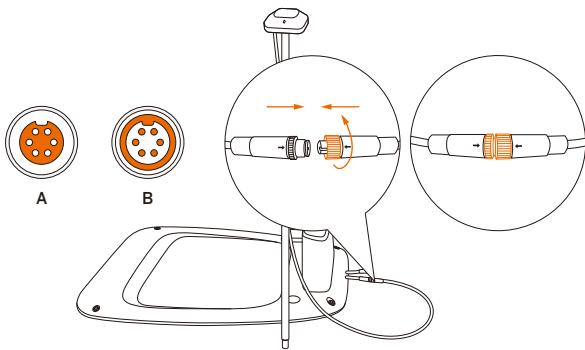


4 Slide in the tube with the antenna.

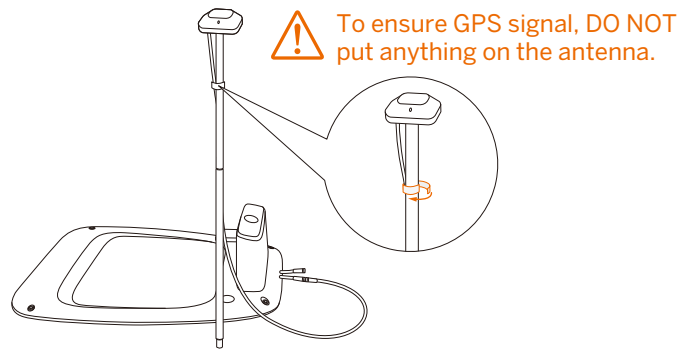


12

5 Connect the GNSS antenna to the charging station.

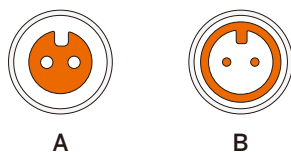


6 Secure the cable on the pole with the supplied hook and loop tape.

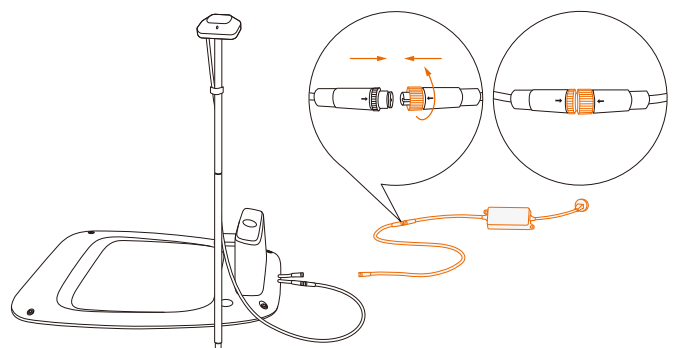


STEP 3: Check the GPS Signal

1 Connect the extension cable with the power supply.

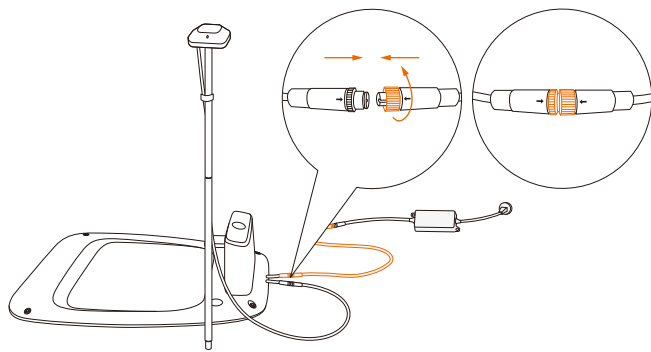


- Align the notch on the extension cable (A) with the groove on the power supply connector (B).

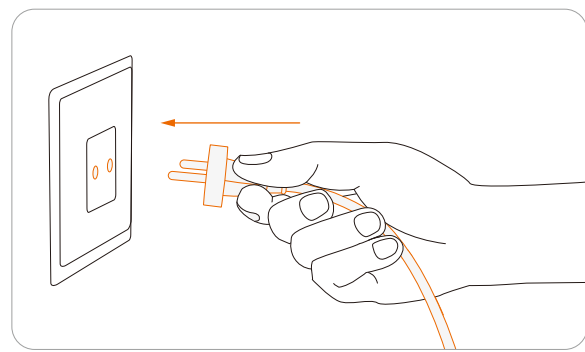


- Turn the nut until they are locked into each other.

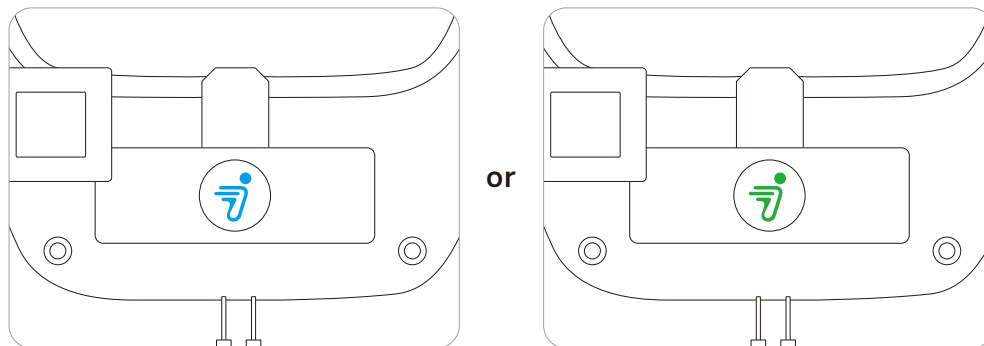
2 Connect the extension cable and the power interface.



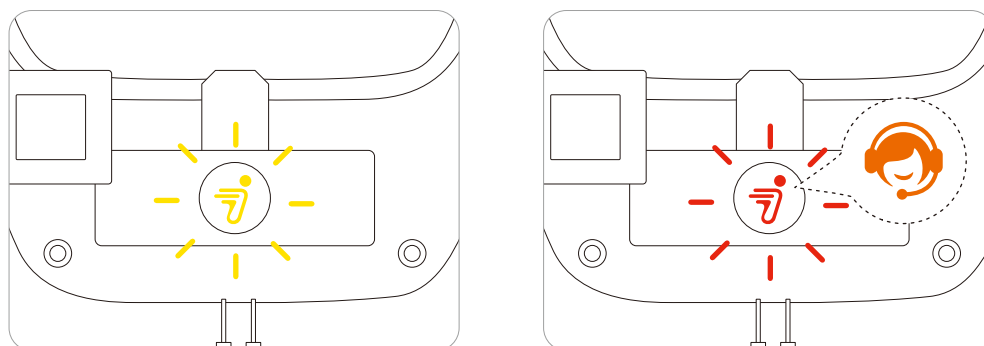
3 Plug the power supply into a power socket.



4 Check the signal.



When the light on the charging station becomes blue (or green), it means the GPS signal is strong.




Flashing yellow:

- Poor signal, please relocate the charging station to an open space (see STEP 1).
- The GNSS antenna is not connected to the charging station (see ⑤ in STEP 2).

Flashing red:

malfunction. Please contact after-sales service.

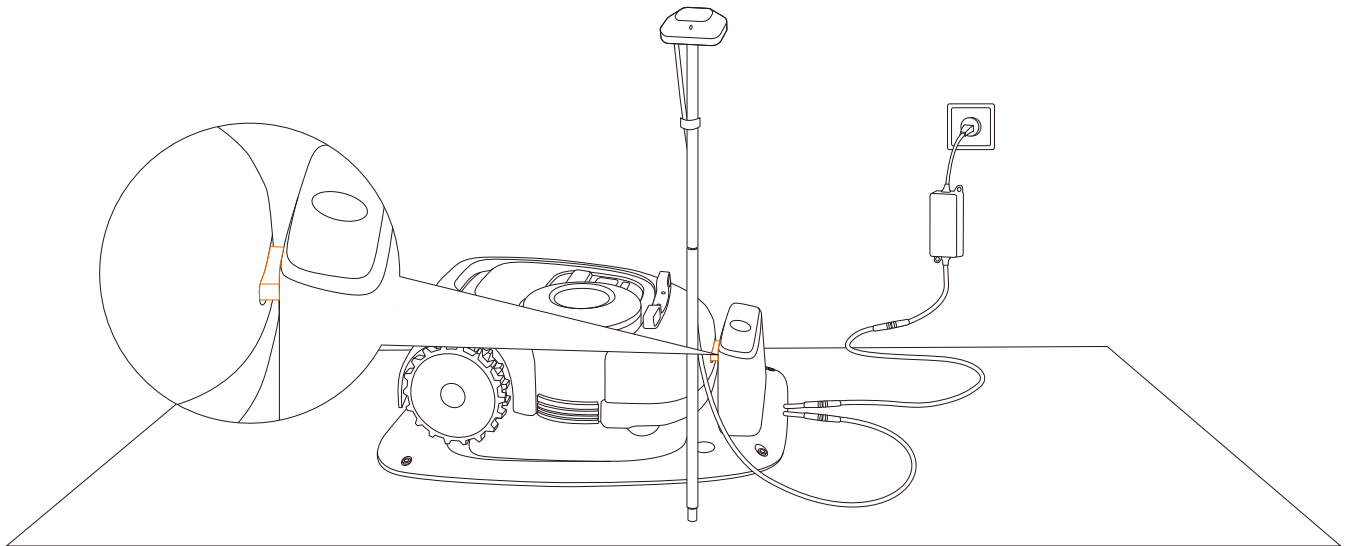
 If the signal is poor, relocate the GNSS antenna to an open space. The extension kit is sold separately if you need to install it on the wall or roof.

6 How to Charge

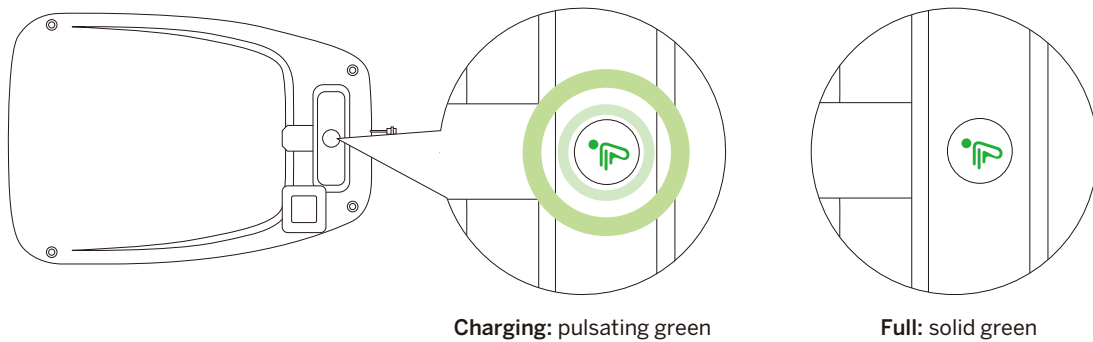
A new mower may have low battery after long storage. After setting up the boundary, the mower will return to the charging station when the mowing task has completed, or when the battery is low. You can also enter the PIN code, press the HOME and then OK button to make the mower go back to the charging station.

How to charge for the first time:

Place the mower in the charging station. Make sure the charging strip on the mower and the contact strip on the charging station are in good contact.



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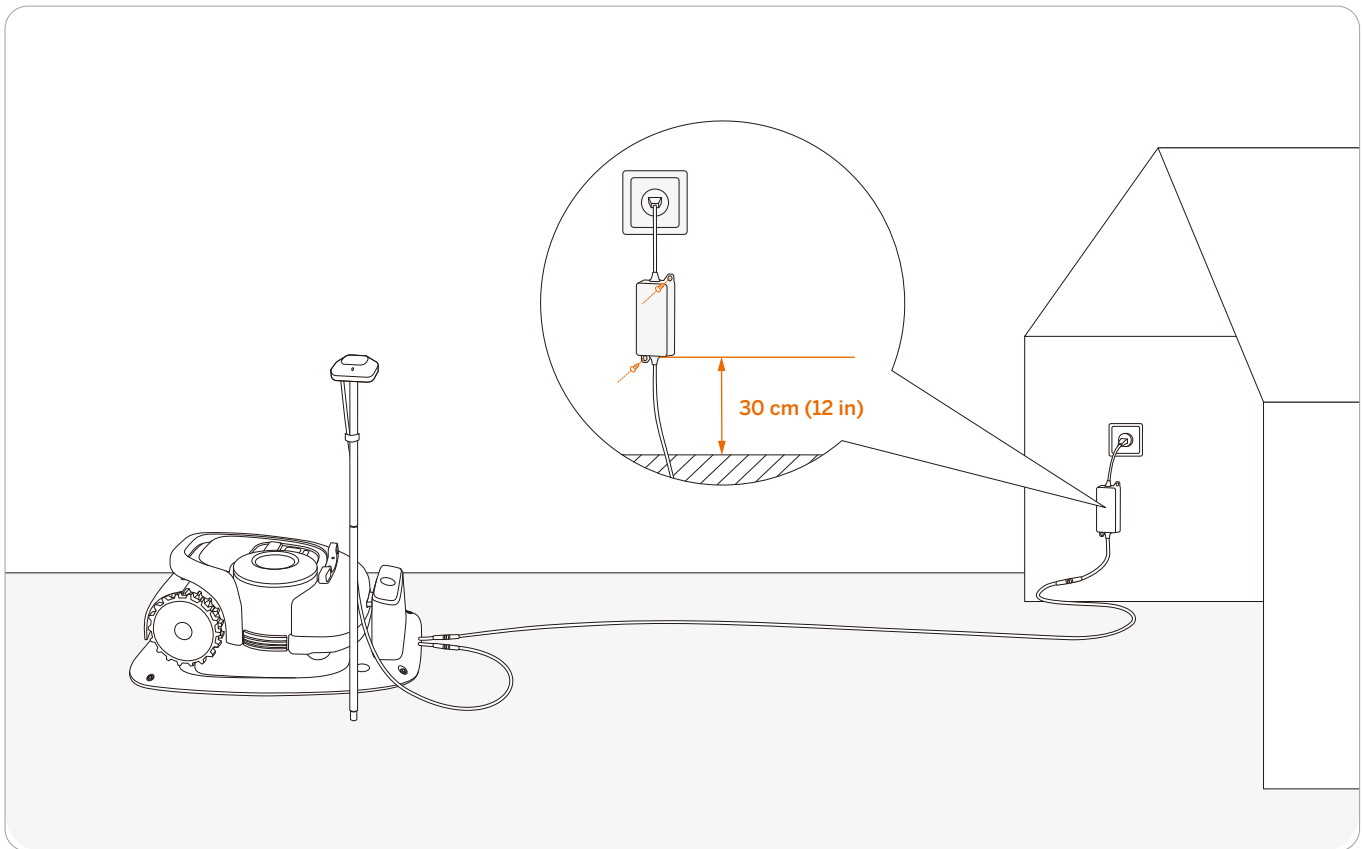


Charging: pulsating green

Full: solid green

Where to Place the Power Supply:

- Protection from direct sunlight and rain
- Indoors with good ventilation
- Keep it at least 30 cm (12 in) above the floor to avoid possible damages caused by sunshine or water.

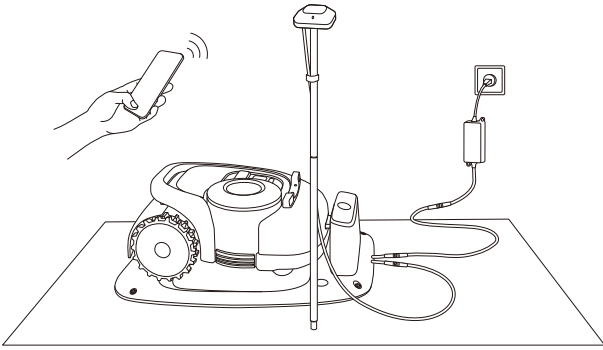


⚠ WARNING

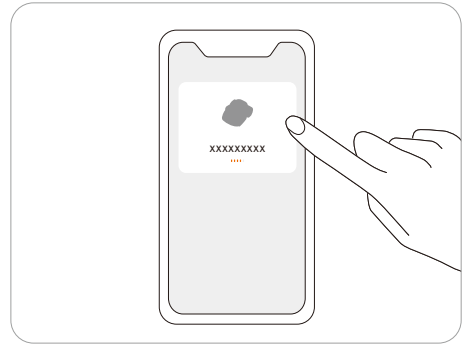
- DO NOT charge if the mower, the power supply, the charging station, or the power socket is wet or damaged.
- DO NOT charge the mower when the temperature is above 40°C (104°F), or below 5°C (41°F).
- When there is an abnormal smell, sound, or light display, stop charging immediately and contact after-sales service.
- Keep away from inflammable and explosive materials when charging.

7 Activate the Mower

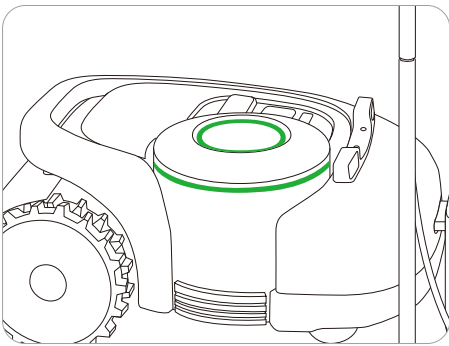
1 Connect the charging station to the power supply. Make sure the mower is in the charging station.




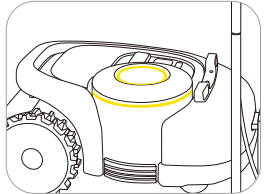
2 Enable Bluetooth on your phone, log in to the app and follow the instructions to pair with the mower.



3 Wait patiently for 30s to 3min until the ambient light turns green (or blue).

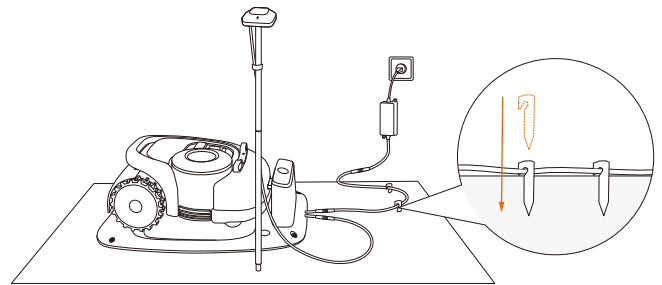
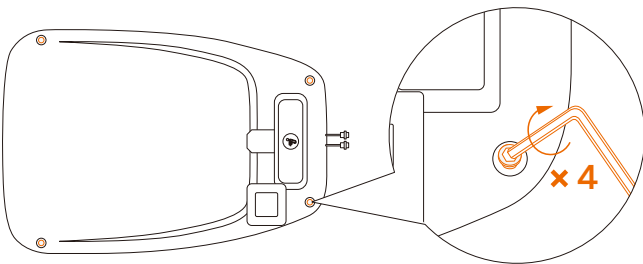


 If the light flashes yellow for more than 3min, it means the GPS signal is weak. Please return to STEP 1 in chapter 5.

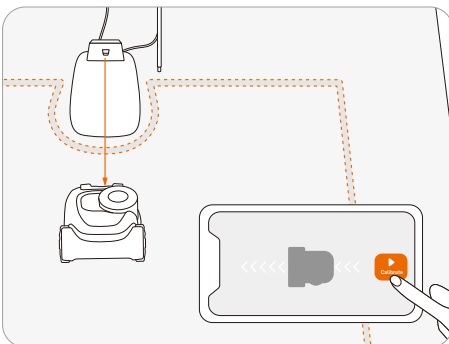


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4 Install the charging station with the nails supplied and secure the extension cable.



5 Calibrate the mower to ensure accurate positioning.

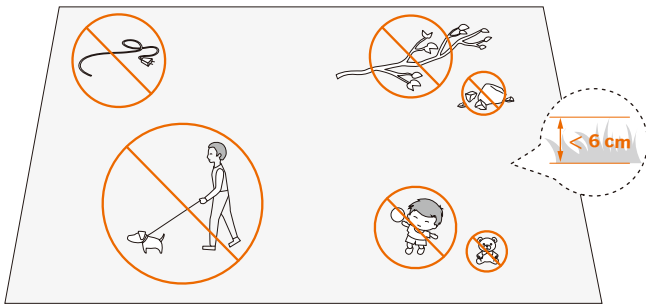


8 Set up the Virtual Working Zone

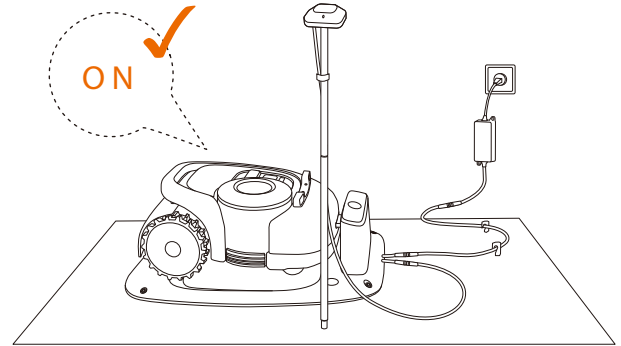
Follow the instructions in the app and remote control the mower to create the virtual map. The mower will smartly decide its moving pattern within the map.

STEP 1: Map out the Boundary

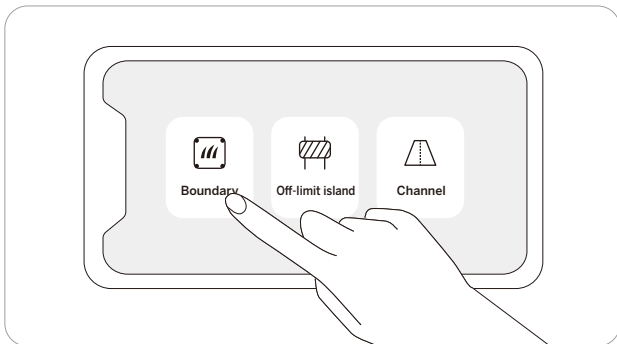
- 1 Remove debris, piles of leaves, toys, wires, stones and other obstacles. Make sure children and pets are off the lawn.



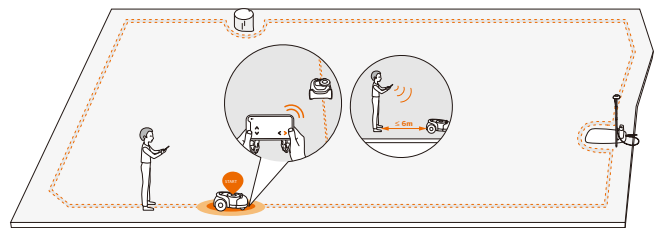
- 2 Make sure the mower is powered on. With Bluetooth connection, your phone will connect to the mower automatically.



- 3 Select Boundary to start mapping.

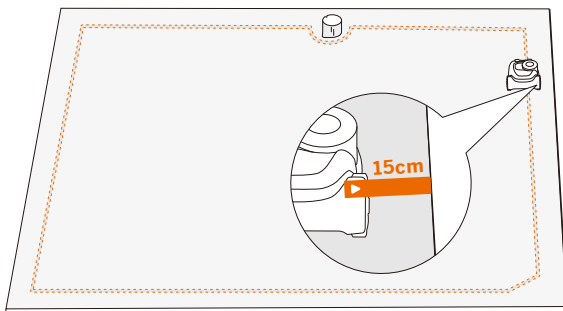


- 4 Find a proper starting point along the edge of your lawn (15 cm between the mower right side and the edge). Keep within 6 m from the mower during the mapping process.

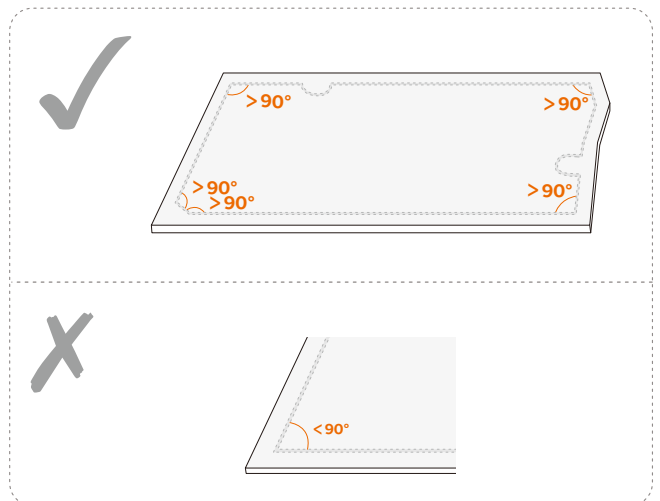


- 5 Walk along the edge.

- Distance from the edge: always keep 15 cm

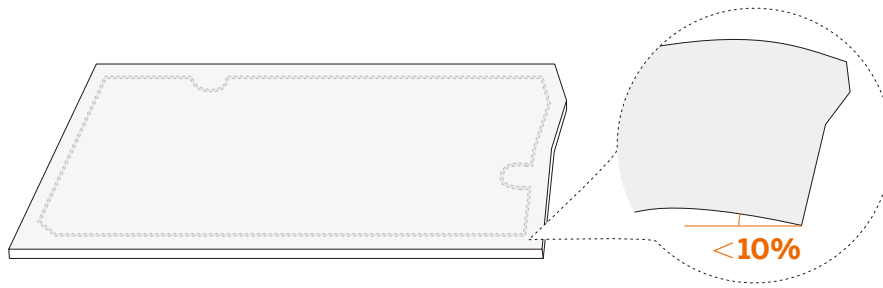


- Angle: Make sure to follow a straight line with a smooth turning angle of no smaller than 90°.

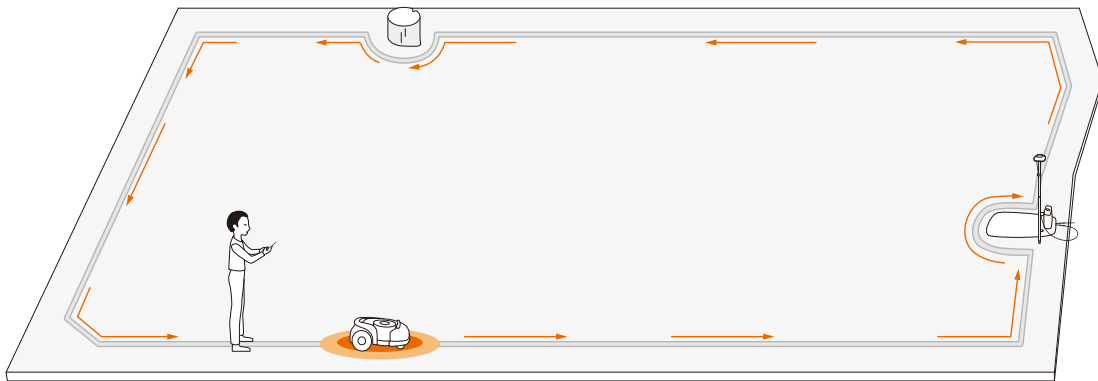


Use the Navimow ruler to measure the distance. The outer side of the ruler should not exceed the edge of the lawn.

- **Direction:** Make sure the mower right side (when the mower is moving forward) should face the boundary, so that the mower can cut as close to the boundary as possible. The same goes for setting up the off-limit islands.
- **Slope:** Even though the mower can traverse slopes up to 45% within the lawn, make sure the slope along the edge does not exceed 10%.



6 Go back to the starting point to finish the boundary lining.



18



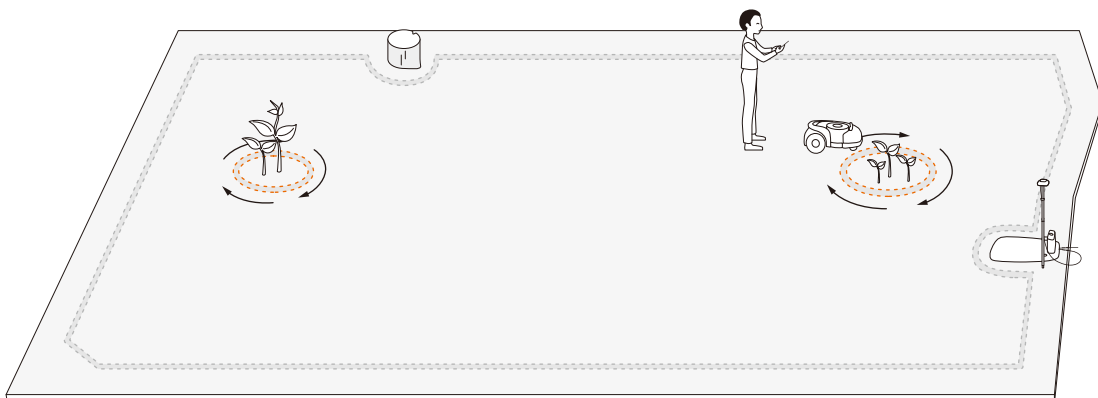
- If there is a sudden interruption and failure, follow the instructions in the app to continue or restart.
- If you have more than one separate lawns, please repeat this step.

STEP 2: Set up Off-limit Island

When the mower hits a hard obstacle taller than 10 cm (such as big rocks, or a tree trunk), it will reverse and change the direction automatically. However, you need to lay borders for objects or areas that need protection, like a flowerbed, small trees, lawn decorations, pond, sprinkler heads, emerged roots, etc. If you recently installed a trampoline or grill on the lawn, you can set an off-limit island to protect it.

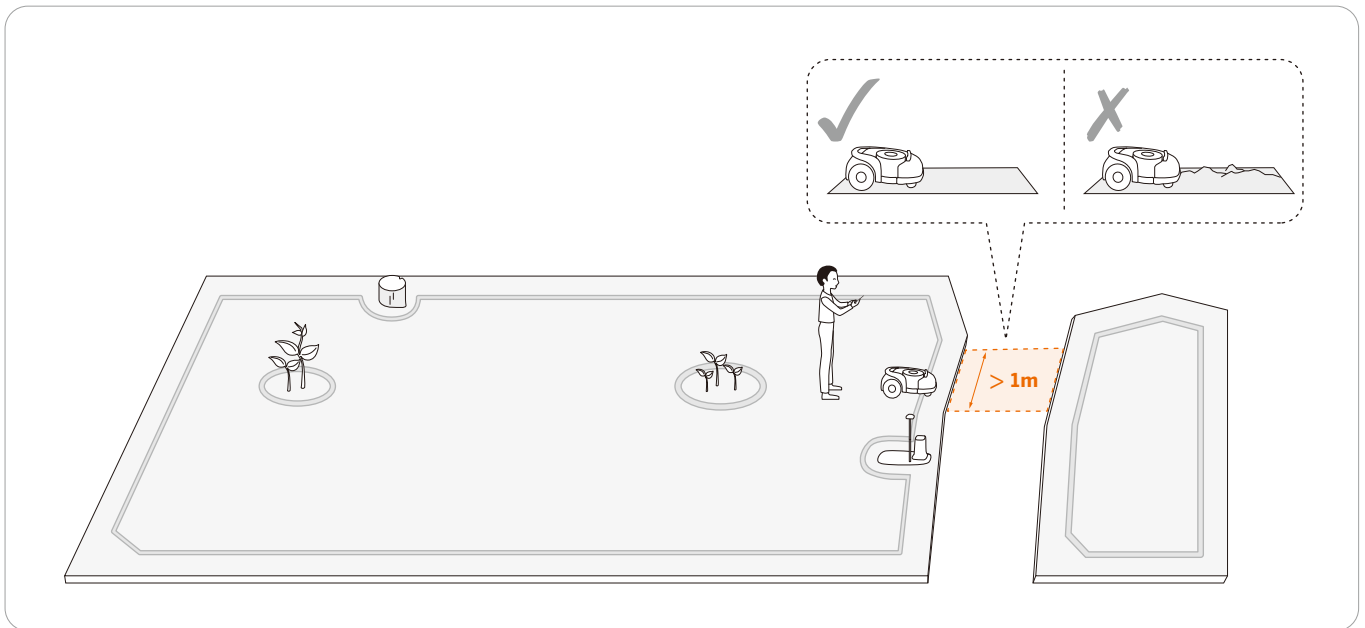
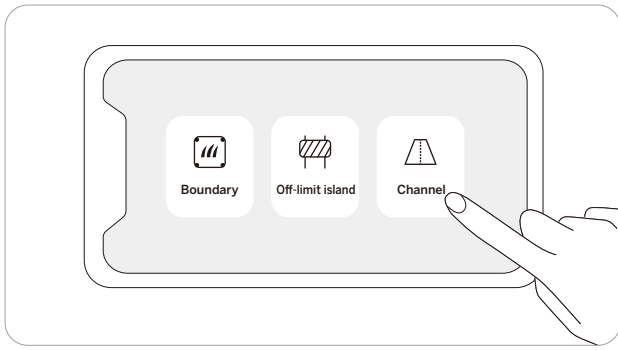
How: Follow the instructions in the app. When you need to cancel the area (like when you remove the trampoline from the lawn), just delete via the app.

NOTE: Make smooth turning angles of no smaller than 90° when drawing the islands.



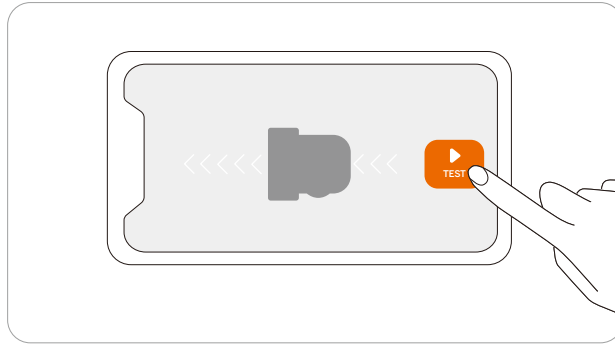
STEP 3: Create a Channel to Link Separate Zones

Following the instructions in the app, create a channel between separate boundaries.



9 Test Drive

After saving the map, tap 'TEST' in the app to see if it works normally within the map. The mower should be able to drive into the charging station and exit on its own.



If the mower goes beyond the boundary, make sure the GPS signal is strong (see Chapter 5 STEP ③), then test one more time. Get help from professional technicians when necessary (see Contact Us).

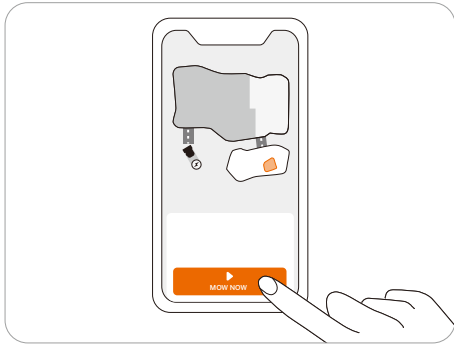
10 Start Mowing

Before mowing for the first time, please cut your lawn to a height of no more than 6 cm.

1) Mowing

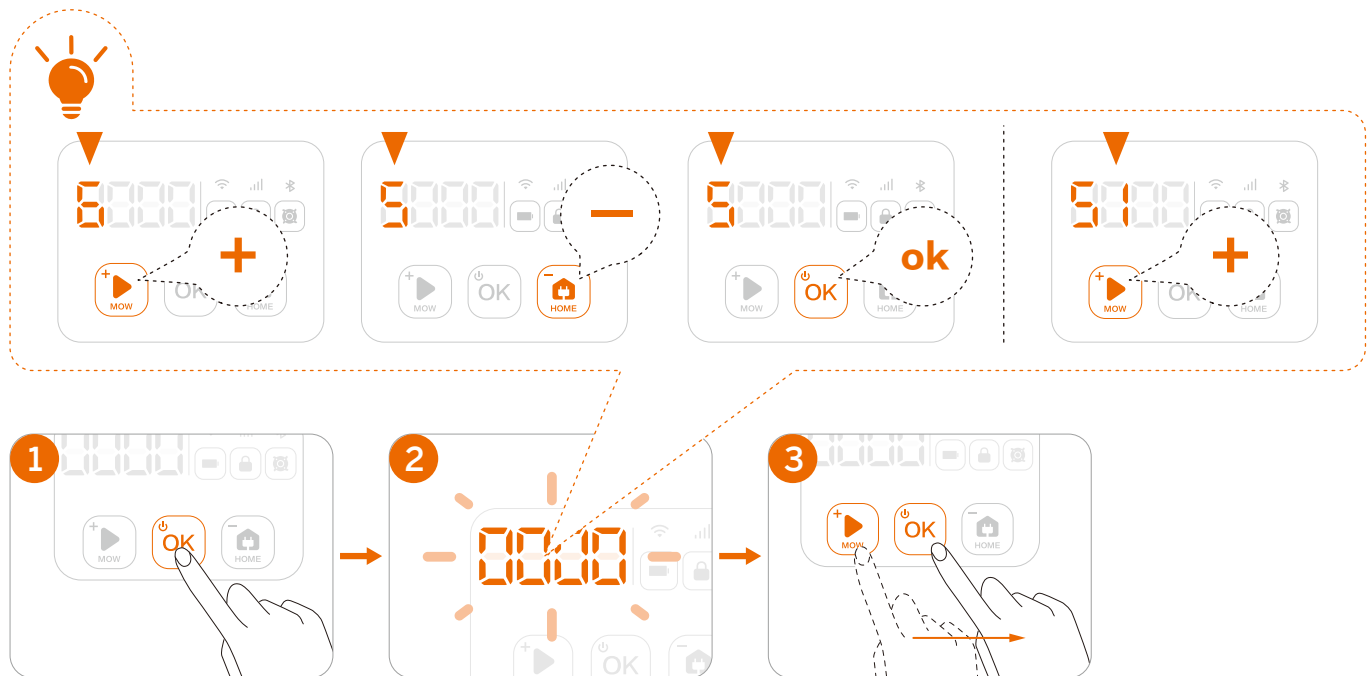
There are three ways to start mowing:

a. Start mowing via the app.

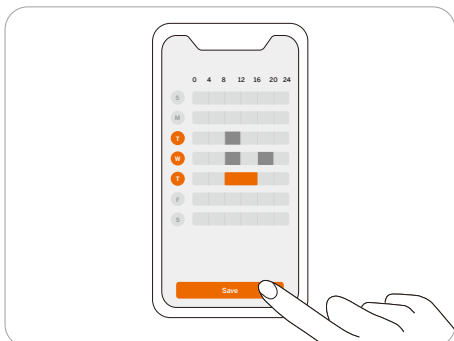


b. Press OK to turn on the mower. Enter the PIN code. Press MOW and then OK to start mowing.

Note: Before manually operating the mower, you must enter the PIN code. The default code is 0000, and can be changed via the Navimow app (referred to as the app in this manual).

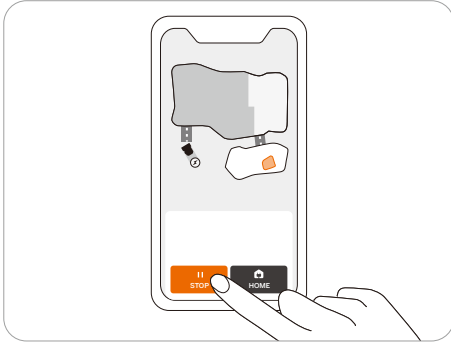


c. It starts automatically according to the preset mowing schedule.



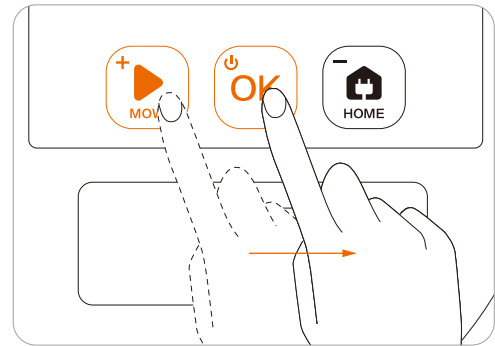
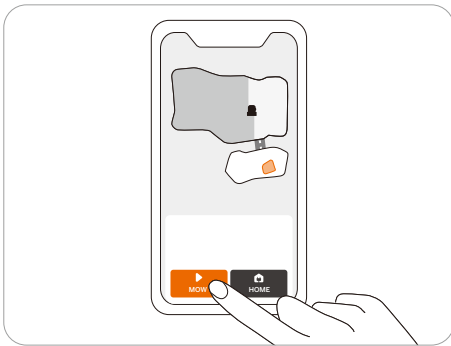
2) Pause

Press the STOP button on the mower or in the app to pause mower operation at any time.



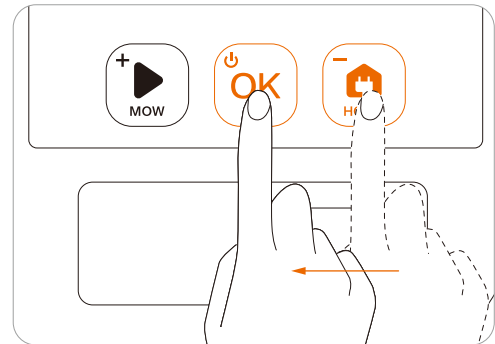
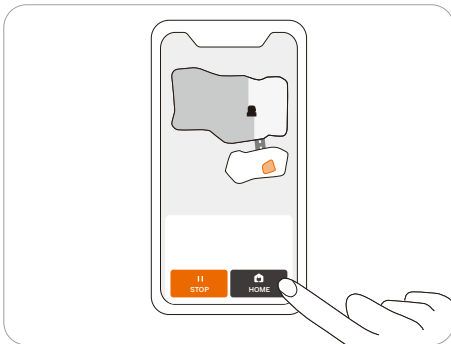
3) Resume Mowing

Continue mowing in the app or press MOW and then OK button on the control panel.



4) Return to the Charging Station

Send the mower back to the charging station in the app or press HOME and then OK button on the mower.



5) Turn off the Mower

For the anti-theft feature to work, your mower should always remain switched on. We only recommend turning it off for transportation or long-time storage. Press and hold OK for 10s, or turn off via the app. The mower cannot be turned off when it's in the charging station. When the mower is turned off, you will hear a sound and the light will be off.

6) How to restart the mower

To restart the mower, please turn it off first. Then, press the OK button on the mower, or push the mower into the charging station.

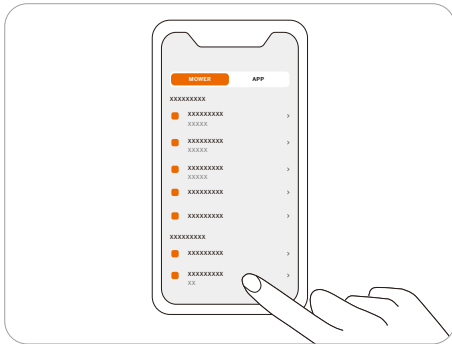
11 App Settings and More Features

1) Navimow app

- Height adjustment: choose the desired cutting height in the mower settings.

NOTE: Don't be surprised if the grass is higher than expected for the first few times. The mower will start from the highest cutting height and get to the desired height after a few operations.

- Time and language: the mower will detect the time and language in your smartphone and switch to the corresponding settings.
- Mowing schedule: you can set the mowing schedule in the mower settings.
- Operation mode: you can choose from Fine cutting mode or Dynamic mode in mower settings.
- PIN code lock change: before manually operating the mower, you must enter the PIN code. The code can be changed in the mower settings.



2) IoT

Navimow is an Internet of Things (IoT) device. Connect the mower to the Internet via cellular network or your Wi-Fi network to keep it updated to the latest features.

3) Anti-theft

Navimow has the most advanced anti-theft feature. When the mower gets outside the boundary, it will sound an alarm immediately, at the same time its function is disabled automatically. The owner will also receive an alert along with real-time location information in the app (only for H800E, H1500E, H3000E).

4) Rain Sensor

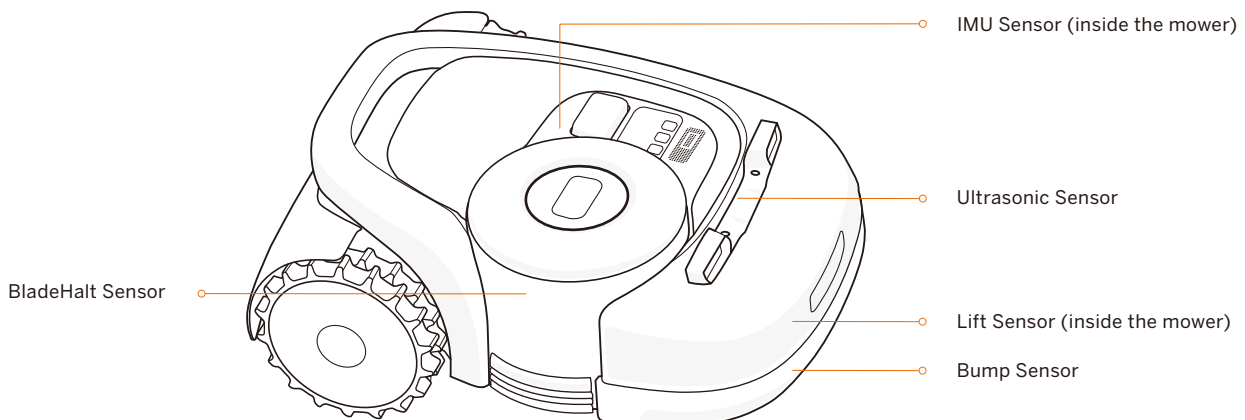
If it rains when testing the map or mowing, the rain sensor will be triggered after receiving a certain amount of rainwater, and it will automatically return to the charging station. After the water on the rain sensor is dry, it will automatically continue until the mowing task is finished.

Before the water is dry, the mower cannot be started via the app or by pressing the buttons on the mower. This is normal and not a malfunction of the mower. To continue mowing, please wait for the water to dry up and then press MOW and then OK, start via the app or wait for the next mowing schedule to start.

NOTE: you can also turn off the rain sensor in the app.

5) Safety Sensors

- BladeHalt sensor: when the sensor area is touched during operation, the blades will stop rotating immediately.
- Bump sensor: when bumping into hard objects, the mower will reverse and continue in another direction.
- IMU sensor: when the mower is lifted at the back, the blades will stop rotating immediately.
- Lift sensor: when the mower is lifted in the front, the blades will stop rotating immediately.
- Ultrasonic sensor: the ultrasonic sensor uses sound waves to measure the distance from an obstacle, so that the mower can avoid it automatically. Some factors, such as high temperature, and irregular surface can affect the accuracy, making the mower unable to avoid an obstacle effectively. Obstacles below 15cm cannot be detected by the ultrasonic sensor. If the mower does not avoid a low obstacle automatically, please know that this is not a mower malfunction.



12 Specifications

	Item	H500E	H800E	H1500E	H3000E
Basic Information	Product Name	Navimow			
	Brand	Segway			
	Dimensions: Length x Width x Height	603 x 468 x 264 mm (23.7 x 18.4 x 10.4 in)			
	Net Weight (Battery Included)	About 15.6 kg (34.4 lbs)		About 15.9 kg (35.0 lbs)	About 16.3 kg (36.0 lbs)
	Material	Mower frame: PP; cover: ASA			
Mower Parameters	Working Capacity	500 m ² (0.12 acre)	800 m ² (0.20 acre)	1500 m ² (0.37 acre)	3000 m ² (0.74 acre)
	Typical Mowing Time Per Full Charge ^[1]	About 120min		About 180min	About 240min
	Area Capacity per Hour	150–200 m ² (0.04–0.05 acre)			
	Cutting Width	21 cm (8.3 in)			
	Cutting Height	30–60 mm (1.2–2.4 in)			
	Charging Time	About 3 h		About 4 h	About 6 h
	GNSS Working Mode	GPS, Beidou, Galileo, GLONASS			
Noise Emissions	Measured Sound Power Level LWA	54 dB(A)			
	Sound Power Uncertainties KWA	3 dB(A)			
	Sound pressure level LpA	43 dB(A)			
	Sound pressure uncertainties KpA	3 dB(A)			
Working Conditions	Working Temperature	-10–50°C (14–122°F)			
	Storage Temperature	-20–50°C (-4–122°F); 10–30°C (50–86°F) recommended			
	Charging Temperature	0–45°C (32–113°F); 10–35°C (50–95°F) recommended			
	IP Rating	Mower body IP66; charging station and power supply IP55			
	Max. Incline Inside Working Area	45%			
	Max. Incline at Boundary	10%			
	Minimum Angle for Cutting Area	90°			
Connectivity	Bluetooth® Frequency Range	2400.0–2483.5 MHz			
	Wireless Connection	865–868 MHz			
	Wi-Fi/Cellular Network	Wi-Fi 2.4–2.5G (2400–2483.5M)	Cellular network LTE-FDD: B1/B3/B5/B7/B8/B20/B28 LTE-TDD: B38/B40/B41 GSM: 850/900/1800/1900 MHz		
Driving Motor	Rated Speed	Fine cutting mode 0.3 m/s; dynamic mode 0.4 m/s			Fine cutting mode 0.4 m/s; dynamic mode 0.6 m/s
	Top Speed	0.4 m/s (0.6 m/s when equipped with ultrasonic sensor)			0.6 m/s
	Motor Type	8 inch hub motor			
Blade Motor	Top Speed	2800/min			
	Motor Type	Brushless motor			
Battery Pack	Battery Type	Lithium-ion battery			
	Nominal Voltage	21.6 V DC			
	Nominal Capacity/Energy	5200 mAh /112 Wh		7800 mAh /168 Wh	10400 mAh/224 Wh
	Battery Management System	Over-heating, short circuit, over-current and over-charge protection			

	Item	H500E	H800E	H1500E	H3000E
Power Supply	Supply Unit Model	For the European Union:NBW32D002D5N-EU for the United Kingdom: NBW32D002D5N - UK			
	Input Voltage	100-240 V AC			
	Output Voltage	32 V DC MAX			
	Output Current	2.5 A			
Charging Station	Input Voltage	32 V DC			
	Input Current	2.5 A MAX			
	Output Voltage	25.2 V DC			
	Output Current	2.5 A			
	Indicator	LED			
Other Features	Front Wheel	Omni-directional wheel with built-in Hall sensor			
	Rear Wheel	Rubber tyres with hub motor			
	Sensors	IMU Sensor, BladeHalt Sensor, Bump Sensor, Lift Sensor, Rain Sensor, Wheel Encoder	IMU Sensor, BladeHalt Sensor, Bump Sensor, Lift Sensor, Rain Sensor, Wheel Encoder	IMU Sensor, BladeHalt Sensor, Bump Sensor, Lift Sensor, Rain Sensor, Wheel Encoder	IMU Sensor, BladeHalt Sensor, Ultrasonic sensor, Bump Sensor, Lift Sensor, Rain Sensor, Wheel Encoder

[1] Tested at an average speed of 0.6 m/s with full battery, ambient temperature 25°C (77°F), on flat lawn. The product can mow more per hour on open areas than on separated small lawns. When the grass is wet or long, the working capacity is also smaller. The flatter the lawn surface, the larger the working capacity.

[2] The noise emission declarations conforms to EN 50636-2-107.

13 Maintenance

To achieve better mowing results and increase the service life, be sure to keep the mower clean and the blades in good condition. Inspection and maintenance should be carried out by an adult every week. Any damaged or worn parts should be replaced. **DO NOT perform maintenance when wearing open sandals or barefoot. Always wear long trousers and work shoes when servicing the mower.**

1) Cleaning

Use a soft brush or cloth to clean the exterior of the mower thoroughly. DO NOT clean with alcohol, gasoline, acetone, or other corrosive/volatile solvents. These substances may damage the appearance and internal structure of your mower.

For proper docking, periodically inspect and clean the charging station from debris and mud. Make sure all connecting parts of the charging station, the extension cable, and the power supply are not blocked.

A. Chassis and blade disc

If the chassis and blade disc is dirty, use a brush or a water hose to clean. DO NOT use a high-pressure washer. At the same time, make sure that the blade disc rotates freely and the blades can pivot freely.

CAUTION: High pressure water can leak into the sealings and damage electronic and mechanical parts.

B. Wheels

Grass on the wheels can affect how the mower performs when climbing slopes. Remove mud or other items stuck in between to ensure strong grip.

C. Rain sensor

Check once a week and make sure the rain sensor is not covered by mud, grass or other objects. You can either wash it clean or clean with a soft brush.

WARNING

- Before cleaning, make sure the mower is powered off.
- When the mower is upside down, it must be powered off.

2) Replace Blades

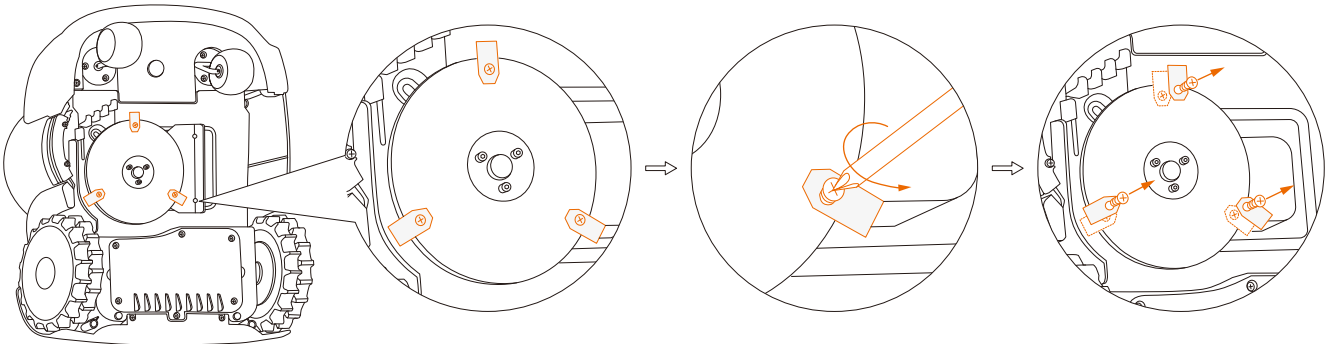
If the mower is used on a regular basis, it is recommended to replace the blades and screws every 1–2 months to ensure safety and better mowing results. Replace all three blades and their screws at the same time for a safe cutting system.

⚠ WARNING

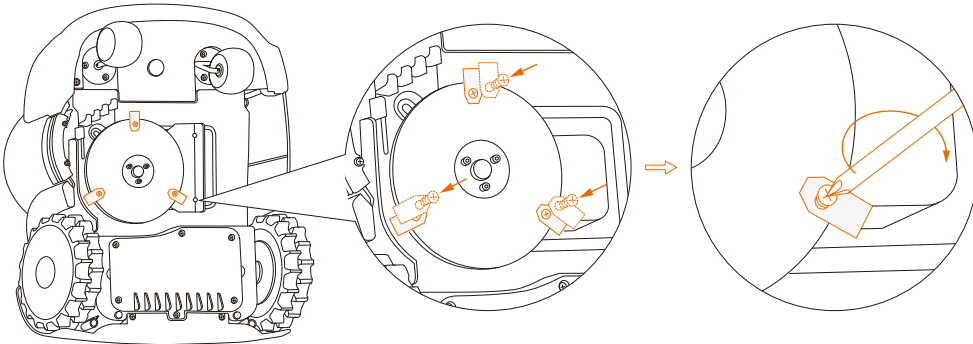
- Wear heavy gloves when you inspect or service the blade.
- Only use the right type of screws and original blades as approved by Segway. Blade model: HA002E.
- DO NOT reuse the screws. Doing so can cause serious injury.

How to replace the blades:

- 1 Turn off the mower.
- 2 To avoid scratching, place the mower on a soft and clean surface in an upside-down position.
- 3 Use a cross-tip screwdriver to loosen the three screws.
- 4 Remove the screws and blades.



- 5 Fasten the new blades and screws (Torque: 1 N·m). Make sure the blades can pivot freely.

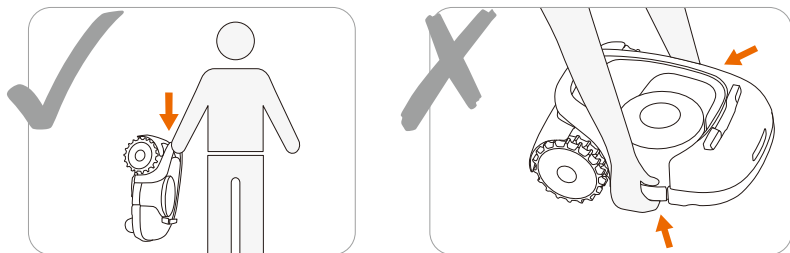


3) Transportation

To protect the mower, use the original packaging for long-distance transportation. Before lifting, moving, or otherwise transporting the product, turn it off. Handle with care and avoid violent force, such as throwing and heavy pressure. Never pick up or carry the mower while the motor is running.

How to move or lift properly:

Carry the mower by the handle, with the blade disc facing away from your body.



CAUTION:

To avoid damage to the mower and/or the charging station, DO NOT lift the product when it's parked in the charging station.

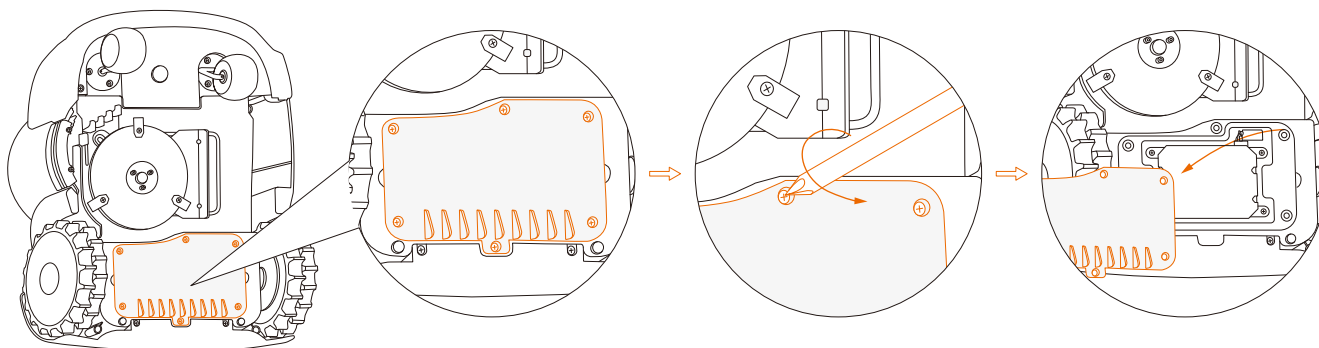
4) Battery

Fully charge the battery before storage to avoid over-discharge and damage to the electrical components. Charge the mower every 120 days for long-time storage. Battery damage caused by over-discharge will not be covered by the Limited Warranty. DO NOT use or store the battery under extreme temperature conditions, i.e., above 50°C (122°F) or below -20°C (-4°F).

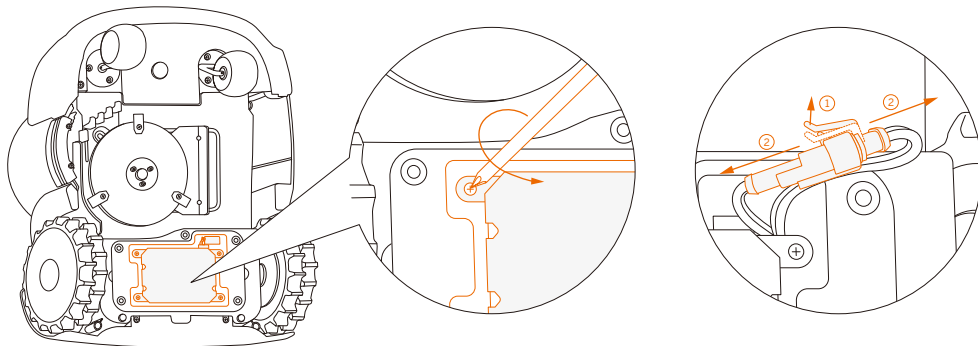
NOTE: The battery life depends on how often the product operates and the total working hours. When the operation time is shorter than usual per full charge or the lawn is not well-cut, consider replacing the battery.

How to replace the battery:

- 1 Turn off the mower.
- 2 Place the mower on a soft and clean surface in an upside-down position.
- 3 Use a cross-tip screwdriver to loosen the 6 screws on the battery compartment.



- 4 Loosen the 4 screws in the battery compartment.
- 5 Disconnect the two plugs.



- 6 Take out the battery pack and replace it with the new one.
- 7 Connect the plugs and tighten all the screws.

WARNING

- Use only the original battery pack or that of the same model as specified by Segway. Each mower contains one battery pack.
- Depending on the specific mower model, the rated capacity of the battery is 5200 mAh, 7800 mAh, or 10400 mAh.
- Do not use non-rechargeable batteries. For the purposes of recharging the battery, only use the detachable supply unit provided with this appliance. For the European Union: use only with NBW32D002D5N - EU supply unit. For the United Kingdom: use only with NBW32D002D5N - UK supply unit.
- DO NOT dismantle or puncture the battery casing. Keep away from metal objects to prevent short circuit. Keep away from fire, heat and direct sunlight.
- For information about battery and electrical waste, please contact your household waste disposal service, your local or regional waste management office, or your point-of-sale.
- The battery pack contains electrolytes. If the electrolyte leakage comes into contact with your skin, wash off with soap and water immediately. Get medical help in case of eye contact and immediately flush the eyes with plenty of water for at least 15 minutes without rubbing.

5) Power Supply

- Disconnect the power supply:
 - Before clearing a blockage;
 - Before checking, cleaning or working on the machine;
 - After striking a foreign object to inspect the machine for damage.
- Regularly examine the cord, plug, enclosure and other parts. If any damage or signs of aging are found, stop using immediately.

WARNING

- DO NOT operate a damaged power supply. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard. If the extension cable is defective, please replace it with the 10-meter long cable as approved by Segway.
- DO NOT connect a damaged cord to the power supply or touch a damaged cord or extension cable before it is disconnected from the power socket. Damaged cords can lead to contact with live parts.
- DO NOT use the power supply with any other product or battery, otherwise there will be risks of personal injury, fire or electrical shock. Product safety cannot be guaranteed with other than original batteries.
- DO NOT charge when the battery is leaking.
- Keep the extension cable away from moving hazardous parts to avoid damage to the cords which can lead to contact with live parts.

Recommendation

Connect the mower and/or its peripherals only to a supply circuit protected by a residual current device (RCD) with a tripping current of not more than 30 mA.

6) Storage

- Before storage, please turn off the mower and fully charge it to avoid over-discharge, which will cause permanent damage.
- Store in a cool and dry place indoors. Exposure to sunlight and temperature extremes (both hot and cold) will accelerate the aging process of the components and may permanently damage the battery.
- Keep the mower, charging station and power supply away from heat sources (such as stoves, radiators, etc.) or chemicals. Protect the power supply from moisture and keep it in a well-ventilated place.

WARNING

When there is a risk of a thunderstorm, unplug the power supply from the power socket. Disconnect all cables and wires connecting to the charging station. Reconnect when there is no longer a risk of thunder.

Winter storage

- The mower
Clean the mower thoroughly and fully charge it before storage. Check the components subject to wear such as the blades. Repair or replace them if they are in poor condition. Store the mower in a dry and frost-free place, while standing on all wheels, preferably in the original packaging.
- The charging station
Unplug the power supply from the power socket and disconnect from the charging station. Take the charging station indoors and keep away from direct sunlight.

7) Recycling and End-of-life Disposal

DO NOT treat this product as domestic waste. For recycling information, contact your domestic waste service, your municipality, or point of sale.

WARNING

DO NOT dispose of this product in a landfill, by incineration, or by mixing with household trash. Danger or serious injury can occur because of the electrical components.

8) Others

- Keep all screws, nuts and bolts tight to ensure normal and safe operation.
- Tyres supplied with the product are to be mounted on the wheel by a professional repairer. Removing the wheels is complicated and incorrect assembly can lead to instability and malfunctions.
- To ensure good grip of the tread, keep the drive wheels (rear wheels) clean by removing the mud with a brush.
- The chassis compartment behind the bumper must be opened and resealed by authorized service technicians ONLY. Servicing by yourself can void the Limited Warranty.

NOTICE: INSURANCE

YOUR INSURANCE POLICIES MAY NOT PROVIDE COVERAGE FOR ACCIDENTS INVOLVING THE USE OF THIS PRODUCT. TO DETERMINE IF COVERAGE IS PROVIDED, PLEASE CONTACT YOUR INSURANCE COMPANY OR AGENT.

14 FAQ and Troubleshooting

The following chart offers a guide to help identify an issue, and if possible, repair by yourself. When the problem cannot be solved, consult an authorized dealer or repairer.

Issue	Possible Causes	Solutions
Abnormal vibration when the mower is operating	A damaged blade disc	Check the blades and the blade disc. Replace if damaged or worn. The blade disc has to be replaced by an authorized technician.
Delayed mower movement when laying the boundary via the app	Unstable Bluetooth signal	Stay close to the mower (within 6 meters) when laying the boundary.
The mower cannot get accurate GPS location persistently	1. The GPS antenna on the mower is covered or blocked 2. The GNSS antenna or charging station is covered or blocked	1. Make sure the mower is not covered by anything. 2. Remove anything that is covering or blocking the charging station, or relocate the GNSS antenna to a place with a good signal.
Shorter working hours per full charge	1. Aged battery pack 2. Lawn condition (long grass, changed garden layout, etc.)	1. Replace the battery pack. 2. This is normal.
It takes less time to fully charge the mower	Aged battery pack	Replace the battery pack.
The mower does not charge or it turns off automatically in the charging station	1. High/low battery temperature 2. The charging station is not connected to the power socket 3. The contact strip is unclean	1. When the mower temperature returns normal, try charging again. 2. Connect the charging station to the power supply and plug it into the power socket. 3. Clean the contact strip.
The mower does not work according to the schedule	1. The STOP button is pressed down or jammed and the mower cannot start automatically 2. Low battery 3. Water on the rain sensor	1. Make sure the STOP button is completely released. Turn off the mower and check if there is any foreign object stuck in the STOP button. If yes, remove the object and try mowing again. 2. Charge the mower battery to $\geq 85\%$. 3. If the rain sensor is triggered, the mower cannot start working. Wait for the water to dry up or turn off the rain sensor in the app.
The mower does not go back to the charging station	1. The GNSS antenna is blocked 2. The charging station is covered or blocked by obstacles	Remove all obstacles covering, blocking or surrounding the charging station and the antenna.

Issue	Possible Causes	Solutions
The mower is stuck	<ol style="list-style-type: none"> 1. The wheels lost traction because of mud or grass 2. Soft ground such as sand 3. Deep ditch 	<ol style="list-style-type: none"> 1. Remove anything that's stuck on the wheels. 2. Set soft areas as off-limit islands when necessary. 3. Fill in the gap and keep the lawn surface level and flat.
The mower goes outside the boundary	<ol style="list-style-type: none"> 1. The wheels lost traction because of mud or grass 2. The boundary is set on a slope 3. The charging station or antenna is covered or blocked 	<ol style="list-style-type: none"> 1. Remove anything that's stuck on the wheels. 2. Change the location of the boundary or perimeter wire. 3. Remove all obstacles covering, blocking or surrounding the charging station and the GNSS antenna.
The mower does not move in a regular pattern in certain areas	There are obstacles in the area	The mower will automatically adjust its moving pattern and resumes to normal.
Uneven or patchy mowing	<ol style="list-style-type: none"> 1. The preset mowing time is insufficient 2. The blades are blunt 3. The grass is too high 4. The blades cannot pivot normally 	<ol style="list-style-type: none"> 1. Adjust the mowing time so that it matches the mowing area and the mower has enough time to finish the task. 2. Replace the blades. 3. Set the cutting height to a higher level and then lower to the desired height gradually. 4. Clean the blades.
The mower cannot power on	The battery is over-discharged	Place the mower on the charging station, fully charge it, and restart the mower.
The mower cannot connect to a Wi-Fi network	The mower is too far away from the router	Place the mower closer to the router.
The mower mows the lawn by itself without any manual operation	<ol style="list-style-type: none"> 1. Manual mowing mode (start mowing either via the app or by pressing the mower buttons) 2. Mowing schedule 3. Rain sensor 	<ol style="list-style-type: none"> 1. If you started manual mowing mode before, the mower will keep working until 100% of the mowing task is completed. When the battery level is lower than 5%, the mower will return to the charging station. When the battery is charged to 85%, the mower will resume the previous mowing task automatically. When the mowing task is completed (100%), the mower will exit the manual mowing mode. 2. If you have set a mowing schedule (and you didn't start manual mowing before), the mower will automatically start the mowing task according to the time. When the battery level is lower than 5%, the mower will return to the charging station. When the battery is charged to 85%, the mower will resume the previous mowing task automatically until the mowing task is completed (100%). 3. When the rain sensor is triggered, the mower will stop the task and return to the charging station. After the water on the rain sensor is dry, it will automatically continue until the mowing task is finished. However, if it's past the scheduled time, the mower will not resume mowing.
The mower does not cut the grass, or the blades stop rotating during the mowing process	<ol style="list-style-type: none"> 1. Cutting motor over-current protection 2. Foreign objects 3. Obstacle avoidance 4. Normal 	<ol style="list-style-type: none"> 1. When the grass is too thick, the cutting motor will automatically enter self-protection and stop rotating when the current is too high. At this time, it is recommended to increase the mowing height, or use other mowing tools to trim the lawn to 6cm or lower first. 2. Please confirm whether there is any foreign object stuck in blade disc or blades, if any, please clean it in time. 3. When the mower is avoiding an obstacle, the bump sensor will shut down the blades temporarily. When this protection mechanism is finished, the blades will continue rotating. 4. The mower does not cut when going back to the charging station, or when going to the starting point of the mowing session. This is normal and the mower will only cut on the planned cutting path.
Certain areas are not cut	<ol style="list-style-type: none"> 1. Inaccurate positioning 2. Obstacle avoidance 3. Tall grass 	<ol style="list-style-type: none"> 1. The mower's moving path depends on satellite positioning, occasionally inaccurate positioning may lead to missed cuts, and the missed area will be covered after a few more cuts. 2. If an obstacle is encountered during mowing, the mower will avoid the obstacle, which can result in certain areas not being cut. This is normal and a new feature will be added to make the mower cut the missed area with obstacles again. 3. If the grass is higher than 15cm, the ultrasonic sensor will be triggered and the mower will avoid areas with high grass.

When there is an abnormality, an error code is shown in the app and the mower display. Below is a list of the the error codes, what they mean and what to do:

Error Code	Meaning	Solution
1002	Motor malfunction	Please press the STOP button on the mower. If the error persists, contact after-sales service. Do not disassemble the battery pack and make sure to use a genuine battery.
1003		Please charge the mower until it has more than 50% battery (the battery indicator becomes green), then press the STOP button on the mower. If the error persists, contact after-sales service. Do not disassemble the battery pack and make sure to use a genuine battery.
1004		Please press the STOP button on the mower. If the error persists, contact after-sales service. Do not disassemble the battery pack and make sure to use a genuine battery.
1005, 1006		Please check if the blade disc is stuck. Remove the foreign objects, then press the STOP button on the mower. If the error persists, contact after-sales service.
1008, 1009		Please check if the blade disc or the cutting deck motor is stuck. Remove the foreign objects, then press the STOP button on the mower. If the error persists, contact after-sales service.
1010–1019, 2004–2013, 3006–3015, 4014–4023	Mower system error	Please restart the mower. If the error persists, contact after-sales service.
2001–2003		Please press the STOP button on the mower. If the error persists, contact after-sales service.
1020–1022	Battery management system error	Please press the STOP button on the mower. If the error persists, contact after-sales service. Do not disassemble the battery pack and make sure to use a genuine battery.
1023		Please press the STOP button on the mower. If the error persists, take the mower out of the charging station and contact after-sales service. Do not disassemble the battery pack and make sure to use a genuine battery.
1024	High battery temperature	The battery temperature is too high. Place the mower in the shade, then press the STOP button on the mower. If the error persists, contact after-sales service. Do not disassemble the battery pack and make sure to use a genuine battery.
1025	Low battery temperature	The battery temperature is too low. Place the mower in a warm environment, then press the STOP button on the mower. If the error persists, contact after-sales service. Do not disassemble the battery pack and make sure to use a genuine battery.
3001	Motor error	Please check if the wheels are stuck. Remove the foreign objects, then press the STOP button on the mower. If the error persists, contact after-sales service.
3002, 3005		Please press the STOP button on the mower. If the error persists, contact after-sales service.
3003, 3004		Please restart the mower. If the error persists, contact after-sales service.
4001	Storage system error	Storage system error, please restart the mower. If the error persists, contact after-sales service.
4003, 4004	High mower temperature	The mower temperature is too high. Place the mower in the shade, then press the STOP button on the mower. If the error persists, contact after-sales service.
4006	GPS module error	Please restart the mower. If the error persists, contact after-sales service.
4007–4010	Mower communications system error	Please restart the mower or press the STOP button. If the error persists, contact after-sales service.
4011	Charging station communication error	Cannot get signal from the charging station, please make sure the charging station is plugged into a power outlet.
4012	Mower communications system error	Please restart the mower or press the STOP button. If the error persists, contact after-sales service.
4013		Please make sure the ultrasonic sensor cables are connected correctly, then restart the mower. If the error persists, contact after-sales service.
5001–5004	Charging station error	Please re-plug the charging station into the power supply, then press the STOP button on the mower. If the error persists, contact after-sales service.
6001	Mower is stuck	Please place the mower in the charging station or within the boundary. It is recommended to set the area as an off-limit island so that the mower doesn't get stuck again.
6002	Mower is outside the boundary	The mower cannot get back. Please place it within the boundary or in the charging station, then press the STOP button on the mower.
6003	Mower has turned over	Please place the mower in the proper position and put it back in the boundary or charging station. Please set the area where the mower turns over frequently as an off-limit island.
6004	Mower cannot return to the charging station	Please place the mower in the charging station. Make sure the charging station is installed on a flat surface. Change the location of the charging station via the app if this happens frequently.
6005	Mower system error	Please put the mower in the charging station, then press the STOP button on the mower. If the error persists, contact after-sales service.
6006	Bumper sensor activated for a long time	Please tap the bumper sensor gently to release it, then press the STOP button on the mower. If the error persists, contact after-sales service.
6007	Mower is lifted	Please place the mower in the normal position, press the STOP button on the mower, then make it keep mowing or go back to the charging station.
6008	Bumper sensor is activated multiple times	Please remove the obstacle that activated the bumper sensor, then press the STOP button on the mower. If the error persists, contact after-sales service.
6009	Mowing cannot be started	Please put the mower in the charging station, press the STOP button on the mower, then restart the mower. If the error persists, contact after-sales service.
7001–7004	Chassis sensor data error	Please restart the mower or press the STOP button. If the error persists, contact after-sales service.
7005	Positioning data error	Please restart the mower or press the STOP button. If the error persists, contact after-sales service.

In case of an accident or breakdown, contact an authorized repairer if the product is still under warranty. If it's not, you can contact any specialized repairer of your choice.

15 Trademark and Legal Statement

Segway, Powered by Segway, Navimow and the Rider Design are the registered trademarks of Segway Inc., Android, Google Play are trademarks of Google Inc., App Store is a service mark of Apple Inc., The respective owners reserve the rights of their trademarks referred to in this manual.

We have attempted to include descriptions and instructions for all the functions of the Navimow at the time of printing.

However, due to constant improvement of product features and changes of design, your Navimow may differ slightly from the one shown in this document. Visit the Apple App Store (iOS) or Google Play Store (Android) to download and install the Navimow app. Please note that there are multiple Segway models with different functions, and some of the functions mentioned herein may not be applicable to your unit. The manufacturer reserves the right to change the design and functionality of the Navimow product and documentation without prior notice.

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Navimow Legal Statement:

IMPORTANT: The user shall agree to read the entire user manual and fully understand its content (especially the parts related to safety warnings) and adhere to the instructions herein before using this product.

1. Navimow is an electric household with blades, it can be dangerous to a user, other persons and property in proximity thereto. The user shall assume all the risks and loss in connection with the product (especially for those related to and/or arising out of violation of the instructions about safety warnings). Such risks include but not limited to injuries, bodily injuries and/or damages to property. SEGWAY and its affiliates shall not be liable for any claim, liability and loss related to such consequences, if it is due to the user's assumption of risk.
2. Please check and obey your local laws or regulations over the product. It is SOLE User's responsibility THAT HE/SHE SHALL USE AND/OR DISPOSE OF THE PRODUCT IN COMPLIANCE WITH THE LAW IN YOUR JURISDICTION.
3. A consumer shall immediately check whether the product and its accessories are in good condition upon receipt of the product.
4. All the separate components and part of the Navimow must be properly installed as per the User Manual. Inappropriate installation may lead to unexpected accidents. The Mower may contain removable components and small parts. Please keep it out of the reach of children to avoid choking hazards.
5. DO NOT allow children to be in the vicinity or play with the machine when it is operating.
6. Please note the safety warnings listed in the User Manual, including but not limited to:
 - Always keep the mower within 6 meters away from you, and DO NOT let it get out of your eyesight when it is operating.
 - DO NOT wear open sandals or be barefoot when mowing.
 - DO NOT mow on slopes greater than 45%.
 - DO NOT attempt to charge your mower if it, the power supply, the charging station, or the power socket is wet.
 - DO NOT charge the mower when the temperature is above 40°C(104°F) or below 5°C(41°F).
 - DO NOT connect the power supply to the power socket if the cord or the plug is damaged.
 - Keep away from inflammable and explosive materials when charging.
 - When there is an abnormal smell, sound, or light display, stop charging immediately and contact after-sales service.
 - DO NOT ride on the machine.
 - DO NOT touch rotating blade.
7. Do not dispose of this product in a landfill, by incineration, or by mixing with household trash. Serious danger/ injury can occur because of the electrical components and the battery. For information about battery and electrical waste, please contact your household waste disposal service, your local or regional waste management office, or your point-of-sale.
8. The user shall not use any non-original accessories, or dismantle or modify the product without authorization. All damages, injuries and damages to property arising therefrom will be your sole responsibility and risk.
9. NEITHER SEGWAY (SEGWAY DISCOVERY B.V. AND ITS SUBSIDIARIES AND AFFILIATES) NOR WILLAND (WILLAND (BEIJING) TECHNOLOGY CO., LTD. AND ITS SUBSIDIARIES AND AFFILIATES) IS SUBJECT TO NO COMPENSATION RESPONSIBILITY OF ANY CLAIM, LIABILITY AND LOSS THAT ARISES (OR MAY ARISE) FROM VIOLATING ANY OF THE ABOVEMENTIONED CLAUSES OR ANY INJURIES, DAMAGES OR LEGAL DISPUTES CAUSED BY A USER'S INEXPERIENCE OR FAILURE TO FOLLOW THE INSTRUCTIONS IN THIS MANUAL.
10. SEGWAY reserves the right to make changes to the product, release firmware updates, and update this manual at any time. Improvements and changes to this user manual necessitated by typographical errors, inaccuracies of current information, or improvements to programs and/or equipment, may be made by SEGWAY at any time and without notice. Such changes will, however, be incorporated into new editions of this user manual. All illustrations are for illustration purposes only and may not accurately depict the actual device. Actual product and functions may vary. Due to the update of the product, there may be some deviations in color, appearance and other aspects between the product listed in this manual and the product you actually purchased. Please refer to the actual product.
11. This document should be considered as a permanent part of the product and it shall be provided to the user together with the product all the time.

Thank you again for choosing Navimow!

16 EC DECLARATION OF CONFORMITY

Manufacturer

Name: Willand (Beijing) Technology Co., LTD.

Address: Room 203, A1 Bldg. Zhongguancun Dongsheng Technology Park (Northern Territory), No. 66, Xixiaokou Rd, Haidian Dist., Beijing, China.

Authorized Representative

Name: Segway Discovery B.V.

Address: Dynamostraat 7, 1014BN Amsterdam, The Netherlands

Contact Person: Antonio Rapisarda

Function: Account Director

Object of the declaration

Generic designation: Robotic Lawnmower

Product name: Navimow

Type/model: H500E/H800E/H1500E/H3000E

Serial number: S2RA x yyyy x yyyy/S2RC x yyyy x yyyy/S2RE x yyyy x yyyy/S2RT x yyyy x yyyy

("x" indicates any letter from A-Z except O and I, "y" indicates any letter from A-Z except O and I or any number from 0-9)

This Declaration of Conformity is issued under the sole responsibility of the manufacturer.

The object of the declaration described above is in conformity with the following EU Directives:

1. Radio Equipment Directive (2014/53/EU)
2. Machinery Directive (2006/42/EC)
3. RoHS Directive (2011/65/EU) and amending directive ((EU)2015/863)

Conformity with these Directives has been assessed for this product by demonstrating compliance to the following harmonized standards and/ or technical specifications:

EN 60335-1:2012+A11:2014+AC:2014+A13:2017+A1:2019+A14:2019+A2:2019

EN 50636-2-107:2015+A1:2018+A2:2020

EN IEC 61000-3-2:2019+A1:2021

ETSI EN 301 908-1 V13.1.1

EN 61000-3-3:2013+A1:2019

ETSI EN 301 908-13 V13.1.1

EN IEC 55014-1:2021

ETSI EN 301 489-1 V2.2.3

EN IEC 55014-2:2021

ETSI EN 301 489 - 3 V2.2.0

ETSI EN 300 220-1 V3.1.1

ETSI EN 301 489-17 V3.2.4

ETSI EN 300 220-2 V3.1.1

ETSI EN 301 489-19 V2.1.1

ETSI EN 300 328 V2.2.2

ETSI EN 301 489-52 V1.2.1

ETSI EN 303 413 V1.1.1

ETSI EN 301 511 V12.5.1

EN 50665:2017

EN IEC 62311:2020

EN 62133-2:2017

EN IEC 63000:2018

Signed for and on behalf of: Willand (Beijing) Technology Co., LTD.

Place: Changzhou, China

Date: 22-02-2022

Name: Crystal Zhuang

Function: Certification Manager

Signature: Crystal Zhuang

17 UKCA DECLARATION OF CONFORMITY

Manufacturer

Name: Willand (Beijing) Technology Co., LTD.

Address: Room 203, A1 Bldg. Zhongguancun Dongsheng Technology Park (Northern Territory), No. 66, Xixiaokou Rd, Haidian Dist., Beijing, China.

Authorized Representative

Name: UKCA Experts Ltd.

Address: Dept 302, 43 Owston Road, Carcroft, Doncaster, DN6 8DA, United Kingdom

Contact Person: Ferry van Bergen Henegouw

Function: Certification Engineer

Object of the declaration

Generic designation: Robotic Lawnmower

Product name: Navimow

Type/model: H500E/H800E/H1500E/H3000E

Serial number: S2RA x yyyy x yyyy/S2RC x yyyy x yyyy/S2RE x yyyy x yyyy/S2RT x yyyy x yyyy

("x" indicates any latter from A-Z except O and I, "y" indicates any latter from A-Z except O and I or any number from 0-9)

This Declaration of Conformity is issued under the sole responsibility of the manufacturer.

The object of the declaration described above is in conformity with the following UK legislations:

1. Radio Equipment Regulations 2017
2. Supply of Machinery (Safety) Regulations 2008
3. The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012

Conformity with these Directives has been assessed for this product by demonstrating compliance to the following designated standards and/ or technical specifications:

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BS EN 60335-1:2012+A11:2014+AC:2014+A13:2017+A1:2019+A14:2019+A2:2019

BS EN 50636-2-107:2015+A1:2018+A2:2020

BS EN IEC 61000-3-2:2019+A1:2021

ETSI EN 301 908-1 V13.1.1

BS EN 61000-3-3:2013+A1:2019

ETSI EN 301 908-13 V13.1.1

BS EN IEC 55014-1:2021

ETSI EN 301 489-1 V2.2.3

BS EN IEC 55014-2:2021

ETSI EN 301 489 - 3 V2.2.0

ETSI EN 300 220-1 V3.1.1

ETSI EN 301 489-17 V3.2.4

ETSI EN 300 220-2 V3.1.1

ETSI EN 301 489-19 V2.1.1

ETSI EN 300 328 V2.2.2

ETSI EN 301 489-52 V1.2.1

ETSI EN 303 413 V1.1.1

ETSI EN 301 511 V12.5.1

BS EN 50665:2017

BS EN IEC 62311:2020

BS EN 62133-2:2017

BS EN IEC 63000:2018

Signed for and on behalf of: Willand (Beijing) Technology Co., LTD.

Place: Changzhou, China

Date: 22-02-2022

Name: Crystal Zhuang

Function: Certification Manager

Signature: *Crystal Zhuang*

18 Certifications

European Union Compliance Statement

Information on Disposal for Users of Waste Electrical & Electronic Equipment



This symbol on the product or on its packaging indicates that used electrical and electronic products should not be mixed with unsorted municipal waste. For proper treatment, it is your responsibility to dispose of your waste equipment by arranging to return it to designated collection points.

Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.

To return your used device, please use the return and collection systems or contact the retailer where the product was purchased, which is free of charge, please contact your local authority for further details of your nearest designated collection point.

Penalties may be applicable for incorrect disposal of this waste, in accordance with your national legislation.

Information on Disposal for Users of used batteries



This symbol means that batteries and accumulators, at their end-of-life, should not be mixed with unsorted municipal waste. Your participation is an important part of the effort to minimize the impact of batteries and accumulators on the environment and on human health. For proper recycling you can return this product or the batteries or accumulators it contains to your supplier or to a designated collection point, which is free of charge.

Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.

Penalties may be applicable for incorrect disposal of this waste, in accordance with your national legislation.

there are separate collection systems for used batteries and accumulators.

Please, dispose of batteries and accumulators correctly at your local community waste collection/recycling center.

Restriction of the use of certain hazardous substances (RoHS) Directive

Willand (Beijing) Technology Co., LTD. hereby declares the whole product including parts (cables, cords, and so on) meets the requirements of RoHS Directive 2011/65/EU and amendment Commission Delegated Directive (EU) 2015/863 on the restriction of the use of certain hazardous substances in electrical and electronic equipment ("RoHS recast" or "RoHS 2.0").

Radio Equipment Directive

Willand (Beijing) Technology Co., LTD. hereby declares that the product listed in this section comply with the essential requirements and other relevant provisions of the Radio Equipment Directive 2014/53/EU.

Machinery Directive

Willand (Beijing) Technology Co., LTD. hereby declares that the product listed in this section comply with the essential requirements and other relevant provisions of the Machinery Directive 2006/42/EC.

Europe Authorised Representative:



Segway Discovery B.V. Dynamostraat 7, 1014BN Amsterdam, The Netherlands.

Willand (Beijing) Technology Co., LTD. hereby declares that the product comply with the essential requirements and other relevant provisions of the RoHS Directive 2011/65/EU and amendment Commission Delegated Directive (EU) 2015/863, the Radio Equipment Directive 2014/53/EU and the Machinery Directive 2006/42/EC.

Bluetooth	Frequency Band(s)	2.4000-2.4835GHz
	Max. RF Power	20mW

UK Compliance Statement

Information on Disposal for Users of Waste Electrical & Electronic Equipment



This symbol on the product or on its packaging indicates that used electrical and electronic products should not be mixed with unsorted municipal waste. For proper treatment, it is your responsibility to dispose of your waste equipment by arranging to return it to designated collection points.

Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.

To return your used device, please use the return and collection systems or contact the retailer where the product was purchased, which is free of charge, please contact your local authority for further details of your nearest designated collection point.

Penalties may be applicable for incorrect disposal of this waste, in accordance with your national legislation.

Information on Disposal for Users of used batteries



This symbol means that batteries and accumulators, at their end-of-life, should not be mixed with unsorted municipal waste. Your participation is an important part of the effort to minimize the impact of batteries and accumulators on the environment and on human health. For proper recycling you can return this product or the batteries or accumulators it contains to your supplier or to a designated collection point, which is free of charge.

Disposing of this product correctly will help save valuable resources and prevent any potential negative effects on human health and the environment, which could otherwise arise from inappropriate waste handling.

Penalties may be applicable for incorrect disposal of this waste, in accordance with your national legislation.

there are separate collection systems for used batteries and accumulators.

Please, dispose of batteries and accumulators correctly at your local community waste collection/recycling center.

The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012

Willand (Beijing) Technology Co., LTD. hereby declares the whole product including parts (cables, cords, and so on) meets the requirements of The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012.

Radio Equipment Regulations 2017

Willand (Beijing) Technology Co., LTD. hereby declares that the product listed in this section comply with the essential requirements and other relevant provisions of Radio Equipment Regulations 2017.

Supply of Machinery (Safety) Regulations 2008

Willand (Beijing) Technology Co., LTD. hereby declares that the product listed in this section comply with the essential requirements and other relevant provisions of The Safety of Supply of Machinery (Safety) Regulations 2008.

UK Authorised Representative:



UKCA Experts Ltd. Dept 302, 43 Owston Road Carcroft, Doncaster, DN6 8DA, United Kingdom

Willand (Beijing) Technology Co., LTD. hereby declares that the product comply with the essential requirements and other relevant provisions of the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012, the Radio Equipment Regulations 2017 and the Supply of Machinery (Safety) Regulations 2008.

Bluetooth	Frequency Band(s)	2.4000-2.4835GHz
	Max. RF Power	20mW

The declaration of conformity can be viewed at the following address: <http://eu-en.segway.com/support-instructions>

19 Limited Warranty

Limited Warranty and Arbitration Agreement (EMEA)

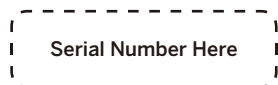
NOTICE: PLEASE READ THIS LIMITED WARRANTY AND ARBITRATION AGREEMENT AND KEEP THIS AGREEMENT FOR FUTURE REFERENCE. THIS AGREEMENT CONTAINS LIMITED WARRANTY CLAUSES FOR CONSUMERS IN EUROPE, MIDDLE EAST AND AFRICA (“EMEA”) AND ARBITRATION CLAUSES WITH RESPECT TO NAVIMOW (“PRODUCT”) AND ANY AND ALL TRANSACTION AND CLAIM RELATED TO AND/OR ARISING OUT OF THE PRODUCT.

THIS IS A BINDING LEGAL AGREEMENT (“AGREEMENT”) BETWEEN YOU (EITHER AN INDIVIDUAL OR ENTITY) AND THE MANUFACTURER (“WILLAND”), SEGWAY DISCOVERY B.V. EMEA (“SEGWAY”), AND THEIR AFFILIATES (INCLUDING BUT NOT LIMITED TO THEIR PARENT COMPANY, SUBSIDIARY, AFFILIATED COMPANIES, PREDECESSOR, SUBSEQUENT COMPANY, ADMINISTRATORS, SUCCESSORS, ASSIGNS, OFFICERS, DIRECTORS, MANAGERS, EMPLOYEES, MEMBERS, SHAREHOLDERS, AND AGENTS, ATTORNEYS, INSURERS OR REINSURERS) (COLLECTIVELY “SEGWAY PARTIES”), SEGWAY DEALERS (AS DEFINED BELOW) AND THEIR AFFILIATES (COLLECTIVELY “SEGWAY DEALERS”).

PURCHASING THE PRODUCT, OPENING THE PRODUCT PACKAGING, USING THE PRODUCT, RETAINING THE PRODUCT, EXPLOITING THE BENEFITS OF THIS AGREEMENT, OR ELECTRONIC ACCEPTANCE OF THIS AGREEMENT SHALL CONSTITUTE ACCEPTANCE OF THIS AGREEMENT. IN AN EVENT YOU, AS A PARENT(S) OR LEGAL GUARDIAN(S), PURCHASE THIS PRODUCT ON BEHALF OF OR FOR YOUR CHILDREN, YOU HEREBY CONSENT TO AND APPROVE IN ALL RESPECTS THE TERMS AND CONDITIONS OF THE AGREEMENT AND AGREE THAT BOTH YOU AND YOUR CHILDREN SHALL BE BOUND BY THIS AGREEMENT. YOU ACKNOWLEDGE AND AGREE THAT YOU RECEIVE SUFFICIENT NOTICE OF THIS AGREEMENT AND YOU AGREE TO THIS AGREEMENT.

Record your Product's Serial Number

Record your Product's Serial Number below. You can find the Serial Number on the exterior of the shipping box, or on the bottom of the Product.



Contacts

The Product is manufactured by Willand (Beijing) Technology Co., LTD. (“Willand”), and distributed by Segway Discovery B.V. (“Segway”).

1. Limited Warranty

This Limited Warranty covers only defects of any material or quality of the Product and components when the Product and components thereof are being used under normal and ordinary conditions. In the event that a defect covered by this Limited Warranty occurs, Segway and/or other Segway Parties in its sole discretion will repair or replace the defective Product or components thereof in accordance with this Limited Warranty. The applicable Limited Warranty Period for the Limited Warranty commences on the date of the original purchase of the Product from either of Segway, Segway's authorized reseller, Segway's authorized distributor, or an authorized Dealer (each a “Segway Dealer” or collectively the “Segway Dealers”).

	Name of the Component			Limited Warranty Period
Mower Body	<ul style="list-style-type: none"> • Frame • Driving motor • Blade motor • Hub motor • Drive board module • CU board module • Charging board module 	<ul style="list-style-type: none"> • Sensor board module • IoT board • GPS module • Hall board • Led board • Ultrasonic module • 868 Antenna 	<ul style="list-style-type: none"> • GPS Antenna • Blade disc assembly • GNSS antenna 	3 years
Battery	<ul style="list-style-type: none"> • Battery pack 			2 years
Other Components	<ul style="list-style-type: none"> • Power supply • Charging strips • Power supply cable • Buzzer 	<ul style="list-style-type: none"> • Rain sensor • Control panel/buttons • Stop button • Universal wheel 	<ul style="list-style-type: none"> • Antenna installation assembly • All cables 	1 year
Components Subject to Wear	<ul style="list-style-type: none"> • Blade • Decoration piece • Gasket • Sealing strips • Lifting handle cover • Upper cover 	<ul style="list-style-type: none"> • Transparent barrels assembly • Rear fender assembly • Rubber plug • Charging station assembly • Battery cover • Bumper assembly 	<ul style="list-style-type: none"> • Ultrasonic cover • Pegs to secure the extension cable 	90 days

THIS LIMITED WARRANTY HEREIN IS THE ONLY EXPRESS WARRANTY APPLICABLE TO PRODUCT AND ITS COMPONENT PARTS, ACCESSORIES, AND SERVICE REPAIR. SEGWAY AND SEGWAY PARTIES DISCLAIM ALL OTHER EXPRESS WARRANTIES. SEGWAY AND OTHER SEGWAY PARTIES LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHETHER ARISING BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE, TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

THIS LIMITED WARRANTY DOES NOT IN ANY WAY AFFECT OR LIMIT THE STATUTORY RIGHTS YOU MAY HAVE AS A CONSUMER, FOR EXAMPLE WITH RESPECT TO CONFORMITY.

2. Limited Warranty Service Process

Segway's online services are available at navimow.segway.com. During your use of the Product, you believe the Product or its component is defective and/or does not work correctly. PLEASE IMMEDIATELY STOP USING THE PRODUCT, AND STORE THE PRODUCT PROPERLY. YOUR CONTINUED USE OF THE PRODUCT UNDER SUCH CIRCUMSTANCE MAY CAUSE SEVERE BODILY INJURY OR EVEN DEATH TO YOU OR THE OTHERS AND/OR CAUSE PROPERTY DAMAGES. Thereafter, please immediately contact Segway at support-navimow@rlm.segway.com. Segway's technical support personnel are available to assist you online or over the phone in diagnosing the defect, and if any, and providing further instructions. In the event the warranty services are required, please prepare for the following materials, including (i) proof of the original purchase of the Product from Segway Dealers, (ii) the Product's serial number, and (iii) a description of the defect if applicable. Upon the verification of your eligibility for the Limited Warranty protection and/or services, you should provide your name, email address, mailing address, and contact phone number to us, we will guide you to get our service.

If you want to return the defective unit to service, you shall be responsible for the cost of shipping and risk of loss and damage that may occur during the shipment from you to Segway and (ii) from Segway to you. You must include your defective Product or component within the original or Segway-approved packaging, which will be provided at your cost, for shipment of the Product to Segway. You shall defend, indemnify, and hold Segway harmless any loss and/or damages that may be caused by your improper packaging or shipment of the Product or component to Segway.

An authorized service provider or Segway Dealer will inspect your returned Product. If Segway reasonably determines that the problem is not covered by the Limited Warranty, Segway will notify you and inform you of service or replacement alternatives that are available to you on a fee basis, or Segway will return your Product to you unrepairs, and in such instance, you will be responsible for the cost of shipping and insurance for shipment of your Product from Segway to you. In an event that any services is not covered by the limited warranty and you reject a paid service recommended by Segway Parties and/or Segway Dealer, you understand and acknowledge that failure to repair and/or services the Product may increase the risk of fall and/or Product failure which may result in severe property damages, severe bodily injury or death, and you agree that this is your informed consent to take such risk.

For a return eligible for the warranty protection and/or services, Segway will serve defective Products with new or reconditioned parts of the same or similar style at no cost to you for the service. Parts replaced by Segway will be retained by and become the property of Segway. In such a situation, Segway will pay reasonable return shipping charges for the return of the Product to you.

3. Limited Warranty Eligibility

3.1 Your service request must be received by Segway within the Limited Warranty Period as described above, and Segway must receive your Product in accordance with the Limited Warranty Service Process defined above.

3.2 Your Product must be purchased from an authorized Segway Dealer.

3.3 You must provide the original purchase receipt.

3.4 Your Product must have serial number legible, unobscured, untampered, and unmodified.

3.5 All tamper-resistant seals must be intact, in place, and unmodified.

4. Limited Warranty Exclusions

This Limited Warranty describes the service available to you if your product requires warranty service, and you may have additional protections under your local laws. This Limited Warranty does not cover and excludes damage to your product or any component thereof caused by:

4.1 Abuse, misuse, recklessness, negligence, or commercial use.

4.2 Improper charging, storage, maintenance, or operation of the Product not in compliance with instructions or limitations as provided in the user materials.

4.3 Use of the Product not in compliance with applicable laws and regulations.

4.4 Use of the Product by persons with inadequate experience.

4.5 Accident, collision, riding at an unsafe speed on paved roads, riding at an unsafe speed on unpaved roads, riding over obstacles, amateur racing, professional racing, use in backcountry sports, fire damage, water damage, chemical damage, use of the Product outside of the Product's working temperature range, high-pressure water spray, earthquake, dropping, loading with

excessive weights.

4.6 Modifications to mechanical parts, modification of electronic parts, or modifications to software embedded in the Product.

4.7 Service, repair, and maintenance by unauthorized providers.

4.8 Cosmetic damages.

4.9 Use of the Product with third party product, component, or accessory.

4.10 The normal deterioration of wear and tear parts.

4.11 Use of the Product with overdue wear and tear parts.

5. LIABILITY DISCLAIMER AND LIMITATION

5.1 SEGWAY PARTIES DO NOT ASSUME OR AUTHORIZE ANYONE TO ASSUME ON ITS BEHALF, ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THE PRODUCT, ITS COMPONENT PARTS, ACCESSORIES, SERVICE REPAIR, OR THIS LIMITED WARRANTY.

5.2 SEGWAY PARTIES AND SEGWAY DEALERS ARE NOT RESPONSIBLE FOR ANY LOSS OF USE OF A PRODUCT, ITS COMPONENT PARTS, ACCESSORIES, OR FOR ANY INCONVENIENCE OR OTHER LOSS OR DAMAGE WHICH MIGHT BE CAUSED FROM ANY DEFECT IN A PRODUCT, ITS COMPONENT PARTS, ACCESSORIES, SERVICE REPAIR, OR FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES YOU MAY HAVE AS A RESULT OF ANY DEFECT IN A PRODUCT, ITS COMPONENT PARTS, ACCESSORIES, OR SERVICE REPAIR. SOME COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU TO THE EXTENT THAT IT IS DISALLOWED BY APPLICABLE LAW.

5.3 IN NO EVENT, SEGWAY PARTIES AND SEGWAY DEALERS' TOTAL AND AGGREGATE LIABILITY FOR ALL CLAIMS UNDER ANY AND ALL APPLICABLE LAW OR THEORY, JOINTLY OR SEVERALLY, ARISING OUT OF OR RELATED TO THE PURCHASE OF THE PRODUCT, USE OF THE PRODUCT, BREACH OF CONTRACT, TORTS (INCLUDING NEGLIGENCE) OR OTHERWISE, EXCEEDS THE DUTY TO REPAIR OR REPLACE ANY DEFECTIVE PRODUCT, FURTHER SUBJECT TO SEGWAY'S SOLE AND EXCLUSIVE DISCRETION. IN NO EVENT SHALL BE SEGWAY PARTIES AND SEGWAY DEALERS BE LIABLE TO ANY PERSON FOR CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR ENHANCED DAMAGES ARISING OUT OF, OR RELATING TO, AND/OR IN CONNECTION WITH THE PURCHASE OF THE PRODUCT, ANY BREACH OF THIS AGREEMENT OR MANUFACTURER'S DUTIES REGARDLESS OF (A) WHETHER SUCH DAMAGES WERE FORESEEABLE, (B) WHETHER OR NOT SEGWAY OR OTHER SEGWAY PARTIES WERE ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND (C) THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT OR OTHERWISE) UPON WHICH THE CLAIM IS BASED UNLESS SUCH LIMITATIONS AND EXCLUSIONS ARE PROHIBITED BY APPLICABLE LAW. THE FOREGOING LIMITATIONS OR EXCLUSIONS APPLY EVEN IF AN AGGRIEVED CUSTOMER OR ANY OTHER PERSON'S (WHO MIGHT HAVE RIGHT OR CLAIM UNDER THIS AGREEMENT BY OPERATION OF LAW OR EQUITY) REMEDIES UNDER THIS AGREEMENT FAIL THEIR ESSENTIAL PURPOSE. IN THE EVENT SOME COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF CERTAIN OR ALL OF THE FOREGOING DAMAGES, SO TO THE EXTENT THAT SUCH LIMITATIONS OR EXCLUSIONS ARE NOT ALLOWED BY LAW, THEY MAY NOT APPLY TO YOU. SOME COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO TO THE EXTENT THAT SUCH LIMITATIONS OR EXCLUSIONS ARE NOT ALLOWED BY LAW, THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

5.4 To the extent permitted by applicable law, SEGWAY PARTIES and SEGWAY DEALERS hereby DISCLAIM any liability and thereby shall not be responsible for any damages, including but not limited to death, bodily injury, or damages to property, arising out of or related to any conduct (including misconduct), action, inaction, act (including failure to act), omission or negligence by any authorized or unauthorized dealer, distributor, wholesaler, retailer, service provider or third party that involves into the distribution of Product or the services thereto. To the extent permitted by applicable law, the explicit representations and warranties, if any, provided herein, shall be the only warranties and representations made by SEGWAY PARTIES to YOU, any consumer, and/or end-user. and SEGWAY PARTIES shall not be responsible for any other warranties and/or representations that may be given and/or provided by another person unless SEGWAY PARTIES have in a written form explicitly authorized such additional warranty and/or representation to be given to consumer or end-user.

6. Claims, Dispute Resolution and Arbitration

THE CLAUSES CONTAINED HEREIN ARE LEGALLY BINDING BETWEEN YOU (EITHER AN INDIVIDUAL OR ENTITY), AND SEGWAY DISCOVERY B.V., ITS AFFILIATES, SEGWAY PARTIES AND SEGWAY DEALERS. THE CLAUSES CONTAINED HEREIN MAY AFFECT YOUR RIGHTS, AND IT IS YOUR RESPONSIBILITY TO READ THE FOLLOWING SECTIONS. YOU CAN OPT OUT OF THE AGREEMENT WITHIN 30 CALENDAR DAYS OF THE FIRST CONSUMER PURCHASE BY EMAILING OPTOUT@SEGWAY.COM AND PROVIDING THE APPLICABLE INFORMATION. FOR MORE DETAILS, PLEASE SEE SECTION 6.2.

6.1 Binding Arbitration

Segway Parties, Segway Dealers and you agree that any dispute, controversy or claim arising out of, relating to or in connection with this agreement, the limited warranty, the sale, condition or performance of the product, whether based in contract, tort, fraud, misrepresentation, or any other legal theory at law or in equity, including but not limited to any claims for death, injury or property damages, shall be governed by and construed in accordance with the laws of the Netherlands with the exclusion of its conflicts of law provisions, and finally resolved by the International Chamber of Commerce (ICC) under the 2021 ICC Rules of Arbitration (ICC Rules) for the time being in force, which Rules are deemed to be incorporated by reference into this clause. Further the Parties agree that:

- i. The seat of the arbitration shall be Amsterdam, Netherlands.
- ii. The Tribunal shall consist of 3 arbitrator(s).
- iii. The language of the arbitration shall be English.

Section 6 "Claims, Dispute Resolution and Mandatory Arbitration" clause shall survive upon termination or expiration of this agreement and/or limited warranty or in an event that this agreement and/or the limited warranty is held as void, avoidable, invalid, or unenforceable, either in whole or part, by a competent adjudication institution with actual authority and jurisdiction over this matter.

6.2 Opt-Out

YOU MAY OPT OUT OF THIS DISPUTE RESOLUTION PROCEDURE BY PROVIDING NOTICE TO SEGWAY or SEGWAY PARTIES NO LATER THAN THIRTY (30) CALENDAR DAYS AFTER THE DATE OF THE FIRST CONSUMER PURCHASER'S PURCHASE OF THE PRODUCT. TO OPT-OUT, YOU MUST SEND NOTICE BY EMAIL AT OPTOUT@SEGWAY.COM, WITH THE SUBJECT LINE: "ARBITRATION OPT-OUT." THE OPT-OUT NOTICE BY E-MAIL MUST INCLUDE (A) YOUR NAME, EMAIL ADDRESS, MAILING ADDRESS, AND PHONE NUMBER; (B) THE DATE ON WHICH THE PRODUCT WAS PURCHASED; (C) THE PRODUCT MODEL NAME OR MODEL NUMBER; AND (D) THE SERIAL NUMBER. ALTERNATIVELY, YOU MAY OPT OUT BY SENDING AN ELECTION TO OPT-OUT LETTER TO SEGWAY AT Dynamostraat 7, 1014BN Amsterdam, The Netherlands. CERTIFIED MAIL WITHIN THIRTY (30) CALENDAR DAYS FROM THE DATE OF THE FIRST END USER'S PURCHASE OF THE PRODUCT FROM SEGWAY DEALER. THE OPT-OUT LETTER SHALL CONTAIN THE FOLLOWING INFORMATION: (A) YOUR NAME, EMAIL ADDRESS, MAILING ADDRESS, AND PHONE NUMBER; (B) THE DATE ON WHICH THE PRODUCT WAS PURCHASED; (C) THE PRODUCT MODEL NAME OR MODEL NUMBER; (D) THE SERIAL NUMBER; AND (E) AN STATEMENT AS FOLLOWS: THE ABOVE CONSUMER ELECTS TO OPT-OUT THE DISPUTE RESOLUTION PROCEDURE AS PROVIDED BY THIS LIMITED WARRANTY, THESE ARE THE ONLY TWO EFFECTIVE WAYS TO OPT-OUT THIS DISPUTE RESOLUTION PROCEDURE. ELECTION TO OPT-OUT THIS DISPUTE RESOLUTION PROCEDURE WILL NOT AFFECT THE COVERAGE OF THE LIMITED WARRANTY IN ANY WAY, AND YOU WILL CONTINUE TO ENJOY THE BENEFITS OF THE LIMITED WARRANTY.

6.3 Language

This Agreement may be translated into different languages. In the event of a conflict, the English version shall prevail and control.

20 Contact Us

Manufacturer: Willand (Beijing) Technology Co., LTD.

Address: Room 203, A1 Bldg. Zhongguancun Dongsheng Technology Park (Northern Territory), No. 66, Xixiaokou Rd, Haidian Dist., Beijing, China.

Contact us if you experience issues relating to the operation, maintenance and safety, or errors/faults with your mower.

Europe Authorised representative: Segway Discovery B.V., Dynamostraat 7, 1014BN Amsterdam, The Netherlands.

UK Authorised Representative: UKCA Experts Ltd., Dept 302, 43 Owston Road, Carcroft, Doncaster, DN6 8DA, United Kingdom

Website: navimow.segway.com

NUOVA ELICA

Nuova Elica Mazzano - Via Padana Superiore 14 25080 Mazzano (BS)

0302591089

Nuova Elica Collebeato - Via A. De Gasperi 9a 25060 Collebeato (BS)

0302510086

Shop On-Line: emporio.nuovaelica.it

The manufacturer reserves the right to make changes to the product, release firmware updates, and update this manual at any time. Illustrations of the product, accessories, and app interface in the User Manual are for reference purposes only. Actual product and functions may vary. Go to navimow.segway.com for the latest user materials.