



After-sales Service Policy

1. Warranty

1.1 Rutech provides **1 year warranty** services for its products. Warranty period may vary by country and is subject to local laws and regulations.

1.2 The warranty period starts from the date when the system records the activation of the product.

1.3 Please refer to the attached Warranty Period Table of Products for the warranty scope of main components.

2. Maintenance Services

2.1 In Warranty

2.1.1 Rutech are responsible for the maintenance for end-users within following conditions:

- a. The products are within the specified warranty period;
- b. The products are normally used, without man-made quality problems;
- c. No unauthorized disassembly, maintenance, no water, foreign matters, no collision, fall situation happened etc.;
- d. Product serial number, factory label and other marks are not torn or altered.

2.1.2 Rutech will not provide free maintenance for end-users within following conditions:

- a. Product serial number, factory label and other marks are torn or altered and cannot be identified;
- b. Collision, burning and quality problems caused by foreign matter (water, oil, sand, rats bite, cockroaches, etc.) and not the quality problems of the product itself;
- c. Damage caused by unauthorized modification, dismantling, shell opening and maintenance under unofficial guidance;
- d. Damage caused by improper installation, use, charging or storage without following the instructions;
- e. Damage caused by use in excess of safe deadweight;
- f. Faults of accessories or parts other than major warranty parts
- g. Faults and damages caused by force majeure (such as earthquake, fire, war, water damage etc.).

2.1.3 Rutech will charge the end-user for the service when the warranty condition is not met. The charging standard is **150 USD per hour per person** (travel and accommodation fees are not included. The actual expenses shall be paid by the end-user)

2.2 Out of Warranty

2.2.1 Rutech will not provide free maintenance for end-users beyond warranty period under any condition.

2.2.2 Extended Warranty Service

The extended warranty services can be purchased at any time during or beyond products' warranty period. Please contact us for the extended warranty service price;

2.3 Others

When the warranty terms are met, Rutech determines that it cannot be repaired. Rutech will replace the products that cannot be repaired. The replaced products will be retrieved by PUDU Robotics.

3. Value-added Services (Only provide in warranty period)

3.1 Training services

Rutech Robotics provides 2 free one-hour training sessions. The training contents include knowledge of robot hardware, software systems, installation methods, troubleshooting methods, etc. Rutech further provides relevant technical documents.

The charging standard is **75 USD** per hour when exceeding the 2 free training sessions.

3.2 Remote technical support

Rutech provides free remote technical support from Monday to Friday, including software update, remote troubleshooting and online Q&A.

4. System Setting Policy: Robot resetting/remapping/reinstallation is not included in any warranty or extended warranty plan. The charging standard is **300 USD** per remote service, **\$1000 USD** per on-site service. *Accommodation fee and flight costs are included

5. Return Policy: Once the product is sold, it cannot be returned under any circumstances. No refunds will be provided for termination. This policy applies to all purchases and leases of our products and services. Leasing customers are required to continue making payments during the leasing process, regardless of any circumstances that may arise.

6. Contact information

- Please contact Rutech technical support to solve your after-sales problems.
- Rutech Technical Support Email: support@rutechusa.com
- Rutech Admin Email: admin@rutechusa.com
- Rutech Hotline: +1 312-3138468
- Working hours: Monday to Friday 9:00 to 18:00 CST, United States

***The final interpretation right of this policy belongs to Rutech Inc.**

7. Attachment:

Table 1 : Main Parts Warranty Period of PuduBot

Product	Main Parts	Warranty Period
PuduBot	Main core board	1 Years
	Adapter board	1 Years
	Mainboard fan	1 Year
	Lower computer board	1 Year
	Audio control board	1 Year
	Laser radar	1 Year
	Lamp belt wire	1 Year
	PuduBot universal wheel	No warranty
	Hub motor	1 Year
	Battery	1 Year
	Charger	1 Year
	Tray	No warranty
	Baseplate front lower shell	6 months
	Left/Right side cover	6 months
	Visual sensor kit	1 Year
	Loudspeaker	1 Year
	Marker camera	1 Year
	Screen assembly	1 Year
	Dish Cabinet	3 months
	Emergency stop switch	1 Year

Table 2: Main Parts Warranty Period of BellaBot

Product	Main Parts	Warranty Period
BellaBot	BellaBot TPLCD display	1 Year
	Mic module	1 Year
	Key board	1 Year
	Main core board	1 Year
	Adapter board	1 Year
	Main board fan	1 Year
	Visual sensor module	1 Year
	Tray	1 Year
	Battery	1 Year
	Charger	1 Year
	Pallet detection plate	1 Year
	PCBA	1 Year
	BellaBot lattice screen	1 Year
	Power board	1 Year
	Computer board	1 Year
	Lidar module	1 Year
	Hub motor	1 Year
	Acoustic equipment	1 Year
	Bottom chassis front module	1 Year
	Universal wheel	No warranty
Dish Cabinet	3 months	
Emergency stop switch	1 Year	

Table 3: Main Parts Warranty Period of HolaBot

Product	Main Parts	Warranty Period
HolaBot	HolaBot TPLCD display	1 Year
	HolaBot chassis front module	1 Year
	Rear light module	1 Year
	Mic module	1 Year
	Tray	1 Year
	RFID reader module	1 Year
	Touch sensor module	1 Year
	Gesture sensor module	1 Year
	HolaBot maincore board	1 Year
	HolaBot adapter board	1 Year
	Visual sensor module	1 Year
	Lattice display module	1 Year
	Power board	1 Year
	Computer board	1 Year
	HolaBot chassis light module	1 Year
	Lidar module	1 Year
	Universal wheel	No warranty
	Hub motor	1 Year
	Speaker	1 Year
	LoRa module	1 Year
	LoRa Controller	1 Year
	LoRa Watch	1 Year
	Charger	1 Year
	Battery	1 Year
Emergency stop switch	1 Year	

Table 4: Warranty Period for Main Parts of Kettybot

Product	Main parts	Warranty period
Kettybot	TP LCD display	1 Year
	Mic module	1 Year
	Drive&Control Computer	1 Year
	Upper computer board	1 Year
	Keyboard	1 Year
	Face recognition camera	1 Year
	Visual sensor module	1 Year
	Pallet	1 Year
	Battery	1 Year
	Charger	1 Year
	Advertising screen mainboard	1 Year
	Lidar module	1 Year
	Hub-Servo-Motor	1 Year
	Speaker module	1 Year
	Universal wheel	No warranty
	Advertising screen	1 Year
	Recycle Basket	No warranty
	Auto-change module	1 Year
	Chassis front shell	1 Year
	Chassis rear shell	1 Year
	Charging pile	1 Year
	Dish Cabinet	3 months
	Emergency stop switch	1 Year
	Welcome cover	3 months
	Enclosed Protective Cover	3 months
	3-Axis Spill-Proof Cup Holder	3 months
Overhead Display Shelf	3 months	
Rear Housing Unit	3 months	

Table 5: Warranty Period for Main Parts of Flashbot

Product	Main parts	Warranty period
FlashBot	FlashBot TP LCD display	1 Year
	FlashBot Mic module	1 Year
	FlashBot pinboard	1 Year
	FlashBot lidar module	1 Year
	FlashBot Acoustic equipment	1 Year
	FlashBot universal wheel	No warranty
	FlashBot hub motor	1 Year
	FlashBot battery	1 Year
	FlashBot charge pile	1 Year
	Chassis front shell	1 Year
	Chassis rear shell	1 Year
	FlashBot box door	No warranty
	FlashBot box-door motor	1 Year
	FlashBot Recharge board	1 Year
	FlashBot Lora Board	1 Year
	4G module	1 Year
	FlashBot inbox light	1 Year
	FlashBot NFC module	1 Year
	FlashBot door control board	1 Year
	FlashBot camera	1 Year
	FlashBot fan module	1 Year
	control board	1 Year
	FlashBot look down/up RGBD	1 Year
	FlashBot SIM Transfer board	1 Year
	FlashBot 4G Transfer board	1 Year
	Elevator control keyboard	1 Year
Elevator control floor detection card reader	1 Year	
Elevator main control	1 Year	
Elevator main control adapter	1 Year	

	Charging pile	1 Year
	Emergency stop switch	1 Year

Table 6: Warranty Period for Main Parts of SwiftBot

Product	Main parts	Warranty period
SwiftBot	TP LCD display	1 Year
	Mic module	1 Year
	Pinboard	1 Year
	Control board	1 Year
	Power management board	1 Year
	Door control panel	1 Year
	Debug converter board	1 Year
	Fan module	1 Year
	Visual sensor module (RGBD+RGB)	1 Year
	Lidar module	1 Year
	Hub motor	1 Year
	Door motor	1 Year
	Galvo projection	1 Year
	4G module	1 Year
	Emergency stop switch	1 Year
	Audio	1 Year
	Bottom chassis front module	1 Year
	Universal wheel	No warranty
	Dish Cabinet	3 months
	Tray	1 Year
	Battery	1 Year
	Charger	1 Year
	Charging pile	1 Year
Drop-proof PCBA	1 Year	

Table 7: Warranty Period for Main Parts of PuduBot2

Product	Main Parts	Warranty Period
PuduBot2	Screen assembly	1 Year
	4G module	1 Year
	Mainboard fan	1 Year
	VSLAM camera module	1 Year
	Main board	1 Year
	Lower computer board	1 Year
	Speaker	1 Year
	Lidar module	1 Year
	RGBD module	1 Year
	Battery	1 Year
	Motor(M)	1 Year
	Automatic Charging Station	1 Year
	Charger	1 Year
	Dish Cabinet	3 months
	Universal wheel	No warranty
Emergency stop switch	1 Year	