turfRad Sensor Warranty Policy

Version 2.1 | Effective 22.10.2026 | Applies worldwide | Supersedes the turfRad Sensor Warranty Policy dated 5 June 2025

1. Warrantor, scope and applicability

Warrantor. TerraRad Tech AG, Hohlstrasse 190, 8004 Zurich, Switzerland ("TerraRad") is the manufacturer of the turfRad sensor and is the warrantor under this policy worldwide, whether the unit was sold by TerraRad Tech AG, by TerraRad Tech Inc. (Delaware, USA) or by an authorized distributor. TerraRad Tech Inc. acts as the selling entity in the United States and does not assume warranty obligations in its own name.

Products covered. the turfRad sensor, for the full warranty period. The GPS antenna, cables and power supply supplied with the unit are covered only against defects present on delivery, under the out-of-box provision in Section 5; thereafter they are field-replaceable parts and are not covered. Mounting hardware, straps and fasteners are wear parts and are not covered. The turfRad Portal and the turfRad mobile application are licensed separately and are governed by their license terms, not by this policy.

Beneficiary. the End-Customer organization to which the unit is first assigned in the turfRad Portal. Until a unit is assigned, the authorized distributor holding it may claim under this policy. The warranty does not extend to purchasers of second-hand units.

Demonstration units. where a unit is first assigned to a distributor's own demonstration or evaluation organization, the warranty period begins on that assignment. On subsequent sale, the remaining warranty period transfers to the first End-Customer.

Applicability. this policy applies from its effective date to all turfRad sensors in the field, including units sold under the turfRad Sensor Warranty Policy dated 5 June 2025, which it replaces. For units sold before the effective date, the Warranty Start Date is the Portal assignment date where recorded, and otherwise the date TerraRad shipped the unit.

2. Warranty period

Period. 24 months from the Warranty Start Date.

Warranty Start Date. the date on which the unit's serial number is first assigned to an organization in the turfRad Portal. TerraRad records this automatically.

Shelf-life limit. the warranty ends in any event 36 months after the date TerraRad shipped the unit, whether or not it has been assigned to an organization. A unit that is never assigned is covered until that date.

Repaired and replacement units. a repaired or replacement unit is covered for the longer of (i) the remainder of the original warranty period or (ii) 90 days from the date the repaired or replacement unit is shipped. Repair or replacement does not otherwise restart or extend the warranty period.

3. What is covered

TerraRad warrants that the covered products are free from defects in materials and workmanship arising in manufacture, under normal use in accordance with the turfRad user manual and installation guidelines. Coverage includes:

- Failure of internal electronics, sensor front-end, GPS receiver or power circuitry that is not attributable to an external cause.
- Failure of the internal battery to charge or hold charge within specification.
- Enclosure, seal or connector defects present from manufacture.
- A GPS antenna, cable or power supply that is defective on delivery, where reported within the out-of-box window under Section 5.
- Measurement performance outside TerraRad's factory verification specification where no external cause is present.

Repair and replacement include the labor and function testing necessary to restore the sensor to specification.

4. What is not covered

This warranty covers manufacturing defects only. It does not cover:

- Misuse, abuse, improper handling, dropping, crushing, or operation outside the published environmental, mechanical or electrical specifications.
- Improper installation or mounting, including over-tightened or over-torqued straps, use of a mount not intended for the vehicle, or mounting positions not described in the manual.
- Water ingress or corrosion resulting from external damage, misuse, improper installation or operation outside the published environmental specifications, except where caused by a covered manufacturing defect.
- Impact or crush damage.
- Damages resulting from incorrect power supply, reversed polarity, under-rated supplies or power surges.
- Damages resulting from unauthorized opening, modification, repair or tampering with the unit.
- Normal wear and cosmetic damage, including scratches, dents, discoloration and fading.
- Mounting hardware, straps and fasteners, which are wear parts.
- GPS antennas, cables and power supplies after the out-of-box window, including damage from pinching, crushing, chafing, routing, disconnection under load or exposure. These are field-replaceable parts and are available from TerraRad or the authorized distributor.
- Loss, theft, vandalism, accident, fire, lightning or natural events.
- Third-party accessories, cables or power supplies not supplied or approved by TerraRad, and any damage caused by them.

- Damage to mowers, utility vehicles, mower hoods, bodywork or any other equipment or property arising from the installation, mounting or use of the sensor or its mount. This warranty covers the sensor and the covered accessories, not the equipment they are fitted to.
- Configuration, tuning and data interpretation, including adjustment of the calibration parameters, spatial settings or reporting. These are support matters and are not hardware defects.
- Upload, Wi-Fi or connectivity problems caused by site network conditions, upload radius configuration, parking position or operating procedure.
- Units whose serial number has been removed or altered.

Where a claim is found not to be covered, TerraRad quotes a paid repair before starting any work. The claimant may instead request return of the unit unrepaired.

5. Remedies

At TerraRad's option, TerraRad will repair the unit using new or refurbished parts, replace it with a new or refurbished unit of the same or an equivalent model, or refund it. Refurbished units are function-tested and calibrated to the same specification as new units.

Exclusive remedy. repair, replacement or refund as set out in this section is the sole and exclusive remedy under this warranty.

Refund. a refund follows the original sales channel. Where the unit was sold through an authorized distributor, TerraRad credits that distributor the amount the distributor paid TerraRad for the unit, and the distributor refunds the End-Customer in accordance with its own terms of sale. Where TerraRad sold the unit directly, TerraRad refunds the End-Customer the price paid.

Out-of-box failure. a unit, GPS antenna, cable or power supply reported as non-functional within 30 days of the Warranty Start Date is handled as an out-of-box failure and is resolved by immediate replacement wherever stock allows.

6. How to claim

A claim may be filed directly with TerraRad by the End-Customer or by the distributor on the End-Customer's behalf. Routing the claim through the distributor is not a condition of coverage.

Step	Action
1 - Submit	Complete the turfRad Warranty Claim Form and submit it at https://support.turfrad.com. The sensor serial number is mandatory.
2 - Pre-checks	Complete the applicable checks in the Claim Form before the unit is shipped. Many faults are resolved remotely and no return is needed.
3 - Eligibility	TerraRad verifies the Warranty Start Date and the unit history from its own records. No proof of purchase is required; the serial number is the evidence of eligibility.
4 - RMA	If the claim is eligible, TerraRad issues an RMA number and return instructions, including the service location. Units returned without an RMA number may be refused.
5 - Evaluation	TerraRad inspects the unit and confirms whether the fault is covered.
6 - Resolution	Repair, replacement or refund under Section 5.

Claims must be submitted before the end of the warranty period.

7. Logistics and shipping

Coordination. TerraRad coordinates the return either directly with the End-Customer or through the authorized distributor, depending on how the unit was supplied and what is practical in the case at hand. Distributors are not obliged to handle returns. Where a distributor holds replacement stock by agreement with TerraRad, out-of-box failures may be resolved from that stock.

Transport costs. TerraRad bears reasonable transport costs in both directions for covered claims. Where the unit is found to be free of defect, or the fault is not covered under Section 4, the claimant bears the return transport cost.

Customs. the customs procedure, the declared value and the party acting as importer or exporter of record are specified in the RMA instructions for each shipment.

Packaging. ship the unit in the original or equivalent protective packaging. Send the sensor only; do not include mounts, cabling or power supplies unless the RMA instructions request them.

Service location. assigned in the RMA.

8. Conditions

- The unit was purchased new from TerraRad, from TerraRad Tech Inc. or from an authorized distributor.
- The unit has been installed, operated and maintained in accordance with the turfRad user manual and installation guidelines.
- Where TerraRad has made a firmware update available and has requested its installation, the End-Customer has installed the update and completed any associated troubleshooting steps before the claimed defect is evaluated under this warranty.

9. Field service campaigns

Where TerraRad identifies a defect affecting a production batch, it may run a field service campaign at its own cost. Campaign terms are published as an annex to this policy and take precedence over this policy for the units they cover. Distributor obligations for unit traceability and recall cooperation are set out in the applicable distributor agreement.

Current annex: Annex A - Internal Battery Replacement, v1.2 - 22.10.2026.

10. Disclaimer and limitation of liability

To the maximum extent permitted by applicable law:

- This warranty is the only warranty given by TerraRad. All other warranties, representations and conditions, whether express or implied, including any implied warranty of merchantability, satisfactory quality, fitness for a particular purpose or non-infringement, are excluded.
- TerraRad is not liable for indirect, incidental, special or consequential loss, including loss of turf or crop, loss of data, loss of profit, downtime, labor costs of the End-Customer, or the cost of substitute equipment.
- TerraRad's total liability in connection with a unit is limited to the price paid for that unit.
- Nothing in this policy excludes liability for death or personal injury caused by negligence, for gross negligence or wilful misconduct, or any other liability that cannot be excluded under applicable law.

The turfRad sensor is a commercial product supplied for professional use. Mandatory rights under the purchaser's local law are not affected by this policy.

11. Governing law

This warranty policy is governed by the substantive laws of Switzerland, excluding its conflict-of-law rules and the United Nations Convention on Contracts for the International Sale of Goods. The ordinary courts of Zurich, Switzerland have exclusive jurisdiction, without prejudice to any mandatory place of jurisdiction under applicable law.

12. Contact

Warranty claims and support: https://support.turfrad.com

Email: support@terraradtech.com

TerraRad Tech AG, Hohlstrasse 190, 8004 Zurich, Switzerland

The current version of this policy is published at https://turfrad.com/warranty