

DOCUMENTATION ON SUBSCRIPTIONS

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1 HOW DO I ACCESS THE SUBSCRIPTIONS MENU TO SEE THE STATUS AND MANAGE THE SUBSCRIPTIONS?

- **The subscriptions are NOT accessible on smartphone application.**

You must use a web-browser and login to :

- the Belrobotics portal (<https://myrobot.belrobotics.com/login>)
- or the Echrobotics portal (<https://myrobot.echrobotics.com/login>).

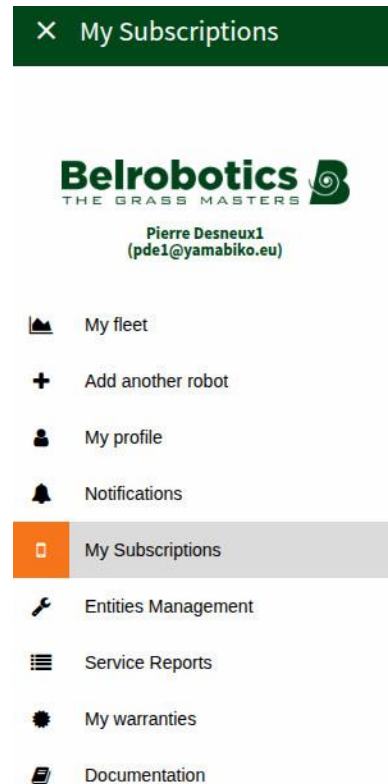
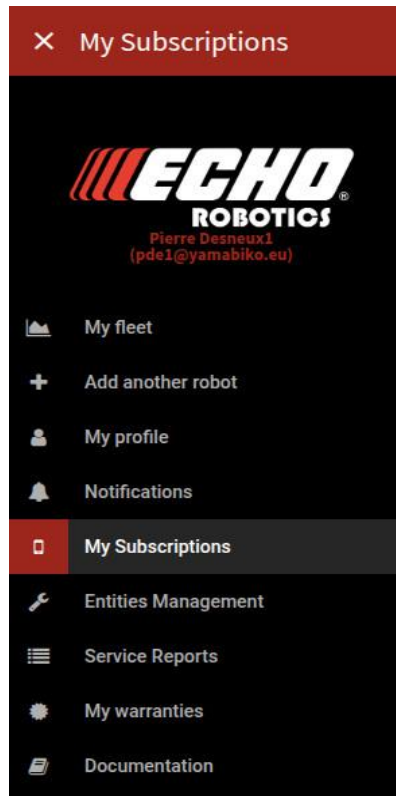
It is strongly advised to use a large size display equipment (Personal Computer or Tablet).

- Then in the main menu button, select submenu “My Subscriptions”.

If the submenu is not accessible and visible to you, contact your dealer so he can :

- give you the “Entity Manager” role
- AND make sure your entity is configured to view subscriptions.

See section 8 to get more info on “How to subscribe ?”



2 WHEN DO I HAVE TO PAY FOR THE SUBSCRIPTION?

During the year of installation of the robot or the 4G-RTK base, there are no subscription fee to pay. The subscription is free until 1st of January of the year following the installation.

In some cases, you may benefit from longer free period due to some promotional campaign or sales agreements.

When you have to pay for subscription, you should receive an e-mail inviting you to subscribe. If you do not proceed in due time, the robot or base will then be switched to “Offline” mode (see section 5).

The period for which you have to pay and the status can be consulted in the portal (see section 8).

!! for 2025 (period ending on 1/1/26), the period to pay for some robots or bases also include fully or partially the year 2024. The reason for this is that the subscriptions for those robots or bases should have been paid for 2024 but the payments were not requested or received and the features related to subscriptions were kept active (i.e. robots/bases were not switched to Offline mode)

3 WHAT ARE THE DIFFERENT TYPES OF SUBSCRIPTIONS?

The subscriptions types (and related prices) are depending on 3 factors :

- The type of the product :
 - Mowers : Bigmow (BM-TM2000 / BM-TM 2050), Parcmow (BM-TM1000 / BM-TM 1050), SportMower (BM-TM 850)
 - BallPicker/Rangpicker (BP-RP 1200 / BP-RP1250)
 - RTK-Base (Wifi or 4G)
- The configuration and working mode of the robot or the RTK-Base :
 - Robot :
 - Random mode (non-RTK) → "Basic" subscription
 - RTK-Wifi → "PremiumRTK" subscription
 - RTK-4G → "4G-RTK" subscription

In case the product RTK-mode is modified (example : NoRTK=>RTK or RTK-Wifi => RTK-4G), you may be asked to pay the subscription cost difference for the period after the change.

- RTK-Base :
 - Wifi : free subscription
 - 4G → "4GRTK Base" subscription
- Yearly subscription or “LifeTime” subscription

You can choose whether you will go for a “yearly subscription”. In that case, each year you will have to pay the subscription fees. But at any time, you will still be able to switch to “LifeTime”.

If you go for “LifeTime”, then you pay once and the subscription is covered forever. See section 4 for more information.

When the subscription fee is not paid, the product will be switched to “Offline” mode.

4 ABOUT LIFETIME SUBSCRIPTIONS

When you have subscribed “LifeTime”, the product (robot or base) will get the features offered by the subscription for its entire life. You will not be requested to pay yearly fee.

However, in case the product RTK-mode is modified (example : NoRTK=>RTK or RTK-Wifi => RTK-4G), you may be asked to pay the subscription cost difference for the period after the change.

The price of the “Lifetime” subscription is :

- By default equivalent to 6 years of the yearly subscription
- However, it is eventually adapted to a lower price which you can see in the portal specifically for each product. This price reduction is applied to take into account possible subscription payments in the past (before 2025) or to consider possible promotions from which the product could have benefited in the past.

5 OFFLINE MODE (SUBSCRIPTION NOT PAID)

When the subscription fee is not paid, the product will be switched to “Offline” mode.

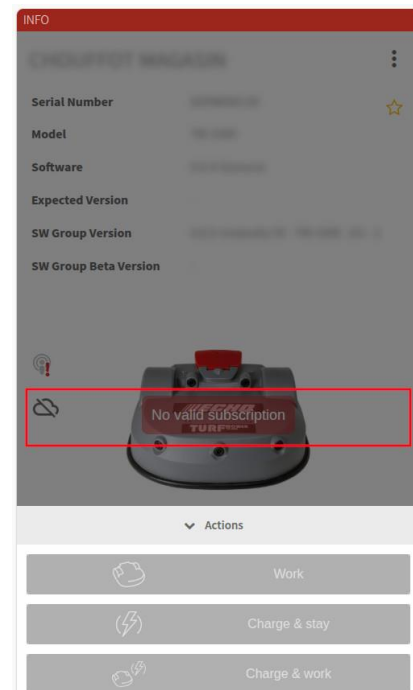
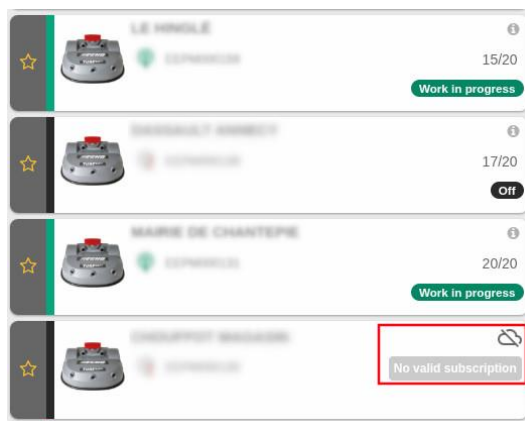
At any time, you can reactivate immediately the subscription by going on the portal and take a subscription (see section 8). You will then get an invoice and be expected to pay the invoice in due date otherwise the product will be switched to “Offline” mode again.

When the robot or base is in “Offline” mode,

- For any product, in “Offline” mode, remote control and remote management (from the portal or from the smartphone application) are strongly limited :
 - You do not receive any notification in case of alarm
 - You can not send remotely any command (work, go charge,...)
 - You can not change remotely any configuration parameters
 - You can not consult alarms and robot trajectories on the portal
- If the product is “4G-RTK”, then the product may stop working as it will not receive the RTK corrections. So, for **“4G-RTK” robot or base, subscription is mandatory.**
- If the product is “Non-RTK” or “RTK-Wifi”, the robot or base will continue to work normally but with the very limited remote access as described herebelow. You will need to go on-site using the local User Interface (keyboard/display) of the robot to control it.

When the robot is in “Offline” mode, you can see this on the portal or application by the appearance of the “No Valid Subscription” message and some grayed menus.

Note that the **Off** state is just showing that the robot is currently not connected to internet. It is NOT equivalent to “Offline” mode (no valid subscription).



6 ABOUT INVOICES

6.1 HOW DO I SET THE BILLING INFORMATION FOR MY ENTITY?

The billing information for the entity to be charged (name, address, VAT number (see section 6.2), invoice email address (see section 6.4)) will have to be filled in during the ordering process.

However, the same information can also be consulted and changed in the main menu “Entities Management” and choosing an entity. You will see this information which you can edit and save.

Billing information	
Name	My Entity
Invoice email	invoicemail@mycompany.com
VAT	BE099999999
Address	My Street 1 1111 My City Belgium
Edit information	

6.2 I HAVE A VAT NUMBER. HOW WILL THAT BE CONSIDERED IN THE INVOICING PROCESS ?

The invoicing is done according to the European Union regulations and if you have a VAT number you will be invoice without VAT or will be able to recover the VAT amount according to those regulations.

The prices on the portal subscriptions page are including the VAT. However, during the ordering and invoicing process (shopping basket) you will be asked to enter your valid VAT number if you have one.

Payment wizard

Entity Selection — Billing information — Payment Summary — Confirm bank transfer — Bank Transfer Summary

Billing information

☐ Without VAT number ☒ With VAT number

Valid VAT number format depending on your country

In the subsequent steps of the ordering and invoicing process, the system will then apply the correct VAT rules depending on your country and the invoice will be generated correctly considering you have a VAT number.

6.3 PROFORMA INVOICE / FINAL INVOICE

When you complete the ordering and invoicing process, you will first receive a pro-forma invoice.

Please proceed to the payment based on that proforma invoice.

When the payment has been received on the Belrobotics/Echorobotics bank account, the subscriptions will be adapted accordingly and a final invoice will be generated. This final invoice can be used in your official accounting records.

Remark : it may take a few days (up to 2 wks) before the payment is confirmed.

6.4 HOW CAN I CONSULT MY INVOICES ?

First of all, the invoices will be sent by emails.

The proforma invoice will be sent by email together with the instructions for payment as soon as the ordering process on the portal is completed.

The final invoice will be sent by email as soon as the payment is confirmed.

The invoices are sent to following 2 email addresses :

- The email address of the user who has proceeded to the ordering on the portal
- The “invoice email address” that you can set freely for each entity (customer) during the ordering process. Typically, it is recommended to set this address to the accounting department of the company.

At any time, you can also consult the invoices by going to the “My Payments” tab. You can even see and download the invoices generated by your customers (children entities) by selecting “View all entities” checkbox as depicted herebelow.

Reference	Date	Payment Due Date	Payment date	Total exl. VAT	V.A.T.	VAT	Price	Status
20250616-523-1 (i)	2025-06-16	2025-06-16	-	10000.00 €	0.00 €	0.00 €	10000.00 €	Ongoing
20250616-11599-1 (i)	2025-06-16	2025-06-16	-	10000.00 €	0.00 €	0.00 €	10000.00 €	Ongoing
20250605-937-1 (i)	2025-06-05	-	2025-06-05	10000.00 €	0.00 €	0.00 €	10000.00 €	Closed
20250604-40-1 (i)	2025-06-04	2025-06-04	-	10000.00 €	0.00 €	0.00 €	10000.00 €	Ongoing

Clicking on the information button next to an invoice (), you will be able to see the details and you can also download a CSV file with the invoice content.

6.5 IS IT POSSIBLE TO GENERATE AN INVOICE FOR A CUSTOMER (SUBENTITY) ?

Yes. It is possible.

Depending on the list of robots and bases for which you have added subscriptions in the shopping basket, you will be able to choose which entity is invoiced.

Let us assume all robots and bases you have chosen belong to subentity X or below. Then you may choose to charge either your own entity, any entity between your entity and subentity X in the hierarchical tree of entities.

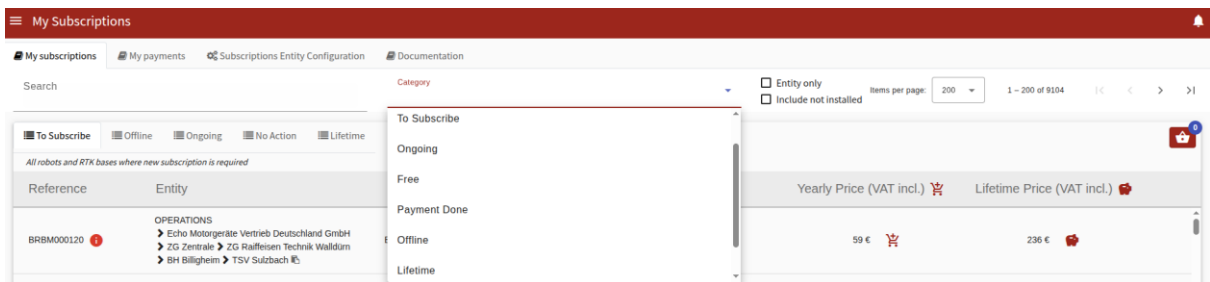
This choice will be possible during the ordering and invoicing process as depicted in below screen. After having chosen the entity you would like to be charged, you will have to fill in the billing information of that entity.


The screenshot shows a 'Payment wizard' window with a red header bar containing the title and a close button. Below the header is a progress bar with six steps: 'Entity Selection' (highlighted in red), 'Billing information', 'Payment Summary', 'Confirm bank transfer', and 'Bank Transfer Summary'. The main content area asks 'Which entity unit do you want to use for invoice & payment ?'. There are two options: 'My own entity' and 'Other entity'. Under 'My own entity' is a text input field. Under 'Other entity' is a dropdown menu showing a list of entities, with the top one selected and highlighted in blue.

After having completed the invoicing process, inform the subentity that an invoice is available to be paid.

7 HOW DO I CHECK THE STATUS OF SUBSCRIPTIONS ?

- Login on the portal (see section 1)
- You can see following screen showing the list of products (robots / 4G-RTK base) belonging to your entity and subentities. (list show 200 objects but you can go to next pages if needed).
- You can filter the list by category and those appear in the different tabs :
 - To Subscribe : a subscription fee is due for the ongoing period (ending 1st january of next year). The status is not yet “Offline” : you still benefit free from the features provided by the subscription. But you should receive soon an email inviting you to pay and eventually the status will then be switched to ‘Offline’ if no payment done.
 - Offline : those robots/bases are already in ‘Offline’ status (see section 5). You can re-activate them if you wish.
 - Ongoing : an order has been done and an invoice has been generated. We expect the payment to be done before due date. If not, the status will then be switched to ‘Offline’.
 - Payment Done : the subscription fee for this period (typically until 1st january of next year) has been paid. No action is required.
 - Free : Either, the robot/base has been installed this year and subscription is free until 1st January of next year. Or, the robot/base is benefiting from a promotion and free subscription. In both cases, No action is required.
 - Lifetime : show all robots/bases for which Lifetime subscription (see section 4) is applied.



- If you wish more information on a specific robot or base, you can select the  button next to its serial. Clicking on the “>” at the left of a period, you can see even more details on that period.

Details for EEBM000827 ✕

Information

Serial number

EEBM000827

Full entity path

OPERATIONS>Phil Nobel

Installation date

2024-09-23

Subscription periods

	Status	Product	Start	End	Payment status									
▼	Current	BM/TM2050 4GRTK	01/01/2025	01/01/2026	tobepaid									
<table> <thead> <tr> <th>Date</th> <th>Username</th> <th>Comment</th> </tr> </thead> <tbody> <tr> <td>16/04/2025</td> <td>Admin Yamabiko</td> <td>Lifetime Price : 6YR - BM/TM2050 4GRTK - 1788 EUR</td> </tr> <tr> <td>25/02/2025</td> <td>pierre.desneux@yamabiko.eu</td> <td>Installed during 24 - Subscription Period for 2025</td> </tr> </tbody> </table>						Date	Username	Comment	16/04/2025	Admin Yamabiko	Lifetime Price : 6YR - BM/TM2050 4GRTK - 1788 EUR	25/02/2025	pierre.desneux@yamabiko.eu	Installed during 24 - Subscription Period for 2025
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25/02/2025	pierre.desneux@yamabiko.eu	Installed during 24 - Subscription Period for 2025												
>	Expired	BM/TM2050 4GRTK	23/09/2024	01/01/2025	free									
>	Expired	BeforeInstall	09/11/2022	23/09/2024	free									

8 HOW DO I PROCEED TO ORDERING OF SUBSCRIPTIONS?

- Select possibly category “To subscribe” in the list of products and go in the tab “To Subscribe”.
- Select the robots/bases and subscription formula you want (this period only or lifetime). The products will be added in the shopping basket appearing at the right of your screen.

(Remark : at this point, the prices are still indicated with VAT included but those will possibly be recomputed afterwards – see section 6.2)

My Subscriptions

Search

Category

Entity only

Items per page: 200

1 - 78 of 78

To Subscribe

Ongoing

No Action

All robots and RTK bases where new subscription is required

Reference	Entity	Payable Product	Due Period	Yearly Price (VAT incl.)	Lifetime price
EEBM000574	Entity	BM/TM2000 Basic	2024-01-01 => 2026-01-01	59 €	236 €
EPEM000500	Entity	BM/TM1050 PremiumRTK	2024-05-19 => 2026-01-01	149 €	596 €
EPEM000588	Entity	BM/TM1000 Basic	2024-09-19 => 2026-01-01	49 €	196 €
EPEM000877	Entity	BM/TM1050 PremiumRTK	2024-01-01 => 2026-01-01	149 €	894 €

Items in basket: 4
Total Price: 1955 €

Shopping basket

SRPM000265 BM/TM1000 Basic	49 €	
EERB-000495 Base 4GRTK - Lifetime	894 €	
BRBM000155 BM/TM2000 Basic	118 €	
EEPM000877 BM/TM1050 PremiumRTK - Lifetime	894 €	

Items

4

Total Price

1955 €

Clear

Checkout

- When you have selected all subscriptions you wish, proceed to “Checkout”. The payment wizard will then start.
- Payment Wizard step 1 : choose entity to be invoiced. This is where you can possibly select another entity than yours if you want for instance generate the invoice for a customer (see section 6.5). In some cases, this step is skipped automatically.

Payment wizard

Entity Selection ----- Billing information ----- Payment Summary ----- Confirm bank transfer ----- Bank Transfer Summary

Which entity unit do you want to use for invoice & payment ?

My own entity

Other entity

Next

- Payment Wizard step 2 : edit/confirm the billing information for that entity. In particular, be sure to enter correctly the VAT (section 6.2) and invoice email address (6.4) fields.

Payment wizard

Entity Selection ----- **Billing information** ----- Payment Summary ----- Confirm bank transfer ----- Bank Transfer Summary

Billing information

☒ Without VAT number ☐ With VAT number

Name

Street

City

Country

Invoice email

Number

Postal code

Previous

Next

- Payment Wizard step 3 : summary
If you have entered valid VAT number for the entity to be invoiced, you see that the price has been recomputed considering the European Union regulations.

Payment wizard

Entity Selection ----- Billing information ----- **Payment Summary** ----- Confirm bank transfer ----- Bank Transfer Summary

Payment Summary

Reverse Charge - VAT Exempt intra-community supply of services - Article 44 and 136 Directive 2006/112/EC

Serial number	Product	Period	Total exl. VAT	VAT	Price
BRPM000265	BM/TM1000 Basic	2025-01-01 => 2026-01-01	41.17 €	0 €	41.17 €
EERB-000495	Base 4GRTK	Lifetime	751.26 €	0 €	751.26 €
BRBM000155	BM/TM2000 Basic	2024-01-01 => 2026-01-01	99.15 €	0 €	99.15 €
EEPM000877	BM/TM1050 PremiumRTK	Lifetime	751.26 €	0 €	751.26 €
	Total		1642.84 €	0 €	1642.84 €

Total Price = 1642.84 €

Previous

Next

- Payment Wizard step 4 and 5 : finalization and information for the payment. An e-mail is also sent with that information and the pro-forma invoice.

Payment wizard

Entity Selection
Billing information
Payment Summary
Confirm bank transfer
Bank Transfer Summary

Bank transfer request successful

Here are the information needed to proceed to payment. These information have also been sent to the email address pde1@yamabiko.eu, a charles.rogier@echorobotics.be

Beneficiary	Yamabiko Europe
Amount	1642.84 EUR
IBAN	BE13 0688 9761 0139
BIC/SWIFT	GKCCBEBB
Communication	20250416-34-1
Bank name	BELFIUS BANK SA/NV
Address	PLACE CHARLES ROGIER 11
City	BRUSSELS
Postal Code	1210
Country	Belgium

From: "Echorobotics Portal Subscription renewal" <noreply@echorobotics.com>
 Env To: pde1@yamabiko.eu
 To: pde1@yamabiko.eu
 Subject: **Here is the information needed to proceed to your payment to Yamabiko.**
 Attachments: [ProFormainvoice-20250416-34-1.pdf](#)

HTML Source



Dear user,

Here below you will find the information needed to proceed to the payment of the subscription for MyRobot portal and application.

Beneficiary: Yamabiko Europe
 Amount: 1642.84 EUR
 IBAN: BE13 0688 9761 0139
 BIC/SWIFT: GKCCBEBB
 Communication: 20250416-34-1

Bank name: BELFIUS BANK SA/NV
 Address: PLACE CHARLES ROGIER 11
 City: BRUSSELS
 Postal code: 1210
 Country: Belgium

Echorobotics Customer Service.

Download the mobile app



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9 CONTACT / SUPPORT

If this document did not provide you with answers to your questions:

- Contact your dealer in first instance
- You can also write an e-mail to : subscriptions@yamabiko.eu – indicate in your email the serial number of the robot or base and your entity.