



The Mobile Robot Company

Knowledge Center — Contact Support · 2026-08-04

<https://info.mobilerobot.com/category/contact-support>

Contact Support

How to reach support, find a service partner near you, and what happens after you submit a request.



Submit a Support Request

The channels for raising a J1600 technical issue — the on-machine QR code, the support portal, and your service partner.



Find a Service Partner

How to get connected with a local J1600 distributor, integrator, or service partner for demos, trials, purchase, and service.



Support Response Process

What happens after you submit a J1600 support request — remote diagnosis, partner involvement, on-site visits, and loan robots during long repairs.



Emergency Contact Guidance

How to stop a J1600 immediately using its emergency controls, and how to report an urgent issue afterwards.

Find a Service Partner

The Mobile Robot Company sells and services the J1600 through an international network of [distributors, integrators, and service partners](https://info.mobilerobot.com/partners/program/partner-types/) (<https://info.mobilerobot.com/partners/program/partner-types/>). [List prices are public](https://info.mobilerobot.com/products/j1600/pricing-and-roi/) (<https://info.mobilerobot.com/products/j1600/pricing-and-roi/>), but the company [does not sell robots directly to end users](https://info.mobilerobot.com/company/about/business-model/) (<https://info.mobilerobot.com/company/about/business-model/>) — every inquiry is routed to a partner who handles the local relationship.

How to get connected

1. [Contact the company](https://info.mobilerobot.com/company/locations/contact-information/) (<https://info.mobilerobot.com/company/locations/contact-information/>), through www.mobilerobot.com (<https://www.mobilerobot.com>) or by email at hello@mobilerobot.com.
2. Your inquiry is assigned to a partner — as a rule of thumb, the partner with the nearest experience center, a showroom with a dedicated robot where you can try the J1600 hands-on.
3. The partner follows up for demonstrations, trials, [quotes](https://info.mobilerobot.com/products/buying-and-deployment/request-a-quote/) (<https://info.mobilerobot.com/products/buying-and-deployment/request-a-quote/>), deployment, and service.

What partners do

Partners deliver [local demonstrations](https://info.mobilerobot.com/products/buying-and-deployment/request-a-demonstration/) (<https://info.mobilerobot.com/products/buying-and-deployment/request-a-demonstration/>) (typically 30–60 minutes, hands-on), [two-week paid trials](https://info.mobilerobot.com/products/buying-and-deployment/two-week-trial/) (<https://info.mobilerobot.com/products/buying-and-deployment/two-week-trial/>), [installation and commissioning](https://info.mobilerobot.com/products/buying-and-deployment/installation-and-commissioning/) (<https://info.mobilerobot.com/products/buying-and-deployment/installation-and-commissioning/>), after-sales service with [trained field-service technicians](https://info.mobilerobot.com/support/training/technician-training/) (<https://info.mobilerobot.com/support/training/technician-training/>), and spare parts — backed by the company's parts supply, software, technical support, and training.

Where partners exist

The J1600 is [available worldwide](https://info.mobilerobot.com/partners/become-a-partner/country-availability/) (<https://info.mobilerobot.com/partners/become-a-partner/country-availability/>), including the United States, Canada, Australia, and China. As of June

2026 the company had distributor partnerships in eight countries, with the network expanding. A public list of partners by country is not available — contact the company to be matched with coverage for your location, and confirm country-specific terms, delivery, and service coverage with the partner.

Becoming a partner

[Qualified integrators, distributors, and service partners](https://info.mobilerobot.com/partners/become-a-partner/who-we-are-looking-for/) (<https://info.mobilerobot.com/partners/become-a-partner/who-we-are-looking-for/>). [can apply by country](https://info.mobilerobot.com/partners/program/application-process/) (<https://info.mobilerobot.com/partners/program/application-process/>). See the [partner section](https://info.mobilerobot.com/category/partners/) (<https://info.mobilerobot.com/category/partners/>).

Emergency Contact Guidance

If a situation with the J1600 requires immediate action, stop the robot first, then report.

Stopping the robot immediately

The J1600 provides several independent ways to stop it at once:

- **Emergency-stop buttons** (<https://info.mobilerobot.com/safety-compliance/safety-overview/emergency-stops-and-manual-takeover/>) — the vehicle has three; press the nearest one.
- **The tiller** — grabbing or moving the tiller returns the robot to manual control immediately, and **tiller-position switches** (<https://info.mobilerobot.com/safety-compliance/safety-functions/tiller-detection/>), also act as an emergency stop.
- **The belly button** — stops the vehicle and reverses it away from the operator.
- **The key switch** — turning it to the power-off position removes power.

The robot also [stops on its own when a person enters its 360-degree protective field](https://info.mobilerobot.com/support/troubleshooting/obstacle-or-safety-field-stops/) (<https://info.mobilerobot.com/support/troubleshooting/obstacle-or-safety-field-stops/>). For how these layers work together, see [How J1600 safety works](https://info.mobilerobot.com/safety-compliance/safety-overview/how-j1600-safety-works/) (<https://info.mobilerobot.com/safety-compliance/safety-overview/how-j1600-safety-works/>).

WARNING

If anyone is injured, follow your site's emergency procedures and contact local emergency services first. This page covers stopping the machine and reporting the issue — it does not replace your site's own emergency and first-aid procedures.

Reporting an urgent technical issue

After the situation is under control:

1. Leave the robot stopped. Do not return it to service until the cause is understood.

2. Contact your service partner directly — the fastest route for urgent local help. See [Find a service partner](https://info.mobilerobot.com/support/contact/find-a-service-partner/) (https://info.mobilerobot.com/support/contact/find-a-service-partner/).
3. Raise a support request so the company's technical team is involved: use the Help/Support QR code on the machine or the support portal. See [Submit a support request](https://info.mobilerobot.com/support/contact/submit-a-support-request/) (https://info.mobilerobot.com/support/contact/submit-a-support-request/).

There is no separate published emergency hotline; urgent issues travel through the partner and the standard support channels, with priority remote support for [Full Care](https://info.mobilerobot.com/support/service-warranty/full-care/) (https://info.mobilerobot.com/support/service-warranty/full-care/) customers. [General contact for The Mobile Robot Company](https://info.mobilerobot.com/company/locations/contact-information/) (https://info.mobilerobot.com/company/locations/contact-information/) is **hello@mobilerobot.com**.