



The Mobile Robot Company

Knowledge Center — Frequently Asked Questions · 2026-08-04

<https://info.mobilerobot.com/category/frequently-asked-questions>

Frequently Asked Questions

Direct answers to the most common questions about the J1600 self-driving pallet jack, from capabilities and safety to pricing, service, and availability.



Product and Capabilities

What the J1600 self-driving pallet jack is, what it can carry and lift, how fast it drives, how much operator time it saves, and who it is designed for.



Pallets and Loads

Which pallets and load carriers the J1600 supports, the maximum load size and weight, fork dimensions, and how to handle unstable or sensitive loads.



Navigation and Mapping

How the J1600 navigates with 3D LiDAR SLAM, how mapping and saved locations work, what infrastructure it needs, and which floor conditions it requires.



Safety

How the J1600 protects people — safety LiDARs, the 360-degree protective field, emergency stops, performance levels, certifications, and operator takeover.



Charging and Battery

[The J1600 battery, runtime, charging rates, and the difference between manual and automatic charging, including 2026 list prices for both chargers.](#)



Software and Integrations

[The J1600 Standard and Advanced software packages, VDA 5050 support, REST API, Fleet Manager, upgrade paths, and 2026 list prices for software options.](#)



Installation

[What it takes to deploy the J1600 — out-of-the-box setup, facility requirements, operator training, and the optional five-day installation and commissioning package.](#)



Pricing and Purchasing

[J1600 list prices for the robot, chargers, software, trials, installation, and support plans, plus typical configurations, and how to buy.](#)



Service and Warranty

[The Free, Basic Care, and Full Care support plans for the J1600, warranty coverage, how to get technical help, and on-site service options.](#)



Partners and Availability

[Where the J1600 is available, how the partner network sells and services it, what experience centers offer, and how to apply to become a partner.](#)



Product and Capabilities

Answers to the most common questions about what the J1600 is and [what it can do](https://info.mobilerobot.com/products/j1600/features-and-benefits/) (<https://info.mobilerobot.com/products/j1600/features-and-benefits/>). For the full picture, see the [J1600 overview](https://info.mobilerobot.com/products/j1600/overview/) (<https://info.mobilerobot.com/products/j1600/overview/>) and the [technical specifications](https://info.mobilerobot.com/products/j1600/technical-specifications/) (<https://info.mobilerobot.com/products/j1600/technical-specifications/>).

What is the J1600?

The J1600 is a compact, electric, dual-mode self-driving pallet jack for indoor, floor-to-floor pallet transport. You can operate it with a tiller like a conventional walk-behind electric pallet jack, or send it autonomously to saved locations. It is the first product of [The Mobile Robot Company ApS](https://info.mobilerobot.com/company/about/company-overview/) (<https://info.mobilerobot.com/company/about/company-overview/>), a Danish robotics company founded in November 2024 and [headquartered in Hvidovre, Denmark](https://info.mobilerobot.com/company/locations/headquarters/) (<https://info.mobilerobot.com/company/locations/headquarters/>). The J1600 is made in Denmark.

What does "dual mode" mean?

Dual mode combines two operating behaviors in one vehicle:

- **Manual mode** — a person controls the tiller and lift functions exactly like a conventional electric pallet jack, including nuanced pickup, handling up to 1.6 m, difficult approaches, and [sensitive or unstable loads](https://info.mobilerobot.com/applications/use-cases/sensitive-or-unstable-loads/) (<https://info.mobilerobot.com/applications/use-cases/sensitive-or-unstable-loads/>).
- **Automatic mode** — after the operator selects a saved destination and confirms the mode change, the vehicle [drives autonomously](https://info.mobilerobot.com/documentation/user-guides/autonomous-operation/) (<https://info.mobilerobot.com/documentation/user-guides/autonomous-operation/>), drops the pallet at floor level, and follows its configured return, park, or wait behavior.

See [Dual mode](https://info.mobilerobot.com/products/j1600/dual-mode/) (<https://info.mobilerobot.com/products/j1600/dual-mode/>) for the full explanation.

How much can the J1600 carry?

The rated payload is 1,600 kg (approximately 3,500 lb).

How high can it lift?

In [manual mode](https://info.mobilerobot.com/documentation/user-guides/manual-operation/) (<https://info.mobilerobot.com/documentation/user-guides/manual-operation/>), the J1600 picks and drops pallets at heights up to 1,600 mm (63 in). Autonomous pallet delivery is at floor level. The 1.6 m lift is a manual capability — [the robot does not deliver at height in automatic mode](https://info.mobilerobot.com/support/troubleshooting/task-and-location-problems/) (<https://info.mobilerobot.com/support/troubleshooting/task-and-location-problems/>).

How fast does it drive?

[Top speed](https://info.mobilerobot.com/products/j1600/dimensions-and-performance/) (<https://info.mobilerobot.com/products/j1600/dimensions-and-performance/>) is 5.4 km/h (1.5 m/s / 3.4 mph).

How much operator time does it save?

[Up to 80% of the manual work and operator time spent on repetitive transport](https://info.mobilerobot.com/applications/results/productivity-improvements/) (<https://info.mobilerobot.com/applications/results/productivity-improvements/>). The claim applies to the repetitive travel portion of pallet transport, not to every warehouse process. The design intent is roughly 80% automation rather than 100%: the operator keeps judgment-heavy pickup and [exception handling](https://info.mobilerobot.com/applications/scenarios/handling-exceptions-and-irregular-loads/) (<https://info.mobilerobot.com/applications/scenarios/handling-exceptions-and-irregular-loads/>), and the robot [removes the repeated walking](https://info.mobilerobot.com/applications/results/reduction-in-manual-walking/) (<https://info.mobilerobot.com/applications/results/reduction-in-manual-walking/>). See [Human-in-the-loop automation](https://info.mobilerobot.com/documentation/concepts/human-in-the-loop-automation/) (<https://info.mobilerobot.com/documentation/concepts/human-in-the-loop-automation/>).

What does the robot do after it delivers a pallet?

You choose the post-delivery behavior when you create the task: return to the origin or operator, go to another saved point or to parking, or [stop and wait at the destination](https://info.mobilerobot.com/applications/scenarios/deliver-and-wait/) (<https://info.mobilerobot.com/applications/scenarios/deliver-and-wait/>). The most commonly used task is [manual pickup, autonomous delivery](https://info.mobilerobot.com/application) (<https://info.mobilerobot.com/application>).

[s/scenarios/manual-pickup-and-autonomous-delivery/](https://info.mobilerobot.com/applications/scenarios/manual-pickup-and-autonomous-delivery/)), floor-level drop, and [return to origin \(https://info.mobilerobot.com/applications/scenarios/deliver-and-return/\)](https://info.mobilerobot.com/applications/scenarios/deliver-and-return/).

Do I need Wi-Fi or IT integration to use it?

No. [Wi-Fi is optional for basic use \(https://info.mobilerobot.com/documentation/installation/net-work-and-wi-fi-requirements/\)](https://info.mobilerobot.com/documentation/installation/net-work-and-wi-fi-requirements/), and no warehouse-management system, fleet manager, or [other IT integration \(https://info.mobilerobot.com/applications/results/lower-integration-complexity/\)](https://info.mobilerobot.com/applications/results/lower-integration-complexity/) is required. Advanced connectivity — [VDA 5050 \(https://info.mobilerobot.com/products/software/vda-5050/\)](https://info.mobilerobot.com/products/software/vda-5050/), a [REST API \(https://info.mobilerobot.com/documentation/technical-integration/rest-api-documentation/\)](https://info.mobilerobot.com/documentation/technical-integration/rest-api-documentation/), and fleet management — is available as an optional software upgrade when the application grows. See [Software and integrations \(https://info.mobilerobot.com/support/faq/software-and-integrations/\)](https://info.mobilerobot.com/support/faq/software-and-integrations/).

How long does it take to learn?

About 30 minutes for an operator who already uses an electric pallet jack. The tiller and manual behavior are designed to feel like a conventional electric pallet jack, and tasks are created on the touchscreen without code.

What controls does the operator have?

A [15-inch multi-touch screen \(https://info.mobilerobot.com/documentation/technical-reference/interface-specifications/\)](https://info.mobilerobot.com/documentation/technical-reference/interface-specifications/) for tasks and locations, a physical LED start/resume button for automatic execution, a [three-position key switch \(https://info.mobilerobot.com/safety-compliance/safety-functions/mode-selection/\)](https://info.mobilerobot.com/safety-compliance/safety-functions/mode-selection/) (power off, manual only, automatic), and the tiller itself. Grabbing or moving the tiller returns the vehicle to manual control immediately.

Who is the J1600 designed for?

The [primary segment \(https://info.mobilerobot.com/company/about/markets-we-serve/\)](https://info.mobilerobot.com/company/about/markets-we-serve/) is small and medium businesses running a single shift with roughly one to five pallet-jack operators — operations that cannot justify a large automation project. It also fits larger sites with [local work cells \(https://info.mobilerobot.com/applications/use-cases/local-work-cell-automation/\)](https://info.mobilerobot.com/applications/use-cases/local-work-cell-automation/) or flows that are too small or too changeable for a conventional

fleet project, and [brownfield facilities](https://info.mobilerobot.com/applications/use-cases/brownfield-automation/) (<https://info.mobilerobot.com/applications/use-cases/brownfield-automation/>) seeking incremental automation.

What kinds of work does it automate?

Indoor, floor-to-floor pallet flows: [goods receiving](https://info.mobilerobot.com/applications/industries/goods-receiving/) (<https://info.mobilerobot.com/applications/industries/goods-receiving/>), storage, production supply, [staging and buffer management](https://info.mobilerobot.com/applications/use-cases/buffer-and-staging-management/) (<https://info.mobilerobot.com/applications/use-cases/buffer-and-staging-management/>), [cross-docking](https://info.mobilerobot.com/applications/use-cases/cross-docking/) (<https://info.mobilerobot.com/applications/use-cases/cross-docking/>), [temporary storage](https://info.mobilerobot.com/applications/use-cases/temporary-storage/) (<https://info.mobilerobot.com/applications/use-cases/temporary-storage/>), and [shipping](https://info.mobilerobot.com/applications/industries/shipping-and-dispatch/) (<https://info.mobilerobot.com/applications/industries/shipping-and-dispatch/>). Pallet pickup is always manual; the robot automates the travel and the floor-level drop. See [Pallets and loads](https://info.mobilerobot.com/support/faq/pallets-and-loads/) (<https://info.mobilerobot.com/support/faq/pallets-and-loads/>) for what it can carry.

Has the J1600 won any awards?

Yes. The J1600 won the [IFOY AWARD 2026](https://info.mobilerobot.com/newsroom/awards/ifo-award-2026/) (<https://info.mobilerobot.com/newsroom/awards/ifo-award-2026/>) in the Industrial Truck of the Year category, announced on 26 June 2026 after the ceremony in Stuttgart. It competed against products from established industrial-truck manufacturers, passed the three-stage IFOY Audit, and received the [Best in Intralogistics Certificate](https://info.mobilerobot.com/newsroom/awards/best-in-intral-logistics/) (<https://info.mobilerobot.com/newsroom/awards/best-in-intral-logistics/>) on 16 April 2026. The Mobile Robot Company was also named to a [list of 100 robotics startups to watch](https://info.mobilerobot.com/newsroom/awards/startup-recognition/) (<https://info.mobilerobot.com/newsroom/awards/startup-recognition/>) in November 2025 and joined the [NVIDIA Inception](https://info.mobilerobot.com/company/collaborations/nvidia-inception/) (<https://info.mobilerobot.com/company/collaborations/nvidia-inception/>) program the same month.

Where can I see the full specifications?

The [J1600 technical specifications](https://info.mobilerobot.com/products/j1600/technical-specifications/) (<https://info.mobilerobot.com/products/j1600/technical-specifications/>) page lists dimensions, performance, battery, environment limits, and safety data.

PRELIMINARY SPECIFICATIONS

The January 2026 J1600 specifications are preliminary and subject to change.

Pallets and Loads

Common questions about what the J1600 can pick up and transport. The short version: any forkable, open-base carrier within the size and weight limits below.

Which pallets does the J1600 support?

The J1600 requires an **open-base carrier with no bottom deck board** so its forks can enter. Supported carriers include:

- EPAL Euro Pallet, EPAL 3, and EPAL 6;
- all GMA (Grocery Manufacturers Association) pallets with an open base;
- any other forkable open-base carrier within the size limits.

What are the maximum load dimensions and weight?

Parameter	Limit
Maximum pallet/load length, including overhang	1,250 mm / 49 in
Maximum pallet/load width, including overhang	1,250 mm / 49 in
Maximum load height from floor	1,700 mm / 67 in
Maximum payload	1,600 kg / approximately 3,500 lb

The exact maximum envelope is 1,250 mm; some shorter overviews round it to 1.2 m. Use the exact figure when checking a load.

Can it move open cages, barrels, and non-standard carriers?

Yes. [Open cages, barrels, and carriers beyond Euro pallets](https://info.mobilerobot.com/applications/use-cases/open-cages-and-alternative-load-carriers/) (<https://info.mobilerobot.com/applications/use-cases/open-cages-and-alternative-load-carriers/>), are supported as long as the base is open and forkable and the carrier fits the size limits. Compatibility depends on

base geometry, size, stability, and operator judgment — there is no [blanket approval](https://info.mobilerobot.com/safety-compliance/safe-deployment/approved-loads-and-pallets/) (<https://info.mobilerobot.com/safety-compliance/safe-deployment/approved-loads-and-pallets/>) for every carrier or for hazardous materials.

What are the fork dimensions?

Parameter	Metric	Imperial
Fork length	1,150 mm	45 in
Fork width	180 mm	7 in
Fork thickness	60 mm	2.4 in
Fork outer distance	680 mm	27 in
Fork inner distance	320 mm	13 in
Fork height, lowest position	90 mm	3.5 in
Fork height, highest position	1,600 mm	63 in

How fast does it lift and lower?

Movement	Speed
Lifting, no load	0.10 m/s (0.33 ft/s)
Lifting, full load	0.08 m/s (0.26 ft/s)
Lowering, no load	0.08 m/s (0.26 ft/s)
Lowering, full load	0.12 m/s (0.39 ft/s)

Can it handle unstable or sensitive loads?

Yes — that is a core reason for dual mode. The operator uses manual control and judgment for pickup and close maneuvering of [sensitive or unstable loads](https://info.mobilerobot.com/applications/use-cases/sensitive-or-unstable-loads/) (<https://info.mobilerobot.com/applications/use-cases/sensitive-or-unstable-loads/>) (barrels are a typical

example), then hands the long, repetitive transport over to autonomous mode. Pallet detection and height limits stay under the operator's control during manual handling. See [Dual mode](https://info.mobilerobot.com/products/j1600/dual-mode/) (https://info.mobilerobot.com/products/j1600/dual-mode/).

Does the robot pick up pallets by itself?

No. Pallet pickup is always manual. The operator picks the pallet, creates or selects a task on the touchscreen, and confirms autonomous mode. The robot then drives, avoids obstacles, and drops the pallet at floor level.

Can it deliver a pallet onto a rack or at height?

No. Autonomous pallet delivery is at floor level. Placing a pallet at height — up to 1,600 mm — is a [manual-mode capability](https://info.mobilerobot.com/documentation/user-guides/manual-operation/) (https://info.mobilerobot.com/documentation/user-guides/manual-operation/). See [Product and capabilities](https://info.mobilerobot.com/support/faq/product-and-capabilities/) (https://info.mobilerobot.com/support/faq/product-and-capabilities/).

Does the robot know whether it is carrying a load?

Yes. A load-detection sensor is part of the [safety architecture](https://info.mobilerobot.com/safety-compliance/safety-overview/safety-architecture/) (https://info.mobilerobot.com/safety-compliance/safety-overview/safety-architecture/), and its [load-detection safety function](https://info.mobilerobot.com/safety-compliance/safety-functions/load-detection/) (https://info.mobilerobot.com/safety-compliance/safety-functions/load-detection/) is assigned Performance Level b. See [Safety](https://info.mobilerobot.com/support/faq/safety/) (https://info.mobilerobot.com/support/faq/safety/).

Navigation and Mapping

Common questions about how the J1600 finds its way, how you teach it locations, and where it can drive.

How does the J1600 navigate?

With **3D LiDAR SLAM** (<https://info.mobilerobot.com/products/j1600/navigation-and-obstacle-avoidance/>) (simultaneous localization and mapping) processed by an industrial NVIDIA Jetson AI computer. The robot builds and continuously updates a three-dimensional map of the facility while an operator drives it, then localizes itself in that map and plans routes to saved destinations. It scans environmental structures at heights reaching up to 70 m above the vehicle, and its 3D mapping is designed for greater precision and reliability than traditional 2D navigation in complex or changing environments.

Do I need to install tracks, wires, reflectors, or markers?

No. The J1600 needs no fixed tracks, wires, reflectors, or building modifications. It maps the facility as it is.

How do I create the map?

[Drive the robot manually through the facility](https://info.mobilerobot.com/documentation/getting-started/creating-the-first-map/) (<https://info.mobilerobot.com/documentation/getting-started/creating-the-first-map/>) with the tiller. It learns and updates its understanding of the environment continuously while you drive — there is no separate mapping procedure to run.

How do I add a destination?

Drive manually to the desired [floor-drop point](https://info.mobilerobot.com/documentation/installation/mapping-and-drop-point-setup/) (<https://info.mobilerobot.com/documentation/installation/mapping-and-drop-point-setup/>), tap **Save location** on the touchscreen, and

name it. Repeat for every destination you need. Operators add locations themselves; no automation expert or IT involvement is needed.

How many locations can I save?

There is no software limit on the number of [saved locations](https://info.mobilerobot.com/documentation/user-guides/location-management/) (<https://info.mobilerobot.com/documentation/user-guides/location-management/>). Practical limits come from the available warehouse space.

Do I have to teach every route?

No. Locations can be recombined freely. The robot navigates from wherever it is to any saved point — you do not demonstrate every possible origin-to-destination combination. This makes [multi-point flows](https://info.mobilerobot.com/applications/use-cases/multi-point-pallet-transport/) (<https://info.mobilerobot.com/applications/use-cases/multi-point-pallet-transport/>), such as [cross-docking](https://info.mobilerobot.com/applications/use-cases/cross-docking/) (<https://info.mobilerobot.com/applications/use-cases/cross-docking/>) practical. See [Pallets and loads](https://info.mobilerobot.com/support/faq/pallets-and-loads/) (<https://info.mobilerobot.com/support/faq/pallets-and-loads/>) for what it carries on those routes.

How does it handle obstacles and people?

The J1600 detects and avoids obstacles in dynamic environments and [routes around people and objects](https://info.mobilerobot.com/applications/scenarios/operation-in-crowded-environments/) (<https://info.mobilerobot.com/applications/scenarios/operation-in-crowded-environments/>) using its continuously updated 3D map. Personnel protection is handled by a [separate, certified 2D safety stack](https://info.mobilerobot.com/safety-compliance/safety-overview/navigation-sensors-vs-safety-sensors/) (<https://info.mobilerobot.com/safety-compliance/safety-overview/navigation-sensors-vs-safety-sensors/>) — two 2D safety LiDAR scanners and an independent safety controller — distinct from the navigation sensors. See [Safety](https://info.mobilerobot.com/support/faq/safety/) (<https://info.mobilerobot.com/support/faq/safety/>), and [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/>).

Can I control where it prefers to drive?

Yes. Preferred travel zones can be defined for safer routing through production areas.

Does it work in brownfield sites and changing layouts?

Yes. The J1600 is designed for [brownfield facilities](https://info.mobilerobot.com/applications/use-cases/brownfield-automation/) and changing layouts: 3D mapping handles dynamic environments, the robot drives around obstacles in its way, and operators [re-teach or add locations](https://info.mobilerobot.com/documentation/concepts/teach-and-repeat/) in minutes when the [layout changes](https://info.mobilerobot.com/applications/scenarios/dynamic-route-changes/).

What floor and environment conditions does it need?

Parameter	Requirement
Gradeability, automatic mode	0° / 0% — level floors only
Gradeability, manual mode	2.86° / 5% without load; 1.72° / 3% at full load
Maximum traversable bump	25 mm / 1 in
Maximum traversable gap	20 mm / 0.8 in
Floor flatness/levelness	TR34 FM3 (FF 25 / FL 20)
Operating temperature	5–40 °C / 41–104 °F
Relative humidity	20–80%, non-condensing
Ingress protection	IP21 — indoor use

Autonomous driving is an [indoor, level-floor application](https://info.mobilerobot.com/applications/planning/route-and-floor-suitability/). Steep dock plates and slopes remain manual tasks.

What are the navigation sensors, exactly?

A 3D LiDAR and an RGB AI camera feed the navigation and control stack, which runs on the NVIDIA Jetson industrial PC. No values are published for exact sensor geometry, range, accuracy, minimum aisle width, localization tolerance, or obstacle

classes. See the [technical specifications](https://info.mobilerobot.com/products/j1600/technical-specifications/) (<https://info.mobilerobot.com/products/j1600/technical-specifications/>) for the full hardware list.

Safety

Common questions about how the J1600 keeps people safe while driving autonomously. For the complete architecture, 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/>).

Is the J1600 safe to operate around people?

The J1600 uses a layered safety design: [navigation and obstacle avoidance](https://info.mobilerobot.com/products/j1600/navigation-and-obstacle-avoidance/) (<https://info.mobilerobot.com/products/j1600/navigation-and-obstacle-avoidance/>), certified safety sensing, an independent safety controller, certified actuation, [human confirmation before autonomous work](https://info.mobilerobot.com/safety-compliance/safety-overview/manual-and-autonomous-mode-safety/) (<https://info.mobilerobot.com/safety-compliance/safety-overview/manual-and-autonomous-mode-safety/>), and physical override. A full 360-degree protective field supports both forward and reverse autonomous travel. The built-in safety functions improve predictability and may [reduce workplace accidents](https://info.mobilerobot.com/applications/results/safety-improvements/) (<https://info.mobilerobot.com/applications/results/safety-improvements/>), compared with manual pallet handling.

What safety components does it have?

- an independent safety controller;
- two 2D safety LiDAR scanners covering front and rear;
- three emergency-stop buttons;
- a belly button for stop and reverse;
- a [load-detection sensor](https://info.mobilerobot.com/safety-compliance/safety-functions/load-detection/) (<https://info.mobilerobot.com/safety-compliance/safety-functions/load-detection/>);
- [tiller-position switches](https://info.mobilerobot.com/safety-compliance/safety-functions/tiller-detection/) (<https://info.mobilerobot.com/safety-compliance/safety-functions/tiller-detection/>), for emergency stop and for manual control;
- [safety-certified driving-speed and driving-direction encoders](https://info.mobilerobot.com/safety-compliance/safety-functions/speed-monitoring/) (<https://info.mobilerobot.com/safety-compliance/safety-functions/speed-monitoring/>);
- two safety-certified motor controllers.

The 2D safety LiDARs are [separate from the 3D navigation LiDAR](https://info.mobilerobot.com/safety-compliance/safety-overview/navigation-sensors-vs-safety-sensors/) (<https://info.mobilerobot.com/safety-compliance/safety-overview/navigation-sensors-vs-safety-sensors/>): navigation maps and avoids objects, while the certified 2D safety stack provides personnel

protection. See [Navigation and mapping](https://info.mobilerobot.com/support/faq/navigation-and-mapping/) (https://info.mobilerobot.com/support/faq/navigation-and-mapping/).

How does the protective field work?

The protective field surrounds the vehicle in 360 degrees and [changes with speed](https://info.mobilerobot.com/safety-compliance/safety-functions/safety-field-adjustment/) (https://info.mobilerobot.com/safety-compliance/safety-functions/safety-field-adjustment/) — it expands as travel speed increases. Blue floor-light strips display the current protected area while the robot works autonomously; white light indicates manual mode. [Person detection](https://info.mobilerobot.com/safety-compliance/safety-functions/person-detection/) (https://info.mobilerobot.com/safety-compliance/safety-functions/person-detection/) in the safety field triggers the assigned safety functions, including [braking](https://info.mobilerobot.com/safety-compliance/safety-functions/braking/) (https://info.mobilerobot.com/safety-compliance/safety-functions/braking/).

What happens before the robot starts driving by itself?

The operator must [confirm entry into automatic mode](https://info.mobilerobot.com/documentation/user-guides/autonomous-operation/) (https://info.mobilerobot.com/documentation/user-guides/autonomous-operation/) with the physical start/resume button, and the robot instructs the operator to step away before it moves. Autonomous work never starts without a deliberate human confirmation.

How do I take over or stop the robot?

Grab or move the tiller — the vehicle returns to manual control immediately. You can also use any of the [three emergency-stop buttons](https://info.mobilerobot.com/safety-compliance/safety-overview/emergency-stops-and-manual-takeover/) (https://info.mobilerobot.com/safety-compliance/safety-overview/emergency-stops-and-manual-takeover/), the belly button (stop and reverse), or the [key switch](https://info.mobilerobot.com/safety-compliance/safety-functions/mode-selection/) (https://info.mobilerobot.com/safety-compliance/safety-functions/mode-selection/), which selects power off, manual only, or automatic mode.

What Performance Levels do the safety functions have?

The preliminary datasheet assigns these [Performance Levels \(PL\)](https://info.mobilerobot.com/safety-compliance/safety-functions/performance-levels/) (https://info.mobilerobot.com/safety-compliance/safety-functions/performance-levels/) per [EN ISO 13849-1](https://info.mobilerobot.com/safety-compliance/standards/iso-13849-1/) (https://info.mobilerobot.com/safety-compliance/standards/iso-13849-1/):

Safety function	Performance Level
Braking system	PL d
Speed monitoring and control	PL c
Safety-field size adjustment	PL d
Load detection	PL b
Charging-current relay	PL b
Emergency-stop button	PL d
Person detection in safety field	PL d
Automatic/manual mode selection	PL c
Tiller-position detection	PL c

These are levels of individual functions, not a statement that every subsystem shares the same PL.

Which standards and directives does the J1600 comply with?

The J1600 is [CE marked](https://info.mobilerobot.com/safety-compliance/certificates/ce-declaration-of-conformity/) (<https://info.mobilerobot.com/safety-compliance/certificates/ce-declaration-of-conformity/>). The preliminary [compliance list](https://info.mobilerobot.com/safety-compliance/certificates/compliance-statements/) (<https://info.mobilerobot.com/safety-compliance/certificates/compliance-statements/>) includes:

- [Directive 2006/42/EC \(Machinery\)](https://info.mobilerobot.com/safety-compliance/standards/eu-machinery-requirements/) (<https://info.mobilerobot.com/safety-compliance/standards/eu-machinery-requirements/>), [2014/30/EU \(EMC\)](https://info.mobilerobot.com/safety-compliance/standards/emc-red-rohs-and-battery-regulations/), [2014/53/EU \(Radio Equipment\)](https://info.mobilerobot.com/safety-compliance/standards/emc-red-rohs-and-battery-regulations/), [2011/65/EU \(RoHS\)](https://info.mobilerobot.com/safety-compliance/standards/emc-red-rohs-and-battery-regulations/), and [Regulation \(EU\) 2023/1542 \(Batteries\)](https://info.mobilerobot.com/safety-compliance/standards/emc-red-rohs-and-battery-regulations/) (<https://info.mobilerobot.com/safety-compliance/standards/emc-red-rohs-and-battery-regulations/>);
- [EN ISO 3691-4:2023](https://info.mobilerobot.com/safety-compliance/standards/iso-3691-4/) (<https://info.mobilerobot.com/safety-compliance/standards/iso-3691-4/>), [EN ISO 13849-1:2023](https://info.mobilerobot.com/safety-compliance/standards/iso-12100/), [EN ISO 12100:2010](https://info.mobilerobot.com/safety-compliance/standards/iso-12100/) (<https://info.mobilerobot.com/safety-compliance/standards/iso-12100/>), and [EN ISO 3691-1:2015+A1:2020](https://info.mobilerobot.com/safety-compliance/standards/iso-3691-1/) (<https://info.mobilerobot.com/safety-compliance/standards/iso-3691-1/>);
- [ANSI/ITSDF B56.5-2024](https://info.mobilerobot.com/safety-compliance/standards/ansi-itsdf-b56-5/) (<https://info.mobilerobot.com/safety-compliance/standards/ansi-itsdf-b56-5/>), and [ANSI/ITSDF B56.1-2020](https://info.mobilerobot.com/safety-compliance/standards/ansi-itsdf-b56-1/) (<https://info.mobilerobot.com/safety-compliance/standards/ansi-itsdf-b56-1/>);

- [UN 38.3 battery transport testing](https://info.mobilerobot.com/safety-compliance/certificates/battery-un-38-3-documentation/) (<https://info.mobilerobot.com/safety-compliance/certificates/battery-un-38-3-documentation/>).

This is summarized as compliance with EU and US safety requirements, especially ISO 3691-4 and ANSI/ITSDF B56.5. No [certificates](https://info.mobilerobot.com/safety-compliance/certificates/) (<https://info.mobilerobot.com/safety-compliance/certificates/>), test reports, declaration numbers, notified-body information, or country-specific approvals are published; use current product documentation for deployment decisions.

Can it reverse safely in autonomous mode?

Yes. The 360-degree protective field supports certified safe reversing without specially marked target zones.

Is human supervision the only safety mechanism?

No. Human takeover complements the [certified safety architecture](https://info.mobilerobot.com/safety-compliance/safety-overview/safety-architecture/) (<https://info.mobilerobot.com/safety-compliance/safety-overview/safety-architecture/>) — the independent controller, safety LiDARs, emergency stops, and speed-dependent protective field operate regardless of the operator. See [Human-in-the-loop automation](https://info.mobilerobot.com/documentation/concepts/human-in-the-loop-automation/) (<https://info.mobilerobot.com/documentation/concepts/human-in-the-loop-automation/>) for how the human role and the safety system fit together.

Charging and Battery

Common questions about powering the J1600 through a working day.

What battery does the J1600 use?

A [24 V, 200 Ah lithium iron phosphate \(LiFePO4\) battery](https://info.mobilerobot.com/documentation/technical-reference/battery-specifications/) (<https://info.mobilerobot.com/documentation/technical-reference/battery-specifications/>). The [drive motor](https://info.mobilerobot.com/documentation/technical-reference/electrical-specifications/) (<https://info.mobilerobot.com/documentation/technical-reference/electrical-specifications/>) is a 1.5 kW AC motor and the lift motor is rated 2.2 kW. The battery is tested per [UN 38.3](https://info.mobilerobot.com/safety-compliance/certificates/battery-un-38-3-documentation/) (<https://info.mobilerobot.com/safety-compliance/certificates/battery-un-38-3-documentation/>) (UN Manual of Tests and Criteria, subsection 38.3) for transport.

How long does it run on a charge?

Runtime exceeds eight hours in a typical duty cycle. The measured drain rates are:

Condition	Battery drain
Driving fully loaded	approximately 13% per hour
Driving without load	approximately 12% per hour
Standby	approximately 2% per hour

These rates imply roughly 7.7 hours of continuous fully loaded driving or 8.3 hours unloaded, before allowing for standby, lifting, duty cycle, battery reserve, and operating conditions. Treat those calculated figures as indicative, not guaranteed runtimes.

How fast does it charge?

Approximately 47 percentage points of charge per hour.

What charging options are there?

Two:

- **Manual charging** (<https://info.mobilerobot.com/documentation/user-guides/charging/>) — plug in the charger during a break or when the machine is idle, exactly as you would with a conventional electric pallet jack.
- **Automatic charging** (<https://info.mobilerobot.com/applications/scenarios/automatic-charging/>) — with the optional automatic charger, the robot drives to the station, positions itself at the charger, and a charging interface extends to the vehicle's charging plates. This enables opportunity charging whenever the robot is not busy.

Automatic charging is an advanced automation capability. When purchased, its setup is part of Day 1 of the [installation and commissioning package](https://info.mobilerobot.com/support/faq/installation/) (<https://info.mobilerobot.com/support/faq/installation/>).

What do the chargers cost?

2026 end-user list prices:

Item	List price
Manual charger	€3,600
Automatic charger	€8,400

Is a charger included with the robot?

A charger is not included with the J1600 (from €65,000) — [choose a manual or automatic charger](https://info.mobilerobot.com/documentation/installation/charger-installation/) (<https://info.mobilerobot.com/documentation/installation/charger-installation/>) when configuring your order. See [Pricing and purchasing](https://info.mobilerobot.com/support/faq/pricing-and-purchasing/) (<https://info.mobilerobot.com/support/faq/pricing-and-purchasing/>) for typical configurations.

Can the robot work a full single shift?

That is the design target: the economics and runtime are aimed at single-shift operations of eight hours per day, five days per week. With opportunity charging via

the [automatic charger](https://info.mobilerobot.com/products/chargers-and-accessories/automatic-charger/) (<https://info.mobilerobot.com/products/chargers-and-accessories/automatic-charger/>), the robot tops up whenever it is idle. See [Product and capabilities](https://info.mobilerobot.com/support/faq/product-and-capabilities/) (<https://info.mobilerobot.com/support/faq/product-and-capabilities/>) for the target operation profile.

Software and Integrations

Common questions about the J1600's software, connectivity, and [integration options](https://info.mobilerobot.com/documentation/technical-integration/integration-overview/) (<https://info.mobilerobot.com/documentation/technical-integration/integration-overview/>).

What software does the J1600 come with?

One hardware platform supports [two software versions](https://info.mobilerobot.com/products/software/software-comparison/) (<https://info.mobilerobot.com/products/software/software-comparison/>):

- **Standard software** (<https://info.mobilerobot.com/products/software/standard-software/>) — reduced to essential functions for maximum ease of use. It is built around configuration-free [Teach and Repeat](https://info.mobilerobot.com/documentation/concepts/teach-and-repeat/) (<https://info.mobilerobot.com/documentation/concepts/teach-and-repeat/>), designed to be "consumer-level easy" for an existing pallet-jack operator, and is ideal for a single-unit deployment [without systems integration](https://info.mobilerobot.com/applications/results/lower-integration-complexity/) (<https://info.mobilerobot.com/applications/results/lower-integration-complexity/>). Tasks are launched from the touchscreen using saved locations, and [Wi-Fi is optional](https://info.mobilerobot.com/documentation/installation/network-and-wi-fi-requirements/) (<https://info.mobilerobot.com/documentation/installation/network-and-wi-fi-requirements/>).
- **Advanced software** (<https://info.mobilerobot.com/products/software/advanced-software/>) — adds VDA 5050 interoperability, a REST API, Fleet Manager, advanced mission planning, and advanced integration with other software and equipment. It is priced as a separate upgrade.

What is Teach and Repeat?

The operator demonstrates the work instead of programming it: drive to a point, [tap Save location](https://info.mobilerobot.com/documentation/getting-started/saving-the-first-location/) (<https://info.mobilerobot.com/documentation/getting-started/saving-the-first-location/>), and the robot can then travel there autonomously on demand. No code, no configuration project. See [Navigation and mapping](https://info.mobilerobot.com/support/faq/navigation-and-mapping/) (<https://info.mobilerobot.com/support/faq/navigation-and-mapping/>) for how locations and mapping work, and the [glossary](https://info.mobilerobot.com/documentation/concepts/glossary/) (<https://info.mobilerobot.com/documentation/concepts/glossary/>) for term definitions.

Does the J1600 support VDA 5050?

Yes — full [VDA 5050](https://info.mobilerobot.com/products/software/vda-5050/) support is included in the Advanced software. VDA 5050 is the interoperability interface that lets mobile robots from different vendors work together in the same space under a compatible fleet layer. The company works with established VDA 5050 fleet-management providers. No exact VDA 5050 version, API schema, authentication model, supported fleet-manager list, or integration certification is published.

Is there an API?

Yes. The Advanced software includes a [REST API](https://info.mobilerobot.com/documentation/technical-integration/rest-api-documentation/) for integration with other systems and equipment.

Do I need a WMS or fleet manager to run the robot?

No. Basic use requires no warehouse-management system, fleet manager, or IT integration of any kind, and Wi-Fi is optional. [Integration is a choice you make when the application grows](https://info.mobilerobot.com/documentation/technical-integration/external-system-integration/), not a prerequisite.

What is Fleet Manager?

[Per-robot software for orchestrated multi-robot deployments](https://info.mobilerobot.com/products/software/fleet-manager/), available with the Advanced software. It is priced per robot.

What automation functions come at each level?

Level	Functions
Basic automation	On-screen task start; saved locations; autonomous floor-level drop; self-drive to saved locations; return-to-me; go-to-parking
Advanced automation	Come-to-me; automatic charging; VDA 5050 fleet management; API integrations

Come to me (<https://info.mobilerobot.com/applications/scenarios/come-to-me/>) calls the robot to your location using a mobile app or web interface. Automatic charging is covered in [Charging and battery](https://info.mobilerobot.com/support/faq/charging-and-battery/) (<https://info.mobilerobot.com/support/faq/charging-and-battery/>).

Can I upgrade from Standard to Advanced later?

Yes, but plan ahead: the upgrade is easiest to install at the factory when the robot is ordered. A partner can perform the upgrade later; the customer cannot perform it.

What does the software cost?

2026 end-user list prices:

Software item	List price
Upgrade to Advanced software	€14,500
Fleet Manager, per robot	€6,500

See [Pricing and purchasing](https://info.mobilerobot.com/support/faq/pricing-and-purchasing/) (<https://info.mobilerobot.com/support/faq/pricing-and-purchasing/>) for the complete price list.

Can robots from other brands share the space?

Yes, through [VDA 5050](https://info.mobilerobot.com/documentation/technical-integration/vda-5050-documentation/) (<https://info.mobilerobot.com/documentation/technical-integration/vda-5050-documentation/>): the interface allows robots from different vendors to coexist under a compatible fleet-management layer.



Installation

Common questions about [getting a J1600 running](https://info.mobilerobot.com/documentation/getting-started/j1600-quick-start-guide/) in your facility.

Does the J1600 really work out of the box?

Yes. The standard J1600 is [ready to use on delivery](https://info.mobilerobot.com/documentation/getting-started/delivery-and-unpacking/): no building modifications, tracks, wires, or reflectors; [Wi-Fi optional](https://info.mobilerobot.com/documentation/installation/network-and-wi-fi-requirements/); no mandatory [WMS, fleet-manager, or IT integration](https://info.mobilerobot.com/applications/results/lower-integration-complexity/). An on-device or online tutorial guides the [first-time setup](https://info.mobilerobot.com/documentation/getting-started/first-time-setup/). [Typical setup takes hours or one day](https://info.mobilerobot.com/applications/results/faster-deployment/), [depending on scope](https://info.mobilerobot.com/applications/planning/deployment-scope-examples/).

What are the basic setup steps?

1. Power on the J1600 and follow the on-screen tutorial.
2. [Drive manually through the facility](https://info.mobilerobot.com/documentation/getting-started/creating-the-first-map/) with the tiller — the robot learns the environment continuously while you drive.
3. Drive to each desired autonomous [floor-drop point](https://info.mobilerobot.com/documentation/installation/mapping-and-drop-point-setup/).
4. [Tap **Save location**, name the point](https://info.mobilerobot.com/documentation/getting-started/saving-the-first-location/), and repeat for all destinations.

There is no software limit on saved locations. See [Navigation and mapping](https://info.mobilerobot.com/support/faq/navigation-and-mapping/).

How much training do operators need?

[About 30 minutes](https://info.mobilerobot.com/documentation/getting-started/operator-training/) for an operator who already uses an electric pallet jack. The manual behavior is

deliberately familiar, and [task creation](https://info.mobilerobot.com/documentation/user-guides/task-management/) (<https://info.mobilerobot.com/documentation/user-guides/task-management/>) is no-code touchscreen work.

What does my facility need to provide?

- [indoor operation](https://info.mobilerobot.com/documentation/installation/operating-environment-requirements/) (<https://info.mobilerobot.com/documentation/installation/operating-environment-requirements/>), 5–40 °C (41–104 °F), 20–80% relative humidity, non-condensing;
- [level floors for autonomous driving](https://info.mobilerobot.com/applications/planning/ro-ute-and-floor-suitability/) (<https://info.mobilerobot.com/applications/planning/ro-ute-and-floor-suitability/>) (0% automatic gradeability), flatness to TR34 FM3 (FF 25 / FL 20);
- bumps no higher than 25 mm and gaps no wider than 20 mm on autonomous routes;
- [power for the manual or automatic charger](https://info.mobilerobot.com/documentation/installation/charger-installation/) (<https://info.mobilerobot.com/documentation/installation/charger-installation/>) — see [Charging and battery](https://info.mobilerobot.com/support/faq/charging-and-battery/) (<https://info.mobilerobot.com/support/faq/charging-and-battery/>).

The robot's ingress protection is IP21.

Is there a formal installation service?

Yes — an optional five-day [installation and commissioning package](https://info.mobilerobot.com/products/buying-and-deployment/installation-and-commissioning/) (<https://info.mobilerobot.com/products/buying-and-deployment/installation-and-commissioning/>) at €10,000 end-user list price, designed to reduce go-live risk:

Phase	Content
Pre-installation	Feasibility check for all selected tasks and loads; risk assessment; project plan
Day 1	Unboxing; Wi-Fi connection if desired; automatic-charging setup if purchased; creation of up to 25 drop points; task validation; safety validation
Day 2	Group training for all operators; individual hands-on practice for up to six operators
Days 3–4	Performance monitoring; on-site troubleshooting and support; additional operator training as needed
Day 5	Acceptance test; handover

Add-ons include integration with other software or equipment, additional validated drop points, and [Fleet Management System setup](https://info.mobilerobot.com/documentation/technical-integration/fleet-manager-guide/) (<https://info.mobilerobot.com/documentation/technical-integration/fleet-manager-guide/>).

Do I need the commissioning package to use the robot?

No. The package is an optional deployment service — it should not be confused with the machine's basic out-of-box usability. Many deployments need only the basic setup steps above.

Can I try the J1600 before installing it permanently?

Yes. A [two-week paid trial](https://info.mobilerobot.com/products/buying-and-deployment/two-week-trial/) (<https://info.mobilerobot.com/products/buying-and-deployment/two-week-trial/>) (€4,000, including setup and support) is available, you can test at the company's [Copenhagen demo and test area](https://info.mobilerobot.com/company/locations/test-and-demonstration-facility/) (<https://info.mobilerobot.com/company/locations/test-and-demonstration-facility/>), or a [proof of concept](https://info.mobilerobot.com/applications/planning/proof-of-concept-planning/) (<https://info.mobilerobot.com/applications/planning/proof-of-concept-planning/>) can be run at your own plant. See [Pricing and purchasing](https://info.mobilerobot.com/support/faq/pricing-and-purchasing/) (<https://info.mobilerobot.com/support/faq/pricing-and-purchasing/>) and [Partners and availability](https://info.mobilerobot.com/support/faq/partners-and-availability/) (<https://info.mobilerobot.com/support/faq/partners-and-availability/>).

Who performs the installation?

Local partners (<https://info.mobilerobot.com/products/buying-and-deployment/find-a-local-partner/>) deliver demonstrations, trials, deployment, and service, with the company supplying training, parts, software, and technical support. See Partners and availability (<https://info.mobilerobot.com/support/faq/partners-and-availability/>).

Pricing and Purchasing

Common questions about [what the J1600 costs](https://info.mobilerobot.com/products/j1600/pricing-and-roi/) (<https://info.mobilerobot.com/products/j1600/pricing-and-roi/>), and how to buy one. All prices are 2026 end-user list prices in euros.

What does the J1600 cost?

The J1600 self-driving pallet jack starts at **€65,000**.

What is the full price list?

Item	End-user list price
J1600 self-driving pallet jack	€65,000
Two-week paid trial, including setup and support	€4,000
Installation and commissioning	€10,000
Manual charger	€3,600
Automatic charger	€8,400
Advanced software upgrade	€14,500
Fleet Manager, per robot	€6,500
Basic Care, per robot per year	€4,900
Full Care, per robot per year	€13,000
On-site support, per day plus travel	€2,400

Prices are time-sensitive; confirm current figures with the company or a [local partner](https://info.mobilerobot.com/products/buying-and-deployment/find-a-local-partner/) (<https://info.mobilerobot.com/products/buying-and-deployment/find-a-local-partner/>).

What does a typical configuration cost?

Around or below €80,000. Two reference configurations at list price:

- J1600 + manual charger + [installation and commissioning](https://info.mobilerobot.com/products/buying-and-deployment/installation-and-commissioning/): **€78,600**;
- J1600 + automatic charger + installation and commissioning: **€83,400**.

A charger is not included with the base robot — see [Charging and battery](https://info.mobilerobot.com/support/faq/charging-and-battery/).

Can I try it before buying?

Yes, three ways:

- a hands-on **demo** (<https://info.mobilerobot.com/products/buying-and-deployment/request-a-demonstration/>) (30–60 minutes) at a partner experience center or your site;
- a **two-week paid trial** (<https://info.mobilerobot.com/products/buying-and-deployment/two-week-trial/>) for €4,000 including setup and support, with free return at any time, no questions asked;
- a **proof of concept** (<https://info.mobilerobot.com/applications/planning/proof-of-concept-planning/>) at the [Copenhagen demo area](https://info.mobilerobot.com/company/locations/test-and-demonstration-facility/) or at your own plant.

See [Partners and availability](https://info.mobilerobot.com/support/faq/partners-and-availability/).

How do I buy one?

List prices are public, and you can request or book demos, trials, and [purchases](https://info.mobilerobot.com/products/buying-and-deployment/request-a-quote/) through www.mobilerobot.com. The company **does not sell robots directly to end users** — inquiries are routed to the distributor, integrator, or service partner covering your area, and at purchase you choose an after-sales package. See [Service and warranty](https://info.mobilerobot.com/support/faq/service-and-warranty/).

What is the return on investment?

The J1600 saves up to 80% of the manual work and operator time (<https://info.mobilerobot.com/applications/results/productivity-improvements/>) on repetitive transport — not 80% of every process. The economics are designed to work for a single-shift SME operating eight hours per day, five days per week. The €65,000 entry price contrasts with full automation projects, which can reach approximately €1 million once WMS-to-fleet-manager integration (<https://info.mobilerobot.com/applications/results/lower-integration-complexity/>) is included. A complete ROI model (wage assumptions, utilization, maintenance, financing, payback period) is not available — build the business case on your own site figures.

What benefits count beyond labor savings?

Non-labor benefits (<https://info.mobilerobot.com/products/j1600/features-and-benefits/>) include fewer workplace accidents, injuries (<https://info.mobilerobot.com/applications/results/safety-improvements/>), and product damage; higher employee satisfaction from removing repetitive walking (<https://info.mobilerobot.com/applications/results/reduction-in-manual-walking/>); better inventory tracking and control in an automated process; steadier material flow and throughput; more productive use of skilled labor; easier response to labor shortages (<https://info.mobilerobot.com/applications/results/labor-reallocation/>); and lower implementation and change risk than rigid full automation.

How does it compare economically with the alternatives?

Model	Setup	Flexibility	Labor saving
Manual pallet jack	None	Full manual flexibility	None
J1600 dual mode	Hours	Manual control plus saved autonomous delivery	Up to 80% of operator time on target travel
Fully automated system	Weeks or a longer project	Preprogrammed, expert-configured	Up to 100% of task labor, if fully automated

See [Dual mode](https://info.mobilerobot.com/products/j1600/dual-mode/) (https://info.mobilerobot.com/products/j1600/dual-mode/) for why the product targets 80% automation rather than 100%.

Service and Warranty

Common questions about supporting a J1600 after purchase.

What support plans are available?

Three standard packages, chosen at purchase. On-site service is separate in all three.

Free Plan

- no fixed annual payment;
- service and parts purchased as needed at list price;
- first-year warranty;
- first-year software upgrades;
- online self-help portal.

Basic Care Plan — €4,900 per robot per year

- software upgrades while the plan is active;
- unlimited remote support;
- first-year warranty included;
- 10% discount on list prices for parts.

Full Care Plan — €13,000 per robot per year

- extended warranty while the plan is active;
- software upgrades;
- free replacement of parts worn or broken in normal use;
- 10% discount on replacement for accidental damage or misuse;
- free loan robot when a repair lasts more than two business days;
- unlimited priority remote support.

Is an after-sales agreement mandatory?

No. The agreement is optional — the Free Plan carries no annual payment, and service and parts can be bought as needed.

What warranty does the J1600 come with?

The first year of warranty is included in every plan, including the Free Plan. The Full Care Plan extends the warranty for as long as the plan is active.

How do I get help with a technical issue?

Directly from the machine: open the **Help/Support** menu on the touchscreen and scan the QR code to send a technical request straight to support. The support portal also accepts tickets and device-log uploads, and remote support is available directly from the company. Under Basic Care and Full Care, remote support is unlimited.

Who services the robot locally?

[Your local partner](https://info.mobilerobot.com/support/contact/find-a-service-partner/) (<https://info.mobilerobot.com/support/contact/find-a-service-partner/>).

Partners employ [field-service technicians with current product training](https://info.mobilerobot.com/support/training/technician-training/) (<https://info.mobilerobot.com/support/training/technician-training/>), deliver installation and on-site service, and can see and create support tickets for their customers. The company supplies parts, software, and technical support behind them. See [Partners and availability](https://info.mobilerobot.com/support/faq/partners-and-availability/) (<https://info.mobilerobot.com/support/faq/partners-and-availability/>).

What does on-site support cost?

€2,400 per day plus travel, at 2026 end-user list price. See the full price list in [Pricing and purchasing](https://info.mobilerobot.com/support/faq/pricing-and-purchasing/) (<https://info.mobilerobot.com/support/faq/pricing-and-purchasing/>).

What happens if my robot needs a long repair?

Under the Full Care Plan, you receive a free loan robot when a repair lasts more than two business days.

Are software upgrades included?

First-year [software upgrades](https://info.mobilerobot.com/documentation/service-maintenance/software-updates/) (<https://info.mobilerobot.com/documentation/service-maintenance/software-updates/>) are included in every plan. Basic Care and Full Care include software upgrades for as long as the plan is active. The upgrade from Standard to [Advanced software](https://info.mobilerobot.com/products/software/advanced-software/) (<https://info.mobilerobot.com/products/software/advanced-software/>) is a separate purchase — see [Software and integrations](https://info.mobilerobot.com/support/faq/software-and-integrations/) (<https://info.mobilerobot.com/support/faq/software-and-integrations/>).

Partners and Availability

Common questions about where you can get the J1600 and how the [partner channel works](https://info.mobilerobot.com/partners/program/program-overview/) (<https://info.mobilerobot.com/partners/program/program-overview/>).

Is the J1600 available in my country?

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 in the United States, Canada, Australia, and China. By June 2026 the company had distributor partnerships in eight countries and was expanding the network. Confirm availability, prices, taxes, currencies, delivery times, and certification details for your market with the company or a [local partner](https://info.mobilerobot.com/products/buying-and-deployment/find-a-local-partner/) (<https://info.mobilerobot.com/products/buying-and-deployment/find-a-local-partner/>).

Can I buy directly from The Mobile Robot Company?

No. List prices are public and you can request demos, trials, and [purchases](https://info.mobilerobot.com/products/buying-and-deployment/request-a-quote/) (<https://info.mobilerobot.com/products/buying-and-deployment/request-a-quote/>) through www.mobilerobot.com (<https://www.mobilerobot.com>), 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/>). Inquiries are routed to a distributor, integrator, or service partner, who owns the local relationship. See [Pricing and purchasing](https://info.mobilerobot.com/support/faq/pricing-and-purchasing/) (<https://info.mobilerobot.com/support/faq/pricing-and-purchasing/>).

What do partners do?

Partners deliver local demonstrations, trials, sales, installation, service, and ongoing customer support. The company supplies robots, spare parts, software, training, technical support, marketing materials, and leads. Partners employ [field-service technicians with current product training](https://info.mobilerobot.com/support/training/technician-training/) (<https://info.mobilerobot.com/support/training/technician-training/>) and appoint an internal product champion as the main expert contact.

What is an experience center?

A partner-maintained showroom with a dedicated robot, pallets, and chargers, where customers get [hands-on demonstrations](https://info.mobilerobot.com/products/buying-and-deployment/request-a-demonstration/) (<https://info.mobilerobot.com/products/buying-and-deployment/request-a-demonstration/>). A standard demo takes 30–60 minutes; a first-time visitor can typically send the robot on an autonomous task within about 15 minutes.

What does the customer journey look like?

Four steps, of which the first two can be skipped (for example by repeat customers):

1. **Demo** — 30–60 minutes hands-on at an experience center or your site.
2. **Trial** — a [two-week paid trial](https://info.mobilerobot.com/products/buying-and-deployment/two-week-trial/) (<https://info.mobilerobot.com/products/buying-and-deployment/two-week-trial/>) with free return at any time, no questions asked.
3. **Purchase** — the robot and [selected options](https://info.mobilerobot.com/products/chargers-and-accessories/available-options/) (<https://info.mobilerobot.com/products/chargers-and-accessories/available-options/>).
4. **After-sales service** — an optional ongoing service agreement. See [Service and warranty](https://info.mobilerobot.com/support/faq/service-and-warranty/) (<https://info.mobilerobot.com/support/faq/service-and-warranty/>).

Can I test the robot before rolling it out?

Yes. Beyond demos and the two-week trial, you can test at the company's [Copenhagen demo and test area](https://info.mobilerobot.com/company/locations/test-and-demonstration-facility/) (<https://info.mobilerobot.com/company/locations/test-and-demonstration-facility/>) — used for validation under intentionally real-world conditions such as uneven flooring and water-filled loads — or run a [proof of concept](https://info.mobilerobot.com/applications/planning/proof-of-concept-planning/) (<https://info.mobilerobot.com/applications/planning/proof-of-concept-planning/>) at your own plant with machines brought to your site. See [Installation](https://info.mobilerobot.com/support/faq/installation/) (<https://info.mobilerobot.com/support/faq/installation/>).

Who can become a partner?

Qualified [integrators, distributors, and service partners](https://info.mobilerobot.com/partners/program/partner-types/) (<https://info.mobilerobot.com/partners/program/partner-types/>) [can apply by country](https://info.mobilerobot.com/partners/program/application-process/) (<https://info.mobilerobot.com/partners/program/application-process/>). The program looks for [organizations whose primary business naturally complements the robots](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/>), such as manual-fork-truck or automated-material-handling businesses. Partners are expected to maintain an experience center, keep product in

stock, offer the full range of products and services including paid trials and after-sales contracts, and participate in recurring joint business planning.

What does the partnership offer commercially?

Partners earn [product margin plus software and service revenue](https://info.mobilerobot.com/partners/program/why-partner-with-us/) (<https://info.mobilerobot.com/partners/program/why-partner-with-us/>): after-sales business flows through the partner, who keeps the revenue from local human services while the company supplies parts and software. Current partner pricing, discount tiers, and program terms are available from the partner team. The relationship is non-exclusive at partner level.

How do I apply?

[Contact the company](https://info.mobilerobot.com/partners/become-a-partner/contact-the-partner-team/) (<https://info.mobilerobot.com/partners/become-a-partner/contact-the-partner-team/>), at hello@mobilerobot.com or through www.mobilerobot.com (<https://www.mobilerobot.com>) to discuss joining the network. See the [partner section](https://info.mobilerobot.com/category/partners/) (<https://info.mobilerobot.com/category/partners/>) for more on the program.