



The Mobile Robot Company

Knowledge Center — Service and Maintenance · 2026-08-04

<https://info.mobilerobot.com/category/service-and-maintenance>

Service and Maintenance

Keeping a J1600 in daily service — getting support, collecting diagnostics, sourcing parts, and staying current on software.



Diagnostics and Log Collection

How to raise a technical request from the J1600's Help/Support menu, upload device logs through the support portal, and what remote support your plan includes.



Spare Parts

How J1600 spare parts flow through the partner network, what each end-user support plan pays for parts, and where partners get current parts terms.



Software Updates

How J1600 software stays current — upgrade entitlements under each support plan, and how the Standard-to-Advanced software upgrade is installed and by whom.

Software Updates

One J1600 hardware platform runs [two software versions, Standard and Advanced](https://info.mobilerobot.com/products/software/software-comparison/) (<https://info.mobilerobot.com/products/software/software-comparison/>), and both stay current through software upgrades tied to your support plan. This page separates the two things people mean by "update": ongoing software upgrades, and the one-time upgrade from Standard to Advanced.

Ongoing software upgrades

Upgrade entitlement follows the [after-sales plan](https://info.mobilerobot.com/support/faq/service-and-warranty/) (<https://info.mobilerobot.com/support/faq/service-and-warranty/>) chosen at purchase:

Plan	Software upgrades
Free Plan	Included for the first year
Basic Care (€4,900 per robot/year list)	Included while the plan is active
Full Care (€13,000 per robot/year list)	Included while the plan is active

If an update needs assistance, remote support is available through the support portal — see [Diagnostics and Log Collection](https://info.mobilerobot.com/documentation/service-maintenance/diagnostics-and-log-collection/) (<https://info.mobilerobot.com/documentation/service-maintenance/diagnostics-and-log-collection/>).

Standard and Advanced software

Standard software (<https://info.mobilerobot.com/products/software/standard-software/>) is reduced to essential functions for maximum ease of use: configuration-free [teach-and-repeat](https://info.mobilerobot.com/documentation/concepts/teach-and-repeat/) (<https://info.mobilerobot.com/documentation/concepts/teach-and-repeat/>), touchscreen task launch, and saved locations, with Wi-Fi optional. It is intended to be usable by an existing pallet-jack operator without training beyond the basics, and it fits a single-unit deployment with [no systems integration](https://info.mobilerobot.com/documentation/technical-integration/integration-overview/) (<https://info.mobilerobot.com/documentation/technical-integration/integration-overview/>).

Advanced software (<https://info.mobilerobot.com/products/software/advanced-software/>) adds:

- [VDA 5050](https://info.mobilerobot.com/documentation/technical-integration/vda-5050-documentation/) (<https://info.mobilerobot.com/documentation/technical-integration/vda-5050-documentation/>) interoperability;
- a [REST API](https://info.mobilerobot.com/documentation/technical-integration/rest-api-documentation/) (<https://info.mobilerobot.com/documentation/technical-integration/rest-api-documentation/>);
- Fleet Manager;
- advanced mission planning;
- advanced [integration with other software and equipment](https://info.mobilerobot.com/documentation/technical-integration/external-system-integration/) (<https://info.mobilerobot.com/documentation/technical-integration/external-system-integration/>).

See [dual mode](https://info.mobilerobot.com/products/j1600/dual-mode/) (<https://info.mobilerobot.com/products/j1600/dual-mode/>) for how these capabilities layer on the same machine.

Upgrading from Standard to Advanced

Fact	Detail
End-user list price (2026)	€14,500
Easiest installation	At the factory, when the robot is ordered
Later installation	A partner may perform the upgrade on an existing robot
Self-service	Not available — the customer cannot perform the upgrade

TIP

If fleet integration, [VDA 5050](https://info.mobilerobot.com/documentation/concepts/vda-5050-explained/) (<https://info.mobilerobot.com/documentation/concepts/vda-5050-explained/>), or API work is plausibly in your future, order the Advanced upgrade with the robot. Factory installation is the easiest path, and the capability then simply waits until you need it.

[Fleet Manager software](https://info.mobilerobot.com/documentation/technical-integration/fleet-manager-guide/) (<https://info.mobilerobot.com/documentation/technical-integration/fleet-manager-guide/>) is licensed per robot at €6,500 (end-user list, 2026). Fleet Management System setup is available as an add-on to the [commissioning package](https://info.mobilerobot.com/documentation/installation/deployment-checklist/) (<https://info.mobilerobot.com/documentation/installation/deployment-checklist/>).

Planning notes

- Advanced functions rely on connectivity — check [Network and Wi-Fi Requirements](https://info.mobilerobot.com/documentation/installation/network-and-wi-fi-requirements/) (<https://info.mobilerobot.com/documentation/installation/network-and-wi-fi-requirements/>), before an upgrade project.
- The 2026 list prices above are time-sensitive; confirm current pricing with your partner or hello@mobilerobot.com.