



The Mobile Robot Company

Knowledge Center — Emergency Contact Guidance · 2026-08-04

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

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**.