



The Mobile Robot Company

Knowledge Center — Partners and Availability · 2026-08-04

<https://info.mobilerobot.com/support/faq/partners-and-availability>

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.