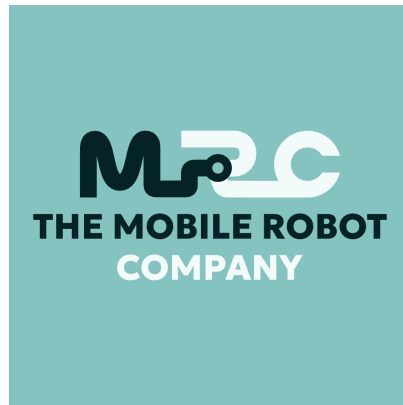




The Mobile Robot Company

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

<https://info.mobilerobot.com/support/faq/service-and-warranty>

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/>).