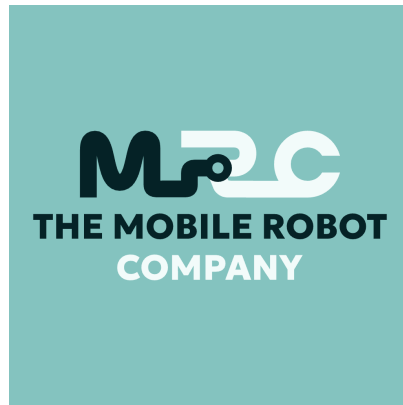




The Mobile Robot Company

Knowledge Center — Technician Training · 2026-08-04

<https://info.mobilerobot.com/support/training/technician-training>

Technician Training

Service on the J1600 is performed by trained field-service technicians employed by service partners. This page describes how that training is organized.

Who is trained

Partners in the distribution network employ field-service technicians and keep their product training current — it is one of the standing expectations of a service partner. Customers do not service the robot themselves; even the [Advanced software upgrade](https://info.mobilerobot.com/products/software/advanced-software/) (<https://info.mobilerobot.com/products/software/advanced-software/>) is installed at the factory or by a partner, never by the customer.

How partner technicians are trained

New partners receive a **two-day sales and service training workshop** from The Mobile Robot Company as part of partner onboarding. After the workshop, partners have **unlimited remote support** from the company's technical team, plus on-site deployment-support days for early installations. Further support days can be purchased when needed.

Each partner also appoints an internal product **Champion** — the resident expert and main technical contact for that partner.

What this means for customers

When a technician arrives on site, the work is backed by the company's parts supply, software, and technical support. See [On-site support](https://info.mobilerobot.com/support/service-warranty/on-site-support/) (<https://info.mobilerobot.com/support/service-warranty/on-site-support/>) for how visits are arranged and priced, and [Find a service partner](https://info.mobilerobot.com/support/contact/find-a-service-partner/) (<https://info.mobilerobot.com/support/contact/find-a-service-partner/>) to get connected with a trained partner.

Organizations interested in [becoming a partner](https://info.mobilerobot.com/partners/program/why-partner-with-us/) (<https://info.mobilerobot.com/partners/program/why-partner-with-us/>) can start at the [partner section](https://info.mobilerobot.com/category/partners/) (<https://info.mobilerobot.com/category/partners/>).

