



Service & Support. When and where you need it.



## In manufacturing, uptime is everything.

This is why, as the world leader in collaborative robots, we want to ensure and support your successful deployment and application.

Together with our partners, we provide a host of tools for customers to use to proactively assess cobot operational performance and mitigate risks. See what you can do when you combine your cobot with the expertise of Universal Robots to keep your business running, even in a world of uncertainty.

and expert advice on your cobots from the people who understand them most.



## myUR: The whole service conversation in one platform.

#### Your workspace can turn into a powerhouse with a UR cobot - and with the help of myUR.

Our free, web-based fleet management tool enables you to raise service requests, communicate directly with UR Tech Support and your UR distributor, keep maintenance history of your cobots, and even invite employees to manage cases. With myUR, Universal Robots strives to have a substantive response within 4 business hours, restoring productivity quickly.

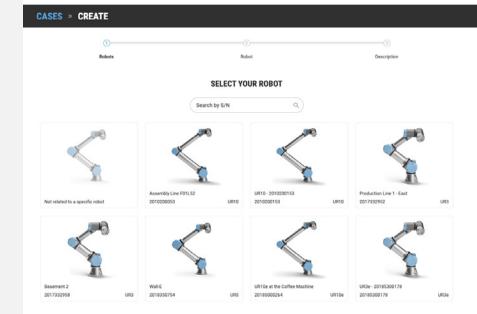
myUR also gives users access to a rich repository of information on cobots, complete with how-to articles, webinars, and downloadable manuals and software.

We streamline the service process so you can focus on getting ahead – and staying ahead.

Create a free myUR account to manage your cobot(s) with rapid support, updated resources, and more.



UNIVERSAL ROBOTS myUR | Users Robots Cases



# Service360: Set up your business to expect the unexpected.

#### Flexible, agile, and smart.

A Service360 Plan is a suite of solutions to help control costs and offer a budget solution to avoid unexpected repair costs.

When you choose Universal Robots, you unlock exceptional aftercare made for every shape and size of business. Whether you've got one cobot or an entire fleet, we'll be here delivering expert advice, remote maintenance, spare parts, on-site repairs, and more so you can maximize uptime, every time.

Go proactive. Prepare for the unexpected and reduce risk with a customized Service360 plan.

#### Remote Check

Quick service no matter where you are.

UR experts will review cobot log history files remotely and provide a report on findings and recommendations to optimize robot performance.



#### **On-site Check**

#### Support when you need it, where you need it.

An in-person visit to evaluate robot performance in real-time and provide a report on performance optimization to mitigate potential risks.



#### Uptime Plan

#### Customize a sustainable solution.

UR and your distributor partner will build a plan tailored to your business needs, often designed to resolve a service issue in less than 2 hours. Components of the plan may include minimal spare parts inventory, training, proactive checks, and consulting.



#### Training

Bring cobot expertise in-house.

UR and your distributor partner will train your maintenance team to expedite cobot deployments and address potential issues efficiently.

#### 05 Spare Parts Inventory

Get the parts you need.

Get a customized spare parts inventory based on your business needs and enable your trained engineers to return a robot to production in under 30 minutes. You can tailor your Service360 plan to include any or all of these solutions.









**KANSAS CITY, MO** 1566 N. Topping Ave. Kansas City, MO 64120 913.440.4477 SPRINGFIELD, MO 4319 S. National Ave. Springfield, MO 65810 417.724.2231 **ST. LOUIS, MO** 2021 Congressional Dr. St. Louis, MO 63146 314-731-4444

#### **BLOOMINGTON, IL** 1701 Empire St.

Bloomington, IL 61704 217.615.4440

### Contact

**Universal Robots USA, Inc.** 5430 Data Court Ann Arbor, Michigan 48108 United States

+1 844-462-6268 ur.na@universal-robots.com universal-robots.com

