



# CUSTOMIZED SERVICE CONTRACTS & OPTIONS

that empower your company's success

We take a 360 view of your automation solution from commission to service, optimization and maintaining – you get the benefit of 360 expertise online, onsite and remotely, for 360 peace of mind. Empower the success of your automation journey and optimize your uptime with Service360.

**UNIVERSAL ROBOTS** **SERVICE360**

# WHEN THE UNPLANNED HAPPENS...

Production stops -

*you cannot meet production numbers, deadline dates etc = lost \$\$\$*

Service and replacement parts require PO approvals -

*long delays and unnecessary extended downtime*

No onsite specialist to resolve cobot issues -

*can't find an expert quickly to resolve the issue*



## BE PREPARED...

- A **one-stop resource** for quick cobot resolution
- **Parts and services** provided without delay
- Direct access to a **Cobot specialist** to resolve cobot issues quickly
- Controlled and **known** costs

# THE SERVICE360 APPROACH

## Mitigate risk & take total control of unexpected expenses

- ✔ Eliminate unplanned service and part costs
- ✔ Save money – a Service360 service contract costs less than an average repair cost
- ✔ Quick access to loaner robots to maintain productivity
- ✔ UR experts provide 360° approach to your entire customer support experience delivering a complete and long-lasting solution
- ✔ Maximize your robot's ROI through Remote and Onsite Robot checks

## Keep production running – service levels to meet your needs

- ✔ UR service support - 94% customer service satisfaction
- ✔ Keep production running with a UR robot loaner
- ✔ Preventative maintenance
- ✔ Leverage Service360 add-on services to meet your specific needs - examples:
  - When production can't wait, UR experts can be onsite within hours\*
  - Develop your own in-house cobot expert, attend UR's Cobot Certification Training, learn how to increase your robot's ROI

## Rapid recovery from any unforeseen events

- ✔ 4 hour response times
- ✔ 60% of issues resolved after first contact
- ✔ Direct contact with UR's manufacturing experts
- ✔ Worldwide repairs supported by the UR's Global Distributor Network
- ✔ UR Customer Portal providing 24/7 online case management system to track and trace support cases

**UNIVERSAL ROBOTS**  
**SERVICE360**



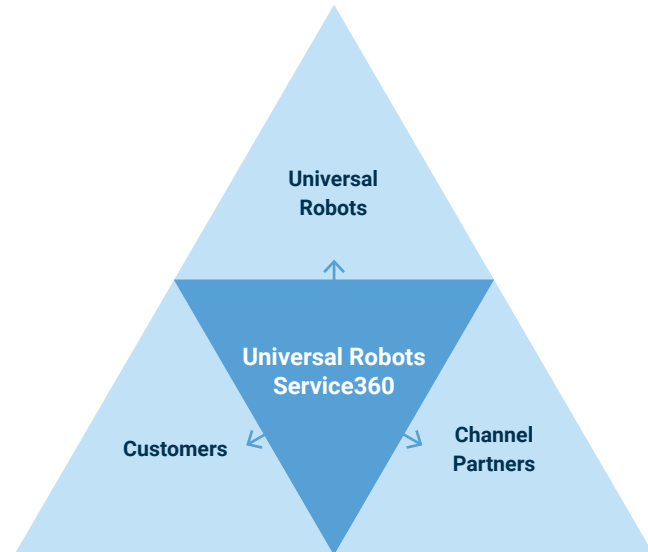
# WHY UNIVERSAL ROBOTS SERVICE360?

## Safeguarding Productivity and Empowering Business Success

### Key customer benefits:

- ✓ Production predictability by ensuring robot uptime
- ✓ 60% of issues resolved after first contact
- ✓ Pre-planned part and service costs, no more waiting for POs to be approved
- ✓ 4 hour response time\*
- ✓ 24/7 Customer Portal online case management system
- ✓ 94% customer service satisfaction
- ✓ Resolution to your specific business needs – a collaborative, team-based support process – together with UR and your local distributor
- ✓ Service360 Basic contract cost is less than average repair cost
- ✓ Direct contact with UR automation experts

Maximizing uptime  
through seamless collaboration



*\*Business operational hours vary by region*

# A SIMPLE CHOICE FOR THE RIGHT AGREEMENT

## Success through Service

We don't stop at providing empowering automation technology. We want to engage lasting customer partnerships with service and support throughout the entire lifecycle of your robot. Universal Robots Service360 empowers the success of your business with three levels of service agreements: Standard Warranty, Service360 Basic and Service360 Advanced.



### UR Standard Warranty

- ✓ **Included with robot purchase**
- ✓ 15 month coverage
- ✓ 4 business hour response times\*
- ✓ Case response by Universal
- ✓ Robots & Global UR Partner network
- ✓ 24/7 UR Customer Portal online case management system
- ✓ Warranty covered expenses



### UR Service360 Basic

- ✓ **Includes Standard Warranty benefits**
- ✓ 12 month coverage
- ✓ Purchase anytime during warranty period to meet business and budgetary requirements
- ✓ Parts and Labor covered



### UR Service360 Advanced

- ✓ **Includes Service360 Basic benefits, plus**
- ✓ 12 month coverage
- ✓ UR Remote Robot Check, 1 per contract year conducted by a UR Engineer
- ✓ UR Onsite Robot Check, 1 per contract year conducted by a UR Engineer in conjunction with a Distribution Partner's engineer.
- ✓ 2-week robot loan per contract year

# PREVENTION INSTEAD OF REPAIR

## Get the most out of your robot...

All UR Service360 branded products sold are conducted by Senior UR Engineers coordinated with your local UR Distribution Partner to ensure robot is performing optimally.

The purpose of these checks:

- help you sustain your ROI
- increase longevity of your robots
- work with your schedule for optimal timing of your checks



### Remote Check

- Check log files to **identify risks to productivity**
- Check robot program to **reduce unnecessary wear and tear**
- Video Review to **identify potential performance opportunities**
- Skype meeting to **address any performance or operational concerns**
- Written Report **with findings and recommendations and expected benefits of changes**

### On-Site Check

- **Evaluate** current robot performance
- Identify and implement programming efficiencies to **reduce unnecessary wear and tear**
- Environment Check to **reduce robot movement risks**
- Consultation to **identify business needs, efficiency or operational gains**
- Written Report **with findings and recommendations and expected benefits of changes**



# SERVICE360 ADD-ON SERVICE

Providing flexibility and additional support for critical activities



## Robot loan

When production can't stop, UR will provide loaner robots for an agreed period of time OR as a short-term replacement.

Restore your productivity while resolving service events ultimately saving you money.



## UR Tool Kit and Spare Parts

Preparation protects productivity. Customers with trained engineers and a tailored spare parts inventory enables the fastest return to productivity following a service event. Minutes instead of hours or days.

Engage with your UR Distributor Partner to identify the best answer for your business.



## Rapid Response Site Visit

When deployment or programming can't wait, an experienced UR experts can be on onsite within hours\* of your request.

Being on-site to help expedite solutions. UR expertise can help save you time and that translates into faster ROI.



## Consultancy (onsite or remote)

How can you achieve greater ROI from my robot/s? Ask the cobot automation experts at UR to uncover ways to improve functionality, efficiency and increase longevity of your robot/s.



## UR Trained Engineers

Have your own cobot expert and get the most out of your cobot. Have a lead engineer attend UR's In-class Trainings at an authorized training center. Learn from UR experts on how to increase robot efficiency, longevity, and implement best practices to increase a robot's ROI.



## Future New Offerings

UR will continue to offer new services to meet the growing needs of our customers.

Reach out to UR and UR Distributor Partner with suggestions on how we can best help you.

\* Speed of response can vary depending on distance from your UR Partner.

# CUSTOMER PORTAL

## Service made easy

Universal Robots Customer Portal enables you to get instant access to our experts wherever you are in the world. The portal also provides information that may enable easy troubleshooting as well as information to enhance your use of your robot. No need to hang around waiting for the next Agent to become available. You can track your cases, update your assets, see historical case information, and search knowledgebases for new information and tutorials.

## WANT TO KNOW MORE?

Contact your nearest Universal Robots distributor here:

[universal-robots.com/distributors](https://universal-robots.com/distributors)



**UNIVERSAL ROBOTS**



# SERVICE CONTRACTS

**that safeguard productivity and empower your company's success.**

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Empower the success of your automation journey and **MAXIMIZE** your **UPTIME** with Service360.