



UNIVERSAL ROBOTS

**HTE**   
AUTOMATION

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**Service & Support.**  
When and where you need it.



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**Maximize uptime  
for your cobot with  
world-class service.**

# 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.

↓ Get immediate support 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

SERVICE / SUPPORT | AU

CASES » CREATE

① Robots      ② Robot      ③ Description

SELECT YOUR ROBOT

Search by S/N

Robot Type	Serial Number	Model	Location
Not related to a specific robot			
Assembly Line F011L52	2010200053	UR10	2010200153
UR10 - 2010200153	2010200153	UR10	2017332952
Production Line 1 - East	2017332952	UR3	
Basement 2	2017332958	UR2	
Wall-E	2018350754	UR5	
UR10e at the Coffee Machine	20185000264	UR10e	20185300178
UR3e	20185300178	UR3e	

# 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.

## 01

### 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.

You can tailor your Service360 plan to include any or all of these solutions.



## 02

### 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.

## 03

### 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.



## 04

### 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.



UNIVERSAL ROBOTS



a business unit of HTE Technologies

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