



UNIVERSAL ROBOTS SERVICE360

Rapid Response - Maximize Uptime - Protect Productivity

Service 360 Basic Contract Product Fact Sheet

What is Service 360 Basic Contract?

- Picks up where UR's standard warranty ends, provides 12 months peace of mind
- Covers parts and technical support for a specific UR Robot
- Protects from unexpected service expenses resulting from normal wear and tear
- Can be purchased at any time during a UR Robot's warranty or contract period

Who needs Service 360 Basic Contract?

- Robots nearing the end of their warranty coverage
- Any CB3 or e-series robot not covered by UR's warranty*
- Customers looking for fast response and resolution from unexpected service events
- Customers looking to protect their productivity

What problems does Service 360 Basic Contract?

- Avoid long internal delays waiting for purchase orders for expensive repairs
- Service issues can be addressed quickly
- Service recovery plans should include getting support & parts quickly to restore productivity
- Enables proactively budgeting for this high value, low cost expense than react to an expensive service issue.

What does UR provide with the Service 360 Basic Contract?

- UR provides access to MyUR, a portal for customers to manage their assets, find information, ask questions, and create service cases.
- UR responds to customer inquiries within 4 business hours via phone, email, and/or MyUR
- Covers parts and technical assistance to help resolve service issues quickly.
- Covers any necessary UR Service Hub repairs- parts and UR labor

What does UR customer get with the Service 360 Basic Contract?

- Peace of mind:
 - o The costs savings from common repairs such as joint replacement, controller repair, and joint repair would more than cover the cost of the Service360 Basic Contract
- Rapid response to service issues. No internal delays waiting for a PO approval and quick resolution to normal wear and tear service
- Rapid return to productivity reduces the impact of waiting for repair

*- Robots not currently covered by a warranty or contract will require UR Recertification prior to purchasing a Service 360 contract

** - Same parts and technical support robot coverage as UR's standard warranty, normal wear and tear