Service Booklet uLog Locker

United Robotics Group · maintenance booklet of the unit file · version 1.0 · 11 September 2026 · one booklet per robot

This booklet belongs to **one** robot of the uLog Locker range and stays with it. It is the mandatory “service booklet” document of its unit file in the uSuite. Operator and service technician keep it together: the operator the daily and monthly points, the technician the maintenance and the record.

It is based on chapter 7 “Inspection and maintenance” and on the safety chapter of the uLog Locker user manual 1.0. The intervals for warranty, maintenance and contract come from the uSuite. Fields that are not pre-filled are entered by the technician on delivery or at maintenance.

1 · Master data of the robot

uLog Locker consists of a uLog range chassis, the locker body with two electronically locked containers and two screens.

Model (tick as applicable):

☐ uLog Locker

ITEM	ENTRY
Serial number	
Delivered on	
Warranty until	
Contract level (Basic / Plus / Premium)	
Contract until	
Maintenance interval in months	
Number of NFC cards issued	
Operator	
Location	
Handed over by	

Software level on delivery. Specification for units set up from 10 September 2026 onwards. Deviations are entered by the technician.

COMPONENT	SPECIFICATION	ACTUAL ON DELIVERY
uGo	1.0.8	
Kiosk	1.0.3	
Netzschranke	1.1.9	

2 · Warranty, contract and maintenance interval

The uSuite carries these values on the unit row. What is given here is the specification; a different value may be maintained on the individual robot, and then that one applies.

VALUE	SPECIFICATION
Warranty from delivery	24 months
Maintenance interval	12 months
Lead time from which maintenance is announced	30 days
Maintenance overdue	as soon as the calculated date has passed

The next maintenance is counted from the last maintenance; if none has taken place yet, from delivery. If neither is entered, the next maintenance is unknown and is not estimated.

Contract levels and promised response time

LEVEL	RESPONSE TIME	INCLUDED
Basic	24 hours	remote support during business hours, edition care, annual maintenance
Plus	8 hours	Basic, plus on-site work during business hours and wearing parts
Premium	2 hours	Plus, and outside business hours as well, plus a replacement unit for a longer outage

Whether a service runs under warranty, under the contract or against an invoice is decided by the uSuite from the entries on the unit row; the warranty takes precedence over the contract. If an entry is missing, the bearer counts as unknown — and unknown is not billable. For everything further the maintenance contract applies.

3 · Maintenance schedule

CHECK POINT	WHAT TO CHECK	INTERVAL	WHO
Visual inspection	housing and locker body for damage, scratches and deformation; nothing foreign attached. Emergency stop button, collision protection and the other safety devices intact and effective	daily	operator
Doors and locks	both doors close easily and lock securely; door area clear of objects; no damage to lock or seal	daily	operator
Reader and screen of the body	7-inch screen and reading surface for NFC and QR code clean and undamaged; the screen wakes on touch	daily	operator
Container interior	clean the interior with a soft cloth and a neutral cleaner after transporting soiling goods	monthly	operator
Cards and codes	check the list of registered NFC cards and QR codes; remove lost entries and entries no longer needed	monthly	operator

Wheels	clean drive and steering wheels of hair, dust and grease; check for wear and damage, replace if needed	monthly	operator
Laser scanner and sensors	dust carefully, do not rub hard, no corrosive cleaners — both impair measuring accuracy. Other sensors for cleanliness and function	monthly	operator
Charging system	charging station and charging interface for oxidation, damage and loose fit. Output voltage and output current of the station against the figures; an unstable charging voltage damages the battery	monthly	operator
Cleaning outside	soft, lint-free cloth and neutral cleaner. No corrosive agents, no hard objects. Do not cover sensors, cameras and laser scanner while cleaning	monthly	operator
Battery	charge according to our figures, avoid overcharging and deep discharge, check the charge level regularly	monthly	operator
Wearing parts	replace heavily worn parts such as wheels and bumper strips without delay	monthly	operator
Motor and drive, internal assemblies, cables and connectors, interior cleaning, upgrades	reserved for qualified personnel. If there are unusual noises or overheating at the motor, stop the robot at once and inform service	per maintenance	technician
Software level	the robot fetches its updates through the uSuite itself, at the charging station. Check in the uSuite whether all units are on the same level	per maintenance	technician
Map	every map can be backed up and restored. Back up before every larger change	per maintenance	technician

By qualified personnel only. Work on motor and drive, checking internal assemblies, cables and connectors, interior cleaning and hardware upgrades are reserved for qualified personnel. Removing and refitting the locker body is service work. Dismantling the robot or the charging station without our consent voids the warranty.

Storage. If the robot is not used for a longer period, charge it to about 50 per cent and store it dry between −20 °C and 65 °C. If transport or storage conditions differ from this, it has to be agreed with us beforehand.

4 · Checklist per maintenance

The technician ticks off and enters the finding. A point that does not apply is struck through and not ticked.

Unit and safety

- ☐ Visual inspection of housing and locker body: no damage, scratches, deformation, nothing foreign attached
- ☐ Emergency stop button intact and effective

- [ ] Collision protection and the other safety devices intact and effective
- [ ] Safety labels (laser radiation, crushing hazard) present and legible

Containers, locking and release

- [ ] Both doors close easily and lock securely
- [ ] Electronic locks of both containers checked; no damage to lock or seal
- [ ] 7-inch screen of the body wakes on touch and shows the home page
- [ ] NFC and QR code reader reads a test card for each container
- [ ] Upper and lower container open separately; a card of the upper does not open the lower
- [ ] List of registered NFC cards and QR codes checked; entries no longer needed removed
- [ ] On/off switch at the back of the body head effective
- [ ] Container interior cleaned

Running gear and sensors

- [ ] Wheels cleaned, checked for wear and damage
- [ ] Wearing parts checked; heavily worn wheels and bumper strips replaced
- [ ] Laser scanner dusted, measuring surface clear
- [ ] Other sensors checked for cleanliness and function
- [ ] Outer surfaces cleaned, sensors and cameras not covered while doing so

Battery and charging system

- [ ] Charging station and charging interface checked for oxidation, damage and fit
- [ ] Output voltage and output current of the charging station checked against the figures
- [ ] Charge level of the battery checked; no sign of overcharging or deep discharge

Qualified personnel only

- [ ] Motor and drive without unusual noises and without overheating
- [ ] Internal assemblies, cables and connectors inspected
- [ ] Interior cleaning carried out as far as necessary

Software and connection — The target state is the set-up record of this robot.

- [ ] Software level checked in the uSuite; all units of the site on the same level
- [ ] Network guard (Netzschranke) active
- [ ] Login to the uSuite in place
- [ ] Map backed up
- [ ] Date of this maintenance entered in the uSuite so that the next date is right

5 · Maintenance record

One line per maintenance carried out. The signature confirms that the checklist from section 4 has been worked through completely.

DATE	TECHNICIAN	SOFTWARE LEVEL	FINDING	SIGNATURE

6 · Event and repair log

Faults, replacement parts, accidents, transports, changes to the site and to the map, and the issue and return of NFC cards.

DATE	EVENT OR REPAIR	ACTION	HANDLED BY

7 · Contact and service

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Remote service access is opened only on request and only for an agreed window; afterwards it closes by itself. Outside a requested window there is no access to the robot from outside.

In case of unusual noises, overheating, smoke or smell, stop the robot at once, press the emergency stop button and inform service. Do not operate the robot further until the matter is

clarified.

Version and changes

VERSION	DATE	CHANGE
1.0	11 September 2026	First issue. Maintenance schedule and checklist taken from chapter 7 and the safety chapter of the uLog Locker user manual 1.0. Intervals, warranty and contract figures taken from the uSuite.