Service booklet uServe

United Robotics Group · Maintenance booklet of the equipment file · Version 1.1 · 14 September 2026 · one booklet per robot

This booklet belongs to **one** robot of the uServe range and stays with it. It is the mandatory "service booklet" document of that robot's equipment file in the uSuite. Operator and service technician keep it together: the operator the daily and monthly items, the technician the maintenance and the record.

It is based on chapter 7 "Inspection and maintenance" and on the safety chapter of the range's user manual. The intervals for warranty, maintenance and service contract come from the uSuite. Fields that are not pre-filled are entered by the technician at delivery or at maintenance.

1 · Robot master data

uServe consists of chassis, tray tower and operator screen.

Model (tick as applicable):

- ☐ uServe

ITEM	ENTRY
Serial number	
Delivered on	
Warranty until	
Contract level (Basis / Plus / Premium)	
Contract until	
Maintenance interval in months	
Operator	
Site	
Handed over by	

Software version at delivery. These are the defaults for units set up from 10 September 2026 onwards. The technician enters any deviation.

COMPONENT	DEFAULT	ACTUAL AT DELIVERY
uGo	1.0.8	
Kiosk	1.0.3	
Network guard (Netzschranke)	1.1.9	

2 · Warranty, contract and maintenance interval

The uSuite holds these values on the equipment record. What is shown here is the default; an individual robot may carry a different value, and then that one applies.

VALUE	DEFAULT
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 calculated from the last maintenance; where none has taken place yet, from the delivery date. If neither is recorded, the next maintenance is unknown and is not estimated.

Contract levels and committed response time

LEVEL	RESPONSE TIME	INCLUDED
Basis	24 hours	Remote support during business hours, version maintenance, annual maintenance
Plus	8 hours	Basis, plus on-site attendance during business hours and wearing parts
Premium	2 hours	Plus, plus outside business hours and a replacement unit in the event of a longer outage

Whether a service runs under warranty, under the contract or against invoice is decided by the uSuite from the entries on the equipment record; warranty takes precedence over the contract. Where an entry is missing, coverage counts as unknown — and unknown is not billable. Everything beyond that is governed by the maintenance contract.

3 · Maintenance schedule

CHECK	WHAT TO CHECK	INTERVAL	WHO
Visual check	Housing for damage, scratches and deformation; nothing foreign attached. Emergency stop button, collision protection and the remaining safety devices intact and effective	daily	Operator
Wheels	Clean hair, dust and grease from the drive and castor wheels; check for wear and damage and replace where necessary	monthly	Operator
Laser scanner and sensors	Dust carefully, do not rub hard, do not use corrosive cleaners — both impair measuring accuracy. Check the remaining sensors for cleanliness and function	monthly	Operator
Charging system	Charging station and charging interface for oxidation, damage and loose fit. Output voltage and current against the specification; an unstable charging voltage damages the battery	monthly	Operator

CHECK	WHAT TO CHECK	INTERVAL	WHO
Cleaning the outside	Soft, lint-free cloth and a neutral cleaner. No corrosive agents, no hard objects. Do not cover sensors, cameras and the laser scanner while cleaning	monthly	Operator
Battery	Charge as specified by us, avoid overcharging and deep discharge, check the charge level regularly. Rated figure for this range: 18 Ah, at least 10 hours of continuous operation, 4 hours charging time	monthly	Operator
Wearing parts	Replace heavily worn parts such as wheels and bumper strips promptly	monthly	Operator
Motor and drive, internal assemblies, cables and connectors, internal cleaning, upgrades	Reserved for qualified personnel. If unusual noise or overheating occurs at the motor, stop the robot immediately and contact service	per maintenance	Technician
Software version	The robot fetches its updates through the uSuite by itself, at the charging station. Check in the uSuite that all units are on the same version	per maintenance	Technician
Map	Every map can be backed up and restored. Back up before every larger change	per maintenance and before every change to the map	Technician

Qualified personnel only. Work on the motor and drive, inspection of internal assemblies, cables and connectors, internal cleaning and hardware upgrades are reserved for qualified personnel. 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. Any transport or storage conditions that differ from this are to be agreed with us beforehand.

Shutting down and restarting

"Shut down robot" on the Technikerseite switches off the control board. The chassis stays powered, the lights keep flashing. The robot can only be switched on again at the unit itself, with the on/off button: button off, button on.

"Restart robot" restarts the control board only. The Technikerseite comes back by itself afterwards, and the map in use stays active.

Stop the robot before "Restart robot". A trip that is under way is not aborted by the restart. This applies to version 1.1.9; a change has been requested. Established at the unit on 13 September 2026.

4 · Checklist per maintenance

The technician ticks each item and records the finding. An item that does not apply is struck through and not ticked.

Unit and safety

- ☐ Visual check of the housing: no damage, scratches or deformation, nothing foreign attached
- ☐ Emergency stop button intact and effective
- ☐ Collision protection and remaining safety devices intact and effective
- ☐ Safety labels (laser radiation, crushing hazard) present and legible

Chassis 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
- ☐ Remaining sensors checked for cleanliness and function
- ☐ Outer surfaces cleaned, sensors and cameras not covered in the process

Battery and charging system

- ☐ Charging station and charging interface checked for oxidation, damage and fit
- ☐ Output voltage and current of the charging station checked against the specification
- ☐ Battery charge level checked; no sign of overcharging or deep discharge

Qualified personnel only

- ☐ Motor and drive free of unusual noise and overheating
- ☐ Internal assemblies, cables and connectors inspected
- ☐ Internal cleaning carried out where required

Software and connectivity — the target state is this robot's commissioning record.

- ☐ Software version checked in the uSuite; all units on site on the same version
- ☐ Network guard active
- ☐ uSuite registration in place
- ☐ Map backed up
- ☐ Date of this maintenance entered in the uSuite so that the next due date is correct

5 · Maintenance record

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

DATE	TECHNICIAN	SOFTWARE VERSION	FINDING	SIGNATURE

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6 · Incident and repair log

Faults, replaced parts, accidents, transports, changes to the installation site and to the map.

DATE	INCIDENT OR REPAIR	ACTION TAKEN	CARRIED OUT BY

7 · Contact and service

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

In the event of unusual noise, overheating, smoke or smell, stop the robot immediately, press the emergency stop button and contact service. Do not continue to operate the robot until the matter has been 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 range's user manual 2.0. Intervals, warranty and contract figures taken from the uSuite.
1.1	14 September 2026	New subsection "Shutting down and restarting" in section 3 (finding of 13 September 2026). Naming of the Netzschranke in the English version made consistent (network guard). Otherwise unchanged.

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