




# Efficient Customer Service for Global Clients



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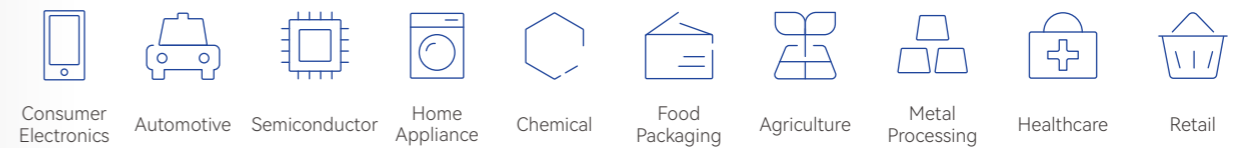
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# About Dobot

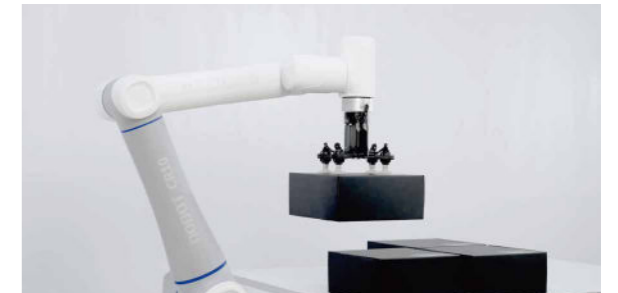
Founded in 2015, Dobot is the creator of the world's first desktop grade collaborative robot. We offer 6 main product lines: CR, CRS, MG400, M1 Pro, Nova, and Magician, with over 10 collaborative robot models. We are the first in the industry to offer a product line up that covers 0.5 to 16 kg payloads. Dobot has sold over 68,000 lightweight collaborative robots to 140 countries and regions.



- Covers 10+ industries including consumer electronics, automotive, metal processing, semiconductor, healthcare, chemical and retail.



- Ranked No. 1 in the industry in terms of intellectual property rights count. Invented the SafeSkin wearable accessory to realize both safety and efficiency in collaborative automation.



- Operates 3 R&D centers and 3 overseas branches in the US, Germany, and Japan, with additional office locations in Shenzhen, Shanghai, Suzhou, Beijing, Qingdao, and Chengdu in China. Works with 350+ distributors globally to offer professional customer services.



- Established one of the largest robot manufacturing base in China with world-leading smart production lines and an annual production capacity of 100,000 units.



# Service System



## Professional Services to Enhance Customer Productivity






Supported by our global branches and sales service network, Dobot responds promptly to the needs of our global clients. Our technical experts provides professional technical consultation and support at different stages of the product life cycle to ensure the long-term stable operation of our products and maximize customer productivity. This commitment enables us to achieve our clients' greatest benefit.

Robots Sold Globally **68,000+**

Application Scenarios **200+**  
Industries Covered **15+**

**350+** Distribution Partners

### To ensure high productivity, Dobot has

-  12 Customer Service Centers
-  24/7 Online Support
-  Professional Technical Support Team
-  Standardized Training Centers
-  Comprehensive Spare Parts Management System

# Service System

## Multiple Service Methods to Quickly Respond to Customer Needs

We provide multiple channels of contact so that you can easily reach us. Whether you need technical assistance or advice on production optimization or product maintenance, we will respond promptly to your needs.

Hotline [+86-400-800-7266](tel:+86-400-800-7266) Technical experts are available 24/7 to provide professional and prompt solutions to any issues that customers may encounter during the use of our products.

Email [support@dobot-robots.com](mailto:support@dobot-robots.com) Contact us via email to send any questions, feedback, or suggestions regarding any issues encountered during the use of our products. Our technical service team will respond promptly upon receiving the email.

Website Support [www.dobot-robots.com](http://www.dobot-robots.com) Visit our official website to stay up-to-date on the latest product releases, software and hardware updates, case studies in various industries, and training activities on different topics. We are constantly upgrading and improving our database to make it easier for customers to access the support they need.

User Center [MyDobot](#) By accessing the MyDobot user center on our website, you can manage your robots, request maintenance, and track the latest progress on any reported issues, as well as receive remote assistance.



### Remote Services

If you encounter any problems or difficulties during the use of our robots, you can obtain our support through online video conferencing or remote diagnostics, no matter where you are located. Our technical experts will assess the robot's condition and provide solutions to promptly resolve any issues.



### On-site Services

To help you diagnose and resolve issues quickly, our service points around the world will be activated promptly upon receiving your request. We will dispatch professional technical support engineers to your location to provide comprehensive inspection, repair, and troubleshooting, reducing downtime and restoring production as soon as possible.



# Service System

## Complete Product Life Cycle Technical Support



We provide technical support and services throughout the entire lifecycle of our robots, from pre-sales, sales, to after-sales, covering every stage of their use. From assessment and selection to maintenance and upgrades, we ensure the stable operation of our robots, maximizing production efficiency for our clients' assembly lines.

### Assessment & Model Selection

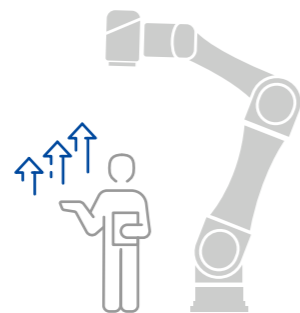
We conduct a comprehensive evaluation and accurate selection of robot models through data analysis before deployment, which is the prerequisite for project success.



Assessment & Model Selection

### Maintenance & Upgrades

As the robot's service life increases, vulnerable parts may age or software versions may become outdated. We have a rich spare parts supply system configured at our service points around the world to ensure preventive maintenance and that the robot operates at optimal performance, maximizing your return on investment.

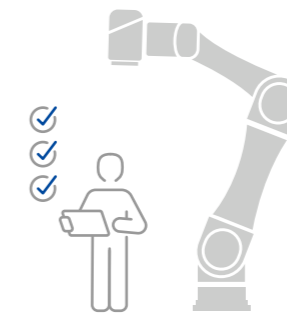


Maintenance & Upgrades

Deployment & Debugging

### Deployment & Debugging

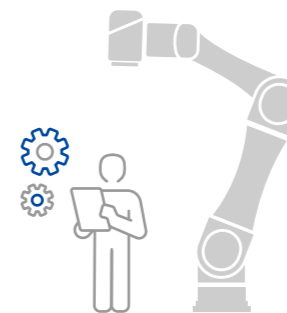
We provide assistance throughout the deployment and program debugging process before the robots are put into production, helping to shorten the deployment cycle.



Troubleshooting

### Troubleshooting

If there is an emergency shutdown or other urgent situations, contact us through any available channels and we will assist you in troubleshooting and getting production back on track as soon as possible.

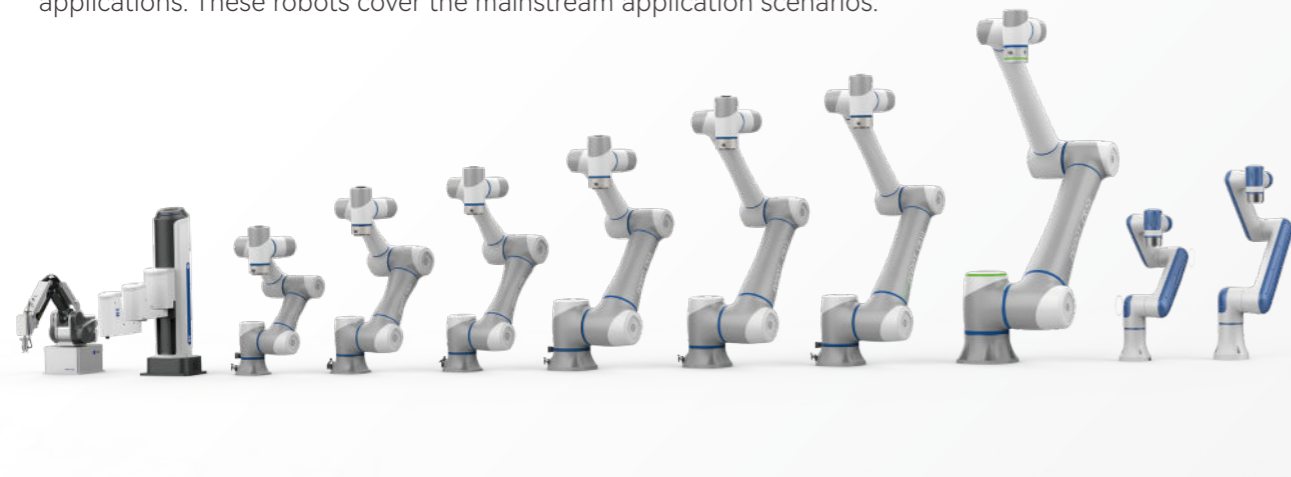


# Assessment & Model Selection

We provide professional guidance for product and accessory selection, and through the support of our application research center and simulation, we ensure that your project can be implemented quickly and effectively.

## Diverse Product Portfolio

Dobot robots come with 0.5 to 20 kg payloads. They are the 6-axis collaborative robots in the CR series, 4-axis collaborative robots in the M1 Pro and MG400, and the Nova series for retail applications. These robots cover the mainstream application scenarios.



## Open Ecosystem

We have conducted feasibility studies, performance tests, solution expectations, and standardized designs for hundreds of typical applications across various industries. This ensures maximum reliability of project results for similar projects in terms of compatibility and effectiveness.



## Application Research Center

We have conducted feasibility studies, performance tests, solution expectations, and standardized designs for hundreds of typical applications. This ensures maximum reliability of project results for similar projects in terms of compatibility and effectiveness.



## Simulation Verification

Efficient planning and accurate evaluation of robot motion range, trajectory, and cycle time through simulation, minimizing deployment risk and deployment time. This helps to identify potential issues during the evaluation stage and avoid losses during actual implementation.



# Deployment & Debugging

During solution deployment and debugging, our technical experts will be deeply involved throughout the entire process, providing installation guidance, risk analysis, and program optimization support to ensure the smooth operation of the solution, accelerating project advancement and implementation.



## On-site Installation Guidance

We provide installation recommendations that match the on-site environment, such as upright, side-mounted or inverted, to ensure stable robot loading and full utilization of workspace, while avoiding interference from moisture, high temperature, dust and other factors.



## Comprehensive Risk Assessment

Identify potential risks such as collision during robot motion in space, support point stress, electromagnetic interference, and electrical safety issues, ensuring the safety and reliability of your equipment.



## Program Testing and Optimization

By optimizing the program logic sequence, acceleration and deceleration control commands, and adjusting system settings such as collision levels and emergency stops, we continuously improve the operational efficiency of the robots.



## Trial Run Evaluation

We compare the actual cycle time of the robot with the theoretical value, verify the cycle time achievement rate, and evaluate the stability of the robot's operation per unit time, enabling the robot to fully perform its capabilities.

# Troubleshooting

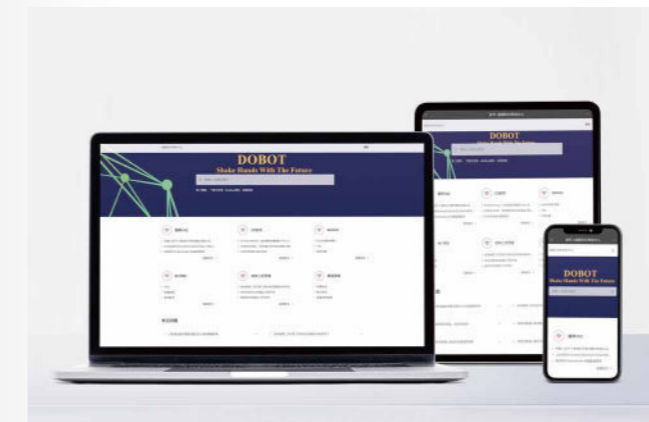


In the event of any abnormal shutdowns or other issues that may arise during the normal operation of the robot due to improper operation or communication issues, we will respond promptly to provide technical assistance, operational guidance, and troubleshooting in order to ensure smooth operation.



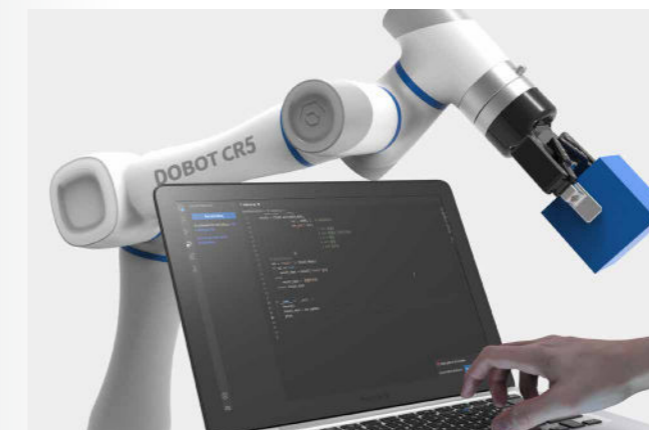
## Maintenance guide

Help users perform service-related operations and troubleshoot issues safely.



## Knowledge Database

Dobot Help Center (<http://support.dobot.cc>) offers a knowledge base on robot parameters, FAQs, and simple troubleshooting tips to help you quickly locate and solve problems.



## Online Diagnosis

Our remote service allows us to diagnose and troubleshoot issues in real-time, no matter where you are located. We will work with you to resolve any problems quickly to help you get your production up and running again.

# Maintenance & Upgrades

We regularly provide users with evaluation and diagnostic services for the operation status of their equipment.

The optimized solution obtained from the diagnosis can be upgraded online and synchronized with every machine in use with just one click, thus extending the service life of the products.



## Global Inventory of Spare Parts

Component failure can cause abnormal machine operation, and we attach great importance to the spare parts inventory, so that when the technical engineer rushes to the site, they can quickly replace the parts and reduce the equipment downtime.



All our global branches have maintenance centers that provide repair and replacement services for parts.



By using the repair parts inventory search system, you can quickly find the required parts.



\* We keep the spare parts for delisted products for 5 years to meet the needs of customers.



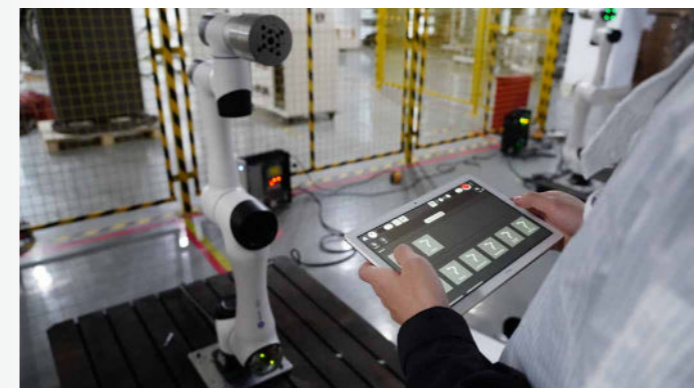
## Extended Warranty Policy

- 18 months standard warranty service. Extended warranty for an additional 1-2 years.
- Customized warranty services that can be extended up to 1-5 years. Dedicated backup machines to ensure your peace of mind.\*



## Fault Prevention with Predictive Maintenance

- Monitor the operational status of equipment remotely using a tablet to detect issues in a timely manner.
- When abnormal states occur, real-time alerts and records are supported. Remote technical experts are available to assist with analysis at any time.



## Online Upgrade to Maintain Optimal Performance

- Get the latest performance improvement via online upgrade.
- Proactively improving performance to reduce operational risks.

### \* Backup Machine Policy

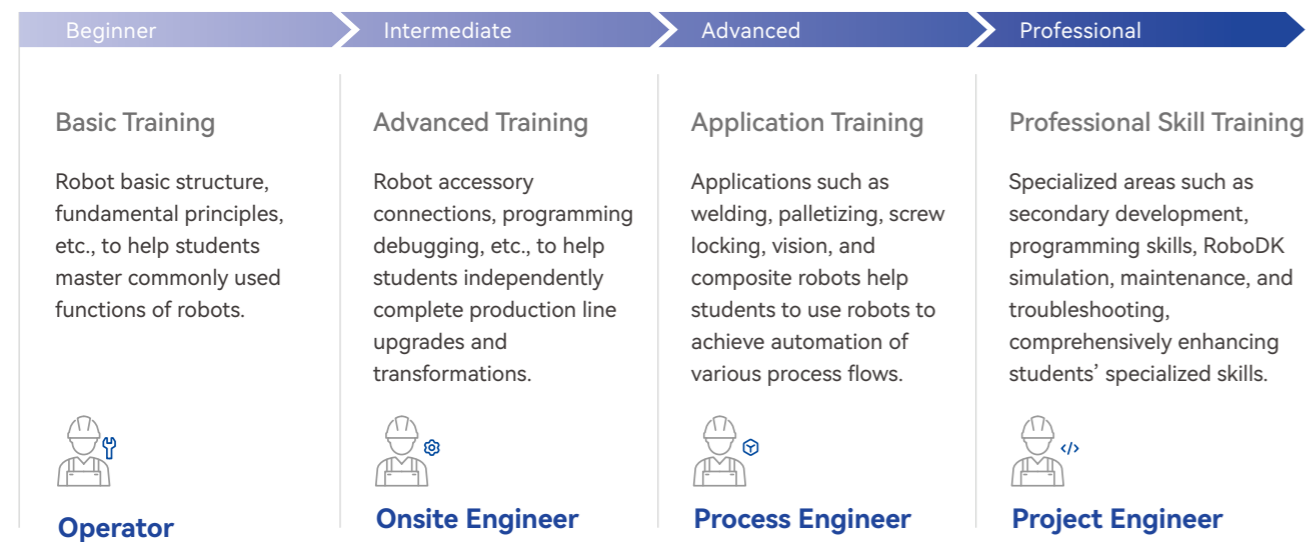
Based on the actual number of Dobot robots working on-site, we arrange spare machines to ensure quick replacement in case of equipment failure, enabling a "replace instead of repair" approach. If local spare machines are insufficient, we will deploy additional ones from nearby locations to restore machine operations quickly through a dual-machine backup mechanism, thus reducing downtime. (Note: the specific arrangement will depend on the actual situation, and the ultimate interpretation right belongs to Dobot.)

# Dobot Academy

Robotic systems require specialized and systematic training for their effective use. We combine our practical experience in providing on-site technical support with a comprehensive knowledge system to establish a complete training system. This system includes standard courses and customized courses, and we provide training materials in various forms such as training videos, online webinars, and offline face-to-face training, enabling customers to choose the most suitable form of training. Our experienced instructors, who have practical experience in the field, can provide detailed and professional answers to trainees' questions.

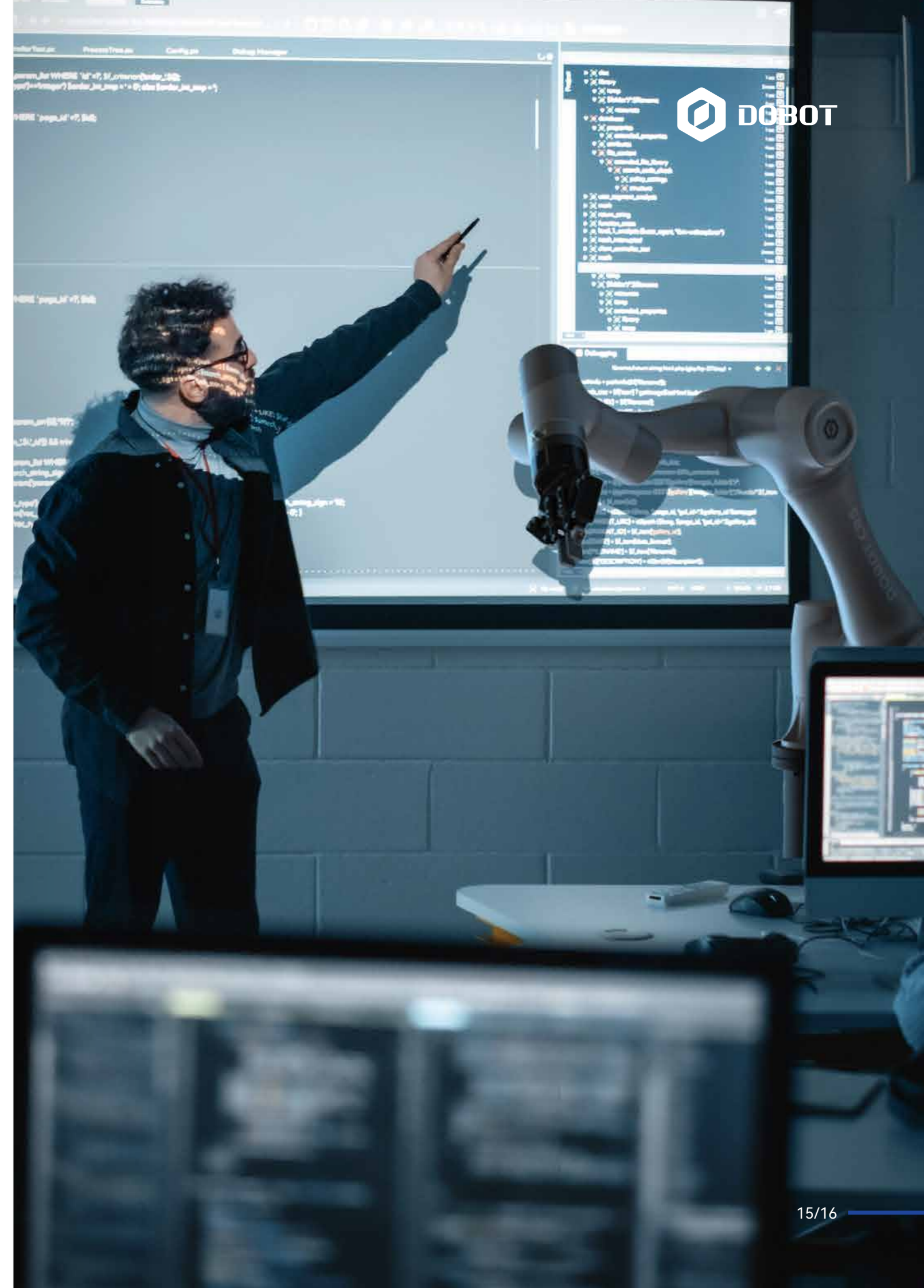
## Standardized Training Courses

The standardized training course adopts a progressive teaching method, starting from scratch and progressing from basic to advanced training. It provides corresponding training courses for different groups of people, such as operators and engineers. It helps you to become an industry expert. Certifications are awarded to those who complete the course and pass the assessment.



## Customized Training Courses

To meet the diverse needs of clients, we offer "one-to-one" customized course design and training tailored to actual situations, addressing various problems that clients may encounter during the use of robots.





## Diverse Training Methods

We have a multilingual video training course section on our official website, hold online technical seminars, and provide on-site training lectures based on our global service network. Students can choose to watch online videos for self-learning or participate in our online seminars and on-site training, exchange ideas with technical experts and industry peers, and explore and learn about Dobot robots anytime, anywhere.



Website Training Videos



Online Technical Webinars



Onsite Training Seminars

## Standardized Training Centers

We have cooperated with global channel partners to establish more than 50 standardized training centers equipped with practical training equipment for welding, screwdriving, vision, composite robots, and more. We help clients quickly master skills through demonstrations and actual operations.



# Customer Value



In the process of serving global customers, Dobot constantly accumulates practical experience and application cases, and systematically summarizes and organizes this knowledge, incorporating it into our service and training system to pass on to our customers. This helps customers to achieve greater value and benefits in the process of using Dobot robots.



- Timely response to customer needs to shorten deployment cycle.
- Experienced technical experts accurately identify and locate issues.
- Practical training content quickly guides production applications.
- Ensure stable operation of robots and increase return on investment.
- Leverage the optimal performance of robots to improve production efficiency.

# MAKE AUTOMATION EASY

