

Installation Guide: NexBot Safety 921-008 Preventive Maintenance Plan

SKU: NXB-KIT-921-008 | Revision: 1.0 | Category: Services & Training > Service Plans > Preventive Maintenance Plans

DANGER: Disconnect all power sources before beginning installation. Follow lockout/tagout (LOTO) procedures per OSHA 1910.147.

1. Required Tools & Materials

- Service Agreement Welcome Packet
- Service Agreement Number (SAN)
- List of robotic assets to be covered (serial numbers required)
- Primary facility contact information (name, email, phone)
- Computer with active internet connection and a modern web browser
- Access to the NexBot customer support portal

2. Pre-Installation Checks

1. Verify that the SKU NXB-KIT-921-008 on the Welcome Packet matches your purchase order.
2. Ensure all robotic assets intended for coverage are powered on and accessible on the network for initial registration.
3. Confirm the primary facility contact has the authority to schedule maintenance downtime.
4. Read the full Terms and Conditions document included in the Welcome Packet.
5. Identify a safe, clean, and well-lit area for the future on-site technician to work.
6. Gather all relevant operational logs for the covered assets for the past 90 days.

3. Installation Procedure

Step 1: Unpack Welcome Packet

Carefully open the Welcome Packet. Inside you will find your Service Agreement Number (SAN), a summary of covered services, and a quick-start guide.

Step 2: Navigate to the NexBot Service Portal

Using a computer with internet access, navigate to the official NexBot customer support portal. Log in with your existing corporate account or create a new one if necessary.

Step 3: Register Your Service Plan

Locate the 'Activate Service Plan' section of the portal. Enter the unique Service Agreement Number (SAN) found in your Welcome Packet and click 'Submit'.

Warning: The SAN is a one-time use code. Ensure you are logged into the correct corporate account before registering.

Step 4: Assign Robotic Assets

Follow the on-screen prompts to assign the plan to specific robotic assets. You will need to enter the serial number for each robot arm, controller, and major peripheral to be covered under this plan.

Warning: An asset cannot be added to the plan after the initial registration. Verify all serial numbers are correct before finalizing.

Step 5: Provide Site Contact Information

Enter the name, direct phone number, and email address for the primary and secondary points of contact at the facility. This person will be responsible for coordinating all on-site service visits.

Step 6: Schedule Initial Consultation Call

Once the plan is registered, you will be prompted to schedule a mandatory 30-minute initial consultation call with a NexBot Service Coordinator. Use the integrated calendar to select a suitable date and time.

Step 7: Confirm First PM Visit Window

During the consultation call, the Service Coordinator will work with you to schedule the first on-site Preventive Maintenance visit. You will agree upon a target week for the service to occur.

Warning: The specific date and time will be confirmed by the assigned field technician approximately 7-10 business days prior to the service week.

4. Post-Installation Verification

1. Verify the service plan status is 'Active' in the NexBot customer portal.
2. Confirm that all assigned robotic assets appear under the 'Covered Equipment' tab for the plan.
3. Check your email for a confirmation of the plan activation and the scheduled consultation call.
4. Add the agreed-upon PM service week to your facility's production and maintenance calendars.
5. Ensure the primary site contact has received and accepted the calendar invitation for the consultation call.
6. Download a PDF copy of your activated service agreement for your records.

Note: For technical support, contact your authorized service provider or visit <https://robotics.barca.group/support>.