

Experience peace of mind with Reach Robotics' Core & Comprehensive Support Packages. Developed to ensure you have the smoothest experience, both integrating and utilising products.

CORE SUPPORT RR-SUP-COR	COMPREHENSIVE SUPPORT RA/RB-SUP-COM	INCLUSIONS
	✓	NO FAULT - NO COST Fully cover your investment in the event of any system failure whether caused by you or beyond your control. Does not cover lost or stolen equipment. Shipping is the responsibility of the client.
	✓	INCLUDED FULL SERVICE Every Reach Robotics product has a recommended servicing schedule (see this article for details). Cap the price of this service and avoid the administrative hassle later on by purchasing our Comprehensive Support Package. Also available as a standalone option.
✓	✓	REACH ROBOTICS TRAINING A dedicated training session for you and any number of teammates. Up to a half-day training package that covers all features of the system including Reach Control, Master Arm, Manipulator, and Advanced Feature Training. Conducted via video call.
2 hours	10 hours	INTEGRATION SUPPORT Up to 10 hours of integration support including electrical, mechanical, and software considerations for integrating Reach Robotics products. Includes dedicated video call and remote terminal sessions.
✓	✓	PRIORITY TECHNICAL SUPPORT (See also our Support Policy below) Dedicated Technical Support calls, same or next business day. Conducted by video call and remote terminal sessions to rapidly identify the issue and recommend a solution.
✓	✓	SOFTWARE & FIRMWARE UPGRADES Reach Robotics proactively alerts and manages customer updates to Firmware and Software on all systems.
✓	✓	PRIORITY ACCESS TO STAND-BY SPARE Priority access to our stand-by rental manipulator stock. Have a back-up system for critical missions.

REACH ROBOTICS SUPPORT POLICY

We endeavour to support all our clients in a timely manner. We offer first stage support (diagnosis and software help) in business hours for the US, UK and Australia timezones. For deeper level technical troubleshooting, this generally requires the Australian team online and thus is usually confined to 8:30am-6pm Mon-Fri AET. If resourcing allows, we will make every effort to provided deeper level technical support outside of these hours, but can make no guarantees.

We provide the Comprehensive Spares Package and Stand-By Spare Rental options to help customers mitigate the consequences of a system failure during operations. Please reach out to discuss our support policy further if there are any questions. We continue to grow our technical support base and hope to have a more global reach in the near future.

SPARES OPTIONS

Perform on-the-go repairs of your manipulator and other RR products with the Reach Spares Package. Reach Core Spares (RA/RB-SPA-COR) covers basic repairs, whereas Reach Comprehensive Spares (RA/RB-SPA-COM) provides the ability to fully repair a system by swapping out any unservicable module with a replacement.

	CORE SPARES PACKAGE	COMPREHENSIVE SPARES PACKAGE
REACH ALPHA	RA-SPA-COR Reach Alpha Core Spares kit, including: <ul style="list-style-type: none"> • Reach Alpha Mounting Kit (RA-1010) + fasteners • Reach Alpha Interlocking Standard Jaws (RA-1014) + fastener • Allen keys • Reach Alpha test cable 	RA-SPA-COM Reach Alpha Comprehensive Spares kit, including: All Core Alpha inclusions <ul style="list-style-type: none"> • Reach Alpha Broken Down Module Package (RA-5001-SPR[X]) • Reach Alpha Servicing Kit (RA-1065)
REACH BRAVO	RB-SPA-COR Reach Bravo Core Spares kit, including: <ul style="list-style-type: none"> • Reach Bravo Mounting fasteners • Reach Bravo Interlocking Standard Jaws (RB-1041) + fastener • Allen keys • Reach Bravo test cable 	RB-SPA-COM Reach Bravo Comprehensive Spares kit, including: <ul style="list-style-type: none"> • All Core Bravo inclusions • Reach Bravo Broken Down Module Package (RB-5/7001-SPRS) • Reach Bravo Module Replacement and Servicing Kit (RB-1090)

CAPPED PRICE SERVICING

Every Reach Robotics product has a recommended servicing schedule, when it should be returned to Reach Robotics HQ for preventative maintenance (see [this article](#) for details). Cap the price of this service and avoid the purchase paperwork later on, by purchasing our Capped Price Servicing Package with your product.

CPS-RA-2130

Capped Price Servicing - Reach Alpha Rotating Grabber

CPS-RA-X001

Capped Price Servicing - Reach Alpha Manipulator

CPS-RB-X001

Capped Price Servicing - Reach Bravo Manipulator