

## FAQs | Customers

1. **Q:** How long can the new e-Series cobot be expected to run without failures? What's the expected lifespan of the e-Series cobot?

*A: UR cobots are designed for 35,000 hours of continuous operation (net of scheduled maintenance stoppages) at its full extension, with the maximum specified payload within center of gravity limits.*

2. **Q:** Can existing CB3/G3 cobots be replaced with the e-Series without disrupting the applications configured to work with the CB3/G3?

*A: Compatibility guidance: CB3/G3 applications are not directly compatible with e-Series cobots and the e-Series applications are NOT backwards compatible with the CB3/G3 cobots. However, CB3/G3 applications can be ported to e-Series with appropriate modifications made for differences in kinematics and waypoint representations.*

*The level of effort to update a CB3/G3 application software to a e-series compatible version is roughly equivalent to replicating an existing CB3/G3 application software on a new CB3/G3 cobot.*

3. **Q:** Is the e-Series able to be reconfigured or reprogrammed so it can switch between different tasks easily? Can previous programs be saved and re-used?

*A: Yes, reprogrammability and reconfigurability is a hallmark of the UR collaborative robots. Previous programs can be saved and re-used. Note the compatibility advisory in answer #2.*

4. **Q:** Does the e-Series have different dimensions from the CB3/G3 which require modifications to existing applications?

*A: There are some minor kinematic differences between CB3/G3 and e-Series. As noted in the compatibility guidance, CB3/G3 Applications can be ported to e-Series with appropriate modifications made for differences in kinematics and waypoint representation. The level of porting effort required is roughly equivalent to replicating an existing CB3/G3 application on a new CB3/G3 robot.*

5. **Q:** Will the CB3/G3 and its unique parts still be available for sale after the launch of the e-Series? Will the CB3/G3 eventually be phased out? If so, when will the last buy date be?

*A: There are no current plans to discontinue the CB3/G3 product line and UR will continue to fully support it in the foreseeable future.*

6. **Q:** If there are other cobots already in use in a production facility, can the e-Series cobots be integrated without changing the existing layouts/process flows?

*A: Yes, e-Series cobots can often be integrated without changing existing floor plans, layouts, or process flows. However, do keep in mind that with minimal floor space,*

*changes to layout and/or process flows may be required to optimize deployment for maximum throughput to be achieved.*

7. **Q:** Does the e-Series costs more than the CB3/G3? What is the reason for the difference in pricing?

*A: The e-Series has a separate price list which differs from the CB3/G3 price list. Differences in pricing reflect the increased ease of use, faster collaborative deployment, and even wider applications reach of the e-Series product line.*

8. **Q:** Will the CB3/G3 still be available for sale after the launch of the e-Series?

*A: UR customers will still be able to purchase CB3/G3 cobots. There are no plans to discontinue the CB3/G3 product line in the foreseeable future.*

9. **Q:** How long is the staff training required to operate the e-Series?

*A: Training progression and availability is similar to the CB3/G3 product line. The English version of online modules for the e-Series will be ready from 1 September 2018. The dates for release of the modules in other languages are yet to be confirmed. After completing the online training available through the UR academy, which may take several hours, users will be fully competent in using the e-Series.*

10. **Q:** How long will the CB3/G3 remain available after the launch of the e-Series?

*A: e-Series is an additional product line and not a replacement for the existing product line. Hence, there are no plans to discontinue the CB3/G3 product line. UR will continue to support the CB3/G3 product line fully in the foreseeable future.*

11. **Q:** When will customers be able to receive the new e-Series robot?

*A: We plan to start shipping units in fulfilment of end-customer orders on 1st August 2018.*

12. **Q:** How will risk assessment be affected with the new e-Series?

*A: The complexity and time required to complete a collaborative applications risk assessment is expected to be reduced with e-Series. Specifically, the additional safety functions and ISO 10218-1 Category 3, PLd certification streamline risk assessments.*

13. **Q:** When should I buy a CB3/G3, and when should I buy the e-Series?

*A: For end-customers interested in collaborative robot capacity expansion for basic or proven applications, CB3/G3 product is an ideal choice. End-customers with complex applications and diverse or uncertain future needs benefit from the e-Series platform knowing that their investment will be able to grow with them as their needs change.*