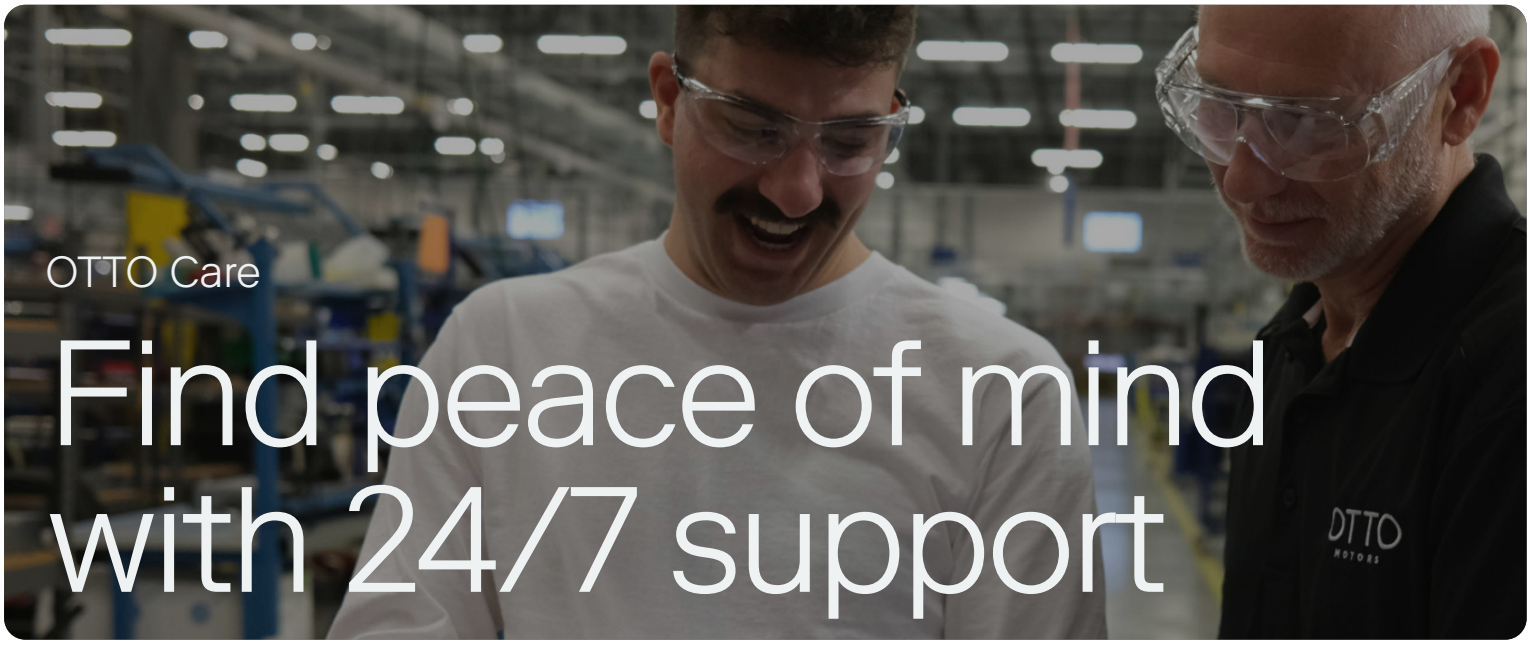

OTTO Care

Find peace of mind with 24/7 support

Maintain your fleet confidently

OTTO offers end-to-end technical support, whether you're launching your first AMR or deploying hundreds. Depend on the people that know your AMRs best to keep your materials moving at peak efficiency. With flexible options designed to suit your facility and operational requirements, find peace of mind with expert technical support by your side.

LIVE SUPPORT

Leverage live technical support and on-demand access to a vast library of resources to keep your fleet in optimal shape.

ON-SITE REPAIRS

Keep your operation running 24/7 with annual hardware maintenance and priority on-site repairs.

MANAGED UPGRADES

Sit back and let our technical experts manage software upgrades for your mission-critical applications.

Get the most out of your AMR investment

Stay protected from unforeseen repair costs.
Gain cost predictability with fixed annual billing.
Maximize value through managed software upgrades.
Extend the life of your fleet with proactive maintenance.

For more information, visit www.ottomotors.com/otto-care.
Contact our support team directly at support@ottomotors.com or call us at 1–844–SEE–OTTO (1–844–733–6886).

Discover the right plan for you

OTTO Care Lite

Support non-critical applications with quick email resolutions and on-demand access to OTTO Support Center.

OTTO Care Plus

Protect production-critical processes with 24/5 email and phone support, and response times as fast as four hours.

OTTO Care Pro

Protect mission-critical processes with proactive maintenance, 24/7 email and phone support, and response times as fast as 30 minutes.

Compare your coverage options

SUPPORT TYPE	OTTO CARE LITE	OTTO CARE PLUS	OTTO CARE PRO
Access to OTTO Support Center Access to online tools, guides, documentation, training and more	✓	✓	✓
Email Technical Support			
Hours of Service	8AM to 5PM ET, Mon-Fri	24 Hours, Mon-Fri	24 Hours, Mon-Sun
Priority 1	Next Business Day	4 Hour	4 Hour
Priority 2	Next Business Day	8 Hour	4 Hour
Priority 3	Within 3 Business Days	24 Hour	4 Hour
Priority 4	Within 3 Business Days	Within 3 Business Days	Next Business Day
Phone Technical Support			
Hours of Service		24 Hours, Mon-Fri	24 Hours, Mon-Sun
Priority 1		4 Hour	30 Minute
Priority 2		8 Hour	2 Hour
Priority 3		24 Hour	4 Hour
Priority 4		Within 3 Business Days	Next Business Day
Powertrain Parts Coverage (includes travel and labor with Pro Plan only)		✓	✓
Priority On-Site Repair (includes travel and labor)			✓
Annual On-Site Preventative Maintenance Complete physical maintenance including air filter, lights and sound, belts, oil, drive wheels and castors and application of all critical updates/bulletins. Includes travel and labor. Excludes parts.			✓
12 Months Coverage with Annual Renewal	✓	✓	✓