FAQ: AMR

BASICS

- **What does AMR stand for?**
  - Autonomous mobile robot

OPERATIONS

- **How long will the tank last in autonomous mode?**
  - This will depend on the water flow setting. The lower the setting, the longer the water in the tank should last. Refer to the Tennant AMR Best Practices document for more information.
- **What happens if machine runs out of battery or water or if recovery tank full while in middle of route?**
  - The machine will stop operation and signal assist is required. If an end user has their phone paired to the AMR, and are connected to 4GLTE service, they will receive a text message.
- **Can one person receive text alerts for multiple machines?**
  - Yes
- **Can one machine be paired to multiple phone numbers?**
  - No
- **Do I have to pair my phone to the machine after each route is ran?**
  - No. You only have to pair your phone with the machine each time it is turned on.
- **How do I ensure there is adequate cell coverage?**
  - Units send and receive data through 4G/LTE cellular communication. They do not have wi-fi capability. Machines can run autonomously without connectivity, but adequate connectivity is required to upload usage data, send text alerts, and download software updates integral to machine performance.
  - When on site with a machine, check for illuminated bars in the ROC connectivity indicator on the upper right of the LCD screen. If you are at a site with low connectivity, take time to walk around the facility and identify the areas with the best signal strength. Try to place home markers as close to these areas as possible to ensure successful data uploads once a route is completed.

EULA

- **What is the EULA?**
  - The EULA is the End User License Agreement. This is a required document to be signed that outlines what a customer is paying for when they pay the autonomy license fee and reviews approved use and restrictions.

- **If customer already has another piece of Brain equipment NOT sold by Tennant, do they need to sign another EULA?**
  - Yes, Tennant needs to have our own signed version of the EULA, quote template, or pilot agreement for the customer to be EULA compliant.
- **What happens if a EULA is not signed?**
  - Brain has the right and ability to suspend all autonomous functionality of the machine at any time.

AUTONOMY SERVICES FEE

- **What does Autonomy Services include?**
  - The autonomy services includes: autonomous functionality, access to weekly data reports, periodic software updates, and remote service support.
- **What happens at the end of the Autonomy Services Contract?**
  - At the end of the agreed upon autonomy services the customer can:
    i. Renew their autonomy services and continue to use the AMR autonomously or
    ii. Not renew the autonomy services and have the autonomous functionality disabled.

SOFTWARE

- **What type of things are in software updates?**
  - There are many things in software updates and vary by release. Feature enhancements, improved U/I, and bug fixes may be included in each release.
- **How often do software updates become available?**
  - Typically, software updates are pushed every 4-10 weeks. This is dependent on the size of the software update.
- **What type of information is Brain capturing?**
  - Brain is capturing runtime data in both manual and autonomous modes. They also capture assist data that can help lead to training opportunities to maximize utilization.
- **How will I know what each software update does?**
  - Customers that are setup to receive weekly usage reports will automatically get software updates release notes.