

# e.Do



## Robot e.DO

Rel. 00 - Versions: 4 axes and 6 axes

### Certifications, Service, Warranty

Directives and reference standards according to which the Robot has been certified.  
Terms, conditions to be fulfilled and procedures to be performed in case of need for technical maintenance and/or assistance.  
Robot warranty terms and conditions

CR00758158-en\_00/2018.01



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# 1. ROBOT CERTIFICATIONS

The Robot e.DO is considered “Machine” as defined in Article 2(a) of the Machinery Directive 2006/42/EC and “Personal Care Robot” as set out in the standard EN ISO 13482:2014.

The Robot complies with the requirements of the following Community Directives:

- DIRECTIVE 2006/42/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 17 May 2006 on machinery, and amending Directive 95/16/EC (recast)

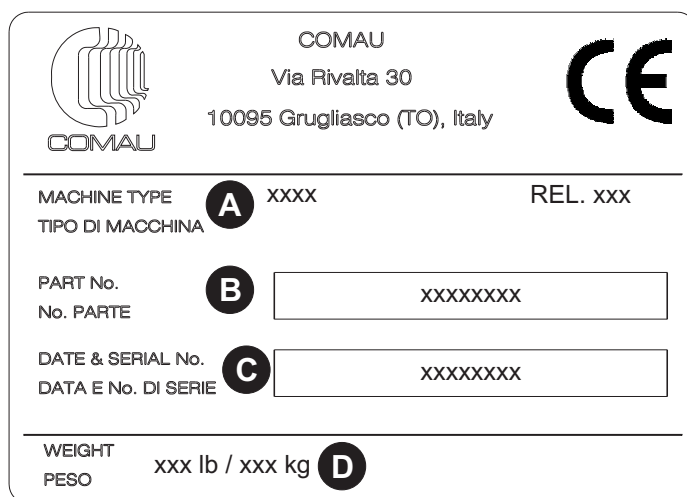
The following Fig. 1.1 and Fig. 1.2 contain the plate with CE marking affixed on the Robot and an example of the EC Declaration of Conformity, respectively.

The original document is provided as an attachment thereto.

The following are the harmonized standards followed for the design and construction of the Robot:

- EN ISO 13482: 2014 Robot and robotic devices – Safety requirements for personal care Robots
- EN ISO 12100: 2010 Safety of machinery - General principles for design - Risk assessment and risk reduction.
- EN ISO 13849-1: 2016 Safety of machinery – Safety related parts of control systems – Part 1: General principles for design.
- EN 60204-1: 2006 Safety of machinery - Electrical equipment of machines. Part 1: General requirements and subsequent amendments.

**Fig. 1.1 - Plate with CE marking (facsimile)**



- **A:** Machine name and release
- **B:** Product Part No.
- **C:** Date of issue and serial number
- **D:** Weight

Fig. 1.2 - EC Declaration of Conformity (facsimile)

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CE DECLARATION of CONFORMITY				
DICHIARAZIONE CE DI CONFORMITA' - Direttiva 2006/42/CE - Allegato IIA	EC DECLARATION OF CONFORMITY - DIRECTIVE 2006/42/EC - Annex IIA	DÉCLARATION CE DE CONFORMITÉ - Directive 2006/42/CE - Annexe IIA	EG-KONFORMITÄTSERKLÄRUNG - Richtlinie 2006/42/EG - Anhang IIA	DECLARACIÓN CE DE CONFORMIDAD - DIRECTIVA 2006/42/CE - Anexo IIA
IL FABBRICANTE DICHIARA SOTTO LA SUA RESPONSABILITA' CHE I PRODOTTI	THE MANUFACTURER DECLARES UNDER HIS OWN RESPONSIBILITY THAT THE PRODUCTS	LE FABRICANT DÉCLARE SOUS SA RESPONSABILITÉ QUE LES PRODUITS	DER HERSTELLER ERKLÄRT UNTER IHRER VERANTWORTUNG, DASS DIE PRODUKTE	EL FABRICANTE DECLARA BAJO SU RESPONSABILIDAD QUE LOS PRODUCTOS
<b>Robot arm</b>				
commercial name and model/type	e.DO			
function	Personal Care Robot			year of construction: 2017
code	CR82428700	code release:	serial number	
IT	EN	FR	DE	ES
SONO IN CONFORMITA' CON I REQUISITI ESSENZIALI DI SICUREZZA DELLA DIRETTIVA 2006/42/CE.	ARE IN CONFORMITY WITH ESSENTIAL REQUIREMENTS OF THE DIRECTIVE 2006/42/EC.	SONT CONFORMES AUX EXIGENCES ESSENTIELLES DE SÉCURITÉ APPLICABLES DE LA DIRECTIVE 2006/42/CE.	ENTSPRECHEN MIT DEN GRUNDLEGENDEN SICHERHEITS VORSCHRIFTEN DER RICHTLINIE 2006/42/EG.	ESTÁN DE ACUERDO CON LOS REQUISITOS ESENCIALES DE SEGURIDAD APLICABLES A LA DIRECTIVA 2006/42/CE.
Sono realizzati in conformità con la seguente principale norma armonizzata: EN ISO 13482:2014 Robots and robotic devices - Safety requirements for personal care robots (L'elenco delle direttive e delle norme di riferimento è contenuto all'interno del manuale istruzioni).	Are manufactured in compliance with the following harmonized norms: EN ISO 13482:2014 Robots and robotic devices - Safety requirements for personal care robots (The list of Declarations and the reference norms is included within the instruction manual)	Ils sont fabriqués en conformité avec les normes harmonisées suivantes: EN ISO 13482:2014 Robots and robotic devices - Safety requirements for personal care robots (La liste des directives et des normes de référence est contenue dans le manuel d'instructions)	Sie werden in Übereinstimmung mit den folgenden harmonisierten Normen hergestellt: EN ISO 13482:2014 Robots and robotic devices - Safety requirements for personal care robots (Die Liste der Richtlinien und Standards der Referenz wird in der Betriebsanleitung enthalten)	Están realizados de conformidad con el siguiente estándares armonizados: EN ISO 13482:2014 Robots and robotic devices - Safety requirements for personal care robots (El listado de las directivas y normas de referencia se encuentra en el manual de instrucciones)
Persona autorizzata a costituire il Fascicolo Tecnico e stabilito nella Comunità Europea è:  COMAU S.p.A - BU ROBOTICS AND AUTOMATION PRODUCTS - PRODUCT DEVELOPMENT nome: Maria Teresa Todarello	Person authorized to compile the relevant technical file and established within UE community is: COMAU S.p.A - BU ROBOTICS AND AUTOMATION PRODUCTS - PRODUCT DEVELOPMENT nome: Maria Teresa Todarello	Personne autorisée à constituer le dossier technique et établi dans l'Union européenne est: COMAU S.p.A - BU ROBOTICS AND AUTOMATION PRODUCTS - PRODUCT DEVELOPMENT nom: Maria Teresa Todarello	Person berechtigt, die technischen Unterlagen zusammenzustellen und in der Europäischen Union anzufügen ist: COMAU S.p.A - BU ROBOTICS AND AUTOMATION PRODUCTS - PRODUCT DEVELOPMENT name: Maria Teresa Todarello	Persona facultada para elaborar el expediente técnico y establecida en la Unión Europea es:  COMAU S.p.A - BU ROBOTICS AND AUTOMATION PRODUCTS - PRODUCT DEVELOPMENT nombre: Maria Teresa Todarello
COMAU si impegna a trasmettere, in risposta ad una richiesta adeguatamente motivata dalle autorità nazionali, informazioni sulla macchina. L'impegno comprende le modalità di trasmissione e lascia impregiudicati i diritti di proprietà intellettuale del fabbricante della macchina.	COMAU is undertaking to transmit, in response to a reasoned request by the national authorities, information on the machine. This shall include the method of transmission and shall be without prejudice to the intellectual property rights of the manufacturer of the machine.	COMAU s'engage à transmettre, suite à une demande dûment motivée des autorités nationales, les informations concernant la machine. Cet engagement inclut les modalités de transmission et ne porte pas préjudice aux droits de propriété intellectuelle du fabricant de la machine.	COMAU verpflichtet sich, an die einzelstaatlichen Stellen auf begründetes Verlangen die Unterlagen zu der Maschinen zu übermitteln. In dieser Verpflichtung ist auch anzugeben, wie die Unterlagen übermittelt werden; die gewerblichen Schutzrechte des Hersteller der Maschine bleiben hiervon unberührt.	COMAU se compromete de transmitir, en respuesta a un requerimiento debidamente motivado de las autoridades nacionales, la información a la máquina. Este compromiso incluirá las modalidades de transmisión y no perjudicará los derechos de propiedad intelectual del fabricante de la máquina.

Luogo (Place) \_\_\_\_\_ Data (Date) (dd/mm/yyyy) \_\_\_\_\_

persona autorizzata a redigere la dichiarazione  
(person empowered to draw up the declaration)

POSITION \_\_\_\_\_

Grugliasco - Torino (Italy) \_\_\_\_\_

NAME \_\_\_\_\_

SIGNATURE \_\_\_\_\_

Sede legale: Via Rivalta, 30 - 10095 Grugliasco - Torino (Italy)

Capitale Sociale: € 48.013.959,00 - R.E.A. Torino 474119 - Codice fiscale, Partita IVA e Registro delle Imprese di Torino n. 00952120012 CEE IT 00952120012

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## 2. REQUEST FOR ASSISTANCE AND MAINTENANCE

- [Main steps to be followed in the event of anomaly or malfunction of the Robot](#)
  - [Assistance and maintenance interventions during warranty period](#)
  - [Assistance and maintenance interventions outside the warranty period](#)
- 

### 2.1 Main steps to be followed in the event of anomaly or malfunction of the Robot

In case of anomaly or malfunction of the Robot, it is necessary to follow the following steps in order:

- access the website <https://edo.cloud/> and consult FAQs in the related section (<https://edo.cloud/faqs/>)
- in the event that it has not been possible to solve the anomaly through the directions in the FAQs:
  - send the data related to the Robot basic diagnostics to Comau, in order to allow the Technicians to identify the anomaly
  - lastly, if the anomaly could not be resolved, a physical inspection on the Robot will be necessary, to be carried out by the Comau technicians at a Comau Centre

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## 2.2 Assistance and maintenance interventions during warranty period

In the case of Robot under the warranty, following analysis of the diagnostic data (as indicated in the previous [par. 2.1](#)) by the Comau Technicians:

- in the event that the damage or malfunction is attributable to a manufacturing defect or lack of conformity
  - the damaged component will be fully replaced
- in case further inspections are necessary to establish the extent and cause of the damage or malfunction
  - the damaged component must be sent to a Comau Centre for the necessary checks and inspections
  - the shipping and transport of the component are to be paid by the Customer
- in the event that the damage or malfunction cannot be attributable to a manufacturing defect or lack of conformity (e.g. because of improper use, damages, etc.)
  - Comau will inform the Customer and propose an offer to repair or replace the component.

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## 2.3 Assistance and maintenance interventions outside the warranty period

In the case of Robot outside the warranty period, following analysis of the diagnostic data (as indicated in the previous [par. 2.1](#)) by its Technicians, Comau may propose:

- a repair or replacement offer, or
- to send a part or the whole S/N to a Comau Centre for further information.

Shipping costs are charged to the Customer.

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## 3. WARRANTY TERMS AND CONDITIONS



The Robot warranty is exclusively related to malfunctions or damages of the Robot itself caused by manufacturing defects or incidents of non-compliance and applies as long as the Robot has been installed and used correctly, in full compliance with the technical features indicated in the technical documentation and instructions.

As an example, outside the scope of the warranty are any malfunctions deriving from:

- use of the Robot in environments with environmental specifications not suitable for normal operation of the Robot itself (for details consult [par. 1.2 Robot specifications and technical features on pag. 13](#) of the [Safety requirements and technical specifications](#) handbook);
- cases of force majeure (such as lightning, particular atmospheric agents, etc.)
- modifications of electrical power supply conditions (including voltage and current peaks, etc.) that are higher than the limits set in the Robot technical documentation;
- mechanical, electrical, software changes not authorized by the manufacturer;
- performance of repair or maintenance operations not authorized by the manufacturer.

The Robot is subject to different warranty conditions, depending on the methods of sale, as indicated below:

- [Warranty conditions in case of B2B \(Business-to-Business\) sale](#)
- [Warranty conditions in case of B2C \(Business-to-Customer\) sale](#)



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### **3.1 Warranty conditions in case of B2B (Business-to-Business) sale**

In case of B2B sale, to the Robot shall be applied the following warranty conditions:

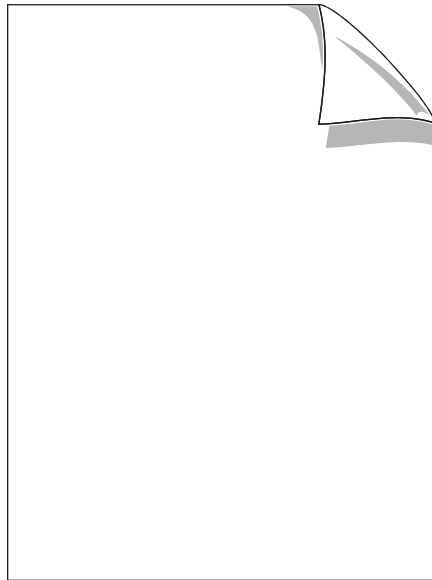
- the warranty has a duration of 24 months;
- the warranty period starts from the effective date of delivery of the Robot to the end user or, if not available, the delivery date of the Robot to the courier;
- return rights are not applicable;
- the product shipment costs, in case of the technical assistance necessity during the warranty period are charged to the final Customer; following the assistance, the Robot shall be sent to the Customer directly by Comau, free of charge.

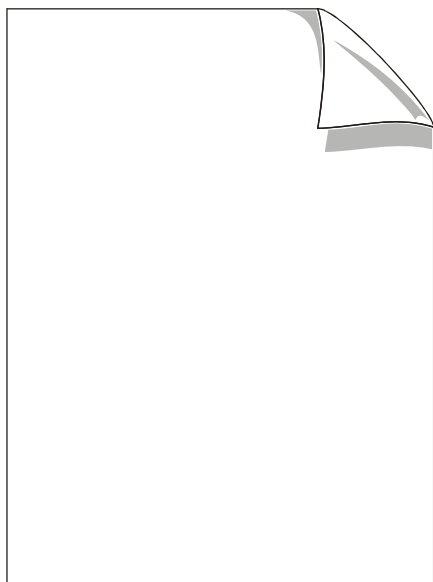
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### **3.2 Warranty conditions in case of B2C (Business-to-Customer) sale**

In case of B2C sale, to the Robot shall be applied the following warranty conditions:

- the warranty has a duration of 24 months;
- the warranty period starts from the effective date of delivery of the Robot to the end user or, if not available, the delivery date of the Robot to the courier;
- the possibility of Robot return within 15 days from the effective date of delivery is provided; the Robot shall be returned to its original packaging;
- the product shipment costs, in case of the technical assistance necessity during the warranty period are charged to the final Customer; following the assistance, the Robot shall be sent to the Customer directly by Comau, free of charge.







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**Integration to instructions**

**Made in Comau**