

myUR – How to guide

# Spare Part Warranty Reset

Published September 2022



Joint spare parts can now have their warranty reset. This makes it possible to stock spare parts locally without losing warranty while the spare part sits on the shelf. This document describes how to reset the warranty as a distributor using myUR.

### QR code

If the **joint has a QR code** follow the steps below, otherwise move to the next section.

These steps0 assumes you are logged into myUR on a laptop/desktop, and that you have access to a phone/tablet with a camera.

On desktop navigate to 'Joint Warranty' in the menu.

1. If the spare part joint **has a QR code**, you need to use your phone to scan it. If you are not logged into myUR on your phone there is a pairing pin code shown on the desktop to make logging in simpler. Follow the instructions on screen by navigating on your phone to the URL shown (my-ur.com/jowa).

**JOINT WARRANTY**

Restart the ongoing warranty of a replacement joint when the part is put into use. There are two methods:

^ If the joint has a QR code as in the image



① You will need a phone or tablet with a camera and internet access.

① On your mobile device, access [my-ur.com/jowa](https://my-ur.com/jowa)

② If requested, enter the code below. Otherwise you'll be automatically redirected.

4

7

1

9

0

5

[GENERATE NEW CODE](#)

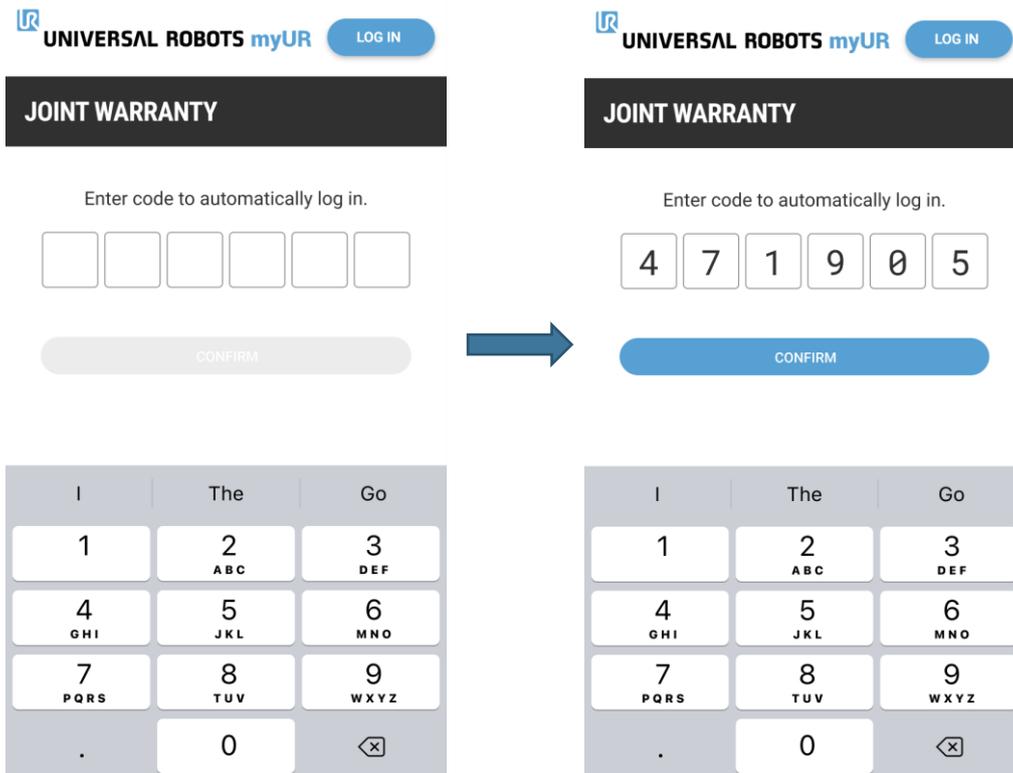
Follow the steps indicated on the side to scan the QR code.

^ If the joint does not have a QR code

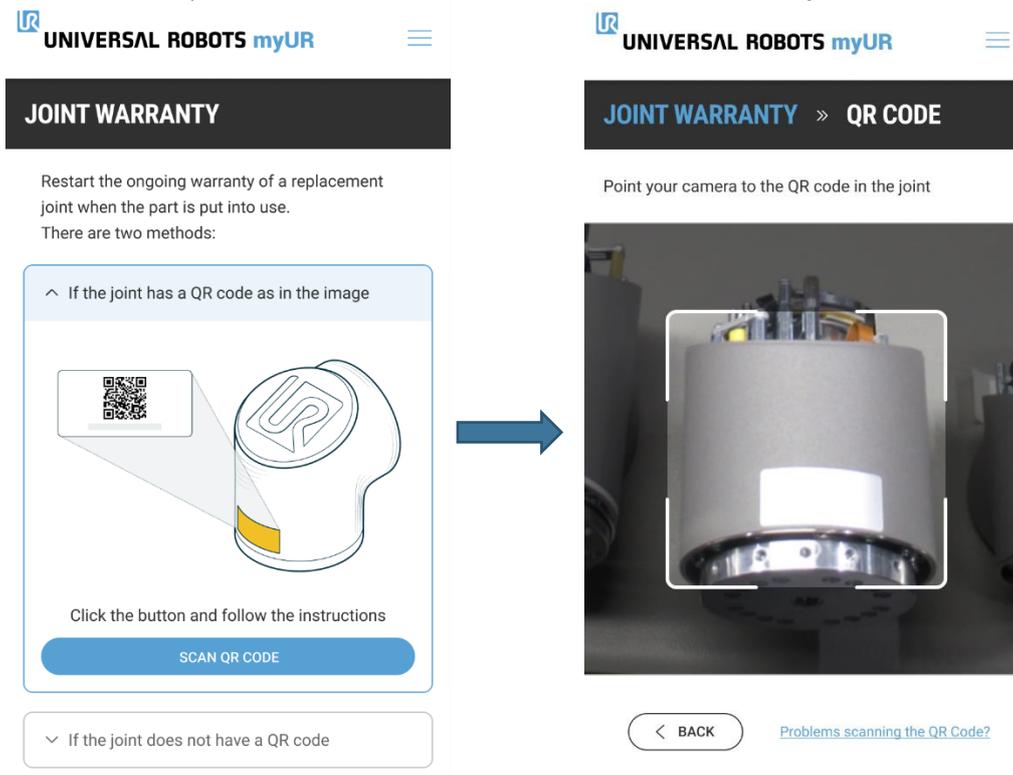


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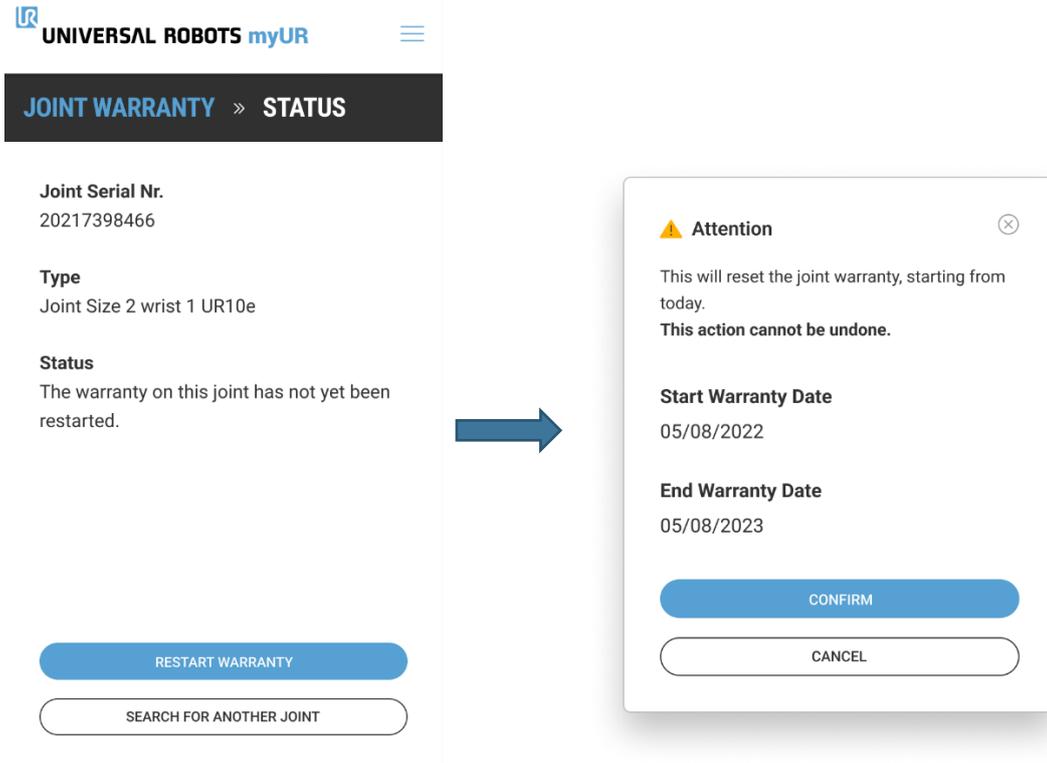
2. On the phone, enter in the pairing pin code shown on the desktop



3. Now use the phone's camera to scan the QR code on the joint



- When the phone has scanned the QR code it will show that joint's warranty status. If the warranty has not yet been reset, you can do so and confirm it in the following popup. Note, that this can be done only once!



The screenshot shows the 'UNIVERSAL ROBOTS myUR' app interface. The main screen displays the 'JOINT WARRANTY >> STATUS' section with the following information:

- Joint Serial Nr.:** 20217398466
- Type:** Joint Size 2 wrist 1 UR10e
- Status:** The warranty on this joint has not yet been restarted.

At the bottom of the screen, there are two buttons: 'RESTART WARRANTY' (highlighted in blue) and 'SEARCH FOR ANOTHER JOINT'. A blue arrow points from the 'RESTART WARRANTY' button to a confirmation popup on the right.

The confirmation popup is titled 'Attention' and contains the following text:

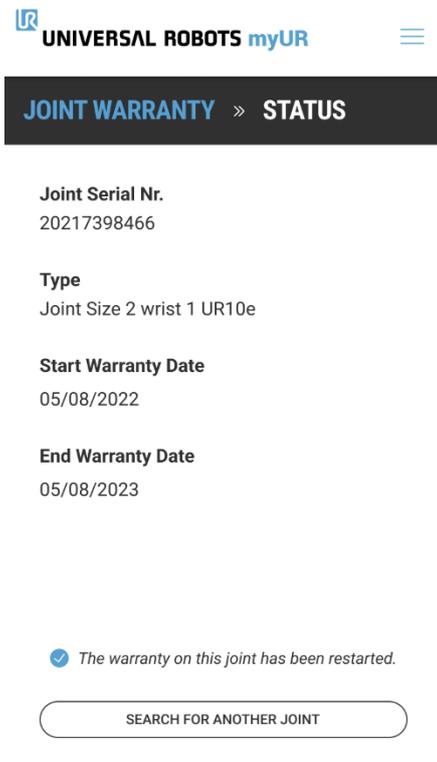
This will reset the joint warranty, starting from today.  
This action cannot be undone.

Below the text, the popup displays the following dates:

- Start Warranty Date:** 05/08/2022
- End Warranty Date:** 05/08/2023

At the bottom of the popup, there are two buttons: 'CONFIRM' (highlighted in blue) and 'CANCEL'.

- Finally, a status of the joint is shown



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- Joint Serial Nr.:** 20217398466
- Type:** Joint Size 2 wrist 1 UR10e
- Start Warranty Date:** 05/08/2022
- End Warranty Date:** 05/08/2023

At the bottom of the screen, there is a blue checkmark icon followed by the text: 'The warranty on this joint has been restarted.' Below this, there is a button labeled 'SEARCH FOR ANOTHER JOINT'.

## No QR code

If the joint does not have a QR code, you need to enter the serial number of the joint manually.

1. On desktop navigate to 'Joint Warranty' in the menu, and then expand the no QR code section.

**JOINT WARRANTY**

Restart the ongoing warranty of a replacement joint when the part is put into use. There are two methods:

- ▼ If the joint has a QR code as in the image
- ^ If the joint does not have a QR code

**ENTER SERIAL NUMBER**

The Serial Number is engraved inside the housing. Its position may differ depending on the joint type.

Joint Serial Number \*

The Serial Number must be between 10 and 12 digits

CONTINUE

 **UNIVERSAL ROBOTS**

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2. Enter the serial number of the joint. If the warranty has not already been reset, you can do so now. Note, that this can be done only once!

**JOINT WARRANTY**

Restart the ongoing warranty of a replacement joint when the part is put into use.  
There are two methods:

▼ If the joint has a QR code as in the image

^ If the joint does not have a QR code

<b>Joint Serial Nr.</b> 20217398466	<b>Type</b> Joint Size 2 wrist 1 UR10e	
<b>Status</b> The warranty on this joint has not yet been restarted.		
<a href="#">RESTART WARRANTY</a>		

[SEARCH FOR ANOTHER JOINT](#)

3. Finally, a status of the joint is shown.

**JOINT WARRANTY**

Restart the ongoing warranty of a replacement joint when the part is put into use. There are two methods:

∨ If the joint has a QR code as in the image

∧ If the joint does not have a QR code

<b>Joint Serial Nr.</b> 20217398466	<b>Type</b> Joint Size 2 wrist 1 UR10e	
<b>Start Warranty Date</b> 05/08/2022	<b>End Warranty Date</b> 05/08/2023	

✔ The warranty on this joint has been restarted


**UNIVERSAL ROBOTS**

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