



HOW TO GUIDE

Lodging a Repair Request

robotcoupe.au



Step 1

Access the Robot
Coupe Portal
robotcoupe.au

robotcoupe*

Robot Coupe

Repair ?

Do you need to lodge a repair request for your Robot Coupe machine?

AUSTRALIA - Lodge a Repair Request Form

NEW ZEALAND - Lodge a Repair Request Form

Step 2

Lodge a Repair
Request Form

location equipment problem schedule check out

Already have an account? [Sign-in here](#) to find your equipment.

Let's start with your location

Type your shop name or address in the box below, or click the map and click the address on the popup window

43 Herbert Street, Artarmon, 2064, NSW, Australia

Shop / Floor number: 8

Shop / Business name: Robot-Coupe Australia / New Zealand

Confirm Address Type: Business Residential

I can't find my exact address

[Sign-in Existing Customer](#)

Next

Step 3

Let's start with your location. Search for your address and confirm whether it is residential or business

location equipment problem schedule check out

What Machine requires repair?

What equipment needs repair?

Please enter your serial number here and press SEARCH

(e.g. A098765432)

Search

Next

Step 4

Enter your machine serial #

location equipment problem schedule check out

What Machine requires repair?

What equipment needs repair?

Please enter your serial number here and press SEARCH

RTBTTESTING20

Search

Serial Number: RTBTTESTING20

Model: CL 50 - Veg Prep Machine

Equipment Type: Food Equipment

Proof of Purchase

For warranty-related issues, please ensure you enter your Purchase Date and upload your Proof of Purchase.

Date Purchased: 01/01/2025

Upload Receipt

Please upload up to 3 documents.

Step 5

If you feel this is a genuine Warranty Claim, please enter Purchase Receipt / Proof of Purchase including date.

Robot-Coupe After Sales Request

What's the problem?

Been Dropped
Bell Issues
Blade Spinning in Wrong Direction
Blade not spinning
Buttons not working

For efficient service, please describe the issue with your unit, along with its location, primary use, and the duration of the problem. This information ensures our technicians are adequately prepared for your job.

Problem description...

Step 6

Share with us what your machine fault / issue is (and enter any relevant detail / photos)

Step 7

Follow the steps in diagnosing the issue. This allows us to quickly assess and prepare for your machine arrival.



Return-to-Base Service Location

You're almost done!

All Robot-Coupe repairs and warranty work are handled by a network of 100+ approved qualified technicians across the country.

To move forward, we are requesting a pre-authorisation (think of it like when you book at a restaurant or check in to a hotel!) No funds will be charged unless we've contacted you first and received your approval.

What's interesting, some users believe it's always a warranty issue (manufacturing fault), our experience shows that less than 1 in every 3 is a warranty validated, manufacturing fault.

What happens now ...

A unique Job Request Number (8 digit number) is allocated once the pre-authorisation process has been finalised. You will receive confirmation of this by email and instructions on what happens next, including the authorised repair centre where you need to take your machine to be repaired.

Robot-Coupe Warehouse

43 Herbert Street, Artarmon, 2064, NSW, Australia

Price includes a 1.5% merchant surcharge + GST.
Your pre-authorisation amount and initial fee is \$228.71 ex GST.

See more in Terms and Conditions

Step 8

You're almost done!

To move forward, we are requesting a Pre-Authorisation (think of it like when you book at a restaurant or check in to a hotel!) No funds will be charged unless we've contacted you first and received your approval.

Step 9

Enter your details and **“Book Job”** to receive your unique Job Request Number (**8 digit number**).

Warranty assessment and repairs are handled at our Sydney-based service and repair facility on a return-to-base basis*.

We will organise for your machine to be collected free of charge from your business and delivered to our Robot-Coupe Service Centre for assessment.

Alternatively, you can drop your machine directly into the Robot-Coupe Service Centre between **Monday - Friday** between **9:30am and 4:00pm** at Robot-Coupe, **Unit 3 / 43-45 Herbert Street, ARTARMON NSW 2064**.



What happens now?

*selected large machines are excluded from the return to base policy and we will be in touch with you to guide you through the process.

We will be in touch throughout the repair process so keep a look out for emails from us!