

FAQ SC25

1. Are you using recycled materials in your product?

No, the SC25 does not contain recycled material.

2. Why have you not developed this machine?

A: Nilfisk has a multi-technology strategy, so we can always offer the best autonomous solutions to our customers.

A: Nilfisk decided years ago to have a multi-technology strategy, allowing us to apply different autonomous technologies rather than being locked to one.

A: Autonomous technologies are constantly evolving, and collaborating with different partners enables Nilfisk to always provide the best solutions to our customers.

A: Nilfisk is always looking to provide the best solutions for its customers, we believe we do that by finding the right partners to deliver the right technology for the product.

A: The collaboration with LionsBot is an opportunity to use state of the art robotics technology to combine with 117 year of cleaning experience from Nilfisk and consolidate this into a great solution for our customers.

FAQ SC25

3. Why Lionsbot – do they have access to my data? Where is the server?

A: LionsBot has been awarded for being one of the fastest growing start ups in Asia. We looked to provide the best-in-class technology and solutions to our customers and LionsBot was a natural choice as a partner for this project.

A: The SC25 does not collect personal data, it only registers information related to cleaning performance including parameters like the total area cleaned, the duration of the cleaning job, the exact start time, and the efficiency of the cleaning process. It also collects sensor and robot data including critical sensor data, such as the robot's telemetry and information gathered from Lidar, which aids in real-time monitoring and allows for remote troubleshooting or recovery from LionsBot if necessary.

A: Server location: North Virginia (US), Ireland (Europe), Singapore (Asia), and Sydney (Australia).

4. What is the differentiation between R3 and SC25?

A: There are multiple differences between the two products. See the table below:

Items		R3 PRO	SC25
Solution tank	L	21	22
Dimensions	mm	600 x 540 x 810	722 x 654 x 911
Operating level	Db(a)	70	64
Detergent tank		×	✓
Solution flow			Optimised with better solution distribution and new std solution levels
Lidar coverage		25 m, 270° field of view	25 m (radius), 360° field of view (diagonally placed)
Turning radius			Improved with zero-degree turnability for tighter areas
Manual override breaks		× – only electromagnetic breaks	✓ – manual additionally
IEC robotics std.		×	✓
Design			<ul style="list-style-type: none">• Improved serviceability with modular design and future-proof feature enhancements• Fixed handle with improved grip and design at optimal height• Battery compartment at front• Positioning of freshwater inlet• Further improved sensors positioning in respect to certifications and for better autonomous navigation
Cleaning deck			Improved deck system – for better pick up and scrubbing performances
Brush RPM	rpm	Std between 200-400	Up to 1200

FAQ SC25

5. When will you have other products from other collaborations available on the market?

A: Currently there are no plans for further products but as always Nilfisk will explore all the opportunities to bring the best solutions to our customers.

6. Accessories and Consumables how are they supported?

A: Nilfisk will have the Spare Parts on stock at our regional Distribution Centers. From here we will be able to ship to our service partners and customers with short lead times.

Also, the spare parts and acc/cons list will be ready to consult in our different websites with the corresponding documentation.

7. Why is SC25 more expensive than R3?

A: The SC25 brings a set of additional features and an improved user experience for our customers along with Nilfisk cleaning performance and the Nilfisk Service Support.

FAQ SC25

8. Is Lionsbot just a partner or are we also investing in Lionsbot?

A: We are not investing in LionsBot. We have made a collaboration with them to develop autonomous machines.

9. Who will provide Service on this machine?

A: Nilfisk will be responsible for the service on the product.

10. Are you offering financial solutions?

A: We will offer:

- Standard selling solution
- Leasing solution
- Monthly rental subscription

11. What is the lead time for delivery?

A: Between 3 to 4 months from order, if no further delays on shipments occurs.

12. Where is the SC25 manufactured?

A: Products are manufactured in Singapore.

FAQ SC25

13. What does the certification mean?

A: The Nilfisk SC25 is best-in-class on safety standard compliance – the product has been 3rd party certified against the latest standard for robotic floor scrubbers in EU (IEC 63327) and North America (CSA/ANSI C22.2 No. 336-17). These standards are meant to provide an extra level of safety during autonomous navigations guaranteed by external certified partners.

14. What is the brand of the Lithium battery and safety considerations / statement / recycling?

A: The SC25 uses a Lithium Phosphate battery produced by Tianneng Saft Energy.

A: The battery complies to EC 62619:2017 and ANSI/CAN/UL/ULC 2271 Standard for Safety For Batteries for Use In Light Electric Vehicle (LEV).

15. Camera and GDPR implications?

A: SC25 can collect, store, and transmit images, to the extent necessary for the operation, Servicing and troubleshooting of the SC25. Any image of a person captured by the SC25 during the operation of the machine or through the provision of services will be irreversibly blurred by Nilfisk to prevent identification.

No personal data is collected. The robot does not record any video.

The robot is equipped with the cameras to complement the Lidars and help the robot measure the distances to objects in front of it. It is equipped with depth sensors and an RGB sensor. Images are taken at up to 10 meters from the robot, and these images will blur any facial images captured. The captured images are processed by a real-time processing method and therefore no images of the scene are captured or stored.

The snapshots taken are processed to determine different types of obstacles in the robot's environment and the distance from the robot. The snapshot is discarded and only the list of objects is saved as soon as a new snapshot is captured by the camera.

In addition, the camera's view of angle is strategically positioned in a way to minimise any potential privacy risks.

FAQ SC25

16. How will you move forward with other partnerships in future?

Brain / Thoro

A: Nilfisk will continue to have a multi-technology strategy, so we can always offer the best autonomous solutions to our customers.

A: Due to the new partnership between BrainCorp and Tennant, Nilfisk will not engage in new projects with BrainCorp. Nilfisk has a long-term agreement with BrainCorp for the SC60 and will continue to sell and service the SC60. The new Tennant/BrainCorp technology agreement only covers next generation autonomous technology, which does not impact the SC60.

17. What are the benefits of the IEC certification?

A: SC25 is third party safety certified against the latest robotic floorcare standards in EU (IEC 63327) and North America (CSA/ANSI C22.2 No. 336-17) – therefore complying to the latest regulations in the regions.

- These standards are meant to provide an extra and complete level of safety during autonomous navigations guaranteed by external certified partners.
- Compliance with safety standards reduces the risk of product-related accidents and liability claims. This can lead to lower insurance premiums and protect the company from costly legal disputes and reputational damage.
- The presence of redundant systems in our autonomous navigation kits required by the certifications allows the machine to reach a complete level of safety for any persons interacting with the unit or in the machine's operational area.