

东南亚服务机器人：价格、租金、保修与故障

在这里买或租一台清洁或配送机器人要多少钱，保修覆盖什么、什么情况下失效，谁来修、多快修好，什么容易坏，以及对照新加坡或雅加达的工资它划不划算。有公开数字的地方给数字，没人公布的地方指出缺口。

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吉隆坡的餐厅老板可以用每天 59 令吉租一台送餐机器人。新加坡的清洁承包商在任何地方都找不到同一台机器人的公开价格。这就是 2026 年东南亚服务机器人市场的现状：几家产品线成熟的厂商，靠电话报价的经销商，因国家而异的保修，以及几乎没有关于什么容易坏、谁来修的公开信息。这份手册汇集已公开的信息，指出未公开的部分，并给买家列出该问的问题。

它覆盖我们追踪表中最常见的机器人：餐饮和酒店用的普渡与擎朗，清洁用的高仙、LionsBot 和 Avidbots，以及以试点形式出现的人形和四足机器人。在厂商或经销商自己页面上读到的数字为● VERIFIED；转售商报价和评测为● REPORTED；找不到的数值标注● UNVERIFIED并明说。

01 谁在制造

MAKER	LINES A BUYER HERE MEETS	SCALE	EVIDENCE
Pudu Robotics 普渡 (Shenzhen)	BellaBot and KittyBot serving robots, FlashBot and HolaBot delivery, CC1 and SH1 cleaning, T300 and T600 industrial, the D9 biped	Distributors in every country in our tracker; Singapore and Malaysia prices by quote or day rate	Pudu support and distributor pages ^{1 3} ● VERIFIED
Keenon Robotics 擎朗 (Shanghai)	DinerBot T3 to T11 for restaurants, ButlerBot W3 for hotels, KleenBot C20 to C55 for cleaning, S100 and S300 heavy load, XMAN humanoids, X101 and M102 for hospitals	More than 100,000 service robots shipped to 70-plus countries by its own count; Series D of US\$200 million in 2021; a Hong Kong listing reported under consideration	Keenon releases; CB Insights ^{10 11} ● REPORTED vendor claims
Gausium 高仙 (Shanghai)	Phantas small-space 4-in-1, Scrubber 50 and 75, Omnie for airports, Vacuum 40, Beetle	IDC's number one commercial cleaning robot supplier for 2025 by shipments and revenue; more than 9,400 customers; its Singapore arm is a subsidiary of the facilities firm SIMPPLE and names Changi Airport	Gausium pages ^{12 13} ● VERIFIED as vendor claims
LionsBot (Singapore)	LeoScrub and the Leo family, sold as robots-as-a-service	Singapore-made; more than 2,500 robots deployed in 30-plus countries by December 2024; revenue up 19% in 2025 with a wider loss	Vulcan Post; DealStreetAsia ¹⁴ ● REPORTED
Avidbots (Canada)	Neo 2 floor scrubber	At Changi since 2018 through the Singapore partner Globotix	Avidbots news ¹⁵ ● VERIFIED
Brain Corp (US)	BrainOS autonomy inside other makers' scrubbers, for example Tennant	More than 50,000 robots and 5.3 million autonomous hours in the first half of 2026; no Asian presence stated	Brain Corp ¹⁶ ● REPORTED vendor claim

02 价格

ROBOT	BUY	RENT	MARKET	EVIDENCE
Pudu BellaBot	US\$15,900	About US\$335 a month including install, mapping and support	United States, reseller	RobotSourced listing ⁴ ● REPORTED
Pudu BellaBot and KettyBot	by quote	RM59 and RM39 a day; one Facebook post quotes RM1,200 a month for a KettyBot	Malaysia, Xtrike	Xtrike site ³ ● VERIFIED day rates
Pudu KettyBot Pro	from US\$14,000	About US\$479 a month	United States and Australia	Review site ⁵ ● REPORTED
Pudu, any model	not published	Not published; Ourglass rents PuduBot 2, FlashBot and T300 and says it handles all maintenance, repairs and updates	Singapore	Jewel Robotics, Next Robotics, Ourglass ⁶ ● VERIFIED as an absence of prices
Keenon restaurant and hotel robots	Rp98 to 300 million	Not published	Indonesia, PT Fokus Diagnostic	ANTARA ⁷ ● REPORTED
Food-running robots, class	US\$8,000 to 20,000	US\$300 to 1,000 a month with support and maintenance bundled	General	Trade summaries ● UNVERIFIED
Cleaning robots, class	from 330,000 baht	Not published	Thailand, Sun Robotics	Sun Robotics ⁸ ● REPORTED
UBTech Walker humanoid	above about US\$80,000	About US\$5,000 a month	China	Trade reports ● REPORTED
Unitree G1 humanoid	¥85,000 base, about US\$13,500 abroad	Event hire from US\$5,000 a day in Singapore	China; Singapore, Weston Robot	Weston event page ⁹ ● VERIFIED

规律是：厂商不公布价格，马来西亚和印度尼西亚的经销商公布，新加坡的经销商不公布，而多数买家实际拿到的产品是租赁套餐（安装、建图、支持、维护）。拿新加坡报价与美国标价比较的买家应当明白，本地租金里包含了标价之外的服务。

03 保修条款怎么说

普渡的支持页面是所有厂商中最清楚的公开表述，我们在此引用。保修期"可能因国家而异，并受当地法律约束"；马来西亚经销商提供一年保修。保修期内，"经销商向终端用户提供维护服务，普渡提供免费维修备件和技术支持"。保修期后，"经销商承担维修备件费用并向终端用户提供维护服务"。保修在"未经授权的改装、拆解、开壳以及在非官方指导下的维修"造成的损坏，以及碰撞、烧毁、进水、进油、进沙、过载和不当充电的情况下失效。延保只能在原保修期内购买。总部支持时间为周一至周五北京时间 09:30 至 21:00，并声称客服在 15 分钟内响应。¹ ● VERIFIED

在美国和加拿大，普渡销售服务计划：一次安装、每年四次预防性巡检、不限次数的上门维修且不收人工、差旅和故障配件费用、两小时服务响应、"最快 2 个工作日"修复；基础计划为两次巡检并优先远程排障。两种计划都未公布价格，也都不在本地区提供。² ● VERIFIED 没有一家新加坡经销商公布服务时间、响应时间或备件交期。作为"未发现"，标注 ● UNVERIFIED。

04 什么容易坏

FAILURE	WHAT WE KNOW	EVIDENCE
Power and charging	Loose plugs, damaged cords, depleted batteries and charger faults are the first two of four failure classes a Chinese repair shop names for delivery robots. Pudu tells owners to charge stored robots every three months and keep them above 60%.	Repair shop blog; Pudu FAQ ^{17 1} • REPORTED, FAQ • VERIFIED
Drive motors	The third class: a motor that is noisy or silent.	Same blog • REPORTED
Sensors	The fourth class: the robot "cannot see its surroundings". Pudu's handling rules say protect the LiDAR and never lift the robot by its tray or head.	Same; Pudu FAQ • VERIFIED
Water, oil and dust	Warranty exclusions name collision, water, oil, sand and overload, which is the maker's own list of what it sees. Robots "cannot be soaked in water, but light splashing is allowed". The KettyBot is IP20, with no water protection at all, on floors that are hosed daily.	Pudu support; review ^{1 5} • VERIFIED exclusions
Blocked routes	A robot that cannot pass a chair does no work; reviews put blocked routes beside water as the everyday failure of serving robots.	Review • REPORTED
Who repairs	Chinese press describes scarce repair skills, poor after-sales, long repair cycles and high costs; before JD.com's repair network, a defective Unitree went back to Hangzhou whole. In Singapore, Malaysia and Indonesia we found no multi-brand repair firm for commercial service robots.	163.com; our searches ¹⁸ • VERIFIED press, absence • UNVERIFIED

这些故障背后的环境原因，以及在机器人进场前就能发现问题的测试，见我们的[工况规范](#)。

05 划不划算

每个买家的算法都一样：回本月数等于机器人价格加集成费用，除以被替代的月人工成本乘以机器人实际完成的工作比例，再减去机器人的运行成本、服务费和备用人工。除价格外的每一项都是利用率或可靠性的假设，这就是为什么厂商报低值、买家按高值建模。

CASE	ROBOT COST	WAGE IT COMPETES WITH	READING
Serving robot on Malaysian day rate	RM59 a day, about RM1,500 a month at 26 days	RM1,700 a month, the national minimum wage	The robot rents for less than one minimum-wage server, so it pays if it replaces most of one person's carrying. It does not clear tables or take orders. ● ESTIMATE
Serving robot bought in the United States	US\$15,900 plus service	A Singapore food-service wage floor of S\$2,000 to 2,500 a month	About 10 months of a Singapore wage; payback inside two years if it does most of one person's carrying and needs little attention. Each half-hour of daily human attention costs a fifth of the saving. ● ESTIMATE
Cleaning robot in Singapore	by quote; S\$20,000 used as an illustration	S\$2,080 to 2,700 a month, the cleaning wage floors from 1 July 2026	Under EDGE, an SME can claim up to 70% of cost within a S\$100,000 annual cap, which at the ceiling cuts the illustrative price to S\$6,000 and the payback to three months of a

CASE	ROBOT COST	WAGE IT COMPETES WITH	READING
			cleaner's wage. The support level for robots under EDGE is not yet published. ● ESTIMATE
Humanoid on rent	about US\$5,000 a month	S\$2,080 in Singapore; about S\$450 in Jakarta	About three Singapore cleaners or fourteen Jakarta minimum wages, at about half a human's productivity by the maker's own 2026 figure. Humanoid labour substitution does not pay here at 2026 prices; single-purpose robots can. ● ESTIMATE

新加坡的补贴历史解释了为什么那里机器人这么多。生产力解决方案补助金曾支付预审批机器人成本的最多 50%，每家公司每年上限 3 万新元、每台机器人 15,500 新元，买家先付款、四到六周后报销；¹⁹ ● VERIFIED 该计划于 2026 年 9 月 29 日结束，次日由 EDGE 补助金接替，中小企业最高可获 70%。²⁰ ● VERIFIED 补贴促使场所通过注册供应商购买，这也是租赁套餐占主导的原因。

06 签约前要问的问题

1. 本国的保修期，书面、按子系统列明：整机、电池、驱动、传感器、屏幕。
2. 谁来修、在哪修：上门、经销商处还是寄回厂商，以及各自的周期。
3. 本国持有的备件，按零件列明，以及其余零件的交期。
4. 服务时间和响应时间，周末故障是否要等到中国的周一。
5. 什么情况下保修失效，授权第三方维修是否保留保修。
6. 防护等级与地面，对照你实际冲洗、拖洗或积水的地面。
7. 租赁套餐包含什么：建图、布局变更后重新建图、软件更新、维修期间的替换机。
8. 数据：机器人记录什么、发到哪里、厂商哪些人能登录。
9. 退出：租赁结束时机器人、地图和数据如何处理。
10. 补贴资格：供应商和型号是否已登记 EDGE，由谁申报。

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