

Service robots in Southeast Asia: prices, rent, warranty and what breaks

What a cleaning or delivery robot costs to buy or rent here, what the warranty covers and what voids it, who fixes it and how fast, what breaks, and whether it pays against a Singapore or Jakarta wage. Published numbers where they exist, and the gaps named where nobody publishes.

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A restaurant owner in Kuala Lumpur can rent a serving robot for RM59 a day. A cleaning contractor in Singapore cannot find a published price for the same robot anywhere. That is the state of the service robot market in Southeast Asia in 2026: a few makers with mature product lines, distributors who quote by phone, warranties that vary by country, and almost no public information on what breaks or who fixes it. This sheet collects what is published, says what is not, and gives a buyer the questions to ask.

It covers the robots most often found in our [tracker](#): Pudu and Keenon for food service and hotels, Gausium, LionsBot and Avidbots for cleaning, and the humanoids and quadrupeds that appear as pilots. Numbers read on a maker's or distributor's own page are ● **VERIFIED**; reseller lists and reviews are ● **REPORTED**; a value we could not find is marked ● **UNVERIFIED** and said so.

01 Who makes them

MAKER	LINES A BUYER HERE MEETS	SCALE	EVIDENCE
Pudu Robotics 普渡 (Shenzhen)	BellaBot and KettyBot 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 What they cost

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

The pattern: makers do not publish prices, distributors in Malaysia and Indonesia do, Singapore distributors do not, and the rental bundle (install, mapping, support, maintenance) is the product most buyers actually get. A buyer comparing a Singapore quote against the US list price should expect the local rental to carry the service that the list price leaves out.

03 What the warranty says

Pudu's support page is the clearest public statement from any maker, so we quote it. The warranty period "may vary by country and is subject to local laws"; the Malaysian dealer offers one year. In warranty, "distributors provide maintenance services to end-users, and Pudu Robotics provides free maintenance spare parts and technical support". After warranty, "distributors pay for the maintenance of spare parts and provide maintenance services to end-users". The warranty is void for "damage caused by unauthorized modification, disassembly, shell opening, and maintenance under unofficial guidance", and for collision, burning, water, oil, sand, overload and improper charging. An extended warranty can be bought only while the original runs. Head office support is Monday to Friday, 09:30 to 21:00 China time, with a claim that customer service responds within 15 minutes. ¹ ● VERIFIED

In the United States and Canada, Pudu sells a care plan: one installation, four preventive visits a year, unlimited on-site repair with no charge for labour, travel or faulty parts, a two-hour service response and fixes "in as fast as 2 business days"; a basic plan has two visits and remote troubleshooting first. Neither price is published and neither plan is offered in this region. ² ● VERIFIED No Singapore

distributor publishes service hours, response times or spare parts lead times. ● **UNVERIFIED** as an absence.

04 What breaks

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

For the environmental reasons behind these failures, and the tests that catch them before a robot goes on site, see our [duty spec](#).

05 Does it pay

The arithmetic is the same for every buyer: payback in months equals the robot's price plus integration, divided by the monthly labour cost displaced times the share of the job the robot actually does, minus the robot's running cost, minus the service and the fallback labour. Every term except the price is a utilisation or reliability assumption, which is why vendors quote the low end and buyers model the high end.

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

CASE	ROBOT COST	WAGE IT COMPETES WITH	READING
			months of a 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

Singapore's grant history is why so many robots are there. The Productivity Solutions Grant paid up to 50% of a pre-approved robot's cost, capped at S\$30,000 a company a year and S\$15,500 a robot, with the buyer paying first and claiming in four to six weeks;¹⁹ ● VERIFIED it closed on 29 September 2026 and the EDGE grant replaced it the next day at up to 70% for SMEs.²⁰ ● VERIFIED The grant pushes venues to buy through registered vendors, which is also why the rental bundle dominates.

06 What to ask before you sign

1. **The warranty period in this country**, in writing, by subsystem: whole robot, battery, drive, sensors, screen.
2. **Who repairs it and where**: on site, at the distributor, or shipped to the maker; and the turnaround for each.
3. **Spare parts held in this country**, by part, and the lead time for the rest.
4. **Service hours and response time**, and whether a weekend fault waits until Monday in China.
5. **What voids the warranty**, and whether a repair by an authorised third party keeps it.
6. **The ingress rating and the floor**, against the floors you actually hose, mop or flood.

- 7. **The rental bundle's contents:** mapping, re-mapping after a layout change, software updates, replacement during repair.
- 8. **Data:** what the robot records, where it goes, and who at the maker can log in.
- 9. **The exit:** what happens to the robot, the map and the data at the end of the rental.
- .0. **Grant eligibility:** whether the vendor and the model are registered for EDGE, and who files.

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