

CONCIERGE & GUEST EXPERIENCE

Mirokaï

The robot your guests will talk about
before they talk about anything else.

Manufactured by Enchanted Tools, Paris
Supplied, installed and supported in the UK by GO Robotics

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THE PROPOSITION

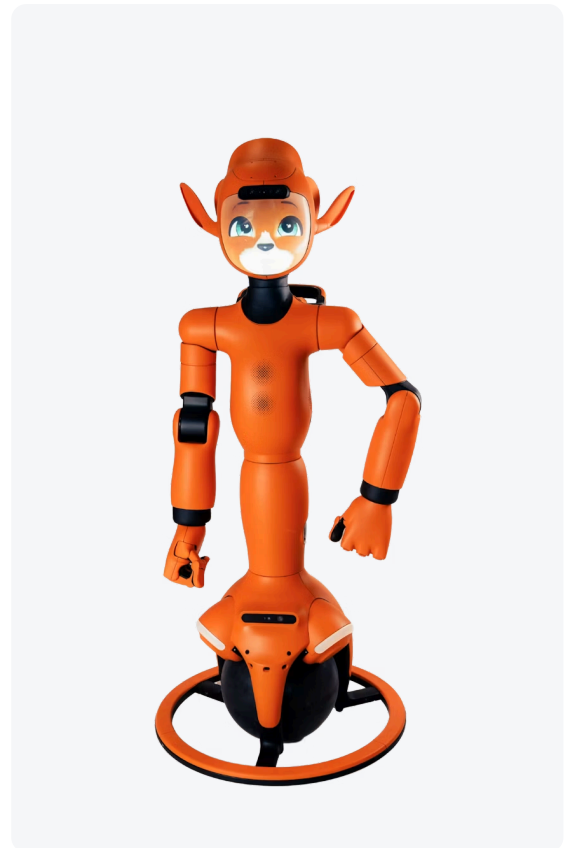
Not a cost-saving machine. A brand one.

Most of the robots we supply earn their place on a spreadsheet. They scrub a floor at four in the morning, carry plates across a busy room, or sweep a car park nobody wants to sweep. They pay for themselves in hours recovered.

Mirokai is the exception, and we say so plainly. It is bought for what it does to the front of the room — the arrival, the atrium, the ward corridor, the opening night. It is the unit that turns a refurbishment into a news story and a reception desk into something people photograph.

It stands 123 cm tall, balances on a single ball, moves among people at walking pace, holds a conversation in the language it is spoken to, and can pick something up and carry it to you.

The test we apply to every deployment: does this free a person, or replace one? Mirokai exists to put your team back in front of guests — not to take them off the floor.



Mirokai by Enchanted Tools. 123 cm · 29 kg · self-balancing ball base. Photography supplied by the manufacturer.

26

Degrees of freedom across base, arms, wrists, hands, neck and ears

3.2 km/h

Working speed among people — a comfortable walking pace

4 hrs

Runtime on one charge, one hour to recharge, docks itself

24

Sensors watching the room: cameras, ultrasound, time-of-flight, IMUs

CAPABILITY

Four jobs, done all day, without ever getting tired of them.

1

Welcome

It notices a person arriving, turns to face them, and greets them. Four microphones and a multimodal AI mean it answers in the language it is spoken to, without anyone selecting one from a menu.

2

Inform

Opening times, directions, what is on today, where the lift is, which desk to join. The hundredth identical question of the morning is answered exactly as warmly as the first.

3

Guide

It does not point. It walks — at 3.2 km/h, checking the person is still with it, across carpet, over cables and old thresholds, the length of a concourse or a corridor.

4

Carry

Compliant, torque-controlled arms and AI-assisted grasping. It can take hold of an object, carry it, and hand it over. A tray, a sample, a welcome pack, a form.



The face is the point

Mirokaï's expression is animated behind a curved screen, with two moving ears and a head that tracks the person it is speaking to. It is deliberately a character rather than a machine — which is why children walk towards it and older people talk back to it.

THE PRINCIPLE

THE 80% MIROKAÏ TAKES

Greeting a queue six deep at eight in the morning

Giving the same directions for the hundredth time

Walking a visitor the length of a concourse

Answering the same five questions in five languages

THE 20% IT NEVER TOUCHES

The welcome that decides the review

The complaint that needs a person

The difficult conversation

The moment somebody cries

Where Humans Lead & Robots Assist. Every deployment we scope is tested against one question: does this free a person, or replace one? Mirokaï is bought to put your team back in front of guests, not to remove them from the floor.

EVIDENCE

Already working, in rooms where it really matters.

Mirokaï is not a prototype. Enchanted Tools has placed it in hospitals, nursing homes and an international airport. The deployments below are the manufacturer's, in France and the United States — **GO Robotics has no live UK Mirokaï deployment to report yet, and we will not present one until we do.**



MONTPELLIER, FRANCE

Institut du Cancer de Montpellier

Supporting children through radiotherapy — accompanying them to treatment and holding their attention through the parts that frighten them.

In service since 2025

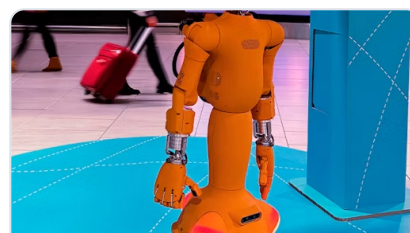


PARIS, FRANCE

EHPAD Annie Girardot

A City of Paris nursing home. Hydration reminders, wellness checks and simple daily company for residents between staff rounds.

June – July 2025



LYON, FRANCE

Lyon–Saint Exupéry Airport

Concierge and wayfinding in the terminal — meeting passengers at the display boards and walking them to where they need to be.

November – December 2025

ALSO IN SERVICE

Mather Institute, Evanston, Illinois — senior living study, January 2026. LiveOak Day Care, San Jose — adult day care for people living with cognitive decline, January 2026. APREH, France — supported living, December 2025.

AND THE COUNTER-EXAMPLE WE ALWAYS SHOW

Henn na Hotel, Nagasaki opened as the world's first robot hotel with 243 robots. More than half were decommissioned in January 2019 — single-language receptionists that could not process a passport, an in-room assistant that woke guests by mistaking snoring for a command, and novelty units whose maintenance cost more than the staff they replaced. All three avoidable.

We show you this on purpose. They tried to replace hospitality. We don't.

Sources: Raconteur; Hotel Management; Forbes, January 2019.



Photography supplied by Enchanted Tools. Institut du Cancer de Montpellier image ©Henri Frasque. These are the manufacturer's deployments and are shown as evidence that the platform works in live, sensitive environments — they are not GO Robotics client results.

HOW IT IS BUILT

It balances on a ball — and that is not a gimmick.

A wheeled base has to plan a turning circle. A ball base does not. Mirokaï pivots on the spot, leans into a movement the way a person does, and holds its footprint at 52.5 cm — narrow enough for a corridor, stable enough to be nudged by a passing suitcase and simply lean back.

It is the reason the machine reads as alive rather than as a trolley, and the reason it copes with carpet, trailing cables and the uneven thresholds of an old building.

Two brains on board

Twin NVIDIA Jetson NX modules run vision, navigation and conversation locally. Visual SLAM builds and holds the map. Wi-Fi 6E and cellular keep it connected; it returns to its dock and charges itself.



Arms that give way

Both arms are compliant and torque-controlled — eight torque sensors mean the machine feels resistance and yields to it rather than pushing through. That is what makes it safe to work at arm's length from the public, and what lets it take an object from a hand without crushing or dropping it.

Four degrees of freedom per arm, three per wrist, two per hand, with contact and Hall-effect sensing in the fingers. AI-assisted grasping handles the judgement about how firmly to hold.

Senses

Two RGBD cameras and two infrared cameras for depth and low light. Nine time-of-flight and six ultrasound sensors for close-range obstacles and people. Three inertial measurement units keeping the ball base upright. Four microphones for speech at conversational distance.

The failures in this category are never engineering failures. They are scoping failures.

THE GO ROBOTICS HOUSE METHOD

SPECIFICATION

Mirokai — full specification

Manufacturer's published figures. Configuration, options and compliance documentation for the unit supplied are confirmed in writing with the order.

PHYSICAL

Height	123 cm
Width	52.5 cm
Weight	29 kg
Base	Self-balancing ball base, 3 DoF
Degrees of freedom	26 total
— neck	3
— arms	4 each
— wrists	3 each
— hands	2 each
— ears	1 each
Actuators	26 motors
Arms	Compliant, torque-controlled

MOVEMENT

Working speed	3.2 km/h among people
Navigation	Visual SLAM
Surfaces	Hard floors, carpet, cables, uneven thresholds
Manipulation	AI-assisted grasping

SENSING

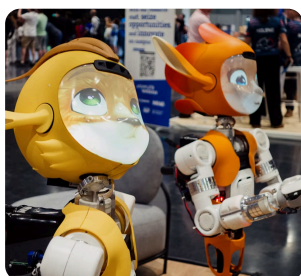
Depth cameras	2 × RGBD
Infrared cameras	2
Time-of-flight	9
Ultrasound	6
Microphones	4
Inertial units	3 IMUs
Torque sensors	8
Touch	Hand contact and Hall-effect sensing

POWER & COMPUTE

Runtime	4 hours
Charge time	1 hour
Charging	Returns to dock and charges itself
Compute	2 × NVIDIA Jetson NX
Operating system	Custom Linux
Connectivity	Wi-Fi 6E, cellular, Bluetooth

INTERACTION

AI	Multimodal, on-board
Language	Responds in the language it is addressed in
Expression	Animated face, articulated ears, head tracking
Variants	Miroki and Miroka



Mirokai units photographed by the manufacturer. Two characters are produced: Miroki and Miroka.

THE HONEST SPLIT

What is ready, what needs scoping, and what we are not selling you today.

DEPLOYABLE NOW

Greeting and welcome in a lobby, atrium, reception or ward entrance.

Multilingual information and wayfinding.

Walking a guest, patient or visitor to a destination on a mapped floor.

Carrying and handing over light items on a defined route.

Openings, press days, launches and events.

DEPLOYABLE WITH SCOPING

Lift, door and turnstile passage — always site-specific, never assumed.

Integration with your booking, PMS, queue or patient systems.

Movement between floors.

Covered outdoor and semi-outdoor areas.

Busy retail aisles and large-format floors.

NOT SOLD TODAY

UK grocery. Mirokaï is proven in hospitals, care settings and offices — not yet in a British supermarket, and we will not pretend otherwise.

Any clinical or care task. The French healthcare deployments are company, reminders and reassurance — not treatment.

Unattended operation outside surveyed, mapped areas.

We would rather lose a slide than lose the pilot in month two. Every line in the middle column becomes a line in the left column or the right one after a survey — in writing, before you commit to anything.

HOW THIS HAPPENS WITHOUT RISK

STEP 01

Site survey

We measure the floor, the doorways, the thresholds and the flow of people. Free of charge, no purchase order.

STEP 02

Written report

What Mirokaï would do in your building, where it would struggle, and what would need scoping. In writing.

STEP 03

Live demonstration

In your space, in front of your team, with your questions. If it doesn't earn its place, you'll know in an afternoon.

STEP 04

Measured pilot

One site, against KPIs you set, with written reporting throughout and a consolidated review before you decide.

COMMERCIALS

No figure is quoted in this document. Rental or purchase, whichever suits the estate — and we do not put a price against either until we have measured your floor. You should be wary of anyone who does.

Rates follow the survey, in writing, against measured areas. All prices exclude VAT; rental is billed monthly in advance by Direct Debit against a signed B2B order.

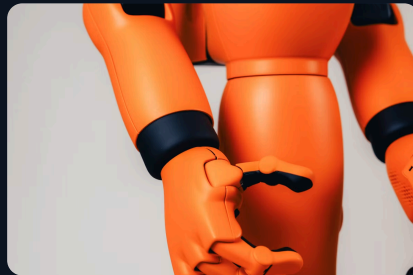
SUPPORT AS STANDARD

Telephone and remote support 08:00–20:00, seven days. Four working hours to respond in hours, by 10:00 the next morning out of hours. An engineer on site within two working days where a fault cannot be cleared remotely. Site mapping, commissioning, operator training, firmware updates, preventative servicing and fleet dashboard access included on long-term contracts.

WHY GO ROBOTICS

One partner. Not nine suppliers.

- Selected, integrated, installed, trained and maintained by one team – from the concierge in the lobby to the scrubber in the back corridor.
- Rental or purchase. Robotics-as-a-Service turns a capital decision into an operating cost with maintenance included.
- UK engineers, UK-held spares and a UK support desk. Nothing goes back overseas to be looked at.
- £5,000,000 public liability insurance. Compliance documentation for every unit supplied, provided with the order.



TALK TO US

Omer Rahim

DIRECTOR

omer@gorobotics.co.uk
01285 414561

Geoff Stillman

SALES DIRECTOR

geoff@gorobotics.co.uk
07826 286001

GO Robotics AI Ltd · Registered in England & Wales, company number 16870093 · VAT GB511611147
29 Sheep Street, Cirencester, England, GL7 1QW · 01285 414561 · info@gorobotics.co.uk · gorobotics.co.uk

Mirokaï is a product of Enchanted Tools, Paris. Photography supplied by the manufacturer; Institut du Cancer de Montpellier image ©Henri Frisque. Specifications are the manufacturer's published figures and are subject to change. Deployments shown are the manufacturer's and are not GO Robotics client results. This document contains no pricing; rates are quoted in writing following a site survey. Commercial in confidence · September 2026.