

TECHNICAL INSTRUCTIONS

ASSIGNED TECHNICAL COORDINATOR

The Technical Coordinator for M/Y XYZ is:

Name:

Email:

Office:

Mobile:

All questions, concerns, and regular correspondence related to Technical related issues should be sent to your Technical Coordinator.

If you need to reach your Technical Coordinator regarding a general question, please email him directly at griffin@dayboardmgt.com.

IMPORTANT CONTACT DETAILS

CAPTAIN

CHIEF ENGINEER

OWNER CONTACT

DOCKMASTER (HOME PORT)

INSURANCE

SPILL RESPONSE

PREFERRED YARD

HURRICANE HAUL OUT

WHAT IS TECHNICAL MANAGEMENT?

Dayboard provides the yacht with Technical Management services. The focus of these services is to ensure the yacht is maintained to high standards, there is good record keeping, and that the work performed on board is necessary and cost-efficient.

During the course of providing our services, we will perform the following:

- Annual condition surveys of the yacht and provide a report to the Captain and Owner.
- Oversee the annual maintenance program by coordinating with the crew and owner to establish a technical budget, ensuring routine maintenance is performed and records maintained, and reviewing works performed for completeness, quality, and cost-effectiveness.
- Maintain list of non-routine maintenance with input from Captain, Chief Engineer, and other crew members, including upgrades and modifications requested by the owner.
- Arrange and coordinate vendors.
- Organize yard periods in coordination with the Captain and Chief Engineer.
- Maintain a list of active warranties.

- Coordinate with crew to ensure the yacht's spare parts inventory is up-to-date.
- Provide 24/7 emergency support.
- Review Planned Maintenance System as maintained by the crew.

Why is technical required? Is there a component failure, upgrade or modification request?

CATEGORIES OF WORK

There are three general categories of work that is performed onboard:

1. Routine maintenance
2. Failures and resulting repairs
3. Upgrades and modifications

ROUTINE MAINTENANCE

Regular, scheduled upkeep activities to ensure the yacht remains in optimal condition and operates efficiently. This includes tasks such as cleaning, oil changes, engine checks, and other preventive measures to avoid potential issues.

FAILURES AND RESULTING REPAIRS

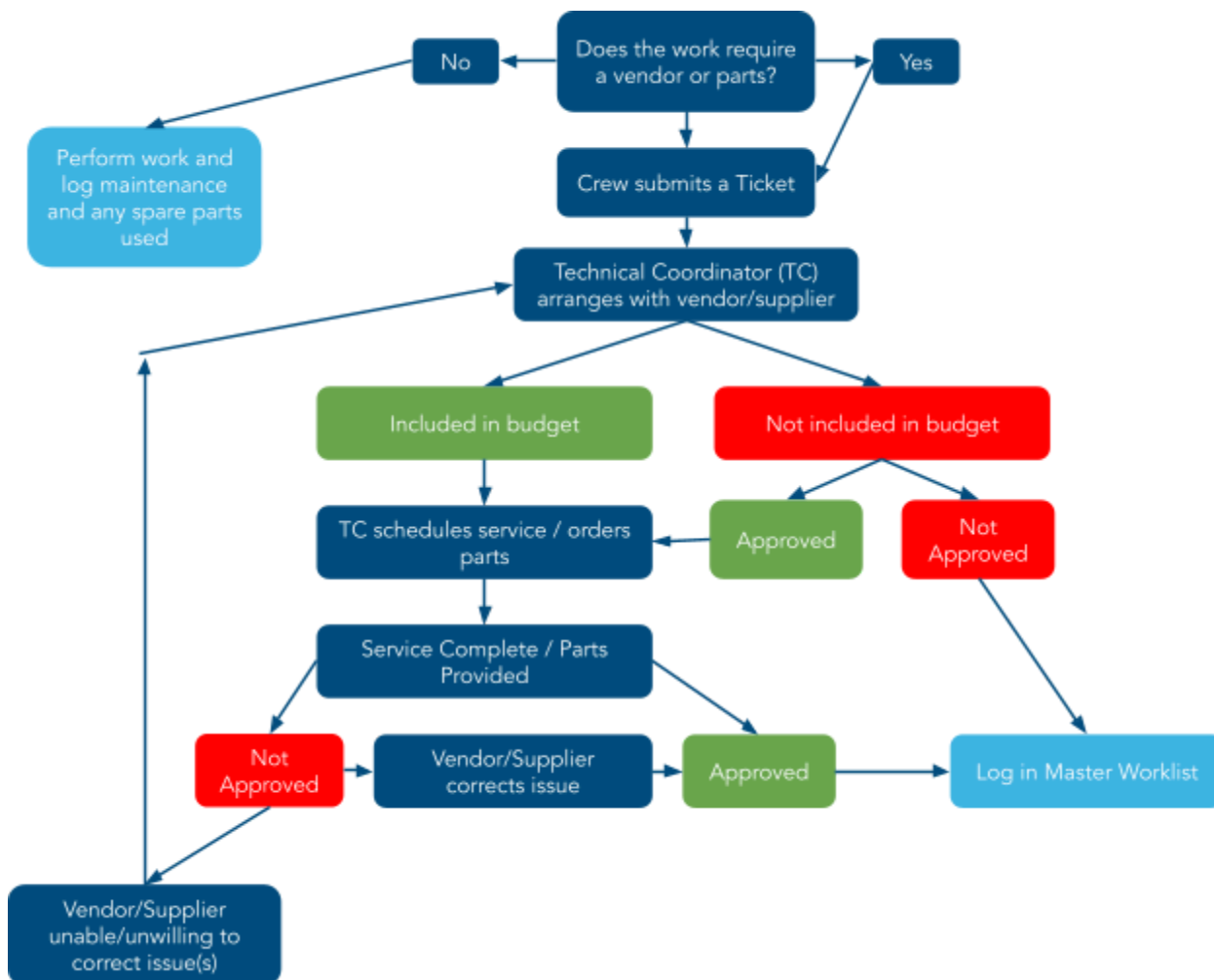
Unplanned maintenance is required due to unexpected breakdowns or malfunctions. This involves diagnosing the issue, replacing or repairing damaged components, and restoring the yacht and its components to their proper functioning state.

UPGRADES AND MODIFICATIONS

Enhancements and alterations made to improve the yacht's performance, safety, or aesthetics can include installing new systems or upgrading to more modern systems (e.g., new navigation equipment), upgrading the interior, or making structural changes to meet the owner's evolving needs and preferences.

TECHNICAL WORKFLOW

Below is a visual representation of the general workflow of performing work or obtaining parts:



SUBMITTING TICKETS

The form to submit a Ticket can be found [here](#).

Please note that the user submitted a ticket via the form must use their Dayboard email address (e.g. captainexample@dayboardmaritime.com) or their own Gmail address. The form used is part of Google Workspace, and for security reasons a Google email address is required.

If you have any questions or concerns, please contact Will Nock.

SUBMITTING A TICKET VIA OTHER MEANS

While submitting the Ticket via the form is highly recommended and preferred, we understand that you may need to communicate by other means such as email or text.

When doing so, be sure to include as many details as possible, for example:

- Photos
- Make
- Model
- Serial number
- Measurements
- Voltage
- Description of the problem

PRIORITY

If everything is marked has 'high' priority, nothing is 'high' priority.

Use the following as a guideline when assigning a priority:

High Priority Examples:

- Affects the owner/guest experience (A/C inoperable, sanitation system inoperable)
- Presents an immediate hazardous situation (lost anchor, main engine overheating, navigation equipment inoperable)
- Maintenance overdue for critical systems (main engine or generator overdue for service)
- Non-compliance with regulatory requirements (registration out of date, life raft service overdue)

Medium Priority Examples:

- Potential to affect the owner/guest experience (music system inoperable, internet inoperable, highly visible cosmetic issues)
- Potential to create a hazardous situation (navigation lights inoperable, redundant systems inoperable, hydraulic fluid leaking into bilge)
- Maintenance coming due for critical systems (main engine or generator service)
- Future compliance issues (registration expiring within 30 days)

Low Priority Examples:

- Does not affect the owner/guest experience (light out in crew cabin, underwater light inoperable)
- Does not create a hazardous situation

- Routine maintenance that is not required for more than 3 months
- Does not affect class or flag as is

Some item may move between categories depending on:

- Owner has specifically requested an upgrade or for something to be fixed
- Shipyard items that can only be done out of the water
- Routine maintenance moving into a 3 month window for completion

WHO WILL ADDRESS THE ISSUE

The crew is encouraged to perform as much of the onboard maintenance as possible. The actual work that the crew can do will depend on their level of experience, if the work is time-sensitive (i.e., upcoming owner/guest use), or if there are active warranties.

The Technical Coordinator will communicate with the crew regarding each Ticket submitted to determine the best approach and most appropriate party to carry out the work.

Can the crew fix or address the issue or does a vendor need to be involved. What tools, materials are needed. What vendor would be best suited to handle the issue.

CHOOSING A VENDOR

APPROVED VENDOR LIST

Dayboard maintains a list of qualified vendors. The crew is encouraged and welcome to suggest vendors they have worked with that produce good quality work, and this will be taken into account. However, Dayboard will ultimately quality, liase, and coordinate service with the vendors to ensure the best pairing on quality and cost.

VENDOR AVAILABILITY VS YACHT SCHEDULE

An important element of choosing a vendor, is ensuring that the work is able to be completed within the yacht's schedule. Therefore, when applicable, cost may be deprioritized to ensure that the work can be completed in time.

In these cases, the crew and owner will be made aware to ensure this is the best path.

REVIEWING QUOTATIONS

Where works are anticipated to be above \$5,000, the TC will obtain three quotations. The TC will review all quotes provided to ensure they cover the appropriate scope of work. This will be done in coordination with the crew.

PROJECT COMPLETION AND APPROVAL

Depending on the type and complexity of the work, Dayboard may or may not attend to oversee or confirm the proper completion of the project. In most cases, the crew is responsible for overseeing the work being performed onboard and confirming to Dayboard that the work has been completed to their satisfaction.

The approval is a key part of the project and the vendor's final payment will not be released until such approval has been received. It should be noted that the captain's approval of an invoice will constitute as notification to Dayboard that the work has been completed to their satisfaction.

The TC may request that pictures or supporting documents or evidence is submitted as part of the crew's approval.

In certain circumstances, such as paint work, a 3rd party surveyor will be utilized to ensure the proper completion of the work.

In cases where the work is a Class and/or Flag related items that requires their approval, this will be included as part of the approval process. However, due to the length of time these approvals may take, payment to the vendor will not necessarily be withheld if Class and/or Flag approval has not yet been received.

FINAL PAYMENT AND CLOSE OR PROJECT

If the solution is deemed to be satisfactory to all parties final payment to vendor/supplier can be made.

MAINTAINING SPARE PARTS

The crew is responsible for maintaining an accurate list of spare parts onboard.

The Technical Coordinator will work with the crew to develop a list of spare parts that are recommended to be onboard. The list will take into account the planned use of the yacht.

The crew may use their existing Preventative Maintenance System to maintain this list, or they can use form TEC-34 in the absence of the PMS.

The list is to be maintained up to date and a copy of the updated list should be provided to the TC once per month or upon request.

Each time a part is used, the list should be updated accordingly.

An optional service with Inventory Management. With this service, when the number of certain spare parts reaches a trigger level, Dayboard will automatically order additional parts to replace the parts.

INITIAL AND ANNUAL CONDITION SURVEYS

The TC will visit the yacht once per year to perform a general condition survey. This will include all parts of the yacht including the engine room, exterior, interior, navigation equipment, etc.

A report will be provided to the captain and to the owner outlining the findings and recommended repairs. This list will be used in part for determining the yacht's budget. The report will include recommended upgrades or modifications that could increase the usability, saleability, or other things that may be important to the owner or for the yacht's usage.

The survey will also include a review of the logs to ensure the crew has performed routine maintenance in accordance with the PMS (if applicable).

TECHNICAL BUDGET

Each year, following the Annual Condition Survey, the TC will coordinate with the captain and Dayboard's accounting team to develop the technical portion of the upcoming year's budget.

The budget will include necessary maintenance as well as recommendations. Recommendations will be noted as such and the TC and Accounting team will work with the owner to provide details to work out a final, approved, budget.

YARD PERIODS

Dayboard recommends that the yacht be hauled from the water at least once per year for, at a minimum, a cleaning of the yacht and general inspection of the hull and running gear, through hull fittings, tailshaft and rudder bearing clearances.

If additional maintenance or repairs are required, this will be covered in the budget for the yard period.

Dayboard will coordinate with the shipyard to arrange for the yacht to be hauled based upon the location and schedule of the yacht.

In some circumstances, additional time will be needed due to unforeseen maintenance and repair issues. Dayboard will communicate this directly to the owner, or their representative.

Yard periods can be an ideal time for some of the crew to go on vacation. To achieve this, the dates in the yard will be communicated as soon as possible to all parties so that travel arrangements can be made.

The Captain and/or Chief Engineer will generally take on the role of the 'project manager' during the yard period to oversee the day to day activities of vendors. Should they not be able to be onboard during this time, Dayboard will assume the role of the 'project manager', however this is not included as part of the 'Technical Management' services and additional fees will be applicable.

WARRANTIES

Dayboard will maintain a list of warranties including for equipment and parts placed onboard as well as for any vendors that perform work that consist of a labor warranty.

Dayboard can do this for information available in the course of arrangement of vendors or purchasing parts, however, if the crew purchases parts or equipment, or has work performed without Dayboard's involvement then Dayboard will be unable to maintain the list accurately unless this information is sent to the TC.

