

MAINTENANCE TERMS AND CONDITIONS

PolarFreeze Logistics Division

Effective Date: January 1, 2024

Document Reference: PDR-MT-2024-01

1. DEFINITIONS

1. "Company" means Polar Dynamics Robotics, Inc., a Delaware corporation.
2. "Equipment" means any IceNav-enabled autonomous mobile robot (AMR) system, including all integrated hardware components and software.
3. "Maintenance Services" means scheduled and unscheduled maintenance, repairs, software updates, and technical support provided by the Company.
4. "Operating Environment" means temperature-controlled facilities maintaining temperatures between +25 C and -40 C.
5. "Service Level Agreement" or "SLA" means the performance metrics and response times specified in Section 4.

2. SCOPE OF MAINTENANCE SERVICES

1. **Scheduled Maintenance**

- Quarterly inspection of cold-resistant actuators
- Bi-annual thermal management system optimization
- Annual calibration of IceNav sensors
- Monthly software updates and performance analytics

2. **Unscheduled Maintenance**

- Emergency repair services
- Component replacement
- System diagnostics
- Performance optimization
- Error resolution

3. ****Excluded Services****

- Repairs resulting from unauthorized modifications
- Damage caused by operation outside specified temperature ranges
- Third-party component integration not approved by Company
- Unauthorized software modifications

3. MAINTENANCE PROCEDURES

1. ****Service Requests****

- All maintenance requests must be submitted through the Company's ServicePortal
- Emergency requests may be initiated via 24/7 support hotline
- Service ticket must include Equipment serial number and environmental conditions

2. ****Documentation Requirements****

- Maintenance logs must be maintained for each Equipment unit
- Temperature logs for 72 hours prior to malfunction
- Operator activity logs
- System diagnostic reports

3. ****Access Requirements****

- Customer shall provide Company personnel with unrestricted access to Equipment
- Minimum 4-hour notice for scheduled maintenance
- Immediate access for emergency repairs
- Safe working conditions in accordance with OSHA standards

4. SERVICE LEVEL AGREEMENT

1. ****Response Times****

- Critical Issues: 2-hour response, 8-hour resolution
- High Priority: 4-hour response, 24-hour resolution
- Standard Issues: 24-hour response, 72-hour resolution

2. ****Performance Metrics****

- 99.5% Equipment uptime during operational hours

- Maximum 2-hour mean time to repair
- 95% first-time fix rate
- Monthly performance reporting

5. CUSTOMER OBLIGATIONS

1. **Operating Environment**

- Maintain specified temperature ranges
- Ensure proper ventilation
- Monitor humidity levels
- Maintain clean operating surfaces

2. **Operator Requirements**

- Complete Company-provided training
- Follow operating procedures
- Report anomalies promptly
- Maintain operation logs

6. WARRANTY AND LIABILITY

1. **Warranty**

Company warrants Maintenance Services will be performed in a professional manner consistent with industry standards.

2. **Limitation of Liability**

Company's liability shall not exceed the annual maintenance fee paid by Customer. Company shall not be liable for consequential, incidental, or special damages.

7. TERM AND TERMINATION

1. **Term**

Initial term of twelve (12) months, automatically renewable for successive twelve-month periods.

2. **Termination**

- 90-day written notice required for non-renewal
- Immediate termination for material breach

- Pro-rata refund for prepaid services

8. CONFIDENTIALITY

1. All maintenance data, procedures, and documentation shall be treated as Confidential Information pursuant to the Master Services Agreement.

9. GOVERNING LAW

1. These Maintenance Terms shall be governed by Delaware law without regard to conflicts of law principles.

EXECUTION

IN WITNESS WHEREOF, the parties have executed these Maintenance Terms as of the Effective Date.

POLAR DYNAMICS ROBOTICS, INC.

By:

Name: Katherine Wells

Title: Chief Financial Officer

Date:

[CUSTOMER NAME]

By:

Name:

Title:

Date: