

# **SERVICE SCHEDULE**

## **Arctic Logistics Corporation**

**Effective Date: January 15, 2024**

THIS SERVICE SCHEDULE (the "Schedule") is entered into by and between Polar Dynamics Robotics, Inc., a Delaware corporation with its principal place of business at 2100 Automation Drive, Cambridge, MA 02142 ("Provider"), and Arctic Logistics Corporation, a Nevada corporation with its principal place of business at 500 Cold Storage Way, Reno, NV 89502 ("Customer").

### **1. DEFINITIONS**

1 "AMR Units" means Provider's autonomous mobile robots, specifically the PolarBot X-Series units equipped with IceNav(TM) navigation system.

2 "Cold Storage Facility" means Customer's temperature-controlled warehousing facility located at 500 Cold Storage Way, Reno, NV 89502.

3 "Services" means the deployment, operation, maintenance, and support of AMR Units as detailed in Section 2.

4 "System" means the complete AMR solution, including hardware, software, and supporting infrastructure.

### **2. SERVICES DESCRIPTION**

#### **1 \*\*Equipment Deployment\*\***

- Initial deployment of twelve (12) PolarBot X-Series AMR Units
- Installation of IceNav(TM) beacon infrastructure
- Implementation of thermal management systems
- Integration with Customer's warehouse management system

#### **2 \*\*Operational Services\*\***

- 24/7 remote monitoring and diagnostics
- Real-time performance optimization
- Fleet management and traffic control
- Navigation system updates and maintenance

### 3 **\*\*Support Services\*\***

- On-site technical support within 4 hours during business hours
- Emergency support available 24/7
- Quarterly preventive maintenance
- Software updates and security patches

## **3. SERVICE LEVELS**

### 1 **\*\*System Availability\*\***

- Minimum 99.5% uptime during operational hours
- Maximum 2-hour resolution time for critical issues
- Scheduled maintenance limited to non-peak hours

### 2 **\*\*Performance Metrics\*\***

- Navigation accuracy within 2cm in temperatures down to -30 C
- Battery life minimum 12 hours in sub-zero conditions
- Pick accuracy rate of 99.9%

## **4. CUSTOMER RESPONSIBILITIES**

### 1 Customer shall:

- Maintain facility temperature controls within specified ranges
- Provide adequate charging station infrastructure
- Ensure clear pathways for AMR operation
- Grant Provider personnel necessary facility access
- Maintain network connectivity meeting Provider's specifications

## **5. FEES AND PAYMENT**

### 1 **\*\*Base Service Fees\*\***

- Monthly fee of \$12,500 per AMR Unit
- Includes standard maintenance and support
- Billed quarterly in advance

### 2 **\*\*Additional Charges\*\***

- Emergency service calls: \$500 per incident
- Non-scheduled maintenance: \$250 per hour
- Custom integration services: \$185 per hour

## **6. TERM AND TERMINATION**

1 Initial term of thirty-six (36) months commencing on the Effective Date.

2 Automatic renewal for successive twelve (12) month periods unless terminated with 90 days' written notice.

## **7. WARRANTY AND LIMITATIONS**

1 Provider warrants that:

- Services will be performed in a professional manner
- AMR Units will operate according to specifications in temperatures down to -30 C
- IceNav(TM) system will maintain specified accuracy levels

2 EXCEPT AS EXPRESSLY PROVIDED HEREIN, PROVIDER MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

## **8. INTELLECTUAL PROPERTY**

1 Provider retains all rights to:

- IceNav(TM) technology and algorithms
- AMR Unit designs and specifications
- Software and control systems
- Performance data and analytics

## **9. CONFIDENTIALITY**

1 Each party shall protect Confidential Information using the same degree of care as it uses to protect its own confidential information, but no less than reasonable care.

## **10. EXECUTION**

IN WITNESS WHEREOF, the parties have executed this Service Schedule as of the Effective Date.

POLAR DYNAMICS ROBOTICS, INC.

**By:**

Name: Katherine Wells

Title: Chief Financial Officer

**Date:**

ARCTIC LOGISTICS CORPORATION

**By:**

**Name:**

**Title:**

**Date:**