

SUPPORT SERVICES SCHEDULE

POLAR DYNAMICS ROBOTICS, INC.

Effective Date: January 1, 2024

1. DEFINITIONS

1 "Agreement" means the Master Services Agreement between Polar Dynamics Robotics, Inc. and the Customer to which this Support Services Schedule is attached.

2 "Critical Issue" means any Defect that causes a complete failure of the AMR System or renders it inoperable in cold storage environments below -20 C.

3 "Defect" means any verifiable and reproducible failure of the AMR System to materially conform to the Specifications.

4 "Response Time" means the period between Polar Dynamics' receipt of a Support Request and its initial response to Customer.

5 "Support Hours" means 24 hours per day, 7 days per week, excluding scheduled maintenance windows.

2. SUPPORT SERVICES

1 **Standard Support Services**

Polar Dynamics shall provide the following support services for the AMR System:

- (a) Remote diagnostic and troubleshooting assistance
- (b) IceNav(TM) software updates and patches
- (c) Thermal management system optimization
- (d) Navigation calibration assistance
- (e) Performance analytics and reporting
- (f) Remote firmware updates
- (g) Technical documentation access

2 **Enhanced Support Services**

For Customers subscribing to Enhanced Support, additional services include:

- (a) On-site emergency response within 4 hours
- (b) Dedicated technical account manager
- (c) Quarterly performance optimization reviews
- (d) Priority queue for support requests
- (e) Advanced replacement parts program
- (f) Custom integration support

3. SERVICE LEVELS

1 **Response Times**

Polar Dynamics shall respond to Support Requests within the following timeframes:

Severity Level	Standard Support	Enhanced Support
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Critical	2 hours	1 hour
High	4 hours	2 hours
Medium	8 hours	4 hours
Low	24 hours	12 hours

2 **Resolution Targets**

Polar Dynamics shall use commercially reasonable efforts to resolve issues within:

- (a) Critical Issues: 4 hours
- (b) High Severity: 8 hours
- (c) Medium Severity: 24 hours
- (d) Low Severity: 72 hours

4. CUSTOMER RESPONSIBILITIES

1 Customer shall:

- (a) Maintain network connectivity for remote diagnostics
- (b) Provide accurate environmental condition data
- (c) Implement recommended thermal management protocols
- (d) Maintain specified operating temperatures

- (e) Follow prescribed maintenance schedules
- (f) Report issues promptly through designated channels
- (g) Maintain trained personnel for basic troubleshooting

5. EXCLUSIONS

1 Support Services do not include:

- (a) Physical damage repair
- (b) Unauthorized modifications
- (c) Environmental damage
- (d) Third-party integration issues
- (e) Operation outside specified parameters
- (f) Consumable replacement
- (g) Training beyond initial deployment

6. FEES AND PAYMENT

1 ****Standard Support****

Annual fee of 15% of AMR System purchase price

2 ****Enhanced Support****

Annual fee of 25% of AMR System purchase price

3 ****Additional Charges****

- (a) Emergency on-site visits: \$2,500 per day
- (b) Custom integration work: \$250 per hour
- (c) After-hours support: \$350 per hour

7. TERM AND TERMINATION

1 This Schedule shall commence on the Effective Date and continue for an initial term of one (1) year.

2 Automatic renewal for successive one-year terms unless terminated with 90 days' notice.

3 Early termination fee equal to 50% of remaining contract value.

8. WARRANTY AND DISCLAIMER

1 Polar Dynamics warrants that Support Services will be performed in a professional manner consistent with industry standards.

2 EXCEPT AS EXPRESSLY SET FORTH HEREIN, POLAR DYNAMICS MAKES NO WARRANTIES, EXPRESS OR IMPLIED, REGARDING THE SUPPORT SERVICES.

9. EXECUTION

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

POLAR DYNAMICS ROBOTICS, INC.

By: _

Name: Katherine Wells

Title: Chief Financial Officer

Date: _

CUSTOMER:

By: _

Name: _

Title: _

Date: _