

TECHNICAL SUPPORT SERVICES AGREEMENT

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24/7 COVERAGE AND SUPPORT CONTRACT

THIS TECHNICAL SUPPORT SERVICES AGREEMENT (the "Agreement") is made this 1st day of February 1, 2024 (the "Effective Date"), by and between:

POLAR DYNAMICS ROBOTICS, INC., a Delaware corporation with its principal place of business at 2850 Arctic Way, Cambridge, MA 02142 ("Provider")

AND

The entities who have executed a Service Order referencing this Agreement
("Customer")

RECITALS

WHEREAS, Provider develops and maintains autonomous mobile robots for use in
extreme-condition environments, including the BlueCore(TM) technology;

WHEREAS, Provider wishes to provide technical support services for its robots
and Customer wishes to receive such services;

NOW, THEREFORE, the parties agree as follows:

1. DEFINITIONS

1 "Critical Issue" means any malfunction that causes complete system

2 "Response Time" means the period between initial notification and

3 "Resolution Time" means the period between initial notification and

4 "Support Hours" means 24 hours per day, 7 days per week, 365 days

5 "System" means Provider's autonomous mobile robots and associated

2. SCOPE OF SERVICES

1 ****Technical Support Coverage****

Provider shall provide continuous technical support services for the S,
including:

-

Remote diagnostics and troubleshooting

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Emergency response for Critical Issues

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System performance monitoring

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Software updates and patches

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Navigation system calibration

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Temperature control system support

2 ****Service Levels****

Provider shall meet the following service levels:

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Critical Issues: 15-minute Response Time, 4-hour Resolution Time

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High Priority: 30-minute Response Time, 8-hour Resolution Time

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Medium Priority: 2-hour Response Time, 24-hour Resolution Time

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Low Priority: 4-hour Response Time, 72-hour Resolution Time

3. PROVIDER RESPONSIBILITIES

1 **Support Staff**

Provider shall maintain qualified technical support staff with expertise

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Cold-environment robotics systems

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BlueCore(TM) technology platform

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Autonomous navigation systems

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Industrial automation protocols

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Safety systems and compliance

2 ****Support Channels****

Provider shall maintain the following support channels:

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24/7 emergency hotline

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Secure web portal

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Email support system

-

Remote access capabilities

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Video conferencing support

4. CUSTOMER RESPONSIBILITIES

1 Customer shall:

-

Provide accurate system information

-

Maintain authorized contacts list

-

Allow remote access when necessary

-

Implement recommended updates

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Maintain environmental conditions within specifications

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Report issues promptly and accurately

5. FEES AND PAYMENT

1 **Base Support Fee**

Annual base fee of \$75,000 per facility, payable quarterly in advance.

2 **Additional Charges**

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On-site support: \$2,500 per day plus expenses

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Custom development: \$250 per hour

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Emergency response fee: \$5,000 per incident

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Training sessions: \$1,500 per session

6. TERM AND TERMINATION

1 **Initial Term**

One (1) year from the Effective Date.

2 **Renewal**

Automatic renewal for successive one-year terms unless terminated.

3 **Termination**

Either party may terminate:

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With 90 days' written notice

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Immediately for material breach

-

Upon bankruptcy or insolvency

7. CONFIDENTIALITY

1 Each party shall protect confidential information using reasonable care

2 Confidentiality obligations survive termination for 5 years.

8. WARRANTY AND LIMITATION OF LIABILITY

1 ****Limited Warranty****

Provider warrants services will be performed in a professional manner

2 ****Disclaimer****

EXCEPT AS EXPRESSLY STATED, ALL WARRANTIES ARE DISCL

3 ****Limitation of Liability****

LIABILITY LIMITED TO FEES PAID IN PRECEDING 12 MONTHS.

9. GENERAL PROVISIONS

1 ****Force Majeure****

Neither party liable for events beyond reasonable control.

2 ****Assignment****

No assignment without prior written consent.

3 ****Governing Law****

Delaware law governs without regard to conflicts principles.

4 ****Dispute Resolution****

Mandatory mediation before litigation.

5 ****Entire Agreement****

Contains entire agreement between parties.

IN WITNESS WHEREOF, the parties have executed this Agreement and
Date.

POLAR DYNAMICS ROBOTICS, INC.

By: - 12 -

Name: Victoria Wells

Title: Chief Financial Officer

Date:

CUSTOMER

By:

Name:

Title:

Date:

