

MAINTENANCE TERMS AND CONDITIONS

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Arctic Solutions Program

Effective Date: January 1, 2024

1. DEFINITIONS

1. "Agreement" means these Maintenance Terms and Conditions.
2. "Company" means Polar Dynamics Robotics, Inc., a Delaware corp
3. "Equipment" means any BlueCore(TM)-enabled autonomous mobil

4. "Maintenance Services" means scheduled and emergency maintenance services.

5. "Service Level Standards" means the performance metrics and response times.

2. SCOPE OF SERVICES

1. The Company shall provide Maintenance Services for Equipment owned by the Client.

2. Maintenance Services include:

- a) Quarterly preventive maintenance inspections
- b) BlueCore(TM) system diagnostics and calibration
- c) Navigation system optimization
- d) Chassis and mechanical component inspection
- e) Battery system maintenance
- f) Emergency repair services

g) Software updates and patches

3. All Maintenance Services shall be performed by Company-certified

3. SERVICE LEVELS AND RESPONSE TIMES

1. Critical System Failures

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Response Time: 2 hours

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Resolution Time: 6 hours

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24/7 availability

2. Non-Critical Issues

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Response Time: 8 business hours

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Resolution Time: 48 business hours

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Monday-Friday, 8:00 AM - 6:00 PM local time

3. Preventive Maintenance

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Scheduled quarterly

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Minimum 2 weeks advance notice

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Performed during customer-approved maintenance windows

4. CUSTOMER OBLIGATIONS

1. Customer shall:

- a) Maintain environmental conditions within specified ranges
- b) Provide access to Equipment during scheduled maintenance
- c) Report issues promptly through designated channels
- d) Maintain network connectivity for remote diagnostics
- e) Follow prescribed Equipment operating procedures

2. Customer shall not attempt unauthorized repairs or modifications to

5. PRICING AND PAYMENT

1. Standard Maintenance Services are provided at rates specified in the

2. Emergency services outside normal business hours incur additional charges.

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After-hours: 1.5x standard rate

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Weekends/Holidays: 2x standard rate

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Emergency dispatch: \$500 per incident

3. Parts and materials are billed separately at Company's then-current prices.

6. WARRANTY AND LIMITATIONS

1. Company warrants Maintenance Services will be performed in a professional and workmanlike manner.

2. This warranty is exclusive and in lieu of all other warranties, whether written or oral.

3. Company's liability for any claim arising from Maintenance Services

7. TERM AND TERMINATION

1. This Agreement shall remain in effect for the duration of the Equipment
2. Either party may terminate for material breach upon 30 days' written notice
3. Company may suspend services if payment is overdue by more than 30 days

8. CONFIDENTIALITY

1. All technical information, diagnostics data, and maintenance procedures shall be Confidential Information
2. Neither party shall disclose Confidential Information without prior written consent

9. FORCE MAJEURE

1. Neither party shall be liable for delays caused by circumstances beyond its control.

10. GOVERNING LAW

1. This Agreement shall be governed by Delaware law without regard to conflict of laws principles.

ACCEPTANCE

IN WITNESS WHEREOF, the parties have executed this Agreement as of the date first written above.

Date.

POLAR DYNAMICS ROBOTICS, INC.

By: - 8 -

Name: Victoria Wells

Title: Chief Financial Officer

Date:

[CUSTOMER NAME]

By:

Name:

Title:

Date:

