EQUIPMENT BREAKDOWN RESPONSE PROCEDURE

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NaviFloor Robotics, Inc.

Effective Date: January 15, 2024

Document ID: OPS-EBR-2024-01

Version: 2.0

1. PURPOSE AND SCOPE

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1. This Equipment Breakdown Response Procedure ("Procedure") establishe

2. This Procedure applies to all Company employees, contractors, and author

2. DEFINITIONS

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1. "Critical Equipment" means any AMR unit, LiDAR system, terrain-mappi

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2. "Emergency Breakdown" means any equipment failure that:

(a) Creates an immediate safety risk;

(b) Results in complete system shutdown; or

(c) Causes service interruption to more than 25% of deployed units at a custo site.

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3. "Response Team" means the designated technical personnel responsible fo

3. INITIAL RESPONSE PROTOCOL

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1. Upon detection of equipment breakdown, the following steps shall be exec

a) Immediate notification to Site Operations Manager

b) System diagnostic assessment within 15 minutes

c) Customer notification if service impact exceeds 10 minutes

d) Activation of redundancy protocols where available

e) Documentation of incident in the Company's incident management system

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2. The Response Team shall classify the breakdown severity according to the

Level 1: Minor - Single unit affected, no customer impact

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Level 2: Moderate - Multiple units affected, limited customer impact

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Level 3: Severe - System-wide impact or safety concern

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Level 4: Critical - Complete system failure or safety emergency

4. TECHNICAL RESPONSE REQUIREMENTS

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1. The Response Team shall:

a) Deploy appropriate diagnostic tools and equipment

b) Execute remote troubleshooting protocols when applicable

c) Implement temporary workarounds to maintain critical operations

d) Coordinate with vendors for component replacement if required

e) Document all technical interventions in the maintenance log

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2. For breakdowns involving proprietary navigation systems:

a) Engage specialized LiDAR technicians within 30 minutes

b) Execute terrain-mapping system recovery protocols

c) Verify calibration of all affected sensors

d) Conduct system integrity verification before restart

5. SAFETY AND COMPLIANCE

1. All response activities must comply with:

a) OSHA safety regulations

b) Company safety protocols

c) Customer site-specific requirements

d) Relevant industry standards for robotics equipment

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2. Response Team members shall:

a) Wear appropriate PPE during all interventions

b) Follow lockout/tagout procedures

c) Maintain communication with safety supervisors

d) Document all safety-related observations

6. REPORTING AND DOCUMENTATION

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1. The following documentation is required for each breakdown incident:

a) Initial incident report within 1 hour

b) Technical assessment report within 4 hours

c) Root cause analysis within 48 hours

d) Corrective action plan within 72 hours

e) Final incident closure report

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2. All reports shall be maintained in the Company's document management s

7. CUSTOMER COMMUNICATION

1. The Response Team shall provide:

a) Initial notification within 15 minutes of confirmed impact

b) Status updates every 30 minutes during critical events

c) Resolution confirmation and service restoration notice

d) Post-incident summary within 24 hours

8. CONTINUOUS IMPROVEMENT

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1. This Procedure shall be reviewed and updated:

a) Annually at minimum

b) Following any Level 3 or 4 breakdown

c) Upon significant system or technology changes

d) As required by regulatory changes

9. COMPLIANCE AND ENFORCEMENT

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1. Failure to comply with this Procedure may result in disciplinary action, up

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2. The Company reserves the right to modify this Procedure at any time to en

APPROVAL AND REVISION HISTORY

Document Owner: Director of Operations

Last Review Date: January 15, 2024

Next Review Date: January 15, 2025

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