

SERVICE TERMS - ICEVAULT STORAGE SYSTEMS

Effective Date: January 1, 2024

1. DEFINITIONS

1. "Agreement" means these Service Terms for IceVault Storage Systems.
2. "Company" means Polar Dynamics Robotics, Inc., a Delaware corporation.
3. "IceVault System" means the Company's proprietary cold storage automation system, including all hardware, software, and AMR units.
4. "Customer" means any entity that has executed a Master Services Agreement with the Company for IceVault System deployment.
5. "Services" means installation, maintenance, support, and operation of the IceVault System.

2. SYSTEM DEPLOYMENT AND INSTALLATION

1. **Site Assessment**

The Company shall conduct a comprehensive site assessment prior to IceVault System deployment, including:

- (a) Temperature mapping of the facility
- (b) Floor plan analysis and navigation path planning
- (c) Network infrastructure evaluation
- (d) Safety system compatibility verification

2. **Installation Requirements**

Customer shall provide:

- (a) Dedicated power supply meeting Company specifications
- (b) Network connectivity with minimum 1Gbps bandwidth
- (c) Designated staging area for AMR charging stations
- (d) Access to facility during installation window

3. OPERATIONAL PARAMETERS

1. ****Environmental Conditions****

IceVault System is warranted to operate in environments between:

- (a) -40 C to +5 C (-40 F to +41 F)
- (b) Humidity levels up to 95% non-condensing
- (c) Maximum floor grade of 2%

2. ****Performance Specifications****

System shall maintain:

- (a) Navigation accuracy of 5cm
- (b) Minimum uptime of 98.5%
- (c) Maximum payload capacity as specified in deployment plan

4. MAINTENANCE AND SUPPORT

1. ****Preventive Maintenance****

Company shall perform:

- (a) Quarterly system diagnostics
- (b) Bi-annual hardware inspections
- (c) Annual software updates
- (d) Battery replacement every 24 months

2. ****Technical Support****

Company provides:

- (a) 24/7 remote monitoring
- (b) Emergency response within 4 hours
- (c) On-site support within 24 hours
- (d) Software patches within 48 hours of critical issues

5. DATA AND SECURITY

1. ****Data Collection****

System collects:

- (a) Operational metrics
- (b) Navigation data

- (c) Temperature logs
- (d) Performance analytics

2. ****Security Requirements****

Company implements:

- (a) AES-256 encryption
- (b) Secure API endpoints
- (c) Role-based access control
- (d) Monthly security audits

6. WARRANTY AND LIABILITY

1. ****Limited Warranty****

Company warrants IceVault System will perform substantially in accordance with specifications for 12 months from installation.

2. ****Exclusions****

Warranty excludes:

- (a) Unauthorized modifications
- (b) Operation outside specified parameters
- (c) Force majeure events
- (d) Third-party interference

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

Company's aggregate liability shall not exceed fees paid in previous 12 months.

7. TERM AND TERMINATION

1. ****Initial Term****

Agreement has initial term of 36 months from installation date.

2. ****Renewal****

Automatic 12-month renewal unless notice given 90 days prior.

3. ****Termination Rights****

Either party may terminate for material breach with 30 days' notice.

8. GOVERNING LAW AND JURISDICTION

1. This Agreement shall be governed by Delaware law.
2. Parties consent to exclusive jurisdiction of Delaware courts.

9. EXECUTION

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

POLAR DYNAMICS ROBOTICS, INC.

By: _

Name: Katherine Wells

Title: Chief Financial Officer

Date: _

CUSTOMER:

By: _

Name: _

Title: _

Date: _