

# REPAIR RESPONSE TIME AGREEMENT - CRITICAL SYSTEMS

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THIS REPAIR RESPONSE TIME AGREEMENT (the "Agreement") is entered into this 1st day of February, 2024 (the "Effective Date"), by Polar Dynamics Robotics, a Delaware corporation, with its principal place of business at 2850 Arctur Avenue, Minneapolis, MN 55401 ("Company").

### 1. DEFINITIONS

- 1. "Critical Systems" means the core operational components of the Company's fleet management system, including:
  - (a) BlueCore(TM) navigation system

(b) Temperature control units

(c) Primary drive mechanisms

(d) Safety shutdown systems

(e) Environmental sensors

(f) Main control boards

2. "Response Time" means the period between initial fault detection o

3. "Resolution Time" means the period between initial response and th

4. "Operating Environment" refers to controlled temperature environm

## **2. RESPONSE TIME COMMITMENTS**

1. Priority Levels:

Level 1 (Critical): Complete system failure or safety-critical malfunction

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Response Time: 30 minutes

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Resolution Time: 4 hours

Level 2 (Severe): Significant performance degradation

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Response Time: 2 hours

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Resolution Time: 8 hours

Level 3 (Moderate): Partial functionality loss

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Response Time: 4 hours

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Resolution Time: 24 hours

## 2. Geographic Coverage:

(a) North America: Full coverage within stated response times

(b) Europe: Response times + 2 hours

(c) Asia-Pacific: Response times + 4 hours

## 3. SERVICE DELIVERY REQUIREMENTS

### 1. Technical Support Availability:

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24/7/365 emergency response capability

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Dedicated technical support hotline

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Remote diagnostic capabilities

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On-site support when required

## 2. Personnel Requirements:

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Minimum Level 3 certified technicians for initial response

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Level 1 certified engineers for critical system repairs

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Cold environment safety certification required

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Annual technical recertification

## 4. DIAGNOSTIC AND REPAIR PROCEDURES

### 1. Initial Assessment:

- (a) Remote system diagnostics via BlueCore(TM) telemetry
- (b) Real-time performance data analysis
- (c) Environmental condition verification
- (d) Safety system status check

### 2. Repair Protocol:

- (a) Safety lockout/tagout procedures
- (b) Environmental acclimation period
- (c) Component-level diagnostics
- (d) Repair or replacement decision
- (e) System restoration and testing

(f) Performance verification

## **5. QUALITY ASSURANCE**

### **1. Post-Repair Testing:**

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Full system diagnostic scan

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Performance benchmark testing

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Temperature cycle testing

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Safety system verification

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Customer sign-off requirement

## 2. Documentation Requirements:

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Detailed repair report

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Component replacement record

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Performance test results

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Environmental condition log

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Customer acknowledgment

## 6. PERFORMANCE METRICS AND REPORTING

### 1. Key Performance Indicators:



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Average response time

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Resolution time compliance

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First-time fix rate

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Customer satisfaction score

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System uptime post-repair

## 2. Monthly Reporting Requirements:

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Service level achievement

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Response time analysis

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Failure mode trending

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Component reliability data

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Customer feedback summary

## **7. CONTINUOUS IMPROVEMENT**

1. Review Process:

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Quarterly performance review

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Root cause analysis

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Process improvement recommendations

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Technical bulletin updates

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Training program updates

2. Technology Updates:

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Diagnostic tool upgrades

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Repair procedure optimization

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Technical documentation updates

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Remote monitoring enhancements

## **8. LIMITATIONS AND EXCLUSIONS**

1. This Agreement does not cover:

- (a) Damage from unauthorized modifications
- (b) Operation outside specified parameters
- (c) Natural disasters or force majeure events
- (d) Intentional damage or misuse
- (e) Third-party component failures

2. Response time commitments are subject to:

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Safe access conditions

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Environmental safety requirements

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Local regulatory compliance

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Available parts inventory

## **9. TERM AND TERMINATION**

1. Term: This Agreement shall remain in effect for one (1) year from the

2. Renewal: Automatic annual renewal unless terminated with 90 days

3. Termination: Company may modify or terminate this Agreement with

## **10. ~~GOVERNING~~ LAW**

This Agreement shall be governed by and construed in accordance with the law of the State of Delaware, without regard to its conflicts of law principles.

IN WITNESS WHEREOF, the Company has executed this Agreement on the  
Date.

POLAR DYNAMICS ROBOTICS, INC.

**By:**

Name: Victoria Wells

Title: Chief Financial Officer

Date: February 1, 2024

