



UNMANNED UNITED

OVERWATCH-LR™
Warranty & Service Level Agreement
(SLA)

Applies to: Overwatch UAS Platform
(All Variants)

Document Code: **UU-WARRANTY-2001**
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COMMITMENT TO MISSION SUCCESS

Unmanned United (UU) designs and delivers premium unmanned aerial systems tailored for defense, intelligence, and law enforcement missions. When purchasing from UU, you are not only acquiring hardware — you are engaging a dedicated mission success team that prioritizes uptime, performance, and end-user satisfaction.

WARRANTY COVERAGE

Standard Manufacturer's Warranty (1 Year)

Each Overwatch UAS platform and associated hardware ships with a 12-month manufacturer's warranty covering:

- Manufacturing defects
- Component failure due to normal operation
- Critical electronics including Autopilot, ESCs, BECs, Power Systems
- Gimbal/camera systems (if procured from UU)

Coverage begins upon confirmed delivery or final acceptance testing, whichever comes later.

Exclusions:

- Damage from unauthorized modification or repair
- Improper storage or shipping not performed by UU or its authorized partners
- Flight crashes not attributable to verified hardware or software fault
- Operation outside approved environmental limits (temperature, altitude, payload)
- Water damage to components not rated IP-rated by spec

TIER ONE SUPPORT PROTOCOL

Unmanned United offers Tier One support by default — no call center queues, no script-reading intermediaries.

All customer support calls are routed to a qualified senior systems engineer or technician with authority to diagnose, resolve, and dispatch corrective action.

Support Ticket Prioritization:

Severity	Definition	Response Time	Resolution Path
Critical	Aircraft grounded due to fault, mission-blocking issue	Immediate Response	Phone + Live Remote Debug + Immediate Replacement Remote
Severe	Subsystem failure impacting mission performance	1 Hour	Troubleshooting + Same-Day Parts Dispatch
Standard	Routine inquiry, firmware, field service question	4 Hours	Email/Portal + Next-Day Support

All tickets are tracked through UU’s internal CRM and documented for compliance and continuity.

ON-SITE MAINTENANCE STOCK

To minimize downtime in mission-critical environments, the following critical replacement parts are shipped with the initial order for on-site readiness:

- 1x Autopilot Unit (pre-configured, serialized)
- 1x BEC / Power Module
- 1x Router/Telemetry Unit
- 1x Propulsion controller (ESC)
- 1x EO/IR gimbal (if ordered with payload)

These parts are provided under consignment and must be reported when used, triggering a replacement shipment under warranty coverage

REPLACEMENT & LOGISTICS POLICY

If a covered part requires replacement:

- UU will dispatch a Next-Day Air shipment (FedEx Priority or equivalent) at no cost.
- In cases where operational urgency demands, Unmanned United will:
 - Dispatch a dedicated courier or field engineer to your site (CONUS only).
 - Provide on-site certification or recalibration of installed components.

Replacement parts ship with a return label for the failed item. Non-return within 15 business days may result in billing for the part.

ESCALATION & FIELD SUPPORT

If an issue persists or the mission scenario demands real-time engagement:

- UU can deploy Field Service Engineers (FSEs) to support live operations, training, or in-situ diagnostics.
- Escalation paths are available directly via:
 - Phone: 321-389-1600 (24/7 for Tier One customers)
 - Email: support@unmannedunited.com
 - Live Remote Session: Available via secure VPN session or approved endpoint

EXTENDED WARRANTIES & SUSTAINMENT OPTIONS

Unmanned United offers optional service extensions:

- Extended Warranty: Up to 3 years total coverage
- Annual On-Site Maintenance Contract
- Rapid Sustainment Program (RSP): Guaranteed 48-hour swapout of any subsystem, anywhere CONUS

Contact your UU sales executive or support representative to enroll.

WARRANTY CERTIFICATION & TRANSFERABILITY

All delivered systems include:

- A Warranty Certificate tied to system serial numbers
- Maintenance log templates
- Optional transfer protocol for reassigning warranty (e.g., agency-to-agency reuse)



PROCUREMENT CONTACT

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