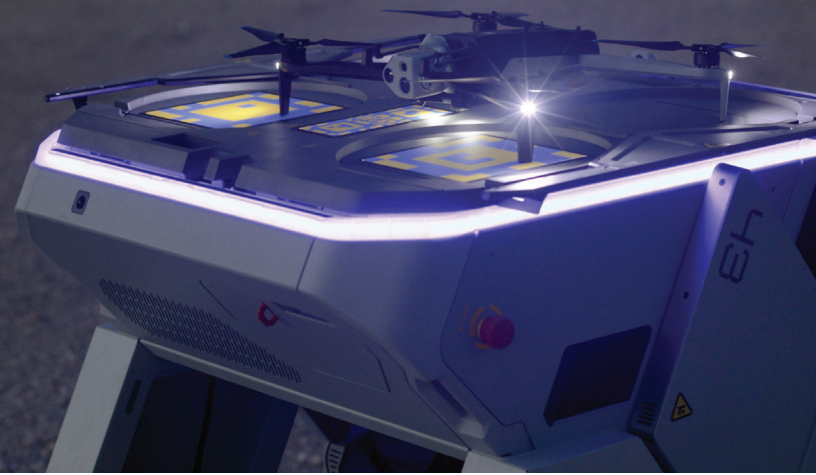




Dock for X10

Maintenance and Repair Service



Maximizing performance for critical operations

Skydio's Dock Maintenance and Repair Service ensures the consistent and reliable operation of your Docks, keeping your drone infrastructure optimized and reducing downtime in critical environments. By combining routine preventative maintenance and prompt repair services, we ensure your Skydio Docks remain fully operational, and help minimize the risk of unexpected disruptions.

National coverage

Skydio has a network of regional partners to ensure reliable and timely service, even in rural operational environments. Service teams will be onsite multiple times per year for hands-on inspections, routine cleaning and maintenance.



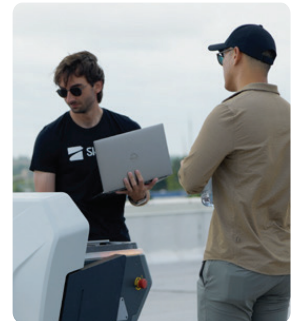
Comprehensive maintenance

Skydio will provide preventative maintenance based on a recommended schedule tailored to your operations. This will be structured around time intervals or usage metrics to meet the needs of your operational cadence.



Operational assurance

In the event of an issue or outage, a Skydio Technician will troubleshoot, repair or replace parts as needed, and rigorously test the Dock to ensure it is fully operational. If repairs aren't sufficient, Skydio will replace and reinstall the dock at no additional cost.



Dock parts included

All necessary parts are covered under the maintenance plan, ensuring smooth operation without unexpected costs.*



Service Overview

The Skydio Field Technician will service each Dock for X10 onsite and be responsible for its repair, maintenance, and preventative upkeep. We focus on delivering high-quality maintenance and repair services that minimize downtime and maximize operational efficiency for each customer. Services include:

Preventative maintenance:

Regular scheduled maintenance on devices to prevent breakdowns.

Technicians clean, lubricate, and adjust parts to maintain proper functioning.

Repair and maintenance:

Unlimited visits for repairs of mechanical or software issues.

Replacing or repairing defective components to restore functionality.

Ensure devices are calibrated and functioning according to defined performance specifications.

Documentation and reporting:

Monitoring from Dock-based sensors generates alerts and/or notifications.

Maintain detailed records of repairs and maintenance performed.

Prepare service reports and provide feedback on recurring issues.



Build and scale your program with a trusted partner

Skydio Professional Services offers end-to-end support to help customers design, implement, and scale their drone programs. From expert advisory to ongoing sustainment, deployment, and training, we ensure smooth operations and accelerated value, while enabling seamless integration of drone-captured data into your systems.

- Advisory Services
- Sustainment Services
- Deployment Services
- Embedded staff support
- Integration Services
- Training and Documentation

