



ReconRobotics, Inc Annual Maintenance Plans

ReconRobotics is proud to offer Annual Maintenance Plans (AMPs) for the Recon Scout™ kits and add-on robots and Operator Control Units (OCUs). While we at ReconRobotics have designed our products to withstand an incredible amount of abuse for operation in real-world scenarios, we know that they are not indestructible, and in the course of general use, we realize that there may be components that will suffer from normal wear and tear. Our Annual Maintenance Plans offer repairs for the normal wear and tear experienced within the advertised usage guidelines for our products.

The Annual Maintenance Plans also include one annual refurbishment, which allows you to send your products back even if there are no major problems and receive an annual “tune-up”.

The annual refurbishment for the robot includes:

1. Replacement of
 - a. Battery
 - b. Wheels
 - c. Antennas
 - d. Tail
2. Full inspection, cleaning and application of lubricants to the drive train
3. Firmware updates, if available
4. Operational test to original specifications

The annual refurbishment for the OCU includes:

1. Replacement of the OCU battery
2. Firmware updates, if available
3. Operational test to original specifications.

What do the Annual Maintenance Plans NOT cover?

1. *Damage resulting from operating outside of designed parameters:*

The Recon Scout is designed to withstand repeated drops up to 30ft onto concrete. Damage that is the result of deployment from excessive heights is not covered. Damage to the OCU LCD screen from dropping or any other misuse is also not covered.
2. *Damage outside of normal wear and tear:*

The maintenance plans do not cover damage resulting in the partial or total destruction of the Robot or the OCU by submerging the Scout or OCU, using a non-approved charging device, shooting of the Scout or OCU with a firearm, smashing of the Scout or OCU, exposure of the system to water, salt-water spray,

or hazardous or caustic chemicals, etc. These plans do not cover damages due to any alteration of the products.

3. *Express Shipping:*

Faster shipping service can be requested at an extra cost or we can ship on your account.

How to send your products for service under the Annual Maintenance Plans?

Please call customer service at 1-866-697-6267 to obtain a Return Material Authorization (RMA) number and a UPS Ground Shipping label and shipping instructions.

ReconRobotics will provide UPS Ground shipping service at no cost to you. Faster shipping service can be requested at an extra cost.

Please have the following items available at the time of the call:

- Serial Number of the Recon Scout™ Kit
- Customer Number
- Recon Scout™ Annual Maintenance Plan Service #

ReconRobotics will make every effort to return the product within 5 business days of receipt. Should there be any reasons for delay in the process, ReconRobotics will inform you immediately.

Frequently Asked Questions:

How can I enroll in an Annual Maintenance Plan?

Contact your authorized ReconRobotics reseller or contact sales at ReconRobotics directly at sales@reconrobotics.com or 1-866-697-6267.

When can I enroll in an Annual Maintenance Plan for my product?

You must enroll in an AMP for your product within 13 months of the original date of receipt of the product. The AMPs will be activated at the time of enrollment.

Can I enroll in an Annual Maintenance Plan for my product if I haven't had a plan for more than 13 months?

No, your product will be ineligible for an Annual Maintenance Plan if it hasn't been under an Annual Maintenance Plan for more than 13 months.

When can I use the refurbishment if I have an AMP for my product?

The refurbishment can be utilized anytime during the AMP period – beginning, middle or towards the end.

ReconRobotics Annual Maintenance Plans

AMP Number	AMP-SK01	AMP-SK02	AMP-RS	AMP-OCU
Applicable Products	<u>Recon Scout™ Single Kits</u>	<u>Recon Scout™ Double Kits</u>	<u>Add-on Robot</u>	<u>Add-on OCU</u>
Normal Wear & Tear Repair	✓	✓	✓	✓
Firmware updates	✓	✓	✓	✓
Operational Test to original shipping specifications	✓	✓	✓	✓
<u>Annual Replacements:</u>				
Robot Battery	✓	✓	✓	
OCU Battery	✓	✓		✓
Robot Antennas	✓	✓	✓	
Wheels	✓	✓	✓	
Tail	✓	✓	✓	
Drive Train Inspection and Cleaning	✓	✓	✓	

The Annual Maintenance Plans do not cover any damage to the OCU LCD screen.

