

## HOVERMAP MAINTENANCE, SERVICING, AND REPAIRS (FORM 10)

### Technical Support

In the event that you experience any technical issues with your Hovermap during the term of your agreement we encourage you to contact our customer support team using the following link:  
<https://emesent.com/customer-support/>

Prompt reporting of issues ensures timely assistance and minimises potential disruptions to your operations.

### Authorised Servicing and Repairs

To preserve the performance, reliability, and warranty coverage of your Hovermap all servicing, repairs, and replacements must be conducted exclusively by Emesent unless written authorisation is provided by Emesent customer support team.

The use of unauthorised service providers or self repair attempts may result in:

- Warranty invalidation
- Potential damage to the Hovermap
- Compromised operational safety and performance

For clarification regarding authorised servicing please contact Emesent support team.

### Maintenance Obligations

To ensure optimal performance and longevity of the Hovermap users are required to:

- Operate the equipment in strict accordance with the User Manual.
- Store and transport the device securely to prevent physical damage.
- Maintain the equipment in a clean condition ensuring that critical components such as the Lidar sensor remains free from dust and debris.
- Conduct routine inspections of all cables, connectors and mounting points for any signs of wear or deterioration prior to use.
- Ensure that all software and Cortex updates issued by Emesent are installed within 30 days of a new release.

Failure to adhere to these maintenance requirements may impact warranty coverage and system integrity.

## Recommended Servicing Schedule

To maintain optimal operational standards and scanner calibration it is recommended that the Hovermap undergoes servicing once every 12 months. Servicing frequency may vary based on the level and nature of usage. If any issues requiring repair are identified during servicing these will be handled in accordance with Emesents repair process outlined below. Failure to maintain a regular servicing schedule may affect warranty eligibility and contribute to a decline in system performance.

## Repairs and Replacements

Where repairs are required customers are responsible for all associated costs unless the issue falls under warranty coverage or statutory rights.

Repair related costs may include:

- Repair costs (incl. parts and labour)
- Return shipping costs
- Any applicable international duties, taxes, or customs fees are not included and are the exclusive responsibility of the receiving party.

If a warranty Hovermap replacement is approved Emesent reserves the right to provide either:

- A new Hovermap unit, or
- A refurbished Hovermap unit restored to full operational and performance standards.

## Requesting Servicing or Repairs

To arrange a service or repair customers are required to follow the steps below:

- Contact our support team with a detailed description of the issue or service request <https://emesent.com/customer-support/>
- Adhere to Emesent's return shipping instructions if a physical assessment is necessary.
- Upon receipt and inspection a servicing or repair quotation will be provided (where applicable). For further information or to schedule servicing please contact Emesent's support team.

**All Hovermaps for servicing and repairs should be sent to:**

Attn: Emesent Customer Support

23 Action Street

Wacol, Queensland, 4076

AUSTRALIA