

Avidbots®

GOLD SERVICE PLAN

Tailored support
for your Neo



Avidbots Customer Success

Neo is the most sophisticated fully autonomous floor scrubbing robot on the market; just as revolutionary is the support provided by Avidbots behind each Neo. Avidbots Customer Success fundamentally changes the game and provides a level of support previously unseen in the industry by leveraging Neo's connectivity. Whether you are purchasing one Neo — or an entire fleet of Neos — our world class customer success team is here to help you.

As part of Customer Success, the **Avidbots Gold Service Plan** maximizes productivity, limits downtime and protects your investment! The Gold Service Plan covers the inspection, adjustment and replacement of all components needed to keep your Neo operating at peak performance. Regularly scheduled maintenance and comprehensive inspections extend Neo's lifespan, ensuring reliable cleaning and safe operation.

Avidbots Gold Service Plan

The gold standard of robot maintenance.

The Gold Service Plan is tailored to the specialized needs of your Neo(s). The service is provided by Avidbots-trained and certified technicians, experts who know your Neo and understand what maintenance is needed to keep Neo operating at peak performance.

Preventive maintenance visits will be completed each year keeping your Neo — or entire fleet of Neos — performing at their best, ensuring each Neo delivers the optimal clean within your facility!

During each preventive maintenance visit, the Avidbots Service Expert will complete a 360 degree inspection of Neo checking all components and parts. In addition, select consumables including brushes or pads and squeegees will be replaced as needed at no additional cost to you! The visit will be scheduled at a date and time that is convenient for you and will take place at your facility, where Neo is!

Delivering peace of mind

When Neo is deployed in your facility, it's important that it delivers the same fully autonomous optimal clean on day one as it does on day 365! As you can imagine with a sophisticated robot like Neo that is tasked with cleaning the floors of your facility, maintenance is important to keep it operating at peak performance. The Gold Service Plan does just that!

A Neo with the Gold Service Plan will lower the total cost of ownership, increase cleaning efficiency and deliver peace of mind!

What's included in the Avidbots Gold Service Plan?

Task	Gold Service Plan
Preventive Maintenance	Every six months or 480 hours, whichever comes first (limit three visits per year)
Break fix	Included
All parts and labor	Included

Preventive maintenance should be performed every 480 hours. For example, at 120 hours-per-month usage, Avidbots Service Experts will visit your facility every four months. At 240 hours-per-month usage, maintenance is needed every two months. Additional preventive maintenance service visits beyond the three per year can be scheduled as needed at an additional cost.

Does your Neo require support? Please call 1-855-928-4326 ext 3 or email tech.support@avidbots.com to speak with an Avidbots Service Expert today.

*For further information or details regarding coverage, please refer to the Avidbots Gold Service Plan T&Cs. Batteries are a consumable that are not covered under the Avidbots Gold Service Plan.

Why Avidbots?

Buying an Avidbots Neo isn't just buying a floor scrubber. It's investing in a technological future that can redefine your cleaning function, making it more productive, more cost effective and easier to run. More importantly, our robotics and AI technology open up new opportunities to make your business even more successful. We realize this isn't just about buying a product, or a technology, or even a business proposition. You want to buy into a trusted partner who can take you into the future of automated operations using cutting edge robotics. At Avidbots, we work side-by-side with our customers to earn that trust and realize all the benefits that robotics can bring them.



About us

Avidbots is a robotics company with a vision to make robots ubiquitous to unlock humanity's potential with a hyperfocus on autonomous cleaning. Our groundbreaking product, the Neo fully autonomous floor scrubbing robot, is deployed around the world and trusted by leading facilities and building service companies. Headquartered in Kitchener, ON, Canada, Avidbots is offering comprehensive service and support to customers on 5 continents.

Contact us

Learn more about Neo.



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