

Avidbots®

GOLD SERVICE PLAN

Tailored support
for your robot



Avidbots Customer Success

Avidbots robots are the most sophisticated fully autonomous floor scrubbing robots on the market; just as revolutionary is the support provided by Avidbots behind each robot. Avidbots Customer Success fundamentally changes the game and provides a level of support previously unseen in the industry by leveraging connectivity. Whether you are purchasing one robot—or an entire fleet of robots—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 robot operating at peak performance. Regularly scheduled maintenance and comprehensive inspections extend 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 robot(s). The service is provided by Avidbots-trained and certified technicians, experts who know your robot and understand what maintenance is needed to keep it operating at peak performance.

Preventive maintenance visits will be completed each year keeping your robot(s) performing at their best, ensuring each delivers the optimal clean within your facility!

During each preventive maintenance visit, the Avidbots Service Expert will complete a 360 degree inspection of your robot, 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 your robot is!

Delivering peace of mind

When a robot 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 from Avidbots 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 Kas or 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?

Service Component	Frequency*
Preventive Maintenance (GP)	Included
Break Fix (GP)	As needed
Parts and Labour	Included

**Annual hour limits apply. Coverage is based on the robot and intended environment type. Coverage for additional use is available.*

Preventive maintenance should be performed at recommended intervals. Under the Gold Plan, Neo is serviced every 480 hours or six months, whichever comes first. Additional preventive maintenance service visits beyond three per year can be scheduled as needed at an additional cost. Gold Plan does not cover any issues caused by misuse or neglect.

Does your robot 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.

Meet the Avidbots family of cleaning robots

Why Avidbots?

Buying an Avidbots robot 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-powered advanced autonomy 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 expand humanity's potential through robotics and automation. Our groundbreaking fully autonomous solutions — Neo, Neo 2W, and Kas — allow organizations to simplify their cleaning process, becoming more efficient, productive, and cost effective. Trusted by leading organizations across the world, our robots open new possibilities for businesses and their workers, making cleanliness a stepping stone to a more prosperous future. Founded in 2014 and headquartered in Kitchener, ON, Canada, Avidbots is offering comprehensive service and support to customers on five continents. Avidbots is backed by top global venture capital firms, including True Ventures, Next47, GGV Capital, BDC, Felicis Ventures, Real Ventures, and Golden Ventures.

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*Specifications are subject to change

BR-GOL-07242024

Neo 2W

Warehouse



Neo 2

All-purpose



Kas

Commercial



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