



Dock for X10

Premium Maintenance and Repair Service



Maximizing performance for critical operations

Skydio's Premium 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 and X10 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. X10 replacement batteries and props will automatically ship to customers as they near their operational life span or if issues arise.



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.



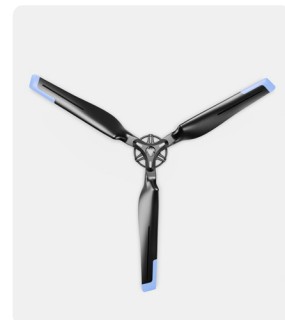
Operational assurance

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.



Consumable parts coverage

Keep your X10 flying without the hassle of ordering spare parts. Skydio will send you replacement propellers and batteries based on your usage. No guesswork or delays, just the parts you need, when you need them.*



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, replace and adjust parts to maintain proper functioning.

Repair and maintenance:

Onsite diagnostics and repairs for mechanical and software issues.

Replacing or repairing defective components to restore functionality.

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

X10 consumable replacements:

Includes wearable drone parts—batteries and propellers.

Parts are automatically sent out based on Skydio's recommended replacement timeline or in the event of an issue.*

Documentation and reporting:

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

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



*Skydio will attempt to conduct these swaps of batteries and propellers on behalf of the customer when on site for routine maintenance or repair; however, if time frames do not align, the customer is responsible for the safe operation of their aircraft in the airspace and for changing these parts.