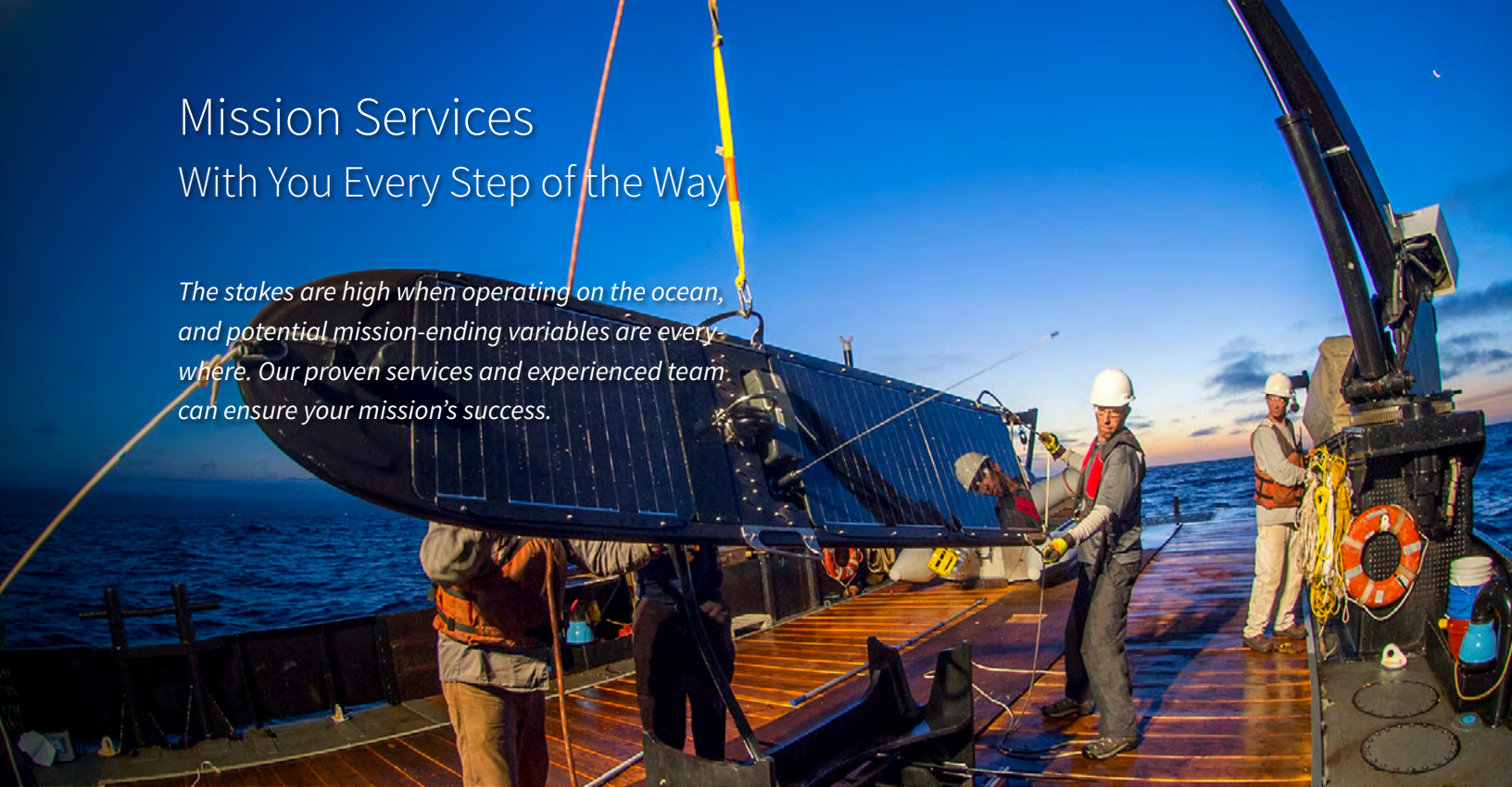


# Mission Services

## With You Every Step of the Way

*The stakes are high when operating on the ocean, and potential mission-ending variables are everywhere. Our proven services and experienced team can ensure your mission's success.*



We offer a range of services to help you manage your Wave Glider missions. Whether you are deploying a single Wave Glider or an entire fleet, our team will work with you to build and execute a plan for mission success.

### **Training**

Learn how to operate, customize, and maintain your Wave Gliders

### **Mission Planning**

Create a plan to achieve your mission goals and objectives

### **Operational Risk Assessments**

Simulate and adjust your mission plan to mitigate risks

### **Launch & Recovery Services**

Expert field technicians make mobilization easy

### **Mission Operations**

From timely reporting to incident management, we'll handle it

### **Piloting**

Experienced Wave Glider pilots available 24/7/365

### **Maintenance and Refurbishment**

Keep your Wave Gliders mission-ready

### **24/7/365 Support**

Have an issue? We're here to help

## Mission Services (continued)

### Training

Choose from a range of hands-on classes with Wave Glider experts.

#### Operator Training

Learn how to conduct shoreside Wave Glider operations, and practice assembly, launch and recovery

**Who should attend:**

Personnel who will be preparing, launching, piloting, and recovering vehicles

#### Payload & Sensor Training

Learn how to set up, configure, maintain, and troubleshoot Wave Glider payloads and sensors

**Who should attend:**

Sales engineers, field engineers, operations, and support staff using multiple sensors

#### Developer Training

Learn about the mechanical, electrical, and software components for a successful integration, and leave with your first lines of code

**Who should attend:**

Software and systems engineers developing and integrating new applications and sensors

#### Maintenance Training

Learn how to perform regular maintenance and in-field parts replacements on your Wave Gliders

**Who should attend:**

Technicians who will be performing Wave Glider maintenance

### Mission Planning

Let our experienced Mission Support Operations team partner with you on a plan for mission success.

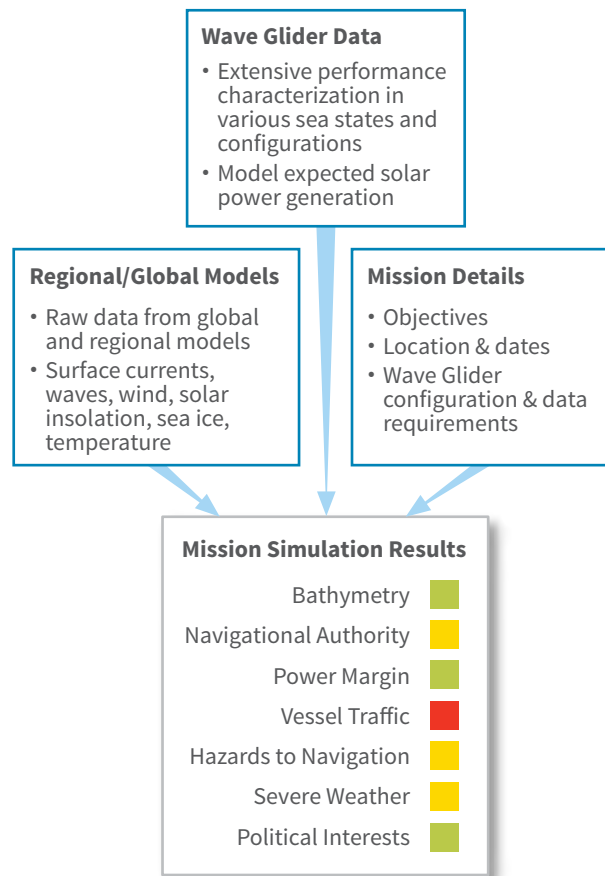
A thorough mission plan includes:

- Key stakeholders and contact information
- Operations logistics and navigation plan
- Piloting tasks and escalation instructions
- Operational risk assessment
- Record of communications with local authorities and permitting

#### Our Advantage: The Operational Risk Assessment

In an operational risk assessment, we simulate your exact mission to determine the likelihood of success and identify expected risks.

Then, we tailor the mission plan to mitigate those risks.



## Launch & Recovery Services

Once the mission plan is set, it's time to get your Wave Gliders in the water. We can help ensure safety and success every step of the way.

### Launch

Safely and efficiently prepare and launch your Wave Gliders with mobilization services:

- Operational logistics planning
- Shipping and transportation
- Prelaunch preparation
- Vessel charter and staffing for vehicle launch

### Recovery

Ensure a safe recovery and prepare for the next mission with demobilization services:

- Shoreside operations
- Vessel charter and staffing for vehicle recovery
- Post mission cleanup and preparation for shipment
- Data security scrub and verification

## Mission Operations

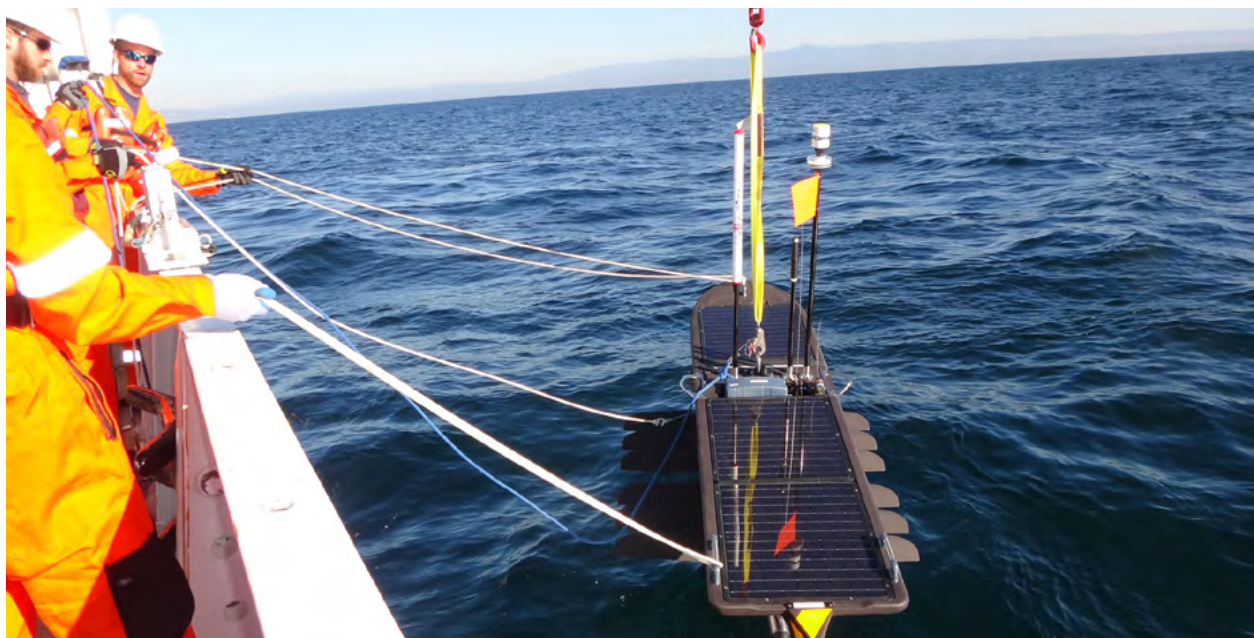
Once your mission goes live, we've got you covered with a range of maritime operations and data reporting services, including:

- Piloting
- Forecasting & monitoring
- Mission deviation & incident management
- Operational updates & vehicle performance
- Data integrity verification

### Piloting Services

Experienced Wave Glider pilots are available 24/7/365 to help ensure repeatable and consistently regimented operations. Duties include:

- Checklists for all aspects of mission (pre/post launch, daily monitoring, recovery)
- Wave Glider performance monitoring
- Event-based piloting and data harvesting
- Marine traffic & meteorological monitoring for situational awareness
- Error/alarm management; escalation & incident command





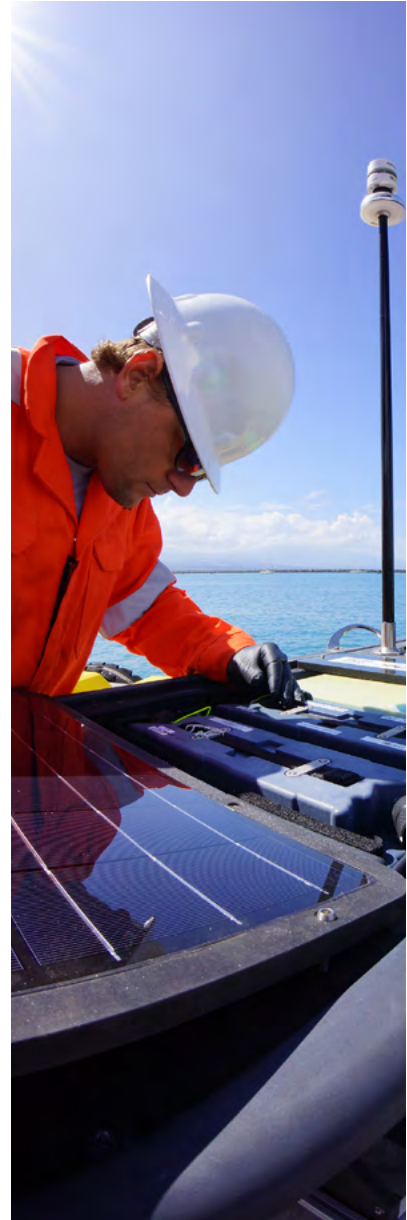
## Mission Services (continued)

### Maintenance and Refurbishment

Regularly scheduled maintenance is critical to the success of unmanned systems operations and helps to maximize the in-water time of your Wave Gliders.

We offer a selection of maintenance plans to best meet your needs:

|   |  |
|---|--|
| <b>Tier 1:<br/>Warranty</b>                 | <ul style="list-style-type: none"><li>• One year, covers hardware material and workmanship defects</li><li>• 24x7 phone and email support</li></ul>  |
| <b>Tier 2:<br/>Parts Subscription</b>       | <i>Tier 1, plus:</i> <ul style="list-style-type: none"><li>• Advance parts replacement for components that break or wear out</li><li>• Trained customer or partner personnel perform their own in-field parts replacement</li><li>• Customers return the broken part in provided packaging upon receipt of the replacement</li></ul> |
| <b>Tier 3:<br/>Depot Maintenance</b>        | <i>Tier 1 &amp; 2 plus:</i> <ul style="list-style-type: none"><li>• Factory comprehensive tuning and adjustment, replacement of wearable components and cleaning, including recommended disassembly, inspection, reassembly, and make ready between missions</li><li>• Provided up to 2x/year</li></ul>                              |
| <b>Tier 4:<br/>On-Site<br/>Maintenance</b>  | <i>Tier 1, 2 &amp; 3, plus:</i> <ul style="list-style-type: none"><li>• Liquid Robotics technician performs preventative maintenance services and repairs at customer site up to 2x/year</li><li>• Customer provides suitable facility, capable assistant, and covers travel costs for Liquid Robotics technician</li></ul>          |
| <b>Tier 5:<br/>Customer<br/>Maintenance</b> | <ul style="list-style-type: none"><li>• Customers performs own maintenance, spare parts are available for purchase</li><li>• Technician training also available</li></ul>  |



**How can we help make your mission a success?**

[www.liquid-robotics.com/wave-glider/mission-services/](http://www.liquid-robotics.com/wave-glider/mission-services/)