





## Preventative Maintenance

<b>Visual Inspection</b>	Checking all visible components for wear and tear to ensure safety and reliability.
<b>Functional Testing</b>	Ensuring the unit operates correctly, promoting efficiency.
<b>Firmware Updates</b>	Updating software for optimal performance, enhancing system longevity.
<b>Cleaning</b>	Removing any debris and ensuring lenses and sensors are clean for better operation.
<b>Electrical Checks</b>	Inspecting wires, connectors, and electrical components for safety and proper function.
<b>Calibration</b>	Adjusting sensors and cameras for accuracy, improving operational efficiency.

## Service Level Agreements

Customizable plans designed to address your airport's needs

Support	 Service on Demand	 Basic	 Advanced	 Premium
Service desk	8/5 available	8/5 included	24/7 included	24/7 included
Customer online portal <sup>1</sup>	public	custom	custom	custom
Remote access and cyber security patches <sup>2</sup>	available	included	included	included
Remote monitoring <sup>3</sup>	x	x	x	optional
Reporting	x	x	quarterly	monthly
Reaction time	< 5 business days	< 8 h	< 4 h	< 1 h
On-site arrival time	x	< 10 business days	< 5 days	< 3 days
Scheduled services	x	annual inspection	annual inspection	annual inspection

<sup>1</sup>Online portal uses JIRA Service Desk internet service and enables customers to self-register and track requests. Basic, advanced and premium plan users also get access to the knowledge base.

<sup>2</sup>Remote access uses secure VPN remote access to improve the effectiveness of the service desk support and enable delivery of remote services.

<sup>3</sup>Service conditions are defined on case-to-case basis.

## A-VDGS Training

### Comprehensive Knowledge

- **Training programs** provide in-depth understanding of the Safedock A-VDGS.
- **Learn best practices** for improving safety and efficiency during aircraft docking and departure procedures.

### Safety

- **Reliable Operations:** Preventive maintenance and SLAs minimize failures, ensuring FAA compliance.
- **Proper Training:** Equips your team to handle Safedock A-VDGS, enhancing safety.

### Efficiency

- **Optimized Performance:** Maintenance and training ensure seamless operations, reducing delays.
- **Minimized Downtime:** SLAs ensure quick issue resolution, maintaining efficiency.

### Sustainability

- **Eco-Friendly Practices:** Preventive maintenance and inventory management extend equipment lifespan and reduce waste.
- **Sustainable Operations:** Training and SLAs promote efficiency and eco-friendly practices, supporting FAA sustainability goals.