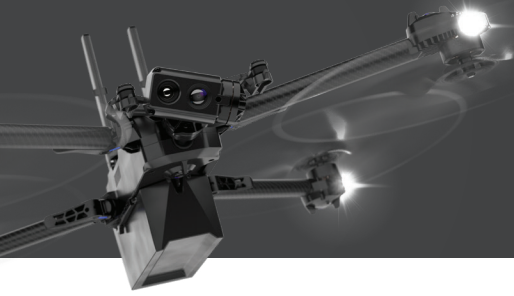# SAFE - Skydio Assured Future Equipment

Running a drone program is hard, Skydio has your back with SAFE. Crashes happen, technology evolves, budgets are cut, program managers get promoted away, wear and tear is unavoidable, etc. Skydio SAFE reduces your program risk with an all-inclusive 5-year plan that guarantees predictable budgeting, future hardware refreshes, and ongoing updates and support. Flexible annual or lump-sum payment models give you the freedom to stretch your funds how you see fit. With SAFE, drone teams can focus on providing value, while Skydio provides you with operational continuity.

SAFE Components:

Drone System

A complete Skydio system inclusive of:
- **Skydio X2 vehicle**
- Ground controller
- Accessories: three (3) batteries, one (1) dual charger, one (1) spare propeller blades set, one (1) tactical soft case, one (1) admin hard case

Airframe Refresh

One (1) replacement at the end of Year 3 of the plan[1] for a Skydio airframe of comparable value, sensor configuration, and accessory package.

Extended Warranty

Skydio Care Enterprise extends the standard hardware warranty to three (3) years for each drone in the plan (original and refresh) for total warranty coverage of 6 years.

Collision Protection

Skydio Care Enterprise provides three (3) year protection for each drone in the plan (original and refresh) with advanced two (2) day shipping for up to three (3) Replacement drones, only one (1) of which can be a Lost Drone[2]

Wear and Tear Protection

Skydio Spares Plan provides three (3) year protection for each drone including up to two (2) battery and propeller replacements per covered drone per year when the equipment reaches its manufacturer recommended duty cycle.

AI Skills Software

Subscription to our advanced on-drone and cloud-based autonomy software and services[3]:
- **Skydio Autonomy Enterprise** (included): advanced autonomy software optimized for inspection and situational awareness use cases, offering enhanced flight control, obstacle avoidance, visibility and tracking
- **Skydio 3D Scan** (optional): adaptive image capture software designed to automate inspections of complex structures with comprehensive coverage and submillimeter resolution

Skydio Cloud

- Skydio Cloud Basic (included): Fleet Management software with API integration for third-party platforms - DroneSense, AirData, etc.
- Skydio Cloud for Real-Time Awareness (Optional, but strongly encouraged): unlocks the ability to live stream drone feeds to any web browser or mobile device.
- OR Axon Air for Axon Customers

Operational Support

Enterprise-level support for day-to-day operations, inclusive of a dedicated customer success agent[4], omni-channel communication (phone, email and chat), bi-weekly cadence call, and more.

Expert Training

Included 5 year access to the **Skydio Academy** portal offering a complete curriculum of self-paced online training courses on the operation of Skydio aircraft and AI Skills software. In person training is also available upon request.

[1] 12 month grace period from the 2.5-3.5 year mark to enact the Refresh as specified in the terms.
[2] Certain replacements may require replacement fees as established in the Skydio Care terms.
[3] Skydio Autonomy Enterprise and Skydio Cloud Basic are included with all plans, while Skydio 3D Scan and Skydio Cloud Real-Time Awareness are optional add-ons.
[4] Assuming total contract value exceeds $100,000

Contact **enterprise@skydio.com** to learn more about Skydio.
Designed, Assembled, and Supported in the USA

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