SAFE

X10 SAFE
Skydio Assured Future Equipment

SAFE

Facing the challenges of evolving technology and wear and tear in drone operations calls for robust support. Skydio's SAFE program delivers with a 6-year comprehensive plan that not only ensures predictable budgeting and future hardware upgrades but also offers continuous updates and support. Emphasizing flexibility, SAFE accommodates both annual and one-time payments, enabling drone teams to maintain focus on their core objectives.

SAFE covers both the airframe and the sensor package. The Spares Plan will cover consumables such as batteries and propellers.

Drone System

A Skydio system inclusive of:
- Skydio X10 vehicle
- X10 Controller
- Accessories:
  one (1) Pro Case,
  two (2) wall adapters,
  one (1) set spare propellers,
  two (2) 256GB micro SD cards,
  three (3) batteries
  one (1) dual charger

Sensor Package

A preset collection of sensors encased in a single unit (a sensor package) for use with the Skydio X10 vehicle.

Airframe Refresh

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

Sensor Package Refresh

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

Extended Warranty

Skydio Care extends the standard hardware warranty to three (3) years for each drone and/or sensor package 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 and/or sensor package in the plan (original and refresh) with advanced two (2) day shipping for up to three (3) replacement drones and/or sensor packages, only one (1) of which can be a lost drone or sensor package[2].

Wear and Tear Protection

The 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:
- Skydio on-drone software (included): advanced autonomy software optimized for inspection and situational awareness use cases, offering enhanced flight control, obstacle avoidance, visibility and tracking.

Skydio Cloud

The following are included in the SAFE program:
- Skydio Data Storage: includes 512GB of storage capacity per year, pooled.
- Skydio Media Sync: allows the drone to upload flight media to Skydio Fleet Manager for storage.
- Skydio Fleet Manager: access to Fleet Manager for tracking fleet usage. Includes live streaming of video to a single user. Includes Skydio Model Viewer, which allows the user of Fleet Manager to view 3D models from the browser.

Operational Support

Enterprise-level support for day-to-day operations, omni-channel communication (phone, email and chat), bi-weekly cadence call, and more.