

OTTO CARE™ SOFTWARE AND HARDWARE SUPPORT

The latest OTTO® software and expert technical support – always at your fingertips.

With OTTO Care you can depend on the people that know your OTTO AMR best to keep your fleet producing and materials moving. With flexible options designed to suit your facility and operational requirements, OTTO Care gives you peace of mind by connecting your team with our expert technical support. Keeping your OTTO AMRs running at maximum productivity is our top priority with **OTTO Care Support** and **OTTO Care Upgrade**.



OTTO Care Upgrade

Get access to the latest OTTO Software and powerful new features

The world of robotics moves fast and the OTTO engineering team is continuously developing new software features to increase the value and performance of the OTTO platform. With OTTO Care Subscription, you'll always have access to the latest releases across the full suite of powerful OTTO software including the OTTO Self Driving Vehicle OS, OTTO App, and OTTO Fleet Manager™.



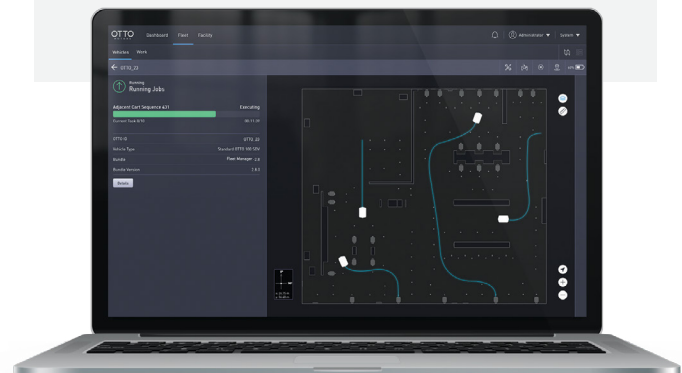
OTTO Care Support

Get access to technical support, in-demand tools, training, and on-site repair

Access to live technical support at mission-critical speed and on-demand access to the OTTO Support Center – home to a vast library of support articles, guides, videos, release notes, training and more. For the ultimate in preventative protection to keep your operation running 24/7, OTTO Care Pro includes annual hardware maintenance for every OTTO vehicle in your fleet, plus priority on-site repair with all labor included

Maximize ROI and minimize TCO with OTTO Care

- Extend the life of your fleet with proactive maintenance
- Realize future value from powerful new software features
- Stay protected from unforeseen repair costs
- Gain cost predictability with fixed annual billing
- Keep focused on core operations with OTTO experts by your side



OTTO Care Support provides options that fit your material flow

OTTO Care Lite

Designed for non-mission-critical applications, you'll get email support with fast resolution, access to OTTO's on-demand Support Center.

OTTO Care Plus

Protect production-critical processes with live 24*5 telephone and email technical support, and fast 4-hour response times to keep your fleet producing and processes moving.

OTTO Care Pro

Mission-critical protection including annual onsite maintenance, 24X7 telephone support and super-fast response times, plus on-site repairs.

OTTO Care Plan Comparison

	OTTO Care Upgrade	OTTO Care Lite	OTTO Care Plus	OTTO Care Pro
	Access to the latest OTTO software and powerful new features.	Direct email technical support plus OTTO Technical Support Center access	+Telephone and email technical support and fast response times	+Proactive and preventative support at mission-critical speed
Access to the Latest OTTO Software Releases* OTTO Fleet Manager, OTTO App and OTTO Vehicle OS.	✓			
Access to OTTO Support Center Online tools, guides, documentation, training and more.		✓	✓	✓
Email Technical Support				
Hours of Service		8 a.m. to 5 p.m. EST Mon - Fri	24hrs, 5 days a week Mon - Fri	24hrs, 5 days a week Mon - Fri
Priority 1		Next Business Day	4 Hour	4 Hour
Priority 2		Next Business Day	8 Hour	4 Hour
Priority 3		Within 3 Business Days	24 Hour	4 Hour
Priority 4		Within 5 Business Days	Within 3 Business Days	Next Business Day
Phone Technical Support				
Hours of Service			24hrs, 5 days a week Mon - Fri	24hrs, 7 days a week
Priority 1			4 Hour	30 Minute
Priority 2			8 Hour	2 Hour
Priority 3			24 Hour	4 Hour
Priority 4			Within 3 Business Days	Next Business Day
Powertrain Parts Coverage (Includes travel and labor with Pro plan only)			✓	✓
Priority On-site Repair (Includes labor and travel)				✓
Annual On-site Preventive Maintenance Complete physical maintenance including air filter, lights and sound, belts, oil, drive wheels and castors and application of all critical updates/bulletins. Includes travel and labor. (Excludes parts)				✓
12 Months Coverage with Annual Renewal	✓	✓	✓	✓

**An OTTO Care Software Upgrade entitles customers to new version of released software, including bug fixes, patches, new features while upgrade contract is in effect. Note that OTTO may introduce new software products which may require purchase of additional licensing.

Trusted by Fortune 100 brands including GE, Toyota and Caterpillar, The OTTO Materials Movement Platform provides automated and on-demand material handling in the most demanding industrial environments spanning automotive, medical device, aerospace, logistics and more.



For more information visit www.ottomotors.com
Contact our support team directly at support@ottomotors.com
or call us at 1-844-SEE-OTTO (1-844-733-6886)