skytree

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Service Description Uptime Assurance & Sorbent Replacement

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1. Executive Summary

This document describes the services offered by Skytree under the Service Level Agreement (SLA) to support the ongoing performance, reliability and longevity of DAC Units. Capitalised terms have the meaning given in the General Terms and Conditions of Skytree B.V. ("**GTC**"); this document is the Services Description referred to in the GTC and forms part of the Agreement. The services are designed to keep the DAC Unit available and performing at the Performance Targets agreed in the Agreement, and to control lifecycle operating costs through expert maintenance and support.

The services begin on the SLA Commencement Date, the date of the SAT Certificate, and continue for the term of the SLA. They are structured around four areas: Remote Services, On-Site Services, Spare Parts Management, and Sorbent Services.

Remote Services include real-time IoT monitoring, automated alerts, reporting via SkyCloud, and Helpdesk access. These tools provide clients with detailed insight into unit health and performance, CO_2 output, CO_2 purity, energy consumption, utilization trends, and maintenance needs. Performance is monitored against the Performance Targets, corrected to the Reference Conditions, and deviations are flagged and followed up within the parameters and response times set out in this document.

On-Site Services include both preventive and corrective maintenance performed by Skytree technicians or certified subcontractors. Preventive maintenance is scheduled based on unit utilization and SkyCloud reports, and includes inspections, cleaning, calibration, and replacement of wear-prone components. Corrective maintenance is provided in response to faults, performance flags or system alerts, ensuring quick turnaround and minimal operational disruption.

Spare Parts and Sorbent Services address the consumables and replacement part needs of the DAC Units. Spare parts kits are maintained on-site or at Skytree spare parts depots and are replenished by Skytree.

Sorbent, used to capture and release CO_2, degrades over time and must be replaced periodically to maintain the DAC Unit Capacity. If explicitly part of the Agreement, Skytree manages delivery, scheduling, disposal, and, when applicable, upgrades to newer, more efficient sorbent formulations. If not, these Sorbent services can be acquired on an as-needed basis at Skytree, based on the price book as it is published by Skytree from time to time.

2. Services Overview

Our Uptime Assurance services are spread across four service lines, listed here and expanded upon in the following sections. Sorbent replacement is applicable only if explicitly contracted.

	Uptime Assurance			Sorbent Replacement
	Remote Services	**On-Site Services**	**Spare Parts**	**Sorbent**
Short description	• HelpDesk • Monitoring, Alerting & Performance Reporting • Training & Certification • Software updates	• Corrective Repair • Inspections • Preventive Maintenance	• Access to Service Parts	• Sorbent Replacement • Sorbent Upgrade (*Skytree could require an upgrade fee*)
Objectives	Monitor the DAC Unit against the Performance Targets, flag deviations, provide reporting and install software updates	Offer preventive and corrective services and spare parts	Preventing downtime by replacing faulty parts	Replacement of degraded Sorbent to maintain the DAC Unit Capacity, and Sorbent upgrades on request

3. Deliverables

Sorbent replacement is applicable only if explicitly contracted.

	Uptime Assurance			Sorbent Replacement
	Remote Services	**On-Site Services**	**Spare Parts**	**Sorbent**
Activities	Activate the DAC Unit in SkyCloud, create users and monitor performance against the Performance Targets.	• Perform preventive maintenance on site. • Perform corrective maintenance on site. • Perform Inspections.	• Supply Service Parts • Install Service Parts.	Supply, replace and dispose of sorbent.
Deliverables	• Logging credentials to Skycloud • Help desk contact details • Daily reports	• Preventive maintenance report • Corrective maintenance report • Inspection report	• Spare part install report • Spare part refilling report	Sorbent replacement report

4. Responsibilities

Skytree

Skytree performs the services described in the Agreement, remotely and on site, as described in this Service Description and in accordance with the GTC. The services apply to the DAC Unit configuration (type and number of Modules) specified in the Agreement.

The customer

Customer operates the DAC Unit in accordance with the Product Specifications and the Installation Site Specifications and the Project Plan, within the Reference Conditions and by a Certified Person. This includes keeping the electricity, heat, water and CO_2 off-take connections and the data connection for Monitoring and Alerting available, and giving Skytree's field service team timely and safe access to the Installation Site.

Failures caused by utilities, site conditions, operation outside the Reference Conditions or unauthorised modifications are Excluded Failures and are remedied at Customer's cost.

If spare part kits are stored at the customer site, the client is also responsible for the physical storage of these parts, based on Skytree’s recommendations.

5. Services Descriptions

Uptime Assurance

Uptime Assurance is Skytree's all-in service for DAC Units, available from the SLA Commencement Date. It includes Monitoring, Alerting and Reporting, Preventive and Corrective Maintenance including Service Parts from Skytree's spare parts stock (Customer does not purchase Service Parts separately), and the Sorbent replacement work described below, if explicitly contracted. Uptime Assurance covers the proper functioning of the mechanical and electrical components of the DAC Unit, the Monitoring and Alerting service and the availability of the Skytree Helpdesk.

Uptime Assurance is offered with or without Sorbent replacement materials, as specified in the Agreement. The work of replacing Sorbent in the DAC Unit is included in both options; Sorbent materials are included only if the Agreement says so (Article 39.2 of the GTC).

Sorbent transportation and any import tariffs for the Sorbent will be charged separately.

Excluded from Uptime Assurance are energy consumption, the Installation, Excluded Services, the costs of meeting the Installation Site Specifications and hardware field upgrades required for a new Sorbent version (Articles 39.2 and 41.2 of the GTC).

Remote Services

Skytree leverages online IoT connectivity and technical expertise to provide insights and reporting information about DAC Unit performance, CO_2 production, CO_2 purity and energy consumption, measured against the Performance Targets. A team of Skytree experts provides customer support and troubleshooting in case of breakdowns and emergencies.

- **Monitoring & Alerting**

  All DAC Units are monitored in real time on at least the following parameters: current status and cycle, utilization (hours of operation per day), CO_2 production, CO_2 purity, electrical and thermal energy consumption, ambient temperature and relative humidity, and the performance ratio defined below.

  Any automated alert triggers a Service Ticket at the Skytree Helpdesk, which responds during Normal Business Hours within the acknowledgement times per criticality level set out below; Customer receives a notification of the Service Ticket.

  The criticality of a performance deviation is determined against the Performance Targets and the Deviation Tolerance agreed in the Agreement, using the same correction to the Reference Conditions as the SAT Protocol. For each rolling period of 24 hours, SkyCloud calculates the performance ratio: the measured CO_2 output divided by the expected

output of the DAC Unit at the measured ambient temperature and relative humidity, read from the performance matrix in the Product Specifications. A performance ratio at or above the Performance Threshold means that the DAC Unit performs within the agreed tolerance. Performance measurements that can trigger a Service Ticket must be measured over a period of 7 days, unless explicitly agreed otherwise in the Agreement.

Hours in which the DAC Unit is stopped or constrained by Customer, by the utilities or the CO_2 off-take, by operation outside the Reference Conditions, by an Excluded Failure or by scheduled Preventive Maintenance or Corrective Repair are excluded from the calculation. CO_2 purity and specific energy consumption are classified in the same way.

Level	Definition	Acknowledgment Time	On-Site Response (if required)
Critical	DAC Unit stopped, safety alarm, or performance ratio below 60% over 24 hours over a 7 day average.	≤ 4 working hours	≤ 48 hours
Urgent	Performance ratio below 70% and at or above 60% over 24 hours over a 7 day average	≤ 1 Business Days	≤ 5 Business Days
Important	Performance ratio between 70% and the Performance Threshold (80%) over 24 hours over 7 days average	≤ 2 Business Days	≤ 10 Business Days

On acknowledgement, the Skytree Helpdesk performs remote triage and, where possible, remote corrective action. If the performance ratio remains below the Performance Threshold after remote action, Skytree schedules Corrective Repair within the on-site response time. If the shortfall is attributable to Sorbent degradation, Sorbent replacement is scheduled in accordance with the Sorbent section below, exclusively if sorbent replacement is part of the SLA terms of the Agreement.

Performance flags do not apply during the first 72 hours after the SAT Certificate (stabilisation) and during the Test Period of a repeated SAT.

- **Reporting**

  Skytree offers SkyCloud, a web solution with insights into historical and real-time data from the DAC Unit, including charts, dashboards, and performance reports. During the services onboarding process, customer access to SkyCloud is activated.

  Additional data services through API and Modbus are available on request and at additional charges.

- **Skytree HelpDesk**

  Skytree Helpdesk is available to provide timely support. Any service request will trigger an alert for the Skytree Helpdesk to respond adequately. These service requests are originated by Skytree's Monitoring & Alerting automation or through a Helpdesk call or email by the Customer. The level of criticality, determined in accordance with the performance thresholds above, determines the acknowledgement and on-site response times.

  The Skytree Helpdesk will perform an initial triage of the situation and determine if the failure can be troubleshooted remotely or if an on-site visit is required.

  The Skytree Helpdesk is available by telephone during Normal Business Hours as defined in the GTC (08:30 to 17:00 on business days in the jurisdiction of the Skytree office responsible for the Services, excluding official public holidays). Emails can be sent 24x7 and will be responded to by the first available help desk person in any time zone.

  ➔ Phone line (EU): +31 2 0237 4989
  ➔ Email at support@skytree.tech

On-Site Services

- **Corrective Repair**

  Skytree offers Corrective Repair services to ensure the optimal performance and reliability of the DAC Units. Skytree technicians or its certified partners visit the Installation Site to diagnose and repair the DAC Unit and replace Service Parts when needed, within the on-site response times above and in accordance with Chapter V of the GTC. Corrective Maintenance caused by an Excluded Failure is charged in accordance with Articles 28 of the GTC.

- **Preventive Maintenance**

  Skytree offers scheduled, preventive maintenance programs from routine maintenance to component replacement (excluding Sorbent). Regular unit inspections evaluate the state of the DAC units, to determine if preventive actions are required.

  By combining proactive measures with timely repairs, we help to minimize downtime and extend the lifespan of equipment.

Spare parts

Skytree offers replacement of Service Parts for all hardware components of the DAC Unit, for quick replacement in case of malfunction or end of life. Only Skytree certified technicians (Certified Person) are authorised to replace components; replacements by others are an Excluded Failure under the SLA and void the Warranty.

- **Spare parts**

  Skytree spare parts can be, at the request of Skytree, stored on site at customers and/or at Skytree spare parts depots. Skytree will coordinate logistics and delivery of Service Parts to the Installation Site.

- **On site spare parts storage recommendations:**

  - The storage area should maintain a temperature range of 15-25°C and humidity between 40-60%, with proper ventilation and a dust-free environment to protect all components. Sensors, filters, and sorbent panels must be kept away from moisture and direct sunlight.

- Small components such as sensors, valves, and filters should be stored on shelves, while larger equipment like fans, vacuum pumps, and compressors should be placed on pallets or reinforced racks to ensure stability and easy access.
- Components must be stored away from fire hazards and chemicals. Proper labeling and inventory tracking should be implemented to maintain organization and prevent damage during handling and retrieval.

Sorbent

Sorbent is the active CO_2 capture material used to capture and release the CO_2 molecules in the DAC Unit. It needs to be replaced periodically due to degradation, depending on the intensity of use. The gradual decline of capture capacity over the expected lifetime of the Sorbent stated in the Product Specifications is normal wear and tear. The Sorbent services below keep the DAC Unit at the DAC Unit Capacity by replacing Sorbent before the decline exceeds the Deviation Tolerance, exclusively is explicitly contracted as part of the SLA in the Agreement.

Skytree releases new versions of Sorbent periodically, offering improvement to the CO_2 capture capacity of the DAC Unit and/or lower electricity consumption required to generate a ton of CO_2.

- **Sorbent availability**
  Skytree offers Uptime Assurance service contracts including sorbent or excluding sorbent materials.
  - If Sorbent materials are not included, Customer purchases the Sorbent for replacement of degraded Sorbent, or for an upgrade to a new generation of Sorbent, from Skytree at the prices of the Skytree price book, as it is published from time to time.
  - If Sorbent materials are included, Skytree makes a new load of Sorbent available at the time replacement is required to maintain the DAC Unit Capacity.
- **Sorbent replacement**
  - Skytree's sorbent replacement services are included in the Uptime Assurance contract, including delivering the materials on-site.
  - Skytree manages the replacement process, from planning to scheduling and coordinating the required logistics.
  - Replacement is triggered when the performance ratio, corrected to the Reference Conditions, remains below the Performance Threshold on a 30-day rolling average after Corrective Maintenance has excluded other causes, or when the Sorbent reaches the end of the expected lifetime stated in the Product Specifications, whichever occurs first. Skytree confirms the trigger from the monitoring data and agrees the replacement date with Customer, taking the lead time of the Sorbent

delivery into account.

- **Sorbent Disposal**:
    - Skytree offers removal, transport, and disposal of old sorbent, following environmental procedures and standards.

Software Updates

Software and firmware updates fix issues or add features. They are installed remotely by Skytree under the license as determined in the GTC and are part of Uptime Assurance. Hardware updates required to keep the DAC Unit within the Performance Targets are part of Preventive Maintenance; hardware field upgrades for a new Sorbent version are not automatically available and Skytree reserves the right to charge a fee for any upgrade.

Upgrades

- Skytree may offer new sorbents and upgrades to the DAC Unit in the future once new versions of Sorbent are announced and released. New sorbent and upgrade of a DAC Unit is available at the Sorbent replacement interval, or sooner at the Customer's choice. An additional upgrade fee may be required.
- Any upgrade of Sorbent might require the replacement and/or addition of other components to ensure increased performance of the DAC Unit with the new improved sorbent. Skytree will offer, on the Customer's request, a quotation for a sorbent upgrade, and - upon acceptance - will manage the upgrade process, from planning to scheduling and coordinating the required logistics as well as the on-site activities, including any component replacement, calibration of the DAC Unit and any other related activities. After an upgrade, the Performance Targets and the expected output used for performance monitoring are updated in the Agreement.