



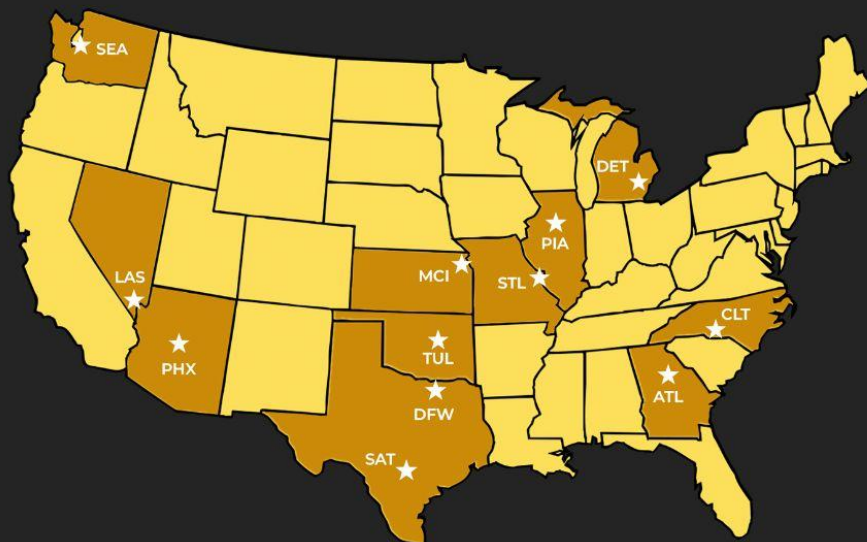
AUTONOMOUS SOLUTIONS @SCALE

NATIONAL SERVICE NETWORK ■ TRAINING ■ END-TO-END SUPPORT



Pringle Robotics helps businesses and facilities of all sizes do more through smart automation. Our innovative robotic solutions are customizable, scalable, and designed to meet the unique needs of your facility or business. We are proud to provide the industry's most comprehensive training, customer support and service network—working closely with facilities each step of the way to ensure seamless implementation, maintenance and round-the-clock remote robot monitoring.

NATIONAL SERVICE NETWORK



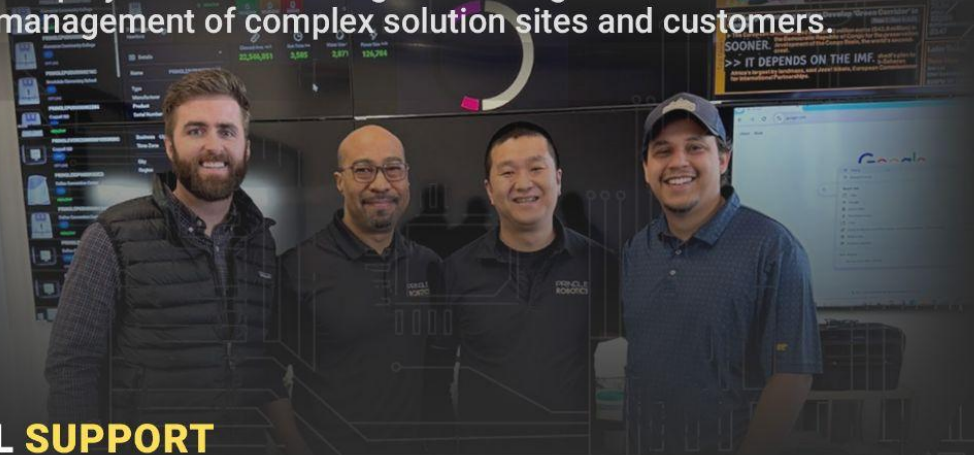
Sales and Service Pod Locations

With service centers in 11 US cities, our certified customer support technicians are never more than 4 hours from a client site. Whether it's an onsite repair, full-scale installation, or additional staff training, we're always there when you need us.

CUSTOMER SUCCESS

Our dedicated Customer Success team performs both onsite installation and customer training for every client. This team also works with facilities to create SOPs and goal setting for the use of the machines to help ensure maximum utilization of the units.

Customer success team members conduct regular virtual meetings with customer stakeholders for a period of time after deployment and training to ensure goals are met. These team members also assist with account management of complex solution sites and customers.



24/7 TECHNICAL SUPPORT

Pringle Robotics provides 3 levels of support for escalating needs.

- L1 customer support specialists are the initial point of contact for any support related inquiries and successfully troubleshoot over 90% of customer issues through remote connectivity and video conferencing. Our response time is generally under 15 minutes; average time to resolve the majority of issues is under 1 hour.
- L2 customer support specialists assist with more complex software and hardware issues. L2 customer support have backgrounds as engineers, software developers, and/or extensive robotic experience to assist with complex needs.
- L3 support staff is our highest level of virtual support and the team consists of senior product engineers and developers. L3 staff also initiate any repairs or service that require our onsite technicians.



ONSITE SUPPORT AND REPAIR

Our certified and dedicated team of technicians are available for onsite repair in the event a unit cannot be repaired remotely. Pringle technicians are paired with stocked service vans and can be quickly dispatched across the US from one of our 11 Pod locations. Our Home Office in Peoria hosts a provisioning center and parts warehouse that allows customers to order replacement parts and cleaning consumables quickly and easily.

Contact Us

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