

Shelfbot Service Level & Performance Specification

SB-SPEC-SLA · Version 3.1 · 18 August 2026

1. Introduction

This Shelfbot Service Level & Performance Specification (**SLA Specification**) defines the service levels and key performance indicators (KPIs) for the Shelfbot Goods-to-Person Automated Storage & Retrieval System (ASRS) (the **Shelfbot ASRS**) provided to the Customer on a subscription basis.

2. Purpose & Scope

2.1 Purpose

To define, for each performance commitment: its meaning, the target, the measurement method, the measurement window, and the exclusions that apply, so that performance can be assessed objectively by both parties.

2.2 Scope

This SLA Specification covers:

- API availability
- Shelfbot ASRS availability (fulfilment availability)
- Tote presentation and pick verification
- Shelfbot ASRS performance (Presentations Per Hour)
- Preventive maintenance compliance
- Reported KPIs (reliability, integration health)
- Customer responsibilities relevant to the above, and
- A summary of the support service levels (which are governed by the Support Schedule)

This SLA Specification does not cover Shelfbot's internal engineering metrics (for example robot utilisation, energy use and sub-component diagnostics), which Shelfbot maintains separately.

3. Definitions

In this SLA Specification the following terms mean:

- **Available / availability:** the Shelfbot ASRS being able to fulfil orders (*Shelfbot ASRS Availability*).
- **Customer:** the customer operating the Shelfbot ASRS under a Shelfbot subscription.
- **Dark-mode operation:** autonomous tasks (e.g. dynamic tote re-slotting) the Shelfbot ASRS performs outside operating hours.
- **Operating hours:** the Customer's declared scheduled hours of order fulfilment at a site, as agreed with Shelfbot.

- **Scheduled maintenance:** maintenance performed in a window pre-agreed in writing with the Customer.
- **Support Schedule:** the schedule of support terms agreed with each Customer, setting out error severity definitions, response and resolution times, Support Hours and service credits.
- **Support Hours:** as defined in the Support Schedule.

4. Service Levels & KPIs

This section has three parts: the committed service levels, *API Availability* through *Preventive Maintenance Compliance*, which Shelfbot will meet subject to the exclusions in *Common Exclusions*; *Customer Responsibilities*, which those commitments depend on; and *Reported KPIs*, which Shelfbot measures and shares with the Customer for visibility of performance and system condition, but does not commit to a value on.

4.1 API Availability

Definition	The Shelfbot API is available when its health endpoint responds successfully.
Target	≥ 99.9% per calendar month
Window	24 hours / 7 days.
Measurement	Automated health check at 1 minute intervals, independent of the Customer's systems and of traffic volume.
Exclusions	Internet hosting platform incidents; faults in the Customer's own network, systems or connectivity; plus the exclusions in <i>Common Exclusions</i> .

Data accepted by the API is retained during any loss of the on-site link, so a connectivity outage delays delivery to the robots rather than losing data.

4.2 Shelfbot ASRS Availability (Fulfilment Availability)

Shelfbot ASRS availability is measured by the system's ability to fulfil orders, not by equipment status.

Definition	Availability = order lines fulfillable ÷ order lines requested. A line is not fulfillable when the Shelfbot ASRS cannot retrieve the requested SKU due to a Shelfbot fault.
Target	≥ 99.5%
Window	The Customer's scheduled operating hours at the site.
Measurement	System logs, evaluated at order allocation.
Exclusions	SKUs out of stock or not yet put away; scheduled maintenance (<i>Preventive Maintenance Compliance</i>); plus the exclusions in <i>Common Exclusions</i> .

The Shelfbot ASRS must be ready to fulfil orders at the start of each operating shift.

4.3 Tote Presentation & Pick Verification

Definition	For each order line, the Shelfbot ASRS presents the tote that, per its inventory records, holds the required SKU, and provides barcode-scan and platform weight verification at the point of pick to flag wrong-item or wrong-quantity errors.
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Target	100% correct tote selection per order line, subject to correct putaway data (<i>Customer Responsibilities</i>).
Window	Per calendar month, over operating hours.
Measurement	System logs.
Exclusions	Errors arising from incorrect items placed during putaway, or items not scanned by the operator; the exclusions in <i>Common Exclusions</i> .

Final order pick accuracy depends on the operator and the responsibilities in *Customer Responsibilities*.

4.4 Shelfbot ASRS Performance (Presentations Per Hour)

Throughput is expressed as Presentations Per Hour (PPH): the total number of tote presentations made by the Shelfbot ASRS to operator stations across all robots in service, measured per hour. The committed PPH, the agreed average dwell time and the associated operating conditions are agreed with each Customer per site. PPH is demonstrated at the Site Acceptance Test by an automated randomised presentation run: the system presents totes from randomly selected storage positions to the operator stations, holds each presentation for the agreed average dwell time, and returns the tote, with no operator involvement and no dependence on the Customer's order profile. PPH is measured on an ongoing basis against the same committed values. Any measurement window in which the average measured dwell time exceeds the agreed average dwell time is excluded from the measurement of PPH.

4.5 Preventive Maintenance Compliance

Definition	Scheduled preventive services completed within 3 months of falling due. A service falls due on its kilometre or time interval, whichever occurs first (Cars: 10,000 km / 12 months; Platform: 100 km / 6 months; Platform overhaul: 2,000 km / 24 months).
Target	100% completed within the 3-month grace
Window	Per service.
Measurement	Shelfbot service records.

Preventive maintenance is performed by Shelfbot or its authorised representatives. Where practicable it is scheduled outside operating hours so as not to affect Shelfbot ASRS availability.

4.6 Customer Responsibilities

Monthly visual inspection	The Customer completes and logs the monthly visual inspection of the Shelfbot ASRS and racking, per the Shelfbot User Manual.
Order picking & scanning	Operators pick the item and quantity indicated by the Shelfbot ASRS, and scan every item into and out of the Shelfbot ASRS. Order pick accuracy and inventory accuracy depend on operators following this process.
Target	100% of months (inspection).

4.7 Reported KPIs

Shelfbot measures and reports the following to the Customer. They are targets only, and not committed values.

KPI	Definition	Reporting
Reliability (MTBF)	Mean operating time between system failures, where a system failure is a Critical or High severity fault (per the Support Schedule) that blocks order fulfilment.	Monthly.
API call & delivery success	From the Customer's WMS: call success rate, and delivery success rate after WMS retries.	Monthly; the Customer's operational view of integration health. A sustained dip is raised through the Support Schedule error-reporting process.
PPH self-test	Automated randomised presentation run at the agreed average dwell time, performed in conjunction with scheduled preventive maintenance (<i>Preventive Maintenance Compliance</i>); the same routine as the Site Acceptance Test PPH demonstration.	With each preventive maintenance service report.

Observed PPH is likewise reported.

5. Support Service Levels

Error response and resolution service levels, including severity definitions, response times, resolution targets, Support Hours and the associated service credits, are set out in the Support Schedule and are not restated here. This specification adds the performance commitments in *Service Levels & KPIs*; it does not modify the Support Schedule.

6. Common Exclusions

The following events shall be excluded from the calculation of any Service Level defaults:

- any Force Majeure Event(s);
- any outages due to scheduled downtime of the Shelfbot ASRS, provided that scheduled downtime must be pre-agreed with the Customer;
- any outages based on Customer network, system or domain name server issues;
- any power or internet outages;
- incorrect data supplied by the Customer, including incorrect putaway, inventory or order data;
- any fault, defect, malfunction or issue which arises from, or is caused by, a modification to the Shelfbot ASRS made by a person other than Shelfbot;
- any fault, defect, malfunction or issue for which a software update, patch, workaround or other correction providing a solution has been notified to the Customer and refused by the Customer; or
- any fault, defect, malfunction or issue caused by the Customer's failure to use and/or operate the Shelfbot ASRS in accordance with its agreement with Shelfbot, including the Technical Specifications.

7. Measurement & Reporting

Each commitment is measured at the source stated in *Service Levels & KPIs*. Reporting cadence and format (periodic report and/or live view via the Shelfbot ASRS App), and the split between figures shared with the Customer and those retained by Shelfbot, are to be agreed.

8. Revision History

Version	Date	Change
3.1	18/08/2026	Published to Web Site