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| Document Title | Flippy Ongoing Software Updates |
| Document Summary | Learn more about Flippy's recurring Software Update procedure, how it is scheduled, and the information we share about new features and fixes prior to each release. |

Flippy Ongoing Software Updates

OVERVIEW:

At Miso Robotics, we are committed to continuous improvement of our technology to enhance its robustness, reliability, and introduce new features. As a result, Flippy will undergo software updates on a recurring basis, at least every 3 weeks¹. This document outlines the process for these updates, their scheduling, and the information you'll receive prior to each update.

SOFTWARE UPDATE SCHEDULE:

- **Frequency:** Prior to Installation, Miso will coordinate a specific time for the recurring software update, ensuring minimal disruption to your operations. We recommend choosing a time window during which the store is inactive, closed, during daily cleaning, or a non-peak period.
- **Downtime:** Please note that Flippy will be inactive for approximately 10 minutes during the software update process. You are able to manually cook and access the fryers at this time.

UPDATE PROCESS:

- **Alert Notification:** Flippy's touchscreen will display an alert when a software update is scheduled. If there is no response to the alert, the update will automatically begin within 15 minutes.
- **Manual Cooking:** During the update window, you can manually cook as Flippy will not be operational.
- **Completion Notification:** Flippy will notify you via the touchscreen when the update is completed and ready for use.

RELEASE NOTES:

- **Communication:** Prior to each software update, Miso will send out detailed release notes to the team via email that summarize the new features or fixes that Flippy will receive.
- **Training:** Review the release notes sent by Miso to stay informed about changes, and any impact to workflow or usability where applicable. Ensure that your team lead shares this information with team members as well.

NOTE: 1: If the regular software cadence date falls on a holiday, or busy day for the restaurant, Miso will coordinate with your team to reschedule to a date that works best