

Chemtec Energy Services, Inc.
Extended Product Support

Thank you for purchasing a Chemtec product. In addition to Chemtec's Limited Product Warranty and Basic Product Support, Chemtec also offers customers the option of purchasing Extended Product Support. Extended Product Support is designed to provide customers with: (1) assistance beyond the scope of Chemtec's Basic Product Support, and (2) on-going support beyond Chemtec's normal warranty period.

1. Extended Product Support Conditions

Extended Product Support is a fee-based service that is available for the life of Chemtec equipment.

2. Extended Product Support Coverage

With Extended Product Support, Chemtec customers may submit technical questions or issues regarding their Chemtec equipment, and Chemtec will respond to the question or issue within the time limits of the Extended Product Support Agreement.

3. Extended Product Support Procedure

Customers should contact Chemtec via telephone at 936-856-1704 or email at sales@chemtecenergy.com.

4. Limitation of Extended Product Support

The purpose of Extended Product Support is to provide a guaranteed rate and response time for the following conditions:

- Remote technical support
- Remote commissioning
- On-site technical support/commissioning

5. Limitation of Liability

Except for the limited obligations specifically set forth in this statement, in no event shall Chemtec or its third party suppliers be liable for direct, indirect, special, incidental, or consequential damages, whether based on contract, tort, or any other legal theory and whether advised of the possibilities of such damages.