

POWER SOLUTIONS, LLC

Warranty Claim Procedures

These Warranty Claim Procedures are provided for your convenience. They are not intended to modify the terms or conditions of your transaction.

If you suspect you may have a Warranty Claim, we recommend you take these steps:

1. Don't Miss the Deadline. Notify Power Solutions as soon as possible or within 10 business days after discovery
2. Contact our General Manager- Operations & Logistics. Contact our General Manager – Operations & Logistics, Thomas Evans to begin the claims process. Do not delay this step, even if all of the information for the claim is not yet available.

Thomas Evans, GM-Operations & Logistics

Email: tevens@powersolutionsllc.net

Phone: 423-648-7672 office 901-438-3592 cell

3. Preserve the Materials. Segregate the goods you are concerned about as well as all goods from the same purchase order/release number to facilitate inspection and testing. Maintain accurate records as to custody of the goods at all times after delivery.
4. Provide Information. Provide the following information as soon as possible
 - a. Customer purchase order number
 - b. Power Solutions release number
 - c. Directions to the location where the problem was discovered
 - d. Well name
 - e. Copies of daily rig reports and drilling & completions reports
 - f. Name, phone number, and email address of all relevant contacts
 - g. Provide any other pertinent information requested by Power Solutions as it becomes available to facilitate the processing of your claim
5. Provide Access. Power Solutions has the right to undertake its own evaluation and testing and must have access to evaluate your claim. Provide access to the location and the goods involved in your claim. If requested, provide Power Solutions with a split sample for an independent third-party analysis.
6. Comply with Testing Requirements. Any testing, whether done by Power Solutions or by you, or your customer, must be performed by an accredited, independent, third-party laboratory. For every test, provide Power Solutions advance notice and allow Power Solutions to participate in development and approval of the testing protocol. Your cooperation is required in adhering to testing dates and times so that Power Solutions and any mill representatives may be present at every test.
7. Provide Information and Results. Inform Power Solutions of, and permit their representatives to participate in, all aspects of every testing process. Immediately upon availability, provide Power Solutions with a copy of all test results.