

NUPIGECO

Warranty reference document

*This document contains the main references to the NUPIGECO warranty
&
The processes required to enable the warranty to be issued*

CONTENTS

	COVER PAGE
PAGE 1	NUPIGECO WARRANTY ADVICE
PAGE 2	NUPIGECO WARRANTY STATEMENT
PAGE 3	NUPIGECO WARRANTY CLAIM & INVESTIGATION PROCEDURE
PAGES 4&5	A GUIDELINE FOR THE MODIFICATION OR REPAIR OF A SMARTFLEX PIPING SYSTEM

Attention

**PLEASE READ THIS DOCUMENT CAREFULLY
BEFORE UNDERTAKING ANY INSTALLATION OF THE SMARTFLEX PIPING SYSTEMS**

WARRANTY ADVICE

NUPIGECO provides a complete warranty including the NUPIGECO general warranty on the SMARTFLEX piping system components and the NUPIGECO Commercial General Liability Insurance better known as an Environmental Insurance. These warranty documents are in the public domain and can be found in our literature and on our Web site.

Essentially the NUPIGECO general warranty warrants products sold by it which are incorporated in its SMARTFLEX Piping System. They shall be of good materials and workmanship and free from functional defects for a period of thirty (30) years from the date of sale., excepting valves, flex connectors, entry, terminating and test rubber boots, test tubes, gaskets and o-rings, and products containing electrical components and any other part other than pipes and fittings, which shall be of good materials and workmanship and free from functional defects for a period of one (1) year from the date of sale; provided that such products are properly installed in accordance with NUPIGECO's specifications and published instructions by qualified installers who have been trained and certified by NUPIGECO and hold a current Smartcard.

NUPIGECO'S COMMERCIAL GENERAL LIABILITY INSURANCE is a Products' Liability Insurance

The NUPIGECO warranty can only be issued for a site when the following criteria have been met and the relevant documents provided within 30 days of the site works being completed

1. A Nupigeco warranty application form completed and signed by the installer
2. A copy of the welding report downloaded from the multi-function welding machine either in excel format, PDF or in hard print.

These documents can be provided to NUPIGECO directly, or via the Internet based ITS (Interactive Tracking System) or through the NUPIGECO distributor in the country where the work was commissioned.

The NUPIGECO distributor can process the documents on behalf of the installer

For further information or advice please contact the NUPIGECO Area Manager or the NUPIGECO distributor in your country or region.

**Registered Office
and Headquarters**

via Stefano Ferrario Z.I. sud ovest
21052 Busto Arsizio (VA) Italy
Ph. (39) 0331 344211
Fax (39) 0331 351860
info@nupigeco.com

**Production, Operations
and Administration Centre**

via Dell'Artigianato 13
40023 Castel Guelfo (BO) Italy
Ph. (39) 0331 344211
Fax (39) 0542 670851
info@nupigeco.com

**Production
Facility**

via Colombarotto 58
40026 Imola (BO) Italy
Ph. (39) 0331 344211
Fax (39) 0542 670851
info@nupigeco.com

**Production
Facility**

via Cardinal Ferrari 18
21052 Busto Arsizio (VA) Italy
Ph. (39) 0331 344211
Fax (39) 0331 350028
info@nupigeco.com

NUPIGECO WARRANTY STATEMENT

NUPIGECO warrants that products sold by it which are included in its SMARTFLEX Piping System shall be of good materials and workmanship and free from functional defects for a period of thirty (30) years from the date of sale, excepting valves, flex connectors, entry, terminating and test rubber boots, test tubes, gaskets and o-rings, products containing electrical components and any other part other than pipes and fittings, which shall be of good materials and workmanship and free from functional defects for a period of one (1) year from the date of sale; provided that such products are properly installed in accordance with NUPIGECO's specifications and published instructions by qualified installers who have been trained and certified by NUPIGECO. These respective warranties shall become immediately null and void if the products to which they apply: (i) are employed in above-ground applications; (ii) are installed by anyone other than an installer trained by NUPIGECO; or (iii) are installed in a manner which fails to comply with NUPIGECO's written installation instructions.

As the sole and exclusive remedy for any breach of the limited warranties set forth above, NUPIGECO will replace nonconforming goods or refund the purchase price. These limited warranties are in lieu of all other warranties, express or implied, including, without limitation, those concerning merchantability or fitness for a particular purpose. These limited warranties are also in lieu of any other possible liabilities of NUPIGECO, whether alleged to have arisen by agreement or by operation of law, respecting the sale, installation, use or function of NUPIGECO's products, including, without limitation, claims of negligence, gross negligence, strict liability or any other tort. In no event shall NUPIGECO be liable for personal injury or damage to real or personal property attributed to its products, nor for any excavation, removal, downtime, cleanup, remediation, loss of use, loss of opportunity, loss of market value, loss of rental value, loss of profits, loss of production, or other special, incidental, resulting, consequential or exemplary damages.

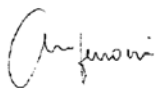
No person is authorized by NUPIGECO to accept for it any other liability of any kind in connection with the sale or use of products sold and/or marketed by it.

SMARTFLEX PRODUCT LIABILITY

NUPIGECO SpA has subscribed an insurance policy with a primary insurance Company able to cover the Smartflex product liability.

The product liability annual aggregate limit established is 11.000.000 €

NUPIGECO SPA



WARRANTY CLAIM AND INVESTIGATION PROCEDURE

In the event of a suspected failure of a SMARTFLEX product the following procedure shall be undertaken:

1. The customer shall first contact the NUPIGECO approved installation company or NUPIGECO distributor with written advice requesting them to investigate the problem.
2. The NUPIGECO approved installation company shall investigate immediately and determine the cause of the problem and take remedial measures to alleviate the issue if possible.
3. The NUPIGECO approved installation company shall advise in writing (along with the relevant documentation) the authorised NUPIGECO distributor or the NUPIGECO regional manager if they believe the problem relates to a failure of a SMARTFLEX product so that the internal NUPIGECO company investigation process can be initiated.
4. A detailed report including the customer's details, the site location, installation dates and the nature of the failure is to be provided to the authorised NUPIGECO distributor or the NUPIGECO regional manager for their assessment and a possible site visit to further assess the potential issue.
5. The suspected faulty goods must be delivered to the NUPIGECO plant in Castel Guelfo (BOLOGNA) for laboratory testing and analysis.
6. If the product is deemed to be faulty, the Regional or Area Manager/Product Manager will give all the instructions to the sales office for the replacement, free of charge, of the claimed goods.
7. In the case where it is necessary that the replacement has to be done prior to the evaluation of the parts can be completed, the replacing parts will be provided by NUPIGECO through their authorised distributor to the installation company in that country as a sale, and only after the claim evaluation, it will be decided if a credit note to the installer will apply.
8. In the case of a "serious" failure where a discharge has created an environmental issue on a working site, NUPIGECO will operate in conformity to the warranty clauses giving all the necessary support to the customer. If necessary, the appropriate actions will be taken including any insurance claims that are necessary would be activated.
9. Once the replacement is carried out and completed the SMARTFLEX products used will be covered by the NUPIGECO warranty from that date.

Please refer to the "warranty" and "instructions for repairs or modifications" documents before any work to the SMARTFLEX piping system is undertaken.

A GUIDELINE FOR THE MODIFICATION OR REPAIR OF A SMARTFLEX PIPING SYSTEM

The purpose of this document is to give a short guideline on how to operate when doing a modification or repair of a Smartflex piping system. This guideline is, in any case not exhaustive and should never surpass the national/local regulation and practices, particularly in terms of health and safety regulation.

All the operations described below have to be performed, consideration must be given to all the necessary safety procedures in terms of health and safety of the on-site personnel and must take into consideration all the relative environmental aspects and rules.

For additional information, please make reference to:

- IP – Code of safe practice for contractors working on filling station (March 2005)
- APEA/IP – Design, construction, modification, maintenance and decommissioning of filling station.

PROCEDURE

1. Turn off and shut down the electrical supply to the submersible pump (if present) and the dispensers. This may require the assistance of authorised personnel.
2. Disconnect the pump and any dispenser devices.
3. Ready the UST closest dispenser hose to release pipeline pressure and to empty the product into a suitable sealed containment vessel.
4. Empty the line completely of any fuels.
5. Test the confined space in the sump to be repaired by the use of an (O²) Oxygen sensor / meter.
6. Before any personnel enter the sump, check the presence of enough (O²) Oxygen.
7. Close the ball valve of the submersible pump.
8. Open the test ports on the secondary containment fittings.
9. Detach the product line from the tank sump connection.
10. Assure to collect any residual fluid into the sealed containment vessel.
11. Open the shear valve access ports of the interested line to permit the fluid to flow down to the tank sump.
12. Close the shear valve when the line is completely drained and dried.
13. Ventilate the sump to achieve an Oxygen (O²) level suitable for personnel to re-enter (20-25%).
14. Remove the filled containment vessel from the tank sump.
15. Proceed with the repairing process following the Smartflex installation instructions.
16. During the repairing process care shall be taken to keep the line and the sumps continuously purged with an inert gas like Nitrogen. It is important to monitor continuously the (O²) Oxygen level.
17. Fill the line to be repaired and the sumps with Nitrogen until no Oxygen (O²) present (to be checked with the (O²) Oxygen meter.
18. Place the welding unit as far as possible from the repairing site/area, above ground; ensuring that the connecting cables are not tensioned.
19. Turn off the Nitrogen supply and, immediately commence the welding process.
20. At the end of the welding process, turn off the welding unit power supply and again start to convey Nitrogen into the line and sump leaving the connecting cables connected to the fitting.
21. The flow of Nitrogen should continue for least 20-30 minutes during the cool down period.
22. Permit air exchange and when the (O²) level again reaches 20-25% the operator can enter the welding zone and disconnect the cables.
23. Once the repairing process has been completed, the line shall be pressure tested as per the Smartflex instruction (see Smartflex Technical Catalogue for more details).
24. After a positive result of the pressure test has been achieved, the line can be re-commissioned and start working again.

**Registered Office
and Headquarters**

via Stefano Ferrario Z.I. sud ovest
21052 Busto Arsizio (VA) Italy
Ph. (39) 0331 344211
Fax (39) 0331 351860
info@nupigeco.com

**Production, Operations
and Administration Centre**

via Dell'Artigianato 13
40023 Castel Guelfo (BO) Italy
Ph. (39) 0331 344211
Fax (39) 0542 670851
info@nupigeco.com

**Production
Facility**

via Colombarotto 58
40026 Imola (BO) Italy
Ph. (39) 0331 344211
Fax (39) 0542 670851
info@nupigeco.com

**Production
Facility**

via Cardinal Ferrari 18
21052 Busto Arsizio (VA) Italy
Ph. (39) 0331 344211
Fax (39) 0331 350028
info@nupigeco.com