

## **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.