

Chemtec Energy Services, Inc.
Basic Product Support

Thank you for purchasing a Chemtec product. In addition to Chemtec's Limited Product Warranty, Chemtec also offers Basic Product Support with each Chemtec product sold. Basic Product Support is designed to provide telephone or email assistance to customers installing, programming, commissioning, or troubleshooting Chemtec products. Basic Product Support is provided for the duration of Chemtec's Product Warranty.

1. Basic Product Support Conditions

Product Support is provided to the original owner only and is not transferable. Proof of purchase will be required for any Basic Support services.

2. Basic Product Support Coverage

With Basic Product Support, Chemtec customers may submit technical questions regarding their Chemtec equipment, and Chemtec will make reasonable efforts to respond to these questions within one (1) business day. A Chemtec Technical Support representative will typically be available to answer questions during Chemtec's normal business hours (8:00 AM to 5:00 PM CST, Monday through Friday, excluding Chemtec holidays).

3. Basic Product Support Procedure

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

4. Limitation of Basic Product Support

The purpose of Basic Product Support is to answer non-urgent technical questions specific to Chemtec equipment. In addition to Basic Product Support, Chemtec offers Extended Product Support 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.