



LIMITED WARRANTY STATEMENT

NRG Pressure Pumping Technologies from AFGlobal, hereinafter referred to as “Company”, warrants that all equipment, hereinafter referred to as “Product,” manufactured and/or sold by Company to Buyer shall be free from defects in material and workmanship for one year from the date of shipment.

All warranty claims on Product must originate within the warranty period by contact with the Service Department of NRG Pressure Pumping Technologies from AFGlobal. See the Limited Warranty Flow Chart for specific information needed to initiate a warranty claim on the Product.

1. This limited warranty covers only the components of the Product that were fabricated by the Company.
2. This limited warranty shall not apply to Product, common wear items, or components that have been subjected to abuse, misuse, accident, alteration, neglect, and/or unauthorized repair or installation.
3. This limited warranty expires immediately upon alteration of the Product or any of its components by anyone without the express written consent of the Company. In the event the Buyer has attempted repair or otherwise alter the condition of the Product prior to requesting warranty coverage, the limited warranty shall immediately suspend, until such time that the Buyer returns the Product to original condition, after which time the limited warranty may be re-instated, at the sole discretion of the Company.
4. The Company shall make the final determination as to the presence and/or cause of a defect.
5. The Company shall assign/document serial number(s) to Product and its components to facilitate warranty tracking.
6. It is the responsibility of the Buyer and not of the Company to comply with any and all component warranty registration policies and/or procedures.
7. Warranty on component(s) furnished to the Company and incorporated into the Product shall be limited to warranty offered by the original equipment manufacturer (OEM) of the component or supplier, as applicable.
8. The Buyer at its expense shall return Product to the closest Company-designated facility for warranty evaluation and repair or replacement.
9. If Company agrees to evaluate a warranty claim on Product outside of one of its facilities and a defect in the Product is not found to either be present or satisfy the terms of this limited warranty, then Buyer shall pay Company for expenses related to the evaluation.
10. The Company will not be responsible for bills for service, labor or other expenses incurred by the Buyer or any third party without written authorization by Company prior to the service, labor or other expenses being incurred.
11. The Company shall not be obligated to incorporate any Product change or update to Product manufactured or sold prior to the date of such change or update.

THE ABOVE LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY PROVIDED BY COMPANY. COMPANY MAKES NO OTHER WARRANTY, EXPRESSED OR IMPLIED, AND THERE IS EXPRESSLY EXCLUDED ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BUYER'S SOLE REMEDY IN THIS CASE SHALL BE THE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCT. COMPANY SHALL HAVE NO LIABILITY UNDER THIS AGREEMENT FOR ANY DAMAGES SUFFERED BY BUYER OR ANY THIRD PARTY INCLUDING BUT NOT LIMITED TO DAMAGES FOR PERSONAL INJURIES OR LOSS OF PROFITS, OR CONSEQUENTIAL, EXEMPLARY, OR INCIDENTAL DAMAGES EVEN IF COMPANY HAS BEEN ADVISED ON THE POSSIBILITY OF SUCH DAMAGES AND REGARDLESS OF THE FAULT OR DEGREE OF FAULT OF COMPANY.

LIMITED WARRANTY FLOW CHART

The following steps outline the process for initiating a warranty claim on the Product.

Buyer:

Buyer shall contact the NRG Representative in their respective region or contact the 24-Hour toll-free line 1-844-529-5563 and provide the following information:

1. Unit ID:
 - a. VIN
 - b. NRG Work Order number (Work order plate is located on the roadside trailer frame. The plate will start with a 20xxx-xx. The last two digits indicate the unit build number of the work order.)
2. Equipment type (Frac Pump Trailer, Blender, Hydration Unit, Data Van, LAS, or C-Pump Trailer)
3. Hours of operation
4. Location of the Product
5. Buyer concern
6. Pictures of issue via email, text, fax, etc.
7. Full, complete, and unaltered data collection log records.
8. Purchase order number issued for shipping costs, labor, and materials. Expected costs will be communicated to Buyer prior to work being performed.

NOTE:

Buyer must have affected Product in possession and provide affected component to Company to submit a warranty claim.

Company:

Upon receipt of the required information listed above, NRG Service Department shall do the following:

1. Evaluate situation at hand to determine if the limited warranty applies to the issue.
 - a. If Product is in question, the Company will evaluate as necessary and make the final decision to provide limited warranty coverage or not for the affected Product.
 - b. Buyer must provide a purchase order to the Company to cover **ALL** labor and material costs if issue deemed not to be covered under the limited warranty.
2. Verify availability of affected component.
3. Verify availability of tech(s) to fix the issue at hand.
4. Issue a warranty work order number for tracking purposes. **All warranty work orders will start with an 80xxx series number.**
5. Dispatch technician(s) to resolve the issue, or Buyer is to bring the unit to a Company facility to be evaluated.
6. If the Buyer removes the affected component before Company can evaluate the issue, the Buyer shall return the Product to a Company-designated facility for warranty evaluation and repair or replacement at the Buyer's expense.
 - a. If Company agrees to evaluate a warranty claim on Product outside of one of its facilities and a defect in the Product is not found to be present nor to satisfy the terms of this limited warranty, then Buyer shall pay Company for expenses related to the evaluation.
 - b. Company shall make the final determination as to the presence and/or cause of a defect.
7. Upon receipt of the affected component, the Company will perform a thorough root cause analysis (RCA).
 - a. If the Company determines the limited warranty shall apply, the Company will authorize Buyer cancellation of the labor and material portion of PO. All shipping charges remain the responsibility of the Buyer.
 - b. If the Company deems that the limited warranty shall not apply, the Company will then process the PO provided, and return the equipment to the Buyer upon completion of the work. A signed service report will be issued to the Buyer.