

WARRANTY PROGRAM

JSC Institute for Ceramic Machinebuilding “Kerammash” guarantees the maximum provision of the Customer with the necessary information related to the operation procedures, and technical service, maintenance of the supplied equipment, which includes:

- ◆ Customer is fully informed about the existing programs and warranty conditions of the access to such a warranty program at the stage of consultations as to the possibility of the equipment purchase;
- ◆ issuance of complete information on scope of maintenance for the supplied equipment by incorporating relevant information in the Operation Manual;
- ◆ provision of customer with staff training in maintenance of the supplied equipment during installation and (or) the commissioning works;
- ◆ informing the customer about the approaching dates of important stages of the equipment maintenance.

Available warranty programs.

The warranty extension programs offer protection beyond the standard warranty JSC “Kerammash” products. With the extended warranty program, you do not have to worry about unexpected maintenance costs, you have confidence that you protect your investment in equipment, that our well-trained team of professionals, technical service, are always available to provide fast and efficient local service.

The standard warranty is purchased with the product. The warranty covers all equipment in case it is installed and used in accordance with manufacturer's requirements. This warranty functions without any additional conditions. It suggests Customer products self-service within the framework of services provided in the Operation Manual. **The warranty period for the offered equipment standard warranty in this Technical and Commercial Offer is 18 months.**

The extended warranty is purchased separately. The warranty covers all equipment in case it is installed and used in accordance with manufacturer's requirements. An additional condition is a paid technical service. The minimum frequency of service - twice a year. In case of technical service cancellation the extended warranty is not available. The decision to use the program can be made by the Customer within the first 6 months from the date of the equipment installation. This warranty is not transmitted in case of equipment resale if it is connected with the equipment dismantling and transportation. **Possible warranty extension period using the "Extended warranty" programs for the offered equipment standard warranty in this Technical and Commercial Offer is 60 months.** An additional advantage of the program "extended warranty" is:

- ◆ the ability to early disorder recognition and its elimination it at the least cost;
- ◆ protection against the unexpected maintenance costs;
- ◆ planning priority repairs, the allows your inner service staff to focus on other equipment or other goals.

Delayed warranty is optional. This warranty postpones the start date of the standard product warranty to the launch date of Kerammash products. When the start-up takes place after six or more months after the equipment delivery. Within the program specialists of JSC Institute for

Ceramic Machinebuilding "Kerammash" undertake inspection visits to monitor the storage conditions and re-conservation. All other terms of the standard warranty remain unchanged.

Terms and conditions for warranty provision.

The warranty period is calculated depending on delivery terms:

- in the case of the own Customer's commissioning the warranty period is calculated from the shipment date and at export sales of equipment the warranty period calculated since the date of crossing the border of Ukraine.;
- In case of the equipment start up and commissioning by the representatives of JSC Institute for Ceramic Machinebuilding "Kerammash" (providing the installation, supervision installation and commissioning works) the warranty period is calculated from the date of commissioning. However, this moment should be no later than 6 months from the date of the equipment shipment.

Exclusion from warranty, warranty limitation.

Warranty exclusion is provided for the following cases:

- ◆ mechanical damage (traces of blows, cable cuts, ingestion of foreign objects articles, deformed or broken parts) obtained as by careless handling, and as a result of using non-original spare parts of the manufacturer;
- ◆ the presence of defects that have appeared as a result of operation instructions violations for this type of equipment specified in the documentation accompanying the product;
- ◆ the presence of defects resulting from normal products wear and tear / aging and a significant depreciation of expendables and spare parts, announced during the warranty period;
- ◆ the presence of disorder, which is a consequence of making changes in the equipment design without the supplier's (manufacturer's) consent;
- ◆ if the equipment operation continued after the detection of the defect;
- ◆ damage caused by nature (rain, wind, lightning, etc...), by fire, adverse environmental conditions (excessive humidity, dust, corrosive environments, etc...);
- ◆ damage caused by the deviation of power or cable networks parameters from state authorities standards and other similar factors; when the equipment is operated without a ground loop;
- ◆ improper repair or maintenance made by the Customer's personnel.

In any case, the exclusion from warranty may be replaced by paid services while preserving the warranty for a period determined by the purchase contract / operational document. Warranty for component parts for which the direct manufacturer issued a passport indicating the warranty period shall be determined in accordance with the manufacturer's warranty.

The the supplementary agreement to the purchase contract about the warranty conditions or limitations may be made:

- extended warranty, or in some specified cases specifically the standard warranty may not be applied to: radiant tubes, electric heaters, thermocouples, flame control electrodes, the ignition spark plugs, burner blocks, filter and most of gaskets;
- extended warranty can not be provided, and standard warranty may be limited in the event of product exposure to heat from external sources, the impact effects of the forging process.

Additional Information:

- parts replacement does not extend Kerammash warranty for the equipment on which these parts are replaced (eg a motor replacement will have 18 month warranty, but it does not extend the warranty for the whole construction unit for which the motor has been replaced);

- the cost of parts and labor related to normal maintenance service – the responsibility of the equipment owner of (except for services 6 months-tuple under the extended warranty program)

Available additional services:

- Comprehensive support;
- Instructing the customer service professionals on the specifics of the various hardware systems;
- Agreement on warranty extension;
- Diagnostics of the equipment condition and state
- Preventive maintenance;
- Security systems checking;
- Combustion efficiency test;
- Maintenance and trouble-shooting;
- of spare parts supply;
- Periodic commissioning

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**Warranty terms for some type of the equipment produced by
JSC «Institute for Ceramic Machinebuilding “Keramash”**

Equipment	Additional parameters	Standard warranty	Extended warranty*
Special technology equipment		12 months	24 months
Industrial furnaces electrically heated ТермоМастер®	Batch, shaft-, pit- type furnaces with the operation temperature of up to 1100 °C	18 months	36...60 months
Industrial furnaces electrically heated ТермоМастер®	Batch, shaft-, pit- type furnaces with the operation temperature of up to 1100 °C	12 months	24 months
Industrial furnaces electrically heated ТермоМастер®	Roller, tunnel, pusher-type continuous furnaces	12 months	24 months
Industrial furnaces gas heated ТермоГаз®	Batch heat treatment furnaces with stationary hearth and bogie hearth batch furnaces with the operation temperature of up to 1150 °C	18 months	36...60 months
Industrial furnaces gas heated ТермоГаз®	Batch heating furnaces with stationary hearth and bogie hearth batch furnaces with the operation temperature of up to 1300 °C	12 months	36 months
Industrial furnaces gas heated ТермоГаз®	Roller-, tunnel-, pusher-type furnaces for steel heat treatment of continuous operation with operation temperature of up to 1300 °C	12 months	24 months
Industrial furnaces gas heated ТермоГаз®	Batch bogie hearth furnaces with high velocity firing for ceramics with the operation temperature of up to 1400 °C	18 months	36 months
Industrial furnaces gas heated ТермоГаз®	Batch bogie hearth furnaces of continuous and discontinuous operation with long operation cycles (isolators, special ceramics) with the operation temperature of up to 1400 °C.	12 months	24 months
Industrial furnaces gas heated	Roller-, tunnel-, pusher-type furnaces for ceramics of continuous operation with operation temperature of up to 1400 °C	12 months	24 months
Other heat treatment equipment		12 months	Specified at preparing technical and commercial offer for the equipment regarding the equipment complexity

**Warranty terms for furnace and heat treatment components manufactured by
JSC «Institute for Ceramic Machinebuilding “Keramash”**

Component	Additional parameters	Standard warranty	Extended warranty
Ceramic fiber isolation	Operation temperature up to 1150 °C for the furnaces of continuous and discontinuous operation	18 months	36...60 months
Ceramic fiber isolation	Operation temperature up to 1150 °C for the furnaces of discontinuous operation	12 months	36 months
Ceramic fiber isolation	Operation temperature up to 1150 °C for the furnaces of continuous and discontinuous operation with long operation cycles	12 months	24 months
Rigid isolation manufactured of separate refractory items	Operation temperature up to 1150 °C for the furnaces of continuous and discontinuous operation	12 months	18 months
Rigid isolation manufactured of separate refractory items	Operation temperature up to 1150 °C for the furnaces of discontinuous operation	12 months	12 months
Rigid isolation made of refractory castable	Operation temperature up to 1150 °C for the furnaces of continuous and discontinuous operation	18 months	36 months
Rigid isolation made of refractory ca stable	Operation temperature up to 1150 °C for the furnaces of discontinuous operation	12 months	24 months
Microprocessor controllers		18 months	36 months
Electrical furnaces control systems		12 months	36 months
Gas furnaces control systems		18 months	36 months
Electrical heating elements		Specified in hours depending on the working temperature in furnace chamber 24 months	
Heat resistant steel machine-tool attachment		6 months	6 months
Gas heating systems		18 months	36...60 months