



Ten Year Warranty - Dielectric Coolants

Valid as of: 2023.01.01

Engineered Fluids, Inc. ("EF") warrants that its Dielectric Coolants, AmpCool™, ElectroCool™ (together the "Products" and individually the "Product") with product codes ending in "-120" (for example EC-110-1000-**120**) purchased by the Customer either a) directly from Engineered Fluids, Inc., b) through an authorized Engineered Fluids' Distributor, or c) from an authorized OEM partner of Engineered Fluids, Inc. in new, unopened, sealed containers bearing the original Engineered Fluids product labeling, including date of manufacture and lot number, shall for a period of ten years following receipt by Customer shall meet the operational characteristics for the Product as published on the Engineered Fluids website (www.engineeredfluids.com) as of the date of its manufacture ("Operational Characteristics").

1. Customers may at any time during the warranty period notify Engineered Fluids' support team in writing of any suspected defect in the Product(s) and packaging.
2. End-user will be requested to provide pictures of the packaging and a sample of the suspect Product(s) to Engineered Fluids for analysis and testing following the process for reporting a warranty claim sample, provided below.
3. How to Report a Warranty Claim to Engineered Fluids:
 - a) Please contact Engineered Fluids at:
+1.725.218.1957 or support@engineeredfluids.com
 - b) Customer to provide Engineered Fluids with the following Information:
 1. Customer Company Name
 2. Customer Contact Person name, email, and phone number
 3. Customer location name and physical address
 4. Product Name, Manufacturer Date, and Lot Number
 - *The Customer must provide photos of the product label on the suspect product container and send these photos to Engineered Fluids Support via Email. Please make sure that the following information is clearly readable in the photograph: Product SKU Number, Manufacture Date, and Lot Number.*
5. If necessary, Engineered Fluids will provide the Customer a test sample container. Please take a sample of the Product from the suspect container and place it in the test sample container as specified by Engineered Fluids. It is important not to contaminate the product during the sample taking process.



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- *Please contact Engineered Fluids Support if you need recommendations or assistance in taking the sample(s).*
6. The sample should be sent via 2nd day air to Engineered Fluids in sufficient packaging to ensure the sample container does not leak or break. Samples provided in anything other than Engineered Fluids approved sample containers will be rejected.
4. Remedy - If determined by Engineered Fluids based on standard product quality testing results that the sampled Product does not meet its published Operation Characteristics, and has not been contaminated through external means or improper handling, as evidenced by the test results, Engineered Fluids entire liability to the Customer shall be at EF's sole discretion to either:
 - a) rebate to Customer the purchase price for the volume of Product deemed to be defective, including any shipping costs related to said volume, and to arrange either the return of the defective Product to Engineered Fluids or for its safe disposal; or
 - b) replace the defective Product with new conforming Product at Engineered Fluids expense.