

OKAMOTO CORPORATION INSTALLATION AND WARRANTY POLICY

SPARE PARTS WARRANTY

The changes in the installation/warranty policy reflect labor and travel compensation only. The spare parts warranty policy remains intact utilizing the following procedure:

1. A machine component is deemed non-functional by a customer, distributor service technician, Okamoto service contractor or Okamoto service technician and a warranty spare part is requested.
2. In order for the spare part request to be approved, a **WARRANTY PART CLAIM FORM** AND A **WARRANTY PURCHASE ORDER** must be submitted *BEFORE* a part can be approved for shipment. Okamoto Parts and/or Service Management will then review the spare part request. Upon approval, the part will be shipped via the most appropriate means as determined by Okamoto Management.

Whenever it is necessary to have the defective part returned to Okamoto, a **Return Authorization Number** will be issued and shown on the sales order for the replacement part.

3. If a distributor service technician is going to install the new component, it is necessary to request a **Service Authorization Number** and reference this number on the service report that will be submitted to Okamoto Service along with the invoice for service.
 1. After the new component has been received and installed, the defective component must be returned to Okamoto in a timely fashion using the **Return Authorization Number** issued (received at Okamoto in less than three weeks from the shipment date of the new part) in order that a Credit Memo can be issued against the invoice for the new component.
 2. Upon receipt of the returned part, the unit will be inspected and tested to determine if indeed the component is defective. If the component is found to be free of defects, an invoice will be issued for the new component.
 3. **NOTE:** Machine components which have been damaged as a result of shipping and handling **ARE NOT ELIGIBLE FOR WARRANTY REPLACEMENT!** Shipping damage claims are handled differently than warranty claims. Please contact Okamoto in the event that any shipping damage has occurred.

PARTICIPATION

Presently, of the nearly forty distributors that Okamoto works with, only 16 actively participate in the machine installation/warranty program. With the new system in place, we would like to encourage **all** distributors (with field service capabilities) to attend our Saddle Service Classes and participate in a greater number of machine installations.

PRIMARY SERVICE CONTACTS:

| Name | Title | Extension Number |
|-------------------|-----------------------------|-------------------------|
| Kevin Adams | Technical Support Engineer | 633 |
| Mark Bensema | Service Engineer | 614 |
| Yoshi Yoshida | Service Manager | 634 |
| Technical Support | Rotating Service Technician | 630 |