

Performance Guarantee Program

Taking bigger steps to leave a smaller footprint



PERFORMANCE GUARANTEE PROGRAM

I **How to participate**

There are two ways to participate:
1) Agree to purchase all spare parts and water treatment chemicals from **MacDermid Envio Solutions**.
2) Agree to purchase all spare parts and an annual service contract tailored specifically for your needs.

Under option 2, the chemistry and dosing regimen needs to be approved by **MacDermid Envio Solutions** to participate. There are no additional fees to participate in the program. After the initial term, customers are able to renew.

We want to ensure your system will not only perform and last for years to come, but will be as worry-free as possible.

I **100% Accountability**

We guarantee the system will perform as specified for the duration of the 5-year, long-term program. If the system fails to meet the **MacDermid Envio Solutions** specifications outlined in the project, we will correct mistakes up to and including furnishing a completely new system. That's how confident we are in our ability to engineer a high-quality system the first time around.

I **Regulations & Operations May Change, But MacDermid Envio Solutions Will Keep You in Compliance**

It's always best to make changes down the road with the original designer. That's the beauty of the Performance Guarantee - **it ensures you get the right parts, chemicals, services and enhancements from the same company that installed it.** No worries - we'll keep your system running at optimal performance and in compliance.

I **So, what does peace of mind cost?**

There is no cost to participate in the program!

I **The Benefits**

Guarantee - MacDermid Envio Solutions guarantees your system to perform as specified while in the program.

Enhanced Support - TechLink Remote Connection Support, Enhanced Email & Phone Response Times, Chemical Inventory Management, Lab Support.

Discounts - 10% discount on all spare parts, Special rates for on-site service calls, Special rates for proprietary chemicals.



See our web site for more details
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5-YEAR PERFORMANCE GUARANTEE PROGRAM DETAILS



PERFORMANCE GUARANTEE PROGRAM

I Sole Performance Guarantee

This is **MacDermid Envio Solutions** sole performance guarantee expressed or implied.

Unauthorized repairs, misuse, neglect, failure to continue proper maintenance, or use of the system in a manner for which it was not designed shall completely void this guarantee.

Any reference to the cost of treatment is to be considered an estimate and is in no way to be construed as guaranteed. In no event shall **MacDermid Envio Solutions** be liable for incidental or consequential damages including, without limitation, loss of time, inconvenience, loss of production or penalties incurred.

This is separate from our Equipment Warranty, which is also included with all our projects.

I Eligibility

To be eligible for **MacDermid Envio Solutions** water treatment system 5-year Performance Guarantee Program:

- **MacDermid Envio Solutions** must understand all aspects of your water treatment system.
- You must adhere to all instructions, manuals, and/or software furnished by **MacDermid Envio Solutions** with regard to the system's operation and maintenance.
- You must purchase all relevant spare parts, services, and chemicals from **MacDermid Envio Solutions**; we will assist you in your performance warranty eligibility with competitively priced parts, services and chemicals. If you opt out of purchasing chemicals, you must purchase an annual service contract, use an approved chemical regimen, and still purchase spare parts from **MacDermid Envio Solutions**.

MacDermid Envio Solutions 5-year Performance Guarantee only applies to systems which are used in accordance with **MacDermid Envio Solutions** instructions, manuals, and/or software. Any other use or maintenance of the system renders this program null and void.

The Performance Guarantee is in effect for a period of 5 years from the date the system is accepted as functioning according to specifications.

I Terms

MacDermid Envio Solutions agrees and guarantees that for a period of 5 years, the system furnished will operate in the manner described in our quotation and/or specifications and that the system will meet the regulatory limits specified in **MacDermid Envio Solutions** quotation.

Re-enrollment upon completion of the program's 5-year period, or due to a lapse in eligibility anytime during the 5-year period, will require a system evaluation by **MacDermid Envio Solutions**.

I Guarantee

If within the 5-year period, the system fails to meet the **MacDermid Envio Solutions** Performance Guarantee specifications, **MacDermid Envio Solutions** will make such adjustments it determines necessary to meet the guarantee specifications, up to and including furnishing a completely new system.



See our web site for more details
www.macdermidenvio.com

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