



Product and Service Guarantee Policy

HERITAGE SYSTEMS, INC. | Delivering Liquid Solutions

Our guarantee is simple: deliver what we promise, stand behind our work, and respond when something is not right.

Heritage Systems is committed to technically sound products, dependable field service, responsive support, and long-term customer relationships.

1. Purpose

This policy defines Heritage Systems Inc.'s commitment to the quality, reliability, and support of products and services provided to our clients. It is intended to establish consistent expectations for product conformity, workmanship, service quality, issue resolution, and customer support across potable water, process water, wastewater, chemical treatment, equipment, controls, monitoring, delivery, installation, and technical service activities.

2. Our Commitment

Heritage Systems provides client solutions for the management, conservation, conveyance, treatment, monitoring, and use of water. We support those solutions with hands-on technical expertise, ongoing service, equipment maintenance, sampling, reporting, operations assistance, and field support. Our goal is to provide products and services that perform as represented, are suitable for their stated application when used as directed and are delivered in accordance with the written scope agreed with the customer.

3. Product Guarantee

For products supplied directly by Heritage Systems, we will take reasonable steps to ensure that the product delivered is the product ordered, is properly identified, and conforms to applicable written specifications or manufacturer information provided with the sale. If a product issue is attributable to Heritage Systems, we will investigate promptly and provide an appropriate corrective remedy.

- **Product conformity.** Products will be supplied in accordance with the customer's accepted order, proposal, or written specification, subject to approved substitutions or changes.
- **Condition at delivery.** Products and equipment will be handled, stored, and transported using practices appropriate to the material or equipment and applicable safety requirements.
- **Manufacturer warranties.** When Heritage Systems supplies third-party equipment or products, applicable manufacturer warranties will be passed through or supported to the extent available under the manufacturer's terms.
- **HSI-controlled deficiencies.** If a product is incorrect, damaged due to HSI handling, improperly supplied, or otherwise nonconforming because of an HSI-controlled error, Heritage Systems will work with the customer to correct the issue through replacement, repair, rework, credit, or another reasonable remedy appropriate to the circumstances.

4. Service Guarantee

Heritage Systems stands behind the professional quality of services performed by our employees and authorized representatives. Services will be performed in a workmanlike manner, using personnel, procedures, equipment, and technical practices appropriate to the agreed scope of work.

- **Workmanship.** Installation, maintenance, calibration, repair, sampling, monitoring, chemical service, operational support, and other field services will be performed with reasonable care and in accordance with the accepted scope of work.
- **Technical integrity.** Recommendations and operating decisions will be based on available field conditions, data, recognized technical principles, applicable requirements, and the information reasonably available to Heritage Systems at the time.
- **Correction of HSI service deficiencies.** When a service deficiency is attributable to Heritage Systems workmanship or an HSI-controlled error, we will evaluate the issue and, when appropriate, return to the site or otherwise correct the deficient work without charging the customer for duplicative corrective labor.
- **Responsive support.** Customer concerns will be acknowledged and routed to the appropriate Heritage Systems representative for timely investigation and resolution.

5. Issue Resolution Process

When a customer reports a product or service concern, Heritage Systems will use a practical, documented approach to determine the cause and appropriate remedy. Depending on the issue, this may include:

- Reviewing the applicable proposal, purchase order, service report, delivery record, product specification, operating data, or other relevant documentation.
- Inspecting the product, equipment, treatment system, or site conditions when necessary to understand the concern.
- Determining whether the issue is attributable to product manufacture, HSI handling, installation or workmanship, operating conditions, customer actions, third-party work, normal wear, or another cause.
- Coordinating with the original equipment manufacturer or supplier when a manufacturer warranty or technical determination applies.
- Providing a corrective action, replacement, repair, re-performance of service, credit, or other reasonable resolution when Heritage Systems is responsible for the deficiency.
- Documenting significant corrective actions and using lessons learned to improve future products, services, training, and procedures.

6. Customer Responsibilities

Successful product and service performance depends on proper operating conditions and timely communication. Customers are expected, as applicable, to:

- Provide accurate information regarding the application, process conditions, water quality, equipment, site constraints, and intended use.
- Operate and maintain equipment and treatment systems in accordance with written instructions, service recommendations, and applicable manufacturer requirements.
- Provide reasonable site access, utilities, operating information, and cooperation needed for service and troubleshooting.
- Promptly report suspected defects, service concerns, leaks, failures, abnormal readings, or changes in operating conditions that may affect performance.
- Avoid unauthorized modification, misuse, incompatible chemical use, or third-party alterations that could affect product or system performance.

7. Conditions and Limitations

This policy is a statement of Heritage Systems' service and quality commitments. It does not replace or expand specific warranties, performance criteria, indemnities, or remedies stated in an accepted proposal, purchase order, service agreement, equipment warranty, or other written contract. Where such documents contain specific terms, those terms govern.

- **Normal wear and consumables.** Routine wear, expendable parts, chemical consumption, calibration drift, fouling, corrosion caused by process conditions, and other expected maintenance items are not considered defects unless otherwise stated in writing.

- **Conditions outside HSI control.** The guarantee does not apply to failures caused by misuse, neglect, unauthorized modification, incompatible materials or chemicals, utility interruption, environmental or process changes, third-party work, force majeure events, or other conditions outside Heritage Systems' reasonable control.
- **Process and compliance outcomes.** Where performance depends on variable influent conditions, production practices, weather, biological activity, customer operations, third-party equipment, regulatory decisions, or other external factors, Heritage Systems cannot guarantee a specific treatment, compliance, production, or cost-savings outcome unless that outcome is expressly guaranteed in writing.
- **Manufacturer-controlled products.** Third-party equipment and manufactured goods remain subject to the manufacturer's warranty terms, exclusions, and remedy process where applicable.

8. Authorized Commitments

Only written commitments made by an authorized Heritage Systems representative may modify or supplement this policy. Employees should not make performance guarantees, warranties, credits, refunds, or other commitments beyond their authority or beyond the terms of the applicable customer agreement.

9. Continuous Improvement

Heritage Systems will use customer feedback, service records, field observations, product performance information, corrective actions, and technical developments to improve product selection, installation practices, preventive maintenance, training, service procedures, and client support. Our objective is not only to correct problems, but to reduce their recurrence.

10. Governance and Review

Management is responsible for supporting implementation of this policy and for ensuring that customer concerns are handled consistently and appropriately. This policy will be reviewed at least annually and updated as needed to reflect changes in company operations, product offerings, service practices, and contractual requirements.