

CUSTOMER WARRANTY DOCUMENT

Standard Product Warranty Terms

Pumps | Power Ends | Fluid Ends | Consumables and Expendables

Document status	Published for customer use
Effective date	1 August 2026
Applies to	Business-to-business sales by the OPI entity identified in the Quotation or Order Acknowledgement

Important. These Terms are intended only for customers purchasing for business use. They form part of the Contract when incorporated by reference in OPI's quotation, order acknowledgement or other agreed document. Product-specific terms stated in the Quotation take priority.

1. Scope and contract priority

These Standard Product Warranty Terms ("Terms") govern the limited product warranty provided by Optimum Pumping Industries ("OPI") for Goods supplied under a Contract. "Customer" means the business purchasing the Goods; "Contract" means the agreed quotation, order acknowledgement, purchase order as accepted by OPI, specifications, drawings and these Terms; and "Goods" means the OPI products identified in the Contract.

If documents conflict, the following order applies: (a) a signed written amendment or product-specific warranty expressly agreed by OPI; (b) OPI's order acknowledgement; (c) OPI's quotation; (d) these Terms; and (e) the Customer's purchase order only to the extent expressly accepted by OPI. Customer terms do not amend these Terms merely because they appear in a purchase order or portal.

2. Limited warranty

Subject to these Terms, OPI warrants to the original Customer that, during the applicable Warranty Period, new Goods will conform in all material respects to the specifications, approved drawings and documented deviations identified in the Contract and will be free from defects in material and workmanship under normal, intended service.

This is a defect warranty, not a promise of uninterrupted operation or a guarantee of service life, production output, maintenance interval, compatibility, or performance in conditions not expressly accepted by OPI in writing.

3. Warranty periods

The period shown in the Contract controls. If the Contract does not state a period, the following standard periods apply:

Product category	Standard Warranty Period	Coverage basis
Complete pumps and new power ends	12 months after Commissioning, but no later than 18 months after Shipment	Defects in material and workmanship.

Product category	Standard Warranty Period	Coverage basis
New fluid-end assemblies and manifolds	6 months after Commissioning, but no later than 12 months after Shipment	Defects in material and workmanship; excludes normal fatigue, erosion, corrosion and wear.
New non-wear replacement parts	12 months after Shipment	Defects in material and workmanship.
Consumables and expendables, including packing, seals, valve inserts, valve seats and similar wear items	90 days after Shipment and, in all cases, only until first installation unless the defect was latent and existed at Shipment	Manufacturing defects only. No warranty of service life or wear rate.
Plungers	6 months after Shipment	Manufacturing defects in substrate, coating application or dimensional conformity. Normal coating wear, scoring and chemical or abrasive attack are excluded.
OPI-performed repair or reconditioning services	90 days after completion of the service	Defective workmanship in the specific repaired area only.
Third-party or OEM-branded goods not manufactured by OPI	The transferable portion, if any, of the manufacturer's warranty	OPI will reasonably assist with a manufacturer claim but gives no additional warranty unless stated in the Contract.

"Shipment" means handover to the first carrier or Customer, as applicable under the agreed Incoterm.

"Commissioning" means first operation under load at the intended site. Commissioning cannot postpone the long-stop date measured from Shipment. Replacement or repaired Goods are warranted only for the unexpired portion of the original Warranty Period or 90 days from return shipment, whichever is longer.

4. Customer responsibilities and conditions of cover

Warranty cover depends on the Customer doing all of the following:

- inspect the Goods promptly on receipt and notify OPI of visible damage, shortage or non-conformity within five business days;
- store, preserve, install, align, commission, operate and maintain the Goods in accordance with OPI instructions, applicable manuals, approved procedures and good industry practice;
- operate within the ratings and limits stated in the Contract, including pressure, speed, temperature, fluid chemistry, solids content and duty cycle;
- use compatible, correctly specified ancillary equipment, lubrication, packing, valves, seats, seals and other components;
- keep accurate operating, maintenance and replacement records and provide them with any claim; and
- take reasonable steps to prevent further damage after a suspected defect appears, including stopping operation where continued use may be unsafe or may enlarge the loss.

5. Exclusions

The warranty does not cover a failure or damage to the extent caused by:

- normal wear, fatigue, cavitation, erosion, corrosion, scaling, chemical attack, abrasive media, contamination or loss of coating through service;
- operation outside stated ratings or contrary to OPI instructions, including overpressure, overspeed, dry running, inadequate suction conditions, improper warm-up or incompatible fluid chemistry;
- improper storage, preservation, handling, transport after risk passes, installation, alignment, commissioning, maintenance or repair;
- use of unapproved, incompatible, counterfeit or incorrectly fitted parts or consumables;

- modification, welding, machining, coating, disassembly or repair not authorised by OPI, except routine maintenance expressly permitted by OPI documentation;
- accident, impact, abuse, negligence, fire, flood, freezing, power disturbance or another external cause;
- a design, specification, material, process or instruction supplied or mandated by the Customer, except to the extent OPI expressly accepted design responsibility in writing;
- continued operation after a fault should reasonably have been identified; or
- serial numbers, identification marks, traceability records or tamper indicators being removed, altered or unreadable.

OPI may reject a claim where the Customer's breach of section 4 prevents a reliable root-cause assessment or materially contributes to the failure. Any rejection will identify the factual basis relied upon.

6. Warranty claim procedure

The Customer must use the following process:

1. Notify OPI in writing at sales@optimumpumpingindustries.com within ten business days after discovery and before the Warranty Period expires.
2. Provide the OPI quotation or order number, part and serial numbers, delivery and commissioning dates, operating hours, service conditions, relevant fluid analysis, maintenance history, photographs and a clear failure description.
3. Preserve the Goods and relevant evidence. Do not dismantle, alter or return Goods unless OPI gives written instructions or safety requires immediate action.
4. Obtain OPI's return material authorisation ("RMA") before shipment. The RMA is an administrative step and does not admit warranty liability.
5. Provide reasonable access for inspection and root-cause review. OPI may require return of the affected Goods or representative samples.

The Customer initially bears removal, packing, transport, access and investigation costs. If OPI confirms a valid claim, OPI will reimburse reasonable, pre-approved inbound freight costs or arrange collection. No labour, rig time, crane time, travel, accommodation or third-party cost is recoverable unless OPI approved it in writing before it was incurred.

7. OPI's assessment and exclusive remedies

OPI will assess the evidence and may inspect or test the Goods. At OPI's option, the remedy for a valid claim is to:

- repair the defective Goods;
- replace the defective Goods or affected component with new or serviceable equivalent Goods; or
- refund or credit the price paid for the defective Goods or affected component.

These remedies are the Customer's exclusive contractual remedies under this warranty. OPI determines whether on-site work is appropriate. Removed parts become OPI property if OPI supplies a replacement or refund. OPI will use commercially reasonable efforts to complete an approved remedy promptly, taking account of parts availability, site access and logistics.

If inspection shows that the claim is not covered, OPI may return the Goods at the Customer's cost and may charge reasonable inspection, testing, handling and repair costs after providing an estimate or other notice.

8. Technical and service-life limitations

Wear-related performance varies materially with pressure, strokes per minute, duty cycle, fluid composition, proppant concentration and size, solids, temperature, lubrication, equipment condition, installation quality and operating practice. Accordingly:

- estimated hours, cycles or production volumes are engineering estimates only unless expressly stated as a guaranteed value in the Contract;
- compatibility with an OEM model or interchange reference means dimensional or functional interchangeability only to the extent stated in the Contract; and
- an OPI recommendation based on Customer-supplied data is conditional on that data being complete and accurate.

9. Warranty disclaimer

Except for the express limited warranty in section 2 and any term that cannot lawfully be excluded, OPI gives no other warranty, condition, representation or undertaking, express or implied, concerning the Goods. To the extent permitted by the law governing the Contract, implied terms as to satisfactory quality, fitness for a particular purpose and conformity with sample are excluded. This section does not limit OPI's obligation to deliver Goods conforming to the expressly agreed specification.

10. Warranty-related liability

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of title obligations, or any liability that cannot lawfully be excluded or limited.

Subject to the preceding paragraph, OPI is not liable under or in connection with this warranty for loss of profit, revenue, production, use, contract, opportunity, anticipated savings, goodwill, business interruption, rig or fleet downtime, loss or corruption of data, or any indirect or consequential loss. OPI's total aggregate liability arising from or connected with a warranted defect will not exceed the price paid for the defective Goods giving rise to the claim.

The exclusions and cap in this section apply whether the claim arises in contract, tort (including negligence), misrepresentation, breach of statutory duty or otherwise, but do not reduce any higher or different liability cap expressly agreed in the Contract for the same event.

11. Transfer, changes and territorial use

This warranty is provided to the original Customer and may be transferred once with the Goods to an end user only if OPI receives written notice identifying the new owner, location and serial numbers. Transfer does not restart or extend the Warranty Period. No distributor, agent or employee may enlarge this warranty unless an authorised OPI representative agrees in writing.

The Customer is responsible for confirming that the Goods and their use comply with local laws, permits and site rules, unless the Contract expressly allocates that responsibility to OPI.

12. General

The governing law and dispute-resolution provisions in the Contract apply to these Terms. If the Contract is silent, the parties must agree those provisions in writing before order acceptance. A failure or delay in exercising a right is not a waiver. If part of these Terms is unenforceable, it will be modified to the minimum extent necessary and the remainder will continue in effect. Sections intended by their nature to survive expiry, including sections 7, 9, 10 and 12, will survive.

Schedule 1 — Information required for a warranty claim

Required item	Customer information
Customer / site	
OPI quotation or order number	
Product / part number	
Serial or batch number	
Shipment and commissioning dates	
Operating hours / cycles	
Failure date and description	
Operating pressure / speed / temperature	
Fluid and solids details	
Maintenance and parts history	
Photographs / videos / reports	
Requested disposition	

Customer notice: This warranty is part of the parties' commercial contract and should be read with the quotation, order acknowledgement and agreed technical documents.