



January-16-13 11:53 AM

Subject: Husky Energy Warranty Policy

Attn: NEE Service Managers and DSS Subcontractors

As an R&M service provider for **Husky Energy** we have been asked to review the warranty policy. **If you are a Husky Energy contractor it is up to you to provide the warranty service.**

Please note the following important warranty points:

- 1) All new equipment should have an Install / Commissioned sticker placed upon it with the date and commissioning agent's name
- 2) Any travel over 300Kms one way requires preapproval from Adam Grasso at Gilbarco, his contact info is attached
- 3) Once warranty has been determined, contact NEE Dispatch and advise that a warranty call is in process for the site# xxx
- 4) Upon completion of the warranty work, the warranty claim needs to be completed online with GVR. This should be done onsite, if not the online procedure is to be completed within 24 hrs of the work being done
- 5) Please send the parts back to your corresponding NEE location asap, so that NEE can process and return to the manufacturer in North Carolina

Once NEE receives Payment from GVR payment will be processed, if there is a Mileage Travel labor component applied.

You may contact Valorie Hennessey at NEE if you are experiencing problems processing GVR online warranty claims or commissioning (905)766-1310 / (647)654-8185 vhennessey@nee.ca

Best regards,

Al Lemoine

*Director of Business Development Western Service
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