

To: OPW Distribution, USA
From: Brandon Grote, Product Manager – Dispensing Products
Date: May 3, 2010

OPW ANNOUNCES ENHANCED PRODUCT WARRANTY ON 12VW SERIES VAPOR RECOVERY NOZZLES

Dear Valued Distributor:

Effective May 1, 2010 all new OPW 12VW series vapor recovery nozzles beginning in serial number 500000 and greater come standard with a special **2-Year Enhanced Warranty***.

This special warranty offer is designed to reinforce our commitment to quality and to standing behind what we know is the best built vacuum assist vapor recovery nozzle in the business.

Standard warranty procedures remain in effect. When handling nozzles for warranty purposes, please follow these steps:



1) VERIFY THE NOZZLE IS WITHIN WARRANTY:

- **Check Serial Number**
 - Check the serial number information online at www.OPWGLOBAL.com, Tech Support, Nozzle Warranty Lookup. You will be able to see the remaining warranty on the warrantable nozzle and/or the remaining warranty on the replacement nozzle.
- **Inspect the nozzle for the following Non Warrantable Conditions:**
 - **Evidence of Misuse or Abuse**
 - Damaged nozzles are not covered under warranty. This includes bent or broken spouts, nozzles without rivets, broken guards, broken spout nuts, foreign objects under poppet, and broken vapor paths.
 - **Field Repairable Replacements**
 - **Missing Parts or Components**
 - **Evidence of Repair or Rebuilt by Others**

- **If the nozzle is either out of warranty, or meets any of the Non Warrantable conditions listed above, you may still return the nozzle for upgrade credit towards a New OPW 12VW nozzle.**

2) PROVIDE REQUIRED INFORMATION – SUBMIT DISTRIBUTOR NOZZLE WARRANTY LOG (See attached example)

- In order for the warrantable nozzles to be eligible for product credit; Fill out the Distributor Nozzle Warranty Log form and submit it to Customer Service. Instructions for filling in the information are included in the attached sample log.
- ***Note that credit will be issued only if an OPW replacement nozzle is used.***
- OPW Customer Service will confirm the warranty period of the nozzles and will issue the appropriate credit memo request. The credit memo request number will then be provided to the distributor.

RETURNED GOODS POLICY ON NOZZLES

- **OPW nozzles that “Test Good” will not be considered in warranty, and will not be returned to the field for use.**
- **The Distributor returning them will receive a “partial core credit” in the amount of 50% of their standard core value**

Thank you for your ongoing support of OPW products. If you have any questions, please contact OPW Customer Service at 1-800-422-2525.

**This special 2-Year enhanced warranty applies to all 12VW nozzles manufactured in Cincinnati, OH beginning serial number 500000 and higher and is only applicable when the nozzle is replaced with another OPW brand vapor recovery nozzle.*

Specific model numbers include:

12VW-XX00 (Where XX is the hand insulator color)

12VW-04TX

