The **BENEFITS**

**Guarantee**
DMP guarantees your system to perform as specified while in the program

**Enhanced Support**
TechLink Remote Connection Support
Enhanced Email Response Times
Enhanced Phone Response Times
Rapid On-Site Support
Chemical Inventory Management
Lab Support

**Discounts**
10% discount on already competitive parts
Special rates for on-site service calls

- 1st visit billed as expenses only (max 5 days including travel)
- 2nd visit & beyond billed at $500 plus expenses (max 5 days including travel)

How to **PARTicipate**

To participate in the Performance Guarantee Program, you agree to purchase - at competitive prices - all chemicals, parts and service from DMP.

There are no extra costs associated with the program.

Maintaining compliance is an important and difficult responsibility. At DMP, we understand the impact your wastewater treatment plan has on your business and we want to ensure your new system will not only perform and last for years to come, but will be as **worry-free** as possible.

So what does peace of mind cost? With the DMP Performance Guarantee Program, it costs you nothing.

See reverse side for complete terms and conditions.
FIVE YEAR PERFORMANCE GUARANTEE PROGRAM DETAILS

Eligibility
To be eligible for DMP’s water treatment system Five Year Performance Guarantee Program:

- DMP must understand all aspects of your water treatment system
- You must adhere to all instructions, manuals, and/or software furnished by DMP with regard to the system’s operation and maintenance
- You must purchase all relevant spare parts, services, and chemicals from DMP; we will assist you in your performance guarantee eligibility with competitively priced parts, services, and chemicals

DMP’s five year performance guarantee only applies to systems which are used in accordance with DMP’s instructions, manuals, and/or software. Any other use or maintenance of the system renders this performance guarantee null and void.

This performance guarantee is in effect for a period of five years from the date the system is accepted as functioning according to specifications.

Terms
DMP agrees and guarantees that for a period of five 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 DMP’s quotation.

Re-enrollment upon completion of the program’s five year period, or due to a lapse in eligibility anytime during the five year period, will require a system evaluation by DMP.

Guarantee
If, within the five year period, the system fails to meet the DMP performance guarantee specifications, DMP will make such adjustments it determines necessary to meet the guarantee specifications, up to and including furnishing a complete new system.

Sole Performance Guarantee
This is DMP’s 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 cost of treatment is to be considered an estimate and is in no way to be construed as guaranteed. In no event shall DMP be liable for incidental or consequential damages including, without limitation, loss of time, inconvenience, loss of production, or penalties incurred.

The sole performance guarantee in the event of breach of guarantee is repair or replacement as set forth in this document.