

DSD International Inc. warranty policy - Maple Sugaring Division

Production: We manufacture our products with the best materials available on the market and are looking for full satisfaction of our customers and end users. Our aim is to always offer advanced and innovative products, while remaining attentive to our customer needs.

Limited Warranty: our products are guaranteed against defects in materials and workmanship for a period of one year, with the exception of the following exclusions and extended warranties expressly mentioned below.

Limited lifetime warranty: The warranty covers SST 304 material against rust.

Only products purchased and used in the context of normal utilization will be accepted and covered by this warranty. Any product found to be defective and covered by the present limited warranty will be replaced by a new product of the same type (if available) or equivalent. Only the defective products will be replaced, even if a larger quantity was purchased.

Exclusions:

- Change in color is not considered as being a defect
- Are excluded, consumable products and accessories (hammer, snow brush, etc.)
- Any non-compliant and unreasonable use of pieces, use of incompatible chemicals and/or none recommended by the manufacturer, will void the present warranty.
- The warranty covers the replacement of products purchased. Any loss of production, wages or any other damage is strictly not covered by DSD International Inc.
- This present warranty is not transferable.
- Transportation costs are not covered by the warranty.

Claims: All products must be accompanied by a completely acquitted sales receipt from the end-user (*mandatory condition, with the exception of the claim*), submitted to one of our authorized vendors or returned to the head office of DSD International Inc. for authorization.

Replacement: The warranty of any replaced products in accordance with this warranty, will terminate at the end of the warranty period of the originally purchased product. In order to proceed to the evaluation of the submitted products for replacement:

To conduct the assessment on parts submitted for replacement:

- Customer must provide parts from different areas.
- Only products whose manufacturing date (appearing on the product) is readable, and not altered will be considered for replacement.
- DSD International Inc. and its authorized dealers reserve the right to visit the clients' installation sites, to inspect the installations in order to evaluate and find the source of any problem and ask for any additional defective products if deemed necessary.

Parts covered by the Limited Lifetime Warranty:

20C01-*** - Collar (pre-pierced) (1/2" - 2")

Parts covered by the fifteen (15) year limited warranty

15 year Warranty - DSD Multi-Purpose Tiles	
<p>Tiles 12" x 12"</p> <ul style="list-style-type: none"> • Flat surface : TILE-120, TILE-120S • Smooth : TILE-121, TILE-121S • Ribbed 0.003": TILE-123, TILE-123S • Ribbed 0.008": TILE-128, TILE-128S <p>Tiles 6" x 6"</p> <ul style="list-style-type: none"> • Flat surface : TILE-060, TILE-060S • Smooth : TILE-061, TILE-061S • Ribbed 0.003": TILE-063, TILE-063S • Ribbed 0.008": TILE-068, TILE-068S <p>Borders : Edge and Corner edge, TILE-EF, TILE-EM, TILE-CF, TILE-CM</p> <p>Applicable for all tile colors, Polypropylene and Elastomer.</p>	<p>less than 2..... 100%</p> <p>less than 3..... 90%</p> <p>less than 4..... 80%</p> <p>less than 5..... 70%</p> <p>less than 6..... 60%</p> <p>less than 7..... 55%</p> <p>less than 8..... 50%</p> <p>less than 9..... 45%</p> <p>less than 10..... 40%</p> <p>less than 11..... 30%</p> <p>less than 12..... 20%</p> <p>less than 13..... 10%</p> <p>less than 14..... 7%</p> <p>less than 15..... 5%</p>

Parts covered by the five (5) year limited warranty:

All DSD STARS connectors for tubing 3/16" and 5/16" such as :

- 90° spout adapter
- Multifunction collar
- End line fitting
- Multifunctional cap
- Slider end line fitting
- SS collar (without holes) (1" - 3")
- T-connector
- Saddle elbow connector 90°
- T-cap Long Connector
- Straight saddle connector
- Wire union
- Cap for saddle
- Slider wire union
- Double sided seal
- End of line Indicator Slider

Parts covered by the one (1) year limited warranty

- All DSD STARS sap spouts Nylon or Polycarbonate
- All DSD STARS adapters Nylon or Polycarbonate

Parts covered by the one (1) year limited warranty

35G01-***	- DSD spout remover	TTL-SP225	- Installation tool for straight sap spout & adapter
15D01-001	- Stainless steel hook for metal bucket	TTL-SP115	- Installation tool for 115° sap spout & saddles
15D01-002	- Stainless steel hook for DSD bucket	35N01-188	- DSD installation plier for 3/16"
BV06-RD-K1	- Gas safety spout	35N01-313	- DSD installation plier for 5/16"
15D01-001	- Universal Steri-Vial		

Parts covered by our limited 3 month Warranty: products are guaranteed against defects in materials and workmanship for a period of (3) three months.

35O01- Sugar shack apron - black –orange –camouflage - Size S/L

DSD International Inc. Tubing Warranty

The limited warranty only covers tubing purchased for normal use in the maple bush. It does not cover consumables or accessories. Only the defective tubing will be replaced, even if a larger quantity was purchased.

This warranty is non-transferable.

Conditions: Have a copy of the invoice paid in full. Provide at least 5 samples of 5 feet long tubing taken in different areas of the sugar bush, the production date printed on the tubing must be legible.

Unreasonable treatment, such as the use of a flame and / or the use of non-recommended chemicals by the manufacturer, or other damages are excluded and not covered by the DSD International Inc. limited warranty

The tubing is considered defective when (it breaks or ruptures without collision)

Change in color is not regarded as a defect.

DSD International Inc. reserves the right to visit the client’s installation for inspection and to examine the extent of the problem and reserves the right to take additional samples.

When a claim is accepted, the warranty of the tube replaced will end with the end of the original purchase warranty.

The warranty covers material loss only, loss of production, labor or other damage is not covered by DSD International Inc.

The defective tubing must be returned to DSD International Inc. or to one of its authorized dealers. Shipping charges are not covered by warranty.

Limited warranty pro-rated according to the following chart. If tubing is defective before the end of the limited warranty, DSD International will replace part of the defective tubing by new tubing of the same type (if available) or equivalent.

The amount that will be replaced will be calculated according to the following chart.

Product #	Number of years since purchasing	% replaced
<u>15-year warranty</u> <u>Tubing flexible /semi flexible</u> TB516-F- Tubing 5/16" Flexible (Blue, light blue or gray) TB316-F –Tubing 3/16" Flexible (Blue, light blue or gray) TB516-SF- Tubing 5/16" Semi flexible (Blue, light blue or gray) TB316-SF- Tubing 3/16" Semi flexible (Blue, light blue or gray) 10E05-32- 3/16" flexible/semi flexible 32" drop line 10E05-36- 3/16" flexible/semi flexible 36" drop line 10E05-40- 3/16" flexible/semi flexible 40" drop line (Blue, light blue or gray) 10E01-32- 5/16" flexible/semi flexible 32" drop line 10E01-36- 5/16" flexible/semi flexible 36" drop line 10E01-40- 5/16" flexible/semi flexible 40" drop line (Blue, light blue or gray)	Less than 1 year More than 1 year but less than 2 More than 2 years but less than 3 More than 3 years but less than 4 More than 4 years but less than 5 More than 5 years but less than 6 More than 6 years but less than 7 More than 7 years but less than 8 More than 8 years but less than 9 More than 9 years but less than 10 More than 10 years but less than 11 More than 11 years but less than 12 More than 12 years but less than 13 More than 13 years but less than 14 Over 14 years but less than 15 More than 15 years	100% 93% 86% 80% 73% 66% 60% 53% 46% 40% 33% 26% 20% 13% 6% 0%
<u>10 year warranty</u> <u>Semi rigid tubing and</u> <u>Mainline LDPE</u> TB-516-SR - 5/16" tubing Semi rigid tubing (Blue, light blue, gray, green or orange) TB-316-SR - 3/16" tubing Semi rigid (Blue, light blue, gray, green or orange) TB050, TB075, TB100, TB125, TB150, TB200 Mainline 1/2" to 2" (Blue, light blue or Black)	Less than 1 year More than 1 year but less than 2 More than 2 years but less than 3 More than 3 years but less than 4 More than 4 years but less than 5 More than 5 years but less than 6 More than 6 years but less than 7 More than 7 years but less than 8 More than 8 years but less than 9 More than 9 years but less than 10 More than 10	100% 90% 80% 70% 60% 50% 40% 30% 20% 10% 0%
<u>5 year warranty</u> <u>Rigid tubing</u> TB-516-R - 5/16 tubing Rigid (Blue or light blue or gray)	Less than 1 year More than 1 year but less than 2 More than 2 years but less than 3 More than 3 years but less than 4 More than 4 years but less than 5 More than 5 years	100% 80% 60% 40% 20% 0%