NEW WARRANTY POLICY EFFECTIVE 8/17/2026

Dear Valued Customers,

MSTN Transformers has updated its warranty policy for 2026. This new policy will cover all SOLD units and qualifying repair work. Our goal is to provide our customers with clear and consistent warranty coverage while ensuring that all repairs and services are performed to the highest standards.

3 YEAR / 36 MONTH WARRANTY

Effective immediately, MSTN Transformers will provide a three-year (36-month) warranty on all units **SOLD BY MSTN**. This warranty also applies to qualifying repair work, field service performed, or any services performed directly by MSTN.

The warranty period will begin on the date listed on the customer's delivery transmittal or from date of completion (field service) and will remain in effect for 36 months from that date.

WARRANTY COVERAGE

This warranty is limited to parts, components, labor, and repair work directly performed by MSTN Transformers. Coverage applies only to the work and components that will fall within MSTN's scope of work and responsibility.

Warranty coverage **DOES NOT** extend to components, repairs, modifications, or services performed by another company or third party, nor does it cover items outside the original scope of work performed by MSTN.

DETERMINTATION OF WARRANTY COVERAGE

All warranty claims will be reviewed and evaluated by MSTN Transformers. Upon notification of potential warranty issue, MSTN will determine the cause and nature of the failure before determining whether the repair or replacement qualifies for warranty coverage. **Warranty coverage is subject to MSTN's determination** based on the condition of the unit, the cause of failure of the affected parts, and the original scope of work performed by MSTN.

If an inspection determines that a failure or required repair is outside of the scope of MSTN's warranty responsibility, the customer will be responsible for the associated costs and will be charged separately.

Any warranty claim made to a unit that was sold or repaired by MSTN prior to the effective date of August 17,2026 will remain under its original warranty policy for that time period (2 years from date on transmittal or from date of completion [field service]) or the agreed upon warranty as stated on the quote or purchase order.

THANK YOU FOR YOUR BUISNESS!