

Dear Customers,

Gotec received these past years complaints from customers who used Gotec repaired pumps. For remembering, Gotec SA does not accept any complaint, and damages are not covered, if the Gotec pump is dismantled by the customer or any third party.

Gotec which is known for his quality products cannot accept having his brand name tarnished due to aftersales services which do not respect the repair procedures, parameters, handling or anything else.

To avoid such problems, since the beginning of 2014, Gotec has decided to inscribe in his quality chart that no spare parts will be delivered to customers for aftersales. **This new quality policy is part of the Gotec quality system.**

Should this decision not be accepted, Gotec will send his quality manager to approve the customer in-house repairing procedure of Gotec pumps. Don't hesitate to contact us, should you need any further information.

Best regards

Denis Albrecht
Director

A handwritten signature in blue ink, appearing to read "Denis Albrecht", with a long horizontal stroke extending to the right.