



JC Carter Cares Center
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JC Carter's business is cryogenic couplings and remains the brand leader for use in LNG heavy truck fueling. JC Carter continuously evaluates and tests its products and implements upgrades to components for improved performance and safety. JC Carter is committed to providing its customers the best product, best service, and best overall experience.

1. Remanufacture Program

- a. This program is designed to meet asset retention requirements.
- b. Customer ships nozzle(s) to JC Carter factory with purchase order for a Remanufactured Nozzle(s).
- c. Nozzle(s) are inspected, overhauled, tested and shipped back within 48 hours of receipt of the customer nozzle(s).

2. Nozzle Exchange Program

- a. This program is designed to meet urgent delivery requirements to minimize down time.
- b. JC Carter maintains a pool of remanufactured nozzles available for immediate shipment.
- c. Exchange nozzle(s) are shipped same day from JC Carter's nozzle exchange pool by 2nd day air to customer directed site upon receipt of customer's PO.
 - i. The customer's used nozzle(s) are shipped to the JC Carter factory within 10 days of receipt of the Exchange Nozzle(s).
 - ii. JC Carter verifies the returned "core(s)" are usable. If they are not usable, customer will be invoiced for the replacement cost of the nozzle "core(s)".
- d. Returned customer used nozzles shipped to JC Carter are remanufactured and added to the JC Carter nozzle exchange pool.
- e. JC Carter will supply customer with complete nozzle serial number tracking for each nozzle returned and each nozzle supplied.

Remanufactured Nozzle Scope of Supply

This is a cost effective price for upgrading nozzles that have been in regular service. JC Carter recommends each nozzle is considered for an overhaul annually. Overhauled nozzles are remanufactured and tested to the same standards as newly assembled nozzles. The following work is performed as part of the remanufactured nozzle programs:

1. All seals are replaced with new JC Carter seals.
2. All bearings, retainers, bushings, connecting rods, adjustment nuts are replaced with new parts.
3. Nozzle housing and linkage plate are replaced with a new component.
4. Latches, shafts, locking sleeves and poppets are replaced with new components if worn and/or damaged.
5. The poppet assembly is upgraded to our latest Freeze Free™ technology that offers significant resistance to ice buildup and freezing.
6. Other minor upgraded component parts are inserted to replace older versions.
7. Nozzle is fully tested using the same procedures as with a new nozzle.
8. A 12 month warranty on parts is provided with each remanufactured nozzle.

See reverse side for general terms and conditions

Terms & Conditions:

- Remanufactured nozzles are shipped within 48 hours of receipt of nozzle(s) and purchase order.
- Exchange nozzle(s) are shipped from JC Carter exchange nozzle pool, same day from receipt of purchase order.
- All prices are in USD.
- Prices include return 2 day shipping costs from JC Carter's factory. A request for faster delivery will include a charge for the shipping cost variance.
- Payment terms: net 30 days
- E.&O.E

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