

August 26, 2014

Chart Valued Customers,

Re: Chart Vacuum Technology™ 10 Year Warranty / 20 Year Design Life

History

Since 1963 Chart has been supplying vacuum insulated products (VIP) to the industrial gas, biomedical and energy industries. Chart’s vacuum systems stand the test of time. Chart has systems that have been in operation for 20, 30, 40 and even 50+ years. Chart Vacuum Technology™ (CVT 10/20) is proven to be the best in the industry. For these reasons Chart is pleased back up these claims with a 10 year limited vacuum insulated pipe warranty / 20 year design life. This warranty will protect you from incurring unplanned material and labor expenses.

Most of Chart’s competition offers a standard 1-year warranty. To keep their prices down they use substandard steel and inexpensive insulation. Within a couple of years vacuum levels are lost and sections start to frost up.

Look for the Chart Vacuum Technology™ logo on your vacuum insulated pipe to see if your system is covered. Chart warrants to Buyer that the VIP will operate in accordance with the specifications for the amount of time listed in the applicable sections of the table below, subject to the exclusions below and in the Chart Terms & Conditions of Sale. This table details the warranty for each Chart Vacuum Insulated Pipe product.

	Rigid	Flex	C-Flex™ Transfer Hoses
Limited Warranty	10 years	5 years	2 year
Design Life	20 years	10 years	4 years

This warranty does not cover normal wear items like DV6 gauges, O-rings, bayonet clamps, relief valves and valve stems. Chart vacuum systems must be installed properly and maintained by either Chart International or a mutually agreeable independent 3rd party. This warranty does not cover parts that have been physically damaged during installation (flex that has exceeded its bend radius). All resale products and components only carry the warranty offered by their original manufacturer. If any of the above warranties are not met, Chart shall provide the remedies referenced in its Terms & Conditions of Sale.

The warranty does cover defects in materials and workmanship.

Design Life

The design life of a product is the period of time the item is expected to work within its specified parameters. It is also referred to as the life expectancy. Many products today are designed to be disposable (a good example is a disposable vs. a single lens reflex camera). Chart’s VIP uses the best materials available for up to a 20-year design life (MVIP Pro® Rigid Vacuum Insulated Pipe). The components of Charts VIP: stainless steel outer, inner, vacuum getters, bellows are designed for a 20-year life.

Claims

Submit claims by contacting [Chart Customer Service](mailto:chart.sales@chartindustries.com) (1-800-400-4683, chart.sales@chartindustries.com).

Feel free to contact me directly if Customer Service has not been able to answer your questions.

Regards,

A handwritten signature in black ink on a light yellow background. The signature appears to read "Vogel Grote" in a cursive style.

Vogel Grote, P.E.
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