



Texas Turbine Operations

4608 Bradley Street
Lubbock, Texas 79415
tel 806.763.7867
fax 806.743.5776

February 20, 2010

From:
Randy Swearngen - Customer Service Manager
Bryan Duffy - Turbine Marketing Manager

To: Texas Turbine Operations Customers

Product News: Changes to CentriPro 6" and Larger Sub Motor Warranty Policies

We would like to begin by expressing our gratitude to our loyal customers for helping to make 2009 a rewarding year for our Texas Turbine Operation's business. Although 2009 has been a challenging one due to current economic conditions and continuing weaknesses in demand in several of our core markets, we remain optimistic about our outlooks for 2010. For 2010 we are implementing a policy change that will allow us to regain our ability to detect true product defects. This will allow us to hold our vendors accountable to the high quality standards we expect of them. Those of us at Texas Turbine Operations feel obligated to do whatever we can to ensure that our end user markets receive not only the highest possible quality products, but that they are applied in such a way that the end user receives the maximum possible value from their well pumping system.

We will furnish a checklist to our distributors and high volume dealers with inspection criteria to be used to complete a visual inspection of returned CentriPro 6" motors prior to making a decision regarding whether to send the motor back to Goulds for warranty inspection. The purpose of this inspection will be to separate motor failures due to manufacturer's defects from those due to the most obvious installation and/or environmental causes. These motors found to have no manufacturing defects should be replaced with the purchase of new motors. If the cause of the failure is in doubt, we have the option to issue a RMA to have it returned to the factory. If this is the case, a Warranty Application and/or Installation Form will have to be filled out and returned prior to the motor inspection. Motors returned for



inspection will have to be sent in with the splice still attached to the motor leads.

In the case of 8" motors we will require motors considered for warranty to be returned by RMA for inspection. We will, at our option, have 8" motors which are replaced under warranty rebuilt and stocked for use as future warranty replacements.

When motors considered for warranty are returned for inspection, the replacement motors shipped will be entered as a sale with customer PO# and the terms on the order will be flagged as "Subject to Warranty Adjustment". Once the warranty application has been determined, the customer will be issued a credit or will have to pay the invoice.

Beginning March 1, 2010, our standard warranty period will be 12 months from date of installation or 24 months from date of sale, whichever occurs first. This warranty will supersede all previous warranties. Any products sold under the "1 2 3 Warranty" program will be honored until their expiration dates.

Best regards,

Randy Swarengen
TTO Customer Service Manager
R&CW Americas - Texas Turbine Operations

Bryan C. Duffy
Turbine Marketing Manager
R&CW Americas - Texas Turbine Operations

The following must be completed for warranty consideration:

If motor passes visual inspection in section "A", complete back side and fax or e-mail to the factory.

Customer Location: _____

HP: _____ VOLTS: 3/60/_____ MODEL#: _____ Motor Dia. 6" / 8"

Make: CentriPro Hitachi Mfg#: _____ Date Code: _____

PO# _____ Purchase Date: _____

Date Installed: _____ Date Failed: _____

A: General Condition:

- 1 Sand Damage: Yes () No ()
- 2 Broken Shaft: Yes () No ()
- 3 Discolorization of can from heat: Yes () No ()
- 4 Motor Spline Damage: Yes () No ()

If any of questions 1 through 4 are answered Yes, the failure is not considered to be Warrantable.

Motors to be returned for inspection must have motor cable cut above splice.

Returned motors must have a Texas Turbine issued RMA.

Other Comments:

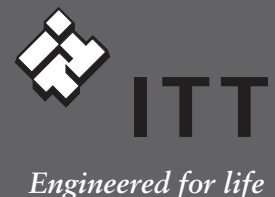


ITT
 2881 East Bayard Street, Seneca Falls, NY 13148 • Phone: (315) 568-7123 • Fax: (315) 568-2046
 P.O. Box 5487, Lubbock, TX 79408 • Phone: 1-806-763-7867 • Fax: 1-806-743-5730
www.centripro.com

CentriPro is a brand of ITT Corporation.

CentriPro is a registered trademark of ITT Corporation. ITT, the Engineered Blocks Symbol and Engineered for Life are registered trademarks of ITT Manufacturing Enterprises, Inc.

Copyright © 2010 ITT Corporation CPWARR1 April, 2010 Printed in U.S.A.
SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.



CENTRIPRO WARRANTY APPLICATION and INSTALLATION RECORD

Installation Location: _____ Well # _____

Installed by: _____

Date Installed: _____ Date Failed: _____

Motor HP: _____ Voltage: _____ Diameter _____

Motor Serial #: _____ Date Code: _____

INSTALLATION RECORD

- 1) Depth of Setting: _____ Well Diameter: _____
- 2) Static Water Level: _____ Pumping Water Level: _____
- 3) Water Temperature: _____ °F Check Valve(s) at Feet: _____
- 4) Pump Capacity GPM: _____ Total Dynamic Head _____

START UP DATA

- 1) Static Voltage Line 1 _____ Line 2 _____ Line 3 _____
- 1a) Load voltage Line 1 _____ Line 2 _____ Line 3 _____
- 2) Amperage Line 1 _____ Line 2 _____ Line 3 _____
- 3) Starter Size: _____ Manufacturer _____
- 4) Fuse Size: _____ Ambient Compensated Heater Size: _____
- 5) Cable Size: _____ Length _____ Temp Rating: _____ °C
- 6) Flow Inducer Installed _____ All Flow From Below Motor?: _____
- 7) Motor Protection Device(s): _____
- 8) Installed per IOM Instructions?: _____
- 9) Installing Contractor _____

Signed by: _____ Date _____

Returned motors must have a Texas Turbine issued RMA.

RMA # _____

Section to be completed by factory and returned to requestor.



ITT
 2881 East Bayard Street, Seneca Falls, NY 13148 • Phone: (315) 568-7123 • Fax: (315) 568-2046
 P.O. Box 5487, Lubbock, TX 79408 • Phone: 1-806-763-7867 • Fax: 1-806-743-5730
www.centripro.com

CentriPro is a brand of ITT Corporation.

CentriPro is a registered trademark of ITT Corporation. ITT, the Engineered Blocks Symbol and Engineered for Life are registered trademarks of ITT Manufacturing Enterprises, Inc.

Copyright © 2010 ITT Corporation CPWARR2 April, 2010 Printed in U.S.A.
SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.

