

PFISTER® FEEDING AND DOSING

Fuller Technologies Germany GmbH · Am Mittleren Moos 53 · 86167 Augsburg

To whom it may concern

Date: 24.08.2026

Exclusive Service and Warranty Policy for PFISTER® Products Heading

Dear Customer,

When you purchase a PFISTER® product, you can expect decades of efficient, reliable dosing. To deliver on that promise, we provide comprehensive support, including commissioning, maintenance, troubleshooting, and hands-on training for plant teams. Our Spare and Wear Parts team is structured to respond quickly to your needs and is backed by a global network of service centers. In addition, our product development team continuously introduces upgrades that further enhance the efficiency of your existing feeders.

We are committed to providing the best possible return on your investment, but proper care must be taken. Therefore, **Fuller Technologies exercises our exclusive right to be the sole provider for spare and wear parts, upgrades and retrofits, as well as commissioning, maintenance, troubleshooting, and training of plant staff for daily operation.** In short, no other entity is authorized to offer any kind of services or parts for Pfister products. If it is found that another entity has conducted technical work on Pfister products, we have the right to null and void any warranty or performance conditions or clauses. Only Pfister training technical staff and Pfister original parts can guarantee operational stability and conformity to our OEM specifications.

Furthermore, **the use of PFISTER® original parts and authorized services helps ensure continued product reliability, compliance with applicable standards, and access to the full range of technical expertise available throughout the product lifecycle.** Where non-original components have been installed, Fuller Technologies may be limited in its ability to provide troubleshooting, calibration, repair, on-site or remote support, and may be unable to validate equipment performance or compliance with OEM specifications.

In addition to warranty considerations, CE, ATEX and HazLoc certifications will expire by usage of a third- party controller, spare part or wear part. In the event of self-ignition or explosion in a hazardous zone, the customer takes the risk and responsibility of any property damage and personal injury.

Thank you for choosing Pfister products and for placing your trust in our expertise. We value our partnership and look forward to supporting you for many years to come. Should you have any questions or require assistance, please do not hesitate to reach out. Your satisfaction and operational success are our top priorities.

For original parts, contact PfisterSpares@fullertechnologies.com or visit <https://pfister.fuller-technologies.com/>

For any technical question or service, contact PfisterService@fullertechnologies.com

Yours sincerely

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