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Notes about maintenance and repair services in China

Dear Customers,

We hope this message finds you well.

This is to alert you on an important issue regarding maintenance and repair services that you may obtain in China.

1. Our after-sales service network in China

All of Nabtesco's after-sales services in China are provided through our Chinese subsidiary and our only approved service agency in the country listed below. The employees of these Nabtesco-approved entities have received education and training to be able to provide high quality service in compliance with our standards, and each Nabtesco-approved engineer at these entities carries a unique ID and uses only Nabtesco-approved parts and materials to perform after-sales services.

[Nabtesco subsidiary] Nabtesco Marine Machinery (Shanghai) Co., Ltd.

[Nabtesco-approved service agency] BEIKONG MARINE SERVICE CO., LTD.

2. "Service providers" other than Nabtesco-approved entities

We have recently received information that there are repair businesses who claim to be Nabtesco-approved service providers, but the above two are the only Nabtesco-approved service providers in China. Receiving a maintenance or repair service performed by a non-approved provider involves the following risks:

Quality degradation: Unapproved services may use used or fake parts or materials for repair, which can cause performance degradation or system failure.

Voiding of warranty: Even if Nabtesco-approved parts and materials purchased through our approved sales channel have been used, we do not provide any warranty if a defect or failure is experienced after receiving a service performed by a non-approved service provider.

Service history inconsistency: Any part procured through a non-approved channel will not be reflected in the Nabtesco-managed parts replacement log for your vessel, and any service provided by a non-approved entity will not show up in our repair and maintenance log, which can affect the integrity of future repair and maintenance plans for your vessel.

3. About service procurement

Whenever you need a repair or maintenance service, kindly contact your nearest Nabtesco service center/station or our approved service agency.

We continue to make the utmost effort to provide excellent service for our customers.

Thank you for being a valued customer and for fulfilling all your parts and service needs through Nabtesco-approved entities only.

Sincerely yours,

After Sales & Marketing Group, Service Department
Marin Control Systems Company
Nabtesco Corporation