



February 24, 2010

As Northshore Power Systems Customer Service Department endeavors to continuously improve, we find it necessary to make periodic changes to our policies and practices. Effective immediately, all replacement generators will require the pre- approval of Jeff Servis, Vice President or Natalya Plunkett, Service and Warranty Manager. In order for us to maintain an accurate record of the request and the reason for replacement, we will require that a written request is submitted to Jeff or Natalya for each unit in need of replacement (we will provide you with a Request Form for your convenience) Upon our receipt, review and approval of the Request Form, Northshore Power Systems will contact you and inform you of the date of shipment of the replacement unit. In the event that your request for a replacement unit is not approved, we will review with you our service options so that we are able to satisfy both you and your customer.