

July 12<sup>th</sup>, 2024

**Memorandum: Use of Competitor Components with KStrong products/Systems**

It has recently come to our attention that some customers are integrating competitors' components with KStrong components in their FLS installed systems.

This practice can lead to system failures and malfunctions as our systems are designed for use with Engineering parameters related to our products. Systems using non KStrong products or components will not be covered under KStrong's product warranty. Our warranty policy clearly excludes any damages or issues arising from the use of non-KStrong components in conjunction with our products.

To ensure that our customers are fully informed and to maintain the integrity and reliability of our engineered systems, it is essential that you note the following key points:

- **Strict Use of KStrong Components:**
  - Customers must use only KStrong components within their engineered systems to ensure performance, safety and reliability.
- **Completion of Installation:**
  - KStrong will not provide a commissioning report or approve as system as fit for use if competitors' components are used.
- **Warranty Exclusions:**
  - Any system failures, malfunctions, or damages resulting from the use of competitors' components in all KStrong systems will not be covered under our warranty.
  - No warranty or guarantee will be provided.
- **Liability and Certification:**
  - KStrong will not be held liable for any injuries or damages resulting from systems that use non KStrong parts or products
  - KStrong cannot certify any systems that use non KStrong products
- **Customer guidance and support:**
  - We encourage customers to contact our support team for any questions or guidance regarding the proper use of KStrong components in their systems.

We thank you for your consideration of the above, should you have any questions or concerns please contact you Country Manager directly, they will be pleased to be of assistance.

Jean Drolet  
General Manager  
KStrong Asia Pte. Ltd.